GOVERNMENT OF WESTERN AUSTRALIA

CTF

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 $20,000.00.

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:

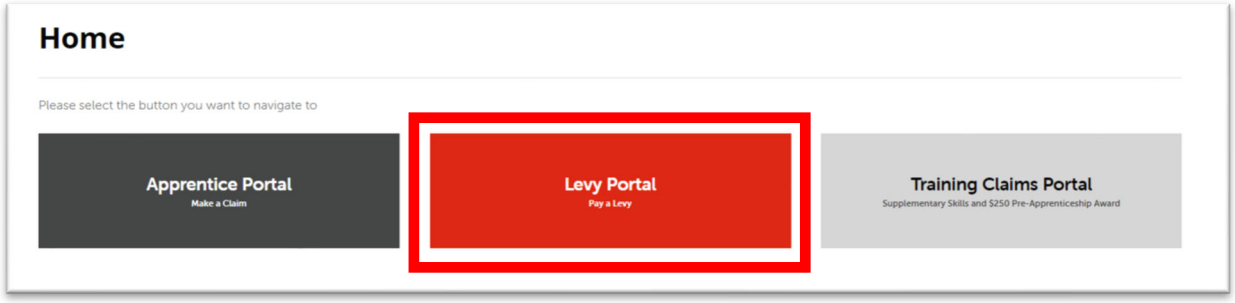
- **User name** (the email registered)
- **Password** (your password for the account)
- **Access to your email** (used to verify a code that will be sent to your registered email address)

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.

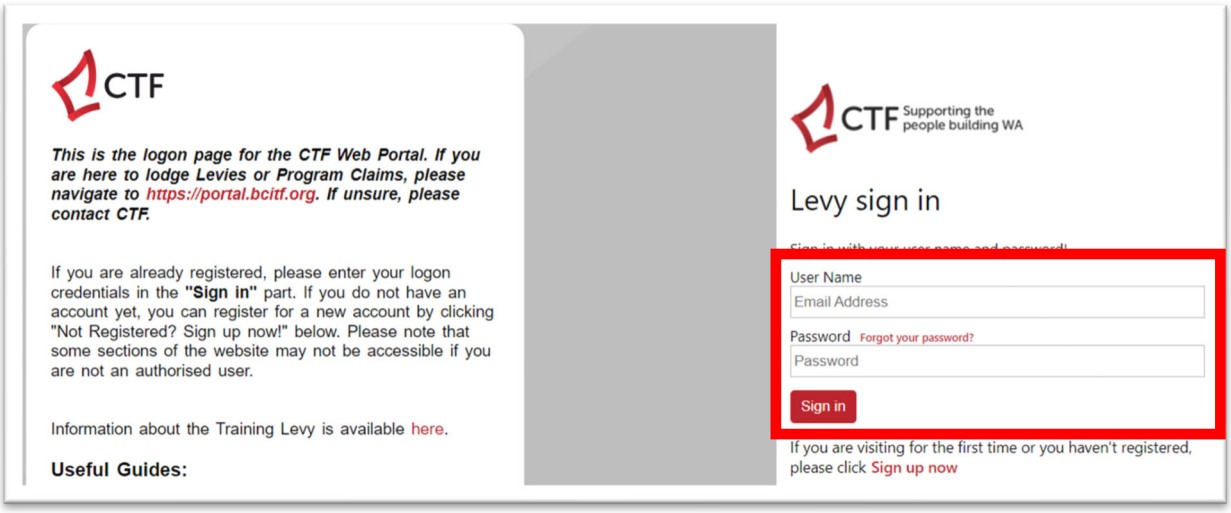


3) Click on the Levy Portal

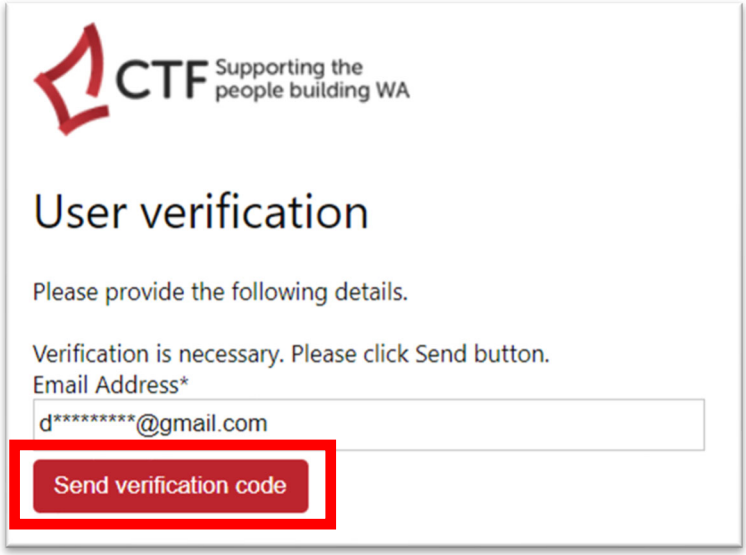


4) Login to the Levy Portal

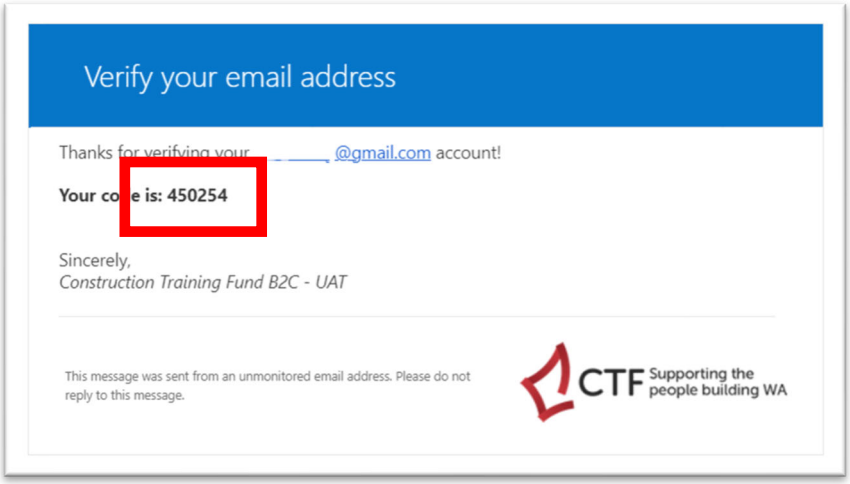
- Enter your user name and password
- Click the "Sign in" button



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.**

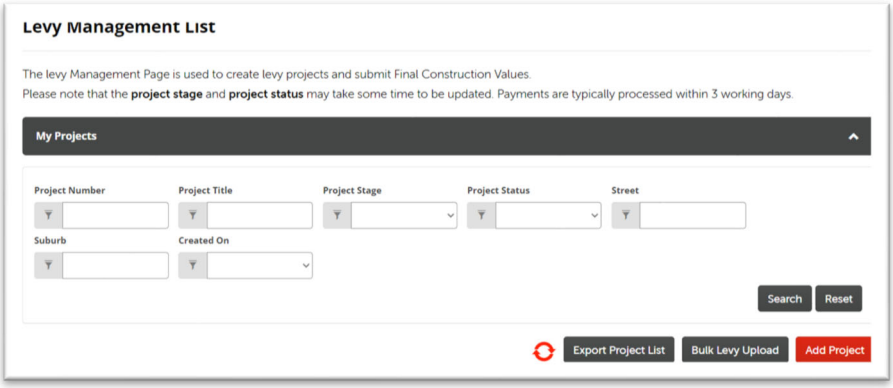


7) **Enter the verification code and click on the "Verify code" button.**



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.

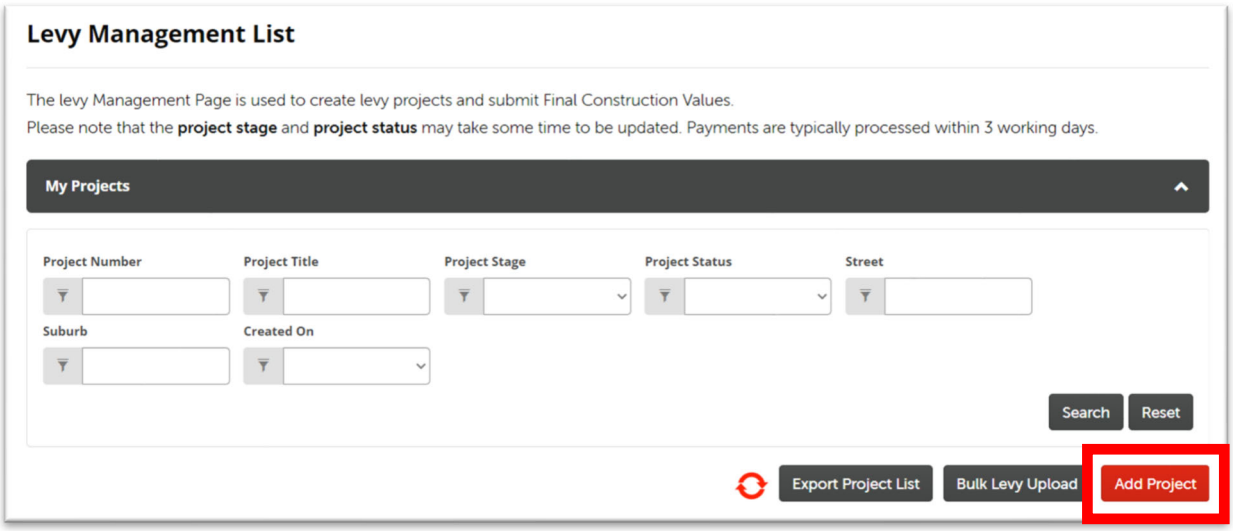
If you would like to register multiple levy submissions at one time, please refer to the Pay for multiple construction works section on page **27**.

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

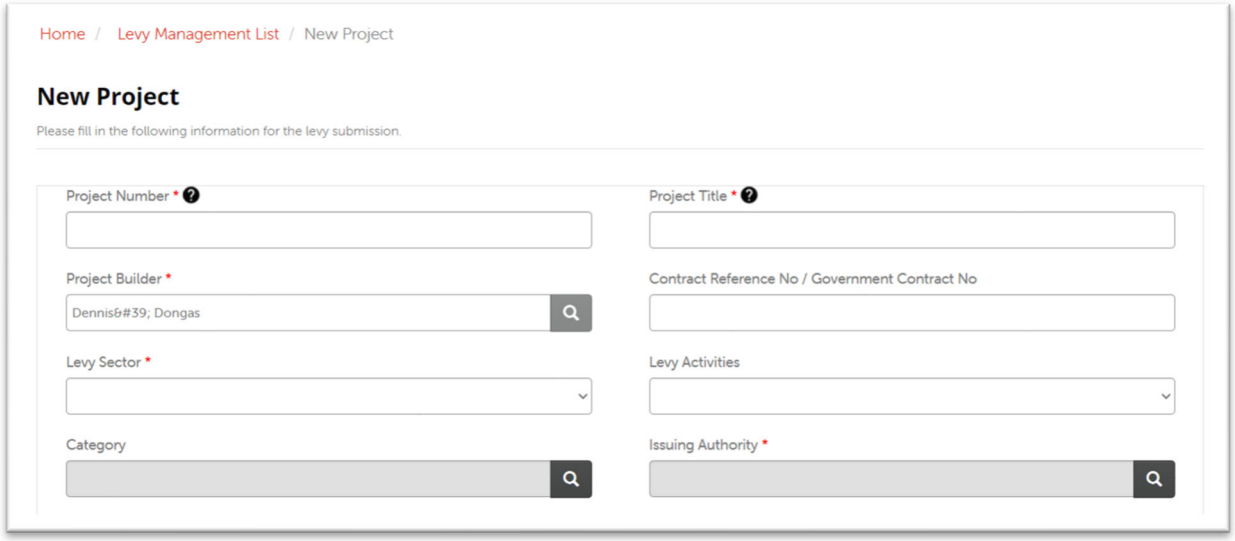
This includes:

- **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

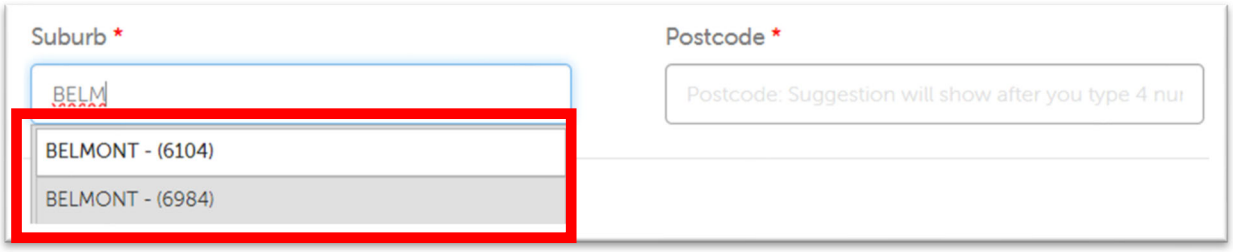
2) Click on the "Add project" button



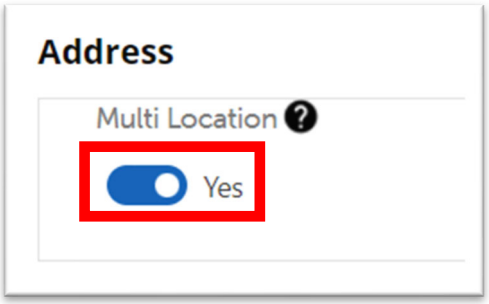
3) Fill in the details of the levy payment on the online levy form.



- 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.

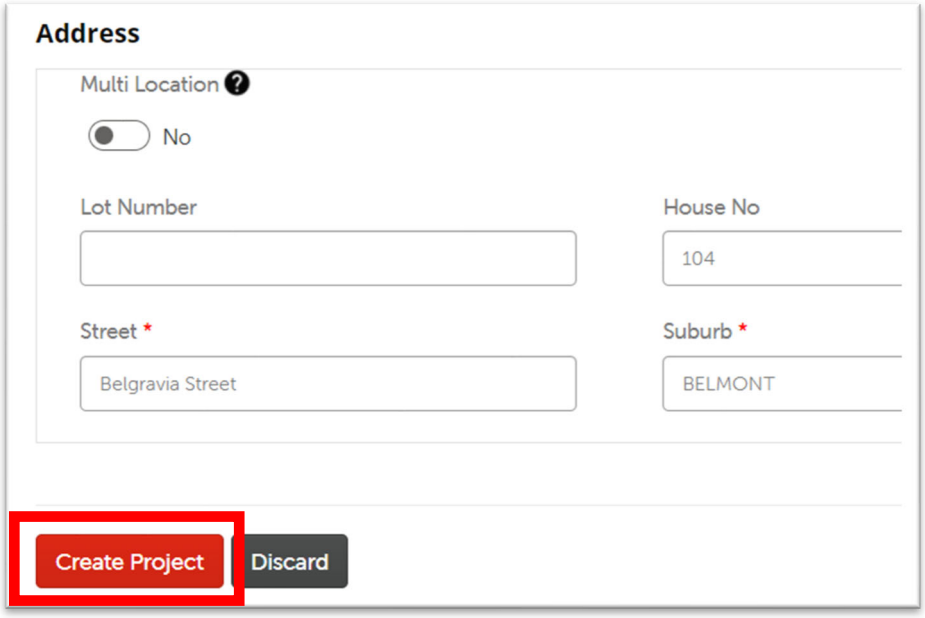


- If the construction work will be undertaken at multiple locations, please select the "Multi Location" switch to "Yes".



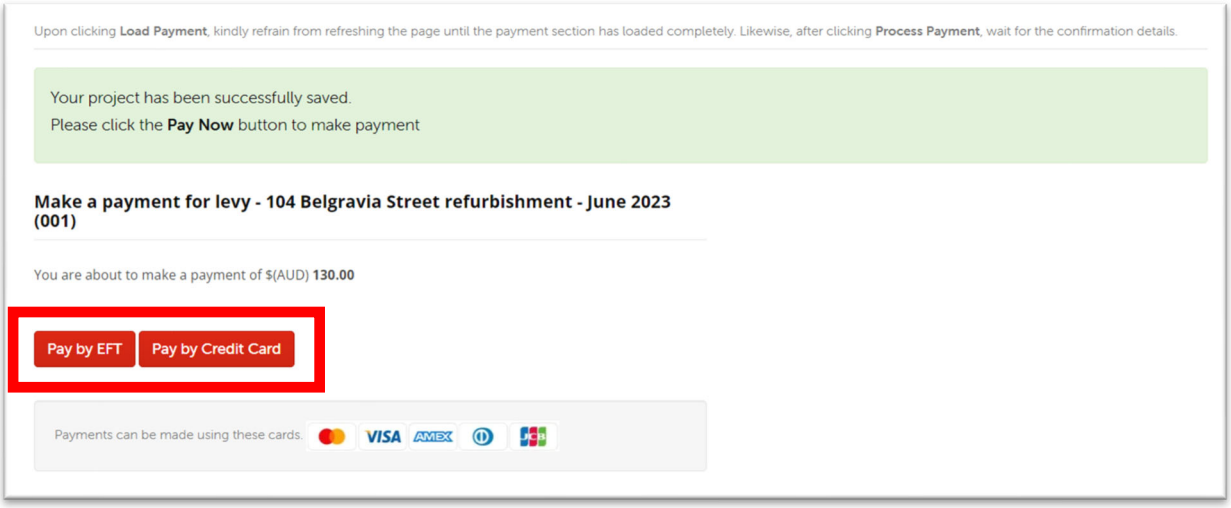
- Ensure that the address is correct as this will be on the Levy Payment Receipt.

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

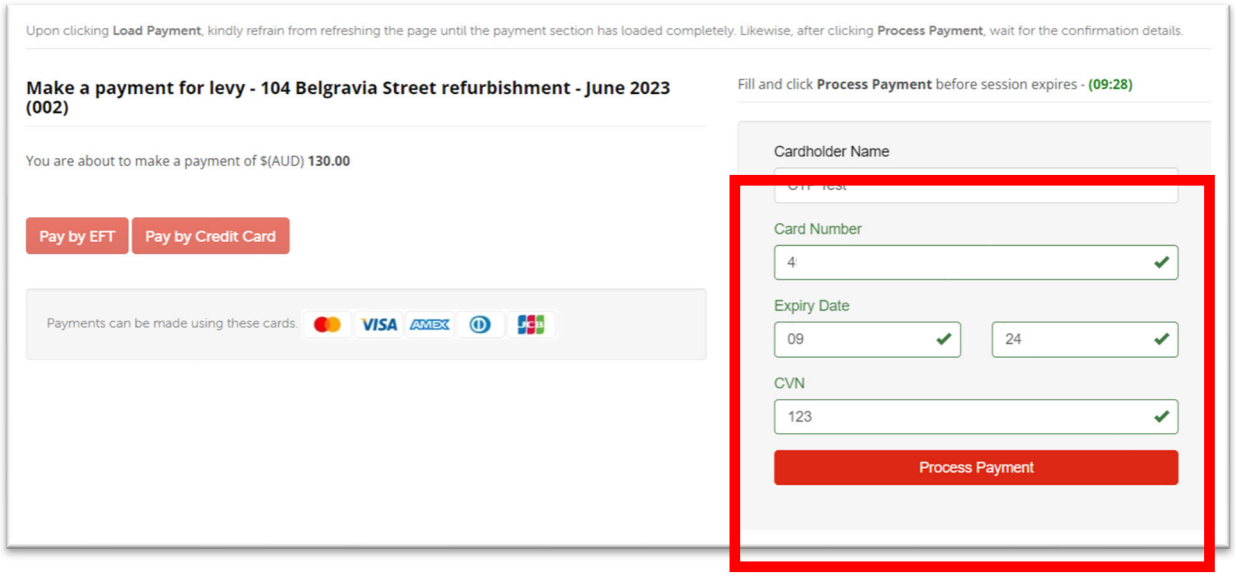


5) Select the option to pay via Credit Card or Electronic Fund Transfer

- The levy amount will be displayed.
- Credit card payments incur a 1.1% surcharge which is not refundable.



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

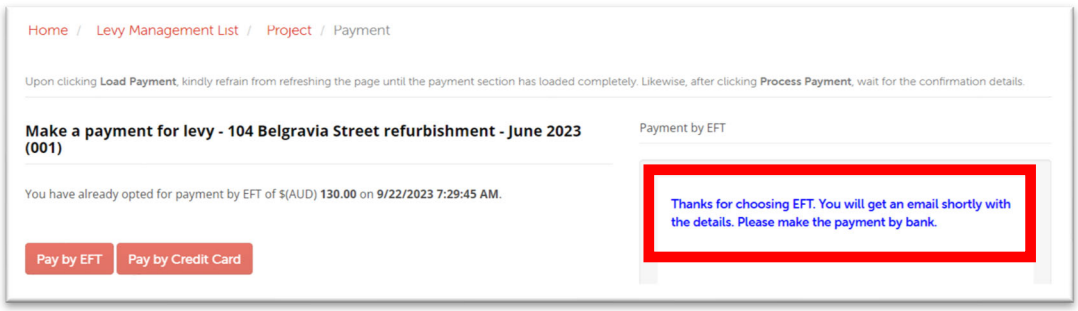


- The credit card payment session is open for 10 minutes. If you do not make payment within 10 minutes, please click on the "Pay by Credit Card" button again to refresh the session.
- Upon successful Credit Card payment, you will receive a reference number on screen, a levy payment request / invoice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

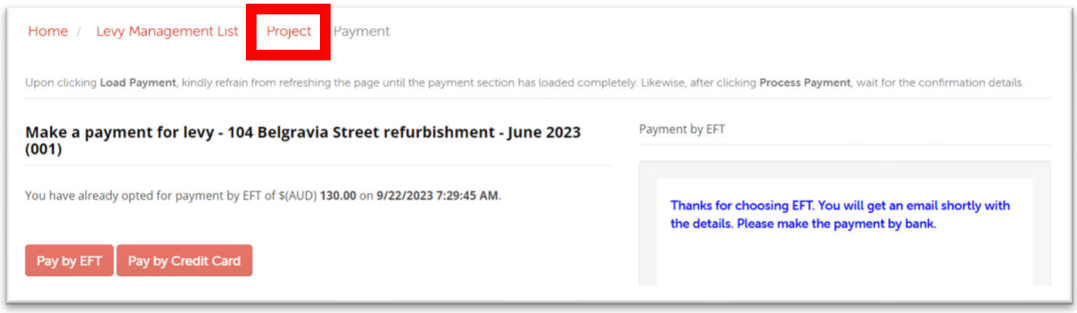


7) If you are paying by Electronic Funds Transfer (EFT), you will receive payment details in your email address.

- 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.

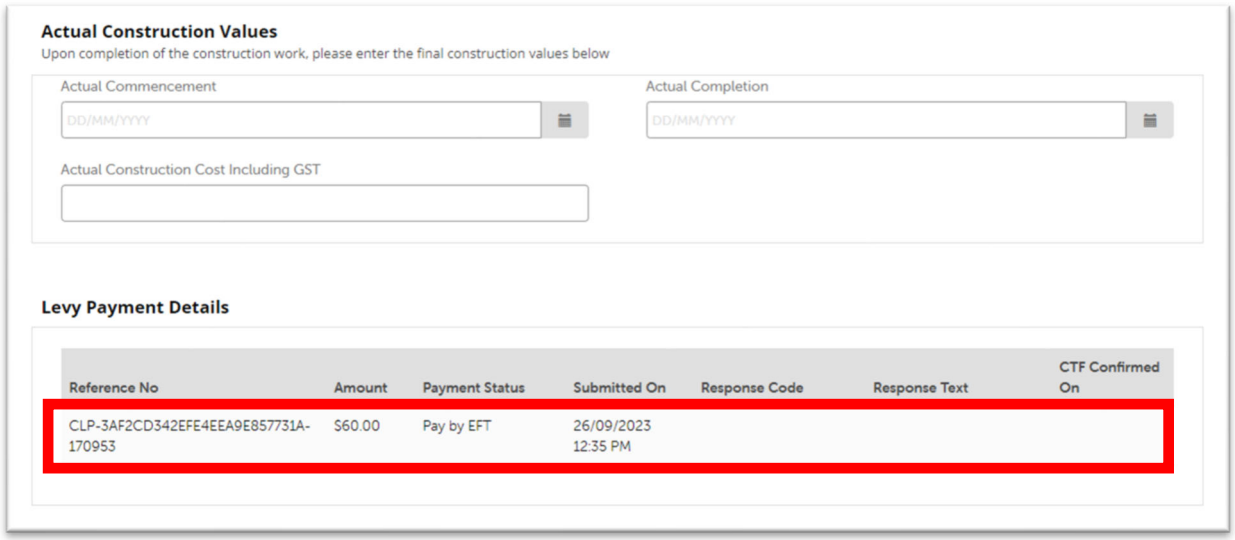


8) Click on the Project bread crumb and scroll to the bottom of the page to view the payment details:



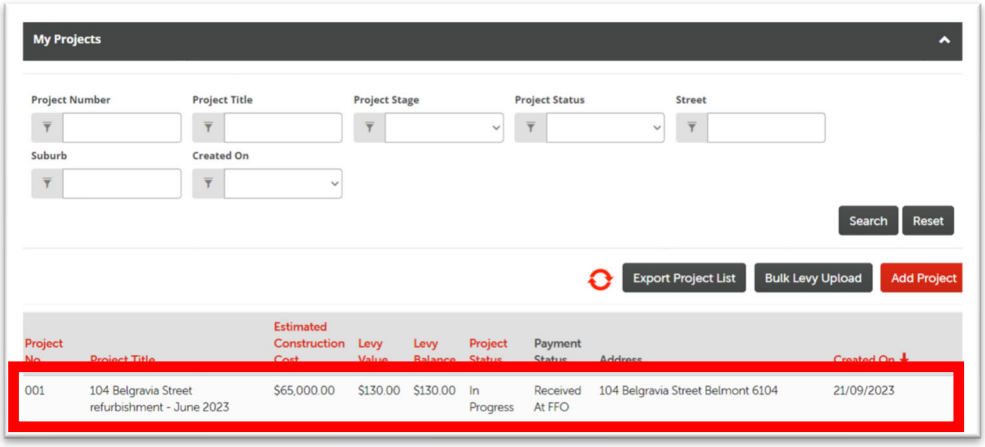
- Your selected payment method details will be shown.

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



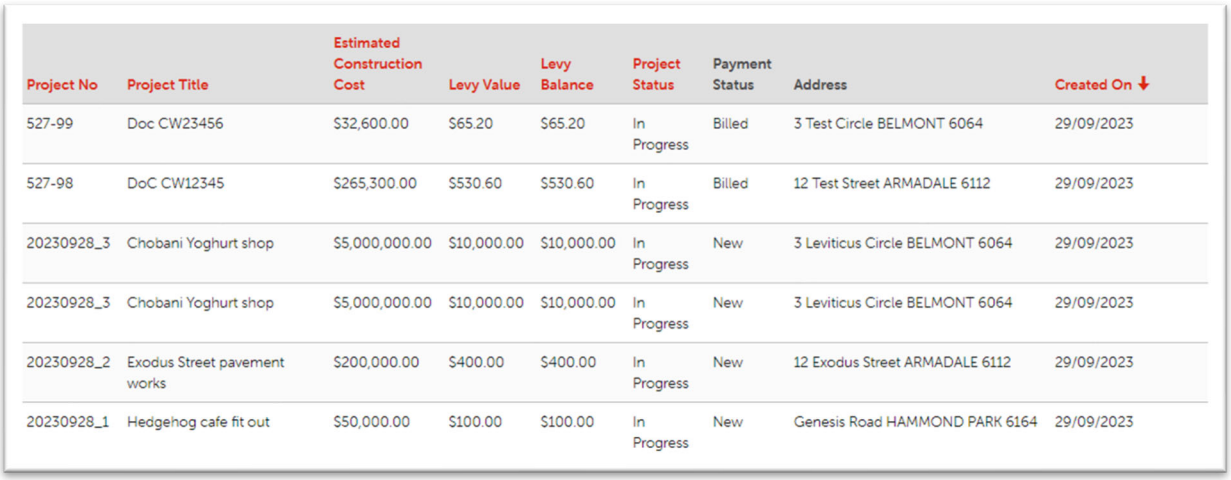
9) Your levy submission and payment will be visible on the levy management page.

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



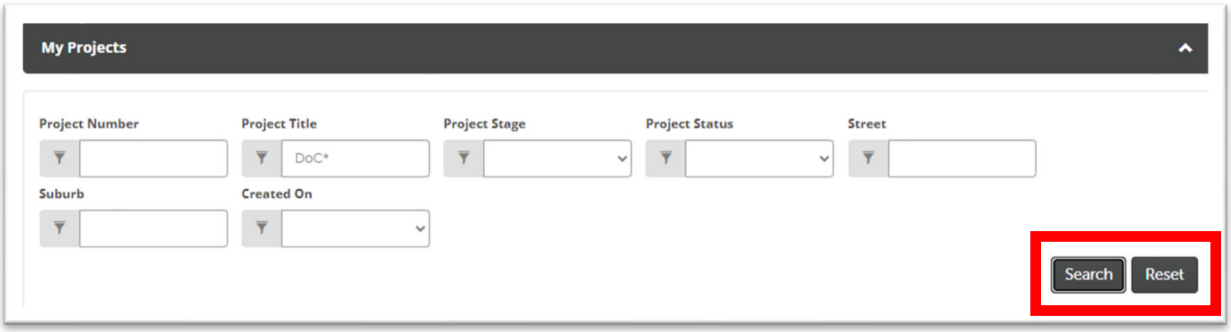
View levy submission/s

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.

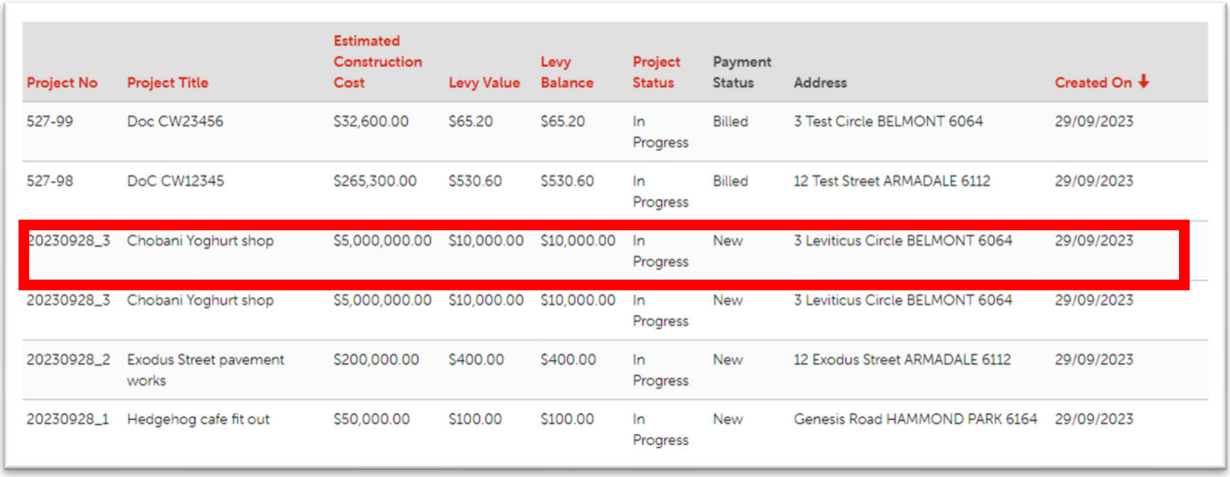


- There may be multiple pages of levy submissions. Use the buttons to look through each page of levy submissions.



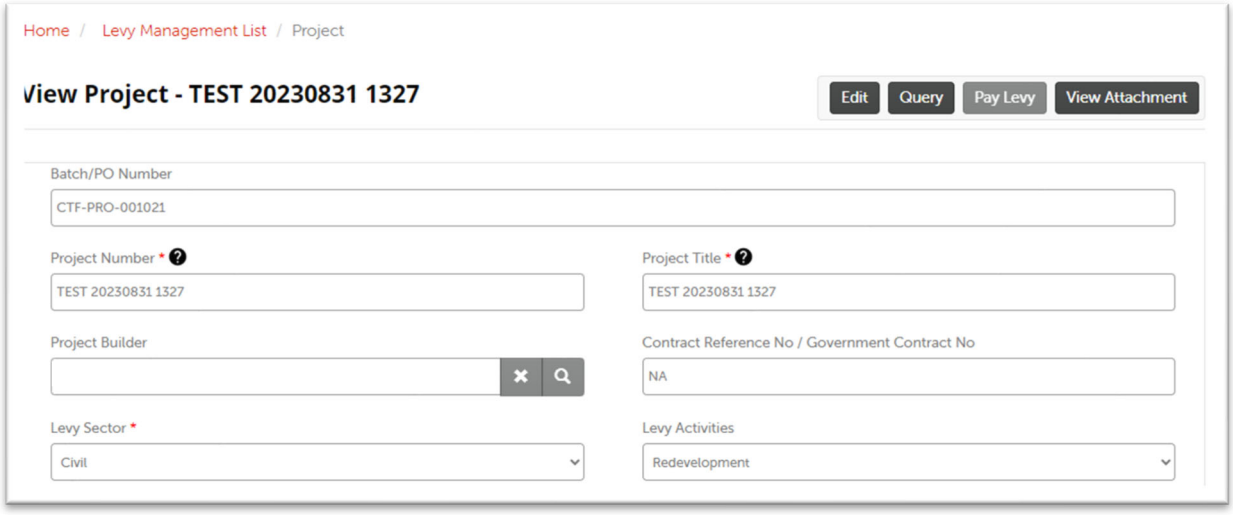
- The payment status tells you if there is an outstanding payment on a levy submission.
  - A levy submission with **New** payment status requires payment.
  - A levy submission with **Billed** payment status could mean one of two things: (1) you have requested to make payment via EFT and the payment 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.

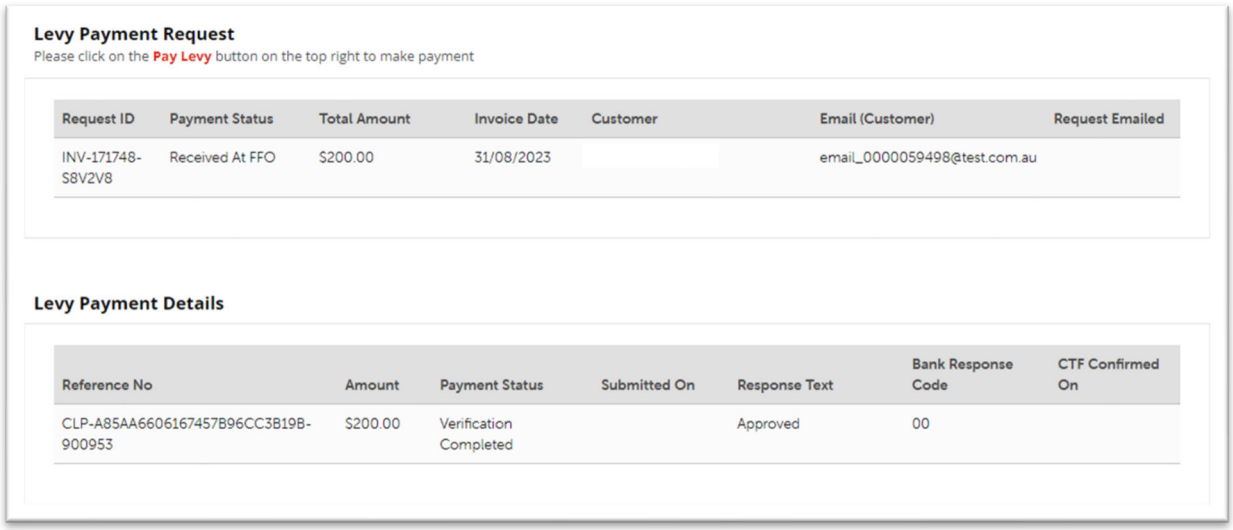


Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
527-99	Doc CW23456	$32,600.00	$65.20	$65.20	In Progress	Billed	3 Test Circle BELMONT 6064	29/09/2023
527-98	DoC CW12345	$265,300.00	$530.60	$530.60	In Progress	Billed	12 Test 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

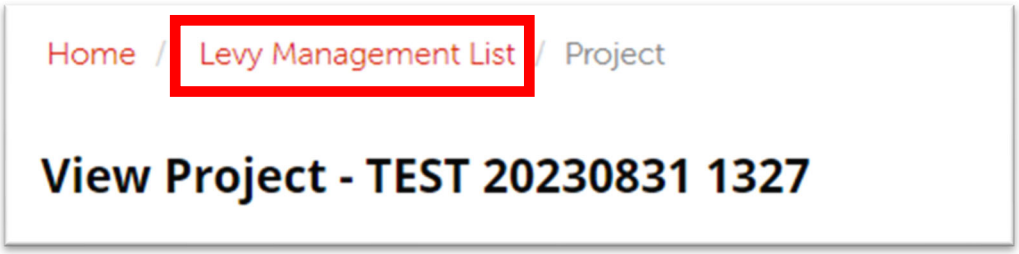
3) View the details of the levy submission



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



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



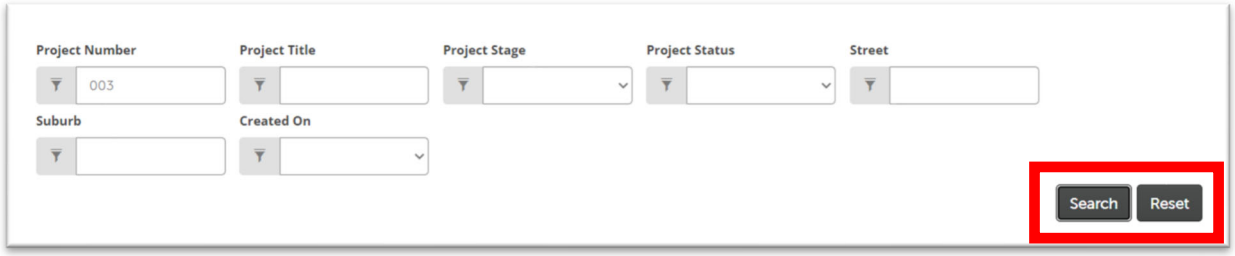
Edit a levy submission

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

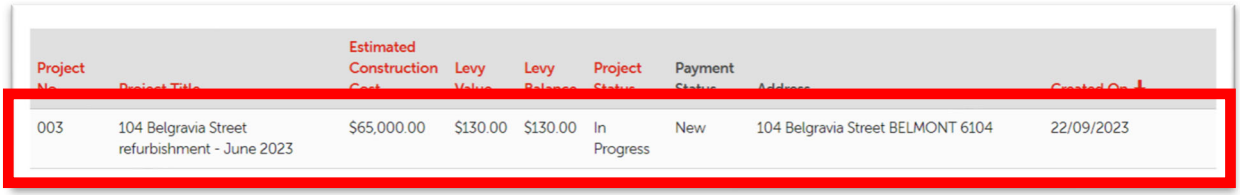
- Most details of a levy submission cannot be edited if the levy payment request / invoice has been sent to you or if you've already made payment. The payment status must be "New".
- The Project Number cannot be updated.
- If you require a refund for a cancelled project, please go to Requesting for a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

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

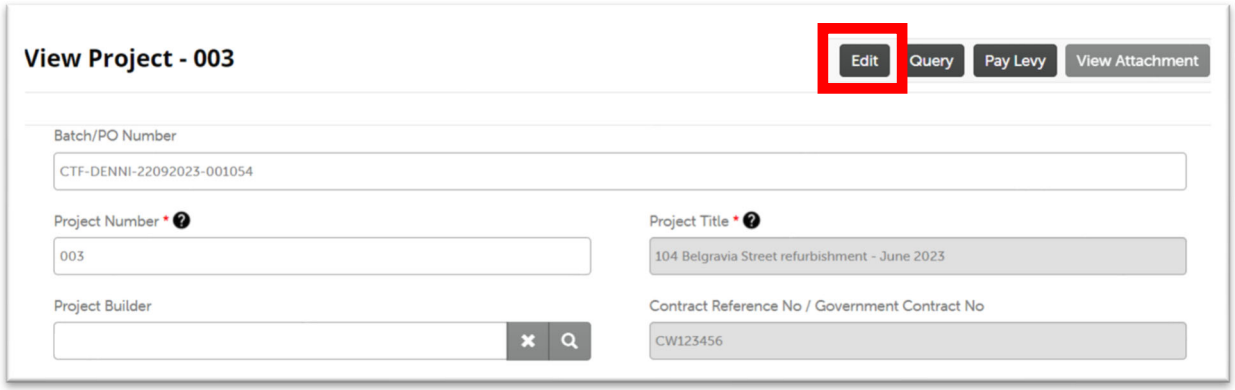
- You may use the filters to search for the levy submission.



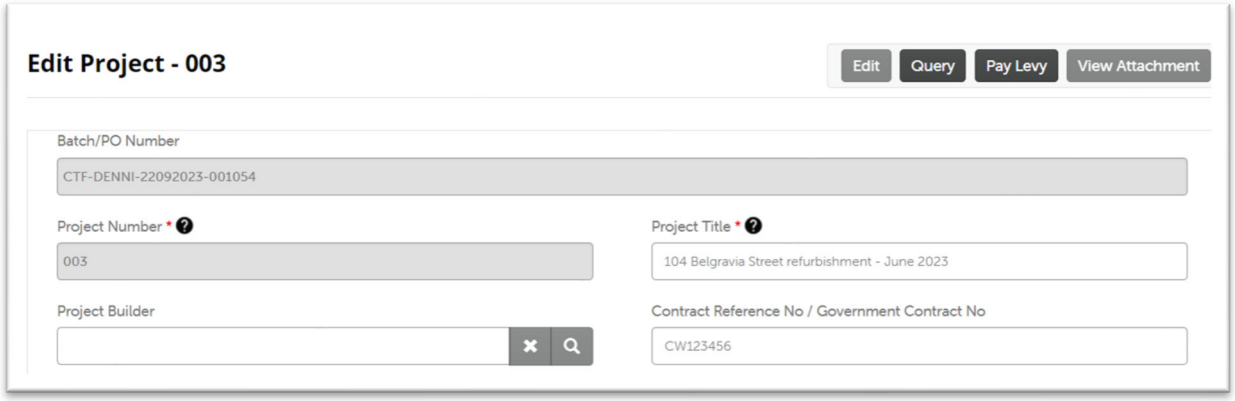
- Click on the levy submission to view its details.



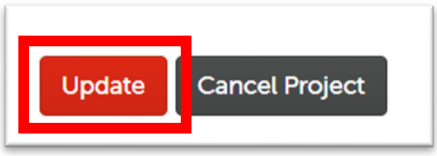
3) Click on the "Edit" button to edit the levy submission.



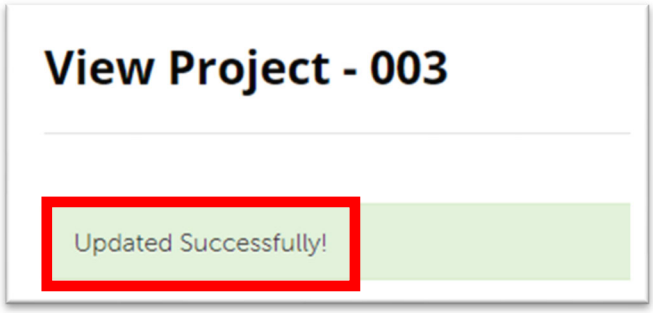
4) **Edit details of the levy submission as required.**



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.**



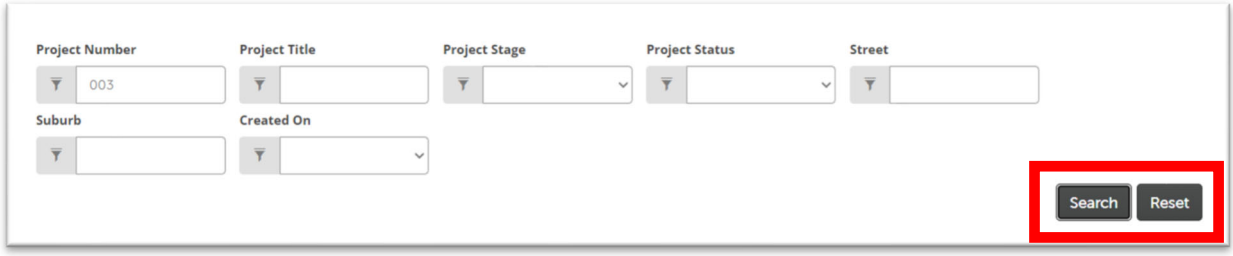
Cancel a levy submission

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

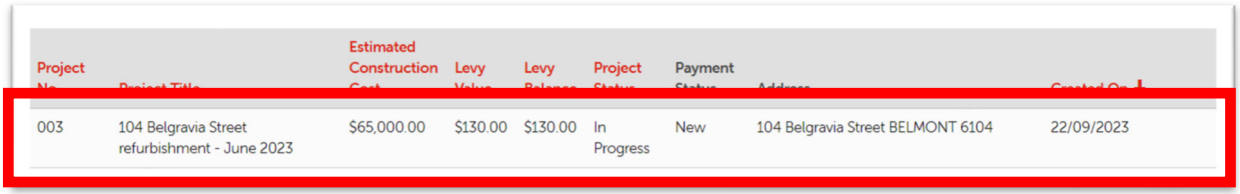
- A levy submission cannot be cancelled if the levy payment request / invoice has been sent to you or if you've already made payment. The payment status must be "New".
- If you require a refund for a cancelled project, please go to Requesting for a refund for cancelled construction work section on page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

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

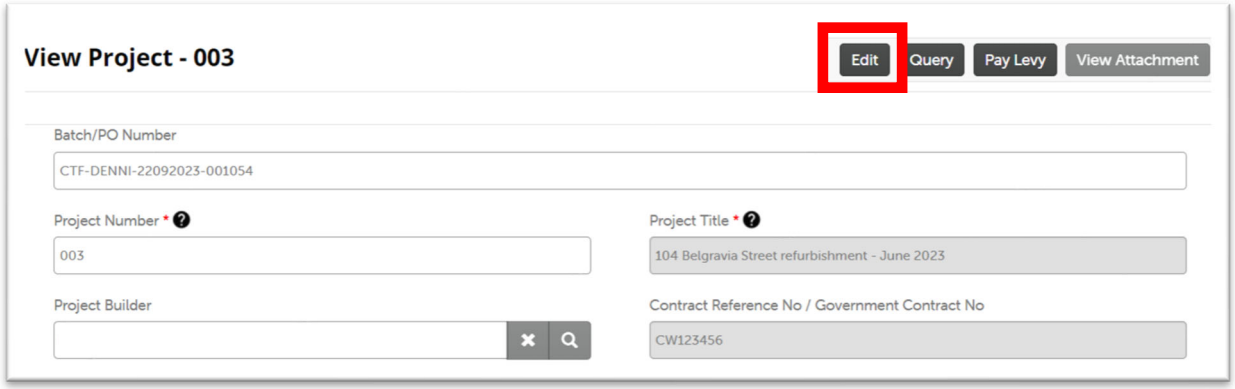
- You may use the filters to search for the levy submission.



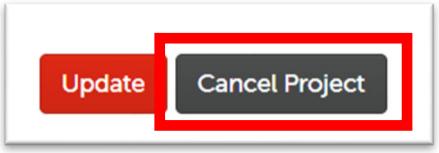
- Click on the levy submission to view its details.



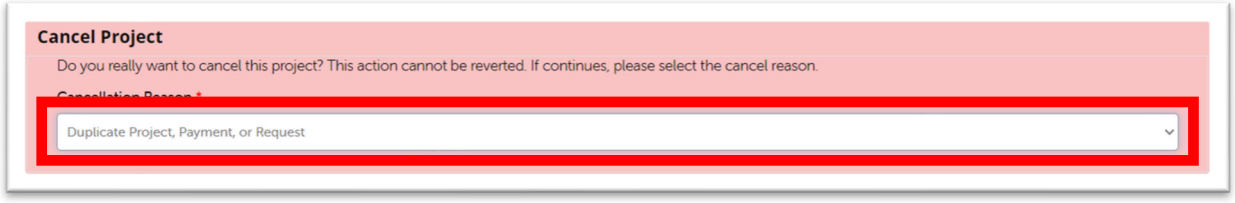
3) Click on the "Edit" button to edit the levy submission.



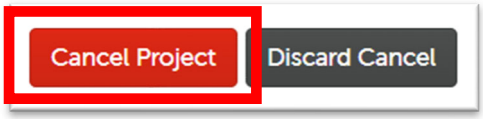
4) Scroll to the bottom and click on "Cancel Project".



5) Select the cancellation reason from the dropdown box.

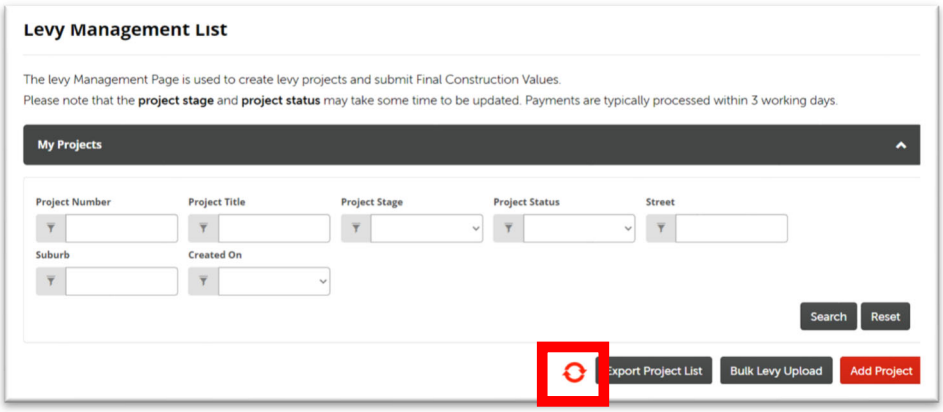


6) Click on "Cancel Project" to complete the cancellation process.



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.

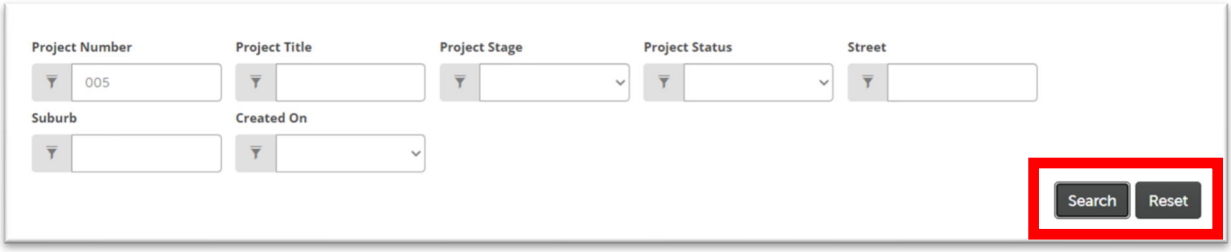
- Levy can be refunded where the construction work is not being undertaken by another construction work e.g., a BA19 change of builder has not been processed.
- You will need evidence of construction work cancellation.

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

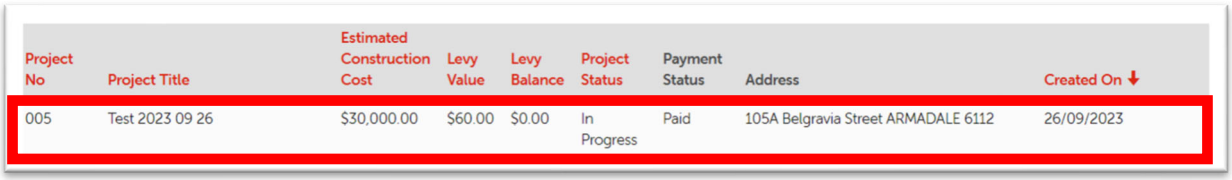
  If you have not applied for a building permit or a building permit is not required, please provide a statutory declaration stating that the construction work has been cancelled. Please contact us if you require a template for the statutory declaration.
- A refund can be processed after the levy has been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

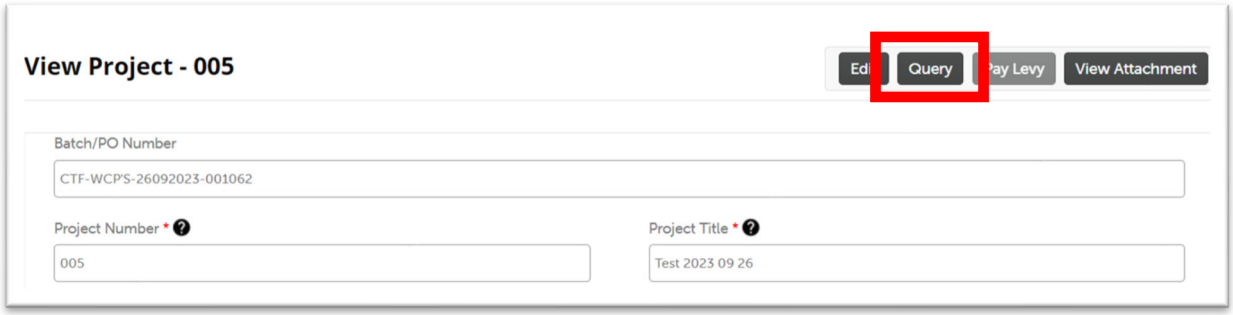
- You may use the filters to search for the levy submission.



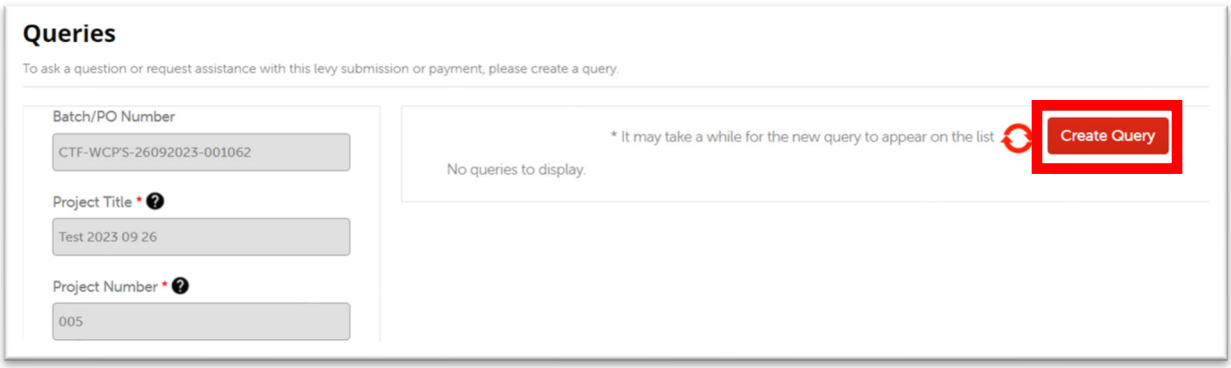
- Click on the levy submission to view its details.



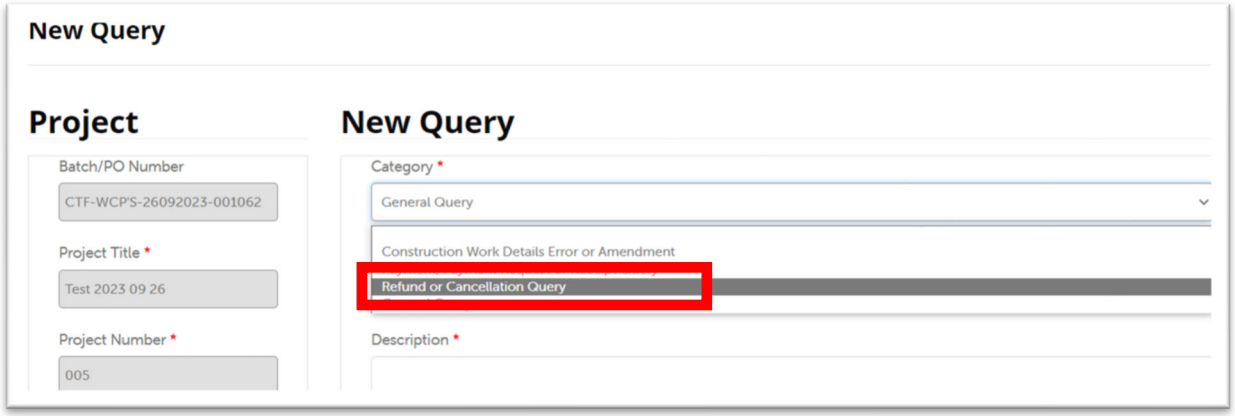
3) Click on the "Query" button.



4) Click on "Create Query" button.

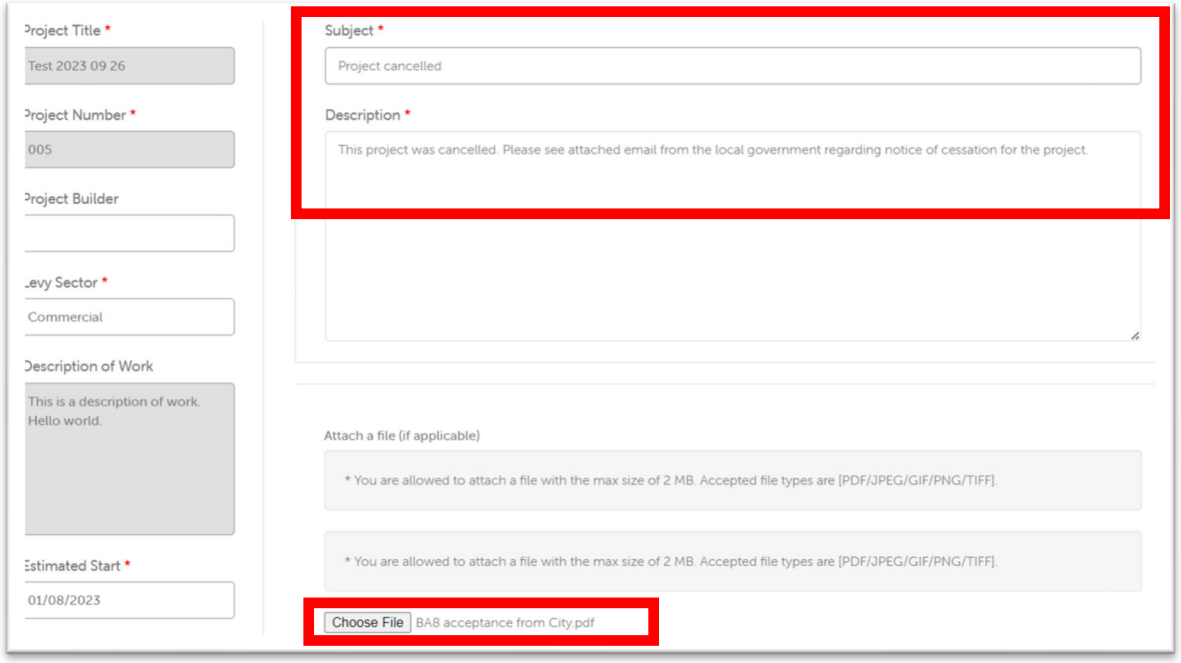


5) Select the “Refund or Cancellation Query” category.

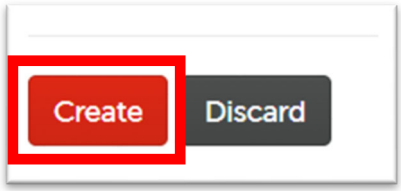


6) Fill in information about the query.

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

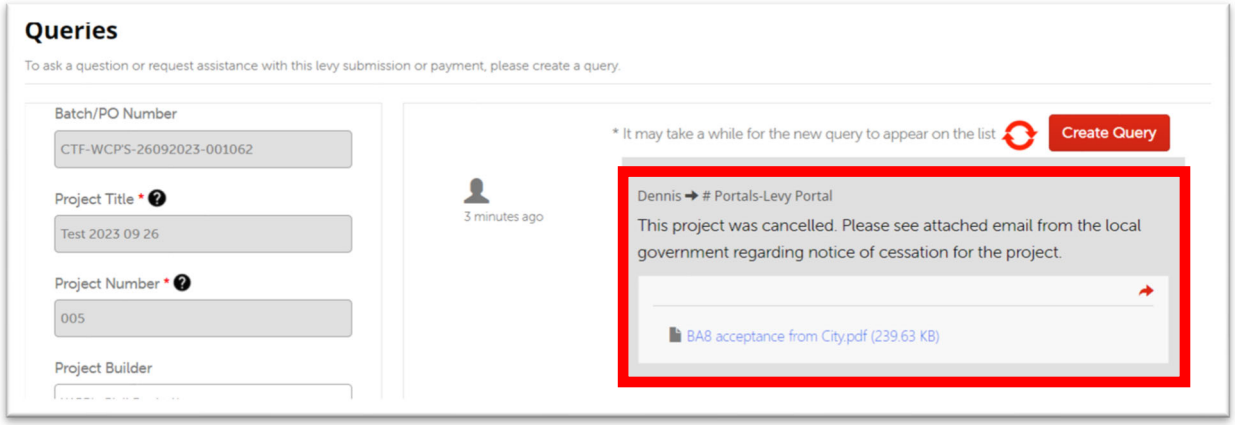


7) Click on the “Create" button.



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.



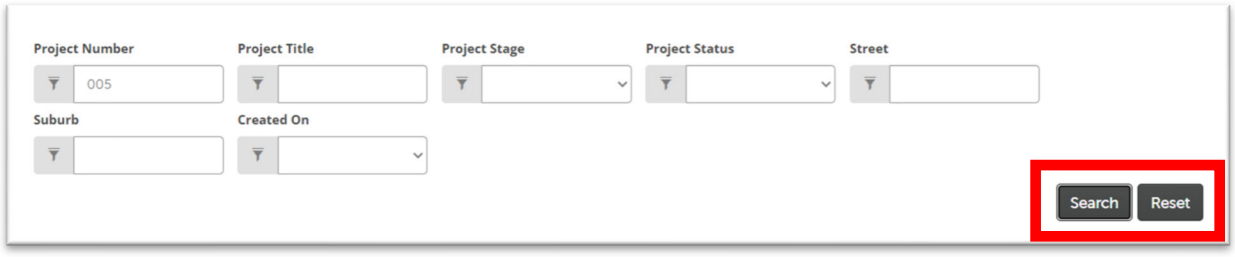
Report the final construction cost

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

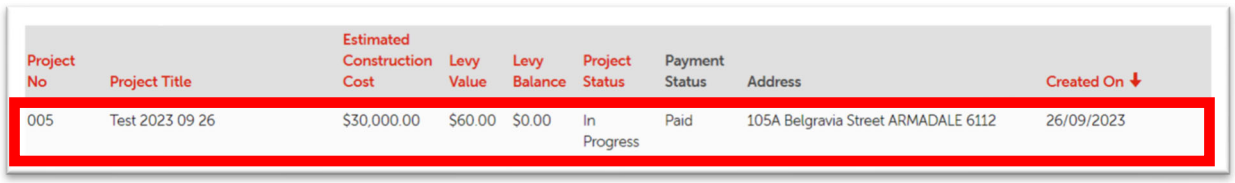
- After reporting the final construction values, you may be entitled to a refund or may be required to pay additional levy.
- If you are entitled to a refund, we may contact you via the queries function or email for further information.
- If you are required to pay additional levy, please make the payment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

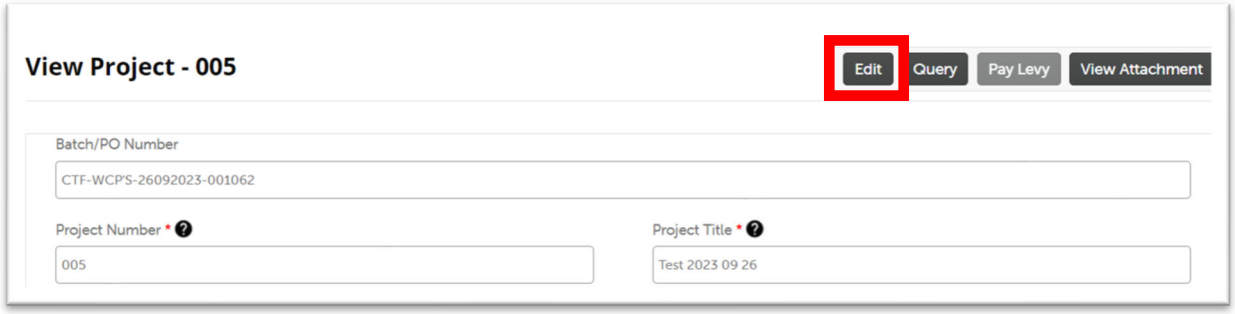


- Click on the levy submission to view its details.

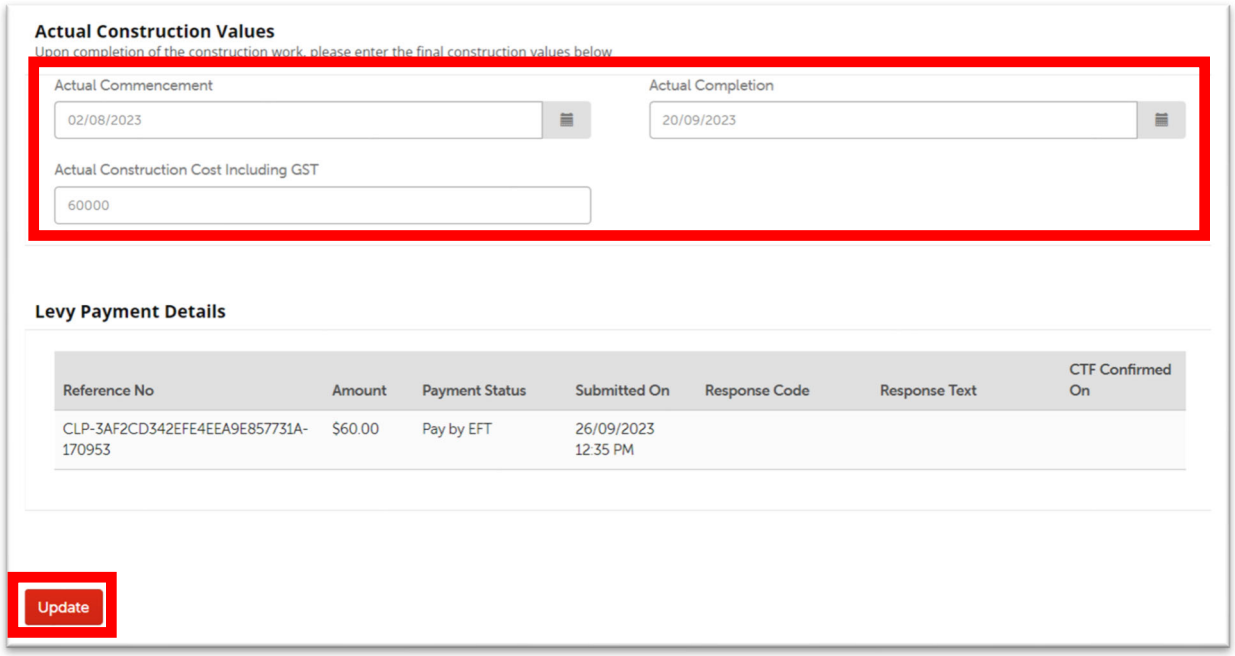


Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
005	Test 2023 09 26	$30,000.00	$60.00	$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023

3) **Click on the "Edit" button.**

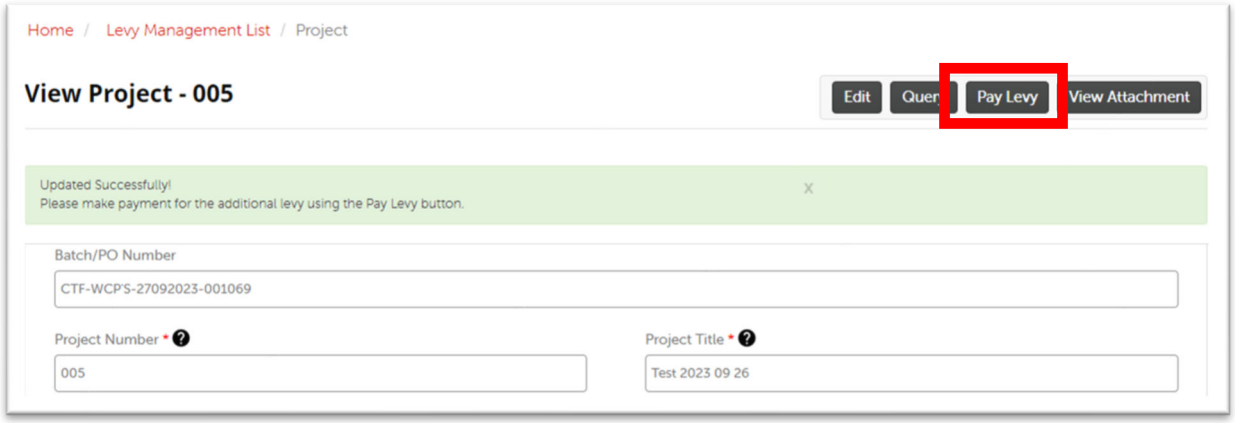


4) **Fill in the actual construction values and click on the "Update" button.**



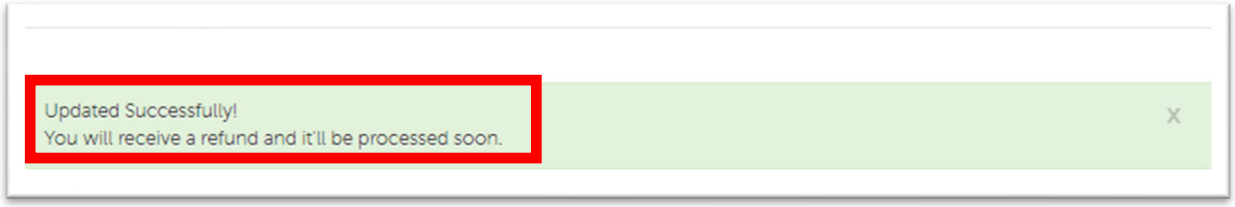
5) **If you have an additional levy payment, a message will display noting the additional levy.**

Please click on the "Pay "levy" button to proceed with payment.



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.



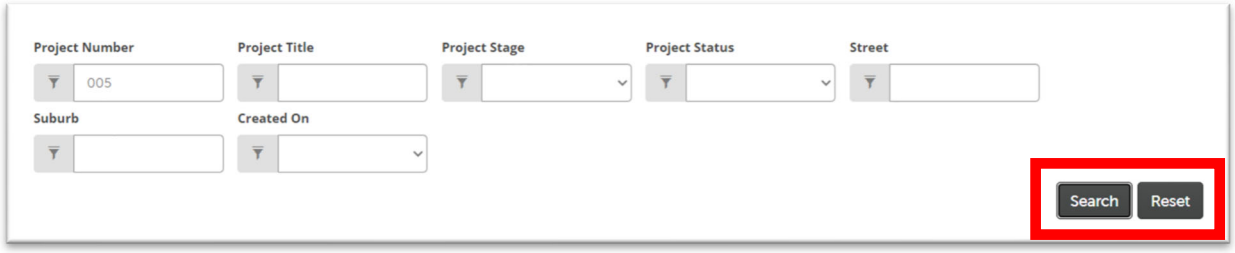
Download the levy payment request / invoice and levy receipt

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

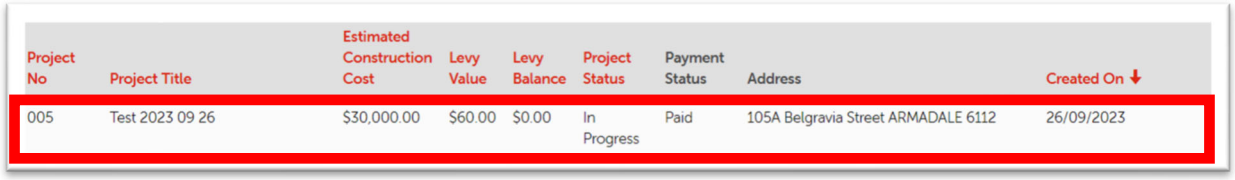
- The levy payment request / invoice is available for download 15 minutes after you've selected "Pay by EFT" or 15 minutes after you've successfully completed payment by credit card.
- The levy receipt is available for download after the levy payment has been verified by CTF's finance department. This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

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

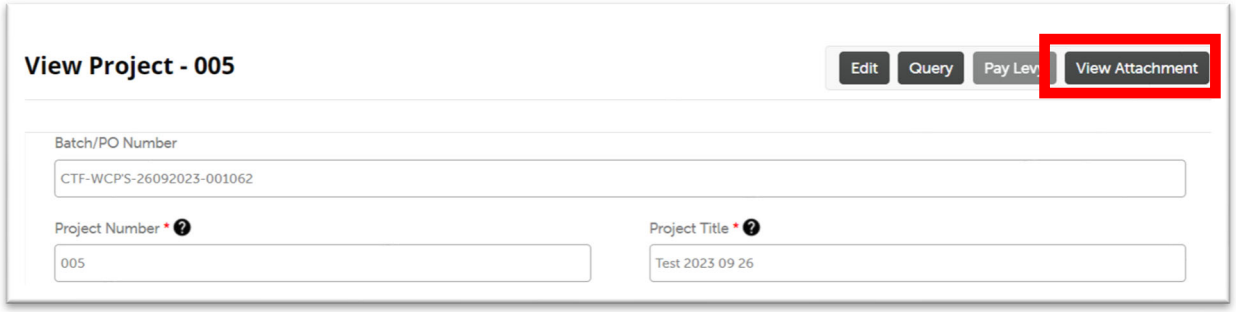
- You may use the filters to search for the levy submission.



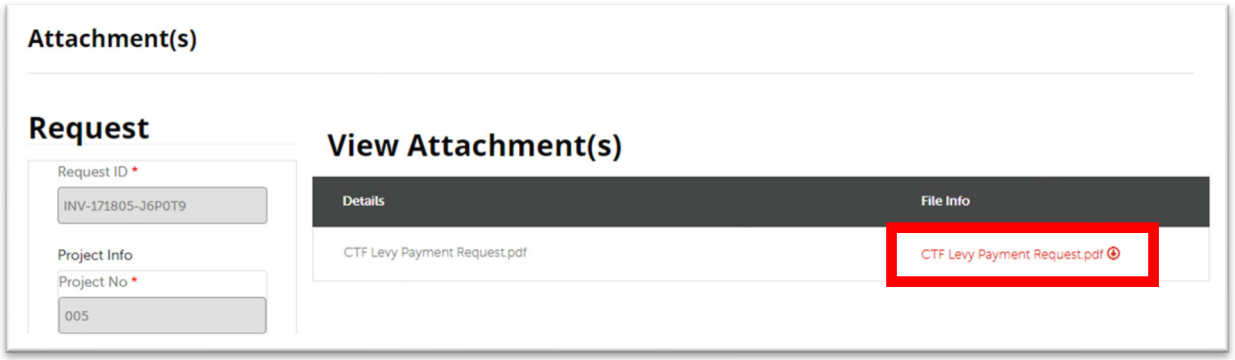
- Click on the levy submission to view its details.



3) Click on the "View attachment" button.



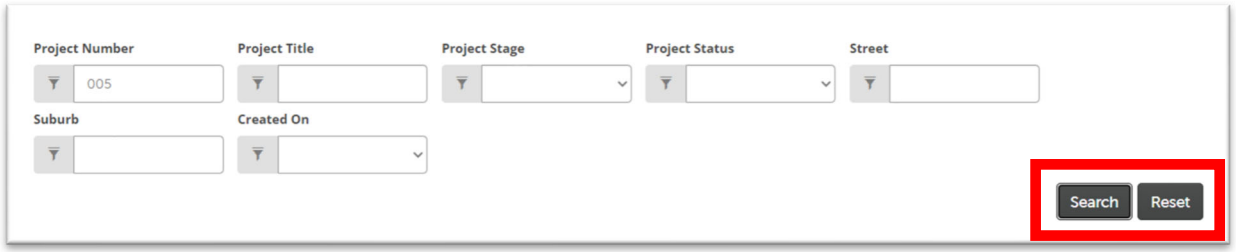
4) Click on the link under "File Info" to download the file.



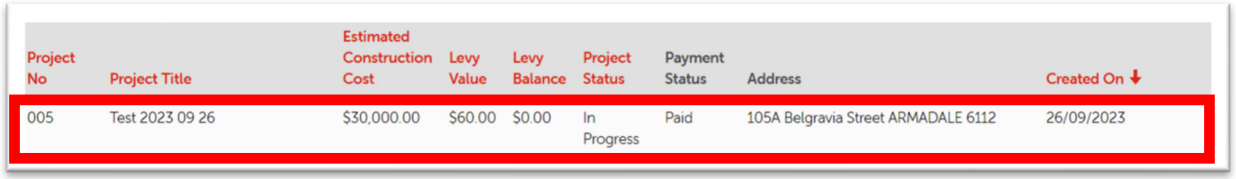
Asking a question about a levy submission

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

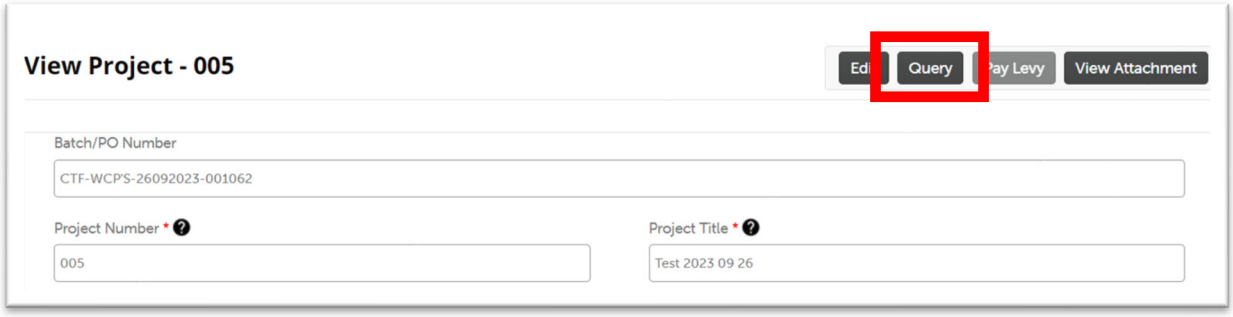
- You may use the filters to search for the levy submission.



- Click on the levy submission to view its details.



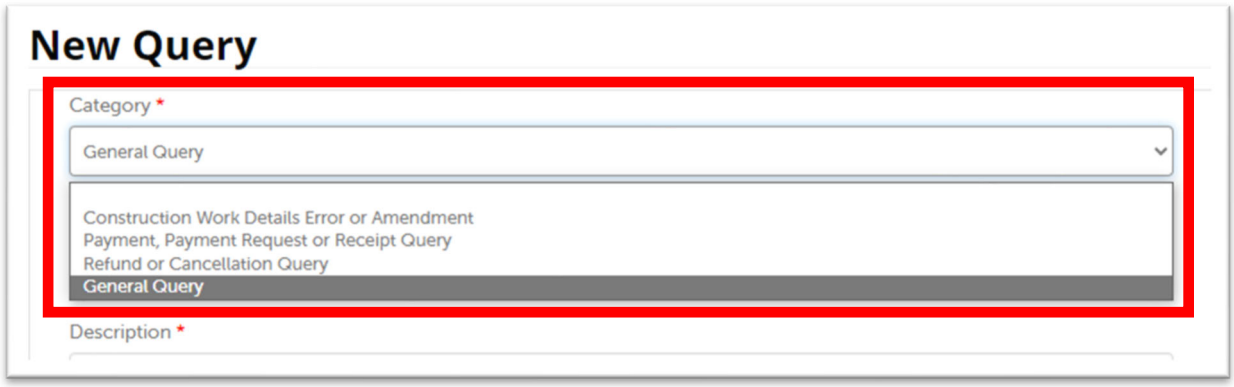
2) Click on the “Query” button.



3) Click on “Create Query” button.



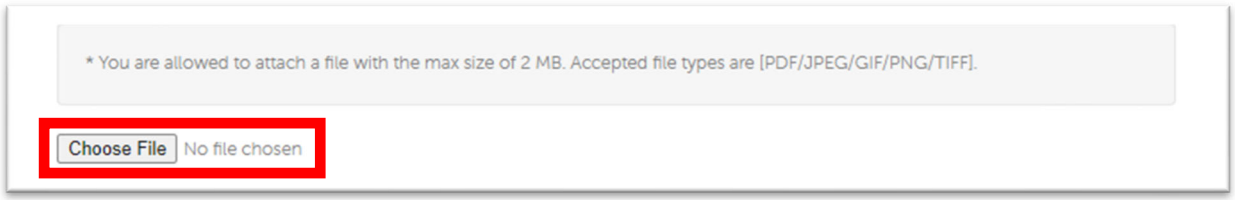
4) Select the relevant category.



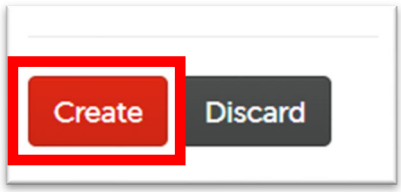
5) Fill in information about the query.

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

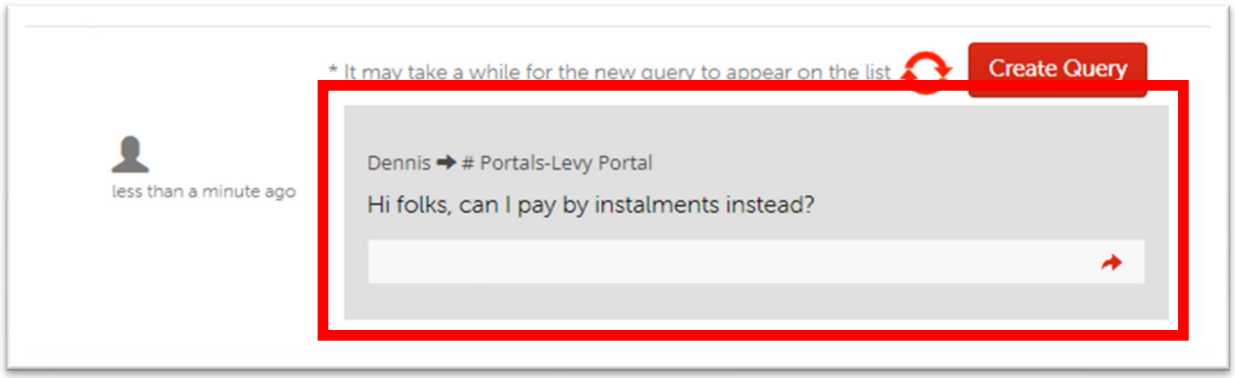




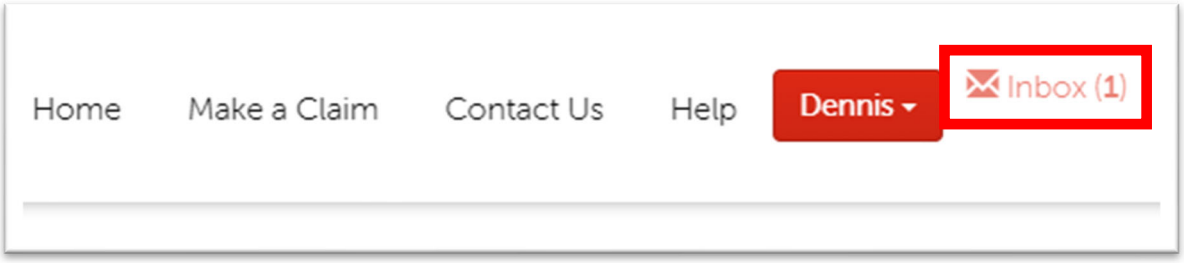
6) Click on the “Create" button.



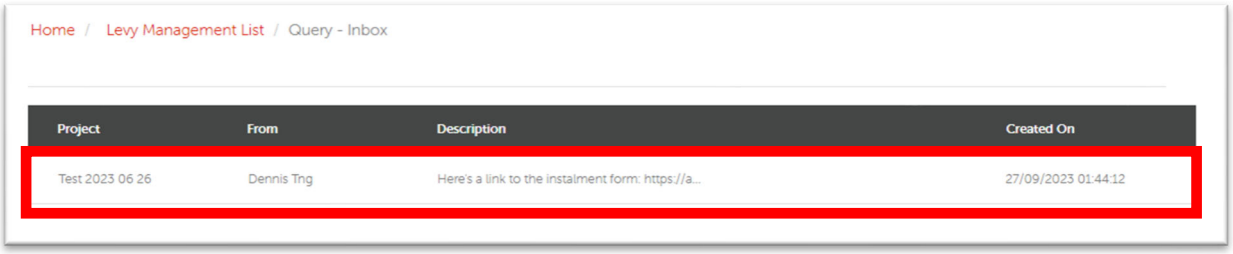
7) Your query will appear in the queries section.



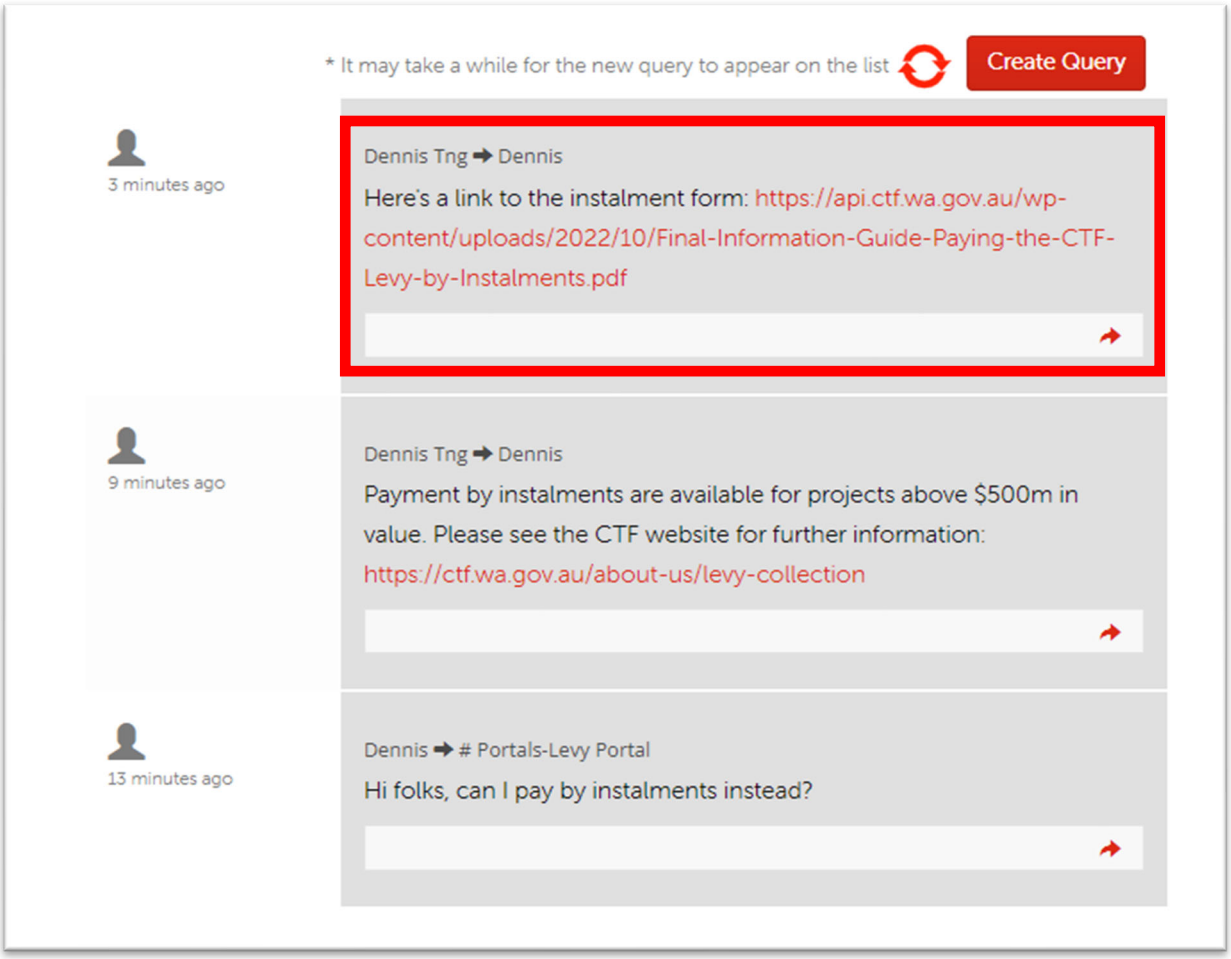
8) When you receive a reply, the "Inbox" will show up after you sign in. Click on the "Inbox" link.



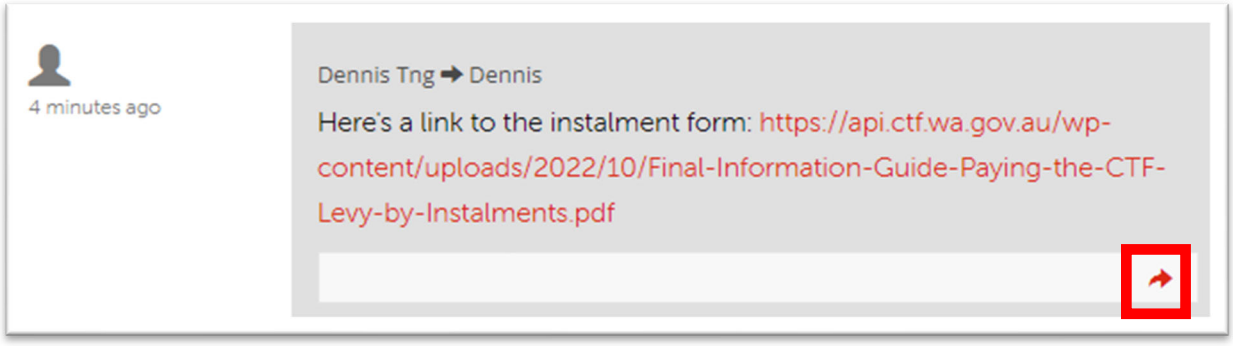
9) Select the response you would like to view.



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.

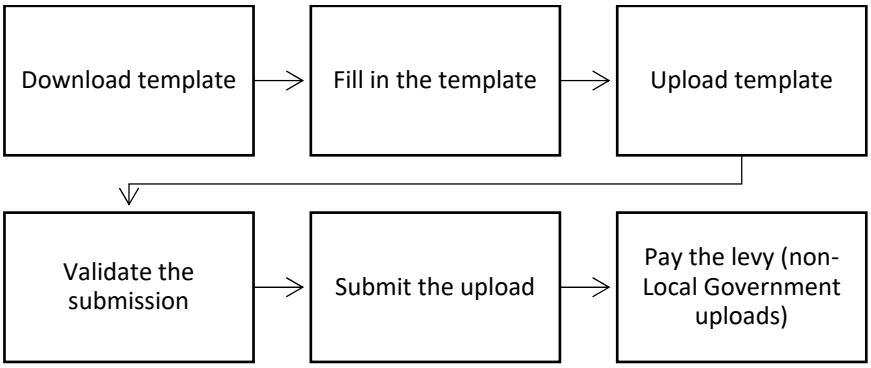


Register multiple construction works at one time (bulk levy upload)

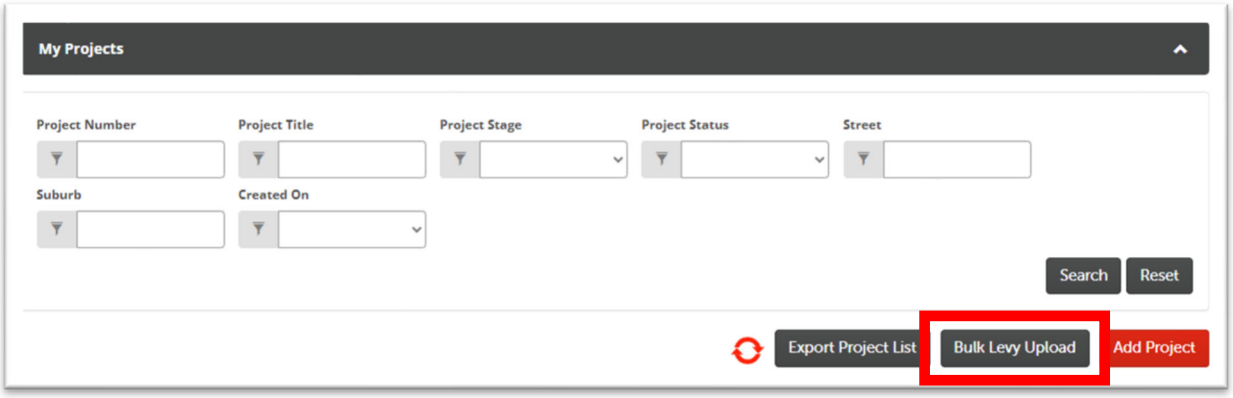
These instructions are for registering multiple levy submissions at one time using a .csv file template.

- 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.

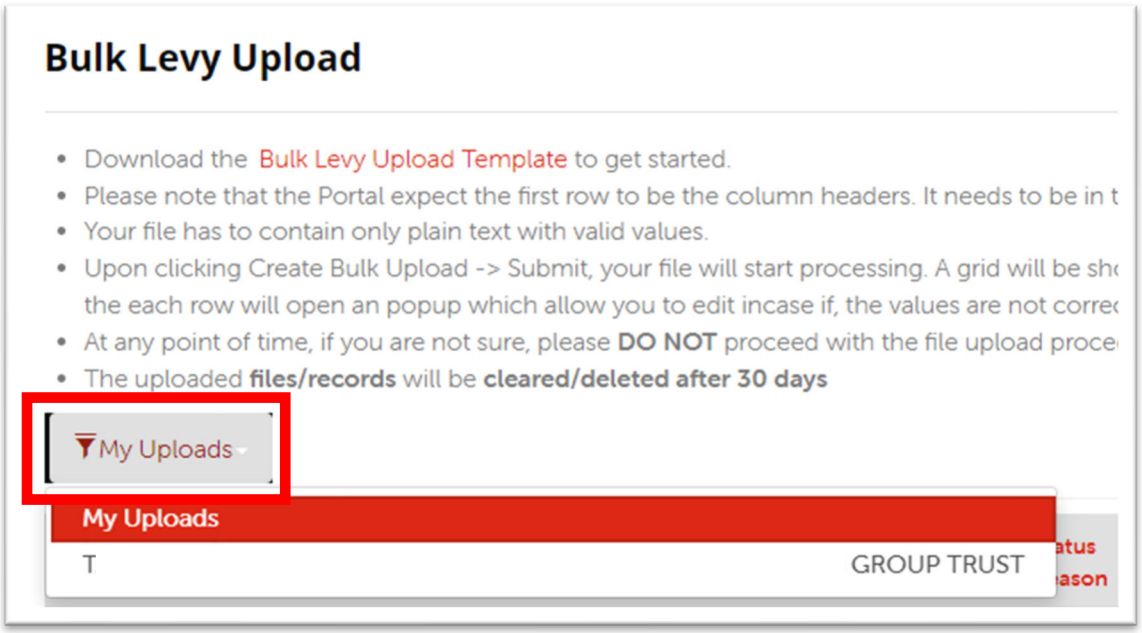
The process for using the bulk upload function is as follows:



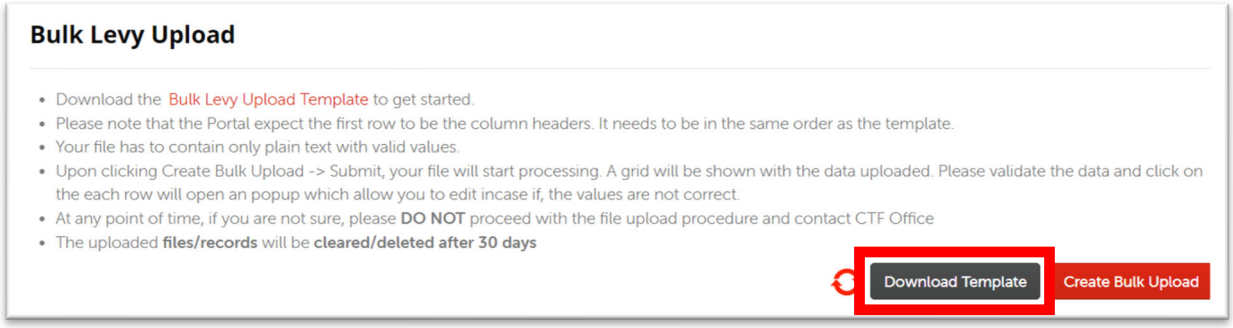
1) **DOWNLOAD TEMPLATE: On the Levy Management List, click on the "Bulk Levy Upload" button.**



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.



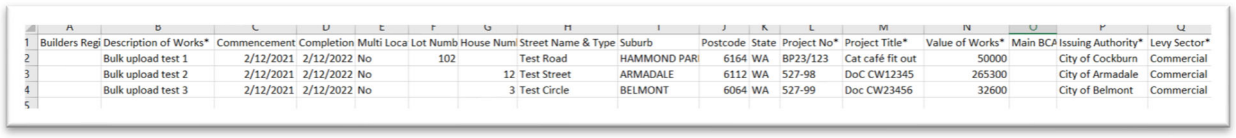
4) FILL IN THE TEMPLATE: Take note of the following:

- **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.
- **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
    - Levy Sector – not required for Local Government uploads

- Project Owner – not required for private entity/non-government uploads

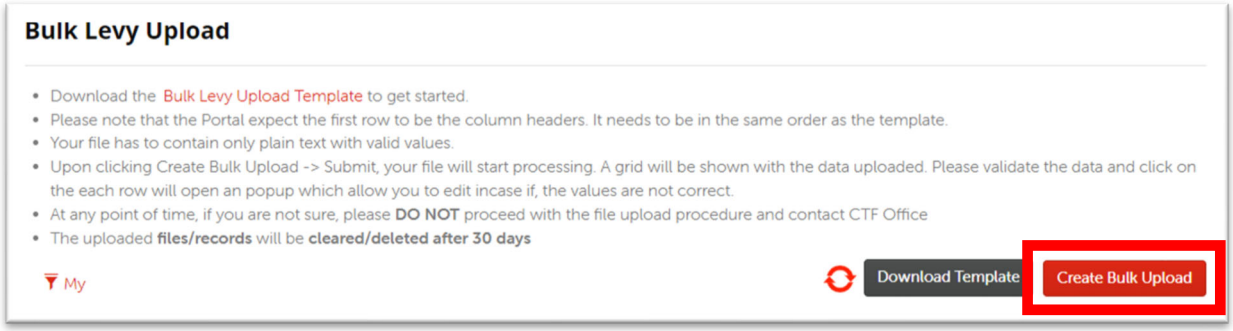
- **Address information -** only enter the street name in the 'Street Name and Type' column, e.g., Smith Road. Do not enter the lot or house number, suburb, or postcode.
- **Suburb and postcode** – complete the upload using only valid suburbs and postcodes.
- **Delete extra text –** delete any text from cells below your last project entry.

An example of a completed template is shown below.

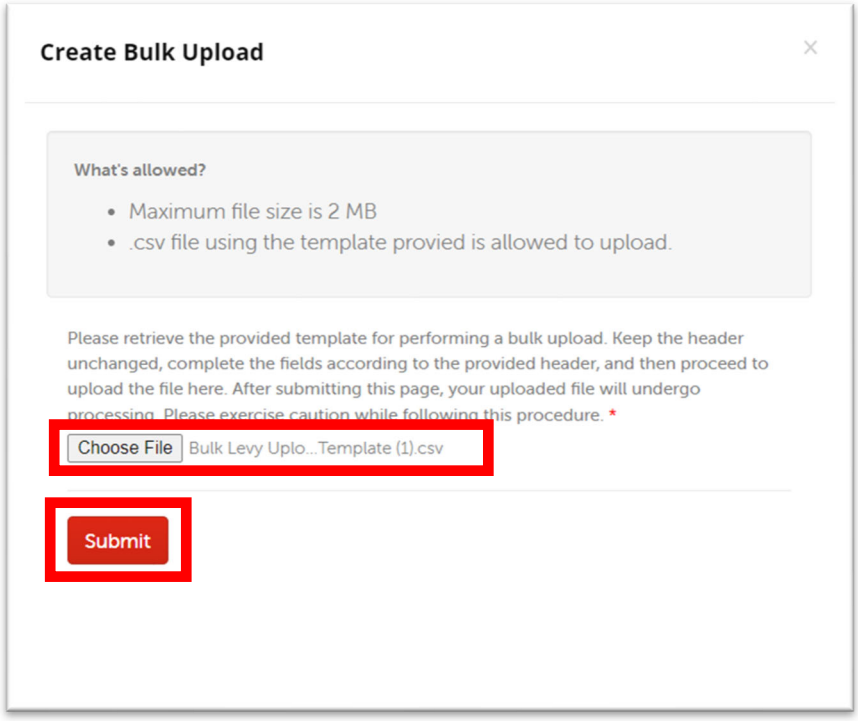


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Builders Regi	Description of Works*	Commencement	Completion	Multi Loca	Lot Numb	House Numl	Street Name & Type	Suburb	Postcode	State	Project No*	Project Title*	Value of Works*	Main BCA	Issuing Authority*	Levy Sector*
2		Bulk upload test 1	2/12/2021	2/12/2022	No	102		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																	

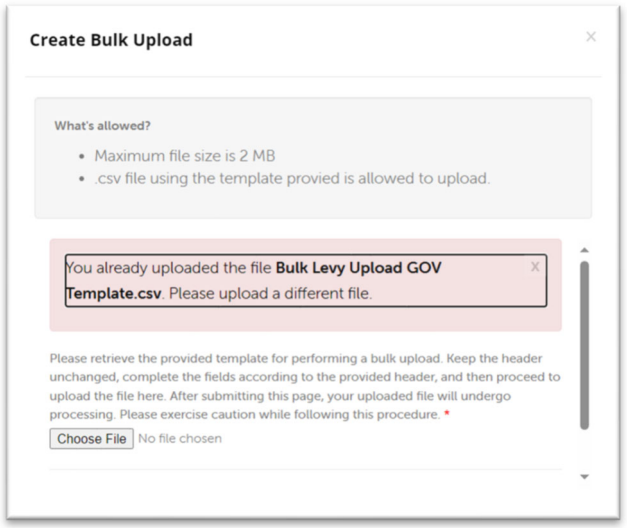
5) UPLOAD THE TEMPLATE: Click on the "Create Bulk Upload" button.



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

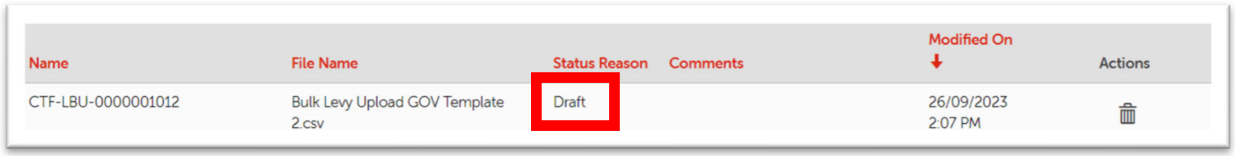


- If the select file name is not unique, an error message will appear.

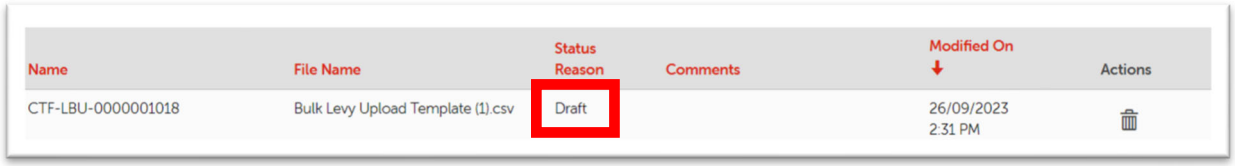


7) The upload will be processed. This may take up to 10 minutes.

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

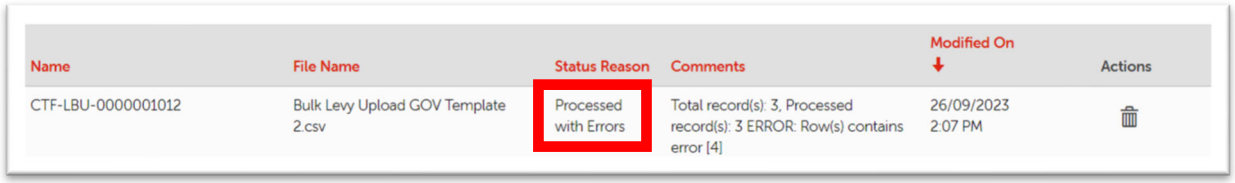


Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Draft		26/09/2023 2:07 PM	

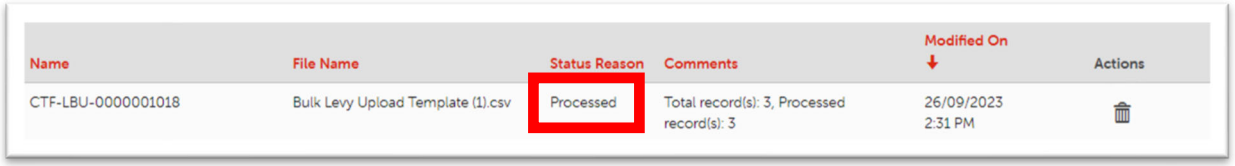


Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001018	Bulk Levy Upload Template (1).csv	Draft		26/09/2023 2:31 PM	

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

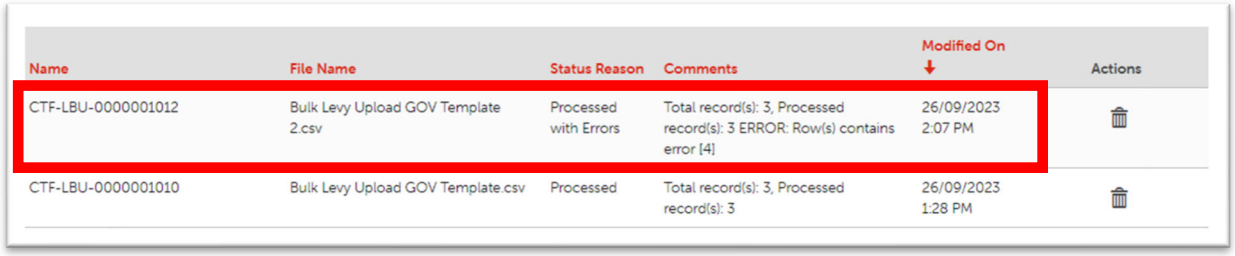


Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Processed with Errors	Total record(s): 3, Processed record(s): 3 ERROR: Row(s) contains error [4]	26/09/2023 2:07 PM	



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.



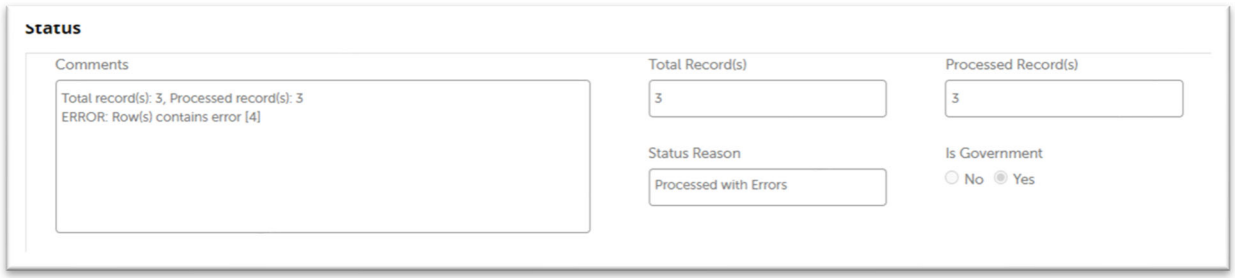
Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Processed with Errors	Total record(s): 3, Processed record(s): 3 ERROR: Row(s) contains error [4]	26/09/2023 2:07 PM	
CTF-LBU-0000001010	Bulk Levy Upload GOV Template.csv	Processed	Total record(s):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



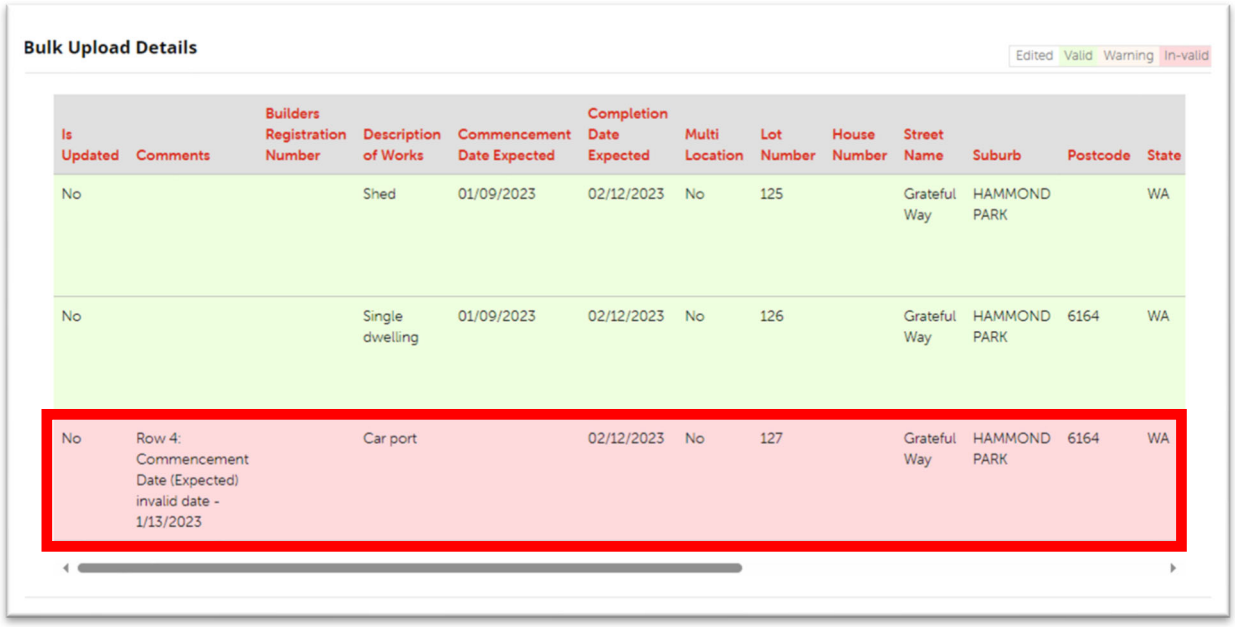
Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001018	Bulk Levy Upload Template (1).csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 2:31 PM	

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



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.

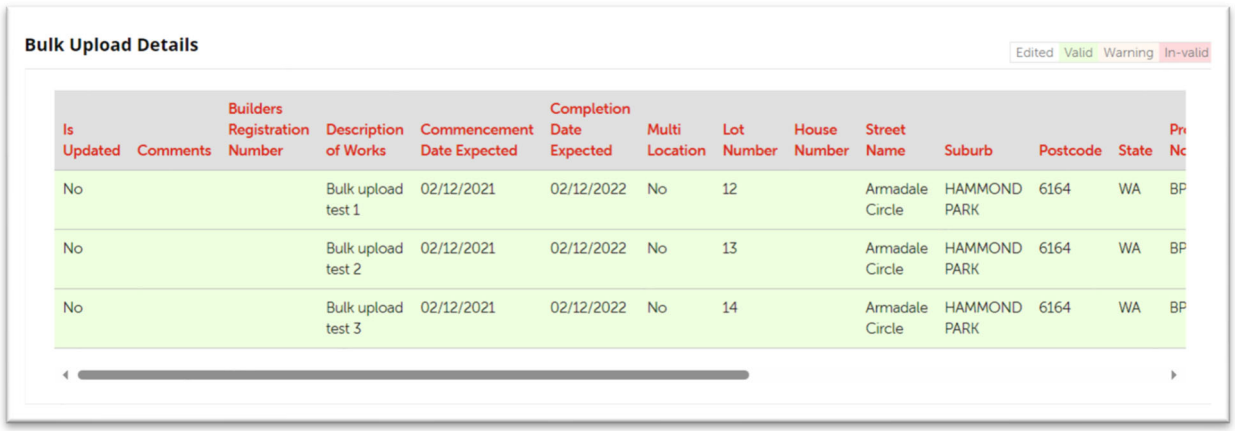


Bulk Upload Details

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.



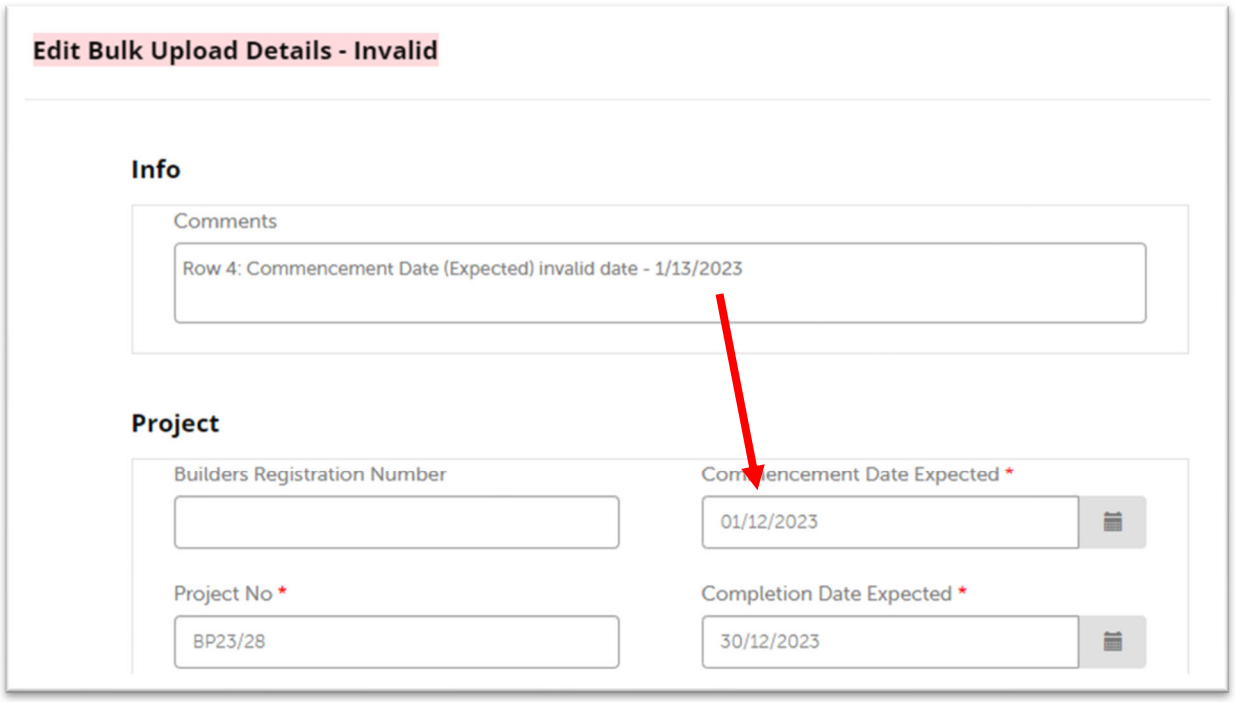
Bulk Upload Details

Edited Valid Warning In-valid

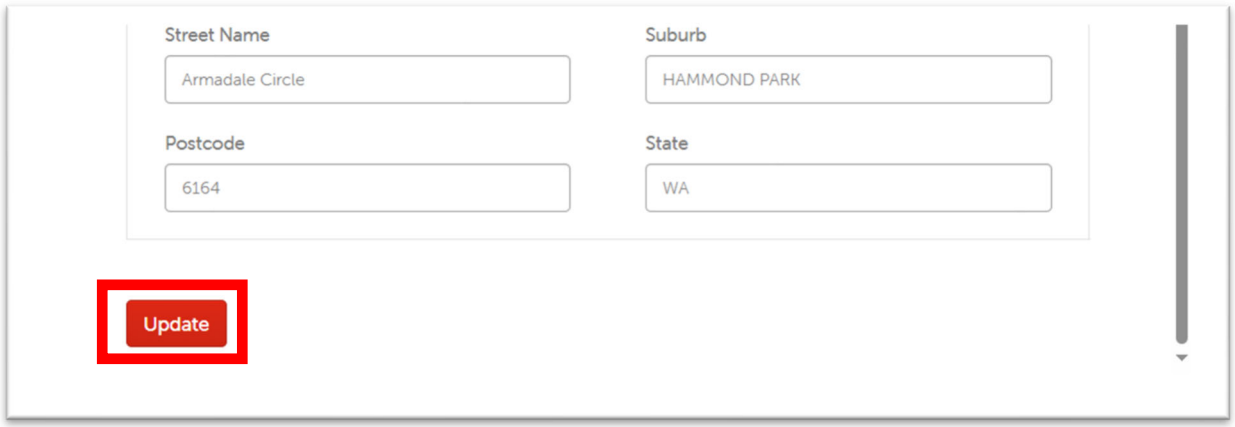
Is Updated	Comments	Builders Registration Number	Description of Works	Commencement Date Expected	Completion Date Expected	Multi Location	Lot Number	House Number	Street Name	Suburb	Postcode	State	Pr Nc
No			Bulk upload test 1	02/12/2021	02/12/2022	No	12		Armadale Circle	HAMMOND PARK	6164	WA	BP
No			Bulk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

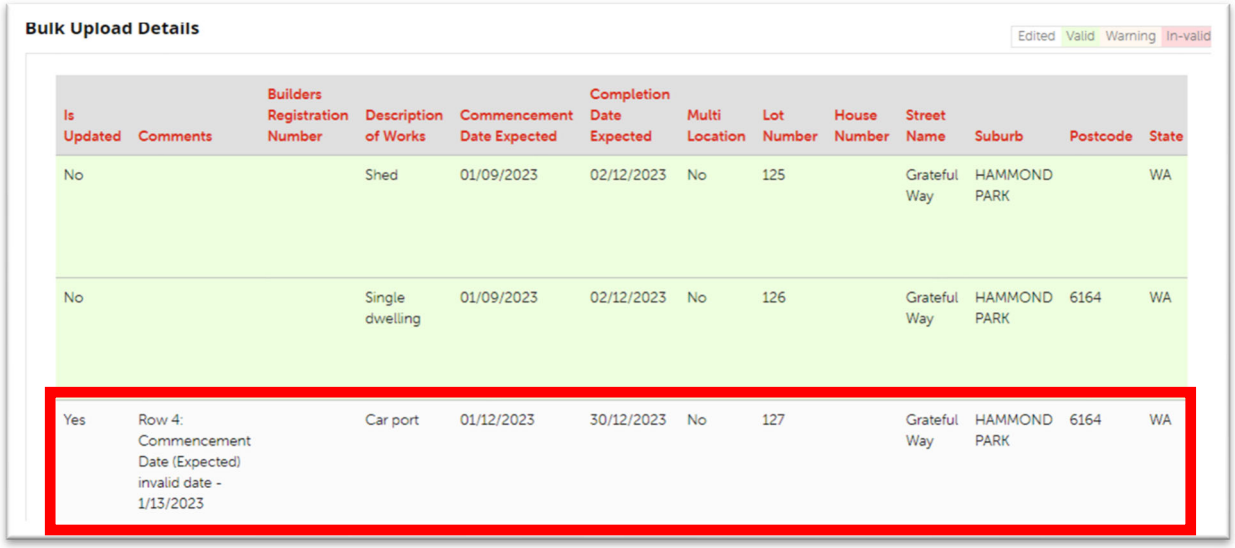
- The example below shows an invalid date of 1/13/2023 was submitted. This is corrected to 1/12/2023.



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



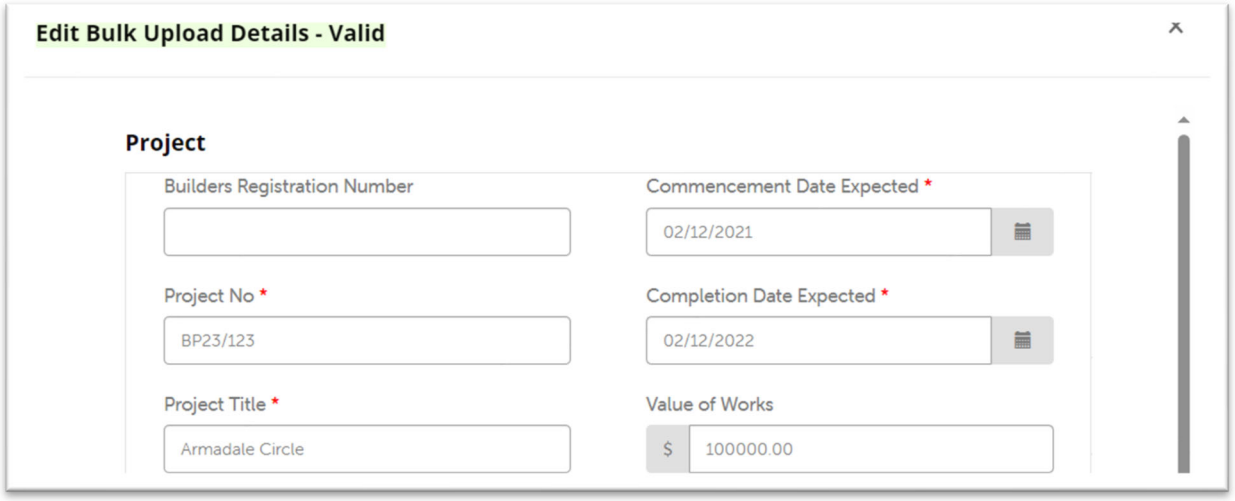
13) Updated rows will be highlighted in white.



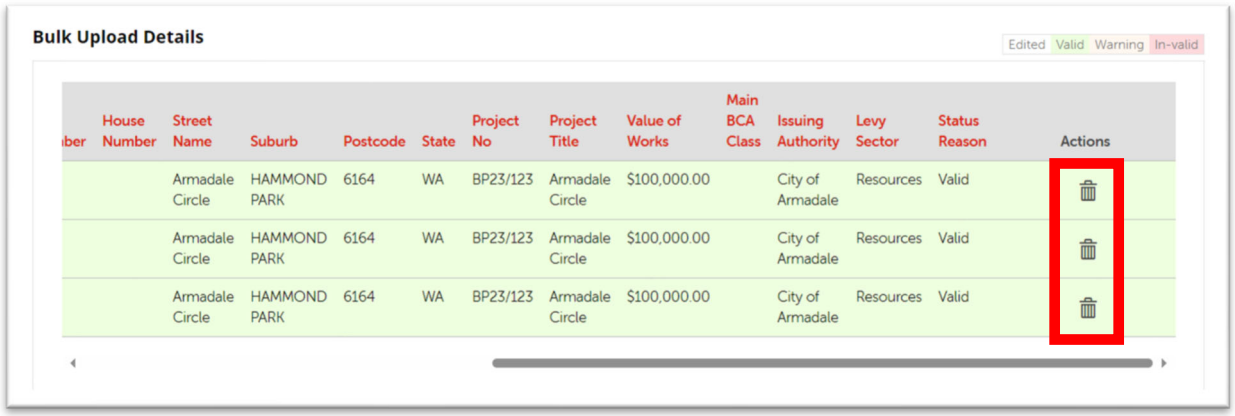
Is Updated	Comments	Builders Registration Number	Description of Works	Commencement Date Expected	Completion Date Expected	Multi Location	Lot Number	House Number	Street Name	Suburb	Postcode	State
No			Shed	01/09/2023	02/12/2023	No	125		Grateful Way	HAMMOND PARK		WA
No			Single dwelling	01/09/2023	02/12/2023	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.

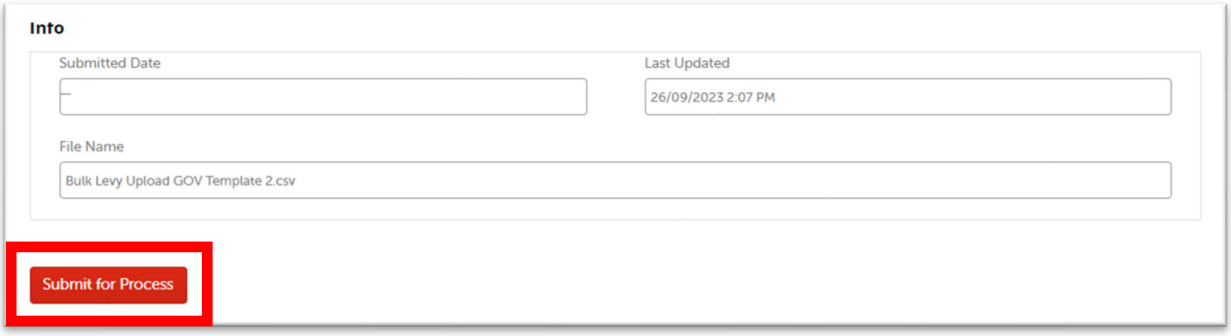


- If you would like to delete a row, click on the "Trash" icon beside that row.



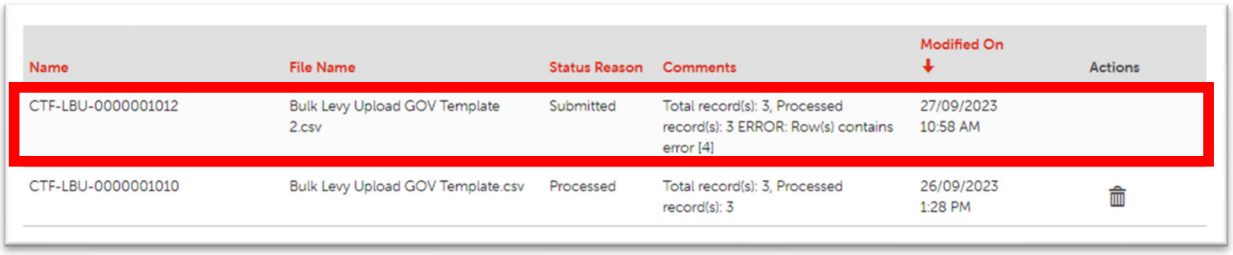
House Number	Street Name	Suburb	Postcode	State	Project No	Project Title	Value of Works	Main BCA Class	Issuing Authority	Levy Sector	Status Reason	Actions
	Armadale Circle	HAMMOND PARK	6164	WA	BP23/123	Armadale Circle	$100,000.00		City of Armadale	Resources	Valid	
	Armadale Circle	HAMMOND PARK	6164	WA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



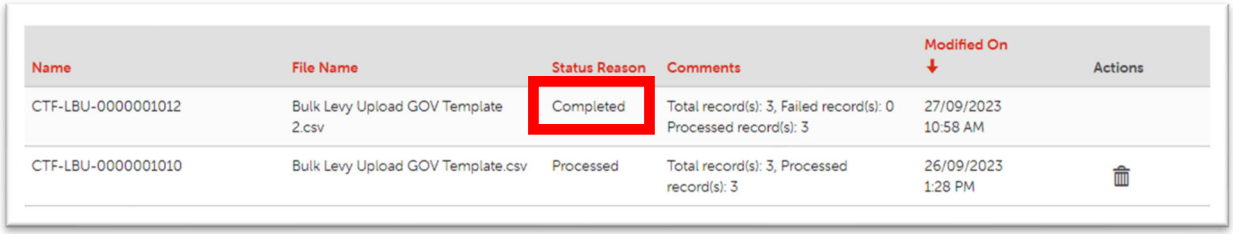
16) The bulk upload will be submitted for processing.

- 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	

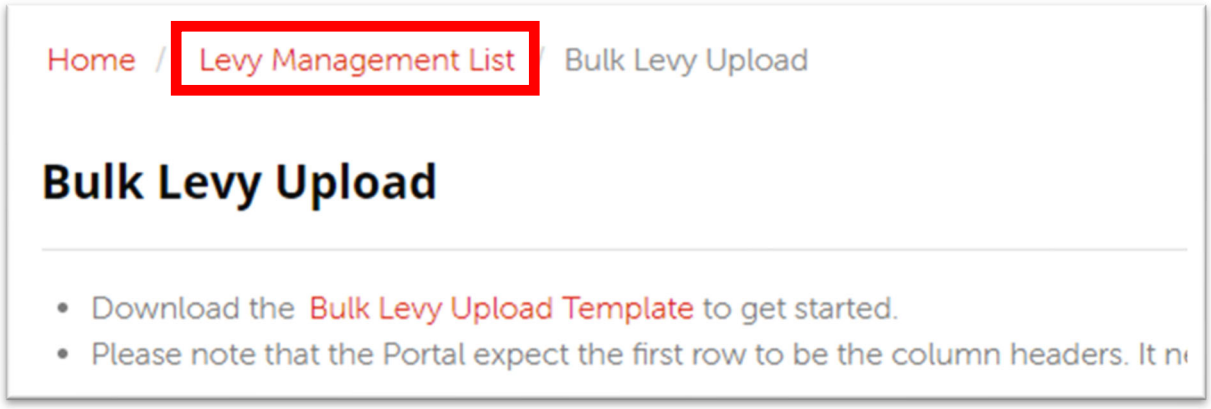
17) Once the bulk upload is processed, the bulk upload status reason will change to "Completed".



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	

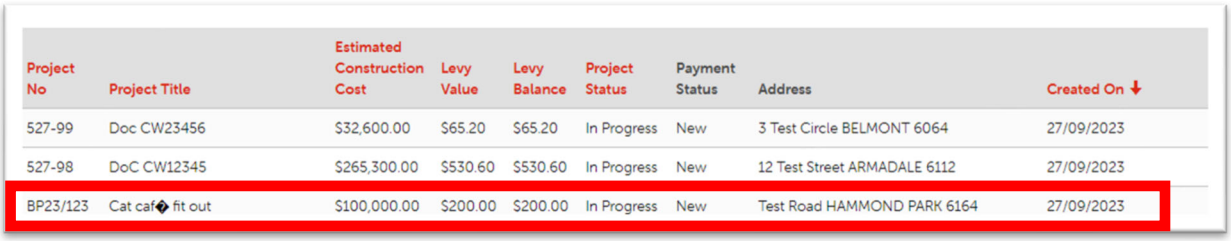
18) PAY THE LEVY: Return to the Levy Management List to view the levy submissions.

- **Local Governments:** The CTF levy team will send the payment request / invoice to you. Please do not pay the levy via the CTF Portal.



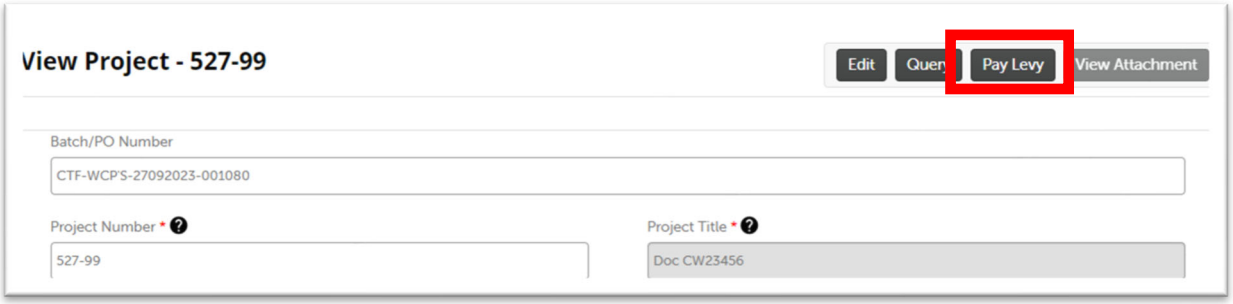
19) The levy submissions can be viewed in the Levy Management List. Click on any of the levy submissions in the bulk upload to view it.

- It may take a few minutes for the projects to appear in the Levy Management List depending on the number of submissions made in the bulk upload.
- Remember to refresh the Levy Management List page by pressing CTRL+F5 on the keyboard.



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	New	3 Test Circle BELMONT 6064	27/09/2023
527-98	DoC CW12345	$265,300.00	$530.60	$530.60	In Progress	New	12 Test Street ARMADALE 6112	27/09/2023
BP23/123	Cat caf fit out	$100,000.00	$200.00	$200.00	In Progress	New	Test Road HAMMOND PARK 6164	27/09/2023

20) Click on the "Pay Levy" button.



21) 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