

# All Advisory Committee “Welcome Breakfast” Meeting

## Meeting Minutes

	DATE	TIME	LOCATION
<b>MEETING DETAILS</b>	Tuesday 22 <sup>nd</sup> March 2022	8:00am-9:30am	MMA Conference Room, Ground Floor, Admin Building 55 Produce Drive, Epping
<b>ATTENDEES</b>	<b>MMA</b> Peter Tuohey David Whitchelo Amanda Flannery David Power Lauren Kitchener Malcolm Lum Harry Battal Rob Rotondi Amy Dyer Georgie Christerson Sue Friend Jacinta Carboon Zac Egan <b>Retailers Advisory</b> Des Hopwood Dean Lamb Graham Gee Kara Maisano		<b>Growers Advisory</b> Frank Attana  <b>Wholesalers Advisory</b> Harry Kapiris Brett Collins Jason Cooper Thanh Truong  <b>Flowers Advisory</b> Vince Cidoni Di Templeton Michael Pavlou Ilayda Kaplan
<b>APOLOGIES</b>	<b>MMA</b> Mark Maskiell David Beatty Hermione Parsons		Nicholas Patsuris Vince Doria Ricky Mazaris Michael Barker Anthony Pignataro Andrew Sculli

#	ITEM	RAISED BY
1	<b>MMA Chair &amp; COO to Welcome Committee members to the;</b> <ul style="list-style-type: none"> <li>• First meeting of 2022</li> <li>• 4 Meetings held per year (including today’s Welcome meeting)</li> </ul> <p>MMA Chairman of the Board and Chief Operating Officer welcomed all attendees to the first meeting for 2022, beginning the new 3-year term of the Committees. In particular, the new Committee members, Kara Maisano, Frank Attana, Michael Pavlou and Ilayda Kaplan were welcomed. MMA CEO, Mark Maskiell sent his apologies for the meeting.</p>	PT
2	<b>Welcome &amp; Introduction to each Advisory Committee.</b> <ul style="list-style-type: none"> <li>• Flower Advisory</li> <li>• Growers Advisory</li> <li>• Wholesaler Advisory</li> <li>• Retailers Advisory</li> </ul>	PT & DW

3	<p><b>Welcome &amp; Introduction</b></p> <ul style="list-style-type: none"> <li>• MMA Board</li> <li>• MMA Executive Team</li> <li>• &amp; Admin Contact</li> </ul> <p>COO introduced the Management team, Board and Admin contacts as your point of contact for any queries or concerns at the market.</p>	PT
4	<p><b>MMA Presentation</b></p> <ul style="list-style-type: none"> <li>• Purpose &amp; Vision</li> <li>• Discussions during last Advisory Committee term</li> <li>• Strategy Map towards 2022/23</li> <li>• What's next? Future Developments</li> </ul> <p>COO presented a PowerPoint presentation and thoroughly discussed the MMA's purpose &amp; vision, future developments and the continuous site improvements currently being undertaken and working towards.</p> <p>The newly formed Safety Committee was discussed, having held 2 meetings to date. Melbourne Market Navigator app has ceased operating and a new app will be available in the near future. Communications will be distributed when it will be available.</p> <p>MMA have been working closely with Yarra Valley Waste to energy on the supply of hydrogen energy to the market. This new project is highly anticipated and Management will continue to provide the market community with updates as they arise.</p>	DW
5	<p><b>Melbourne Market Satisfaction Survey Results</b></p> <ul style="list-style-type: none"> <li>• Market Ratings</li> <li>• Culture</li> <li>• Product availability &amp; ideas for improvement</li> <li>• A Better Choice</li> </ul> <p>Strategic Communications Manager, Lauren Kitchener presented the results from the 2021 Market Satisfaction Survey to the Committees. Diversity, racism and sexism were discussed as key issues during the meeting.</p> <p>Whilst topical, David Power, Business Commercial Manager, MMA talked through the Cultural Transformation tender that was awarded to an external company, Time2Talk in December 2021. The project will ultimately aim to transform the culture in the market. Communications to be displayed in different languages throughout the market is an important aspect of inclusivity also. To ensure the market community feel they are working in a safe and comfortable environment.</p> <p>A suggestion from the Chair of the Retailers Advisory Committee is to perhaps organise a delivery hub to operate between the Market in Epping to regional Victoria for a fee.</p> <p>A Better Choice was discussed, and Zac Egan, State Program Coordinator introduced to the Committees as the main point of contact for all A Better Choice information and visiting stores. The overall survey results were discussed during the meeting and Management asked for any feedback from the Committees.</p>	LK

<p>6</p>	<p><b>General business</b></p> <ul style="list-style-type: none"> <li>• Other items</li> <li>• Food Services Expo</li> </ul> <p><b>Food Services Expo:</b> From our involvement in the recent Food Services Expo at the Melbourne Convention Centre, the MMA stand exhibit had 360 people register at the event. As a follow on from this information, the Melbourne Market will be hosting an Open Day on 5th May from 5am-8am specifically to target and engage with Food Service industries to attend the Open day. The Open Day will be a trial and more to follow if successful</p> <p><b>Concierge Services</b> Management commented on providing a concierge service for new buyers, Flowers &amp; Fruit &amp; Veg as an introduction to the Market. Suggestions on a buddy style introduction will be explored.</p> <p><b>Melbourne Market Operations</b> A suggestion from a committee member is to make entry/ access more accessible and to provide an easier process to enter the market. Perhaps a “Live chat” option available on the MMA website during certain hours (i.e, 3-8am), a customer service option available to specifically assist people on the Melbourne Market website. The MMA will investigate this further.</p> <p>COO closed the meeting at 9:30am.</p>	<p>ALL</p>
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