

**Fruit & Vegetable Growers Advisory Committee**  
**Meeting held in MMA Boardroom & via Teams**  
**Wednesday 20<sup>th</sup> March 2024**  
**7:30am – 8:30am**

**In Attendance:** Nick Patsuris (Chair), Vince Doria, Ricky Mazaris, Anthony Pignataro, Mark Maskiell, Lauren Kitchener, Malcolm Lum, Amy Dyer, Syed Shahed & Georgie Christerson (Minute Taker).

**Apologies:** Frank Attana & Hermione Parsons.

**Confirmation of Minutes from Previous Meeting:** MMA CEO welcomed committee members to the March Growers Advisory Committee Meeting & noted any apologies. Management discussed the Management report previously sent to the Committee. Minutes were confirmed from the meeting held in November 2023.

**MATTERS ARISING:**

- **Warehouse 5&6:** Management to further investigate the cleanliness of the toilets in Warehouse 5&6. In particular, in Warehouse 5. Committee discussed not knowing who to contact if they do come across any issues in the toilet area.
  - Management will further investigate additional signage on who to contact for any issues and the toilet cleanliness in all areas of the market.
    - BGIS have developed a cure plan with Quayclean to improve site cleanliness.
    - BGIS Maintenance Helpdesk number signage being prepared. Will be handed to individual tenants and placed in Amenities.
- **Market WiFi:** Committee discussed the market Wi-Fi isn't overly stable and Management will further investigate these issues and concerns.
  - Management investigated and located black spot areas onsite at the market. MMA have allocated a budget in the next financial year of the replacement of external WiFi points to improve connectivity.
- **Trading Stands:** Committee discussed a general consideration for stand holders to surrender some of their stands given challenging economy times. It was noted that growers use other stands (not subject to their licence) to initially set up their market operations, and they generally don't use those additional stands to sell. Management will further consider and take on all feedback onboard.
  - The current policy for charging casual stand use relates to usage during trade hours - where all items are removed from stands before trade hours commence casual charges will not apply. Where possible traders using additional stands during trade hours (not subject to their licence) will receive verbal notice that a casual charge will apply and be granted a 30-minute grace period to move their items if they do not wish to be charged. There will however, be instances where verbal notice is not provided and charges will still be applied for casual stand use.
- **Royal Children's Hospital:** Committee suggested an idea to support the Royal Children's hospital who provide an enormous amount of support for families, especially our market community. Committee suggested Melbourne Market to organise an event onsite to raise money for the Royal Children's Hospital Good Friday Appeal. The event onsite at the market could feature the following; a display of classic cars, a live cross on Channel 7 to the Good Friday Appeal, Julie Goodwin cooking demonstration onsite (fish dish), and involve A Better Choice program, also having a jumping castle onsite.
  - Management team will discuss with Lauren Kitchener and Hayley Williams, Marketing Team to further consider how the event could run.
  - Management confirmed there is a classic car show scheduled on Good Friday in Sunbury. The Marketing team are looking at a large-scale event onsite at the Market, e.g, Melbourne's Biggest Farmer's Market. However significant resources will be required to coordinate and plan an event of this size.
  - Event is anticipated to be held in late 2024/ early 2025.

**AGENDA ITEMS**

- **Modernisation of the Melbourne Market (including Market Hours):**  
Management discussed the “workings” associate with compiling the modernisation of the market report. The report will consist of analysis involved for a future projected look at the market. Ultimately, the market would be a “centre of excellence”, a logistics hub and accessible at various times during the day/ night for market tenants. Both the Management and Committee had a productive discussion during the meeting discussing the positive and negative impacts that these changes could impact the market community. An idea presented was for Management to visit those stores who are no longer visiting the market (and have done so in the past) and discuss their reasons for not visiting i.e., could it be time associated, cost related, logistics or transport issues.
- **Facilities Management Contract – BGIS:** BGIS were recently appointed as the new Facilities Management provider for the Melbourne Market, having taken over from Plenary Asset Management. BGIS commenced operations as of the 29<sup>th</sup> February/ 1<sup>st</sup> March. Management discussed the recent staff changes, being Amy Dyer having been appointed as Customer Service Manager and Izzy Sarikaya, Operations Manager. The new roles will focus on the “customer service journey” and assist people in the market experience, as a concierge type of service.
- **Market Operations – MSS:** MMA have appointed MSS Security directly, for the MMA to oversee all market security operations from an internal perspective.
- **Gate 1 and National Flower Centre Traffic Management:** Management confirmed the installation of new signage at the Gate 1 entry to assist with traffic flow and congestion. Works continue on further investigating market tenant access card “access” into the market to ensure that all market access cards are accurate. Works still continue on the flower market traffic management plan.
- **Market Satisfaction Survey – Results:** MMA Marketing & Communications Manager provided a thorough high-level discussion on the survey results during the Committee meeting. The market survey results were on par from last year’s results. Management discussed the free text items in the survey and how the MMA are addressing any concerns associated with the results.

#### **GENERAL BUSINESS**

- Nil

#### **ACTIONS ARISING FROM CURRENT MEETING:**

- **Cooling in the Flower Market to be duplicated in the Trading Floor:** Committee discussed the cooling that’s currently in the flower market (on the side walls) to potentially be duplicated in the trading floor.
  - MMA discussed that this type of cooling does have a high cost associated although will take this onboard and further investigate.

The meeting was closed at 8:24am.