

Sometimes you might have pest problems that will be too difficult to manage yourself.

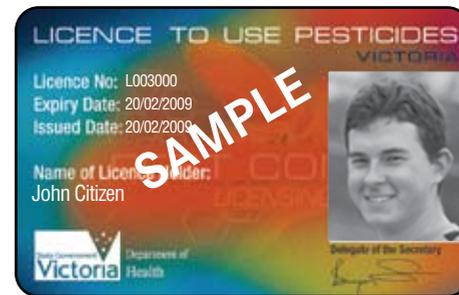
For these jobs you should hire a professional pest control operator who holds a *Licence to use pesticides*.



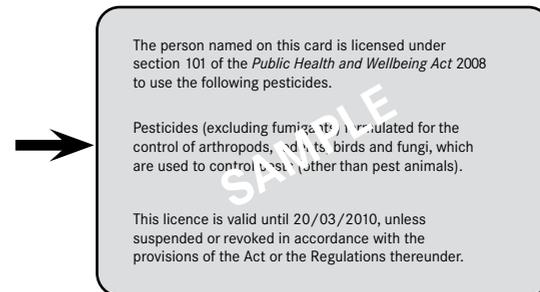
Who holds a *Licence to use pesticides*?

Anyone who uses pesticides in the course of a pest control business in Victoria is required to hold a licence under the *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 Victorian **Licence to use pesticides** is a photo ID licence like the one pictured below:



The Victorian **Licence to use pesticides** authorises the person to use certain types of pesticides. The arrow below indicates an authorisation on a licence.



How do I know if a person with a *Licence to use pesticides* can deal with my pest problem?

A person who holds a **Licence to use pesticides** 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, 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 *Licence to use pesticides*?

It is illegal for a person in a pest control business to apply pesticides without a licence.

A person with a **Licence to use pesticides** 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

You should:

- obtain 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 **Licence to use pesticides**
- check the authorisation on their licence
- if unsure, verify their details with the Department of Health
- check that the pest control operator has sufficient insurance
- ask questions.

Are you thinking
of using a pest
control service?
Making the right choice

Contacts

Emergency services	→	000
Who can I contact for help and advice if I think I might be suffering from side effects of pesticide exposure?	→	Your doctor Poisons Information Centre 13 11 26
Who can I contact if I want to know about the health effects of pesticides?	→	Department of Health 1300 887 090
Who can I contact if I have concerns about licence details and/or people using pesticides without a licence?	→	Department of Health 1300 887 090
Who can I contact if a pest control job was not performed safely?	→	Department of Health 1300 887 090 Victorian WorkCover Authority 1800 136 089 www.workcover.vic.gov.au
Where can I find a directory of pest control services?	→	Yellow Pages www.yellowpages.com.au Classifieds Your local paper
Is there an industry association that can provide information about ways to manage pests?	→	Australian Environmental Pest Managers Association 1800 252 771 (02) 9232 8929 www.aepma.com.au
The service provided by the pest control business is different from what the business indicated it would do. Who can I contact for advice?	→	1. The pest control business 2. Consumer Affairs Victoria 1300 558 181 www.consumer.vic.gov.au
Where can I get more information about pesticides?	→	Your pest control operator The pesticide manufacturer

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

For any concerns regarding native flora and fauna, contact the Department of Sustainability and Environment Customer Service Centre on 13 61 86.

Further information

Department of Health
Pest Control Program
GPO Box 4541
Melbourne VIC 3001
Phone: 1300 887 090
Fax: 1300 881 765
Email: pestcontrol@health.vic.gov.au

If you would like to receive this publication in an accessible format, please phone 1300 887 090 using the National Relay Service 13 36 77 if required, or email pestcontrol@health.vic.gov.au

This document is also available in pdf format on the internet at www.health.vic.gov.au/pestcontrol

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