



**Australian Government**

Department of Sustainability, Environment,  
Water, Population and Communities



## FACT SHEET 12

### Refrigerant Trading Authorisation number included where advertising RAC services

In 2009 it became a mandatory requirement for Refrigerant Trading Authorisation (RTA) holders to display their RTA number in any advertising material. This benefits businesses and consumers by clearly identifying properly authorised businesses.

It also became mandatory for an RTA holder to include the RTA number on any invoices, receipts and quotes for work carried out under the authorisation.

Advertising material typically includes (but is not limited to): Radio and TV advertisements, signage (including vehicles), webpages and online advertisements, print advertising (papers, Yellow Pages), business stationery and any other medium where the authorisation holder is offering or advertising services permitted under the RTA.

This aspect of the Ozone Protection and Synthetic Greenhouse Gas Management Regulations 1995 ensures consumers can make informed decisions and engage an authorised business or a licensed person to carry out air conditioning and refrigeration services. This also ensures that your authorised business can be easily separated from other businesses not properly authorised. Holders of a Refrigerant Handling Licence (RHL) who are not employed or hired by the holder of an RTA must include their licence number on any invoices, receipts and quotes for work carried out under their licence.

RTA numbers are prefixed by the letters "AU" and RHL numbers are prefixed by the letter "L". The lack of these numbers helps the regulator more easily distinguish unauthorised businesses and technicians from your properly licensed or authorised business.

#### **Advertising**

The RTA number must be included in advertising when a person or business can provide a service which is permitted under the RTA, including acquisition, disposal, storage, use or handling of fluorocarbon based refrigerant.

If the only element in advertising is a business name and contact number (e.g. White Pages), such advertising is exempt from including an RTA number. RTA number placement and size should be considered in the context of the advertising and be easily located and clearly visible to the 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.

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If a branch holds a RTA then that RTA number must be displayed in all advertising material.

### **Stationery**

Stationery items may include invoices, receipts, quotes or any other documents that describe the work carried out under the authorisation or licence.

Placement and size of the RTA number (or RHL number if applicable) is at the discretion of the permit holder, as long as it can be easily located and clearly seen by the consumer. A clearly identifiable permit number on your stationery will ensure your permit number identifies you as a member of the licensing scheme.

The RTA number (or RHL number if applicable) must be placed on existing stationery. The 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.

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