

AEPMA MAGAZINE

The Voice of the Australian Pest Management Industry

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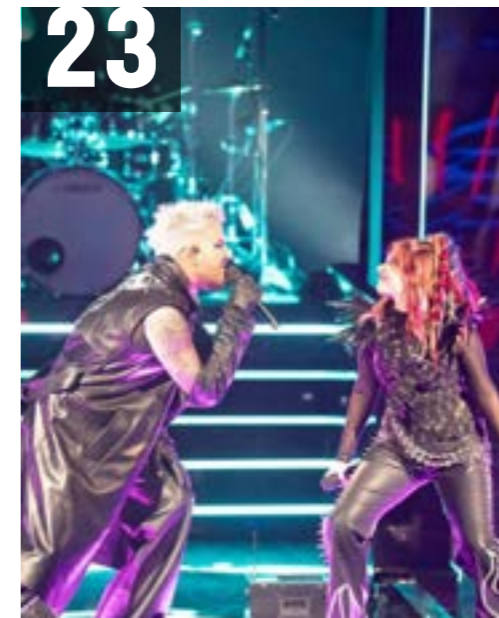
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contact AEPMA via email info@aepma.com.au or visit our website aepma.com.au



The Voice of the Australian Pest Management Industry

**“MERRY CHRISTMAS
TO ALL OUR AEPMA
MEMBERS—WISHING
YOU JOY, SUCCESS,
AND A PROSPEROUS
NEW YEAR”**



Pesticon 2025 **“Adapt and Thrive: Navigating Change in Pest Management,”** promises to be a landmark event, designed to address the pressing issues and opportunities shaping our field.

Join us at the Adelaide Convention Centre for Pesticon 2025. Stay tuned for more details and registration information.

**PESTICON 2025
6TH - 8TH AUGUST**

STEERING AEPMA'S VISION

MEET THE AEPMA



The Australian Environmental Pest Managers Association (AEPMA) is at the forefront of shaping the standards, practices, and future of the pest management industry.

Behind this mission is a dedicated and diverse board of professionals who bring decades of expertise, insight, and leadership to the table.

Each member contributes a unique perspective, reflecting the broad spectrum of challenges and opportunities faced in the ever-evolving world of pest management.

BOARD

From seasoned industry veterans to innovative thinkers championing sustainability and best practices, these are the people ensuring that pest management in Australia remains at the highest standard.

Discover their backgrounds, roles, and what drives their passion for protecting homes, businesses, and the environment.



John Murray
AEPMA Vice-President

John started his pest control career in 1996 with Amalgamated Pest Control (APC) in Lismore NSW. After several years working as a field technician and coach of new trainees John bought the APC Ballina Franchise.

Although the franchise was successful John found his passion was in managing and training technicians and in 2009 began working full-time as a Training Officer for APC's Registered Training Organisation (RTO). John was promoted to Manager of the RTO in 2011 and then became head of APC's Technical and Training Team in 2013.

In 2016 when APC was acquired by Flick Anticimex John was asked to lead the Flick Anticimex National Technical Team and RTO.

In his current role as Training Manager for Flick Anticimex RTO (Pacific Region), John continues to drive the company goals of excellence in pest management training, knowledge, research and innovation. As part of the Flick Anticimex National Technical and Training Team he supports business operations by providing training, mentoring and technical expertise to approx. 800 technicians and sub-contractors. John has served on the QLD AEPMA Committee for several years, most recently as Chair and Board delegate.

As a current National Board Member - Special qualifications and Vice President, John hopes to continue AEPMA's great work in promoting professionalism in Pest Management. John has worked on several AEPMA Codes of Practice and as a representative on external working parties and committees promoting industry initiatives and training package development. He is passionate about all aspects of the pest management industry and especially in the mentoring and training of the next generation of pest managers.

Outside of work, John loves to spend time with his family and dog, the outdoors (camping and hiking), all sports and watching his favourite sporting sides Liverpool FC, Canterbury Bankstown Bulldogs and the Sydney Swans.

AEPMA PRESIDENT, VASILI TSOUTOURAS, CALLS ON NEXT GENERATION



The Australian Environmental Pest Managers Association (AEPMA) announces that its long-serving President, Mr Vasilis Tsoutouras, will be taking a leave of absence from his role, effective immediately, and officially stepping down at the upcoming Pesticon 2025 conference in Adelaide.

Mr Tsoutouras, who has dedicated many years to the association, cited his decision as a personal one, reflecting his desire to pass the leadership baton to the next generation while remaining a committed advocate for the pest management industry.

“It has been an honour to serve as AEPMA President, but after years of service, I feel it is

time for new perspectives and leadership to take the association forward,” Mr Tsoutouras stated during the recent Board meeting. “I will continue to support the association in any way I can, but I believe this is the right time to step back and allow fresh ideas to lead the industry.”

AEPMA acknowledges the extraordinary contributions Mr Tsoutouras has made during his tenure, particularly in promoting industry standards, advancing pest management education, and fostering unity across states and sectors.

Under his leadership, the association has grown stronger and more influential, cementing its reputation as the peak body for pest management professionals in Australia.

To ensure a smooth transition, the AEPMA Board has appointed AEPMA Vice President, Mr John Murray, as Acting President until a new President is elected at a special general meeting during Pesticon 2025.



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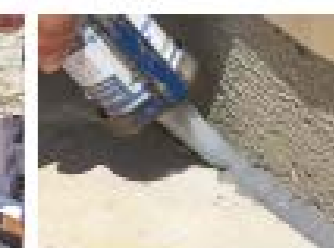
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Rob Boschma Director of Special Expertise

Rob is the Managing Director of Specialist Termite Control and has been involved with the family business since the year 2000. Robert is the driving force for change in order to stay in the forefront of modern techniques and procedures. He does not get to work in the field as much but likes nothing better than getting out and meeting clients to assist with their termite issues.

Robert believes that to run a happy business, you must start by making customers happy first – give a little more than is expected. Happy customers make a happy business.

Rob is heavily involved in the Australian pest industry and is a regular speaker at the annual AEPMA Pesticon conferences.

Rob currently sits as a Director on the National Australian Environmental Pest Managers Association, and the Vice Chairmen on the Victorian branch.

Anthony Beyer - National Director South Australia



Hi fellow pest professionals, I'm Anthony Beyer, president of the South Australian branch and a national board member of AEPMA.

With nearly 30 years in pest management and 18 years running a family business in northern South Australia alongside my wife, I've had the privilege of contributing to and benefiting from this incredible industry.

I began my career in forestry pest management before joining Murray Pest Control in Jamestown in the mid-90s. Later, I gained valuable experience in Queensland with Scientific Pest Control and Termite Management Systems, eventually returning to SA to purchase three Murray Pest Control franchises in 2006. Along the way, we've been fortunate to win South Australian Pest Manager of the Year twice.

A few years ago, I decided to give back to the industry that has given me so much, getting involved with the SA branch to help shape its future. I encourage everyone to consider contributing—it's an immensely rewarding experience. A few years ago, I decided to give back to the industry that has given me so much, getting involved with the SA branch to help shape its future.

I encourage everyone to consider contributing—it's an immensely rewarding experience to get involved with your state branch as there are a lot of changes happening in our industry



Emma Mendelsohn - National Director Victoria

With a 20 x year background in media, Fairfax and ARN (Gold Fm), in 2009 I pivoted to the pest industry and co-founded Noah's Ark Pest Control. My corporate experience includes awards for editorial features, Fairfax Media and awards for media consultancy during my time at ARN (Gold Radio).

As a co-founder, Noah's Ark Pest Control, we have been recognition with an Industry award, 2014 (Pest Manager of the Year (VIC)).

Shortly after founding our company, I joined AEPMA, in 2010, as a member and became more involved in our Industry Association with the position of Vice Chair, 2018, and Branch Chair (Vic.), from 2021 of which I am the current office bearer. I am privileged to have been given the opportunity to represent the Victorian branch at National level as an AEPMA, Board Director, 2024.

I am dedicated to practicing good governance and believe in the principles of establishing accountable and transparent leadership. These qualities are essential to ensuring equitable and inclusive outcomes for all industry stakeholders.

My current focus as an AEPMA Director is to collaborate with like minded and passionate pest professionals to improve the opportunities and outcomes for our Industry.



Lindsay Hollingsworth - National Director Western Australia

Lindsay Hollingsworth is an accomplished entrepreneur and leader with extensive experience in the pest management industry. Currently,

Lindsay serves as a National Director and WA Chairperson of AEPMA, where he is again enjoying guiding industry standards and practices since June 2023.

During Lindsay's transformative tenure as General Manager at Allpest, from August 2001 to July 2011, the company experienced remarkable growth. Under Lindsay's strategic leadership, Allpest evolved from a small business into a major industry force, expanding its team to over 100 staff members. This growth was fueled by innovative practices, robust business development, and a commitment to excellence, which significantly increased Allpest's market presence and reputation in the pest management industry.

Following the success at Allpest, Lindsay founded The Pest Guys, establishing it as a strong brand in Western Australia. Through dedication and expert leadership, The Pest Guys built a prominent reputation, eventually leading to its acquisition by Flick, a testament to its success and industry impact.

In a return to the industry in 2022, Lindsay has reignited Mandurah Pest Control, a business with a 60-year legacy in Western Australia. Since acquiring it, Lindsay has driven its rebirth, focusing on operational excellence and modern pest management solutions that honor the company's longstanding history.

With a broad skill set in operation management, marketing, sales, and business development, Lindsay is also a licensed pest manager and fumigator, specializing in termite management. Holding a Certificate IV in Workplace Assessment & Training, Lindsay approaches business with strategic insight and a client-focused ethos.

Lindsay Hollingsworth continues to lead with vision and expertise, shaping the future of pest management with innovative solutions and a commitment to industry advancement.



Kuyan Rider - National Director Queensland

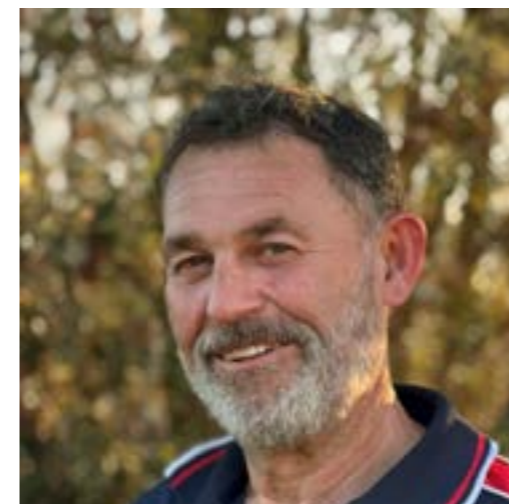
Kuyan Rider launched her career in the pest control industry over 16 years ago with Scientific Pest Control & Cure-All Pest Control. She quickly became captivated by the industry's complexities and opportunities.

Now a licensed general and timber pest professional, Kuyan serves as the General Manager of Conquer Termites Northside, a family-owned franchise of Conquer Termites Australia.

Since joining the Northside team in 2014, Kuyan has expanded the team from 2 to 16 employees, focusing on retaining the right staff, prioritizing training and education, and fostering an excellent team culture.

Her commitment to her team and dedication to elevating industry standards have led to multiple nominations for the PWAPM Excellence Award, where she was a finalist twice and won in 2021.

Kuyan's proudest achievements include Conquer Termites Northside winning the AEPMA Pest Manager of the Year for companies with 10 or more staff, and the overall AEPMA Pest Manager of the Year in 2023.



Paul Enwright - National Director New South Wales

I am the owner of CPR Pest Management Services, cofounded with my wife, Kylee Enwright, in 2007. With over 30 years in the pest management industry, I serve as NSW AEPMA Director, advocating for small businesses at a national level.

My passion lies in providing personalised service to clients and sharing my knowledge with the next generation of pest professionals through my qualifications in Pest Management and Training & Assessment.

Outside work, I enjoy spending time with family and friends, travelling, fine dining, and relaxing with a good movie.



MEMBER SPOTLIGHT

SURE PEST CONTROL

Our member spotlight is on Sure Pest Control, one of AEPMA's newest members based in Western Australia. Richard recently shared his insights with [William Killen from Ensystem](#), discussing his motivations for joining AEPMA, his vision for the pest management industry, and his thoughts on how the association can continue to support businesses like his.

With a strong focus on aligning with industry-leading standards and improving client education, Richard brings a fresh perspective to the AEPMA community. From his passion for continuous improvement to his ideas for fostering stronger connections within the industry, his contributions reflect the drive and innovation that keep pest management advancing.

Here's what Richard had to say about joining AEPMA, the benefits he sees for his business, and his thoughts on shaping the future of pest control.

What made you want to join AEPMA?

We chose to join AEPMA to demonstrate to our clients that we are committed to best practices by aligning with industry leading standards.

We are focused on continuously improving our systems and services, as a member we have leveraged the resources available to us via AEPMA to accelerate this process.

What advantages do you see in being a member of AEPMA?

Access to industry leading standards and processes is the most important benefit to us. Our business is growing and we want to ensure we become industry leaders in pest control.

Knowing we can also seek support for both business and technical issues pertaining to pest control provides significant peace of mind, it is impossible to know and understand everything, but AEPMA has access to lessons learned nationally which will significantly benefit us where advice is required.



“JOINING AEPMA ALLOWS US TO ALIGN WITH INDUSTRY-LEADING STANDARDS, IMPROVE OUR SYSTEMS, AND ACCESS INVALUABLE SUPPORT. IT'S A STEP TOWARD BUILDING A STRONGER, MORE CONNECTED PEST MANAGEMENT INDUSTRY.”



What aspect of the industry would you like to see AEPMA improve, and why?

Methods for client education, including potential content (or sample content). This would significantly assist with quoting and treatment processes. Providing information targeting the public through social channels would be a great tool for us to engage with online and repost to assist client engagement at a business level.

Do you believe it is beneficial for the pest management industry to be recognised as a trade?

In our location Pest Control is already considered a trade. However, the expectation and understanding of chemical application and costs associated is a difficult hurdle with customers. This is a hurdle AEPMA should focus on with public education to assist all technicians establish the value proposition with pest control treatments.

How important do you think it is for the training to be done by the trainer that lives within the state rather than from outside of the state?

This really depends on the student, their ability and style of learning. A blend of distance and in person options should be available. As a business I have identified employees who simply cannot succeed with distance learning, this process consumes billable time and creates additional training costs, these employees need in person training. That said, some employees thrive with distance education and take additional steps to learn, this provides my business with flexibility between billable work and training activities.

What are your thoughts on the location of the AEPMA conference, traditionally held on the Gold Coast but set to take place in South Australia in 2025?

The location is irrelevant for us, that said, I do believe that alternating locations is important as it will open the conference

up to different specialists around Australia who can present. I think the issues which are more prominent to the conference location will find their way to the floor, greatly assisting local technicians who will likely make up the majority of the attendance.

What are your overall thoughts of the industry and how do you personally feel it could be improved?

There needs to be a national standard for operating. Currently each state differs, particularly with education for licensing and operating requirements. AEPMA could also complete a cost analysis for different treatments (making reasonable assumptions) to provide its members with suggested service pricing.

What types of events would you like AEPMA to organise in your state?

New member presentations would be beneficial and could be held in an office environment/presentation room. Quarterly or 6 monthly networking would be a great way for technicians to connect. Engaging chemical suppliers offering to present at their open days / conferences.

Engaging RTOs offering to present on campus annually with open public invites (would assist the campus with enrollments and assist AEPMA with membership for new Technicians/businesses).



“BEING PART OF AEPMA CONNECTS US TO A WEALTH OF KNOWLEDGE AND SUPPORT, HELPING US GROW OUR BUSINESS WHILE STAYING AT THE FOREFRONT OF INDUSTRY STANDARDS”

This article outlines the implications of Termicoat's Codemark withdrawal and provides guidance for pest managers and installers to navigate compliance challenges and potential warranty issues.

Authored by Emma Mendelsohn with contributions from Dr Don Ewart.



Termicoat is registered by the APVMA as a mixed function pesticide for "termite control in timber and concrete slabs". The active ingredients are based on Boron, a metal with unknown definitive mode of action (IRAC Group 8) but efficacy is dependent on oral consumption. The actives can be thought of as salts, which, like table salt remain soluble in water. That means if the areas treated with this product get wetted, they may be lost. This is a frequent problem with boron-based timber preservatives.

Borons have been used as a wood preservative for decades, but are not otherwise approved for construction and they generally have not met the timber preservation Standards. AEPMA have not been able to source any

independent scientific research to support the use of boron, as a stomach poison, applied to concrete, as a means to deter termites.

Certainly, long term surface repellency has not, to our knowledge, been shown. In the absence of evidence of such testing, AEPMA cannot recommend the system.

The suspension, in September 2024 and subsequent withdrawal of the Codemark Certificate for Termicoat Termite Management System (TTMS) has not been explained publicly by the manufacturer (Endura Coatings), the Accreditation Body (Bureau Veritas) who issued it or JAS-ANZ, the organisation who licences Accreditation Bodies.

**PEST MANAGERS MUST REASSESS
TERMICOAT'S USE ON PRE-CONSTRUCTION
SITES, ENSURING COMPLIANCE
AND WARRANTY VALIDITY THROUGH**

Codemark Certification withdrawn for Termicoat (Endura Coatings), What does this mean for Installers?

In September 2024, the suspension and eventual withdrawal of the Codemark Certificate for the Termicoat Termite Management System (TTMS) raised significant questions within the pest management and construction industries. While Termicoat remains registered by the APVMA, its Codemark Certificate's removal impacts its compliance with the National Construction Code (NCC) and raises concerns

One of the benefits of a Codemark Certificate is that it represents thorough independent assessment of a product's performance for use in buildings in Australia by showing compliance with the NCC. The assessment involves consideration of information from several sources to fully understand its performance under Australian conditions in the building.

For termite management products, it is widely accepted that a product or System will have undergone several years of testing at several locations across Australia and for a period of several years, evaluated in the presence of key termite types present in the environment. Such a testing regime along with other testing methods is outlined in detail in AS3660.3 Termite Management-new product assessment criteria and AS3660.3 is cited in the NCC as an appropriate assessment Standard.

If a product or system does not have a Codemark Certificate, the certifier or building surveyor must ensure that the method or system used is effective in preventing termite activity as required by the NCC. They may accept the method/system based on deemed-to-satisfy historical use, such as metal termite shields (ant caps), which are referenced in AS3660.1, though this may not always apply.

If historical acceptance is not applicable, the certifier or building surveyor must evaluate the product/system's performance based on test data, expert opinions, and other information provided by the manufacturer or available publicly.

Information is considered more reliable if authored by an independent, qualified, and experienced person (referred to in the NCC as an "Appropriately Qualified Person" or AQP).

Any site where the Termicoat (TTMS) System has been used and the building is now occupied, would be considered an existing

building and therefore subject to AS3660.2 or the AEPMA code of practice for Termite management. A number of methods of termite management are in these documents and can be offered to owners as ongoing methods of management.

If the building is still under construction, then a discussion should be held between the owner or builder, Certifier, and Pest manager about the status of the system, acceptable alternative methods available for the building. In an effort to maintain any Warranty, if available, then the TTMS Installer should be consulted. In essence, as a result of Termicoat's Codemark certificate withdrawal, we would encourage Installers who have used this product or are planning to use this product on sites relying on compliance with AS3660 to be very clear as to whether an additional post-construction system may now be needed to satisfy compliance and/or expected warranties. On that note they should also investigate any insurance ramifications associated with using the product particularly on dates Termicoat was suspended and/or withdrawn.

In short, the use of Termicoat on Pre-Construction projects on or after 13th September, 2024 may in fact need to be revisited to ensure compliance and warranties are valid. The product is still APVMA registered, but if installers plan to use this product in a pre-construction environment they will need to discuss with surveyors/certifiers how to achieve compliance through different means, e.g. NCC performance pathways, and will not be able to rely upon any Codemark certificate. The NCC, Clause 3.1.3.3, requires Termite management systems (TMS) either to comply with AS3660.1 or "have been tested and passed the tests required by Section 5 of AS 3660.3".

Any installers who have used Termicoat may wish to revisit recent certificates issued to ensure they are valid.

Ensuring Compliance in Fire Ant Management: Reporting Obligations and Training Requirements

Fire Ant Management: Reporting, Training, and Compliance Essentials

Under the Federal Biosecurity Act 2014, all fire ant nests found in Queensland must be reported within 24 hours, a requirement that applies across the state. This is part of the General Biosecurity Obligation (GBO) for all Queensland residents, businesses, and industry stakeholders, including pest managers. Fire ants must be reported to 132 ANT (132 268) or via the online portal at <https://ants.daf.qld.gov.au/table-of-contents/report-fire-ants/>, ensuring that all infestations are quickly addressed.

For Professional Pest Managers (PPMs) in Queensland, there is a free, stand-alone training and registration program that provides accreditation for fire ant treatment. This training, which takes approximately 45 minutes to complete, is valid for two years and keeps pest managers updated on current treatments, approved products, emergency-use permits, and Biosecurity Instrument Permits (BIPs). These BIPs are site-specific guidelines enforced by the Department of Agriculture and Fisheries (DAF) and the National Red Imported Fire Ant Program (NRIFAP). For more information, visit the training portal at <https://www.fireants.org.au/tools/training#training-for-pest-managers>.

PPMs must take responsibility for staying current with their training, as reminders are not sent out. Industry stakeholders such as landscapers, gardeners, property developers, and others also have training modules available. Pest managers should educate their customers on their legal obligations under the Biosecurity Act.

In New South Wales, fire ant management is under the control of the NSW Department of Primary Industries (DPI), which operates a



permit system for treatment. All infestations in NSW must be reported, and pest managers are not authorized to treat fire ants directly; instead, treatments are managed by the NSW DPI. To report in NSW, call 1800 680 244 or visit <https://forms.bfs.dpi.nsw.gov.au/forms/9247>.

To stay compliant, pest managers must ensure treatments are reported through the relevant online portals, attend the mandatory training, and always follow product labels. Continuing education is crucial to maintaining accreditation and staying informed about evolving fire ant management standards.

For more information, visit the Queensland portal [here](#) and the New South Wales portal [here](#).



REAL-LIFE TERMITE MANAGEMENT

Termite management is not just about the insects but also about the people(clients) and their knowledge and expectations.

Here are a couple of experiences from my time working for one of the biggest private Pest Management companies in Queensland in the early 2000's.

Big companies generate relationships in each location where they work so this client had engaged our staff in Toowoomba. He had a large riverside house in the Brisbane western suburbs. A large house because being on the river means it is a steeply sloped block and so had multiple levels built into the slope.

The task was to do a Termite Inspection on the Brisbane property so we started at street-side on the property in the double garage (a separate building to the house), working our way through the yard and the swimming pool area before starting on the house.

“The top level was the master bedroom, double dressing room and ensuite. It had recycled timber boards as bedroom flooring over a concrete floor. You start to get an idea that this is not your normal residential structure and is going to take extra time to fully inspect.”



The middle level of the house was living area and kitchen with a verandah area overlooking the Brisbane River. The levels of the house are all connected internally with concrete staircases. The lower level of the house has a bathroom, separate toilet, laundry, rumpus area and bedrooms. There is also a cellar room and an enclosed storage room with spray concrete over the soil embankment, on the lower level.

Once again you realize this is a big house.

You cannot fall into the 'trap' of thinking oh it's so big and made with so much steel and concrete that there won't be any termite activity. There was a time when brickwork and blockwork were considered termite-proof materials but not any longer.

You always need to think about how the house was constructed which is especially important when it is so big. You have inspected the house but do a reality check and realize that despite it's size and the number of rooms you have inspected there are two subfloor voids which you cannot access. There are often areas which restrict our ability to fully inspect but when dealing with termites as we know, subfloor voids which are fully enclosed and on ground level, are extremely high risk of being termite harbourages. The Voids in this case were under the staircases and so were created when the stairs were built(poured).

The Inspection report included a recommendation to have access made to these two voids, one under the stairs from the middle level to the lower, and the second where those stairs do a 90 degree turn, three steps from the lower floor level. There were no active termites found during the inspection.

The report had a treatment plan attached because while there were durable notices in the meter box (on the wall of the garage), there was no active program which fully managed the property.

So.....with the inaccessible areas mentioned in the report you would expect the client to arrange access and call you to arrange a follow-up visit. You might expect that within a month.

But no... the client called three and a half months later to say that termites had damaged bathroom cupboards on the lower

level which we did not find during the inspection and so he was expecting us to replace the damaged cupboards.

It can make you shudder when you get this type of call from a client.

It appears that they assumed in this case that you did not find the termites during your inspection and therefore because of this negligence you should pay.

It makes you wonder if they chose to engage a big company because it has 'deep pockets' and will (automatically) pay compensation to protect its reputation.

There was a promptly arranged meeting at the property, where the report and the treatment plan were explained in detail.

The client, at his expense, arranged the next day for tradesmen from Toowoomba to make the two sub-floor voids accessible. Access to the larger void was through a core-filled concrete block wall. The larger void had timber formwork in it with a termite mudpack the size of a basketball over the formwork. The smaller void had mud leads through it from the larger void to the bathroom cupboards.

The client accepted the treatment plan the day after the meeting when we inspected the subfloor voids.

The client remodelled the bathroom at his expense. Clients will always expect you to do your best and 'best' is explained in Australian Standards and AEPMA's Code of Practise. Many Inspection report formats recommend reading one or both of these documents. Keep in mind that consumers will go online and do research so often the material that they read is not entirely accurate or applicable for every situation.

You don't need to give in when clients challenge you and your professional conduct(work). Clients may often challenge you to see if you will give in. You should carefully and thoroughly explain the situation and stand your ground.

The second scenario is an established house in an estate on the eastern side of Brisbane near Cleveland.

The house is set amongst numerous trees on the property and the footpath. It is a slab-on-ground design with exposed slab edge used for the perimeter termite management.

The client discovered termite activity in a bedroom doorway adjacent to the bathroom. There was no visible signs of termite activity on the perimeter.

The house which the client built, was only a couple of years old so he had the Installation Certificate for the Termite management during construction. The Durable Notice confirmed that pipe penetration management was installed.

The Certificate indicated 12 positions where a component was installed. An inspection of the house internally confirmed those 12 positions as water pipes, a gas pipe and waste water pipes including floor wastes in both the main bathroom and the laundry.

During a further walk around the perimeter looking for the possible source of the infestation a vent pipe was noticed above the roof in the vicinity of the bathroom near the site of activity internally.

Rechecking the Certificate did not show this vent pipe. Checking the pipe in the roof cavity showed the pipe was in the wall cavity adjacent to the location of the activity.

The client was advised to have the wall opened so the point of entry could be confirmed as this pipe fitting. Once opened, a treatment was applied to prevent further termite access in this location.

This situation showed the importance of an accurate Installation Certificate. The vent pipe had been installed after the installation visit.

It also reinforced with the builder that when changes are made to the penetrations after the visit by the Termite management installer, the Installer should revisit.

The builder did the work to open the wall and makes repairs once the treatment was completed.

This situation showed that within a couple of years of the house being completed, termites can be actively foraging under the concrete slab. In a naturally well-vegetated areas such as where this house was located, minimal tree removal was done to build the house but that removal must include tree trunk, root crown and feeder roots. This is one of the reasons that an assessment of the building site before construction starts is recommended in AS3660.1 and the AEPMA Code of Practise for termite management during construction.

The ongoing management of a site such as this should be to check the trees on the property and to the adjacent trees on the footpath. Trees on public land such as footpaths are usually the responsibility of the local Council. Local Councils are not consistent in their attitude to termite management which could impact houses, so homeowners should be advised in the inspection report to consult their local council. The footpath is, of course not part of the property we would be required to inspect but it is an area which can influence what is happening at the property so advice should be given accordingly.

If the description of these two scenarios has been informative and useful for you, please provide feedback. Termite management expertise is built on knowledge and experiences so I'm happy to share more scenarios.

With Thanks to Ros, Tony, Wayne, Michael, Darren, John, David, Andrew, Wayne, Daniel and Ronaldo.

ARTICLE BY PETER BRIGDEN



SPRINKLING A LITTLE BIT OF STARDUST!



At just 16 years old, Annie Jones has already made a remarkable mark in the music industry, building on the strong values of hard work and determination she shares with her father, Matt Jones, Service Innovation and Development Manager at Rentokil.

As the youngest finalist in The Voice Australia 2024, Annie wowed audiences and judges with her incredible talent and stage presence.

Annie wrapped up the show a few weeks ago as the youngest finalist ever on The Voice Australia and impressed the viewing public and judges alike with her powerful vocals.

It seems her singing talents were recognised years earlier. Already an accomplished performer as an 8 yo when she appeared in The Sound of Music, then following with roles in School of Rock and reaching the quarter finals of America's Got Talent in 2020 at the tender age of 12. It is rare to see a singer so young have such an established and extensive repertoire.

This year, 2024 was the 13th season of The Voice Australia, a show that is well known for predicting future singing stars and saw Annie being selected by Adam Lambert of Queen fame to join Team Adam.



A good pairing it would seem given Annie admits to being an Adam superfan. Over the course of the show, which was several gruelling months long, Annie impressed the judges and made it all the way to the finals, which culminated in a sing off on 18th October, 2024. Annie final's performance saw her deliver an incredible rendition of Youngblood by 5 Seconds of Summer.

In what as a very competitive finale Reuban De Melo, father of three, was crowned the winner and took the title of The Voice and a prize pool of \$100,000 and a recording contract with Universal Music Group. Although not the winner on the night, we can see Annie is destined for more success in her chosen field!

With Annie's extraordinary success on Australia's The Voice we expect big things to come her way. She is passionate about songwriting and plans to release her own original music.

We look forward to cheering Annie on through what will clearly be a stellar career.

Avoiding Complaints and Claims in Pest Control During Summer Months

As temperatures rise and summer approaches, the pest control industry faces unique challenges that require proactive strategies to avoid complaints, claims and litigation. Effective pest management not only involves eradicating pests but also ensuring customer satisfaction and compliance with regulations. Here's a comprehensive guide to navigating potential pitfalls and maintaining a successful pest control operation during the summer months.

Understanding Seasonal Pest Dynamics
Summer brings a surge in pest activity due to warmer temperatures and increased humidity. Common pests like ants, mosquitoes, flies, rodents, and termites thrive during this season, seeking food, water, and shelter. In Australia, termites pose a particularly significant threat due to the climate's suitability for their colonies and their destructive impact on wooden structures.

Importance of Communication and Education

Effective communication with clients is paramount in pest control. Educate

customers about seasonal pest behaviors, preventive measures, and treatment options. Provide clear instructions on preparing for treatments, such as removing food sources and clearing clutter. In Australia, where termite infestations can cause substantial property damage, educating homeowners about early warning signs and preventive measures is critical.

Preemptive Inspections and Customized Treatments

Conduct thorough inspections before implementing any treatment plan, especially for termites which can be stealthy in their infestation. Tailor solutions to specific pest problems and property conditions. A one-size-fits-all approach rarely suffices; personalized treatments ensure efficacy and reduce the risk of callbacks.

Adherence to Environmental and Safety Standards

Compliance with environmental regulations and safety standards is non-negotiable. Use EPA-approved products and follow label instructions meticulously. Educate your team on proper handling and disposal of chemicals to minimize environmental impact and ensure client safety.

Transparent Pricing and Service Agreements
Avoid misunderstandings by providing transparent pricing and detailed service agreements. Clearly outline what services entail, including follow-up visits and guarantees. Address client concerns upfront to build trust and manage expectations, especially in regions prone to termite infestation.

Documentation and Record-Keeping

Maintain comprehensive records of inspections, treatments, and client communications, including specific notes on termite activity. Documentation serves as a safeguard against potential disputes or claims. Include photos, video, notes on pest activity, and signed agreements for clarity and accountability.

Proactive Pest Prevention Tips for Clients

Empower clients with proactive pest prevention tips to complement your services, particularly emphasizing termite prevention:

Regularly inspect and maintain wooden structures for signs of termite activity.

Use termite-resistant materials when building or renovating homes.

Install physical or chemical barriers around foundations to deter termites. Educate homeowners about the importance of regular termite inspections (think six monthly, not annually!) and early intervention.

Continuous Monitoring and Feedback Mechanisms

Implement a robust monitoring system to track pest activity post-treatment, focusing on termite colonies' potential resurgence. Encourage clients to provide feedback and address any concerns promptly. Proactive communication demonstrates commitment to customer satisfaction and allows for timely adjustments if needed.

Handling Complaints and Resolving Disputes

Despite preventive measures, complaints may arise. Handle complaints professionally and promptly. Listen actively, investigate thoroughly, and propose solutions that align with client expectations. Swift resolution can mitigate escalation and preserve your reputation. If you're a client of Rapid Solutions, give us a call and let us guide you through a considered and proactive approach to resolving disputes.

Staff Training and Professional Development

Invest in ongoing training for your team to stay abreast of industry trends, new technologies, and best practices, including advanced termite detection methods. Well-trained technicians are more adept at handling complex pest issues and delivering superior service, which enhances client satisfaction and loyalty.

We can tailor presentations and short training workshops for our Rapid Solutions clients, particularly with regards to minimising exposure to claims. Give us a call and let's put something together that meets your business needs.



RAPID SOLUTIONS

PO Box 550, Kotara, NSW, 2289

Tel: 1300 309 169

Email: insurance@rapidsolutions.com.au

And finally... Insurance Coverage

Maintain adequate insurance coverage tailored to the risks of the pest control industry, particularly concerning termite damage.

Yes, it can be expensive, but we are seeing a higher frequency of claims against pest control companies that are no longer insured and don't have an insurance policy to help them defend or pay claims.

For enquiries on training and insurance, you can contact the friendly Rapid team on 1300 309 169 or email insurance@rapidsolutions.com.au

NAVIGATING THE GOVERNMENT TENDER JUNGLE: A PEST CONTROLLER'S GUIDE

Winning government contracts can transform pest control businesses, opening the door to long-term projects and stable revenue. However, understanding how to navigate the complexities of government tenders is critical to success. From meeting local content requirements to crafting tailored bids, each step demands a strategic approach to stand out among competitors.

Government contracts can be a goldmine for pest control businesses. But navigating the complex world of government bids and tenders can be a daunting task. Let's break down two key hurdles: local content and tailoring your bid.

Local Content: A Homegrown Advantage

Government departments (including local councils, state government and even federal) often put weighting on the local content of your proposal. This helps ensure the downstream economic and social benefits of the contract flow through to the local community. It makes sense. A local council would prefer to hire a local pest control company that hires locals in the area than a pest control company based four suburbs away. The same applies to a Victorian government contract – there is additional weighting given to Victorian based businesses over a business in New South Wales.

To score well and provide a robust response to local content requirements, you should:

- **Read and understand the requirements:** Carefully review the tender documentation to understand the specific local content requirements.



These may include using local suppliers, hiring local workers, or maintaining a local office.

- **Build partnerships with locals:** Network with and contact local suppliers, subcontractors and labour hire companies if you are not based locally. Refer to them in your bid so that the government department knows that you will be supporting local businesses and which local businesses they are. This is critical as it provides evidence that you will in fact follow through with your commitment.

- **Highlight your local roots:** If you are based locally, or within the respective state or location of the project, you should emphasize this in your bid. Talk about your local connections, such as previous projects, community involvement, or long-standing presence in the area.

- **Leverage local knowledge:** It's important to show insight into the area and community you are tendering to operate in. For example, you need to be aware of any community issues that are driving problems with pests, local regulations and any cultural sensitivities. You should also highlight any relevant experience in the region, including knowledge of specific pests and effective treatment methods.

Tailoring your bid

It's tempting to cut and paste information from your previous tender responses into each new tender. This is helpful to start your response, however the reality is that if you want to win Pest Control contracts across Australia you will need to tailor your bid. You can do this by:

- Including experience that is similar in terms of size and scope to the works you are bidding for.
- Tailoring the CVs of your pest technicians and team to show they specialise in the type of work or project you are bidding for.
- Write a tailored methodology that reflects any specific requirements in the bid.

By understanding and addressing these challenges, pest control businesses can increase their chances of winning government contracts of all shapes and sizes.

Bio: Jason Cooney is the Director of [THE TENDER TEAM](#), a bid and tender writing consultancy helping Pest Control businesses win government and private sector contracts.

5 Ways iQ Products from Bell Labs Can Elevate Your Rodent Control Programs

As a pest management professional, you know that effective rodent control requires precise data and timely action. Bell Labs' iQ Products are designed to enhance your control programs by providing crucial data on rodent activity, allowing you to make informed decisions on-site. These advanced tools are tailored to help you manage rodent populations more efficiently, accurately, and sustainably. Here are five ways iQ Products can elevate your rodent control programs.

1. Enhance Rodent Detection and Monitoring

iQ Products from Bell Labs gather precise, detailed data on rodent activity, moving beyond the limitations of traditional methods. Instead of relying on visual clues like bait consumption or droppings, iQ Products record activity patterns using advanced sensors. This data, accessible through the Bell Sensing mobile app while on-site, helps you gain deeper insights into rodent behaviour patterns.

With iQ, you can quickly detect high-activity areas that require immediate attention. This lets you take a more strategic approach, targeting problem spots and reducing rodent populations with greater accuracy and minimal guesswork.

2. Improve Efficiency and Save Time

Rodent management in large facilities, warehouses, or residential complexes can be time-consuming, especially when traditional methods require you to check each device manually. iQ Products help streamline this process. As you move through a site, you can quickly gather data from each device using the

Bell Sensing app, providing insight into the areas with the most rodent activity. This allows you to prioritize high-activity zones and focus your efforts where they're needed most, instead of routinely inspecting every device.

By reducing the time spent on repetitive monitoring tasks, iQ Products allow you to increase your productivity and improve your service capabilities. The time you save

can be used to inspect and implement exclusion measures, offering your clients a more thorough and effective pest management service.

3. Make Data-Driven Decisions

iQ Products enable you to make smarter, data-driven decisions by recording essential details on rodent behaviour. As you gather this data, you'll be able to spot patterns and trends that may not be immediately visible through routine inspections. For instance, you might discover rodents are particularly active in a certain area during specific times, indicating possible root causes.

With these insights, you can apply targeted, customised strategies rather than relying on generalised control methods. And when it comes to client communication, you'll have clear evidence of rodent activity and the effectiveness of your interventions, allowing you to build trust by demonstrating tangible results.



4. Reduce Environmental Impact

While extremely effective, widespread prophylactic use of rodenticide is no longer acceptable in sustainable pest management. With iQ Products, you can target applications to specific areas where rodent activity has been confirmed, reducing the overall amount needed. This targeted approach supports more sustainable pest management practices by optimising the use of rodenticides while still delivering effective control results.

iQ Products are also well-suited for Integrated Pest Management (IPM) programs, which emphasise non-chemical methods such as prevention, sanitation, and exclusion. The accurate data iQ Products provide enables you to align with IPM principles, allowing for precise rodent control with fewer chemicals and a more sustainable approach.

5. Enhance Client Satisfaction

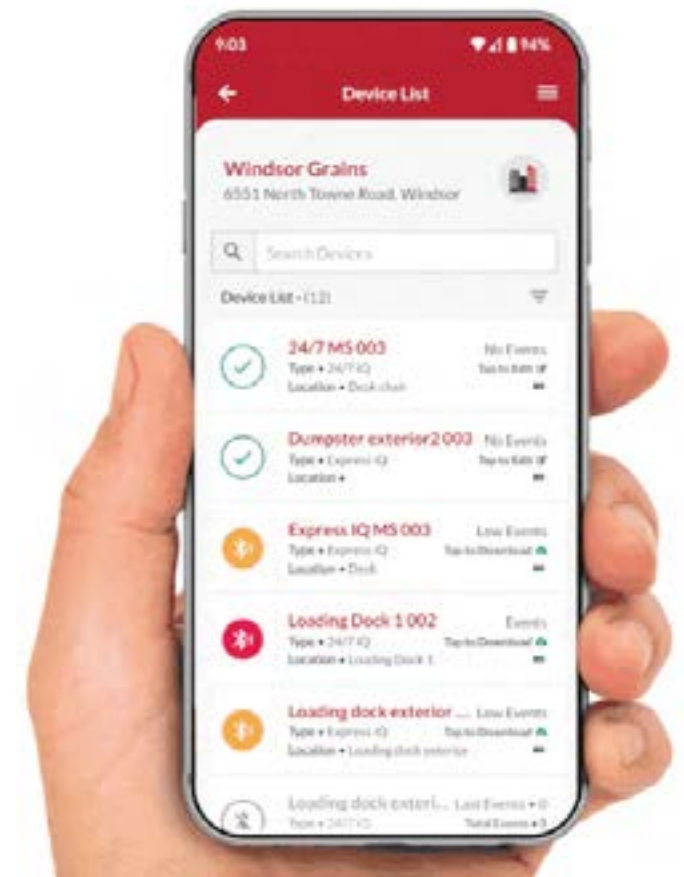
Building client satisfaction and trust is essential for effective pest management. iQ Products from Bell Labs enable you to offer a higher level of service by addressing rodent issues swiftly and effectively. Clients appreciate the transparency that iQ data provides, as you can share detailed reports on rodent activity and control progress, demonstrating the impact of your efforts.

Additionally, the accuracy of iQ Products lets you act proactively, often resolving rodent problems before they escalate. This approach not only helps protect your clients' properties but also reduces the health risks associated with rodent infestations. By incorporating iQ Products into your service, you can build stronger client relationships, enhance your professional reputation, and secure repeat business.

In summary, Bell Labs' iQ Products offer you a range of benefits, from improved detection and efficiency to data-driven decision-making, reduced environmental impact, and greater client satisfaction. While they require on-site interaction, iQ

Products deliver the insights needed to transform your rodent control strategy. By leveraging iQ's capabilities, you can provide clients with targeted, effective, and sustainable solutions to their rodent problems.

For more information on iQ Products, please contact your supplier, your Bell Labs representative or visit www.bellsensing.com



THINGS CHANGE.
ISN'T THAT AMAZING?



FREE SUBSCRIPTION

NO CHARGES • NO CREDIT CARD NEEDED • NO FEE

iQ PRODUCTS

POWERED BY
Bell
SENSING TECHNOLOGIES



24/7 iQ



PULSE RAT iQ



PULSE MOUSE iQ



T-Rat iQ

For information on how the Power of iQ products can enhance your rodent control service and solve problems at your accounts, contact your local Pest Control Distributor or visit www.bellsensing.com.



NSW/ACT STATE COUNCIL MEETING REPORT – OCTOBER 2024 BY PATRICK LEGEY

The NSW/ACT State Council convened via Zoom on 14 October 2024 at 3:30 pm.

Vice Chairperson Patrick Legey welcomed attendees and addressed the need for a new Chairperson following Paul Enwright's resignation due to personal reasons and work commitments.

Paul will remain the NSW/ACT State Council Delegate to the National Board. With no other nominations, Patrick Legey was elected as Chairperson.

Conference SuccessThe recent AEPMA 2024 National Conference, The People in Pest, held on the Gold Coast from 14–16 August 2024, was celebrated as a major success.

Key topics included fire ants, stored product pests, and bed bugs, alongside the launch of the new Careers in Pest website. Attendees praised the event's informative presentations, excellent supplier exhibits, and networking opportunities. Anticipation is high for the next conference in Adelaide from 6–8 August 2025.

Congratulations were extended to David Gay and Dr Don Ewart for their exceptional contributions to the pest management industry, earning them AEPMA Life Membership.

Code of Best Practice Updates:

The review of the Termite Management in Existing Buildings code is nearing completion and expected for release soon. The Council also discussed the lack of qualifications for pre-purchase timber pest inspectors.

NSW EPA Licensing Enhancements:

The upgraded eConnect portal simplifies

licensing processes for pesticide licence holders, enabling them to apply for, renew, and vary licences online while tracking application progress.

Reporting requirements remain unchanged, with further enhancements planned. Licensees are reminded to use the eConnect portal and contact the EPA support team at eConnect@epa.nsw.gov.au for assistance.

The Council addressed concerns about registering pest management trainees. EPA NSW is working to resolve issues regarding the requirement for trainees to enrol in courses from day one, which creates significant costs for businesses. Updates will follow as progress is made.

Clarifications on Record-Keeping:

The EPA clarified that areas treated in residential jobs can be broadly described (e.g., interior, roof, subfloor) without specifying square metres. Compliance requires recording at least the treated area or location.

Vehicle Signage Requirements:The EPA recommends vehicle signage about chemical storage and usage, as per SafeWork's Best Practice guidelines. This signage is separate from business identification signs.

Next Meeting and Holiday WishesThe next meeting is scheduled for 17 February 2025 via Zoom at 3:30 pm. Members wishing to attend should contact the AEPMA National Office.

For assistance, Patrick can be reached at patrickmarclegey@gmail.com or 0438 022 984.

Members can also contact the AEPMA National Office at info@aeppma.com.au.

Sundew Hosts Successful Fire Ant Training in Queensland

On October 30, twenty pest management professionals gathered at the Maroochydore RSL in Queensland for an intensive fire ant training session hosted by Sundew Solutions.



This hands-on event provided attendees with in-depth knowledge about fire ants, focusing on their biology, social structure, and the ecological challenges they pose.

Sundew Solutions CEO, David Priddy, a passionate advocate for fire ant education and management, led the training. The program aimed to empower professionals with the tools and expertise needed to combat these invasive pests.

The training was divided into two key sessions. The first explored fire ant identification, their complex colony dynamics, and survival strategies. By understanding the intricacies of fire ant behaviour, participants gained critical insights into these pests' resilience and adaptability.

The second session highlighted advanced fire ant management strategies. Attendees reviewed the latest distribution maps and discussed current reporting requirements for sightings. David Priddy also introduced innovative products and techniques designed to deliver effective results in combating fire ant infestations, equipping participants with practical solutions to address real-world challenges.

Matt Houlders from Little Critters Pest Control & Termite Management Specialists in Queensland praised the training, saying, "The course was well presented, with clear and detailed information that was extremely valuable to our work. The training provided us with practical knowledge and insights that we can apply immediately. Highly recommend for anyone needing in-depth fire ant awareness and control strategies to contact David Priddy."

David Priddy reflected on the event, noting, "It's inspiring to see pest management professionals dedicating their time and effort to advancing their skills in fire ant management. These specialists play a vital role in protecting our communities and ecosystems from the devastating impacts of fire ants. We're excited to see how they will apply their knowledge in the field to make a meaningful difference."

Sundew Solutions extends its gratitude to all attendees for their dedication to fire ant control and looks forward to hosting further training sessions in early 2025.

For more information about Sundew Solutions' fire ant management products and training opportunities, contact David Priddy at david@sundewsolutions.com.au.



Sundew Raises \$5,000 for Breast Cancer Research

Sundew Solutions is delighted to share the success of our recent Pink StarrdustPRO Duckbill Dusters promotion, which raised an incredible \$5,000 for the National Breast Cancer Foundation.

This achievement was made possible thanks to your enthusiastic support and commitment to making a difference. Each purchase of our limited-edition pink dusters directly contributed to funding critical research in the fight against breast cancer.

"At Sundew, we're dedicated not only to enhancing pest management but also to giving back to the community and supporting causes that save lives," said David Priddy, CEO of Sundew Solutions. "Your partnership in this campaign reflects the values we hold dear—compassion, innovation, and collaboration."

Together, we're making strides toward a better future, both in pest control and in the vital work of advancing life-saving cancer research.

From all of us at Sundew Solutions, thank you for joining us in this meaningful effort.

With gratitude,
The Sundew Team



ESOLA REGULATION 2024



Queensland's Electrical Safety and Other Legislation Amendment (ESOLA) Regulation 2024 represents a transformative shift in how electrical safety is managed, setting higher standards for training, compliance, and workplace protocols. Introduced as part of a broader strategy to address emerging safety challenges, the reforms bring Queensland closer to aligning with national regulations, ensuring greater consistency across industries.

One of the most notable updates in the ESOLA Regulation is the emphasis on advanced training requirements for electrical workers. These changes are designed to ensure individuals working in high-risk environments, such as those near live electrical infrastructure or in specialised fields like solar installations, are equipped with the latest skills and knowledge. Enhanced competency assessments will make the industry safer for workers and the broader community alike.

The regulation also includes new licensing frameworks and compliance measures aimed at streamlining processes and removing ambiguities. For electrical contractors and businesses, this means clearer obligations, improved guidance for workplace safety standards, and significant adjustments to ensure readiness for the new compliance environment. Importantly, transitional periods have been included in the implementation timeline, allowing businesses and workers the necessary time to adapt without undue pressure.

In high-risk sectors, these reforms provide specific guidelines to minimise accidents and fatalities. Workplaces will now be held to stricter safety measures, including more detailed requirements for risk assessments and operational procedures. Additionally, the ESOLA Regulation introduces tougher penalties for non-compliance, reflecting the

Queensland Government's zero-tolerance approach to preventable workplace incidents.

For those in the industry, these changes may seem daunting initially, but they represent a crucial step forward in safeguarding Queensland's electrical workers and communities. The reforms also ensure businesses remain competitive and compliant with national safety expectations.

Whether you're an electrical contractor, tradesperson, or corporate stakeholder, it's essential to understand how these changes will impact your operations. Proactive measures, such as reviewing the updated licensing criteria and attending new training sessions, can help you stay ahead.

To assist with the transition, the Queensland Government has provided extensive resources, including detailed FAQs and implementation guides. These materials cover critical topics, such as specific licensing requirements, penalties for breaches, and pathways for compliance. Stakeholders are encouraged to visit WorkSafe Queensland for comprehensive information and support.

This regulation is more than a legislative update—it is a roadmap to a safer and more efficient electrical industry in Queensland. By embracing these changes, the sector can create safer work environments and build public confidence in the professionalism of electrical services across the state.

For more information please visit [WORKSAFE.QLD](https://www.worksafe.qld.gov.au)



WorkSafe.qld.gov.au

FROM 1 JANUARY 2025:

- ALL PERSONS CONDUCTING A BUSINESS OR UNDERTAKING (PCBU) AND WORKERS MUST COMPLY WITH NEW REQUIREMENTS FOR CARRYING OUT WORK IN OR ENTERING DOMESTIC ROOF SPACES.
- ALL ELECTRICAL WORK NEAR ENERGISED ELECTRICAL EQUIPMENT MUST COMPLY WITH REQUIREMENTS FOR ENERGISED ELECTRICAL WORK.
- ELECTRICAL CONTRACTORS MUST NOTIFY THE REGULATOR OF CHANGES TO A PERSON ENDORSED ON THEIR LICENCE WITHIN 10 BUSINESS DAYS.

THESE CHANGES TO THE ELECTRICAL SAFETY REGULATION 2013 ARE INTRODUCED BY THE ELECTRICAL SAFETY AND OTHER LEGISLATION AMENDMENT REGULATION 2024 (ESOLA REGULATION) WHICH IMPLEMENTS FURTHER RECOMMENDATIONS FROM THE ELECTRICAL SAFETY ACT 2002 REVIEW.

FROM 1 JANUARY 2025 ALL PCBUS RESPONSIBLE FOR CARRYING OUT WORK IN, OR OTHERWISE ENTERING, THE ROOF SPACE OF A DOMESTIC BUILDING MUST COMPLY WITH NEW ELECTRICAL SAFETY REQUIREMENTS INCLUDING:

- DE-ENERGISE THE RELEVANT ELECTRICAL INSTALLATIONS IN THE BUILDING (I.E. TURN OFF THE POWER AT THE SWITCHBOARD); OR
- UNDERTAKE ADDITIONAL SAFETY MEASURES WHERE A PRESCRIBED CIRCUMSTANCE APPLIES.

THESE REQUIREMENTS APPLY TO ALL TYPES OF WORK INCLUDING GAS FITTING, PLUMBING, PEST CONTROL, INSULATION ACTIVITIES, ROOF AND CEILING REPAIR AND ELECTRICAL WORK (AS WELL AS AIR-CONDITIONING INSTALLERS).

FROM 1 JANUARY 2025 REQUIREMENTS FOR ELECTRICAL WORK 'ON' ENERGISED ELECTRICAL EQUIPMENT (LIVE WORK) NOW APPLY TO ELECTRICAL WORK 'NEAR' ENERGISED ELECTRICAL EQUIPMENT.

TO COMPLY WITH NEW LAWS PCBUS MUST NOT PERFORM ELECTRICAL WORK WITHIN 3M OF AN EXPOSED ENERGISED PART OF ELECTRICAL EQUIPMENT, UNLESS AN EXEMPTION APPLIES. WHERE AN EXEMPTION APPLIES, PCBUS WILL BE REQUIRED TO COMPLY WITH ADDITIONAL SAFETY REQUIREMENTS FOR ENERGISED ELECTRICAL WORK.

LED UVA Bulbs. Positive phototaxis - max results.

Targeted spectrum UVA LED Glue Board Insect Zappers and Traps Technology have advanced significantly with precision afforded by LED voltage-regulated bulb technology.

The need to efficiently attract and eliminate pesky and unhygienic flying insect pests is now available for most makes of new or existing UVA Glue Traps Monitors and Insect Zapper technology. No need to throw away your current equipment. BRC® LED tube and bulb tech can be retrofitted into many common brands of insect glue boards and zappers to replace standard UVA fluorescent tubes. BRC LED UVA tubes and bulbs are available to fit a range of ATHENA, CAPTURE, AGR, ITRAP, FTC, HALO and CHAMELEON Light Traps.

Making a change to UVA LED makes sense - knowing that standard fluorescent tubes are being phased out of market provides a great incentive to upgrade now - and the upside being LED is longer lasting and more effective at targeting of most flying insect pests - including fruit flies, butterflies and moths.

Market-leading BRC LED tubes and bulbs technology have a specific density of LED points, which provide homogeneous distribution of the flux, tested to provide a favorable impact on the attraction of insects (positive phototaxis). Ask any of our crew at BRCNZ.co.nz for more information and supply options. BRC LED technology delivers hygienic environments for important work and living spaces with BRC Traps, Sterilization and Hygiene systems.

PESTTECH
TAKE BACK CONTROL

BRC
French Eco Technologies

Contact us for product availability and direct sales: NZ: +64 7 213 1317 E: info@brcnz.co.nz

AEPMA NATIONAL OFFICE UPDATE

West Indian Drywood Termite Training Questionnaire

The Department of Primary Industries is looking for stakeholder feedback, and with your expertise and background AEPMA was hoping you may spare some time to complete 21 questions to help identify the type of training Pest Management Technicians would value out of this project.

The survey can be accessed [here](#)



PestWorld 2024 hits a new high in Denver

Records were broken when the professional pest management industry from around the globe gathered at PestWorld 2024 held at the Gaylord Rockies Resort & Convention Centre, Denver, Colorado, USA between 22-25 October.

For the first time ever, over 4,000 delegates attended PestWorld 2024. Of these, more than 500 were international delegates from 53 different countries. The exhibition also reached a new high with nearly 280 exhibitors. Reaching such elevated records was quite appropriate as PestWorld 2024 was held in Denver, Colorado, known as the 'Mile High City', as its official elevation is exactly one mile above sea level.

Organised by the National Pest Management Association (NPMA), CEO Dominique Stumpf greeted everyone at the opening ceremony. She explained how excited she was saying: "This is so much more than just an annual convention. It's a homecoming for our industry leaders, innovators and trailblazers. It's a time to reunite, recharge and chart the future of the pest management industry together."

With the event being held in Denver, quite appropriately the opening ceremony, sponsored by Envu, closed with a performance by Chris Collins and his Denver tribute band

who performed some of John Denver's most famous hits.

During the following three days there was plenty of opportunity for delegates to learn and share experiences. There were nearly 70 educational sessions delegates could attend. Subjects ranged from technical issues such as designing new rat proof cities, the science behind termite control, best practices for fumigation, to mastering wildlife control. In addition, there were sessions addressing management topics, new office technology and keeping people safe.

The exhibition is always at the heart of PestWorld events and visitors had the opportunity to visit stands not only from US exhibitors but also those from Europe, South America and Asia. Taking advantage of such an international audience, Envu took the opportunity to release news of its latest acquisition, the mosquito technology company In2Care headquartered in the Netherlands.

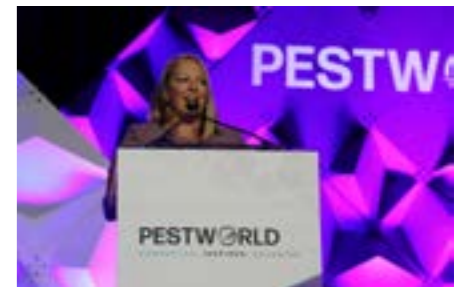
Once again attendance was good at the Global Pest Management Coalition with representatives from such diverse countries as Canada, India, Pakistan, Morocco, the Dominican Republic and the Maldives present.

During the meeting, the presidency of the Coalition passed from Alberto Ponjoan from Spain to

Manuela Cordeiro from Portugal who represents the Confederation of the European Pest Management Associations (CEPA).

At PestWorld events there is always time to network and make new contacts, especially at the social events.

The international reception sponsored by Orkin always proves popular and on the final night the PestFest party, sponsored by MGK, drew these four hectic days to a close. Both of these events were held outside taking advantage of the magnificent sunny weather which ran throughout PestWorld.



*T&Cs apply: Offer is available online only for purchases above \$500 + GST. This offer is only available to AEPMA 2025 members. Offer is available for one-time use only per company in the 2025 membership year. Globe reserves the right to amend or terminate the promotion

Australia's most trusted termite solutions



Termidor
Termiticide & Insecticide

Trelona ATBS
Advance Termite Bait System

BASF Homeowner Campaign 2024-2025

Termidor® Residual Termiticide & Insecticide has been recognised as Australia's most trusted termite solution for 22 years, and throughout this time has helped your customers protect what matters most, their home.

In 2020 **Trelona**® ATBS Advance Termite Bait System joined the BASF range of most trusted termite solutions, setting a new benchmark in termite baiting for the Australian market.

To support your endeavors in recommending these solutions as the top termite treatment to your customers, we will be running our popular Homeowner Campaign, with the core message:

**Australia's most trusted termite solutions
Termidor and Trelona ATBS from BASF**

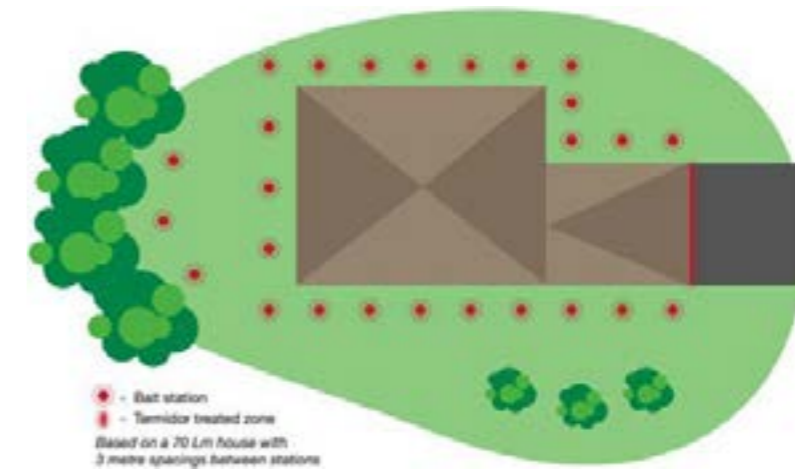
This dynamic duo provides combined protection for maximum effect.

[Click here to find out more](#)

Combined protection for maximum effect

Trelona ATBS is compatible with and designed to be used in conjunction with the complete Termidor range and is registered for combination termite treatments.

A combination treatment allows for a Trelona ATBS system to be installed to a structure with Termidor Residual or Termidor HE applied to soil in high-risk areas.



Structures that can have a complete Termidor Residual or Termidor HE soil treatment for the protection of the structure, can now have the added benefit of Trelona ATBS stations placed in conducive areas, around the structure and garden areas.

The flexibility of this label means that if a structure has a construction type where a liquid Termidor soil treatment cannot be continuous, a combination treatment with both systems can now be installed to give maximum protection on complex structures.

During the campaign period we will be running a series of digital advertisements and targeting homeowners looking for a termite treatment and prevention, encouraging them to contact their local BASF accredited applicator/installer.

[Click here](#) to download a copy of the Trade Presenter which further details the campaign elements.

Over the coming months you can expect some extra enquiries about Termidor and Trelona ATBS as the

campaign begins, and we encourage you to take full advantage of this easy way to upsell more customers to the premium and most trusted treatment.

We also encourage you to promote this campaign to your customers via your own social media channels and distribution networks.

Best wishes,

BASF Professional & Specialty Solutions



BASF Australia Ltd.
Level 23, 40 City Rd
Southbank VIC 3006

SUBMIT YOUR ARTICLE

WE INVITE ALL AEPMA MEMBERS TO CONTRIBUTE YOUR EXPERTISE AND EXPERIENCES TO OUR UPCOMING ISSUES. SHARE YOUR INSIGHTS ON BEST PRACTICES, INNOVATIVE TECHNIQUES, OR UNIQUE CHALLENGES YOU'VE OVERCOME IN THE FIELD OF PEST MANAGEMENT.

THE AEPMA MISSION IS TO SET THE PEST MANAGEMENT INDUSTRY STANDARD IN HARMONY WITH COMMUNITY ATTITUDES AND ENVIRONMENTAL STANDARDS, TO REPRESENT ALL PROFESSIONAL PEST MANAGERS WHO MEET THESE STANDARDS AND TO COMMUNICATE THESE STANDARDS TO GOVERNMENT, CONSUMERS AND THE BROADER COMMUNITY IN A WAY THAT ENHANCES THE IMAGE OF MEMBERS AND PROMOTES THE INTERESTS OF THE PROFESSIONAL PEST MANAGEMENT INDUSTRY

TO ADVERTISE OR SUBMIT AN ARTICLE - PLEASE CONTACT THE AEPMA NATIONAL OFFICE INFO@AEPMA.COM.AU



E-Gleek can be 'self-trained' in-field to quickly identify target species - with real time ID alerts via 4G networks or scheduled on-site data uploads.



Identify the enemy, avert economic disaster.

What's eating you - or more specifically - what's eating into your profits on the farm, in the green house, in the warehouse... We all appreciate the key to effective pest control is to 'know thy enemy' but when the enemy is hard to spot - it can be too late.

The key to e-Gleek™ is understanding its advantage. Early pest identification, quick alerts, actionable reports and informed control options. e-Gleek™ pest identification and reporting technology is simple to set up and activate. Image identification traps can be 'self-trained' in field to quickly identify target species. This is ideal when there is urgent need in dealing with high-alert pests which threaten crop cycles and economic stability.

Real-time coverage of multi-trap locations alerts to problem pests before or during emergent and costly infestation cycles. e-Gleek™ is ideal for all Forestry, Horticulture, Food Storage and Bio Security situations - with fast and accurate pest identification and real-time reporting. Such a precise level of pest monitoring and reporting is simply not possible with traditional pheromone bag traps and people on the ground. Consider the advantages of accurate real-time pest identification and reporting, and talk to us about an in-field trial for identifying, alerting and protecting your major areas of concern.

PESTTECH e-Gleek™
TAKE BACK CONTROL

Contact us for product availability or in-field trials: NZ: +64 7 213 1317 E: info@peststop.co.nz