



**Personal Injury  
Commission**

# Pathway Portal Barrister User Guide

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## User Guide Overview

As a Barrister, 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:

- Access and Register for Pathway Portal
- Easily navigate Pathway Portal
- View matters details, including, disputes, parties and documents
- View allocations you are scheduled to attend

## Overview

### How do I register for Pathway Portal?

If you are briefed in a matter, a Legal Representative can add you to the dispute.

To access Pathway Portal and view the dispute you first need to register as a user and then contact the Commission to be registered for Barrister access.

### What can I do in Pathway Portal?

Once you have registered for Pathway Portal you can:

- Login and easily navigate to find what you need
- View the matter details and documents
- View allocations (appointments) you are scheduled to attend

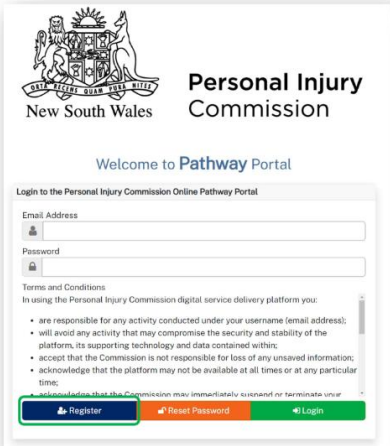
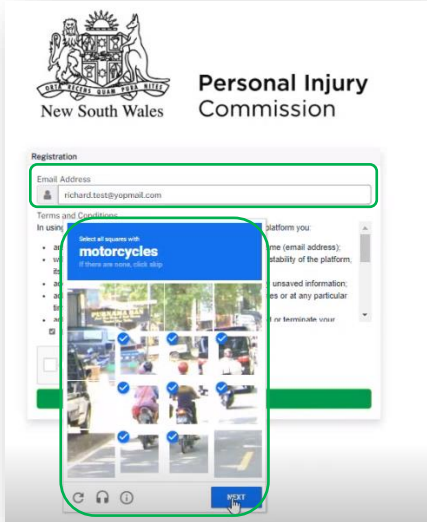
**Note:** You will not have access to send messages.

### How do I contact the Commission?

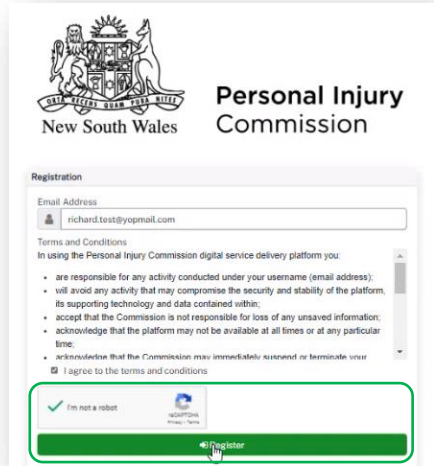
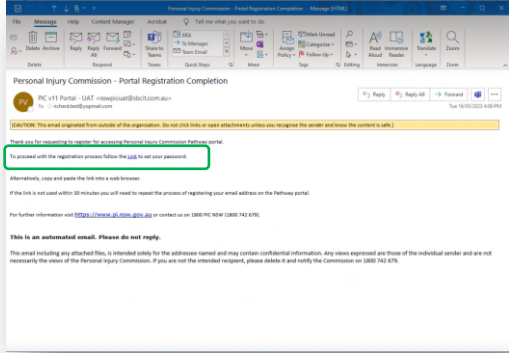
To register your email address with the Commission to get access to Pathway Portal, email **MASupport@pi.nsw.gov.au**

## How to access and register for Pathway Portal

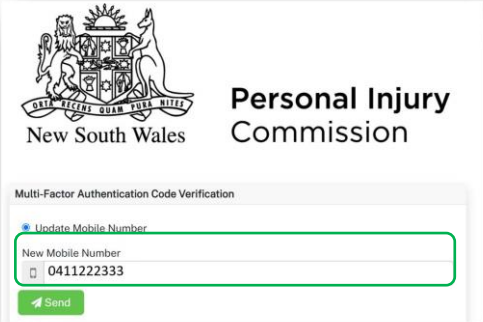
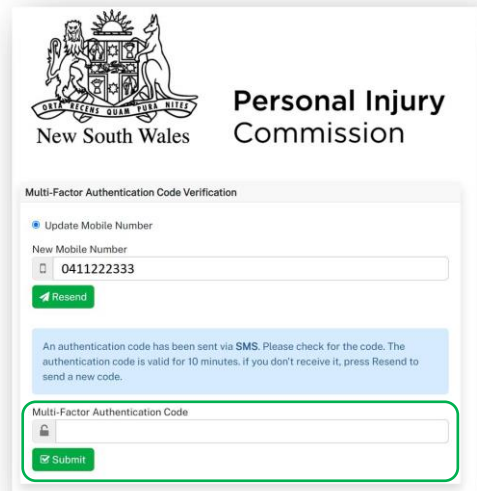
To view matter and dispute details you must first register to use Pathway Portal.

| Instruction  | Page  |
|--|---|
| <p><i>Access Pathway Portal</i></p> <ul style="list-style-type: none"> <li>You can access Pathway Portal via a browser.</li> <li>Chrome and Edge are the recommended browsers.</li> <li>The weblink is found on the Personal Injury Commission website and in the first step below.</li> </ul> <ol style="list-style-type: none"> <li>Click the following link:<br/><a href="https://pathwayportal.pi.nsw.gov.au">https://pathwayportal.pi.nsw.gov.au</a></li> <li>Click <b>Register</b>.</li> </ol> |   |
| <p><i>Register your email address</i></p> <ol style="list-style-type: none"> <li>Follow the prompts to register your email address.</li> <li>Tick to <b>agree to the terms and conditions</b>.</li> <li>Tick <b>I'm not a robot</b> and complete the <b>Select all squares with...</b> test and click <b>Next</b> until the test is completed.</li> </ol>  |  |

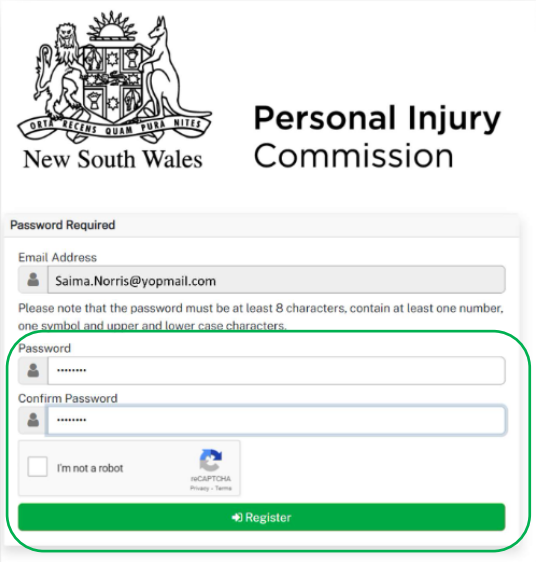
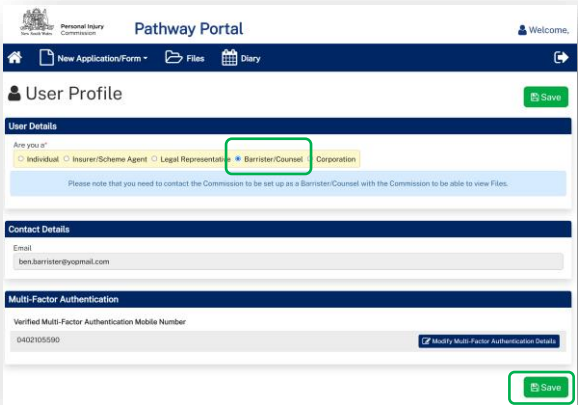
## How to access and register for Pathway Portal continued

| Instruction  | Page  |
|--|---|
| <p><i>Confirm you are not a robot</i></p> <p>Once the test is completed, you will see the <b>“I’m not a Robot”</b> message display.</p> <p>6. Click <b>Register</b>.</p> <p>You will then receive an email to validate your email address.</p> |   |
| <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> <p>7. Click the <b>Link</b> in the email.</p>   |  |

## How to access and register for Pathway Portal continued

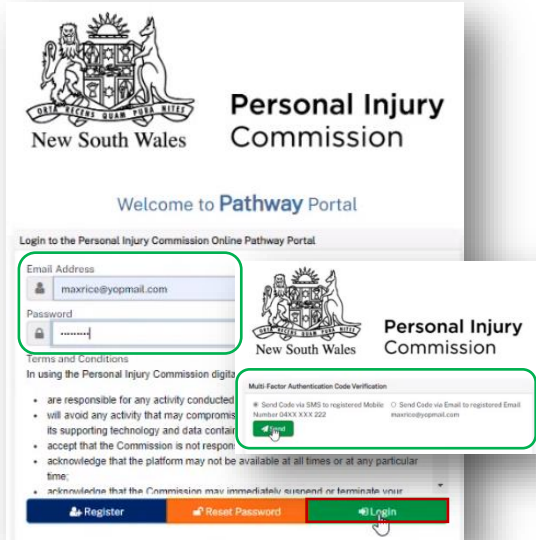
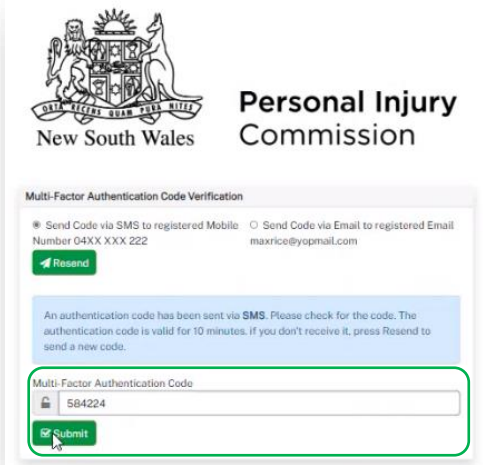
| Instruction   | Page  |
|---|---|
| <p><i>Update mobile number</i></p> <p>8. Populate <b>New Mobile Number</b> to receive the code and click <b>Send</b>.</p> |   |
| <p><i>Type code</i></p> <p>9. Type the <b>code</b> sent to your mobile and click <b>Submit</b>.</p>                       |  |

## How to access and register for Pathway Portal continued

| Instruction  | Page   |
|--|--|
| <p><i>Create new Password</i></p> <p>10. Enter <b>Password</b> and <b>Confirm Password</b>.</p> <p>11. Tick <b>I'm not a robot</b> and complete the <b>Select all squares</b> with... test.</p> <p>12. Click <b>Register</b>.</p>  |    |
| <p><i>Populate User Profile (top of page)</i></p> <p>13. Populate the <b>User Profile</b> as follows:</p> <ul style="list-style-type: none"> <li>• Select <b>Barrister/Counsel</b></li> <li>• Populate any other fields as appropriate</li> <li>• Click <b>Save</b>.</li> </ul> <p><i>Register your email with the Commission</i></p> <p>14. To complete the registration process, email <b>MASupport@pi.nsw.gov.au</b> asking for your email address to be registered for barrister access.</p> |  |



## How to Login to Pathway Portal

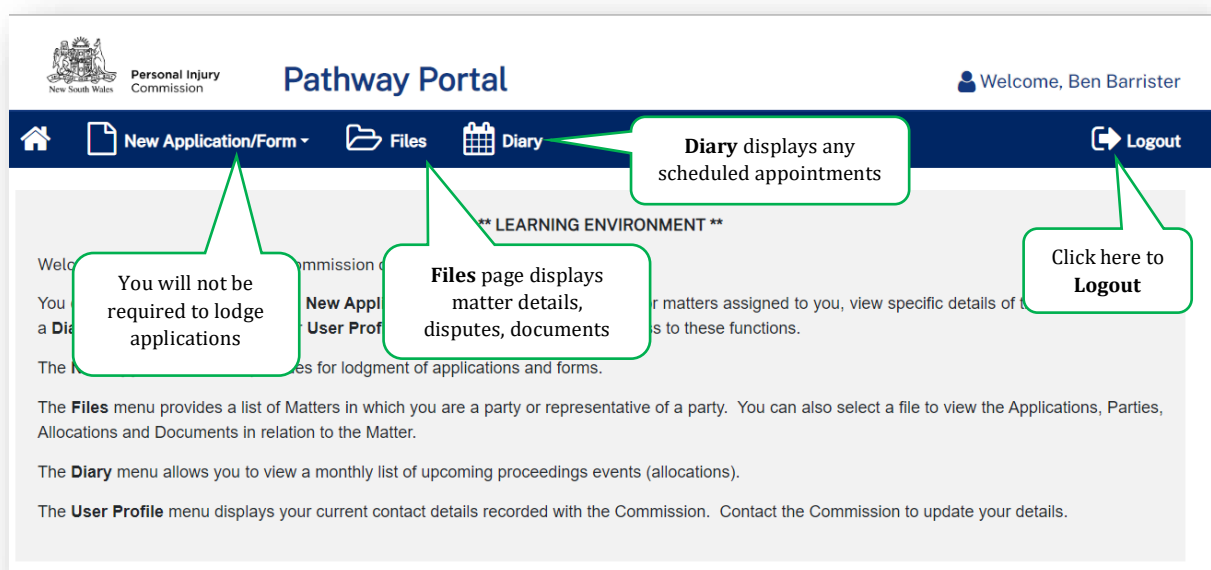
| Instruction  | Page   |
|--|--|
| <ol style="list-style-type: none"> <li>1. Click the <b>Pathway Portal link</b> - <a href="https://pathwayportal.pi.nsw.gov.au">https://pathwayportal.pi.nsw.gov.au</a> on the Personal Injury Commission website.</li> <li>2. Populate the <b>Email Address</b> and <b>Password</b>.</li> <li>3. Click <b>Login</b>.</li> <li>4. Select where you would like the <b>Multi Factor Authentication Code (MFA)</b> sent (either your mobile or email).</li> <li>5. Click <b>Send</b>.</li> </ol> |    |
| <ol style="list-style-type: none"> <li>6. Populate the <b>Multi-Factor Authentication Code</b> from the SMS/email you were sent.</li> <li>7. Click <b>Submit</b>.</li> </ol>   |  |

## Where do I find information for my application?

### 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.

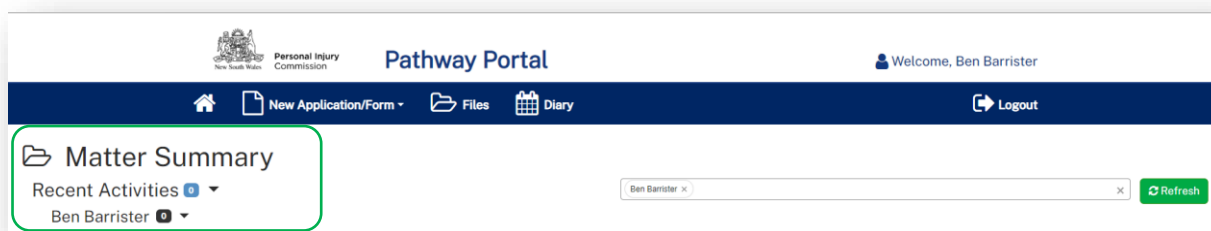


## Files page

The **Files** page contains all the information, messages and documents that relate to the applications filed. The **Files** page is broken down into sections that contain this information as follows:

### Recent Activities

**Recent Activities** display at the top of the page showing any new applications or documents that have been added since you last logged into Pathway Portal. The oldest activities display at the top of the list and the newest activities display at the bottom of the list.



### Active Files

**Active Files** displays the **Matters** that have been assigned to you by the Legal Representative.

The screenshot shows the 'Active Files' section for 'Ben Barrister'. It features a table with columns: Date Filed, Application Type, Issue/Dispute Type, Next Allocation Type, Allocation Date, Allocation Time, and Allocation Duration. The table is divided into three sections, each with a header row and a data row.

| 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            |                      |                 |                 |                     |
| 6/04/2023  | Form M01 - Medical assessment         | Threshold Injury              |                      |                 |                 |                     |
|            |                                       | Late additional documentation |                      |                 |                 |                     |
| 22/05/2023 | Form M03 - Further medical assessment | Further medical assessment    |                      |                 |                 |                     |

### Closed Files

**Closed Files** display at the bottom of the page for **30 days** after they have been closed.



## Matter Details

To view details for the matter:

- Locate the **Matter** in **Active Files** and click on the [blue matter number hyperlink](#).

| M165/23-01-1 Harry Hunt v Umbrella Insurance |                               |                               |                      |                 |                 |                     |
|--|-------------------------------|-------------------------------|----------------------|-----------------|-----------------|---------------------|
| Date Filed                                   | Application Type              | Issue/Dispute Type            | Next Allocation Type | Allocation Date | Allocation Time | Allocation Duration |
| 6/04/2023                                    | Form M01 - Medical assessment | Threshold Injury              |                      |                 |                 |                     |
|  |                               | Late additional documentation |                      |                 |                 |                     |

➤ The **Matter Details** page displays.

The screenshot shows the 'Matter Details' page for 'M153/23-12-1 Gino Lilli v Umbrella Insurance'. The page is divided into several sections, each with a callout explaining its content:

- Applications filed for the matter.** Points to the 'Application Forms' table, which lists applications with columns for Date Filed, Application Number, Application Type, Filed By Name, Filed By Type, and Status.
- Issue/Disputes for the application and information for the Next Allocation, Allocation Date, Time and Duration.** Points to the 'M153/23-12-1 Gino Lilli v Umbrella Insurance' table, which provides details about the current application and the next allocation.
- Parties displays all the parties for the matter.** Points to the 'Parties' table, which lists all parties involved in the matter, including their roles and contact information.
- Messages – will not be available for you to view.** Points to the 'Messages' section, which indicates that there are no open message threads.
- Allocations (appointments) can be found here.** Points to the 'Allocations' table, which lists all allocations for the matter, including the allocation type, dispute/issue/injury/treatment, venue, date and time, duration, mode of allocation, and attendees.
- All Documents relating to the matter can be accessed by clicking on the blue Document Date link.** Points to the 'Documents' table, which lists all documents related to the matter, including the document date, author, document category and type, file name, and related to information.

## Diary page

The **Diary** displays any allocations (appointments) that are scheduled.

The screenshot shows the 'Weekly Diary - List' page. At the top is a dark blue navigation bar with icons for Home, New Application/Form, Files, and Diary (highlighted with a green box), and a Logout button. Below the navigation bar, the page title 'Weekly Diary - List' is displayed. To the left of the title is a 'Previous Week' button. To the right is a 'Start Date' field with a calendar icon, showing '1/06/2023'. Further right is a 'Next Week' button. Below these controls is a table titled 'Weekly Diary - List'. The table has 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 for the date 2/06/2023 - Fri.

| Date            | Matter Number | Matter Name                     | Allocation Type | Attendees  | Venue Name | Location | Mode of Allocation | Time    | Duration |
|-----------------|---------------|---------------------------------|-----------------|--|------------|----------|--------------------|---------|----------|
| 2/06/2023 - Fri | M165/23       | Harry Hunt v Umbrella Insurance | Teleconference  | Harry Hunt + Legal Rep (Claimant), Umbrella Insurance (Insurer / Scheme Agent) |            |          | Teleconference     | 9:00 AM | 1 hour   |

## How to download a document to view?

To download and view a document, follow these steps:

1. From the **Files** tab, locate the matter and click on the [blue matter number link](#).

**Matter Summary**

Recent Activities 3 Ben Barrister

Temporary Applications 3 Ben Barrister

Unassigned Reply Requests 3 Assign To: Ben Barrister

| Application Number                     | Application Type | Applicant | Respondent | Date Requested | Date R |
|--|------------------|-----------|------------|----------------|--------|
| There are no unassigned reply requests |                  |           |            |                |        |

My Reply Requests 3 Ben Barrister

Active Files 3 Ben Barrister

| Date Filed  | Application Type              | Issue/Dispute Type | Next Allocation Type | Allocation |
|---|-------------------------------|--------------------|----------------------|------------|
| 8/03/2023   | Form M12 - Damages assessment | Damages assessment |                      |            |
| <b>M165/23-01-1 Harry Hunt v Umbrella Insurance</b> |                               |                    |                      |            |
| 6/04/2023   | Form M01 - Medical assessment | Threshold Injury   | Teleconference       | 2/06/2023  |

S

- The **Matter Details** page displays.

2. Scroll to the **Documents** section at the bottom of the page.

**Matter Details**

Application Forms 3

| Date Filed | Application Number | Application Type                      | Filed By Name   | Filed By Type                 | Status |
|------------|--------------------|---------------------------------------|-----------------|-------------------------------|--------|
| 6/04/2023  | M165/23-01-1       | Form M01 - Medical assessment         | Benjamin Button | Claimant Legal Representative |        |
| 14/04/2023 | M165/23-01-1       | Motor Accident Reply                  | Insurer/99      | Insurer/Scheme Agent          |        |
| 22/05/2023 | F-M165/23-03-1     | Form M03 - Further medical assessment | Benjamin Button | Claimant Legal Representative | Open   |

**M165/23-01-1 Harry Hunt v Umbrella Insurance**

| Date Filed | Application Type              | Issue/Dispute Type            | Status              | Next Allocation                    | Application Owner |
|------------|-------------------------------|-------------------------------|---------------------|------------------------------------|-------------------|
| 6/04/2023  | Form M01 - Medical assessment | Threshold Injury              | Awaiting allocation | Teleconference 02/06/2023 09:00 AM | Tran, Joanne      |
|            |                               | Late additional documentation | Awaiting allocation |                                    | Tran, Joanne      |

**F-M165/23-03-1 Michael Mumford v Umbrella Insurance**

| Date Filed | Application Type                      | Issue/Dispute Type         | Status | Next Allocation | Application Owner |
|------------|---------------------------------------|----------------------------|--------|-----------------|-------------------|
| 22/05/2023 | Form M03 - Further medical assessment | Further medical assessment | Open   |                 | Solanki, Chirag   |

**Parties 3**

| Party Role | Party Name         | Party Type             | Party Contact                  | Representative   |
|------------|--------------------|------------------------|--------------------------------|--|
| Respondent | Umbrella Insurance | Insurer / Scheme Agent | Hargreaves, Klaus (0433444555) |  |
| Applicant  | Harry Hunt         | Claimant               | 0410 414141                    | Timeless Lawyers (Benjamin Button, 0410 414111) (Barrister: Ben Barrister) |

**Messages 3** View All Messages

Application Category Subject Sender Date/Time Sent

There are no open message threads. Click View All Messages to view closed message threads.

**Allocations 1**

| Allocation Type | Dispute/Issue/Injury/Treatment | Venue | Location | Date and Time     | Duration | Mode of Allocation | Attendees  | Service Provider    | Language |
|-----------------|--------------------------------|-------|----------|-------------------|----------|--------------------|--|---------------------|----------|
| Teleconference  | M165/23-01-1/01 (Chen)         |       |          | 2/06/2023 9:00 AM | 1 hour   | Teleconference     | Harry Hunt - Legal Rep (Claimant), Umbrella Insurance (Insurer / Scheme Agent) | Medical99, Training |          |


**Documents 1**

3. Click the [blue Document Date link](#) for the document you wish to download.

| Document Date | Author             | Document Category and Type   | File Name                   | Related To   |
|---------------|--------------------|--|-----------------------------|--|
| 22/05/2023    | Portal             | Electronic Application Form- Sealed Form M03- Further medical assessment | 230522-000546.pdf           | F-M165/23-03-1, Sender: Portal- Recipient:                       |
| 22/05/2023    | benjamin button    | Application- Further medical assessment- bundle                          | Upload.doc.docx             | F-M165/23-03-1, 22/05/2023: Form M03- Further medical assessment |
| 14/04/2023    | Portal             | Electronic Application Form- Sealed Motor Accident Reply                 | 230414-000421.pdf           | M165/23-01-1, Sender: Portal- Recipient:                         |
| 14/04/2023    | Training.Insurer99 | Reply- Medical dispute- bundle   | Medical dispute bundle.docx | M165/23-01-1, 06/04/2023: Motor Accident Reply                   |
| 6/04/2023     | Portal             | Electronic Application Form- Sealed Form M01- Medical assessment         | 230406-000349.pdf           | M165/23-01-1, Sender: Portal- Recipient:                         |
| 4/04/2023     | Benjamin Button    | Application- Medical dispute- bundle                                     | Medical dispute bundle.docx | M165/23-01-1, 06/04/2023: Form M01- Medical assessment           |

4. Click on the downloaded document to open and view.

| Document Date | Author             | Document Category and Type   | File Name                   | Related To   |
|---------------|--------------------|--|-----------------------------|--|
| 22/05/2023    | Portal             | Electronic Application Form- Sealed Form M03- Further medical assessment | 230522-000546.pdf           | F-M165/23-03-1, Sender: Portal- Recipient:                       |
| 22/05/2023    | benjamin button    | Application- Further medical assessment- bundle                          | Upload.doc.docx             | F-M165/23-03-1, 22/05/2023: Form M03- Further medical assessment |
| 14/04/2023    | Portal             | Electronic Application Form- Sealed Motor Accident Reply                 | 230414-000421.pdf           | M165/23-01-1, Sender: Portal- Recipient:                         |
| 14/04/2023    | Training.Insurer99 | Reply- Medical dispute- bundle   | Medical dispute bundle.docx | M165/23-01-1, 06/04/2023: Motor Accident Reply                   |

 230522-000546 (3).pdf


Show all

➤ The document displays.

File | C:/Users/MEAD/Downloads/230522-000546%20(3).pdf

230522-000546 (3).pdf 1 / 6 100% + -

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**Personal Injury Commission**  
 New South Wales


**Matter No:**  
**M165/23**  
**Date Registered: 22/05/2023**

### Form M03 - Further medical assessment

#### Notice to Parties

##### Notice to Parties

##### Terms and Conditions of Use

**For Legal Practitioners:** Use is limited to Certified Australian Legal Practitioners or their employees whose use is the responsibility of Certified Australian Legal Practitioners.

**For other Portal users:** Use this form if you want to make an application to resolve a dispute about a motor accident. Before you begin, you need to agree to our terms and conditions.

##### Legal Incapacity

For accidents which occurred on or after 1 December 2017, the Personal Injury Commission (PIC) may decline to accept an application if the application is made by a person under legal incapacity. If you are making an application relating to an accident which occurred on or after this date, by agreeing to these terms and conditions you declare you are not under legal incapacity as defined in Section 7.47(2) of the *Motor Accident Injuries Act 2017*.

## Appendix A – 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 Sept 2023 | Pamela Allen    | Updated Matter Details: Service Provider now called Decision Maker |                                      |

