ARCIA

Australian Radio Communications Industry Association

2011 ANNUAL REPORT

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ABOUT ARCIA

The Australian Radio Communications Industry Association (ARCIA) is the peak national industry body representing the two-way and associated wireless radio communications industry in Australia. We are a not-for-profit, incorporated Association that seeks to implement diverse, industry-specific initiatives that seek to raise the profile, importance and awareness of radio communications in industry. We strive to implement diverse, industry-specific initiatives to raise the profile, importance and awareness of radio communications in Australia.

ABOUT THIS REPORT

This is ARCIA's second annual report, which documents the Association's performance over the 2010-2011 financial year. This report has been published to inform our stakeholders about our activities and will be published annually. As part of our commitment to sustainability, this report is published online at www.arcia.org.au with a small number of copies produced in hard copy to satisfy some of our stakeholder needs.

The Association's financial information is being released separately and will be available to members.

Comments about this report are welcome and should be directed to i**nfo@arcia.org.au** or:

Madeleine Cahill
Events and Communications Officer
ARCIA Head Office
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YOUR INDUSTRY YOUR ASSOCIATION

FROM THE PRESIDENT

It is with great pleasure I present you with the Australian Radio Communications Industry Association's second Annual Report.

2010 - 2011 saw an increasing involvement from members in spectrum issues, which govern the environment we work in, and expansion of membership into the end user and peripheral support organisations. The sustained growth of membership is due to the visibility and promotion of the Association's efforts. The 2010-2011 Annual Report shows what can be achieved when an industry pulls together with a common goal. To the right, you can read about some of the Association's Key Achievements for 2010-2011.

I would like to thank our Committee and sub-Committee members, volunteers and staff. None of the Association's initiatives could have been implemented without the dedication and effort by these individuals, who not only bring many years of knowledge and expertise to the Association, but also a passion and enthusiasm that invigorates all of our programs. You can get involved with your State representative to have an effect at a local level or with a sub-Committee to contribute to our various industry programs. You can also stand for executive positions at our Annual General Meeting. I urge you to join with these members, have your say and make a difference.

I would especially like to thank our Industry Partners who are our sponsors and supporters for not only the Annual Industry Gala Dinner, but now for all the Association's programs and initiatives that run throughout the year. Through their generosity and contributions, we will be able to host national industry events, which will work to build the internal strength of our industry.

Finally, a special thanks to our members who help us achieve our goals through their ongoing support and involvement.

I believe we have a vibrant industry in Australia, which supports the needs of all users of two-way radios - from mining to manufacturing, transport through to service industries, government, emergency services and public safety. I believe we have strong industry talent with depths of ability that can provide fantastic customer service, overcome technical challenges, adapt to new technologies and manage successful businesses. I believe we will be here for many years to come managing and driving change as we have for the last century.

Join us again in 2012 to keep our industry viable.

Chris Kelly
President

KEY ACHIEVEMENTS FOR 2010-2011

➤ Submitted three work items for the ACMA, *5 year spectrum outlook plan*:
- Managing deployment of Bi-Directional amplifiers
- Proposed extension of 6.25kHz channeling arrangements to VHF high band
- Consideration future Standards arrangements in Australia (based on Pt 2 400 MHz band response

➤ A very successful participation with ACMA in the 400MHz band replan Road Shows around Australia.

➤ Assisting development of the revised *UHF CBRS standard AS/NZS 4365*, which incorporates the new 12.5 kHz channel arrangements, through chairmanship and input to the Standards Australia Committee RC006.

➤ The Accreditation of a further four member organisations.

➤ The launch of the National Industry Events Initiative with a successful first event in Perth, WA.

➤ A sold-out 2010 Industry Gala Dinner held in conjunction with RadioComms Connect 2010.

➤ ARCIA proudly sponsoring and attending the School of Electrical and Computer Engineering's annual ENGenius Trade Fair held at RMIT University in Melbourne for a second year.

➤ Continued expansion of the Sir Angus Tait Memorial Scholarship

➤ Responded to the *Consultation on Future Arrangement for the 900MHz Band'* Discussion paper on behalf of our members and in the general interest of the radio communications industry.

COMMITTEE REPRESENTATIVES

President - Chris Kelly

Vice President and ACT Representative: Martin McLeod

Secretary/Public Officer: David Cox

Treasurer/Finance Officer: Alistair Tibballs

Member & Accreditation Convenor: Chris Stapleton

Member & NSW Representative: Hamish Duff

Member & NSW Representative: Steve Kennedy

Member & QLD Representative: Anthony Blyth

Member & SA Representative: Jeff Perry

Member and VIC Representative: Steve Reining

Member and VIC Representative: Jamie Baker

Member and WA Representative: Melanie Arnott

SUB-COMMITTEES

Training and Education: Bob Rogers and Chris Kelly

Spectrum and Technical: Ian Miller and Noel Higgins

Membership: Melanie Arnott and Ian Miller

Accreditation: Chris Stapleton

Events and Partnerships: Alistair Tibballs and Anthony Blyth

Image:
The Committee met for their June meeting prior to the Western Australia Industry Dinner and Networking Event in Perth. Like our other Committee meetings, those unable to physically attend, joined the meeting via teleconference.

ABOUT THE COMMITTEE

ARCIA is made up of elected Committee and Ex-Officio members who are actively engaged in the Australian radio communications industry. They bring many years of knowledge and expertise to the Association without personal financial gain.

ARCIA Committee and Ex-Officio members work on behalf of the Association's members on issues where they believe the industry should be protected or represented and are elected based on their interest to best serve the industry as a whole. The Association welcomes regular comments and suggestions from its members to ensure the Committee continues to fulfill its role.

The ARCIA Committee meets monthly to manage, coordinate and implement the Association's various activities including Accreditation, Technical and Spectrum Issues, Training and Education, Membership and Events. Each member is involved in various sub-committees to ensure the Association's goals are achieved.

Nominations for Office Bearers open four weeks prior the Annual General Meeting held in August each year. ARCIA is keen to represent all sectors of the Australian radio communications industry and encourages all to attend and nominate.

ARCIA ensures it maintains its national representation by offering teleconference for those interstate or in rural areas who are unable to physically attend the Association's meetings, which are currently hosted in ARCIA's head office in Melbourne, Victoria.

In 2011, ARCIA launched its National Industry Events initiative. Industry Events focus on offering substantial networking opportunities and dinner along with presentations and guest speakers. Committee State Representatives will play a key role in the coordination and promotion of these events.

> *"ARCIA is made up of elected Committee and Ex-Officio members who are actively engaged in the Australian radio communications industry. They bring many years of knowledge and expertise to the Association without personal financial gain."*

GET INVOLVED

ARCIA is seeking interest from members of the Australian radio communications industry who would like to join ARCIA State representatives in NSW, QLD, SA, VIC and WA to form State working groups. ARCIA is also interested in hearing from those who would like to represent the radio communications industry in TAS and NT or those who would like to join one of the Association's sub-Committees.

As you will read in this report, State representatives and Sub-Committees play a major role in managing, coordinating, implementing and promoting the Associations various activities and initiatives such as the Accreditation program, Technical and Spectrum Issues, Training and Education, Membership, Events and other areas that best serve the industry as a whole.

By joining a State working group or Sub-Committee, you will contribute to having a beneficial effect on the industry at a local and national level. Your knowledge of and commitment to the Australian radio communications industry will be well regarded and any amount of time you can dedicate to your involvement with the Association will be recognised. To get involved, contact a State representative directly or email us at info@arcia.org.au.

Full Committee profiles are available at www.arcia.org.au.

NATIONAL REPORTS

The aim of each state representative is to directly deal with issues facing the radio communications in that particular state. Each state representative implements initiatives decided on by the Committee, which work to support and involve local organisations and individuals, and strengthen the industry nationally.

We encourage all sectors of the industry to join our ranks, in particular those in the industry wishing to represent ARCIA in Western Australia, Northern Territory, ACT and Tasmania. All ARCIA Committee meetings are held via teleconference to allow those interstate or in rural areas to fully participate.

FROM SOUTH AUSTRALIA

2010-2011 has seen ARCIA continue to emerge of as a known and respected presence, not only in South Australia, but also in the whole of Australia. There have been several initiatives undertaken by ARCIA that have had a direct benefit on all South Australians in the Radio Communications Industry. Some of the more obvious ones include:

· **The ACMA's acceptance and willingness to work with ARCIA on the 400MHz band review;**
· **The awarding of the Sir Angus Tait Memorial Scholarship to South Australian recipient, Ben Woods from Tetracom;**
· **The engagement of ARCIA by the South Australian Government with respect to independent advice on an OH&S matter;**
· **The inclusion of Regency TAFE in a National Education Forum to discuss apprentice training.**

All of these achievements are a direct fit with the Association's Aim and Mission, and support the focus of the Committee who has worked hard for these successes over the past year.

On 15 September, ARCIA will be holding its second Industry Dinner and Networking Event at the National Wine Centre of Australia in Adelaide. Join us for a night of networking, dinner, presentations and drinks.

I would also like to encourage you to become members if you haven't already done so. Our membership numbers are what give us a voice of strength that can work for the benefit of everyone in the Australian radio communications industry. You may also like to consider joining us to represent the Industry in South Australia to further these efforts.

If you would like to get involved or have an issue that you would like the Association to assist you with, please don't hesitate to contact me.

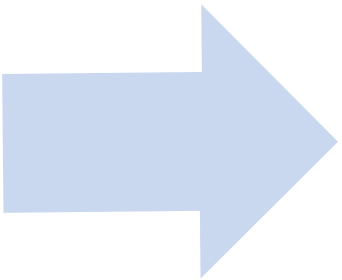Jeff Perry - Committee Member and South Australian Representative

Image: Craig Cosgrove from Tetracom, Jeff Perry (South Australian Representative) and Anthony Chan (Electric Bug) at the Sir Angus Tait Memorial Scholarship presentation awarded to South Australian recipient, Ben Woods.

FROM NEW SOUTH WALES

ARCIA has once again had a successful year in NSW with the organisation still raising its profile through various means. Earlier this year we welcomed two additional Committee members to our ranks in NSW - Hamish Duff from Mastercom and Steve Kennedy from AA Radio. They bring a wealth of knowledge and expertise to our organisation and we have been pleased to have them on board.

In February, RFI once again held its Annual Spurious Challenge on Sydney Harbour, which was the main social event for the NSW radio communications industry this year. Some 167 participants and 14 boats contested the event, which was eventually won by Combined Communications. ARCIA was well represented with our own boat and well dressed crew. It was a perfect industry networking opportunity and thanks to RFI for once again providing a valuable opportunity to raise money for a worthy cause.

This year the fund raising turned towards helping our friends across the sea with around $75,000 being raised to help the Christchurch, New Zealand earthquake victims. Well done to Steve Jacques and RFI for leading this initiative and thanks to the NSW Radio industry for their generous support.

Images: In February, RFI held its annual sailing day on Sydney Harbour, which was the main social event for the NSW radio communications industry this year. The event raised around $75,000 to help the Christchurch, New Zealand earthquake victims. Thank you to all who attended and well done to Steve Jacques and RFI for leading this initiative.

Another major event in NSW was the ACMA Radcomms conference at Darling Harbour in May. The event attracted attendees from across the country and ARCIA was well represented with Noel Higgins, Hamish Duff and I attending. Significant agenda items for our industry included the future demand for spectrum from the carriers and the increasing pressure on ACMA to deliver.

 In other news, both Hamish Duff and I arranged a meeting with the then opposition Minister for Lands with a view to having the Crown Lands occupation issue resolved. The meeting was well received and we have an undertaking that this will be looked into by the new Liberal Government. Watch this space!

Training also remains high on the agenda with both Newcastle and Wagga TAFE's participating in a recent interstate meeting to discuss the standardisation of training courses nationally. Feedback was positive and these training organisations are keen to have input from industry as to what we require.

If you would like to get involved, you can contact me at anytime.

Martin McLeod - Committee Member and New South Wales/Australian Capital Territory Representative

FROM WESTERN AUSTRALIA

Western Australia is the newest state to be nationally represented by ARCIA. There is room for a lot of growth in Western Australia to ensure that the issues of spectrum, training and technical are heard from the people making up the radio communications industry in Western Australia. ARCIA are working hard to build membership numbers in Western Australia to give a greater voice to the people of Western Australia when dealing with some of these issues.

In June this year, Western Australia kicked off the first national Industry Dinner and Networking event held at the Royal Perth Yacht Club. The event was extremely successful with over 110 guests from the Industry and Andrew Stewart from the ACMA giving a presentation on the 400 MHz band review and progress on the implementation along with changes to the UHF CB segment. He also spoke on reviews and work for the 900 MHz band and some works on the VHF band. The event was well received by those who attended and ARCIA plan to continue this event annually in Western Australia.

Images: The Western Australia Industry Dinner and Networking Event attracted over 100 industry professionals from both WA and around the country.

ARCIA's aim for Western Australia is to raise awareness across the industry on the role ARCIA plays in the radio communications industry. It is exciting to know that as a result of the Western Australia Industry dinner, many people have expressed an interest in being involved in a sub-committee in Western Australia, which has since become part of the plan for the year ahead.

Accreditation is also a focus for ARCIA and we have been encouraged by five companies within the radio industry being accredited from Western Australia. We hope to build the numbers of accredited radio communication companies within Western Australia over the course of the year in order to recognise those who are committed to consistency and reliability of service and best practise professional standards.

A key area that has been identified across the industry and that particularly impacts Western Australia is training and encouraging new people to become part of the Radio Communications Industry. It is hoped that as awareness of the role ARCIA plays builds in Western Australia, there will be opportunities to encourage newcomers into the industry and also support those who have recently joined the industry. Members of ARCIA in Western Australia can help to do this by applying for scholarships for new apprentices or trainees. Providing scholarships to young people entering the industry not only encourages them by providing recognition for their work, but also provides a financial reward that can greatly assist with the cost of their studies.

I urge everyone from Western Australia who are involved in the Radio Communications Industry to become members of ARCIA and help us give voice to the issues facing Western Australia. ARCIA continues to work for the benefit of the industry as a whole and it would be great to have your support!

Melanie Arnott – Committee Representative & Western Australian Representative.

FROM QUEENSLAND

Despite numerous business interruptions from the Queensland floods and cyclones, the outlook for the industry here remains strong. The past year, has a number of highlights, as well as calls for more work to be done by all of us.

The year began with a very busy month of July. ARCIA members gathered in Brisbane for a day of golf, networking and charity fundraising, with positive feedback from all that it is important to come together, and long overdue.

July was also the month of the ACMA 400MHz roadshow in which ARCIA was invited to present. I was proud to carry the ARCIA flag to the Darwin, Brisbane and Townsville events and to meet with the local organisations - each group of people affected in different ways by the challenges and opportunities brought about by the spectrum changes.

Image: The industry came together for the inaugural industry charity day in Brisbane to foster a community of representatives of the radio industry in Queensland, and to support the Smith Family Learning for Life programme.

Together, $6,600 was raised for the Smith Family.

Special thanks to Tait Radio Communications, RF Industries, Zetron and Omnitronics who partnered together to host this industry event.

It is also pleasing to see relationships develop between ARCIA and the educational institutions in Brisbane. Representatives from these institutions are reaching out to ARCIA and its members for more involvement from the industry. We can work together to plan improvements that will positively affect the future of the industry, but involvement is needed from every one of us.

Another highlight for the year was the National Annual Dinner in Melbourne last November and the national reach and growth that was evident there. Special mention needs to be made about those who traveled from the North to be part of this important industry event, providing representation from as far afield as Darwin, Cairns, Townsville, Mackay, and Rockhampton.

Anthony Blyth - Committee Member and Queensland Representative

"It is also pleasing to see relationships develop between ARCIA and the educational institutions in Brisbane. Representatives from these institutions are reaching out to ARCIA and its members for more involvement from the industry. We can work together to plan improvements that will positively affect the future of the industry, but involvement is needed from every one of us."

OUR WORK

The ARCIA Committee and ex-officio members meet monthly and are each involved in various Association sub-Committees including Technical and Spectrum, Training and Education, Events, Membership, and Accreditation. Below you will find reports detailing the work of each sub-Committee over the last 12 months.

TECHNICAL AND SPECTRUM

This year has again seen quite a bit of activity from the Spectrum & Technical sub-Committee. We have responded on behalf of our members to several ACMA requests for public submissions, plus met with ACMA representatives for meaningful discussions on a range of subjects.

The year saw the finalisation of the ACMA review of the 400MHz band, with many of the recommendations made by ARCIA being taken up in the final outcome and so the interests of our members and industry have been protected. During the year, we also submitted a list of items for inclusion in the ACMA Five Year Spectrum Outlook, although these specific items have not been included in the work plans at this stage, they have been acknowledged by the ACMA as areas that do require attention and we will continue with our representations in this area.

Throughout the year we have also been active within the Standards area with Noel Higgins representing ARCIA on the Standards Australia RC004 and RC006 working groups. It is pleasing to see that the RC006 committee under Noel's chairmanship and with input on ARCIA's behalf, have revised the AS/NZS 4365 UHF CBRS standard including simplification of the channel numbering arrangements. This allowed the revised UHF CB narrowband channel arrangements of the 400MHz UHF band replan to be implemented through a new ACMA standard and amendments to the ACMA Class licence.

From an ARCIA perspective, it is pleasing to note that many of the features we pressed for implementation into the 400 MHz band are also reflected in the UHF CB standards. Looking to the future, we have concerns about the present methodology with regard to Equipment Standards and we are working in conjunction with ACMA to look at ways of easily adopting overseas standards to facilitate the ease of entry into the Australian market of new technologies, especially in the digital domain.

"The year saw the finalisation of the ACMA review of the 400MHz band, with many of the recommendations made by ARCIA being taken up in the final outcome and so the interests of our members and industry have been protected."

As this Annual Report is being prepared, the ACMA are conducting a review of the 900 MHz band, plus a partner enquiry into 'The needs for Broadband data looking ahead to 2020'. ARCIA will be responding to the various stages of these enquiries, especially in regard to the historical utilisation of the 900 MHz spectrum, as well as considering whether the future needs to continue with the present format for 900 MHz Land Mobile usage, or do we need to explore other opportunities.

In addition to the attendance of our New South Wales representatives at the ACMA Radcomms 2011 conference in Sydney in May 2011, Noel Higgins attended on behalf of the Spectrum & Technical sub-Committee and details of the conference were subsequently circulated to our members via the regular Member Update and also posted on the ARCIA web site.

ARCIA also takes available opportunities to represent the best interests of our members in other areas. This year we have conducted a small survey on representative labour rates used by our members to allow a Government agency in one state to have a 'frame of reference' for establishing realistic and reasonable labour rates payable for services to Government. It is the intention of ARCIA to expand this into an annual survey of all interested members.

ARCIA are also considering the implementation of an independent audit system for the sales of radio 'terminals' in Australia, where hopefully manufacturers/suppliers can advise an independent body of their monthly sales of product to give statistics available through ARCIA regarding the relative size and health of the Radio Communications Industry.

ARCIA AND ACMA – A BROAD SPECTRUM OF COOPERATION

We are very pleased with the developing relationship between ARCIA and the ACMA.

Only a couple of years ago one ACMA staff member was warned to be careful in his dealings with any supposed Industry group from the Land Mobile sector, 'They were just rabid zealots without any real understanding of the overall spectrum requirements'.

We can now very happily report that we have a strong relationship with the ACMA, evidenced by:

• The Chairman of the ACMA (Mr Chris Chapman) attending our Annual Gala Dinner in Melbourne and accepting an Award to recognise the ACMA being so committed to stakeholder input with regard to the 400 MHz band plan review;

• ARCIA being invited to be involved and present information at each of the seven ACMA Road Shows which were used to present information and seek response regarding the final outcomes of the 400 MHz review;

• ARCIA distributing the latest 'Spectrum Usage' chart from the ACMA from the ARCIA stand at RadioComms Connect 2010;

• ACMA accepting an invitation to provide a guest speaker (Andrew Stewart) at the ARCIA Perth National Networking Event in June 2011.

ARCIA continues to develop this relationship based on the underlying premise that a cooperative and constructive relationship is in the best interests of both organisations. This is genuinely a case of the 'Odd Couple' actually having much in common and being able to achieve much by combining with common goals.

Ian Miller and Noel Higgins - Technical and Spectrum sub-Committee Representatives

" From an ARCIA perspective, it is pleasing to note that many of the features we pressed for implementation into the 400 MHz band are also reflected in the UHF CB standards. Looking to the future, we have concerns about the present methodology with regard to Equipment Standards and we are working in conjunction with ACMA to look at ways of easily adopting overseas standards to facilitate the ease of entry into the Australian market of new technologies, especially in the digital domain."

TRAINING AND EDUCATION

The last year has seen a continuation of our relationship with RMIT University in Melbourne, with involvement in Industry Advisory Committees (IAC), and providing both student encouragement through our involvement with the ENgenius program. Our IAC involvement has also included liaison with Engineers Australia, which saw the formal accreditation of RMIT's Associate Degree Programs, the first in Australia.

ARCIA member JRD Communications has sponsored student visits to their communications sites and workplace, and offered student work placements providing exposure to radio communications.

We encourage all member organisations to take the initiative to liase with their local Registered Training Organisation (RTO), be it a University or a TAFE, to offer workplace visits or guest lectures to introduce the idea of a career in radio communications to their students. Work placements can be a valuable means of assessing potential employees.

There is some concern that radio technicians require, as a minimum, the competencies afforded by a Certificate IV level course, whilst current apprenticeships are generally offered at Certificate III level. This is an area governed by EE-OZ, the ElectroComms and Energy Utilities Industry Skills Council, the Australian Government declared I.S.C. for the ElectroComms and Energy Utilities industries. ARCIA are working to drive change in radio/electronics apprenticeships to reflect Certificate IV competencies.

"The need for support of members in actively engaging apprentices and trainees remains unchanged from last year, and is of critical importance if we want radio training to remain available in Australia...We encourage all member organisations to take the initiative to liaise with their local Registered Training Organisation (RTO), be it a University or a TAFE, to offer workplace visits or guest lectures to introduce the idea of a career in radio communications to their students. Work placements can be a valuable means of assessing potential employees."

In May, ARCIA held its first education teleconference, with representation from Universities and TAFE's across Australia. The theme for this virtual meeting was based upon training availability, and course content, with the intent to provide an information database of program availability, and development of rapport with these RTO's in future meetings.

In terms of new programs, one of particular interest is the proposed Graduate Diploma in Spectrum Management, which is to be offered in block delivery in Canberra. This program is intended to provide the necessary training for Spectrum Assigners.

The need for support of members in actively engaging apprentices/trainees remains unchanged from last year, and is of critical importance if we want radio training to remain available in Australia – clearly our RTO's are now driven by economics, and it is not viable to maintain course availability without minimum student numbers.

The Training and Education sub-Committee comprises of Bob Rogers and Chris Kelly

SCHOLARSHIPS AND CHARITY

In 2010-2011, ARCIA, on behalf of Tait Radio Communications, awarded the inaugural Sir Angus Tait Memorial Scholarship to Nic Persic in NSW and Ben Woods in SA.

The Sir Angus Tait Memorial Scholarship is intended to provide encouragement to students or apprentices who are undertaking specialised training within the radio communications field. Sir Angus Tait had an unbridled passion for radio, commencing in his schoolboy days, and culminating in the formation of Tait Electronics Pty Ltd. His philosophy was, "Our technology is our sword – we keep it sharp and bright". Sir Angus Tait recognised that those students of today, with a passion for communications, are our future, and took pride in promoting and supporting technical education.

In order to continue to provide encouragement to students or apprentices actively pursuing study leading to a career in radio communications, four Sir Angus Tait Memorial Scholarships will be awarded in 2011/2012 thanks to the support from Tait Radio Communications, Omnnitronics and RadioComms Connect 2011.

Over the last year, ARCIA has also been involved in numerous industry charity events. These events not only support the good work of Australian charities, but support the Australian radio communications industry by bringing individuals and organisations from various areas of the industry together in a social environment.

ARCIA supported and attended an inaugural industry charity day in Brisbane where industry representatives gathered to discuss a sustainable future for the radio communications industry. In addition to the formalities and fundraising, the day also included an enjoyable round of golf. Tait Radio Communications partnered with RF Industries, Zetron and Omnitronics to host the event, which raised funds for the Smith Family Learning for Life Program.

In February, ARCIA attended and supported the Annual Spurious Challenge on Sydney Harbour hosted by RFI. This year the fund raising turned towards helping our friends across the sea with around $75,000 being raised to help the Christchurch earthquake victims. Well done to Steve Jacques and RFI for leading this initiative and thanks to the NSW Radio industry for their generous support.

Images: Ben Woods from SA pictured with ARCIA President, Chris Kelly (left) and Nic Persic from NSW pictured with ARCIA NSW Representative, Hamish Duff and his employer, Leigh Gunn from GUNNCOMMS (bottom) were awarded the Sir Angus Tait Memorial Scholarships in 2010-2011. Each recipient was awarded $2,000 to go towards their apprenticeship training and education.

If you or your member company would like to get involved in either hosting an industry charity event or would like to sponsor a Sir Angus Tait Memorial Scholarship, contact us at info@arcia.org.au.

If you have an apprentice or trainee deserving of the Sir Angus Tait Memorial Scholarship, tell them to apply by visiting the Training and Education section on our website: www.arcia.org.au.

EVENTS
ANNUAL INDUSTRY GALA DINNER

On 17 November 2010, just over 400 people attended ARCIA's sold-out Industry Gala Dinner held on the first night of Radio-Comms Connect 2010 in Melbourne, Victoria at Palladium at Crown.

The Annual Industry Gala Dinner is the Association's key event for the year. It draws radio communication professionals from around Australia and across the world for a night of celebration, professional recognition, and networking. The event is held on the first night of RadioComms Connect to cater for thelarge number of people who attend the two-day conference and exhibition.

Every year, the Annual Industry Gala Dinner recognises industry excellence through its Industry Excellence Awards ceremony. From sales to engineering, to customer service and new talent, the Industrry Excellence Awards ceremony has eight award categories and determination of the award is based on specific criteria for each award which incorporates the following: **Commitment, Leadership, Innovation, Team work and Service**.

Image: Welcome to the 2010 Industry Gala Dinner

NATIONAL INDUSTRY EVENTS

In 2011, ARCIA launched its National Networking Events initiative to bring together radio communication professionals from across the country to meet and connect with other industry associates. ARCIA's National Networking Events are held in various locations nationwide to cater for our growing number of members represented in every state in Australia. The first event was held in Western Australia, featuring guest speaker Andrew Stewart from the ACMA, ample networking time, a 2-course sit down dinner, a drink package and presentations. The second event will be held at the National Wine Centre of Australia in South Australia on 15 September 2011. Events in Queensland and New South Wales will be held later in the year.

Throughout the year, ARCIA attempts to ensure it supports and is represented at numerous industry events throughout the country.

In 2010- 2011 ARCIA attended and supported:

 • The School of Electrical and Computer Engineering's annual ENGenius Trade Fair and Dinner held at RMIT University in Melbourne
• RadioComms Connect - Australia's only event dedicated to the needs of the radio and combined communications industries and their users
• APCO Australia's 8th Annual Conference & Exhibition - The premier emergency services and public safety learning and networking event
• The ACMA's fifth conference on spectrum management RadComms2011

The Association also attempts to support and attend industry charity events hosted by companies within the Australian radio communications industry as noted in the *Scholarships and Charity* report.

Join us at the 2011 Annual Industry Gala Dinner on 16 November 2011 at Palladium at Crown in Melbourne, Victoria.

Book your tickets online at: www.arcia.org.au.

ARCIA INDUSTRY GALA DINNER

NETWORK RECOGNISE

PROMOTE DEVELOP

SUPPORT CELEBRATE

JOIN US IN 2011

2010-2011 MEMBERSHIP

ARCIA membership has grown 65% in 2010-2011 with a total of 97 members accounting for over 800 radio communication professionals in Australia.

ARCIA offers Corporate, Individual, Student, Life* and now, Professional user organisation and retired professional membership.

Below is a list of our current members, with our Corporate members listed by their *home state only*, to give a fare representation of our membership base.

*Life membership is granted to long standing members of the Australian radio communication industry and members are not required to pay an annual subscription.

CORPORATE

ACT

Servitel Communications
Spectrum Engineering Aust Pty Ltd
Watts Communications

NSW

Benelec
C & A Communications
Combined Communications
EACOM
Essential Communications
GenCom
High Country Communications
GUNNCOMMS
Logic Energy
Mastercom
Milpeak Pty Ltd
Oricom International Pty Ltd
PJ Obrien Electronics
Radio Comms Connect
Teleresources Engineering
Kenwood
GME (Standard Communications)
Vertel

NT

Central Communications (Alice Springs)
Territory Communications

QLD

Ace Communications
Biscom Pty Ltd
Capricorn Communications
Comwide Communications
Justin Communication Solutions
Miles Electronics
Nixon Communications
Philcomm Pty Ltd
Radio Communication Solutions
UHF Comms
Tait Radio Communications
Omnitronics

SA

Comwide Radio Services
Tetracom
Up-Link Communications
National Wireless Pty Ltd

VIC

37 South Engineering
AA Radio Services P/L
Autophone
ComGroup Australia
Commsite Integrated Communications
Crosscom
Electrodata Recorders
G & C Communications
Icom (Australia) Pty Ltd
JRD Communications
Lara Electronics
Mackenzie Country Communications
MCS Digital
Motorola
Orange Horizons Pty Ltd
Polar Electronic Industries
Pacific Wireless Communications (PWC)
Radio Warehouse
RF Industries
Ridmar Data Services
Step Global Pty Ltd
Telephus Pty Ltd
Telstra
TR Bearcom
Trio Datacom
UTEK Communications
Vertex Standard
ZCG Scalar

WA

Communications Australia
Direct Communications
Mobile Masters
Radlink Communications
Remcom
Titan Recruitment & ICT Consultants

INDIVIDUAL

Noel Higgins
Rob Beekman
David Rosenfield
Sam Pitruzzello
Robert Reid
Steve Reining
Phill Harden
Peter Mill
John Bennetts
Rod Brown
JD Simpson
Ranjan Bhagat
Tony Crowley
Doug Walton
Rod Dowling
Bobby Narain
Daniel Clark
Brendon Schollar

STUDENT

Nicholas Persic
Theo Goslett
Matthew Hayden
Nicholas Kelly
SkillsTech Australia

LIFE

Ian Miller
Ian Hyde

PROF. USER

NSW Rural Fire Service
Barwon Water
Queensland Police Service

Reap the benefits of being a part of a national Association which works to serve and represent you!

Becoming a member of ARCIA is easy! Simply visit our website: www.arcia.org.au and click on the *Membership* page to fill out the membership form.

ARCIA ACCREDITATION PROGRAM FOR 2011 - SETTING THE STANDARD

Accredited Professional

ARCIA

Australian Radio Communications Industry Association

WHAT IS ACCREDITATION?

Accreditation is a set of standards established by and for the Australian Radio Communications Industry Association. Programs such as this provide businesses with a benchmark to become recognised providers of a standardised level of service and business practice. Each applicant is independently assessed to ensure they meet the levels expected of an ARCIA Accredited Professional.

WHY DO WE NEED ACCREDITATION?

Accreditation provides customers and the industry with an assurance that the organisation they are dealing with is committed to the highest quality business practices, consistency and reliability in the delivery of service, professional standards and dedication to continuous improvement.

CURRENT ACCREDITED MEMBERS

37 South Engineering	Mastercom
AA Radio Services P/L	Radlink Communications
ComGroup Australia	Radio Communication Solutions
Crosscom	Silvercom
Direct Communications	Tait Radio Communications
Gencom	Tetracom
GME	Vertical Communications

STAKEHOLDER ENGAGEMENT

ARCIA regularly attempts to engage with its members and industry interest groups throughout the year. We use mediums that are relevant, appropriate and that best allow our stakeholders to engage with us.

The Association's website **www.arcia.org.au** is a key medium in which members and industry groups can engage with us about our membership, Accreditation program, events, news and other interest areas. During the course of the year, ARCIA published a selection of quick response polls on the ARCIA website to gauge member feedback and perspective on current issues and trends that affect the industry.
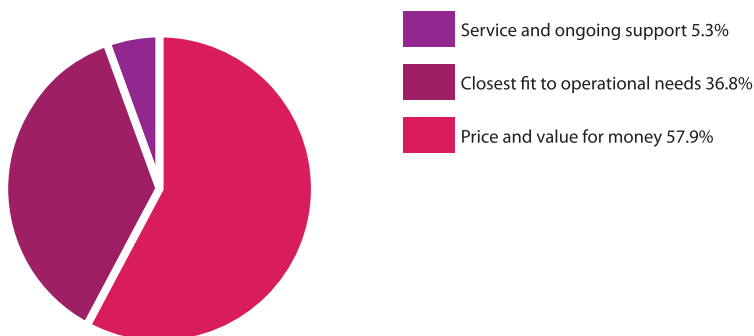
Below you will find the responses.

1. Are illegal and grey imported radios affecting your business ?
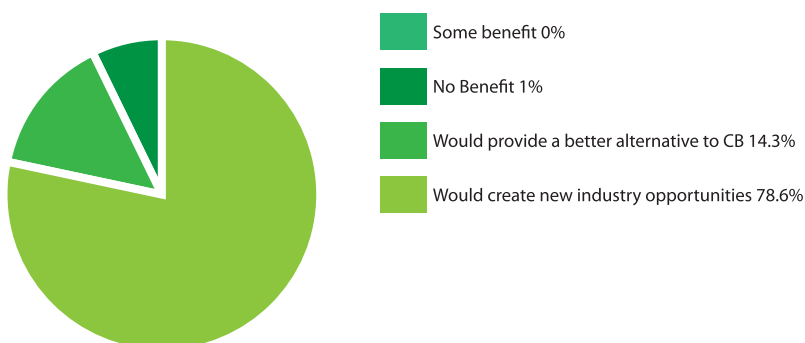
No 21.2%

Increasingly 33.3%

Sometimes 45.5%

Over recent years with increasing international on line trading and growth of low cost radios appearing from emerging markets, there was feedback this was effecting the professional market segment. 78% indicated this to be true.

2. When considering a new digital radio solution which aspect most Influences your choice?

Service and ongoing support 5.3%

Closest fit to operational needs 36.8%

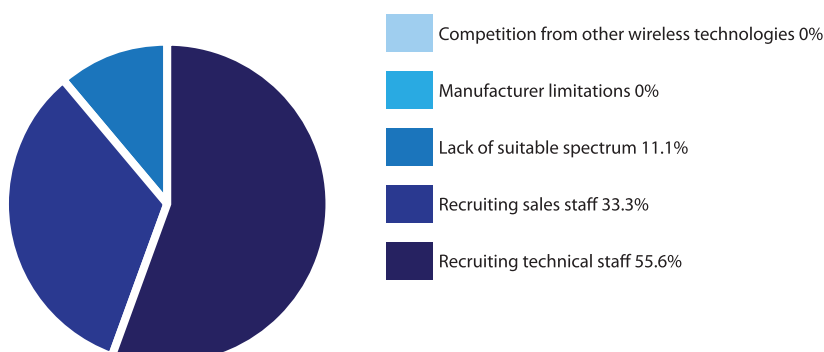Price and value for money 57.9%

As an industry the migration to new digital technologies represents new opportunities, but poses the question, 'what influences buying decisions?' Clearly the market seeks value for money and operational fit as most important. The loyalty to brand appears less important.

3. Would a small number of low cost/low power UHF frequencies allocated strictly for business digital communications by ABN holders be of benefit to the radio industry and users?

Some benefit 0%

No Benefit 1%

Would provide a better alternative to CB 14.3%

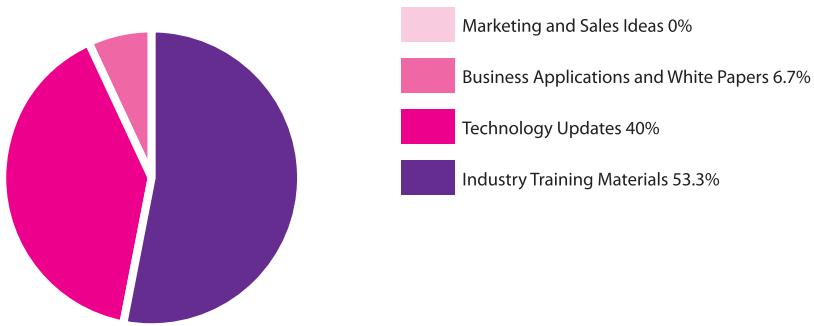Would create new industry opportunities 78.6%

As part of better Spectrum management and delivering the right options to business users, the notion of a GMRS style frequency set has been voiced for Australia. Overwhelmingly, members concurred that a small set of Business channels would deliver benefit to users and the industry specifically for ABN short range business applications.

4. What key area is holding back your business growth?

Competition from other wireless technologies 0%

Manufacturer limitations 0%

Lack of suitable spectrum 11.1%

Recruiting sales staff 33.3%
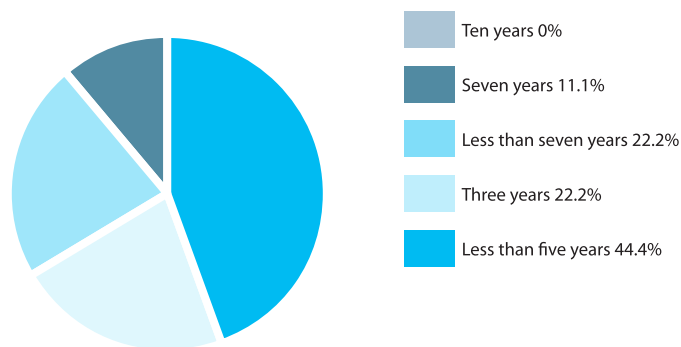
Recruiting technical staff 55.6%

The industry continues to grow and many businesses are limited to expansion due to a range of reasons. Clearly the shortage of skilled professionals in the technical and sales /marketing areas is a significant constraint to members.

5. What would you like to see more of on the ARCIA website?

Marketing and Sales Ideas 0%

Business Applications and White Papers 6.7%

Technology Updates 40%

Industry Training Materials 53.3%

Over 90% of respondents sought from the ARCIA website more technology training and technical information. With this feedback, ARCIA will endeavour to work towards providing these materials for our members.

6. Laptops/Smartphones and PDA's are changed out every 3 years on average, however, professional radio users expect greater product longevity. What should be a reasonable life of a professional radio?

Ten years 0%

Seven years 11.1%

Less than seven years 22.2%

Three years 22.2%

Less than five years 44.4%

Radio users expectations are moving with the times and life expectancy for radios coming back to 3-5 years. This falls within the curve of Laptops life-cycles as business essential tools that should be upgraded when needs arise.

We engage with our members and other stakeholders via:

ASSOCIATION AND INDUSTRY EVENTS
BIMONTHLY MEMBER UPDATE E-NEWSLETTER
SOCIAL MEDIA NETWORK - LINKEDIN
OUR WEBSITE WWW.ARCIA.ORG.AU
REGULAR MEMBER ANNOUNCEMENTS
EMAIL, PHONE, SNAIL MAIL & SKYPE
F2F MEETINGS AND TELECONFERENCE
OUR ANNUAL REPORT & SURVEYS
DIGITAL MEDIA AND PRINT INCLUDING
RADIOCOMMS ONLINE AND RADIO COMMS
ASIA-PACIFIC MAGAZINE

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Linked in.

Connect with us and others in the industry on LinkedIn. Search for the *Australian Radio Communications Industry Association* (ARCIA) group.

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