



**Personal Injury
Commission**

Pathway Portal Insurer User Guide

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User Guide Overview

As an Insurer user, the 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:

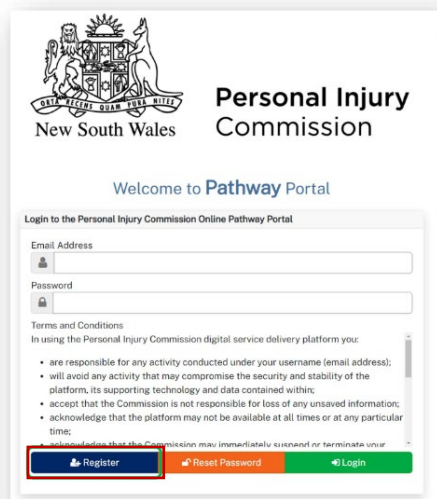
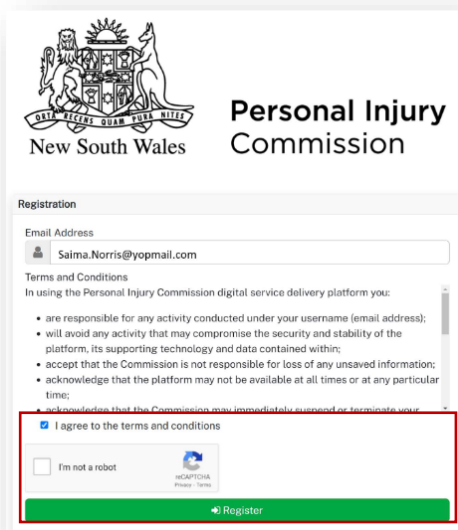
- Get started
- Navigate the Pathway Portal
- Lodge a form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send and receive messages
- View allocation details
- View outcome documents
- Lodge an Appeal
- Lodge a Legal Representation / Agent Change
- Submissions and other Correspondence
- Lodge an additional document after initiating application or reply
- Assign a barrister
- Understand the different levels of user access
- Self-Manage Users (Reassign matters, manage contacts and add new contacts)

Get started

How to access and register for the Pathway Portal

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

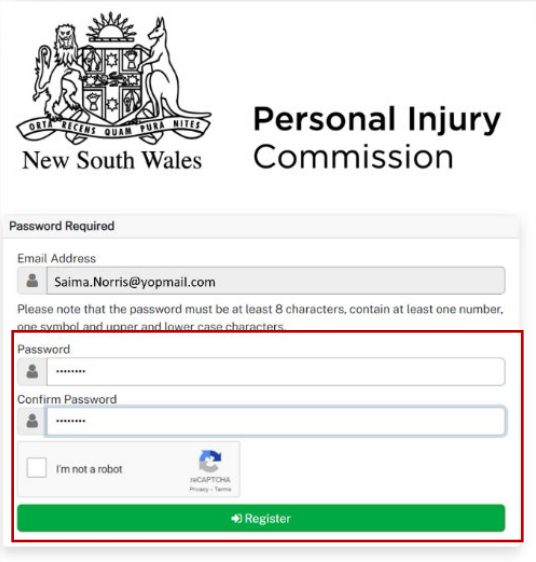
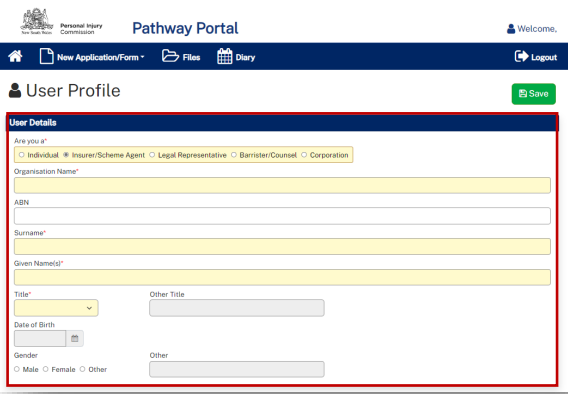
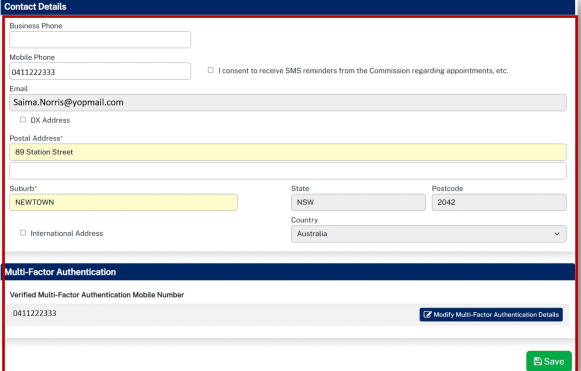
- If you are a Primary contact or Secondary contact on a Matter, you will register as an **Insurer/Scheme Agent**.

Instruction	Page
<p><i>Access the Pathway Portal</i></p> <ul style="list-style-type: none">• You can access the 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> <ol style="list-style-type: none">3. Follow the prompts to register your email address.4. Tick to agree to the terms and conditions.5. Tick I'm not a robot and complete the visual reCAPTCHA test.6. Click Register. <p>➤ You will then receive an email to validate your email address.</p>	

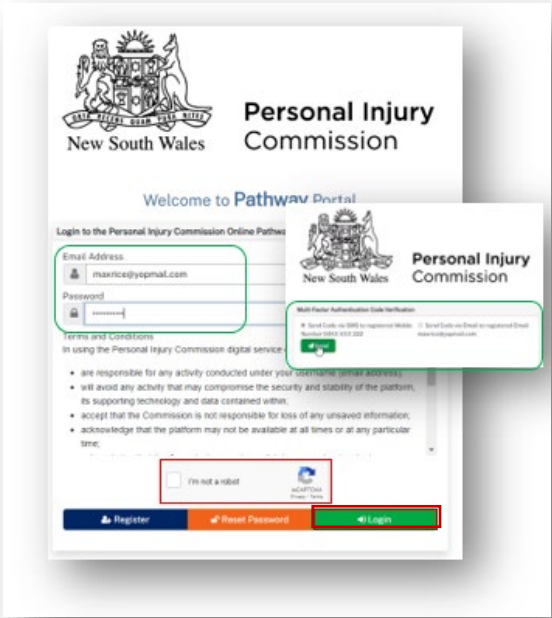
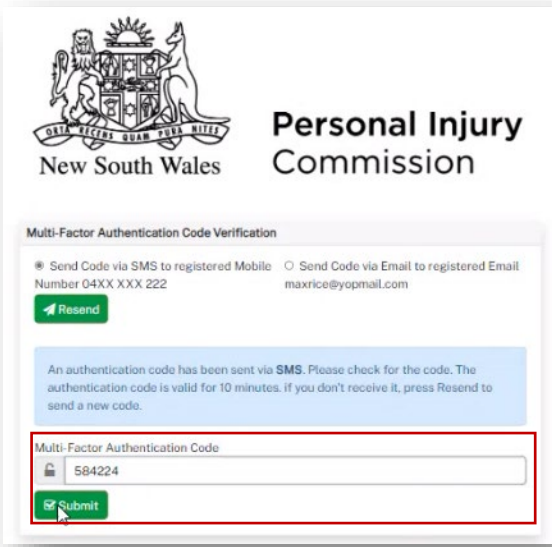
How to access and register for the Pathway Portal continued

Instruction	Page
<p>Click the Pathway Portal link in email</p> <p>You will receive an email with a link to validate the email address.</p> <p>7. Click the Link in the email.</p>	
<p>Update Mobile Number</p> <p>8. Populate New Mobile Number to receive the code and click Send.</p>	
<p>Type code</p> <p>9. Type the code sent to your mobile and click Submit.</p>	

How to access and register for the Pathway Portal continued

Instruction	Page
<p>Create new Password</p> <p>10. Enter Password and Confirm Password.</p> <p>11. Tick I'm not a robot and complete the visual reCAPTCHA test.</p> <p>12. Click Register.</p>	
<p>Populate User Profile (top of page)</p> <p>13. Populate the User Profile.</p> <p>14. Select Insurer/Scheme Agent</p> <p>Note: All yellow fields are mandatory.</p>	
<p>Populate User Profile (bottom of page)</p> <p>15. Populate User Profile (bottom of page).</p> <p>16. Click Save.</p>	

How to Login to Pathway Portal

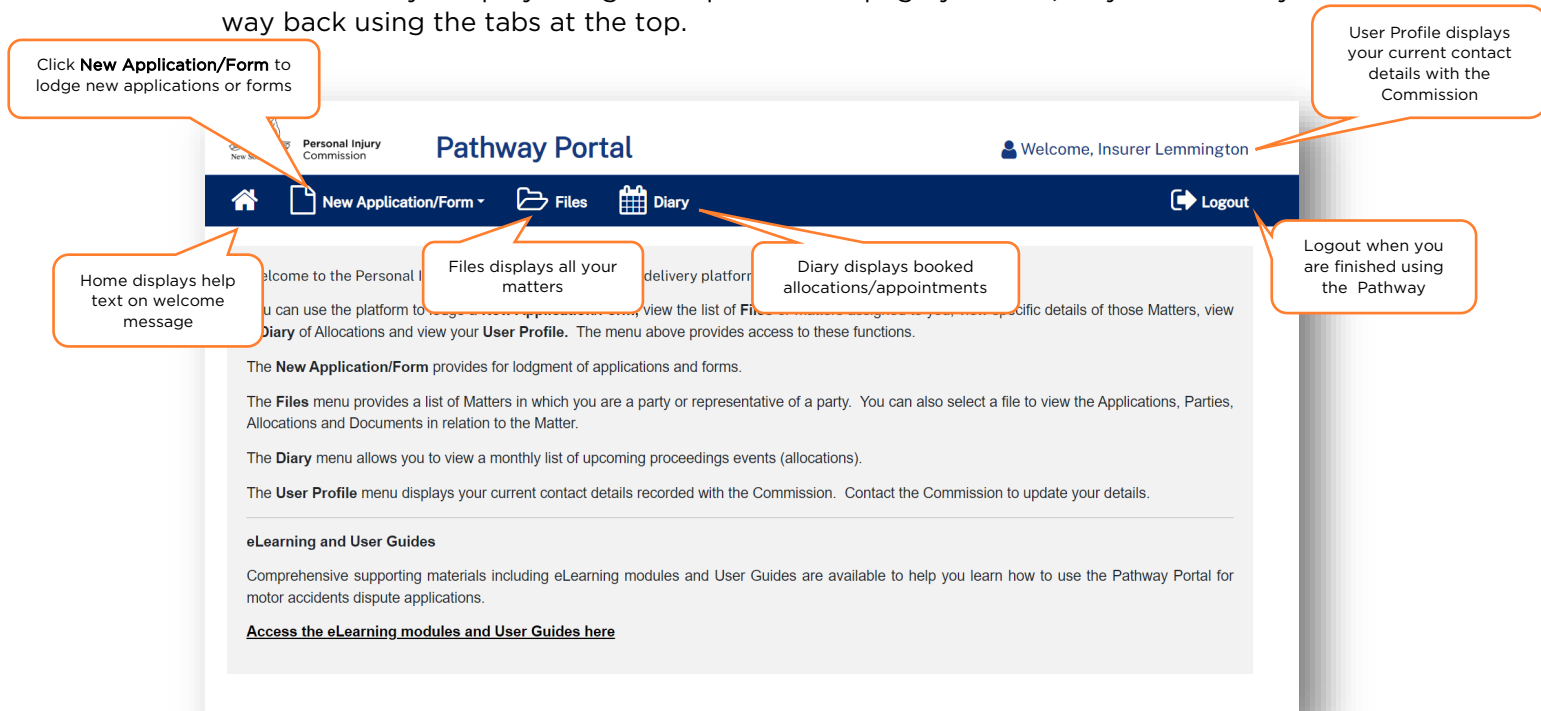
Instruction	Page
<ol style="list-style-type: none"> 1. Click the Pathway Portal link on the Personal Injury Commission website. 2. Populate the Email Address and Password. 3. Click Login. 4. Tick I'm not a robot and complete the visual reCAPTCHA test. 5. Click Next until the test is completed. 6. Click Login. 7. Select where you would like the Multi Factor Authentication Code (MFA) sent (either your mobile or email). 8. Click Send. 	
<ol style="list-style-type: none"> 9. Populate the Multi-Factor Authentication Code from the SMS/email you were sent. 10. Click Submit. 	

Navigation

Home page

After you login to the 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.

Temporary Applications are:

- Drafts that have been saved
- Pending applications waiting to be registered by the Commission

Recent Activities
Recent Activities displays any new applications, documents or messages that have been added since you last logged into the Pathway Portal. The oldest activities display at the top of

Click **Refresh** to update , to reflect changes during this session

Temporary Applications 0 ▾ Refresh

Temporary Documents 0 ▾ Refresh

Unassigned Reply Requests 0 ▾ Refresh

Unassigned Reply Requests are reply requests from the Commission to be assigned to someone in your organisation

Assign To
Insurer Lemmington ▾ Assign

Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Assign
There are no unassigned reply requests						

My Reply Requests 0 ▾ Refresh

My Reply Requests are your assigned Reply Requests

Active Files 2 ▾ Advanced ▾ Reassign

Insurer Lemmington 2 ▾

Active Files are active disputes you are associated with

W47/24 Testing Worker v The Gunwale						
Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
23/04/2024	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute				
		Weekly benefits where work capacity decision in dispute				
		Medical expenses (where the amount is more than \$9,468.10)				
		Compensation for property damage				
		Lump sum compensation where liability in dispute				

W49/24 Testing Worker v The Gunwale						
Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
30/04/2024	Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	Application for Mediation to Resolve Work Injury Damages Claim	Mediation	1/05/2024	10:00 AM	3 Hours

Closed Files display for 42 days

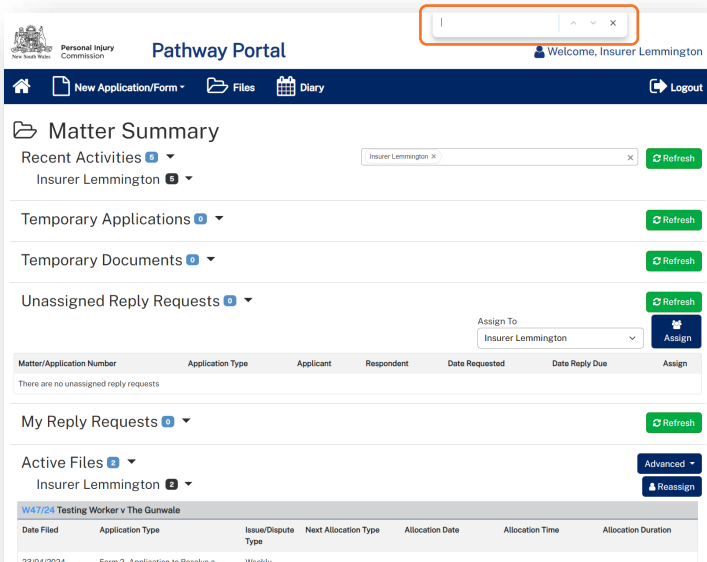
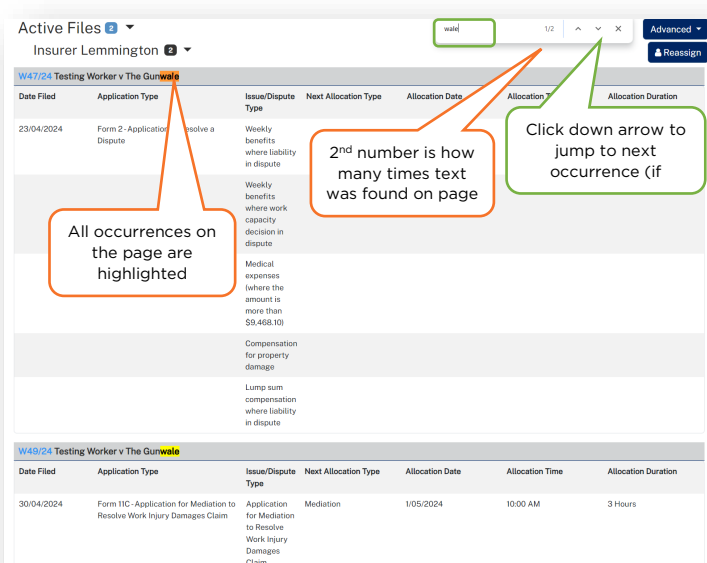
Closed Files 1 ▾ Advanced ▾

Insurer Lemmington 1 ▾

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>Use Ctrl+F</p> <p>Ctrl+F allows you to search for any text (i.e. 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. 	
<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>Party name example</p> <ul style="list-style-type: none"> ➤ In this example, we typed part of the surname of the party, which is wale (upper/lower case doesn't matter with Ctrl+F). ➤ Can search for a partial name (eg type work to search for Worker) 	 <p>All occurrences on the page are highlighted</p> <p>2nd number is how many times text was found on page</p> <p>Click down arrow to jump to next occurrence (if</p>

Instruction

Matter number example

- In this example, we typed part of the matter number, i.e. 47.

Screen

My Reply Requests 3

Active Files 3

Insurer Lemmington 3

W47/24 Testing Worker v The Gunwale

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
23/04/2024	Form 2- Application to Resolve a Dispute	Weekly benefits where liability in dispute				
		Weekly benefits where work capacity decision in dispute				
		Medical expenses where the amount is more than \$9,458.10				
		Compensation for property damage				

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 M49/24
 - For **Party Name**, you type as:
 - Firstname (or part of the firstname)
 - Lastname (or part of the lastname)
 - Lastname, Firstname (i.e. Smith, Tom not Tom Smith).
3. Click **Refresh**.

Active Files 3

Advanced

Criteria

Application Number: W49/24

Party Name:

Division:

Application Type:

View: ☐ My Matters ☒ Matters I'm linked to ☐ All Matters

☒ Legally Represented ☒ Not Legally Represented

Allocation Date From:

Allocation Date To:

Refresh

Reassign

Matters I'm linked to displays matters where you are a secondary contact

You can filter list based on whether you have a legal representative or

Insurer Lem

W47/24 Testing Work

Date Filed	Ap	Allocation Type	Allocation Date	Allocation Time	Allocation Duration
23/04/2024	Form 2- Application to Resolve a Dispute	Weekly benefits where liability in dispute			
		Weekly benefits			

- The files that match your criteria display.

Active Files 1


Insurer Lemmington 1

Advanced

Reassign

W49/24 Testing Worker v The Gunwale

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
30/04/2024	Form 11C- Application for Mediation to Resolve Work Injury Damages Claim	Application for Mediation to Resolve Work Injury Damages Claim				

Instruction	Screen
<p><i>No files listed after Advanced search</i></p> <p>If nothing matched your search criteria, the Active Files displays as 0.</p> <p><i>To see <u>all</u> your Active Files:</i></p> <ol style="list-style-type: none"> 1. Click Advanced. 2. Delete the criteria you entered. 3. Click Refresh. 	 <p>The screenshot shows a user interface element for 'Active Files'. It consists of a light gray box with a dark gray border. Inside the box, on the left, is the text 'Active Files' followed by a small blue square icon containing the number '0' and a downward-pointing arrow. On the right side of the box is a dark blue button with the word 'Advanced' in white text and a small downward-pointing arrow.</p>

Matter Details

When you click on a [blue matter number link](#) anywhere in the **Files** page the **Matter Details** display.

The screenshot shows the 'Matter Details - W47/24' page. The top navigation bar includes 'New Application/Form', 'Files', and 'Diary'. The page is divided into several sections: 'Application Forms', 'Testing Worker v The Gunwale', 'Parties', 'Messages', and 'Documents'. Callouts provide instructions on how to use various features:

- Click New Submission/Correspondence to submit additional information**: Points to the 'New Submission/Correspondence' button.
- Click New Form to lodge a new application for this matter**: Points to the 'New Form' button.
- Click here to Generate Consent Order to lodge with The Commission.**: Points to the 'Generate Consent Order' button.
- Click New Message to create a new message thread for**: Points to the 'New Message' button.
- Super Users Can click to maintain Primary and Secondary Contact details**: Points to the 'Maintain Contacts' button.
- Click Assign Barrister to give a Barrister visibility of the matter**: Points to the 'Assign Barrister' button.
- Click any blue heading to sort by that column**: Points to the 'Application' heading in the Messages table.
- Click blue document date link to download, then view**: Points to the document date '23/04/2024' in the Documents table.

Application Forms

Date Filed	Application Type	Party Type	Status
23/04/2024	Form 2 - Application to Resolve a Dispute	Representative	Open
23/04/2024	Form 2A - Reply to Application to Resolve a Dispute	Representative	Open

Testing Worker v The Gunwale

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Of
23/04/2024	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute	Open		User08
		Weekly benefits where work capacity decision in dispute	Open		User08
		Medical expenses (where the amount is more than \$9,468.10)	Open		User08, Dispute
		Compensation for property damage	Open		User08, Dispute
		Lump sum compensation where	Open		User08, Dispute

Parties

Party Role	Party Name	Party Type	Party Contact	Representative
Other	Lemington Insurance	Insurer / Scheme Agent	Lemington, Insurer (0411 111 111)	
Testing Worker	Testing Worker	Worker	0411 00 1002	Sunrise Legal (Test Sunrise, 0411 111 112)
The Gunwale	The Gunwale	Employer		

Messages

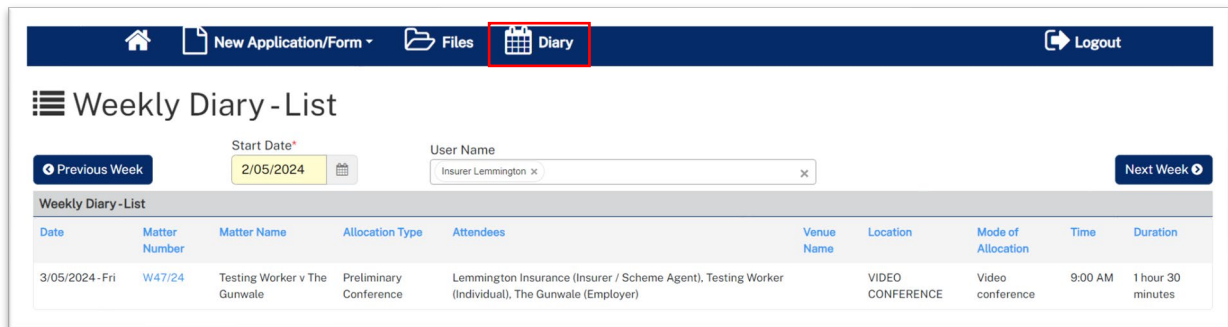
Application	Category	Subject	Sender	Date/Time Sent
Form 2 - Application to Resolve a Dispute	For Action	Question for the Insurer	Nathan Johnson	3/05/2024 8:50 AM
Form 2 - Application to Resolve a Dispute	N/A	Message from The Insurer	Lemington Insurance	3/05/2024 8:48 AM

Documents

Document Date	Author	Document Category and Type	File Name	Related To
23/04/2024	PIC (Member, PIC)	Certificate of Determination	436_-596253946_hxvf2s3qn-b7untzux9bvk8vd0In-5pa-y5n.pdf	29/04/2024: Preliminary Conference
23/04/2024	Portal	Electronic Application Form - Form 2 - Application to Resolve a Dispute	240423-000146.pdf	Sender: Portal - Recipient:
23/04/2024	Portal	Electronic Application Form - Form 2A - Reply to Application to Resolve a Dispute	240423-000147.pdf	Sender: Portal - Recipient:
23/04/2024	NA	Cover letter	18.docx	23/04/2024: Form 2 - Application to Resolve a Dispute
23/04/2024	NA	Cover letter	6.docx	23/04/2024: Form 2A - Reply to Application to Resolve a Dispute
23/04/2024	NA	Supporting Documents - Form 2	14.docx	23/04/2024: Form 2 - Application to Resolve a Dispute
23/04/2024	NA	Supporting Documents - Form 2A	28.docx	23/04/2024: Form 2A - Reply to Application to Resolve a Dispute

Diary

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



Date	Matter Number	Matter Name	Allocation Type	Attendees	Venue Name	Location	Mode of Allocation	Time	Duration
3/05/2024 - Fri	W47/24	Testing Worker v The Gunwale	Preliminary Conference	Lemmington Insurance (Insurer / Scheme Agent), Testing Worker (Individual), The Gunwale (Employer)		VIDEO CONFERENCE	Video conference	9:00 AM	1 hour 30 minutes

Lodge a new application

Overview



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

The 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
- Form Details
- Worker Details and Legal Representative details
- Employer Details
- Insurer Details and Legal Representative details
- Supporting Documents (help text varies per application)
- Certification and Signature.

- The questions on each page will vary depending on the form 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?

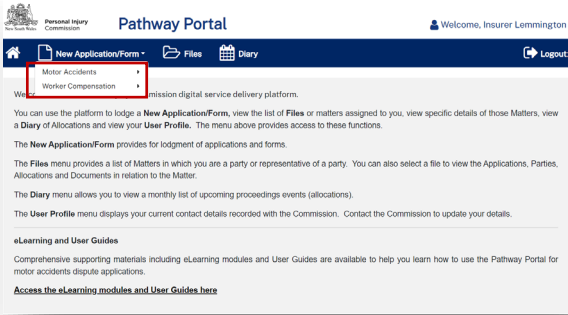

Forms and Form Names

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

Code	Form name
Form 1	Application for an Expedited Assessment
Form 1A	Application to Revoke an Interim Payment Direction
Form 2	Application to Resolve a Dispute
Form 2D	Application in Respect of Death of a Worker
Form 5A	Application to Register a Commutation Agreement
Form 6	Application to Resolve a Workplace Injury Management Dispute
Form 6B	Reply to Application to Resolve a Workplace Injury Management Dispute
Form 7	Application for Assessment by a Medical Assessor
Form 9	Application to Appeal against the Decision of a Member
Form 10	Application to Appeal against the Decision of a Medical Assessor
Form 11	Direction for Access to Information and Premises
Form 11B	Application to Cure a Defective Pre-Filing Settlement
Form 11C	Application for Mediation of a Work Injury Damages Claim
Form 11E	Application to Strike Out a Pre- Filing Statement
Form 15	Application for the Assessment of Costs
Form 15A	Application for the Assessment of Costs
Form 15B	Application for the Assessment of Costs
Form 20	Miscellaneous Application
Form 1B	Reply to Application for Expedited Assessment
Form 2A	Reply to an Application to Resolve a Dispute
Form 7A	Response to an Application for Medical Assessment
Form 9A	Notice of Opposition to Appeal Against the Decision of a Member
Form 10A	Notice of Opposition to Appeal Against the Decision of a Medical Assessor
Form 11D	Response to an Application for Mediation of a Worker Injury Damages Claim
Form 11F	Notice of Opposition to Strike Out a Pre-Filing Statement

P01	Application to Lodge Additional Documents
P02	Notice of Ceasing to Act
P03	Notice of Change of Legal Representatives
P04	Notice of Representation
P05	Direction for Production
P06	Notice of Discontinuance

How to lodge a new application

Instruction	Page
<p>New Application Form</p> <ol style="list-style-type: none"> Click on the New Application/Form and select Workers Compensation. Then choose the Form type from the dropdown. In this instance, Form 2 - Application Resolve a Dispute has been used. <p>➤ The Notice to Parties page displays.</p>	
<p>Notice to Parties</p> <ol style="list-style-type: none"> Review, then click Next to proceed to begin completing the form. <p>Completing a Form</p> <p>➤ All forms are embedded in the Pathway Portal.</p> <p>➤ Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form.</p> <p>➤ When completing a form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input.</p> <p>➤ You will be unable to move onto the next page unless all mandatory fields have been filled.</p> <p>➤ Supporting documents are uploaded as a single file (see separate section below).</p>	

Instruction

Page

Supporting Documents

The **Supporting Documents** page provides information about what you need to lodge for certain form types. This example is for a Form 2 – Application to resolve a Dispute.

Note: Supporting evidence is to be submitted as a single indexed and paginated bundle and should not exceed 500 pages on certain initiating applications (Refer to PIC Rule 67)

- Click **Upload** or drag and drop the documents onto the page.

What are the document requirements?

See Appendix A – Document requirements for information on the acceptable file types and document requirements.

- Select the **document** and click **Open**.

Note: If the supporting document exceeds 500 pages a warning message will be displayed.

Continuing to submit may result in the application being rejected by the Commission.

To correct, re-upload supporting document under 500 pages.

Dispute types excluded from the 500-page limit are:

- Medical reviews and appeals
- Merit reviews and merit review panels
- Settlement approvals
- Presidential appeals
- Expedited assessments
- Certain work injury damages disputes

5. Add in the Document Details:

- **Document Category** – Choose **Cover Letter** or **Supporting Documents**.
- **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.
- **Document Details** – Add any details for the uploaded documents.
- **Date of Document** – Type in the date of upload or select the date from the calendar.

The screenshot shows a form titled "Document Details" with the following fields:

- Document Category**: A dropdown menu with "Supporting Documents" selected.
- Document Type**: A dropdown menu with "Form 2" selected.
- File Name**: A text field containing "Bundled Paginated Supporting Documents.docx".
- Author**: A text field containing "Insurer Lemmington".
- Date of Document**: A date picker showing "03/05/2024".

At the bottom right of the form, there are three buttons: "View", "Clear", and "Remove".

When you need to add more than 500 pages of supporting documents to your initiating application

6. Tick **Lodge Additional Documents** if required.
7. Click **Next**.
 - The Service and Consent page displays.

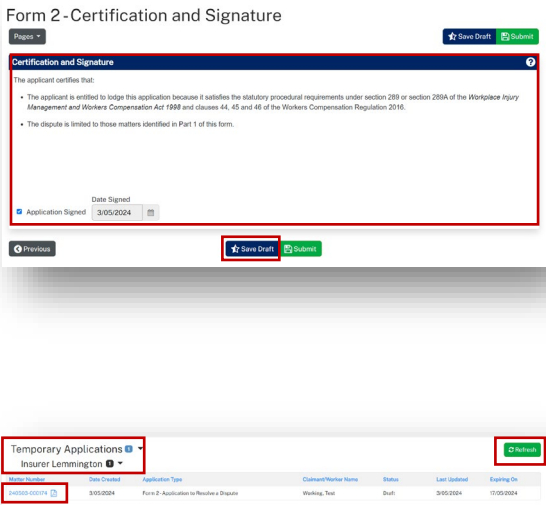

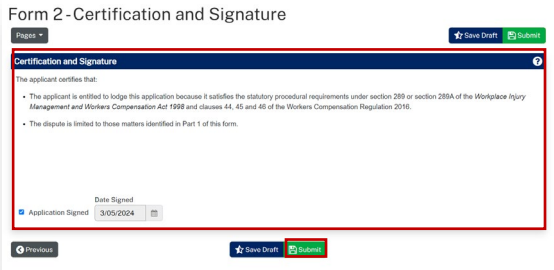
Lodge Additional Documents

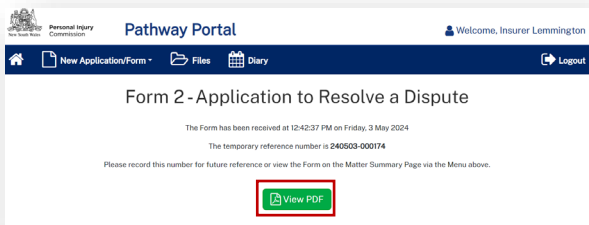

8. Provide answers to the Service and Consent questions.

Note: Refer to the help text on the screen if your bundle contains multiple documents with varying dates.

Note: If the additional documents relate to medical proceedings, evidence of consent should be attached on the supporting documents page.

9. Click **Next**.
 - The Supporting Documents page displays
10. Upload your additional documents.
11. Add in the Document Details.
12. Click **Next**.

Instruction	Page
<p>Certification and Signature</p> <p>You can now either Save Draft – see Save Draft below or Submit if the application is good to go see Submit below.</p> <p>Save Draft</p> <p>13. You can Save Draft so that the application can be reviewed before it is signed and submitted.</p> <ul style="list-style-type: none"> 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. 	
<ul style="list-style-type: none"> 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. 	
<p>Submit</p> <p>14. Confirm your declaration, signature and date and click Submit.</p>	
<p>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.</p>	

Instruction	Page														
<p>View PDF</p> <p>15. Click View PDF to view and download the application.</p>															
<p>Temporary Applications</p> <p>16. Go to Files and Temporary Applications to see the temporary application. You can download the PDF by clicking the blue temporary application link.</p> <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><tr><th>Matter Number</th><th>Date Created</th><th>Application Type</th><th>Insurance/Matter Name</th><th>Status</th><th>Last Updated</th><th>Expiring On</th></tr><tr><td>240503-000174</td><td>3/05/2024</td><td>Form 2 - Application to Resolve a Dispute</td><td>Working Test</td><td>Pending</td><td>3/05/2024</td><td></td></tr></table>	Matter Number	Date Created	Application Type	Insurance/Matter Name	Status	Last Updated	Expiring On	240503-000174	3/05/2024	Form 2 - Application to Resolve a Dispute	Working Test	Pending	3/05/2024	
Matter Number	Date Created	Application Type	Insurance/Matter Name	Status	Last Updated	Expiring On									
240503-000174	3/05/2024	Form 2 - Application to Resolve a Dispute	Working Test	Pending	3/05/2024										

Temporary Applications

Matter Summary

Recent Activities 1 ▾

Insurer Lemmington 1 ▾

Matter Number	Matter Name	Details
W47/24	Testing Worker v The Gunwale	New Message - Question for the

Temporary Applications 1 ▾

Insurer Lemmington 1 ▾

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
240503-000174	3/05/2024	Form 2 - Application to Resolve a Dispute	Working, Test	Pending	3/05/2024	

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

Status of:

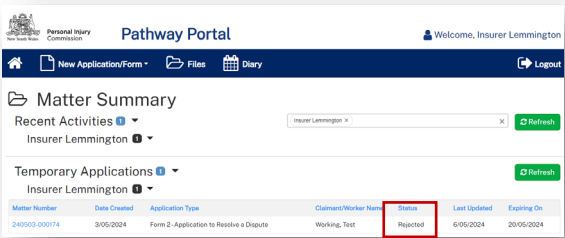

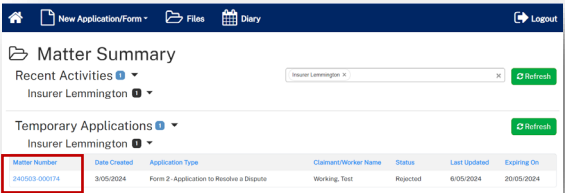
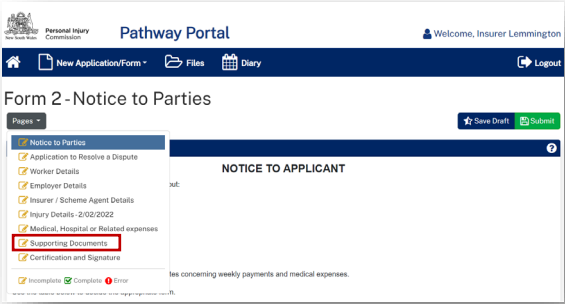
- Pending = temporary application submitted to the Commission
- Draft = you have saved the application to finish later
- Rejected = the Commission has rejected the application, refer to the email notification for reason

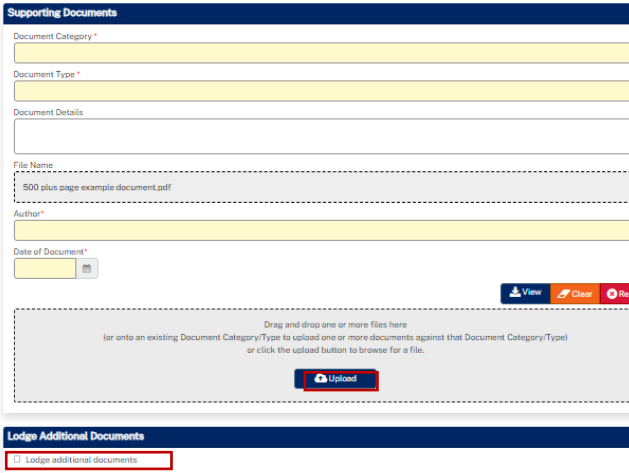
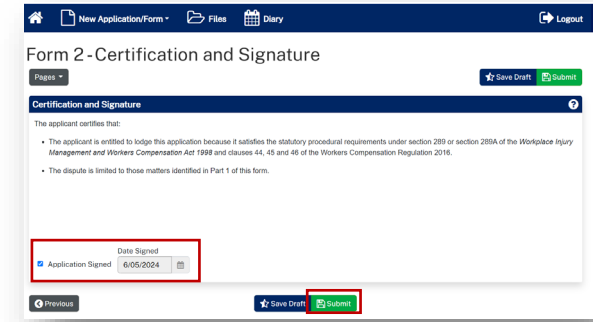
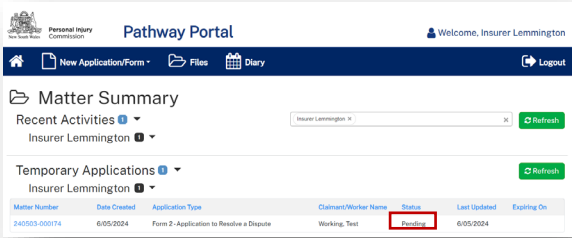
- Only the filing party will be able to see the temporary application in the Pathway Portal.
- When the application has been registered by the Commission it will then be shared with the respondent who needs to lodge a reply.

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**.

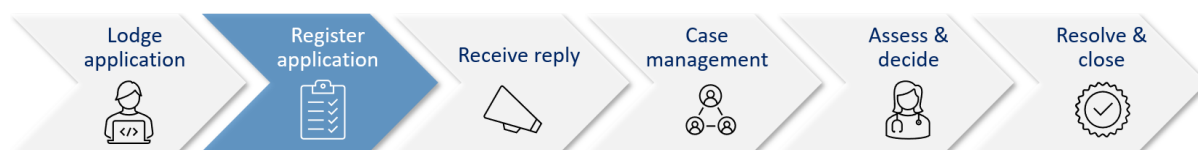
How to resubmit a rejected temporary application

Instruction	Page
<p>Notification of rejected temporary application</p> <ul style="list-style-type: none">If the Commission rejects a temporary application, you will receive an email notification with the reason.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">Refer to the email notification to understand the rejection reason.	
<ol style="list-style-type: none">In the Files tab, click the blue temporary Matter Number link of the rejected matter. This reopens the application.	
<ol 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
<p>4. Click Upload to upload the supporting document bundle (if this was the reason for rejection) and click Next.</p> <p>Note: If your application was rejected for having supporting documents over 500 pages,</p> <ol style="list-style-type: none"> Remove the document Split the document offline Re-upload the first bundle (up to 500 pages) Select the 'Lodge Additional Documents' checkbox 	
<p>4. Once changes are made, sign and date the application on the last page and click Submit.</p>	
<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>	

Replies

How to complete a Reply – Respondent



A reply request arrives as **Unassigned** in the 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:

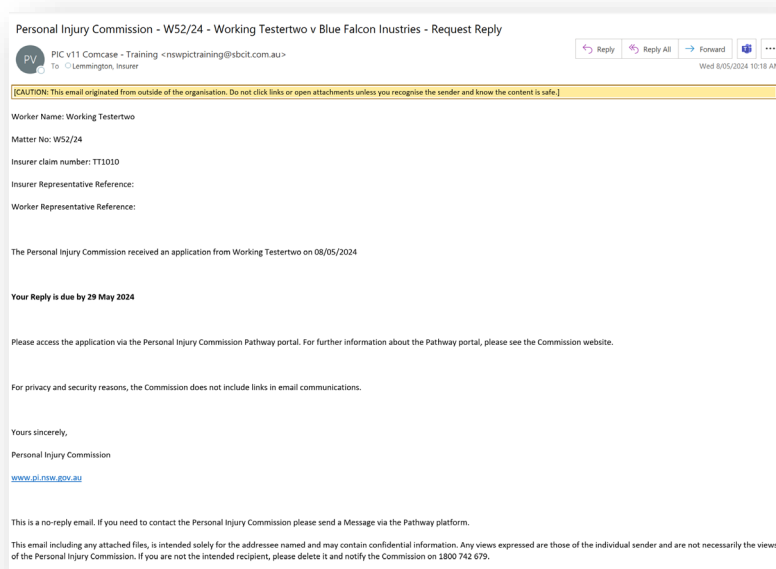
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

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

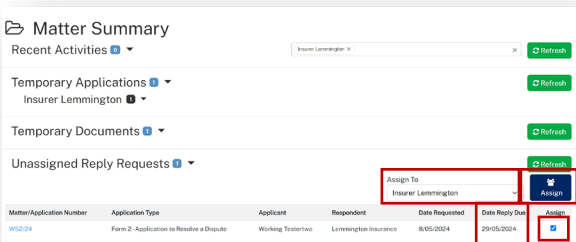
Instruction

Page

Unassigned Reply Requests must be assigned to someone in your organisation. All **Reply Requests** are **unassigned** initially, and **Unassigned Reply Requests** are visible to all users. Any user can assign a **Reply Request**.

- To assign a **Reply Request**, complete the following:
 - Tick **Assign** box
 - Select a **User's name** from the **Assign To** drop down menu
 - Click **Assign**.

Note: Be mindful of the **Date Reply Due**.



The screenshot shows the 'Matter Summary' interface. It includes sections for 'Recent Activities', 'Temporary Applications', 'Temporary Documents', and 'Unassigned Reply Requests'. The 'Unassigned Reply Requests' section contains a table with the following data:

Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Assign
W02024	Form 2: Application to Resolve a Dispute	Working Testtwo	Lemington Insurance	8/05/2024	29/05/2024	<input type="checkbox"/>

How to complete a Reply

Instruction

Page

My Reply Requests are your assigned Reply Requests

1. To respond to the reply request, complete the following:

• Click the blue application number link and review the Matter Details, including the parties, application form and supporting documents.


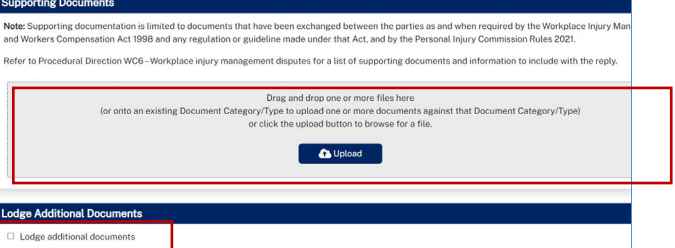
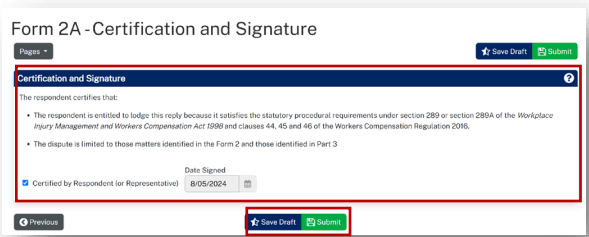
• When ready, click Complete Reply to reply from either the Matter Summary page or the Matter Details page.

➤ This will generate the Reply form which you need to complete and submit.

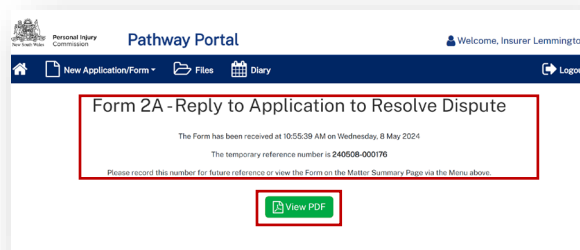
Note: Be mindful of the Date Reply Due

The screenshot shows the 'Matter Summary' interface for 'Insurer Lemington'. It includes sections for 'Recent Activities', 'Temporary Applications', 'Temporary Documents', and 'Unassigned Reply Requests'. The 'My Reply Requests' section is expanded, showing a table with the following data:

Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Assign
W02024	Form 2: Application to Resolve a Dispute	Working Testtwo	Lemington Insurance	8/05/2024	29/05/2024	Complete Reply

Instruction	Page
<p>2. Review the Notice to Parties, then click Next to proceed to begin completing the reply form.</p> <p>Completing a Reply Form</p> <ul style="list-style-type: none"> ➤ Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form. ➤ When completing a reply form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input. ➤ You will be unable to move onto the next page unless all mandatory fields have been filled. ➤ Supporting documents are uploaded as a single file (see separate section below). 	
<p>3. Upload Supporting Documents for the Reply, complete the Document Details as covered in Supporting Documents and click Next.</p> <p>Note: Supporting documents must be submitted as a single indexed and paginated bundle and should not exceed 500 pages.</p>	
<p>4. Sign and date the application – Submit if ready or Save Draft and have someone else review the reply before it is submitted.</p>	

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



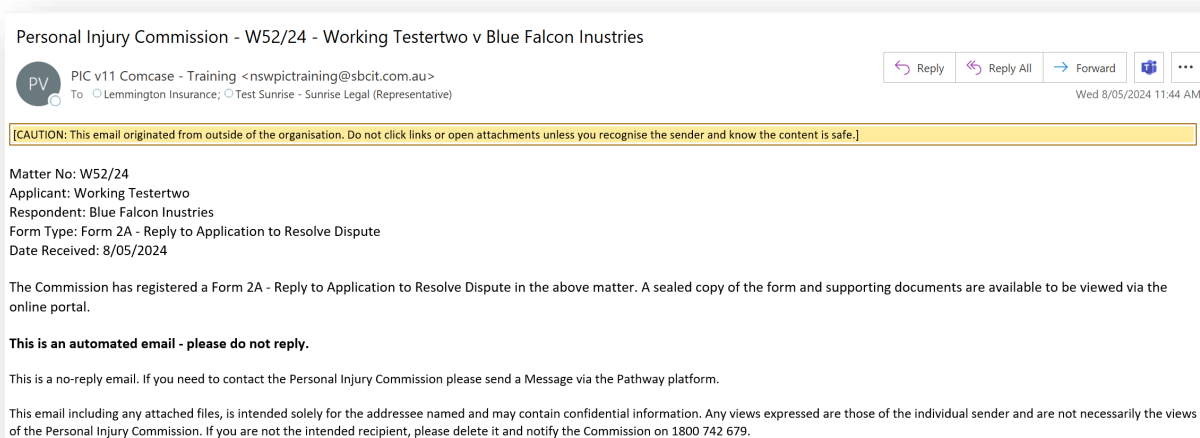
How to view the Reply

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.



Instruction

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.

Page

Pathway Portal Welcome, Insurer Lemmington

Matter Details - W52/24 [New Submission/Correspondence](#) [New Form](#)

Application Forms

Date Filed	Application Type	Filed By Name	Filed By Type	Status
8/05/2024	Form 2- Application to Resolve a Dispute	Sumrie Legal	Worker Representative	Open
8/05/2024	Form 2A- Reply to Application to Resolve Dispute	Sumrie Legal	Worker Representative	Open

Working Testertwo v Blue Falcon Industries [Generate Consent Order](#) [New Message](#)

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/05/2024	Form 2- Application to Resolve a Dispute	Compensation for pain and suffering	Open		User02 Dispute

Parties [Maintain Contacts](#) [Assign Parties](#)

Party Role	Party Name	Party Type	Party Contact	Representative
Other	Lemmington Insurance	Insurer / Scheme Agent	Lemmington, Insurer ()	
Applicant	Working Testertwo	Worker	0481 201 112	Sumrie Legal (Test Sumrie, 0481 101 112)
Respondent	Blue Falcon Industries	Employer		

Messages [View All Messages](#)

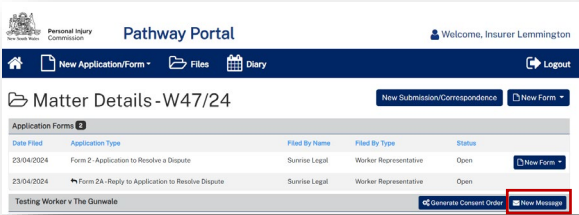
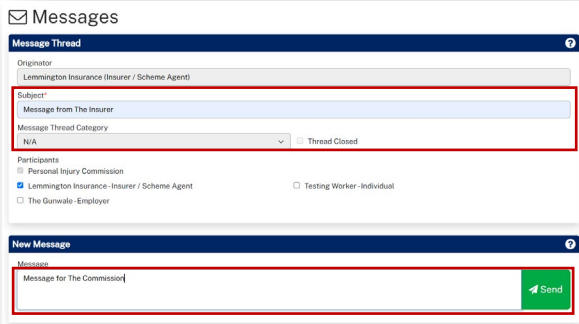
Application	Category	Subject	Sender	Date/Time Sent
There are no open message threads. Click View All Messages to view closed message threads.				

Documents

Document Date	Author	Document Category and Type	File Name	Related To
8/05/2024	Portal	Electronic Application Form- Form 2- Application to Resolve a Dispute	240509_000175.pdf	Sender: Portal; Recipient:
8/05/2024	Portal	Electronic Application Form- Form 2A- Reply to Application to Resolve Dispute	240509_000176.pdf	Sender: Portal; Recipient:
8/05/2024	Test Sumrie	Supporting Documents- Form 2	Bundled Paginated Supporting Documents.docx	08/05/2024 Form 2- Application to Resolve a Dispute
8/05/2024	Insurer Lemmington	Supporting Documents- Form 2A	1.docx	08/05/2024 Form 2A- Reply to Application to Resolve Dispute

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">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">Type the Subject.Select the Participants.<ul style="list-style-type: none">Legal representative (or self-represented party) receives email notification of new Portal messageThe Insurer can see messages but not respond if they have a Legal Representative.Type the Message body.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 the message within the Portal.

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

The screenshot shows the 'Messages' section of the Portal. It features a table with columns: Application, Category, Subject, Sender, and Date/Time Sent. The first row shows a message from Nathan Johnson with the subject 'Question for the Insurer' and a '1 New' badge. The second row shows a message from Lemmington Insurance with the subject 'Message from The Insurer'. A 'View Open Messages' button is located in the top right corner. Callouts provide additional information: a badge indicates a new message, categories include 'For Action', 'For Noting', and 'For Review', and the 'View Open Messages' button toggles between 'View All Messages' and 'View Open Messages'.

Application	Category	Subject	Sender	Date/Time Sent
Form 2 - Application to Resolve a Dispute	For Action	1 New Question for the Insurer	Nathan Johnson	3/05/2024 8:50 AM
Form 2 - Application to Resolve a Dispute	N/A	Message from The Insurer	Lemmington Insurance	3/05/2024 8:48 AM

Category for incoming messages will be:

- For Action
- For Noting
- For Review

N/A Category indicates thread was initiated by you

Click [blue subject link](#) to view and respond to the message


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**.

 **Messages**

Message Thread 


Originator

Nathan Johnson (Personal Injury Commission)

Subject

Question for the Insurer

Message Thread Category

For Action 

☐ Thread Closed


Participants

☒ Personal Injury Commission

☒ Lemmington Insurance-Insurer / Scheme Agent

☐ The Gunwale - Employer

☒ Testing Worker - Individual

 Print Message Thread

New Message 

Message

 Send

Message: Nathan Johnson (Personal Injury Commission) - 3/05/2024 8:50:43 AM

Sent on Behalf Of

Sender

Date/Time Sent

Nathan Johnson (Personal Injury Commission)

Nathan Johnson

3/05/2024 8:50:43 AM

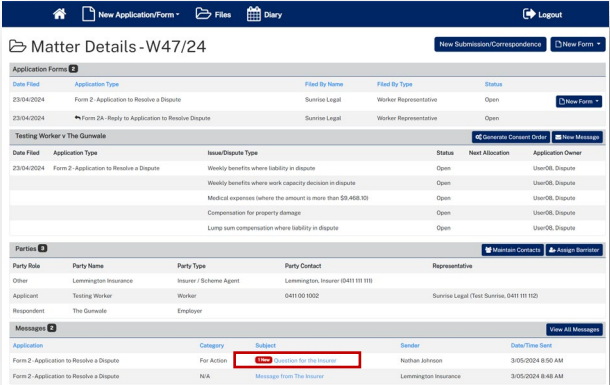
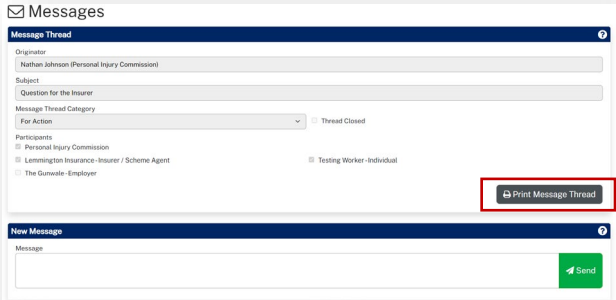
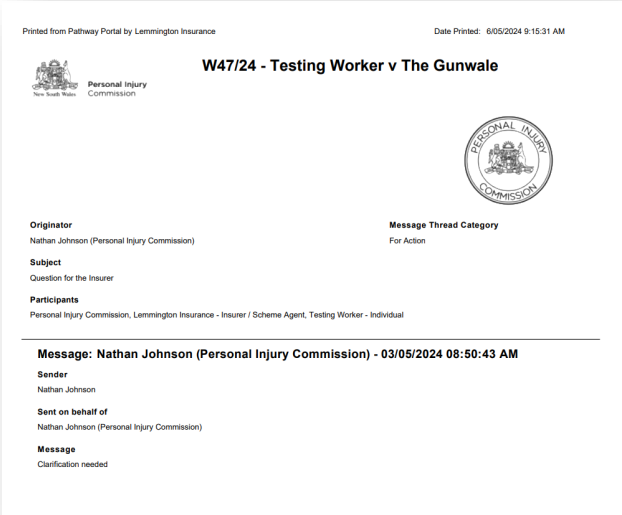


Message

Clarification needed

How to download a message thread

You can download message threads from the Pathway Portal.

Instruction	Page
<div>1. From the Matter Details page click the blue subject link to view message thread.</div>	<div></div>
<div>2. Click the Print Message Thread button.</div>	<div></div>
Instruction	Page
<div>➤ A sealed PDF document with the entire message thread is generated and can be found in your Downloads folder.</div>	<div></div>

Case Management

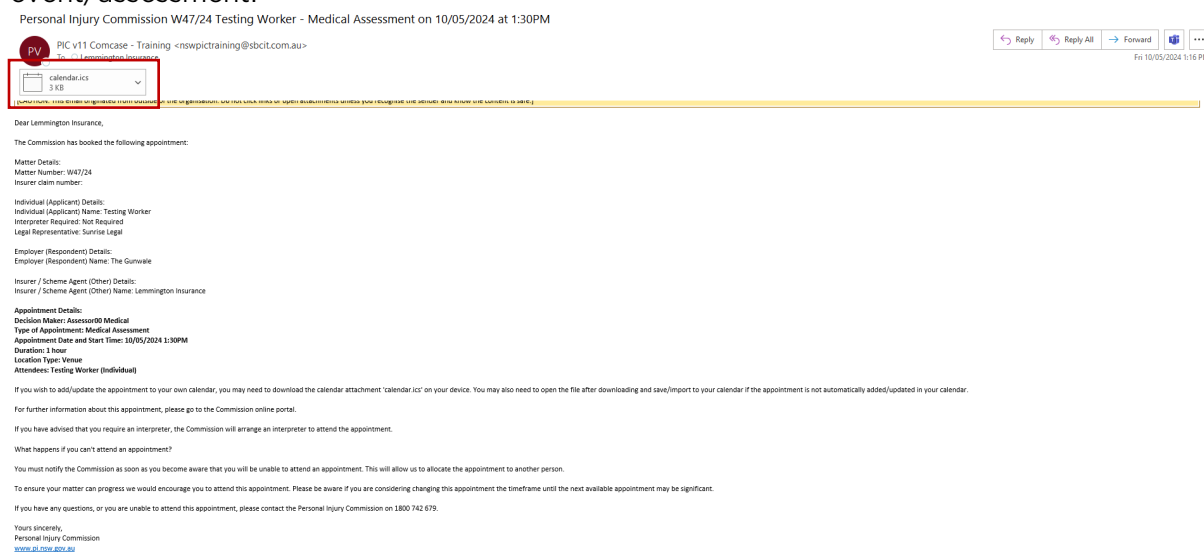


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

- The legal representative for both parties or self-represented party
- The decision maker
- The worker, for allocations that the worker 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.

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

Allocations 1							
Allocation Type	Venue	Date and Time	Duration	Mode of Allocation	Attendees	Decision Maker	Language
New Preliminary Conference		8/05/2024 12:00 PM	1 hour 30 minutes	Video conference	Blue Falcon Industries (Employer), Lemmington Insurance (Insurer / Scheme Agent), Working Testertwo (Individual)		

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

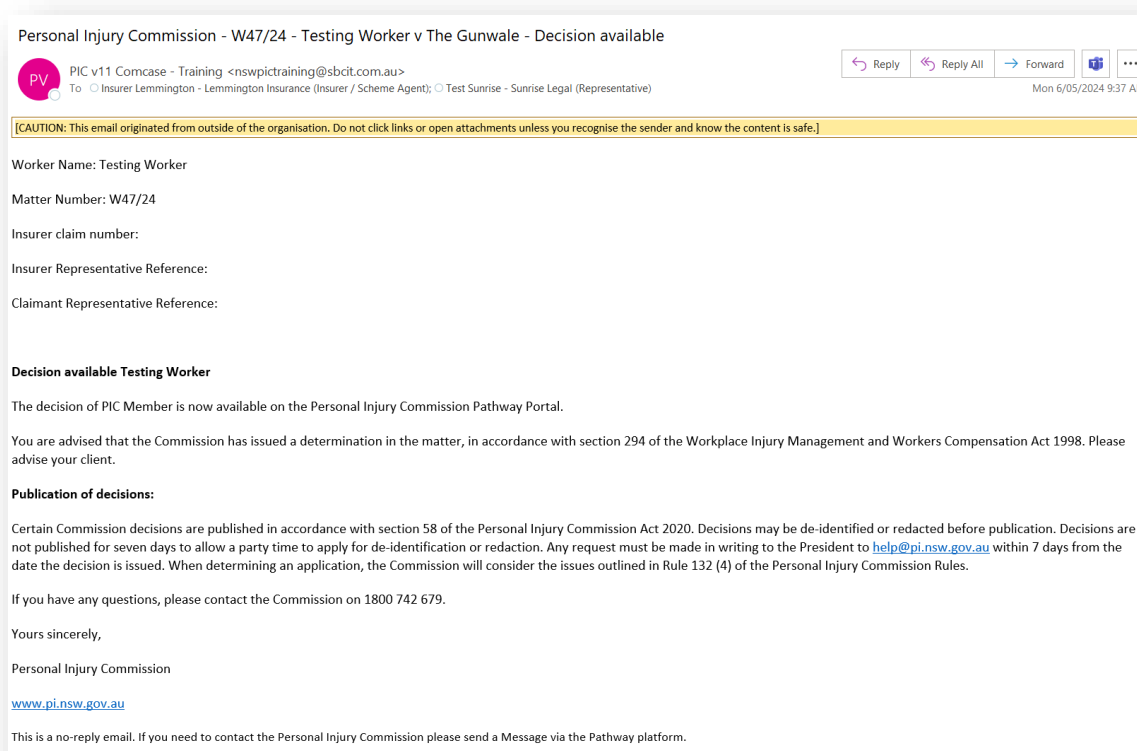
Assess and Decide



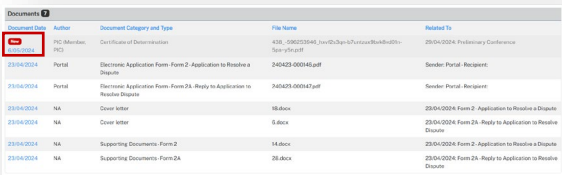
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

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

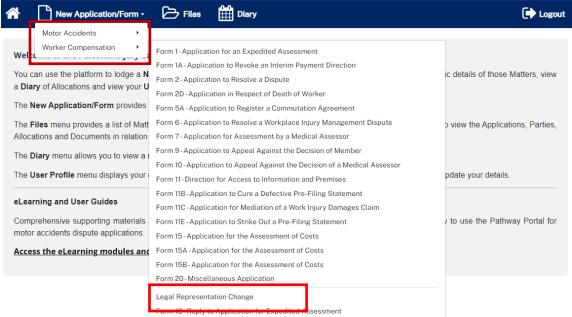

How to lodge an Appeal

If you need to lodge an Appeal of a decision in the Pathway Portal, complete the following:

Instruction	Page
<ol style="list-style-type: none"> 1. Click on New Application/Form, choose Workers Compensation, then click on the form type. 2. You can now follow the process covered in Lodge a new application to lodge your appeal. 	

Lodge Legal Representation / Agent Change

How to lodge a Legal Representation / Agent Change

Instruction	Page
<p>To lodge a Legal Representation / Agent Change, complete the following:</p> <p>2. Select the Legal Representation Change from the New Application/Form menu.</p> <p>➤ The Notice to Parties page displays.</p>	 <p>The screenshot shows the 'New Application/Form' dropdown menu. The 'Legal Representation Change' option is highlighted with a red box. Other options include Motor Accidents, Worker Compensation, and various forms for expedited assessment, payment direction, dispute resolution, and appeals.</p>
<p>Note: To lodge a Form P02 - Notice of Ceasing to Act, you must lodge the form within the Matter Details page.</p>	 <p>The screenshot shows the 'Matter Details - W22327/24' page. The 'New Legal Representation Change' button is highlighted with a red box. The page includes tabs for 'Application Form', 'Find by Name', and 'Filed by Date'.</p>

Notice to Parties

3. Read the Terms and Conditions.
 4. Scroll to the bottom and click **Next**.
- The Application Details page displays.

Notice to Parties

Pages: Save Draft Submit

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 7.4(1)(2) of the Motor Accident Injuries Act 2017.

A person under legal incapacity includes:

- a child under the age of 18 years, and
- an involuntary patient or forensic patient within the meaning of the Mental Health Act 2007, and
- a person under guardianship within the meaning of the Mental Health Act 2007, and
- a protected person within the meaning of the NSW Trustee and Guardian Act 2009, and
- an incapacitated person, being a person who has such a physical or mental disability that he or she is unable to receive communications, or express his or her will, with respect to his or her property or affairs.

If you are lodging an application related to an accident which occurred on or after 1 December 2017 on behalf of someone under legal incapacity, you will need to apply to the

More detailed information about the way that the Commission may collect, use and disclose your information is available at <https://pic.nsw.gov.au/resources/privacy>

Applications to the Commission to access and correct any personal information and health information should be made in writing to the Commission, Level 21, 1 Oxford Street, Darlinghurst, NSW, 2010.

Save Draft Submit Next

Application Details

5. Populate the Application Details.
 6. Select the Application Type:
- **Form P03** – Notice of Change of Legal Representative / Agent
 - **Form P04** – Notice of Representation
7. Click **Next**.
- The **Party Represented** page displays.

Legal Representation / Agent Change

Pages: Save Draft Submit

Application Details

For Workers Compensation enter Matter Number.
For Motor Accidents enter Application Number.

Matter/Application Number*
M22288/24-01-1

Claimant/Worker Surname*
Jerry

Date of Birth*
1/10/1983

Claimant/Worker Given Name(s)*
Ben

Filed By

Filed by Name*
Test Lawyer

Filed by Party*
Claimant Legal Representative

Application Type

Application Type*
Form P03 - Notice of Change of Legal Representative / Agent

Capacity to Act

Are there any restrictions or limitations on your capacity to act for the party?*

☐ Yes ☒ No

Restrictions/Limitations on Capacity to Act for Party

Previous Save Draft Submit Next

Application Details

8. Populate the Representative Party Details.
 9. Populate the New Representative Details.
 10. Click **Next**.
- The **Former Representative / Agent Details** page displays.

Party Represented

Pages: Save Draft Submit

Represented Party Details

Surname*
Jerry

Given Name(s)*
Ben

Date of Birth*
1/10/2024

New Representative Details

Existing Representative
Test Legal Rep

Firm or Organisation*
Test Legal Rep

☐ Correspondence and documents to be sent to or served at address of representative

☐ DX Address

Postal Address*
1 Oxford Street

Suburb*
Darlinghurst

State
NSW

Postcode
2010

Country
Australia

☐ International Address

Contact Surname*
Lawyer

Contact Given Name(s)*
Test

Contact Teleconference Number
(please provide either a mobile or land line where you can be contacted)*
0412223333

Contact Phone

Email
testlawyer@yopmail.com

Reference Number

Date Commenced to Act*
29/10/2024

Previous Save Draft Submit Next

Former Representative Details

11. Populate the Former Representative Details.
 12. Populate the New Representative Details.
 13. Click **Next**.
- The **Former Representative / Agent Details** page displays.

Former Representative / Agent Details

Pages - Save Draft Submit

Former Representative / Agent Details

Firm or Organisation*
Test Legal Firm

Postal Address*
1234 King Road

Suburb*
FAIRFIELD WEST

State
NSW

Postcode
2165

Country
▼

☐ International

Contact Surname*
Jerry

Contact Given Name(s)*
Ben

Contact Phone
0411222333

Contact Email
test.lawyer@gmail.com

Date Ceased to Act*
29/10/2024

Previous Save Draft Submit Next

14. **Read** and **tick** the acknowledgments.
- Then either:
15. Click **Save Draft** if application needs to be reviewed internally before being submitted to the Commission.
 16. Click **Submit**.

Signature

Pages - Save Draft Submit

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
29/10/2024

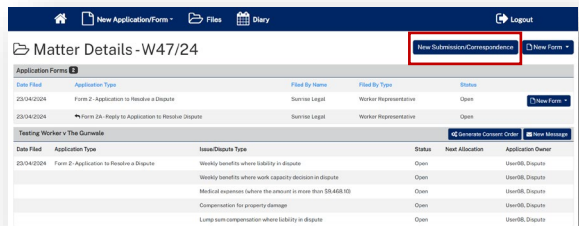
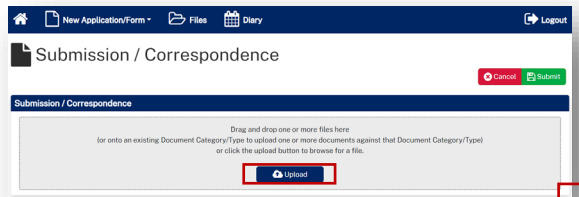
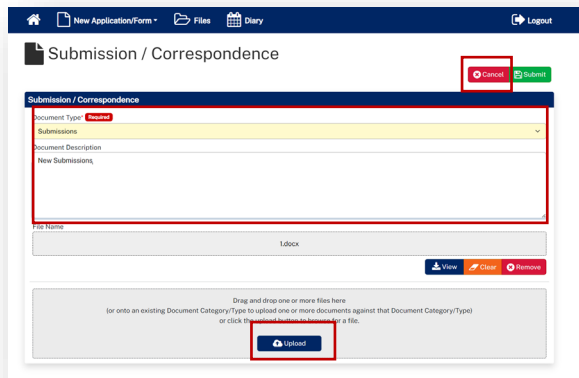
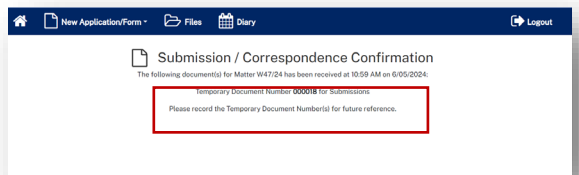
Previous Save Draft Submit

Lodge Submissions and other Correspondence

How to lodge Submissions and other Correspondence

It may be necessary to lodge submissions and other correspondence after you have submitted the application.

These documents are submitted via the Matter Summary using the **New Submission/Correspondence** tab.

Instruction	Page
<p>To lodge Submissions or other Correspondence:</p> <ol style="list-style-type: none"> From the Matter Details page, click New Submissions/Correspondence. 	
<ol style="list-style-type: none"> Click Upload or drag and drop the documents onto the page. 	
<ol style="list-style-type: none"> Choose the Document type: Correspondence or Submissions and add a Description if required. To add new Submissions or Correspondence, use the Upload feature again to repeat the process. Click Submit. 	
<ol style="list-style-type: none"> Submissions/Correspondence Confirmation screen will appear, which will show the Temporary Document Number. 	

- The document will now be visible under **Temporary Documents** drop down on the **Matter Summary** screen with a status of **Pending**. The Case owner will action the submitted correspondence.

Temporary Document No.	Date Lodged	Matter No.	Document Type	Status	Last Updated	Expiring On
000018	6/05/2024	W22208	Submissions	Pending	6/05/2024	

How to lodge an additional document after initiating application or reply

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

Instruction	Page																									
<p>To lodge an additional document:</p> <p>From the Matter Details page</p> <ol style="list-style-type: none">Click New Form and select the required form.Select New Form P01 – Application to Lodge Additional Documents.	<div><div><div><div><div><div></div><div>New Application/Form</div></div><div><div></div><div>Files</div></div><div><div></div><div>Diary</div></div></div><div><div></div><div>Logout</div></div></div><div><div><div></div><div>Matter Details - W22208/24</div><div><div>New Submission/Correspondence</div><div>New Form</div></div></div><div><div>Application Forms</div><table><tr><th>Date Filed</th><th>Application Type</th><th>Filed By Name</th><th>Filed By Type</th><th>Status</th></tr><tr><td>26/07/2024</td><td>Form 2- Application to Resolve a Dispute</td><td>TK</td><td>Worker Representative</td><td>Open</td></tr><tr><td>16/10/2024</td><td>New Form P01 - Application to Lodge Additional Documents</td><td>Tina</td><td>Employer</td><td>New Form P01 - Application to Lodge Additional Documents</td></tr><tr><td>16/10/2024</td><td>New Form P01 - Application to Lodge Additional Documents</td><td>Tina</td><td>Worker</td><td>New Form P01 - Application to Lodge Additional Documents</td></tr><tr><td>16/10/2024</td><td>New Form P01 - Application to Lodge Additional Documents</td><td>Tina</td><td>Employer</td><td>New Form P01 - Application to Lodge Additional Documents</td></tr></table></div></div></div></div>	Date Filed	Application Type	Filed By Name	Filed By Type	Status	26/07/2024	Form 2- Application to Resolve a Dispute	TK	Worker Representative	Open	16/10/2024	New Form P01 - Application to Lodge Additional Documents	Tina	Employer	New Form P01 - Application to Lodge Additional Documents	16/10/2024	New Form P01 - Application to Lodge Additional Documents	Tina	Worker	New Form P01 - Application to Lodge Additional Documents	16/10/2024	New Form P01 - Application to Lodge Additional Documents	Tina	Employer	New Form P01 - Application to Lodge Additional Documents
Date Filed	Application Type	Filed By Name	Filed By Type	Status																						
26/07/2024	Form 2- Application to Resolve a Dispute	TK	Worker Representative	Open																						
16/10/2024	New Form P01 - Application to Lodge Additional Documents	Tina	Employer	New Form P01 - Application to Lodge Additional Documents																						
16/10/2024	New Form P01 - Application to Lodge Additional Documents	Tina	Worker	New Form P01 - Application to Lodge Additional Documents																						
16/10/2024	New Form P01 - Application to Lodge Additional Documents	Tina	Employer	New Form P01 - Application to Lodge Additional Documents																						

Form P01 – Notice to Parties

Read the Terms and Conditions.

3. Scroll to the bottom and **tick** to agree to **Terms and Conditions** and click **Next**.

- The Form P01 – Application to Lodge Additional Document page displays.

Form P01 -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. Before you begin, you need to agree to our terms and conditions.

Using this form

The PIC may decline to accept an application if it is made out of time. If you are unsure of the timeframes for the dispute, please refer to the Personal Injury Commission Rules. Alternatively, you can call the Personal Injury Commission on 1800 742 679.

All information you have provided in this application and supporting documents must be true and correct in every respect.

Under section 367C of the Crimes Act 1900, you can be issued with a fine up to \$22,000 or imprisoned for two years, or both, for knowingly providing false or misleading information in this form.

Assistance

If you have any questions about completing this form or the Pathway Portal, please contact the Personal Injury Commission on 1800 742 679.

The Commission's decisions will be published in accordance with section 58 of the Personal Injury Commission Act 2020 (NSW). An application for de-identification or redaction of a decision can be made by a relevant person at any time during the proceedings.

More detailed information about the way that the Commission may collect, use and disclose your information is available at <https://pi.new.gov.au/resources/privacy>.

Applications to the Commission to access and correct any personal information and health information should be made in writing to the Commission, Level 21, 1 Oxford Street, Darlinghurst, NSW, 2010.

☒ Check here to indicate that you understand and agree to the Terms and Conditions

Save Draft **Submit** **Next**

Form P01 – Application Details

17. Populate the **Application Details** page.

Note: The Next Allocation section will be populated if there is an allocation already booked for this application. Additional Documents should be lodged with the Commission within 14 days for Medical proceedings & 3 working days for all other proceedings.

4. Populate **Service and Consent** (as needed).
5. Populate Reason in support of application field.
6. Click **Next**.

Form P01 -Application to Lodge Additional Documents

Pages **Save Draft** **Submit**

Application Details

Related Application
M22288/24-01-1-Form M01-Medical assessment

Filed by Name*
Test Lawyer

Filed by Party*
Claimant Legal Representative

Next Allocation

Date of Next Allocation
Next Allocation Type
Decision Maker

Service and Consent

Date lodging party became aware of or obtained possession or control of the Additional Documents*
1/10/2024

Have the Additional Documents been served on each party to the proceedings, as soon as practicable after becoming aware of or obtaining possession or control of the document in accordance with Rule 67C of the Personal Injury Commission Rules 2021?
☐ Yes ☒ No

Does this Application for Additional Documents relate to medical assessment proceedings?
☐ Yes ☒ No

Reasons in support of application

Submissions in support of Application to Lodge Additional Documents addressing the requirements of rule 67C of the Personal Injury Commission Rules 2021*

Additional document

Previous **Save Draft** **Submit** **Next**

7. Click Upload or drag and drop the documents onto the page.

Supporting Documents

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

They must:

- * have consecutively numbered pages
- * be indexed and sorted by document category
- * not have been previously lodged
- * not be included more than once

Documents/bundles that do not comply will be rejected.

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

New Application/Form **Files** **Diary** **Logout**

Form P01 -Lodge Additional Documents

Pages **Save Draft** **Submit**

8. Add in the Document Details:

- **Document Type** – Select Form P01 from the drop-down menu.
- **Author** – Type in your name.
- **Date of Document** – Type in the date of upload or select the date from the calendar.

9. Click **Next**

Form P01 - Lodge Additional Documents

10. **Read** and **tick** the acknowledgments.

Then either:

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

Form P01 - Signature

Generate Consent Orders

How to generate Consent Orders

It may be necessary to generate Consent Orders to lodge with the Commission.

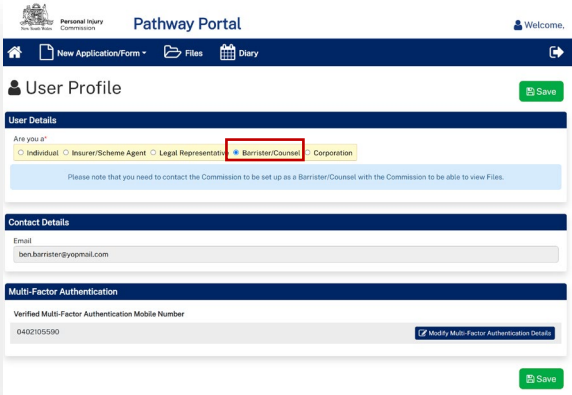
Once generated and completed offline between the parties, this document is then submitted via the Matter Summary using the **New Submission/Correspondence** tab as outlined above.

- Click on **Generate Consent Order**, which will prompt the download of the document.
- Complete the document offline between the parties.
- Lodge the Consent with The Commission using **New Submission/Correspondence** tab as outlined above.

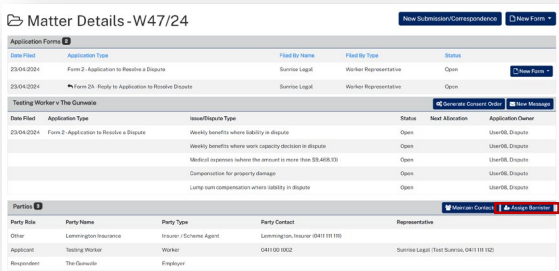
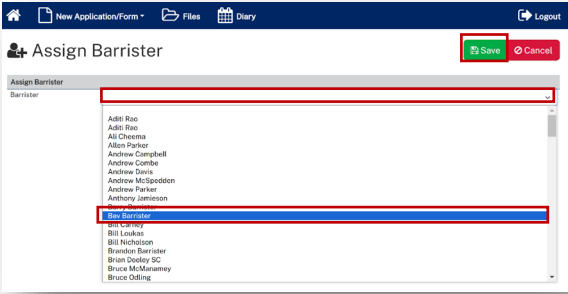
How to give a Barrister visibility to a dispute

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

Barrister registers as a 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:</p> <ol style="list-style-type: none"> 1. Select Barrister/ Counsel 2. Click Save <p>Please log a ticket via the PIC Digital Hub's Online form for the email address to be registered for barrister access. When you first access the form, you will be required to register. You should include as much information as possible to assist the team in actioning your request.</p> <p>"More information, including how to register for the PIC Digital Hub's Online form, is available in the PIC Digital Hub User Guide.</p>	

How to assign a Barrister

Instruction	Page
<p>Assign a Barrister</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>To change the barrister:</p> <ol style="list-style-type: none">1. Repeat above steps and select the new Barrister name. <p>To remove barrister:</p> <ol style="list-style-type: none">2. Select the blank line at the top of Barrister drop down menu.	

What does the Barrister see?

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

Matter Summary

Recent Activities Ben Barrister Refresh

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

Temporary Applications Ben Barrister Refresh

Unassigned Reply Requests Ben Barrister Refresh

Assign To: Ben Barrister Assign

Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Assign
There are no unassigned reply requests						

My Reply Requests Ben Barrister Refresh

Active Files Ben Barrister Advanced

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
- ✗ Cannot send messages

Matter Details

Application Forms 2

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		Alsquith, Andrew

Parties 3

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	UAT_QBE	Insurer / Scheme Agent	Ruiz, Jeremy D	Timeless Lawyers (Lola Level, 0412777777) - Barrister: Ben Barrister
Applicant	Adel Beshai	Claimant	0415666777	SC Motor Accident lawyer (Savanna Gray, 0412067838)

Messages 0 View All Messages

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	M151/23-12-1/DI Damages assessment			8/03/2023 10:00 AM	1 hour	Teleconference	Adel Beshai (Claimant), UAT_QBE (Insurer / Scheme Agent)	Cassidy, Belinda	

Documents 4

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
4/1/2022	Ami Villalobos	Reply - Index	M151/23-12-1, 08/03/2023: Motor Accident Reply

Super Users 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 an Insurer User on the Pathway Portal Application/Reply is lodged with you nominated as the primary contact A Super User in your organisation adds you as a primary contact for a matter 	<ul style="list-style-type: none"> See that matter's details and documents Send messages (if there is no legal representation for the matter) Receive email notifications for the matter (if there is no legal representation for the matter)
Secondary contact for a matter	<ul style="list-style-type: none"> Be registered as an Insurer User on the Pathway Portal, then ... A Super User in your organisation adds you as a secondary contact for a matter to grant matter visibility 	<p>If user filters "Active Files for Matters I'm linked to":</p> <ul style="list-style-type: none"> Can see that matter details, documents and messages Can send messages for that matter Does NOT receive email notifications
Super user	<ul style="list-style-type: none"> Be registered on the Pathway Portal as an Insurer User 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) Can assign any reply request to other Insurer Users Can reassign matters Can manage contacts for the matter Can add a new contact Do NOT receive email notifications for any matters unless you are the primary contact for such matters where there is no legal representative for the Insurer

Primary contact and secondary contacts

- The Primary Contact for a matter is listed as the **Party Contact** in the Parties section of **Matter Details**.
- If you have someone in your organisation 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 Klaus Hargreaves is the Party Contact for the Insurer (Umbrella Insurance) and neither the Insurer or worker are legally represented:

Pathway Portal Welcome, Klaus Hargreaves

[New Application/Form](#) [Files](#) [Diary](#) [Logout](#)

Matter Details

[New Form](#)

Application Forms

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
5/04/2023	M199/23-51-1	Form M51-Medical assessment	Max Rice	Claimant	Open
21/04/2023	M199/23-62-1	Form M62-General Assessment	Max Rice	Claimant	Open

M199/23-51-1 Max Rice v Umbrella Insurance

[New Message](#)

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
5/04/2023	Form M51-Medical assessment	Degree of permanent impairment	Closed		Ninovic, Vera
		Dismiss medical assessment application	Awaiting decision		Ninovic, Vera
		Late additional documentation	Awaiting decision		Ninovic, Vera

M199/23-62-1 Max Rice v Umbrella Insurance

[New Message](#)

Date Filed	Application Type	Issue/Dispute Type	Status	Stood Over Expiry Date	Next Allocation	Application Owner
21/04/2023	Form M62-General Assessment	Damages Assessment	Stood over list - medical dispute not yet finalised	21/10/2023		Barake, Ehab
		Stood over list	Closed			Barake, Ehab

Parties

[Assign Barrister](#)

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	Umbrella Insurance	Insurer / Scheme Agent	Hargreaves, Klaus ()	
Applicant	Max Rice	Claimant	0422222222	

Messages

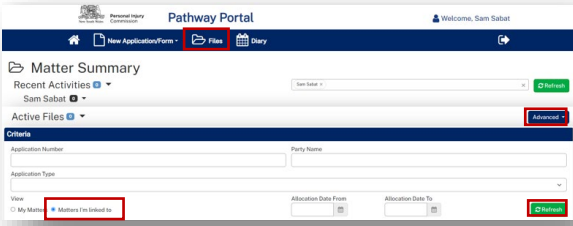
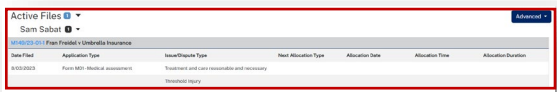
[View All Messages](#)

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

Documents

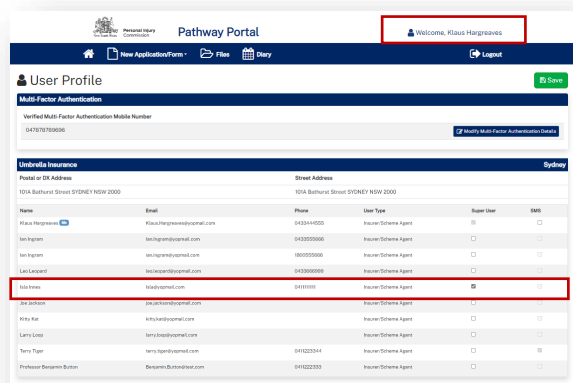
Document Date	Author	Document Category and Type	File Name	Related To
---------------	--------	----------------------------	-----------	------------

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✗ Cannot see allocations in Diary	

Super Users

How to add/remove Super Users

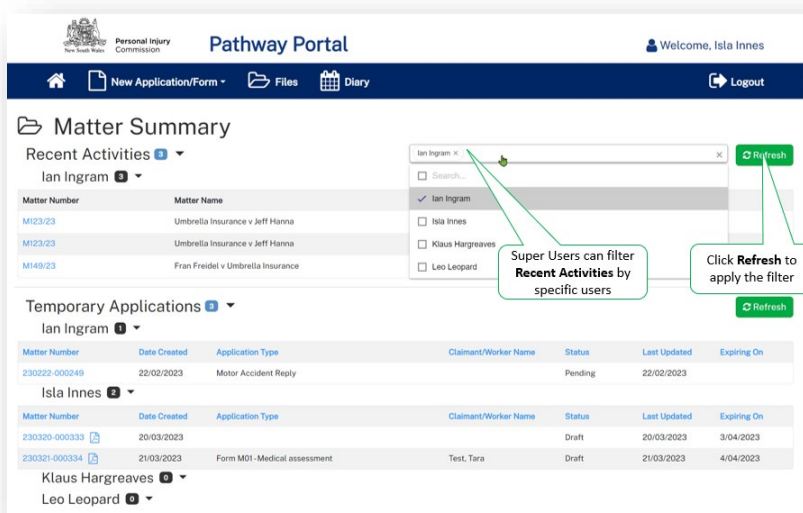
Instruction	Page
<p>Add/Remove a Super User</p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> Click the name of the Super User in the top right corner Tick or untick the Super User box Click Save. 	
<p><i>In this example Isla Innes is now a Super User</i></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.

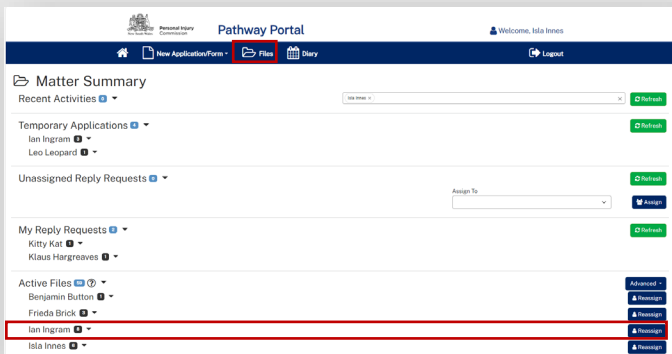
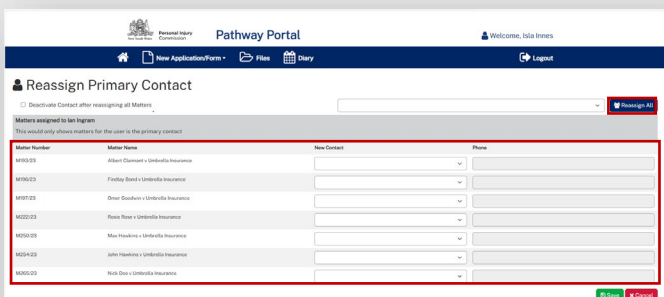
To view **Recent Activities** for specific users:

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



Super Users - 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</p> <p>➤ 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</p> <p>➤ 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>	

To Reassign All

1. From the drop-down list **select a new person** to assign all Matters to

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.

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.

Pathway Portal

Welcome, Isla Innes

Reassign Primary Contact

☒ Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

This would only show matters for the user is the primary contact

Matter Number	Matter Name	New Contact
M193/23	Albert Clelland v Umbrella Insurance	Leo Langford
M196/23	Freddie Bond v Umbrella Insurance	Leo Langford
M197/23	Oliver Goodwin v Umbrella Insurance	Leo Langford
M202/23	Rose Rose v Umbrella Insurance	Leo Langford
M250/23	Max Hawkins v Umbrella Insurance	Leo Langford
M254/23	John Hawkins v Umbrella Insurance	Leo Langford
M255/23	Nick Doe v Umbrella Insurance	Leo Langford

Save Cancel

Pathway Portal

Welcome, Isla Innes

Reassign Primary Contact

☒ Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

This would only show matters for the user is the primary contact

Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Clelland v Umbrella Insurance	Leo Langford	0433660999
M196/23	Freddie Bond v Umbrella Insurance	Leo Langford	0433660999
M197/23	Oliver Goodwin v Umbrella Insurance	Leo Langford	0433660999
M202/23	Rose Rose v Umbrella Insurance	Leo Langford	0433660999
M250/23	Max Hawkins v Umbrella Insurance	Leo Langford	0433660999
M254/23	John Hawkins v Umbrella Insurance	Leo Langford	0433660999
M255/23	Nick Doe v Umbrella Insurance	Leo Langford	0433660999

Save Cancel

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.

Pathway Portal

Welcome, Isla Innes

Reassign Primary Contact

☒ Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

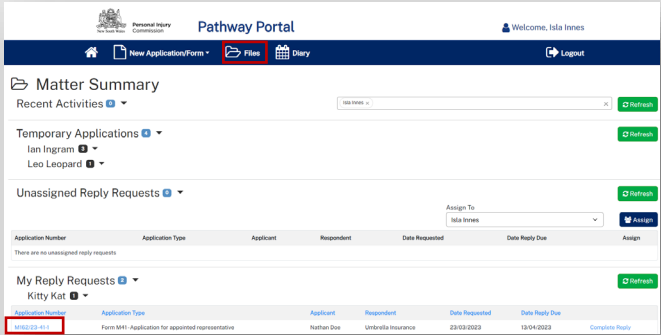
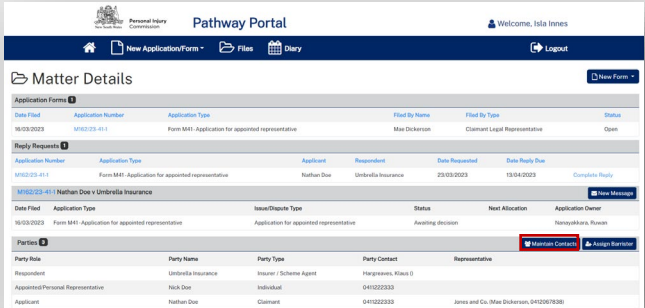
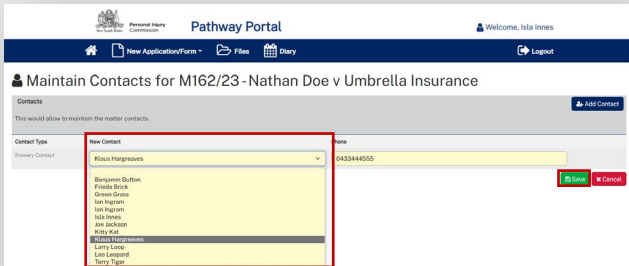
This would only show matters for the user is the primary contact

Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Clelland v Umbrella Insurance	Leo Langford	0433660999
M196/23	Freddie Bond v Umbrella Insurance	Leo Langford	0433660999
M197/23	Oliver Goodwin v Umbrella Insurance	Leo Langford	0433660999
M202/23	Rose Rose v Umbrella Insurance	Leo Langford	0433660999
M250/23	Max Hawkins v Umbrella Insurance	Leo Langford	0433660999
M254/23	John Hawkins v Umbrella Insurance	Leo Langford	0433660999
M255/23	Nick Doe v Umbrella Insurance	Leo Langford	0433660999

Save Cancel

Super Users - How to Manage Primary and Secondary Contacts

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

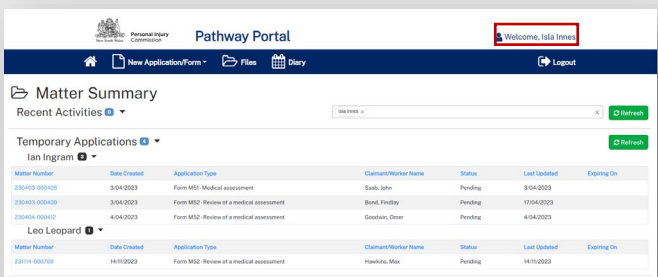
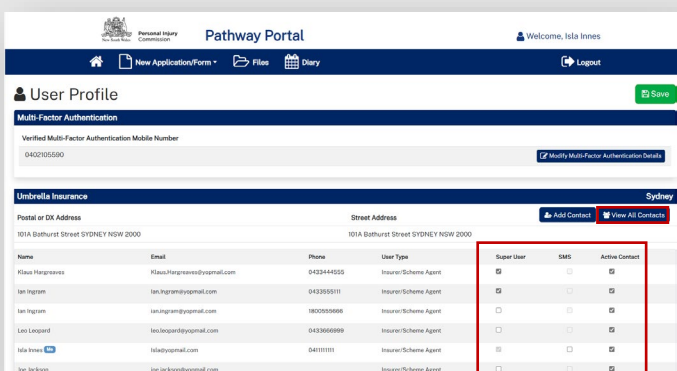
Instruction	Page
<ol style="list-style-type: none"> Click on the Files tab. Click on the blue Matter Number link. 	
<p>➤ Matter Details page displays</p> <ol style="list-style-type: none"> Go to Parties section and Click on Maintain Contacts 	
<p>➤ Maintain Contacts page displays with current contacts.</p> <p>To update Primary Contact:</p> <ol style="list-style-type: none"> In the Primary Contact section, select the new Primary Contact's name from the New Contact drop-down menu. 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**

The screenshot shows the 'Pathway Portal' interface for 'Personal Injury Compensation'. The user is logged in as 'Isa Innes'. The page title is 'Maintain Contacts for M162/23 - Nathan Doe v Umbrella Insurance'. The 'Contacts' section has a sub-header 'This would allow to maintain the matter contacts.' and an 'Add Contact' button. The 'Contact Type' is set to 'New Contact'. The 'Primary Contact' section shows 'Klaus Hargreaves' as the name and '0435444555' as the phone number. The 'Secondary Contact' section has a dropdown menu open, showing a list of names: 'Berkman Button', 'Brade Brice', 'Green Grass', 'Ian Ingram', 'Isa Innes', 'Joe Jackson', 'Kathy Kall', 'Klaus Hargreaves', 'Lenny Lene', 'Leo Lempard', and 'Terry Tiger'. The 'Add Contact' button is highlighted in red. There are also 'Remove Contact' and 'Save' buttons at the bottom right.

Super Users - 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>To deactivate user:</p> <ol style="list-style-type: none"> 1. Untick Active Contact check box. 2. Click Save 	

To add a new user:

1. Click **Add Contact**

The screenshot shows the 'Pathway Portal' interface. At the top, there's a navigation bar with 'New Application/Form', 'Files', and 'Diary'. The main content area is titled 'User Profile' and includes a 'Multi-Factor Authentication' section. Below this is the 'Umbrella Insurance' section, which contains a table of contacts. The 'Add Contact' button is highlighted in red.

Name	Email	Phone	User Type	Super User	SMS	Active Contact
Klaus Hengst	Klaus.Hengst@sydney.com	042344555	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ian Ingram	Ian.Ingram@sydney.com	043355511	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ian Ingram	Ian.Ingram@sydney.com	1800000000	Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Leo Lingard	Leo.Lingard@sydney.com	043366688	Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Isla Innes	Isla.Innes@sydney.com	041111111	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Joe Jackson	Joe.Jackson@sydney.com		Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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 has fields for Surname, Given Name, Title, Other Title, Gender, Other Gender, Email, and Phone. The 'Save' button is highlighted in green.

Appendix A – Document requirements

What is the maximum document size and file types that can be uploaded to the Pathway Portal?

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	

Note: The document should be a single paginated, indexed bundle and must not exceed 500 pages.

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 the 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 Worker but a different accident date or a different Worker 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 Mediator

Appendix C – Email Notifications – When and what happens

When	What happens
An application is lodged in the 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
1.1	7 May 2024	Nate Johnson	Initial version	Melissa Golfes
1.2	November 2024	Leo Lopez	<ul style="list-style-type: none"> Added Lodge Legal Representation Change Added Submissions and Correspondence How to lodge an additional document with an initiating application or reply Added Reference to Rule 67 	
1.3	March 2025	Shilpashree Hassan	<ul style="list-style-type: none"> Replaced WCSupport@pi.nsw.gov.au with PIC Digital Hub and user guide for PIC Digital Hub 	

