



# WE KNOW WIRELESS

2019  
ANNUAL  
REPORT

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



# NO PLANE TAKES OFF NO SHIP SETS SAIL NO TRAIN LEAVES THE STATION

*Essential services can't operate  
Without a working radio.*

Two-way mobile radio is a unique, interconnected and irreplaceable part of the modern ICT world. It provides secure and reliable wireless communications networks for instant one-to-many voice and data calls over wide coverage areas.

While the radio communications industry itself isn't widely known to the public, every day, millions of Australians rely on the essential services that radio enables. What's more, this "invisible" industry contributes a whopping \$3 billion+ to the Australian economy every year!

**ARCIA is the voice of this \$3bn industry in Australia.**

Educational seminars, national networking events, position papers to government and industry, training, and career maps for industry talent are just some examples of what ARCIA provides to members.

▶ **Watch our video to learn more about ARCIA and radio communications:**  
[arcia.org.au/arcia-and-our-members/about-arcia/](http://arcia.org.au/arcia-and-our-members/about-arcia/)



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# TABLE OF CONTENTS

## INDUSTRY OVERVIEW

The Radio Communications Industry	7
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## EXECUTIVE REPORTS

2018 President	8
Executive Officer	10
Treasurer	12

## ABOUT ARCIA

Mission	14
Aim	14
Committee	14
Committee Members	15
Industry Achievements	16

## STATE REPORTS

Victoria	19
South Australia	20
New South Wales	21
Queensland	22
Western Australia	23

## OUR WORK

Training and Education Report	25
Spectrum and Technical Report	26
Standards Report	29
Accreditation Report	30
Membership Report	30
Events Report	33
Marketing Report	34
Community Involvement	35
Global Engagement	36
Stakeholder Engagement	38
Get Involved	38

## CONTACT US

38

## OUR PARTNERS

2017-2018	39
2018-2019	39

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*Our cover image - as the IT world moves towards 'cloud computing', so too is the wireless world developing cloud interfaces.*

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## INDUSTRY OVERVIEW

### THE RADIO COMMUNICATIONS INDUSTRY IN AUSTRALIA

**The radio communications industry is a vital and essential part of daily life in Australia, but as it happens without people realising it or seeing radio in action, it is often overlooked in importance.**

**Two critical applications include emergency services using radio communications to protect life and property, and every major resource project in Australia relying heavily on radio communications for their daily operations.**

Many believe that mobile phones have replaced the need for radio communications and, in some instances, this may be the case. But in most radio applications there is a need for multiple parties to communicate and mobile phones are only designed for one-to-one communications. When you add the levels of redundancy that ‘mission critical’ and ‘business critical’ applications require, they are well beyond the normal mobile phone operating parameters.

As the voice of the radio communications industry, ARCIA members are heavily involved in providing essential communication tools, from safety communications for school excursions and local swimming pool lifeguards, to recreational and industrial users, major resource projects and the mining industry and government and emergency service areas.

*It is our members who supply, design, install and maintain these necessary communications links—we are the vital support network behind the essential services.*

There is no doubt that the radio communications industry is like most other industries—it is the people who work in the industry that make it all happen. From engineers to technical apprentices, from management and consultants through to clerical support staff, our industry comprises highly skilled people from all walks of life.

The radio industry offers many different working environments and we offer many essential services to our clients. By giving excellent support and providing strong benefits to our clients, we are a vital part of Australia’s economy. We encourage people to learn more about our industry, as we are now one of the leading proponents of ‘converged communications’ where the communications world merges with the Information Technology (IT) sector. It is the radio communications industry that is moving into the IT world and leading the way with equipment that is IP-connected.

ARCIA is continually striving to improve our industry and to enable rewarding careers for the thousands of people who work in the radio communications industry. Over recent years we have seen a trend within our client bases towards requiring high capacity data in their operations. This has brought our association to the stage where we are now active participants in the ACMA discussions on spectrum for mobile broadband, and as a result of ARCIA initiatives the guidelines for spectrum licencing and allocation are changing to facilitate smaller and private LTE systems. ARCIA will have a role to play in the 5G world.

Radio communications is an exciting and innovative industry, which is growing stronger each year.

**This Annual Report gives an overview of our Association and our industry.**



## EXECUTIVE REPORTS

### PRESIDENT REPORT: *HAMISH DUFF*

Another busy year for the Association—it certainly feels like it has gone by in a blur! ARCIA continues to represent the industry across many areas. Spectrum remains a key focus for the industry to ensure both existing and future arrangements take into account what our industry does for Australia.

Members of the Association committee attended the annual Australian Communications and Media Authority (ACMA) RADCOM conference in Sydney, have met with ACMA officials, and responded to consultation papers.

Many areas of spectrum management are changing with 5G, spectrum sharing and legislation issues prominent. ARCIA has invited ACMA staff to attend our events around the country as we find this is very useful for both the ACMA and members of the industry. Once again our Executive Officer Ian Miller has spent a huge amount of time responding to consultation papers that the ACMA often provides very little notice. However the input from the Association is valued and, regardless of future technology options, the Association believes it is important they highlight the value that all users of spectrum represent.

Events are the primary way that members of the Association get together and over the past 12 months there have been numerous events around the country. All events have been well attended with over 1,000 people coming together to network and celebrate the industry. Each state chooses a member that exemplifies best practice and the list of very worthy winners continues to grow. It never ceases to amaze me how many dedicated and knowledgeable people are in our industry.

For this year ARCIA ran both daytime training sessions followed by the networking events in Perth and Brisbane rather than the traditional Comms Connect during-the-day approach.

Once again we must thank Ian Miller for stepping into the breach and making this happen. Despite my personal concerns, members and guests did respond well and the events worked well. In Perth, Chris Fosten from the ACMA provided a presentation on focus areas for the ACMA and the subsequent question and answer session was very useful.

Of course the headline act is the annual Industry Gala Dinner and once again 500 attendees celebrated at the Melbourne Convention Centre. Held alongside Comms Connect, both events were a terrific success and we hope that 2019 will be even better.

The Association continues to work with international partners to share information and bring information back to Australia. Over the last 12 months we attended the annual meeting of the Government Wireless Technology & Communications Association (GWTCA) in the US and of course our close neighbours from New Zealand, RFUANZ. Committee members from RFUANZ attended our annual planning day in Brisbane and there were excellent discussions on many subjects. ARCIA also attended the PSCE conference in Lancaster in the UK in June, this event encompasses most of the European critical communications community and we are pleased to be both able to represent our region as well as bring information back to our members. Everyone has similar issues with spectrum, training and technology and by working together we are able to learn the lessons from other countries.

For 2019, the planning day was held in Brisbane so that local members could attend. We enjoyed two excellent days and it was very well attended by committee, partners and associates.

*There is a growing recognition that our Association is not really a "Radio" Association anymore—the needs of our industry are far broader.*

We have many members now providing private LTE networks in the mining industry amongst many other services and this supports our belief that the wireless future goes beyond traditional LMR. This year the association met with the TCCA and the ATCCF to discuss how we can work on our common interests in critical communications and we intend to further that relationship.

Elsewhere in this annual report you will read greater details, however, I am delighted to report that over 2018/19 we finally got started on the ARCIA-led industry-based training. Over 150 members have already attended sessions in Melbourne, Perth, Sydney and Brisbane. ARCIA is very grateful to RFI Technology Solutions for providing key staff and content to assist. ARCIA intends to expand the program and provide membership value through training.

**Finally I would like to thank our committee members for their dedication and commitment, our commercial partners for their support of the Association, and Westwick Farrow—our media partners—for their efforts across the country over the last 12 months. Our industry has a lot to be proud of and with everyone's continued support we can continue doing what we do.**







## EXECUTIVE OFFICER REPORT: IAN MILLER

**Here we are with another year gone, but with so much happening and so many great gains for our Association the time really just flies by. It just goes to show how relevant our organisation is when we are involved in so many activities.**

Our highest profile activity is of course our annual Industry Gala Dinner held in Melbourne each year, and again last November we hosted over 500 industry personnel at the dinner. To really get an indication of just how popular our Industry Gala Dinner is you only have to listen to our international visitors; they are all amazed that as an independent industry body we can have all of the industry suppliers and personnel all coming together in one location. Internationally, they rarely see such large numbers for a non-supplier sponsored event.

As always our awards are a high point of the evening and to see personnel from the full range of occupations in our industry represented in the awards is terrific. This year was especially pleasing to see recognition of our President, Hamish Duff, being the recipient of the Jonathan Livingstone Seagull Award. It truly recognised the excellent work he does both within our Association as well as other bodies and his own business as well—congratulations Hamish! As one of the judging panel for our own ARCIA awards it is always humbling to see exactly what our nominees have done as part of their nominations by their peers, and it must be kept in mind that those nominated for our awards are all nominated by their workmates and clients, well done to all.

In addition to our regular industry events around Australia, we also have a committee planning session each February, this is where as many of our committee as possible meet and sit around the table to talk about the way ahead. Each year as we do this we take a quick look back to see what we might have achieved over the previous 12 months, then set ourselves some targets for the coming year. This past year we met in Brisbane for the two days to give our local committee members the chance to be involved, but we still had many who travelled from interstate to be a part of the discussions. Often at the end of the sessions we look at the targets for the year ahead and wonder whether we will achieve them all, and it is always pleasing to see that in most cases we have made progress when we do our annual review and that we usually achieve significant milestones.



This year we have put a concerted effort into training. An overall 'Training Skills Mission' has been developed and as part of this we have instituted Professional Development training workshops. Later in this report you will read more about these efforts, however, we must pay tribute to Chris Stevens for his leadership in this area and for making the first sessions happen at Comms Connect in Melbourne last year. To capitalise on the initiative we have since run similar workshops in Perth, Sydney and Brisbane, with more planned for the coming year, plus new topics being introduced. Although getting TAFE-style training established is still a work-in-progress, the professional development series is providing a realistic training option for both new employees and refreshers for existing personnel. We must also thank RFI Technology Solutions for their whole-hearted support in providing content and instructors, this is a great initiative and we encourage other industry organisations to get involved as well.

Each year we have a high degree of involvement with the Australian Communications & Media Authority (ACMA), our spectrum regulator. This interaction comes in several formats, from responding to discussion papers (typically about eight or ten each year), to meetings with ACMA senior management and with meetings with operational staff throughout the year. We also contributed to the ACMA Radcomms conference again this past year as part of our strong relationship with the ACMA.

Over recent years we have been lobbying for spectrum to be made available for Private LTE systems and we are pleased to see that our efforts are bearing fruit, more on that later in this report. We also interact with the Department of Communications regularly and we are always made welcome and our opinions are valued and respected.

It is also important to recognise the contribution made to our Association by our partners, or sponsors. We are fortunate to have basically all of our industry equipment suppliers support us both financially as well as in many other ways and, in an industry that is highly competitive, it is a pleasure to understand that our partners will work with each other for the overall benefit of our industry. Of course, this hasn't happened overnight and not without the efforts of the ARCIA committee members present and past. The ability of all to work for the common good is testament to our committee being a microcosm of the industry and setting good examples.

*To our partners, please accept my sincere thanks for your cooperation and determination to help out in as many ways as possible.*

Looking to the future we always seem to have exciting things on the horizon, this year we are looking forward to setting some international links in place to help with industry training, as well as working with the ACMA and our members to move into the wireless broadband markets. For several years I have been encouraging our members



to embrace LTE as this will soon become the communications platform for many of our existing clients. If your clients know and trust you now, they will appreciate having you involved in their new technologies as well.

*This is our future—maybe radio will continue to be around for a long time yet, but broadband will become important.*

My final thought is something that was raised at the planning days this year, and has been a topic of discussion for a couple of years now; *How to get beyond having Ian Miller as the Association's motivating force?*

Although I love working with you all, it is time for someone else to step up and take the organisation into the next phase of our growth. After so long it is time for some new blood. We have a fabulous team on the committee and they share a large amount of the work, and whoever comes into the role in the future can make their own way—there is no need to repeat the mistakes I have made. Put your own emphasis on the growth and operations of this great organisation.

**I intend to be around for some time yet, but ARCIA really needs some new vision to take the Association and our industry into an exciting future. Look around and see who you think might be a good leader for our industry?**

*Ian Miller.*





**TREASURER REPORT:  
ANDREW WYBORN**

The Association has once again met all of its financial commitments this financial year and as at 30th June 2019, we reported a small financial year profit of just under \$400.00 for the period 1st July 2018-30th June 2019. This result is down on our long term average, however it is a welcome increase to last year's result.

The total expenses of the Association this year was a slight decrease of \$3,000.00 on last year's amount to just over \$362,000.00.

The majority of the Association's expenses this year are in line with previous year's average, with a few exceptions being increases to the following;

- Dinner costs of \$23,000.00
- Administration costs of \$12,000.00, and
- Meeting and Training costs of \$5,000.00

We also saw a decrease to our travel costs down \$5,000.00 on last year.

With the introduction of the ARCIA run state-based training workshops in Perth and Brisbane this year we have had an increase in our overall training expenses this year.

The biggest expenditure for the Association continues to be our national events, such as the annual Industry Gala Dinner held in Melbourne and our state-based dinners. These represent 50% of our costs with many events being subsidised by ARCIA to help our member's network with other radio industry users.

*The Association's income was just over \$362,000.00 for the financial year 2018-2019, a \$45,000.00 increase from the previous year.*

The Association's income as with past years is predominantly made up from our partners 42%, our memberships 25%, and ticket sales to our events 28%.

The Association is in a sound financial position for next year with a balance of just over \$90,000.00.

Even though the Association continues to grow, and our activity levels are increasing, I am happy to report that we have been able to hold our costs associated with Customer Service, Accounts Payable and Administration to the same amount as last financial year.

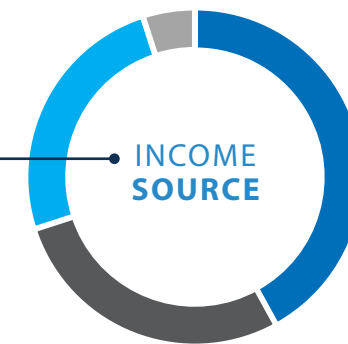
The Finance Committee continues to ensure that all expenses are in the best interest of our Members and our Association.

**I would like to thank all of our financial supporters of the Association, as without your generosity we would not be able to function on the scale in which we do.**

**FINANCIAL YEAR INCOME**



**FINANCIAL YEAR EXPENSES**



**42%**  
PARTNERS

**28%**  
EVENT TICKET SALES

**25%**  
MEMBERS

**5%**  
OTHER



# ABOUT ARCIA

## MISSION

The Australian Radio Communications Industry Association (ARCIA) is an Association representing individuals and professional organisations that provide and support two way radio communication and wireless-based solutions, whose mission is to:

- Promote and foster future industry development and growth.
- Promote high ethical standards of business conduct within the industry.
- Create environments to promote the exchange of ideas among its membership, radio users, industry professionals and manufacturers.
- Provide educational and promotional opportunities to enable its membership to grow and advance professional standards.
- Represent and promote the interests of its membership to the radio user community, manufacturers, regulators, other Associations and the media.
- Provide, from time-to-time, specialist services that the membership require to further develop the interests and benefit of the industry.

## AIM

ARCIA's key aim is to actively canvass support and involvement from all sections of the radio communications industry right around Australia in order to become an effective voice on behalf of the industry to the Australian government and regulators.

ARCIA also strives to implement diverse, industry-specific initiatives to raise the profile, importance and awareness of radio communications in Australia.

ARCIA aims to reach out to other similar industries and organisations to improve the ability for wireless communications to be recognised as an essential service.

To also support the Public Safety sector with advice and support in their needs to have communications facilities offering the best possible communications platforms.

## 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 fulfil 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 are 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.**

## COMMITTEE MEMBERS: 2018-2019

### EXECUTIVE GROUP

<b>PRESIDENT</b>	Hamish Duff	<i>New South Wales</i>
<b>VICE-PRESIDENT</b>	Gary Botley	<i>Queensland</i>
<b>VICE-PRESIDENT</b>	Glenn Sneddon	<i>Victoria</i>
<b>SECRETARY</b>	Kathryn Millican	<i>Western Australia</i>
<b>TREASURER</b>	Andrew Wyborn	<i>Victoria</i>
<b>EXECUTIVE OFFICER</b>	Ian Miller	<i>Victoria</i>
<b>PROJECTS OFFICER</b>	Geoff Spring	<i>Victoria</i>

### GENERAL COMMITTEE

Mark Byford	<i>South Australia</i>
John La Cava	<i>Queensland</i>
Graham Rallings	<i>Queensland</i>
Denis Colbourne	<i>Queensland</i>
Phil Dowd	<i>Queensland</i>
John Whittaker	<i>Queensland</i>
Brad Welch	<i>Queensland</i>
Chris Stevens	<i>Victoria</i>
Chris Stapleton	<i>Victoria</i>
David Britt	<i>Victoria</i>
Roger Webber	<i>New South Wales</i>
Wayne Turnbull	<i>New South Wales</i>

### SUB-COMMITTEES

<b>SPECTRUM &amp; TECHNICAL</b>	Ian Miller	Convenor
<b>TRAINING &amp; EDUCATION</b>	Chris Stevens	Convenor
<b>MEMBERSHIP</b>	Graham Rallings	Convenor
<b>WEBSITE</b>	Kathryn Millican	Convenor
<b>ACCREDITATION</b>	Glenn Sneddon	Convenor
<b>EVENTS</b>	Ian Miller	Convenor

### EX-OFFICIO MEMBERS

Noel Higgins	<i>Victoria</i>
Jamie Baker	<i>Victoria</i>
Kit Wignall	<i>Victoria</i>
Andrew Findlay	<i>New South Wales</i>
Rob Howes	<i>Western Australia</i>
David Cox	<i>Victoria</i>
Damian Costello	<i>South Australia</i>
Nick Stefanou	<i>Queensland</i>





## INDUSTRY ACHIEVEMENTS: ARCIA MEMBER UPDATE

What has ARCIA achieved for our members? Over the years, our Association has made some great achievements for our industry:



### Industry networking

We have made it possible for all of our members to get to know each other and share information. Simply to realise that although we are all busy every day, others have similar problems and by networking we can work together for the benefit of all.



### Industry dinners

Our networking dinners are held each year in Perth, Sydney, Brisbane, Adelaide and Melbourne, and are the industry highlight of the year in each location. We now regularly get combined attendance of around 1,000 industry personnel at our dinners, with over 500 attending the Industry Gala Dinner in Melbourne. Our international visitors are always impressed with both the attendance and vibe at our dinners.



### Industry 'Sundowners'

Initiated in Perth, these casual Sundowners or happy hours are now beginning to be held in several locations and provide another opportunity for our industry members and users to meet casually and talk about common issues and successes.



### Training

Although this has been a long-running issue for our industry, we are now beginning to make some headway. Over the past 12 months we have initiated a series of Professional Development training workshops and have now provided additional technical training to around 150 industry personnel. We are still working on getting apprenticeship training for the future.



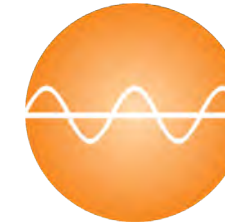
### Careers education

Each year our committee members and others attend student careers events in Victoria, New South Wales and Queensland. The aim of our attendance is to not only try to encourage students to consider wireless as a career option, but to also educate them on how radio and wireless is an important part of their daily life.



### Industry accreditation

In order to encourage continuing improvements in skill levels amongst our members we have an accreditation program that enables member companies to be seen as offering a higher level of support and skills to clients. Each year we see new organisations seeking accreditation.



### Spectrum management

We are recognised by the ACMA and Department of Communications as the peak body representing the radio communications industry. Our opinions are sought and listened to by both of these bodies and we regularly contribute to ACMA Radcomms conferences. We have also successfully lobbied for spectrum for private LTE (pLTE) services to allow our members to enter the market for these services.



### Spectrum review input

Recently there has been a review set up for the Radiocommunications Act (1992) to modernise and make the Act work for industry and users in a better way. Our industry accounts for around 50,000 apparatus licences and as such we have quite a significant input to the review. We also help other user groups to put their case for protection or better management of their spectrum needs.



### Industry information

Over time we have not only responded to many ACMA Discussion Papers on multiple spectrum issues, we have also built up a library of information for our members, including –

- Economic research on the value of the spectrum used for LMR services
- Standards for Electrical Equipment for Hazardous Areas (EEHA/Intrinsically Safe)
- Code of conduct for interconnecting VHF Airband radios to LMR services
- Recommended standard for installation of equipment into vehicles
- New voluntary standard for digital radio equipment – AS/NZS4768.3
- FAQ sheet for correct use of UHF CB frequencies
- International affiliations – we have established many international linkages.





## STATE REPORTS

### VICTORIA REPORT:

We are pleased to present this report on the activities of the Victorian committee members for the last 12 months.

As with previous years our Victorian committee members were active in the planning and implementation of the Comms Connect Conference and Industry Gala Dinner, held in November 2018. Whilst these two events certainly attract the most attention, they are by no means the only areas we have been involved in.

The Victorian state-based award—the Victorian Industry Professional of the Year—was once again deliberated by the committee and our winner, Steve Reining of JRD Communications went on to represent Victoria with the other four state-based winners being nominated for the Peter Wallace Award at the Industry Gala Dinner.

The committee received nominations from people in our industry representing all aspects including sales, project management and engineering.

Steve Reining was a clear winner due not only to his high level of professionalism and adherence to strict quality and professional installation techniques, but for his tireless work in the Amateur radio community. Many in our industry may not realise the level of successful “newbies” our industry receives directly from the Amateur Radio Community each year, with encouragement, support and first-hand knowledge provided by people just like Steve.

The Victorian Industry Professional of the Year was presented at our Sundowner event held in October with member’s enjoying a refreshing ale, snacks and exchanging many tales and catching up with many acquaintances.

*The concept of the ‘Sundowners’ is to allow members and radio users to gather for a quiet drink and some light snacks at the end of the working day in a social environment and generally share information.*

We are always keen to be involved in industry and community activities, so if you have any ideas on other areas we could be involved in please contact a committee member or get in touch with us through our website.

*The Victoria Committee: Chris Stapleton, Glenn Sneddon, Ian Miller and Andrew Wyborn.*





## SOUTH AUSTRALIA REPORT:

**With some changes in the various channel partners in South Australia during this past year perhaps there are indications that our market is coming out of the doldrums and being revitalised. This year has been another good year for ARCIA in our state and our regular networking dinner at the National Wine Centre is always popular. Again this year we were unable to manage to have any events during the day but plans are in place for changes this coming year.**

The highlight of the night was the interesting and informative talks from our guest speakers which showed the strong links between the Royal Flying Doctor Service (RFDS) and the communications industry. When Rev John Flynn was concerned about the lack of medical facilities for the people living in remote Australia he had a vision of having some form of aerial support for them. The difficulty was that in an era of little permanent power supply and no telephones to remote areas he needed some extraordinary support. Alf Traegar from Adelaide, designed a generator power supply operated by bicycle pedals and so the pedal radio was born.

That design then created the need for fixed wireless equipment at the Flying Doctor bases and Codan became the organisation to design and manufacture the fixed equipment for the system. Codan are one of ARCIA's promotional partners and celebrated their 60 year anniversary this past year. The second link to our industry is that one of Alf Traegar's grandsons is still active in the communications industry in Adelaide and Justin Salisbury is a well-known identity in our industry. One of Alf's daughters, Anne Smallwood, gave an interesting talk on her father and his many inventions, as well as talking about living with an inventor and having to know Morse Code, a very common communications requirement back at that time.

Following on from Anne's interesting talk, Anthea Rice from the RFDS Central division then gave us an outline of the modern RFDS operations and pointed out that a high percentage of their emergency calls in modern times are for people with metropolitan addresses.

*This shows us that often people don't realise they depend on the RFDS until it is an emergency.*

On the evening we conducted a quick fund-raising effort and donated over \$1,400 to the RFDS to thank them for being involved in our annual dinner. Anthea's presentation showed photographs of their newest aircraft, a Pilatus Jet, with much greater range and capacity.

As part of the night we were also pleased to present the 2018 South Australian Industry Professional of the Year Award to Peter Bryant. Peter has devoted many years to improving communications systems as well as being active in his local community, and we congratulate him on winning this prestigious award. As the award winner, Peter was invited to Melbourne to attend the ARCIA Industry Gala Dinner as the South Australian finalist in the annual Peter Wallace Industry Professional of the Year Award.

This year we have also had a new feature for industry networking. In June we had a Sundowner for industry personnel and we were fortunate to be able to hold this event at the RFDS base at Adelaide Airport. Unfortunately the proximity to the end of financial year, and with one of the industry suppliers scheduling a Government education session on the same day, meant our numbers were a little down. However, it was a great night and we plan to have similar events in the future—keep an eye open and come along for a casual evening with your industry peers!

**For further information, please don't hesitate to contact me or check the ARCIA website at [www.arcia.org.au](http://www.arcia.org.au)**

*Mark Byford.*



## NEW SOUTH WALES REPORT:

**Over the last 12 months NSW members participated in regular meetings with the ACMA in both Sydney and Canberra. The release by ACMA of the FYSO (Five Year Spectrum Outlook), which discusses changes to licensing and spectrum, has meant that ARCIA need to have sustained and relevant input. The ACMA continue to see value in engagement with our industry association and this was confirmed by the high turnout and interest during the ARCIA presentation at the ACMA headquarters in late February.**

The NSW membership of ARCIA has increased slightly with a couple of new members joining through the year.

There has been continued engagement with the NSW Business Chamber regarding the push to attract young people into our industry. ARCIA members have contributed to this via attendance at Apprenticeship and Trainee expos as well as in-school presentations to students from Year 10-12. Two expos were supported this year in Western Sydney and Central Coast. Both were well attended and resulted in an apprentice joining a central coast-based dealer.

The NSW 2018 Radio Professional of the Year, Tibor Bece, represented NSW at the annual Industry Gala Dinner in Melbourne. We look forward to seeing the 2019 recipient, Tim Jensen, do the same later this year. Our Sydney dinner in June was held at Rosehill Gardens Event Centre. This is the same location as the Comms Connect show and the dinner flowed on directly from the end of day one at the show. The dinner was again well supported with approximately 180 in attendance.

ARCIA continues to work collaboratively with the Comms Connect team and again exhibited at the Sydney event. Interest and engagement was enthusiastic, from both exhibition attendees and conference delegates. The structured training program offered by RFI Technology Solutions in conjunction with ARCIA was expanded to include a Sydney session—attendees found this to be very informative and valuable. With numbers exceeding 20 and sourced from state government agencies, corporations and industry dealerships, the program was seen as a great success. It is expected that this training program will continue to expand with new topics being developed for rollout at future events.

During the latter part of the year the IPART Tribunal have been undertaking a review of the rental rates charged for communications towers on Crown Lands. This has always been a significant issue for our industry among others and it was decided that we should seek some external assistance with our response to the tribunal this year. As the IPART review document tends to be aligned with economic theory we invited Windsor Place Consulting (WPC) to help us out. WPC were the organisation who undertook the economic report into our spectrum value several years ago. They helped us to prepare, produce and submit a very comprehensive submission for the IPART Tribunal.

*As a result of our submission and several others, the IPART Tribunal have recommended that the rental rates for co-users should be significantly reduced from several thousand dollars a year in most previous cases, to around \$500 per year in the future.*

This is a big win for our members in New South Wales. At a public consultation meeting held in mid-July 2019 we again put our case regarding a couple of other factors and we will continue to challenge the thinking of the tribunal.

**The actions taken so far have provided real benefits for our industry and our members.**

*The New South Wales Committee: Roger Webber, Stuart Munro, Wayne Turnbull and Hamish Duff.*





## QUEENSLAND REPORT:

**The Queensland Annual ARCIA Gala dinner and Networking Event held on Thursday 25 July 2019 at the Rydges Hotel Southbank was a great success. The event enjoyed enthusiastic support from around 80 Queensland Wireless Industry Professionals. After pre-dinner drinks on the Pool Deck everyone moved to the 12th floor function room with its magnificent view of the city lights across the Brisbane River, a great backdrop to the evening, for a sumptuous three course dinner.**

Anne Smallwood, the daughter of Alfred Hermann Traeger (OBE), an Australian inventor known for the development of the pedal radio, spoke of her father's life as well as what it was like to be the daughter of an inventor in the early twentieth century. Anne concluded her speech in the most appropriate way, using Morse code only, following her father's rule of 'no talking after lights were out unless you were prepared to converse in Morse'. Heather Stott from the Royal Flying Doctor Service Brisbane spoke of the modern service with links back to the points mentioned by Anne. Over \$2,000 was raised by guests for the Royal Flying Doctor Service during the night.

The QLD Industry Professional of the Year (IPY) was awarded to Derm Guerin. Throughout his time in the industry, Derm has been a mentor and trainer for many young people and has always employed and encouraged young people too. He has also been keen to promote and improve the skills of sales people to continue to grow our industry. Derm will now be the Queensland representative for the judging of the Peter Wallace Industry Professional Award announced in Melbourne later this year.

In conjunction with the industry dinner and networking event in Brisbane, ARCIA ran a conference during the day with two professional development training workshops. The conference program covered a broad range of topics including the 3GPP standard and developments in the mission-critical area.

There were two sessions related to the changes that are going to happen within the incident control room environment, in particular, what will need to happen with the move towards LTE when control rooms have been predominantly voice-centric until now.

Blended technologies were also covered in two presentations, one concentrating on utilising 4.9 GHz Wi-Fi mesh networks in the ACT to provide high capacity data streams to emergency service vehicles, and the second presentation highlighting how

NSW Fire & Rescue are using multiple technologies to ensure their appliances and personnel can rely on their communications channels always being available.

Twenty five people undertook the professional development training workshops covering RF Filtering and transmitter multi-coupling. Twelve people attended a session on GIS and mapping systems. Comments on the session were very positive and this topic will now be repeated in other locations later in the year.

*The ARCIA Professional Development training has now reached 150 attendees in the past twelve months, a great response from industry and users.*

The ARCIA team exhibited at the Brisbane Careers & Employment Expo held 24-25 May 2019 at the Brisbane Convention and Exhibition Centre. Our objectives for this event were:

- to interest young people in a career in our industry, and
- to educate attendees that there is more to wireless communications than their mobile phone/camera/internet device/games device/social media interface.

**The event was well attended by students, their parents and mature age people looking for a career change. Many conversations were held with attendees that provided them with information on a career in the wireless communications industry.**

*The Queensland Committee: Gary Botley, John La Cava, Graham Rallings, Brad Welch, Denis Colbourne, Phil Dowd and John Whittaker.*



## WESTERN AUSTRALIA REPORT:

**The past 12 months have provided for significant growth in our industry in Western Australia, particularly in the construction and resources sector, and associated industries. As always, the size of our state and the complexity of environmental factors in Western Australia provide lots of challenges for the businesses that operate here and their ability to develop an approach to technology that is resilient and reliable. The hybridised approach to projects is continuing to develop as new opportunities emerge due to the adoption of new technology in the Land Mobile Radio space.**

*Like previous years, training and education continues to be a significant focus for our organisation. The need for our skill sets are recognised by our members and customers, yet some local training institutions are still struggling to reach critical mass with enrolments to impart the skills needed to build our resilient communications infrastructure.*

We had a great opportunity this year to press the importance of the skill sets required and respond to a review conducted by the Australian Industry Standards relating to the national Electrotechnology Training Package. This was championed by Anthony Benbow and co-ordinated by our training sub-committee to ensure that our members responded to the requests for industry in a pragmatic and timely manner. This review is critical to our industry being able to communicate the commercial impacts of providing or removing access to knowledge in areas within the Electrotechnology curriculum, as well as managing the practical impacts on career development opportunities for students.

At the Perth dinner, Hank De Jong was the recipient of the Industry Advancement Award for Western Australia. This recognised Hanks willingness to support and mentor communication engineering graduates, drawing on his extensive knowledge and experience, with an unrelenting passion to deliver the best solution for the client, with a career spanning five decades—having graduated in 1977 with a Bachelor of Applied Science (Communications Engineering). Hank joins other state award recipients as a nominee for the National Peter Wallace Award, acknowledging industry members who proactively contribute to the industry.

The first regional location Professional Development training session was timed to coincide with the Perth annual dinner, and provided industry members with a high-calibre certified technical information session. Due to the success of this and an attendance that exceeded our expectations, this will be repeated in 2020. The goal is to provide high-quality information to enhance our abilities as an industry partner to deliver well-constructed technical solutions to our clients.

**Together we thank members for their support over the past year and look forward to your continued partnership in the coming years.**

*The Western Australia Committee: Kathryn Millican and Rob Howes.*







# THIS IS OUR FUTURE. IS IT YOURS TOO?

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

@ARCIAORG



## OUR WORK

### TRAINING AND EDUCATION REPORT

Over the past 12 months the Training and Education committee have continued to focus on creating a strategic pathway for industry training and last year we created a ten-year vision to introduce targeted career pathways and continued professional development.

The first step on this long journey was the delivery of Professional Development workshops, which has been an overwhelming success. Along with workshop delivery, the committee completed the draft Industry Training Strategic Intent along with a Training and Skills Framework.

ARCIA launched its first "ARCIA Professional Development Training Workshops" at Comms Connect Melbourne in November 2018. Prior to this however, the committee released an "ARCIA Professional Development Training Workshops Criteria and Framework". This criteria and framework defined the aims, outcomes, deliverables and expectations of the workshops. The underlying aim of the workshops is: "To deliver purposeful and targeted training to radio communications professionals". Furthermore, the workshop participant (learner) is required to provide evidence at the completion of the workshop that they have "adequately participated" and "attained knowledge".

To meet these criteria the learner is required to complete a learners' workbook which is collected at the completion of the workshop and vetted by the workshop facilitator. Following this, the workbook is returned to the learner along with an ARCIA Professional Development certificate. To ensure that a high standard of workshop presentation is maintained, the process is overseen by a facilitator who has a minimum of a Bachelor of Education or Certificate IV in Workplace Training as Assessment. The workshops are delivered by an industry expert in the relevant topic of the workshop. All participants' details are also entered into the ARCIA industry training register for longevity. The uptake by the industry has been extremely overwhelming, which has proved there is not only an appetite for training, but also a need.

ARCIA has future workshops planned for Brisbane (July) and Adelaide (September), including the introduction of new workshops; GIS and Mapping fundamentals for Critical Communications, and Grounding and Earthing Principles. Throughout the 2020 FY, workshops will be delivered in Melbourne, Sydney, Brisbane, Perth and Adelaide.

The success of the workshops to date would not have been possible without amazing industry support. We cannot thank Mark Mezzapica (Chief Technology Officer, RFI Technology Solutions) and the team at RFI Technology Solutions enough. Their support, dedication, experience and wealth of knowledge has ensured the success of the Multicoupling workshop. Also, a thank you to Chris

Stevens from CartGIS for the delivery of the GIS and Mapping workshops, a topic not understood by many in our industry yet, with digital radio systems mapping and location systems, are becoming a highly sought after feature. We encourage all industry members to attend coming workshops.

Recently, the ARCIA committee agreed to releasing a Strategic Intent for Industry Education and Training. This document will guide the future pathways for the industry, and will be released at Comms Connect in Melbourne, in November 2019.

A significant gap in the current training and education pathways for the industry is specific skills-related learning qualifications. The lack of dedicated certificates in radio communications is a noticeable omission when comparisons are made against like industries. As a result, the committee has created an "Industry Skills and Training Framework". Initially this framework will focus on technical positions. The framework will identify skills requirements for industry technical professionals, starting at apprentices and installers and extending through to engineers. The framework will identify training and education requirements respective to the desirable skills. This framework will henceforth guide the delivery of training and education with a focus on university, vocational and certified training programs. This framework will be release to the industry at Comms Connect in Melbourne, in November 2019.

In closing we must also acknowledge the efforts of Anthony Benbow who has been able to work with the skills training sector to help make the formal TAFE courses in communications relevant to our modern industry. Although we still are not able to actually utilise any TAFE-based training it is great to know that as part of Anthony's efforts the course is still relevant and in the future may again be a formal training option. Anthony has been assisted by Leo Doherty and Rob Howes in working through the training syllabus, well done to all.

*Chris Stevens – Training committee convenor.*





## SPECTRUM AND TECHNICAL REPORT

**As you will have been reading throughout this annual report there are a couple of topics that are at the forefront of the Association activities; networking opportunities to improve the standards within our industry, and the high degree of reliance that our industry has on spectrum—basically without spectrum our industry will die.**

**The importance of spectrum is evident when the activities of our Spectrum and Technical committee are reviewed each year, and in the relationships we continue to build with the Australian Communications & Media Authority (ACMA), our spectrum regulator and management agency.**

The ACMA issue 'discussion papers' as part of their public consultation process, to give stakeholders an opportunity to be part of the planned changes in spectrum use, and typically over a year there would be perhaps two or three of these papers relevant to our members. Over recent years this has been changing and this past year we would have responded to about eight or ten of these discussion papers. This reflects how we see our industry changing in the future.

For many years our members were only interested in the spectrum segments associated with Land Mobile Radio, predominantly the VHF and UHF bands, but we are seeing this changing now.

*Many of our clients, the historical users of the LMR spectrum, are now looking towards other spectrum areas and technologies for the efficiency improvements needed for business survival.*

These new opportunities often involve mobile broadband and as an Association we have been actively lobbying both the ACMA and the relevant Government departments to provide spectrum for Private LTE (PLTE) systems. One of the major hurdles in this fight has been the assumption by the regulators that any mobile broadband needs would be simply met by the public carriers, something the carriers actively promote to Government. The concern arises when the market realises that the public carriers run at a lower network reliability factor than many business critical users must have for efficient operations.

With this background, our discussions with the ACMA and Government over the past three years have been highlighting this concern and pushing for dedicated spectrum for PLTE services.

During this past year we have finally had indications of spectrum being mentioned for alternative licencing options that have been designed with PLTE services in mind. This will open up the door for many of our members to be able to promote PLTE services to their existing client base and be part of the supply chain for this next stage of technology development and growth. We are already seeing the evidence of this with some of our larger dealer members being involved in the supply and maintenance of PLTE networks. It has been a long hard battle but we are seeing benefits for our members now.

Each year we meet with senior management of the ACMA several times and also have regular contact to raise issues of concern to our members and industry. It is pleasing to note that for many years now we have been accorded much respect from the ACMA and Government and often they come to us seeking input and opinion on issues and future developments for the spectrum. We are regularly invited to take part in the ACMA Radcomms conference and are recognised by most other spectrum users as promoting sound spectrum management opinions that often help other users to put forward the arguments for their continuing use of various spectrum segments.



We believe that many of the user groups who are not as well organised as ours will benefit from us helping to present their concerns and needs.

ARCIA will continue to present strong and determined arguments to promote the best interests of our members and the users of wireless spectrum in general. We continue to keep an eye on spectrum usage developments internationally and often contribute content to our international affiliates when we see that they are battling common problems. In the past few months we have presented our thoughts and opinions on areas like the suggestions to permit spectrum sharing of the 4.9 GHz PPDR spectrum with mobile network operators. In our opinion, this spectrum should be retained purely for PPDR use until the public safety sector develops more understanding of the benefits that mobile broadband will bring to their operations. We also alerted our international affiliates of the proposal which is to be considered at the World Radio Congress later this year and we know other nations will now also be speaking against the concept.

Another area that we have tackled within our technical support remit has been the plans by the Independent Pricing and Review Tribunal (IPART) of the NSW Government to review prices charged for rental of communications towers on Crown Lands. In previous reviews the rental prices were increased dramatically and this has had a negative impact on our industry in New South Wales, so this year the decision was made to bring some external support in to present our case. The investment in support from Windsor Place Consulting (WPC) has meant that the IPART review has recommended that rental rates for co-users should be significantly decreased, and although we are still challenging the rental rates that apply in remote locations, the outcome has been beneficial for our industry in many ways.

**As always, ARCIA will continue to work with the ACMA and other Government agencies to protect the spectrum and the associated interests of our members. This is an important facet of our role and we will continue to look after the best interests of our members in the related areas of spectrum and technical matters.**

*Ian Miller, Noel Higgins, David Britt and Brett Comber.*





## STANDARDS REPORT

ARCIA support standards development through Standards Australia committees RC004 and RC006. Brett Comber, of Schneider Electric, became the ARCIA representative on the committees in August. Noel Higgins (ex ACMA standards) represents the WIA on both committees and chairs RC006 on behalf of ARCIA.

A matter of significance was the closure in December 2018 of the Melbourne-based ACMA NATA accredited Radiocommunications test laboratory to commercial testing, which also removes a source of information on testing and standards interpretation.

Whilst the ACMA compliance regime was relaxed in 2016 to allow use of non-accredited test reports in compliance folders, the impact to suppliers is that if a product's compliance with a standard is challenged, then an accredited test report to prove compliance can only be sourced from overseas.

The RC004 (Maritime standards) committee is basically dormant except for seeking comments by email to drafts of international standards developed through TC80.

The ACMA's (VHF Radiotelephone Equipment – Maritime Mobile Service) Standard 2018, at <https://www.legislation.gov.au/Details/F2018L01618>, came into effect in November. It mandates three VHF standards finalised by RC004 in 2018.

The RC006 (Land mobile and general) standards committee, after much work in previous years, had the ARCIA-sponsored Digital land mobile equipment standard AS/NZS 4768.3 published in October. This standard references a group of standards covering many mature digital technology formats from around the world and extends them to meet local frequency requirements. The referenced standards, and indeed AS/NZS 4768.3, are mandated by the New Zealand regulator MBIE for digital land mobile and fixed services. ARCIA is working with ACMA to have this voluntary industry standard referenced in Regulatory and Licensing Information (RALI) LM8 even though ACMA does not intend to mandate it.

After a period of dormancy, RC006 met on 26 June to kick off a project developed by Noel and sponsored by ARCIA, to revise AS/NZS 4268. The changes proposed will align with the LIPD Class licence by directly referencing it and hence avoid the need to regularly review this standard as has been required for many years.

Legally this change has already happened, but is buried in ACMA regulation in the "S162 standard" at <https://www.legislation.gov.au/Series/F2014L01253>.

In the future, suppliers, ARCIA, the WIA and other stakeholders will have to pay close attention to all ACMA consultations involving changes to the LIPD class licence as the decisions directly affect both spectrum use and supply regulation.

*Noel Higgins and Ian Miller.*



## ACCREDITATION REPORT

ARCIA Accreditation is a program where ARCIA undertakes a secure and independent audit of the applying radio industry-related business and verifies that the company meets certain trading and company criteria.

The criterion audited includes:

- Quality Assurance process.
- Company structure and ownership.
- Health and Safety processes.
- Training programs.
- References from other companies.
- Company business process, ownership and insurances held.

*ARCIA Accreditation adds value to the accredited company by providing a level of confidence to prospective customers, project work and tender evaluations.*

The ARCIA website publishes a list of accredited members and a brief summary of the company and its line of business. The list can be found on the ARCIA website at the following address: <https://arcia.org.au/arcia-and-our-members/member-directory/>

Accreditation is reviewed every three years with an audit, and an applicant must be a member of ARCIA to proceed with the application. Accreditation fees are invoiced annually, along with the ARCIA membership renewals. The separate accreditation component is clearly identified.

ARCIA encourages other companies seeking a level of valuable industry recognition, to contact ARCIA and discuss the accreditation program.

Newly accredited members for the last year include: *Acubis Technologies, Benelec, SAT Pty Ltd., and Press2Talk.* ARCIA welcomes these companies on board.

With the development of the ARCIA Professional Development training sessions, we are now investigating how this additional training can be recognised within the accreditation system. There is no doubt that industry accreditation is a means for customers and users to evaluate the capabilities of the industry suppliers and ensure that they are being accorded service and supply of quality products.

*ARCIA Accreditation Sub-committee: Glenn Sneddon, Andrew Wyborn and Chris Stapleton.*

## MEMBERSHIP REPORT

The last 12 months has seen the number of members increase by 15 to a total of 200 members. The Association has seen the continuation of support from the Public Safety membership category which increased to 15 over the year.

**The ARCIA Membership Committee would like to thank all the members who renewed their membership; and give a warm welcome to all new members. It is with your support that the services ARCIA provide can grow and best represent the Wireless Industry in Australia.**

We urge Australian companies or individuals who are yet to join ARCIA to become a member. The more members we are representing, the more weight we have to address issues on behalf of the industry.

ARCIA is recognised internationally as the peak body representing the interests of the Wireless Communications Industry in Australia. The Association has the strength of membership and dedicated Committees that enables the difficult issues facing the industry to be addressed.

ARCIA members come from a large number of geographical areas, not just in Australia. We have members from New Zealand, the USA and South Korea. The highest proportion of our members are from New South Wales (31%), closely followed by Victoria (29%) and Queensland (21%).

The ARCIA Membership Committee contributes their time and effort to work on ways to look after ARCIA members to ensure they receive value from their membership of the association. The current committee is made up of representatives from across Australia; last year's committee was Kathryn Millican, Jamie Baker, Gary Botley, Graham Rallings, Brad Welch and Phil Dowd.

Some of the topics the ARCIA Membership Committee discussed this financial year included; member benefits, how to attract new members who may not have thought about joining as they are outside of our mainstream industry, and additional topics or training to introduce to Comms Connect events.

**The ARCIA Membership Committee are here to better service the needs of our members. If you have suggestions or feedback, please contact any of the committee or email us at [info@arcia.org.au](mailto:info@arcia.org.au)**

## ARCIA MEMBERS FROM ACROSS THE GLOBE



## LOCATION OF THE MAJORITY OF MEMBERS

**31%**  
NEW SOUTH WALES



**29%**  
VICTORIA



**21%**  
QUEENSLAND







## EVENTS REPORT

In keeping with our tradition of fostering a sense of belonging within our industry, ours is an industry that comprises many small to medium enterprises usually operating on their own and with little interface to other like businesses. One of the primary methods of providing facilities to encourage the developing of a sense of belonging has been our networking dinners, which have now grown from a single dinner each year in Melbourne with under 200 attendees, to the present stage with dinners in five locations and over 1,000 attendees in total.

The Industry Gala Dinner in Melbourne remains the flagship event and in November 2018 the event again hosted over 500 attendees from a wide range of sectors within the industry, including many international visitors. Paul Stathis was again the master of ceremonies and provided both an interesting commentary on our industry as well as keeping proceedings moving along in a packed agenda for the evening. Our guest entertainer was Lawrence Money who gave us his address in the persona of Malcolm Turnbull, who was the Minister for Communications that initiated the present review of the spectrum. Unfortunately the untimely demise of Malcolm as Prime Minister took away some of the relevance of the character impersonation but it was still very enjoyable. As always the night featured ample time for networking, an opportunity that industry personnel make the most of to catch up and talk to friends and competitors alike.

The recognition provided to industry personnel by the annual awards is always welcome, this year's winners were –

- **Professional salesperson** Malcolm Davies
- **Customer service** Raylene Serret
- **Technical excellence** Paul Burne
- **Engineering elegance** David Cook
- **New talent** Neil Fernandes–Dodsley
- **Community service** Kevin Graham
- **Peter Wallace 'Industry Professional of the Year'** Anthony Benbow

The winner of the Peter Wallace Industry Professional of the Year award was selected from the winners of the individual state awards announced at the networking dinners in Sydney, Perth, Brisbane and Adelaide. These were – Steve Reining (VIC/TAS), Peter Bryant (SA/NT), Geoff Wood (QLD), Anthony Benbow (WA) and Tibor Bece (NSW/ACT).

### Jonathan Livingstone Seagull award

The high point of the evening is the announcement of the Jonathan Livingstone Seagull award, an award that recognises someone from the industry who has achieved much in the industry but in the context of the original book by Richard Bach, has also contributed to the community and not just for their own benefit. Each year the judging panel review many possible contenders and this year the award was made to Hamish Duff, a popular choice. Hamish has been ARCIA President for several years, but has also been very active in bringing new technology into our industry and revitalising several other businesses through developing technology solutions across several states. Well done Hamish!

Our Sydney networking dinner provides a valuable networking opportunity and this year we were fortunate in having Mr Ed Parkinson, the Acting CEO of FirstNet, as our guest speaker. He spoke about the achievements and plans of that organisation and how they will reflect in benefits for our own local Emergency Service organisations. His talk was well received by around 200 dinner attendees. In keeping with our overall aim for our networking events to be held at premium locations, the Sydney dinner was held at the Rosehill Gardens in Parramatta which was also the site of the Sydney Comms Connect conference.

It is pleasing to note that our networking dinners in Brisbane, Adelaide and Perth continue to be well attended and industry personnel enjoy a night of friendly and enjoyable entertainment, and our choice of premium venues means that our industry personnel can enjoy locations that perhaps they would not normally frequent.

*The theme of our events seems to be 'tonight we collaborate—tomorrow we compete' and this is a good attitude for our industry for the long term.*

Details on our events are always available on our website:

[www.arcia.org.au](http://www.arcia.org.au)





## MARKETING REPORT

With the launch of our new website planned for late 2019, the ARCIA Web Development team have redirected our longer-term focus to support the wider needs of the Association in marketing disciplines. During the first few months of 2019, our committee confirmed a scope of works to ensure we continue to build our capabilities in this area and support the ongoing success of our investment in our new website as our primary connection with our members.

ARCIA currently uses a number of tools to communicate how ARCIA is developing and growing to support our members, and to keep our stakeholders informed and involved in a timely manner. We have made a commitment to develop innovative and more engaging content to display where our members have expressed an interest in seeing it:

- New slide decks for our events
- Educational collateral for our very popular training courses
- More photography and video footage that can be used across our broad range of engagement platforms including our newsletters and LinkedIn groups.

We are always looking for contributions in the form of articles, white papers, photographs, and other industry intelligence so we welcome further conversation on this from our members and our partners, and we appreciate your ongoing participation in this area.

Any suggestions and feedback as we proceed is always welcome—please contact us if there is anything you wish to discuss.

*Kathryn Millican.*

## COMMUNITY INVOLVEMENT

During 2018 we were again fortunate enough to have TJ Kennedy, formerly the General Manager of FirstNet come to Melbourne Comms Connect conference, plus Bill Schrier from FirstNet was in Sydney. The Melbourne conference also featured Duncan Swan talking about the UK ESN broadband project and David Lund spoke about the Pan-European BroadMap project.

These guest speakers bring excellent insight to the local public safety fraternity as well as to our members. ARCIA believes that this is an excellent way for us to be involved in the public safety communications eco-system.

As well as our ongoing involvement in careers events in Victoria, this past year we have also extended our participation into New South Wales with careers events at Penrith in Western Sydney, as well as the Central Coast area. In most cases there were more than 1,000 students in attendance at the various events and we find young people are interested in communications, especially when we take them beyond the ubiquitous mobile phone and highlight other communications areas. This year, out of the Central Coast event we had an enquiry for a work experience placing and Justin Lenkovic has subsequently joined Karera Communications as an apprentice.

This year we also represented the wireless communications industry at a careers event in Brisbane in late May 2019. As with all of our careers events we get quite a bit of interest and Brisbane was no exception. Our local team were kept busy

during the two days and we also had several adult enquiries. We are hopeful that we can be involved again next year as it takes several appearances to get the recognition.

Our primary theme of transport communications (*No plane takes off, no ship sets sail, no train leaves the station*) was developed as a result of talking to young people and how the concept resonates with them.

*We are finding students remember our logo and brand from previous years and there is a much higher recognition of communications, plus our use of the term 'wireless' in our promotional materials also resonates with young people.*

We see our role in these events as not only to encourage young people to join our industry, but to get them to understand that communications platforms—other than mobile phones—are essential in our daily lives. We are now beginning to see requests for work experience from some students in these areas and that is good for our future as an industry

At Comms Connect in Melbourne in November 2018, we arranged for Gert Jan Wolf to produce a video vlog from the event concentrating on the overall attractiveness of our industry for young people and showing how our technologies are leading the way in many respects. This vlog will be very handy as we talk to students at careers events throughout the coming year.



## GLOBAL ENGAGEMENT

ARCIA continues to advocate for recognition by Australian governments and key decision makers that the wireless communications industry delivers products and services crucial to the social and economic wellbeing of all Australians and their communities in a connected world. Consistent with this position, during 2019 ARCIA continued its global outreach to industry associations that have similar policy positions and objectives to ARCIA, and initiated or participated in the following activities:

### **Government Wireless Technology and Communications Association (GWTCA)**<sup>1</sup>

In March 2019, at the International Wireless Communications Expo (IWCE) in Las Vegas, ARCIA President Hamish Duff attended the Annual General Meeting of the Government Wireless Technology and Communications Association (GWTCA) based in the United States of America.

The GWTCA advocates for policies of importance to its members and promotes the advancement of wireless technology and communications as an effective means for public transport and other public services and public safety agencies to complete their missions. During the course of 2019 we have shared information with GWTCA on issues such as 5G infrastructure regulations and spectrum licensing issues. We can see new developments coming through the GWTCA that will add to our member benefits over the coming twelve months.

An invitation has been extended to the President of the GWTCA to attend both Comms Connect and our own Industry Gala Dinner in Melbourne in November 2019.

<sup>1</sup> <https://gwtca.org/>

<sup>2</sup> [www.firstnet.gov](http://www.firstnet.gov)

<sup>3</sup> <https://www.psc-europe.eu/index.php?id=39>

<sup>4</sup> <https://www.broadway-info.eu/>

### **FirstNet<sup>2</sup> Public Safety Leaders Forum**

ARCIA has been a member of the FirstNet Public Safety Leaders Forum which meets annually and is composed of representatives from countries currently preparing for or undertaking a Public Safety Mobile Broadband (PSMB) project.

Although there has not been a regular meeting of the forum this year, we continue to reap the rewards of involvement by having representatives from FirstNet attend our industry functions. We are well respected within the international arena and during the year we share relevant information with our contacts in FirstNet.

### **Public Safety Communications Europe (PSCE)**<sup>3</sup>

As a result of a European Commission funded project in 2008, the Public Safety Communications Europe Forum (PSCE) was established and has evolved into an independent forum, where representatives of public safety user organisations, industry and research institutes, can meet to discuss and exchange ideas and best practices, develop roadmaps and improve the future of public safety communications.

*During this year ARCIA and PSCE signed a memorandum of understanding to share information between our organisations.*

As a result we have supplied information relative to some spectrum changes around the world with them and they have kept us informed on the progress of the "BroadWay"<sup>4</sup> project, a Pan-European mobile broadband network.

ARCIA had representation at the PSCE conference in Lancaster, UK, in June 2019 and we believe there is much to learn from this joint understanding.

### **Federation of Communication Services (FCS) UK**<sup>5</sup>

ARCIA maintains contact with FCS and shares information on a regular basis. Although FCS is more heavily involved in the mobile telecommunications sphere there are still several common areas of interest and both organisations adopt common positions in many areas, and have common needs in installation standards and other similar requirements.

In this current year the FCS team have been working with their members to reinvigorate the 'Business Radio' industry in the UK.

### **Radio Frequency Users Association of New Zealand (RFUANZ)**<sup>6</sup>

Similar in format to ARCIA, RFUANZ works in tandem with our Association in many areas and information exchange occurs on a regular basis. With the development of Comms Connect in New Zealand and the close working relationship we have with them, it has become a natural evolution that ARCIA provide speakers and support for the RFUANZ events as well as our own.

RFUANZ again sent representatives to the ARCIA Committee planning days and as there are joint working groups involved in Standards Australia for product standards it is natural that we interact in many other areas as well. During Comms Connect in Auckland, New Zealand, in May 2019 our representatives attended the RFUANZ AGM and contributed in some areas where applicable and later in the day several of the ARCIA committee members attended the RFUANZ dinner.

<sup>5</sup> <http://www.fcs.org.uk/>

<sup>6</sup> <https://rfuanz.org.nz/>

<sup>7</sup> <http://www.comms-connect.com.au/>

### **Comms Connect<sup>7</sup> Conferences**

During 2019, ARCIA has continued to engage with the FirstNet Authority in the United States; the ESN Project in the United Kingdom, and the PSCE in Europe, to assist in making speakers available to present about their respective PSMB Projects to Comms Connect conferences in Sydney, Melbourne and Auckland (New Zealand). These speakers address both progress and the lessons learned to benefit Australia and New Zealand in the development and deployment of a PSMB capability as part of the mission-critical communications ecosystem.

In summary the body of knowledge being established by ARCIA through its global engagement activities enables ARCIA to share information with the radio industry. It also allows ARCIA to provide evidence-based input to key decision makers within Australia's governments regarding policy development and implementation that will impact both the strategic direction of the mission-critical communications ecosystem and the associated investment decisions by industry within Australia.

In a world where modern communications systems are developing quickly and applications are becoming embedded in our communities and businesses as part of daily life, ARCIA believes that there is value for our members in developing and sustaining these international relationships on a global basis.



## STAKEHOLDER ENGAGEMENT

ARCIA engages with its members and industry interest groups throughout the year using a variety of different channels. We use mediums that are relevant, appropriate and that best allow our stakeholders to engage with us.

### Our website

The Association's website [www.arcia.org.au](http://www.arcia.org.au) is the main channel in which members and industry groups engage with us about our membership, Accreditation Program, events, news and other interest areas. We have recently updated our website to reflect the ongoing developments both within the industry as well as in the support offered by ARCIA.

### LinkedIn

Another main avenue in which ARCIA seeks to engage with stakeholders is through the LinkedIn group called the [Australian Radio Communications Industry Association](#).

The group is growing daily and serves as a great medium for stakeholders to share information with each other as well as the Association. At the end of the fiscal year, ARCIA had over 1,300 members in this group, and it is a valuable resource for promoting ARCIA events.

ARCIA also has a LinkedIn Company page which now has close to 300 members.

This gives industry stakeholders the chance to connect with ARCIA and others in the industry on LinkedIn. Just login and search for the [Australian Radio Communications Industry Association \(ARCIA\) Company page](#) or [group](#).

### Twitter

ARCIA's Twitter account is used to further our engagement with stakeholders.

Our @ARCIAorg account has close to 400 followers and we are following around 200 other 'Twits'.

All interested parties can follow ARCIA using the handle @ARCIAorg and continue the conversation with us by including the hashtag #radiocomms in their tweets.

### Other mediums ARCIA uses to engage with stakeholders:

- Association and industry news
- Monthly eNewsletter
- Regular member announcements
- Email, phone, mail and Skype
- Face-to-face meetings and teleconferences
- Regional networking events
- Our annual report and surveys
- Digital media and print including industry magazines
- Industry events including Comms Connect and our national industry dinners and networking events.

## 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, coordinating, 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)

## CONTACT US

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

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

**SPECTRUM & 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

## OUR PARTNERS

### 2018-2019

<b>DIAMOND</b>	
<b>PLATINUM</b>	<b>EVENT PARTNER</b>
<b>GOLD</b>	
<b>SILVER</b>	
<b>BRONZE</b>	

### 2019-2020

<b>ELITE PARTNERS</b>	
<b>EVENT PARTNER</b>	
<b>SILVERPLUS PARTNERS</b>	
 FAST. FORWARD.	
<b>SILVER PARTNERS</b>	





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