



HUME CITY COUNCIL

Facilities and spaces for hire

How to guide

hume.vic.gov.au





Stolen Generations Marker.

Acknowledgement of Traditional Owners

Hume City Council recognises the rich Aboriginal heritage within the municipality and acknowledges the Wurundjeri Woi-wurrung, which includes the existing family members of the Gunung-Willam-Balluk clan, as the Traditional Custodians of this land. Council embraces Aboriginal and Torres Strait Islander living cultures as a vital part of Australia's identity and recognises, celebrates and pays respect to Elders past, present and future.

In the spirit of reconciliation Council acknowledges the role past federal and state government policies have played in the social, cultural and economic dispossession of Aboriginal and Torres Strait Islander peoples, the ongoing intergenerational trauma experienced by many Aboriginal and Torres Strait Islander people as a result of this, the impact of racism on this trauma and the ways in which these forces combine to reinforce entrenched disadvantage, poor health outcomes, increased contact with the justice system and economic disadvantage.

Council acknowledges the importance of self-determination, meaning that Aboriginal and Torres Strait Islander peoples hold the knowledge and expertise about what is best for themselves, their families and their communities, and have the right to freely pursue their economic, social and cultural development.

Council plays a role in healing and building positive relationships between Council and Aboriginal and Torres Strait Islander communities, as well as educating the broader public about the significance of Aboriginal and Torres Strait Islander languages, cultures and history.

Introduction

Hume City Council have introduced a new online booking platform – Bookable – which allows our residents, community groups and organisations to:

- Search, view and book from a range of Council facilities including community centres, halls and senior citizen centres, youth centres, plus equipment for hire and more.
- Check venue availability and explore venue capacities and amenities.
- Make single and multiple bookings.
- Manage, change and pay for your booking easily online.

This guide provides all the steps to set up your user account, make and manage bookings, and pay for your bookings online. If you require further information on how to book or need help to make a booking please contact the relevant team:

Area	Contact Name	Email	Phone
Community Centres & Venues	Bookings Team	Hccfacilities@hume.vic.gov.au	9356 6768
Community Support	Community Support Team	humecommunitysupportservices@hume.vic.gov.au	9205 2200, Press 2
Youth Services	Youth Services Team	youth@hume.vic.gov.au	9205 2556

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How to register for an account

If you wish to make a booking, you must register for an account. Guests can browse our facilities and spaces and view availability, however cannot make bookings or see hire fees.

Step 1. Visit Council's online booking portal at hume.bookable.net.au

Step 2. Select **Register** at the top of the page



HUME CITY COUNCIL

Standard Expression of Interest (Seasonal)

[Login](#) | [Register](#)

1. Search

2. Refine

3. Confirm & Pay

Filters

Venue Type

- Select Venue Type -

Activity Type

- Select Activity Type -

Search for a Venue or Suburb

Date

22/03/2024

[Clear All](#)

Search

More Options

Facilities and spaces for hire

From conferences, weddings and everything in between - we have a space for you.

We own and operate a range of facilities that are available for hire for any size, budget or purpose.

Here you can search our available facilities, see bookable spaces, request bookings and submit payments.



Please register before booking

We require all hirers to be registered. Our private hire fees will be shown to all customers who have not registered or logged in.

Do you need help?

If you need help to make a booking send us an [enquiry](#), visit our [help centre](#) or call us on 9205 2200.

Step 3. Select Organisation or Individual registration type from the drop-down list

HUME CITY COUNCIL

Home | [Instructions](#) Standard Expression of Interest (Seasonal) [Login](#) | [Register](#)

Please complete the below registration form to access the Hume City Council venue booking website.

Depending on the customer type selected your registration may need to be verified by Council. Once your account has been verified you will be notified by the email address you provide below. You will then be able to login and start making bookings.

Registration **Type**

Hume City Council has a seven day booking lead time for Community Centres, Hume Global Learning Centres, Town Hall Broadmeadows, and Community Facilities.

Please contact us via phone on 9205 2200 if you are wanting to make a booking within the next seven days.

Please choose one of the following

- Organisation
- Individual

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Step 4. Select the Customer Type from the drop-down list

HUME CITY COUNCIL

Home | [Instructions](#) Standard Expression of Interest (Seasonal) [Login](#) | [Register](#)

Please complete the below registration form to access the Hume City Council venue booking website.

Depending on the customer type selected your registration may need to be verified by Council. Once your account has been verified you will be notified by the email address you provide below. You will then be able to login and start making bookings.

Registration **Type**

Hume City Council has a seven day booking lead time for Community Centres, Hume Global Learning Centres, Town Hall Broadmeadows, and Community Facilities.

Please contact us via phone on 9205 2200 if you are wanting to make a booking within the next seven days.

Individual

Customer Type

- Individual (Hume resident / non resident)
- Sole trader / private business

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Step 5. Complete the online registration form

Step 6. Based on your registration type, you may be required to upload documents

Create **Account**



Email*

Confirm Email*

Password*

Confirm Password*

Show Password

Show Password

Our password policy requires a strong password. Your password should contain at least 8 characters. It should contain a combination of upper and lower case letters, numbers and special characters. The more characters, the stronger the password.

Personal **Details**



Title*



Given Name(s)*

Family Name*

Mobile Number (inc Region and Country codes)*

Phone Number (Optional) (inc Region and Country

Address Line 1*

Address Line 2 (Optional)

Suburb*

State/Region/Province*



Postcode*

Upload **Document**



Any documents specified below must be uploaded as part of your registration. Registrations that do not include the required documents may be delayed or rejected.

na

Select Files

Step 7. Read the Privacy Policy and Terms Use, then select the tickbox to accept the terms

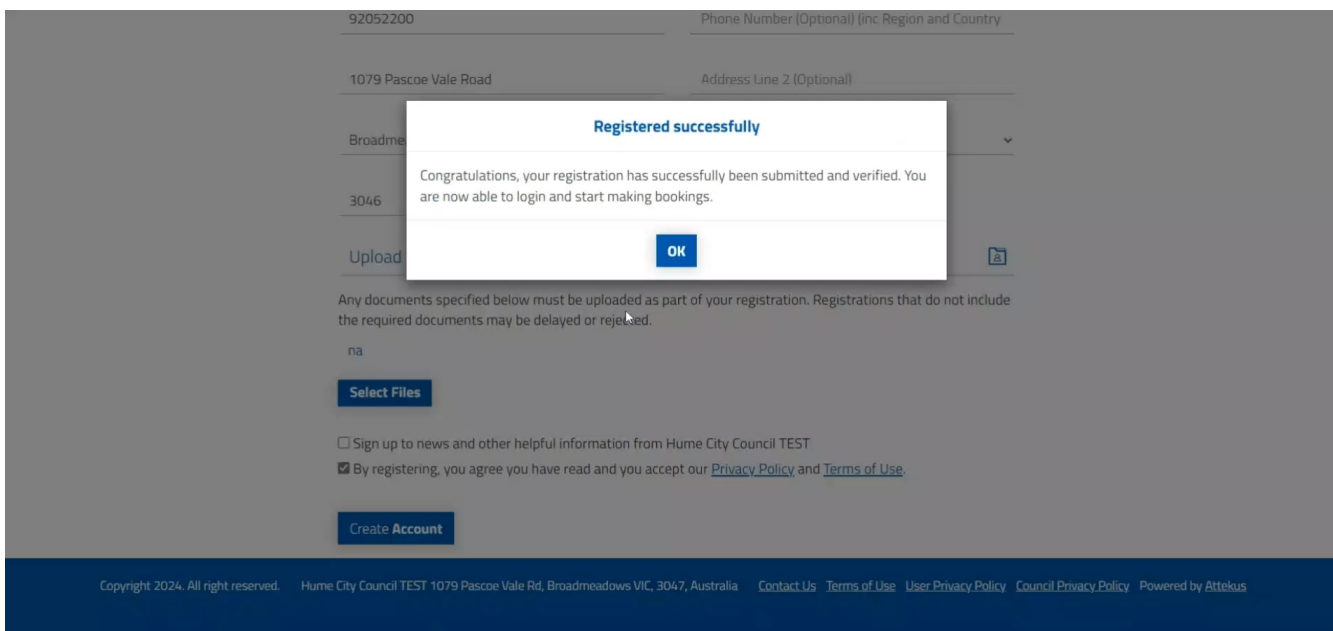
A message will appear advising that your registration will need to be verified by Council. We may contact you if further information is required, otherwise you will receive an email once your registration has been successfully verified.

Once your registration is verified, you can login and start making bookings.

Sign up to news and other helpful information from Hume City Council

By registering, you agree you have read and you accept our [Privacy Policy](#) and [Terms of Use](#).

Create Account



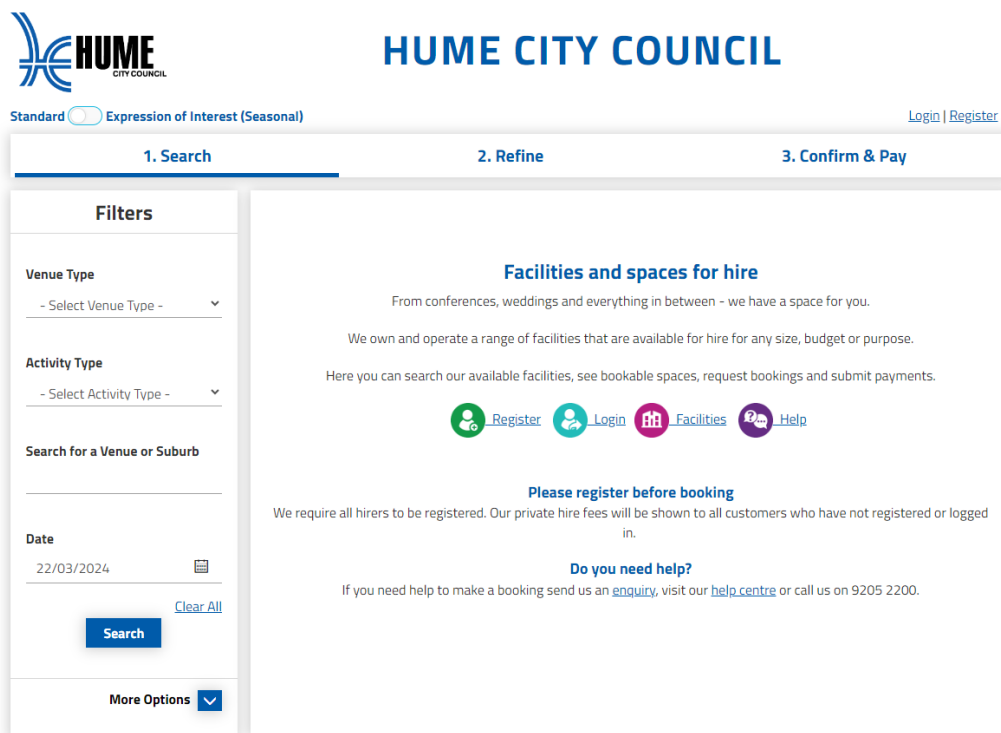
The screenshot shows a registration form with a modal dialog box in the center. The modal has a title "Registered successfully" and a message: "Congratulations, your registration has successfully been submitted and verified. You are now able to login and start making bookings." Below the message is an "OK" button. The background form is dimmed and shows fields for "Phone Number (Optional)", "Address Line 2 (Optional)", "Broadmeadows", "3046", and "Upload". Below the form, there are checkboxes for "Sign up to news and other helpful information from Hume City Council TEST" and "By registering, you agree you have read and you accept our Privacy Policy and Terms of Use." A "Create Account" button is visible at the bottom of the form. The footer contains copyright information and links to "Contact Us", "Terms of Use", "User Privacy Policy", "Council Privacy Policy", and "Powered by Attekus".

How to log into your account (including reset your password)

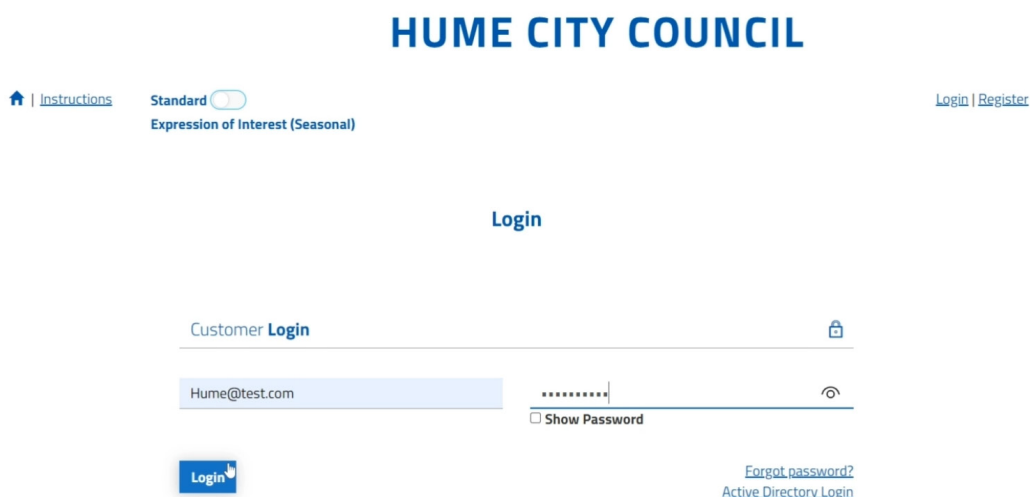
If you wish to make a booking, you must register for an account (**refer page 4**). Guests can browse our facilities and spaces and view availability, however cannot make bookings or see hire fees.

Step 1. Visit Council's online booking portal at **hume.bookable.net.au**

Step 2. Select **Login** at the top of the page



Step 3. Sign in using your email address and password, then select **Login**. You are now logged in and can browse and book our facilities and spaces for hire.



Step 4. If you need to reset your password, select **Login** at the top of page. Then select **Forgot password**


HUME CITY COUNCIL

[Home](#) | [Instructions](#)

Standard
 Expression of Interest (Seasonal)

[Login](#) | [Register](#)

Login

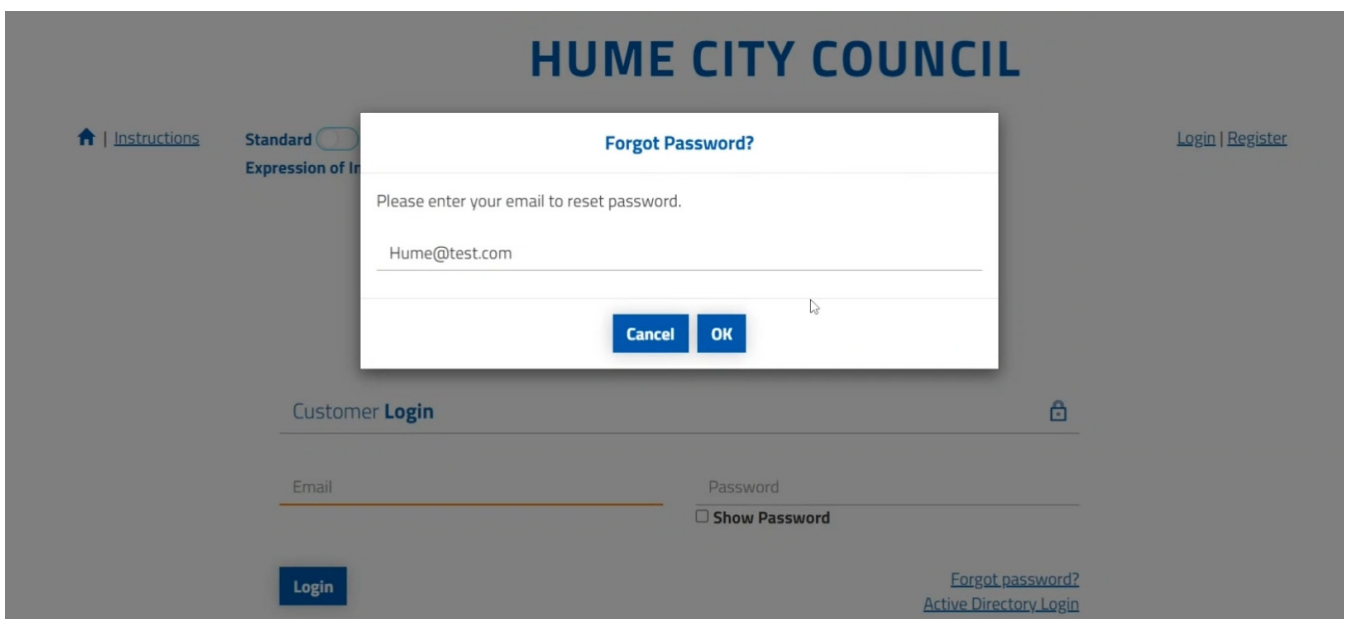
Customer **Login** 

Email Password

Show Password

[Forgot password?](#) [Active Directory Login](#)

- a.** Enter your email address, then select **OK**.
An email will be sent to your nominated email address



- b.** Click on the link in the email. This will take you back to the online portal to continue the password reset process.
- c.** Enter a new password, then select **OK**
- d.** Select **Reset Password**

Your password has been reset. You can continue to login to your account using your new password.

Step 4. Enter the name for your booking under **Booking Name**

Step 5. Enter the expected number of attendees

Step 6. Select the relevant purpose of the booking from the drop-down list

Step 7. Select the booking date by adjusting the **From** and **To** fields.

Please note times that are unavailable will be blacked out and cannot be selected.

Booking Refinement

1. **Booking Overview** To start your booking, add a Name for the Booking, choose your purpose and login if you are registered



Booking Name: * (13/150 characters.)

Test Function

Attendee Numbers: *

20

Included Dates

[Saturday 27/04/2024](#)

Purpose: *

Conferences / Seminars

Customer:

Hume Test

[+ Additional Information](#)

2. **Booking Items** Add the items you wish to book, then choose the duration of your booking



27/04/2024



Create Repeat/Add Date

Bookable Items *

From

To

Conference Room

09

00

10

00



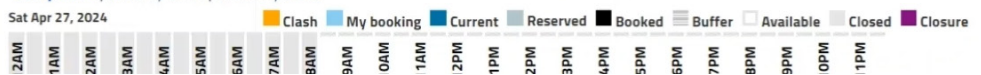
Add Booking Item

Homestead Community and Learning Centre

Function Room (Gallery) with Kitchen

[Daily view](#) | [Weekly view](#) | [Monthly view](#)

Sat Apr 27, 2024



Step 8. Under **Bookable Items**, select the space you wish to book. Select Add Booking Item to add more spaces to your booking.

Step 9. Review your booking details carefully and make any changes required. If your booking information is incomplete, you will be asked to fix this before continuing.

a. The **Booking Details** screen is displayed summarising the details of your booking including dates, times, bonds and fees.

Bookable Items * From 09 : 00 To 14 : 00

Conference Room

Add Booking Item

Homestead Community and Learning Centre Daily view | Weekly view | Monthly view

Function Room (Gallery) with Kitchen Sat Apr 27, 2024 ■ Clash ■ My booking ■ Current ■ Reserved ■ Booked ■ Buffer ■ Available ■ Closed ■ Closure

Function Room (Gallery)	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Kitchen	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Computer Room	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Conference Room	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Harmony Room	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM

< New Search **Review and Finalise >**

[Home](#) | [Instructions](#)

Test, Hume(Hume@test.com) [My Account](#) | [Logout](#)

1. Search

2. Refine

3. Confirm & Pay

Booking Details

Home

Booking **Overview**

Venue:

Homestead Community and Learning Centre

Customer:

Hume Test

Booking Name:

Test Function

Purpose:

Conferences / Seminars

Description:

Special Requirements:

Attendee Numbers:

20

Booking Status: Temporary

Pricing Summary

Fees (Incl GST): **\$275.75**

Bonds: **\$210.10**

Total (Incl GST): **\$485.85**

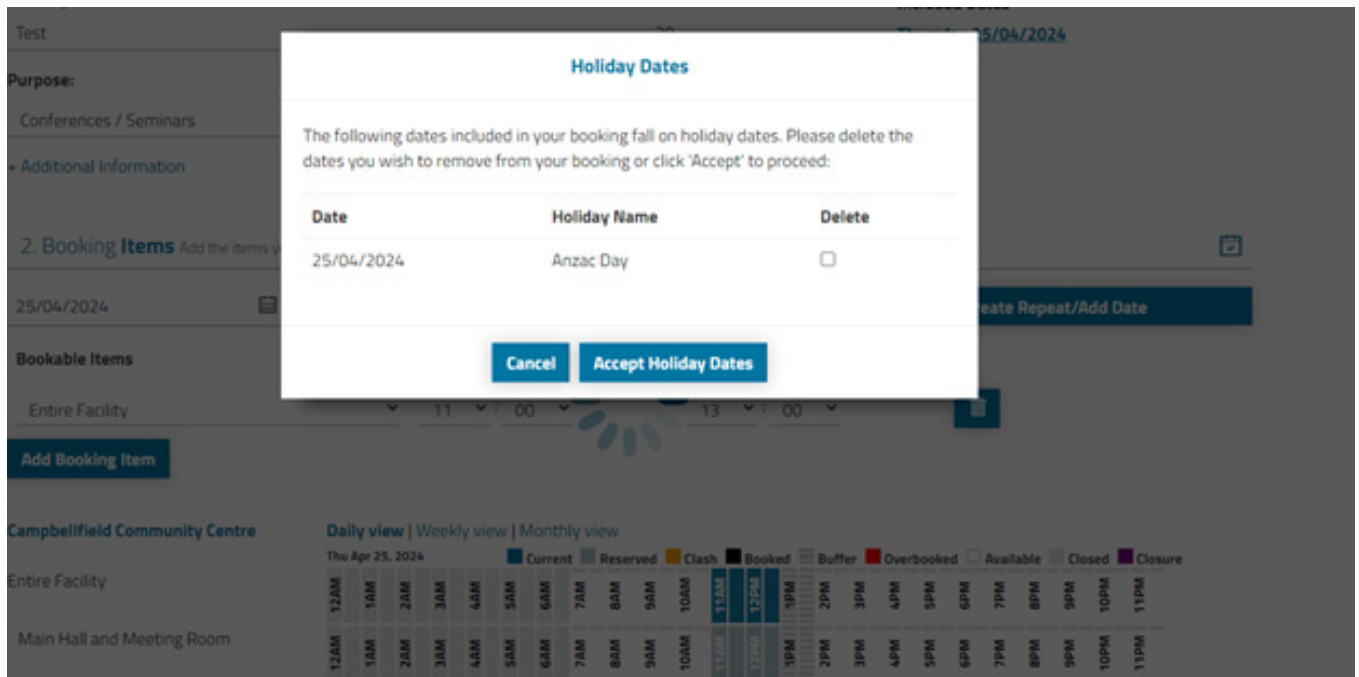
GST: **\$25.07**

Payable: **\$485.85**

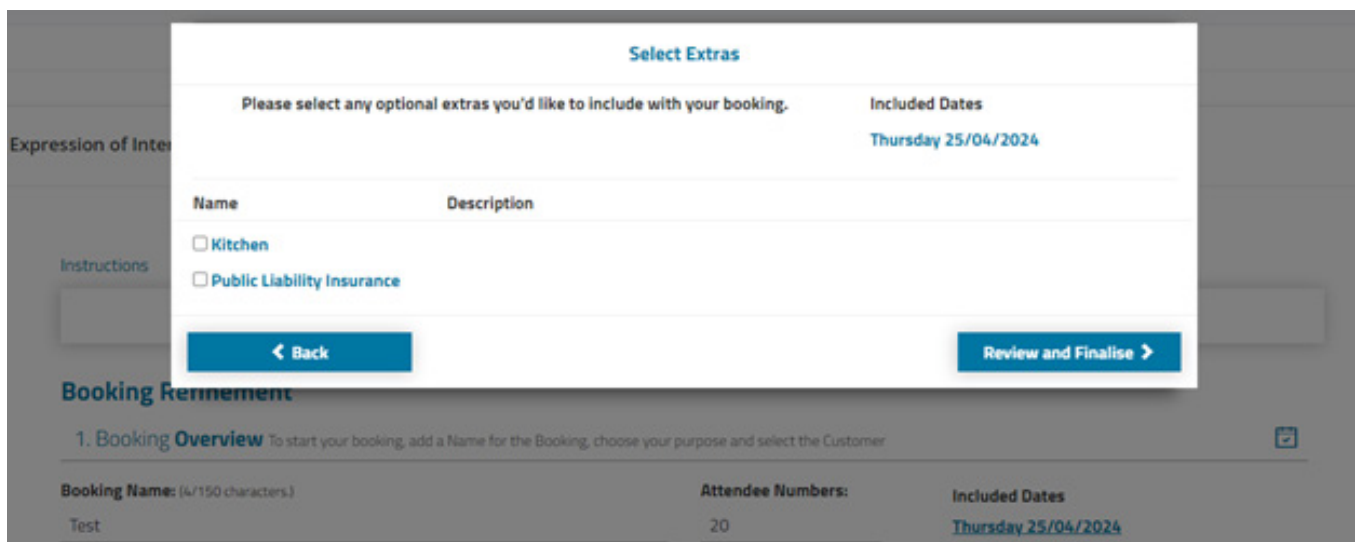
Payable Now: **\$0.00**

Payable Later: **\$485.85**

- b. Bookings that fall on a public holiday or during school holidays will be asked if they would like to proceed with all booking dates. Select **Accept Holiday Dates** to proceed.



- c. Select to add any additional extras if required and **Review and Finalise**.



Step 10. Select **Modify** if changes are needed, otherwise select **Complete**

Required Documents

The document(s) specified below are required for your booking to be assessed. The maximum file size is 30MB per file.

No documents required.

Other Documents

Only use this option to upload additional documents that are NOT specified in the 'Required Documents' panel

- No documents uploaded.

[Upload Document](#)

Booking Breakdown

27 April 2024 Saturday

Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Function Room (Gallery) with Kitchen	09:00 AM	02:00 PM	Hours	5	\$55.15	\$275.75	\$25.07

Add contacts for booking notifications

If you would like others to be notified about certain updates to this booking, please add those contacts here.

[Add Existing Contact](#)
[Add Manual Contact](#)

[← Modify](#)

[Delete](#)
[Print Quote](#)

[Complete >](#)

Step 11. Complete the **Booking Detail Checklist** by answering each mandatory question and click save.

Enter Checklist.

Name
Booking Detail Checklist - Community centres / facilities and halls

Instruction
Please answer all questions correctly to ensure your booking request can be reviewed and approved.

4. Will alcohol be available for consumption? Yes No

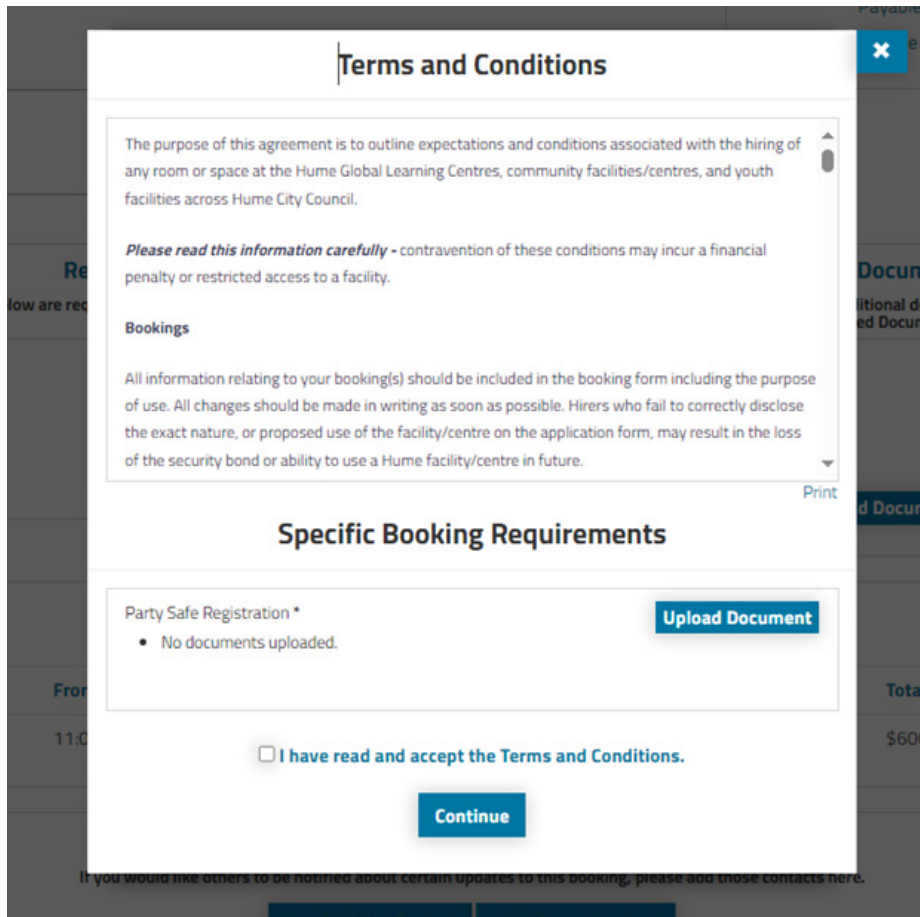
5. How did you hear about our venue? *

- Hume City Council Website
- Word of mouth
- Was referred by a friend / family / other
- Hume City Council run social media (Facebook, Instagram, Twitter, You tube)
- Other social media (not run by Hume City Council)
 - Email (e.g. Hume e-news, library newsletter)
 - Post (e.g. newsletter, flyer, brochure)
 - Poster in local area
- Previously used a Hume City Council Facility

6. Would you like to be added to our mailing lists? *

- Be added to the mail list for Council's e-newsletter "Hume eNews"
- Be added to the mail list for Hume community centres and venues

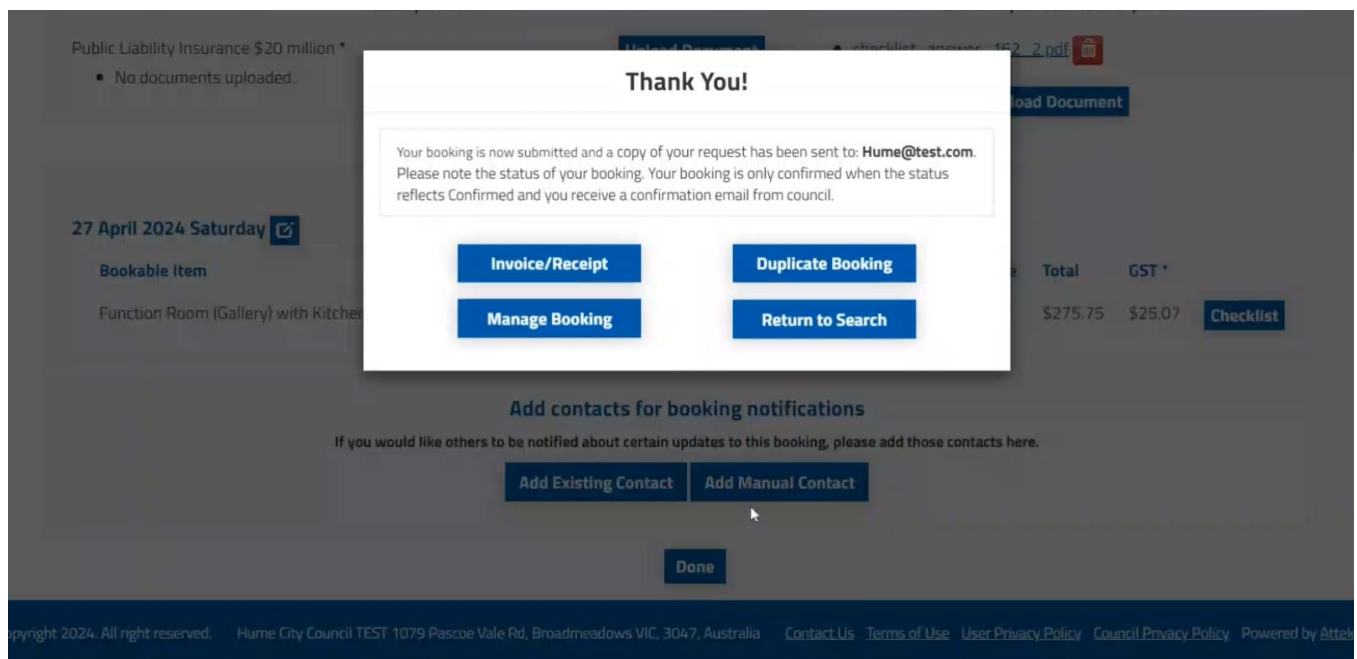
Step 12. Read the Terms and Conditions, then select Continue



Step 13. Your booking request is now submitted and an acknowledgement has been sent to your email.

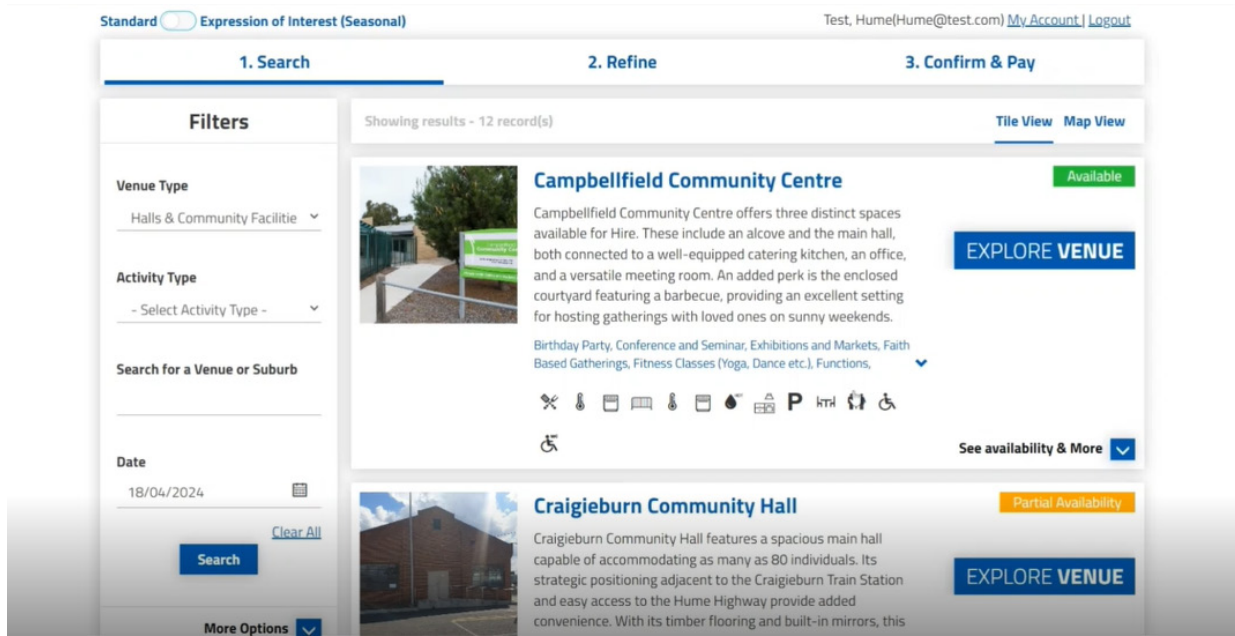
Please note your booking request is tentative until it is reviewed by our bookings team. You can view your booking anytime by clicking **Manage Booking**.

We will notify you by email within three business days to confirm your booking.



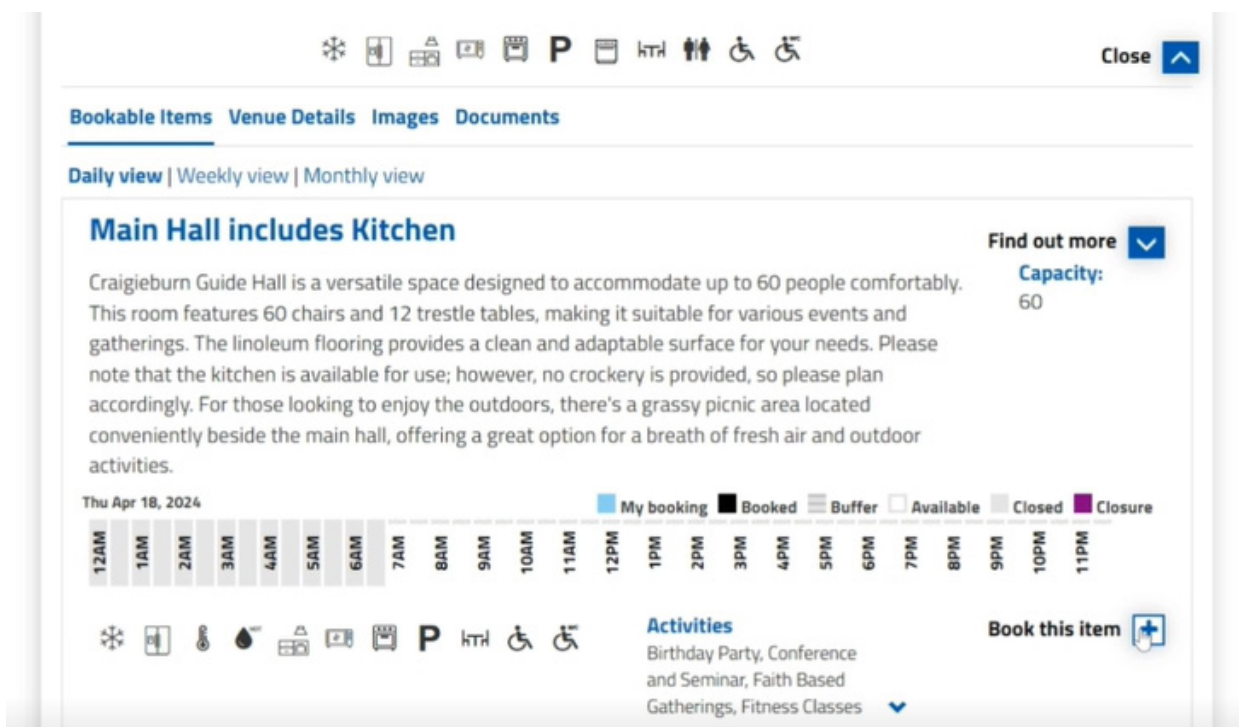
How to make a repeat booking at a venue

Step 1. Once you are logged in use the filters on the left-hand panel to search. Based on the filters you've selected; the relevant venues will be displayed.



Step 2. Select **See availability & more** or **Explore Venue** to see more venue details, bookable spaces, images and any relevant documents.

Step 3. Select **Book this item** to select which spaces you want to book



Step 4. Enter the name for your booking under **Booking Name**

Step 5. Enter the expected number of attendees

Step 6. Select the relevant purpose of the booking from the drop-down list

Step 7. To create a repeat booking at the same facility, select **Create Repeat/Add Date**

The screenshot shows the 'Refine' step of a booking process. At the top, there are navigation links for 'Instructions', 'Standard' (with a toggle), and user information 'Test, Hume(Hume@test.com) My Account | Logout'. Below this is a progress bar with three steps: '1. Search', '2. Refine' (highlighted), and '3. Confirm & Pay'. The main heading is 'Booking Refinement'. Underneath, there are two sections: '1. Booking Overview' and '2. Booking Items'. The 'Booking Overview' section contains fields for 'Booking Name' (Dance Classes), 'Attendee Numbers' (20), 'Included Dates' (Thursday 18/04/2024), 'Purpose' (Fitness & Lifestyle Classes), and 'Customer' (Hume Test). There is a '+ Additional Information' link. The 'Booking Items' section shows a date of 18/04/2024 and a 'Bookable Items' table with columns 'From' and 'To'. The table entry is 'Main Hall includes Kitchen' with a time range of 09:00 to 10:00. A 'Create Repeat/Add Date' button is visible on the right. At the bottom left, there is an 'Add Booking Item' button.

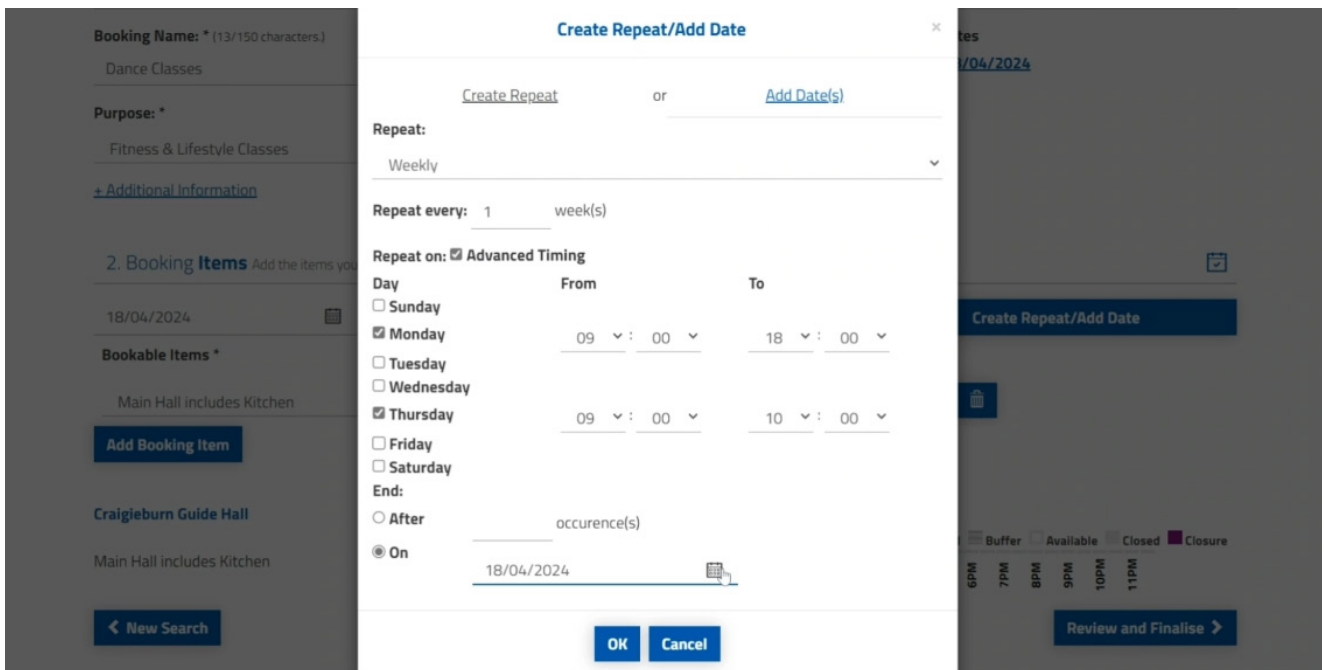
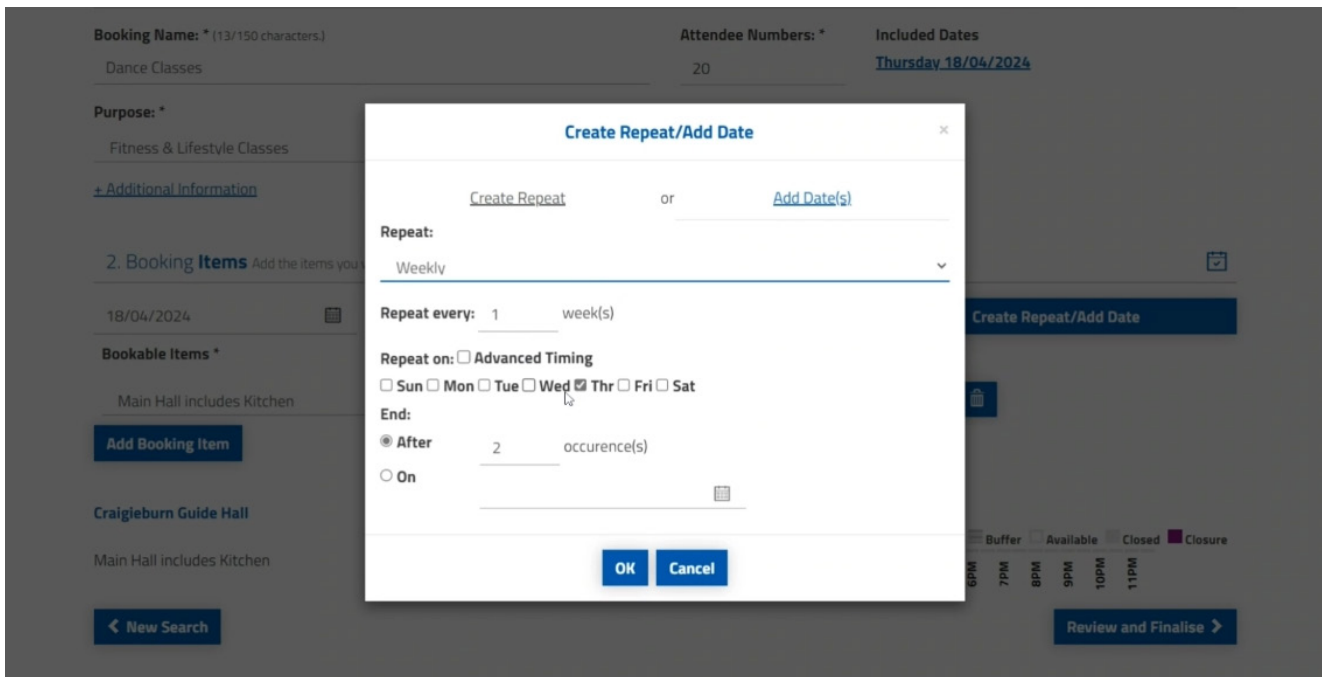
This screenshot shows the same booking refinement interface as above, but with a modal window open. The modal is titled 'Create Repeat/Add Date' and contains the text 'Create Repeat or Add Date(s)'. Below this, there is a 'Repeat:' dropdown menu currently set to 'Never'. At the bottom of the modal are 'OK' and 'Cancel' buttons. The background interface is dimmed, showing the 'Booking Overview' and 'Booking Items' sections. At the bottom of the page, there is a 'Craigieburn Guide Hall' section with a 'Daily view | Weekly view | Monthly view' selector. Below this is a calendar grid for 'Thu Apr 18, 2024' with a legend for 'Clash', 'My booking', 'Current', 'Reserved', 'Booked', 'Buffer', 'Available', 'Closed', and 'Closure'. The grid shows time slots from 12:00 AM to 11:00 PM. At the bottom left is a 'New Search' button and at the bottom right is a 'Review and Finalise' button.

Step 8. For recurring bookings you want on the same schedule, select **Create Repeat**

a. Select the frequency cycle of the booking from the drop-down list

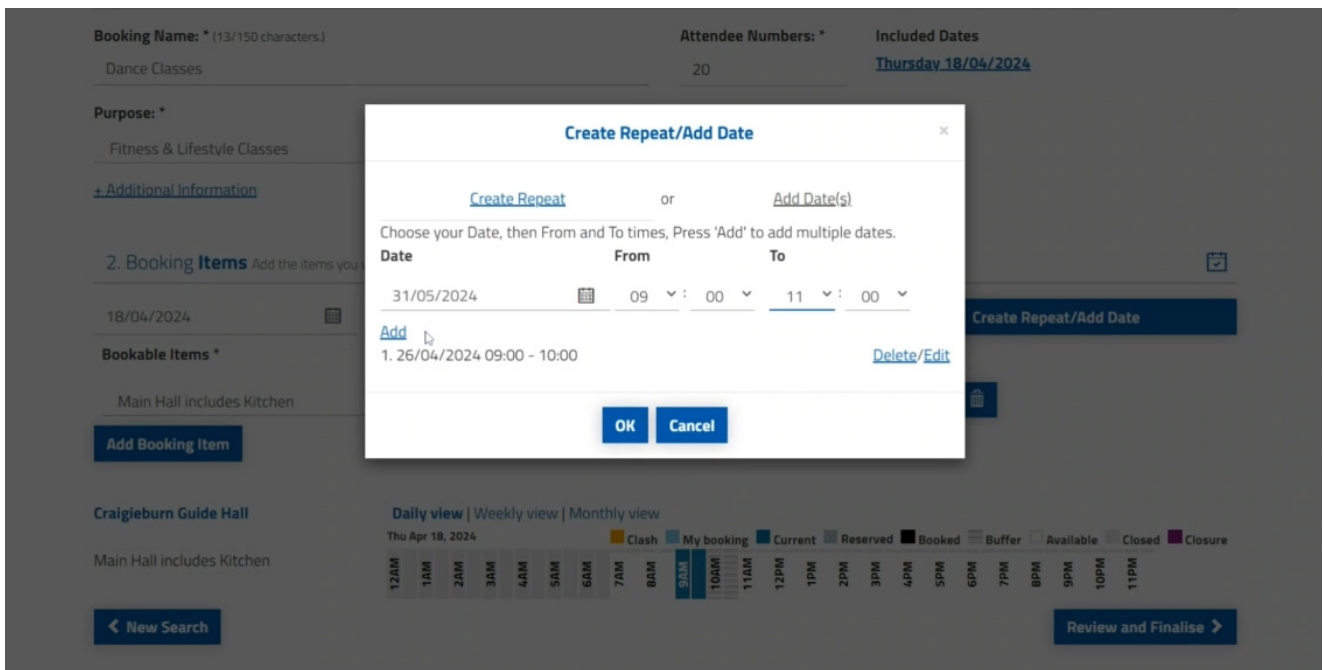
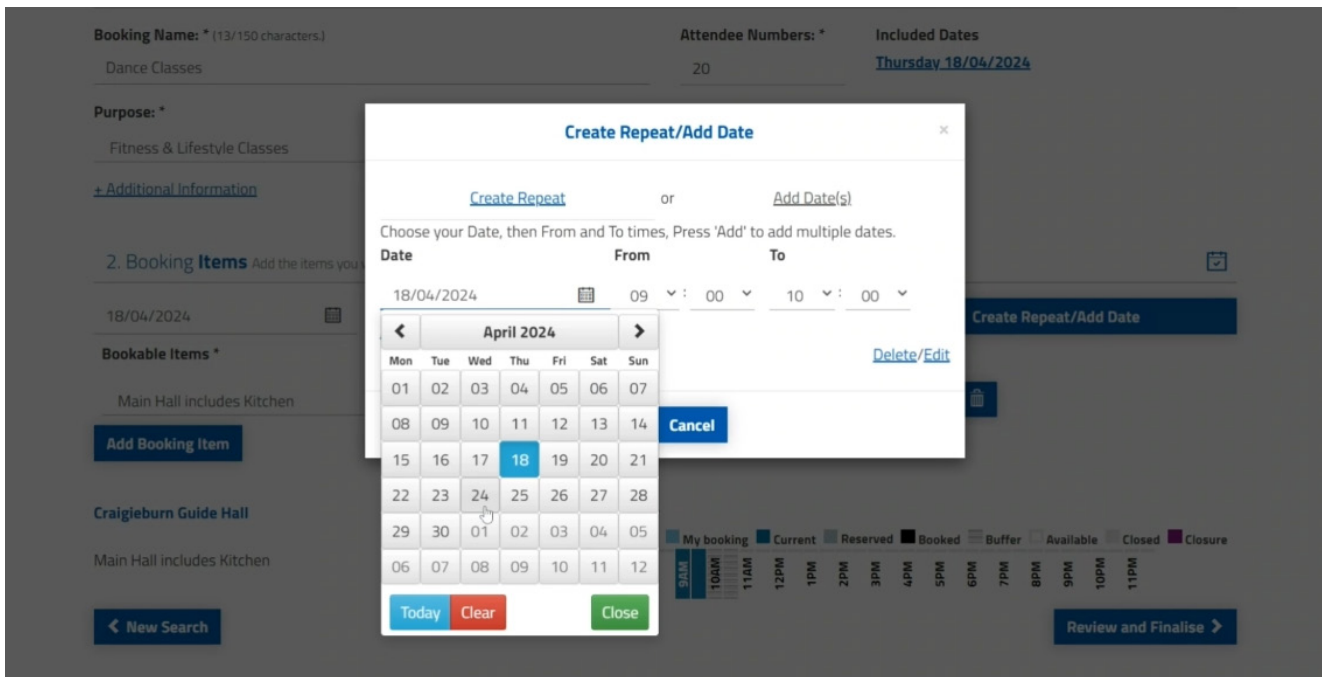
b. Enter all the other details for the recurring booking, then select **OK**

If you need to add multiple days across the week with different booking times, you can also select Advanced Timing and add the start/finish times manually.



Step 9. If you prefer to select individual dates manually, select **Add Date(s)**

- a. Select the **Calendar** icon, then update the booking time by adjusting the **From** and **To** fields
- b. Select **Add**
- c. Repeat this step for all the dates you would like to book, then select **OK**



Step 10. Select **Delete/Edit** to modify each booking individually

Step 11. Once all the dates are added, select **OK**
The list of dates will now appear under **Included Dates**.

Home | [Instructions](#) Standard Expression of Interest (Seasonal) Test, Hume(Hume@test.com) [My Account](#) | [Logout](#)

1. Search 2. Refine 3. Confirm & Pay

Booking Refinement

1. Booking **Overview** To start your booking, add a Name for the Booking, choose your purpose and login if you are registered

Booking Name: * (13/150 characters.) Dance Classes	Attendee Numbers: * 20	Included Dates Thursday 18/04/2024 Monday 22/04/2024 Thursday 25/04/2024 Monday 29/04/2024 Thursday 02/05/2024
Purpose: * Fitness & Lifestyle Classes	Customer: Hume Test	

[+ Additional Information](#)

2. Booking **Items** Add the items you wish to book, then choose the duration of your booking.

18/04/2024

Bookable Items *	From	To	
Main Hall includes Kitchen	09 : 00	10 : 00	

Step 12. Once you have reviewed your booking, select **Review and finalise** at the bottom of the page. You can review if you wish to include any school holidays or public holidays in your booking.

Purpose: *
Fitness & Lifestyle Classes

Customer:
Hume Test

Thursday 28/11/2024
Monday 02/12/2024
Thursday 05/12/2024

[+ Additional Information](#)

2. Booking Items Add the items you wish to book; then choose the duration of your booking.

18/04/2024

Bookable Items * From 09 : 00 To 10 : 00 **Delete**

Add Booking Item

Craigieburn Guide Hall
Main Hall includes Kitchen

Daily view | Weekly view | Monthly view

Thu Apr 18, 2024

Clash My booking Current Reserved Booked Buffer Available Closed Closure

12AM 1AM 2AM 3AM 4AM 5AM 6AM 7AM 8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM

< New Search **Review and Finalise >**

Purpose: *
Fitness & Lifestyle Classes

[+ Additional Information](#)

2. Booking Items Add the items you wish to book; then choose the duration of your booking.

18/04/2024

Bookable Items *
Main Hall includes Kitchen

Add Booking Item

Craigieburn Guide Hall
Main Hall includes Kitchen

< New Search

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Date	Holiday Name	Delete
25/04/2024	Anzac Day	<input type="checkbox"/>
10/06/2024	Kings's Birthday	<input type="checkbox"/>
01/07/2024	Term 2 School Holidays (Winter) 2024	<input type="checkbox"/>
04/07/2024	Term 2 School Holidays (Winter) 2024	<input type="checkbox"/>
08/07/2024	Term 2 School Holidays (Winter) 2024	<input type="checkbox"/>
11/07/2024	Term 2 School Holidays (Winter) 2024	<input type="checkbox"/>
23/09/2024	Term 3 School Holidays (Spring) 2024	<input type="checkbox"/>
26/09/2024	Term 3 School Holidays (Spring) 2024	<input type="checkbox"/>
30/09/2024	Term 3 School Holidays (Spring) 2024	<input type="checkbox"/>
03/10/2024	Term 3 School Holidays (Spring) 2024	<input type="checkbox"/>
23/12/2024	Term 4 School Holidays (Summer) 2024	<input type="checkbox"/>
26/12/2024	Boxing Day, Term 4 School Holidays (Summer) 2024	<input type="checkbox"/>
30/12/2024	Term 4 School Holidays (Summer) 2024	<input type="checkbox"/>

Cancel **Accept Holiday Dates**

Thursday 28/11/2024
Monday 02/12/2024
Thursday 05/12/2024

Create Repeat/Add Date

Delete

Buffer Available Closed Closure

6PM 7PM 8PM 9PM 10PM 11PM

Review and Finalise >

Privacy Policy Council Privacy Policy Powered by Attikus

Step 13. The Booking Details screen is displayed summarising the details of your booking including dates, times, bonds and fees (if applicable).

Booking Details

Home

Booking Overview

<p>Venue: Craigieburn Guide Hall</p> <p>Booking Name: Dance Classes</p> <p>Description: </p>	<p>Customer: Hume Test</p> <p>Purpose: Fitness & Lifestyle Classes</p> <p>Special Requirements: </p>
--	---

Attendee Numbers:
20

Pricing Summary

Fees (Incl GST):	\$12,565.00
Bonds:	\$220.00
Total (Incl GST):	\$12,785.00
GST:	\$1,142.27
Payable:	\$12,785.00
Payable Now:	\$0.00
Payable Later:	\$12,785.00

Required Documents

The document(s) specified below are required for your booking to be assessed. The maximum file size is 20MB per file.

Other Documents

Only use this option to upload additional documents that are NOT specified in the 'Required Documents' panel.

19 December 2024 Thursday							
Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *
Main Hall includes Kitchen	09:00 AM	10:00 AM	Hours	1	\$35.00	\$35.00	\$3.18
23 December 2024 Monday							
Main Hall includes Kitchen	09:00 AM	06:00 PM	Hours	9	\$35.00	\$315.00	\$28.64
30 December 2024 Monday							
Main Hall includes Kitchen	09:00 AM	06:00 PM	Hours	9	\$35.00	\$315.00	\$28.64

Add contacts for booking notifications

If you would like others to be notified about certain updates to this booking, please add those contacts here.

Add Existing Contact
Add Manual Contact

← Modify
Delete
Print Quote
Complete →

a. Select to add any additional extras if required and **Review and Finalise**.

Select Extras

Please select any optional extras you'd like to include with your booking.

Included Dates
Thursday 25/04/2024

Name	Description
<input type="checkbox"/> Kitchen	
<input type="checkbox"/> Public Liability Insurance	

← Back
Review and Finalise →

Step 14. Select **Modify** if changes are needed, otherwise select **Complete**

Step 15. Complete the **Booking Detail Checklist** by answering each mandatory question and click save.

Enter Checklist.

Name
Booking Detail Checklist - Community centres / facilities and halls

Instruction
Please answer all questions correctly to ensure your booking request can be reviewed and approved.

4. Will alcohol be available for consumption? Yes No

5. How did you hear about our venue? *

- Hume City Council Website
 - Word of mouth
- Was referred by a friend / family / other
- Hume City Council run social media (Facebook, Instagram, Twitter, You tube)
- Other social media (not run by Hume City Council)
 - Email (e.g. Hume e-news, library newsletter)
 - Post (e.g. newsletter, flyer, brochure)
 - Poster in local area
- Previously used a Hume City Council Facility

6. Would you like to be added to our mailing lists? *

- Be added to the mail list for Council's e-newsletter "Hume eNews"
- Be added to the mail list for Hume community centres and venues

Step 16. Read the Terms and Conditions, then select **Continue**

Terms and Conditions

The purpose of this agreement is to outline expectations and conditions associated with the hiring of any room or space at the Hume Global Learning Centres, community facilities/centres, and youth facilities across Hume City Council.

Please read this information carefully - contravention of these conditions may incur a financial penalty or restricted access to a facility.

Bookings

All information relating to your booking(s) should be included in the booking form including the purpose of use. All changes should be made in writing as soon as possible. Hirers who fail to correctly disclose the exact nature, or proposed use of the facility/centre on the application form, may result in the loss of the security bond or ability to use a Hume facility/centre in future.

[Print](#)

Specific Booking Requirements

Party Safe Registration *

- No documents uploaded.

[Upload Document](#)

I have read and accept the Terms and Conditions.

[Continue](#)

Step 17. Your booking request is now submitted and an acknowledgement has been sent to your email.

Please note your booking request is tentative until it is reviewed by our bookings team. You can view your booking anytime by clicking **Manage Booking**.

We will notify you by email within three business days to confirm your booking.

Thank You!

Your booking is now submitted and a copy of your request has been sent to: **Hume@test.com**. Please note the status of your booking. Your booking is only confirmed when the status reflects Confirmed and you receive a confirmation email from council.

[Invoice/Receipt](#)

[Duplicate Booking](#)

[Manage Booking](#)

[Return to Search](#)

How to manage your bookings

If you need to view, change or cancel your booking/s, you can do this online by logging into your Bookable account.

Step 1. Once you are logged in, select **My Account**

Step 2. Navigate through the tabs by selecting each heading. You can complete a range of actions including viewing your current and past booking/s, make payments, download invoices and change your personal or organisational details. Click through the tabs to see the different options. To view your booking/s, select **My Bookings**.

HUME CITY COUNCIL

[Home](#) | [Instructions](#)

Test, Hume(Test@hume.vic.gov.au) [My Account](#) | [Logout](#)

My Account

My Bookings My Details My Organisation My Transactions							
My Bookings All Bookings							Outstanding : \$295.75 Add Payment
Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
165	Test Class	Broadmeadows Community Hub	Multi-purpose Room 3	19/Apr/24	20/Mar/24	\$15.75	Confirmed ...
164	Fitness Class	Craigieburn Community Hall	Main Hall includes Kitchenette	25/Apr/24	20/Mar/24	\$280.00	Confirmed ...

Step 3. Select the **three dots** next to the booking status to view a range of options

HUME CITY COUNCIL

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Test, Hume(Test@hume.vic.gov.au) [My Account](#) | [Logout](#)

My Account

My Bookings My Details My Organisation My Transactions							
My Bookings All Bookings							Outstanding : \$295.75 Add Payment
Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
165	Test Class	Broadmeadows Community Hub	Multi-purpose Room 3	19/Apr/24	20/Mar/24	\$15.75	Confirmed ...
164	Fitness Class	Craigieburn Community Hall	Main Hall includes Kitchenette	25/Apr/24	20/Mar/24	\$280.00	Confirmed ...

[Send Invoice](#)
[Download Invoice](#)
[Download Confirmation](#)
[Calendar URL](#)
[Duplicate Booking](#)

Step 4. To make changes to a specific booking, select the **Booking Name** you want to modify

HUME CITY COUNCIL

[Home](#) | [Instructions](#)

Test, Hume(Test@hume.vic.gov.au) [My Account](#) | [Logout](#)

My Account

My Bookings	My Details	My Organisation	My Transactions					
My Bookings	All Bookings	Outstanding: \$295.75 Add Payment						
Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status	
165	Test Class	Broadmeadows Community Hub	Multi-purpose Room 3	19/Apr/24	20/Mar/24	\$15.75	Confirmed	...
164	Fitness Class	Craigieburn Community Hall	Main Hall includes Kitchenette	25/Apr/24	20/Mar/24	\$280.00	Confirmed	...

Step 5. You can update your booking details by selecting the **edit icon**, making the change and select **Ok** to save changes

HUME CITY COUNCIL

[Home](#) | [Instructions](#)

Test, Hume(Test@hume.vic.gov.au) [My Account](#) | [Logout](#)

Booking Details

Home

Booking **Overview** - #165 [Cancel Entire Booking](#) [Calendar](#)

Venue: Broadmeadows Community Hub	Customer: Hume Test
Booking Name: Edit Test Class	Purpose: Fundraising Events
Description: Edit	Special Requirements: Edit
Attendee Numbers: Edit	

Booking Status: Confirmed

Pricing Summary	
Fees (Incl GST):	\$15.75
Adjustments (Incl GST):	\$0.00
Bonds:	\$0.00
Bond Adjustments:	\$0.00
Total (Incl GST):	\$15.75
GST:	\$1.43
Payments:	\$0.00

Step 6. To cancel your booking, select **Cancel Entire Booking**

Please note: you may be charged a cancellation fee.

Please refer to the **Terms and Conditions** provided during your initial booking.

Step 7. If you have any payments due, you can see this under **Payable Now**

The screenshot displays a user interface for managing a booking. At the top left, there is a home icon and a link to 'Instructions'. On the right, the user is identified as 'Test, Hume(Test@hume.vic.gov.au)' with links for 'My Account' and 'Logout'. The main heading is 'Booking Details', with a 'Home' link below it. The booking is identified as 'Booking Overview - #165'. A prominent blue button labeled 'Cancel Entire Booking' is highlighted with a red box. Below this, the booking details are organized into two columns. The left column includes 'Venue: Broadmeadows Community Hub', 'Booking Name: (15/150) Ok Cancel' (with 'Ok' and 'Cancel' buttons), 'Description:' with an edit icon, and 'Attendee Numbers: 14' with an edit icon. The right column includes 'Customer: Hume Test', 'Purpose: Fundraising Events', and 'Special Requirements:' with an edit icon. On the far right, a 'Pricing Summary' panel is highlighted with a red box. It lists the following items: Fees (Incl GST) at \$15.75, Adjustments (Incl GST) at \$0.00, Bonds at \$0.00, Bond Adjustments at \$0.00, Total (Incl GST) at \$15.75, GST at \$1.43, Payments at \$0.00, Payable at \$15.75, Payable Now at \$0.00, and Payable Later at \$15.75.

Home | [Instructions](#) Test, Hume(Test@hume.vic.gov.au) [My Account](#) | [Logout](#)

Booking Details

Home

Booking **Overview** - #165 **Cancel Entire Booking**

Venue:
Broadmeadows Community Hub

Customer:
Hume Test

Booking Name: (15/150) Ok Cancel

Test Class Test

Description:

Purpose:
Fundraising Events

Special Requirements:

Attendee Numbers:

14

Booking Status: Confirmed

Pricing Summary

Fees (Incl GST):	\$15.75
Adjustments (Incl GST):	\$0.00
Bonds:	\$0.00
Bond Adjustments:	\$0.00
Total (Incl GST):	\$15.75
GST:	\$1.43
Payments:	\$0.00
Payable:	\$15.75
Payable Now:	\$0.00
Payable Later:	\$15.75

Step 8. To edit an existing booking, select the **edit icon** within the Booking Breakdown

Payable Later: **\$15.75**

Done

Required Documents

The document(s) specified below are required for your booking to be assessed. The maximum file size is 30MB per file.

Public Liability Insurance \$20 million *

- No documents uploaded.

Party Safe Registration *

- No documents uploaded.

Upload Document

Upload Document

Other Documents

Only use this option to upload additional documents that are NOT specified in the 'Required Documents' panel

- [checklist_answer_165_2.pdf](#)

Upload Document

Booking Breakdown

19 April 2024 Friday

Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *	
Multi-purpose Room 3	09:00 AM	10:00 AM	Hours	1	\$15.75	\$15.75	\$1.43	Checklist

Add contacts for booking notifications

If you would like others to be notified about certain updates to this booking, please add those contacts here.

ADD CONTACT **ADD CONTACT**

Booking : 19 April 2024 Friday

Date **Attendees:**

19/04/2024 14

[+ Add Date to Booking](#)

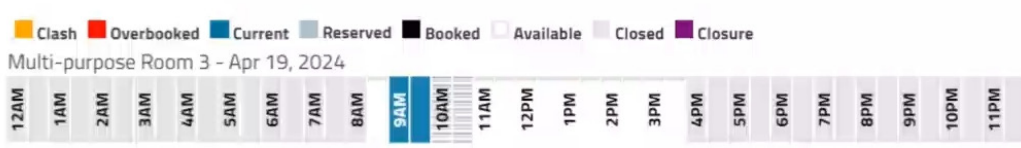
Bonds	Current \$	New \$	Change \$	Payable/Refundable
No bonds.				

Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units	
Multi-purpose Room 3	19/04/2024		09 : 00	10 : 00	60 mins		Cancel

Add Resource

Add Bookable Item



[Show all venue items](#)

Step 9. Update the dates, times, number of attendees or add another booking space within the same facility (based on availability)

Step 10. Select **Save** to finalise your changes.

- a. If you are satisfied with the changes, select **Yes** to submit the new changes to your booking.

Bonds	Current \$	New \$	Change \$	Payable/Refundable
No bonds.				
Additions	Current \$	New \$	Change \$	Payable/Refundable
No additions.				

Item	Date	Before	From	To	After	Units	
Multi-purpose Room 3 Add Resource	19/04/2024		09 : 00	10 : 00	60 mins		Cancel
Kitchen	19/04/2024		09 : 00	10 : 00	60 mins		Remove

[Add Bookable Item](#)

■ Clash
 ■ Overbooked
 ■ Current
 ■ Reserved
 ■ Booked
 ■ Available
 ■ Closed
 ■ Closure

Multi-purpose Room 3 - Apr 19, 2024

[Show all venue items](#)

[Save](#) [Cancel](#)

Change Booking

You have made changes and the status of your booking is now tentative pending approval and confirmation by Council. If you have changed dates or times for your booking, all previous dates and times will not be reserved. Press Yes to proceed or No if you do not want to proceed.

[Yes](#) [No](#)

Please note if you make any changes to your booking that has already been confirmed, your booking will be updated to tentative until it has been reviewed by Council.

Step 11. Once you are finished select **Done**

liability Insurance \$20 million *
Documents uploaded.
Registration *
Documents uploaded.

Upload Document

Upload Document

• [checklist_answer_165_2.pdf](#) 

Upload Document

Booking Breakdown

024 Friday 

Item	From	To	Unit	# of Units	Unit Price	Total	GST *	
Purpose Room 3	09:00 AM	10:00 AM	Hours	1	\$15.75	\$15.75	\$1.43	Check
en	09:00 AM	10:00 AM	Hours	1	\$0.00	\$0.00	\$0.00	

Add contacts for booking notifications

If you would like others to be notified about certain updates to this booking, please add those contacts here.

Add Existing Contact

Add Manual Contact


Done 

Thank You!

Your booking is now submitted and a copy of your request has been sent to: **Test@hume.vic.gov.au**. Please note the status of your booking. Your booking is only confirmed when the status reflects Confirmed and you receive a confirmation email from council.

Invoice/Receipt

Duplicate Booking

Manage Booking 

Return to Search

How to manage your account (Individual user)

Step 1. Once you are logged in, select **My Account**

Step 2. Select **My Details**

HUME CITY COUNCIL


Test, Hume(Hume@test.com) [My Account](#) | [Logout](#)

[Home](#) | [Instructions](#)

My Account


[My Bookings](#) [My Details](#) [My Transactions](#)

My Personal Information

Personal **Details** 

Title: **Given Name(s):** **Surname:**

Sign up to news and other helpful information from Hume City Council TEST

Contact **Details** 


[+ Add Contact](#)

Step 3. To update the current contact details, select the green edit icon, then select **Save**

Step 4. If you want to add additional contacts, select **Add Contacts**. Enter their details, then select **Save**


[My Bookings](#) [My Details](#) [My Transactions](#)

My Personal Information


Personal **Details** 

Title: **Given Name(s):** **Surname:**

Sign up to news and other helpful information from Hume City Council TEST

Contact **Details** 


[+ Add Contact](#)

Name	Address	Mobile	Documents	Main	
Hume Test	1079 Pascoe Vale Road Broadmeadows VIC 3046 Australia	92052200		true	

[Change Password](#) [Deactivate Account](#)

Step 5. To update your password, select **Change Password**

Step 6. To upload files to your account, select **Upload Document**

My **Password** 

Current Password:
Current Password
 Show Password

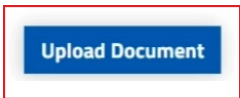
New Password:
New Password
 Show Password

Confirm Password:
Confirm Password
 Show Password

Our password policy requires a strong password. Your password should contain at least 8 characters. It should contain a combination of upper and lower case letters, numbers and special characters. The more characters, the stronger the password.

Save **Cancel**


Upload **Document** (Note: * documents added after account verification cannot be deleted.)




Step 7. If you no longer need your account and wish to delete it, select **Deactivate Account**

Title: **Given Name(s):** **Surname:**

Sign up to news and other helpful information from Hume City Council TEST

Contact **Details** 

+ Add Contact

Name	Address	Mobile	Documents	Main
Hume Test	1079 Pascoe Vale Road Broadmeadows VIC 3046 Australia	92052200		true 

Change Password **Deactivate Account**

How to manage your account (Organisation)

Step 1. Once you are logged in, select **My Account**

Step 2. Select **My Organisation**, then Modify to update your organisational details

HUME CITY COUNCIL

[Home](#) | [Instructions](#)

Test, Hume(Test@hume.vic.gov.au) [My Account](#) | [Logout](#)

My Account

[My Bookings](#) [My Details](#) [My Organisation](#) [My Transactions](#)

My Organisation Details

Organisation **Details**



Organisation/Trading Name:

Hume Test.Org

ABN:

564856

Phone:

92052200

Email:

Test@hume.vic.gov.au

Address:

1079 Pascoe Vale Road Broadmeadows VIC 3046 Australia

Step 3. Update the existing details, then select **Save**

Step 4. Select **Add User** to add an additional user

Phone:

92052200

Email:

Test@hume.vic.gov.au

Address:

1079 Pascoe Vale Road Broadmeadows VIC 3046 Australia

Customer Type:

Incorporated Club / Group / Business or Associatic

Verified:

Yes

Debtor ID:

Debtor ID

Modify

Organisation **Users**



[+ Add User](#) [+ Invite user](#)



Allow users to see bookings for whole organisation

Name	Email	Address	Mobile	Phone	Main	Status
Hume Test	Test@hume.vic.gov.au	1079 Pascoe Vale Road Broadmeadows VIC 3046 Australia	92052200		true	Verified

Step 5. Enter the new users details, then select **Save**

Personal Details

Title: *	Given Names: *	Family Name: *
<input type="text" value="-- Select --"/>	<input type="text"/>	<input type="text"/>
Mobile: * (inc Region and Country codes)	Phone: (inc Region and Country codes)	
<input type="text"/>	<input type="text"/>	
Address 1: *	Address 2:	
<input type="text"/>	<input type="text"/>	
Suburb: *	State: *	Country:
<input type="text"/>	<input type="text" value="Select State"/>	<input type="text" value="Australia"/>
Postcode: *	<input type="text"/>	
<input type="text"/>	<input type="text"/>	

* MANDATORY FIELDS

Step 6. Or select **Invite User** and enter their email to send then an invite to join your organisation account

User Invitation

Hume Test Org

Please enter the email of the person that you would like to invite.

Email :

Step 7. Toggle the switch if you wish to allow users to see bookings for whole organisation

Organisation **Users** 

Allow users to see bookings for whole organisation

How to add additional contacts to bookings

Step 1. Once you are logged in, select **My Account**

Step 2. Select the booking you wish to add an additional contact to

My Account

My Bookings My Details My Organisation My Transactions

My Bookings All Bookings Outstanding: \$0.00 [Add Payment](#)

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status	
941	Test Name	Evans Street Environment Centre	Meeting Room	16/May/24	09/Apr/24	\$40.00	Tentative	...
940	Test	Craigieburn Guide Hall	Main Hall includes Kitchen	17/May/24	09/Apr/24	\$400.00	Tentative	...

Step 3. Scroll to the bottom of the booking page, then select **Add Manual Contact**

Required Documents

The document(s) specified below are required for your booking to be assessed. The maximum file size is 30MB per file.

No documents required.

Other Documents

Only use this option to upload additional documents that are NOT specified in the 'Required Documents' panel

- [checklist_answer_941_2.pdf](#)

[Upload Document](#)

Booking Breakdown

16 May 2024 Thursday

Bookable Item	From	To	Unit	# of Units	Unit Price	Total	GST *	
Meeting Room	09:00 AM	01:00 PM	Hours	4	\$10.00	\$40.00	\$0.00	Checklist

Add contacts for booking notifications

If you would like others to be notified about certain updates to this booking, please add those contacts here.

[Add Existing Contact](#) [Add Manual Contact](#)

[Done](#)

Step 4. Enter the contact details of the new contact, then select **Add Contact**

They will now receive updates (emails and invoices) for the selected booking only.

Add Contact ×

First Name : _____

Surname : _____

Email : _____

Mobile : _____

[Add Contact](#) [Close](#)

How to make a payment

Step 1. Once you are logged in, select **My Account**

Step 2. Select **Add Payment**

HUME CITY COUNCIL

[Home](#) | [Instructions](#)

Test, Hume(Test@hume.vic.gov.au) [My Account](#) | [Logout](#)

My Account

[My Bookings](#) [My Details](#) [My Organisation](#) [My Transactions](#)

[My Bookings](#) All [Bookings](#)

Outstanding: **\$295.75**

[Add Payment](#)

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status	
165	Test Class Test	Broadmeadows Community Hub	Multi-purpose Room 3 Kitchen	19/Apr/24	20/Mar/24	\$15.75	Tentative	...
164	Fitness Class	Craigieburn Community Hall	Main Hall includes Kitchenette	25/Apr/24	20/Mar/24	\$280.00	Confirmed	...

Step 3. Select Visa or Mastercard

Step 4. Select the invoice you wish to pay, or select **Pay** to pay all invoices

Step 5. If you want to pay a portion of the invoice, edit the amount under **Payment**

Step 6. Select **Checkout**

Add Payment

1. Please choose payment type:

Payment Amount : \$280.00

Credit/Debit Card



Booking 164 - Fitness Class (Amount Due: \$280.00)

Pay

	Invoice	Outstanding	Due Date	Amount	Payment
<input checked="" type="checkbox"/>	INV-93 [INVOICE] Craigieburn Community Hall Main Hall includes Kitchenette 25/04/2024 09:00 to 25/04/2024 12:00	\$60.00	18/04/2024	\$60.00	60
<input checked="" type="checkbox"/>	BD-87 [BOND] Craigieburn Community Hall Meeting Bond - Halls & Community Facilities	\$220.00	18/04/2024	\$220.00	220

[Checkout](#)

[Cancel](#)

Step 7. Enter the payment details, select reCAPTCHA and select **Submit**

Please input credit card details

Total Amount:

\$220.00

Card Type:

VISA

Card Number:

Card Number

Card Holder Name:

Cardholder Name


CVV:

CVV

Expiry:

MM/YY

Securely save your card for quick checkout in the future

I'm not a robot  reCAPTCHA
Privacy - Terms

Submit

Cancel

Step 8. You can also make a payment by selecting the booking and paying under the pricing summary.

Please note if there is no amount due under Payable Now, there will be no option to pay under your booking's pricing summary.

HUME CITY COUNCIL

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Test, Hume(Test@hume.vic.gov.au) [My Account](#) | [Logout](#)

My Account

[My Bookings](#)
[My Details](#)
[My Organisation](#)
[My Transactions](#)

Outstanding : **\$295.75** [Add Payment](#)

[My Bookings](#) All Bookings

Id	Booking Name	Venue	Items	Next Booking Date	Date Created	Price	Status
165	Test Class Test	Broadmeadows Community Hub	Multi-purpose Room 3 Kitchen	19/Apr/24	20/Mar/24	\$15.75	Tentative ⋮
164	Fitness Class	Craigieburn Community Hall	Main Hall includes Kitchenette	25/Apr/24	20/Mar/24	\$280.00	Confirmed ⋮

Booking **Overview** - #164 ⋮

[Cancel Entire Booking](#)

Venue:
 Craigieburn Community Hall

Booking Name: ✎
 Fitness Class

Description: ✎

Attendee Numbers: ✎
 20

Customer:
 Hume Test

Purpose:
 Fitness & Lifestyle Classes

Special Requirements: ✎

Pricing Summary

Fees (Incl GST):	\$60.00
Adjustments (Incl GST):	\$0.00
Bonds:	\$220.00
Bond Adjustments:	\$0.00
Total (Incl GST):	\$280.00
GST:	\$5.45
Payments:	\$0.00
Payable:	\$280.00
Payable Now:	\$0.00
Payable Later:	\$280.00

[Done](#)

HumeLink

Multilingual telephone
information service

Enquiries 9205 2200

للمعلومات باللغة العربية	9679 9815
معلومات باللغة البوسانية	9679 9809
Za informacije na bosanskom	9679 9816
Za informacije na hrvatskom	9679 9817
Για πληροφορίες στα ελληνικά	9679 9818
Per avere informazioni in italiano	9679 9819
За информације на српском	9679 9820
Para información en español	9679 9821
Türkçe bilgi için	9679 9822
Muốn biết thông tin tiếng Việt	9679 9823
For other languages...	9679 9824

Connect with us



Hume City Council

1079 Pascoe Vale Road, Broadmeadows
PO Box 119, Dallas, Victoria 3047



Customer Service Centres

Scan QR code to find locations and hours
or visit hume.vic.gov.au/contactus



9205 2200



contactus@hume.vic.gov.au



hume.vic.gov.au



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