



## A GUIDE TO MELBOURNE MARKETS

Welcome to the Wholesale Fruit, Vegetable and Flower Market ('Melbourne Markets'). Melbourne Markets is managed by the Melbourne Market Authority ('the MMA'). The Melbourne Markets encompass the fruit and vegetable market and the National Flower Centre. The following information is relevant to new persons and/or businesses at the Melbourne Markets.

### ACCESS CARDS

#### **A PERSON MUST COMPLETE THE MMA INDUCTION PROGRAM BEFORE AN ACCESS CARD WILL BE ISSUED**

All market users must carry a current market access card whilst on market land. An access card includes a vehicle pass and transponder pass. Access cards can be obtained from the MMA Customer Centre located in the south west corner of the market concourse between 9.00 am to 11.00 am Monday to Friday. Application forms and information regarding requirements needed to obtain an access card can be obtained from the Customer Centre. The current cost for access cards is \$18.20 per year. Access cards **must be** carried at all times and produced on demand by a Market Officer. A By-Law Infringement Notice may be issued to unauthorised persons on market land not holding a current access card. For enquiries regarding access cards telephone 03 9258-6123. This card can also allow your vehicle to enter the market if you have a parking privilege.

### ENTRY, PARKING AND FORKLIFT OPERATION

Parking can be arranged at the Cashier's Office at the Customer Centre. The hours of operation of the Cashier's Office is 4.00 am to 11.30 am, Monday – Friday. All vehicles on market land must have current paid up parking. Parking spaces with flowers painted on the ground are for the use of registered flower buyers only. **Reserved bays are only to be used by the vehicles allocated to those spaces.** Enquiries regarding parking can be directed to the Cashier's Office on 9258 6123. Forklifts and motorized trolleys operating on market land must display a current Vic Roads registration as well as a current market registration plate. Details on obtaining a market registration for forklifts and motorized trolleys can be obtained from the Customer Centre. All persons driving forklifts must hold a current Victorian drivers licence and appropriate forklift certification. All persons driving a motorized trolley must be certified by an authorised business as being competent to drive a motorized trolley. Please Note: The market roads are gazetted as public roads. The Road Safety Act and Regulations apply to all roads on market land.

### PAYMENT AND ACCOUNTS

Parking and other MMA account payments can be made at the Cashier's Office or at the MMA Administration Office. The Cashier's Office is located at the Customer Centre near the south-west corner of the market concourse. Hours of operation are 4.00 am – 11.30 am, Monday to Friday at the Customer Centre and 12.00 noon to 3.30 pm Monday to Friday at the MMA Administration Office. Payments for access cards can be made at the Customer Centre. Hours of operation and location is detailed above under 'access cards'.

### COUNTRY TRANSPORT

The hours of entry for Country Transport are as follows. For information on Country Transport parking bays please enquire at the Customer Centre.

Country Transport	Monday, Thursday & Friday, 3.00 am onwards
Country Transport	Tuesday & Wednesday, 4.00 am onwards

Hours and location of the Cashier's Office are as detailed above under 'payment and accounts'.

## **EMERGENCY PROCEDURES**

Any emergencies should be reported IMMEDIATELY to the Customer Centre located near the south-west corner of the market concourse. If an ambulance or fire brigade has been contacted, the Customer Centre must be notified in order to facilitate ease of entry of such vehicles. Telephone 9258 6123 or 0417 317 081.

## **MMA BY-LAWS 2002**

All market users must abide by the MMA By-Laws 2002. Any enquiries regarding the \*By-Laws can be directed to the Customer Centre situated near the south-west corner of the market concourse. The By-Laws are also on view outside the Cashier's Office and also near the National Flower Centre shops.

## **PRESCRIBED HOURS**

<b>COUNTRY TRANSPORT</b>	Monday, Thursday & Friday 3.00 am – 12.00 noon	Tuesday & Wednesday 4.00 am – 12.00 noon
<b>FLOWER BUYERS</b>	Monday, Tuesday, Wednesday Friday & Saturday 4.30 am – 12.00 noon	Thursday 4.00 am – 12.00 noon
<b>FLOWER GROWERS</b>	Sunday – Saturday 7.00 pm – 12.00 noon	
<b>FRUIT &amp; VEG BUYERS</b>  Note: F & V buyers may also purchase at the NFC on Saturday	Monday, Thursday & Friday 3.00 am – 12.00 noon	Tuesday & Wednesday 4.00 am – 12.00 noon
<b>FRUIT &amp; VEG GROWERS</b>	Sunday – Friday 7.00 pm – 12.00 noon	
<b>EMPLOYEES</b>	Monday - Friday 2.00 am to 6.00 pm Sat-Sun 4.00 am – 2.00 pm	

***Please note that prescribed hours and By-Laws must be adhered to at all times, any person failing to do so may receive an Infringement Notice.***

For any other enquiries please contact the Customer Centre from 4.00 am – 11.30 am Monday to Friday or the Administration Office during business hours 8.00 am – 4.00 pm.

Melbourne Market Authority  
542 Footscray Road, West Melbourne, Vic, 3003  
Tel: Administration: 03 9258 6100 Operations: 03 9258 6123  
Fax: 03 9687 7714