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FOR IMMEDIATE RELEASE

ARC's 2024–25 Permit Scheme Annual Report marks 20-year milestone

The ARC has published the 2024-25 Annual Report for the Refrigeration and Air Conditioning (RAC) Permit Scheme, delivered on behalf of the Department of Climate Change, Energy, the Environment and Water (DCCEEW), as part of the *Ozone Protection and Synthetic Greenhouse Gas (OPSGG) Management Program*. The report outlines ARC's strong performance across licensing, field engagement and education, and stakeholder engagement, and marks a significant milestone, 20 years of managing the ARCTick permit scheme.

The 2024–25 reporting period was the busiest on record, reflecting substantial growth in licensing activity, enhanced operational efficiency, and deeper engagement with both industry and government. As at 30 June 2025, ARC reported 90,996 Refrigerant Handling Licences (RHLs) and 22,357 Refrigerant Trading Authorisations (RTAs), with a record increase of 14,181 new ARCTick permits issued over the financial year. The implementation of ARC's automated licence renewal system represents a continued focus on enhancing customer service excellence through instant licence renewal.

The field education and engagement program activity increased significantly, with over 9,000 visits conducted during the year, 99 percent of which were field visits, demonstrating robust industry oversight and commitment to helping permit holders adhere to licensing conditions. ARC also recorded unprecedented levels of communication activity, with increased distribution and engagement across digital channels.

ARC CEO Glenn Evans said the 2024–25 period reflects a growing industry profile and stronger engagement across the board.

'This 20th year marks a significant milestone for ARC and the refrigeration and air conditioning industry. It has been our busiest year yet, and the data reflects a sector that is expanding in scale and responsibility,' he said.

'This report reflects a desire to provide back to the industry in the form of information which can assist training providers, technicians, wholesalers and contractors, painting a picture of the essence of the climate control industry in Australia.'

The full report is available at: <https://arctick.org/information/about-arc/arc-annual-reports/>.

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