

Are you thinking of using a pest control service?

Community factsheet

Updated June 2018

Sometimes you might have pest problems that will be too difficult to manage yourself. For these jobs, you should hire a licensed pest control operator who holds a **pest control licence**.

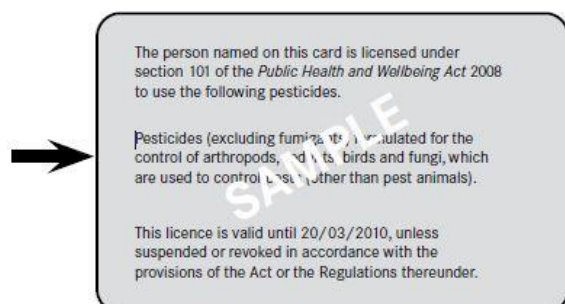
Who holds a pest control licence?

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 and Human Services 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 **pest control licence** is a photo ID similar to the example below:



The Victorian **pest control licence** 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 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, common or Norway rats, fleas, mites, silverfish, flies, wasps, mosquitoes, bed bugs, 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.



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

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 hold a valid Victorian **pest control licence**
- Check the authorisation on their licence
- If unsure, verify the operator's details with the Department of Health and Human Services by calling 1300 767 469 or online via http://122.252.13.117/environment/pest_licences.asp
- Check that the pest control operator has sufficient insurance
- Ask questions.

PLEASE NOTE: The Department of Health and Human Services licenses pest control operators, therefore is unable to provide recommendations for particular pest control companies or operators.

Helpful contacts

Who can I contact in an emergency?

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 or Poisons Information Centre → 13 11 26

Who can I contact if I want to know about the health effects of pesticides?

The Department of Health and Human Services → 1300 767 469

Who can I contact if I have concerns about licence details and/or people using pesticides without a licence?

The Department of Health and Human Services → 1300 767 469

Who can I contact if a pest control job was not performed safely?

The Department of Health and Human Services → 1300 767 469 and WorkSafe Victoria → 1800 136 089

Where can I find a directory of pest control services?

Complete a 'Google' search of pest control services in your local area. Yellow Pages Online is also a useful tool.

Is there an industry association that can provide information about ways to manage pests?

The Australian Environmental Pest Managers Association → 1300 307 114

The service provided by the pest control business is different from what the business indicated it would do. Who can I contact for advice?

The pest control business or Consumer Affairs Victoria → 1300 558 181

Where can I get more information about pesticides?

Your pest control operator, the pesticide manufacturer or the Australian Pesticides and Veterinary Medicines Authority (APVMA) → 02 6210 470

For any concerns regarding native flora and fauna, contact the Department of Environment, Land, Water and Planning on 136 186.

To receive this publication in an accessible format email pestcontrol@dhhs.vic.gov.au

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Available at <https://www2.health.vic.gov.au/public-health/environmental-health/pesticide-use-and-pest-control>