This guidance note is for pest management technicians (PMTs) and people employed by businesses who undertake pest management activities. It provides guidance on how to comply with the requirements under Section 13 (Advice—that is given to the customer) of the Pest Management Regulation 2003. As a PMT you are responsible for managing potential serious health outcomes associated with pest control activity.

Information to be given to others (premises occupied)

Single occupancy dwelling

When treating a single occupancy dwelling you are required to provide pest control advice to the occupier. The law requires advice about treatment should be provided either immediately, before or immediately after. This advice must be provided in writing and handed to the occupier or left in a visible place (e.g. on a table).

Multiple occupancy residential dwellings

Multiple occupancy residential dwellings, include:
- unit complexes
- boarding houses
- hostels
- mining dongers
- residential care facilities.

These places typically have a number of common areas, such as:
- foyers
- hallways
- gardens
- multipurpose rooms
- car parks.

Generally, a site representative (e.g. body corporate manager, caretaker, property manager etc.) will make arrangements for pest management activities to be carried out on-site.

While the site representative is responsible for notifying residents that pest control activities will be carried out prior to your arrival, you are responsible for providing advice for the activity conducted in each area.

When treating individual occupied personal space within these dwellings, written advice must be provided to each person or occupier of each room or space. To comply with the law you must supply this information by personally giving the advice to the occupier if they are present or leaving the written advice in a visible place e.g. on a table. The PMT should not rely on the manager to pass that information to each occupier.

Advice must be legible and include as a minimum the following:
- name of each pesticide used (market name) and its active constituent (e.g. ml/L, g/kg).
- details of where the pesticide was used (e.g. interior, ceiling/wall void, exterior, outbuilding and/or surrounds).
- general cautions (as per the label instructions) should be taken prior, during and after a pest control activity,
- re-entry periods, cleaning and instructions to any site specific areas, occupants or pets etc.
- your name, the name of your business or if you are employed by a business, your name and the name of your employer
- your licence number.
- your signature and date.
When treating common areas, advice has to be provided to all occupiers. Where this is not possible, advice should be clearly displayed so all residents can be alerted to the pest control work being undertaken.

“It is good practice to place a warning sign at all entry and exit points to the common areas, and on the complex notice board before pesticide application occurs. This signage should remain in place until the area is safe to use”.

Extra practical and reasonable steps should be taken in providing pest control advice to occupiers with impaired capacity or who have difficulty reading (e.g. language barrier) to ensure the person is not unknowingly affected by the pest control activity.

Information to be given to others (non-occupied dwellings)

When treating a vacant property, you are required to provide pest control advice to either the property owner or the person who requested the activity—this may be the property manager. In these situations, the written advice notice must be handed directly or posted. Emailing the pest control advice does not meet the requirements of the law.

Records of use of fumigants or pesticide

The recording of pest management activity details is a separate requirement under Section 14 (Records—held by the PMT) of the Pest Management Regulations 2003 and is kept by the responsible person (PMT) for at least two years. It is noted that some PMTs provide clients with documentation that combines elements of business administration, pest control advice and record keeping. Despite the similarities, there are differences between the information requirements for pest control advice and record keeping. You must ensure that all of the requirements of Section 13 and 14 of the Pest Management Regulation 2003 are met.

**Records to be kept must** contain the following:

- date the activity was carried out
- address of the premises
- description and type of premises or place e.g. factory, office residence
- name and contact details of the owner, occupier or other person contracting the activity
- name and licence number of the PMT
- name and strength used of each constituent, and the quantity used
- the rate of application for the fumigant or for the pesticide if, in carrying out the activity, it is used for timber pests.

**Note**: a person who performs a termite treatment and completes a Certificate of Installation or Certificate of Installation in accordance with Australian Standard 3660 is considered to have made a record of the pest management activity.

What happens if I do not comply?

If you do not comply with the requirements outlined above relating to the advice provisions and record keeping, penalties may apply that range from 20 to 120 penalty units.

Where can I get more information?