

# 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 to humans and pets. To ensure pest management activities are carried out in a safe and competent way, Queensland Health requires anyone carrying pest control activities for a fee to be licensed.

For a pest management technician to be issued with a licence, they must gain certain qualifications appropriate to the type of pest control activity they wish to carry out. In Queensland, three different pest management licences can be issued:

- Pest control activity excluding timber pests
- Pest control activity including timber pests
- Fumigation activity.

## 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 if required.

## General questions to ask

When making enquiries to pest management businesses regarding their services, you may wish to consider the following:

- the services their quote includes
- whether an inspection is included as part of the service
- the pest management technician's experience in carrying out the pest control activity you require
- the preparation you may need to do prior to the activity being carried out
- the pesticides used by the business and how they are applied
- the safety precautions you need to take prior to and after the pest control treatment

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.

## When the technician arrives on site

- Ask to see their pest management licence: 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 need to take during and after the pest control treatment.

## After the pest control treatment

- 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 by the pest management technician will help 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 if an individual is a licensed pest management technician in Queensland, call Health Protection Branch on (07) 3328 9310.
- For more information about pest management, call 13 HEALTH (13 43 25 84) or contact your nearest Hospital and Health Service Public Health Unit (PHU) during business hours. PHU contact details are located at: <https://www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units>
- For further information relating to termites and licenced providers of termite treatments, contact Queensland Building and Construction Commission on 139 333 (available 24/7) or access their website [www.qbcc.qld.gov.au/Pages/default.aspx](http://www.qbcc.qld.gov.au/Pages/default.aspx)
- To read the legislation governing pest management in Queensland, the *Pest Management Act 2001* and the Pest Management Regulation 2003, go to the Queensland legislation webpage at [https://www.legislation.qld.gov.au/Acts\\_SLs/Acts\\_SL.htm](https://www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm)