How To Guide

Register Construction Work/s & Pay a Levy in the CTF Portal

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Who is this guide for?

The Building and Construction Industry Training Fund Levy ("the CTF levy") applies to all residential, commercial, civil, and resources construction work in WA with an estimated value of more than $20,000.00.

This guide is for anyone who needs to:

- **Register construction work**, i.e., for a single project.
- **Register multiple construction works**, i.e., for multiple projects.
- **Pay a levy.**
- **Update the final construction value**, i.e., the final value of the construction work or project.

Register construction work (a single project)

These instructions are for registering construction work.

If you would like to register multiple construction works at one time, please refer to page 8.

1) **Before you get started, make sure you have all the information you need.**
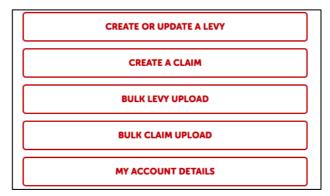   This includes:
- **Project number** (your unique reference assigned to this work)
- **Project title** (your reference)
- **Physical address** where the construction work is occurring
- **Description of works**
- **Issuing authority** (if a building permit application will be submitted)
- **Expected commencement date of construction work**
- **Expected completion date** of construction work
- **Estimated total value** of construction work (including GST)
- **Levy category** (housing, commercial, civil, resources)
- **Builder's registration number** (if known and applicable)

2) Navigate to the CTF portal at www.ctf.wa.gov.au
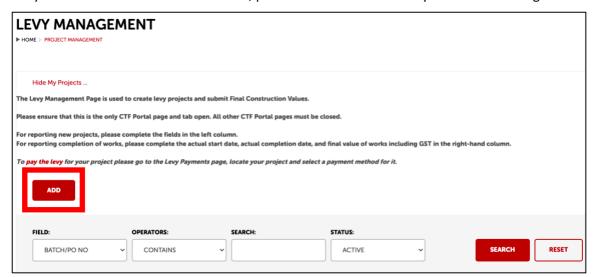
- We recommend using Google Chrome for best functionality.

- Login with your registered details.

- If you have not registered on the portal before, please refer to the instructions in our 'How to guide – CTF portal registration'.

- If you have forgotten your login credentials, please click "Forgot password", or contact us.

3) Once you are logged in, click 'Create or update a levy'.

4) The 'Levy management' dashboard will appear.

- Click the red 'Add' button.

- If you cannot see the red 'Add' button, please contact us to review your account configuration.

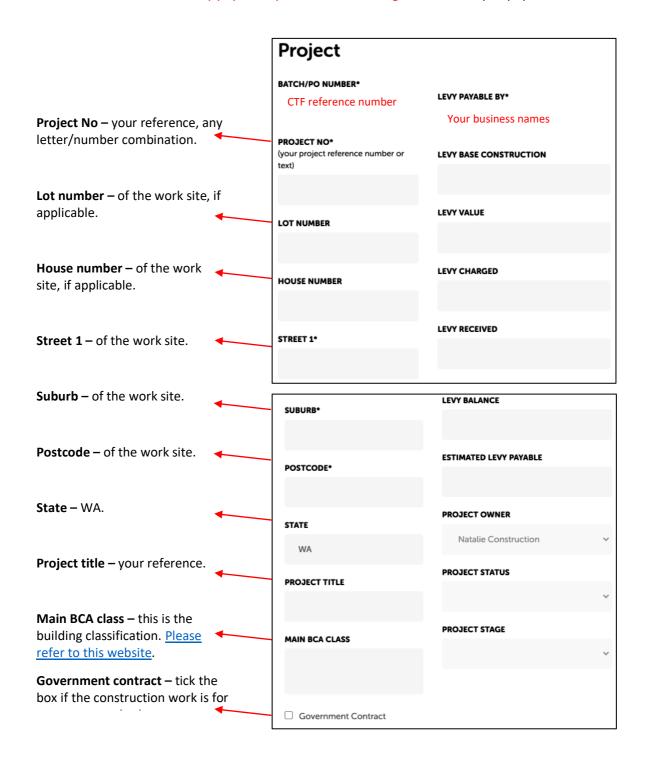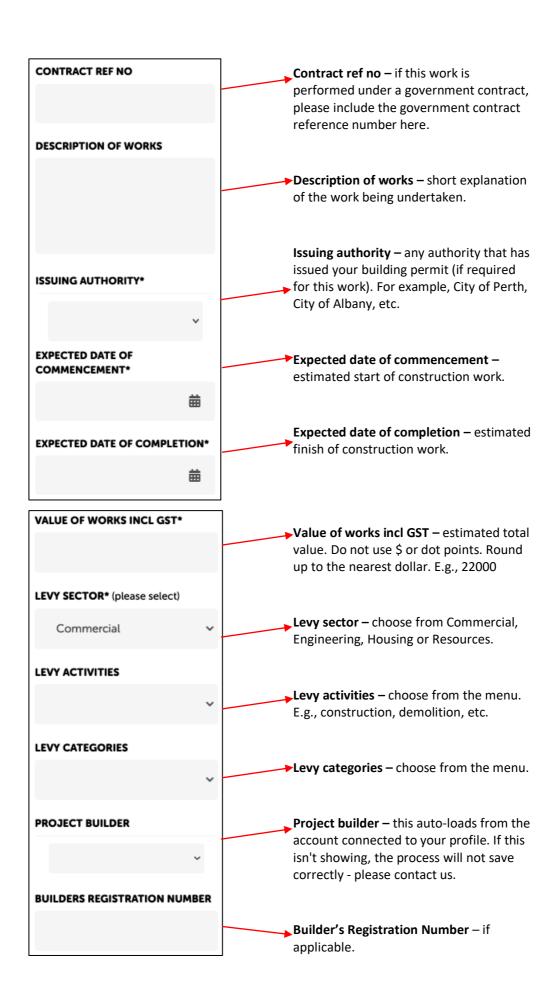**5) Complete details for the construction work in the left fields only.**

- The fields on the right side will populate automatically once the project has been saved.

- Some fields are mandatory (these have an asterisk *).

- 'Batch/PO number' and 'Levy payable by' must not be changed. These are pre-populated.

Project No – your reference, any letter/number combination.

Lot number – of the work site, if applicable.

House number – of the work site, if applicable.

Street 1 – of the work site.

Suburb – of the work site.

Postcode – of the work site.

State – WA.

Project title – your reference.

Main BCA class – this is the building classification. Please refer to this website.

Government contract – tick the box if the construction work is for

Project

BATCH/PO NUMBER*
CTF reference number

LEVY PAYABLE BY*
Your business names

PROJECT NO*
(your project reference number or text)

LEVY BASE CONSTRUCTION

LOT NUMBER

LEVY VALUE

HOUSE NUMBER

LEVY CHARGED

STREET 1*

LEVY RECEIVED

SUBURB*

LEVY BALANCE

POSTCODE*

ESTIMATED LEVY PAYABLE

STATE
WA

PROJECT OWNER
Natalie Construction

PROJECT TITLE

PROJECT STATUS

MAIN BCA CLASS

PROJECT STAGE

☐ Government Contract

CONTRACT REF NO

DESCRIPTION OF WORKS

ISSUING AUTHORITY*

EXPECTED DATE OF COMMENCEMENT*

EXPECTED DATE OF COMPLETION*

Contract ref no – if this work is performed under a government contract, please include the government contract reference number here.

Description of works – short explanation of the work being undertaken.

Issuing authority – any authority that has issued your building permit (if required for this work). For example, City of Perth, City of Albany, etc.

Expected date of commencement – estimated start of construction work.

Expected date of completion – estimated finish of construction work.

VALUE OF WORKS INCL GST*

LEVY SECTOR* (please select)

Commercial

LEVY ACTIVITIES

LEVY CATEGORIES

PROJECT BUILDER

BUILDERS REGISTRATION NUMBER

Value of works incl GST – estimated total value. Do not use $ or dot points. Round up to the nearest dollar. E.g., 22000

Levy sector – choose from Commercial, Engineering, Housing or Resources.

Levy activities – choose from the menu. E.g., construction, demolition, etc.

Levy categories – choose from the menu.

Project builder – this auto-loads from the account connected to your profile. If this isn't showing, the process will not save correctly - please contact us.

Builder's Registration Number – if applicable.

6) **Before you click 'Save' – make sure you review the information you have entered (left side) to make sure it looks correct.**

- Ensure that the address is correct as this will be on the Levy Payment Receipt.

- You cannot edit the information once you have clicked 'Save'.

- If you have already clicked 'Save' but need to make changes, *please do not try and edit the details* as this will corrupt your record in our system. Please contact us at levycompliance@ctf.wa.gov.au or on (08) 9244 0100.

7) **Once you have clicked 'Save', you will return to the 'levy management' dashboard.**

- You will see your new levy submission appear here.

- Do not use the pencil icon for editing any details. This tool is *only* to be used to input your final construction values, e.g., actual cost of the construction work/project.

ACTIONS	BATCH/PO NO	PROJECT NO	PROJECT TITLE	ISSUING AUTHORITY	PROJECT BUILDER (PO)
👁 ✏ ✉	Details of the construction work shown here				

8) **You can now pay for your levy.**

- You can make a one-off payment, or pay in instalments, by EFT or credit card.

- To pay a levy, refer to page 15.

- *Please note* - if you have applied for building permit through a Local Government Authority, you will need to provide your Levy Payment Receipt to them.

Register multiple construction works (bulk levy upload)

These instructions are for registering multiple construction works, or projects, at one time.

What you need to know before registering multiple construction works

To register multiple construction works at one time, you *must* use CTF's 'bulk levy upload' file.

This is a pre-formatted spreadsheet that can be requested from levycompliance@ctf.wa.gov.au

Only levy information populated in this spreadsheet will be accepted.
- **If you are a private entity**, you must request the 'bulk levy upload template – private entity'.
- **If you are a Local Government Authority**, you must request the 'bulk levy upload template – LGA'.

Both spreadsheets contain examples on how to complete it correctly.

Please use correct spelling and capitalisation, otherwise the spreadsheet content will not correlate to our system, and you will not be able to proceed. For example, use 'Test Street, SUBIACO, City of Subiaco' instead of 'test street, Subiaco, City of SUBIACO'.
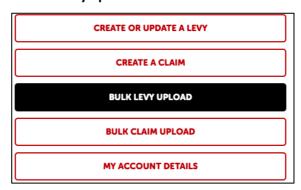
Here are the instructions for registering multiple construction works:

1) **Before you get started, make sure you have completed the relevant 'bulk levy upload' file.** Please note:
- **Accepted file extensions** - only files these files will be accepted: **.csv, .txt, .xls** and **.xlsx.** We recommend using .xlsx.
- **Use of macros** - your file must contain only plain text value, not macros or formulas.
- **For Excel files (.xls, .xlsx)** - only the tab shown as 'Sheet1' will be uploaded. Remove all additional sheets and ensure the sheet is name 'Sheet1'.
- **Values** – do not use dollar signs ($) or decimal points, i.e., $5000.00 should be 5000.
- **Formulas** - none of the values should contain sub-totals or totals rows.
- **Do not leave blank cells in the following columns -**
  - Expected date of commencement
  - Issuing authority

- o Project number
- o Street name and type
- o Suburb
- o Value of works

- **Address information –** enter the address information within the designated columns e.g., the Lot number should be entered into the 'Lot number' column and not the 'Street Name and type' column.

- **Short descriptions** - keep the 'Description of works' and 'Project title' under 20 characters.

- **Do not wrap text** - do not 'wrap text' in any cells.

- **Delete extra text –** delete any text from cells / rows below your last entry.

2) **Navigate to the CTF portal at www.ctf.wa.gov.au**

- We recommend using Google Chrome for best functionality.

- Login with your registered details.

- If you have not registered on the portal before, please refer to the instruction in our 'How to guide – CTF portal registration'.

3) **Once you are logged in, click 'Bulk levy upload'.**

4) The 'Project bulk process' webpage will appear.

- For Step 1, click the white 'Upload' button to select your 'bulk levy upload' file on your device.

- Make sure it is in the correct file format – **.xls, .xlsx, .csv or .txt.** We recommend using .xlsx.

- When your file has been selected, click the red 'Upload' button.

- Wait for the file to upload, then click 'Next'.

STEP 1 OF 4
Step 1: Upload File

UPLOAD   No file selected

Upload status:

UPLOAD

NEXT
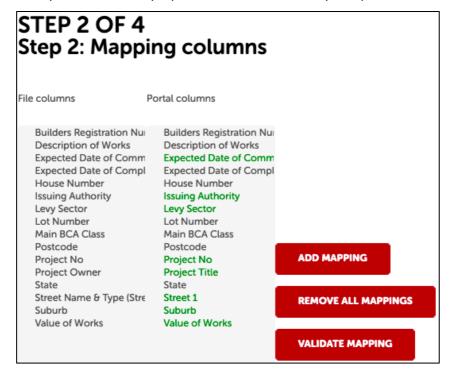
5) Once your file has uploaded, you will see the information appear in a table.

- If multiple blank lines appear below the last line of data, go back to your saved file and delete these lines in the document. Then start Step 1 again.

- Check the information is correct and click 'Next'.
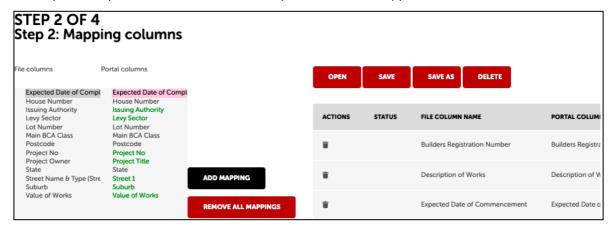
Builders Registration Number	Description of Works	Expected Date of Commencement	Expected Date of Completion	Issuing Authority	Main BCA Class	Project Owner	Project No	Lot Number	House Number	Street Name & Type	Suburb	State	Postcode	Value of Works
	Single Dwelling - Detached	16/10/2021 10:26:00 AM		CTF Test Vendor Account		Ventura Home Group Pty Ltd	BA2021/ 4101		8	Starling Road	Eglinton	WA	6034	212884
	Single Dwelling - Detached	14/10/2021 11:52:00 AM		CTF Test Vendor Account		JCorp t/as HomeStart	BA2021/ 4087		3	Fortescue Boulevard	Two Rocks	WA	6037	181249
	Single Dwelling - Detached	20/10/2021 12:00:00 PM		CTF Test Vendor Account		Ventura Home Group Pty Ltd	BA2021/ 4097		11	Dancing Road	Banksia Grove	WA	6031	199235
	Retaining Walls - Subdivision - Atlantic Beach Blaxland Stage 4A	19/10/2021 2:59:00 PM		CTF Test Vendor Account		RJ Vincent & Co	BA2021/ 4098		77	Reid Road	Two Rocks	WA	6037	474441

NEXT

6) **You now need to map your information.**

- **File columns** – this information from your spreadsheet.

- **Portal columns** – this is information required in the portal.

- You need to map across the information from the file columns to the relevant portal columns.

  This allows the system to correctly input the information from your spreadsheet into the system.

7) **Follow these instructions to map your information:**

- Click an entry in the file column, then click the corresponding entry in the portal column. For example, click 'Builders registration number' in the file column, then click ''Builders registration number' in the portal column. Both fields should be selected.

- Click 'Add mapping'. The mapped fields appear in a table on the right.

- Repeat this process for all fields until they have all been mapped.

Important things to note:

- Click 'Add mapping' after each field has been mapped.
- The green fields in the portal column are mandatory fields. These *must* be mapped across.
- If you have made a mistake, click 'Remove all mappings' and start again.
- You do not need to repeat this process every time you create a bulk levy upload. You can save the file and portal mappings for bulk levy uploads you create in future.

How to save your mappings for future bulk levy uploads
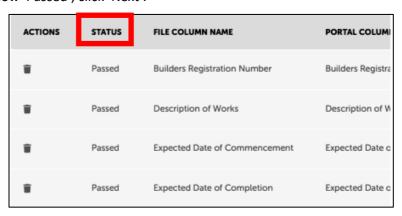
- Make sure you have clicked 'Validate mapping' and all columns have passed
- Click 'Save as' (not 'Save').
- Name your mapping template.
- Next time you create a bulk levy upload, you will not need to individually map all fields.
- Simply click 'Open' and find your saved template to apply the saved mapping.

8) **You now need to validate your mapping. Click 'Validate mapping'.**
- Wait for the system to do this. Do not exit the window while this is happening.
- If the data is validated correctly, you should see 'Passed' appear in the 'Status' column.
- If there are errors in the data, or if the spreadsheet is not correctly formatted, errors will appear at this point, and you cannot proceed until they are corrected.
- If all fields show 'Passed', click 'Next'.
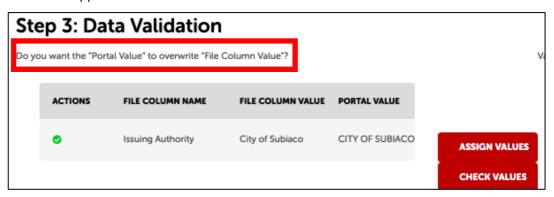
ACTIONS	STATUS	FILE COLUMN NAME	PORTAL COLUMI
🗑	Passed	Builders Registration Number	Builders Registra
🗑	Passed	Description of Works	Description of W
🗑	Passed	Expected Date of Commencement	Expected Date o
🗑	Passed	Expected Date of Completion	Expected Date o

9) You now need to validate your data.

- You will see 'No' appears in the 'Validated' column.

- Click 'Check values'.

- If the formatting, spelling, or capitalisation in the spreadsheet does not match the portal, you will see this appear:
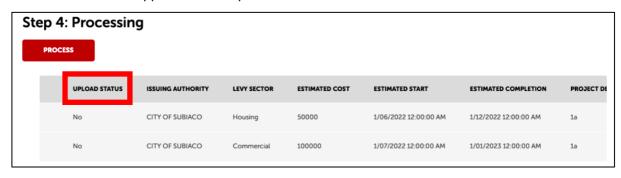

- The spreadsheet shows 'City of Subiaco' but the portal requires 'CITY OF SUBIACO'.

- You can attempt to 'Assign values' manually to make this change, but in most cases your spreadsheet will need to be corrected for a successful upload. Review your spreadsheet in the areas that have failed and start again from Step 1.

- Complete Steps 2 and 3 again.

- When you click 'Check values', you will see that 'Yes' appears in the 'Validated' column.

10) Process your data.

- You will see 'No' appears in the 'Upload status' column.

- Click 'Process'. Do not close the window or work in another window while this is processing.
- You will see 'Yes' now appears against each record in the 'Upload status' column.
- The process is now complete.

- If you see some records with 'No' in the 'Upload status' column, not all projects have been successfully uploaded – please contact our Levy Team.
- You cannot make *any* changes to this data now it has been processed in our system. To make any changes, please contact our Levy Team at levycompliance@ctf.wa.gov.au

Pay a levy

These instructions are for paying a levy for construction work/s that have already been registered.
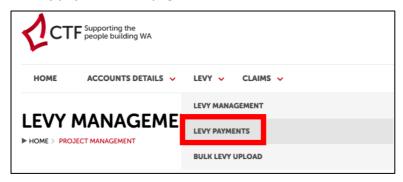
If you registered for single construction work, the levy payable will be on that single project.

If you registered multiple construction works at one time (the 'bulk levy upload' process), the levy payable will be the combined amount for all the registered works.
For example, if you registered four construction works at one time (a batch), then the portal will show the levy payable amount for all four levies combined.

If you do not wish to pay the total levy amount for all four construction works, please contact us at levycompliance@ctf.wa.gov.au or on (08) 9244 0100.
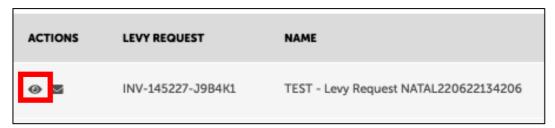
1) **Navigate to the 'Levy payments' webpage.**

2) **Find the levy (that you have previously created) in the grey list.**
- If you can't find the levy, use the filters, and set the 'Status' to 'All'.
- Alternately, you can scroll through the grey list (the list is not sorted by the latest entry).

3) When you have found the registered construction work/project you want to pay, click the eye icon next to it (under 'Actions').

- The webpage will reload. Scroll down and you will see the information under "Batch Projects".

4) Scroll down and select your preferred payment option.

- You can pay by EFT (bank transfer) or by credit card (Visa, Mastercard) We do not accept Amex.
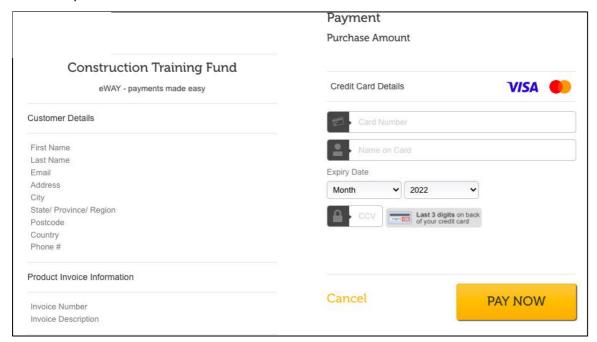- Credit card payments attract a 1.1% non-refundable fee.

Pay a levy by credit card

Whether you are paying by credit card or Electronic Funds Transfer (EFT), you will receive a Levy Payment Request by email.

When you go to pay the levy, you will see all the customer details will be pre-populated – please check these details are correct.

1) **The Levy Payment Request (charge document) will have been emailed to** *your account's* **email address.**

- This is the email address associated with your individual or company CTF account.
- The Levy Payment Request shows the amount that needs to be paid.

2) **Follow the 'Pay a levy' instructions on page 15.**

3) **Enter your credit card details on the right side.**

- Click 'Pay now'.

4) **When the payment has successfully completed:**

- A transaction record from EWay (payment gateway provider) will be automatically emailed to *your* email address (used for your CTF portal login).
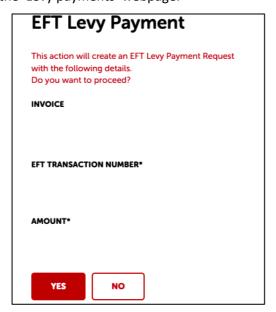
- If you applied for, or are applying for, a building permit with a Local Government Authority, you need to provide the EWay Transaction Receipt as proof of payment. You may also be asked to provide the Levy Payment Request.
- We will email you the CTF Levy Receipt within three business days of your payment.

If you have any trouble making payment, please contact our Levy Team at levycompliance@ctf.wa.gov.au or on (08) 9244 0100.

Pay a levy by EFT

Whether you are paying by credit card or Electronic Funds Transfer (EFT), you will receive a Levy Payment Request by email.

1) **The Levy Payment Request (charge document) will have been emailed to *your account's* email address.**
- This is the email address associated with your individual or company CTF account.
- The Levy Payment Request shows the amount that needs to be paid.

2) **Follow the 'Pay a levy' instructions on pages 19 and 20.**

3) **If the information in the 'EFT levy payment' box is correct, click 'Yes.**
- You will then return to the 'Levy payments' webpage.

EFT Levy Payment

This action will create an EFT Levy Payment Request with the following details.
Do you want to proceed?

INVOICE

EFT TRANSACTION NUMBER*

AMOUNT*

[YES] [NO]

4) Use the bank details on the Levy Payment Request to make your payment.

- We will email you the CTF Levy Receipt within three business days of your payment.

- If you applied for, or are applying for, a building permit with a Local Government Authority, you need to provide this receipt to them.

If you have any trouble making payment, please contact our Levy Team at levycompliance@ctf.wa.gov.au or on (08) 9244 0100.

Pay an additional levy

Where the final construction value is $25,000 or more (including GST) than the estimated value, you will need to make an additional levy payment.

Please refer to 'Pay a levy' on page 15.

Pay a levy by instalments

You cannot do this in the CTF portal. Please contact our Levy Team to arrange this.

Update the final value of your construction work

When the construction work or project is completed, you can update the final value of construction through the portal.

If the final construction value varies by more or less than $25,000 from the estimated value, you need to update this in the portal. An additional levy amount may be payable or refundable.
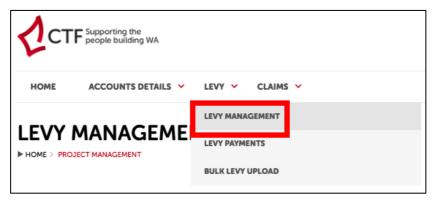
Make sure you include GST when providing the final construction amount (actual cost).

1) **Before you get started, making sure you have the following information.**
- Batch / PO number
- Project name
- Project number (your unique reference assigned to this work)
- Issuing authority (if a building permit has been issued)

This will help you find the construction work registered in the CTF portal.

You will also need:
- Actual start date of the construction work
- Actual completion date of the construction work
- Actual cost (this is the final construction amount, *including GST*).

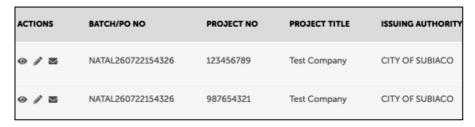2) **In the top menu bar, navigate to 'Levy' and click on 'Levy management'.**

3) Find the relevant construction work by using the search bar.

- Select the relevant field from the drop-down menu to help you search.
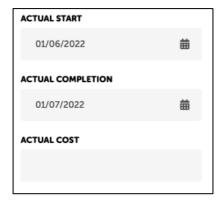
- Set the 'Status' to 'All'. Click 'Search'.

4) The list of registered construction works will appear below the search bar.

5) Click the 'pencil' icon **located under 'Actions'.**

- This icon can *only* be used to update final construction values, not to change any pre-existing details.

- It may take a few minutes for the information to appear.

6) Scroll down and add in the required information on the right side.

- This is the *only* time you can make changes to a saved project/record without corrupting the data. If you need to make any other changes, please contact our Levy Team.

- Only enter values in these 3 fields. All 3 fields must be completed.
    - o Actual start date.
    - o Actual completion date.
    - o Actual cost – enter the value without the dollar sign or decimal point, i.e., $50,000.00 would be '50000'.

- Scroll down to the bottom and click 'Save'.

7) **If your final construction value varies by $25,000 or more from the estimated value:**

- **You may need to pay an additional amount.** The amount payable will be automatically calculated by our system. You will not automatically receive a payment request. You can pay this amount by following the instructions on page 15.
- **You may receive a partial refund.** If so, you do not need to do anything – your project will be in our refund assessment queue for processing.

Need help?

Troubleshooting tips

I've tried to register for the CTF Portal, but it says my details already exist. What do I do?

We may have your details in our system from a previous payment.

Please contact our Levy Team so we can review your account and advise you on how to proceed.

I've registered for the CTF Portal but can't register construction work/s. Why?

This may be to do with your account configuration and if it allows for levy payments.

Please contact our Levy Team.

I am trying to upload my 'bulk levy upload' spreadsheet (Step 1) but it won't work. Why?

The information in your spreadsheet, or your file format, is not correct or compatible.

Please review our compliance criteria and update your spreadsheet. Then try uploading it again.

If you are still having issues, please contact our Levy Team.

I've made a mistake when I registered my project details (address, estimated cost and/or project title). How do I change it?

You *cannot* update any details after you have saved the construction work – it will corrupt the data that has previously been sent to our system.

To make any changes to saved records/projects, please contact our Levy Team.

What project number should I use?

The project number is your unique number for your internal reference.

It can be any combination of letters and numbers.

I've entered the wrong cost details into the wrong registered construction work. Can I change it?

Please do not make *any* changes in the portal. If you make *any* changes to the registered construction work/project in the system, it will corrupt the record.

If you have entered the incorrect estimated cost and/or actual cost and clicked 'Save', please contact our Levy Team.

My bulk levy upload doesn't work, why?

Check your bulk levy upload spreadsheet is compliant.

- Only files with these extensions will be accepted: .csv, .txt, .xls and .xlsx. We suggest using 'xlsx' as this has optimal compatibility with our system.
- Do not add additional column headers. The first row contains pre-formatted column headers which are needed for mapping in Step 2.
- Your file has plain text value only, not macros or formulas.
- For Excel files (xslx or xls), only the spreadsheet named 'Sheet1' will be uploaded. Remove any additional Sheets.
- The sheet must be titled 'Sheet1' – any other name will not be accepted.
- There are no spaces after the text in your spreadsheet.
- The spelling in your spreadsheet is correct and the capitalisation complies with the example provided, e.g., Suburb and Issuing Authority must have all capital letters – 'SUBIACO'.
- The values in the file should not contain sub-totals or totals rows, dollar signs or decimal points.
- When you click 'Upload', your file will be read, and a table will be shown with the data uploaded. Make sure you correctly validate the data in the table (Step 3). Refer to page 13.

I cannot map across the fields in the bulk levy upload (Step 2), why?

- Ensure you have clicked on the header in the 'File column' then the corresponding header in the 'Portal Column' and clicked 'Add mapping'.
- You will notice the fields you have just mapped are removed from the table on the left and appear in the mapping table on the right.
- Continue this process field by field until all mappable fields appear in the table on the right.
- Click on 'Validate mapping' and ensure all fields show "Passed" before clicking 'Next'.
- If you are using a saved mapping, please contact our Levy Team.

I have completed mapping (Step 2) and clicked 'Validate mapping'. However, the 'Status' doesn't show 'Passed'. How do I fix this?

- Go back to your spreadsheet and make sure you have completed it correctly and it complies with our criteria. Refer to page 8.
- Repeat Step 1 (upload the updated spreadsheet) and proceed through the steps.
- If you are still having issues, please contact our Levy Team.

What do the green fields in the mapping process (Step 2) mean?

The green fields are mandatory and must be completed and mapped across.

I cannot process the data (Step 4). Why not?

You need to check that all fields show 'Passed' in the 'Validate' column in Step 3. If not, you cannot proceed and need to start the process again (Step 1).

I accidentally registered the same construction work/project twice. How do I remove the duplicate work/project?

You cannot edit or delete saved construction works/projects. Please contact our Levy Team and request deactivation of the duplicate work/project.

If the levy has been paid for *both* works/projects, we will advise you about how you can request a refund.

I'm trying to pay a levy but cannot find my registered construction work.

In 'Levy management', use the search function and set the 'Status' to 'All'.

You may also need to check that all mandatory fields were completed in your spreadsheet:

- Street 1
- Issuing Authority
- Suburb
- Expected Date of Commencement
- Value of Works – and please check this exceeds $20,000
- Levy Sector
- Project Title

If you still cannot find it, please contact our Levy Team.

Where is my Levy Payment Receipt?

We reconcile levy payments daily. If you have made payment by credit card or EFT, you should receive your CTF Levy Payment Receipt within three business days of the payment date and time. Credit card transaction receipts (from 'Eway') are issued immediately and may be used as proof of payment for building permit applications.

My registered construction work/project has been cancelled. How do I claim a refund of the CTF levy?

Please send an email to mailto: levycompliance@ctf.wa.gov.au requesting a refund.

Please include your Project Title and/or Batch/PO number in your email and will send you the refund documentation.

Contact us

We're here to help!

You can get in touch with our friendly team during business hours from Monday to Friday.

- www.ctf.wa.gov.au
- levycompliance@ctf.wa.gov.au
- (08) 9244 0100