



Fruit & Vegetable Retailers Advisory Committee

MMA Boardroom & Via Teams

Wednesday 29th November 2023

10:00am – 11:00am

In attendance: Graham Gee, Andrew Sculli, Kara Maisano, Mark Maskiell, Malcolm Lum, Angie Bradbury (via teams) & Georgie Christerson (Minute Taker)

Visitor: CJ Ponte.

Apologies: Lauren Kitchener, Amanda Miceli, Rob Rotondi, Amy Dyer, Dean Lamb (Chair) & Des Hopwood.

Confirmation of Minutes from Previous Meeting: MMA CEO welcomed committee members to the Retailers Advisory Committee Meeting and noted any apologies. Minutes were confirmed as true and correct from the meeting held on 12 September 2023. Management provided a report as a pre-read prior to the Committee meeting to cover recent MMA related topics.

MATTERS ARISING FROM PREVIOUS MEETING (SEPTEMBER 2023):

There were no Matters Arising from the previous meeting held in September 2023. All matters discussed during this meeting will be further discussed below in agenda items.

AGENDA ITEMS

- **Cultural Transformation – “Stronger Together”:** Management are progressing with raising awareness of the Stronger Together campaign throughout the market community, with Committee members providing positive feedback on the campaign, commending the MMA team for the initiative and visuals. The campaign will flow through to the MMA induction and ensure the induction is available in a range of languages.
- **Trading Floor – Traffic Management Plan update:** Management are progressing with this project although plans have been placed on hold at present.
- **Gate 1 and National Flower Centre Traffic Management:** Operations reviewed proposed suggestion and found solution would not be an effective safety option and are pursuing other options.
- **Market Trading Hours – Update:** Management confirmed the Market Hours project is progressing. The project is identifying all challenges, concerns and obstacles associated for the Market community, if a change were to occur in the existing market hours. Management’s aim is to ensure the Melbourne Market strives to achieve being a modern, sustainable & thriving market. Committee and Management discussed various international daytime markets and how their operations work. Management will consolidate a report and once finalised will be shared with the Market community.
- **Eastern Boundary Development – Update:** Management confirmed this project is being undertaken by the Government and no recent updates have been provided.
- **Digital access cards:** Management have been considering all aspects of this project over numerous months, including further investigating the appropriateness of access each market user has on their existing access cards. Management will continue with the trial amongst the MMA team initially before rolling out into the wider market community, which will coincide with the annual access card renewal in April 2024.
- **FM Tender Contract:** Management confirmed the existing FM service contract with Plenary Asset Management ceases in February 2024. Following an extensive tender process, BGIS Pty Ltd have been appointed as the Melbourne Market’s new FM contract service provider, with the transition process underway.
- **Format of “future” Advisory Committee Meetings:** Management opened the conversation to the Advisory Committee seeking feedback on the structure of Advisory Committee meetings going forward. Committee provided positive feedback on holding combined meetings twice per year (& individual meetings twice per year). Management welcome feedback on these meetings.
- **Telecommunications Power Outage (Optus) – What would happen if this were to occur in the market being with Telstra:** Disruption to landline, mobile and internet systems would cause difficulty within



the market, however, would not prevent it from operating. The markets internal telephones operate on a separate Telstra network from the mobile/internet network and therefore not be interrupted. Internal CCTV, security and access systems would continue to operate as they do not rely on internet services. Mobile communications between staff and operations would be required to rely on the internal two-way radios for direct contact and incident management. Staff could work from home and connect to salesforce /email if they were with another provider.

- **Market Satisfaction Survey:** Management mentioned the Market Satisfaction Survey will be distributed to the market community in December and encourage all to complete the survey to voice your opinion, feedback and any concerns.

GENERAL BUSINESS

- **Melbourne Market “Fun Day”:** Committee suggested hosting an event onsite at the Melbourne Market either annually, or twice per year as a “family fun day”. The event would involve opening the market to families, hosting a classic car show, offer free fruit to kids, which would not only promote fresh produce it would also be an ideal way to raise funds for much needed worthy charities.
 - Management will further investigate options on possibly hosting the event.

NEW ACTIONS:

- Nil

The meeting was closed at 11:10am.