



Government of **Western Australia**
Department of **Health**

Your Guide to

Registering a pest management business

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Disclaimer

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INTRODUCTION

All commercial pest management businesses in Western Australia are required to be registered with the Department of Health (DOH).

The *Health (Pesticide) Regulations 2011* (the Regulations) set out the requirements for the registration and operation of pest management businesses. This guide provides information to help proprietors register a pest management business with the DOH.

This guide is not an extract from the legislation. The legislation should be referred to for more detailed information and when legal interpretation is required (Refer to Appendix 2).

WHAT DOES A DOH BUSINESS REGISTRATION MEAN?

A DOH Business Registration allows a person to operate a pest management business at a specified premise. When the DOH grants a Business Registration it issues a DOH Business Registration certificate and registration number, both are unique to the business.

WHAT A DOH BUSINESS REGISTRATION DOES NOT MEAN

A DOH Business Registration should not be confused with registering a business for an Australian Business Number (ABN) or registering a business name. An ABN or business name must be obtained before applying for a DOH Business Registration.

APPLYING TO REGISTER A PEST MANAGEMENT BUSINESS

All proprietors are required to make application to the DOH to register their pesticide business.

Proprietors should choose one of the following types of registration that best represents their type of business.

- 1) I am the proprietor and will apply pesticides
 - To register the business you must hold a pest management technicians licence and not a provisional licence.
 - You may employ other licenced pest management technicians or provisional technicians.
- 2) I am the proprietor and will not apply pesticides but will employ pest management technicians
 - To register the business you must have at least one fully licensed pest management technician that is NOT a provisional licence holder or a sales licence holder on staff.
 - You do not need to hold a pest management technicians licence to employ pest management technicians.
 - You may not apply pesticides.

- 3) I am the proprietor and employ ONLY pesticide sales consultants.
- To register the business the proprietor must have at least one licenced sales consultant on staff.
 - Neither you nor the sales consultant may apply pesticides.

APPLICATION PROCESS

The application process consists of two parts. DOH Registration will only be issued when all of the following have been satisfied:

Part 1

- The application form has been correctly completed and submitted with payment.
- A letter of approval from your local government (LG) is attached to your application (see below).
- For registration types 1) and 2) a licensed technician employed by the business has been nominated on the application form.
- For registration type 3) a licensed sales consultant has be nominated on the application form.

Part 2

- The Pest Management business premises and motor vehicle have been inspected and approved by the DOH.

LOCAL GOVERNMENT APPROVAL

Operating a pest management business brings a range of responsibilities including the need to be aware of a range of local laws that affects your business.

Prior to applying for a DOH Business Registration, you must have satisfied the local government laws in which your business is located or proposed to be located.

If you choose to run your business from home or from your vehicle, your LG authority may require you to obtain a Home Occupation Approval and/or a Dangerous Goods Licence.

To avoid unnecessary delays in obtaining your DOH Business Registration ensure you attach copies of all relevant approvals obtained from your LG to your DOH Business Registration application form.

PROCESSING TIMES

The processing time for registering a pest management business with the DOH is approximately six weeks. This time frame includes the time it takes for the applicant to prepare and have their business and motor vehicle inspected.

FEES AND RENEWALS

The DOH Business Registration comes into effect the day it is granted. The DOH Business Registration must be renewed annually and is subject to fees. Fees may change annually without notice.

Refer to the fees page on DOH website for the current fees.

COMPLIANCE AND ENFORCEMENT

Authorised Officers from the DOH and in some cases LG may conduct an inspection at any time. An inspection can be a routine compliance inspection or in response to a complaint received.

Inspections may involve a licence and DOH Business Registration check as well as detailed operational and/or motor vehicle inspections - including chemical storage, transport and operations assessment.

Enforcement action may include:

- Written warning.
- Prescribed maximum penalty fine of \$2500 for each offence; and/or
- Suspension or cancellation of the DOH Business Registration.

Important Information: Without the DOH Business Registration you will not be able to operate as an owner/operator pest management technician or a pest management business.

AMENDING OR REPLACING A REGISTRATION

The registered proprietor may apply to amend or replace a DOH Business Registration by completing the appropriate form. The form must be completed and submitted with the applicable fee. Forms may be downloaded from the DOH website. Refer to Appendix 4

TRANSFERRING OR CANCELLING A BUSINESS REGISTRATION

The registered proprietor may apply to transfer the business to another proprietor. The registered proprietor must give written notice to the DOH of the transfer within 28 days of it occurring. The approved form must be completed by **both** the registered proprietor and the new proprietor and submitted to DOH.

As part of the transfer process, the new proprietor is required to contact the DOH to schedule a suitable time for officers to inspect the business (vehicle and chemicals).

The registered proprietor may cancel a business registration at any time. The proprietor must notify the DOH within 28 days by completing and submitting the appropriate form to the DOH. Forms are available from the website. Refer to Appendix 4.

REFUSED OR WITHDRAWN APPLICATIONS

The DOH will fully refund the fee for a DOH Business Registration that is refused or withdrawn prior to the issue of the registration certificate.

REFUNDS POLICY

Once a DOH Business Registration certificate has been processed and issued, no refunds will be granted regardless of whether the pest management business ceases during the term of the licence.

If you decide to withdraw your application and avoid paying a DOH Business Registration fee, you must contact the department within 3 working days of submitting your application.

Pest Management Business and Motor Vehicle Inspection Requirements

Storage facilities and motor vehicles used by the pesticide business must be inspected and approved by the DOH. If you operate your business from your motor vehicle or from your home as opposed to a commercial business premises your vehicle and your home are considered the business premises and will need to be inspected to ensure pesticide chemicals are being stored according to the Regulations. Refer to Appendix 3: Pest Management Business and Motor Vehicle Inspection Check List.

Officers from the DOH Pesticide Safety Program or LG Environmental Health Officers conduct inspections. It is your responsibility to ensure your business and/or motor vehicle is ready for inspection, and to make the appointment with the relevant authority depending on your location.

Metropolitan areas: Contact the DOH Pesticide Safety Program for inspections within the Metropolitan areas.

Non Metropolitan areas: Contact your LG Environmental Health Officer to conduct inspections in Non-Metropolitan areas.

MOTOR VEHICLES

Motor Vehicles used for pest management activities must meet the following minimum standard to ensure the safety of the occupants, operators and the general public.

Signage

As a minimum, any vehicle used by the pest management business to manage pests must be clearly identified as a pest management vehicle with the following:

- The name of the pest management business as it appears on the DOH Business Registration Certificate in letters not less than 50mm in height on both sides of the vehicle.

- The DOH Business Registration number in letters not less than 50mm in height on both sides of the vehicle.
- A contact telephone number not less than 50mm in height on both sides of the vehicle.
- The words Pest Management Vehicle or Pest Control Vehicle must be included on signs where the name does not clearly indicate that the vehicle is a pest control vehicle.

As well as advertising your business, the signage serves the important purpose of alerting first responders to take appropriate measures to manage risks if an accident occurs.

STORING AND SECURING CHEMICALS

Motor Vehicle

Pest management technicians or proprietors employing pest management technicians must ensure that all vehicles used for the purpose of pest control, including the storage, transport or preparation of a pesticide or fumigant meet the following minimum standards:

- The driver's compartment must be isolated from all pesticides and fumigants carried on the motor vehicle.
- Pesticides must be carried in a lockable metal container firmly secured to the motor vehicle. For example, bolted through the vehicle tray.
- Emulsion tanks must be securely fixed to the motor vehicle and labelled 'Poison'.
- All pesticides must be in their original containers. Soft drink bottles or food containers must never be used to store pesticides.
- Containers must be checked regularly to ensure they are leak proof and in good condition.
- Containers must be closed with the lids (or packets sealed) on while in storage. This minimises dust and/or solvent vapours building up in the storage area.
- The floor/tray of the vehicle must be impervious to liquids and be easily cleaned. i.e. a liquid containment liner suits the purpose.
- Spray equipment must be free from leaks, clean and well maintained at all times.
- Enough spillage gear (cloths and absorbent material) must be readily available on the motor vehicle to decontaminate a 10Litre spillage or leak.
- Fumigation gas cylinders and other gaseous pesticides must be stored in compliance with AS 4332:2004: The Storage and Handling of gases in cylinders.
- Storage requirements for Strychnine, 1080 and other restricted chemicals must comply with the relevant Codes of Practice.

PURPOSE BUILT CHEMICAL STORAGE FACILITY – NOT A MOTOR VEHICLE

When establishing a pest management business, the proprietor or pest management technician who has custody or possesses the pesticide chemicals is responsible for storing the chemicals appropriately.

Pesticides and fumigants are to be stored in compliance with the *Health (Pesticide) Regulations 2011* and *AS 2507:1998 The storage and handling of agricultural and veterinary chemicals* (as amended).

A summary of the minimum requirements is provided below.

Storage Design

- The floor or base of the storage area shall be impermeable to the chemicals being stored.
- Storage shelves must be constructed from impervious materials.
- The facility must be covered for protection from the weather.
- The facility must have adequate natural or mechanical ventilation and lighting.
- Where reasonably practicable, the storage facility shall be protected against heat and exposure to sunlight.
- Storage facility must be located away drains, water courses, and other sensitive areas.
- Water shall be available for washing down any spills that may occur. Spills must be managed in compliance with disposal regulations.
- The facility must be capable of being locked.
- The facility must be designed such that non-compatible chemicals are capable of being stored separately at all times.
- A first aid kit and a fire extinguisher shall be located within easy access of the storage facility.
- Storage requirements for strychnine, 1080 and other restricted substances must comply with relevant Code of Practice.
- Storage requirements for gaseous cylinders must comply with AS 4332:2004 (as amended) *The Storage and Handling of gases in cylinders*.

Location, Security and Access to storage

When choosing the location of the storage area ensure the following are considered.

- The storage facility must be separate from workspaces and the storage of foodstuffs.
- Precautions to prevent accidental or unauthorised access must be taken. For example, ensure the storage area is capable of being locked.
- Warning sign(s) must be erected, restricting unauthorised entry and prohibiting smoking and other ignition sources. The appropriate Dangerous Goods Class label is displayed if required

Storage of Containers, Labelling and Disposal

It is important that containers and their contents are appropriately stored and correctly labelled at all times.

- All pesticides must be stored in their original containers. Soft drink bottles or food containers must never be used for storing pesticides.
- Ensure original labels are legible and adhered to the container.
- The integrity of the containers should be checked regularly.
- Pesticides generally have a shelf life of 2 years. Ensure regular stock rotation.

- Keep containers closed with the lids (or packets sealed) on while in storage. This minimises dust and/or solvent vapours building up in the storage area.
- Do not store containers of liquids above containers of solids.
- Decanting of volume chemicals is discouraged. If decanting is necessary, pesticides are to be decanted into the 'same-labelled' smaller containers. You may need to purchase a small container of the same bulk chemical to achieve this.
- Containers must be disposed of in accordance with the label.

Personal Protective Equipment (PPE)

Pest management technicians must wear suitable personal protective equipment whilst handling and applying pesticides or fumigants, and ensure that all equipment is maintained in good working order.

Proprietors employing pest management technicians must ensure that licensed technicians are provided with suitable personal protective equipment and clothing and that all equipment is maintained in good working order.

At minimum, the following items of PPE are required:

- Chemical resistant (Poly Vinyl Chloride or Nitrile) gloves and boots.
- Respirator and spare cartridges are to be stored in an air tight container.
- Two pairs of overalls.
- Eye protection.
- Washable hat.
- First aid kit which must include eyewash.
- 20 Litres of fresh water.

WASH DOWN, DECONTAMINATION AND CLEANING TO MINIMISE PESTICIDE RESIDUES

The approved method for wash down will vary depending on the wash down facilities available.

Wash down of pest control motor vehicles may occur on a commercial needs basis or when significant spillage, leakage or spray drift onto a vehicle has occurred. Wash down shall be performed only at the registered premises or an approved site.

Purpose built facilities will require LG approval.

Purpose built wash down facility:

Such a facility must have the following:

- A facility contained with a roof.
- Consist of an impervious bunded floor, that is graded and;
- Connected to an impervious sump which is protected from rainwater runoff.

When a wash down facility is not available, contaminated motor vehicles must be cleaned using only a damp cloth to hand wipe the motor vehicle. The cloths will then be considered contaminated and must be disposed of appropriately.

Boom spray equipment may be decontaminated by flushing out at the site of application but at least 100 metres from any water body, dwelling, or primary food source.

Further information is provided in the Code of Practice: Disposal of Pesticide Residues from Pesticide Spray Applications.

Spraying Equipment

All spraying equipment including tanks, pumps, hoses, filters and lances must be decontaminated before a different class of pesticide is used or the equipment is stored.

Decontamination must be achieved as instructed by the label and/or manufacturer. Any diluent from rinsing and/or flushing is deemed a pesticide rinsate and must be handled according to the registered label.

Rinsates

Rinsates are to be used whenever possible and in accordance with the registered label. The contents of the rinsate containers must be clearly labelled. Rinsates should not be stored unless otherwise stated on the label. Rinsates must be disposed of according to the following hierarchy of options:

- Sprayed at the application site.
- Used as diluent/solvent for same active ingredient pesticide at a different application site. In this case the pesticide rinsate shall be added to the diluent at a rate not exceeding 10% of the total volume.
- Applied at a different site, provided it is used in accordance with the registered label.
- Disposed of at a liquid waste treatment plant, subject to consent of the plant operator and/or the LG.

HOUSEKEEPING

To ensure good housekeeping and affective business management a range of documents are required to be maintained and kept up to date at all times. These documents include:

- Register of employees.
- Register of Safety Data Sheets (SDS).
- Manifest of chemicals.
- Record of Pest Management Treatments.
- Pest Management Business Certificate.

Where the chemical storage is on the vehicle, it is good practice to store the register of SDS's and manifest of chemicals in the driver's side console to enable easy access in the event of an incident.

A copy and not the original Pest Management Business Certificate (for owner occupiers) shall be placed in pest management vehicles for compliance purposes.

DOH recommends that all pest management businesses develop and operate in accordance with an Emergency Management Plan.

Appendix 1: Definitions

For the purposes of this guide the following definitions apply.

Term	Definition
Applicant	A proprietor of a business that makes a formal application.
Application fee	A fee charged at the time the application is lodged.
Application form	A DOH form that shall be completed and signed by the applicant and submitted to Pesticide Safety.
Authorised Officer	Any officer Authorised under the <i>Health (Miscellaneous Provisions) Act 1911</i> .
DOH Business Registration Certificate	A Certificate that authorises the person registered to carry on a pest management business at the premises specified in the registration.
DOH Business Registration Number	A unique identification number generated by the Pesticide Safety Licencing System which appears on the DOH Business Registration Certificate.
Contaminated	When the concentration of pesticide remaining in spray equipment or empty pesticide containers is greater than 0.01% of the concentration of the original pesticide concentrate.
Dangerous Goods Licence	Department of Mines, Industry Regulation and Safety approval for the storage and handling of Dangerous Goods on site and/or the transport of Dangerous Goods.
Decontamination	Removal of pesticide contamination from spray equipment or used pesticide containers so as to reduce the concentration of any remaining pesticide to less than 0.01% of its original concentration.
Home Occupation Approval	LG approval to conduct a business from home with sufficient controls to ensure that minimal disturbance and nuisance are created.
Motor Vehicle Inspection	An assessment undertaken by the Pesticide Safety Section, or a Local Government Environmental Health Officer (in non-metropolitan areas), to ensure that all motor vehicles intended to be used by a business for the application of pesticides are compliant with the <i>Health (Pesticides) Regulations 2011</i> .
Motor Vehicle Inspection report	The documentary evidence of a motor vehicle inspection by the Department or LG.
Licence	A Pest Management Technician's licence or Provisional Licence. The licence is restricted by endorsements depending on training

Term	Definition
	and qualifications.
Licensee	A licensed Pest Management Technician or Provisional Technician.
Pest Management Technician	The holder of a technician's current licence.
Provisional Licence	A Licence granted under Regulation 39 of the Regulations and required to be obtained prior to the application of registered pesticides for termite control and commercial/domestic pests (urban pest control). To apply for a provisional licence a minimum competency is required. <i>(Completion of CPPPMT3006 from Certificate III in Urban Pest Management).</i>
Provisional Technician	The holder of a provisional licence.
Rinsate	Pesticide contained in liquid used to decontaminate by rinsing or washing containers and spray equipment.
Safety Data Sheet	Document that provide critical information about hazardous chemicals. This includes, hazards of the chemical and how to handle it safely, including storage and disposal. Physical and chemical properties of the chemical and potential health and emergency response measures, as well as Environmental effects of the chemical.
Spray Equipment	Every article associated with the spray application of pesticides including a motor vehicle used for pest management.

Appendix 2: Relevant Legislation, Standards and Resources

Legislation

The *Health (Miscellaneous Provisions) Act 1911* and the *Health (Pesticide) Regulations 2011* govern all activities relating to pest management businesses and technicians in Western Australia. The legislation is available from the Western Australian Legislation webpage at: <https://www.legislation.wa.gov.au/>.

All pest management businesses and pest management technicians should have a copy of the regulations.

Standards

Australian Standards can be purchased and downloaded from <https://infostore.saiglobal.com/>. Your local library may be able to obtain copies for you.

Resources and Codes of Practice

Guidelines, forms, codes of practice and other documents relating to pest management in Western Australia are available from the Department of Health webpage at: http://ww2.health.wa.gov.au/Articles/N_R/Pest-industry-licensing-and-registration

Appendix 3: Pest Management Business and Motor Vehicle Inspection Checklist

Motor Vehicles Requirements

Signage

The name of the pest management business as it appears on your DOH Business Registration Certificate is clearly visible in letters not less than 50mm in height and displayed on both sides of vehicle.

The DOH Business Registration number in letters not less than 50mm in height is displayed on both sides of vehicle.

A contact telephone number not less than 50mm in height is displayed on both sides of the vehicle.

My business name clearly identifies my vehicle as a pest management vehicle OR the words 'Pest Management Vehicle' or 'Pest Control Vehicle' are included on the signs to clearly identify the vehicle as a pest control vehicle.

Storage and Securing Chemicals and Equipment

The driving compartment is ventilated and isolated from the chemical storage area and any potential fumes.

Pesticide containers are stored in a locked metal cage or cabinet.

The storage cage or cabinet is anchored and secured to the vehicle. E.g. Bolted to the vehicle tray.

The floor/tray of the vehicle is impervious to liquids and can be easily cleaned.

Spillage on the vehicle can be contained.

All spray equipment is free from leaks, clean and well maintained.

Spray lines are not perished or likely to rupture.

Emulsion tanks are securely fixed to the motor vehicle and labelled POISON.

A backflow prevention device fitted to emulsion tank.

All pesticides are in their original containers and correctly labelled.

Chemical rinsate containers are available and correctly labelled.

Fumigation gas cylinders and other gaseous pesticides are stored in compliance with AS4332:2004 The Storage and Handling of gases in cylinders.

Storage requirements for Strychnine, 1080 and other restricted chemicals comply with the applicable Code of Practice.

Safety Equipment

A cartridge respirator is available and stored in an airtight container. (AS:1716 and

AS:1715)	
A reserve supply of respirator cartridges are available and in date.	
A pair of Poly Vinyl Chloride (PVC) or Nitrile chemical resistant gloves and boots is available.	
Suitable eye protection is available.	
Two pairs of overalls are available.	
A washable hat is available.	
20Litres of clean fresh water is available.	
Adequate spillage cloths and equipment are available on the vehicle to decontaminate a 10Litre spillage or leak.	
Absorbent material for spillages is available e.g. Kitty Litter, Sokorol.	
First Aid Kit that includes eyewash that is in date.	
Fire extinguisher is easily accessible.	
Fire extinguisher with maintenance record and date of last inspection is visible.	
Confirm Method of Cleaning and Decontamination	
No Wash down Facility Available	
Where no wash down facility is provided – wipe down of vehicles only.	
Wash down Facility Design	
Wash down facility has impervious and bunded floor.	
There is a lined sump, capable of being cleaned after each spill.	
There is a roofed to protect from rain.	
It is situated so that rinsate cannot drain into any water supply or water course.	
Confirm preferred Method of disposal for Rinsate	
Rinsate is used as a diluent for the same class of pesticide.	
Rinsate is used at the same site or different site of application.	
Other (confirm details)	
Confirm the preferred method of disposal for Pesticide Containers	
Triple/pressure rinsed and returned to the supplier.	
Triple/pressure rinse and send to landfill.	
Empty containers shall be triple pressure rinsed and stockpiled on site waiting collection	
Drum Muster collection	
Used as rinsate containers	

Other (confirm details)	
Purpose built Chemical Storage Facility Requirements	
Design	
The store is capable of being locked.	
It is roofed to protect from rain.	
The floor or base of the store is impermeable to the chemicals being stored.	
Storage shelves are constructed from impervious materials.	
It has an impervious bunded floor.	
Water is available for washing down spillage.	
It is located such that spillage cannot drain into any water supply or water course.	
It is well separated from food storage/preparation areas.	
There is adequate ventilation for fire control purposes (150mm ventilation holes).	
There is an impervious sump, capable of being cleaned regularly.	
There is natural lighting or sealed electrical lighting.	
Appropriate warning signs erected have been erected.	
Pesticides are separated into different chemical classes.	
Fumigation gas cylinders and other gaseous pesticides are stored in compliance with AS 4332:2004 The Storage and Handling of gases in cylinders.	
Storage requirements for Strychnine, 1080 and other restricted chemicals comply with the applicable Code of Practice.	
Safety Equipment (tick all)	
Hand washing sink is provided.	
First Aid Kit includes eye wash in date.	
Fire extinguisher is easily accessible.	
Fire extinguisher – Maintenance record and date of last inspection is visible.	
House Keeping Requirements (tick all)	
Register of employees is available.	
Register of Safety Data Sheets (SDS) is available.	
Manifest of Chemicals is available.	
An emergency Management Plan is recommended.	

Appendix 4: Useful Contacts List

- Pesticide Safety Program – Licencing Section, Department of Health

Phone: (08)9222 2000

Email: pesticidesafety@health.wa.gov.au

Website: www.public.health.wa.gov.au

- WALGA, Online Local Government Directory

Phone: (08) 9231 2000

Email: info@walga.asn.au

Website: www.walga.asn.au

- Australian Pesticides and Veterinary Medicines Authority

Phone: (02) 6210 4701

Email: enquiries@apvma.gov.au

Website: www.apvma.gov.au

- Department of Mines, Industry Regulation and Safety – Dangerous Goods

Phone: 1300 136 237

Email: dgsb@dmirs.wa.gov.au

Website: www.dmirs.wa.gov.au

- Department of Mines, Industry Regulation and Safety – WORKSAFE WA

Phone: 1300 307 877

Email: safety@dmirs.wa.gov.au

Website: www.commerce.wa.gov.au/worksafe

- Department of Primary Industry and Regional Development – Agriculture and Food

Phone: 9368 3333

Email: enquiries@agric.wa.gov.au

Website: <https://www.agric.wa.gov.au/>

- Department of Consumer Protection

Phone: 1300 304 054

Email: consumer@dmirs.wa.gov.au

Website: <https://www.commerce.wa.gov.au/consumer-protection>

- Poisons Information Centre

Phone: 13 11 26

- Department of Water and Environmental Regulation - Pollution Response Unit

Phone: 1300 784 782 (Pollution Watch Hotline)

Website: <https://www.der.wa.gov.au/our-work/pollution-response>

- Department of Water and Environmental Regulation

Phone: 6364 7000

Email: info@dwer.wa.gov.au

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