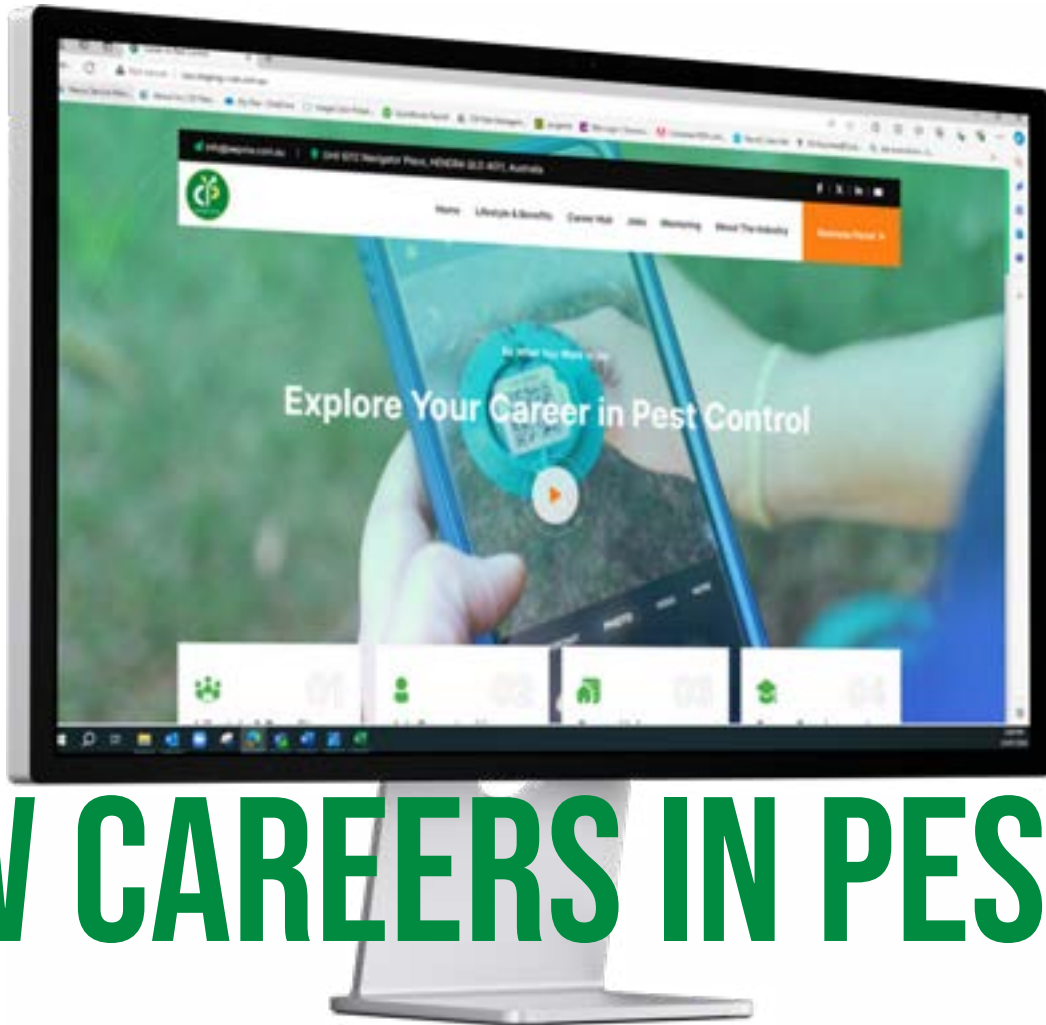


The Voice of the Australian Pest Management Industry

# AEPMA MAGAZINE



SEPTEMBER 2024 ISSUE

# NEW CAREERS IN PEST MANAGEMENT WEBSITE LAUNCHED

PESTICON 2024 "THE PEOPLE IN PEST"  
INDUSTRY AWARDS - SPECIAL FEATURE  
NEW AEPMA LIFE MEMBERS





|                          |    |                               |    |
|--------------------------|----|-------------------------------|----|
| CAREERS IN PEST WEBSITE  | 04 | BELL LABORATORIES             | 32 |
| PESTICON 2024            | 08 | PESTICON 2025                 | 35 |
| 2024 INDUSTRY AWARDS     | 10 | AUROCON PESTECH               | 36 |
| SUSTAINABILITY AWARD     | 12 | AEPMA LIFE MEMBERSHIP         | 38 |
| SYMTERRA - AVITHOR       | 14 | BASF PESTICON OVERVIEW        | 44 |
| ENVU EXCELLENCE AWARD    | 16 | AEPMA UPDATE                  | 48 |
| PEST MANAGER OF THE YEAR | 18 | THE BITE THAT BURNS LIKE FIRE | 50 |
| AWPMA EXCELLENCE AWARD   | 30 |                               |    |

## THANK YOU TO OUR PESTICON 2024 SPONSORS



## WELCOME

Pesticon 2024 “The People in Pest” brought together the experts, innovators, and everyday professionals who are driving the industry forward. The event was packed with ideas, energy, and the kind of real-world insights that come from those on the front lines of pest management.

We’re also proud to recognise the contributions of our newest Life Members, who have dedicated their careers to lifting the standards and professionalism of the industry. Their recognition is well deserved, and they continue to inspire the rest of us with their commitment and leadership.

A special thanks goes to our Pesticon 2024 sponsors. Your support made the event possible and helped create an environment where the pest management community could come together, learn, and grow.

I am also excited to announce that Pesticon 2025 will be held in Adelaide! Mark your calendars for 6th - 8th August at the Adelaide Convention Centre. It promises to be another standout event.

Kind Regards  
Vasili Tsoutouras  
(AEPMA President)



# CAREERS IN PEST WEBSITE

A NEW ERA FOR RECRUITMENT IN THE PEST MANAGEMENT INDUSTRY

## CHOOSE YOUR PATH



At Pesticon 2024, the long-awaited Careers in Pest website was officially launched, marking a significant milestone for the pest control industry. The website, powered by AEPMA, aims to address the critical issue of recruitment within the industry, which has been a persistent challenge in recent years.

The need for this initiative became apparent during last year's Pesticon event when many industry professionals voiced concerns about the lack of action surrounding recruitment efforts. With approximately 6,000 pest control businesses in Australia and an estimated 600-700 job vacancies, the industry has been struggling to attract new talent. Filling these positions with staff already employed within the industry only perpetuates the cycle, making it essential to bring fresh faces into the fold.

In response to these concerns, a dedicated subcommittee was formed, including Sarah Cutting, who had already been working on this initiative for several years, along with Marshall Blacklock, Stacy Clark, and SueAnne Tysoe. With a clear directive from the AEPMA board, their mission was to develop a comprehensive careers and recruitment program for the pest industry. After 12 months of hard work, the result is the Careers in Pest program, officially launched at Pesticon.

4 **"THE TAGLINE "CHOOSE YOUR PATH" HIGHLIGHTS THE VARIETY OF CAREER OPPORTUNITIES AVAILABLE IN THE PEST CONTROL INDUSTRY, EMPHASISING THAT IT IS A MATURE, STABLE, AND GROWING SECTOR WITH BENEFITS FOR A DIVERSE RANGE OF EMPLOYEES."**



CAREERS IN PEST MANAGEMENT DEVELOPMENT TEAM AT PESTICON 2024

## WHAT IS THE CAREERS IN PEST PROGRAM?

THE CAREERS IN PEST PROGRAM IS DESIGNED WITH TWO PRIMARY TARGETS IN MIND:

**Attracting New Talent:** The program aims to raise awareness of the pest management industry among job seekers, encouraging them to consider it as a viable and rewarding career path.

**Supporting Pest Businesses:** The program provides a toolbox of resources to help pest control businesses effectively promote careers and recruit new talent.

The core components of the program include:

- A consistent message to potential employees about the opportunities and benefits of the pest management industry.
- A website that showcases the diversity, challenges, and rewards of a career in pest management.
- A jobs board where current vacancies are listed.
- A portal for pest businesses to access recruitment resources.

SCAN ME





WHILE THE WEBSITE IS LIVE AND READY TO USE, SOME FEATURES, SUCH AS THE BUSINESS PORTAL, ARE EXPECTED TO BE COMPLETED WITHIN THE NEXT FEW WEEKS. HOWEVER, THE DEVELOPMENT OF THE CAREERS IN PEST PROGRAM IS ONGOING, WITH PLANS FOR CONTINUAL UPDATES AND IMPROVEMENTS OVER THE COMING YEARS.

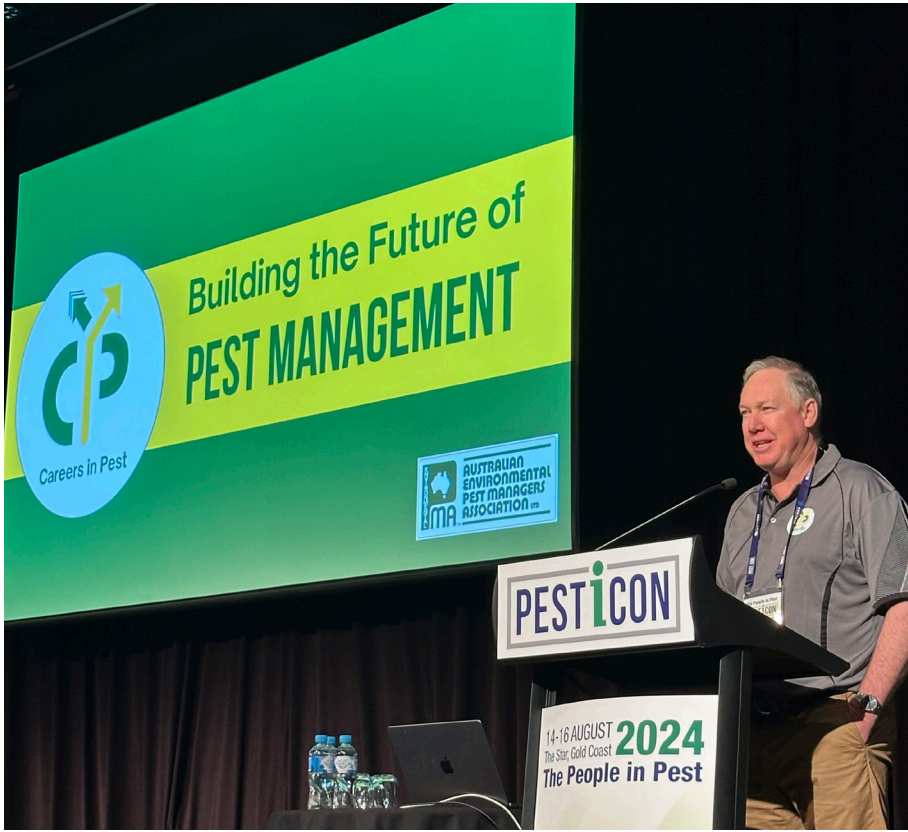


CAREERS IN PEST WEBSITE

“THE NEWLY LAUNCHED WEBSITE IS THE CENTREPIECE OF THE CAREERS IN PEST PROGRAM. IT PROMOTES THE UNIQUE ADVANTAGES OF WORKING IN THE INDUSTRY AND SERVES AS A HUB FOR BOTH JOB SEEKERS AND PEST CONTROL BUSINESSES.

FOR JOB SEEKERS, THE SITE PROVIDES INFORMATION ON AVAILABLE POSITIONS AND THE POTENTIAL CAREER PATHS WITHIN THE INDUSTRY. FOR BUSINESSES, THE SITE OFFERS ACCESS TO TOOLS AND RESOURCES THAT CAN HELP THEM ATTRACT AND RETAIN THE RIGHT CANDIDATES.”

- MARSHALL BLACKLOCK



Marshall Blacklock - At the launch of the Careers Website

The Role of the Careers in Pest Website

The newly launched website is the centrepiece of the Careers in Pest program. It promotes the unique advantages of working in the industry and serves as a hub for both job seekers and pest control businesses.

For job seekers, the site provides information on available positions and the potential career paths within the industry.

For businesses, the site offers access to tools and resources that can help them attract and retain the right candidates.

While the website is live and ready to use, some features, such as the business portal, are still being refined and are expected to be completed within the next few weeks.

However, the development of the Careers in Pest program is ongoing, with plans for continual updates and improvements over the coming years.

A Call to Action for the Industry

As exciting as the launch of the Careers in Pest program is, its success relies heavily on the support and involvement of the entire pest management industry.

“If you guys sitting out there don’t support it, share it, use it, it won’t go anywhere.” The program has been created to address the industry’s recruitment challenges, but its effectiveness depends on widespread industry participation.

The Careers in Pest website represents a proactive step toward solving the

recruitment issues that have plagued the pest control industry.

However, the program’s long-term success will require continued commitment and collaboration from all industry stakeholders.

If you have photos, videos, or other materials that could contribute to promoting careers in pest control, please reach out to

Marshall Blacklock at [resources@careersinpest.com.au](mailto:resources@careersinpest.com.au).

Your contributions will help strengthen this initiative and showcase the opportunities within our industry.

For more information and to explore the Careers in Pest website, please visit

[www.careersinpest.com.au](http://www.careersinpest.com.au)

Let’s work together to build the future of our industry.





# PESTiCON 2024

## THE PEOPLE IN PEST

Pesticon 2024 brought together the best and brightest in pest management at The Star, Gold Coast, from 14-16 August. With the theme “The People in Pest,” this year’s event placed the focus squarely on the individuals driving the industry’s success. It was a few days packed with valuable insights, thought-provoking discussions, and much-needed networking.

The event kicked off with a relaxed Welcome Reception sponsored by Ensystex, where industry peers reconnected, and the AEPMA Sustainability Award was announced, setting the tone for what lay ahead. Dr Cathy Nguyen’s keynote, “Debunking the Pest-ering Myths of Marketing,” provided an insightful look into what really drives business growth in the sector.

Day one was filled with practical and timely discussions. A standout was the panel on Sustainable Business Practices, which offered a fresh perspective on how environmentally conscious approaches can also be profitable.

**THIS YEAR’S EVENT PLACED THE FOCUS SQUARELY ON THE INDIVIDUALS DRIVING THE INDUSTRY’S SUCCESS.**



Day two kept the momentum going with fascinating sessions on everything from Red Imported Fire Ants to Talent Retention strategies.

Networking remained a key highlight of the event, especially during the Syngenta For Life Uninterrupted Happy Hour.

Attendees took the opportunity to unwind and exchange ideas, in the exhibition hall.

It was a perfect setting for informal discussions, helping to strengthen professional connections and spark new ideas for the industry’s future.

The practical advice offered by experts like John Murray and Dr David Lilly was a highlight, with sessions such as Termite Inspection Tips providing attendees with actionable takeaways for their businesses.

As the event wound down, attendees had the chance to explore new technologies like Drones in Pest Management, and a forward-looking session on AI and ChatGPT’s role in the office offered a glimpse of what’s next for the industry.

The conference ended on a high note with the Industry Awards Gala Dinner, where the Pest Manager of the Year and Excellence in Pest Management awards were presented, recognising outstanding contributions to the sector.

**PESTICON 2024 LIVED UP TO ITS PROMISE—BRINGING TOGETHER THE PEOPLE WHO MAKE PEST MANAGEMENT TICK, FOSTERING COLLABORATION, AND PAVING THE WAY FOR FUTURE GROWTH IN THE INDUSTRY.**





# 2024 INDUSTRY AWARDS

The 2024 Industry Awards celebrated excellence in pest management, with top honours recognising outstanding contributions across the sector. Held during Pesticon 2024, the awards highlighted excellence, leadership, and sustainability within the industry.

Ensysnex sponsored the 2024 Sustainability Award, acknowledging a company that has made significant strides in eco-friendly pest control practices. This year's winner showcased a commitment to reducing environmental impact while maintaining effective pest management solutions.

BASF sponsored both the Pest Manager of the Year Award and the AWPMA Excellence Award. These honours recognised the exceptional skill, customer service, and professionalism of individuals and companies leading the way in the Australian pest control industry.

The Envu Excellence Award recognised a long-standing industry figure whose contributions have left a lasting impact on pest management in Australia.

The Wayne Naylor Award for Excellence paid tribute to one individual who demonstrated remarkable dedication to the profession. This special award reflected both technical expertise and a passion for improving industry standards.

AEPMA also awarded Life Membership to two individuals who embody the values of professionalism, integrity, and commitment, having demonstrated sustained efforts to improve industry standards and promote best practices. This award is a symbol of their enduring influence on the growth and development of pest management across the country.

## THANK YOU TO OUR AWARD SPONSORS



## JOHN MURRAY RECEIVES WAYNE NAYLOR AWARD FOR EXCELLENCE



John Murray

The Wayne Naylor Award for Excellence, one of the highest honours in the Queensland pest management industry, was recently awarded to John Murray in recognition of his outstanding contribution to both the state and national levels of pest management. The award, created in memory of Wayne Naylor, celebrates those who display exceptional leadership, innovation, and dedication within the industry.

The award has only been presented on four previous occasions, with past recipients including Phil Sayer, Grant Currie, Barry Collins, and John Graham. Each of these individuals, like John, has made a significant mark on the industry.

### Who Was Wayne Naylor?

Wayne Naylor was an iconic figure in the Queensland pest management community.

His journey began when his parents, Bev and Ron Naylor, founded Bevron Pest Control on Brisbane's northside. Wayne stepped into leadership of the company after Ron's retirement, maintaining the legacy of professionalism and service that Bevron had become known for.

Wayne was deeply involved in the Queensland Pest Control Association and became a key figure when the state associations merged to form AEPMA in 1988. Sadly, Wayne passed away after an accident on the job, leaving a lasting legacy that the award now honours.

John Murray's journey in the pest management industry began nearly 30 years ago when he worked as a technician. His passion for the field has only grown, and he has played a vital role in advancing the industry both within Queensland and nationally.

John joined the Queensland AEPMA Committee in 2014, took on the role of Vice Chair in 2016, and served as Chair from 2019 until stepping down this year. He also joined the AEPMA National Board in 2019, where he

continues to contribute as a Director, offering his expertise in training.

His contributions are wide-ranging, from leading discussions with Queensland Health on licensing issues to engaging with the Red Imported Fire Ant Eradication group. John's involvement in working groups for industry codes of practice has helped shape guidelines on termite management, rodent control, and disinfection protocols.

Most notably, he has played a crucial role in successfully advocating for the reclassification of pest management roles in the ANZSCO Code, moving them from the category of "labourers" to "technical and trades."

John's leadership in training is perhaps where his impact has been most profound. As the industry faces major changes, particularly with upcoming reforms in training and certification,

In the spirit of Wayne Naylor, John Murray has proven himself to be an initiator, instigator, and contributor who continues to advance the pest management industry, embodying the very qualities the award seeks to recognise.





# SUSTAINABILITY AWARD 2024

## SPONSORED BY ENSYSTEX

Pesteco, based in New South Wales, has been recognised with the AEPMA Sustainability Award for its innovative approach to pest management. The company has shown an unwavering commitment to environmental conservation and community-focused practices, setting a high standard in the industry.

One of the standout initiatives is their Bee Rescue Program, which highlights the balance between pest control and ecological preservation.

Rather than eliminating bee swarms, Pesteco relocates them to a farm in the Southern Highlands, ensuring the preservation of these vital pollinators. In a unique gesture, they also harvest honey from the rescued bees and offer it to clients, creating a sustainable and community-driven approach to pest management.

As one judge remarked, "Relocating bees is established practice for many companies, but the honey as ROI on that practice is a neat idea!" This program showcases how environmental responsibility can coexist with effective pest control.

Pesteco is also making strides through the use of carbon credits and offsets in collaboration with the Aboriginal Carbon Foundation.

By supporting carbon farming projects led by Indigenous rangers and traditional landowners, the company contributes to both environmental conservation and the empowerment of local communities.

This initiative reflects a broader vision of sustainability, focused on long-term environmental impact rather than simply reducing emissions.

In addition to their local efforts, Pesteco has gained global recognition for its sustainability performance. The company has achieved EcoVadis Platinum Certification, placing it among the top 1% of businesses worldwide for sustainability practices.

This certification highlights their commitment to managing Environmental, Social, and Governance (ESG) risks, ensuring compliance, and driving positive impacts throughout their operations.

Congratulations to Pesteco on winning the 2024 Ensystex Sustainability Award, a well-deserved recognition of their leadership in sustainable pest management.



*Relocating bees is established practice for many companies, but the honey as ROI on that practice is a neat idea!*



**Pesteco Honey - from rescued bees**



**Vasili Tsoutouras (AEPMA President), Bogdan Kolev (Pesteco), Andrew Knight (Ensystex)**





A revolutionary technology that stops birds from landing on structures IMMEDIATELY & PERMANENTLY

- ✓ Works on ALL BIRDS
- ✓ Over 10,000 units sold
- ✓ Safe, Humane & Eco Friendly
- ✓ Covers up to 150 linear metres per system

SYM TERRA CREATES A LOW-INTENSITY MAGNETIC WAVE WHICH DIRECTLY AFFECTS THE BIRD'S NAVIGATIONAL ABILITY. BIRDS WILL NOT LAND AND DIVERT ELSEWHERE. **FOREVER.**



ENSYSTEX<sup>®</sup>  
THE INNOVATORS

13 35 36  
Ensystex.com.au

SYM TERRA by Avithor is ENSYSTEX's groundbreaking bird deterrent technology that uses low-intensity magnetic waves to disrupt birds' navigational abilities, effectively preventing them from landing on structures. This system is designed to be both safe and humane, ensuring that birds are not harmed while keeping them away from designated areas. Forever.

Conceived by a Quantum Physicist, and developed by experts in Ornithology and Entomology, SYM TERRA uses applied science to disrupt the migratory physiology of birds.

Birds are biologically optimised to navigate. There's a special protein in their eyes, mineral crystals in their beaks, and wave receptors in their ears, eyes, and brains. Together, these elements provide every bird with an "internal GPS." The SYM TERRA system emits an electromagnetic frequency that harmlessly disrupts that GPS. When in range, birds are temporarily unable to judge speed, direction, and distance.

Discouraged from landing, the birds simply continue their search for a good place to roost, nest, or forage.

**SYM TERRA Key Features:**  
Disruption of Bird Navigation: SYM TERRA interferes with birds' "internal GPS," making it difficult for them to judge speed, direction, and distance. This causes them to avoid landing and to continue their search for a suitable location elsewhere.

**Coverage and Application:**  
A single SYM TERRA control unit can cover up to 150 linear metres, making it suitable for a wide range of applications, from billboards to large industrial facilities. Multiple systems can be combined to cover larger areas.

**Safe and Environmentally Friendly:** The system operates at a safe 2,500 Volts AC at 0.021 amps and consumes just 25 Watts of power. It doesn't emit harmful radio frequencies or ultrasound, making it safe for both humans and birds. The technology has been proven to be 100% eco-friendly and effective in studies conducted by reputable institutions like the University of Arizona and Oregon State University.

**Certifications:** SYM TERRA is compliant with international health and safety standards, including FCC, Industry of Canada, CE, UKCA, and is registered under the Australian Electrical Equipment Safety System (EESS) certifications.  
**Ideal Uses:**

SYM TERRA is perfect for use in various settings where bird infestations can cause problems. Over 10,000 units have been sold globally, attesting to its efficacy in:

Commercial properties (e.g., restaurants, hotels, stadiums)  
Industrial facilities

(e.g., warehouses, manufacturing plants)  
Healthcare and pharmaceutical environments  
High-end residential areas  
Benefits of this innovative solution

**Discrete:** the system is low profile, so it is rarely even noticed on buildings.  
**Protects Structures and Equipment:** By deterring birds, SYM TERRA helps prevent damage to buildings and equipment.



**Reduces Health Risks:**  
It minimizes the health risks associated with bird droppings, which are hazardous.

**Maintains Aesthetics:**  
Keeps properties looking clean and well-maintained.  
**Safe, green and Humane:**  
**SYM TERRA will not interfere with electrical systems, Wi-Fi, electronic communications or other systems. Birds and people should NEVER be harmed by SYM TERRA.**

SYM TERRA represents a scientific revolution in bird control, combining advanced technology with humane practices to offer a comprehensive solution for managing bird populations around structures.



# ENVU EXCELLENCE AWARD 2024 WINNER JOANNE GEORGE

*“JO IS WELL KNOWN AND RESPECTED BY BOTH HER CUSTOMERS AND COMPETITOR PEERS; AND I KNOW SHE VALUES THE RELATIONSHIPS SHE HAS FOSTERED OVER MANY YEARS VERY HIGHLY. “*



Daryle Swarz - Nat. Sales Manager PPM ANZ Envu, Joanne George, Vasili Tsoutouras - AEPMA President

Joanne began her career with Dow Chemical, as it was back then, in the late 1980's as a secretary working with the Australian Sales Team.

After a few years she left the business for another opportunity but that didn't work out, and she missed the comradery and culture at Dow, so she returned to work in Sales Support.



Through the mid 90's to mid-2000's Dow AgroSciences went through a significant growth phase with their pest control business; adding a lot of personnel and exploring various distribution models as they ramped up Sentricon.

Jo was very much a part of this team, and over-time as things changed again and the business refocused its resources in other areas, her vast experience and industry relationships saw her assume the role of Business Manager for Sentricon at Dow AgroSciences, now Corteva Agrisciences, for the last 15 years of her career.

She was supported by others within the Corteva team, but she was the primary face of Sentricon to us all in the national pest control industry.

The relationships she's built and her contributions to the growth and success of Sentricon have been invaluable. Joanne's presence and leadership will be missed, but her legacy within the industry will certainly continue.

Warm congratulations, and best wishes for the next chapter!

**THE ENVU EXCELLENCE AWARD RECOGNISES A LONG-STANDING INDUSTRY FIGURE WHOSE CONTRIBUTIONS HAVE LEFT A LASTING IMPACT ON PEST MANAGEMENT IN AUSTRALIA.**

**EACH EXCELLENCE AWARD WINNER HAS PLAYED A PIVOTAL ROLE IN SHAPING THE STANDARDS AND PRACTICES OF PEST MANAGEMENT, WORKING TIRELESSLY TO IMPROVE BOTH OPERATIONAL EFFICIENCY AND ENVIRONMENTAL RESPONSIBILITY.**

**THEIR EFFORTS HAVE NOT ONLY ENHANCED THE EFFECTIVENESS OF PEST CONTROL SOLUTIONS BUT ALSO FOSTERED GREATER COLLABORATION WITHIN THE INDUSTRY.**

**THROUGH THEIR GUIDANCE AND VISION, THEY'VE INFLUENCED A NEW GENERATION ENSURING THAT THE VALUES OF PROFESSIONALISM, SUSTAINABILITY, AND CONTINUOUS IMPROVEMENT REMAIN AT THE FOREFRONT OF THE FIELD.**

**THE RECIPIENT OF THIS AWARD STANDS AS A SYMBOL OF WHAT IT MEANS TO CONTRIBUTE MEANINGFULLY TO THE EVOLUTION OF PEST MANAGEMENT IN AUSTRALIA, LEAVING BEHIND A LEGACY THAT WILL CONTINUE TO BENEFIT THE INDUSTRY FOR YEARS TO COME.**





# PEST MANAGER OF THE YEAR 2024

BASF ARE PROUD TO BE A LONG-TIME SPONSOR OF PEST MANAGER OF THE YEAR AWARD & AWPMA EXCELLENCE AWARD.

THE 2024 AWARD CELEBRATED EXCELLENCE IN THE PEST CONTROL INDUSTRY, RECOGNISING OUTSTANDING PROFESSIONALS WHO HAVE DEMONSTRATED EXCEPTIONAL SERVICE, INNOVATIVE APPROACHES, AND A COMMITMENT TO UPHOLDING THE HIGHEST STANDARDS IN PEST MANAGEMENT.

The 2024 BASF Pest Manager of the Year (PMOY) Award saw a record number of entries, showcasing the incredible talent and dedication within the pest management industry. This year's award highlighted the outstanding achievements of individuals and companies committed to delivering exceptional service, innovative solutions, and a forward-thinking approach to pest control.

Judging the entries was no easy task, as the field included a diverse range of pest management professionals from across Australia, each demonstrating high standards of customer care, technical expertise, and business excellence. The PMOY Award recognises those who go above and beyond, not only in managing pests but also in promoting best practices and elevating industry standards.

## 2024 PEST MANAGER OF THE YEAR FINALISTS

### THE KYLEE ENWRIGHT MICRO BUSINESS AWARD

- Checkmate Pest Control
- Tasman Pest Management
- Brisbane City Pest Control

### SOUTH PACIFIC PEST MANAGER OF THE YEAR

- Fastkil Pest Control Services Pte Limited
- FLiCK Hygiene PTE Ltd
- Quality Hygenix and Pest Services

### LESS THAN 10 EMPLOYEES

- Spiderman SE Eco Pest Management
- AllPro Pest Control
- Scorpion Pest Management





# 2024 PEST MANAGER OF THE YEAR FINALISTS

## GREATER THAN 10 EMPLOYEES

- GC Pest Control
- Local Pest Experts
- CDI Pest Management



# AND THE WINNERS ARE....





# WINNER

## PEST MANAGER

### OF THE YEAR | 2024

## THE KYLEE ENWRIGHT MICRO BUSINESS AWARD

### Micro Business Award Winner



## TASMAN PEST MANAGEMENT

Kris Dunbabin & partner Myles founded Tasman Pest Management (TPM) on December 10, 2020.

Having deep Tasmanian heritage, TPM has grown into a recognised brand, serving both residential and commercial clients across the state.

Known for setting high industry standards with eco-conscious solutions, TPM was a state finalist in the 2024 Telstra Best of Business Awards for “Promoting Sustainability” and “Building Communities” and were invited as guests to Parliament for their outstanding works during the global pandemic. TPM’s commitment to ensuring safe and effective pest control, on-going training, networking with industry leaders, and a focus on customer satisfaction are core to TPM’s success.



KRIS AND MYLES FROM TASMAN PEST

Living on the Tasman Peninsula, Kris & Myles are inspired by its coastal beauty, rich history, and community spirit.

Being nominated and awarded **The Kylee Enwright Micro Business Pest Manager of the Year 2024** showcases TPM’s commitment to excellence and professionalism, setting a standard that encourages others in the industry to pursue similar successes.

#### Why We Entered Pest Manager of the Year

TPM entered the Pest Manager of the Year competition to highlight their dedication to excellence within the industry, the importance of collaborations and promoting eco-friendly pest management solutions.

This award is a testament to our team’s hard work, innovation, and unwavering commitment to our clients and community.



**“WE BELIEVE THAT BY SHARING OUR JOURNEY AND ACHIEVEMENTS, WE CAN INSPIRE OTHERS IN THE INDUSTRY TO PURSUE EXCELLENCE, SUSTAINABILITY, ULTIMATELY BENEFITING THE BROADER COMMUNITY, ENVIRONMENT AND OUR FELLOW COLLEAGUES.”**





# WINNER

# PEST MANAGER

## OF THE YEAR | 2024

**BASF**  
We create chemistry

## South Pacific Award Winner

## FLICK HYGIENE PTE LTD



Flick Hygiene has grown into a robust operation with 25 employees, excelling in both commercial and residential pest control services. Known for their integrity, innovation, and teamwork, Flick Hygiene consistently delivers on their mission to exceed customer expectations.

The company has implemented documented business values and mission statements that guide every decision they make, from

daily operations to long-term strategy.

These core principles have positioned Flick Hygiene as a leader in pest control, particularly for its advanced fumigation techniques, HACCP compliance, and dedication to environmentally sustainable practices.



Flick Hygiene's focus on innovation is reflected in their bedbug control programs, where they introduced Fiji's first non-chemical approach, offering clients faster, more efficient treatments without harmful chemical residue. Their research and development efforts have also led to a state-of-the-art online portal, enabling streamlined training, HR management, and client reporting, putting them ahead of competitors in technological adoption.

Customer relations are at the heart of Flick Hygiene's operations. The company's structured processes for addressing feedback and complaints have fostered a culture of transparency and trust with their clients.

This approach, combined with their focus on continuous improvement, has resulted in high levels of customer satisfaction, evidenced by their impressive Net Promoter Score (NPS) of 80% or above.

Beyond customer service, Flick Hygiene actively contributes to the community through sponsorships, volunteering, and educational workshops. Their efforts include sponsoring local sports teams, providing free pest treatments for places of worship and retirement homes, and participating in charitable events across Fiji.







# WINNER

# PEST MANAGER

## OF THE YEAR | 2024

**BASF**  
We create chemistry

**Pest Management Firm –  
Fewer than 10 Employees Award Winner**

## SCORPION PEST MANAGEMENT



**“OUR MISSION IS TO PROVIDE THE BEST PEST MANAGEMENT SERVICES TO THE COMMUNITY IN WHICH WE SERVE, TO ALWAYS EXCEED CUSTOMERS EXPECTATIONS, TO PROVIDE PEACE OF MIND BY PROTECTING YOUR HOME, BUSINESS, HEALTH AND PROPERTY IN AN ETHICAL, PROFESSIONAL AND TIMELY MANNER. TO STRIVE TO BE A LEADER IN THE PEST CONTROL INDUSTRY BY DELIVERING THE BEST SERVICE, USING THE LATEST TECHNOLOGY, BEING ENVIRONMENTALLY RESPONSIBLE AND HAVING FAIR PRICES.”**



The 2024 Pest Manager of the Year (PMOY) award for less than 10 employees goes to Scorpion Pest Management, also the 2023 winner. Scorpion Pest Management is a family-owned business that has been providing expert Commercial and Residential pest control services across Tasmania since 2008. With over 16 years of experience, the company has built a strong reputation for delivering high-quality pest management solutions.

Their services encompass a broad range of pest control, targeting rats, mice, insects, ants, spiders, scorpions, and more, alongside specialised offerings such as wildlife management, gutter guard installation, meth

testing, deceased animal removal, and bee nest relocation. Scorpion Pest Management works closely with clients to develop tailored pest management plans, focusing on preventative strategies for long-term results.

Environmental sustainability is a core focus of the business. They prioritise minimising chemical use through integrated pest management (IPM) strategies and have significantly reduced their reliance on rodenticides.

Over the past year, the company achieved a 70% reduction in anticoagulant bait use, contributing to biodiversity and ecosystem health.







# WINNER

# PEST MANAGER

## OF THE YEAR | 2024

**BASF**  
We create chemistry

## National Award Winner

## CDI PEST MANAGEMENT



**CDI PEST MANAGEMENT HAS TAKEN HOME TWO OF THE INDUSTRY'S TOP HONOURS, WINNING THE 2024 PEST MANAGER OF THE YEAR AWARD FOR BUSINESSES WITH MORE THAN 10 EMPLOYEES AND CLINCHING THE COVETED NATIONAL TITLE**

Based in South East Queensland, with offices in Brisbane and Toowoomba, CDI Pest Management is known for delivering effective commercial and residential pest control solutions. Under the leadership of Marshall Blacklock, CDI has built a strong reputation by focusing on customer satisfaction, environmental responsibility, and the use of cutting-edge technology.

One of CDI's standout achievements is their ability to handle complex pest problems efficiently, particularly with larger-scale infestations. Their emphasis on technology and eco-friendly methods has set them apart in the industry, allowing them to tackle issues in a way that prioritises both the customer and the environment.

Customer service is at the core of CDI's operations. They've implemented systems to ensure prompt and transparent communication with clients, which has significantly improved customer satisfaction. Their focus on gathering and acting on feedback helps them maintain high standards and continually refine their service.

In addition to their commercial success, CDI has made strong connections within the local community.

By supporting charitable initiatives and collaborating with local organisations, they've strengthened their presence and demonstrated a genuine commitment to giving back.

**“CDI'S DEDICATION TO INNOVATION, STAFF DEVELOPMENT, AND SUSTAINABILITY HELPED THEM SECURE THE PMOY AWARD FOR THE GREATER THAN 10 EMPLOYEES CATEGORY AND ULTIMATELY THE NATIONAL AWARD.”**





# SUE-ANN TYSOE CHAMPIONING EXCELLENCE AND EMPOWERING CHANGE IN PEST MANAGEMENT

The Australian Women in Pest Management Association (AWPMA) is proud to honour Sue-Ann Tysoe as the recipient of the 2024 AWPMA Excellence Award (**Sponsored by BASF**). Sue-Ann's journey in the pest management industry is not just a testament to her unwavering dedication, but also a story of empowerment, resilience, and the transformative power of believing in oneself.

## A Journey of Passion and Purpose

Sue-Ann Tysoe's venture into pest management began in 2014, when she and her husband, Luke, decided to start their own business. While initially hesitant, Sue-Ann's desire to make a meaningful impact quickly became the driving force behind their company. Over the years, she has evolved from managing administrative tasks to becoming a fully qualified termite and pest technician. Her commitment to learning every aspect of the industry, from marketing to hands-on pest control, reflects her deep-rooted passion for the field.

Sue-Ann's motivation extends beyond business success. Her primary goal has always been to provide quality service, uphold the integrity of the industry, and ensure that clients receive the best care possible. This ethos is what sets her apart in an industry that can sometimes be overshadowed by less scrupulous operators.

## Overcoming Challenges and Leading with Empathy

Sue-Ann's journey has not been without its challenges. Early on, she struggled with self-doubt, particularly when it came to public speaking and client interactions. However, through persistence and the support of her peers, she has grown into a confident leader. Her involvement with BNI (Business Network International) played a significant role in boosting her confidence, allowing her to take on new challenges and expand her skill set.

## A Role Model for Women in Pest Management

Sue-Ann is a passionate advocate for women's participation in the pest management industry. She believes that women can and should take on roles traditionally dominated by men, and she actively encourages other women to pursue careers in the field. Her own experience as a licensed pest technician serves as an inspiration for many, proving that with the right mindset, anything is possible.

She has also been a mentor to many, sharing her knowledge and experiences to help others navigate their own challenges. Sue-Ann's mentorship extends beyond the industry, as she strives to empower women in all areas of life.



One of Sue-Ann's most notable achievements is her ability to lead by example. Whether it's coding a new system for their business or stepping into the field to learn firsthand, Sue-Ann demonstrates that leadership is about being willing to get your hands dirty and continuously improve. Her approach to leadership is rooted in empathy, always seeking to uplift and empower those around her.

## Looking to the Future

Sue-Ann's vision for the future is one of growth and empowerment. She and her husband are working towards expanding their business, with plans to build a warehouse and hire a diverse team that includes individuals with disabilities. Sue-Ann's commitment to inclusivity and her desire to create opportunities for those who have been marginalised reflect her deep sense of responsibility to give back to the community.

In the long term, Sue-Ann hopes to see the pest management industry continue to grow in professionalism and respect. She advocates for higher standards and better practices across the board, believing that this will not only improve the industry's reputation but also ensure that customers receive the highest quality service.

## A Legacy of Empowerment

Sue-Ann Tysoe's impact on the pest management industry is profound. Her story is one of perseverance, growth, and a relentless pursuit of excellence. But perhaps most importantly, it is a story of empowerment. Through her work, Sue-Ann is not just building a successful business; she is creating a legacy that encourages others to believe in themselves and strive for greatness, no matter the obstacles they face.

As the 2024 AWPMA Excellence Award winner, Sue-Ann Tysoe exemplifies the values of dedication, leadership, and empowerment that the award seeks to recognise. Her journey is an inspiration to all, reminding us that with passion, hard work, and a belief in oneself, anything is possible.



# HOW BELL LABORATORIES STRENGTHENED CUSTOMER RELATIONSHIPS AT PESTICON 2024

Pesticon, the flagship annual event organised by the Australian Environmental Pest Managers Association, draws pest management professionals from across Australia.

This August, the Gold Coast became a hub for the industry's most anticipated event, providing a unique opportunity for leaders, professionals, and

innovators to connect, share ideas, and showcase the latest advancements in pest control technology and service delivery.

For Bell Laboratories, the world leader in rodent control technology, Pesticon is a highlight of our calendar.

It provides us with the invaluable chance to meet with pest managers from

all over the country in one place, allowing us to engage directly, gather feedback, and offer support.

Beyond the structured sessions and tradeshow, the event also allows us to connect with our customers in more relaxed social settings, which helps to strengthen our business relationships and build trust.

At this year's Pesticon, we were delighted to see the number of customers who visited our booth to share their positive experiences with our iQ Products.

This year's engagement was markedly different from previous years when inquiries were more focused on understanding the basics of our iQ Products and how they could be integrated into their pest management systems.

This year, the conversations were different. Customers were not just familiar with the technology, but they were also eager to share their successes and learn more about advanced features and best practices.

Instead of the more introductory questions of the past, our discussions this year were more about how to optimise the system's capabilities and maximise efficiency in pest management strategies.

Pest managers from across Australia shared their stories, asked thoughtful questions about their experiences, and sought advice on using our products to achieve the best results.

It was clear that our industry has grown more comfortable with our technology and is excited to explore its full potential and deepen their understanding of the tools we offer.

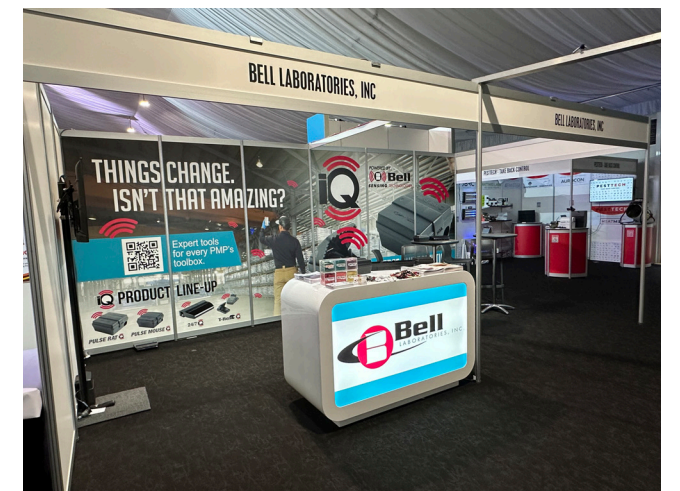
The positive shift in customer engagement at Pesticon 2024 reflects the effort we have put into education and support over the past few years.

We understand that adopting new technology in pest management isn't just about having the right products; it's also about ensuring that our customers are well-informed and confident in their use. With this in mind, we have focused on providing comprehensive training, resources, and support, including webinars, on-site training sessions, and one-on-one consultations. These initiatives are designed to empower Australian pest managers with the knowledge they need to effectively utilise our iQ Products.

The feedback we received this year reinforced the impact of our efforts. Several customers expressed their appreciation for the training and support, noting how it has helped them understand the significance of the data captured by our iQ Products and how it can be used to improve their pest management outcomes.

They highlighted that gaining a clearer insight into rodent behaviour and activity patterns has empowered them to make more informed decisions and enhance their strategies for dealing with rodent infestations.

Pesticon also provided us with ample opportunities to engage with our peers in more informal social settings. We enjoyed spending time with everyone in a more relaxed atmosphere, where we could have great conversations and strengthen our relationships. These moments allowed us to get to know each other better and build deeper connections that go beyond business.



Pesticon remains a key event in our calendar, providing a unique platform to connect, learn, and grow alongside our customers. This year's event highlighted the importance of these engagements, both formal and informal, in building stronger business relationships.

As we move forward, we remain committed to supporting our customers with the best products, training, and support in the industry, helping them achieve their goals while promoting professionalism and driving excellence in rodent control.

For further information, contact your Bell Labs representative, or visit [www.belllabs.com](http://www.belllabs.com)



SAM WOOD AND NICK JONES AT PESTICON 2024





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-Rex **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](http://www.bellsensing.com).



**PESTICON 2025**

6TH - 8TH AUGUST

ADELAIDE CONVENTION CENTRE



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**





# AUROCON

IoT based pest management

By: **PEST TECH**  
TAKE BACK CONTROL

## Aurocon Accelerates Digital Transformation with Strategic IT & IoT Investments.

We are excited to announce that Aurocon technology is making significant strides in delivering digital transformation tech and hardware for smarter pest management and control!

As market challenges continue to expand, we recognize the importance of delivering an enhanced user experience, improved systems performance, and secure scalability to our products and growing user base, improving the operations of valued customer businesses.

AuroTrap is an effective freestanding multi-trap that auto-kills both rats and mice in a humane and non-toxic way. The traps are built using recycled plastic and are easily mounted to the wall or ground. The AuroTrap comes in two versions, "Nature" and "Collect". The Nature model lets nature take care of the rodent carcasses, and the "Collect" model has a compartment that discreetly hides the carcasses from the public.

- Traps rodents humanely and reliably. Without the use of rodenticides, the AuroTrap system mitigates secondary poisoning of predators and pets.
- Transforming traditional and reactive rodent control into effective, proactive, and data gathering rodent control.
- Avoid redundant and costly callouts and reporting with instant data collection and auto generated reporting.

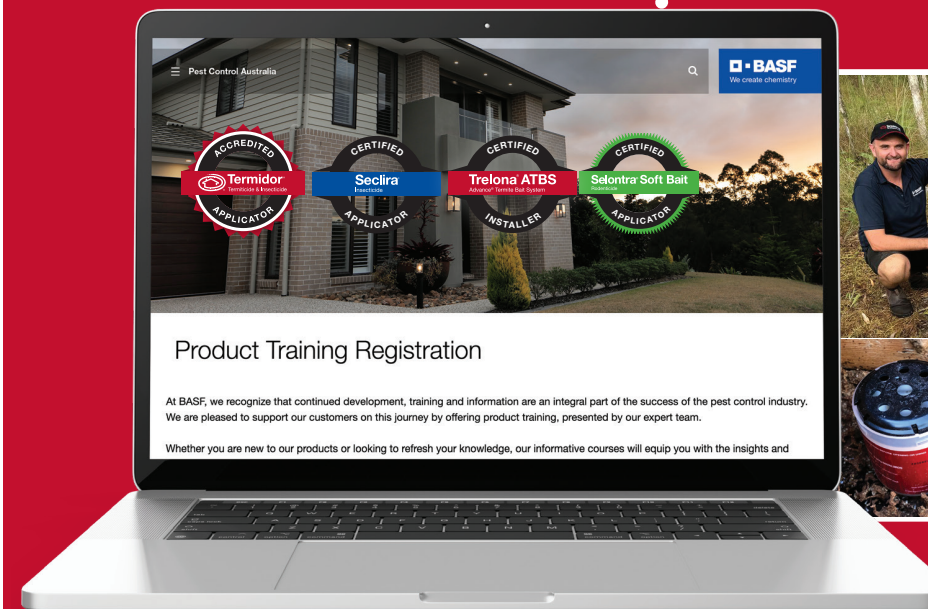
With Heiko Kaiser leading the way for Aurocon in New Zealand and Australia, he's excited to introduce these innovations, to set new benchmarks in our industry delivering cutting-edge solutions for the advantage of fellow and interested commercial pest managers.

**Call today: PEST TECH / PEST STOP - Direct call NZ: +64 7 213 1317 or Email: [info@peststop.co.nz](mailto:info@peststop.co.nz)**

# WIN a trip for two to our Townsville trial site!

Ends 30th September

## Become a BASF Certified Pest Manager to enter.



## Complete all 4 courses to enter the draw.



Scan the QR code to visit our Online Learning Hub to complete your courses.

**BASF**  
We create chemistry

Terms and Conditions apply. Entry is open to Licensed Australian Pest Control Operators who have completed the 4 x BASF courses / accreditations (Termidor, Trelona ATBS, Seclira, Selontra) and received their 'BASF Certified Pest Manager' certificate prior to the 20th September 2024. The prize is one (1) free learning experience at BASF's Termites Trial site in Townsville, QLD for two (2) people from the same winning pest control company. It includes 2 x flights to Townsville, airport pick up/drop off, 2 nights' accommodations for two (2) people, all meals and trial site visit, for the total value of \$4,000. Trial site visits will be organised between the winning pest control operator and BASF from March to July 2025. For full terms and conditions visit: [pest-control.basf.com.au/CertifiedPestManagerCompetition](https://pest-control.basf.com.au/CertifiedPestManagerCompetition)



# AEPMA LIFE MEMBERSHIP



Life membership with AEPMA is a distinguished honour awarded to individuals who have made exceptional contributions to the pest management industry and the association itself. This status not only recognises their enduring commitment and invaluable service but also grants them continued recognition and influence within the field.

Life members are celebrated for their significant achievements and unwavering dedication to advancing industry standards and practices.

## DAVID GAY OAM AEPMA LIFE MEMBER RECIPIENT



AEPMA recently bestowed the honour of AEPMA Life membership to David Gay OAM and Dr Don Ewart.

Life membership is an honour bestowed rarely. David is one of only (17) x distinguished members recognised for their outstanding contribution since AEPMA's founding in 1988.

Both are exceptional contributors to their industry.

Yes, I was fortunate to have a partner with years of technical experience, but as for the implementation of policies, understanding licensing regulation, fluency in compliance oh my goodness this was all new.

My first thought was to find out who the industry association was and to find myself a mentor. After plucking up the courage to attend a few AEPMA branch meetings, I introduced myself to David, who was President of AEPMA and FAOPMA (Federation of Asian & Oceania Pest Managers Associations).

David was kind enough to extend his friendship not just to me, but our team and later upon my request agreed to be my mentor. I could not have been more fortunate, to secure someone with such a vast wealth of knowledge in addition to valuable business insights, all of which he was genuinely comfortable to share. This is a rare trait; most would be wary of imparting valuable business acumen and restrict access to

knowledge. However, David was always available to provide advice and was always someone who championed his proteges and members, particularly new members.

Reflecting upon what is now 15 years of me being David's mentee, I look back on our friendship and his generosity to me. I note the passion David has for championing new talent. He has been an influential patron to so many in the industry. Indeed, I see him guiding several new members in Victoria now.

David's immense contribution to the pest management industry cannot be understated. His stewardship and leadership over a long period of time is unequalled and should be celebrated.

In terms of his CV, he has an impeccable pedigree, he is the Director and Technical Manager of WR Gay Pest Control, one of Victoria's oldest pest management businesses, founded in 1960. David's involvement with AEPMA from State Secretary, Branch Chair to National

## RECOGNISING OUTSTANDING SERVICE TO THE INDUSTRY



# AEPMA LIFE MEMBERSHIP



President, spans some (19) x years. His involvement has resulted in major developments including key initiatives such as implementing AEPMA's Codes of Practice in addition to forging links with many other international pest associations including FAOPMA of which he became President. Of course, David has also been recognised for his services to the pest industry with an Order of Australia Honour, OAM, in 2018.

I know how much David loves this industry and how committed he is to the people in it. I also know that we will retain his talent still for some time. Despite him stepping down from an official role on AEPMA's Board in February, he has a deep dedication to the service of our Industry. We are indeed fortunate and congratulations David.

**Article written by Victoria Branch**  
**Delegate: Emma Mendelsohn**

## VIC BRANCH CELEBRATES, DR DON EWART AEPMA LIFE MEMBER RECIPIENT 2024.



Dr Don Ewart BSc (Hons) has this year been honoured as one of our newest Life Members.

Life membership is a rare honour.

To qualify, a member must demonstrate truly outstanding stewardship and a significant dedication to the pest management industry broadly and a commitment to AEPMA more specifically.

The Victorian branch of AEPMA was this year proud to nominate two outstanding members, Dr Don Ewart and David Gay OAM. We are delighted to celebrate their life membership.

Dr Don was nominated by the Victorian Branch for his incredible accomplishments in a variety of roles, length of service and extraordinary dedication to training. He first became an AEPMA member, as he describes after a particularly "heated Australian

Standard's meeting", in 1995. Since then, he has contributed to all facets of our industry and association. He is a revered expert on all things termite and has provided consultancy services to a vast array of clients from Government to business.

Dr Don has a scientific and academic background, being an entomologist, with expertise in termite and timber pest biology and behaviours. He also has a research background with CSIRO and various government bodies and universities.

His areas of research in the "management of pest risks, chiefly in the built environment" made him an invaluable asset when developing and chairing the Australian Standards committee, over several versions, AS3660.1-2014, AS3660.3 and a complete rewrite of AS3660.2. Don also founded the 'Institute of pest Risk Management' in 2016 with the aim of providing on going education for pest management workers.

Interestingly Dr Don holds four Australian patents, which is impressive.

Don's teaching record is vast having taught in both university and TAFE settings. Indeed, Don has always been the go-to course for pest manager aspirants.

Don's critical thinking and ability

to exercise impartial assessment has made him indispensable for Insurance companies and mediators alike. Its difficult to crystallise all of his achievements given there have been so many elements to his career.

We thank Don for his incredible contribution and celebrate this honour.

**Article written by Victoria Branch**  
**Delegate: Emma Mendelsohn**

## AEPMA LIFE MEMBERS

Ross Blackmore  
Frank Bonney  
Barry Collins  
Alan Evered  
Geoff Hawes  
Roland Hovey  
Doug Howick  
Brian Inall  
John McCarron  
Peter Meadows  
Greg Moon  
Tom Nicol  
Ion Staunton  
Malcolm Trotter  
Patrick Legey  
Dr Don Ewart  
David Gay



# AEPMA LIFE MEMBERSHIP



**This article has been kindly written by Sarah Cutting and Cassie Ryan, who reflect fondly on their personal experiences with Don as both a mentor and a friend. Their insights serve as a wonderful testament to the pioneering career of our newest recipient of the AEPMA Life Membership award, Dr Don Ewart.**

It was an immense privilege to deliver, in person, the plaque commemorating my dear friend and mentor, Dr Don Ewart's recent award for Life Membership of the Australian Environmental Pest Managers Association (AEPMA). After attending Pesticon 2024 on the Gold Coast, I was lucky to catch up with Don in Melbourne for lunch, along with mutual friends Ron Smith and Cassie Ryan. It was a special moment — one that gave me the chance to reflect on just how deserving Don is of this prestigious honour.

Don has been a guiding light for so many in our industry, and I know that countless people, like me, have benefitted from his generous mentorship and unparalleled knowledge. He is the kind of person who shies away from the limelight, preferring to

dedicate his time quietly to advancing the industry and supporting those within it. His humility, combined with his unwavering commitment to helping others, has always stood out to me. While he has



never sought recognition for his work, it's impossible not to acknowledge the profound legacy he's built.

Don's career, which spans

decades of pioneering research, teaching, and consulting, has shaped modern pest management in countless ways. His groundbreaking work on termite baiting and the development of the Granitgard Non-Toxic Physical Termite Barrier System are just two examples of his ability to merge scientific inquiry with practical, sustainable solutions. His innovative methods, including using modified bacteria for termite baiting, have revolutionised termite control, and his leadership in the national certification of the Granitgard system has had a lasting impact on the industry.

But Don's contributions extend far beyond individual innovations. As Chair of the Standards Australia Committee, Don played a pivotal role in shaping Australian Standards for termite risk management.

His work on key standards, including AS3660.1:2014 (for termite management in new construction) and AS3660.2:2017 (for managing termite risk in existing structures), continues to guide best practices across the country today. His influence stretches beyond products or patents — he has laid the foundation for how we approach pest management in Australia.

Despite his many professional accomplishments, Don's greatest legacy may well be his unwavering support for those around him. I've personally experienced the full breadth of his generosity — both with his time and his knowledge. In an industry where many could command high fees for the kind of insight Don provides, he's often chosen to share his knowledge freely, with no expectation of reward. This level of selflessness is rare, and it speaks volumes about his character.

I've been incredibly fortunate to have Don as a mentor over the years. His guidance has helped me

navigate some of the most challenging aspects of my career, and his belief in me has been a constant source of strength.

Don has always been a staunch advocate for women in pest management, encouraging diversity in an industry that has traditionally been male-dominated. He has championed countless women, helping them find their place and thrive within the field. His focus has never been on accolades or recognition — he's simply cared about making the industry a better place for everyone.

While it's impossible to fully capture the breadth of Don's impact in one article, his research, mentorship, and leadership have transformed the pest management landscape in Australia. From his time at CSIRO to his recent work with the Queensland Department of Agriculture on termite management strategies, Don has consistently pushed the boundaries of what's possible in our field. His work on delivering genetically engineered

toxins via modified bacteria for termite control has kept Australia at the cutting edge of pest management innovation.

To list all of Don's achievements would take pages, and yet this only scratches the surface of his contributions. His legacy is not just in the standards he's set or the innovations he's introduced — it's in the lives he's touched and the people he's inspired.

As I reflect on Don's influence on my own career, I am filled with admiration and gratitude. His belief in me has been a source of strength during the most challenging moments, and I know I'm not the only one who feels this way.

Dr Don Ewart is more than deserving of this Life Membership honour, and I am incredibly proud to have had the opportunity to deliver his plaque to him in person. This award represents not just a lifetime of professional achievement, but also the profound impact he's had on our industry and on the people within it.

**Thank you, Don, for everything you've given to us all.**



## BASF - PESTICON 2024 OVERVIEW

The BASF stand at Pesticon 2024 has generated high interest, with customers spending considerable time with our company representatives discussing innovative solutions such as the groundbreaking Termidor HE 600mm hole spacings label extension, along with the new Termidor High-Pressure Device (HPD), which was on display.

The conference provided an excellent platform for direct interaction with customers, allowing valuable insights into their interest in Termidor HE and the HPD, and how this combination could be highly beneficial to their daily business operations.

BASF's Professional & Specialty Solutions (P&SS) Business Manager, Leigh Pronk, emphasized that "Pesticon is an important date on the BASF calendar. It is an invaluable opportunity for the industry to come

together, collaborate, and develop new skills. The conference was an excellent opportunity to showcase our newest innovation, the Termidor High-Pressure Device, and the feedback was overwhelmingly positive.

This latest investment in the Australian pest control industry demonstrates BASF's dedication to true innovation."

Q&A raised at the BASF stand:

**Q. Customers frequently asked about the device's ease of use, including setup time, maintenance requirements, and operational simplicity.**

A. The device is designed for simple set up with the existing vehicle pump, no new tools are required, and it only takes a snap-on fitting to connect to the device to their existing vehicle pump, the Termidor HPD has minimal maintenance requirements and is user friendly to operate.

**Q. Attendees were curious about the device's performance in different conditions around their client homes and the extra benefits of the machine.**

A. Termidor HE can be applied with less disruption to the home, preserving the aesthetic and structural integrity of the property. With less drill holes due to the 600mm hole spacings, it requires less labour on the job, less drill bits being used, less chance of hitting underground services, less tile breakages leading to a better employee and customer experience.

**Q. Pricing was a common question asked at the BASF stand, with customers inquiring about the overall cost, including potential long-term savings from improved efficiency for their business.**

A. A very low-cost device to purchase upfront, besides previous benefits mentioned, Termidor HE at 600mm hole spacings can increase company

profitability due to an increased capacity to undertake more jobs, but it can also increase staff retention due to less physical labour and happier staff, which is so important.

**Q. Pest Managers asked, how do we achieve 600mm holes spacings.**

A. The only way to achieve 600mm hole spacings is with the BASF patented Advanced Polymer Technology in Termidor HE, this Advanced Polymer applied at a pressure between 800 - 1200psi is the only way this dispersion is possible through the soil. The advanced polymer technology is exclusive to BASF.

**BASF are proud to be a long-time sponsor of Pest Manager of the Year Award & AWPMA Excellence Award.**

The 2024 award celebrated excellence in the pest control industry, recognising outstanding professionals who have demonstrated exceptional service, innovative approaches, and a commitment to upholding the highest standards in pest management.

Congratulations to all the award nominees and winners this year on reaching the pinnacle of your industry. These prestigious awards demonstrate BASF's commitment to supporting and advancing the pest management industry, providing a platform to showcase its very best people.

My time at the conference was amazing and it was great to catch up with a lot of industry friends and colleagues that I have met

over 26 years, once again AEPMA has delivered an exceptional event.

**Curtis Thew  
Technical Services  
Specialist  
BASF Australia Ltd**



## Fire Ant infested soil can spread the nightmare.

**Amdro® Granular Ant Bait** for Imported Fire Ant Control stands out as the premier choice for effectively managing all imported fire ant infestations.

The red imported fire ant (*Solenopsis Invicta*) poses a major threat due to its aggressive nature and potent sting. These ants are known for their swarming behaviour, attacking in large numbers when their nests are disturbed. Their venom contains alkaloids, which can cause intense pain, swelling, and even severe allergic reactions in humans and animals.

As prolific breeders Fire ants can establish new colonies rapidly if introduced to unaffected areas.

Fire Ants will infest various habitats, including urban back yards, agricultural, and natural ecosystems, makes them a danger to the public and a biosecurity threat.

One of the primary reasons for the spread of Fire Ant infestations is the transportation of soil by individuals across biosecurity zones and state borders.

Humans can spread it via:

- materials such as soil, hay, mulch, manure, quarry products, turf, and potted plants.
- containers that have been used with organic materials, such potted plants.
- machinery that has been used to move infested material and change site.

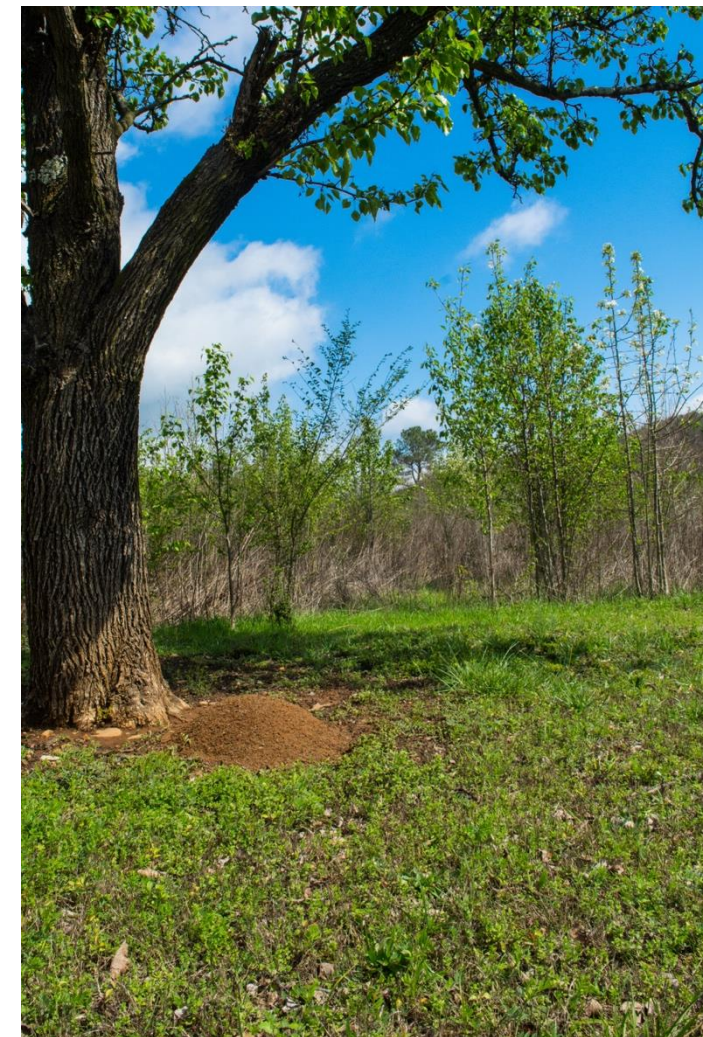
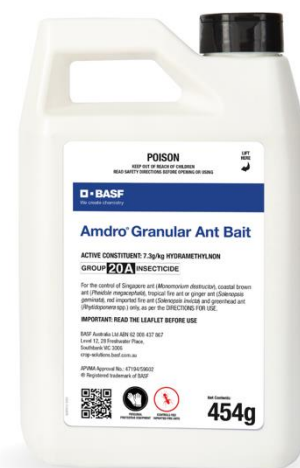
**The pre inspection and treatment of any infestation prior to movement is a government requirement. (Biosecurity Act 2014 and Biosecurity Regulation 2016)**

**Amdro Granular Ant Bait** can efficiently combat infestations, protecting both residential and commercial properties from the economic and ecological harm caused by fire ants. It is the proven solution in the battle against Red Imported Fire Ants, the benefits of this innovative solution will not fail to deliver across all sectors of society where infestations could impact on our daily lives.

To know more about Fire ants visit <https://www.fireants.org.au>



Scan the QR Code to  
find out more about  
**Amdro Granular Ant Bait**





# AEPMA NATIONAL OFFICE UPDATE

## AEPMA HOLDS ANNUAL GENERAL MEETING: KEY HIGHLIGHTS

The Australian Environmental Pest Managers Association (AEPMA) convened its Annual General Meeting (AGM) on 14th June 2024 at The Star Gold Coast. With a full house of 32 members and one proxy, the meeting was chaired by Mr Vasili Tsoutouras, who opened the proceedings by welcoming attendees and confirming the necessary quorum.

### Honouring Excellence: Life Memberships

One of the key moments of the AGM was the election of two new life members, an recognition within AEPMA.

Dr Don Ewart and Mr David Gay were elected for their outstanding contributions to the pest management industry. Both recipients have significantly shaped the sector through their expertise and leadership

The office bearers confirmed at the AEPMA Annual General Meeting on 14th June 2024 are:

**President: Mr Vasili Tsoutouras**

**Vice President: Mr John Murray**

**Treasurer: Mr Eris Hess**

**South Australian Delegate:  
Mr Anthony Bayer**

**Associates Delegate: Mr Eris Hess**

**Queensland Branch Delegate:  
Ms Kuyan Rider**

**New South Wales Branch Delegate:  
Mr Paul Enwright**

**Victoria Branch Delegate:  
Ms Emma Mendelsohn**

**Western Australia Branch Delegate:  
Mr Lindsay Hollingsworth**

**Special Expertise Delegate:  
Mr John Murray**

**Special Expertise Delegate:  
Mr Rob Boschma**



### ## COMPETITION LAW REMINDER ##

DOs and DON'Ts: when YOU attend AEPMA meetings

Dear Members, just a few reminders for our next AEPMA meetings in terms of behaviours:

**DO NOT** stay in the room if you are concerned about any conversation - please leave the conversation and note your departure and reasons for your concern

**DO NOT** share any commercial information specific to your company (incl. pricing, costs, customer details, debt collection information, employee practices, strategy)

**DO NOT** engage in price discussions, including agreeing/fixing prices paid or charged (incl. margins or discounts)

**DO NOT** engage in so-called bid rigging (ie. aligning your bids in a tender situation)

**DO NOT** agree to limit production, output or services as result of a discussion with a competitor

**DO NOT** agree with a competitor: - Not to do business with particular customers of suppliers; - To restrict business to particular customers or suppliers; or - To do business with any category of customers or suppliers only on certain terms

**DO** report any issues of concern that may arise at a meeting (incl. issues listed under 'Don'ts') and make a file note that you have left the meeting

**DO** only discuss general industry-specific topics / legitimate topics; stick to the AEPMA agenda

**DO** always make independent commercial decisions and keep these confidential

## THINKING ABOUT JOINING AEPMA?

The Australian Environmental Pest Managers Association (AEPMA) represents professional pest managers across Australia, sets standards for the pest management industry, and provides information to consumers on urban pest control.

Contact the AEPMA National Office today to find out more about membership benefits via email [info@aepma.com.au](mailto:info@aepma.com.au)

### FIND A PEST MANAGER HERE

Your suburb or postcode...



- Bed Bugs
- Bird Control
- Termites (White Ants)
- Timber Pest Inspections
- Pre-purchase Home Inspections
- Commercial Pest Management Services
- Household Pests
- New Buildings
- Others

[Click here for more options](#)





# 'IT CAN GET WORSE': THE BITE THAT BURNS LIKE FIRE AND KILLED A FOOTBALL HERO



**DR ROBERT PUCKETT - WAS A KEYNOTE SPEAKER AT PESTICON 2024**

No one wants to experience the gut-wrenching wait to find out how their child will react to their first bite by a potentially deadly fire ant.

That's the message from Texan entomologist Robert Puckett, who is visiting Australia to share the knowledge of US experts, who have been managing an invasion of fire ants for a century.

"Any parent in my state would be more than happy to share with you

the memory of the first time their child stepped on a mound of red imported fire ants and was stung up," said Puckett, associate professor at Texas A&M University, who specialises

in outreach programs to communities to build trust when governments access people's property to lay baits and eradicate the ants.

"You can imagine how agonising that is for a parent, plus you have the concern of wondering whether your child is overly sensitive to their stings."

The National Allergy Centre of Excellence, Australia's peak allergy research body, estimates that fire ants sting one-third of people who live in areas where they have established colonies each year.

It said that if a nationwide infestation were to occur, up to 650,000 people would seek medical attention for bites each year, including up to

175,000 people for allergic reactions such as hives, welts and swelling that in severe cases could be fatal.

The Australasian Society of Clinical Immunology and Allergy has said fire ants were three times more likely than bees to cause anaphylaxis – a life-threatening allergic reaction. In 2021, there were 927 hospital visits due to bee stings and 12 deaths from anaphylaxis from bee and wasp stings.

In most cases, fire ant bites cause a burning sensation lasting for about an hour, which can create blisters and pustules.

Robert Puckett specialises in outreach programs to communities to build trust when governments access people's property to lay baits and eradicate the ants.

The Queensland outbreak is already forcing closures of sports fields and beaches where colonies have cropped up.

Texan schools have an integrated pest manager, whose primary job is to remove fire ant nests as they pop up. "We lost a high school football athlete a few years back," Puckett said. "He and a teammate tackled into a colony that had been missed, that had not been treated, and one of the boys made it – the other did not."

Fire ants entered the US from South America in the 1930s, and eradication efforts failed. They have colonised about 20 per cent of the US.

"The ants have expanded to all the territory that will support them in the United States, which really is just the southern and south eastern states and up the eastern seaboard and then out in California and some of the states out west," Puckett said.

"That's where they're going to stop. But for you guys in Australia, they could continue to expand."

About 99 per cent of Australia is suitable habitat, and there have been warnings the ants could easily spread to other areas.

Fire ants first arrived in Australia in 2001 via international shipping in Brisbane. Since then, colonies have been found and eradicated in Sydney, Gladstone and Fremantle. Ants were found in transported agricultural material last year in northern NSW, Hobart and Melbourne.

Fire ants can be collected when harvesting mulch for gardens and feed for livestock. The ants found in northern NSW last year were probably transported in landscape materials.



**DR PUCKETT'S KEYNOTE SPEECH AT PESTICON 2024**



# 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](mailto:INFO@AEPMA.COM.AU)



THE VOICE OF THE AUSTRALIAN PEST MANAGEMENT INDUSTRY

CONFIDENCE  
STARTS  
HERE

## Termidor® HE

High-Efficiency Termiticide

### The most advanced termite protection yet

- **Optimised efficiency** with reduced disruption, digging and drilling for application
- **New Advanced Polymer Technology** creates an enhanced protection zone and transport of the active ingredient
- **Unique application flexibility** with wider drill hole spacing and shallower trench depths for treatment convenience when treating around complex footing designs
- **Unique Termidor Transfer Effect** ensuring the powerful active is passed throughout pest populations, without detection, for total population control
- **Flexible and adaptable use** capacity in conjunction with bait treatments such as Trelona® ATBS



For more information on Termidor® High-Efficiency Termiticide, visit [pest-control.basf.com.au](http://pest-control.basf.com.au) or contact your local BASF representative on **1800 558 399**

**BASF**  
We create chemistry