



# ALL MAX FORCE PEST MANAGEMENT

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## Pre-Treatment Pest Control Advice

Prior to your Pest Control Treatment we are required to provide our clients with a Pre-Treatment Pest Control Advice Notice per Section 13 of the [Medicines and Poisons \(Pest Management Activities\) Regulation 2021](#). This Notice may be given personally, by mail or electronically. The following information provided on this webpage is your Pre-Treatment Pest Control Advice Notice provided electronically by our licensed Technicians. We encourage you to read this information carefully prior to your Pest Control Treatment and follow the precautions listed as well as follow any instructions given by the Technicians on the day of your Pest Control Treatment.

If you have any questions regarding the information on this Pre-Treatment Pest Control Advice Notice or your Pest Control Treatment in general, please contact us in the Office on **5438 9817** and we will connect you with your Technician.

### Technician's Contact Details

**Name: Steven Njegac**

Contact Number: 07) 5438 9817

License No: 14114

**Name: David Grant**

Contact Number: 07) 5438 9817

License No: 13041824

**Name: Ryan Njegac**

Contact Number: 07) 5438 9817

License No: 8519920

**Name: Bryan Butcherine**

Contact Number: 07) 5438 9817

License No: 1004365114

**Name: Katrina Njegac**

Contact Number: 07) 5438 9817

License No: 3006520717

## APVMA-APPROVED PESTICIDES

Under the Act, the Technician must not use a pesticide for the Pest Control Treatment unless the pesticide is a substance that is APVMA approved for use to carry out the activity.

1. The licensed technician will use only pest management agents and products approved by the Australian Pesticides and Veterinary Medicines Authority (APVMA) and registered for use within the relevant State or Territory or under a Permit issued by APVMA or State Authority.
2. This pest management program can be ineffective if you fail to implement the recommended hygiene procedures by altering a building or landscaping or introducing conducive or infested materials.
3. While every precaution is taken when applying the APVMA-approved pesticides, neither All Max Force Pest Management nor the licensed Technician shall be held responsible for any staining of timbers, fabrics, wall coverings, floor coverings, or other articles that may occur. You agree to indemnify us against any costs arising from such possible damages, and we make it clear that we will provide no rectification works in these circumstances.
4. Should concrete drilling, cutting, or both be required to apply an APVMA-approved pesticide, neither All Max Force Pest Management nor the licensed Technician shall accept any liability for damages from concealed services such as power, gas, or water. It is incumbent upon you to provide clear and accurate plans prior to commencing any such site work. Again, you agree to indemnify us against any

costs arising from such possible damages, and we expressly state that we will undertake no rectification works.

## **PRECAUTIONS TO BE TAKEN BEFORE & DURING TREATMENT**

The following precautions are recommended to minimise exposure to any pesticide utilised for pest management activity:

1. Prior to the commencement of work, you must inform us of any individuals or pets on-site, as well as any known allergies or health-related concerns.
2. Persons particularly sensitive or prone to allergic reactions should vacate the premises for up to twenty-four (24) hours, returning only after the area has been thoroughly ventilated. Any air-conditioners should be left on 'vent mode' for at least four hours after treatment to circulate outside air into the building.
3. If contact with a treated area occurs and symptoms manifest, immediate contact should be made with the Poisons Information Centre at 13 11 26. Have this notice accessible when calling.
4. It is mandatory to cover all food items and utensils for humans, pets, and animals prior to treatment, following provided directions.
5. The removal or protection of individuals, animals, birds, or fish is required during treatment. Pets and animals should be kept away from treated areas until the insecticide has dried and any odour has dissipated.
6. As directed, all clothing and items must be removed from your clothesline before treatment.
7. Avoidance of contact with treated surfaces until the insecticide has dried is advised. The drying process may take between two (2) to twenty-four (24) hours.
8. Doors and windows should remain closed during the treatment until any odour has cleared for external treatments, which may take up to twenty-four hours.
9. When accessing or working in roof voids or subfloor areas, wearing overalls and gloves, along with a respirator, is essential to avoid contact with insecticidal products. The protective clothing should be washed separately or disposed of promptly.
10. Adherence to verbal instructions provided by our firm or licensed technician during treatment is essential.
11. Water Tanks: Treatment around water tanks that are not fully sealed or in water collection areas is prohibited. You are responsible for advising us of any water tank installations.

By following these precautions, the risk of exposure to pesticides can be minimised, ensuring a safer environment for all involved.

## **FREE SERVICE PERIOD (WARRANTY)**

1. In the event that structural or environmental conditions are discovered that preclude the execution of treatments as quoted, All Max Force Pest Management reserves the right to review and amend the terms of the FREE Service Period or adjust the cost of your investment accordingly.
2. Unless specifically delineated in a written arrangement, the total contract price shall become due and recoverable by All Max Force Pest Management at the time the works commence.
3. The FREE Service Period shall be rendered null and void if all sums due and payable to All Max Force Pest Management are not settled in full.
4. Should we offer a FREE Service Period, we commit to delivering such remedial treatment as may be required to the property specified, without cost to you, for the duration of the FREE Service Period as determined by the licensed technician. This FREE Service Period is contingent upon immediate notification to us should signs of suspected pest infestation arise. The remedial measures will be confined to the affected areas and will adhere to explicit limitations regarding the number of treatments per annum, as detailed on the product label.

5. Neither responsibility nor warranty, either express or implied, will be accepted by All Max Force Pest Management for any damage or consequential losses stemming from past, current, or future pest activity.
6. The proposed treatment is confined solely to the pest species identified by the licensed technician. The program does not extend to a Pest Management Program against species that have not been treated.

#### **LIMITATIONS OF TREATMENT**

1. All Max Force Pest Management does not make any claims regarding the efficacy of general pest control and termite control treatments that exceed those made by the manufacturer of each APVMA-approved pesticide. These claims are subject to the environmental conditions, hygiene, and sanitation requirements as specified on the most recent APVMA-approved product label.
2. We strictly adhere to the guidelines and do not exceed the number of residual applications per year as indicated on the product label.
3. Our company does not apply insecticides in an “off-label” manner to treat pests that are not specifically listed on the APVMA-approved product label.
4. We apply treatments exclusively at the registered application rates indicated on the product label, targeting the specified pests.
5. Depending on the particular APVMA-approved pesticide used, external general pest control treatments may remain effective for a duration of up to three months.
6. Likewise, internal general pest control treatments may remain effective for up to twelve months, contingent on the specifications of the APVMA-approved pesticide employed.
7. Your technician will provide a comprehensive assessment of the level of control that has been achieved with your pest management program at the commencement of the service.

#### **LIMITATION OF LIABILITY**

To the extent permitted by law:

1. Under no circumstances shall All Max Force Pest Management be liable to you, whether under contract law, common law, or otherwise, for any consequential, indirect, or special loss or damage of any kind. This includes, but is not limited to, damages arising from delays, product failure, loss of production, business interruption, loss of revenue, loss of profits, or loss of opportunity.
2. If a claim is related to a guarantee or warranty under the Australian Consumer Law, our liability to you under this agreement, whether in contract, tort (including, but not limited to, negligence), or otherwise, shall be limited as follows: a. In the case of equipment, to the replacement or repair of the equipment, or the cost of replacing or repairing the equipment, as we may determine in our sole discretion to be appropriate. b. In the case of services, to the cost of resupplying those services, as determined by us in our sole discretion.
3. In all other circumstances, our liability to you under this agreement (including in contract, negligence, tort, or any common law or statutory right) shall not exceed the total fees received by us from you under this agreement. All Max Force Pest Management shall not be liable for any claims made for injury, loss, or damage, whether caused negligently or otherwise, to you or your property, or any third party, as a consequence of providing the services, the equipment, or any additions thereto.

## WHAT YOU SHOULD KNOW ABOUT YOUR PEST CONTROL TECHNICIAN?

Homeowners must recognise the critical necessity of employing a licensed pest control technician for any pest control operations. In Queensland, technicians have access to three distinct pest control licences: pest control activity excluding timber pests, pest control activity including timber pests, and fumigation activity.

Engaging a licensed technician ensures that pest control activities are executed safely and competently. The licence indicates the technician's qualifications and specific experience related to the pest control activity to perform. It is also incumbent upon homeowners to acquaint themselves with the local pest control laws and regulations in their jurisdiction. Adhering to these rules and employing treatments, including pesticides, safely and responsibly is paramount.

Homeowners can anticipate a comprehensive array of services from a licensed pest control technician to shield their residences and inhabitants from unwanted pests. These services are not merely confined to identifying and eradicating existing infestations but also include preventive strategies and education on maintaining a pest-free environment.

Specifically, a licensed pest control technician is expected to meticulously inspect the property and surrounding areas to pinpoint potential pest problems. The technician's responsibilities include advising on preventive measures and devising targeted treatments to remove any present infestations.

In handling the application and storage of pesticides, the technician must adhere to stringent safety protocols. They should also elucidate ways to avert future pest outbreaks, issue requisite certificates if applicable, and offer guidance on minimising risks related to future infestations and pest-associated illnesses.

A crucial aspect of effective pest management may be scheduling a follow-up visit to assess the efficacy of the corrective measures undertaken. This ensures a sustained response to the pest problem and provides peace of mind for the homeowner.

Typically, the responsibilities of a pest control technician will include the following:

1. **Inspecting the Premises:** Conducting a detailed examination to identify the pest and associated habitats.
2. **Diagnosing the Issue:** Clarifying the condition or conditions that most likely led to the pest problem and assessing the extent of the pest-induced damage.
3. **Developing a Management Plan:** Collaborating with the homeowner to formulate and discuss an appropriate pest management strategy tailored to the situation.
4. **Implementing Treatment:** Handling, applying, and storing pesticides judiciously and safely during treatment.
5. **Providing Preventive Guidance:** Offering insights into measures that can be taken to prevent further pest outbreaks.
6. **Issuing Certificates:** Providing formal documentation where mandated by regulations or standards.
7. **Scheduling Follow-up Visits:** Arranging for subsequent evaluations, if necessary, to gauge the success of the corrective actions and ensure that the pest problems are efficiently and effectively managed.

By aligning with a licensed pest control technician, homeowners can be assured of a methodical and responsible approach to managing pest issues, thereby preserving the integrity and well-being of their homes.

## **WHAT QUESTIONS SHOULD I ASK THE PEST CONTROL TECHNICIAN?**

When making enquiries to pest control services, you may wish to consider the following:

- the pest control services their quote includes
- whether an inspection is included as part of the service
- the pest control technician's experience in carrying out the pest control activity you require
- the preparation you may need to do before the activity is carried out
- the pesticides used by the business and how they are applied
- the safety precautions you need to take before and after the pest control treatment

If you require termite advice or a report on termite management systems or infestations or installing a termite management system into a new or existing building, check that the technician possesses a licence issued by Queensland Building and Construction Commission (QBCC). This licence is required in addition to their pest management technician licence.

## **WHAT HAPPENS BEFORE THE PEST CONTROL TECHNICIAN ARRIVES?**

Before starting a pest control activity, a pest control technician must provide you with pre-treatment pest control advice. This enables the occupier to decide on the management of their exposure and take any necessary precautions to avoid adverse health effects.

Regardless of whether the premises are occupied or unoccupied or the method of communication used, the advice provided must contain the following information:

Pre-treatment advice requirements

- Pest control technician's contact details or the contact details of the business.
- Pest control technician's licence number.
- A statement that the pesticides used are APVMA approved.
- Any precautions needed to minimise exposure.
- A statement of warranties or limitations that apply
- Pest control technician's signature and date

We send a link to our pre-treatment pest control advice electronically via email and SMS with your booking confirmation.

What happens when the pest control technician arrives?

- You should ask to see their pest control licence: pest control technicians must have a current Queensland licence and carry a photographic identity card stating the technician's name, licence number, date of issue and date of expiry of the licence, and the type of activity that the person is licensed to carry out.
- If the work involves termite management/control, you should ask to see their Queensland Building and Construction Commission (QBCC) licence.
- You should check the safety precautions you must take during and after the pest control treatment.

## **WHAT HAPPENS AFTER THE PEST CONTROL TREATMENT?**

### **Post-treatment advice requirements**

A licensed pest control technician must give the customer post-treatment pest control advice before leaving the place and after carrying out the activity. If the home is unoccupied, this advice must be provided within 24 hours of leaving the site. Post-treatment advice may be given personally, by mail or electronically. Post-treatment advice must state the following information:

- Pest control technician contact details or the contact details of the business.
- Pest control technician licence number.
- Name of each pesticide used (market name) and the active constituent.
- Details of where the pesticide was used (e.g. interior, ceiling/wall void, exterior, outbuilding and surrounds).
- When and for how long was the activity carried out
- Pest control technician's signature and date

In the case of unit complexes, mining dongas, rooming accommodation with shared kitchen and living facilities, age care facilities, caravan parks etc., advice may be given to the facility or building manager. It is then their responsibility to notify all tenants and occupiers. Advice may be given to the facility manager electronically.

It is best practice to place a warning sign at all entry and exit points to the common areas and on the complex notice board before pesticide application occurs, even though it is the site manager's responsibility to notify occupants. This signage should remain in place until the area is safe to use.

Extra practical and reasonable steps should be taken in providing pest control advice to occupiers with impaired capacity or who have difficulty reading (e.g. language barrier) to ensure the person is not unknowing adversely impacted by the pest control activity.

When treating a vacant property, the pest control technician must provide pest management advice to either the owner or the person who requested the activity – this may be the property manager. In these situations, the written advice notice may be handed directly to the person, posted or emailed.

### **Helpful Hints for Homeowners**

In some cases, a pesticide treatment may not be necessary. A thorough initial inspection by the pest control technician will help determine if a pesticide is the best choice for a particular situation and where to direct any pesticide applications so that it will be most effective and least hazardous to you, your family and the environment.

It is possible to reduce and control the number of pests in your house by being vigilant with the following:

- Remove sources of food and water – keep food in sealed containers, dispose of food scraps, clean spills, fix leaky water pipes and roofs and regularly empty water in plant trays etc.
- Eliminate places that can harbour pests – repair wall and floor cracks/holes, fill gaps around pipes, keep storage areas clean, etc.
- Restrict insect access into areas – install fly screens, grates on drains, weather strips, treat pets and their bedding regularly, etc.

Remember, some pests are beneficial and may assist in keeping other pest populations at bay. Some spiders eat the equivalent of their body weight in insects daily.

## Additional Information

- To check if an individual is a licensed pest management technician in Queensland, call Health Protection Branch on (07) 3328 9310 or email [environmentalhazards@health.qld.gov.au](mailto:environmentalhazards@health.qld.gov.au)
- For more information about pest management, call 13 HEALTH (13 43 25 84) or contact your nearest Hospital and Health Service Public Health Unit (PHU) during business hours. PHU contact details are located at: <https://www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units>
- For further information relating to termites and licenced providers of termite treatments, contact Queensland Building and Construction Commission on 139 333 (available 24/7) or access their website <https://www.onlineservices.qbcc.qld.gov.au/OnlineLicenceSearch/VisualElements/SearchBSALicenseeContent.aspx>.
- To read the legislation governing pest management in Queensland, the Medicines and Poisons Act 2019 and the Medicines and Poisons (Pest Management Activities) Regulation 2021, go to the Queensland legislation webpage [https://www.legislation.qld.gov.au/Acts\\_SLs/Acts\\_SL.htm](https://www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm).

## SAFETY DATA SHEETS

WE ONLY USE APVMA-APPROVED PESTICIDES

Please get in touch with the pest control technician if you require a specific safety data sheet.