



Fruit & Vegetable Wholesalers Advisory Committee Meeting

MMA Boardroom & Via Teams

Thursday 30th November 2023

9:30am – 10:30am

In attendance: Adrian Antonello (Chair), Brett Collins (via teams), Thanh Truong, Jason Cooper, Mark Maskiell, Amanda Miceli, Lauren Kitchener, Malcolm Lum & Georgie Christerson (Minute Taker).

Apologies: Michael Granieri & Sue Friend.

Confirmation of Minutes from Previous Meeting: MMA CEO welcomed all committee members to the Wholesalers Advisory Committee Meeting. Minutes were approved from the previous meeting held on 12th September 2023. The Management report was circulated prior to the meeting to all Committee members on market 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 confirmed the roll out the initial Stronger Together campaign and working groups has been created, with meetings being held. Working group suggested placing business cards of “where to seek help” at all market businesses. The consistent video messaging and communications have been relaying this information to the market community, and posters with contact details will soon be installed in all market toilet facilities. Management reached out to the Committee to anyone who may be interested in joining the Working Group to please reach out to the MMA directly to express their interest.
- **Trading Floor – Traffic Management Plan update;**
Gate 1 and National Flower Centre Traffic Management;
Market Trading Hours – Update: Management discussed the ongoing works that are occurring in the background on the market hours project. Digital access cards are currently being trialled within the MMA team and the roll out to the market community will coincide with the annual access card renewal in April 2024. A report on market hours is currently being prepared and will be made available to market users upon completion (ideally in early 2024). Communications will be drafted and distributed to the market community on this topic in the coming weeks. The report will challenge the “pros and cons” around whether the market hours were to change. The report will also link into the traffic management plan and entry to Gate 1.
Management confirmed there will be new directional signage installed above the Gate 1 entry, with the inclusion of allocating 4 express lanes and 1 visitor lane. Digital access via mobile phones will be signal detected upon approaching (& in close proximity) to the boom gate entry for easy access. With the use of RFID, mobile phone signal will be alerted.
 - Amanda Miceli, Head of Operations will discuss further with Brett Collins re: courier access into the market.
- **Direct Produce deliveries to the Market (Carparking bays):** Committee discussed the issue of trucks delivering directly to carparking bays. In the Market Operating Rules, all deliveries must be delivered either to a stand, store or warehouse. Management will investigate further.
- **Seagulls:** Committee mentioned the increased number of seagulls in the market recently, nesting in the roofing (gutter) areas. Management confirmed of constantly removing nests and will further monitor.
- **Eastern Boundary Development – Update:** Management confirmed their desire to continue this project, although is currently sitting with Government to further progress.
- **FM Tender Contract:** Plenary Asset Management FM Contract finishes in February 2024. Management confirmed of recently conducting an FM tender process and have appointed a new FM contract provider. Management are bringing some of the FM services in-house and managed by the MMA. Committee provided positive feedback on this approach.
- **Increase in Bonds (Letter dated 27th November) – Top up for the bonds:** Committee requested for Management to consider the length of time given to tenants to provide their bond (currently 14 days’

notice) and bank guarantee, and to reconsider the time frame of delivery to market tenants. Management confirmed the varying fees are dependent on whether the tenant has topped up previously.

- **Format of “future” Advisory Committee Meetings:** Management discussed with the Committee the structure of Advisory Committee meetings. Whilst the Committee agreed the combined meetings work well, they also like separate meetings for all to share their own concerns and opinions more freely, having a more robust conversation.
- **Optus Internet outage – What would happen if this were to occur in the market:** Management discussed the recent internet outage and discussed what would happen if this were to occur in the market. Management confirmed there would be a disruption to landline, mobile and internet systems and 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.
- **Market Satisfaction Survey:** Market Satisfaction survey will be distributed to the market community on Monday 4th December 2023. Management encourages all to complete the survey to voice their opinions and provide feedback. Committee also had a robust conversation on the timing of the survey release each year.

GENERAL BUSINESS

- **Market stores/ stands:** Committee discussed the general concerns and feeling in the market of the challenges in the growing costs of conducting business. The overall consensus of the cost of business, cost of living, cost of stands and the increased pressure of budgets are also affecting the industry overall.
- **Stronger Together Working Group:** Committee and Management reached out to engage additional members to join the Stronger Together Working Group.
- **Future Advisory Committee Meetings:** Management and Committee have decided to schedule all future Advisory Committee meetings for 1.5 hours as opposed to the existing allocated 1 hour.

ACTIONS ARISING FROM CURRENT MEETING:

- Nil

The meeting was closed at 11:25am.