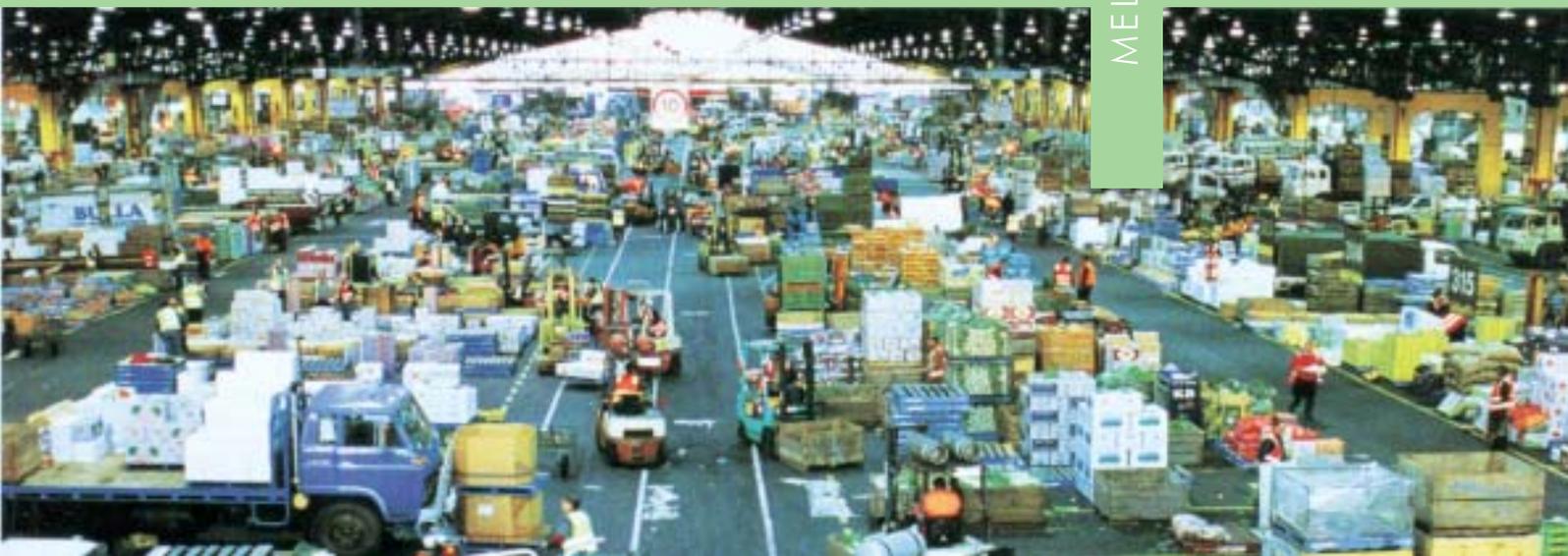


ANNUAL REPORT



2003 - 2004

MELBOURNE MARKET AUTHORITY



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The Hon. Robert (Bob) Cameron
Minister for Agriculture
Parliament House
MELBOURNE VIC 3000

Dear Minister

The Authority has pleasure in submitting its Annual Report for the year ended 30 June 2004.

This Report covers the period 1 July 2003 to 30 June 2004. The Board is committed to the continuing development of the Market and to ensuring the Authority remains responsive to its various customer groups and stakeholders.

I commend this Report to you and assure you of our Board's commitment to working with the industry for a sustainable and viable central market.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Neil Lowe', written in a cursive style.

NEIL LOWE
Chairperson

CHAIRPERSON'S REPORT



The year 2003/2004 marks this Board's first full year in office. It is pleasing to report progress on a number of important matters.

Firstly we have seen an improvement in the Authority's balance sheet with close financial monitoring and compliance, a key objective for the year. At the same time the Authority has tried to minimise the cost to industry of doing business at the Melbourne Markets. Developments in this regard include the work done by the Authority to reduce land and water rates for tenants, the Authority's decision to minimise fees for fresh produce buyers by absorbing CPI increases on parking fees and the provision of fresh produce food safety training to over one thousand businesses including 600 growers, at a substantially reduced industry rate.

The Board and Management's strong desire to unite all participants to achieve common goals has also been a priority. Special attention has been paid to improving communications with the Market community. Joint Advisory Committees have been held to discuss issues of common interest. These have been most productive as it is only when groups come together that common ground can be negotiated for the benefit of all. The establishment of the Market Consultative Committee and the work that it has done to present a united position on issues relating to the Market's redevelopment and proposed relocation has been most important. While there is still more work to be done to provide input to the development of the Government's Business Case which is due for completion by December 2004, the Market community has shown that through joint effort it has been able to tackle a range of complex issues in a professional and united way.

Another of the Board's priorities has been to learn more about issues impacting on growers and to encourage grower suppliers to have a better understanding of the Market's functions. In April the Board travelled to regional Victoria and met with growers from Shepparton, Cobram, Tatura and surrounding growing areas. Not only did the Board learn a great deal more about the needs of growers but also made some good friends. There has been considerable flow-on in business dealings and improved



understanding in communications. Further rural visits are planned for later in the year including a trip to the Mildura Region.

Our statistics for Market usage and business activity indicate that while change is occurring our Market continues to provide an essential and developing business centre for the fresh produce industry. The year ahead presents many challenges. By continuing to work together I am confident that we can secure the best outcomes for the Market and the many businesses and families who rely on it to support their livelihoods.

During the course of discussions with growers, wholesalers and retailers it has become clear that the Market community places a high value on marketing and promotions activities. In particular the Authority's Retail Support Program is achieving valued results and it is significant that this

Program will soon be operating in four states under licence agreement. Also of importance is the work that has been done to support flower sales and to develop new markets in association with the Spring Racing Carnival. In recognition of the importance of marketing and promotions the Authority is now committing almost 12% of the total expenditure budget to this area for the coming year. We will also pursue opportunities with other organisations to encourage improved education and usage of fresh produce at a state and national level.

The Authority's Management and Staff have worked solidly throughout the year to improve services and systems for the Market community. Special note should be made of the development of a Risk Management Register that identifies potential risks and appropriate

actions, across all areas of the Authority's operations and responsibilities. This very thorough and practical process has provided an excellent framework to guide work programs and funding priorities to support a viable and safe Market.

I wish to thank Bob Penter, CEO, and his staff for their commitment this year. I would also like to thank the members of the Advisory Committees for their important contribution and acknowledge the contribution of my fellow Directors on the Board, Deborah Radford, Mano Baliolakis, Peter Cleeland and Glen Thompson. We look forward to the year ahead.

Neil Lowe
Chairperson

CHIEF EXECUTIVE OFFICER'S REPORT



The Authority has had a very productive year with many worthwhile achievements that have contributed to improved services to our customers.

In line with a review of the Authority's corporate plan, each department has worked hard towards achieving successful outcomes in the areas of financial effectiveness, customer focus, innovation and technology, and learning and growth, the main areas of our key performance criteria. The results from our annual customer satisfaction survey show that customer satisfaction with the Authority's management and delivery of services has improved during the past year from 84% to 89% with significant improvements noted in customer communications, site safety and unloading arrangements.

Winter trading hours involving a one hour later start for Tuesdays and Wednesdays were introduced at the beginning of June this year and apply until 31 October, 2004. The Authority is currently monitoring trading attendances and impacts on Market businesses with a view to assessing and reviewing future arrangements in consultation with the Market community.

The Authority has continued to work with Work Safe Victoria and the Market community to provide a safe working environment. The introduction of a speed monitoring and notification system to drivers and their employers has resulted in an overall improvement in driver awareness and compliance with speed restrictions. Further work will be undertaken in the coming year to inform all Market users about their Occupational, Health and Safety responsibilities through the implementation of an induction-training program for all new and current Market users commencing September 2004.

Our Commercial and Legal Department successfully contested City of Melbourne valuations resulting in a substantial reduction in land and water rates for tenants. Considerable work has also been done throughout the year to facilitate lease and licence transfers for businesses operating in the market which were merged or acquired. Business management systems have been updated to support quicker and more accurate responses to customer queries, processing of accounts and improved financial reporting. The introduction of a graphical information system showing all market properties, including parking bays and stands, has led to significant improvements in the allocation of parking spaces and the processing of growers stand applications.



The Marketing Department is continuing to face bigger challenges associated with the rising awareness of children's nutrition and obesity issues. Requests from schools and health groups for advice, produce information, recipes, tastings and demonstrations have more than doubled in the past six months. Some very good work has been done with the Department of Human Services to support the development of a schools education program that is being piloted this year.

The Market's Retail Support Program continues to grow from strength to strength. The program now involves some 500 retailers in Victoria and has been extended under licence to NSW and Queensland, through central markets in these states. Plans are underway to extend the program through Adelaide Produce Markets next year. The program provides a strong base for marketing produce and a mechanism for grower marketing groups to support produce sales through central markets.

The Authority has also initiated a new Business Partnership Program that provides non-market companies with the opportunity to promote their products within the Market in return for sponsorship support. Already four major companies have joined, augmenting resources to support fresh produce marketing activities.

Food Safety continues to be an important issue for our industry and the Authority has worked with industry groups to develop appropriate training and

accreditation processes to support our customer base. More than a thousand Victorian businesses including growers, wholesalers and retailers undertook training and accreditation through the Authority's programs this year. The industry has been particularly grateful for the support provided through the Farmbis Program.

Melbourne Market Authority has played a key role through the Central Markets Association of Australia (CMAA) to form the National Fruit and Vegetable Coalition (NFVC). This includes membership from industry, major health organisations, government health personnel and the CMAA. Through its work a case has been developed to underpin government and industry initiatives to improve Australian diets through increased consumption of fresh produce.

In April 2004 the State Government announced in the Premier's Economic Statement that \$4.7m had been allocated to finalise a business case for the redevelopment of the Market by 2010. As the central Market operator, the Authority's role in this process is to provide input to the project and to ensure that the views of the Market community are communicated accurately to Government. The Authority also has a responsibility to maximize the ability of the current site to provide facilities such as warehousing, parking and storage to meet the ongoing business needs of Market tenants and users. The Authority also needs to ensure that the site provides a safe and efficient operating

environment and that where possible it minimizes the risks and costs of doing business. Market infrastructure and services need to be maintained taking into account the prospect of a possible relocation of the Market by 2010.

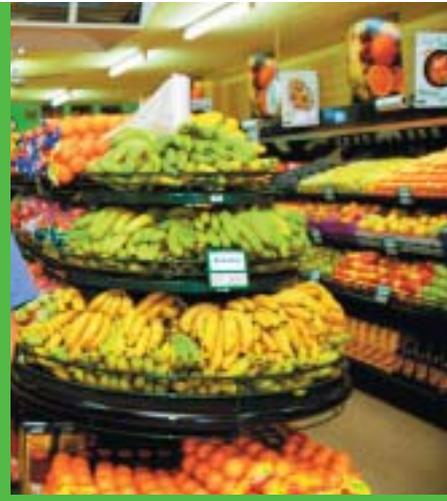
The year ahead is expected to bring many challenges. These include planning for the Market's future development depending on the outcome of the Government's decision on the Business Case for relocation of the Market, and addressing traffic management on the site given the expected traffic congestion on Footscray Road once construction of the overpass for the Dynon/Port rail link commences. We also need to implement our Occupational Health and Safety induction program for all Market users and further improve communication with the Market community to assist in the development of a united approach to the many issues impacting on the Market and the industry as a whole.

The new MMA Board has demonstrated that it is committed to working with our Market community to ensure that we resolve all the difficult issues that face us, as a united industry.

I would like to thank the MMA Board and staff for their hard work and support during the year.

Bob Penter
CEO

OBJECTIVES AND FUNCTIONS



The objectives and functions of the Authority as defined in the Melbourne Market Authority Act 1977 are as follows:

OBJECTIVES

- To provide a commercially viable wholesale facility for the efficient distribution of fresh produce;
- To optimise returns on land and assets controlled and managed by the Authority; and
- To ensure a fair and competitive environment for wholesale trading of produce.

FUNCTIONS

- To control, maintain and manage the Melbourne Wholesale Fruit and Vegetable Market and the Market land;
- To promote the use of the facilities at the Melbourne Wholesale Fruit and Vegetable Market;
- To provide advice and information to the Minister on matters relating to the Market and its use by industry and on industry related matters generally; and
- To do all things the Authority is authorised or required to do by or under this or any other Act or law.



VISION



Our Corporate Vision is:

To operate a wholesale market that is recognised for its excellence and industry leadership, and which is the preferred venue for the sale and distribution of fresh produce and flowers.

MISSION



Our Corporate Mission is:

To provide quality facilities and services that support sales, distribution and value-adding of fresh produce and flowers.

VALUES

The Melbourne Market Authority is a values-based organisation. The way in which our shareholder, customers, suppliers and the people of Victoria are treated is governed by these values. These values also govern how we treat one another within the Melbourne Market Authority. The values are supported by a Code of Conduct and are incorporated into everything that we do.

Our values govern the way in which we recruit, train, appraise and recognise all employees, and the way in which we plan and manage our responsibilities. The values that guide the Melbourne Market Authority are:

CUSTOMER FOCUS

We recognise the importance of our customers to the success of our business and will work in consultation with them to ensure that our facilities and services meet their needs and support their business viability and growth.

Our customers are the businesses that trade in or through the Melbourne Markets. They include growers, retailers, wholesalers and those businesses that support trading.

SHAREHOLDER VALUE

We conduct our business so that we optimise the return to our shareholder, the Government of Victoria.

COMMUNICATIONS AND COOPERATION

We communicate openly and honestly throughout the Melbourne Market

Authority and provide quality services to our customers using processes that cross the organisation.

HONESTY AND INTEGRITY

In everything we do, we act with honesty and integrity.

LEADERSHIP AND INNOVATION

We encourage innovation and initiative so that we may add value to our customers and position the Melbourne Markets to take a leadership role in issues affecting the industry.

MANAGEMENT BY FACT

Decision-making is based on facts and information. Research and analysis are important in conducting our business.

RESPECT FOR OTHERS

We treat our customers, suppliers and one another with respect and dignity. We value the principles of equity and diversity, and our workplace is free from harassment of all types.

SAFE AND HEALTHY WORKPLACE

We strive to provide a safe and healthy workplace for all people who work within the Melbourne Markets.

TEAMWORK

We value the input and participation of all employees and recognise the benefits that teamwork offers. We work in partnership with our customers, suppliers and industry groups.



MEMBERSHIP OF THE AUTHORITY



Neil Lowe



Mano A Babiolakis



Peter Cleeland



Deborah Radford



Glen Thompson



The Melbourne Market Authority is established under the Melbourne Market Authority Act 1977 and reports to the Minister for Agriculture, the Hon. Bob Cameron, MP.

There are five members of the Authority, each appointed by the Governor-in-Council under the provisions of the Melbourne Market Authority Act 1977.

All members are nominated by the Minister for Agriculture.

The new Board took up appointment on 21 April 2003. Neil Lowe (Chairperson), Peter Cleeland and Deborah Radford were appointed for a three year term. Mano A. Babiolakis and Glen Thompson were appointed for a two year term.

There were 12 meetings of the Board held during the reporting period. Attendance was as follows:

Name	Meetings Attended 2003/2004
Neil Lowe	12
Mano A Babiolakis	10
Peter Cleeland	12
Deborah Radford	12
Glen Thompson	12

In addition, Board members attended assigned sub-committees, advisory committees and Market consultative meetings. Attendance at these meetings was as follows:

Name	Meetings Attended 2003/2004
Neil Lowe	21
Mano A Babiolakis	10
Peter Cleeland	17
Deborah Radford	17
Glen Thompson	17



ADVISORY COMMITTEES

Advisory Committees meet regularly and provide valuable advice to the Authority on Market operations and related issues.

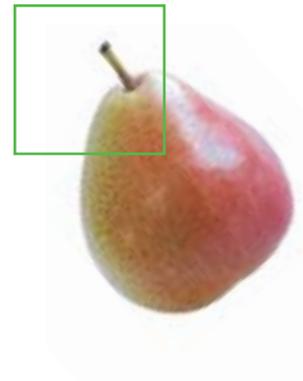
New members were appointed for a three year term commencing 21 April 2003.

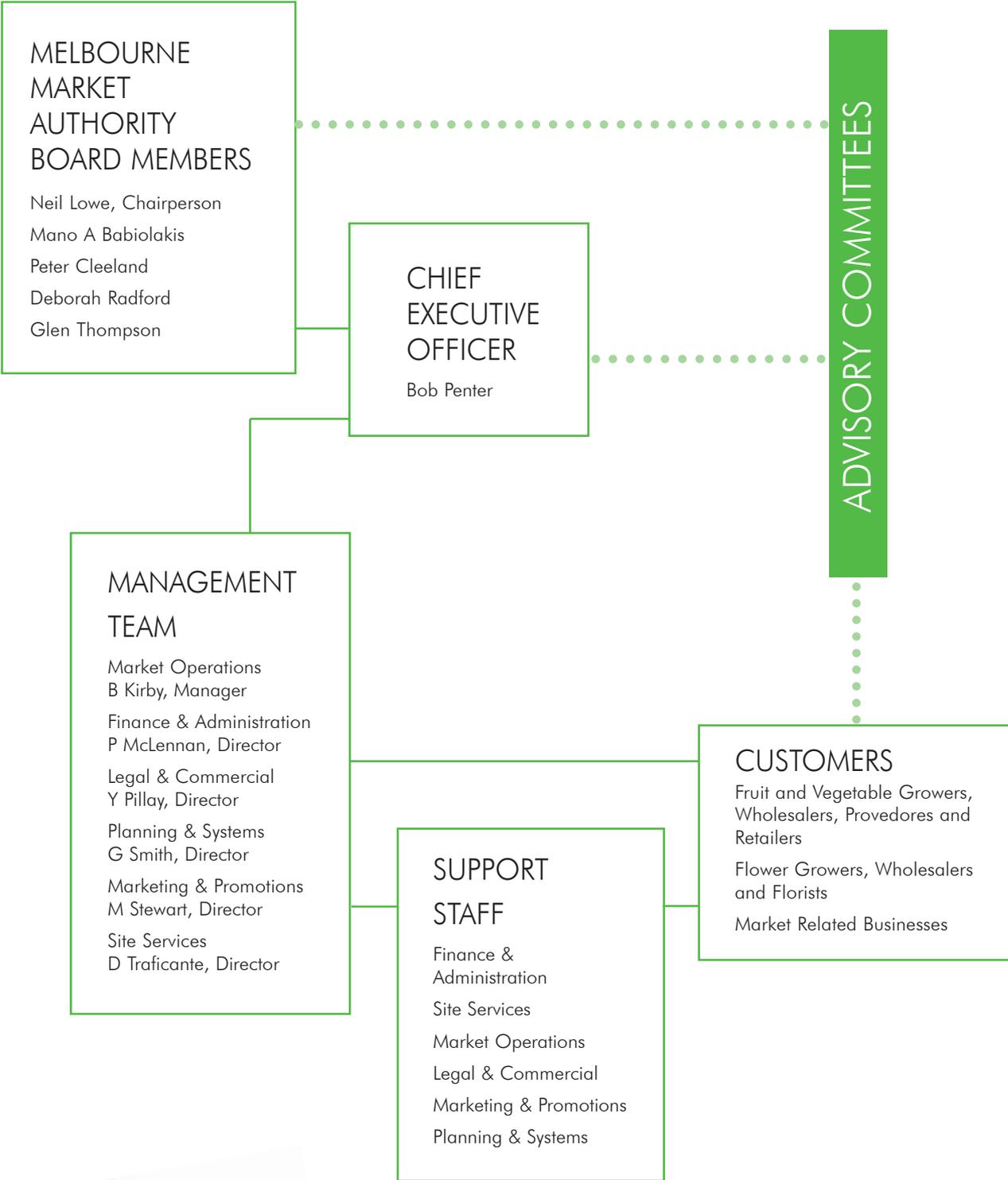
Advisory Committees met and consulted in accordance with the requirements of the Act to meet a minimum of 4 times per year. On a number of occasions Advisory Committees met jointly in order to discuss issues affecting the overall Market.

In addition, associated industry representatives attended meetings as observers. Committee members are listed below:

<p>Fruit & Vegetable Growers Advisory Committee</p> <p>Mr David Wallace (Chairperson)</p> <p>Mr Mark Pagononi</p> <p>Mr Alec Berias</p> <p>Mr Frank Tropeano</p> <p>Mr Nick Alabakis</p> <p>Mr Jack Walker*</p> <p>Mr Ian McLachlan*</p> <p>Mr Alan McLean*</p> <p>Mr Tony Imeson*</p>	<p>Fruit & Vegetable Wholesalers Advisory Committee</p> <p>Mr Robert Millis (Chairperson)</p> <p>Mr Vince Brancatisano</p> <p>Mr Gary McClintock</p> <p>Mr Robin Westmore</p> <p>Mr David Parton</p> <p>Mr Alan Guy*</p> <p>Mr John Dennehy*</p> <p>Mr Sam Cutrale*</p> <p>Mr Ken Johnson*</p> <p>Mr Dizney Crombie*</p>	<p>Fruit & Vegetable Retailers Advisory Committee</p> <p>Mr Paul Ahern (Chairperson)</p> <p>Ms Dianne Harvey</p> <p>Mr Trevor Wilson</p> <p>Mr John Chapman</p> <p>Mr John Psarakos</p> <p>Mr Tony Mecca*</p>	<p>Flower Growers Advisory Committee</p> <p>Mr Geoff Maguire (Chairperson)</p> <p>Mr John Boon</p> <p>Mr Joe Zappia</p> <p>Mr Ian Winduss</p> <p>Mr Charlie Santospirito</p> <p>Mr John Osmelak*</p>	<p>Florists Advisory Committee</p> <p>Ms Cristina Varrasso</p> <p>Ms Francine Rizza</p> <p>Ms Vanessa Schofield</p> <p>Mr Peter Zmak</p> <p>Mr David Palmieri</p>
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* Observer





ORGANISATIONAL CHART



BUSINESS OVERVIEW AND STATISTICS

Melbourne Markets complex includes the Wholesale Fruit & Vegetable Market, the National Flower Centre and extensive distribution and warehouse facilities. Melbourne Markets is Victoria's centre for the wholesaling of fruit, vegetables and flowers. The site covers a massive 33 hectares and is located just five minutes from the centre of the City of Melbourne. With a turnover in excess of \$1.5 billion annually, the Market is the largest wholesale fresh produce complex in Victoria.

REGISTERED USERS

	Year 03/04	Year 02/03	% Change
Total number of individuals	6,065	5,620	+7.9%
Total number of businesses	2,883	2,911	-1.0%

CUSTOMER SEGMENTATION (total individuals)

F&V buyers	1,723	1,480	+16.4%
F&V growers	1,054	1,040	+1.3%
F&V wholesalers	1,082	1,062	+1.9%
Flower buyers	1,002	1,010	-0.8%
Flower growers / sellers	268	290	-7.6%
Market related businesses and associated industry	936	738	+26.8%

NEW REGISTRATIONS

	Year 03/04	Year 02/03	% Change
New access cards issued	1,234	1,145	+7.8%
Average age of new users	40	38	+5.3%
Average age of all users	44	44	0.0%

DAILY USAGE PATTERNS

	Year 03/04	Year 02/03	Peak
F&V buyers	685	776	855
F&V growers	300	296	371
F&V wholesalers	754	750	827
NFC buyers	168	155	378
NFC sellers	90	75	147
Market related businesses / others	519	263	N/A
Total - all users	2,516	2,315	N/A



BUSINESS OVERVIEW AND STATISTICS CONTD

INDUSTRIAL VEHICLES ON SITE

	Year 03/04	Year 02/03	% Change
Forklifts	614	730	-15.9%
Scooters	211	254	-16.9%

SITE OPTIMISATION

	Year 03/04	Year 02/03	% Change
Warehousing (m ²)	39,700	39,700	0.0%
Parking spaces (m ²)	42,872	n/a	

STAND LICENSING

	Year 03/04	Year 02/03	% Change
F&V stands allocated @ 30.06.04	533/652	500/652	
Allocation rate	82%	77%	+6.5%
NFC stands allocated @ 30.06.04	121/140	120/140	
Allocation rate	86%	86%	0.0%
Country Transport stands @ 30.06.04	97/172	n/a	
Allocation rate	56%	n/a	

WEBSITE DATA

	Year 03/04	Year 02/03	% Change
Total visits	39,948	16,342	+144.4%
Average daily visits	108	44	+145.5%

Top 3 most visited pages:

- Find a Market Business
- Market Traders Info
- Market Promotions

Top 3 most downloaded pages:

- Annual Report
- Market Newsletters
- Fee Schedule



THE FRUIT & VEGETABLE MARKET



With 652 fruit and vegetable stands and 124 wholesale businesses accommodated under the one roof, the fruit and vegetable Market is one of the biggest markets in the world.

The Market is fortunate to be located close to some of the most fertile growing areas of Australia and local produce arrives fresh daily from the grower's farms. The variety, freshness and quality of produce grown in Victoria is outstanding and includes stonefruit, berries, citrus, apples, pears, leafy vegetables, root vegetables and more. Significant quantities of produce including tropical and exotic lines are consigned from other parts of Australia to provide year round, fresh, seasonal supply. Supplies arrive from Tasmania, Western Australia, South Australia, New South Wales, Queensland and the Northern Territory, as well as from overseas. Over 1,700 wholesale buyers representing independent greengrocers, supermarkets, restaurants and food processors source their produce direct from the Market. Many more receive deliveries and consignments from the Market. The Market services the wholesale industry five mornings per week.



THE FRUIT & VEGETABLE MARKET

THE YEAR IN REVIEW

TRADING HOURS

The Wholesale Fruit and Vegetable Market traded 5 days a week Monday to Friday with general trading commencing from 4.30am during the summer months and 5.30am on Tuesdays and Wednesdays during the winter months. The later winter hours for Tuesdays and Wednesdays were implemented from 1 June 2004 and will apply through to 29 October 2004. The impact of later winter hours will be reviewed prior to making changes in future years. Registered early buyers and country transport operators enter two hours earlier than the general seasonal trading entry time.

OVERALL BUSINESS PERFORMANCE

There was a continuing trend for business amalgamation and consolidation in the fruit and vegetable Market during the year across all major groups. This was not reflected in a major fall off in total business numbers as might have been expected, as the trend was counteracted by a significant number of new business entrants to the Market. The overall number of registered fruit and vegetable businesses reduced by 2% from 1,861 in 2002/03 to 1,823 in 2003/04 while the number of registered individuals including employees and principals increased by 7.7% from 3,582 in 2002/03 to 3,859 in 2003/04.

FRUIT AND VEGETABLE BUYERS

The number of registered fruit and vegetable buyers (individuals) increased from 1,480 in 02/03 to 1,723 in 03/04. Significantly, this represented a 16.4% increase in the number registering to

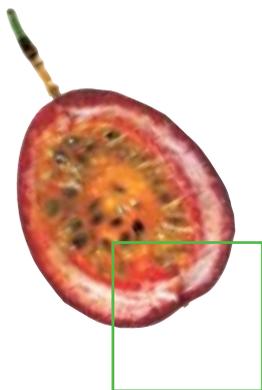
purchase. However, average daily entries by fruit and vegetable buyers fell from 776 to 685 during the same period. This may suggest the emergence of group buying and deliveries for amalgamated companies, or larger purchases relating to the trend to install cool rooms at retail premises. The emergence and growth of providing businesses may be the most significant factor contributing to this trend. (Winter trading hours were introduced 1 June 04 and therefore were unlikely to have had any impact on the reported trend)

GROWERS AND STAND OCCUPANCY

The total number of registered fruit and vegetable growers (individuals) increased marginally (1%) from 1,040 in 02/03 to 1,054 in 03/04. Growers' average daily attendances also increased marginally from 296 in 02/03 to 300 in 03/04. Stand allocations in the fruit and vegetable market remained relatively high with 533 of the 652 stands allocated, indicating an allocation rate of 82% compared to 77% for the previous year.

WHOLESALE REGISTRATIONS AND TENANCIES

The number of wholesale businesses registered to use the Market totalled 180 with 124 holding leases for A&B stores and warehouses, reflecting a slight increase since last year. Similarly the number of wholesalers and staff increased from 1062 last year to 1082 this year, an increase of 2%. Average daily attendances by this group increased from 750 to 754 during the reporting period.



MMA INITIATIVES, WORKS & SERVICES

TENANTS RATE REDUCTIONS

The Authority contested City of Melbourne Council rates on behalf of all Market tenants and went on to successfully lodge a formal objection. This will now result in a substantial cost saving to all Market tenants of between 45%-50% in Council rates and water rates for 2004/2005.

BUYER PARKING FEES

The Authority maintained parking fees for retail buyers at the previous level and did not pass on CPI increases.

LEGAL ASSISTANCE

The Authority's Legal and Commercial Department assisted a significant number of wholesalers to process the transfer of their leases to meet their needs for business development. This enabled the transition of a number of wholesalers that had previously operated from the trading floor into larger modules.

SITE REPAIRS AND WORKS

The Authority undertook annual line marking of the entire site including trading floor, parking areas and roadways.

Asphalt works were undertaken to repair road surfacing and to target pot holes and other irregularities identified by Market users.

A new cleaning contract was implemented with an increased focus on standards across the Market and with particular emphasis on improving standards for the Fruit and Vegetable Growers floor and Market drainage pits.

The Site Services Department project managed a number of works for tenants to

refurbish and upgrade premises.

FOOD SAFETY ASSISTANCE

The Authority developed and obtained statewide accreditation for Food Safety Templates for Fruit and Vegetable Growers, Wholesalers and Retailers (including providores). This assisted Market businesses and the industry as a whole to meet new Victorian Government Food Safety legislation.

Over 1000 fruit and vegetable businesses were trained and accredited through the Authority's Food Safety programs during the year providing accessible, flexible support to Market businesses at a reduced industry rate.

Farmbis funding was successfully applied for to reduce food safety training and accreditation fees for growers.

Many Food Safety Accreditation sessions were run in rural regions and many growers who previously had not been involved with the Market were introduced to the Market system contributing to potential new customer registrations.

OPERATIONS, CUSTOMER SERVICE AND SECURITY

The introduction of a customer service focus for Market Officer positions and their restructure to Customer Service Officers has provided a significant improvement in customer communications and responsiveness to customer enquiries and issues.

The introduction of a computerized graphic information system (GIS) by the Authority for the trading floor has improved its speed and accuracy in responding to queries about

THE FRUIT AND VEGETABLE MARKET THE YEAR IN REVIEW CONT'D



stand availability and enabled better monitoring of stand take up.

The adoption of a Code of Practice for motorized trolleys has resulted in reduced customer infringements and reduced the number of accidents.

A speed monitoring system has been introduced in consultation with businesses and has resulted in improved adherence to speed restrictions within the Market precinct.

New security monitoring and surveillance systems have been installed resulting in better detection of theft and property damage.

Additional security has been contracted for foot patrol and all Gate entrances.

Operational procedures have been developed in the case of

the need for evacuation and successful operational trials have been implemented involving Market users during trading hours.

A new contract for cleaning and waste disposal has improved recycling, reduced the amount of waste sent to land fill and provided a cleaner Market environment for all traders.

MARKETING & PROMOTIONS

The Promotions Office has been relocated and integrated into the Customer Centre to provide a one-stop-shop with improved access and facilities for retailers, wholesalers and growers to improve information distribution.

A comprehensive Marketing and Promotions Schedule was undertaken providing activities and initiatives to support fruit and vegetable growers,

wholesalers and retailers including: the further expansion of the Markets Retail Support Program that now involves over 500 retailers, development and distribution of promotional materials, development of fresh produce seasonal guides, promotions and demonstrations at major public events, joint marketing with executive chefs, a marketing partnership with a major health fund, and support of a number of school nutrition programs.

The Authority provided training support to young apprentice growers and liaised with related training bodies to coordinate a significant number of training tours of the Market.

Along with other central wholesale markets around Australia, the Authority contributed to a number of important initiatives aimed at

securing resources to fund fresh produce promotions and educational initiatives to improve fresh produce consumption. This resulted in the establishment of the National Fruit and Vegetable Coalition and the development of a submission that is now under consideration by the Federal Government.

During the year the Authority initiated the development of a Business Partnership Program to raise funds from associated business enterprises to support fresh produce marketing initiatives through the Market. Four major partners have joined the program to date.

FRUIT AND VEGETABLE PRICE REPORTING SERVICE

During the year the Market Price Reporting Service was transferred into the Marketing Department and a new staff member recruited who will now operate from the Market Promotions Office adjacent to the Market floor providing improved liaison with traders and better access to the service.

Produce availability reports for food media personnel are being trialed to assist promotion of seasonal fresh produce through mainstream media.

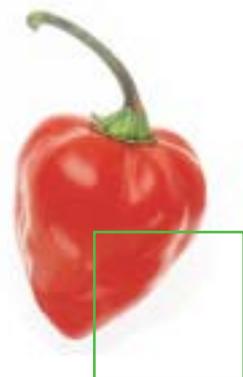
PROPOSED WORKS & SERVICES FOR 2004/5 INCLUDE:

An increase in tenant's cool room power needs is resulting in a significant draw down on electricity during summer months. The Authority is therefore planning to upgrade A Store power with interim supply to reduce the possibility of overload.

The Authority is planning to trial the introduction of new wireless technology to assist growers and wholesalers at the Market with business communications from the trading floor.

Lighting in the Country Transport area will be replaced with 400 lux metal halide light fittings similar to the main growers floor to improve lighting of produce and to improve safety.

Roadways in the eastern and western undercover parking areas will be resurfaced.



THE FLOWER MARKET



The National Flower Centre (NFC) established at the Market in April 1996, provides a wholesale trading facility for cut flowers and plants. It has been designed to maintain cut flowers in optimum condition for sale within Victoria, throughout Australia and for export. There are 140 permanent grower stands plus an extensive group of casual growers who sell through the Centre. Adjacent warehousing provides for the processing of flowers, and shops supply a range of products for florists. Close to rail, road and air transport, the Centre is ideally placed to distribute fresh flowers around Australia and around the world. Victoria produces over 40 per cent of the national flower production and the Centre has assisted this State to become a major participant in the domestic flower industry and a growing part of the global industry.

THE FLOWER MARKET

THE YEAR IN REVIEW

TRADING HOURS

The National Flower Centre trades 6 days a week Monday to Saturday with general trading commencing from 4.30am each day during the summer months. Later winter hours, involving a one hour later start at 5.30am on Tuesdays, Wednesdays and Saturdays, were implemented from 1 June, 2004 and will apply through to 29 October, 2004 when summer hours will be reinstated. Registered early buyers and country transport operators enter two hours earlier than the general seasonal trading entry time.

REPORT ON FLOWER TRADING AND CUSTOMER NUMBERS

For 03/04 individual registered florist buyers totaled 1,002 compared to 1,010 for the previous year. Flower growers and staff totaled 268 compared to 290 in the previous year representing a decrease of 7.6%. Stand occupancy rates have remained stable at 86%. The average number of buyers entering per major trading day for the reporting period was 168 with this rising to more than 378 at busy periods. Shops in the precinct were fully tenanted throughout the year.

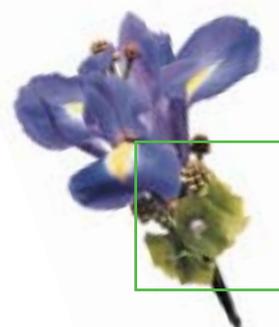
BUSINESS PERFORMANCE

Although for the second year in a row the industry predicted a "tough" year, feedback from florists and flower growers indicated that the turnover for the peak trading periods prior to Valentines Day, Mothers Day and Spring Carnival was better than the previous year with many operators indicating a 20-30% increase in sales. However, overall trading at other times has been slower as reflected in stand attendances and florist visits. Cut flowers are considered a "luxury item" to most Australians and in line with other retail indicators flower sales have slowed down, apart from special occasion purchases. Additionally the flower sector has become more competitive and this has led to further business consolidation and a contraction in the number of marginal operators. Overseas sales also suffered from the rising international dollar and growing competition from overseas suppliers and this particularly impacted on Australian natives.

SITE REPAIRS AND WORKS

All galvanized grates in the NFC walkway are being replaced with new heavy-duty cast iron grates. This will improve pedestrian safety and provide a better surface for florist's hand trolleys. Barriers have also been placed outside the northern café entrance to improve florist safety and amenity.

New mechanisms have been put in place to process maintenance needs in the NFC with particular emphasis on ensuring optimum operation of coolrooms and notification to operators in the event of malfunction with follow up advice after repairs.





THE FLOWER MARKET CONT'D

MMA INITIATIVES, WORKS & SERVICES

OPERATIONS, CUSTOMER SERVICE AND SECURITY

Additional contracts for security at gates and foot patrols have been implemented resulting in improved security coverage (24 hours 7 days a week) for the NFC precinct.

MARKETING AND PROMOTIONS

The Authority supported traders with targeted promotional campaigns to support major trading days. These received positive response and high media coverage. Evaluations from these campaigns indicate that the point of sale materials and media promotions have played a key role in supporting sales for the industry. Promotional campaigns undertaken during the 2003/2004 financial year were:

Valentines Day Promotion (Feb 2004)

Campaign title "Everyone is a Romantic at Heart". Countdown to Valentine's Day point of sale materials backed by media, PR and advertising campaign.

Mothers Day (May 2004)

Campaign title "What's Your Mum's Favourite Flower" Point of sale with PR, media and advertising campaign.

Spring Racing Carnival (Oct - Nov 2003)

Campaign title "Celebrate in Style with Fresh Spring Flowers", linked to official race day flower guide, point of sale and joint Racing Victoria and NFC marketing and media campaign.

Planning for the 2004 Carnival is now underway.

FLOWER EXPORT DEVELOPMENT

The Authority worked in cooperation with the Australian Flower Export Council (AFEC), which is located in the NFC to support promotions of Australian product both domestically and overseas. The year was extremely difficult for flower exports, however to counteract a downturn in Asian demand AFEC has positioned Australian product in the United States of America and achieved high profile exposure in the American Florists Review and at a number of international trade shows with a view to stimulating demand in this sector.

APPRENTICESHIP TRAINING

The Authority provided ongoing support to floristry students and apprentice flower growers. This included regular formal lectures at training institutes as part of the curriculum, conducted training visits to the Market and provision of information to assist trainees to understand the operation of the Flower Centre.

PROPOSED WORKS AND SERVICES FOR 2004/5 INCLUDE:

The Authority will be reviewing trading attendances across the six days with a view to identifying any barriers to attendance and developing ways to improve the trading balance.

Opportunities for additional apprentice training support and orientation sessions for new florists will be undertaken to recruit new buyers.

A review of product mix will be undertaken with the aim of identifying opportunities to augment and promote the availability of unusual seasonal items through the NFC.

STRATEGIC PLANNING



ANNUAL UPDATE OF KEY ISSUES

The Authority reviews industry directions and its operating environment annually and has a rolling four-year Corporate Plan that is reviewed and updated in consultation with the Market community and major stakeholders.

A number of important developments have occurred this financial year relating to this issue.

PROPOSED RELOCATION

In October, the Government advised the Authority that the possibility of Market relocation was likely and that formal preparations should commence on the Market redevelopment business case with the Department of Primary Industries being assigned to lead the project with support from other Government Departments.

The major strategic question and influence on the Market is the proposed relocation of the Market. Issues underpinning the need for relocation include the difficulty in catering for long-term industry needs on the current site, the impact of a proposed major expansion of the adjacent Port of Melbourne and the realignment and development of transport infrastructure impacting directly on the Market site

and Footscray Road access including the construction of the Dynon/Port rail link and Footscray Rd overpass.

On April 20th, Premier Steve Bracks announced the "Victoria: Leading the Way" economic statement. This plan listed 21 projects being considered by the State Government and Action 3 was headed "Redeveloping the Melbourne Wholesale Markets". This statement advised that the Government will allocate \$4.7m for the purpose of proceeding with the plan to relocate the Market to a new site over the next six years.

A comprehensive consultation process is currently being undertaken with the Market community to ensure that views are addressed in the Business Case. To assist with this process a Market Consultative Committee representing all industry groups has been formed and meets regularly.

Expressions of interest have also been advertised for businesses interested in co-locating with the Market at a new site and a survey of retailers and florists is being undertaken to ensure buyers' specific needs and issues are considered. The Business Case is to be completed and submitted to Government for consideration in December 2004.



MARKETING & PROMOTIONS HIGHLIGHTS

ONE-STOP SHOP

The Promotions Office and Customer Service Centre were combined together this year to provide a new one-stop-shop. This lighter and brighter office is more convenient for all Market users who can now renew access cards, pay accounts and collect promotional material all from the one location.



INDUSTRY VISITS AND EDUCATIONAL TOURS

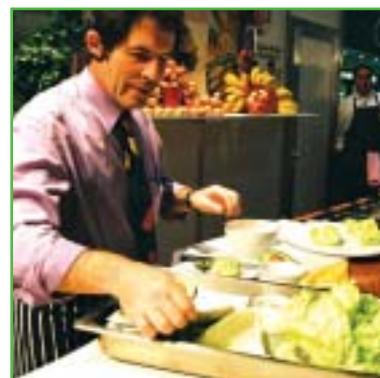
During the year, 2,010 people visited the Market as part of the service offered through the Melbourne Markets Wholesale Tours. This included 1,414 horticultural, floristry and food service students who received formal lectures and advice through the Authority's Marketing Department.



TRADE SHOWS AND EVENTS

The Authority worked with industry groups to extend promotional exposure within the industry and to the public. Involvements this year included:

- AUF Race Day
- Australian Chamber Conference
- Mareeba Annual Growers Conference
- Good Food Show
- 56th Annual Citrus Conference
- National Conference of Summerfruit Australia
- Northern Victorian Fruitgrowers Association 2003 Annual Dinner Dance
- Rural Press Club Awards
- Les Toques Blanches Chefs Awards
- Vegetable Growers Association Industry Function
- Royal Melbourne Show
- Spring Racing Carnival
- Table Grape Conference
- VFF Horticultural Group





The 2004 Market Veterans and their Representatives



The 2004 Metropolitan and Regional Retailers of the Year with Melbourne Market Authority Representatives

MARKET VETERANS AWARDED

Awards for longstanding Market service were presented to 22 Market veterans this year. To qualify for awards recipients need to have completed forty years of continuous service at the Market. Recipients were honoured at the VicFresh industry night.

VICFRESH INDUSTRY NIGHT

The annual combined industry night held at Crown in March was widely acclaimed as a major success. The night was planned with an Industry Steering Committee and sponsorship funds were raised to support the event that attracted more than 750 representatives from all sections of the industry.

FRUIT AND VEGETABLE RETAILER DEVELOPMENT PROGRAM

The Retail development Program has continued to provide valued support to over 500 greengrocers

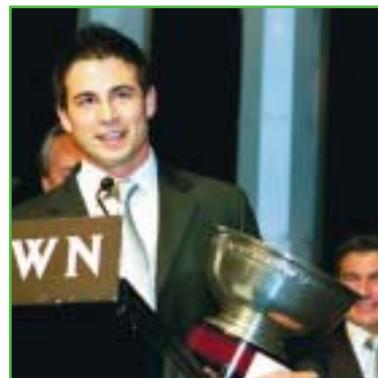
that purchase product through the Market. This year has seen a significant number of new shops established together with business amalgamations and expansions. The program provides involvement in promotional campaigns, point of sale materials, training and a mystery shopping service with individual feedback and business awards. The program now operates under license in Queensland and New South Wales.

ANNUAL RETAILER OF THE YEAR AWARDS

Recipients of the prestigious Melbourne Markets Annual Retailer of the Year awards were:

Signorelli's Fresh Choice, Balwyn. Award sponsored by the Melbourne Markets Credit Service

Arnold's Fruit Market, Albury-Wodonga. Award sponsored by Regional Development Victoria.



2004 Metropolitan Retailer of the Year - Signorelli's Fresh Choice, Balwyn



2004 Regional Retailer of the Year - Arnold's Fruit Market, Albury-Wodonga

OCCUPATIONAL HEALTH AND SAFETY



PROGRAMS AND INITIATIVES

The Authority has continued to work in consultation with the Market community and Work-Safe Victoria to ensure that appropriate guidelines and practices are employed within the Market to provide a safe workplace for all market employees, tenants and users. Given the nature of the Market environment with thousands of vehicles, pedestrians and businesses using the site on a daily basis a comprehensive health, safety and environment management system has been developed in consultation with the Market community. This system includes an OH&S Manual for Operations, Administration and Site

Services, that covers issues likely to be encountered at the Markets and sets out procedures and standards to be followed in an emergency.

Key initiatives undertaken during the year included the implementation and monitoring of a new "Code of Practice for Motorised Trolleys". This was developed in consultation with Work-Safe Victoria, hire companies and Market businesses over the previous year. Monitoring of the implementation indicates that the number of incidents was reduced and that the Market community has readily accepted and adopted new and safer practices across the site. The Authority has also

developed an induction manual and training video that will underpin the roll out of a comprehensive induction-training program for all new and current Market users, commencing September 2004.

ACCIDENT RECORDS FOR 2003/2004

The Authority maintains records of all incidents and takes a pro-active approach to prevention. There were four incidents involving the need to have emergency services in attendance this year compared to five incidents in the previous year. No incidents were life threatening and only one required hospital treatment.

ENVIRONMENTAL AND FOOD SAFETY SERVICES



RECYCLING AND WASTE DISPOSAL

Waste recycling has remained a high priority and Melbourne Markets continues to lead the way when compared to similar markets throughout Australia. The Authority's Programs currently achieve 85% recycling.

The Markets waste contract has been re-tendered and re-awarded to JED's Cleaning and Waste Management Pty Ltd. Under the contract, new targets have been established to raise standards further in line with the increasing needs of the industry and to show leadership in responsible waste disposal and hygiene management.

EMISSION CONTROLS

Carbon monoxide emission levels in the Market have consistently tested below the national occupational and health and safety specifications since the introduction of requirements for all forklifts (total 614) operating in the Markets to use LPG with closed-loop emission systems and catalytic converters. The reduction of emissions is part of the Authority's corporate strategy to ensure quality trading conditions and responsible environmental management.

RESIDUE TESTING

Victorian suppliers to the Melbourne Markets participate in the Department of Primary Industries Produce Monitoring Program. This Program has conducted targeted testing of Victorian grown produce for chemical residues and heavy metals for 16 years. Since 2000 it has also conducted large-scale, random monitoring of horticultural export industries.

Results of the program indicate that out of a total of 847 samples taken, 99.9% were free from unacceptable residues. Results are comparable to those produced by similar national and international targeted residue testing programs. The Melbourne Markets will continue to work with relevant government and industry groups to facilitate monitoring and compliance with chemical usage in accordance with good agricultural practice and food safety standards.

FOOD SAFETY PROGRAMS

The Authority has continued to assist all industry sectors that use the Market to meet Victorian Food Safety requirements. Food Safety Templates have been developed by the Authority for wholesalers, retailers and growers. These were all successfully re-accredited during the year with Food Safety Victoria. The templates are certified as satisfying the requirements of the ANZFA Food Standards Code and Victorian Food Act 1984 by SGS International Certification Services Pty Ltd and are on the Victorian Templates List. Templates are available to all relevant businesses operating in Victoria, together with accredited Food Safety Supervisor training and template instruction. While growers only selling their own produce at the wholesale Market are exempt under the Food Safety Act, many opted to complete the accreditation process with the Authority's assistance, in order to maintain flexibility in their selling options. The Authority successfully sought Farmbis subsidy support during 2003/04 for growers completing certification and training. This assisted in making the program more accessible to all growers across Victoria. Since commencing the process the Authority has assisted 1,002 businesses, including 600 growers.

OPERATIONS AND SERVICE DELIVERY



CUSTOMER SATISFACTION SURVEY

The Authority conducted its second annual customer survey in February 2004 to measure levels of satisfaction with the Authority's overall service delivery. The research is undertaken by an independent company and is based on sampling 15% of businesses representing all customer groups.

What The Results Showed

The results indicated an improvement from 84% to 89% in the overall level of satisfaction with the Authority's services since the same time last year. There was a significant increase in satisfaction with MMA communications. This improvement was attributed to the introduction of the Marketfresh newsletter that is now mailed to all market users. The introduction

of Customer Service Officers on the Market floor and the introduction of 24hour security patrols 7 days per week also contributed to this improvement. Other communication initiatives such as holding joint advisory committee meetings to discuss issues of common concern across the Market were also welcomed.

From the point of view of Occupational Health and Safety there was significant improvement in the level of satisfaction with pedestrian safety and forklift and scooter use. However, there is still a very strong demand for further improvement in this area and the MMA will be addressing these issues with Advisory Committees and as part of the introduction of a safety induction program for all market users.

Changes to produce delivery and unloading arrangements during

the past year have resulted in improved satisfaction ratings particularly by transport operators and unloaders. Traffic flow was also identified as having improved.

Two areas that were identified as needing improvement were the general availability of parking spaces during Market hours and the increasing need for larger bays with access for loading and unloading. The pricing structure for parking and Market entry was a matter of concern to many Market users as was the need for better information about the range of prices for various facilities including warehousing. Pedestrian safety and handling of complaints were also identified for further improvement. The Authority has included a range of initiatives in its work program to address these issues.

COMMUNICATIONS AND CULTURAL DIVERSITY

CUSTOMER COMMUNICATIONS

This year the Authority introduced a number of initiatives to improve communications with customers. These initiatives included the publication of a monthly newsletter that is mailed to all registered business customers, the placement of electronic news screens in the Customer Centre and one of the Market Cafes and the introduction of Customer Service Officer positions with a focus on customer relations. Additionally, joint advisory committee meetings were held to improve the cross flow of information on market issues. The 2003/4 customer satisfaction survey indicated a significant improvement in the Authority's rating in this area as a result of these initiatives.

MARKET FRESH NEWSLETTER

In August 2003 a new newsletter was introduced. This monthly newsletter is mailed to all businesses using the Market. The Market Fresh Newsletter now forms a major communication tool for informing the Market community about key issues impacting on the operation and planning of the site.

BUSINESS DIRECTORIES

Business directories are compiled annually for the Fruit and Vegetable Market and National Flower Centre. These pocket sized directories provide a comprehensive guide to services and traders and are provided free of charge to all registered market users. Additional information was included in the directories to assist new customers.

CULTURAL DIVERSITY

Melbourne Markets has a diverse client base with many first generation migrants. There is also significant interaction with overseas traders. Plain English is therefore used in all its communications and access to interpretative services is provided as required. Most traders prefer family members or business colleagues to interpret for them for business meetings. There were 10 recorded occasions when interpretative services were used, mostly in association with training sessions or for trade delegations.





ADMINISTRATION AND MANAGEMENT

INFORMATION SYSTEMS

Initiatives that have been introduced over the past year include:

- Introduction of a Management Information System to provide real-time information of performance across all key Authority financial and non-financial areas
- Implementation of a graphical interface to the Authority's property management system which provides the ability for staff to respond quickly and accurately to customer queries relating to stand and parking space availability and location
- Integration between the entry gate access system and the finance system, enabling automatic updating of customers access cards when accounts are paid.

WORKPLACE RELATIONS & EQUAL OPPORTUNITY

A monthly briefing for all staff has assisted to maintain up-to-date knowledge of organizational and industry developments and has improved communication across divisions. A Staff Consultative Committee provides a forum for staff representatives to discuss workplace issues such as equal opportunity, training and staff working conditions. No equal opportunity complaints were received during the past year. A new Enterprise Bargaining

Agreement was negotiated and approved for 2004 to 2007 between the Melbourne Market Authority and the Australian Municipal, Administrative, Clerical and Services Union (ASU) for the Authority's support staff.

RISK MANAGEMENT

The Authority's Risk Management program (developed under the Australian Standard AS/NZS 4360) has provided a systematic and comprehensive approach to the identification, analysis and treatment of risks arising from operating the Melbourne Markets. This has also provided a sound basis to inform strategic planning and has assisted the Authority to improve management practices across all program areas.

PRIVACY POLICY

The Authority is bound by the National Privacy Principles, which are contained within the Information Privacy Act 2000, as amended. The Authority respects and values customer's privacy and takes all reasonable steps to ensure that any personal information collected is kept securely to prevent misuse, loss, unauthorised access or change. The Authority has developed a Privacy Policy Statement and has advised all customers of this policy in writing, posted it on the website and makes it available to all new customer registrations. There were no complaints or breaches in regard to privacy issues during the year.



ADMINISTRATION AND MANAGEMENT CONT'D

WHISTLEBLOWERS PROTECTION ACT 2001

The Whistleblowers Protection Act 2001 commenced on 1 January 2002. The purpose of the Act is to encourage and facilitate the making of disclosures of improper conduct by public officers and public bodies. The Act provides protection to whistleblowers who make disclosures in accordance with the Act, and establishes a system for the matters disclosed to be investigated and rectifying action to be taken. The Authority is

committed to the aims and objectives of the Whistleblowers Protection Act 2001. It does not tolerate improper conduct by its employees, officers or members, nor the taking of reprisals against those who come forward to disclose such conduct.

Disclosures of improper conduct by the Authority or its employees may be made to the following:

Ms Yogi Pillay

Protected Disclosure Coordinator
Melbourne Market Authority
Box 1, 542 Footscray Rd
West Melbourne VIC 3003
Telephone 9258 6100

The Ombudsman Victoria

Level 22, 459 Collins St
Melbourne VIC 3000
Telephone 9613 6222
Toll free 1800 806 314

Disclosures

There have been no disclosures referred to the Authority or the Ombudsman or by the Ombudsman to the Authority under the Act since it commenced in January 2002.

STAFFING

Year	2004	2003	2002	2001	2000
Males	21	26	26	20	18
Females	14	14	21	15	15
Total	35	40	47	35	33

Staff numbers reduced during the year with the restructuring of the customer service officer duties and outsourcing of some security duties to a security company. These changes have resulted in the provision of 24/7 security across the site. The Marketing department was augmented with the addition of a full time employee to coordinate market partnerships and food safety programs.



FINANCE REPORT



SIGNIFICANT ISSUES

The only significant issue of a financial nature addressed during the financial year was the audit of the Fresh Chain Project by the Auditor-General's Office. The results of the audit were tabled in the Parliament in May 2004

EVENTS SUBSEQUENT TO BALANCE DATE

See Note 19 to the annual accounts.

INCOME

There has been a minor increase in revenue for the year and the key changes are highlighted below.

total revenue \$16.1 million

+\$652,692 (+4.2%)

The following items contributed to the movement in revenue:

RENTAL INCOME

+\$632,212 (+4.3%)

These increases have resulted from the annual CPI increases to property rentals and higher than expected assignment fee revenue resulting from the transfer of leases between market tenants.

INVESTMENT INCOME

+\$36,755 (+60.8%)

This has resulted from an increase in available funds for investment during the year.

PROCEEDS FROM SALE OF PROPERTY, PLANT AND EQUIPMENT

-\$28,387 (-14.8%)

Mainly a reduction in the number of motor vehicles traded in or sold during the year.

EXPENDITURE

The reduction in expenditures from 2002/03 reflects the closure of the Fresh Chain Project. In addition, the Authority reduced its expenditures compared to the 2003/04 budget. The major variances compared to the previous year are detailed below.

total expenses \$13,133,394

-\$1,299,483 (-9.0%)

DEPRECIATION

+\$238,150 (+9.7%)

The increase in depreciation is due to the full year affect of previously completed warehouses and capital replacements.



FINANCE REPORT CONTD

EMPLOYEE BENEFITS AND EXPENSES

-\$1,235,722 (-29.0%)

The reduced salary cost during the year reflects the closure of the Fresh Chain Project and the outsourcing of a number of security positions to a security company.

FARMPAY INSURANCE

-\$82,900 (-100.0%)

The saving reflects the discontinuance of the Farmpay insurance policy at the beginning of the financial year.

MARKET OPERATIONS, SITE SERVICES, LEGAL EXPENSES AND MARKETING EXPENSES

Expenditures on these parts of the Authority's operations showed no significant change from prior years expenditures.

SIX YEAR FINANCIAL SUMMARY

	2004	2003	2002	2001	2000	1999
	\$000	\$000	\$000	\$000	\$000	\$000
Revenue from Government*	5	5	770	300	-	-
Other revenue	16,118	15,465	14,545	13,870	13,565	13,244
Total revenue	16,123	15,470	15,315	14,170	13,565	13,244
Net operating result	2,989	1,037	(9,659)	3,667	2,515	2,057
Net cash flow from operations	5,704	2,707	1,402	5,285	3,909	2,349
Total assets	77,097	78,943	67,019	62,140	57,293	59,989
Total liabilities	7,982	12,817	15,369	9,222	9,466	7,135

BUDGET PERFORMANCE

MMA'S CORPORATE PERFORMANCE 2003/4

The Melbourne Market Authority used the Balanced Scorecard as a means of measuring corporate performance across a range of financial and non-financial performance areas including:

- Return on net assets.
- Performance against revenue and expense budgets.
- Customer satisfaction, customer retention and customer usage of the markets.
- Property utilisation rates.
- Employee Absenteeism and competency development rates.

Performance against each of these areas is measured and an aggregate index of corporate performance derived.

For the full year 2003/4, the MMA Scorecard performance index was 114%, which means that in the aggregate MMA exceeded financial and non-financial performance targets by 14%.

DISCLOSURE REQUIREMENTS

Information relating to issues set out in FRD 22 of the Directions of the Minister for Finance are available on request.

Members of the Board of the Authority and senior management are required to declare any pecuniary interests that may be relevant to their duties and responsibilities.

The Authority has, where applicable, complied with the Building Act 1993.

The Authority complies with the Freedom of Information Act and has appointed Freedom of Information Officer - Yogi Pillay. One FOI request was received during this financial year and is being processed in accordance with the Act.

The Authority applies the principle of promotion on the basis of merit and equity in the treatment of all staff.

Matters relating to the governments Competitive Neutrality Policy Victoria statement are being addressed systematically.

The Authority will provide other information as required on request.

Melbourne Market Authority investments are held by Treasury Corporation.

No tenders, subject to the Victorian Industry Participation Policy Act 2003, were processed during the year.

ACKNOWLEDGEMENTS

The Authority gratefully acknowledges the continued support of the Department of Primary Industries and other Government Agencies.

Advisory Committees established by the Authority have continued to provide valuable support and useful advice to the Authority.

The Authority expresses its appreciation for the voluntary assistance and sponsorship received for promotional activities during the year.

The Authority would also like to record its thanks for the dedicated support it has received from its employees to allow the Melbourne Market to achieve its objectives and better serve the people of Victoria.

Finally, the Authority thanks the Market community and horticultural industry for the support and assistance which it has received over the past twelve months.

Yours sincerely,

MEMBERS OF THE AUTHORITY



N Lowe, Chairperson



M A Babiolakis, Member



P R Cleeland, Member



D L Radford, Member



G Thompson, Member

FINANCE AND AUDIT COMMITTEE

Membership comprises:

1 July 2003 - 30 June 2004

D L Radford G Thompson

1 December 2003 - 30 June 2004

P R Cleeland

REMUNERATION SUB-COMMITTEE

Membership comprises:

1 July 2003 - 30 June 2004

N J Lowe P R Cleeland M A Babiolakis

CONSULTING FEES

The Authority

There were 8 consultancies of less than \$100,000 each, which totalled \$181,633

MAJOR AUTHORITY CONTRACTS (EXCLUSIVE OF GST)

Alcon Security	\$502,808	Site Security
Allianz Australia	\$189,823	Workers Compensation Insurance
GST Maintenance	\$107,500	Site maintenance
JED Cleaning	\$1,504,551	Site cleaning
OAMPS Insurance	\$478,036	Insurance
Wayne Cleaning	\$463,361	Site cleaning

There were 16 other contractors used during the year with individual costs of less than \$100,000 - Total cost of these contractors \$640,839.