

Pesticides - how to choose a pest control service

It is important to hire a professional pest control operator if you have pest problems that are too difficult to manage yourself. Look for a pest control operator who holds a **Pest Control Licence**.

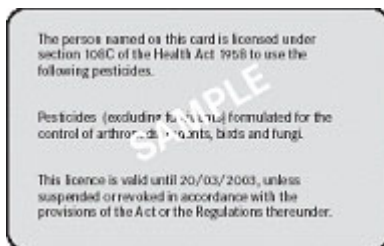
Who holds a Pest Control Licence?

Anyone who uses pesticides in the course of operating a pest control business in Victoria is required to hold a licence under the Victorian *Public Health and Wellbeing Act 2008*. The licence is issued by the Department of Health to people who have attained an appropriate qualification. The qualification includes training in the safe handling, storage and application of pesticides, and the identification and management of pests.

The **Pest Control Licence** is a photo ID licence like the one pictured below.



The Victorian **Pest Control Licence** authorises the operator to use certain types of pesticides. This authorisation can be found on the back of the card, which should look similar to the sample below.



How do I know if a person with a Pest Control Licence can deal with my pest problem?

A person who holds a **Pest Control Licence** can have up to three different authorisations listed on their licence. You should check the licence to see if they have the appropriate authorisation for your job.

The three authorisations are:

- **Pesticides (excluding fumigants) formulated for the control of arthropods, rodents, birds and fungi which are used to control pests (other than pest animals)** – for pests such as spiders, cockroaches, termites, ants, house mice, roof or black rats, and common or Norway rats, fleas, mites, bed bugs, silverfish, flies, wasps, mosquitoes, beetles, bees and introduced birds.
- **Pesticides formulated for the control of pest animals** – for pests such as rabbits and foxes in and around domestic and commercial buildings in urban areas.

- **Pesticides in the form of fumigants** – primarily for specialised pest control, such as fumigation of furniture, machinery and clothing for quarantine purposes.

If your pest problem is not addressed by the authorisations above, contact the Department of Health for advice.

Why should I hire a person who holds a Pest Control Licence?

It is illegal for a person in a pest control business to apply pesticides without a licence. A person with a **Pest Control Licence** should:

- Identify the pest and its habitat
- Determine an appropriate pest management plan
- Apply, handle and store pesticides safely
- Provide information and advice about the pesticides they use
- Answer your questions.

Checklist for selecting a pest control service

When choosing a pest control operator, make sure you:

- Get several quotes for the job
- Talk to neighbours or friends who might be able to recommend services
- Check that the person who will be applying the pesticides holds a valid Victorian **Pest Control Licence**
- Check the authorisation on their licence
- Verify their details with the Department of Health if you are unsure
- Check they have sufficient insurance
- Ask any other questions you may have.

Where can I get more information about pesticides?

- Your pest control operator
- The pesticide manufacturer.

How the Department of Health can help

The Department of Health can help you with the following issues:

- Questions about the health effects of pesticides
- Concerns about licence details or people using pesticides without a licence.
The Department of Health Pest Control Program can be contacted on 1300 887 090.

The Department cannot recommend individual companies

The Department of Health licenses pest control operators, so it is unable to provide recommendations for particular companies or operators.

Where to get help

- Your doctor – if you think you might be suffering from side effects of pesticide exposure
- Poisons Information Centre Tel. 131 126, 24 hours a day, 7 days a week
- In an emergency, dial triple zero (000)
- Department of Health Pest Control Program Tel. 1300 887 090
- Victorian WorkCover Authority Tel.1800 13 60 89 – if you think a pest control job was not performed safely
- Australian Environmental Pest Managers Association (AEPMA) Tel. 1800 252 771 – for information on how to manage pests
- *Yellow Pages* or your local paper – for a listing of local pest control services

- Consumer Affairs Victoria Tel. 1300 558 181 – if the service provided by the pest control operator is different from that which they indicated they would provide

Things to remember

- It is illegal in Victoria for a person in a pest control business to apply pesticides without the correct licence.
- Make sure the person who will be applying your pesticides holds a valid photo ID **Pest Control Licence**.
- A person who holds a **Pest Control Licence** can have up to three different authorisations listed on their licence.

This page has been produced in consultation with, and approved by:

Department of Health - Public Health

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