

Queensland COVID-19 Cleaning Rebate

Frequently asked questions

The frequently asked questions contain key information regarding the Queensland COVID-19 Cleaning Rebate and should be read in conjunction with the Guidelines.

Why did the Queensland Government launch this program?

The Queensland Government has announced a \$20 million Queensland COVID-19 Cleaning Rebate to provide support for small and medium businesses and not-for-profit organisations identified by Queensland Health as a site of potential COVID-19 transmission.

Exposure venues are listed on the Queensland Health website as soon as they are identified. The local Public Health Unit makes contact with businesses as soon as possible after identifying the business is a site of potential COVID-19 transmission.

The Queensland COVID-19 Cleaning Rebate will help affected businesses and not-for-profit organisations cover the cost of professional cleaning services undertaken in accordance with Queensland Health's guidance and information on COVID-19 cleaning. A rebate of up to 80 per cent of professional cleaning costs, capped at \$10,000, per separate event of onsite cleaning due to being listed by Queensland Health as an exposure site.

What businesses are eligible to claim the cleaning rebate?

Small and medium businesses and not-for-profit organisations can claim a rebate of up to 80 per cent of the cost of professional cleaning (up to \$10,000).

To be eligible for the rebate, small or medium businesses or not-for profit organisations must:

- be listed as an exposure venue in Queensland that is listed on the [Queensland Health contact tracing \(exposure sites\) – coronavirus](#) website;
- have paid for a professional cleaning service of the affected exposure venue in accordance with the [Queensland COVID-19 cleaning, disinfection and waste management guidelines](#);
- have evidence of the expenditure incurred for the cost of the professional clean at the affected exposure venue;
- hold a valid Australian Business Number (ABN);
- have an annual payroll in Queensland of less than \$10 million;
- be registered as a trading business with the responsible federal or state regulator.

This rebate applies to small and medium businesses and not-for-profit organisations that undertake an eligible professional clean in the 2021–22 financial year - this includes businesses that may have paid for professional cleaning aligned to the South East Queensland and Townsville lock down that commenced on 29 June 2021.

Businesses that have received funding from other initiatives under Queensland's COVID-19 Economic Recovery Plan and the Business Support Grants are eligible to claim this rebate.



What evidence do I need to prove my business has an annual payroll of less than \$10 million?

Evidence can include:

- business payroll records, payroll tax return information, or ATO records.

Can I claim a rebate if I have been closed due to restrictions, and have not had staff on-site?

No. Only businesses that meet the eligibility criteria of this program can access the rebate. Your business worksite must be listed as an exposure venue with Queensland Health.

Does the rebate apply to certain industries or business types only?

All small and medium businesses and not-for-profit organisations that fulfil the eligibility criteria, regardless of their industry or business type, are eligible for the rebate.

What if my business was listed as a casual contact venue?

The rebate applies to all eligible businesses listed as an exposure venue by Queensland Health. This includes close contact venues and casual contact venues.

What level of funding is available through the rebate?

A rebate amount of up to 80 per cent of the professional cleaning cost is available, capped at \$10,000, per separate event of onsite cleaning due to being listed by Queensland Health as an exposure site. GST does not apply to the rebate.

To receive the rebate, eligible businesses use an easy online process to provide their business details, cleaning invoice and evidence of payment for the professional cleaning service at the affected exposure venue.

What evidence will my business need to provide to show I have undertaken a professional deep clean?

Businesses will be required to provide evidence of the expenditure incurred for the cost of the professional cleaning service (i.e. itemised invoices) and proof of payment of the expenditure (i.e. receipts).

If I use multiple cleaning services to conduct the clean, can I still claim the rebate?

Yes. However, you will be required to provide evidence, including itemised invoices and proof of payment for each professional cleaning service. The rebate amount is capped at \$10,000 per clean regardless of the number of cleaning services used.

What if I cleaned my worksite myself or didn't use a professional cleaning service?

To claim the rebate, you must have paid a professional cleaning service to undertake a clean of the affected exposure venue in accordance with the [Queensland COVID-19 cleaning, disinfection and waste management guidelines](#).

What is the definition of a ‘professional cleaning service’?

For the purposes of this rebate, a ‘professional cleaning service’ is defined as a separate external business entity engaged in the business of professional cleaning.

If my business undertook a clean due to someone onsite being suspected of confirmed to have had COVID-19 before this funding was available, can I now claim the rebate?

It depends on when this occurred. This rebate applies to small and medium businesses that undertake an eligible professional clean in the 2021–22 financial year - this includes small and medium businesses that may have undertaken cleaning aligned to the South East Queensland and Townsville lockdown that commenced on 29 June 2021.

How long will it take to process my claim?

The Department of Employment, Small Business and Training (DESBT) will endeavour to process all claims within 10 working days of the completed claim form being submitted.

Processing of claims may be delayed if:

- the required supporting documentation is not included with the claim;
- the submitted documentation is incorrect;
- more than one claim was submitted for the same business;
- incorrect details were provided on the claim – for example, incorrect ABN or banking details; or
- DESBT has had to seek additional information from you.

Is it only close contact venues which are asked to close and conduct a clean?

In Queensland, close contact venues may be asked to close temporarily, and the business asked to organise cleaning either of a specific area or the entire venue. An individual risk assessment is done at a local level and depending on circumstances the advice might vary. What is for certain, is that the Public Health Unit will be in contact if they are worried. All businesses should continue operations until they are told otherwise. As it takes the Public Health Unit time to work through the cases movements and as history unfolds it could be later in the incident response that a venue is contacted and asked to take some action.

Further information

For further information please refer to the Queensland COVID-19 Cleaning Rebate Guidelines.

Alternatively, you can contact the Small Business Hotline on **1300 654 687** or send an email to covidcleaningrebate@desbt.qld.gov.au.