

# Queensland COVID-19 Cleaning Rebate

## Guidelines

### Introduction

The Queensland Government has announced a \$20 million Queensland COVID-19 Cleaning Rebate to support 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.

The Queensland COVID-19 Cleaning Rebate is administered by the Department of Employment, Small Business and Training (DESBT).

### Eligibility Criteria

To be eligible for a rebate, small and medium businesses and not-for-profit organisations must:

- hold a valid Australian Business Number (ABN)
- have an annual payroll in Queensland of less than \$10 million
- have an exposure venue<sup>1</sup> in Queensland that is listed on the [Queensland Health contact tracing \(exposure sites\) - coronavirus](#) website
- have paid for a professional cleaning service<sup>2</sup> 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 cleaning service at the affected exposure venue

<sup>1</sup> Exposure venue includes close contact venues and casual contact venues

The Queensland COVID-19 Cleaning Rebate applies to eligible businesses and not-for-profit organisations that have paid for professional cleaning in the 2021–22 financial year—this includes businesses and not-for-profit organisations that may have undertaken professional cleaning aligned to the South East Queensland and Townsville lock down that commenced on 29 June 2021.

### Rebate available

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

The Queensland COVID-19 Cleaning Rebate applies to eligible businesses and not-for-profit organisations that have paid for a clean at their exposure venue by a professional cleaning service provider.

### How to claim

It's an easy process to claim the rebate – you can claim online using the [online claim form](#).

You will need to provide certain details, so have the following information handy so DESBT can verify your eligibility:

- ABN—it must have been held on and since 29 June 2021 and is still current
- business payroll records, payroll tax return information or ATO records—this is to show your annual payroll
- itemised invoice and receipt showing total amount paid of itemised invoice from professional cleaning service—this is your proof of payment
- bank account details

If you need help, get someone you trust (e.g. relative, accountant or community worker) to help you complete the online claim form.

<sup>2</sup> 'Professional Cleaning Service' is defined as a separate external business entity engaged in the business of professional cleaning.



## Assessment process

DESBT will assess your claim and the evidence provided by:

- checking your ABN and business name registration details
- checking your eligibility for the rebate
- confirming your business is or was previously listed as an exposure venue on the Queensland Health website in 2021-22
- verifying your invoices and receipts
- calculating 80% of the professional cleaning costs up to a maximum of \$10,000

## Payment

Once the claim form is submitted, you will receive:

- automatic acknowledgement of receipt of the claim form

After assessment is completed, you will receive:

- notification of eligibility and the rebate amount to be paid (if you are eligible)



Payment of rebate into your nominated bank account



If we've got everything, the rebate will be paid within 10 working days

If any information in the claim form is found to be false or misleading, as set out in these guidelines, FAQs or the claim form, the rebate will be repayable to DESBT on demand.

## Appeals process

Claimants may request a review of a decision made by DESBT in relation to the provision of funding under the Queensland COVID-19 Cleaning Rebate.

Appeals must be lodged in writing to:

Appeals Officer  
Program Delivery and Contract Management  
Department of Employment, Small Business and Training  
PO Box 15483  
CITY EAST QLD 4002

Claimants will be notified in writing of the appeal outcome within 21 business days from receipt of the appeal.

## Other information

The Queensland COVID-19 Cleaning Rebate will be open for claims until funds are exhausted or the program closed, whichever is earlier.

DESBT reserves the right to amend these guidelines and the assessment process at any time it deems appropriate.

For more information on the Queensland COVID-19 Cleaning Rebate please contact:



Small Business Hotline on **1300 654 687**



Email [covidcleaningrebate@desbt.qld.gov.au](mailto:covidcleaningrebate@desbt.qld.gov.au)

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