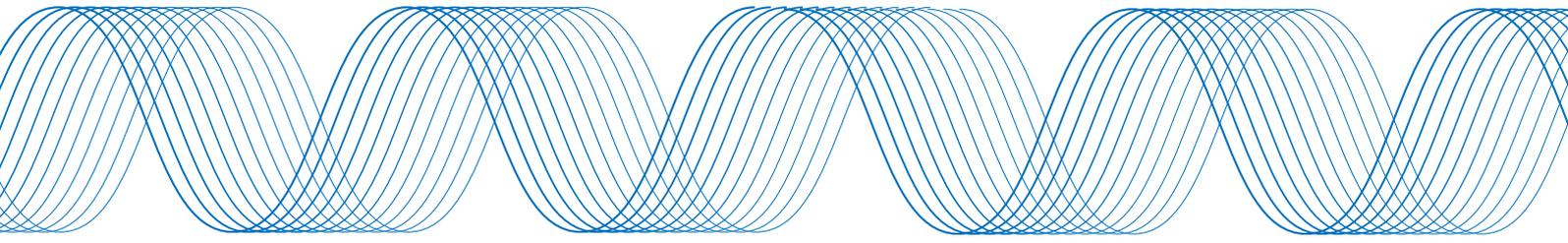
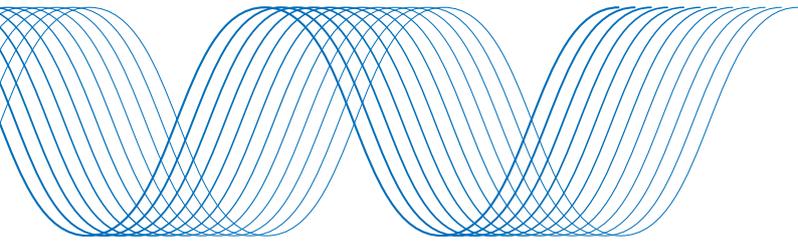




*Australian Radio Communications Industry Association*

# 2012 ANNUAL REPORT





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# PRESIDENT'S REPORT

FY12 has been a very busy and rewarding year for the Association. We have seen many new faces on the Committee and the formation of state based sub-committees. The regional events have been an outstanding success with very good attendances at premier venues around the country. Membership continues to grow and the number of companies applying for Accreditation is also increasing. The Scholarship program has seen more applications than before and the year's quota has been awarded. The goals determined by the planning day from the previous year have been met and we now have the task of achieving the even higher goals set at our planning day in Sydney this year.

Growing membership continues to be our biggest driver and programs are being developed to provide more value to our existing members and to attract new members. We still have a way to go before we can claim to cover the entire industry, but we are making good progress.

On another positive note, our voice representing the industry is growing and being heard. ARCIA has been invited to speak at many events throughout the year, such as APCO Australia at the Gold Coast, at RMIT TAFE student and teacher awards and to attend the revised ACMA Radiocommunications Consultative Committee.

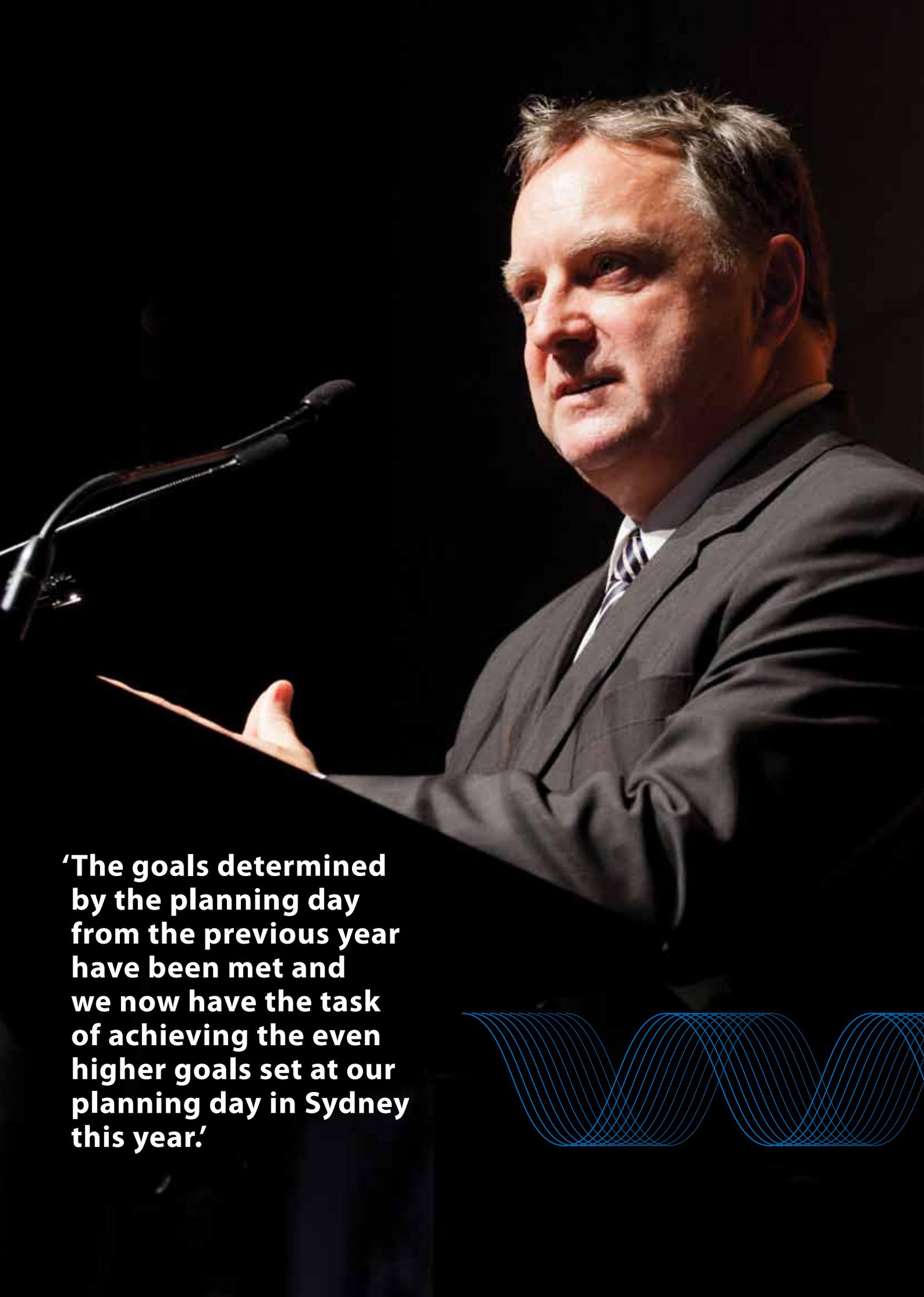
We have also responded to the ACMA proposal on opportunity cost pricing which could see a doubling of the tax component of frequency licences in high-density areas. ARCIA now has an affiliation with APCO Australia where we have agreed to work together on technical aspects of inquiries, plans and ACMA proposals. This will combine the voice of the industry with the voice of end users.

Accreditation is being reviewed and revised as we move towards recognising higher levels of achievement, quality and professionalism. This will see the public beginning to better understand the benefits and value provided by accredited companies.

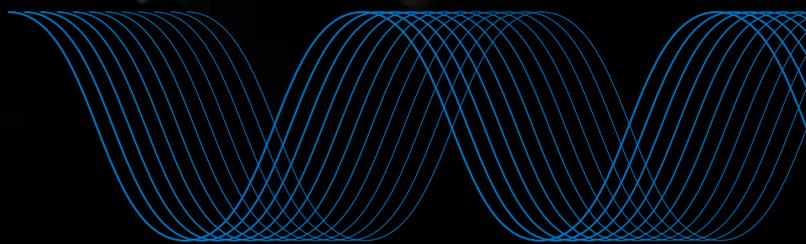
Recognition of our peers remains in focus and the Annual Industry Gala Dinner in 2011 saw higher rates of nominations for the Industry Excellence Awards. Nominations are again open and we hope to see an even larger number of nominations.

The achievements of the Association would not be possible without the services provided by our volunteer committee and sub-committees. My thanks go to each of these individuals and I ask that all members consider what they can do to contribute, either by volunteering for a committee, helping organise regional events, or continuing to provide support and suggestions throughout the year. Elections will be held in August and this is your chance to commit to the industry and have your say in how the Association is run.

Chris Kelly



**'The goals determined by the planning day from the previous year have been met and we now have the task of achieving the even higher goals set at our planning day in Sydney this year.'**



# KEY ACHIEVEMENTS FOR ARCIA IN FY12

- The Sir Angus Tait Memorial Scholarship program continued to bring new talent into the industry**
- The Partnership Program helped to establish the National Industry Dinner and Networking Events, which were a huge success in Adelaide, Brisbane, Perth and Sydney with high numbers of attendees and notable guest speakers
- The Sir Angus Tait Memorial Scholarship program saw more applications than ever before**
- ARCIA's voice heard through requests to speak at industry based events
- Higher rates of nominations for Industry Excellence Awards**
- Queensland's inaugural Dinner and Networking Event was a big success bringing together more than 100 members from the industry
- The Partner Prospectus was formalised**
- National events initiative rollout achieved
- Milestone NSW Event at Darling Harbour**
- ACMA engagement grows
- Milestone QLD Event at Victoria Park**

**Annual Industry Gala Dinner grew to 450 guests**

New Scholarships granted

**ARCIA supported RMIT EnGenius Awards**

50% increase in WA membership over the past year

**More Professional Users joined ARCIA**

Response to the ACMA paper on 900MHz band replan

**Response to the ACMA paper on Opportunity Cost Pricing (critical area)**

The formation of the Alliance with APCO Australasia and our working with them on the ACMA OCP response

**Our presence at Radiocomms Connect and APCO-A conferences, both as exhibitors and seminar presenters**

Responded to more queries from radio users with regard to technical and licencing areas.



# COMMITTEE REPRESENTATION

## **President**

Chris Kelly

## **Vice President and ACT Representative**

Martin McLeod

## **Secretary/Public Officer**

Bob Rogers

## **Treasurer/Finance Officer**

David Cox

## **Member & Accreditation Convenor**

Chris Stapleton

## **Member & NSW Representative**

Hamish Duff

## **Member & QLD Representative**

Anthony Blyth,  
Devran Roberts,  
David Lenehan,  
Jim Simpson

## **Member & SA Representative**

Jeff Perry  
Dennis Liddicoat

## **Member and VIC Representative**

Jamie Baker  
Alan Clark

## **Member and WA Representative**

Melanie Arnott

## *Sub-Committees*

### **Training and Education**

Bob Rogers, Chris Kelly  
and Craig Ross

### **Spectrum and Technical**

Ian Miller and Noel Higgins

### **Membership**

Melanie Arnott and  
Neale Joseph

### **Accreditation**

Chris Stapleton

### **Events and Partnerships**

Ian Miller, Anthony Blyth  
and Hamish Duff

# 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 to the Annual General Meeting 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.



# NATIONAL REPORTS

## NSW

ARCIA has once again had a successful year in NSW.

The ARCIA annual planning day was held in Sydney this year at RFI's Head Office. This event is central to the Association's workings with the identification of goals and setting of strategic priorities. We had a good turn out with 15 people from across the country participating on the day.

This was followed up by the inaugural Sydney Industry Dinner and Networking Event held at Darling Harbour. Almost 150 people attended the event at the Convention Centre. The dinner was organised by the NSW team including Martin McLeod, Hamish Duff, Roger Webber & Andrew Findlay. Industry professionals from around the country came together for an entertaining evening and it was well received by all. The guest speaker, Neale Joseph from Motorola, gave a humorous insight to our industry from an outsider's perspective.

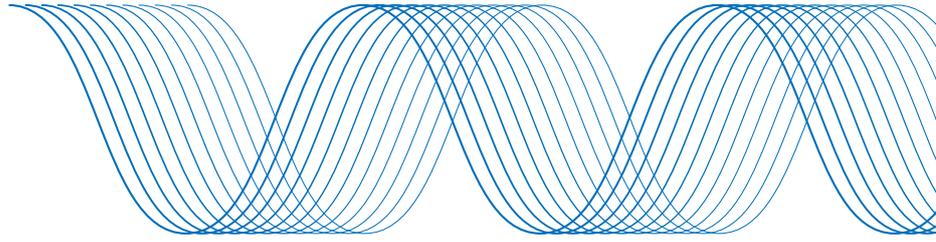
RFI once again held the Annual Spurious Challenge on Sydney Harbour following the dinner, which was a highlight in the NSW communications industry social



calendar. ARCIA was well represented with its own boat and crew. The event offered another perfect networking opportunity for the industry and, thanks to RFI, an invaluable chance to spread the word about the Association. More than 150 participants and 13 boats contested in the event. Gencom won the race, ahead of the ARCIA crew who finished mid-field.

On another positive note, our members reported good business conditions for the year. The metropolitan areas are buoyed by the ACMA 400MHz band plan changes, which come into effect in December. This has created a much welcomed buzz in the market. Other parts of the state are struggling to keep up with the demands of the mining industry and this has highlighted the shortage of qualified people within the industry.

The Association continues to lobby government over the Crown Lands occupation issue, however no more progress has been made to date.



## QUEENSLAND

A number of significant milestones were achieved in Queensland this year, with support for ARCIA growing in membership, Committee representation, industry events, and recognition of talent.

Our inaugural Industry Dinner and Networking event was held in April 2012 at a fantastic venue, gathering together almost a hundred members of the industry community in Brisbane. It was an outstanding event, which included an opening address by Ros Bates MP, Minister for Science, IT, Innovation and Arts, and keynote speaker Spencer Howson of 612 ABC radio.

Minister Bates spoke directly to the importance of the radio industry and its critical role in service/solution delivery in the future, and Spencer shared his passion for wireless communications and the ability for radio to instantly connect people.

At the QLD Industry Dinner, ARCIA was proud to announce Nick Gallagher of Nixon Communications Gladstone as the first ever Queensland recipient of the Sir Angus Tait Memorial Scholarship.

Queensland talent was also recognised in the Industry Excellence Awards at the ARCIA Annual Industry Gala Dinner in Melbourne in 2011, with the Engineering Elegance award given to Neil Sutherland of Nixon Communications, Gladstone.

This year ARCIA has also welcomed two new Accredited members from Queensland – RCS and Nixon Communications.

Support for ARCIA has also grown with two elected Committee members from Queensland, Anthony Blyth and Devran Roberts. In addition to this, fantastic support has been provided by Jim Simpson and David Lenehan. Together we are looking forward to another great year of growth for ARCIA in Queensland, focussed on the sustainability of our industry.



# NATIONAL REPORTS

## WESTERN AUSTRALIA

The radio communications industry in Western Australia continues to go from strength to strength and this was reflected in the FY12 membership numbers in Western Australia, which have grown 50 per cent over the past year.

There are many areas that are impacting our Western Australian industry at the moment and some of the key issues are Spectrum, Technical, Education and Training. Much of ARCIA's focus has been on these issues and developing strategies to address them and build a stronger industry.

ARCIA still has a lot of potential to grow and develop in Western Australia. A significant initiative that supported this was the 2011 Western Australian Industry Dinner and Networking Event. The evening brought together

a cross-section of radio industry people and allowed them a chance to network. There will be another Western Australian Industry Dinner and Networking Event held later this year so people within the Western Australian radio communications industry have the opportunity to broaden their networks, collaborate, develop a stronger voice and build a robust industry.

A main priority for ARCIA moving forward is to provide more training and entice new workers into our industry. It has become increasingly difficult to find staffing resources, and one strategy to encourage new people into the Industry is our Sir Angus Tait Memorial Scholarship program. It was pleasing to see that in November 2011 at the Annual Industry Gala dinner in Melbourne, Dylan Bucktrout from Mobile Masters in Western Australia was presented with a scholarship.

For those Western Australian individuals and companies that have not yet joined ARCIA, I urge you to do so as the greater the voices and the greater the support, the bigger difference ARCIA can make in supporting you and the local industry.

'ARCIA still has a lot of potential to grow and develop in Western Australia.'



## SOUTH AUSTRALIA

During the past year, Dennis Liddicoat (ex Telstra) provided his assistance to ARCIA in South Australia. It's great to see people of Dennis' experience showing interest in the Association and we thank Dennis for his offer to help.

As I meet with people in the industry, I'm told time and again that the biggest challenge that we have in South Australia is finding qualified and experienced staff. This problem is not unique to South Australia and is a focus of ARCIA across the country. The ARCIA Education and Training sub-Committee have been doing significant groundwork in this area and have some promising plans for the future.

FY12 saw the first ARCIA dinner held in South Australia at the National Wine Centre. This dinner was a tremendous success with guest speaker Carol Wilson from CSIRO proving to be a popular choice. This event received positive feedback from all attendees contacted and is destined to

become a regular and much anticipated fixture in South Australia's radio industry calendar.

In 2012, the dinner is being held at the National Wine Centre on the 20th September. I urge everyone to attend.

Accreditation continues to be a valuable service that ARCIA provides to the industry. Accreditation is a recognition that is available to ARCIA Members. It 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. We are continuing to work to have this level of endorsement recognised in tender processes.

For South Australian companies that have not yet joined ARCIA, I urge you to support the Association that is working to represent you and to apply for membership as soon as possible. The weight of argument offered by our representatives becomes more compelling when they represent a larger body. ARCIA membership is available to all industry individuals and companies as well as end users and government agency representatives, in addition to the many businesses that supply goods and services to these entities.

For further information please don't hesitate to contact me.

**Jeff Perry**

Committee member and SA representative

# OUR WORK

## ACCREDITATION

ARCIA has had an exciting year with successful events and increased membership, however, not many new companies are applying for the additional status of Accreditation.

We would like to remind all members that paid membership of ARCIA does not automatically make your organisation an Accredited Member Company. A further application and an additional nominal cost (to cover the cost of the Independent Auditor) is required to have a company formally accredited by ARCIA.

The applicant company submits to a basic audit by an independent person to confirm that the structure of their organisation and the experience and qualification of their key employees are of a standard that will see their customers receiving quality and professional service.

Simply put, an independent person, with experience in our industry, reviews the written application and supporting documentation, and may contact the nominated person of the application to clarify any points. A recommendation is then made to the ARCIA Committee so that the applicant company can be accredited.

The points of audit include confirmation of:

- it being a registered company
- how long the business has been running
- correct insurances in place
- an appropriate Health & Safety Policy and Training System
- some form of Quality Assurance process
- appropriately qualified and/or experienced staff for the tasks
- some form of ongoing training process
- references from existing clients and suppliers

The Member is then accredited for three years with a simple “check and confirmation” process required to renew the Accreditation for a further three year period.

It is not an onerous procedure and suits ALL members.

In FY12, the following companies achieved Accreditation:

- Telstra
- Nixon Communications
- Karera Communications



Currently there are a total of 20 Accredited Companies and there are still many more member organisations who can achieve this valuable distinction.

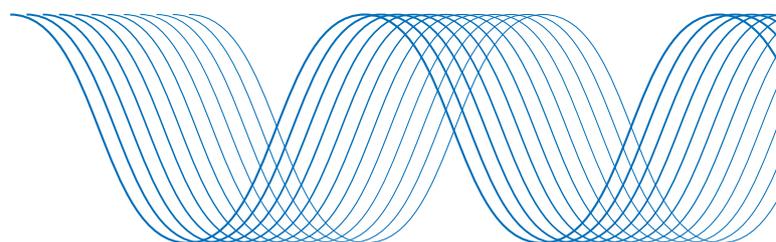
We encourage all member companies to take part in this process so we can further consolidate the standing of ARCIA in the business environment and increase membership contribution to the profitability of our businesses.

The time has come for all members to acknowledge that they are a crucial part of the radio communications industry, and should consider upgrading their membership to that of an Accredited status.

To apply for Accreditation, please visit the ARCIA website and download an application form.

## ACCREDITATION REGISTER

- Vertel
- Tetracom
- Tait Communications
- AA Radio
- Mastercom
- Comgroup
- JRD Communications
- Gencom
- Trio Datacom
- GME Standard
- 37 South Engineering
- Crosscom
- Radlink Communications
- Direct Communications
- Radio Communication Solutions
- Telstra
- Nixon Communications
- Karera Communications
- Digicom Wireless
- Combined Communications





# OUR WORK

# SPECTRUM AND TECHNICAL

This year has again been an active one for the committee on both spectrum and standards fronts.

## SPECTRUM ISSUES

The ACMA have two projects under way that have required comments on the Discussion Papers.

- Review of the 900MHz band – this discussion paper was released late in 2011 and your Association responded on behalf of the Land Mobile Radio (LMR) industry. We had serious concerns in the following areas:
  - the potential loss of the existing LMR channels at 800MHz
  - lack of any visibility of provision for the existing Fixed Services (point-to-point and point-to-multipoint) and SCADA services
  - no allowance being made for the Public Safety Mobile Broadband (PSMB) facilities
  - the obvious re-farming of the band to suit the requirements of telecommunications providers, in other words our valuable spectrum was to be auctioned off to the mobile phone suppliers.

In our response we highlighted these concerns and presented some options, together with arguments, in favour of the PSMB needs. Although initial reactions from ACMA personnel were that “it won’t happen”, we believe that the concerns we raised will be addressed due to pressure from other organisations, in addition to our comments. Given the amount of spectrum that the mobile phone carriers will be getting from the Digital Dividend (2 x 45MHz blocks), we contend they shouldn’t be getting a large amount in 900MHz. The project is yet to reach second

paper stage, however, we will continue to represent the LMR industry on these matters.

- Opportunity Cost Pricing (OCP) for Apparatus Licences in the 400MHz band – although not many people would realise it, this project has the most potential to impact negatively on the LMR industry. In essence, the ACMA want to progressively increase the Spectrum tax content of Apparatus Licences by 15% per annum for five years, effectively doubling licence fees. ARCIA submitted a response to the first discussion paper in 2009 and were one of only a handful of respondents. We have again responded to this paper and voiced our objections to the proposal. Although the concept of OCP is valid, setting the fees for spectrum based on demand or “loss of opportunity”, it is not ideal during a time of such change. Changes are still being made in the 400MHz band as a result of the previous review along side the open review on the 900MHz band. We will continue to oppose this project until such time as proper evaluations can be made in a stable market.

As mentioned elsewhere in this report, a strategic alliance has been made with APCO-Australasia and as part of the OCP submission. We worked with them to provide advice and support with their response to this paper. At first glance, it may seem that the APCO-A membership may not be affected by OCP, but they do have other frequency requirements that could be rolled into the increased value of spectrum as a part of OCP. In addition, many of the Public Safety Agencies rely heavily on ARCIA members for support and maintenance of their facilities, so anything that threatens the 300 or so LMR businesses and their several thousand employees is of concern to them. ARCIA strongly opposes this due to its adverse effect on the industry.

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## STANDARDS DEVELOPMENT

ARCIA continues to contribute to development of AS/NZS standards through representation on Standards Australia development committees RC004 (marine) and RC006 (land mobile and general).

### RC004

The introduction of AIS services and consideration of new display technologies and digital distress technologies are all part of keeping up with what is an international transport service and world-wide product market. The committee is also investigating possible IEC and ETSI replacements for the current AS/NZS 4415 VHF IMM standards and related DSC issues.

### RC006

This committee, chaired by the ARCIA industry representative, provides input to the review and update of existing standards and, where necessary, development of new standards (e.g. Digital LMRS). As a result of a recent review of older standards, AS/NZS 4771 is being revoked since it is effectively replaced by AS/NZS 4268. The committee has just finalised a revision of the AS/NZS 4268 short range devices standard, which encompasses a number of new technologies introduced into the low interference potential devices (LIPD) class licence arrangements in Australia. In response to a submission from ARCIA, ACMA have agreed to mandate the latest version of aeronautical standard AS/NZS 4385, thus introducing an ETSI path to approval for handheld equipment.

### ARCIA/ACMA discussions on progressing Standards arrangements to cover digital equipment

Standards development has effectively been stifled because of new user pays systems requiring a sponsor,

when equipment is predominantly sourced from overseas. ARCIA therefore approached ACMA late last year about the possibility of developing quasi standards with ACMA through changes to the licensing RALIs. This would have addressed digital LMRS technologies, which are not covered by the current standards regime, however, ACMA rejected this approach and favoured development of an AS/NZS digital standard.

As a result, ARCIA has encouraged the RC006 committee to make a submission to Standards Australia proposing development of such a standard by bidding for funds from the general funding pool that Standards Australia manage. The standard is proposed to be developed by an RC006 committee driven process and would provide Australian limits for the 25, 12.5 and 6.25kHz channel arrangements, spectrum allocations and environment.

If ACMA subsequently mandate this standard through the labelling regime as compliance level 2, then approvals could be based on evidence such as reports to overseas standards. It is proposed, where possible, to reference ETSI testing arrangements where confirmation of any aspect for compliance was needed. The proposed standard would thus formalise the current ACMA laboratory "spectrum impact testing arrangements" for general use by industry as a filter for accepting compatible digital technologies into land mobile bands alongside analogue services.

We will continue to maintain watch and present information to support the ongoing viability of ARCIA members and the LMR market in general.

### Ian Miller and Noel Higgins

ARCIA Spectrum and Technical Sub-Committee

# OUR WORK

## TRAINING AND EDUCATION

Education and training remains a focus for ARCIA, and this past year has seen some significant and concerning changes in the education arena.

In Victoria, the Technical and Further Education (TAFE) area has seen changes to its funding model, which affects not only the funding to the Registered Training Organisations (RTOs), but also the availability of government subsidy to those enrolling in programs. In excess of \$100 million has been cut from fee subsidies in the FY13 budget, causing TAFE providers to hit students with huge fee increases, and also to review availability of courses.

Higher education is also being affected by a huge reduction in international students. This reduces viability of delivering programs to local students, with courses in Electronic and Communication Engineering, and Information Technology being under review. It should be noted that this is at both TAFE and Higher Education level.

ARCIA have been involved in consultation with TAFEs and Universities over the telephone, through industry advisory committee participation and award participation which has resulted in changes being made to both program delivery and course content.

An area of concern that has been raised is the certificate level for radio apprentices, which is currently a Certificate III course, defined by the ElectroComms and Energy Utilities Industry Skills Council, also known as EEOZ.

Traditionally, radio technician programs have been at a minimum, Certificate IV level. Recent programs developed under the alternative skills council, Industry and Business Skills Australia (IBSA), have embraced Certificate IV technician training in their programs, such as ICT40310 – Certificate IV in Telecommunications – Radio Communications. EEOZ has a primary focus on electrical trades, where a tradesman achieves his competency at a Certificate III level, but clearly there is a huge disparity between the skill set of an electrical mechanic and a radio communications technician.

The Government is changing the focus in Industry Skill Councils, which will see some degree of freedom returning to apprenticeship programs, with higher skill levels likely to become available.

However, no matter what level of training is afforded, programs cannot and will not continue unless supported by the industries that require them. If the industry is not prepared to train apprentices, or seek higher level training for technical officers and engineers, we will quickly see this training cease to be available in Australia.

ARCIA remains committed to engaging with training institutions to provide guidance and support on programs and content, however it is vital that we have the support of our members to engage in these programs and train the technical staff of the future.

The Education and Training Sub-Committee for FY12 was comprised of **Craig Ross, Christian Kelly, and Bob Rogers.**

# OUR WORK

## SCHOLARSHIPS AND CHARITY

In 2011-2012, ARCIA, on behalf of Tait Communications, awarded the Sir Angus Tait Memorial Scholarship to James Duncombe from Mastercom in NSW and Nick Gallagher from Nixon Communications in Queensland and Dylan Bucktrout from Mobile Masters in Western Australia.

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 Ltd (now Tait 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 he 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 2012-2013 thanks to the support from Tait Communications, Omnitronics and RadioComms Connect 2012.

Over the past year, ARCIA has also been involved in several 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.

In February, ARCIA attended and supported the Annual Spurious Challenge on Sydney Harbour hosted by RFI. This year the fundraising helped raise \$1200 for the Salvation Army. Well done to Steve Jacques and RFI for leading this initiative and thanks to the NSW Radio industry for their generous support.



A young man with dark hair, wearing a dark suit, light blue shirt, and dark tie, is smiling and shaking hands with another man whose face is partially visible on the right. The background is a bright, out-of-focus outdoor setting.

**'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.'**



# OUR WORK

## EVENTS

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 the large number of people who attend the two-day conference and exhibition. In 2011, more than 450 people attended the event at Crown Palladium in Melbourne.

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 Industry 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, Teamwork and Service.

### 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. In 2011-2012, these events were held in various locations nationwide. Full reports of

these events can be seen in the state reports and on our website.

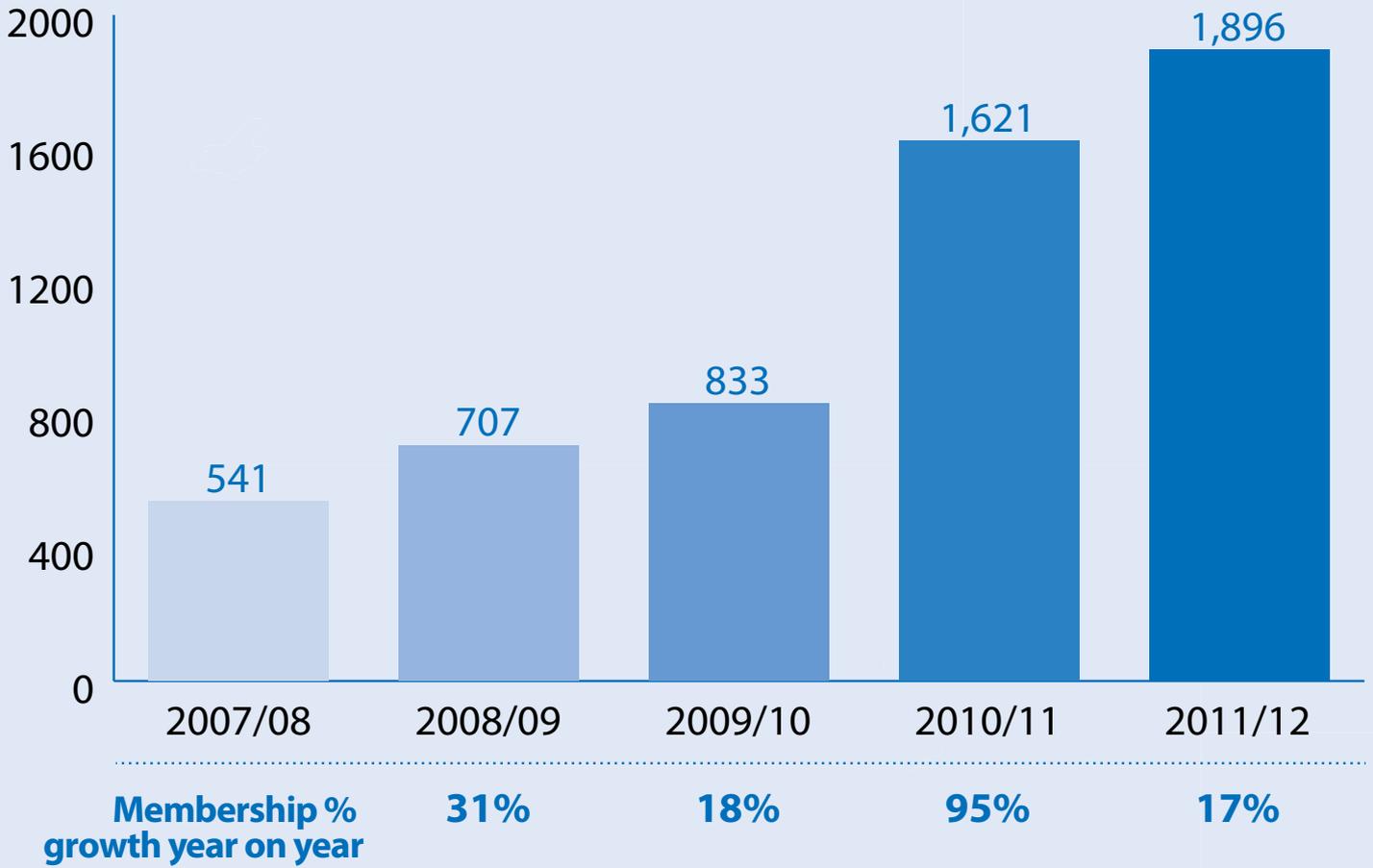
Throughout the year, ARCIA tries to ensure it supports numerous industry events throughout the country.

In FY12, 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 9th Annual Conference & Exhibition, which is the premier emergency services and public safety learning and networking event
- The ACMA's fifth conference on spectrum management RadComms2012
- ACMA Seminar on the Digital Dividend outcomes

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

# OUR MEMBERS



## Corporate Members

Telechnics  
MasterCom  
GME (Standard Communications)  
Gencom  
Tetracom  
Ridmar Data Services  
ComGroup Australia  
MCS Digital  
G & C Communications  
AA Radio Pty Ltd  
Crosscom  
Comwide Radio Services Pty Ltd  
J.R.D Communications Pty Ltd  
RF Industries  
Radio Warehouse Pty Ltd  
Benelec  
Telstra  
Tait Communications  
UTEK Communications  
Vertex Standard  
Logic Wireless Ltd  
JVC Kenwood Australia  
Milpeak Pty Ltd  
National Wireless Pty Ltd  
Trio Datacom  
Pacific Wireless Communications  
Lara Electronics  
Autophone Australia  
Essential Communications  
C & A Communications Pty Ltd  
EACOM  
Omnitronics  
Comwide Communications  
Polar Electronic Industries Pty Ltd  
Spectrum Engineering Aust Pty Ltd  
Step Global Pty Ltd  
Vertel  
PJ O'brien Electronics Pty Ltd  
Northern Territory Communications  
Miles Electronics  
37 South Engineering  
Nixon Communications  
Watts Communications  
Up-Link Communications

UHF Comms  
ZCG Scalar  
Icom  
Horizon Comms Pty Ltd  
Combined Communications  
TR Bearcom  
Mobile Masters  
Biscom Pty Ltd  
Direct Communications  
Mackenzie Country Communications  
Telephus Pty Ltd  
Oricom International Pty Ltd  
Radlink Communications  
High Country Communications  
Remcom  
Philcomm Pty Ltd  
Central Communications  
(Alice Springs) Pty Ltd  
Motorola Solutions  
CommSite Integrated Communications  
Justin Communication  
Solutions Pty Ltd  
Orange Horizons Pty Ltd  
Radio Communication Solutions  
Titan Recruitment & ICT Consultants  
Teleresources Engineering  
Electrodata Recorders Pty Ltd  
Capricorn Communications  
Communications Australia  
Ace Communications  
McCall Communication  
John Bennetts Electronics  
RadioComms Connect  
Codan  
Raedale Pty Ltd  
Renta 2-Way Portable Radio  
RF Innovations  
CSE Comsource Pty Ltd  
CommTel Network Solutions Pty Ltd  
Rojone Pty Ltd  
TCQ Pty Ltd  
AusOptic International Pty Ltd  
Servitel Communications

## Individual Members

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  
Rod Dowling  
Bobby Narain  
Daniel Clark  
Chris Stevens  
Steve Wilson  
Harmeet Bhatti  
Jason Bordujenko  
Vinci Technology  
Brendon Schollar

## Professional User Members

NSW Rural Fire Service  
Department of Planning,  
Transport & Infrastructure  
Barwon Water  
Queensland Police Service

## Student Members

Nicholas Persic  
Theo Goslett  
Matthew Hayden  
Nicholas Kelly  
SkillsTech Australia

## Life Members

Ian Miller  
Ian Hyde  
Martin Cahill



# OUR PARTNERS

Industry partnerships are vital to the operations of the Association and we sincerely thank all our partners for their fantastic support over the past 12 months. The long-term, loyal support of our partners is the key to achieving the Association's goals of raising awareness of our critical industry and its importance to the health of the modern economy.

Among many highlights for FY12 year, one to note is the formalisation of the Partnership Prospectus, which documented the benefits of being an ARCIA partner. This was particularly well received and resulted in a number of new partners coming on board. We would like to extend our thanks to Ian Miller and Anthony Blyth for their dedication to this task.

Motorola Solutions joined as the Platinum Partner and has shown a high level of support for all activities of the Association. It is rewarding to see that pivotal industry members recognise the importance of ARCIA and are prepared to work with the industry as a whole.

The Partnership program also helped to establish the regional events that occurred in Perth, Adelaide, Sydney and Brisbane this year. The regional events showcased the importance ARCIA places on continuing to strive to become a truly nationally representative Association. The exposure generated by these events goes a long way towards achieving that goal.

Looking ahead to FY13, ARCIA has introduced a new Partnership category called "Regional Limited Gold".

This is designed for partners who have a particular regional focus rather than a national one and wish to support ARCIA specifically through our regional events.

Finally, thank you once again for the tremendous support over the past 12 months and we look forward to an even better year ahead.

**Hamish Duff**

ARCIA Partnership Coordinator



Platinum Partner



**MOTOROLA**

Gold Partners



Silver Partners



**RFI**  
rfi.com.au



**KENWOOD**

Bronze Partners



# 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](http://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.

We engage with our members and other stakeholders via:

- Association and Industry News
- Bimonthly eNewsletter
- Social media network – LinkedIn
- Our website: [www.arcia.org.au](http://www.arcia.org.au)
- Regular member announcements
- Email, phone, snail mail and skype
- F2F meetings and teleconference
- Our annual report and surveys
- Digital media and print including industry magazines
- Industry events including RadioComms Connect and our national industry dinners and networking events

## Contact Us

### Events

[events@arcia.org.au](mailto:events@arcia.org.au)

### General

[info@arcia.org.au](mailto:info@arcia.org.au)

### Spectrum and Technical

[technical@arcia.org.au](mailto:technical@arcia.org.au)

### Accounts

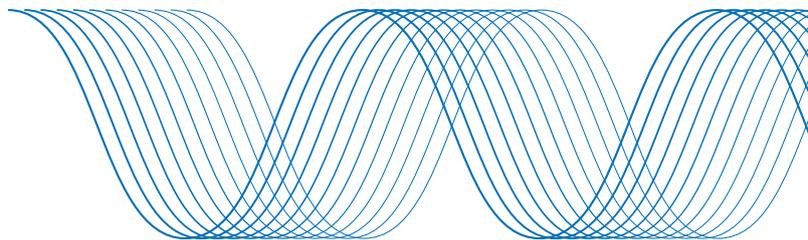
[accounts@arcia.org.au](mailto:accounts@arcia.org.au)

### Head Office

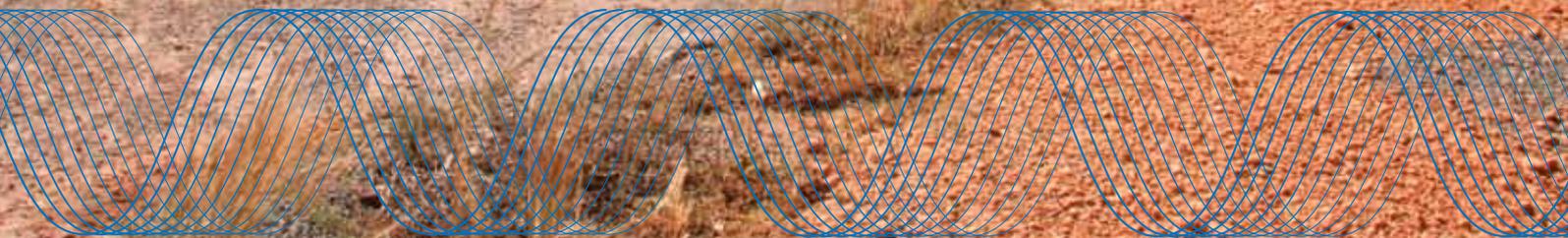
9/ 21 Huntingdale Road, Burwood, Victoria, 3125 Australia

## Connect With Us

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



Your Industry  
Your Association

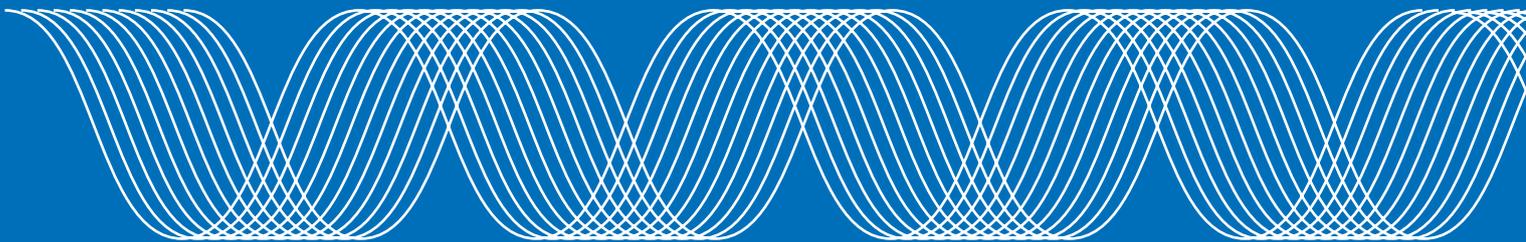


# GET INVOLVED

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 have read in this report, State representatives and Sub-Committees play a major role in managing, co-ordinating, implementing and promoting the Association's 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](mailto:info@arcia.org.au).



# ABOUT THIS REPORT

This is ARCIA's third annual report, which documents the Association's performance over the 2011-2012 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](http://www.arcia.org.au) with a small number of copies produced in hard copy to satisfy some of our stakeholder needs.

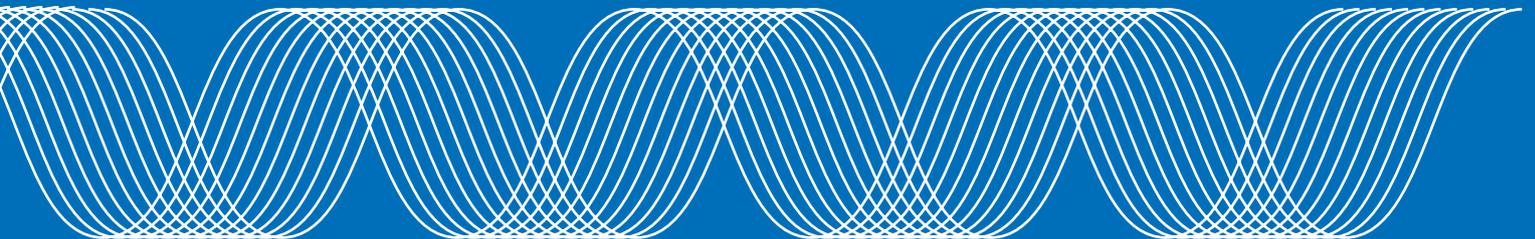
The Association's financial information is being released separately and will be available to members.

Comments about this report are welcome and should be directed to [info@arcia.org.au](mailto:info@arcia.org.au) or:

**ARCIA Head Office**

9/21 Huntingdale Road  
Burwood, Victoria, 3125

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[WWW.ARCIA.ORG.AU](http://WWW.ARCIA.ORG.AU)