Seeking Pest Management Services

This information sheet has been developed to provide guidance when seeking the services of a pest management technician.

Pest management technicians use pesticides which can be hazardous (toxic) to humans and pets. To ensure pest management activities are carried out in a safe and competent way, the Department of Health requires anyone conducting pest control activities for a fee to be licensed.

In order for a pest management technician to be issued with a licence, they must gain certain qualifications which depend on the type of pest control activity being conducted. In Queensland, three different pest management technician licences can be issued:
- Pest control activity excluding timber pests
- Pest control activity including timber pests
- Fumigation activity.

What services can you expect from a pest management technician

Typically, pest management technicians:
- Inspect the premises
- Identify the pest(s) and associated habitats
- Explain what condition or conditions most likely caused the pest problem
- Tell you the extent (if any) of the pest damage
- Develop and discuss an appropriate pest management plan
- Handle, apply and store pesticides safely during the treatment procedure
- Explain ways to prevent further pest outbreaks
- Issue certificates where required
- Schedule a follow-up visit to evaluate the success of the corrective actions.

General questions to ask

When making enquiries to pest management businesses regarding their services you may wish to consider the following:
- what services their quote includes – you may consider obtaining several quotes.
- whether an inspection is included as part of the service.
- If you require termite advice or a report on termite management systems or infestations or if you are installing a termite management system into a new building, check that the technician possesses a licence issued by Queensland Building and Construction Commission (QBCC). This licence is required in addition to their pest management technician licence.
- what experience the pest management technician has had in conducting the services you require.
- what preparation you may need to do prior to the service being provided.
- what pesticides are used by the business and how they are applied.
- what safety precautions do you need to undertake prior to and after treatment.

When the technician arrives on site:
- Ask to see a current Queensland licence to carry out a pest management activity. Pest management technicians who have a current Queensland licence will carry a photographic identity card stating
the technician’s name, licence number, date of issue and date of expiry of the licence, and the type of activity that the person is licensed to carry out.

- If the work involves termite management/control, ask to see their Queensland Building and Construction Commission (QBCC) licence.
- Check on the safety precautions you are to undertake during treatment.

After treatment:
- Ask for safety information after the work is done. It is a legal requirement for a pest management technician to provide you with pest control advice that states:
  - the name of the technician
  - the name of the business
  - the technician's licence number
  - the name and the active constituent of each pesticide used for the activity
  - the part of the premises where each pesticide is used
  - the general precautions that should be taken for the pest control activity.
- Obtain a receipt for the work done.
- Seek advice on future management of pests.

Helpful Hints

In some cases a pesticide treatment may not be necessary. A thorough initial inspection will help you to determine if a pesticide is the best choice for a particular situation and then where to direct any pesticide applications so that it will be most effective and least hazardous to you, your family and the environment.

It is possible to reduce and control the number of pests in your house by being vigilant with the following:
- Remove sources of food and water – keep food in sealed containers, dispose of food scraps, clean spills, fix leaky water pipes and roofs and regularly empty water in plant trays etc.
- Eliminate places that can harbour pests – repair wall and floor cracks/holes, fill gaps around pipes and keep storage areas clean etc.
- Restrict insect access into areas– install fly screens, grates on drains, weather strips and treat pets and their bedding regularly etc.

Remember some pests are beneficial and may assist in keeping other pest populations at bay. In fact, some spiders eat the equivalent of their own body weight in insects every day!

Further Information

To check to see if an individual is licensed as a pest management technician call Health Protection Unit on (07) 3328 9310

The legislation governing the licensing of pest management technicians, protecting the Queensland public and pest management technicians from health risks associated with pest control activities and fumigation activities, and adverse results of the ineffective control of pests in Queensland is the Pest Management Act 2001. The legislation can be accessed electronically on the Queensland legislation webpage at https://www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm

Call 13 HEALTH (13 43 25 84) or contact your nearest Hospital and Health Service Public Health Unit (PHU) during business hours Monday to Friday for more information regarding the pest management legislation. PHU contact details are located at www.health.qld.gov.au/cho.

Call the Queensland Building and Construction Commission contact centre on 1300 272 272 (available 7am to 5pm Monday – Friday) or access online the Queensland Building and Construction Commission website www.qbcc.qld.gov.au/Pages/default.aspx for further information on QBCC licences relating to termites.