



AUSTRALIAN
REFRIGERATION
COUNCIL

ANNUAL REPORT 2024-2025

Setting new standards





The Australian Refrigeration Council (ARC) is the national licensing body for technicians in the climate control sector, providing leadership, advocacy, and support through a successful co-regulatory model with industry and government. Marking its milestone 20th year as the national licensing authority, ARC safeguards Australia's environment and public health by regulating the responsible management of refrigerants through a nationally coordinated ARCTick permit scheme.

The ARC upholds high standards across both mobile and stationary refrigeration and air conditioning by maintaining a network of regulated, highly skilled professionals. Through close engagement with industry members, government agencies, training institutions, and the public, ARC drives excellence, safety, and sustainability—supporting workforce development, reducing emissions, and promoting environmental stewardship in alignment with Australia's climate commitments.

Acknowledgement of Country

The Australian Refrigeration Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land where we are situated in Box Hill, Victoria. We acknowledge Aboriginal and Torres Strait Islander people as the first peoples and Traditional Owners and custodians of the land and waterways on which we live.

Aboriginal and Torres Strait Islander peoples represent the world's oldest living culture. We celebrate and respect this continuing culture and strive to empower Aboriginal and Torres Strait Islander young people as they draw on the strength of their community, families and culture to build a bright future.

We honour and pay our respects to their Elders past, present and emerging.

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From The Chair

As Chair of the Australian Refrigeration Council (ARC), I am pleased to present this year's annual report during this landmark year for the organisation.

2025 marks 20 years since the ARC was appointed as the national licensing body for refrigerant handling—a remarkable milestone in our journey as the Government's main co-regulatory partner in delivering the end use requirements for Australia's climate control sector. Since its inception in 2005, the licensing scheme has grown into a cornerstone of Australia's environmental stewardship, supporting over 113,000 licensed technicians and businesses nationwide.

At the heart of ARC's success is our co-regulatory model, built on strong collaboration between industry and government. This partnership enables us to deliver the Australian Government's licence scheme with increasing efficiency, including the use of automation to support instantaneous licence renewals—an innovation that reflects our commitment to service excellence.

Our regular engagement with licence holders, industry members, and training institutions continues to provide valuable insights into the evolving needs of the sector at grassroots, trade-based level. Additionally, over the past year, we've strengthened our data collection and analysis capabilities, helping us better understand industry trends and target initiatives that support compliance, growth, and sustainability.

The RAC workforce continues to evolve, with strong growth in trainee licences and increasing participation from women and entrants of all ages. ARC approved over 8,000 new trainees this year, the highest ever, underscoring the sector's vitality and future-readiness.

In addition to licence scheme management, ARC has actively contributed to several national-level initiatives. These include engagement with the Productivity Commission, collaboration with the Powering Skills Organisations (PSO) on training development, support for apprenticeships, support to WorldSkills Australia, and international representation in the 36th Meeting of the Parties (MOP) to the Montreal Protocol. These initiatives underscore our commitment to driving global environmental progress while fostering the next generation of leaders in the climate control industry.

We are also proud to support the transition to a more sustainable future through the Green Scheme Accreditation (GSA) program, which recognises technicians with specialist skills in low-emission refrigerants and technologies. This initiative is a key part of our strategy to align industry capability with Australia's environmental goals.

In summary, ARC has had a year of reflection, innovation, and forward momentum. As we celebrate two decades of service, we remain focused on the future, and are committed to supporting a skilled, sustainable, and resilient industry.

Dr Greg Picker

Chair, ARC



From The CEO

This year marks a significant milestone for the ARC as we celebrate 20 years of setting new standards. Our 20th year sees the profile of the climate control sector at its peak, increasingly recognised as essential to modern life and a key element in the push for net zero.

Importantly, the ARC, together with the industry, is making a positive impact. Delivering value through innovation and continuous improvement remains our core priority. The past year has been a remarkable chapter in ARC's journey, marked by significant achievements and meaningful progress across the sector. We deepened our collaboration with government, industry, and international partners. From supporting global refrigerant management efforts under the Montreal Protocol to elevating the profile of the climate control industry, the ARC continues to lead with integrity and innovation.

The licence scheme experienced its busiest year on record. The ARC approved over 60,000 licence applications, introduced automated renewals, and achieved record growth in new licences. These numbers tell a story of a thriving industry—one that is growing, evolving, and playing a vital role in Australia's transition to a net zero economy.

But our impact goes beyond numbers. This year has been one of strategic progress and recognition for ARC, including support for the 2024 *Antarctic Ozone Hole (AoH) Summary* report, funded through ARC's corporate commitment to the industry—an important step in supporting environmental research and policy. Our sponsorship of WorldSkills Australia was another highlight, earning us an award that acknowledged our commitment to nurturing young tradespeople and promoting excellence in the refrigeration and air conditioning (RAC) sector.

Further, we expanded our field engagement team, strengthened our training partnerships, and launched new initiatives to support compliance and education. Our field team represents a combined RAC experience of more than 400 years, enabling our team to offer a deep understanding of the businesses they deal with.

We recognised over 5,800 businesses with our Environmental Stewardship Excellence Award, and we saw more people of all ages entering the industry than ever before.

Our communications strategy reached new heights, expanding on channels with over one million emails sent, record website engagement, and national benchmarks set through our consumer campaigns.

We also launched the ARC InfoHub, a centralised resource designed to improve access to industry knowledge and support, wherein ARC has sponsored access to curated RAC Standards to technicians and businesses.

The RAC workforce continues to evolve, with a growing number of young professionals entering the field. The ARC remains focused on empowering this next generation through information, training, accreditation, and initiatives that build a skilled and sustainable future.

As we look to the future, ARC remains committed to environmental protection, industry advancement, and regulatory excellence. We are proud to serve as stewards of the permit scheme and as champions of the refrigeration and air conditioning sector.

Thank you to our board, our members, our staff, the Department of Climate Change, Energy, the Environment and Water, our partners, and all our stakeholders, for your continued support. Together, we are building a safer, smarter, and more sustainable future.

Glenn Evans

Chief Executive Officer, ARC
2024-2025



ARC Board

The constitution of Australian Refrigeration Council requires the organisation to:

- a. promote best practice in the mobile and stationary refrigeration and air-conditioning industries; and
- b. promote sustainable and responsible environmental practices in the refrigeration and air-conditioning industries; and
- c. encourage best practice in the training procedures for refrigeration and air-conditioning operations; and
- d. act as a national industry body for the licensing of tradespeople and the authorisation of companies in the refrigeration and air-conditioning industries.

Our board of directors and members share a passion for the continued growth and success of our industry. They give generously and voluntarily of their time and expertise, providing valuable insights and direction to support the ARC's growing significance in the sector.

The Board consists of three directors responsible for the stationary sector and three directors responsible for the automotive sector. The ARC CEO is the executive director.



Greg Picker
Chairperson,
Refrigerants Australia



Scott Williams
Air Conditioning & Mechanical
Contractors' Association



Ian Stangroome
Vehicle Air Conditioning
Specialists of Australia



Kylie Farrelley
Refrigerant Reclaim
Australia



Nigel Muller
Victorian Automotive
Chamber of Commerce



Glenn Evans
CEO, Australian
Refrigeration Council



Dain Venning
National Electrical and
Communications Association

The ARC Board also serves as the RAC industry board for the purposes of administering the ARCTick licence scheme.

Honour roll

In addition, for two decades the ARC, and before 2005 its predecessor, the National Refrigerant Register for Certified Technicians (NRAC) has had the benefit of wise and committed guidance from board members who represented a broad cross section of the climate control industry, holding key leadership roles in the organisations they represented. These previous board members and exceptional leaders are:

- Mark Padwick, VASA (2006-12) and AREMA (2014-20)
- Mark Mitchell, VASA (2003-06)
- Peter Glynn, NECA (2003-06)
- Robert Taylor, RACCA (2003-06, 2009-12)
- Jim Richards, MTAA (2004-07)
- Greg Groppenbacher, AREMA (2004-07)
- Gunther Jurkschat, VACC (2007-13)
- Larry Moore, NECA (2007-13, 2018-24)
- Michael Bennett, RRA (2005-08, 2017-23)
- Garry Kenworthy, ARWA (2005-11)
- Peter Taylor, MTAA (2008-11)
- Kevin Lee, AREMA (2011-14)
- Peter Blanshard, IAME (2011-17)
- Kevin O'Shea, RACCA (2012-18)
- Ian Stangroome, VASA (2012-18, 2024 – current)
- Phillip Donnelly, NECA (2013-16)
- Brian Savage, VACC (2013-15)
- Brenton Kaitler, VACC (2015-18)
- Sumit Oberoi, AMCA (2016-20)
- Brett Meads, VASA (2018-24)
- John Khoury, VACC (2018-24)

Vision and mission

Vision

A safe, environmentally friendly and dynamic climate control industry.

Mission

Setting new standards.

The Australian Refrigeration Council (ARC) is the national licensing body for technicians and businesses in the climate control sector. We deliver leadership, advocacy and essential services to the climate control industry. We represent over 113,000 licensed individuals and businesses across Australia. The ARC drives excellence and supports the industry through:

- national leadership
- licensing and regulatory services and assistance
- support for licence holders and businesses
- technical advice
- preparing technicians for future technologies
- actively promoting training quality
- driving consumer awareness
- connecting consumers to licensed technicians.

ARC members

As valued members of the ARC, these organisations represent the diverse segments of the climate control (refrigeration and air conditioning) sectors.



AIRAH: Australian Institute of Refrigeration, Air Conditioning & Heating

W www.airah.org.au
E airah@airah.org.au
P (03) 8623 3000



IAME: Institute of Automotive Mechanical Engineers

W www.iame.com.au
E inbox@iame.com.au
P (02) 9782 1100



RACCA: Refrigeration and Air Conditioning Contractors Association

W www.racca.asn.au
E info@racca.asn.au
P 0405 224 779



AMCA: Air Conditioning & Mechanical Contractors' Association

W www.amca.com.au
E enquiries@amca.com.au
P (03) 8831 2800



MTAA: Motor Trades Association of Australia

W www.mtaa.com.au
E admin@mtaa.com.au
P (02) 5100 8239



RRA: Refrigerant Reclaim Australia

W www.refrigerantreclaim.com.au
E info@refrigerantreclaim.com.au
P (02) 6230 5244



AREMA: Air Conditioning & Refrigeration Equipment Manufacturers Association of Australia

W www.arema.com.au
E secretariat@arema.com.au
P 1300 413 011



NECA: National Electrical & Communications Association

W www.neca.asn.au
E marketing@neca.asn.au
P (02) 9439 8523



VACC: Victorian Automotive Chamber of Commerce

W www.vacc.com.au
E vacc@vacc.com.au
P (03) 9829 1111



ARWA: Air Conditioning & Refrigeration Wholesalers Association

E greg.brooker@actrol.com.au



RA: Refrigerants Australia

W www.refrigerantsaustralia.org
E info@refrigerantsaustralia.org



VASA: Driving Industry Excellence

W www.vasa.org.au
E admin@vasa.org.au
P 1300 661 972

Celebrating 20 years of ARC

20 Years of ARC's Milestone Journey

2005

ARC was appointed by the Minister for the Environment and Water Resources to administer the refrigeration and air conditioning aspects of the *Ozone Protection and Synthetic Greenhouse Gas Management Regulations* (1).



2011-2015

ARC expanded horizon and supported the administration of the Minimum Energy Performance Standards (**MEPS**) star rating labelling scheme (3).



2017-2020

ARC introduced smart licence cards and expanded its digital engagement. The *CoolChange* newsletter became the most widely read publication in the industry, reaching over **100,000** licensed professionals.



2024-2025

ARC launched automatic renewals improving efficiency as the average time to complete an initial **assessment dropped from 6 days in 2023-24 to just 2.5 days** in 2024-25. Over **113,000** current licensed technicians and businesses supported. Record year with **60,538** licence applications processed and **9,079** audits conducted.



2006-2010

ARC launched with **20,000 Refrigerant Handling Licences (RHLs)** and **5,000 Refrigerant Trading Authorisations (RTAs)** strong.



2016

A US study ranked Australia's refrigerant controls as **world's best**, citing ARC's licensing, compliance, and stewardship systems (2).



2021-2023

ARC scaled up audits and field engagement, with thousands of audits conducted annually.

(1) What is the ARC and what does it do? [ARC Industry Site](#)
(2) Importance of the ARC Licence Scheme [ARC Industry Site](#)
(3) About the ARC [ARC Industry Site](#) [arctick.org](#)

Leadership and support

The ARC provides leadership and support through strategic initiatives that elevate the profile of the industry and enhance public understanding of its essential role in modern life. At the core of this work is a commitment to delivering high-quality service to technicians and businesses—through information sharing, industry leadership, and advocacy.

ARC's efforts include targeted promotional and educational campaigns developed in collaboration with government and industry stakeholders. Furthermore, these initiatives span training initiatives, administration of the OPSGG Management Permit Scheme, and active engagement through thought leadership, events, newsletters, conferences, dedicated websites, media releases, and sponsorships.

Through these activities, the ARC continues to highlight the value of the climate control industry and support Australia's transition to a net-zero future.

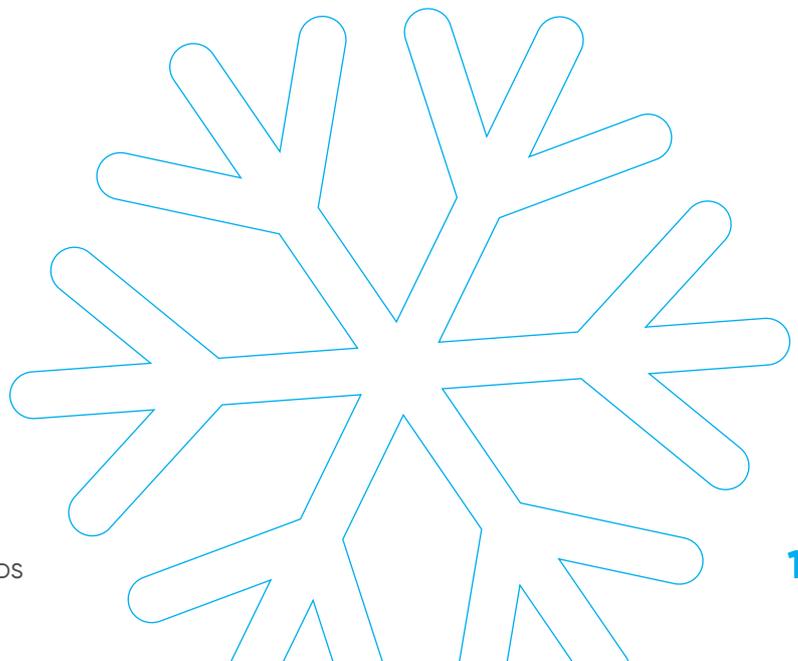
Stakeholder engagement and partnership

Industry-based at its core, collaboration and stakeholder engagement are part of ARC's DNA. The ARC operates through an Industry Representative Board and actively contributes to government taskforces, advisory groups, technical committees, training forums, and industry associations. This deep integration ensures that the ARC remains responsive, informed, and influential in shaping the future of the refrigeration and air conditioning sector.

ARC's membership represents all key industry bodies. It has represented the sector's interests through its interactions with many organisations which impact our industry:

- federal and state government agencies and departments
- industry reference committees
- Standards Australia
- industry associations and organisations
- training providers and groups
- registered training organisations
- school careers advisers.

Beyond the stationary and automotive sectors, ARC also represents the interests of licence holders in the marine, aviation, mining, transport and end-of-life equipment sectors.



ARC also advocates for industry support from government, serving as a primary contact on issues such as regulatory standards and licensing.

It promotes the benefits of reduced 'red tape', secures improvement and alignment of Standards and promotes the broader RAC sector and its significance.

As always, ARC has represented the interests of the RAC industry in many influential forums:

- Australian Department of Climate Change, Energy, the Environment and Water
- Australian Department of Industry, Science and Resources
- The Productivity Commission
- Jobs and Skills Council
- NSW Fair Trading
- Queensland Department of Energy and Public Works
- Queensland Building and Construction Commission
- Tasmanian Consumer, Building and Occupational Services
- Building and Plumbing Commission (formerly known as Victorian Building Authority)
- Victorian Department of Jobs, Skills, Industry and Regions
- Victorian Department of Energy, Environment and Climate Action
- WA Department of Mines, Industry Regulation and Safety.

Driving policy and advocacy

ARC has headlined several discussions to build the profile of the industry. Key advocacy and engagement highlights from 2024–25 include:

- **Tasmanian Licensing Reform:** Led national industry input into Tasmania's review of its licensing framework, advocating for RAC to be recognised as a distinct trade aligned with national competency standards.
- **National Competition Policy analysis/ Productivity Commission:** Proposed reforms to expand ARCTick licensing, streamline national regulation, and improve energy efficiency, highlighting potential economic gains of \$15.2 million annually.
- **Code of Practice Update:** ARC contributed foundational work to the development of the updated *Australian and New Zealand Refrigerant Handling Codes of Practice 2025*, reinforcing its commitment to industry standards and compliance. These revised codes offer essential guidance for the safe and lawful handling of refrigerants and are publicly accessible via the ARCTick website.
- **HVAC&R Qualification Review:** Partnered with Powering Skills Organisation, AIRAH, and AMCA Australia to update Certificate III and related training products, ensuring alignment with evolving technologies and sustainability goals.
- **Electrical Licensing Advocacy:** Successfully preserved restricted electrical competencies within RAC qualifications, protecting technician capability and cost-effective service delivery, ensuring the qualification remains 'fit for purpose'.

Building industry profile

The ARC has taken significant strides to elevate the profile of the refrigeration and air conditioning industry. Through a suite of strategic initiatives, ARC has strengthened professional recognition, enhanced access to technical resources, and celebrated emerging talent. These efforts reflect a broader commitment to industry excellence, sustainability, and long-term workforce development.

Driving Industry Progress: ARC's 2024–25 Highlights



Information Hub (InfoHub)

Launch: Introduced a centralised information hub (arcltd.org.au) offering regulatory updates, training tools, and best practice guidance to the climate control industry. ARC has also sponsored a curated set of RAC standards for technicians and businesses, helping to uphold industry standards and ensure compliance.



WorldSkills 2025 National Championship

Supported this prestigious event, reinforcing ARC's commitment to excellence in future talent. ARC was honoured to receive a Gold Medallion from WorldSkills Australia, honouring its longstanding partnership and unwavering support for refrigeration and air conditioning skills excellence across the country.



NEXTGEN 2025: Celebrated the Top 20 Under 25, recognising emerging leaders in the RAC industry and supporting their development through networking and training opportunities.



School Outreach: ARC is actively working to position climate control as a career of first choice, engaging students early through educational campaigns.



Workforce Recognition: ARC played a pivotal role in securing critical updates to Australia's occupational classifications, ensuring Refrigeration and Air Conditioning (RAC) professionals are accurately recognised for their technical expertise. The new Occupation Standard Classification for Australia (OSCA) replaces outdated terminology and better reflects the advanced skill set required in today's RAC industry.



Consumer Education Campaigns:

Released a new video in partnership with Department of Climate Change, Energy, the Environment and Water (DCCEEW) to help consumers reduce energy costs and extend appliance life by using licensed technicians, as a part of its consumer campaign.



Sponsored Environmental Research

ARC supported the publication of the 2024 Antarctic Ozone Hole Summary Report through its corporate commitment to the industry, an important step in advancing environmental research and informing policy.



Green Scheme Success:

ARC supported a nationally certified program focused on natural refrigerants, with successful participants earning Green Scheme Accreditation.

The environment

Environmental protection remains central to ARC's mission. In a rapidly evolving technological landscape, ARC continues to lead efforts to reduce emissions and support Australia's transition to an energy efficient and resilient future.

Our core focus is on maintaining and expanding a national network of highly skilled and licensed refrigeration and air conditioning professionals who play a critical role in protecting the ozone layer and mitigating climate change.

As part of this commitment, ARC funded the 2024 Antarctic Ozone Hole Summary report by CSIRO, in partnership with DCCEEW and RRA, reinforcing our dedication to evidence-based environmental action and policy development.

ARC also shares its internationally recognised licensing and technical expertise through its collaboration with the United Nations Environment Program (UNEP), supporting training and licensing initiatives across the Pacific region.

The RAC sector is uniquely positioned to contribute to Australia's net-zero future. With the climate control industry responsible for nearly 25% of national electricity use and 11.5% of total emissions, the need for energy-efficient equipment and highly skilled technicians has never been greater.

To meet this challenge, ARC's Green Scheme Accreditation program provides trusted certification for technicians working with low global warming potential (GWP) refrigerants, including natural and unregulated gases. This initiative helps reduce emissions both directly and through improved energy efficiency.

Our collaborative efforts with government and industry are delivering measurable progress. Cold Hard Facts 4¹, commissioned by DCCEEW, offers a comprehensive snapshot of industry performance and growth. This data-driven insight highlights the effectiveness of our shared approach in shaping a sustainable and future-ready RAC sector.

Cold Hard Facts 4¹

Economic impact

- RAC industry energy spends \$18.9 billion
- New equipment \$12.7 billion
- 1 in 117 registered businesses hold an RTA

Employment

- 378,000 jobs, 2.6% of Australia's workforce
- Equipment stock: ~54 million units in 2016 to ~62 million in 2022
- Refrigerated vehicles: ~38,000 to ~59,000

Emissions

- Total RAC emissions: ~58.5 Mt CO₂-e
- Direct emissions (refrigerant leakage): 6.9 Mt CO₂-e
- Indirect emissions (energy use): 51.6 Mt CO₂-e
- Share of national emissions: ~12.6%
- End-of-life emissions: ~4.9 Mt CO₂-e
- Combined total (including EOL): ~63.4 Mt CO₂-e

Electricity consumption

- Total RAC electricity use: 66,700 GWh
- 24.4% of national electricity production
- Breakdown:
 - › Stationary AC and heat pumps: 56%
 - › Cold chain (excl. domestic): 30%
 - › Domestic refrigeration: 13%
 - › Mobile AC: 0.3%

Refrigerant bank

- Estimated 55,000 tonnes, ~100 million tonnes CO₂-e value.
- Composition:
 - › HFCs: ~95% of the bank
 - › HCFCs: ~3.7% (declining)
 - › Natural refrigerants (HC, CO₂, ammonia): growing rapidly
- Largest contributors:
 - › Stationary AC and heat pumps: 65%
 - › Mobile AC: 20%
 - › Cold chain (excl. domestic): 13%
 - › Domestic refrigeration: 2%

¹ Brodrigg P, et al., (2024), Cold Hard Facts 4.

Green Scheme Accreditation

The ARC Green Scheme Accreditation is Australia's only national program that certifies climate control technicians to work with natural, low global warming potential (GWP) refrigerants. Established in 2017, the program supports industry transition to emerging refrigerants and technologies by providing a qualifications-based pathway for technicians to upskill.

While low-GWP refrigerants such as hydrocarbons, CO₂ (R744), ammonia, and HFO 1234yf are not regulated under the ARCTick permit scheme, Green Scheme fills a critical gap by offering training and accreditation tailored to these refrigerants so they can be used safely. Though separate from ARCTick, it is built on the same core competencies, with additional requirements specific to low-GWP refrigerants ensuring safe use to manage risks including flammability and high-pressure systems.

The program benefits both technicians and employers by:

- Supporting professional development and upskilling
- Enabling compliance with work health and safety regulations
- Creating a point of difference in service offerings
- Encouraging training providers to expand course offerings

Industry adoption and impact

Major retailers, facility managers, and service providers are increasingly recognising the value of Green Scheme Accreditation. It offers assurance in handling non-regulated refrigerants and supports workplace safety obligations. Government safety departments in New South Wales, Victoria, and Western Australia now accept Green Scheme as evidence of occupational health and safety competence, with other states expected to follow.

Green Scheme Accreditation continues to grow as a trusted benchmark for professionalism and safety in the evolving refrigerant landscape.

Learn more:

www.arcltd.org.au/green-scheme-accreditation



ARCTick permit scheme

The ARC administers Australia's national refrigeration and air conditioning (RAC) licence scheme on behalf of the Department of Climate Change, Energy, the Environment and Water (DCCEEW).

Internationally recognised, the scheme plays a vital role in regulating the acquisition, possession, disposal, and handling of ozone-depleting substances and synthetic greenhouse gases, along with the equipment containing them. The ARC has this year expanded the reach and capabilities of the ARCTick permit scheme.

Permit numbers

90,996 Current Refrigerant Handling Licences (RHLs), and

22,357 Refrigerant Trading Authorisations (RTAs)

14,181 The highest ever growth experienced in one year¹

Efficiency Licence assessment times reduced:

2.6 days² Meaning a decrease of

3.4 days in our processing times, or a 56.7% increase in the ARCs efficient handling of applications

Audit

9,079 Audits completed with RTA holders – of these completed, there were

5,815 Compliant RTA holders, and

3,264 Non-compliant RTA holders, giving the RAC industry a 64% compliance rate, however by 90 days post audit a 98% compliance rate was achieved

Applications

60,538 approved applications, with

23,906 of those applications using the new, convenient, automated renewal

Communication

1,000,000+ sent emails,

177,835 received emails,

61,402 phone calls, and

199,166 SMS notifications

Compliance

68% of RTA holders have been audited in the last 3 years

99% of new RTA holders underwent their first audit within 12 months

99% of audits were conducted face-to-face

Newsletter engagement

370,000+ email newsletters

80,000 print newsletters

¹ This represents the highest recorded year of growth to date, excluding the scheme's initial year, for which complete data may not accurately reflect growth trends or provide a reliable basis for comparison.

² Based on first assessment times only.

Permit scheme engagement

A crucial part of the ARC's role as administrator of the permit scheme is to provide education, engagement and monitoring services to holders of Refrigerant Handling Licences (RHL) and Refrigerant Trading Authorisations (RTA).

More than 9,000 audits completed

In 2024–25, the ARC conducted a record **9,079 audits**, a **64% increase** from the previous year. These audits are a cornerstone of ARC's compliance strategy, ensuring that RTA holders meet their regulatory obligations. The audits were conducted across all states and territories, with **98% delivered face-to-face**, reinforcing ARC's commitment to direct engagement.

129 education visits conducted during the year

ARC's education responsibilities are delivered in partnership with industry. In 2024–25, field officers conducted **129 education visits** to support businesses with licensing compliance and adherence to industry Codes of Practice. Ongoing engagement with ARC members helps field officers identify and address unlicensed or noncompliant activity, while providing guidance where needed.

ARCTick website sees record engagement

ARC's licensing ARCTick website continued to be a vital destination for technicians and businesses seeking licensing information.

In 2024–25:

140,927 homepage views received

195,000+ views of RHL application and renewal pages

Technical resources and career pathways pages saw strong engagement

This data highlights the website's role in supporting both industry professionals and consumers.

Industry newsletter: CoolChange

The ARC delivers its flagship newsletter, *CoolChange*, in print and electronically, to the ARCTick permit holders quarterly throughout the year, in July, October, February, and April. In 2024–25, the email newsletter reached record numbers with:

370,000+ email newsletters distributed

80,000 print copies circulated

56.96% average open rate

11.12% click-through rate



Driving consumer awareness: Look for the Tick

ARC's *Look for the Tick* summer campaign exemplifies strategic leadership in consumer education and brand engagement. The 2024–25 campaign delivered strong results across multiple channels and resulted in:

136,106 website visits

18,546 uses of the business directory

12,923 licence checks

13,372 air conditioning guide downloads

These outcomes reflect the campaign's success in driving traffic, encouraging informed consumer choices, and reinforcing the value of the ARCTick permit scheme.

Training and assurance

Training quality and workforce development remained a priority for ARC in 2024–25. The organisation worked closely with its members, Registered Training Organisations (RTOs), ASQA, PSO, and Jobs and Skills Councils to ensure training programs remained relevant and aligned with regulatory requirements.

The ARC also invested in supporting future workforce through strategic sponsorships and industry engagement aimed at advancing and recognising the future of the climate control industry workforce.

Sponsorships: Investing in future talent and industry excellence

ARC's sponsorships in 2024–25 reflect a deep commitment to nurturing talent, advancing technical skills and celebrating leadership across the refrigeration and air conditioning (RAC) sector.

ARC proudly supported *WorldSkills 2025 National Championship*, one of the country's most prestigious skills competitions, reinforcing its dedication to excellence in vocational training. In recognition of its longstanding partnership and unwavering support for refrigeration and air conditioning skills development, ARC was honoured to receive the Gold Medallion from WorldSkills Australia—an acknowledgment of its continued support in promoting technical capability.

In collaboration with Climate Control News (CCN), ARC celebrated emerging talent through *CCN NEXTGEN 2025*, recognising the *Top 20 Under 25* in the RAC industry. This initiative not only highlighted rising stars but also provided valuable networking and development opportunities, helping to build a pipeline of future leaders.

ARC also backed the *Kirby CO₂ Training Scholarship*, a nationally certified program focused on natural refrigerants. Participants who successfully completed the training earned Green Scheme Accreditation, equipping them with the skills needed to work safely and compliantly with low-GWP refrigerants—an essential step in supporting Australia's climate goals.

Together, these sponsorships demonstrate ARC's strategic investment in the sector's future, supporting innovation, sustainability and professional excellence at every level.

Supporting the next generation of technicians

In 2024–25, the ARC revamped its stationary and automotive graduate information packs to make them more engaging for fresh graduates. This curated resource includes technical guides, communication tools, and a graduate survey designed to capture insights into training experiences and identify opportunities for improvement for the next generation of technicians.

The 2024–25 survey results revealed that **85.7%** of respondents felt extremely confident in their refrigerant handling knowledge. Feedback themes included calls for increased practical training time, more content on natural refrigerants (e.g. ammonia), and extended course durations. These insights are helping ARC refine training programs to better align with industry needs and ensure graduates are well-prepared for modern practices.

National training strategy

Preparing Australia's climate control industry for the future requires a bold strategic vision and deep collaboration.

ARC, in partnership with Refrigerants Australia (RA) and Refrigerant Reclaim Australia (RRA), has established a co-funded Strategic Training Manager position to lead this effort.

This is a combined effort, focused on working closely with industry stakeholders, training organisations, and government bodies to refine training content, identify and bridge skill gaps, and ensure programs are aligned with modern and emerging technologies and practices.

This strategic investment reflects a shared commitment to building a workforce that is not only compliant but also capable of meeting the demands of a rapidly evolving sector.

Working with ASQA and industry protects training quality

ARC maintained strong collaboration with the Australian Skills Quality Authority (ASQA) to uphold training integrity. This included joint efforts to investigate and prevent the use of fraudulent qualifications for permit applications. ARC also audited RTOs to ensure proper use of Recognition of Prior Learning (RPL), targeting providers that showed excessive reliance on RPL as a shortcut.

These efforts support the delivery of high-quality, competency-based training that aligns with the *Ozone Protection and Synthetic Greenhouse Gas Management Regulations* and ensures technicians are well-prepared to meet industry standards.

Communication and engagement

ARC's communications and engagement strategy in 2024–25 was multi-faceted, targeting permit holders, industry stakeholders, and consumers. During this year, ARC developed a diverse range of communication, marketing, and educational resources to raise public awareness and support licence holders and businesses.

Communication channels at ARC

In 2024–25, the ARC employed a multi-platform communication strategy to engage stakeholders, disseminate outcomes, and promote transparency across the RAC sector. Key channels include:

Digital Presence - InfoHub Website

- ARC's official website (arcltd.org.au) serves as a central repository for announcements, policy updates, research publications, and ARC's strategic initiatives.

EDM Newsletter

- ARC circulates regular Electronic Direct Mail (EDM) newsletters to its subscriber base, featuring updates on industry development, government dialogues, advocacy, and success stories. These newsletters consistently achieve high readership among industry and government stakeholders.

Social Media Presence

- ARC maintains active engagement across major social platforms, LinkedIn, Facebook, and YouTube. These channels are used to share announcements, event highlights, and multimedia content.

Member Engagement

- The ARC Board of Directors plays a vital role in governance and strategic direction. Board members often participate in stakeholder consultations to ensure alignment with national RAC priorities.

Industry Events

- ARC is a regular presence at major industry events. These events serve as key touchpoints for stakeholder engagement and knowledge exchange.

Media Publications

- Through its Information Hub, ARC releases media articles, communiqués, and funding announcement.

In 2024–25, ARC engaged with its stakeholders with:

1 million emails

61,402 phone calls

199,166 SMS notifications

7 major industry events

4 national conferences

Digital transformation: Launch of ARC's InfoHub

In 2024–25, ARC launched a new digital platform – InfoHub (arcltd.org.au) – designed to serve as a centralised resource for the RAC sector. This new website has an intuitive interface, which brings together essential information for school students, career counsellors, permit holders, training providers, industry stakeholders, and consumers in one accessible location.

With streamlined navigation and updated content, InfoHub features dedicated sections on compliance, training, and industry news. It reflects ARC's commitment to transparency, education, and sector-wide engagement.

Access to RAC Standards

As part of its corporate commitments, the ARC funded access to a curated set of RAC standards from Standards Australia, ensuring technicians and businesses can easily access the guidance they need to maintain best practice and regulatory compliance. This support strengthens the industry's capacity to deliver safe, efficient, and environmentally responsible services.

Industry outreach and engagement

Throughout the 2024–25 reporting period, ARC actively participated in key conferences and industry events across both the stationary and automotive refrigeration sectors. These engagements reinforced ARC's commitment to promoting best practices, sharing regulatory insights, and supporting professional development across the industry. ARC delivered presentations at four national conferences—including VASA Wire & Gas, FMA Ideaction.24, AIRAH RefCon 25, and AutoCare 2025—providing stakeholders with valuable updates on licensing, compliance, and sector trends.

In addition to conferences, ARC attended seven major industry events, including the RWTA Industry Night, and the AREMA Annual Dinner, AIRAH Awards, AIRAH Industry Night, FMA Net Zero Awards, RWTA Networking Night and VACC Industry Awards. These events provided important platforms for collaboration, dialogue, and recognition within the sector. ARC's strategic approach to event participation has strengthened its position as a trusted authority and leading voice in the refrigeration and air conditioning industry.

From national action to global impact

The ARC represented Australia at the 36th Meeting of the Parties to the Montreal Protocol in Bangkok in October 2024, where the ARCTick licensing scheme was recognised as a global best practice model.

Delegates praised Australia's co-regulatory approach, which combines government oversight with industry-led education and compliance. ARC's seamless collaboration with the Department of Climate Change, Energy, the Environment and Water (DCCEEW) was showcased through joint presentations and workshops focused on life-cycle refrigerant management.

Financial report

Independent Auditor's Report



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AUDITOR'S INDEPENDENCE DECLARATION UNDER S60-40 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS OF THE AUSTRALIAN REFRIGERATION COUNCIL LIMITED

As lead auditor for the audit of the financial report of the Australian Refrigeration Council Limited for the year ended 30 June 2025, I declare that, to the best of my knowledge and belief, during the year ended 30 June 2025 there have been no contraventions of:

- i. the auditor independence requirements as set out in the *Australian Charities and Not-For-Profits Commission Act 2012* in relation to the audit; and
- ii. any applicable code of professional conduct in relation to the audit.

A handwritten signature in black ink that reads 'Bellchambers Barrett'.

BellchambersBarrett

A handwritten signature in black ink that reads 'Jamie Glenn'.

Jamie Glenn
Registered Company Auditor
BellchambersBarrett

Canberra, ACT
Dated this 19th day of January 2026

Liability limited by a scheme approved under Professional Standards Legislation

7

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2025

	2025 \$	2024 \$
Revenue	8,206,944	7,427,265
EXPENSES		
Administrative expenses	817,331	861,705
Compliance expenses	335,213	285,669
Depreciation	444,169	425,674
Employee benefits	4,021,984	3,492,976
Financial management	233,031	202,166
Information technology	522,591	597,851
Publicity	621,648	674,976
Rent and outgoings	140,278	139,866
Travel	152,493	131,976
Directors'	15,332	25,956
Finance costs	22,867	29,101
Other	95,516	16,645
Profit before income tax	784,491	542,704
Income tax expense	-	-
Profit for the year	784,491	542,704
Other comprehensive income		
Total comprehensive income for the year	784,491	542,704

STATEMENT OF FINANCIAL POSITION

As at 30 June 2025

	2025 \$	2024 \$
ASSETS		
Current assets		
Cash and cash equivalents	3,432,536	4,148,092
Trade and other receivables	456,304	442,239
Other financial assets	6,404,324	5,742,384
Other current assets	26,390	28,336
Total current assets	10,319,554	10,361,051
Non-current assets		
Plant and equipment	127,692	123,456
Right-of-use assets	225,329	468,126
Other financial assets	118,060	118,060
Total non-current assets	471,081	709,642
Total assets	10,790,635	11,070,693
LIABILITIES		
Current liabilities		
Unearned income	272,683	749,880
Lease liabilities	180,863	353,376
Trade and other payables	1,303,700	1,352,080
Provisions	445,265	454,529
Total current liabilities	2,202,511	2,909,865
Non-current liabilities		
Unearned income	-	272,683
Lease liabilities	56,768	132,631
Provisions	59,244	67,893
Total non-current liabilities	116,012	473,207
Total liabilities	2,318,523	3,383,072
Net assets	8,472,112	7,687,621
EQUITY		
Retained earnings	8,472,112	7,687,621
Other reserves	-	-
TOTAL EQUITY	8,472,112	7,687,621

STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2025

	Reserves \$	Retained earnings \$	Total equity \$
Balance at 1 July 2023	5,394,253	1,750,664	1,750,664
Total comprehensive income for the year	-	542,704	542,704
Transfer to reserves	(5,394,253)	5,394,253	-
Balance at 30 June 2024	-	7,687,621	7,687,621
Balance at 1 July 2024	-	7,687,621	7,687,621
Total comprehensive income for the year	-	784,491	784,491
Balance at 30 June 2025	-	8,472,112	8,472,112

STATEMENT OF CASH FLOWS

For the year ended 30 June 2025

	2025 \$	2024 \$
Cash flows from operating activities		
Receipts from customers (inclusive of GST)	7,164,152	8,421,200
Payments to suppliers and employees (inclusive of GST)	(7,059,947)	(6,214,758)
Interest received	319,029	134,762
Interest paid	(22,867)	(29,101)
Net cash inflow from operating activities	400,367	2,312,103
Cash flows from investing activities		
Proceeds from disposal of assets	-	-
Payments for property, plant, and equipment	(90,123)	(55,671)
Net cash (outflow) from investing activities	(90,123)	(55,671)
Cash flows from financing activities		
Payments of term deposits	(661,940)	(1,035,929)
Lease payments	(363,860)	(331,472)
Net cash (outflow) from financing activities	(1,025,800)	(1,367,401)
Net increase (decrease) in cash and cash equivalents	(715,556)	889,031
Cash and cash equivalents at the beginning of the financial year	4,148,092	3,259,060
Cash attributable to DCCEEW	(1,166,961)	(1,091,097)
Cash and cash equivalents at end of year	2,265,575	3,056,995

The full annual financial accounts for the ARC can be found on the ACNC website at <https://www.acnc.gov.au/charity/charities/520af82b-38af-e811-a963-000d3ad244fd/profile>

Glossary

Terms	Definitions
2024 Antarctic Ozone Hole (AoH) Summary	A report prepared by Commonwealth Scientific and Industrial Research Organisation (CSIRO) for the Australian Government Department of Climate Change, Energy, Environment and Water (DCCEEW), Refrigerant Reclaim Australia (RRA), and the Australian Refrigeration Council (ARC).
AC	Air Conditioner.
AIRAH	Australian Institute of Refrigeration Air Conditioning and Heating. ARC member organisation.
AIRAH RefCon	Australian Institute of Refrigeration Air Conditioning and Heating Refrigeration Conference.
AMCA	Air Conditioning and Mechanical Contractors Association of Australia Limited. ARC member organisation.
Ammonia	Colourless, pungent gas used in fertilisers, refrigerants, and cleaning products.
ASQA	Australian Skills Quality Authority.
ARC	Australian Refrigeration Council.
ARC Board of Directors	The Australian Refrigeration Council Board of Directors, ARC members representative of the RAC industry, including 3 stationary and 3 auto board members.
ARCTick	The ARCTick scheme, managed by the ARC appointment by the Minister and under contract to DCCEEW, administers the licensing and authorisation requirements of the <i>Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995</i> . The ARC is responsible for granting refrigerant handling licences and trading authorisations, and for conducting compliance and communication activities under the Regulations.
ARCTick website	www.arctick.org
AREMA	Air conditioning & Refrigeration Equipment Manufacturers Association of Australia. ARC member organisation.
ARWA	Airconditioning and Refrigeration Wholesalers Association. ARC member organisation.
Australian and New Zealand Refrigerant Handling Codes of Practice 2025	The 2025 Australian and New Zealand Refrigerant Handling Codes of Practice are updated mandatory guidelines for anyone working with refrigerants. The codes cover the entire lifecycle of refrigeration and air conditioning systems to minimise environmental impact and improve safety, providing mandatory requirements and best practice recommendations concerning the proper handling of scheduled refrigerants.
Building and Plumbing Commission	Formerly known as Victorian Building Authority (VBA), regulates Victoria's building and plumbing industries.
CCN	Climate Control News.
CCN NEXTGEN	CCN's annual program showcasing the top 20 HVACR technicians under 25 in Australia.
Climate control	The process of maintaining the desired temperature and air quality in a specific environment, such as a car or building.
Climate Control Industry	Alternative name for the refrigeration and air conditioning (RAC) industry.
CO ₂	Carbon dioxide.
CO ₂ (R744)	A refrigerant-grade carbon dioxide used in refrigeration and air conditioning systems as a natural, environmentally friendly alternative to synthetic refrigerants.
CO ₂ -e	Carbon dioxide equivalent. A metric used to compare the climate impact of different greenhouse gases (GHGs) by converting them into a single unit based on their global warming potential (GWP).
Cold Hard Facts 4	A semi regular publication prepared for DCCEEW. Cold Hard Facts 4 aggregates direct and indirect energy use and emissions data that are typically fragmented across traditional sectors, providing a comprehensive economic and technological assessment of the refrigeration and air conditioning industry.
CoolChange	ARC's quarterly newsletter delivered to over 100,000 licensed technicians and businesses throughout Australia, via email, print, and web.
Co-regulatory	A partnership where both government and industry work together to implement and enforce regulations.
CSIRO	Commonwealth Scientific and Industrial Research Organisation. Australia's national science agency.
DCCEEW	Department of Climate Change, Energy, Environment and Water.
Emissions	The release of gases, radiation, or other substances into the atmosphere.
Environmental stewardship	The responsible management and care of the natural environment, ensuring its protection, conservation, and sustainable use for current and future generations.
Environmental Stewardship Excellence Award	The award developed by the ARC and DCCEEW for the Refrigerant Trading Authorisation (RTA) holders that are fully compliant with their RTA requirements at first assessment.
EOL	End-of-life, a product at the end of its product lifecycle.
FMA	Facility Management Association of Australia.

Terms	Definitions
GSA	Green Scheme Accreditation is the only national accreditation available for technicians to demonstrate they are qualified to work with natural refrigerants.
GWh	Gigawatt-hour, a unit for measuring energy, equal to the energy produced by one gigawatt for one hour, or 1 billion watt-hours.
GWP	Global warming potential. A measure of how much heat (energy) a greenhouse gas traps in the atmosphere relative to carbon dioxide.
HC	Hydrocarbons, organic compounds composed solely of hydrogen and carbon atoms, found in fossil fuels like oil and natural gas.
HCFCs	Hydrochlorofluorocarbons. Substances developed as a temporary replacement for CFCs (chlorofluorocarbons) that cause less harm to the ozone layer.
HFC	Hydrofluorocarbon. Synthetic gases, used in refrigeration and air conditioning systems.
HFO 1234yf	A hydrofluoroolefin (HFO) refrigerant, with a low GWP of 4.
HVAC&R	Heating, Ventilation, Air Conditioning, and Refrigeration.
IAME	Institute of Automotive Mechanical Engineers. ARC member organisation.
Information Hub/InfoHub	A centralised hub of ARC's corporate website for organising and sharing information at https://www.arcltd.org.au/ .
JSC	Jobs and Skills Councils.
Kirby CO ₂ Training Scholarship	An initiative by the Kirby Apprentice Fund for 4th year HVAC&R apprentices to gain specialised training in CO ₂ (carbon dioxide) natural refrigerants.
Low GWP refrigerants	Low Global Warming Potential (GWP) refrigerants are alternatives to traditional high-GWP products but with a lower GWP rating, for example, HFO 1234yf, with a GWP of 4, can replace R-134a with a GWP of 1,430, in some settings.
MOP to the Montreal Protocol	Meeting of the Parties. The annual governing body where countries make decisions to protect the ozone layer and climate, review scientific information, and ensure compliance with the Protocol.
MTAA	Motor Trades Association of Australia. ARC member organisation.
NECA	National Electrical and Communications Association. ARC member organisation.
Net-zero	Net-zero is a target of completely negating the amount of greenhouse gases produced by human activity, to be achieved by reducing emissions and implementing methods of absorbing carbon dioxide from the atmosphere.
NSW Fair Trading	New South Wales Fair Trading. Protects consumers and traders by administering consumer law in NSW through regulation, education, and dispute resolution.
OSCA	Occupation Standard Classification for Australia.
OPSGG Management Permit Scheme	Also known as the ARctick permit scheme. The Ozone Protection and Synthetic Greenhouse Gas Program Management Permit Scheme. A competency-based licensing scheme which ensures individuals are knowledgeable and skilled to minimise preventable emissions, and businesses have the appropriate equipment and skilled personnel.
PSO	Powering Skills Organisation. Australian body focused on vocational education and training in the energy, gas, and renewables sectors.
QBCC	Queensland Building and Construction Commission.
RA	Refrigerants Australia. ARC member organisation.
RAC standards	Referenced in Section 135 of the <i>Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995 (Cth)</i> . Licensed refrigeration technicians are required to comply with these Standards as part of the terms of their ARctick licence.
RAC	Refrigeration and Air Conditioning.
RACCA	Refrigeration and Air Conditioning Contractors Association. ARC member organisation.
RHL	Refrigerant Handling Licence.
RPL	Recognition of Prior Learning.
RRA	Refrigerant Reclaim Australia. ARC member organisation.
RTA	Refrigerant Trading Authorisation.
RTO	Registered Training Organisation.
RWTA	Refrigerated Warehouse & Transport Association of Australia.
Summer campaign	ARC's annual 'Look for the Tick' campaign from October to March, promotes the use of licensed air conditioning and refrigeration technicians.
CBOS	Tasmanian Consumer, Building and Occupational Services.
UNEP	United Nations Environment Program.
VACC	Victorian Automotive Chamber of Commerce. ARC member organisation.
VASA	Vehicle Air Conditioning Specialists of Australasia. ARC member organisation.
WA Department of Mines, Industry Regulation and Safety	The Department of Energy, Mines, Industry Regulation and Safety is a department of the Government of Western Australia.
Worldskills Australia	A national organisation that promotes vocational excellence through competitions for apprentices, trainees, and students in over 60 trades and skills.



AUSTRALIAN REFRIGERATION COUNCIL

The Australian Refrigeration Council is the national licensing body for technicians in the climate control sector, with key representation throughout industry. By industry, for industry, the ARC, our members and Board, are the leaders of the refrigeration and air conditioning sector. The ARC is a not-for-profit entity registered with the Australian Charities and Not-for-profits Commission (ACNC).

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