



Australian Environmental Pest Managers Association Limited

Airport Gateway Business Centre
Unit 6 / 12 Navigator Place
Hendra QLD 4011
T: 1300 307 114 or (07) 3268 4210
E: info@aepma.com.au
W: www.aepma.com.au

The Voice of the Australian Pest Management Industry



Since its inception in 1988, AEPMA has played a major role in bringing the pest management industry in Australia to the standard it is today. With representatives on Government committees and statutory bodies, AEPMA has and will continue to, defend and protect you, as a member of the Australian pest management industry, to ensure any decisions made are in your best interests and those of the industry at large.

In the current economic climate, competition is fierce and every business needs every advantage possible. AEPMA is the national association representing the pest management industry in Australia and membership gives consumers confidence that your company is backed by a solid, credible and professional body.

AEPMA continues to invigorate local branches and give members the power and choices to make the association grow and develop even further. We encourage members to be involved in their local branch, not only to be part of shaping the industry for the better, but to have contact with other pest managers and be part of a great professional and social network.

WHAT WILL AEPMA DO FOR YOU?

- ✓ Lobby and negotiate with Government bodies on changes to regulations that may affect the efficient operation of pest managers and their business e.g. the issue of Glue boards in Victoria, and we will keep you informed on those changes.
- ✓ Continue to develop Codes of Practice where no workable standards exist.
- ✓ Develop training packages and learning facilities to address changes in legislation e.g. NSW Bird Management Course.
- ✓ Promote Continuing Professional Development (CPD) in order to raise and maintain the standard and skill of pest managers in Australia, for the benefit of the industry and those who work within it.
- ✓ Hold conferences and trade days to enable you to keep up to date with the latest developments, products and technologies in the industry.
- ✓ Refer commercial bodies and consumers who are seeking a pest manager to members via the AEPMA website and national office.
- ✓ Give advice on technical and business issues relevant to the pest management industry.
- ✓ Mediate for you should a disagreement occur with a client.
- ✓ We will provide assistance to you wherever possible.



Consumers are becoming increasingly aware of the benefits of choosing PestCert accredited pest management businesses. PestCert accreditation is highlighted on the AEPMA website and results in higher customer enquiries. If you wish to re-join PestCert either as an existing PestCert member or as a member of AEPMA who wishes to upgrade to full membership simply pay the PestCert renewal fee in addition to the AEPMA membership fee. To be a member of PestCert an entity must:

1. Be a member of AEPMA

2. Participate in Continuing Professional Development

Have an ongoing staff training / professional development training in place. This may be a training program drawn up by a registered training organisation (including RTO's providing online courses).

3. Be regularly Audited

An enterprise which seeks to be PestCert accredited must be externally audited at least once every (3) three years.

PestCert administration has also agreed that if you are already externally audited to an ISO system or equivalent then it is possible for the existing auditor to sign off on the PestCert Accreditation Scheme. This means no additional costs to the business.

AEPMA reserves the right to request more frequent audits if there is sound evidence that the integrity of the PestCert program is being undermined by an accredited enterprise.

Further details of the audit program, audit qualifications and the PestCert Auditing Manual are contained on the PestCert section of the website.

4. Complete PestCert Induction – understand the principles underpinning PestCert.

As part of the re-vamped PestCert program a free induction course of 1½ - 2 hours is available online and should be completed by at least one member of the firm within 12 months of membership.

Go to www.pestlearn.com. Once you have filled out the New Account form an email will be sent to you. Click on the web link to confirm the account and follow the prompts to participate in the course. (Under "Course Categories" select 3rd option "PestCert").



AEPMA INDUSTRY CODES OF PRACTICE

AEPMA is committed to the continuous improvement of the quality and reputation of Australia's pest management industry. AEPMA is committed to developing, preparing and promoting definitive 'Codes of Practice' which describe and provide expert guidance on best practice across an increasing range of key pest management areas.

AEPMA Codes of Practice set out industry standards of conduct, describe and provide expert guidance on best practice across an increasing range of key pest management areas. They are guidelines for fair dealing between Pest Managers and their customers and they outline what a customer can expect from a pest management company, when he or she agrees to engage its services.

Codes of Practice which have already been published and which, as 'living documents', are continually being reviewed and updated include:

A Code of Practice for the Control of Bed Bug Infestations in Australia

A Code of Practice for Pest Management in the Food Industry

A Code of Practice for Prior to Purchase Specialist Timber Pest Inspections

TERMITE MANAGEMENT

AEPMA recently sought and was granted authorisation by the ACCC for its Codes of Practice in Termite Management. ***What does this mean for Pest Managers?***

The ACCC recognised that by abiding by the standards set out in the Codes, pest managers who chose to be bound by the codes were also required to meet specific levels of practical experience and education in termite management practices in order to become signatories to the Codes.

The Codes are voluntary and will provide a valuable marketing edge to any pest manager signing up to them, as unlike Standards Australia, they are freely available to customers and provide a transparent dispute resolution process for both pest managers and their clients. Members who become signatories to the codes will also be listed (free of charge) on the AEPMA website. Further information regarding these Codes can be found on the AEPMA website (www.aepma.com.au).

People, businesses and organisations who sign up to these Codes of Practice commit to following and complying with the Code's objectives, best practice requirements and stipulations.

- features, benefits, and limitations of currently registered systems, techniques, products, and, technologies for managing termites when constructing a new home or in an existing building or structures; and,
- best practice (ground rules) governing how such systems, techniques, products, and, technologies should best be commissioned, applied and/or installed.

To become a signatory to the Codes or for further information, visit the AEPMA website <https://aepma.com.au/Member-Centre/code-of-practice> .



Timber Pest Inspector Registrar Option

The Code of Practice for Prior to Purchase Timber Pest Inspections was launched in 2012 and subsequently subject to a full review in 2014.

The Code of Practice evolved following extensive consultations with other Industry Associations, Practitioners, State Governments and the Law Society.

The new Code of Practice isn't just AS 4349.3. The Standard sets out a minimum that needs to be done. The Code of Practice lays out what our industry actually does, but it lays it out clearly and simply. It sets a mandatory agreement before you can inspect – this can be a one-off, site-specific one or it can be a longer term one such as you would make with a real estate company. The important thing is that it sets the stage. The Code of Practice doesn't force you into a particular agreement format or standard paperwork, only specifying that the client must agree to the inspection work being done prior to commencement. So right from the start you can put forward your own company policy and even up-selling options.

An informed customer understands the value of good work. Like with the Bed Bug Code of Practice, this Code of Practice informs your client of the important basic facts. It acknowledges that risks vary between locations and constructions. It doesn't answer the question "does this house have termites or doesn't it?" but details how to assess the risk of timber pest problems relative to the surroundings. It answers the question: "does this house have a normal risk of timber pest problems?" which in the long run is often much more important.

The Code of Practice lays out a process. Doing quality work requires set processes. Your company takes the order; the client agrees on the works to be done, you get a documentary confirmation from the client. The proposal document you supply to the client is important as it sets expectations, forms a contract and provides both provider and client with protections. That's why you need to record the client's confirmation. These days it isn't likely to be by a letter or fax, so any form of text message or website form that you can save and store is fine. The Code of Practice talks about organising access. This is mostly for the client but it can help you avoid the horror of inspecting the wrong building and it does set out what level of access is required.

The Code of Practice also says that you may do minor invasive tests on non-cosmetic surfaces. You can do a sub-floor splinter test. You can poke suspect framing timbers. The Code of Practice even explains that your donger may leave a mark where an unexpected weakness is found. You can do these things because you and your client have already agreed that they can be done. It doesn't mean you have an open invitation to beat the place up, it is a house being presented for sale after all, but it does protect you if your technicians act responsibly.

The inspection looks for signs of pest activity, actual pests, conditions favouring pests and suspicious bits. If it looks like they've papered over recent termite damage, you can report this possibility and suggest further investigation. Importantly, your inspection reports will contain

management recommendations and indications of how the place holds up relative to what's normal in terms of future risks and spends.

The Code of Practice isn't a long-term fixed document. AEPMA can and will change it as required. It will evolve. And like the evolution of anything, we assess the performance, supply feedback and use this for revision. The 2nd edition now available on the AEPMA website is an example of this.

We encourage members to participate and use the new Code of Practice.

Yes, I wish to have my company included as qualified to undertake inspections as per the Code of Practice.

PLEASE RETURN THIS FORM WITH YOUR AEPMA MEMBERSHIP RENEWAL.



MEMBER BENEFITS

1. Job Referrals

The AEPMA National Office receives telephone enquiries on a daily basis from consumers seeking a pest manager which, in turn, are referred to member companies. The AEPMA website receives enquiries every day through its "Search for a Pest Manager" facility and these are referred to member companies. Commercial entities are particularly careful about the companies they engage to do pest control work and AEPMA is well known in the business world as a reference for ethical and professional pest management companies.

2. AEPMA Logo

Permission to use the AEPMA logo on advertisements, company stationery and your website.

3. Provide Up to Date Information

AEPMA keeps you up to date with developments and issues affecting the industry through newsletters, website information, meetings and conferences.

4. Industry Involvement

AEPMA holds National Conferences, local events and local branch meetings. You can learn from your peers and help others as well as being part of a great social network.

5. What's New / Member Discounts

AEPMA's corporate members and sponsors want to show you new products and share new technology to make your job easier.

6. Dispute Mediation

In a perfect world, there would be no disputes. However, misunderstandings do occur between pest managers and clients and AEPMA is happy to mediate for you in order to avoid costly court action and down-time spent attending to problems.

7. Member Services

Agserv

Simply spend \$500 (in a single transaction) with Agserv and provide proof of your AEPMA membership (a coupon will also be provided upon becoming/renewing your membership) and you will receive your own Agserv PCO survival kit. This handy kit includes the Agserv Dry Bag which provides great dry storage for your PPE and other sensitive items. Inside the bag, you will find a range of handy everyday items including, Bell bait station keys, sunscreen, disposable gloves, dust masks, note pad, cap, pen, Agserv location guide, new product samples and many more useful tools.

This offer is only available to AEPMA members and can be redeemed once, anytime during the 2019 membership period.

Visit www.agserv.com.au to find your nearest Agserv store.

Commonwealth Bank of Australia

AEPMA members can enjoy special discounted rates on merchant services from the Commonwealth Bank. When you make the switch to the Commonwealth Bank, you'll also benefit from a dedicated team to get you up and running in no time, plus customer support 24 hours a day, seven days a week.

Commonwealth Bank of Australia

Ph: 1800 730 554 today and ask a merchant specialist how they can help you save! LinkID: G0328

First IR Consultancy

Following changes in Industrial Relations laws, AEPMA has entered an arrangement with **First IR** to provide industrial relations services to members. First IR has experienced consultants with relevant degrees and post graduate studies in industrial relations, human resource management, occupational health and safety, operations management, and law.

First IR

Ph: 02 9231 2088

www.firstir.com.au

Face Visual Marketing Group

Members receive 15% discount on the retail price of products purchased through Face Visual Marketing Group. These include branded merchandise and apparel, including shirts, caps etc.

Face Visual Marketing Group

Ph: 02 9310 1701

www.facevmg.com.au

Rapid Solutions

Rapid Solutions developed Report Writer to make it quicker and easier for pest managers to complete professional inspection reports.

For a limited time only, they are pleased to be able to offer AEPMA members, who are also insured with Rapid Solutions, a 3-month subscription to Report Writer for free.

That's right, you could use Report Writer for 3 months and they will waive the usual fee of \$49/month +GST.

Terms and conditions

**Offer includes a free 3-month subscription for one user with the usual fees applying for any additional users. Insurance policies must include professional indemnity and general liability cover. Existing Report Writer users who qualify for this offer will receive a free 3-month subscription for one user with the usual fees applying for any additional users.*

University of NSW Bookstore

Members receive 10% discount on the recommended retail price of publications, books and text books purchased through the UNSW Bookshop. There are many titles relevant to the pest management industry, not only for educational purposes but also information and reference books.

University of NSW Bookstore

Ph: 02 9385 6689

8. Fleet Discounts, Car and Auto Deals

Australasian Vehicle Buying Services Pty Ltd

Free service to members – AVBS will source the best possible price when purchasing any new vehicle, Australia wide. Buying a new vehicle is a time-consuming process therefore this service is of great benefit to busy 'time-poor' pest management operators.

Australasian Vehicle Buying Service

Ph: 1300 764 949

www.avbs.com.au

Kmart Tyre & Auto Service

Members of AEPMA can chose from one of two options which can include some or all of the following offers:

- Access to over 260 company owned stores Australia wide.
- National Fleet Pricing on all vehicle & servicing needs.
- Log Book servicing as per manufacturer's specifications. Also, vehicle maintenance & repairs.
- Vehicle Servicing includes a lifetime warranty on workmanship.

- Tyres at great prices including FREE fitting, standard balancing & disposal. Brands include: Bridgestone, Dunlop, Goodyear & Kumho.
- Co-Branded – KTAS/SHELL – Fuel/Maintenance

Kmart Tyre & Auto Service

Ph: 02 9680 6576 or mobile 0427 169 321

Cardplus Shell Fuelcard Discount

Members of AEPMA can access the following benefits with a Shell Fuelcard

- You receive 4 cents per litre off the pump price (**includes Shell Unleaded, Shell Unleaded 95, Shell Premium Unleaded, Shell Unleaded E10, Shell V-Power and Shell Diesel**).
- Up to 35 payment free days
- No transaction fees. The only cost is \$3 (inc GST) per card per month
- Any customer's that have a Flybuys account, can now earn **Flybuys points** at Coles Express. You'll get 1 point for every \$2 spent on fuel or instore.
- To apply simply go to www.cardsplus.com.au



SUBSCRIPTION RATES 2019 – February 2020

Prices quoted in Australian dollars, including GST

If joining part way through the year, payment is calculated per month/s remaining

Membership fees are non-refundable

MEMBERSHIP CATEGORIES

Professional Member	A business that supplies services in connection with pest management (Technicians – A professional member must include all licensed technicians)
Associate Member	Supplier to the industry
Distinguished Associate Member	Person providing academic support to the industry (requires Board approval)
Affiliate Member	A representative of an organisation engaged in research or similar industry association.
International member	An entity carrying on business in the pest management industry outside Australia
Subsidiary Company	A subsidiary of an AEPMA member company trading under a separate name
Related Industry Participants	An entity that is engaged in activities related to the provision of pest management
Retired Professional Member	AEPMA members who have ceased full or part time work in the pest management industry

SUBSCRIPTION RATES (incl GST)

Professional Member			Rates below include GST	
			Technicians	1 Year
First Technician	\$575.00	incl GST	1	\$575.00
Each additional technician	\$325.00	incl GST	2	\$900.00
			3	\$1,225.00
			4	\$1,550.00
			5	\$1,875.00
			6	\$2,200.00
			7	\$2,525.00
			8	\$2,850.00
			9	\$3,175.00
			10	\$3,500.00
<i>+\$310.00 each additional technician above ten technicians</i>				
Associate Member (over \$1 million turnover)				\$2,705.00
Associate Member (under \$1 million turnover)				\$540.00
Distinguished Associate Member				\$205.00
Affiliate Member				\$805.00
International Member				\$700.00
Subsidiary Company				\$265.00
Related Industry Participants				\$205.00
Retired Professional Member (5 Year Membership)				\$255.00
PestCert Accreditation (may only be taken in addition to AEPMA Membership)				
Per Professional Member (Pest Control Firm)	\$145.00		incl GST	\$145.00
Each additional technician	\$82.00		incl GST	\$82.00

Fax: (Australia) 07 3268 4213 (International) +61 7 3268 4213

Postal Address: AEPMA, Airport Gateway Business Centre, Unit 6 / 12 Navigator Place, Hendra QLD 4011, Australia

Enquiries Ph (within Australia) 1300 307 114 or +61 7 3268 4210

Email: info@aepma.com.au

Website: www.aepma.com.au



Australian Environmental Pest Managers Association Limited

ABN: 92 003 476 293

MEMBERSHIP APPLICATION 2019 – February 2020

Company/Business Name:		
Address _____		
State		P/code
Postal Address _____		
State		P/code
Bus. Ph: ()	Mobile:	Fax ()
Email:	Website:	
Company/Business Delegate:		
Is the company/business part of a franchise group? Yes <input type="checkbox"/> No <input type="checkbox"/>		
MEMBERSHIP CATEGORY		AMOUNT PAYABLE (A\$)
Professional		
Associate		
Distinguished Associate (requires Board approval)		
Affiliate		
International		
Subsidiary Company (please attach list)		
Related Industry Participant		
PestCert Accreditation (may only be taken in addition to AEPMA Professional Membership)		
Professional applicants: (Membership is conditional upon licence and minimum insurance cover being current for the duration of membership.)		
Number of operators: _____		
Company Pest Control Licence/Registration No: _____		
Qld applicants only, please state your BSA Class & Licence No. if carrying out termite work: _____		
Name of Public Liability Insurer: _____		
(minimum \$5,000,000) Expiry Date: _____		
Name of Professional Indemnity Insurer: _____		
(minimum \$500,000) Expiry Date: _____		
<i>I/We declare that the above information is true and correct and that I/We will abide by the Code of Ethics of the Australian Pest Managers Association Limited.</i>		
Signed _____		Date _____
<i>Proprietor Delegate</i>		
PAYMENT OPTIONS		
Fax to:		(Australia) 07 3268 4213 (International) +61 7 3268 4213
OR mail with cheque (A\$) to		AEPMA, Airport Gateway Business Centre, Unit 6, 12 Navigator Place, Hendra QLD 4011, Australia
Enquiries		Ph (within Australia) 1300 307 114 or 07 3268 4210
Email		info@aepma.com.au Website: www.aepma.com.au
Credit card		See credit card authority



AEPMA MEMBERSHIP APPLICATION

Date

Trading Name

Name of Representative

PAYMENT OPTIONS

Please tick method of payment

- Credit card (authority below)
- Online payment, www.aepma.com.au
Date of payment
- Direct deposit (see below)
Date of direct deposit
- Amount deposited
- Cheque enclosed for

Credit card: Mastercard Visa

Card No _ _ _ _ _

Expiry (mm/yy) _ _ _ _

CVV (3 digits) _ _ _

Please charge above card: \$ _____

Cardholder name _____

Signature _____

Direct deposit

Account: Australian Environmental Pest
Managers Association Ltd

Bank: Commonwealth Bank

BSB: 062 498

Account No 1007 8663

SWIFT code CTBAU2S

Please quote ref: company name & "membership number"

** For payments from overseas, please include an additional
AUD25.00 to cover international bank charges.*

Cheque payable to: **Australian Environmental Pest Managers
Association Ltd**

Fax to:
OR mail with cheque (AUS\$) to

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