

# 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 Online claim factsheet.

### Why did the Queensland Government launch this program?

The Queensland Government has announced a \$20 million Queensland COVID-19 Cleaning Rebate to provide appropriate assistance for small and medium businesses and not-for-profit organisations affected by possible exposure to a COVID-19 case.

Businesses and community organisations throughout the state have helped keep Queenslanders safe by acting swiftly and responsibly to undertake deep cleaning when a confirmed or suspected case of COVID-19 has been on their worksite or premise. The Queensland COVID-19 Cleaning Rebate will help cover these expenses by providing up to 80 per cent of cleaning costs, capped at \$10,000 per incident, where a business is a Queensland Health confirmed COVID-19 exposure site.

### What businesses are eligible to apply for the cleaning rebate?

Small and medium businesses and not-for-profit organisations can apply for a rebate of up to 80 per cent of the cost of professional cleaning (up to \$10,000 ex GST), after a case of confirmed or suspected case of COVID-19 has been on the business premises or worksite.

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

- be listed as an exposure site on the [Queensland Health contact tracing \(exposure sites\) – coronavirus](#) website;
- undertake a professional clean (also known as a 'deep clean') of the affected worksite in accordance with the [Queensland COVID-19 cleaning, disinfection and waste management guidelines](#);
- have evidence of the expenditure incurred for the cost of the deep clean at the affected worksite and payment of the expenditure;
- hold a valid Australian Business Number (ABN);
- have a Queensland based business premise;
- 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 businesses 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 lockdown 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 apply for 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
- a dated letter on letterhead issued by a member of CPA Australia, Chartered Accountants Australia & New Zealand or the Institute of Public Accountants, registered tax agent or registered BAS agent.

## **Can I apply for 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 site 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 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 (excluding GST) per incident.

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 at the impacted business worksite.

## **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 deep clean by a 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 deep clean, can I still apply for 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 (excluding GST) per deep 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 deep clean of the affected worksite in accordance with the [Queensland COVID-19 cleaning, disinfection and waste management guidelines](#).

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

It depends on when this occurred. This rebate applies to businesses that undertake an eligible professional clean in the 2021–22 financial year - this includes 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 application?**

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

Processing of applications may be delayed if:

- the required supporting documentation is not included with the application;
- the submitted documentation is incorrect;
- more than one application was submitted for the same business;
- incorrect details were provided on the application – 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 deep 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 Online claim factsheet.

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