Tips when selecting a pest control operator

- Visit sahealth.sa.gov.au/pestcontrol and use the online commercial pest control licence look-up tables to find a licensed Pest Controller. Once you have engaged a Pest Controller ask the name of the Pest Management Technician(s) who will be doing the work and use the look-up tables to check they have the correct licence and endorsements.
- If unsure, contact CSL to verify the company and/or technician's pesticide licence details.
- Research the pest control business you are thinking of engaging e.g. use the internet to contact professional pest control bodies or associations.
- Talk to friends, family or neighbours who may be able to recommend a licensed business.
- Obtain several quotes for the work and compare costs, services, products and techniques.
- Make sure the business you are dealing with is a bona fide company – especially if you found them online. Check that the business has a legitimate business address, is willing to provide a written quote, check if the invoice will be sent using the same business name as the business you have contracted, ensure you know the cost of the services and make sure the company holds the appropriate licences.
- Request a written inspection report and treatment plan.
- Request written information on the pesticides to be used e.g. Safety Data Sheets (SDS), treatment methods, evidence that the treatment method is effective, and what its limitations are.
- Ask what to expect and what precautions to take during and following treatment.
- Consider allergies, sensitivities and the age of occupants, and discuss any concerns with the company prior to the work being done.
- Ask if the technician who will be doing the work is licensed and authorised to do the job, and confirm these details when they arrive by checking their licence endorsements and expiry date.

Questions to ask

- Is the company affiliated with a professional pest control organisation?
- Can the company provide references?
- What is their after-sales service policy if you are not satisfied with the work?
- What do any contracts or guarantees cover, and what conditions are attached?
- Is the company prepared to point out how you can help prevent future pest problems occurring?

Disclaimer

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The information contained within the publication is for general information only. Readers should always seek independent, professional advice where appropriate, and no liability will be accepted for any loss or damage arising from reliance upon any information in this publication.

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Thinking of using a Pest control technician?

Controlled Substances Licensing (CSL)

Government of South Australia
SA Health

Make an informed choice

Pest control

Most people undertake some form of simple pest control on their own property at some stage. Using pesticides (including herbicides, fungicides and insecticides) purchased from the hardware store or supermarket to kill or control flies, ants, garden weeds, plant pests, rats and mice are common examples of non-commercial pest control activities.

Sometimes you may have a complex pest problem that you are unable to manage yourself (e.g. treating buildings for termite protection or infestation), and will need to consider hiring a commercial pest control operator.

This brochure provides guidance on making an informed choice when hiring a pest control operator.

Pesticide licences

Anyone who applies pesticides in South Australia for "fee or reward" must hold the appropriate licence or licences under the Controlled Substances (Pesticides) Regulations 2017 (the Regulations) unless exempted from these requirements by SA Health. "Reward" includes payment in goods or services. Pesticide licences are issued by Controlled Substances Licensing (CSL) in SA Health to people who have attained an appropriate qualification.

Types of pesticide licence

There are three main types of pesticide licence:

A **Pest Controller's** licence is the business licence under which all Pest Management Technicians must work.

A **Full Pest Management Technician (FPMT)** is someone who is licensed to undertake pest control work unsupervised. FPMTs have attained an appropriate qualification.

A **Limited Pest Management Technician (LPMT)** is someone who is licensed to undertake pest control work under the supervision of a FPMT. LPMTs have not yet attained all appropriate qualifications.

How can I tell if the person I'm hiring has the appropriate licence?

For the consumer, the most important licences are the FPMT and the LPMT. The person who physically undertakes the pest control work must hold one of these licences, so ask to see it. FPMTs are issued a photo ID card like the one shown here:

On the back of the card you will see the types of pesticides and types of pest control work the FPMT is authorised to undertake.

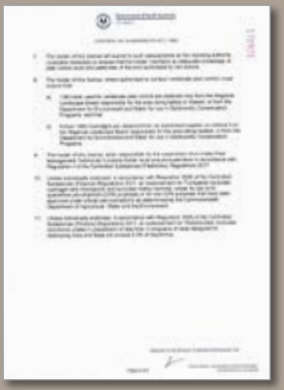
In this example photo ID the FPMT is authorised to use herbicides, insecticides and rodenticides in Domestic and Industrial Pest Control situations. 'Industrial' is also called 'Commercial'.

These licence endorsements show the technician has obtained qualifications specific to that type of pest control work, and are very important in helping you make an informed choice. A brief description of what the different licence endorsements mean is on the back of this brochure.

Photo ID cards are not issued to LPMTs as they are only authorised to work under the supervision of a FPMT.

Both FPMTs and LPMTs are issued with a paper licence (which they may or may not carry with them). The paper licence contains the same details as the photo ID card.

An example LPMT licence is shown below.



Some LPMTs can undertake pest control work without their supervisor being physically present. These LPMTs have completed the pesticide safety component of their studies and may be authorised to work under Indirect Supervision. This means they must be within sight or sound (including telephone) of a supervising FPMT.

CSL issues approval to work under Indirect Supervision in writing, so you can ask to see the letter of approval or contact CSL for confirmation.

Licence endorsements

Domestic and Commercial (or Industrial): pesticide applications in and around domestic and commercial buildings. If a technician is not authorised to treat timber pests (e.g. termites), the licence will say **'Domestic and Commercial (or Industrial) (excluding timber pests)'.**

Fumigation: treatment of soil, stacks, silos and ships with fumigants.

Control of Weeds: use of herbicides only in any setting except Viticultural settings.

Control of Weeds and Plant Pests: use of herbicides, insecticides and fungicides to treat pests in any setting except Viticultural settings.

Viticultural: pest control in grape vines or vineyards.

Vertebrate Pest: control of larger vertebrate pests such as rabbits, foxes, wild dogs and pigs.

Agricultural Pilots: aerial pesticide application.