



**Personal Injury
Commission**

Pathway Portal Legal Representative User Guide

Contents

User Guide Overview	4
What will the guide cover?	4
Get started	5
How to access and register for Pathway Portal	5
How to Login to Pathway Portal	8
Navigation	9
Home page	9
Files page	9
Filter Active Files	10
Lodge a new application	14
Overview	14
What application forms can be submitted?.....	15
How to lodge a new application	16
Temporary Applications	26
How to resubmit a rejected temporary application.....	27
Replies	29
How to complete a Reply – Respondent	29
Reply Request Notification	29
How to Assign the Reply Request	30
How to complete a Reply	30
How to view the Reply.....	33
Messages	35
How to send a message.....	35
How to view messages	36
How to respond to messages.....	37
How to download a message thread.....	38
Case Management	40
How to view allocation details.....	41
Assess and Decide	42
How to view the Outcome Document.....	43
How to lodge an application for a Review	44
How to lodge an application for a Review continued.....	45

Lodge an application for a Further Assessment.....	49
How to lodge an Application for a Further Assessment	49
What happens after the Further Assessment application has been submitted?	53
Lodge Appointed Representative Application	54
How to lodge an Appointed Representative Application	54
Lodge Additional Documents	59
How to lodge Additional Documents	59
How to apply for a matter to be referred to the Stood Over list	60
What happens next?	61
How to give a Barrister visibility to a dispute.....	62
Barrister registers as Pathway Portal user.....	62
How to assign a Barrister.....	62
What does the Barrister see?	63
How to reassign a Matter from one person to one or more others	64
How to Manage Primary and Secondary Contacts	65
How to Add a new Contact or Deactivate Contact	67
Super Users, Delegates and Contacts	69
Types of user access.....	69
Primary contact and secondary contacts	70
After a Secondary contact is added.....	71
Super Users.....	72
How to Add/Remove Super Users.....	72
What can Super Users see – Files – Recent Activities	72
How to add/remove Delegate for a Super User.....	73
Delegate Super User.....	74
Appendix A – Document requirements.....	75
Appendix B – Glossary of Terms.....	76
Appendix C – Email Notifications – When and what happens	77
Appendix D – Version Control.....	77

User Guide Overview

As a Legal Representative, Pathway Portal is your interface to the Commission's new single digital case management platform called Pathway.

What will the guide cover?

This guide will cover how to:

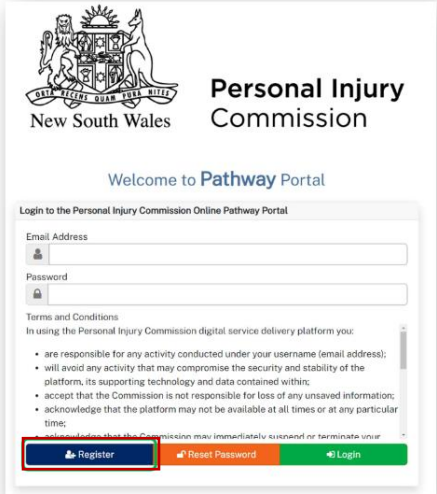
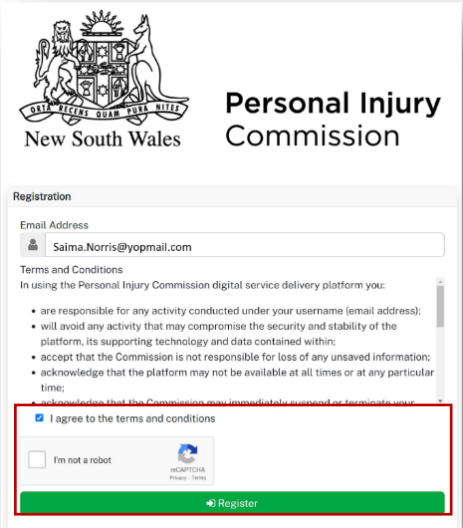
- Get started
- Navigation
- Lodge an application in Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send and receive messages
- View allocation details
- View outcome documents
- Explain how to lodge a review and further application
- Assign a barrister
- Describe different levels of user access
- Self-Manage Users (Reassign matters, manage contacts and add new contacts)

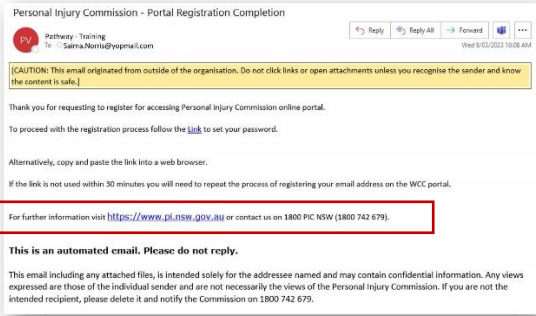
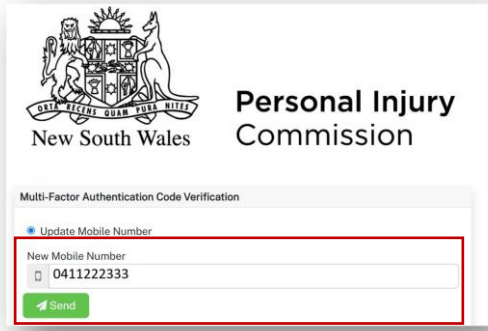
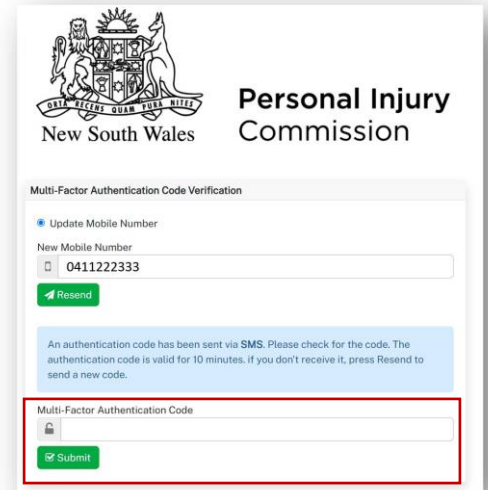
Get started


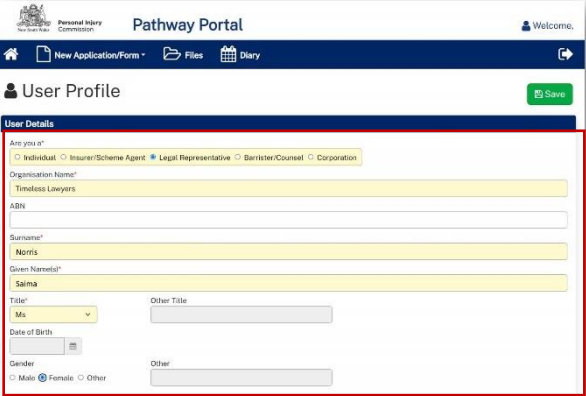
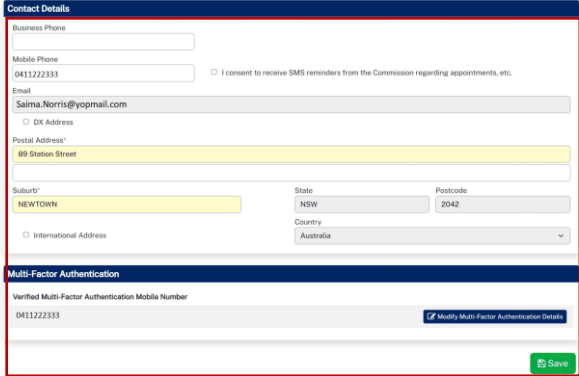
How to access and register for Pathway Portal

All parties that need to submit, engage with or view matters they are involved in must register to use Pathway Portal.

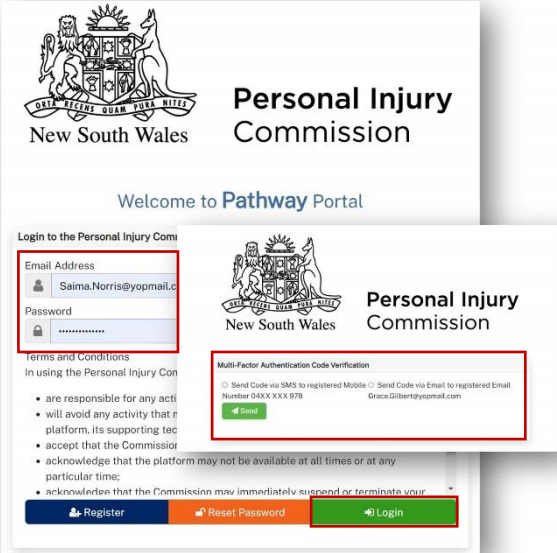
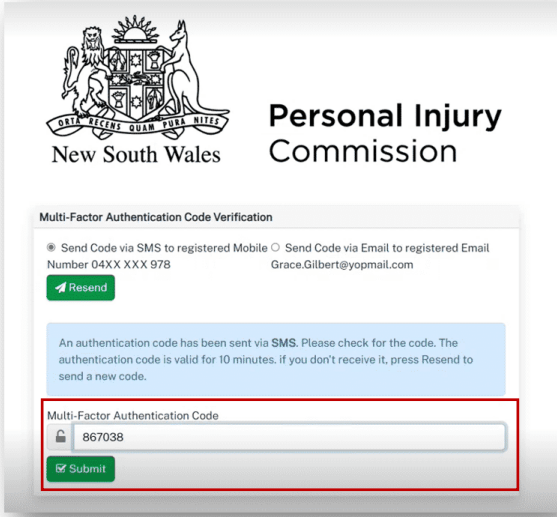
- If you are a lawyer, you will register as a **Legal Representative**.
- Administrative staff may be added as **Delegates** (see the end of this User Guide for details on how to do this). Delegates do not need to follow the instructions to register as a Legal Representative, but are added by a **Super User** as their Delegate.

Instruction	Page
<p><i>Access Pathway Portal</i></p> <ul style="list-style-type: none">• You can access Pathway Portal via a browser.• Chrome and Edge are the recommended browsers.• The weblink is found on the Personal Injury Commission website and in the first step below. <ol style="list-style-type: none">1. Click the following link: https://pathwayportal.pi.nsw.gov.au2. Click Register.	
<p><i>Register your email address</i></p> <ul style="list-style-type: none">• Follow the prompts to register your email address. <ol style="list-style-type: none">3. Tick to agree to the terms and conditions.4. Tick I'm not a robot and complete the Select all squares with... test.5. Click Register. <p>➤ You will then receive an email to validate your email address.</p>	

Instruction	Page
<p><i>Click Pathway Portal link in email</i></p> <p>You will receive an email with a link to validate the email address.</p> <ul style="list-style-type: none"> Click the Link in the email. 	
<p><i>Update Mobile Number</i></p> <ul style="list-style-type: none"> Populate New Mobile Number to receive the code and click Send. 	
<p><i>Type code</i></p> <ul style="list-style-type: none"> Type the code sent to your mobile and click Submit. 	

Instruction	Page
<p><i>Create new Password</i></p> <ul style="list-style-type: none"> • Enter Password and Confirm Password. • Tick I'm not a robot and complete the Select all squares with... test. • Click Register. 	
<p><i>Populate User Profile (top of page)</i></p> <ul style="list-style-type: none"> • Populate the User Profile. • Select Legal Representative as user type. <p>Note: All yellow fields are mandatory.</p>	
<p><i>Populate User Profile (bottom of page)</i></p> <ul style="list-style-type: none"> • Populate User Profile (bottom of page). • Click Save. 	

How to Login to Pathway Portal

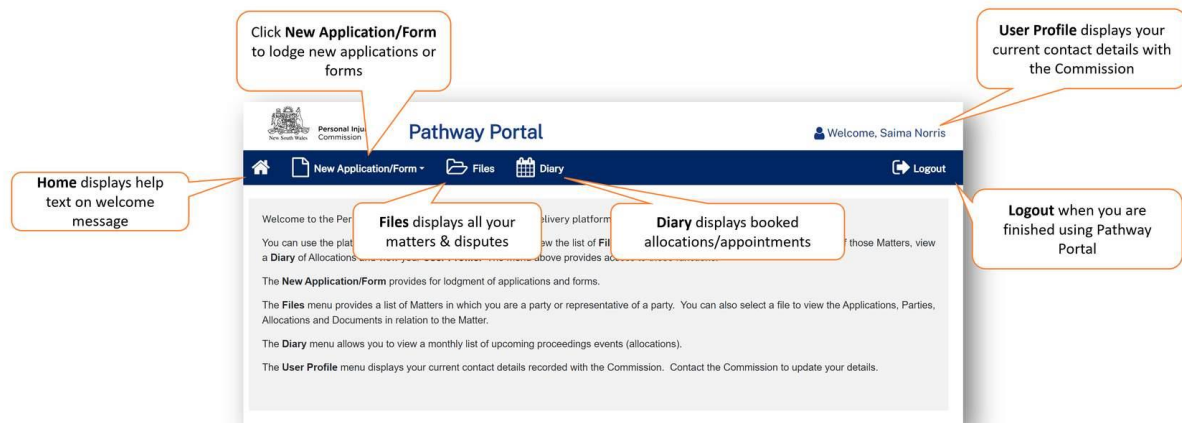
Instruction	Page
<ul style="list-style-type: none"> • Click the Pathway Portal link on the Personal Injury Commission website. • Populate the Email Address and Password. • Click Login. • Select where you would like the Multi Factor Authentication Code (MFA) sent (either your mobile or email). • Click Send. 	
<ul style="list-style-type: none"> • Populate the Multi-Factor Authentication Code from the SMS/email you were sent. • Click Submit. 	

Navigation

Home page

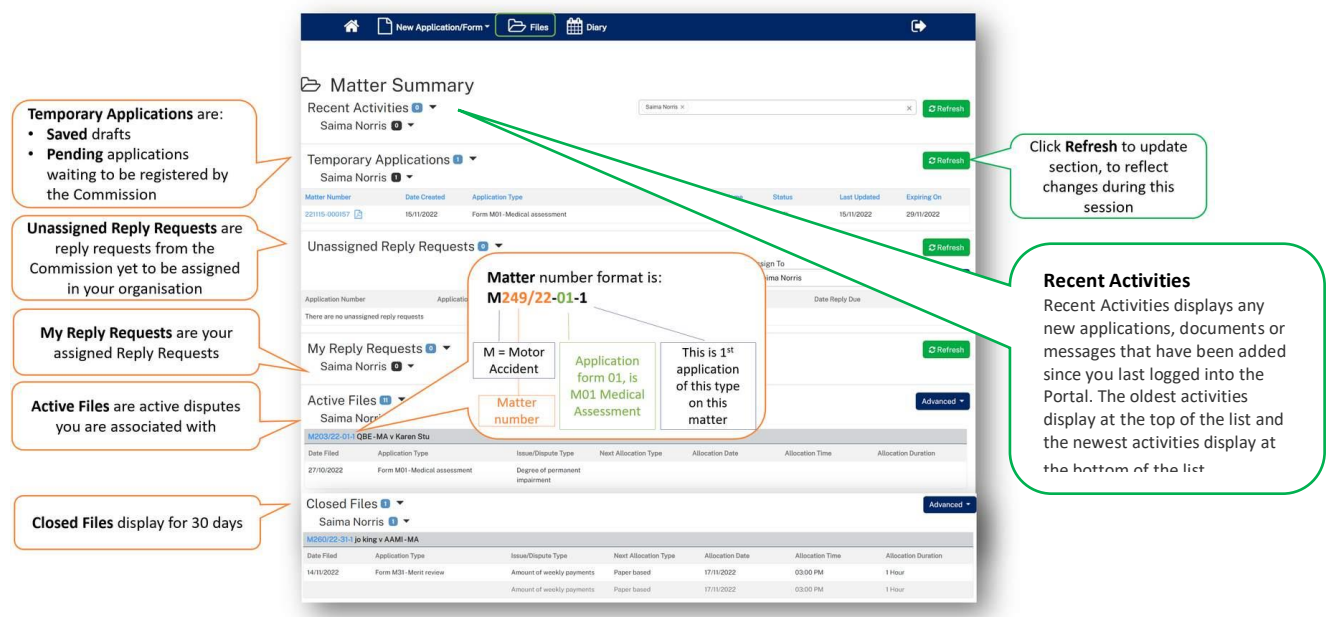
After you login to Pathway Portal the **Home page** displays:

- The **grey information box** in the centre describes what you'll find in each tab in the toolbar along the top.
- The **tabs** always display along the top whatever page you're in, so you can find your way back using the tabs at the top.



Files page

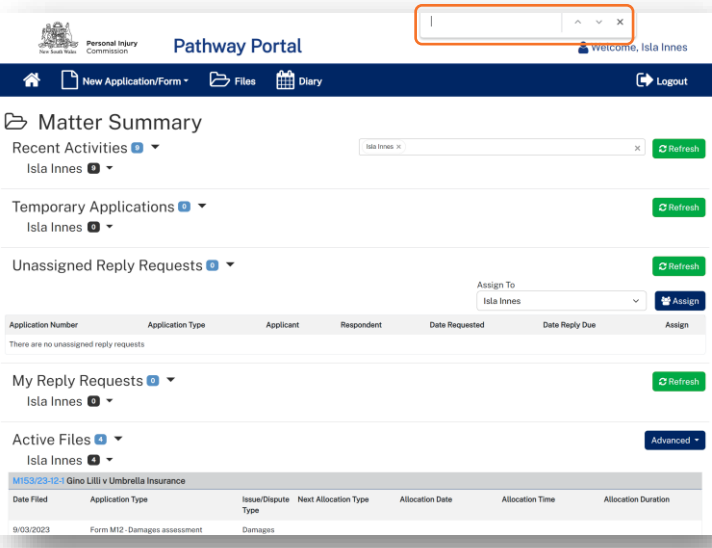
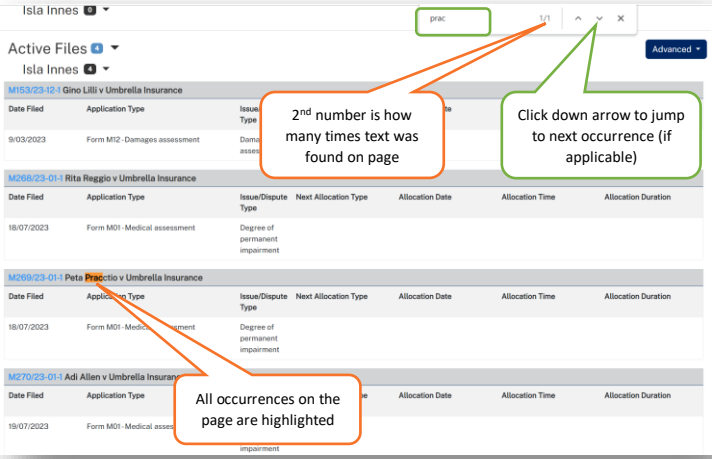
When you click the **Files** tab, the **Files** page displays all the matters where you are the party.



Filter Active Files

If you have a high volume of **Active Files**, to search for specific matters you can either:

- use Ctrl+F
- or use **Advanced** button.

Instruction	Screen
<p><i>Use Ctrl+F</i></p> <p>Ctrl+F allows you to search for any text (ie letters or numbers) on the page, eg part of a party name or matter number.</p> <p>While on the Files page:</p> <ol style="list-style-type: none"> 1. Hold down the Ctrl key and press the F key on your keyboard simultaneously. <ul style="list-style-type: none"> ➤ A search box displays. 	 <p>The screenshot shows the 'Active Files' section of the Pathway Portal. A search box is highlighted with an orange rectangle at the top right of the page. Below it, there are several sections: 'Recent Activities', 'Temporary Applications', 'Unassigned Reply Requests', 'My Reply Requests', and 'Active Files'. The 'Active Files' section is expanded, showing a table of files with columns for Date Filed, Application Type, Issue/Dispute Type, Next Allocation Type, Allocation Date, Allocation Time, and Allocation Duration. The first row shows a file for 'Gino Lilli v Umbrella Insurance' dated 9/03/2023.</p>
<ol style="list-style-type: none"> 2. Type partial party name or matter number you need to search for. 3. System jumps to first occurrence of what you're searching for (if found on the page): <ul style="list-style-type: none"> ➤ The occurrence jumped to, is highlighted orange ➤ The rest of the occurrences (if any) are highlighted yellow 4. Click the down arrow in the search box to jump to next occurrence (if/as needed). <p><i>Party name example</i></p> <ul style="list-style-type: none"> ➤ In this example, we typed part of the surname of the party, which is prac (upper/ lower case doesn't matter with Ctrl+F). ➤ Can search for a partial name (eg type poulos to search for Theofanopoulos) 	 <p>This screenshot shows the same 'Active Files' section as above, but with the search box containing the text 'prac'. The search results are highlighted: the first occurrence is highlighted in orange, and the others are highlighted in yellow. Callouts explain the search results: '2nd number is how many times text was found on page' (pointing to the number '1' in the search box), 'Click down arrow to jump to next occurrence (if applicable)' (pointing to the down arrow in the search box), and 'All occurrences on the page are highlighted' (pointing to the highlighted rows in the table).</p>

Instruction

Matter number example

- In this example, we typed part of the matter number, ie **269**.

Screen

The screenshot shows the 'Active Files' page for 'Isla Innes'. A search box at the top right contains the number '269'. Below the search bar, there are three tables of active files. The first table is for 'M153/23-12-1 Gino Lilli v Umbrella Insurance', the second for 'M268/23-01-1 Rita Reggio v Umbrella Insurance', and the third for 'M269/23-01-1 Peta Pracchio v Umbrella Insurance'. The third table is highlighted in blue, indicating it is the selected matter. The table columns are: Date Filed, Application Type, Issue/Dispute Type, Next Allocation Type, Allocation Date, Allocation Time, and Allocation Duration.

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
9/03/2023	Form M12 - Damages assessment	Damages assessment				

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
18/07/2023	Form M01 - Medical assessment	Degree of permanent impairment				

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
18/07/2023	Form M01 - Medical assessment	Degree of permanent impairment				

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
18/07/2023	Form M01 - Medical assessment	Degree of permanent impairment				

Use Advanced button

The **Advanced** button on the **Files** page allows you to filter the list of Active Files.

To filter **Active Files**:

1. Click **Advanced**.
2. Type search text:
 - For **Application Number**, you must type the full application number, eg m269/23-01-1
 - For **Party Name**, you type as:
 - Firstname (or part of the firstname)
 - Lastname (or part of the lastname)
 - Lastname, Firstname (ie Smith, Tom not Tom Smith).
3. Click Refresh.

The screenshot shows the 'Advanced' search criteria page. The 'Application Number' field is filled with 'm269/23-01-1'. The 'Party Name' field is empty. Below the search criteria, there are radio buttons for 'My Matters' and 'Matters I'm linked to'. The 'Matters I'm linked to' option is selected. A 'Refresh' button is visible. A callout box points to the 'Matters I'm linked to' option with the text: 'Matters I'm linked to displays matters where you are a secondary contact'. Below the search criteria, there is a table of active files, with the first row highlighted in blue.

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
9/03/2023	Form M12 - Damages assessment	Damages assessment				

- The files that match your criteria display.

The screenshot shows the 'Active Files' page after filtering. The search criteria are applied, and the table displays only the files that match the criteria. The first row is highlighted in blue.

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
18/07/2023	Form M01 - Medical assessment	Degree of permanent impairment				

Instruction

Screen

No files listed after Advanced search

If nothing matched your search criteria, the **Active Files** displays as 0.

To see all your Active Files:

1. Click **Advanced**.
2. Delete the criteria you entered.
3. Click **Refresh**.



Matter Details

When you click on a **blue matter number link** anywhere in the **Files** page the **Matter Details** display.

Application Forms

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
9/03/2023	M153/23-12-1	Form M12 - Damages assessment	Lola Level	Claimant Legal Representative	Open
9/03/2023	M153/23-12-1	Motor Accident Reply	Grace Gilbert	Insurer/Scheme Agent	Open

Parties

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	Umbrella Insurance	Insurer / Scheme Agent	Innes, Isla 0489 989 989	Liberty Lawyers (Grace Gilbert, 548888888)
Applicant	Grac Libi	Claimant	040000100	Timless Lawyers (Lola Level, 041999999)

Documents

Document Date	Author	Document Category and Type	File Name	Related To
9/07/2023	Liberty Lawyers	Additional document - Other	DUMMY DOCUMENT FOR LEARNING PURPOSES (B.docx)	M153/23-12-1, Sender: Liberty Lawyers - Recipient:
9/03/2023	Postal	Electronic Application Form - Sealed Form M12 - Damages assessment	230309-000323.pdf	M153/23-12-1, Sender: Postal - Recipient:
9/03/2023	Postal	Electronic Application Form - Sealed Motor Accident Reply	230309-000324.pdf	M153/23-12-1, Sender: Postal - Recipient:
9/03/2023	Lola Level	Application - Claims assessment - bundle	claims bundle.pdf	M153/23-12-1, 09/03/2023, Form M12 - Damages assessment
9/03/2023	Grace Gilbert	Reply - Claims assessment - bundle	reply bundle.pdf	M153/23-12-1, 09/03/2023, Motor Accident Reply

Click any **blue heading** to sort by that column

Click **blue document date** link to download, then view document

Click **New Form** to lodge a new application for this matter (eg Review)

Click **New Message** to create a new message thread for this application

Click **Assign Barrister** to give a Barrister visibility of the matter

Application Forms

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
12/04/2023	M24/23-01-1	Form M01 - Medical assessment	Legal99 Training	Claimant Legal Representative	Open
9/05/2023	M24/23-01-2	Form M01 - Medical assessment	Training Legal99	Claimant Legal Representative	Open
9/05/2023	M24/23-01-2	Motor Accident Reply	Training Insurer99	Insurer/Scheme Agent	Open

Parties

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	Umbrella Insurance	Insurer / Scheme Agent	Insurer99, Training 0	Liberty Lawyers (Training Legal99, 041266666)
Applicant	Peter Perlowski 00	Claimant	0411 222 333	

Messages

Application	Category	Subject	Sender	Date/Time Sent
M24/23-01-2 - Form M01 - Medical assessment	For Action	Request to admit late documents	Susan Lim	10/05/2023 3:05 PM
M24/23-01-2 - Form M01 - Medical assessment	N/A	Request to admit late documents	Peter Perlowski 01	9/05/2023 8:23 PM

Documents

Document Date	Author	Document Category and Type	File Name	Related To
10/05/2023	PIC	Document - Medical Assessor referral	93118a3c-642f-4b0d-bb61-9400f756686_Medical Assessor referral.docx	Sent to Liberty Lawyers
10/05/2023	PIC (Medical99, Training)	Outcome - 01 Medical Assessment certificate and reasons - Physical T1 & WPI	9223-438-6008-480d-Baed-736a769b0c68.pdf	M24/23-01-2, 08/05/2023, Medical examination 2017
9/05/2023	Perlowski 01 Peter	Additional document - Application to admit late documents	dummy document bundle.docx	M24/23-01-2, Sender: Perlowski 01 Peter - Recipient:

Click any **blue heading** to sort by that column

Click **blue document date** link to download, then view document

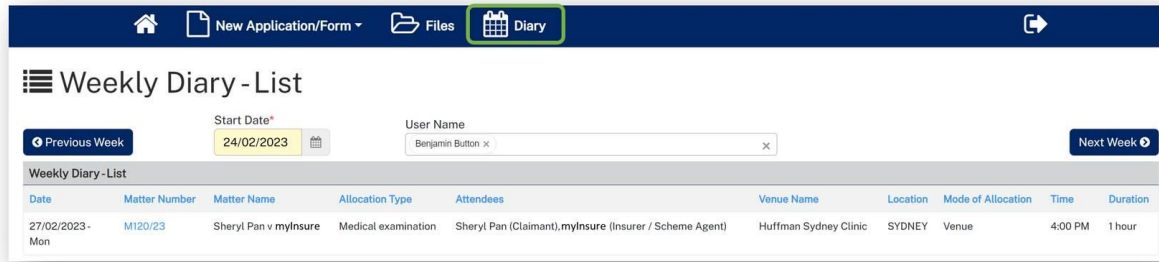
Click **New Form** to lodge a new application for this matter (eg Review)

Click **New Message** to create a new message thread for this application

Click **Assign Barrister** to add counsel

Diary

When you click the **Diary** tab, the **Diary** page lists all upcoming allocations/appointments.



The screenshot shows the 'Weekly Diary - List' interface. At the top, there is a navigation bar with icons for Home, New Application/Form, Files, and Diary (highlighted with a green box). Below the navigation bar, the title 'Weekly Diary - List' is displayed. There are three filters: 'Previous Week' (a button), 'Start Date*' (a date picker showing '24/02/2023'), and 'User Name' (a dropdown menu showing 'Benjamin Button'). To the right of the filters is a 'Next Week' button. Below the filters is a table titled 'Weekly Diary - List' with the following columns: Date, Matter Number, Matter Name, Allocation Type, Attendees, Venue Name, Location, Mode of Allocation, Time, and Duration. The table contains one row of data.

Date	Matter Number	Matter Name	Allocation Type	Attendees	Venue Name	Location	Mode of Allocation	Time	Duration
27/02/2023 - Mon	M120/23	Sheryl Pan v myinsure	Medical examination	Sheryl Pan (Claimant),myinsure (Insurer / Scheme Agent)	Huffman Sydney Clinic	SYDNEY	Venue	4:00 PM	1 hour

Lodge a new application

Overview



This section will walk through how to lodge a new application in Pathway Portal.

Pathway Portal guides you through the information you are required to enter based on the form and dispute types. The online application forms have a series of pages to complete and common pages are:

- Notice to parties
- Claim Details
- Claimant Details and Legal Representative details
- Insurer Details and Legal Representative details
- Supporting Documents (help text varies per application)
- Certification and Signature.

↔ **Continue** to provide one single, indexed and paginated document with application

↔ **Temporary application** is a new concept

There will also be a page to capture details of the dispute/injury/treatment. The questions on this page will vary depending on the form and disputes selected. There will be multiple pages if multiple disputes have been selected.

Lodging other forms will follow the same basic steps as above. The pages and questions will prompt you to provide the necessary information.

Any fields that are yellow are mandatory and must be completed.

If you read the page carefully and provide what is being asked, you will be able to navigate easily through any application form.

What application forms can be submitted?

Forms and schemes

- Forms M01 – M41 are for 2017 Scheme
- Forms M51- M64 are for the 1999 Scheme.

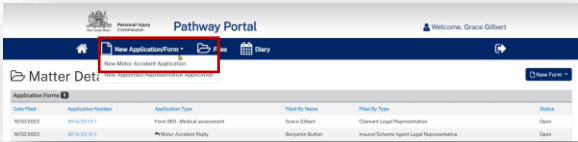
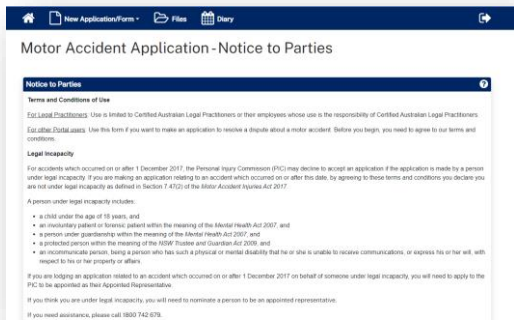
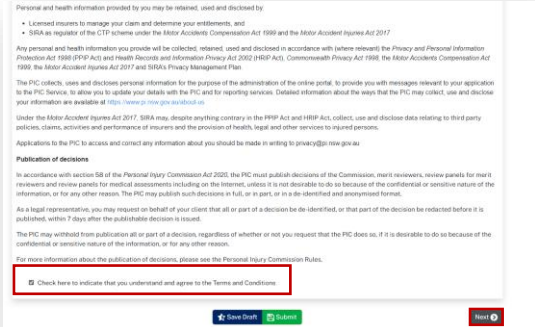
Application forms that can be submitted by parties via Pathway Portal are:

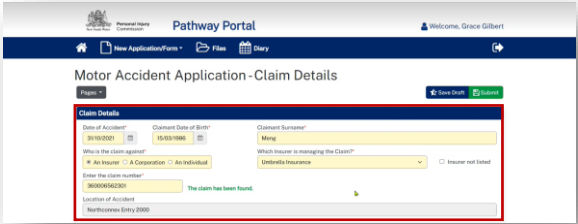
Code	Form name	Scheme
M01	Medical assessment	2017
M02	Review of a medical assessment	2017
M03	Further medical assessment	2017
M11	Exemption	2017
M12	Damages assessment	2017
M13	Further Damages assessment	2017
M14	Damages settlement approval	2017
M41	Application for appointed representative	2017
M21	Miscellaneous claims assessment	2017
M31	Merit review	2017
M32	Review of a Merit review	2017
M51	Medical assessment	1999
M52	Review of a medical assessment	1999
M53	Further medical assessment	1999
M61	Exemption	1999
M62	General Assessment	1999
M63	Further General Assessment	1999
M64	Special Assessment	1999

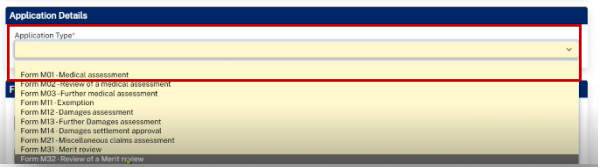

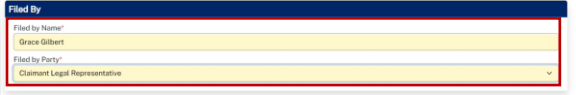
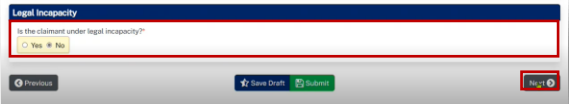
Note: The Motor Accident Reply form is also submitted via Pathway Portal.

How to lodge a new application

In the following example Grace Gilbert who is the Legal Representative for the Claimant is lodging a New Motor Accident Application on behalf of the Claimant.

Instruction	Page
<p>New Application Form</p> <ul style="list-style-type: none"> Click on the New Application Form and select New Motor Accident Application. ➤ The Motor Accident Application – Notice to Parties page displays. 	
<p>Motor Accident Application – Notice to Parties</p> <ul style="list-style-type: none"> Click the check box to indicate that you understand and agree to the Terms and Conditions. Click Next. ➤ The Motor Accident Application - Claim Details page displays. 	
	

Instruction	Page
<p><i>Motor Accident Application - Claim Details</i></p> <ul style="list-style-type: none"> Complete the details as follows: <ul style="list-style-type: none"> Date of Accident – Type in the date or select the date from the calendar. <p>Note: The Date of Accident determines the Scheme and the application forms available for selection.</p> <ul style="list-style-type: none"> Claimant Date of Birth – Type in the date or select the date from the calendar. Claimant Surname – Type in the last name of the Claimant. Who is the claim against? - Select either: An Insurer, A Corporation or An Individual. <p>Note: Depending on who the claim is against will determine the additional fields that you are required to complete.</p> <ul style="list-style-type: none"> Which Insurer is managing the Claim? – Select the Insurer from the drop-down menu. (If Insurer has been selected in previous question). Insurer not listed - If the Insurer is not listed, tick this box and enter the Insurer's details on the subsequent page. Enter the claim number – Type in the claim number. Location of Accident – If it is a valid claim number the accident location will automatically be populated. If there is no match, you can manually type in the location. 	
<p><i>Matching the claim number to the Universal Claims Database</i></p> <ul style="list-style-type: none"> The claim number is checked against the Universal Claims Database (UCD) and confirms if it is a valid claim number, it will show The claim has been found in green. If the Claim has not been found, it will display in red. You should check the Claim number again and make sure that it is correct. If you are satisfied that it is correct, there will be another check box that you can tick Proceed without matched claim. 	

Instruction	Page
<p><i>Application Details</i></p> <ul style="list-style-type: none"> Complete the following: <ul style="list-style-type: none"> Application Type – Select from the drop-down menu. ➤ The Matters in Dispute page displays. 	
<p><i>Matters in Dispute</i></p> <ul style="list-style-type: none"> Select the relevant disputes. 	
<p><i>Filed By</i></p> <ul style="list-style-type: none"> Filed by Name – Type in your name/name of the Legal Representative. Filed by Party – Select Claimant Legal Representative. 	
<p><i>Legal Incapacity</i></p> <ul style="list-style-type: none"> Is the claimant under legal incapacity? – Select No to continue. Click Next. ➤ The Claimant Details page displays. 	
<p>Note: If you selected Yes to the first question - Is the Claimant under legal incapacity? and then selected No to – Has the Commission appointed to an Appointed Representative previously? You won't be able to continue with the application because you need to lodge an Appointed Representative application first.</p>	

Claimant Details

- Complete the **Claimant Details** as follows:
 - **Surname** – Type in the Claimant’s last name.
 - **Given Name(s)** – Type in the Claimant’s first and second names.
 - **Title** – Select the Title from the drop-down menu.
 - **Date of Birth** – Type in the Claimant’s Date of Birth or select the date from the calendar.
 - **DX Address** – Check the box if the address is a DX address.
 - **Address** – Type in the relevant fields.
 - **International Address** – Tick if applicable.
 - **Same as Postal Address** - Tick if the Residential address is the same as the Postal Address.
 - **Teleconference Phone Number** – Type in the Claimant’s contact phone number.
 - **Mobile Phone** – Type in the Claimant’s contact mobile phone number.
 - **SMS Tick box** – Untick if the Claimant does not want to receive SMS reminders of appointments.
 - **Email** – Type in the Claimant’s email address.

Interpreter

- Complete the details as follows:
 - **Interpreter Required** – Select if the Claimant requires an Interpreter.
 - **Language of Interpreter** – Select the language from the drop-down menu.
 - **Individual has a disability** – Select if applicable and add notes.
 - **Claimant has a Legal Representative** – Select if applicable

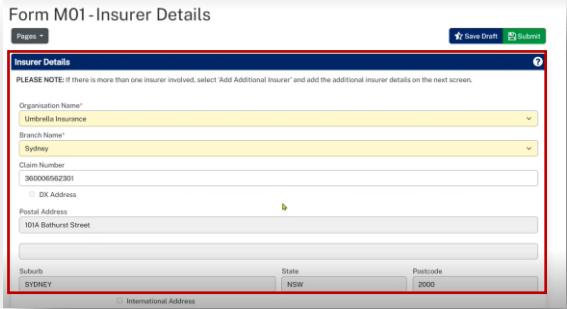
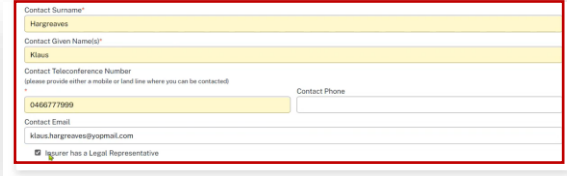
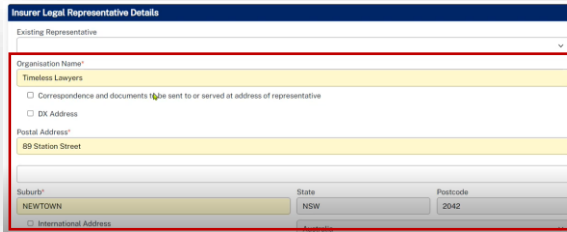
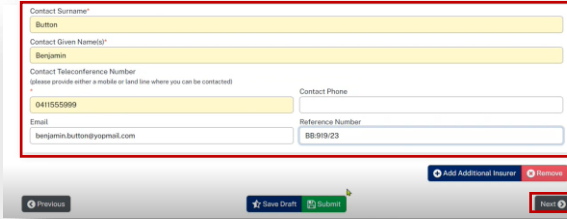
Claimant Legal Representative Details


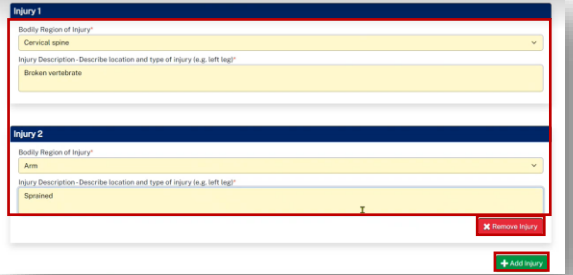
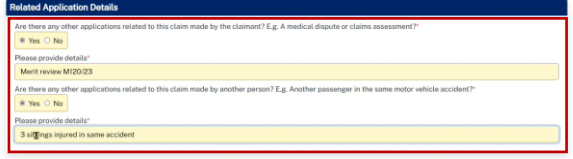
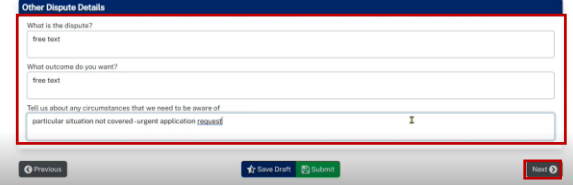
- Complete the details as follows:
 - **Existing Representative** – Select from the drop-down menu if available.
 - **Firm or Organisation** – If you are representing the Claimant, these details should auto populate. Otherwise populate if required.
 - Correspondence and documents to be sent to or served at address of representative – Select if applicable.
 - **DX Address** – Select if applicable.
 - **Postal Address** – Select if the same as the Postal address.

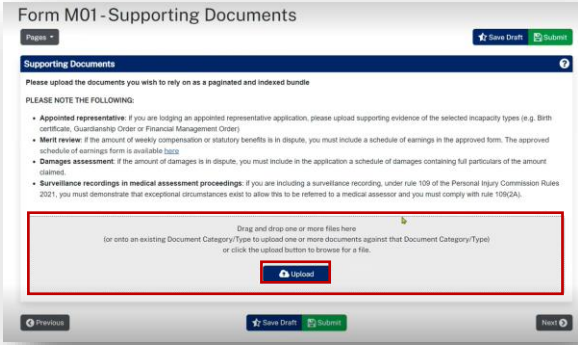
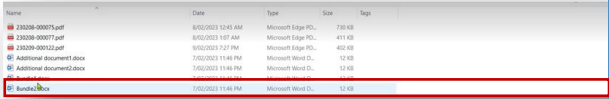

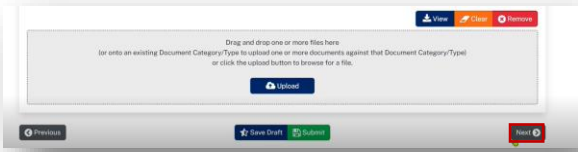
- Check the **Contact Name** that has auto-populated. The person named is the Primary Contact for this Matter. If the auto-populated name is not correct, select the blank row in the Existing Representative drop-down menu and manually enter the contact name and details.
- If you are completing this application on behalf of the lawyer who is managing the application, you will need to enter their name as the Contact Name.

Note: This is essential, so that the correct person from your firm is added as the Primary contact for this matter.

- **Contact Surname** – Populate the Primary contact's surname.
- **Contact Given Name (s)** – Populate the Primary contact's given name
- **Contact Teleconference Number** – Type in the best contact number for Teleconference.
- **Contact Phone** – Type in any other contact numbers.
- **Email** – Populate the Primary contact's email address.
- **Reference Number** – Populate as required.
- Click **Next**.
- The **Insurer Details** page displays.

Instruction	Page
<p><i>Form M01- Insurer Details</i></p> <ul style="list-style-type: none"> These details will auto populate because the Insurer was selected on the first page. 	
<p><i>Insurer Details continued</i></p> <ul style="list-style-type: none"> Complete the details as follows: <ul style="list-style-type: none"> Scroll down to add the Contact details if there is a particular contact for this Insurer and claim. Tick the box if the Insurer has a Legal Representative. 	
<ul style="list-style-type: none"> Add in the Insurer Legal Representative Details name and address details. 	
<ul style="list-style-type: none"> Add in the Insurer Legal Representative contact details. <p>Note: You can Add Additional Insurer if there is more than one Insurer involved in this Matter.</p> <ul style="list-style-type: none"> Click Next. ➤ The Degree of Permanent Impairment page displays in this example. The content and questions on the next page will vary depending on the application type and the dispute (s) selected earlier. 	

Instruction	Page
<p><i>Degree of Permanent Impairment</i></p> <p><i>Dispute Referral</i></p> <ul style="list-style-type: none"> Select Yes/No to the questions. 	 <p>Form M01 - Degree of permanent impairment</p> <p>Pages: [Save Draft] [Submit]</p> <p>Dispute Referral</p> <p>Has this dispute been referred by a member of the Personal Injury Commission or Court? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Has the insurer completed an internal review on the dispute type listed above? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Please provide details:</p> <p>Has the insurer been requested to conduct an internal review on the dispute type listed above? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Date internal review was requested: 06/04/2023</p> <p>The insurer has 28 Days to complete an internal review</p> <p>Please provide details:</p>
<p><i>Injury 1</i></p> <ul style="list-style-type: none"> Complete the details as follows: <ul style="list-style-type: none"> Add the details of Injury 1. Click Add Injury to add another injury. Click Remove injury to remove an injury from the page. 	 <p>Injury 1</p> <p>Bodily Region of Injury: Cervical spine</p> <p>Injury Description: Describe location and type of injury (e.g. left leg): Broken vertebrae</p> <p>Injury 2</p> <p>Bodily Region of Injury: Arm</p> <p>Injury Description: Describe location and type of injury (e.g. left leg): Sprained</p> <p>[Remove Injury] [Add Injury]</p>
<p><i>Related Application Details</i></p> <ul style="list-style-type: none"> Add in any Related Application Details if applicable. 	 <p>Related Application Details</p> <p>Are there any other applications related to this claim made by the claimant? E.g. A medical dispute or claims assessment? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Please provide details: Merit review M120/23</p> <p>Are there any other applications related to this claim made by another person? E.g. Another passenger in the same motor vehicle accident? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Please provide details: 3 siblings injured in same accident</p>
<p><i>Other Dispute Details</i></p> <ul style="list-style-type: none"> Add in any Other Dispute Details we need to be aware of. Click Next. <p>➤ The Supporting Documents page displays.</p>	 <p>Other Dispute Details</p> <p>What is the dispute? free text</p> <p>What outcome do you want? free text</p> <p>Tell us about any circumstances that we need to be aware of particular situation not covered - urgent application request</p> <p>[Previous] [Save Draft] [Submit] [Next]</p>

Instruction	Page
<p><i>Supporting Documents</i></p> <p>The Supporting Documents page provides information about what you need to lodge for certain application types.</p> <p>Note: Supporting evidence is to be submitted as a single indexed and paginated bundle.</p> <ul style="list-style-type: none"> Click Upload or drag and drop the documents onto the page. 	
<p><i>What are the document requirements?</i></p>	<p>See Appendix A – Document requirements for information on the acceptable file types and document requirements.</p>
<ul style="list-style-type: none"> Select the document and click Open. 	
<ul style="list-style-type: none"> Add in the Document Details: <ul style="list-style-type: none"> Document Type – Select from the drop-down menu. If a bundle is uploaded, select the application type – bundle as the document type, e.g., Medical dispute - bundle. Author – Type in your name. Date of Document – Type in the date of upload or select the date from the calendar. 	
<ul style="list-style-type: none"> Add another document if required. Click Next. ➤ The Certification and Signature page displays. 	

Instruction

Page

Form M01 – Certification and Signature

You can now either **Save Draft** – see **Save Draft** below or **Submit** if the application is good to go see **Submit** below.

Save Draft

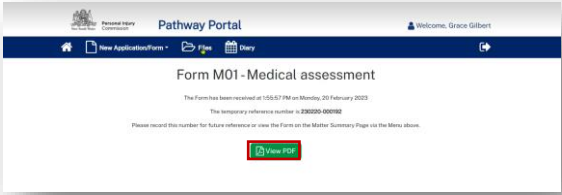
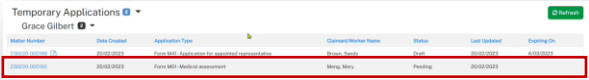
- You can **Save Draft** so that the application can be reviewed before it is signed and submitted.
- The draft application can be viewed in **Temporary Applications** with a status of **Draft**.
- Click the **PDF icon** to view the draft.
- Once the draft has been updated, you can submit the application by clicking on the **Matter Number in Temporary Applications**.

- Check/update** any details by navigating to the **relevant page**.
- Once you are ready to submit the document, navigate to the **Certification and Signature page** and submit the document as shown below.

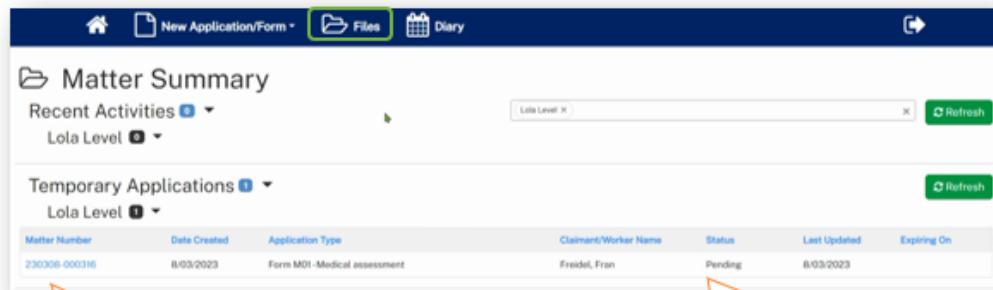
Submit

- Confirm your declaration, signature and date and click **Submit**.

Once you have submitted the application, it will go to the **Commission Registry** as a **Temporary Application**, and it will appear on your **Temporary Applications List**.

Instruction	Page																					
<p><i>Form M01 - Medical Assessment</i></p> <ul style="list-style-type: none"> Click View PDF to view and download the application. 																						
<p><i>Temporary Applications</i></p> <ul style="list-style-type: none"> Go to Files and Temporary Applications to see the temporary application. You can download the PDF by clicking the blue temporary application link. <p>Note: that the status is now Pending. If you are unable to see the application, click Refresh.</p> <p>You will receive an email to advise that a temporary application has been submitted.</p>	 <table border="1"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>230220-000102</td> <td>2023-02-20</td> <td>Form M01 - application for general compensation</td> <td>Brown, Sarah</td> <td>Open</td> <td>2023-02-20</td> <td>2024-02-20</td> </tr> <tr> <td>230220-000102</td> <td>2023-02-20</td> <td>Form M01 - Medical assessment</td> <td>Wells, Wendy</td> <td>Pending</td> <td>2023-02-20</td> <td></td> </tr> </tbody> </table>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	230220-000102	2023-02-20	Form M01 - application for general compensation	Brown, Sarah	Open	2023-02-20	2024-02-20	230220-000102	2023-02-20	Form M01 - Medical assessment	Wells, Wendy	Pending	2023-02-20	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On																
230220-000102	2023-02-20	Form M01 - application for general compensation	Brown, Sarah	Open	2023-02-20	2024-02-20																
230220-000102	2023-02-20	Form M01 - Medical assessment	Wells, Wendy	Pending	2023-02-20																	

Temporary Applications



Click [blue temporary Matter Number](#) link to open and update any application with **Status of Draft or Rejected**

Status of:

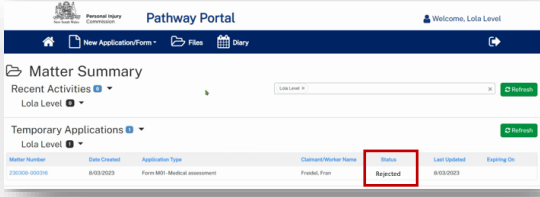
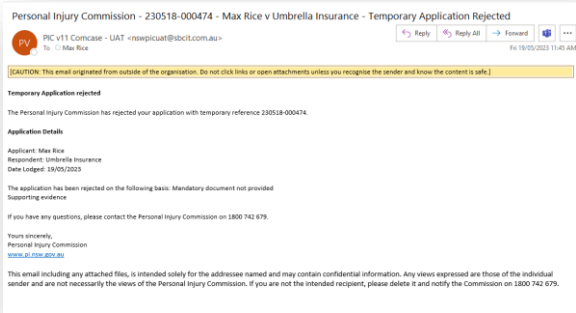
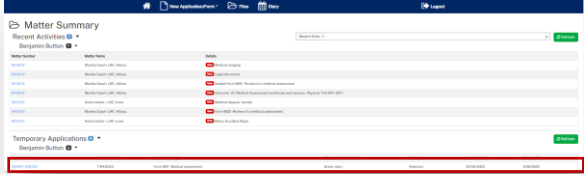
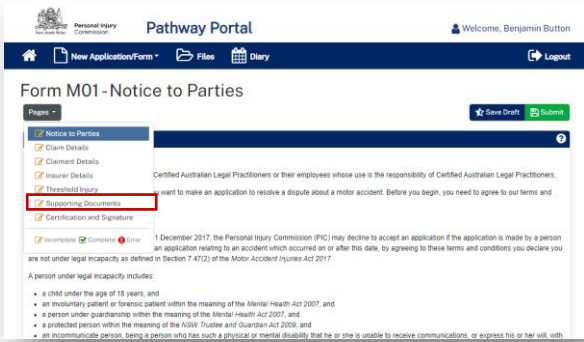
- **Pending** = temporary application submitted to the Commission
- **Draft** = you have saved the application to finish later
- **Rejected** = the Commission has rejected the application, refer to the email notification for reason

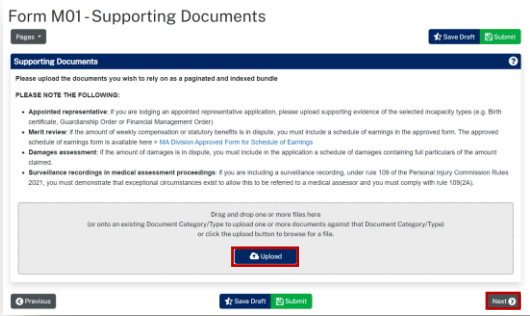
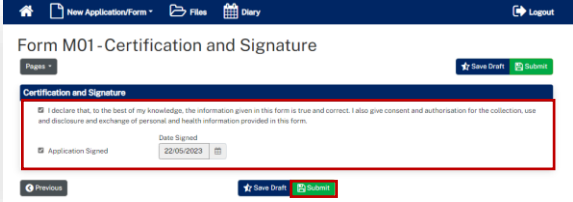
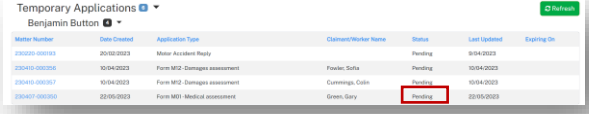
- Only the filing party will be able to see the temporary application in Pathway Portal.
- When the application has been registered by the Commission it will then be shared with the respondent who needs to lodge a reply.

What happens next?

- The next step of the process is that the Commission will review and check the application and register it.
- The application is no longer temporary, it has now been converted to a full matter with a full matter number
- The Registry team will send you an email
- The application will now display in the **Recent Activities** section and **Active Files**.

How to resubmit a rejected temporary application

Instruction	Page
<p>Notification of rejected temporary application</p> <ol style="list-style-type: none"> If the Commission rejects a temporary application, you will receive an email notification with the reason. <ul style="list-style-type: none"> In the Files tab the Temporary Application will have a Status of Rejected 	
<p>To resubmit rejected application:</p> <ol style="list-style-type: none"> Complete the following: <ul style="list-style-type: none"> Refer to the email notification to understand the rejection reason. 	
<ul style="list-style-type: none"> In the Files tab, click the blue temporary Matter Number link of the rejected matter. This reopens the application. 	
<ul style="list-style-type: none"> Navigate to Supporting Documents and make the required changes to the form (if this was the reason for rejection). 	

Instruction	Page																																			
<ul style="list-style-type: none"> Click Upload to upload the supporting document bundle (if this was the reason for rejection) and click Next. 																																				
<ul style="list-style-type: none"> Once changes are made, sign and date the application on the last page and click Submit. 																																				
<p>➤ The Status updates to Pending in the Temporary Application list).</p> <p>Note: If the Commission accepts and registers the resubmitted application, the Filed date will be the date the application was resubmitted.</p>	 <table border="1"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>230220-001913</td> <td>20-10-2023</td> <td>Motor Accident Reply</td> <td></td> <td>Pending</td> <td>10-04-2023</td> <td></td> </tr> <tr> <td>230410-001035</td> <td>10-04-2023</td> <td>Form M02 - Damages assessment</td> <td>Fowler, Sofia</td> <td>Pending</td> <td>10-04-2023</td> <td></td> </tr> <tr> <td>230410-001047</td> <td>10-04-2023</td> <td>Form M02 - Damages assessment</td> <td>Cummings, Colin</td> <td>Pending</td> <td>10-04-2023</td> <td></td> </tr> <tr> <td>230407-001000</td> <td>23-05-2023</td> <td>Form M01 - Medical assessment</td> <td>Green, Gary</td> <td>Pending</td> <td>23-05-2023</td> <td></td> </tr> </tbody> </table>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	230220-001913	20-10-2023	Motor Accident Reply		Pending	10-04-2023		230410-001035	10-04-2023	Form M02 - Damages assessment	Fowler, Sofia	Pending	10-04-2023		230410-001047	10-04-2023	Form M02 - Damages assessment	Cummings, Colin	Pending	10-04-2023		230407-001000	23-05-2023	Form M01 - Medical assessment	Green, Gary	Pending	23-05-2023	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On																														
230220-001913	20-10-2023	Motor Accident Reply		Pending	10-04-2023																															
230410-001035	10-04-2023	Form M02 - Damages assessment	Fowler, Sofia	Pending	10-04-2023																															
230410-001047	10-04-2023	Form M02 - Damages assessment	Cummings, Colin	Pending	10-04-2023																															
230407-001000	23-05-2023	Form M01 - Medical assessment	Green, Gary	Pending	23-05-2023																															

Replies

How to complete a Reply – Respondent



A reply request arrives as **Unassigned** in Pathway Portal and must be assigned to a person (to ensure only one person is completing the reply).

Once a **Reply Request** is assigned, it is only visible by that person in their **My Reply Requests** to action.

When a reply is completed, it starts as a temporary application which:

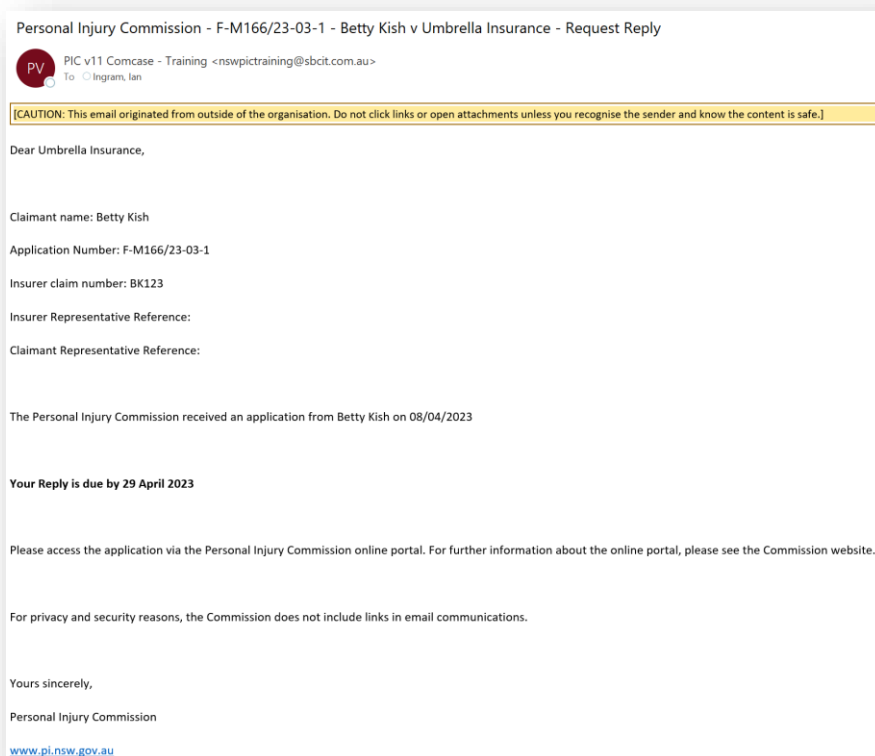
- Displays in the **Temporary Applications** section of Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

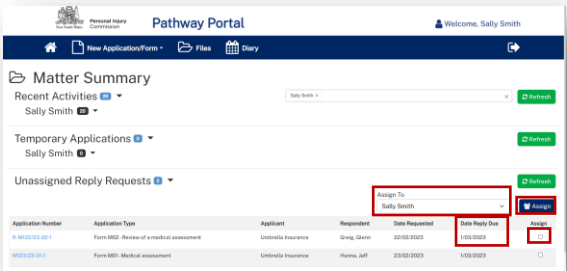
↔ Reply is a **Temporary application** until reviewed then registered by the Commission

Reply Request Notification

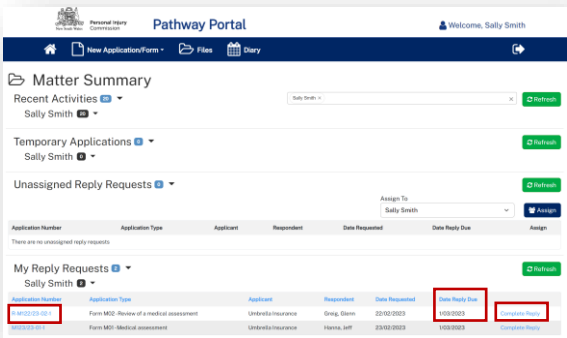
When a reply has been requested the respondent (or their legal representative) receives an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.



How to Assign the Reply Request

Instruction	Page
<p>Unassigned Reply Requests must be assigned to someone in your firm.</p> <ol style="list-style-type: none"> To assign a Reply Request, complete the following: <ul style="list-style-type: none"> Tick Assign box Select a User's name from the Assign To drop down menu Click Assign. <p>Note: Be mindful of the Date Reply Due.</p>	 <p>The screenshot shows the 'Unassigned Reply Requests' section of the Pathway Portal. A table lists two requests. The first row has application number 19022023-02, application type 'Form M02: Review of a medical assessment', applicant 'Umbrella Insurance', respondent 'Greg, Glenn', date requested '20/02/2023', and date reply due '1/03/2023'. The 'Assign To' dropdown is set to 'Sally Smith' and the 'Assign' button is highlighted with a red box.</p>

How to complete a Reply

Instruction	Page
<p>My Reply Requests are your assigned Reply Requests</p> <ol style="list-style-type: none"> To respond to the reply request, complete the following: <ul style="list-style-type: none"> Click the blue application number link and review the Matter Details, including the parties, application form and supporting documents. When ready, click Complete Reply to reply from either the Matter Summary page or the Matter Details page. This will generate the Motor Accident Application – Reply form which you need to complete and submit. <p>Note: Be mindful of the Date Reply Due</p>	 <p>The screenshot shows the 'My Reply Requests' section of the Pathway Portal. A table lists two requests. The first row has application number 19022023-02, application type 'Form M02: Review of a medical assessment', applicant 'Umbrella Insurance', respondent 'Greg, Glenn', date requested '20/02/2023', and date reply due '1/03/2023'. The 'Date Reply Due' and 'Complete Reply' buttons are highlighted with red boxes.</p>

Instruction

2. Complete the **Notice to Parties** – check that you understand and agree to the terms and conditions and click **Next**.

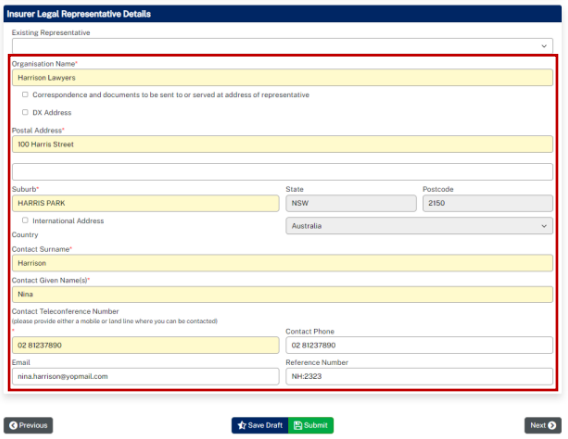
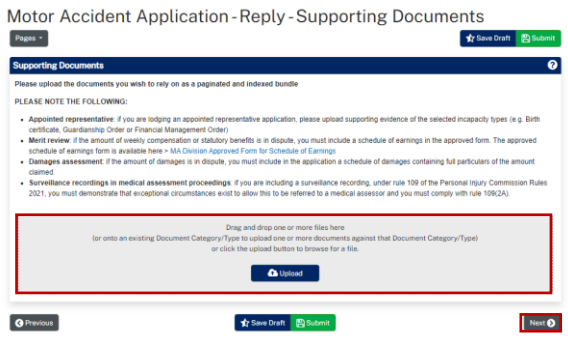
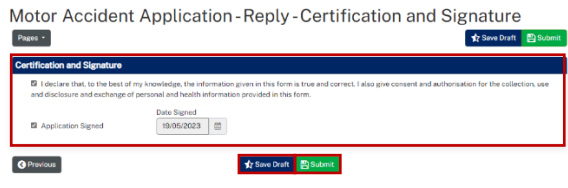
Page

The screenshot shows the 'Notice to Parties' page in the Pathway Portal. The page title is 'Motor Accident Application - Reply - Notice to Parties'. It includes sections for 'Terms and Conditions of Use', 'Legal Incapacity', and a 'Next' button. The 'Legal Incapacity' section lists criteria for legal incapacity, such as being a child under 18, an involuntary patient, or a person with a physical or mental disability. A red box highlights the 'Next' button at the bottom right.

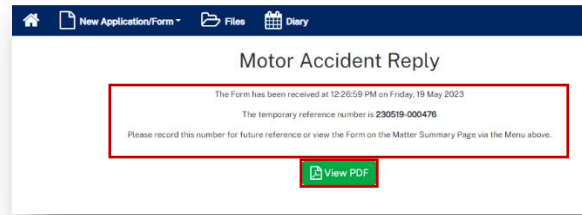
The screenshot shows a confirmation page with the text: 'The PIC may withhold from publication all or part of a decision, regardless of whether or not you request that the PIC does so, if it is desirable to do so because of the confidential or sensitive nature of the information, or for any other reason. For more information about the publication of decisions, please see the Personal Injury Commission Rules.' A red box highlights the checkbox 'Check here to indicate that you understand and agree to the Terms and Conditions'. Below the checkbox are buttons for 'Save Draft', 'Submit', and 'Next'.

3. Enter the **Filed by Name**, **Filed by Party**, and the **reply to the dispute**. If more than one dispute is listed, enter a reply to each dispute.
4. Click **Next**.

The screenshot shows the 'Motor Accident Application - Reply - Reply' page. It includes sections for 'Application Details', 'Filed By', and 'Dispute: Damages assessment'. The 'Filed By' section has fields for 'Filed by Name' (Max Rice) and 'Filed by Party' (Client's Legal Representative). The 'Dispute: Damages assessment' section has a dropdown for 'Dispute Type' (Damages assessment) and a text area for 'Reply to the dispute'. A red box highlights the 'Filed by Name', 'Filed by Party', and 'Reply to the dispute' fields. At the bottom are buttons for 'Previous', 'Save Draft', 'Submit', and 'Next'.

Instruction	Page
<p>5. Complete the Claimant Details page and Legal Representative page / Insurer Details page and Legal Representative page.</p> <p>6. Check the Contact Name that has auto-populated. The person named is the Primary Contact for this Matter. If the auto-populated name is not correct, select the blank row in the Existing Representative drop-down menu and manually enter the contact name and details.</p> <p>If you are completing the Reply on behalf of the lawyer who is managing the matter, you will need to enter their name as the Contact Name.</p> <p>Note: This is essential, so that the correct person from your firm is added as the Primary contact for this matter.</p>	
<p>7. Upload supporting documents for the Reply, complete the Document Details and click Next.</p> <p>Note: Supporting documents must be submitted as a single indexed and paginated bundle.</p>	
<p>8. Sign and date the application – Submit if ready or Save Draft and have someone else review the reply before it is submitted.</p>	

9. Here you can see confirmation that the Reply has been submitted.



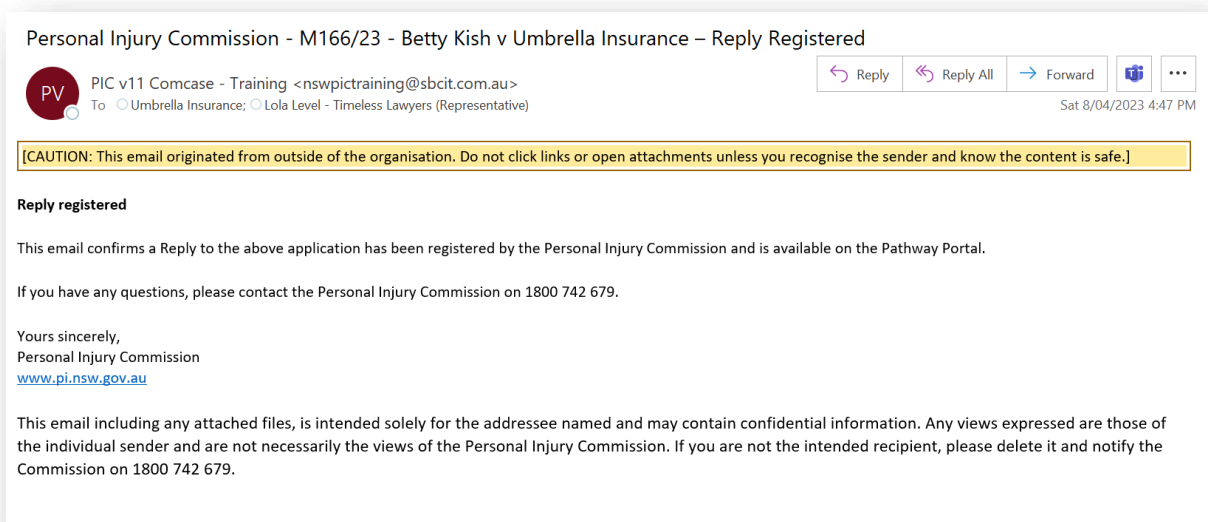
How to view the Reply

Reply registered email notification

When a reply is submitted, it will be reviewed and registered or rejected if it not compliant.

When a reply has been registered the Commission Registry team send an acceptance email to the:

- Applicant's Legal Representative
- Respondent's Legal Representative or
- Unrepresented parties.



View the Reply

The **Documents** section lists the:

- Sealed reply form
- Reply document bundle

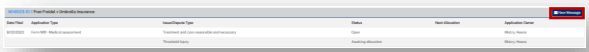
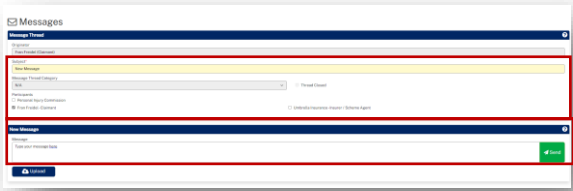
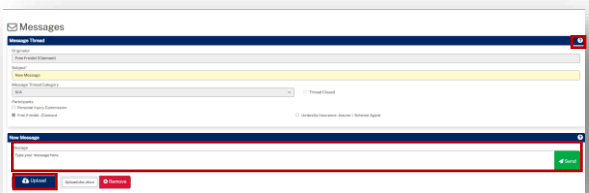
1. Click the [blue document date link](#) to download and view the document.

The screenshot displays the 'Matter Details' page in the Pathway Portal. It features several sections:

- Application Forms:** A table listing forms with columns for Date Filed, Application Number, Application Type, Filed By Name, Filed By Type, and Status. A red 'NEW' badge is visible.
- Issue/Dispute Type:** A table with columns for Date Filed, Application Type, Issue/Dispute Type, Status, Next Allocation, and Application Owner.
- Parties:** A table with columns for Party Role, Party Name, Party Type, Party Contact, and Representative.
- Messages:** A table with columns for Application, Category, Subject, Sender, and Date/Time Sent.
- Documents:** A table with columns for Document Date, Author, Document Category and Type, and Related To. A red 'NEW' badge is present.

Messages

How to send a message

Instruction	Page
<p>You can use the message function to communicate with the other party and the Personal Injury Commission.</p> <p>From the Matter Details page:</p> <ol style="list-style-type: none"> 1. Click New Message on the top right corner of the application. <p>Note: The Application Owner will always be copied automatically on the message.</p>	
<ol style="list-style-type: none"> 2. Type the Subject. 3. Select the Participants. <ul style="list-style-type: none"> • Legal representative (or self-represented party) receives email notification of new Portal message • Claimant/insurer can see messages but not respond if they have Legal Representative. 4. Type the Message body. 	
<p><i>Upload a document</i></p> <p>You can Upload a document to your message as follows:</p> <ol style="list-style-type: none"> 1. Click the help icon in the top right of the New Message box to display help and link for attaching various forms. 2. Click Upload when document is ready. 3. Select the document and click OK. 4. Click Send. 	

How to view messages

You may receive new messages from the other party or the Commission.

You will also get an **email notification** which contains the message subject line only (for cyber security reasons), you need to view message within Portal.

A list of message threads displays in **Messages** section of the **Matter Details**.

The screenshot shows a table of messages with the following columns: Application, Category, Subject, Sender, and Date/Time Sent. A 'View Open Messages' button is located in the top right corner. A red 'New' badge is present next to the first message's subject line.

Application	Category	Subject	Sender	Date/Time Sent
M20006/23 64-1 - Form M64 - Special Assessment	For Action	New Message to Claimant for Stood Over claim	Priyanka Singh	9/06/2023 9:56 AM
M20006/23 64-1 - Form M64 - Special Assessment	For Action	Msg02 to Claimant	Priyanka Singh	9/06/2023 9:52 AM
M20006/23 64-1 - Form M64 - Special Assessment	For Action	Message01 to Claimant	Mohan Daschan	9/06/2023 9:50 AM

Callout 1 (top): New badge indicates a new message in the thread

Callout 2 (left): Category for incoming messages will be:
•
•
•
N/A Category indicates thread was initiated by you

Callout 3 (middle): Click [blue subject link](#) to view and respond to the message

Callout 4 (right): Click to toggle between:
View All Messages – Which includes closed threads.
View Open Messages – which only displays threads that are open

How to respond to messages

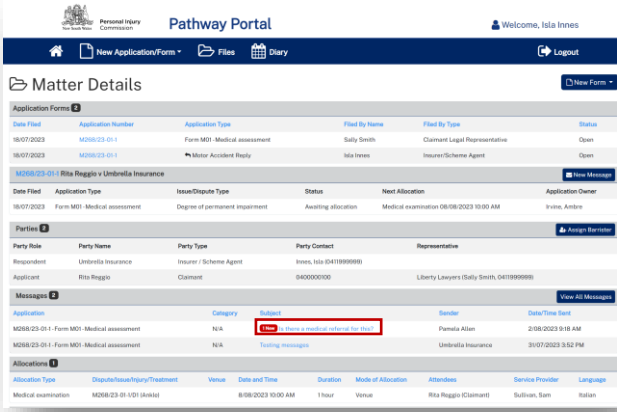
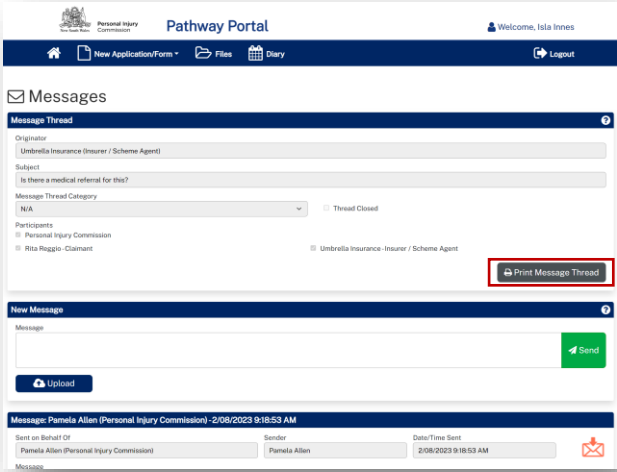
The most recent messages display at the top of the thread.

1. Type response to **Message** and click **Send**.

The screenshot displays the Pathway Portal interface. At the top, there is a navigation bar with the Pathway Portal logo, a welcome message for Max Rice, and navigation icons for Home, New Application/Form, Files, Diary, and Logout. Below the navigation bar is a 'Messages' section. The 'Message Thread' section shows a message from Sophie Jones (Personal Injury Commission) with the subject 'Response needed'. The message thread category is 'For Action' and the thread is not closed. Participants listed are Personal Injury Commission, Max Rice - Claimant, and UAT, Allianz - Insurer / Scheme Agent. A 'Print Message Thread' button is visible. Below the message thread is a 'New Message' section with a text input field containing 'Response is typed here', a 'Send' button, and an 'Upload' button. At the bottom, a message header shows 'Message: Sophie Jones (Personal Injury Commission) - 5/05/2023 3:50:23 PM', 'Sent on Behalf Of: Sophie Jones (Personal Injury Commission)', 'Sender: Sophie Jones', and 'Date/Time Sent: 5/05/2023 3:50:23 PM'.

How to download a message thread

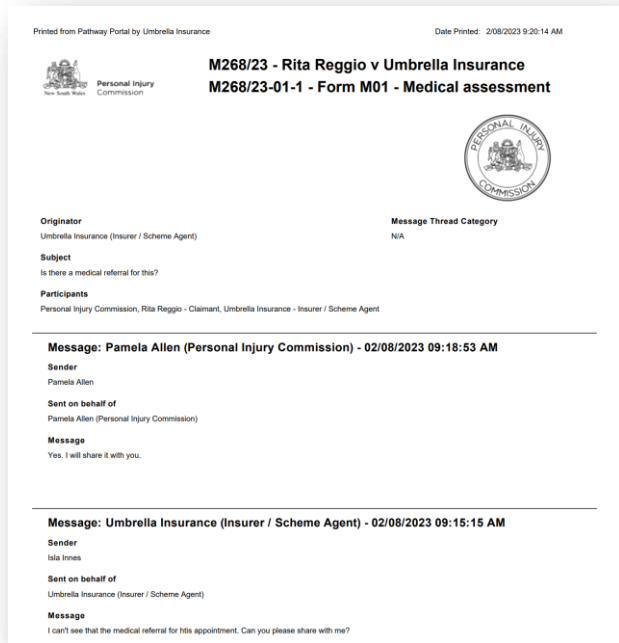
You can download message threads from Pathway Portal.

Instruction	Page
<p>1. From the Matter Details page click the blue subject link to view message thread.</p>	
<p>2. Click the Print Message Thread button.</p>	

Instruction

Page

- A sealed PDF document with the entire message thread is generated and can be found in your Downloads folder.



Case Management

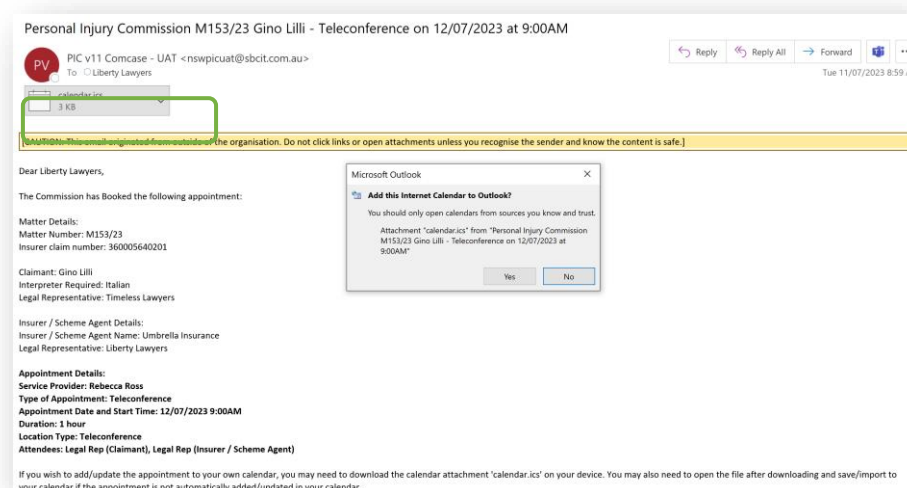


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

- The legal representative for both parties or self-represented party
- The decision maker
- The claimant, for allocations that the claimant is required to attend
- The case owner will send an email with Teams link if allocation/appointment is to be virtual.

Allocation email notification

- The legal representatives for the parties (or self-represented parties) will receive an email when a new allocation/appointment is made.
- You can add the appointment to your local calendar by double clicking the calendar.ics attachment.
- For dispute resolution events or medical assessments to be conducted virtually via Teams, the case owner will send an email with the Teams link for the event/assessment.



How to view allocation details

In the **Matter Details** page, the **Allocations** section displays all the allocations/ appointments for the matter.

The screenshot shows a table titled "Allocations 1" with the following columns: Allocation Type, Dispute/Issue/Injury/Treatment, Venue, Date and Time, Duration, Mode of Allocation, Attendees, Decision Maker, and Language. A single row of data is visible, representing a medical examination appointment.

Allocation Type	Dispute/Issue/Injury/Treatment	Venue	Date and Time	Duration	Mode of Allocation	Attendees	Decision Maker	Language
Medical examination	M270/23-01-1/D1 (Arm)	PIC Medical Suites, Level 8/1 Oxford Street, SURRY HILLS NSW	4/09/2023 9:00 AM	1 hour	Venue	Adi Allen (Claimant)	Sullivan, Sam	

Allocation type is the type of appointment (eg Teleconference, Medical Examination, Paper based)

Dispute/Injury/Issue/Treatment displays what is to be assessed in appointment

Attendees displays who needs to attend, eg if it's a Teleconference the legal representative may need to attend but not Claimant/Insurer

Decision Maker is the member or medical assessor

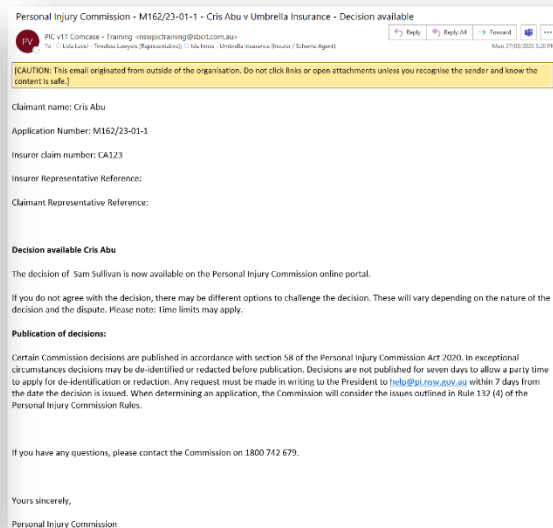
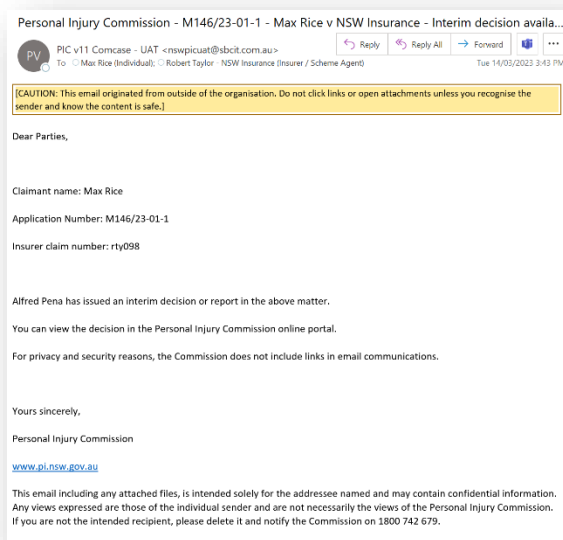
Assess and Decide



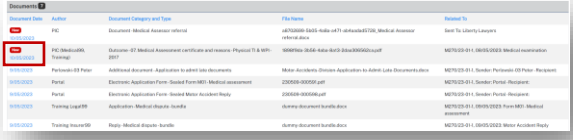
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

- Seals the outcome document
- Sends the Legal Representative(s) and Unrepresented parties an email notification that the decision is available on Pathway Portal.

Decision available email notification





How to view the Outcome Document

Instruction	Page																																								
<p>From the Matter Details page, scroll down to Documents</p> <ol style="list-style-type: none">1. Click the blue Document Date link to download the document.2. Click the downloaded document to view.	 <table border="1"><thead><tr><th>Document Date</th><th>Author</th><th>Document Category and Type</th><th>File Name</th><th>Attach To</th></tr></thead><tbody><tr><td>04/15/2024</td><td>PTC</td><td>Document - Medical Assessment reference</td><td>04/15/2024 04:55 mdr11 vtdawak6704_Medical Assessment reference.docx</td><td>Send To Liberty/Lawyers</td></tr><tr><td>04/15/2024</td><td>PTC</td><td>Document - PT Medical Assessment certificate and resume - Physical T/A MPH - Training</td><td>04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.pdf</td><td>ME7622-01-L 0805/0055 Medical authorization</td></tr><tr><td>04/15/2024</td><td>Perkins CE Peter</td><td>Additional Document - Application to submit late documents</td><td>Make Accidents/Division Application to Admit Late Documents.docx</td><td>ME7622-01-L 0805/0055 CE Peter - Perkins</td></tr><tr><td>04/15/2024</td><td>Perkins</td><td>Electronic Application Form - Suspect Form(MI) - Medical assessment</td><td>20000-00000.pdf</td><td>ME7622-01-L 0805/0055 CE Peter - Perkins</td></tr><tr><td>04/15/2024</td><td>Perkins</td><td>Electronic Application Form - Suspect Motor Accident Reply</td><td>20000-00000.pdf</td><td>ME7622-01-L 0805/0055 CE Peter - Perkins</td></tr><tr><td>04/15/2024</td><td>Training Log(PT)</td><td>Application - Medical Physical - Suspect</td><td>04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.docx</td><td>ME7622-01-L 0805/0055 Per(MI) - Medical assessment</td></tr><tr><td>04/15/2024</td><td>Training record(PT)</td><td>Reply - Medical Physical - Suspect</td><td>04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.docx</td><td>ME7622-01-L 0805/0055 Motor Accident Reply</td></tr></tbody></table>	Document Date	Author	Document Category and Type	File Name	Attach To	04/15/2024	PTC	Document - Medical Assessment reference	04/15/2024 04:55 mdr11 vtdawak6704_Medical Assessment reference.docx	Send To Liberty/Lawyers	04/15/2024	PTC	Document - PT Medical Assessment certificate and resume - Physical T/A MPH - Training	04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.pdf	ME7622-01-L 0805/0055 Medical authorization	04/15/2024	Perkins CE Peter	Additional Document - Application to submit late documents	Make Accidents/Division Application to Admit Late Documents.docx	ME7622-01-L 0805/0055 CE Peter - Perkins	04/15/2024	Perkins	Electronic Application Form - Suspect Form(MI) - Medical assessment	20000-00000.pdf	ME7622-01-L 0805/0055 CE Peter - Perkins	04/15/2024	Perkins	Electronic Application Form - Suspect Motor Accident Reply	20000-00000.pdf	ME7622-01-L 0805/0055 CE Peter - Perkins	04/15/2024	Training Log(PT)	Application - Medical Physical - Suspect	04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.docx	ME7622-01-L 0805/0055 Per(MI) - Medical assessment	04/15/2024	Training record(PT)	Reply - Medical Physical - Suspect	04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.docx	ME7622-01-L 0805/0055 Motor Accident Reply
Document Date	Author	Document Category and Type	File Name	Attach To																																					
04/15/2024	PTC	Document - Medical Assessment reference	04/15/2024 04:55 mdr11 vtdawak6704_Medical Assessment reference.docx	Send To Liberty/Lawyers																																					
04/15/2024	PTC	Document - PT Medical Assessment certificate and resume - Physical T/A MPH - Training	04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.pdf	ME7622-01-L 0805/0055 Medical authorization																																					
04/15/2024	Perkins CE Peter	Additional Document - Application to submit late documents	Make Accidents/Division Application to Admit Late Documents.docx	ME7622-01-L 0805/0055 CE Peter - Perkins																																					
04/15/2024	Perkins	Electronic Application Form - Suspect Form(MI) - Medical assessment	20000-00000.pdf	ME7622-01-L 0805/0055 CE Peter - Perkins																																					
04/15/2024	Perkins	Electronic Application Form - Suspect Motor Accident Reply	20000-00000.pdf	ME7622-01-L 0805/0055 CE Peter - Perkins																																					
04/15/2024	Training Log(PT)	Application - Medical Physical - Suspect	04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.docx	ME7622-01-L 0805/0055 Per(MI) - Medical assessment																																					
04/15/2024	Training record(PT)	Reply - Medical Physical - Suspect	04/15/24 04:56 8d3d 8d3d 8d3d8d3d8d3d.docx	ME7622-01-L 0805/0055 Motor Accident Reply																																					

How to lodge an application for a Review

If you need to apply for a review of a decision in Pathway Portal, complete the following:

Instruction	Page																		
<p>To lodge a review, complete the following:</p> <ol style="list-style-type: none">From the original Matter Details, click New Form in top right corner and select New Motor Accidents Application. <p>This allows the claimant, insurer and legal representative details to auto-populate if you select their names from drop-down list.</p>	 <table border="1"><thead><tr><th>Date Filed</th><th>Application Number</th><th>Application Type</th><th>Filed By Name</th><th>Filed By Type</th><th>Status</th></tr></thead><tbody><tr><td>18/03/2023</td><td>181423 001</td><td>From-MPI Medical assessment</td><td>Grace Gilbert</td><td>Client/Legal Representative</td><td>Open</td></tr><tr><td>18/03/2023</td><td>181423 001</td><td>New Motor Accidents Reply</td><td>Benjamin Butler</td><td>Insurer/Scheme Agent/Legal Representative</td><td>Open</td></tr></tbody></table>	Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status	18/03/2023	181423 001	From-MPI Medical assessment	Grace Gilbert	Client/Legal Representative	Open	18/03/2023	181423 001	New Motor Accidents Reply	Benjamin Butler	Insurer/Scheme Agent/Legal Representative	Open
Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status														
18/03/2023	181423 001	From-MPI Medical assessment	Grace Gilbert	Client/Legal Representative	Open														
18/03/2023	181423 001	New Motor Accidents Reply	Benjamin Butler	Insurer/Scheme Agent/Legal Representative	Open														
<p><i>Notice to Parties</i></p> <ol style="list-style-type: none">Read the Terms and Conditions and scroll to the bottom and tick to agree to Terms and Conditions.Click Next <ul style="list-style-type: none">The Form Claim Details displays.	 <p>The PIC may withhold from publication all or part of a decision, regardless of whether or not you request that the PIC does so, if it is desirable to do so because of the confidential or sensitive nature of the information, or for any other reason.</p> <p>For more information about the publication of decisions, please see the Personal Injury Commission Rules.</p> <p><input checked="" type="checkbox"/> Check here to indicate that you understand and agree to the Terms and Conditions</p> <p>Save Draft Submit Next</p>																		

Claim Details

4. Complete the **Claim Details** as follows:

- Populate the **Claim Details**
- Select the Application Type

This example selects M02 – Review of medical assessment

- Tick relevant Matters in Dispute
- **Filed by Party** – Select as appropriate.
- **Legal Incapacity** – Select as appropriate.

5. Click **Next**.

- The **Claimant Details** page displays.

Form M02 - Claim Details

How to lodge an application for a Review continued

Instruction

Claimant Details

6. Populate the **Claimant Details** page.
7. When done click **Next**.

Page

Form M02 - Claimant Details

Selecting **Existing Party** and **Existing Representative** auto-populates their details which speeds up data entry



8. Check the **Contact Name** that has auto-populated. The person named is the Primary Contact for this Matter. If the auto-populated name is not correct, select the blank row in the Existing Representative drop-down menu and manually enter the contact name and details.
9. If you are completing the application on behalf of the lawyer who is managing the matter, you will need to enter their name as the Contact Name.

Note: This is essential, so that the correct person from your firm is added as the Primary contact for this matter.

- The **Insurer Details** page displays.

Instruction

Insurer Details

10. Populate the **Insurer Details** page, including the **Contact Name** details.
11. Click **Next**.

Page

Form M02 - Insurer Details

Selecting **Existing Party** and **Existing Representative** auto-populates their details which speeds up data entry



12. Check the Contact Name that has auto-populated. The person named is the Primary Contact for this Matter. If the auto-populated name is not correct, select the blank row in the Existing Representative drop-down menu and manually enter the contact name and details.
13. If you are completing the application on behalf of the lawyer who is managing the matter, you will need to enter their name as the Contact Name.

Note: This is essential, so that the correct person from your firm is added as the Primary contact for this matter.

- The **Form M02 – Panel Review of single medical assessment** page displays if this is the application that was selected.

Instruction

Form M02 – Panel Review of single medical assessment

14. Complete the details as follows:

- The Matter number should pre-populate based on the matter you were in when you selected **New Form**.
- Select the relevant **Previous Decision**.
- If the decision is not available, tick **Previous Decision not available for selection** and type in the details.
- **The Date of the previous decision** and **Full Name of Decision Maker of previous decision** auto-populate based on decision selected above, otherwise manually populate.
- Complete the required fields on the page.

15. Click **Next**.

- The **Supporting Documents** page displays.

Page

Form M02 - Panel Review of single medical assessment

Pages ▾ Save Draft Submit

Previous Decision

Matter Number of Previous Decision* Previous Decision not available for selection
M14423

Previous Decision*
20/02/2023 - Allred Pena - Outcome - Medical Assessment certificate and reasons - Physical T1 & Earning capacity - 2017

Date of previous decision* 20/02/2023 Full Name of Decision Maker of previous decision* Allred Pena

Was a confirmed certificate issued?*
 Yes No

Are you lodging this review application outside the statutory time period?*

Yes No

What is the error made by the Decision Maker?*

Need to consider...

How is this material to the outcome of the decision?*

It is material because...

Other Circumstances

Tell us about any circumstances that we need to be aware of

Notes: []

Previous Save Draft Submit Next

Supporting Documents

16. Upload the relevant supporting document as a single indexed and paginated bundle.

17. Click **Next**

- The Certification and Signature page displays.

Form M02 - Supporting Documents

Pages ▾ Save Draft Submit

Supporting Documents

Please upload the documents you wish to rely on as a paginated and indexed bundle

PLEASE NOTE THE FOLLOWING:

- **Appointed representative:** if you are lodging an appointed representative application, please upload supporting evidence of the selected incapity types (e.g. Birth certificate, Guardianship Order or Financial Management Order)
- **Merit review:** if the amount of weekly compensation or statutory benefits is in dispute, you must include a schedule of earnings in the approved form. The approved schedule of earnings form is available [here](#).
- **Damage assessment:** if the amount of damages is in dispute, you must include in the application a schedule of damages containing full particulars of the amount claimed.
- **Surveillance recordings in medical assessment proceedings:** if you are including a surveillance recording, under rule 109 of the Personal Injury Commission Rules 2021, you must demonstrate that exceptional circumstances exist to allow this to be referred to a medical assessor and you must comply with rule 109(2A).

Drag and drop one or more files here (or onto an existing Document Category/Type to upload one or more documents against that Document Category/Type) or click the upload button to browse for a file.

Upload

Previous Save Draft Submit Next

Certification and Signature

18. **Read** and **tick** the acknowledgments.

19. Click **Save Draft** if application needs to be reviewed internally before being submitted to the Commission.

20. Click **Submit**.

Form M02 - Certification and Signature

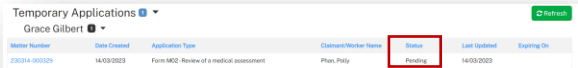
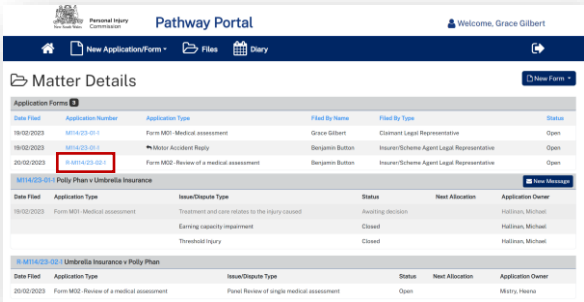
Pages ▾ Save Draft Submit

Certification and Signature

I declare that, to the best of my knowledge, the information given in this form is true and correct. I also give consent and authorisation for the collection, use and disclosure and exchange of personal and health information provided in this form.

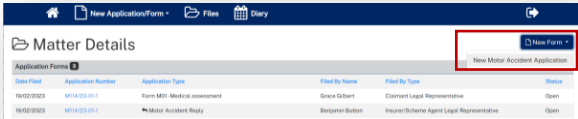
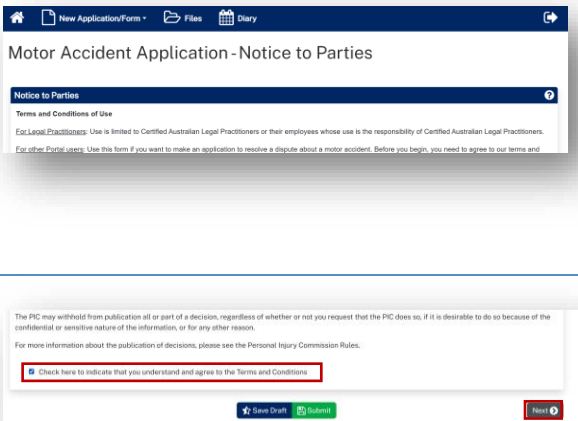
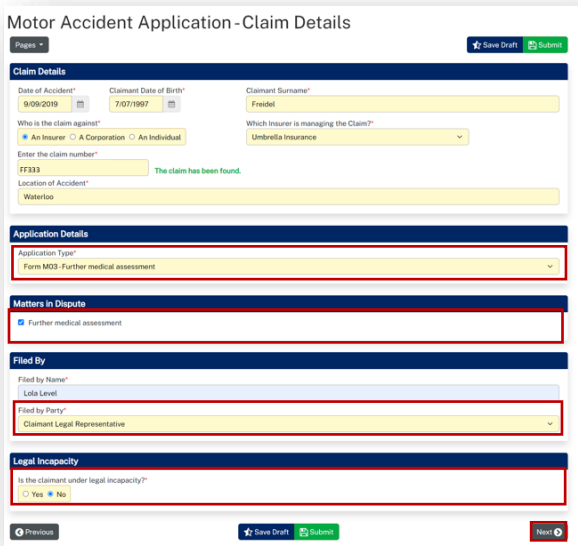
Application Signed Date Signed 14/03/2023

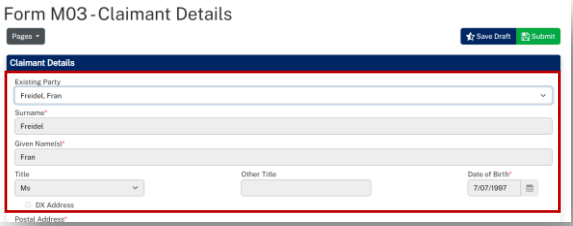
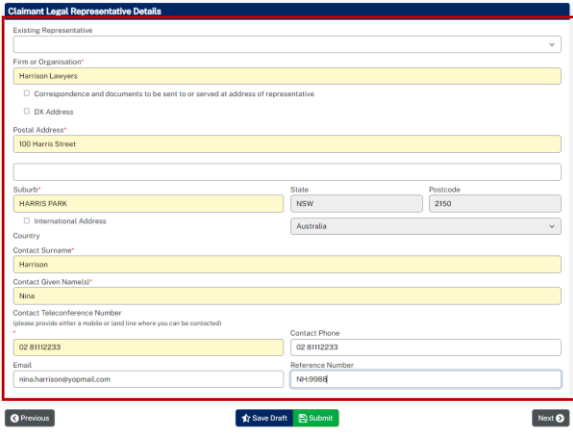
Previous Save Draft Submit Next

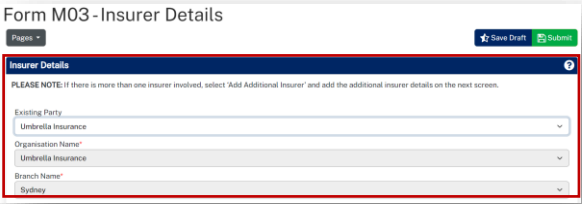
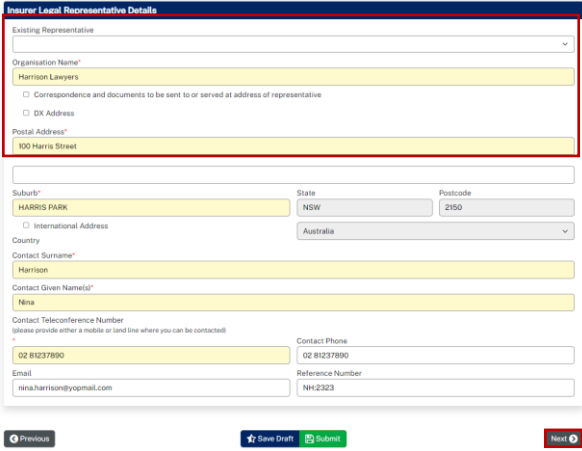
Instruction	Page
<p><i>What happens after Submit?</i></p> <p>The Review Temporary Application displays with a Status of Pending until it is registered by the Commission.</p>	
<p>Once the application is registered it displays within the matter details for the originating dispute and has matter number prefixed with R.</p>	

Lodge an application for a Further Assessment

How to lodge an Application for a Further Assessment

Instruction	Page
<p>If you need to apply for a further assessment for a matter in Pathway Portal, complete the following:</p> <ol style="list-style-type: none"> In the Matter Details, click New Form in the top right corner and select New Motor Accidents Application. 	
<p><i>Notice to Parties</i></p> <ol style="list-style-type: none"> Read the Terms and Conditions. Scroll to the bottom and tick to agree to Terms and Conditions and click Next. <ul style="list-style-type: none"> The Motor Accident Application – Claim Details page displays. 	
<p><i>Motor Accident Application – Claim Details</i></p> <ol style="list-style-type: none"> Complete the Claim Details as follows: <ul style="list-style-type: none"> Application Type Matters in Dispute Filed by Party Is the claimant under legal capacity? <p>This example selects M03 – Further medical assessment</p> <ol style="list-style-type: none"> Click Next. <ul style="list-style-type: none"> The Claimant Details page displays. 	

Instruction	Page
<p><i>Claimant Details</i></p> <p>6. Populate the Claimant Details page.</p>	
<p>Note: You can select the Existing Party and the Existing Representative from drop down to quickly populate.</p> <p>7. Check the Contact Name that has auto-populated. The person named is the Primary Contact for this Matter. If the auto-populated name is not correct, select the blank row in the Existing Representative drop-down menu and manually enter the contact name and details.</p> <p>8. If you are completing the application on behalf of the lawyer who is managing the matter, you will need to enter their name as the Contact Name.</p> <p>Note: This is essential, so that the correct person from your firm is added as the Primary contact for this matter.</p> <p>9. Click Next.</p> <ul style="list-style-type: none"> The Insurer Details page displays. 	

Instruction	Page
<p><i>Insurer Details</i></p> <p>10. Populate the Insurer Details page, including the Contact Name details.</p>	
<p>Note: You can select the Existing Party and the Existing Representative from the drop down to quickly populate.</p> <p>11. Check the Contact Name that has auto-populated. The person named is the Primary Contact for this Matter. If the auto-populated name is not correct, select the blank row in the Existing Representative drop-down menu and manually enter the contact name and details.</p> <p>12. If you are completing the application on behalf of the lawyer who is managing the matter, you will need to enter their name as the Contact Name.</p>	
<p>Note: This is essential, so that the correct person from your firm is added as the Primary contact for this matter.</p> <p>13. Click Next.</p> <ul style="list-style-type: none"> • The Form M03 – Further medical assessment page displays if this is the application that was selected. 	

Instruction

Page

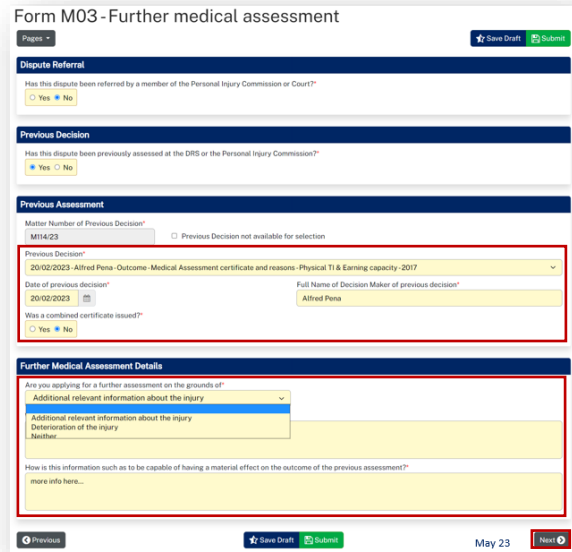
Further medical assessment

14. Complete the details as follows:

- The **Matter number** should pre-populate based on the matter you were in when you selected the **New Form**.
- Select the Previous Decision.
- If the decision is not available, tick **Previous Decision not available for selection** and type in details.
- The **Date of previous decision** and **Full Name of Decision Maker of previous decision** auto-populate based on decision selected above, otherwise manually populate.
- Are you selecting for a further assessment on the grounds of? – Select as appropriate.
- Complete the rest of the page.

15. Click **Next**.

- The **Supporting Documents** page displays.

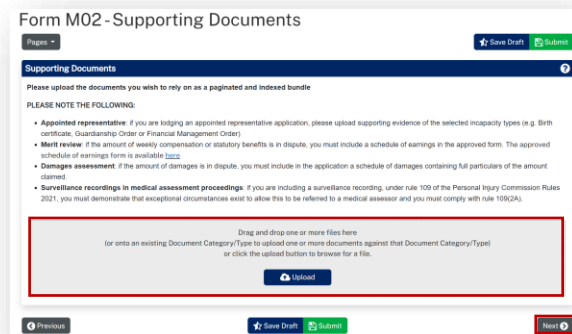


Supporting Documents

16. **Upload** relevant supporting documents as a single indexed and paginated bundle.

17. Click **Next**.

- The Certification and Signature page displays.



Certification and Signature

18. **Read** and **tick** the acknowledgments.

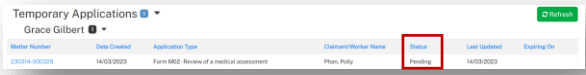
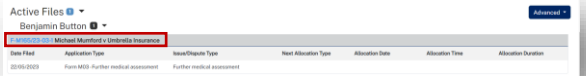
Then either:

19. Click **Save Draft** if application needs to be reviewed internally before being submitted to the Commission.

20. Click **Submit**.



What happens after the Further Assessment application has been submitted?

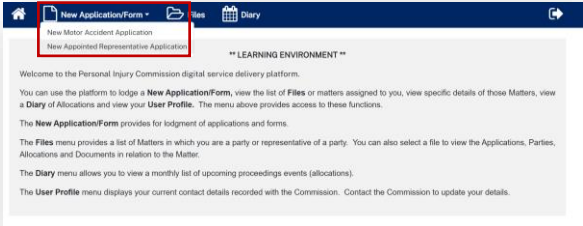


Instruction	Page
<p>The Further Assessment Temporary Application displays with Status of Pending until it is registered by the Commission.</p>	 <p>The screenshot shows a table titled 'Temporary Applications' for user 'Grace Gilbert'. The table has columns: Matter Number, Date Created, Application Type, Claimant/Worker Name, Status, Last Updated, and Expiring On. A single row is visible with '230314-000109' in the Matter Number column, '14/03/2023' in Date Created, 'Form M02 - Review of a medical assessment' in Application Type, 'Phan, Polly' in Claimant/Worker Name, 'Pending' in Status (highlighted with a red box), '14/03/2023' in Last Updated, and an empty Expiring On field.</p>
<p>Once the application is registered it displays within the Matter Details for the originating dispute and has matter number prefixed with F.</p>	 <p>The screenshot shows a table titled 'Active Files' for user 'Benjamin Button'. The table has columns: Date Filed, Application Type, Next Allocation Type, Allocation Date, Allocation Time, and Allocation Duration. A single row is visible with '230314-000109' in the Date Filed column, 'Form M02 - Further medical assessment' in Application Type, 'Further medical assessment' in Next Allocation Type, and empty fields for Allocation Date, Allocation Time, and Allocation Duration. The 'Matter Number' column header is highlighted with a red box.</p>

Lodge Appointed Representative Application

How to lodge an Appointed Representative Application

For any 2017 Scheme applications, a claimant who is under a legal incapacity (such as a child) must have an appointed representative.

The **New Appointed Representative Application** must be lodged and processed first.

Instruction	Page
<p>To lodge an Appointed Representative Application, complete the following:</p> <ol style="list-style-type: none"> 1. Select the New Appointed Representative Application from the New Application/Form menu. <p>➤ The Form 41 – Notice to Parties page displays.</p>	
<ol style="list-style-type: none"> 2. Read the Terms and Conditions. 3. Scroll to the bottom and tick to agree to Terms and Conditions and click Next. <p>➤ The Form M41 – Claim Details page displays.</p>	
	

Instruction

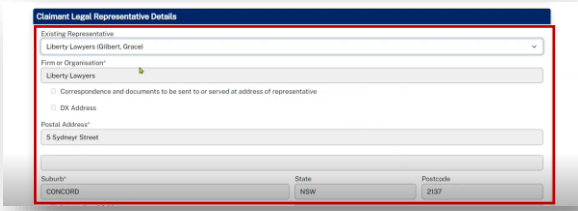
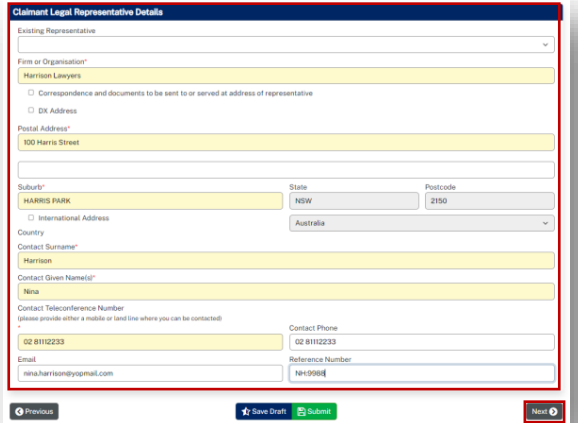
Page

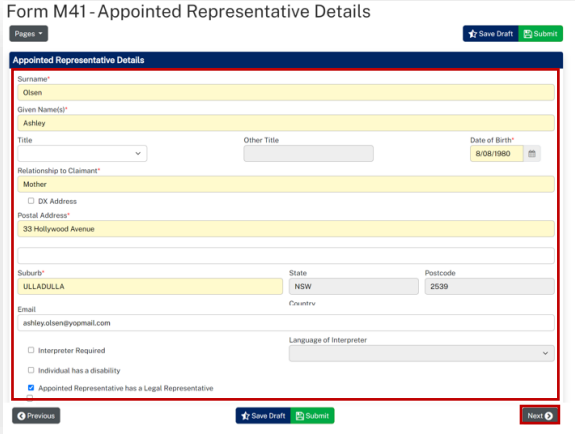
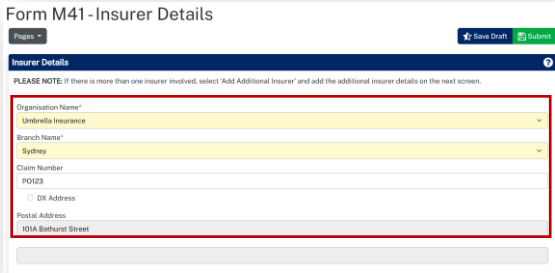
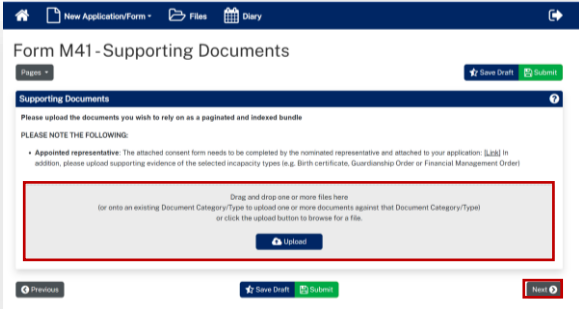
Form M41 – Claim Details

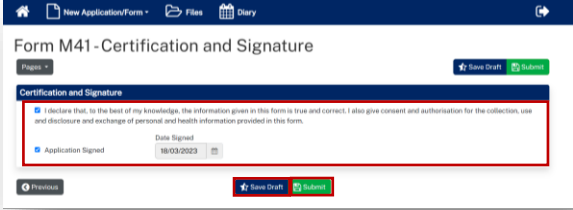
- 4. Populate the **Claim Details**, specifically the **Legal Incapacity** section.
- 5. Select Yes to the question is the Claimant under Legal Incapacity and indicate the type of legal incapacity.
- 6. Click **Next**.
- The **Form M41 – Claimant Details** page displays.

Form M41 – Claimant Details

- 7. Populate the **Claimant Details** page.
- 8. Populate **Claimant Legal Representative Details**.

Instruction	Page
<p><i>Claimant Legal Representative Details</i></p> <p>9. Complete the details as follows:</p> <ul style="list-style-type: none"> • Existing Representative – Select from the drop-down menu if available. • Firm or Organisation – If you are representing the Claimant, these details should auto populate. Otherwise populate if required. • Correspondence and documents to be sent to or served at address of representative – Select if applicable. • DX Address – Select if applicable. • Postal Address – Select if the same as the Postal address. 	
<p>10. Check the Contact Name that has auto-populated. The person named is the Primary Contact for this Matter. If the auto-populated name is not correct, select the blank row in the Existing Representative drop-down menu and manually enter the contact name and details.</p> <p>11. If you are completing this application on behalf of the lawyer who is managing the application, you will need to enter their name as the Contact Name.</p>	
<p>Note: This is essential, so that the correct person from your firm is added as the Primary contact for this matter.</p>	
<ul style="list-style-type: none"> • Contact Surname – Populate the Primary contact’s surname. • Contact Given Name (s) – Populate the Primary contact’s given name • Contact Teleconference Number – Type in the best contact number for Teleconference. • Contact Phone – Type in any other contact numbers. • Email – Populate the Primary contact’s email address. • Reference Number – Populate as required. 	
<p>12. Click Next.</p>	

<p>➤ The Form M41 – Appointed Representative Details page displays.</p>	
<p>Instruction</p>	<p>Page</p>
<p><i>Form M41 – Appointed Representative Details</i></p> <p>13. Populate the Appointed Representative Details.</p> <p>14. Click Next.</p> <p>➤ The Form M41 – Insurer Details page displays.</p>	
<p><i>Form M41 – Insurer Details</i></p> <p>15. Populate the Insurer Details page.</p> <p>16. Populate the Insurer Legal Representative Details (as needed).</p> <p>17. Click Next.</p> <p>➤ The Form M41 – Supporting Documents page displays.</p>	
<p><i>Form M41 – Supporting Documents</i></p> <p>18. Click the Link to download the form for the appointed representative to sign.</p> <p>19. Drag the completed form and evidence of legal incapacity e.g., birth certificate into Supporting Documents area (or use Upload).</p> <p>20. Click Next.</p> <div style="border: 1px solid #00a0e3; border-radius: 10px; padding: 10px; margin: 10px 0; background-color: #e6f2ff;"> <p>Include Appointed representative form and incapacity evidence in single indexed and paginated bundle ↔</p> </div> <p>➤ The Form M41 – Certification and Signature page displays.</p>	

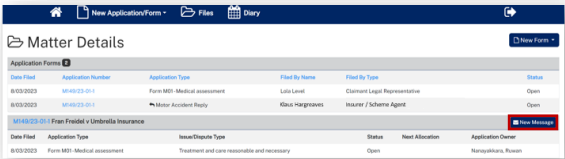
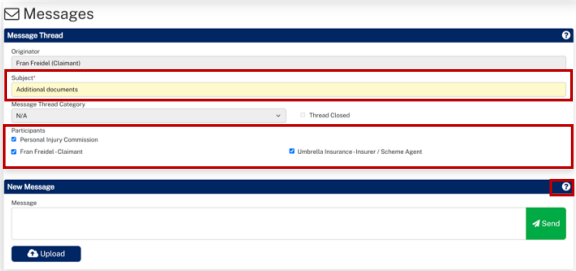
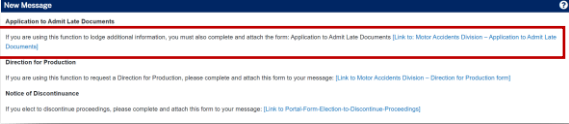
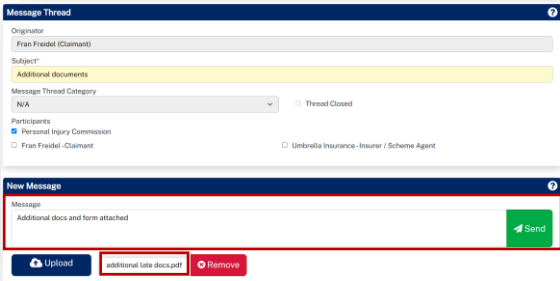
Instruction	Page
<p><i>Form M41 – Certification and Signature</i></p> <p>21. Read and tick the acknowledgments.</p> <p>Then either:</p> <p>22. Click Save Draft if application needs to be reviewed internally before being submitted to the Commission.</p> <p>23. Click Submit.</p>	
<p><i>What happens after the M41 Application has been submitted?</i></p> <p>The Application displays in Temporary Application section of Files with Status of Pending until reviewed and registered by the Commission.</p> <p>You will be advised when a decision has been made regarding the Appointed Representative application.</p>	

Lodge Additional Documents

How to lodge Additional Documents

It may be necessary to lodge additional documents after you have submitted the application.

Additional documents are submitted via a message to the case owner, with a form downloaded from the message help page.

Instruction	Page
<p>To lodge additional documents:</p> <ol style="list-style-type: none"> From the Matter Details page, click New Message. 	
<ol style="list-style-type: none"> Populate the Subject. Tick the relevant Participants (recipients). Click the question mark icon in the New Message section. 	
<ol style="list-style-type: none"> Click the Link to: Motor Accidents - Application to Admit Late Documents to download form. Open, populate and save the downloaded form. 	
<ol style="list-style-type: none"> Drag and drop the form and additional documents to the New Message section (or Upload). Type the Message content and click Send. <div style="border: 1px solid #00a0e3; border-radius: 10px; padding: 10px; margin-top: 10px; background-color: #e6f2ff;"> <p>Include Application to Admit Late documents and additional documents as single indexed and paginated document ↔</p> </div>	

How to apply for a matter to be referred to the Stood Over list

A party may apply for a matter to be referred to the Stood Over list:

- On particular application forms
- In their reply
- Through a message to the Commission.

The screenshot shows a web application interface for 'Form M12 - Damages assessment'. The top navigation bar includes icons for Home, New Application/Form, Files, Diary, and Logout. The form title is 'Form M12 - Damages assessment'. There are 'Pages' and 'Save Draft' buttons, and a 'Submit' button. The form is divided into three sections:

- Claim for Damages:** A question 'Has the claimant served a claim for damages on the insurer*' with radio buttons for 'Yes' (selected), 'No', and 'Not applicable - claim not against an insurer'.
- Best Endeavours/Time Limits:** A question 'Have the parties used their best endeavours to settle the claim before referring it for assessment as required by section 7.32(3) of the Motor Accident Injuries Act 2017?*' with radio buttons for 'Yes' (selected) and 'No'. Below is a text input field labeled 'Please provide details'.
- Assessment Details:** Two questions: 'Do you believe the claim is suitable for assessment?*' with radio buttons for 'Yes' (selected) and 'No'; and 'Is the claim ready for assessment?*' with radio buttons for 'Yes' and 'No' (selected). Below is a text input field labeled 'Please provide details'. At the bottom, there are two questions: 'Do you apply for the matter to be referred to the Stood Over List?*' with radio buttons for 'Yes' (selected) and 'No'; and 'Please select one of the following reasons*' with a dropdown menu.

What happens next?

If the dispute is referred to Stood Over list:

- You will receive an email notification that there is an outcome document in the Portal for this dispute
- The dispute **Status** will reflect the status of **Stood Over list** and the **Stood Over Expiry Date** will display
- The outcome document (Stood Over Certificate) will be listed in **Recent Activities**
- The outcome document (Stood Over Certificate) can be downloaded/viewed from **Documents** section of **Matter Details**.

The screenshot displays the 'Matter Details' page in the Pathway Portal. The page is divided into several sections:

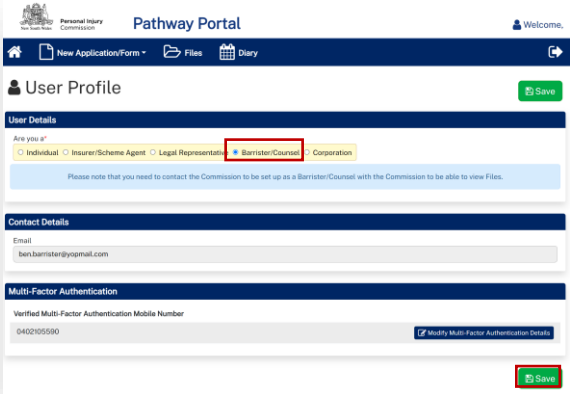
- Application Forms:** A table with columns: Date Filed, Application Number, Application Type, Filed By Name, Filed By Type, and Status. It lists two forms: 'New Form M01 - Medical assessment' and 'New Form M12 - Damages assessment', both filed on 11/11/2022 by Selma Norris, with a status of 'Open'.
- Reply Requests:** A section indicating 'There are no reply requests'.
- Stood Over List:** A table with columns: Date Filed, Application Type, Issue/Dispute Type, Status, Stood Over Expiry Date, and Next Allocation. It shows two entries for 'M25/22-12-1 Holly Wood v QBE - MA' with a status of 'Stood over list - medical dispute not yet finalised' and an expiry date of 1/05/2023.
- Medical Assessment:** A table with columns: Date Filed, Application Type, Issue/Dispute Type, Status, and Next Allocation. It shows two entries for 'M25/22-01-1 Holly Wood v QBE - MA' with a status of 'Open'.

An orange callout box points to the 'Stood over list - medical dispute not yet finalised' status in the Stood Over List table, containing the text: **Status changes to Stood over list... after the Commission process stood over request**.

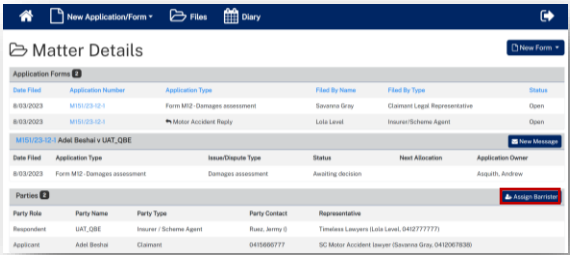
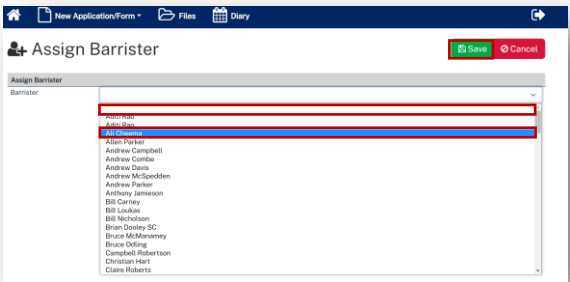
How to give a Barrister visibility to a dispute

If you brief a barrister in a matter, you can add them to the dispute.

Barrister registers as Pathway Portal user

Instruction	Page
<p>The barrister must first register as a Pathway Portal user. They will only need to do this once.</p> <p>At the end of registration, the User Profile displays the barrister would:</p> <ol style="list-style-type: none"> 1. Select Barrister/ Counsel and click Save. 2. The barrister then emails MASupport@pi.nsw.gov.au asking for their email address be registered for barrister access. 	

How to assign a Barrister

Instruction	Page
<p><i>Assign a Barrister</i></p> <p>To give a barrister visibility of a dispute:</p> <ol style="list-style-type: none"> 1. In the Matter Details click Assign Barrister. 	
<ol style="list-style-type: none"> 2. Select the Barrister from the drop-down menu. 3. Click Save. <p><i>To change the barrister:</i></p> <p>Repeat above steps and select the new Barrister name.</p> <p><i>To remove barrister:</i></p> <p>Select the blank line at the top of Barrister drop down menu.</p>	

What does the Barrister see?

After a Barrister logs into Pathway Portal they will see the assigned disputes in the **Files** page

Matter Summary
Recent Activities
Ben Barrister

Matter Number	Matter Name	Details
M151/23	Adel Beshai v IMyInsurer	Index
M151/23	Adel Beshai v IMyInsurer	Court order
M151/23	Adel Beshai v IMyInsurer	Sealed Form M12 - Damages assessment
M151/23	Adel Beshai v IMyInsurer	Sealed Motor Accident Reply

Temporary Applications
Ben Barrister

Unassigned Reply Requests
Assign To: Ben Barrister

My Reply Requests
Ben Barrister

Active Files
Ben Barrister

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
8/03/2023	Form M12 - Damages assessment	Damages assessment				

The Barrister:

- ✓ Can see the matter details
- ✓ Can view documents
- X Cannot send messages

Matter Details
Welcome, Ben Barrister

Application Forms

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
8/03/2023	M151/23-12-1	Form M12 - Damages assessment	Savanna Gray	Claimant Legal Representative	Open
8/03/2023	M151/23-12-1	Motor Accident Reply	Lola Level	Insurer/Scheme Agent	Open

M151/23-12-1 Adel Beshai v UAT_QBE

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/03/2023	Form M12 - Damages assessment	Damages assessment	Awaiting decision		Aaquith, Andrew

Parties

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	UAT_QBE	Insurer / Scheme Agent	Ruez, Jeremy J	Timeless Lawyers (Lola Level, 041277777) - Barrister: Ben Barrister
Applicant	Adel Beshai	Claimant	0415666777	SC Motor Accident lawyer (Savanna Gray, 0412067838)

Messages

Allocations

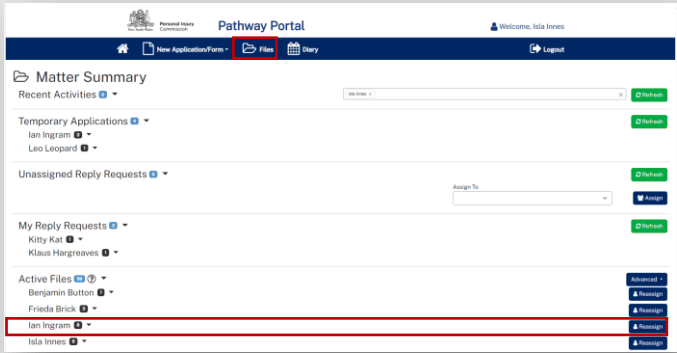
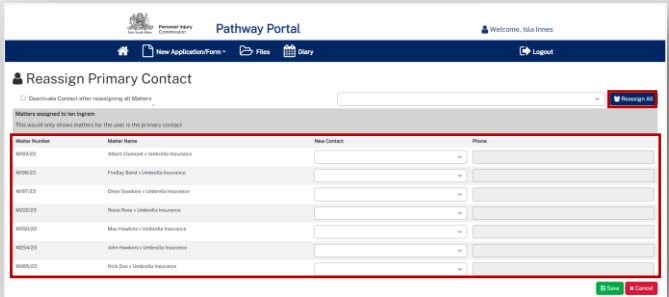
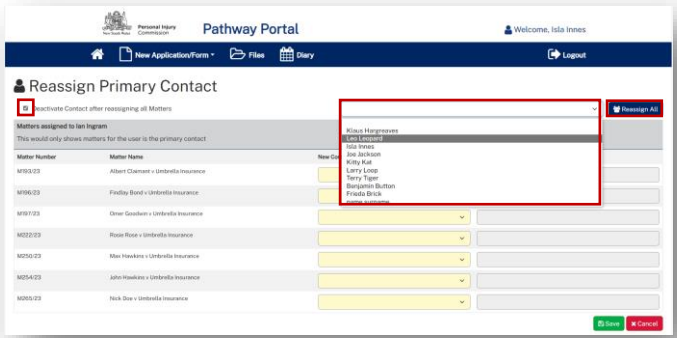
Allocation Type	Dispute/Issue/Injury/Treatment	Venue	Location	Date and Time	Duration	Mode of Allocation	Attendees	Service Provider	Language
Teleconference	M151/23-12-1/D1 Damages assessment			8/03/2023 10:00 AM	1 hour	Teleconference	Adel Beshai (Claimant), UAT_QBE (Insurer / Scheme Agent)	Cassidy, Belinda	

Documents

Document Date	Author	Document Category and Type	Related To
8/03/2023	Portal	Electronic Application Form - Sealed Form M12 - Damages assessment	M151/23-12-1, Sender: Portal - Recipient:
8/03/2023	Portal	Electronic Application Form - Sealed Motor Accident Reply	M151/23-12-1, Sender: Portal - Recipient:
5/03/2023	Central Court	Application - Court order	M151/23-12-1, 08/03/2023: Form M12 - Damages assessment
4/11/2022	Ami Villalobos	Reply - Index	M151/23-12-1, 08/03/2023: Motor Accident Reply

How to reassign a Matter from one person to one or more others

There will be times when you need to reassign Matters from one person to other people in your organisation.

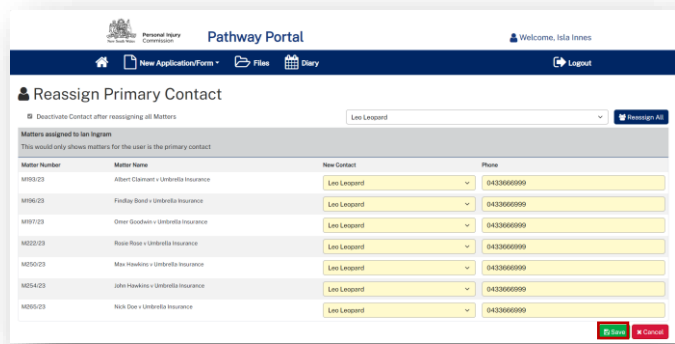
Instruction	Page
<p>To assign one or more Matters, complete the following:</p> <ol style="list-style-type: none"> 1. Click on the Files tab. 2. Find the person you want to reassign Matter/s from. 3. Click the Reassign button. <p>Note: The Reassign button is only available for Super Users and their delegates.</p>	
<p>➤ All Matters assigned to the selected person display.</p> <p>There are 2 options:</p> <p>Option 1: Reassign All Consider this option when someone is going away on holidays or has left your organisation and you need to reassign all of their Matters to one other person.</p> <p>Option 2: Reassign some Consider this option when you only need to reassign some of the Matters or you need to assign them to more than one person.</p>	
<p>To Reassign All</p> <ol style="list-style-type: none"> 1. From the drop-down list select a new person to assign all Matters to <p>Note: Tick Deactivate Contact if a person has left the organisation. This will deactivate their profile and they will no longer appear in drop down lists within the Portal.</p> <ol style="list-style-type: none"> 2. Click Reassign All 	

- New Contact will auto populate for all Matters

Note: The Phone field is a mandatory field. If it is blank, please add phone number.

3. Click **Save**

- All Matters will now be reassigned to the selected person.



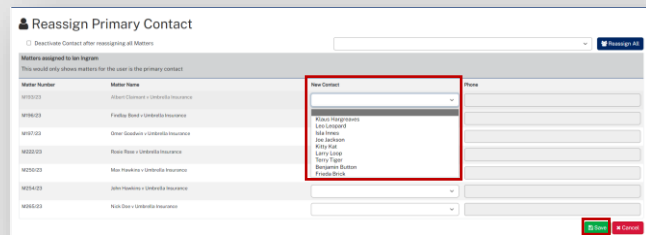
To Reassign some

- 1 From the drop-down list **select a person** to assign the Matter to. Continue this step for other Matters as needed.

Note: The Phone field is a mandatory field. If it is blank, please add phone number.

2 Click **Save**

- The selected Matters will now be reassigned to the person selected.



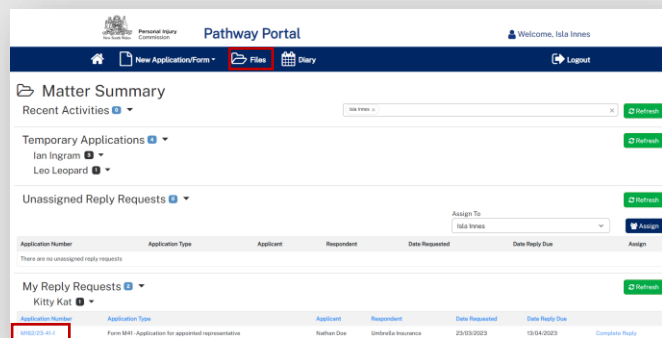
How to Manage Primary and Secondary Contacts

There will be times when you need to manage contacts on a specific Matter.

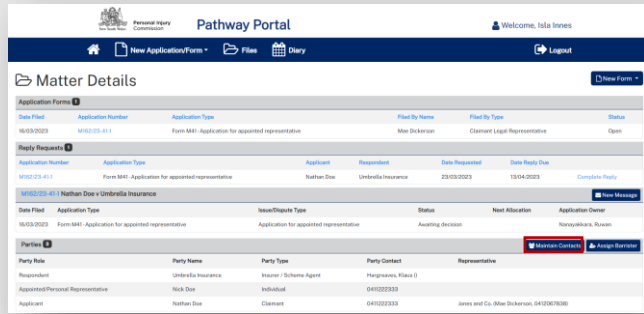
Instruction

1. Click on the **Files** tab.
2. Click on the **blue Matter Number link**.

Page



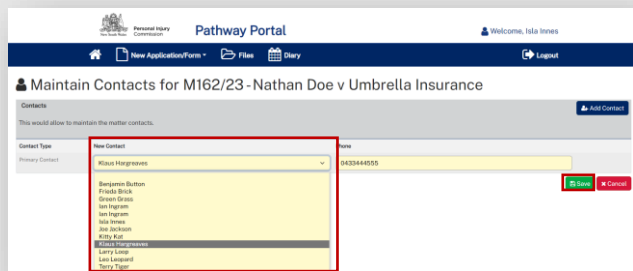
- Matter Details page displays
- 3. Go to **Parties** section and Click on **Maintain Contacts**



- **Maintain Contacts** page displays with current contacts.

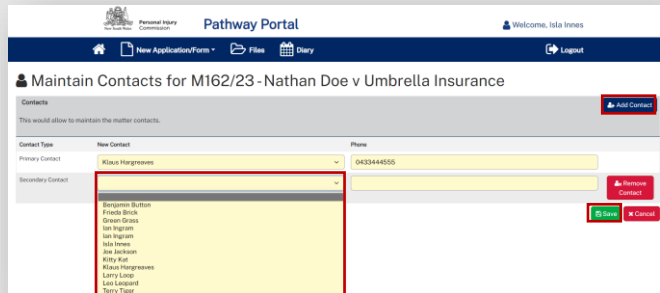
To update Primary Contact:

4. In the Primary Contact section, select the new Primary Contact's name from the New Contact drop-down menu.
5. Click **Save**

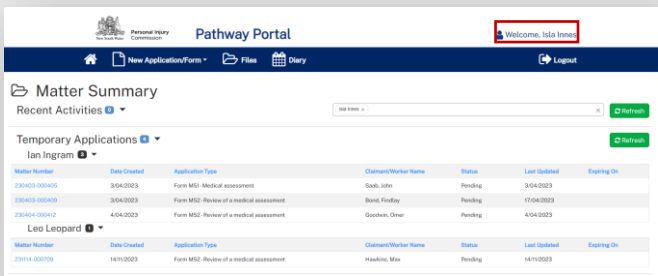
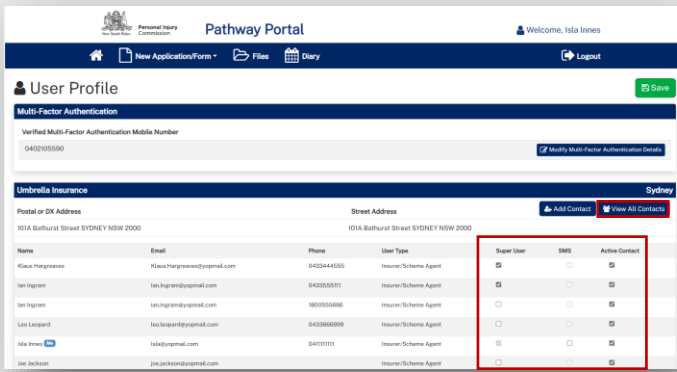
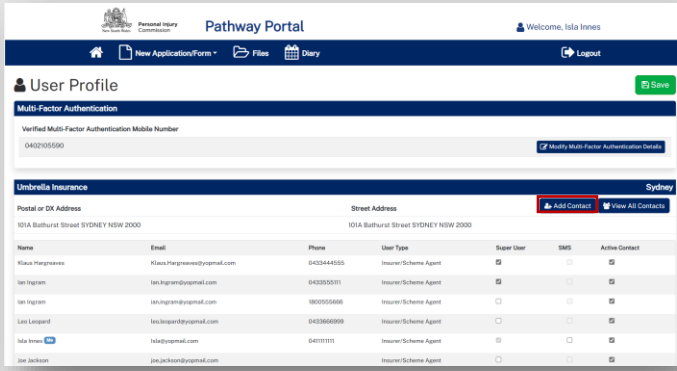


If you need to add a Secondary Contact:

1. Click **Add Contact**
2. In the Secondary Contact section, select name from the New Contact drop down list
3. Click **Save**



How to Add a new Contact or Deactivate Contact

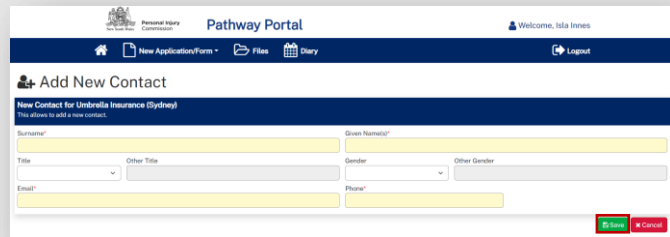
Instruction	Page																																																	
<p>1. Click the Welcome, name in the top right corner</p> <p>Note: Only Super User can add a new contact.</p>																																																		
<p>➤ User Profile page displays with a list of all active users for your organisation.</p> <p>Note: Before creating a new contact. Click on View All Contacts to check if there is an existing inactive account.</p> <p>Super User: Ticked box indicates the person has Super User access.</p> <p>Active Contact: Ticked box indicates this user is Active.</p> <p><i>To deactivate user:</i></p> <ol style="list-style-type: none"> 1. Untick Active Contact check box. 2. Click Save 	 <table border="1" data-bbox="730 1070 1377 1205"> <thead> <tr> <th>Name</th> <th>Email</th> <th>Phone</th> <th>User Type</th> <th>Super User</th> <th>SMS</th> <th>Active Contact</th> </tr> </thead> <tbody> <tr> <td>Klaus Hargreaves</td> <td>klaus.hargreaves@sygsmf.com</td> <td>0433444555</td> <td>Insurer/Scheme Agent</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Ian Ingram</td> <td>ian.ingram@sygsmf.com</td> <td>043355011</td> <td>Insurer/Scheme Agent</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Ian Ingram</td> <td>ian.ingram@sygsmf.com</td> <td>800056666</td> <td>Insurer/Scheme Agent</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Leo Leopard</td> <td>leo.leopard@sygsmf.com</td> <td>0433666669</td> <td>Insurer/Scheme Agent</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Isla Innes</td> <td>isla@sygsmf.com</td> <td>041111111</td> <td>Insurer/Scheme Agent</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Joe Jackson</td> <td>joe.jackson@sygsmf.com</td> <td></td> <td>Insurer/Scheme Agent</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>	Name	Email	Phone	User Type	Super User	SMS	Active Contact	Klaus Hargreaves	klaus.hargreaves@sygsmf.com	0433444555	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ian Ingram	ian.ingram@sygsmf.com	043355011	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ian Ingram	ian.ingram@sygsmf.com	800056666	Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Leo Leopard	leo.leopard@sygsmf.com	0433666669	Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Isla Innes	isla@sygsmf.com	041111111	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Joe Jackson	joe.jackson@sygsmf.com		Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Name	Email	Phone	User Type	Super User	SMS	Active Contact																																												
Klaus Hargreaves	klaus.hargreaves@sygsmf.com	0433444555	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>																																												
Ian Ingram	ian.ingram@sygsmf.com	043355011	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>																																												
Ian Ingram	ian.ingram@sygsmf.com	800056666	Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>																																												
Leo Leopard	leo.leopard@sygsmf.com	0433666669	Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>																																												
Isla Innes	isla@sygsmf.com	041111111	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>																																												
Joe Jackson	joe.jackson@sygsmf.com		Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>																																												
<p><i>To add a new user:</i></p> <ol style="list-style-type: none"> 1. Click Add Contact 																																																		

2. Fill in all yellow mandatory fields
3. Click **Save**

Note: The system will perform checks for duplication of contact name and valid email address. If there is an error, it will generate a message with instructions.

- The new contact will now be added and will be available to assign Matters to. (It may take few minutes to update)

Note: The new user still needs to register to use the Pathway Portal via the Portal's home page and to set up Multi-factor authentication.



The screenshot shows the 'Add New Contact' form in the Pathway Portal. The form is titled 'New Contact for Umbrella Insurance (Sydney)' and includes the following fields: 'Surname*', 'Given Name*', 'Title', 'Other Title', 'Gender', 'Other Gender', 'Email*', and 'Phone*'. The 'Surname*' and 'Given Name*' fields are highlighted in yellow, indicating they are mandatory. The 'Email*' and 'Phone*' fields are also highlighted in yellow. The form has a 'Save' button (green) and a 'Cancel' button (red) at the bottom right. The portal header includes the 'Pathway Portal' logo, a user greeting 'Welcome, Isla Innes', and navigation links for 'New Applications/Form', 'Files', 'Diary', and 'Logout'.

Super Users, Delegates and Contacts

Types of user access

Type of user	How to become this type of user	What user can see/do
Primary contact for a matter	<ul style="list-style-type: none"> • Be registered as a Legal User on Pathway Portal • Lodge the application or... • One party advises Commission who their legal representative is 	<ul style="list-style-type: none"> • See that matter details and documents • Receive email notifications for the matter • Send messages
Secondary contact for a matter	<ul style="list-style-type: none"> • Be registered as a Legal User on Pathway Portal, then... • Primary legal representative advises the Commission of secondary contact on a matter 	<p>If filters Active Files for Matters I'm linked to can:</p> <ul style="list-style-type: none"> • See that matter details, documents and messages • Send messages for that matter
Super user	<ul style="list-style-type: none"> • Be registered on Pathway Portal as a Legal representative • Another super user can add /remove you as a Super User 	<ul style="list-style-type: none"> • Can see and act on all matters • Can add/remove other Super Users (can't remove self) • Assign any reply request to legal representatives • Add a Delegate • Do NOT receive email notifications • Reassign matters • Manage contacts for the matter • Can add a new contact
Delegate	<ul style="list-style-type: none"> • A super user can make an administrative assistant (non-Legal User contact) a delegate 	<p>Delegate can:</p> <ul style="list-style-type: none"> • See all the firms matters, documents and messages • Reassign matters to existing contacts • Manage contacts for the matter <p>Delegate can NOT:</p> <ul style="list-style-type: none"> • Be added as a Primary contact or Secondary contact on a matter • Delegate to another user • Add/remove super users • Receive email notifications (they go to primary contact) <ul style="list-style-type: none"> • Add a new contact

Primary contact and secondary contacts

- The primary legal contact for a matter is listed as the **Representative** in the **Parties** section of **Matter Details**
- If you have someone in your firm that will also work on a matter, they can be setup to be a secondary contact which provides visibility to the matter.
- A Super User in your organisation can manage primary and secondary contacts for a matter

In this example Lola Level is the primary legal contact on this matter

The screenshot displays the 'Matter Details' page in the Pathway Portal. The page header includes the Personal Injury Commission logo and the user's name, 'Welcome, Lola Level'. The main navigation bar contains icons for 'New Application/Form', 'Files', and 'Diary'. The 'Matter Details' section is divided into several tabs: 'Application Forms', 'Parties', 'Messages', and 'Documents'. The 'Application Forms' tab is active, showing a table of application forms. The 'Parties' tab is also visible, showing a table of parties with a red box highlighting the primary legal representative, 'Timeless Lawyers (Lola Level, 0402105590)'. The 'Messages' tab shows a message from Pamela Allen dated 15/03/2023. The 'Documents' tab shows a document titled 'Electronic Application Form - Sealed Form M01 - Medical assessment'.

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
8/03/2023	M149/23-01-1	Form M01 - Medical assessment	Lola Level	Claimant Legal Representative	Open
8/03/2023	M149/23-01-1	Motor Accident Reply	Grace Gilbert	Insurer/Scheme Agent Legal Representative	Open

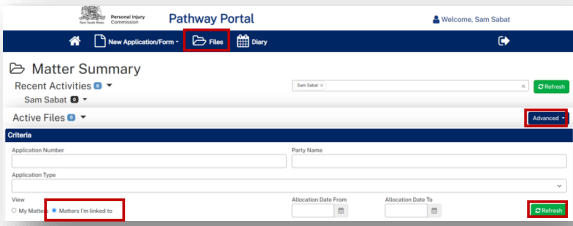
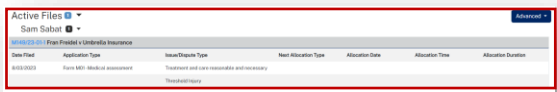
Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/03/2023	Form M01 - Medical assessment	Treatment and care reasonable and necessary	Open		Nanayakkara, Ruwan
		Threshold Injury	Open		Nanayakkara, Ruwan

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	Umbrella Insurance	Insurer / Scheme Agent		Liberty Lawyers (Grace Gilbert, 0488 888 888)
Applicant	Fran Freidol	Claimant	0411 222 333	Timeless Lawyers (Lola Level, 0402105590)

Application	Category	Subject	Sender	Date/Time Sent
M149/23-01-1 - Form M01 - Medical assessment	N/A	Add another legal rep	Pamela Allen	15/03/2023 11:00 AM

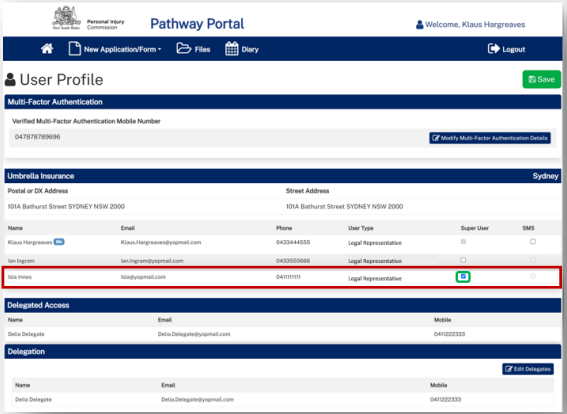
Document Date	Author	Document Category and Type	Related To
8/03/2023	Portal	Electronic Application Form - Sealed Form M01 - Medical assessment	M149/23-01-1, Sender: Portal - Recipient:

After a Secondary contact is added

Instruction	Page
<p><i>Secondary contact has been added</i></p> <p>For a secondary contact to view the matter:</p> <ul style="list-style-type: none"> • Click the Files tab • Click Advanced in the Active Files section • Tick Matters I'm linked to • Click Refresh. <p><i>In this example Sam Sabat is a secondary contact on this matter</i></p>	
<p><i>Secondary contact visibility</i></p> <p>The Secondary contact:</p> <ul style="list-style-type: none"> ✓ Can see Matter Details ✓ Can view all documents ✓ Can view all messages ✓ Can send messages X Cannot see allocations in Diary 	

Super Users

How to Add/Remove Super Users

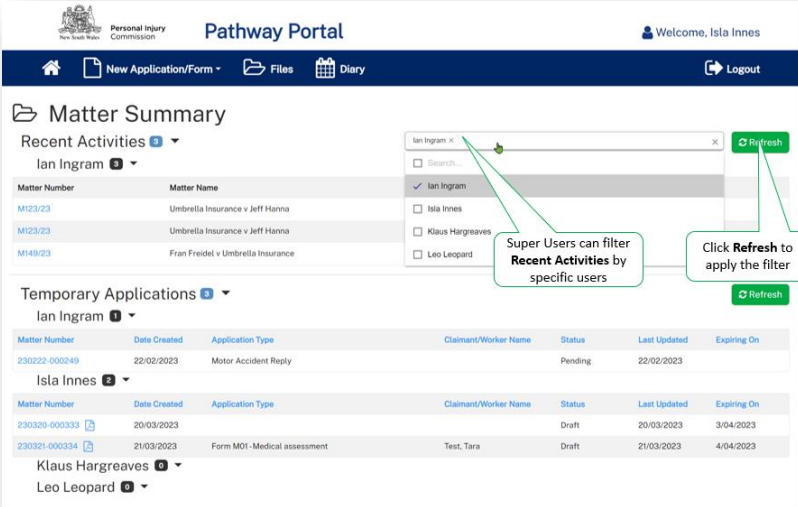
Instruction	Page
<p>Add/Remove a Super User</p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> • Click the name of the Super User in the top right corner • Tick or untick the Super User box • Click Save. 	
<p>In this example Isla Innes is now a Super User</p> <p>As a super user Isla Innes can now:</p> <ul style="list-style-type: none"> ✓ Can see and act on all matters ✓ Can add/remove other Super Users (can't remove self) ✓ Add a Delegate. 	

What can Super Users see – Files – Recent Activities

Super Users can see all matters in the **Files** page.

To view **Recent Activities** for specific users:

- Select the users in the drop-down menu.
- Click **Refresh**.



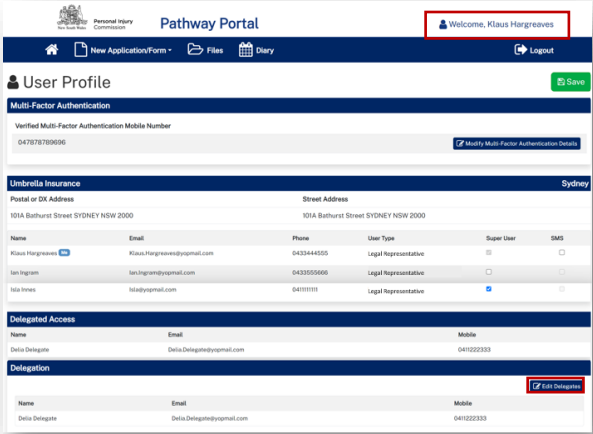
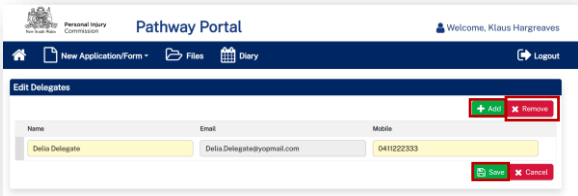
Super Users can filter Recent Activities by specific users

Click Refresh to apply the filter

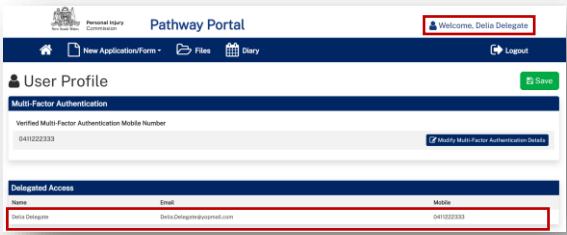
How to add/remove Delegate for a Super User

A Super User can make an administrative assistant a Delegate.

A delegate should only be a user that will **never be named as a primary or secondary contact** on a matter – as their email address will have a delegate user access only.

Instruction	Page
<p><i>Add/Remove Delegate for a Super User</i></p> <p>To add a super user delegate, the super user will:</p> <ul style="list-style-type: none"> • Click the Welcome, name in the top right corner • Click Edit Delegates. 	 <p>The screenshot shows the 'User Profile' page in the Pathway Portal. At the top right, the user's name 'Welcome, Klaus Hargreaves' is highlighted with a red box. Below the profile information, there is a table of delegates. The 'Edit Delegates' button at the bottom right of the table is also highlighted with a red box.</p>
<p><i>Edit Delegates</i></p> <ul style="list-style-type: none"> • Click +Add • Populate delegate details • Click Save. <p>The delegate will get an email invitation to register as delegate user in Pathway Portal.</p>	 <p>The screenshot shows the 'Edit Delegates' page. The '+Add' button at the top right is highlighted with a red box. Below it, there is a table with one row for 'Della Delegate' with fields for Name, Email, and Mobile.</p>
<p><i>To remove a delegate</i></p> <ul style="list-style-type: none"> • Select the delegate line by clicking at the beginning of the line (far Left) • Click X Remove • Click Save. 	

Delegate Super User

Instruction	Page						
<p><i>What can the Delegate Super User do?</i></p> <p>The delegate can:</p> <ul style="list-style-type: none">• See all the firms matters, documents and messages• See the diary for each legal user in the firm• Can do everything on matters, including sending messages• Assign unassigned reply requests• Draft and submit applications and replies <p>Delegate can't:</p> <ul style="list-style-type: none">• Delegate to another user• Add/remove super users• Receive email notifications (they go to primary contact)• Be the Primary contact or a Secondary contact on a matter• Add a new contact <p>Note: When drafting an Application or Reply, the Delegate needs to record the name of the person who will be the Primary contact in the Legal Representative contact name field.</p> <p>The named Legal Representative can then review and submit the Application or Reply, or the Delegate can submit it on their behalf.</p>	 <p>The screenshot displays the 'Pathway Portal' interface for a user named Della Delegate. The page title is 'User Profile' and includes a 'Save' button. Under 'Multi-Factor Authentication', the verified mobile number is 0411222333. A 'Delegated Access' table is shown below, with the following data:</p> <table border="1"><thead><tr><th>Name</th><th>Email</th><th>Mobile</th></tr></thead><tbody><tr><td>Della Delegate</td><td>Della.Delegate@pspp.com</td><td>0411222333</td></tr></tbody></table>	Name	Email	Mobile	Della Delegate	Della.Delegate@pspp.com	0411222333
Name	Email	Mobile					
Della Delegate	Della.Delegate@pspp.com	0411222333					

Appendix A – Document requirements

Document requirements to submit with the application are:

Document type	Requirements
Appointed Representative	The consent form needs to be completed by the nominated appointed representative and attached to the application together with supporting evidence of the selected incapacity types (e.g., Birth certificate, Guardianship Order or Financial Management Order).
Merit Review	If the amount of weekly compensation or statutory benefits is in the dispute, you must indicate a schedule of earnings in the approved form.
Damages assessment	If the amount of damages is in dispute, you must include in the application a schedule of damages containing full particulars of the amount claimed.
Surveillance recordings in medical assessment proceedings	If you are including a surveillance recording under rule 109 of the Personal Injury Commission Rules 2021, you must demonstrate that exceptional circumstances exist to allow this to be referred to a medical assessor and you must comply with rule 109 (2A).

Note: The document should be a single paginated and indexed bundle.

What is the maximum document size?

Permitted file types: Size = 2GB (each file)				
.avi	.gif	.mp4	.pptx	.wma
.csv	.jpeg	.mpg	.rtf	.wmv
.dicm	.jpg	.msg	.tif	.xls
.doc	.mkv	.pdf	.tiff	.xlsx
.docx	.mov	.png	.txt	
.eml	.mp3	.ppt	.wav	

What should I do if the document is bigger than the maximum size?

Contact the Commission and follow advice.

Appendix B – Glossary of Terms

Term	Definition
Case Owner	The person responsible at the Commission for managing the case.
Multi Factor Authentication (MFA)	When logging into Pathway Portal a code is sent to your email/mobile. The code needs to be entered in the MFA field before you can login. This code ensures that your access is protected and guards against cyber security attacks.
Related matters	Matters or applications that are related, for example the same Claimant but a different accident date or a different Claimant for the same accident.
Temporary Application	The state of an application before it becomes registered or a full matter.
Registered Application	When a temporary application has been reviewed and registered by the Commission Registry it becomes a full matter.
Yellow field	Indicates that data is mandatory.
Blue link	Click to be taken to the Matter/Document/Task etc
Allocation	An appointment or event that has been scheduled with a Medical Assessor, Member or Merit Reviewer.

Appendix C – Email Notifications – When and what happens

When	What happens
An application is lodged in Pathway Portal	The applicant gets an email that temporary application received
An application is registered / rejected by the Commission	The applicant gets an email notification
A reply is requested	The respondent gets email notification
A reply submitted	The respondent gets email notification that reply temporary application received
Reply is registered / rejected by the Commission	The respondent and applicant get an email notification
Allocation is booked / cancelled / rescheduled	The legal representative (or self-represented party) gets email notification
Outcomes are available	The legal representative (or self-represented party) gets email notification
Documents have been shared with you	The legal representative (or self-represented party) gets email notification
You receive a message from the other party or the Commission	The legal representative (or self-represented party) gets email notification
Application closed	The legal representative (or self-represented party) gets email notification

Appendix D – Version Control

Version	Date	Author	Major changes	Approved by
1.0	6 June 2023	Jacqueline Mead	Initial version	Sophie Jones – Pathway Product Owner
1.1	1 August 2023	Pamela Allen	<ul style="list-style-type: none"> Added Print Message Thread button Added Venue address to Allocations section of Matter Summary 	Tina Kavadas – Pathway Project Manager
1.2	1 Sept 2023	Pamela Allen	<ul style="list-style-type: none"> Updated most prominent screenshots: Service Provider now called Decision Maker 	
1.3	16 January 2024	Oksana Eremina	<ul style="list-style-type: none"> Added new functions: How to assign Matter to someone else, add a new contact and manage contacts 	Tina Kavadas – Pathway Project Manager

