Levies and Payments on the StrataMax Portal

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This article explains what levy and payment information you can find on the StrataMax Portal, how to pay your levies, and which questions should be directed to your strata manager.

Finding Your Ledger Card and Account Information

Once your property is linked to your portal account, you can view documents and reports made available by your strata manager.

1. Log in to your StrataMax Portal Account and select your property.
2. Open the reports or documents area to find your Ledger Card, statement of account / ledger, and other available reports.

Your strata manager controls which documents and reports are available on the portal. If a document you expect to see isn't there, or a report says 'No Report Available at this Time', contact your strata manager directly.

Paying Your Levies

Levy payments are processed through StrataPay. Your StrataPay reference number appears on the payment slip of your levy notice, along with the available payment options.

You can also use Quick Pay to pay your levies online without fully logging in to the portal — it only requires your StrataPay reference number.

> **TIP!** The first 8 digits of your StrataPay reference number are your StrataMax ID, which can also be used to link your property to your portal account — see *What is a StrataMax ID and Password?*

Questions About Your Balance, Arrears or Disputes

The portal shows the information your strata manager has published, but levy balances, arrears, payment plans, interest, and disputed amounts are managed by your strata manager — not by StrataMax. Contact your strata manager for:

- Questions about your levy balance or arrears notices.
- Payment arrangements or hardship requests.

- Disputed charges or interest.
- Refunds or transfers between accounts.

Direct Debits and Payment Details

Direct debit arrangements and payment processing are handled by StrataPay. To set up, change, or cancel a direct debit, visit *www.stratapay.com* or use the contact details on your levy notice. Card-funded direct debits are affected by the 1 October 2026 card payment changes. See Card Payments and the 1 October 2026 Changes.

Frequently Asked Questions

Will the card service fee change on 1 October 2026?
Yes. From 1 October 2026, StrataPay will no longer charge a card service fee to the person making a payment. Whether card payments remain available depends on the arrangements for your strata scheme. See Card Payments and the 1 October 2026 Changes.

Where do I find my levy notice?
Levy notices are not currently available on the portal however you can access a ledger card / report. Log in to the portal, select your property, and open the reports/documents area.

Where do I find my StrataPay reference number?
On the payment slip of your levy notice. The first 8 digits are your StrataMax ID.

Can I see how much I owe on the portal?
If your strata manager has made a statement of account or ledger report available, you can view it in the reports area. For an up-to-date balance, contact your strata manager.

Who do I talk to about arrears or a payment dispute?
Your strata manager. StrataMax provides the software but does not manage your levy account.

Why did my receipt not appear straight away?
Payments can take a few business days to process through StrataPay and appear on your account. If a payment hasn't appeared after that, contact your strata manager with your payment reference.