



Australian Government

Department of the Environment,
Water, Heritage and the Arts



FACT SHEET 12

Permit number included on stationery and advertising

Recent amendments have been made to the Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995 (the Regulations). These amendments stipulate that stationery items and any advertising material published after 1 July 2009 must include the relevant Refrigerant Trading Authorisation (RTA) number or, where a business does not hold an RTA, the individual's Refrigerant Handling Licence (RHL) number.

The purpose of these amendments is to make consumers aware that they are engaging an authorised business or a licensed person for work that is regulated. It allows a consumer to make informed decisions when seeking refrigeration and air conditioning services. Publishing of a RTA or RHL number on stationary items and advertising material also serves to identify compliant businesses/persons to regulators and the industry to improve the level of compliance. RTA numbers are prefixed by the letters "AU" and RHL numbers are prefixed by the letter "L".

Stationery

Stationery items may include invoices, receipts, quotes or any other documents that describe the work carried out under the authorisation. Placement and size of the RTA number is at the discretion of the RTA holder, as long as the number can be easily located and clearly seen by the customer or consumer.

The RTA number must be placed on existing stationery. The RTA number can be stamped or written on existing stationery, as long as it is provided on both the original and duplicate.

In cases where a business has two or more branches and where individual branches hold their own RTA, the branch RTA number must be placed on their stationery items. The purpose of this measure is to allow the regulator and the consumer to identify the liable and responsible entity when work is entered into or undertaken.

Advertising

The RTA number must be included in advertising where a person or business can provide a service which is permitted under the RTA, including acquisition, disposal, storage, use or handling of refrigerant. The refrigeration and air conditioning industry employs a number of different advertising mediums, which may include, but are not limited to, press or printed advertising; promotional materials; Yellow Pages; signage; online (web); or any other medium where the holder is offering or advertising services permitted under the RTA.

If the only elements present in advertising material are business name and contact numbers, in the White Pages for example, then such advertising is exempt from including the RTA number. This exemption also applies to existing business signage. However, if signs or advertisements are renewed (annual placement in the Yellow Pages for example) repainted, retouched, refreshed or altered in any way, the RTA number must be included.

RTA number placement and size should be considered in the context of the advertising and be easily located and clearly seen by the customer or consumer.

In cases where a business has two or more branches and where individual branches do not hold an RTA, the parent RTA number must be placed in all advertising material. If a branch holds an RTA then that RTA number must be displayed in all advertising material. The purpose of this measure is to allow the regulator and the consumer to identify the liable and responsible entity when work is entered into or undertaken.

For further information contact ARC Customer Service on 1300 884 483.