



How To Guide

**Submit and Pay the BCITF
Levy for Construction Work/s
using the CTF Levy 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 sector construction work in WA with an estimated value of more than \$100,000.00.

This guide is for anyone who needs to:

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

Login to the CTF levy portal

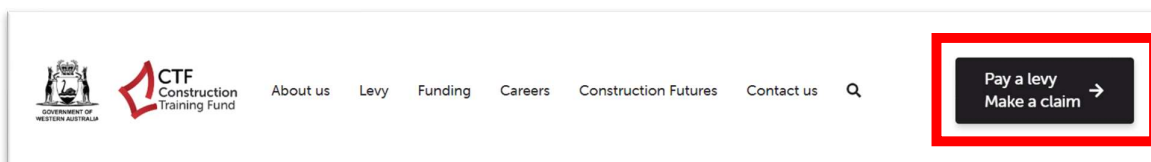
1) Before you get started, make sure you have all the information you need to login.

This includes:

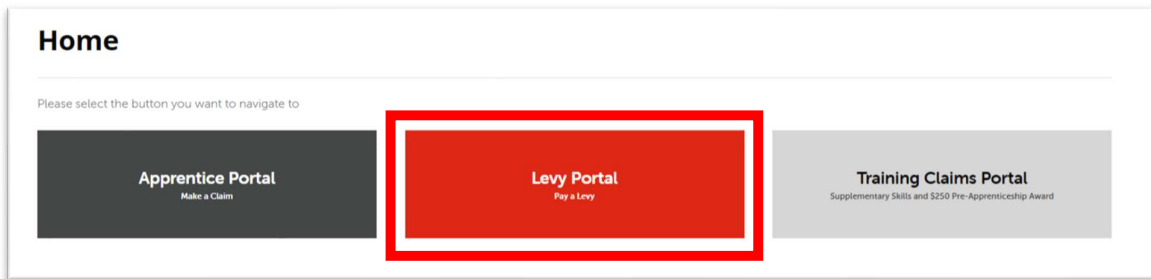
- **User name** (the email registered)
- **Password** (your password for the account)
- **Access to your email** (used to verify a code that will be sent to your registered email address)

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

- We recommend using Google Chrome for best functionality.
- If you have not registered on the portal before, please refer to the instructions in our ‘How to guide – CTF levy portal registration’.
- If you have forgotten your login credentials, please click “Forgot password”, or contact us.

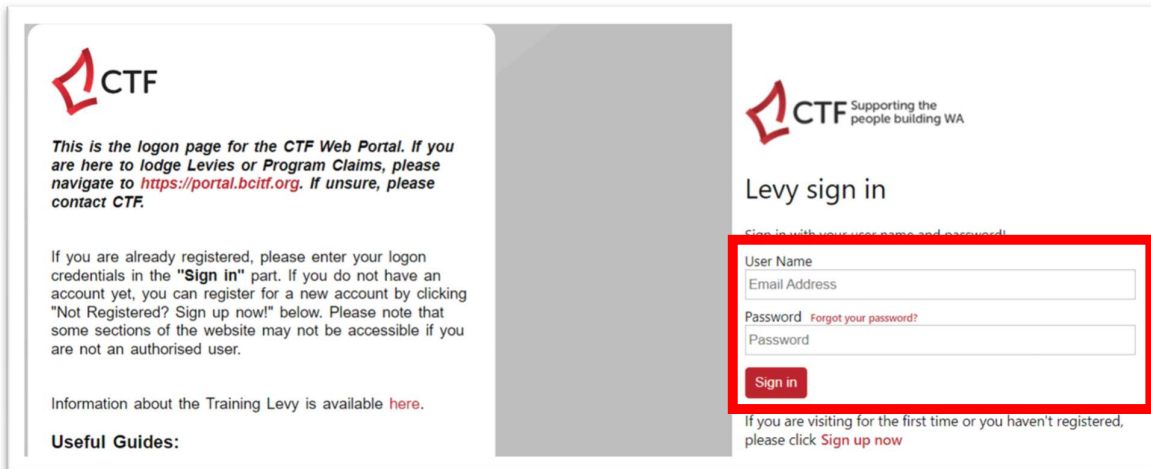


3) Click on the Levy Portal

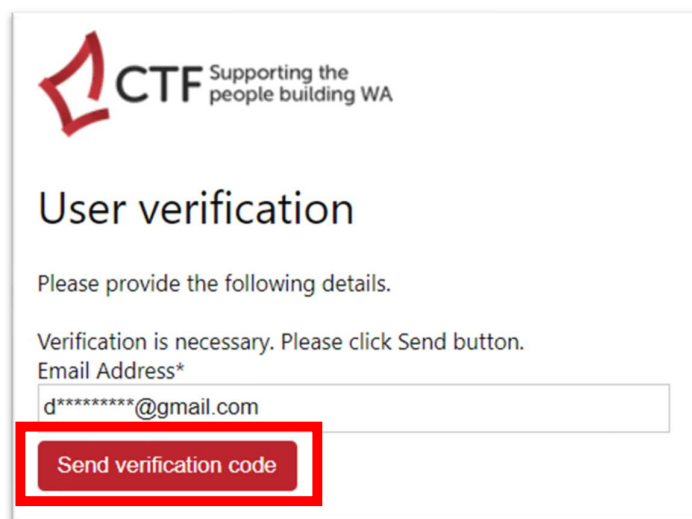


4) Login to the Levy Portal

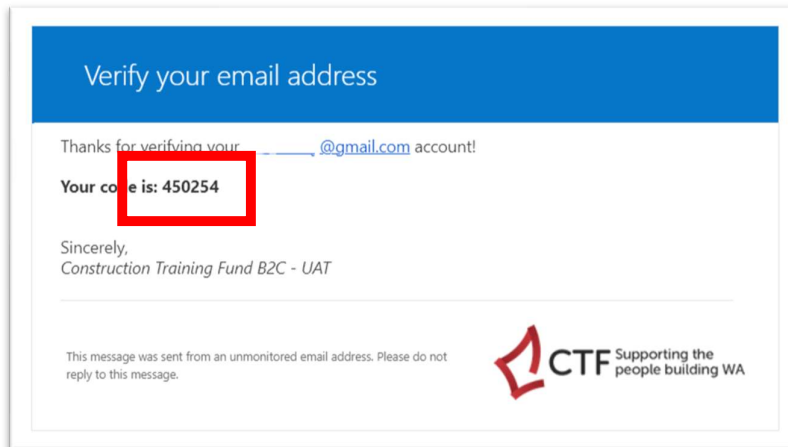
- Enter your user name and password
- Click the "Sign in" button



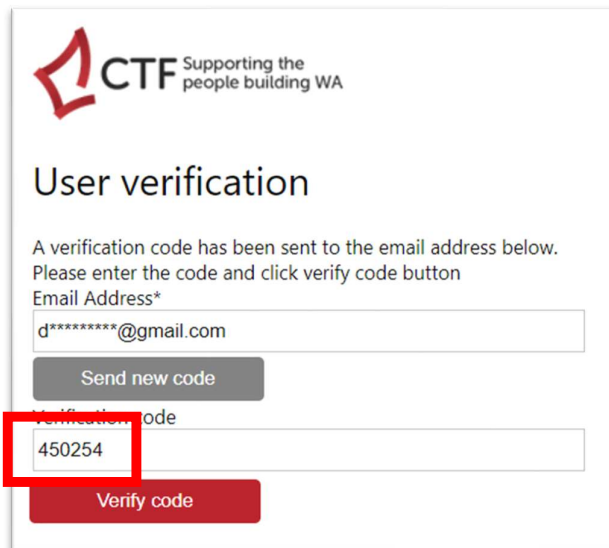
5) Click on the "Send verification code" button.



6) Check your email inbox and junk/spam folder for the verification code from Construction Training Fund.

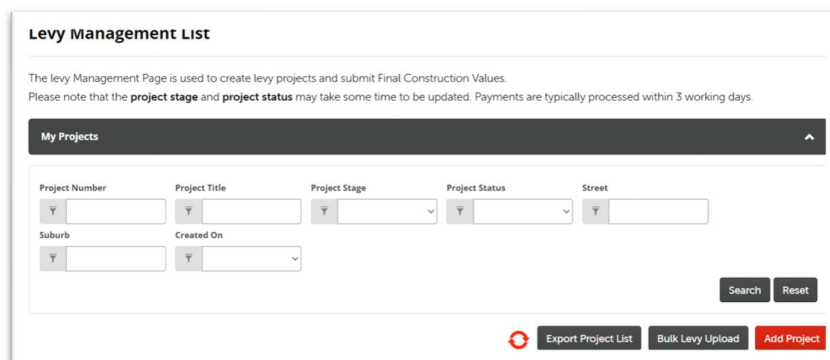


7) Enter the verification code and click on the “Verify code” button.



8) If your login is successful, you will see the Levy Management List.

- The Levy Management List shows all the levy payments linked to your account.



Pay for a single levy submission

These instructions are for paying a single levy submission.

If you would like to register multiple levy submissions at one time, please refer to the [Pay for multiple construction works](#) section on page 27.

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.
- **Contract refence number / government contract number** - if this work is performed under a government contract, please include the government contract reference number.
- **Levy sector** - residential, commercial, civil, resources.
- **Issuing authority** - any authority that has issued your building permit (if required for this work). For example, City of Perth, City of Albany, etc.
- **Description of works** - short explanation of the work being undertaken.
- **Expected commencement date of construction work**
- **Expected completion date of construction work**
- **Estimated total value of construction work including GST** - estimated total value. Do not use \$ or dot points. Round up to the nearest dollar. E.g., 22000
- **Physical address** where the construction work is occurring

2) Click on the “Add project” button

Levy Management List

The levy Management Page is used to create levy projects and submit Final Construction Values.
Please note that the **project stage** and **project status** may take some time to be updated. Payments are typically processed within 3 working days.

My Projects

Project Number	Project Title	Project Stage	Project Status	Street
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Suburb	Created On			
<input type="text"/>	<input type="text"/>			

Search Reset

Export Project List Bulk Levy Upload **Add Project**

3) Fill in the details of the levy payment on the online levy form.

Home / Levy Management List / New Project

New Project

Please fill in the following information for the levy submission.

Project Number *	Project Title *
Project Builder *	Contract Reference No / Government Contract No
Levy Sector *	Levy Activities
Category	Issuing Authority *

- After you begin filling in the suburb, the correct postcodes will be displayed. Selecting the suburb and postcode from the list will auto-fill the fields.

Suburb * Postcode *

BELM

- BELMONT - (6104)
- BELMONT - (6984)

Postcode: Suggestion will show after you type 4 nu

- If the construction work will be undertaken at multiple locations, please select the “Multi Location” switch to “Yes”.

Address

Multi Location ?

Yes

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

4) After completing the form, click on the “Create Project” button.

The screenshot shows a form titled "Address". At the top, there is a "Multi Location" toggle switch set to "No". Below this are four input fields: "Lot Number" (empty), "House No" (containing "104"), "Street *" (containing "Belgravia Street"), and "Suburb *" (containing "BELMONT"). At the bottom of the form, there are two buttons: "Create Project" (highlighted with a red box) and "Discard".

5) Select the option to pay via Credit Card or Electronic Fund Transfer

- The levy amount will be displayed.
- Credit card payments incur a 1% surcharge which is not refundable.
- Only Visa and Master card are accepted.

The screenshot shows a payment confirmation page. At the top, there is a note: "Upon clicking Load Payment, kindly refrain from refreshing the page until the payment section has loaded completely. Likewise, after clicking Process Payment, wait for the confirmation details." Below this is a green success message: "Your project has been successfully saved. Please click the Pay Now button to make payment". The main heading is "Make a payment for levy - 104 Belgravia Street refurbishment - June 2023 (001)". Below the heading, it says "You are about to make a payment of \$(AUD) 130.00". At the bottom, there are two buttons: "Pay by EFT" and "Pay by Credit Card" (both highlighted with a red box). Below the buttons, there is a note: "Payments can be made using these cards:" followed by logos for Mastercard and VISA.


6) If you're paying by credit card, fill in the credit card details and click on the "Process payment" button.

Upon clicking **Load Payment**, kindly refrain from refreshing the page until the payment section has loaded completely. Likewise, after clicking **Process Payment**, wait for the confirmation details.

Make a payment for levy - 104 Belgravia Street refurbishment - June 2023 (002)

You are about to make a payment of \$(AUD) 130.00

Pay by EFT **Pay by Credit Card**

Payments can be made using these cards. 

Fill and click **Process Payment** before session expires - (09:28)

Cardholder Name
CTF Test

Card Number
4: ✓

Expiry Date
09 ✓ 24 ✓

CVN
123 ✓

Process Payment


- The credit card payment session is open for 10 minutes. If you do not make payment within 10 minutes, please click on the "Pay by Credit Card" button again to refresh the session.
- Upon successful Credit Card payment, you will receive a reference number on screen, a levy payment request / invoice in your email, and a credit card transaction receipt in your email. You will also receive a levy payment receipt within 3 working days.

Upon clicking **Load Payment**, kindly refrain from refreshing the page until the payment section has loaded completely. Likewise, after clicking **Process Payment**, wait for the confirmation details.

Make a payment for levy - 104 Belgravia Street refurbishment - June 2023 (002)

You are about to make a payment of \$(AUD) 130.00

Pay by EFT **Pay by Credit Card**

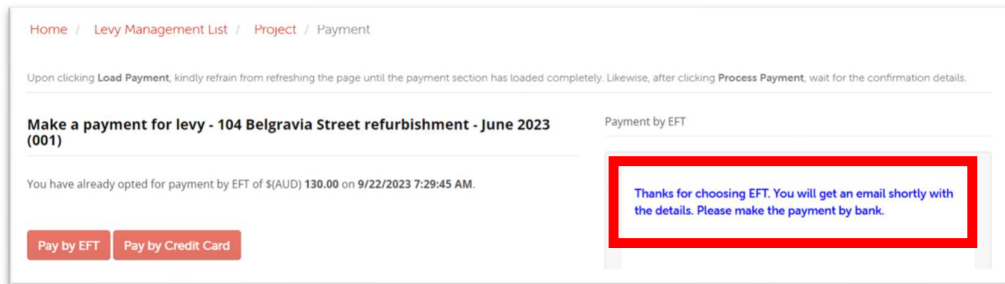
Payments can be made using these cards. 

Your payment has been initiated. CTF will review your payment and confirm once it has been verified from the bank. Please ensure you keep the reference number for any future communication.

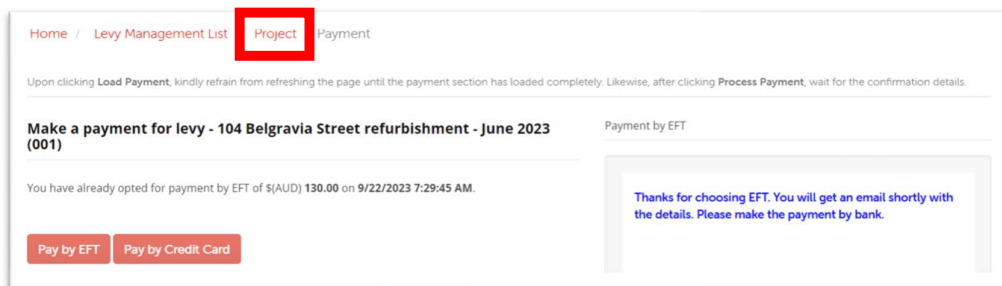
- Your Reference Number:
CLP- **IF-040957**
- Amount: \$ **130.00**

7) If you are paying by Electronic Funds Transfer (EFT), you will receive payment details in your email address.

- The levy payment request / invoice will be sent to email address with payment details.
- You can still click on “Pay by Credit Card” to make payment by Credit Card.
- You will receive the levy payment receipt within 3 working days.



8) Click on the Project bread crumb and scroll to the bottom of the page to view the payment details:



- Your selected payment method details will be shown.

The table will display the result of credit card payments e.g., approved or declined.

Actual Construction Values
 Upon completion of the construction work, please enter the final construction values below

Actual Commencement:

Actual Completion:

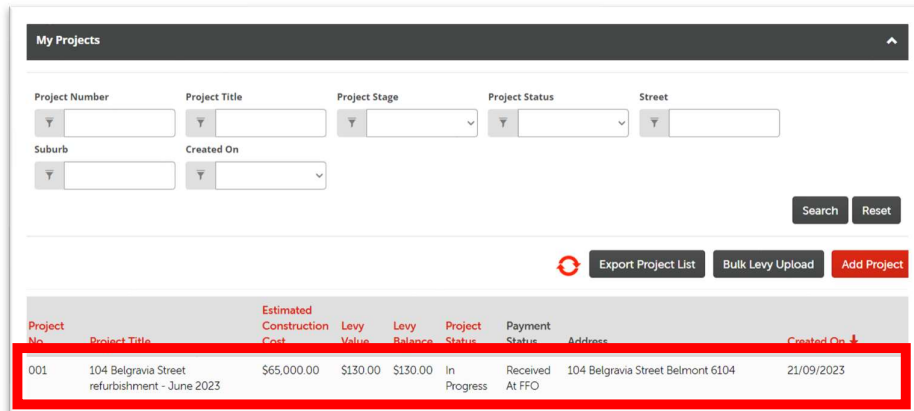
Actual Construction Cost Including GST:

Levy Payment Details

Reference No	Amount	Payment Status	Submitted On	Response Code	Response Text	CTF Confirmed On
CLP-3AF2CD342EFE4EEA9E857731A-170953	\$60.00	Pay by EFT	26/09/2023 12:35 PM			

9) Your levy submission and payment will be visible on the levy management page.

- You will see your new levy submission appear on the levy management list.

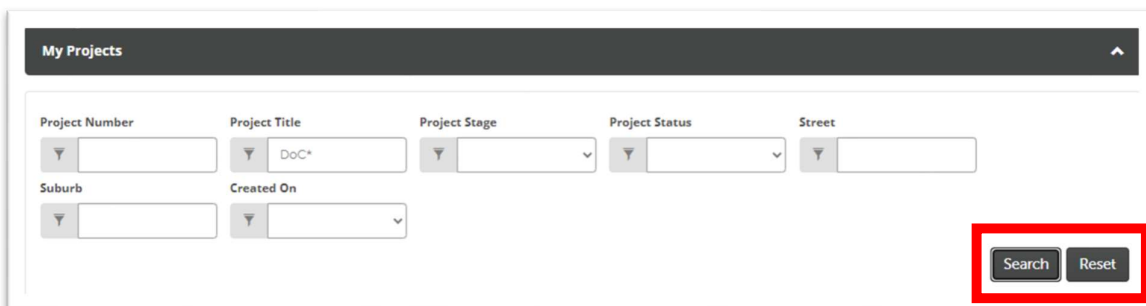


View levy submission/s

1) After you login, your previous levy submissions will be shown on the Levy Management List.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
527-99	Doc CW23456	\$32,600.00	\$65.20	\$65.20	In Progress	Billed	3 Test Circle BELMONT 6064	29/09/2023
527-98	DoC CW12345	\$265,300.00	\$530.60	\$530.60	In Progress	Billed	12 Test Street ARMADALE 6112	29/09/2023
20230928_3	Chobani Yoghurt shop	\$5,000,000.00	\$10,000.00	\$10,000.00	In Progress	New	3 Leviticus Circle BELMONT 6064	29/09/2023
20230928_3	Chobani Yoghurt shop	\$5,000,000.00	\$10,000.00	\$10,000.00	In Progress	New	3 Leviticus Circle BELMONT 6064	29/09/2023
20230928_2	Exodus Street pavement works	\$200,000.00	\$400.00	\$400.00	In Progress	New	12 Exodus Street ARMADALE 6112	29/09/2023
20230928_1	Hedgehog cafe fit out	\$50,000.00	\$100.00	\$100.00	In Progress	New	Genesis Road HAMMOND PARK 6164	29/09/2023

- Use the search filters above to search for a specific levy submission.



- There may be multiple pages of levy submissions. Use the buttons to look through each page of levy submissions.

20230928_1	Hedgehog cafe fit out	\$50,000.00
527-99	Doc CW23456	\$32,600.00

<	1	2	3	4	5	6	7	>
---	---	---	---	---	---	---	---	---

- The payment status tells you if there is an outstanding payment on a levy submission.
 - A levy submission with **New** payment status requires payment.
 - A levy submission with **Billed** payment status could mean one of two things: (1) you have requested to make payment via EFT and the payment request / invoice has been sent to you OR (2) you have made payment via credit card and the payment is waiting to be confirmed. Please click in the levy submission to view further details.
 - A levy submission with **Paid** payment status means payment is complete.

2) Click on the levy submissions to view it's details.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
527-99	Doc CW23456	\$32,600.00	\$65.20	\$65.20	In Progress	Billed	3 Test Circle BELMONT 6064	29/09/2023
527-98	DoC CW12345	\$265,300.00	\$530.60	\$530.60	In Progress	Billed	12 Test Street ARMADALE 6112	29/09/2023
20230928_3	Chobani Yoghurt shop	\$5,000,000.00	\$10,000.00	\$10,000.00	In Progress	New	3 Leviticus Circle BELMONT 6064	29/09/2023
20230928_3	Chobani Yoghurt shop	\$5,000,000.00	\$10,000.00	\$10,000.00	In Progress	New	3 Leviticus Circle BELMONT 6064	29/09/2023
20230928_2	Exodus Street pavement works	\$200,000.00	\$400.00	\$400.00	In Progress	New	12 Exodus Street ARMADALE 6112	29/09/2023
20230928_1	Hedgehog cafe fit out	\$50,000.00	\$100.00	\$100.00	In Progress	New	Genesis Road HAMMOND PARK 6164	29/09/2023

3) View the details of the levy submission

Home / Levy Management List / Project

View Project - TEST 20230831 1327

Edit Query Pay Levy View Attachment

Batch/PO Number
CTF-PRO-001021

Project Number * ?
TEST 20230831 1327

Project Title * ?
TEST 20230831 1327

Project Builder
Contract Reference No / Government Contract No
NA

Levy Sector *
Civil

Levy Activities
Redevelopment

- Scroll to the bottom to see levy payment request / invoice details and payment history.

Levy Payment Request

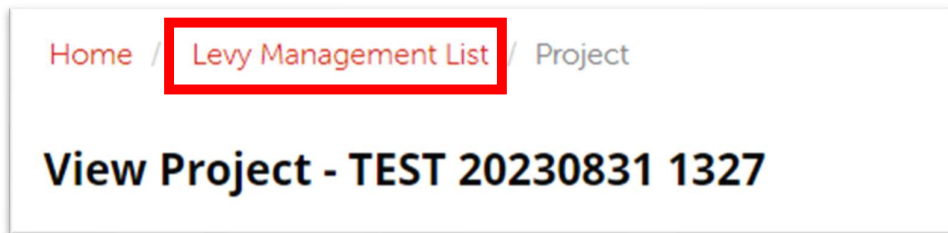
Please click on the **Pay Levy** button on the top right to make payment

Request ID	Payment Status	Total Amount	Invoice Date	Customer	Email (Customer)	Request Emailed
INV-171748-SBV2V8	Received At FFO	\$200.00	31/08/2023		email_0000059498@test.com.au	

Levy Payment Details

Reference No	Amount	Payment Status	Submitted On	Response Text	Bank Response Code	CTF Confirmed On
CLP-A85AA6606167457B96CC3B19B-900953	\$200.00	Verification Completed		Approved	00	

- To go back to the Levy Management List, click on the Levy Management List link at the top of the page.



Edit a levy submission

4) You can only edit levy submissions prior to billing and payment.

- Most details of a levy submission cannot be edited if the levy payment request / invoice has been sent to you or if you've already made payment. The payment status must be "New".
- The Project Number cannot be updated.
- If you require a refund for a cancelled project, please go to [Requesting for a refund for cancelled construction work](#) section on page 17.

2) Select the levy submission on the Levy Management List to view the levy submission.

- You may use the filters to search for the levy submission.

Project Number: 003
 Project Title:
 Project Stage:
 Project Status:
 Street:
 Suburb:
 Created On:
 Search Reset

- Click on the levy submission to view its details.

Project No.	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
003	104 Belgravia Street refurbishment - June 2023	\$65,000.00	\$130.00	\$130.00	In Progress	New	104 Belgravia Street BELMONT 6104	22/09/2023

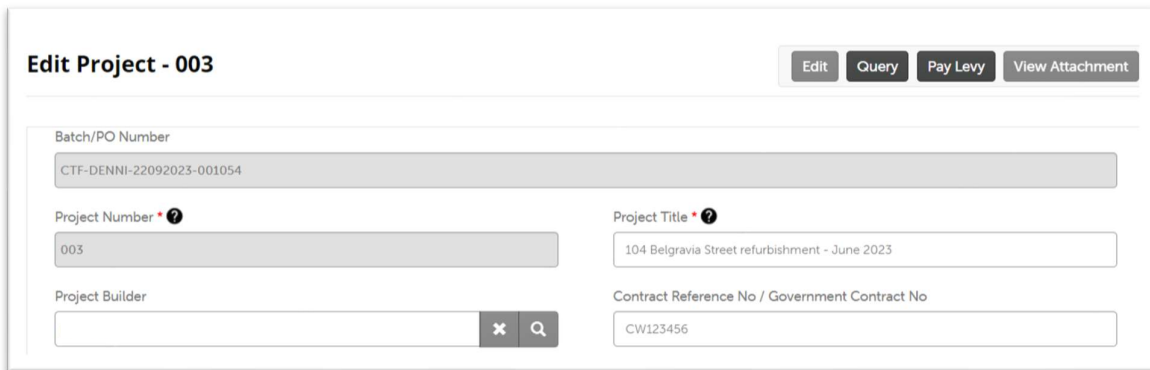
3) Click on the "Edit" button to edit the levy submission.

View Project - 003 Edit Query Pay Levy View Attachment

Batch/PO Number: CTF-DENNI-22092023-001054

Project Number: 003
 Project Title: 104 Belgravia Street refurbishment - June 2023

Project Builder:
 Contract Reference No / Government Contract No: CW123456

4) Edit details of the levy submission as required.

Edit Project - 003 Edit Query Pay Levy View Attachment

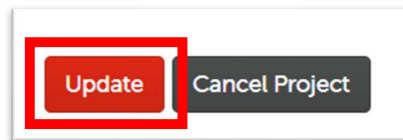
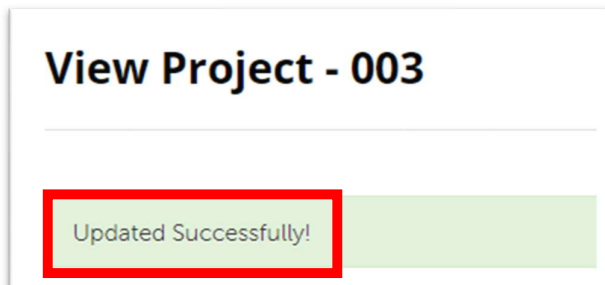
Batch/PO Number
CTF-DENNI-22092023-001054

Project Number * ? 003

Project Title * ? 104 Belgravia Street refurbishment - June 2023

Project Builder [x] [Q]

Contract Reference No / Government Contract No
CW123456

5) When you have completed editing the project, scroll to the bottom and click on “Update”.**6) You will be brought back to the “View Project” page with a message showing the update was successful.**

Cancel a levy submission

1) You can only cancel levy submissions prior to billing and payment.

- A levy submission cannot be cancelled if the levy payment request / invoice has been sent to you or if you’ve already made payment. The payment status must be “New”.
- If you require a refund for a cancelled project, please go to [Requesting for a refund for cancelled construction work](#) section on page 17.

2) Select the levy submission on the Levy Management List to view the levy submission.

- You may use the filters to search for the levy submission.

Project Number: 003
Project Title:
Project Stage:
Project Status:
Street:
Suburb:
Created On:
Search Reset

- Click on the levy submission to view its details.

Project No.	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
003	104 Belgravia Street refurbishment - June 2023	\$65,000.00	\$130.00	\$130.00	In Progress	New	104 Belgravia Street BELMONT 6104	22/09/2023

3) Click on the “Edit” button to edit the levy submission.

View Project - 003 Edit Query Pay Levy View Attachment

Batch/PO Number: CTF-DENNI-22092023-001054

Project Number: 003 Project Title: 104 Belgravia Street refurbishment - June 2023

Project Builder: Contract Reference No / Government Contract No: CW123456

4) Scroll to the bottom and click on “Cancel Project”.

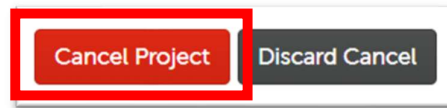
Update Cancel Project

5) Select the cancellation reason from the dropdown box.

Cancel Project
Do you really want to cancel this project? This action cannot be reverted. If continues, please select the cancel reason.

Cancellation Reason: Duplicate Project, Payment, or Request

6) Click on “Cancel Project” to complete the cancellation process.



7) You will be brought back levy management page.

- The levy submission will not appear in the list.
- If the levy submission continues to appear on the list, please refresh the list.

Request a refund for cancelled construction work or a duplicate levy payment

1) You will need the following information to process a refund for cancelled construction work.

- Levy can be refunded where the construction work is not being undertaken by another construction work e.g., a BA19 change of builder has not been processed.
- You will need evidence of construction work cancellation.

If you have applied for a building permit for the works, please provide a notice of cessation from the Local Government.

If you have not applied for a building permit or a building permit is not required, please provide a statutory declaration stating that the construction work has been cancelled. Please contact us if you require a template for the statutory declaration.
- A refund can be processed after the levy has been paid. If the levy was paid through the Local Government, a refund can be processed after the Local Government remits the levy to us.

2) Select the levy submission on the Levy Management List to view the levy submission.

- You may use the filters to search for the levy submission.

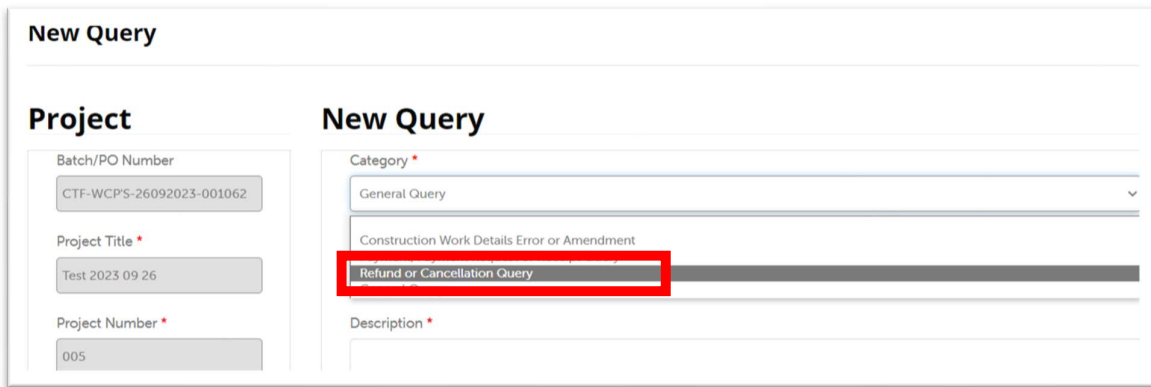
- Click on the levy submission to view its details.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
005	Test 2023 09 26	\$30,000.00	\$60.00	\$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023

3) Click on the “Query” button.

4) Click on “Create Query” button.

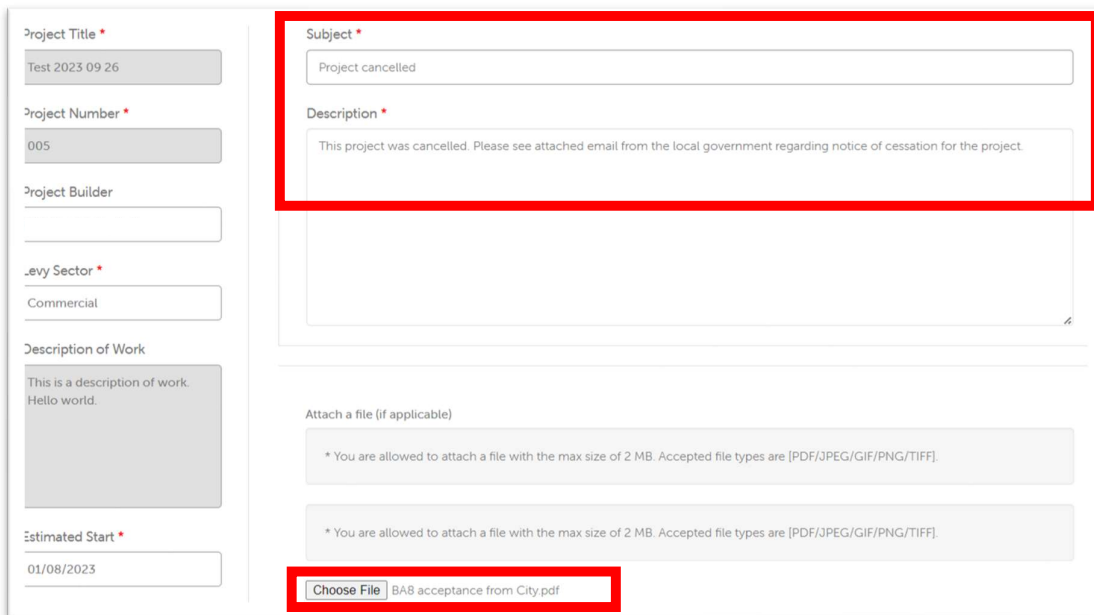
5) Select the "Refund or Cancellation Query" category.



The screenshot shows a 'New Query' form with two main sections: 'Project' and 'New Query'. The 'Project' section includes fields for 'Batch/PO Number' (CTF-WCPS-26092023-001062), 'Project Title' (Test 2023 09 26), and 'Project Number' (005). The 'New Query' section includes a 'Category' dropdown menu with 'Refund or Cancellation Query' selected and highlighted with a red box. Other fields in this section include 'Description'.

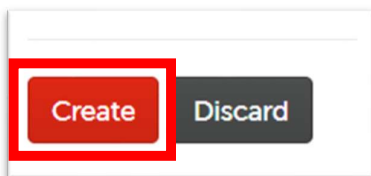
6) Fill in information about the query.

- Use the "Choose File" button to upload evidence of construction work cancellation.



The screenshot shows the 'New Query' form with the 'Subject' field containing 'Project cancelled' and the 'Description' field containing 'This project was cancelled. Please see attached email from the local government regarding notice of cessation for the project.' The 'Choose File' button is highlighted with a red box, and the file name 'BAB acceptance from City.pdf' is visible next to it. Other fields include 'Project Title' (Test 2023 09 26), 'Project Number' (005), 'Project Builder', 'Levy Sector' (Commercial), 'Description of Work' (This is a description of work. Hello world.), and 'Estimated Start' (01/08/2023).

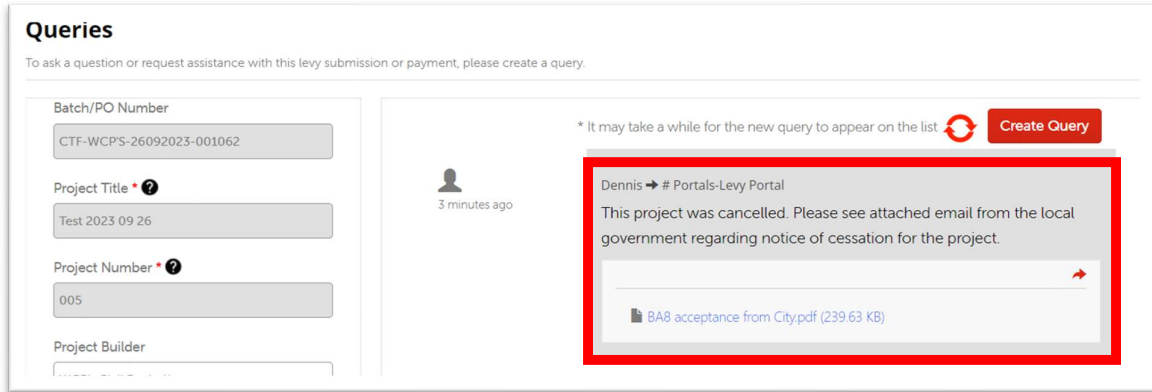
7) Click on the "Create" button.



The screenshot shows two buttons: 'Create' and 'Discard'. The 'Create' button is highlighted with a red box.

8) Your query will appear in the queries section; we will contact you about the refund.

- We will reply to your request through the query function.
- You will be required to complete a refund form, to provide additional documents, and to provide bank details for the refund.



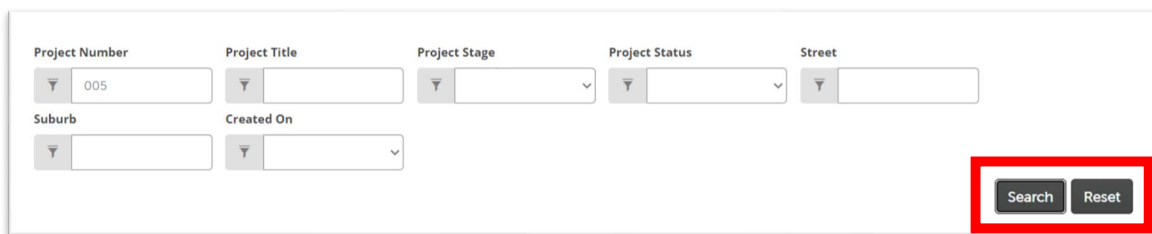
Report the final construction cost

1) What you need to know about reporting the final construction cost.

- After reporting the final construction values, you may be entitled to a refund or may be required to pay additional levy.
- If you are entitled to a refund, we may contact you via the queries function or email for further information.
- If you are required to pay additional levy, please make the payment via “Pay Levy” button after updating the levy submission.

2) Select the levy submission on the Levy Management List to view the levy submission.

- You may use the filters to search for the levy submission.



- Click on the levy submission to view its details.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
005	Test 2023 09 26	\$30,000.00	\$60.00	\$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023

3) Click on the “Edit” button.

View Project - 005 Edit Query Pay Levy View Attachment

Batch/PO Number

Project Number * ? Project Title * ?

4) Fill in the actual construction values and click on the “Update” button.

Actual Construction Values
 Upon completion of the construction work, please enter the final construction values below

Actual Commencement 📅 Actual Completion 📅

Actual Construction Cost Including GST

Levy Payment Details

Reference No	Amount	Payment Status	Submitted On	Response Code	Response Text	CTF Confirmed On
CLP-3AF2CD342EFE4EEA9E857731A-170953	\$60.00	Pay by EFT	26/09/2023 12:35 PM			

Update

5) If you have an additional levy payment, a message will display noting the additional levy. Please click on the “Pay “levy” button to proceed with payment.

Home / Levy Management List / Project

View Project - 005 Edit Query Pay Levy View Attachment

Updated Successfully!
 Please make payment for the additional levy using the Pay Levy button. X

Batch/PO Number

Project Number * ? Project Title * ?

6) If you are entitled to a refund, we will begin processing the refund.

- We may contact you via the queries function or email for further information.



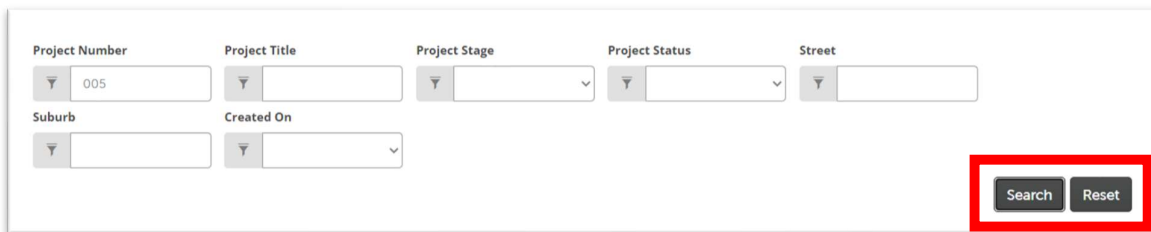
Download the levy payment request / invoice and levy receipt

1) The levy payment request / invoice and levy receipt will be sent to your email and are available for download on the Levy Portal.

- The levy payment request / invoice is available for download 15 minutes after you've selected "Pay by EFT" or 15 minutes after you've successfully completed payment by credit card.
- The levy receipt is available for download after the levy payment has been verified by CTF's finance department. This occurs within 3 working days of payment.

2) Select the levy submission on the Levy Management List to view the levy submission

- You may use the filters to search for the levy submission.



- Click on the levy submission to view its details.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
005	Test 2023 09 26	\$30,000.00	\$60.00	\$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023

3) Click on the “View attachment” button.

View Project - 005

Edit Query Pay Levy **View Attachment**

Batch/PO Number
CTF-WCPS-26092023-001062

Project Number * 005 Project Title * Test 2023 09 26

4) Click on the link under “File Info” to download the file.

Attachment(s)

Request

Request ID * INV-171805-J6POT9

Project Info
Project No * 005

View Attachment(s)

Details	File Info
CTF Levy Payment Request.pdf	CTF Levy Payment Request.pdf

Asking a question about a levy submission

1) Select the levy submission on the Levy Management List to view the levy submission.

- You may use the filters to search for the levy submission.

Project Number: 005 Project Title: Project Stage: Project Status: Street:

Suburb: Created On:

Search **Reset**

- Click on the levy submission to view its details.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
005	Test 2023 09 26	\$30,000.00	\$60.00	\$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023

2) Click on the “Query” button.

The screenshot shows the 'View Project - 005' interface. At the top right, there are four buttons: 'Edit', 'Query', 'Pay Levy', and 'View Attachment'. The 'Query' button is highlighted with a red rectangular box. Below the buttons, there are input fields for 'Batch/PO Number' (CTF-WCPS-26092023-001062), 'Project Number' (005), and 'Project Title' (Test 2023 09 26).

3) Click on “Create Query” button.

The screenshot shows the 'Queries' page. On the left, there are input fields for 'Batch/PO Number' (CTF-WCPS-26092023-001062), 'Project Title' (Test 2023 09 26), and 'Project Number' (005). On the right, there is a message: '* It may take a while for the new query to appear on the list' followed by a refresh icon and a 'Create Query' button. The 'Create Query' button is highlighted with a red rectangular box. Below the message, it says 'No queries to display.'

4) Select the relevant category.

The screenshot shows the 'New Query' page. A dropdown menu for 'Category' is highlighted with a red rectangular box. The dropdown is open, showing the following options: 'General Query', 'Construction Work Details Error or Amendment', 'Payment, Payment Request or Receipt Query', 'Refund or Cancellation Query', and 'General Query'. The 'General Query' option at the bottom is selected and highlighted in grey. Below the dropdown, there is a 'Description' input field.

5) Fill in information about the query.

- Use the “Choose File” button to upload documents if required.

A screenshot of a web form for creating a query. The 'Category' dropdown menu is set to 'Payment, Payment Request or Receipt Query'. The 'Subject' text box contains 'Can I pay by instalments instead?' and the 'Description' text box contains 'Hi folks, can I pay by instalments instead?'. A red rectangular box highlights the Subject and Description fields.

A screenshot of the file upload section. A grey box contains the text: '* You are allowed to attach a file with the max size of 2 MB. Accepted file types are [PDF/JPEG/GIF/PNG/TIFF].'. Below this is a 'Choose File' button with the text 'No file chosen' next to it. A red rectangular box highlights the 'Choose File' button.

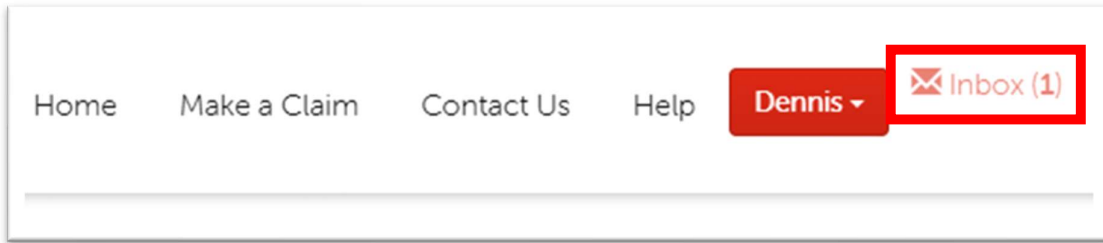
6) Click on the “Create” button.

A screenshot of two buttons: a red 'Create' button and a dark grey 'Discard' button. A red rectangular box highlights the 'Create' button.

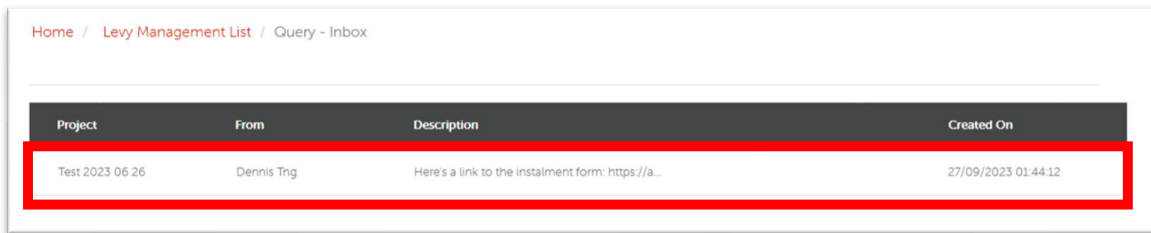
7) Your query will appear in the queries section.

A screenshot of a query list. At the top right, there is a red 'Create Query' button and a red circular refresh icon. A note above the refresh icon says '* It may take a while for the new query to appear on the list'. On the left, there is a user profile icon and the text 'less than a minute ago'. The main query card is highlighted with a red rectangular box and contains the text: 'Dennis → # Portals-Levy Portal' and 'Hi folks, can I pay by instalments instead?'. Below the text is a grey input field with a red arrow icon on the right.

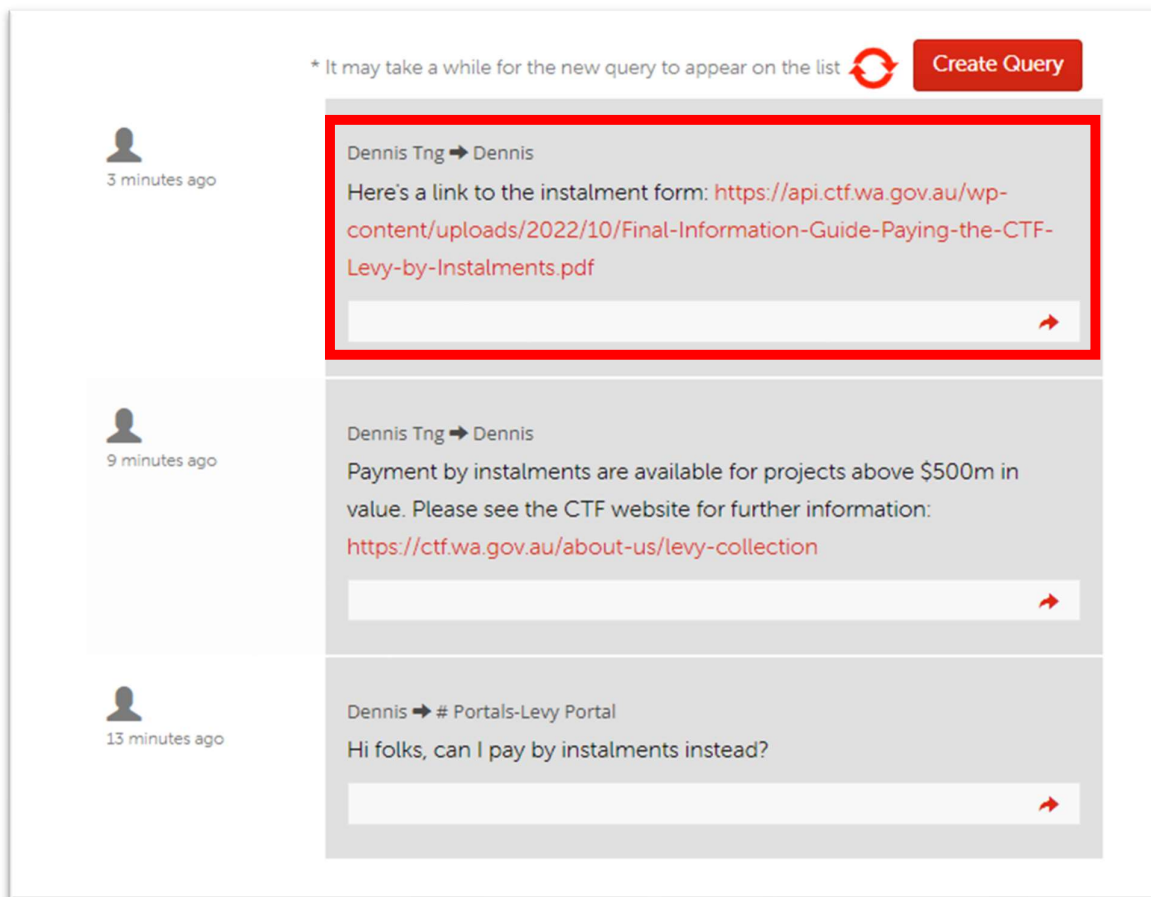
8) When you receive a reply, the “Inbox” will show up after you sign in. Click on the “Inbox” link.

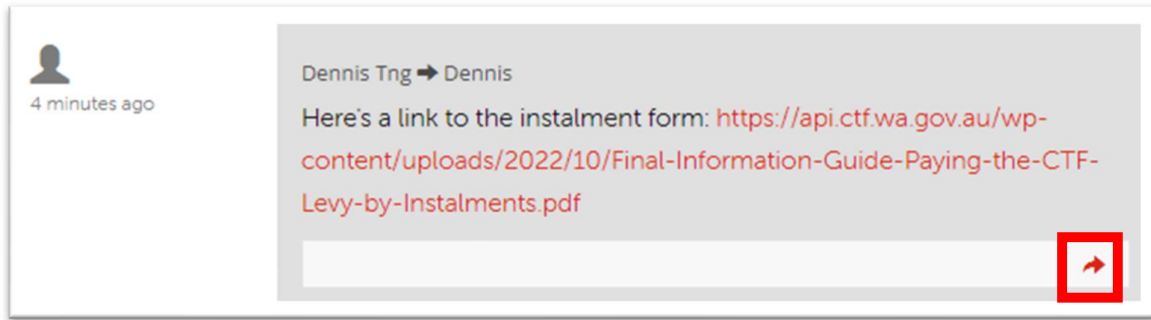


9) Select the response you would like to view.



10) The reply will be displayed on the project’s query page.



11) To response to the reply, click on the “Reply” icon.**12) Fill in the response in the same way that you’ve submitted the query.**

New Query

Category *

General Query ▼

Subject *

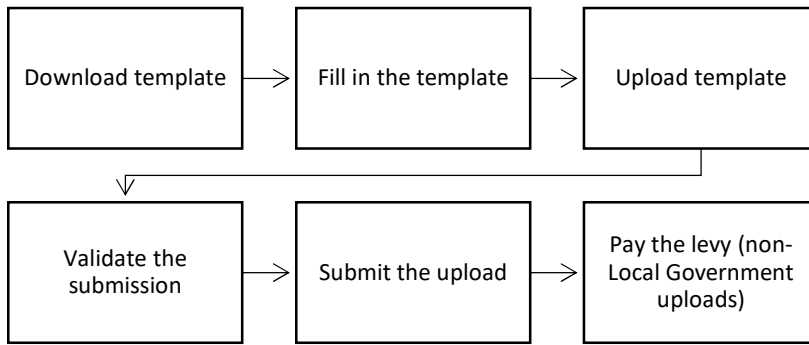
Description *

Register multiple construction works at one time (bulk levy upload)

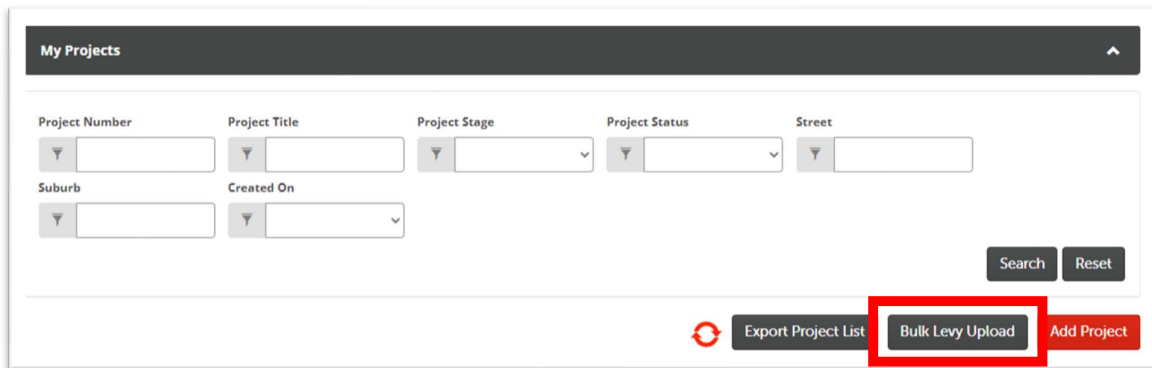
These instructions are for registering multiple levy submissions at one time using a .csv file template.

- Using the bulk levy upload will group the levy submissions into a single the levy payment.
- If you require separate levy payment requests / invoices or separate levy receipts, please use submit the projects as single levy submissions. Please refer to the [Pay for a single levy submission](#) section on page 6.
- **LOCAL GOVERNMENTS:** Please use the bulk upload function for non-local government projects. If you are submitting and paying the levy for construction work undertaken for the local government, please register and pay the levy as a single submission. Please refer to the [Pay for a single levy submission](#) section on page 6.

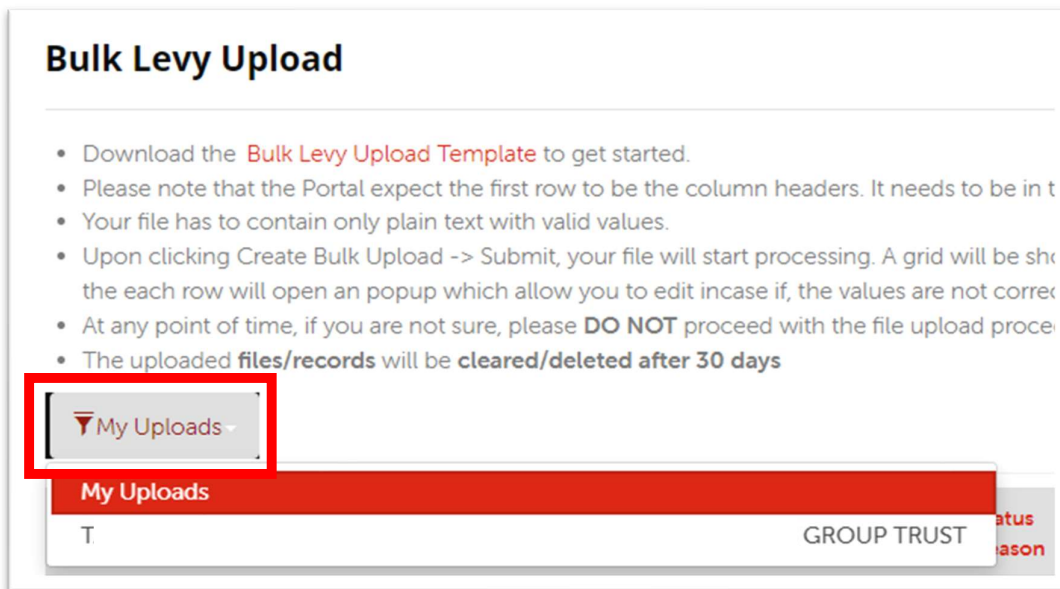
The process for using the bulk upload function is as follows:



1) **DOWNLOAD TEMPLATE: On the Levy Management List, click on the “Bulk Levy Upload” button.**



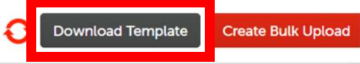
2) **Select to view your uploads or all uploads from anyone in your company.**



3) Click on the “Download Template” button to download the template.

Bulk Levy Upload

- Download the [Bulk Levy Upload Template](#) to get started.
- Please note that the Portal expect the first row to be the column headers. It needs to be in the same order as the template.
- Your file has to contain only plain text with valid values.
- Upon clicking Create Bulk Upload -> Submit, your file will start processing. A grid will be shown with the data uploaded. Please validate the data and click on the each row will open an popup which allow you to edit incase if, the values are not correct.
- At any point of time, if you are not sure, please **DO NOT** proceed with the file upload procedure and contact CTF Office
- The uploaded files/records will be cleared/deleted after 30 days



4) FILL IN THE TEMPLATE: Take note of the following:

- **Do not change the file extension or the file type** – the file extension must be .csv. The file opens in Microsoft Excel and must be saved in the same extension. The file must not be saved as a Microsoft Excel file.
- **Use a unique file name** – The file name of each upload must be unique. We recommend adding the date of the upload to the start or end of the file name.
- **Please do not remove the headers or change the headers in any way** – the first row of the template contains the headers. These headers must not be changed or rearranged in any way.
- **Please remove the example data row** – the second row of the template contains example values. Please remove the data in this row prior to submitting the bulk upload.
- **All fields must contain only plain text** - your file must contain only plain text value, not macros or formulas.
- **Remove all line breaks** – the text within each field should not contain any line breaks or paragraphs. The values must be in a single line.
- **Date formatting** – dates must be in the format dd/mm/yyyy e.g., 01/12/2023 for 1st December 2023.
- **Dollar 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.
- **The following columns must be filled in -**
 - Description of Works
 - Commencement Date (Expected)
 - Completion Date (Expected; not required for Local Government uploads)
 - Street Name and Type (Street 1)
 - Suburb
 - Postcode
 - Project No

- Project Title – not required for Local Government uploads
- Value of Works
- Issuing Authority – not required for Local Government uploads; name of the primary local government e.g., City of Belmont.
- Levy Sector – not required for Local Government uploads; housing, commercial, engineering, or resources.
- Project Owner – not required for private entity/non-government uploads
- **Address information** - only enter the street name in the ‘Street Name and Type’ column, e.g., Smith Road. Do not enter the lot or house number, suburb, or postcode.
- **Suburb and postcode** – complete the upload using only valid suburbs and postcodes.
- **Delete extra text** – delete any text from cells below your last project entry.

An example of a completed template is shown below.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Builders Regi	Description of Works*	Commencement	Completion	Multi Loca	Lot Numb	House Numl	Street Name & Type	Suburb	Postcode	State	Project No*	Project Title*	Value of Works*	Main BCA Issuing Authority*	Levy Sector*	
2		Bulk upload test 1	2/12/2021	2/12/2022	No	102		Test Road	HAMMOND PARI	6164	WA	BP23/123	Cat café fit out	50000	City of Cockburn	Commercial	
3		Bulk upload test 2	2/12/2021	2/12/2022	No		12	Test Street	ARMADALE	6112	WA	527-98	Doc CW12345	265300	City of Armadale	Commercial	
4		Bulk upload test 3	2/12/2021	2/12/2022	No		3	Test Circle	BELMONT	6064	WA	527-99	Doc CW23456	32600	City of Belmont	Commercial	
5																	

5) UPLOAD THE TEMPLATE: Click on the “Create Bulk Upload” button.

Bulk Levy Upload

- Download the [Bulk Levy Upload Template](#) to get started.
- Please note that the Portal expect the first row to be the column headers. It needs to be in the same order as the template.
- Your file has to contain only plain text with valid values.
- Upon clicking Create Bulk Upload -> Submit, your file will start processing. A grid will be shown with the data uploaded. Please validate the data and click on the each row will open an popup which allow you to edit incase if, the values are not correct.
- At any point of time, if you are not sure, please **DO NOT** proceed with the file upload procedure and contact CTF Office
- The uploaded files/records will be **cleared/deleted after 30 days**

My

Download Template
Create Bulk Upload

6) Click on “Choose File” to select the file and click on “Upload”.

Create Bulk Upload [X]

What's allowed?

- Maximum file size is 2 MB
- .csv file using the template provided is allowed to upload.

Please retrieve the provided template for performing a bulk upload. Keep the header unchanged, complete the fields according to the provided header, and then proceed to upload the file here. After submitting this page, your uploaded file will undergo processing. Please exercise caution while following this procedure. *

Choose File Bulk Levy Uplo...Template (1).csv

Submit

- If the select file name is not unique, an error message will appear.

Create Bulk Upload [X]

What's allowed?

- Maximum file size is 2 MB
- .csv file using the template provided is allowed to upload.

You already uploaded the file **Bulk Levy Upload GOV Template.csv**. Please upload a different file.

Please retrieve the provided template for performing a bulk upload. Keep the header unchanged, complete the fields according to the provided header, and then proceed to upload the file here. After submitting this page, your uploaded file will undergo processing. Please exercise caution while following this procedure. *

Choose File No file chosen

7) The upload will be processed. This may take up to 10 minutes.

- The upload will appear in the bulk upload list with the status reason “Draft”.

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Draft		26/09/2023 2:07 PM	

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001018	Bulk Levy Upload Template (1).csv	Draft		26/09/2023 2:31 PM	

- After processing, the status reason will changed to “Processed” or “Processed with Errors”.

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Processed with Errors	Total record(s): 3, Processed record(s): 3 ERROR: Row(s) contains error [4]	26/09/2023 2:07 PM	

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001018	Bulk Levy Upload Template (1).csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 2:31 PM	

8) VALIDATE THE SUBMISSION: Click on the bulk upload.

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Processed with Errors	Total record(s): 3, Processed record(s): 3 ERROR: Row(s) contains error [4]	26/09/2023 2:07 PM	
CTF-LBU-0000001010	Bulk Levy Upload GOV Template.csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 1:28 PM	

- If you would like to delete the upload, click on the “Trash” icon beside the upload.

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001018	Bulk Levy Upload Template (1).csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 2:31 PM	

9) The status of the upload will appear. Take note of any errors in the submission.

status

Comments

Total record(s): 3, Processed record(s): 3
ERROR: Row(s) contains error [4]

Total Record(s)

3

Processed Record(s)

3

Status Reason

Processed with Errors

Is Government

No Yes

10) If there are errors in the submission, the specific row with the error will be highlighted in RED.

Click on the submission to amend the row.

- Each record with an error must be fixed as unfixed records will not be uploaded.
- The specific error will be described in the comments column.

Bulk Upload Details Edited Valid Warning In-valid

Is Updated	Comments	Builders Registration Number	Description of Works	Commencement Date Expected	Completion Date Expected	Multi Location	Lot Number	House Number	Street Name	Suburb	Postcode	State
No			Shed	01/09/2023	02/12/2023	No	125		Grateful Way	HAMMOND PARK		WA
No			Single dwelling	01/09/2023	02/12/2023	No	126		Grateful Way	HAMMOND PARK	6164	WA
No	Row 4: Commencement Date (Expected) invalid date - 1/13/2023		Car port		02/12/2023	No	127		Grateful Way	HAMMOND PARK	6164	WA

- If there are no errors in the submission, all the rows will appear highlighted in green.

Bulk Upload Details Edited Valid Warning In-valid

Is Updated	Comments	Builders Registration Number	Description of Works	Commencement Date Expected	Completion Date Expected	Multi Location	Lot Number	House Number	Street Name	Suburb	Postcode	State	Priority
No			Bulk upload test 1	02/12/2021	02/12/2022	No	12		Armadale Circle	HAMMOND PARK	6164	WA	BP
No			Bulk upload test 2	02/12/2021	02/12/2022	No	13		Armadale Circle	HAMMOND PARK	6164	WA	BP
No			Bulk upload test 3	02/12/2021	02/12/2022	No	14		Armadale Circle	HAMMOND PARK	6164	WA	BP

11) Make the necessary amendments to fix the record.

- The example below shows an invalid date of 1/13/2023 was submitted. This is corrected to 1/12/2023.

Edit Bulk Upload Details - Invalid

Info

Comments

Row 4: Commencement Date (Expected) invalid date - 1/13/2023

Project

Builders Registration Number	Commencement Date Expected *
<input type="text"/>	<input type="text" value="01/12/2023"/>
Project No *	Completion Date Expected *
<input type="text" value="BP23/28"/>	<input type="text" value="30/12/2023"/>

12) After amending the necessary fields, click on the “Update” button.

Street Name	Suburb
<input type="text" value="Armadale Circle"/>	<input type="text" value="HAMMOND PARK"/>
Postcode	State
<input type="text" value="6164"/>	<input type="text" value="WA"/>

Update

13) Updated rows will be highlighted in white.

Bulk Upload Details Edited Valid Warning In-valid

Is Updated	Comments	Builders Registration Number	Description of Works	Commencement Date Expected	Completion Date Expected	Multi Location	Lot Number	House Number	Street Name	Suburb	Postcode	State
No			Shed	01/09/2023	02/12/2023	No	125		Grateful Way	HAMMOND PARK		WA
No			Single dwelling	01/09/2023	02/12/2023	No	126		Grateful Way	HAMMOND PARK	6164	WA
Yes	Row 4: Commencement Date (Expected) invalid date - 1/13/2023		Car port	01/12/2023	30/12/2023	No	127		Grateful Way	HAMMOND PARK	6164	WA

14) Continue amending the submission using steps 9 to 12 until all the errors are addressed.

- You can also use steps 9 – 12 to amend valid rows.

Edit Bulk Upload Details - Valid ✕

Project

Builders Registration Number	Commencement Date Expected *
<input type="text"/>	<input type="text" value="02/12/2021"/>
Project No *	Completion Date Expected *
<input type="text" value="BP23/123"/>	<input type="text" value="02/12/2022"/>
Project Title *	Value of Works
<input type="text" value="Armadale Circle"/>	\$ <input type="text" value="100000.00"/>

- If you would like to delete a row, click on the “Trash” icon beside that row.

Bulk Upload Details Edited Valid Warning In-valid

House Number	Street Name	Suburb	Postcode	State	Project No	Project Title	Value of Works	Main BCA Class	Issuing Authority	Levy Sector	Status Reason	Actions
Armadale Circle	HAMMOND PARK	6164	WA	BP23/123	Armadale Circle	\$100,000.00	City of Armadale	Resources	Valid			
Armadale Circle	HAMMOND PARK	6164	WA	BP23/123	Armadale Circle	\$100,000.00	City of Armadale	Resources	Valid			
Armadale Circle	HAMMOND PARK	6164	WA	BP23/123	Armadale Circle	\$100,000.00	City of Armadale	Resources	Valid			

15) SUBMIT THE UPLOAD: Click on “Submit for Process” to submit the bulk upload.

Info

Submitted Date

Last Updated

File Name

Submit for Process

16) The bulk upload will be submitted for processing.

- You can view details of the submission by clicking on the bulk upload record.

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Submitted	Total record(s): 3, Processed record(s): 3 ERROR: Row(s) contains error (4)	27/09/2023 10:58 AM	
CTF-LBU-0000001010	Bulk Levy Upload GOV Template.csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 1:28 PM	🗑

17) Once the bulk upload is processed, the bulk upload status reason will change to “Completed”.

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Completed	Total record(s): 3, Failed record(s): 0 Processed record(s): 3	27/09/2023 10:58 AM	
CTF-LBU-0000001010	Bulk Levy Upload GOV Template.csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 1:28 PM	🗑

18) PAY THE LEVY: Click on the \$ icon to go to the payment screen.

- Local Governments:** The CTF levy team will send the payment request / invoice to you. Please do not pay the levy via the CTF Portal.
- When the payment request / invoice is ready, the \$ icon will appear under the Actions.
If the \$ figure does not appear, please wait 5 minutes and refresh the page by pressing CTRL+F5 on the keyboard.

Name	Portal User	File Name	Status Reason	Comments	Modified On	Actions
CTF-ARIES-29112023-0001067	Ali Asghari	Bulk Levy Upload Template no error 2023 09 27.csv	Completed	Total record(s): 4, Failed record(s): 0 Processed record(s): 4	29/11/2023 11:56 AM	\$

19) Follow steps 5 to 7 on the [Pay for a single levy submission](#) section on page 8 to make payment.

- Only one levy payment is required as the payment for all levy submissions made via the bulk upload is grouped into one.

Pay a levy by instalments

Payment of the levy by instalment may be granted where the estimated construction cost is above \$500m. More information about instalment payments can be found on the CTF website.

Please contact our Levy Team to arrange for instalment payments.

Need help?

Troubleshooting tips

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 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 on the [bulk levy upload](#) section on page 27 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?

If you have *not* paid the levy, follow the instruction in the [Edit a levy submission](#) section on page 11.

You *cannot* update any details after you have paid the levy.

To make any changes to paid levy submissions, 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 accidentally registered the same construction work/project twice. How do I remove the duplicate work/project?

If you have *not* paid for the levy submission, follow the instruction in the [Edit a levy submission](#) section on page 11.

You cannot delete paid levy submissions / construction works. Please follow the instructions in the [refunds](#) section in page 17.

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 are issued immediately and may be used as proof of payment for building permit applications together with the levy payment request / invoice.

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

Please follow the instructions in the [refunds](#) section in page 17 to request for a refund.

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