New South Wales

Personal Injury Commission

Pathway Portal

Insurer User Guide

Contents

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:

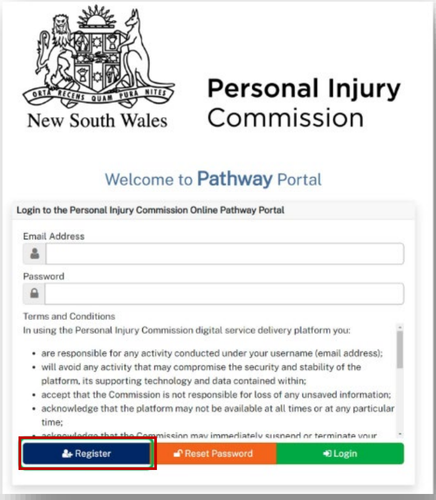
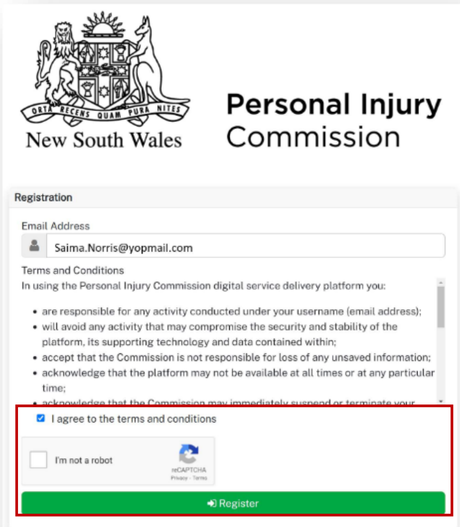
- Get started
- Navigate the Pathway Portal
- Lodge a form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send and receive messages
- View allocation details
- View outcome documents
- Lodge an Appeal
- Lodge a Legal Representation / Agent 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
Access the Pathway Portal • 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. 1. Click the following link: https://pathwayportal.pi.nsw.gov.au 2. Click **Register**.	
Register your email address 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**. ➢ You will then receive an email to validate your email address.	

How to access and register for the Pathway Portal continued

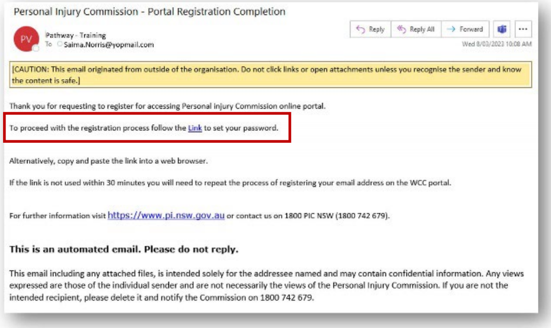
<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>

Click the Pathway Portal link in email

You will receive an email with a link to validate the email address.

7. Click the **Link** in the email.

</td><td>

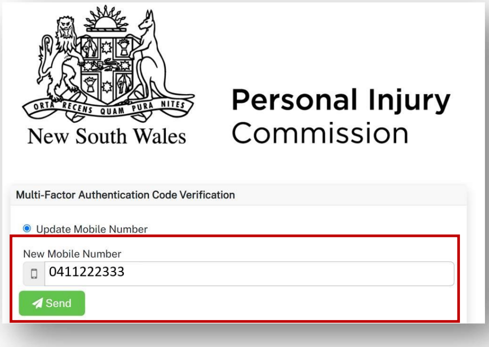


</td></tr>
<tr><td>

Update Mobile Number

8. Populate **New Mobile Number** to receive the code and click **Send**.

</td><td>

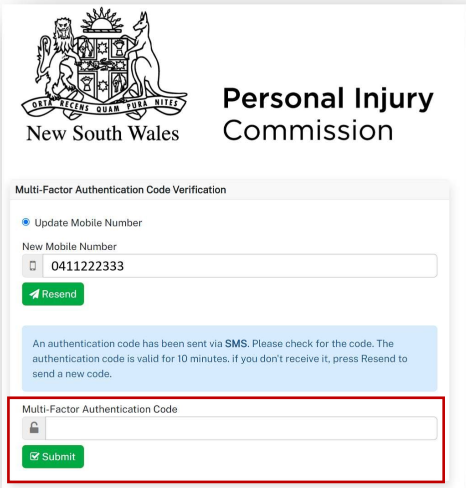


</td></tr>
<tr><td>

Type code

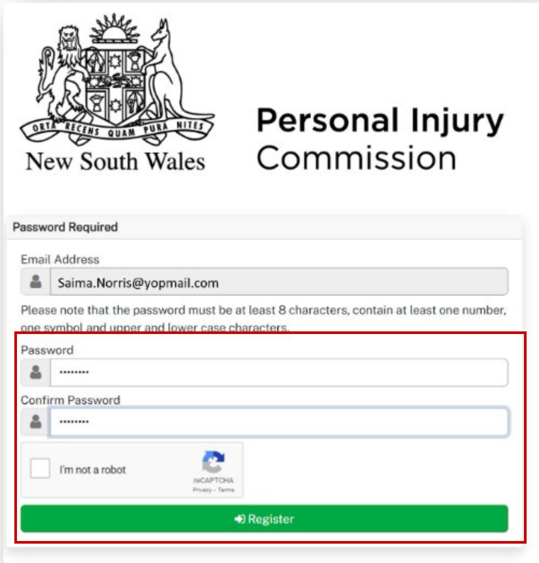
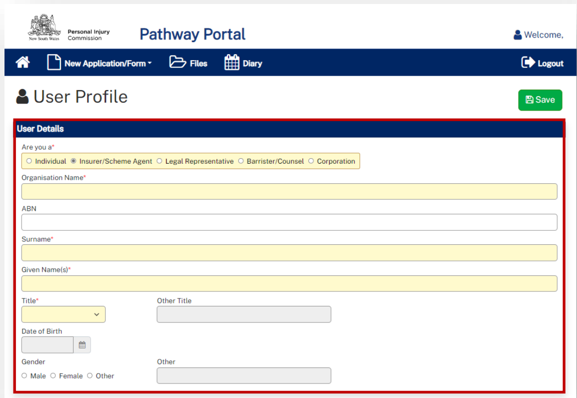
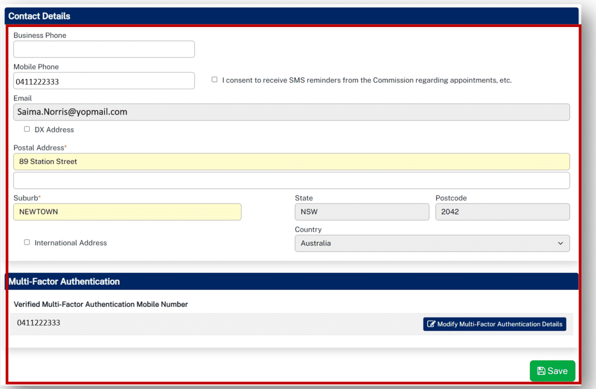
9. Type the **code** sent to your mobile and click **Submit**.

</td><td>



</td></tr>
</table>

How to access and register for the Pathway Portal continued

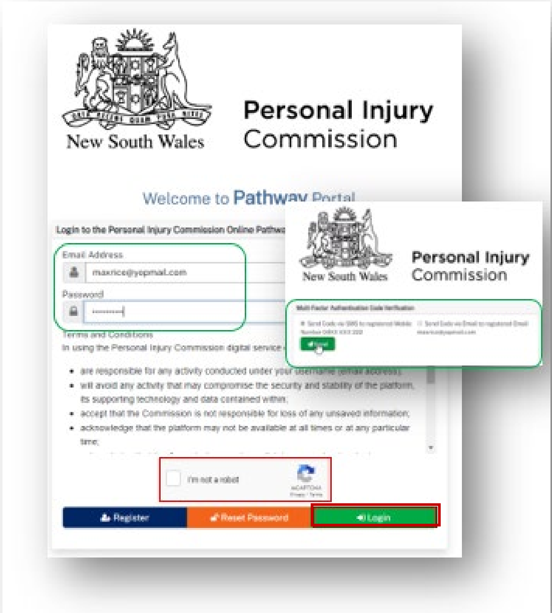
Instruction	Page
Create new Password 10. Enter **Password** and **Confirm Password**. 11. Tick **I'm not a robot** and complete the visual **reCAPTCHA** test. 12. Click **Register**.	
Populate User Profile (top of page) 13. Populate the **User Profile**. 14. Select Insurer/Scheme Agent **Note**: All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

How to Login to Pathway Portal

<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>

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**.

</td><td>



</td></tr>
<tr><td>

9. Populate the **Multi-Factor Authentication Cod**e from the SMS/email you were sent.
10. Click **Submit**.

</td><td>

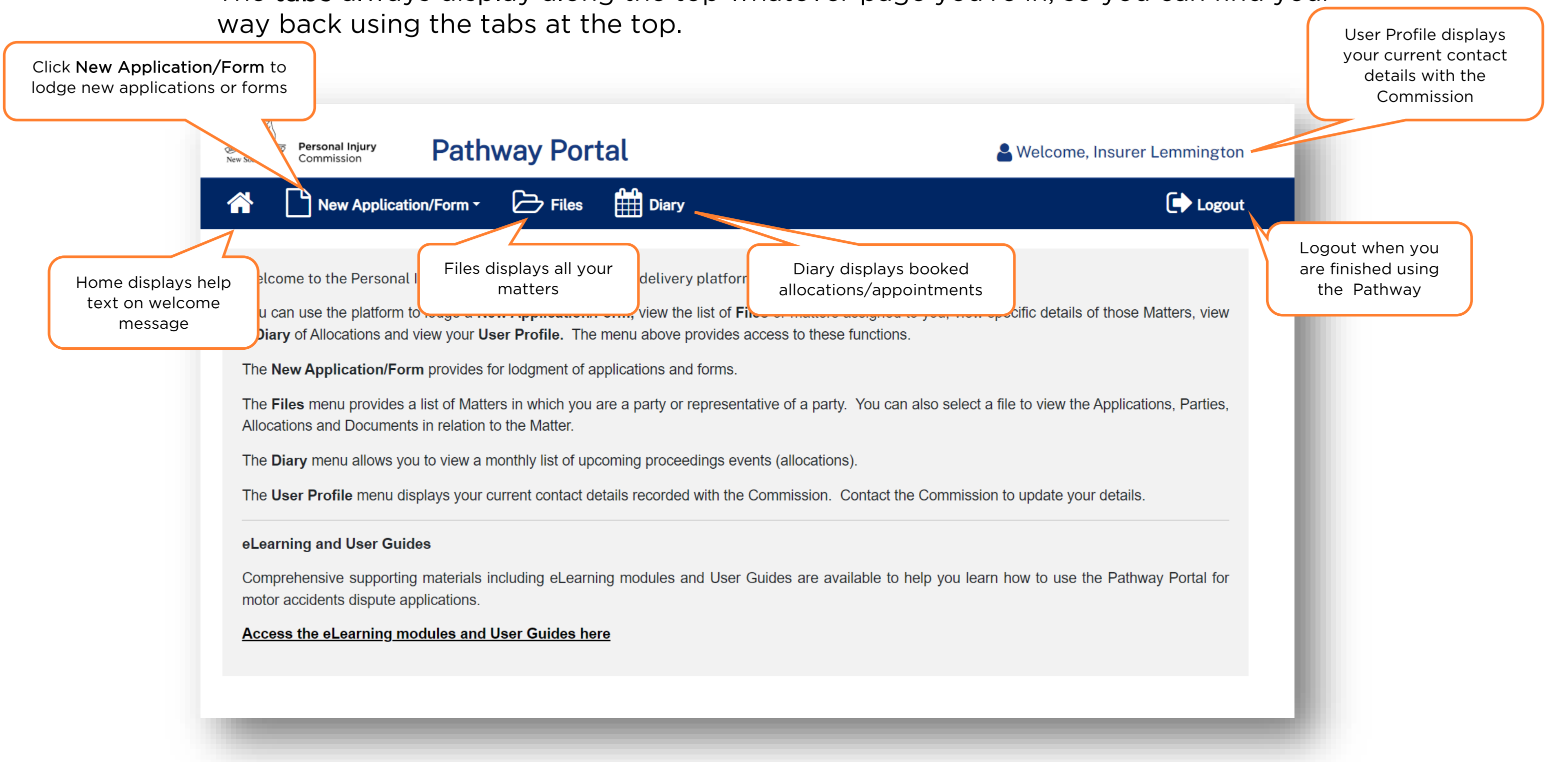
</td></tr>
</table>

Navigation

Home page

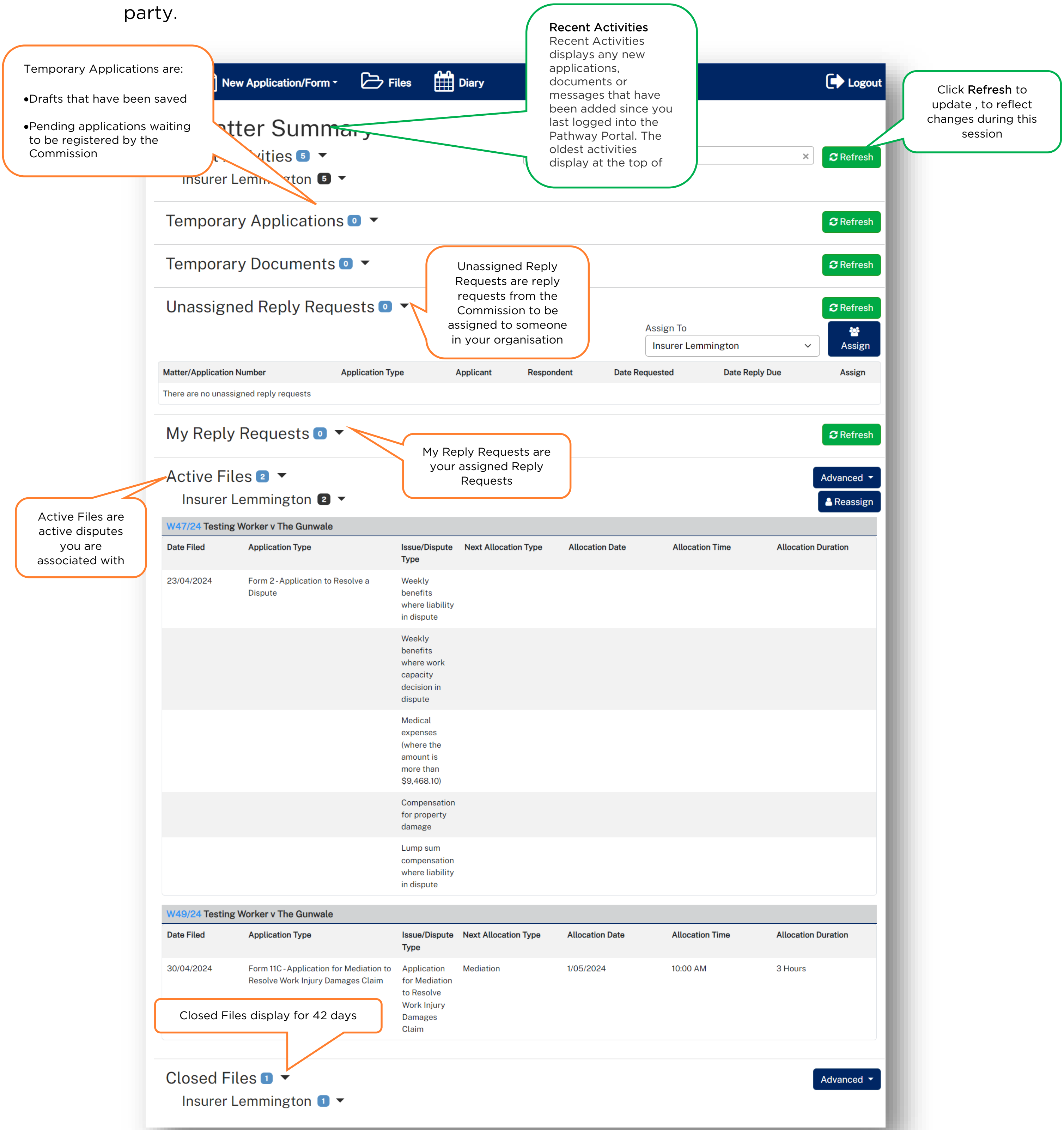
After you login to the Pathway Portal the **Home page** displays:

- 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.



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.

<table>
<tr><th>Instruction</th><th>Screen</th></tr>
<tr><td>

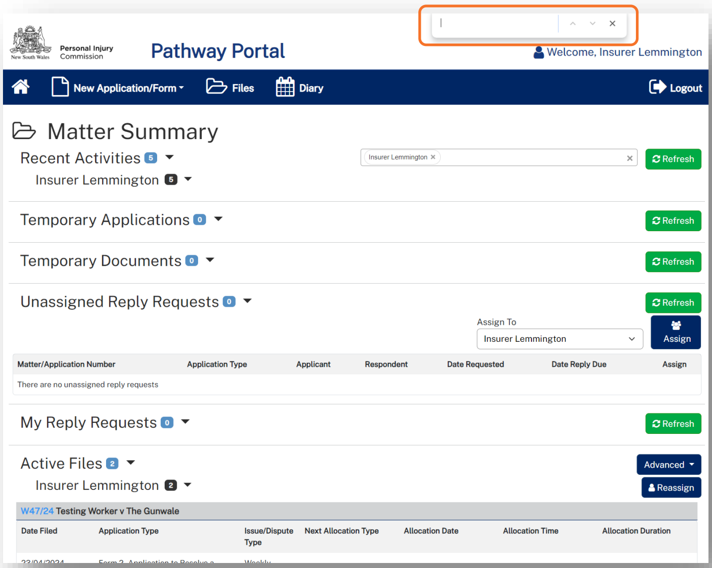
Use Ctrl+F

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.

While on the **Files** page:

1. Hold down the **Ctrl** key and press the **F** key on your keyboard simultaneously.
   - ➢ A search box displays.

</td><td>



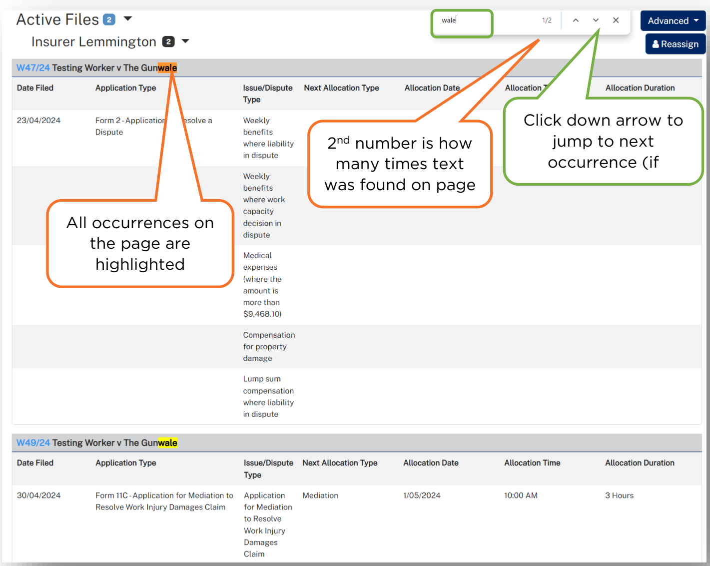
</td></tr>
<tr><td>

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):
   - ➢ 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).

Party name example

- ➢ 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**)

</td><td>

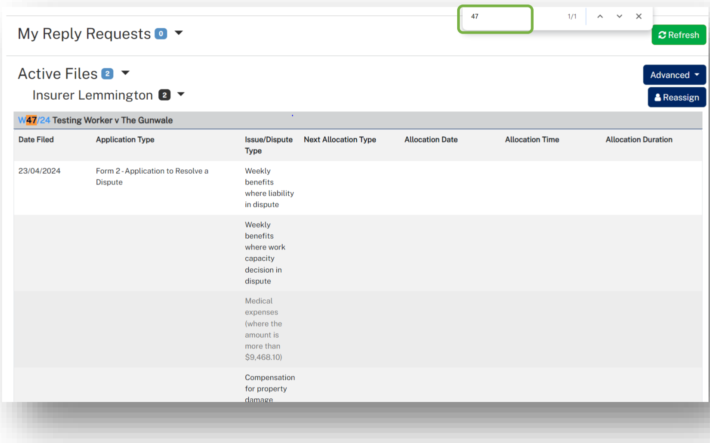


</td></tr>
</table>

Instruction	Screen

Matter number example

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

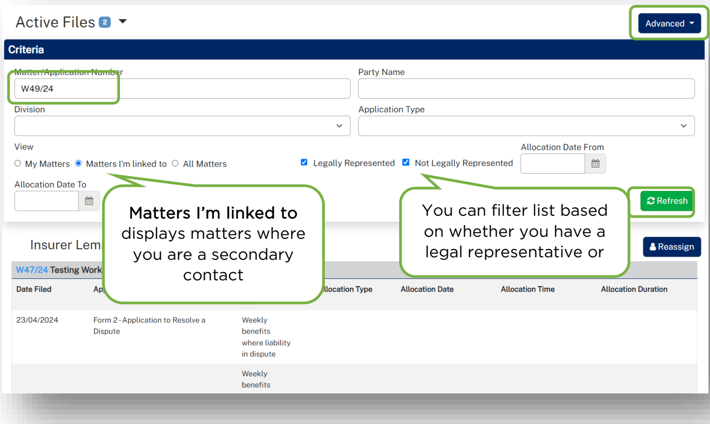


Use Advanced button

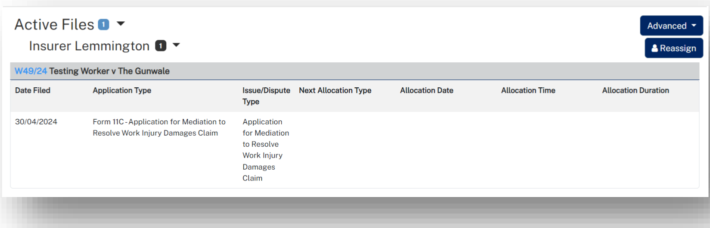
The **Advanced** button on the **Files** page allows you to filter the list of Active Files.

To filter **Active Files**:

1. Click **Advanced**.
2. Type search text:
   - ➢ For **Application Number**, you must type the <u>full application number</u>, 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**.



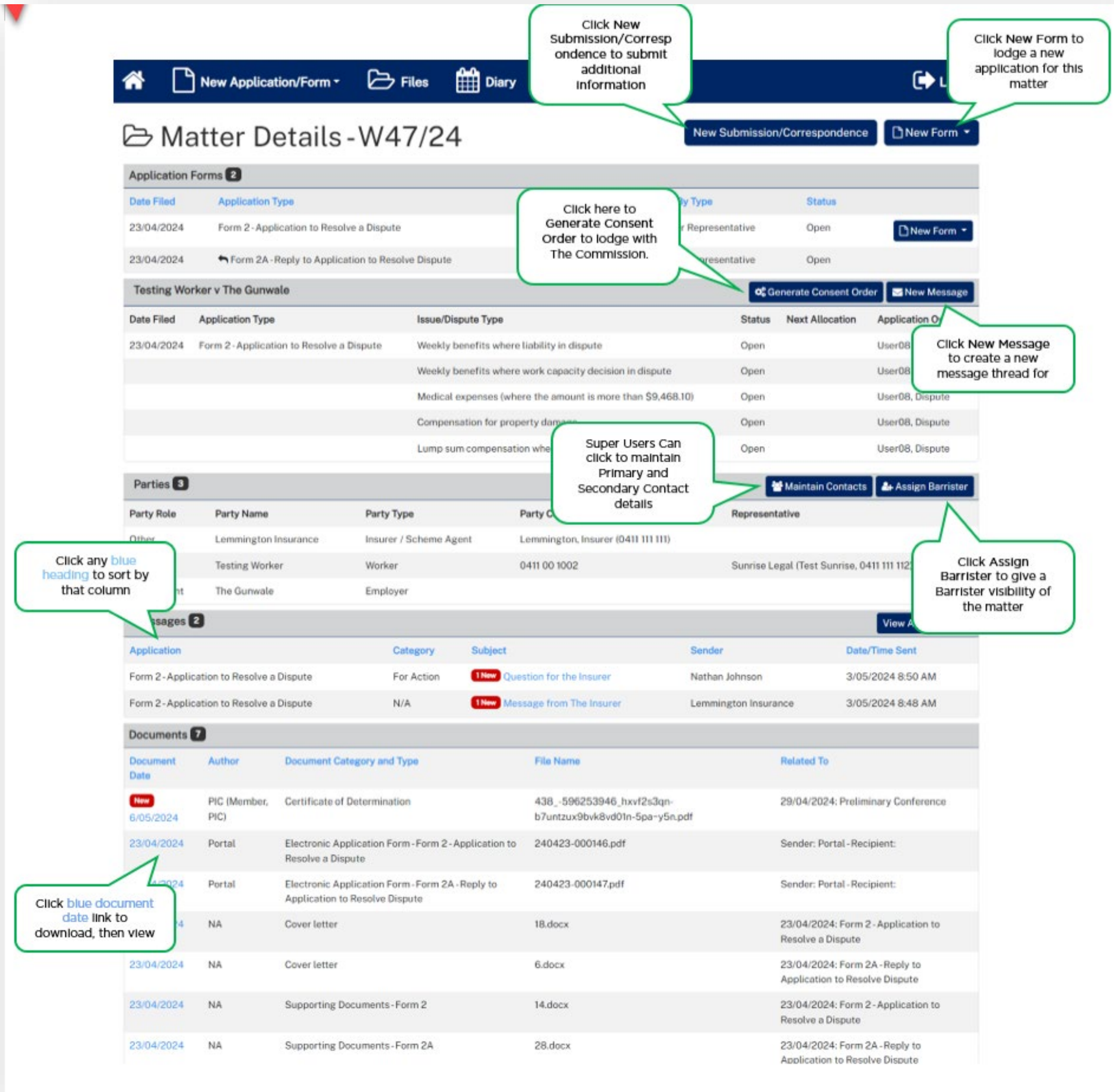
➢ The files that match your criteria display.



Instruction	Screen
No files listed after Advanced search If nothing matched your search criteria, the **Active Files** displays as 0. ***To see <u>all</u> your Active Files:*** 1. Click **Advanced**. 2. Delete the criteria you entered. 3. Click **Refresh**.	

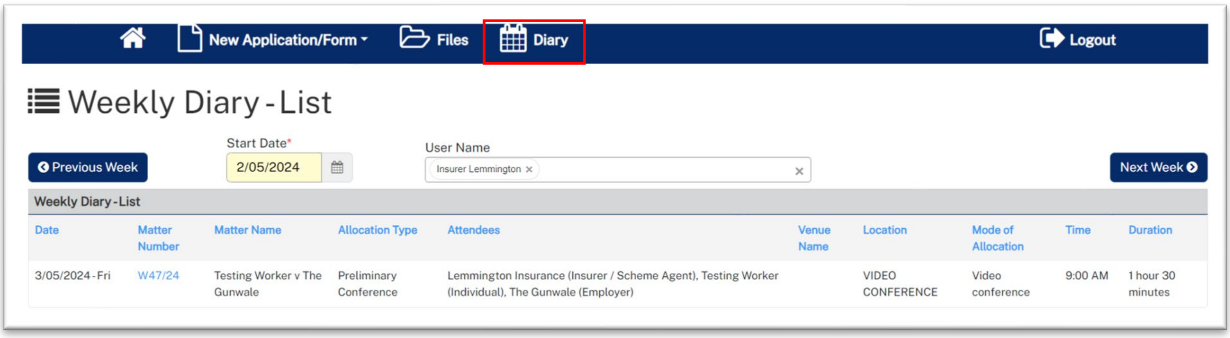
Matter Details

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



Diary

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



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

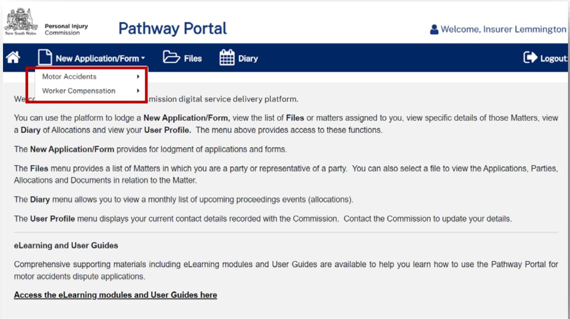
<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>

New Application Form

1. 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.

➢ The **Notice to Parties page** displays.

</td><td>



</td></tr>
<tr><td>

Notice to Parties

2. Review, then click **Next** to proceed to begin completing the form.

Completing a Form

➢ All forms are embedded in the Pathway Portal.
➢ 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 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).

</td><td>

</td></tr>
</table>

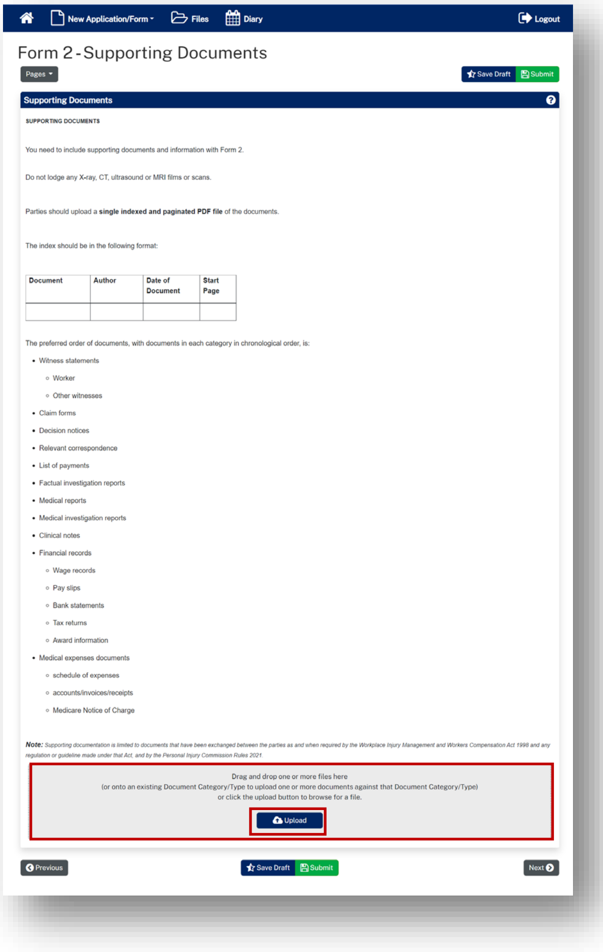
Instruction	Page

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)

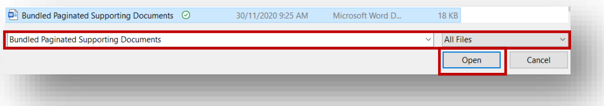
3. Click **Upload** or drag and drop the documents onto the page.



What are the document requirements?

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

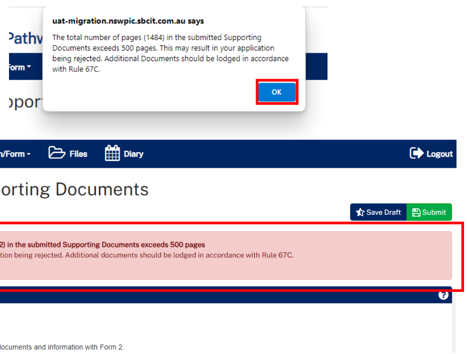
4. Select the **document** and click **Open**.



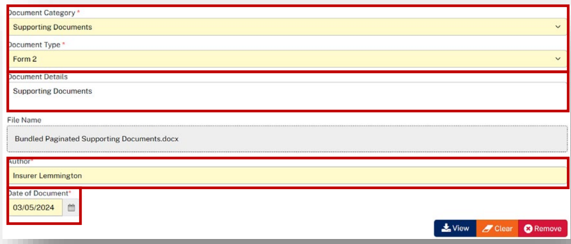
Note: If the supporting document exceeds 500 pages a warning message will be displayed.

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

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

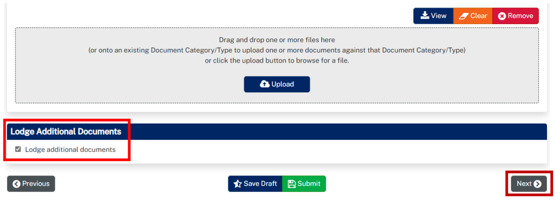


Dispute types excluded from the 500-page limit are:

• 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.	

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.



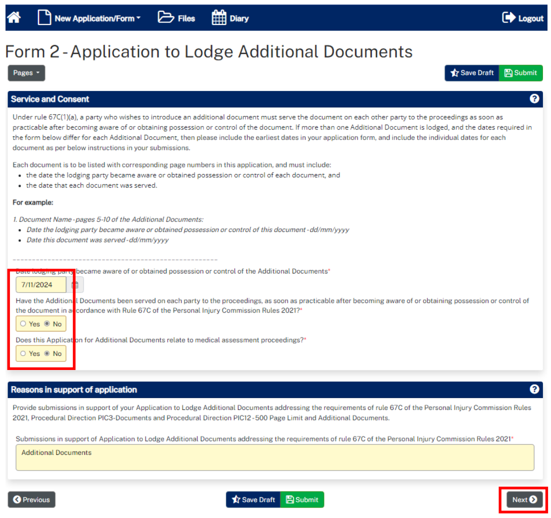
Lodge Additional Documents

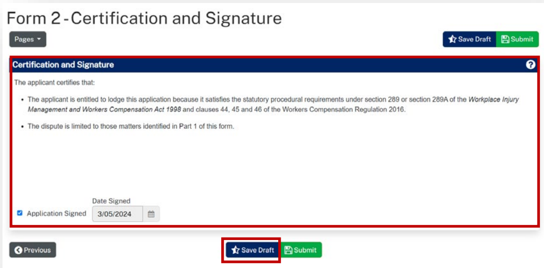
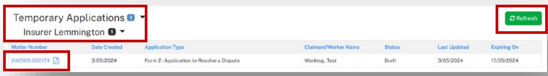
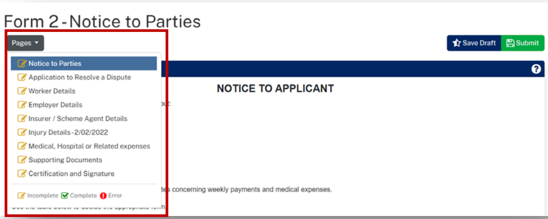
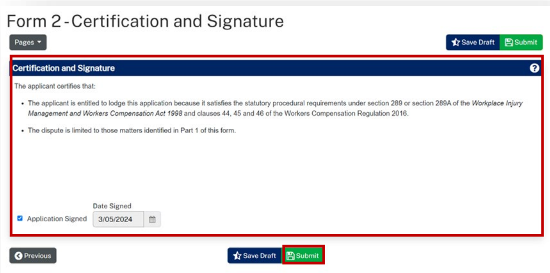
8. Provide answers to the Service and Consent questions.

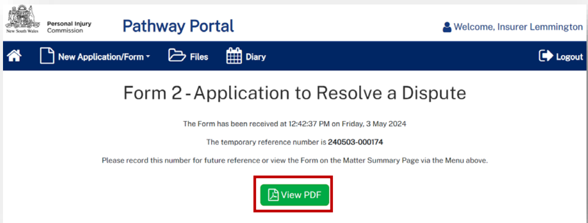
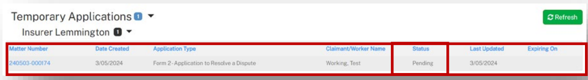
Note: Refer to the help text on the screen if your bundle contains multiple documents with varying dates.

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

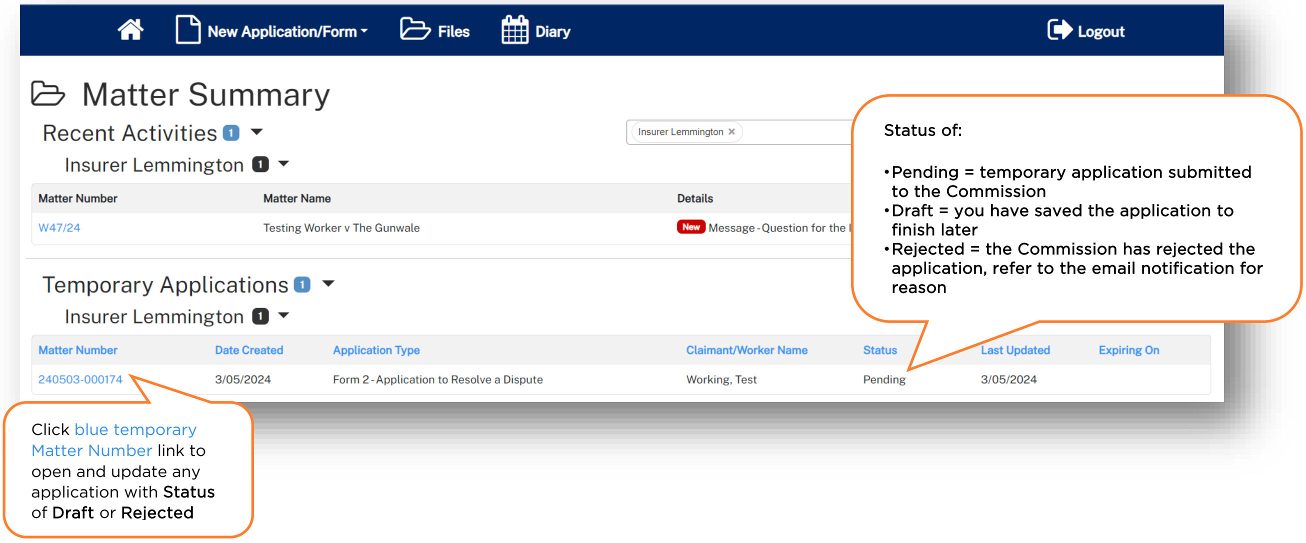
9. Click **Next**.
   - ➢ The Supporting Documents page displays
10. Upload your additional documents.
11. Add in the Document Details.
12. Click **Next**.



Instruction	Page
Certification and Signature You can now either **Save Draft** – see **Save Draft** below or **Submit** if the application is good to go see Submit below. ***Save Draft*** 13. You can **Save Draft** so that the application can be reviewed before it is signed and submitted. • The draft application can be viewed in **Temporary Applications** with a status of **Draft.** • Click the **PDF icon** to view the draft. • Once the draft has been updated, you can submit the application by clicking on the **Matter Number** in **Temporary Applications**.	 
• **Check/update** any details by navigating to the **relevant page**. • Once you are ready to submit the document, navigate to the **Certification and Signature page** and submit the document as shown below.	
Submit 14. Confirm your declaration, signature and date and click **Submit**.	
Once you have submitted the application, it will go to the **Commission Registry** as a **Temporary Application**, and it will appear on your **Temporary Applications List**.	

Instruction	Page
View PDF 15. Click **View PDF** to view and download the application.	
Temporary Applications 16. Go to **Files** and **Temporary Applications** to see the temporary application. You can download the PDF by clicking the blue temporary application link. **Note:** that the status is now **Pending**. If you are unable to see the application, click **Refresh**. ➢ You will receive an email to advise that a temporary application has been submitted.	

Temporary Applications



- 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**.

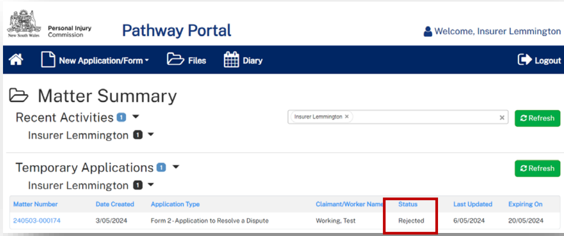
How to resubmit a rejected temporary application

<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>

Notification of rejected temporary application

- 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**

</td><td>

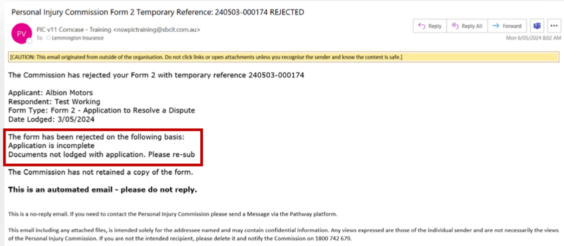


</td></tr>
<tr><td>

To resubmit rejected application:

1. Refer to the email notification to understand the rejection reason.

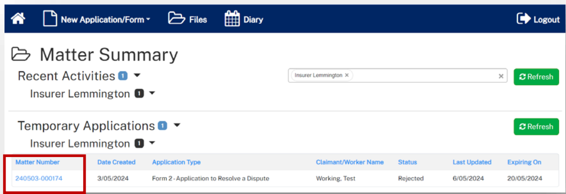
</td><td>



</td></tr>
<tr><td>

2. In the **Files** tab, click the blue temporary Matter Number link of the rejected matter. This reopens the application.

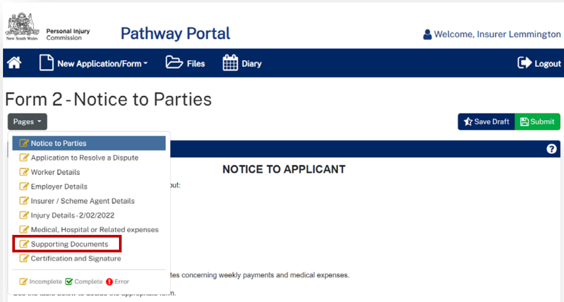
</td><td>



</td></tr>
<tr><td>

3. Navigate to **Supporting Documents** and make the required changes to the form (if this was the reason for rejection).

</td><td>

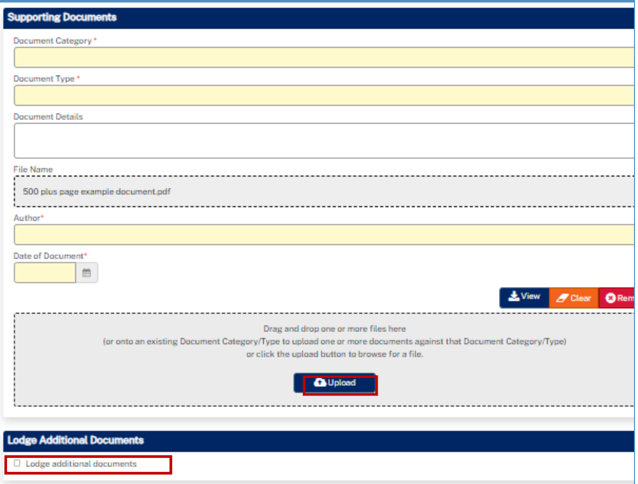


</td></tr>
</table>

<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>

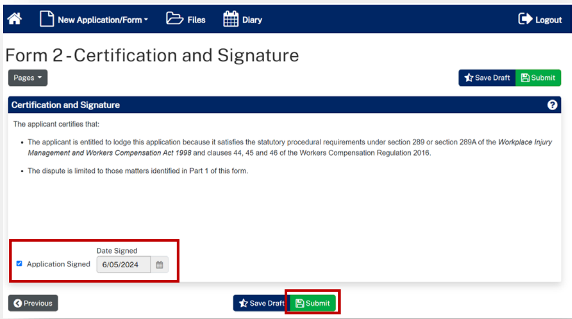
4. Click **Upload** to upload the supporting document bundle (if this was the reason for rejection) and click **Next**.

   Note: If your application was rejected for having supporting documents over 500 pages,
5. Remove the document
6. Split the document offline
7. Re-upload the first bundle (up to 500 pages)
8. Select the 'Lodge Additional Documents' checkbox

</td><td>


</td></tr>
<tr><td>

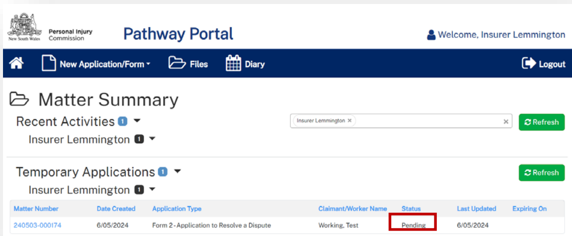
4. Once changes are made, sign and date the application on the last page and click **Submit**.

</td><td>


</td></tr>
<tr><td>

➢ The **Status** updates to **Pending** in the Temporary Application list).

Note: If the Commission accepts and registers the resubmitted application, the **Filed** date will be the date the application was resubmitted.

</td><td>


</td></tr>
</table>

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:

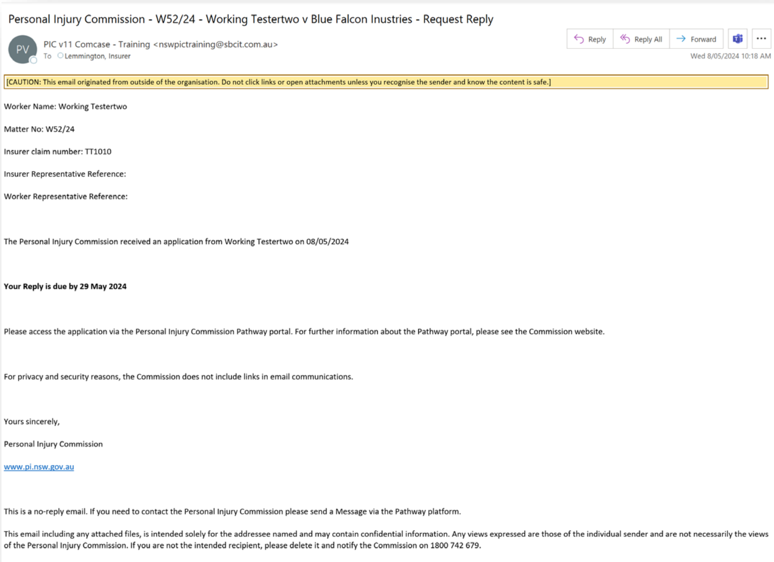
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

> 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.



Personal Injury Commission - W52/24 - Working Testertwo v Blue Falcon Inustries - Request Reply

PV PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>
To Lemmington, Insurer

Reply | Reply All | Forward

Wed 8/05/2024 10:18 AM

[CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]

Worker Name: Working Testertwo

Matter No: W52/24

Insurer claim number: TT1010

Insurer Representative Reference:

Worker Representative Reference:

The Personal Injury Commission received an application from Working Testertwo on 08/05/2024

Your Reply is due by 29 May 2024

Please access the application via the Personal Injury Commission Pathway portal. For further information about the Pathway portal, please see the Commission website.

For privacy and security reasons, the Commission does not include links in email communications.

Yours sincerely,

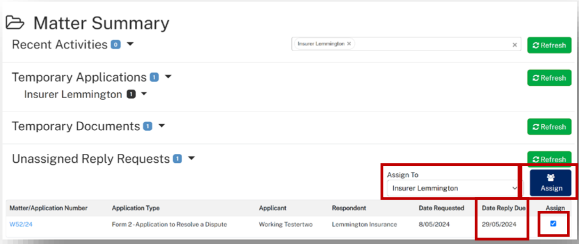
Personal Injury Commission

www.pi.nsw.gov.au

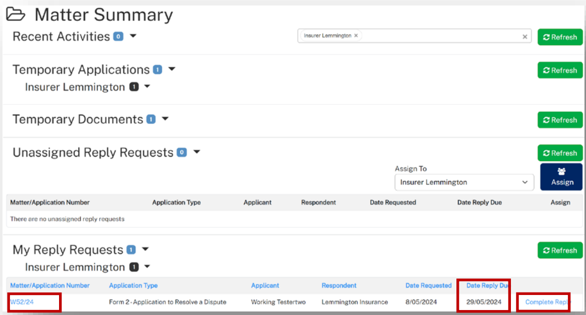
This is a no-reply email. If you need to contact the Personal Injury Commission please send a Message via the Pathway platform.

This email including any attached files, is intended solely for the addressee named and may contain confidential information. Any views expressed are those of the individual sender and are not necessarily the views of the Personal Injury Commission. If you are not the intended recipient, please delete it and notify the Commission on 1800 742 679.

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.** 1. 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.**	

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**	

<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>

2. Review the **Notice to Parties**, then click **Next** to proceed to begin completing the reply form.

Completing a Reply Form

- 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).

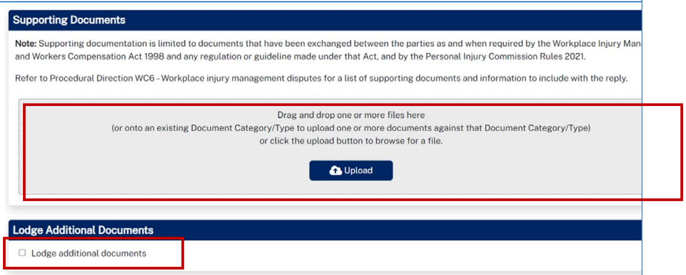
</td><td>

</td></tr>
<tr><td>

3. Upload **Supporting Documents** for the Reply, complete the Document Details as covered in [Supporting Documents](#) and click **Next**.

Note: Supporting documents must be submitted as a single indexed and paginated bundle and should not exceed 500 pages.

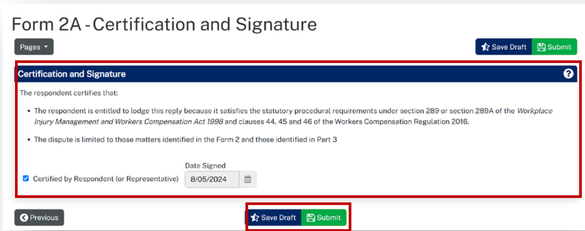
</td><td>



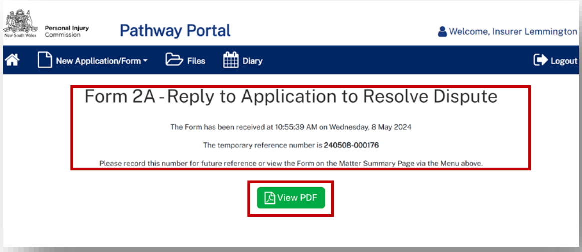
</td></tr>
<tr><td>

4. **Sign and date** the application – **Submit** if ready or **Save Draft** and have someone else review the reply before it is submitted.

</td><td>



</td></tr>
</table>

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

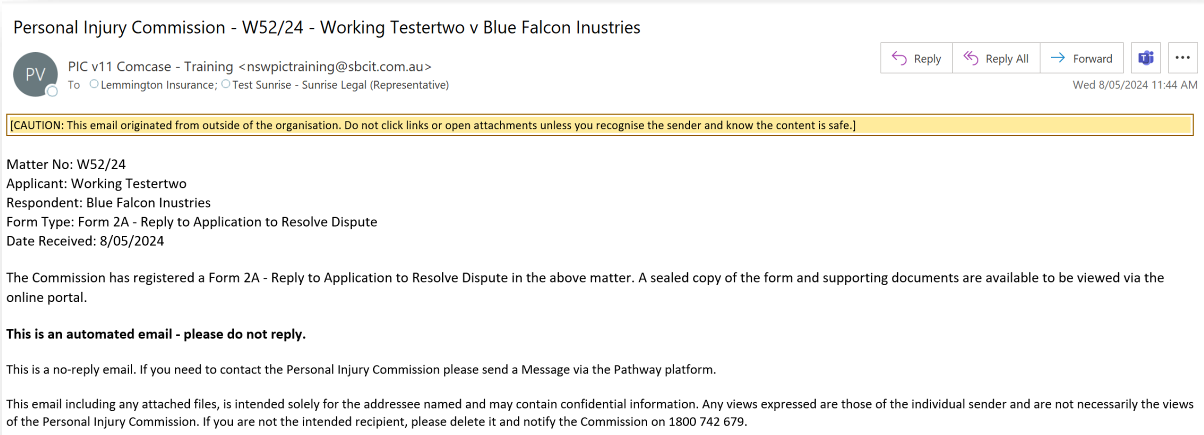
How to view the Reply

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.



Personal Injury Commission - W52/24 - Working Testertwo v Blue Falcon Inustries

PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>
To Lemmington Insurance; Test Sunrise - Sunrise Legal (Representative)
Wed 8/05/2024 11:44 AM

[CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]

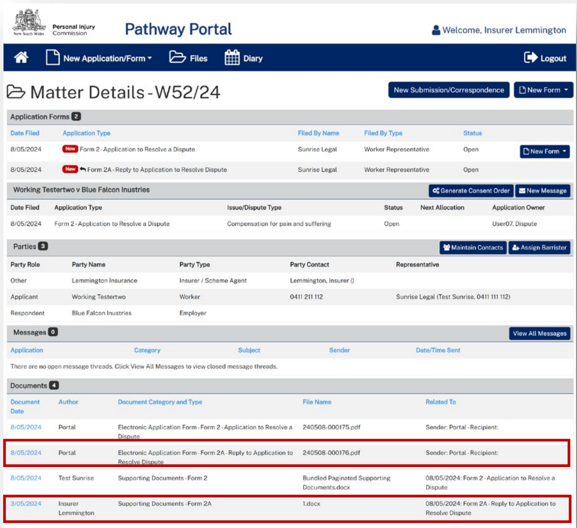
Matter No: W52/24
Applicant: Working Testertwo
Respondent: Blue Falcon Inustries
Form Type: Form 2A - Reply to Application to Resolve Dispute
Date Received: 8/05/2024

The Commission has registered a Form 2A - Reply to Application to Resolve Dispute in the above matter. A sealed copy of the form and supporting documents are available to be viewed via the online portal.

This is an automated email - please do not reply.

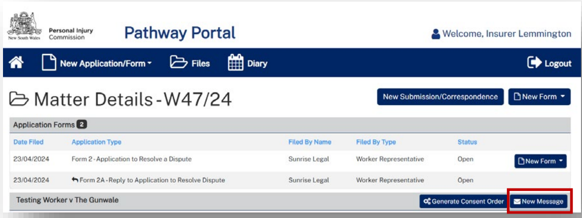
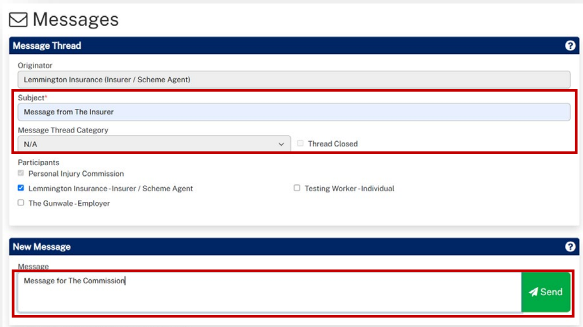
This is a no-reply email. If you need to contact the Personal Injury Commission please send a Message via the Pathway platform.

This email including any attached files, is intended solely for the addressee named and may contain confidential information. Any views expressed are those of the individual sender and are not necessarily the views of the Personal Injury Commission. If you are not the intended recipient, please delete it and notify the Commission on 1800 742 679.

Instruction	Page
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.	

Messages

How to send a message

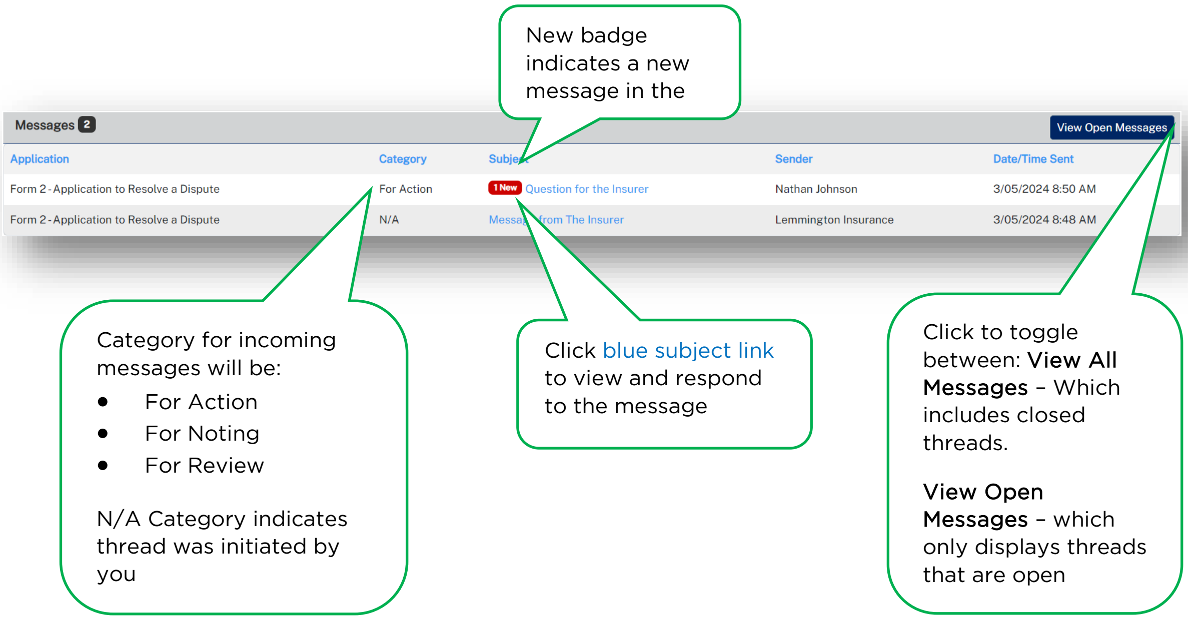
Instruction	Page
You can use the message function to communicate with the other party and the Personal Injury Commission. From the **Matter Details** page: 1. Click **New Message** on the top right corner of the application. **Note:** The **Application Owner** will always be copied automatically on the message.	
2. Type the **Subject**. 3. Select the **Participants**. • **Legal representative** (or self-represented party) receives email notification of new Portal message • **The Insurer** can see messages but not respond if they have a Legal Representative. 4. Type the **Message** body. 5. 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.

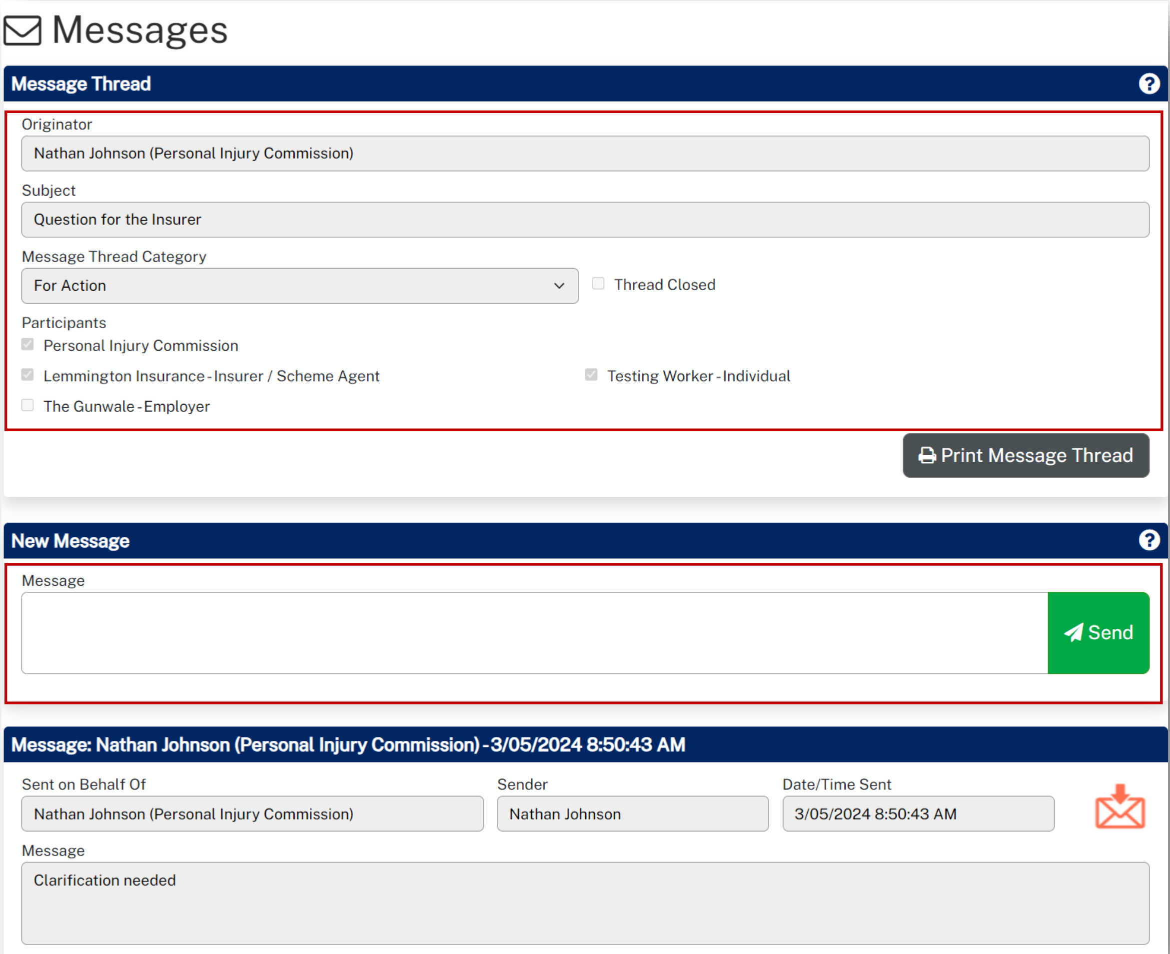
A list of message threads displays in **Messages** section of the **Matter Details**.



How to respond to messages

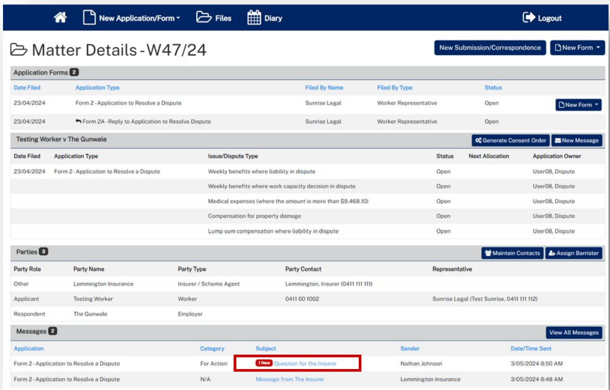
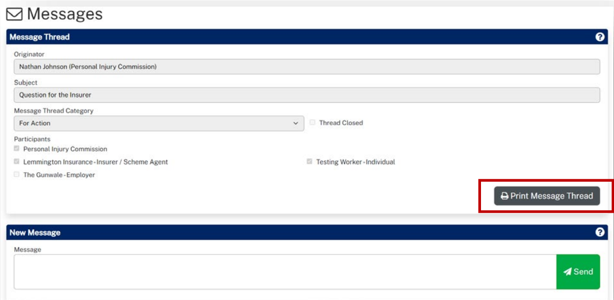
The most recent messages display at the top of the thread.

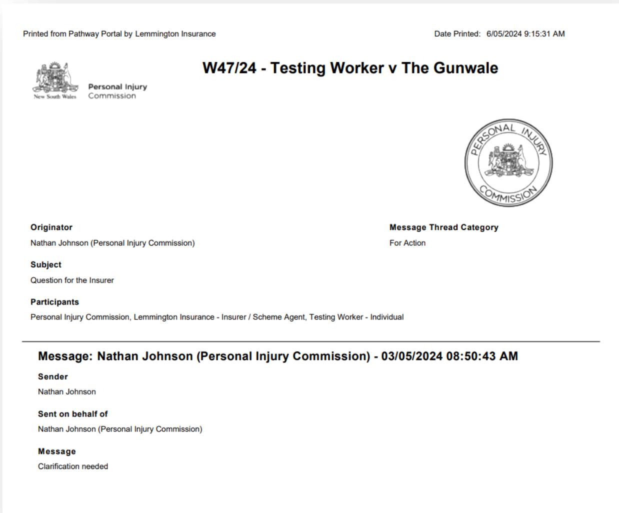
1. Type response to **Message** and click **Send**.



How to download a message thread

You can download message threads from the Pathway Portal.

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

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

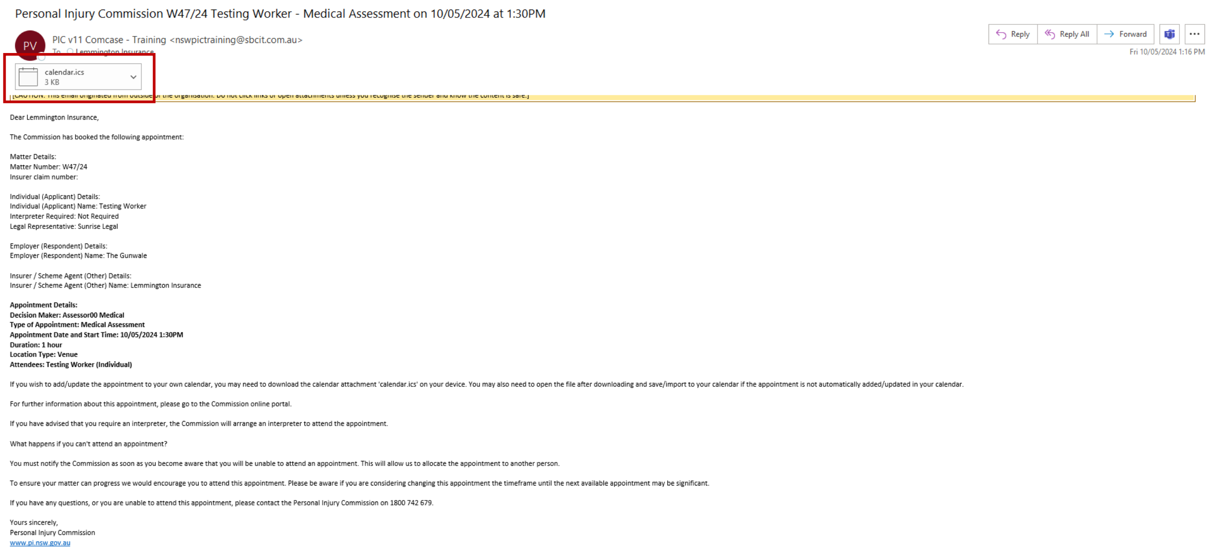
Case Management

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

- The legal representative for both parties or self-represented party
- The decision maker
- The 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.



Personal Injury Commission W47/24 Testing Worker - Medical Assessment on 10/05/2024 at 1:30PM

PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>

calendar.ics
3 KB

Dear Lemmington Insurance,

The Commission has booked the following appointment:

Matter Details:
Matter Number: W47/24
Insurer claim number:

Individual (Applicant) Details:
Individual (Applicant) Name: Testing Worker
Interpreter Required: Not Required
Legal Representative: Sunrise Legal

Employer (Respondent) Details:
Employer (Respondent) Name: The Gunwale

Insurer / Scheme Agent (Other) Details:
Insurer / Scheme Agent (Other) Name: Lemmington Insurance

Appointment Details:
Decision Maker: Assessor00 Medical
Type of Appointment: Medical Assessment
Appointment Date and Start Time: 10/05/2024 1:30PM
Duration: 1 hour
Location Type: Venue
Attendees: Testing Worker (Individual)

If you wish to add/update the appointment to your own calendar, you may need to download the calendar attachment 'calendar.ics' on your device. You may also need to open the file after downloading and save/import to your calendar if the appointment is not automatically added/updated in your calendar.

For further information about this appointment, please go to the Commission online portal.

If you have advised that you require an interpreter, the Commission will arrange an interpreter to attend the appointment.

What happens if you can't attend an appointment?

You must notify the Commission as soon as you become aware that you will be unable to attend an appointment. This will allow us to allocate the appointment to another person.

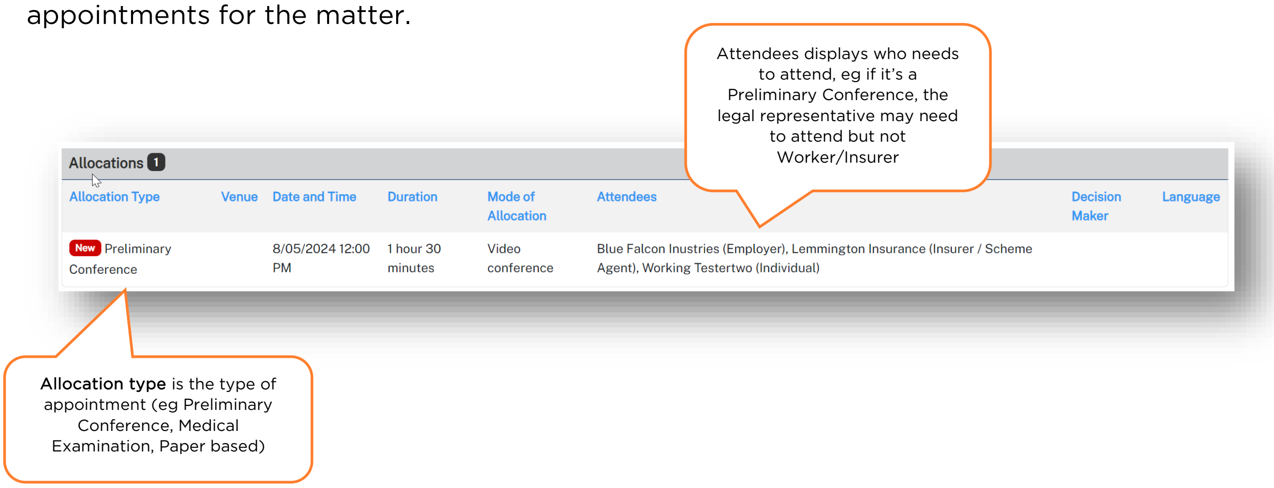
To ensure your matter can progress we would encourage you to attend this appointment. Please be aware if you are considering changing this appointment the timeframe until the next available appointment may be significant.

If you have any questions, or you are unable to attend this appointment, please contact the Personal Injury Commission on 1800 742 679.

Yours sincerely,
Personal Injury Commission
www.pi.nsw.gov.au

How to view allocation details

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

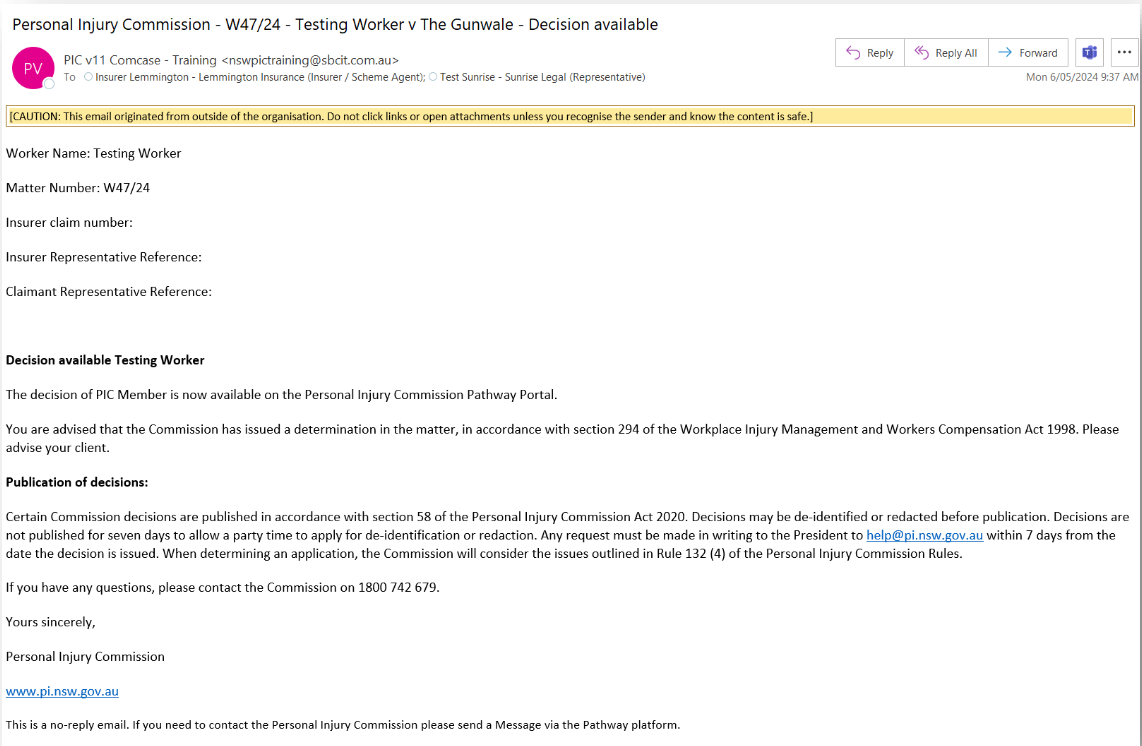


Assess and Decide

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



Personal Injury Commission - W47/24 - Testing Worker v The Gunwale - Decision available

PV PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>

To Insurer Lemmington - Lemmington Insurance (Insurer / Scheme Agent); Test Sunrise - Sunrise Legal (Representative)

Reply | Reply All | Forward

Mon 6/05/2024 9:37 AM

[CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]

Worker Name: Testing Worker

Matter Number: W47/24

Insurer claim number:

Insurer Representative Reference:

Claimant Representative Reference:

Decision available Testing Worker

The decision of PIC Member is now available on the Personal Injury Commission Pathway Portal.

You are advised that the Commission has issued a determination in the matter, in accordance with section 294 of the Workplace Injury Management and Workers Compensation Act 1998. Please advise your client.

Publication of decisions:

Certain Commission decisions are published in accordance with section 58 of the Personal Injury Commission Act 2020. Decisions may be de-identified or redacted before publication. Decisions are not published for seven days to allow a party time to apply for de-identification or redaction. Any request must be made in writing to the President to help@pi.nsw.gov.au within 7 days from the date the decision is issued. When determining an application, the Commission will consider the issues outlined in Rule 132 (4) of the Personal Injury Commission Rules.

If you have any questions, please contact the Commission on 1800 742 679.

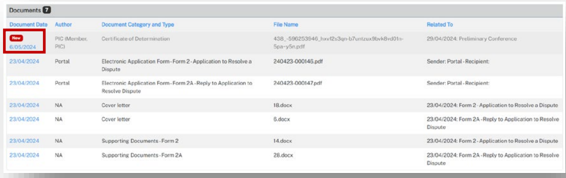
Yours sincerely,

Personal Injury Commission

www.pi.nsw.gov.au

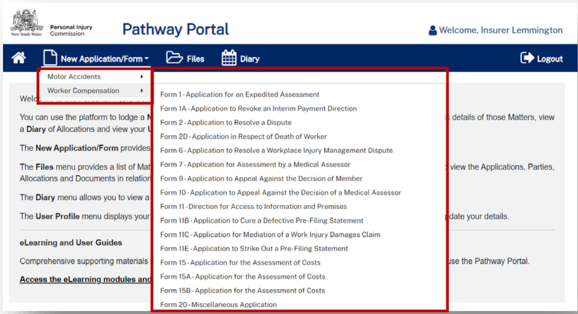
This is a no-reply email. If you need to contact the Personal Injury Commission please send a Message via the Pathway platform.

How to view the Outcome Document

Instruction	Page
From the **Matter Details** page, scroll down to **Documents** 1. Click the blue Document Date link to download the document. 2. Click the **downloaded document** to view.	

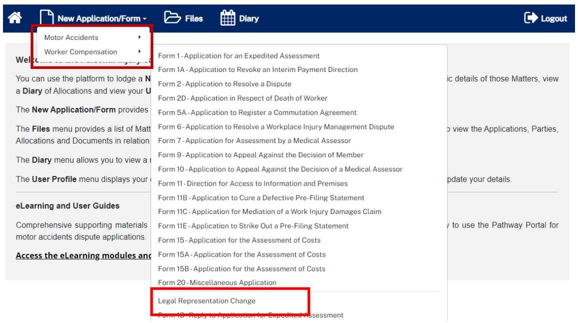
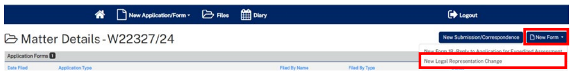
How to lodge an Appeal

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

Instruction	Page
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

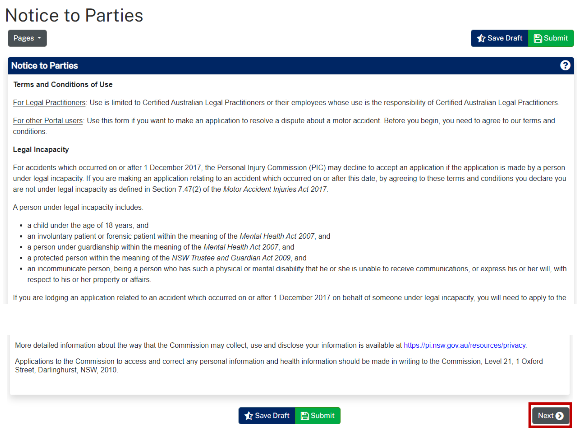
Instruction	Page
To lodge a **Legal Representation / Agent Change**, complete the following: 2. Select the **Legal Representation Change** from the New Application/Form menu. ➢ The **Notice to Parties** page displays.	
Note: To lodge a **Form P02 - Notice of Ceasing to Act,** you must lodge the form within the **Matter Details** page.	

Notice to Parties

3. Read the Terms and Conditions.

4. Scroll to the bottom and click **Next**.

➢ The Application Details page displays.



Application Details

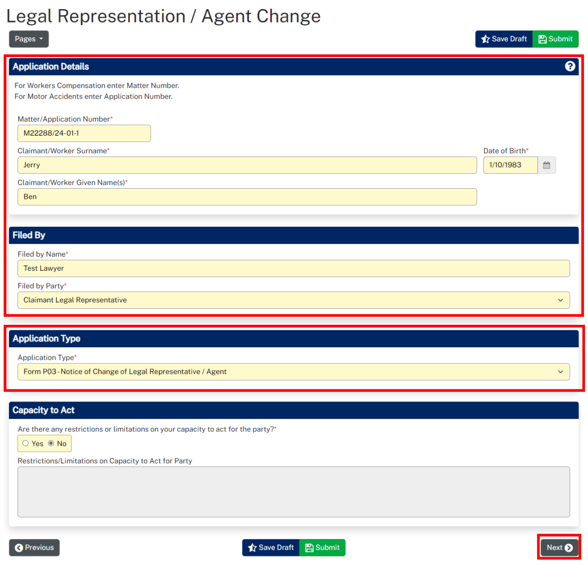
5. Populate the Application Details.

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.



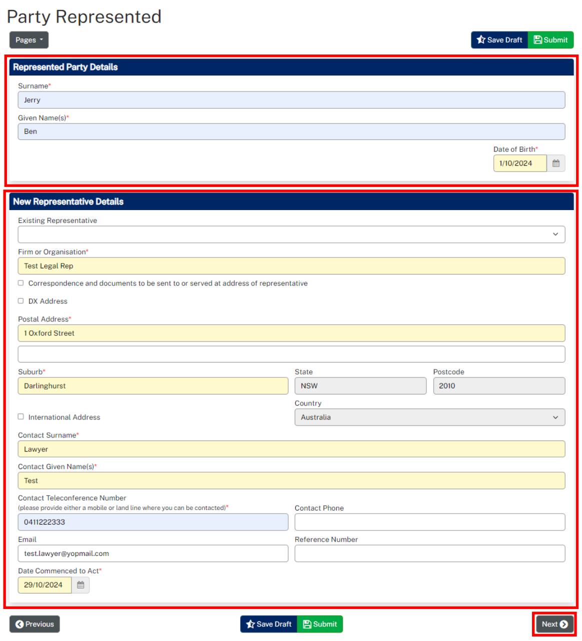
Application Details

8. Populate the Representative Party Details.

9. Populate the New Representative Details.

10. Click **Next**.

➢ The **Former Representative / Agent Details** page displays.



<table>
<tr>
<td>

Former Representative Details

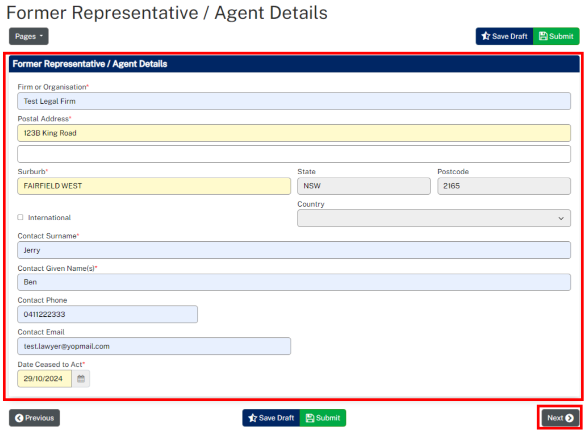
11. Populate the Former Representative Details.

12. Populate the New Representative Details.

13. Click **Next**.

➢ The **Former Representative / Agent Details** page displays.

</td>
<td>



</td>
</tr>
<tr>
<td>

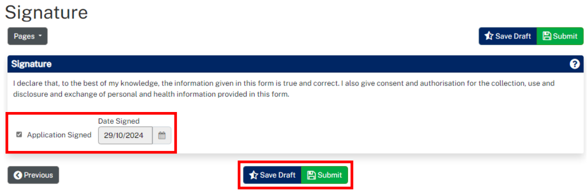
14. **Read** and **tick** the acknowledgments.

Then either:

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

16. Click **Submit**.

</td>
<td>



</td>
</tr>
</table>

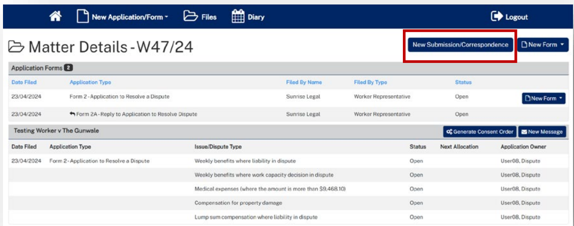
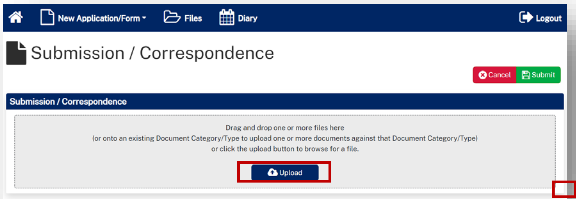
Lodge Submissions and other Correspondence

How to lodge Submissions and other Correspondence

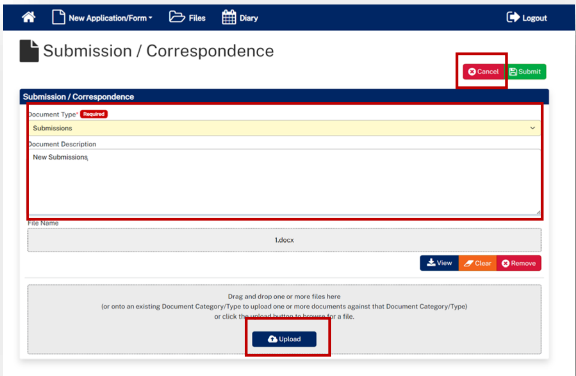
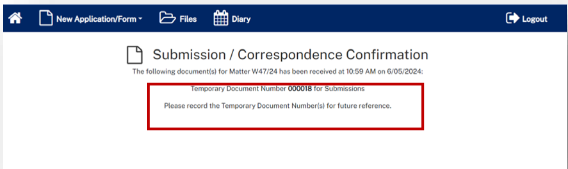
It may be necessary to lodge submissions and other correspondence after you have submitted the application.

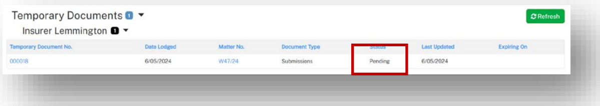
These documents are submitted via the Matter Summary using the **New Submission/Correspondence** tab.

<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>To lodge Submissions or other Correspondence:

1. From the Matter Details page, click New Submissions/Correspondence.</td><td>
</td></tr>
<tr><td>2. Click Upload or drag and drop the documents onto the page.</td><td>
</td></tr>
<tr><td>3. Choose the Document type: Correspondence or Submissions and add a Description if required.

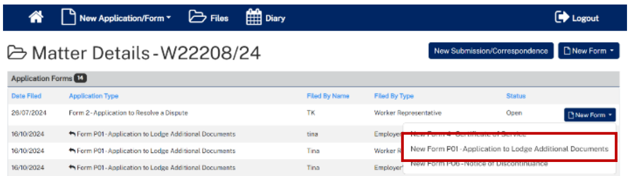
4. To add new Submissions or Correspondence, use the Upload feature again to repeat the process.

5. Click Submit.</td><td>
</td></tr>
<tr><td>6. Submissions/Correspondence Confirmation screen will appear, which will show the Temporary Document Number.</td><td>
</td></tr>
</table>

7. 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.	

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.

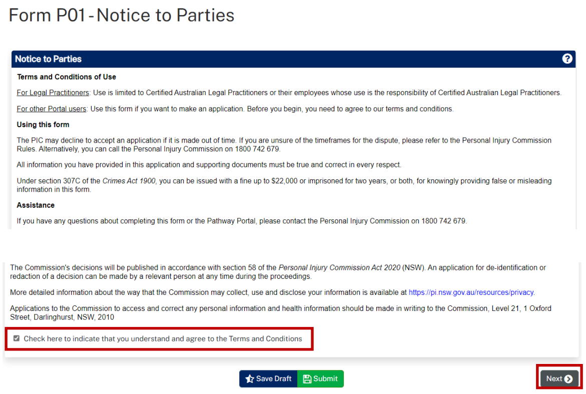
Instruction	Page
To lodge an additional document: From the Matter Details page 1. Click **New Form** and select the required form. 2. Select **New Form P01 – Application to Lodge Additional Documents**.	

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 – Application Details

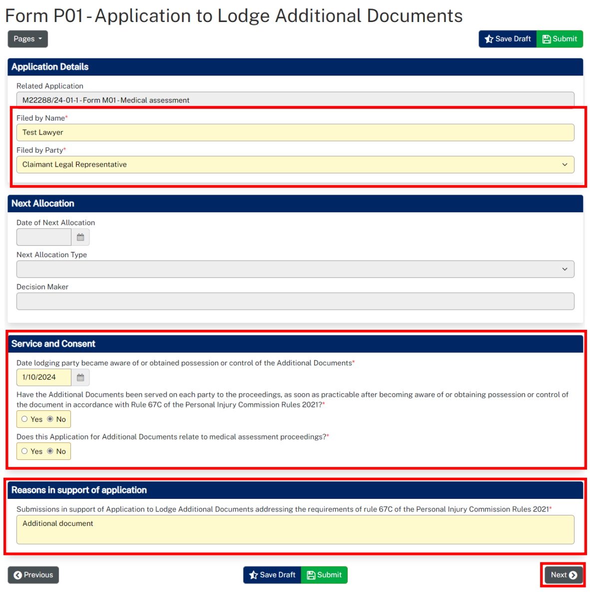
17. Populate the **Application Details** page.

    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.

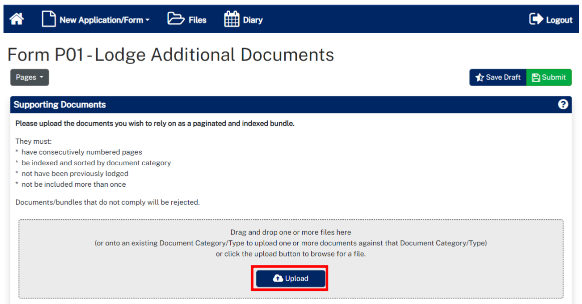
4. Populate **Service and Consent** (as needed).

5. Populate Reason in support of application field.

6. Click **Next**.



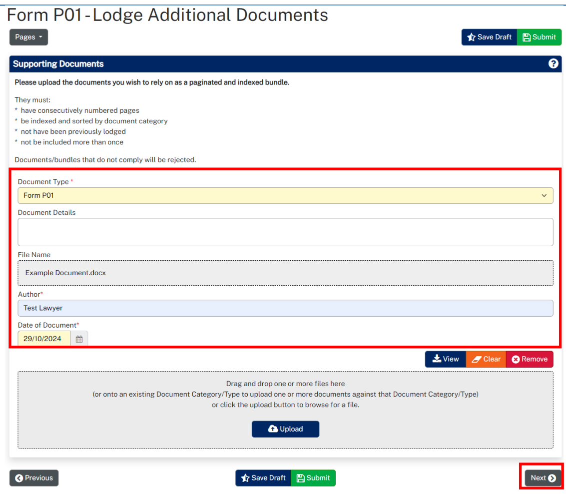
7. Click Upload or drag and drop the documents onto the page.



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**

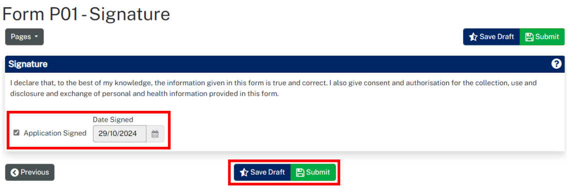


10. **Read** and **tick** the acknowledgments.

Then either:

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

12. Click **Submit**.



Generate Consent Orders

How to generate Consent Orders

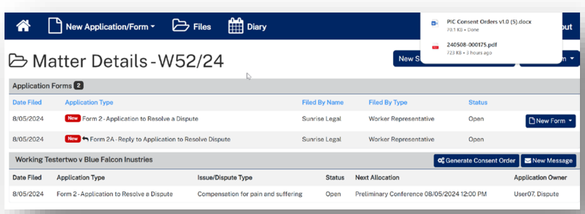
It may be necessary to generate Consent Orders to lodge with the Commission.

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.

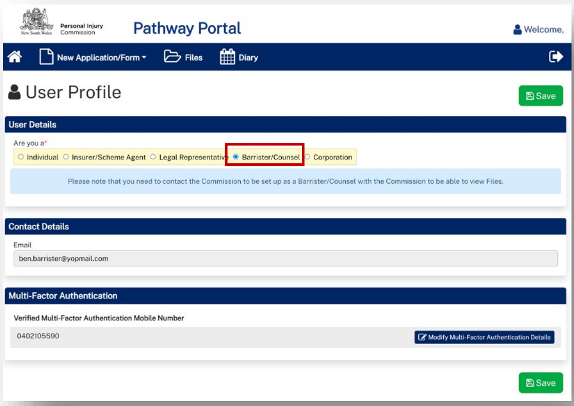
- Lodge the Consent with The Commission using **New Submission/Correspondence** tab as outlined above.



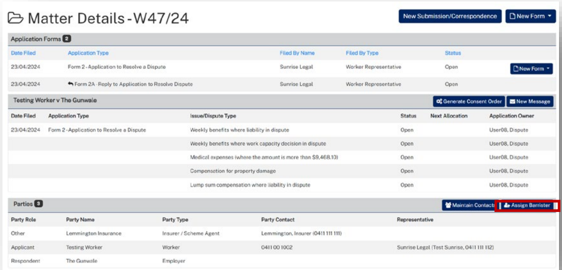
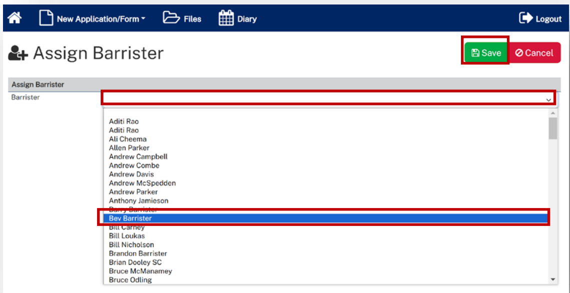
How to give a Barrister visibility to a dispute

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

Barrister registers as a Pathway Portal user

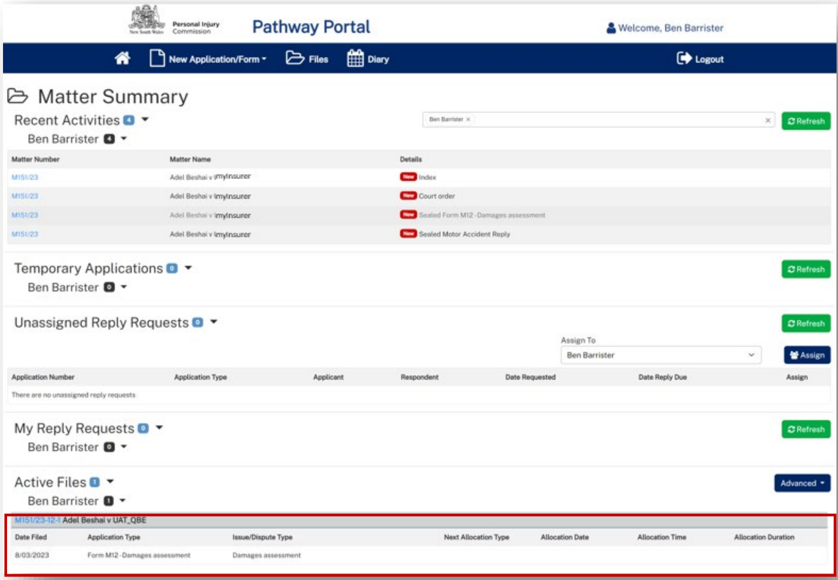
Instruction	Page
The barrister must first register as a Pathway Portal user. They will only need to do this once. At the end of registration, the **User Profile** displays: 1. Select Barrister/ Counsel 2. Click **Save** Please log a ticket via the [PIC Digital Hub's Online form]() for the email address 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. "More information, including how to register for the PIC Digital Hub's Online form, is available in the [PIC Digital Hub User Guide]().	

How to assign a Barrister

Instruction	Page
Assign a Barrister To give a barrister visibility of a dispute: 1. In the **Matter Details**, click **Assign Barrister**.	
2. Select the **Barrister** from the drop-down menu. 3. Click **Save**. ***To change the barrister:*** 1. Repeat above steps and select the new **Barrister** name. ***To remove barrister:*** 2. Select the blank line at the top of **Barrister** drop down menu.	

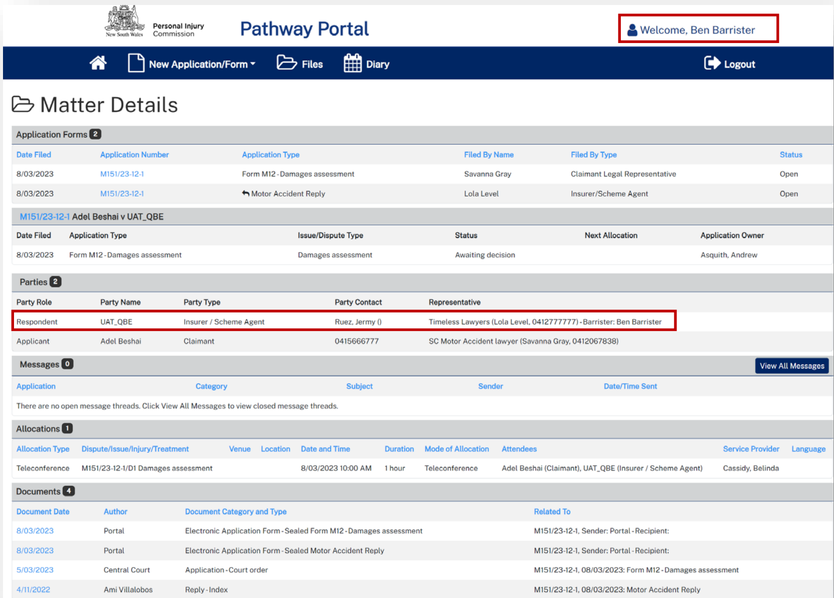
What does the Barrister see?

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



The Barrister:

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



Super Users and Contacts

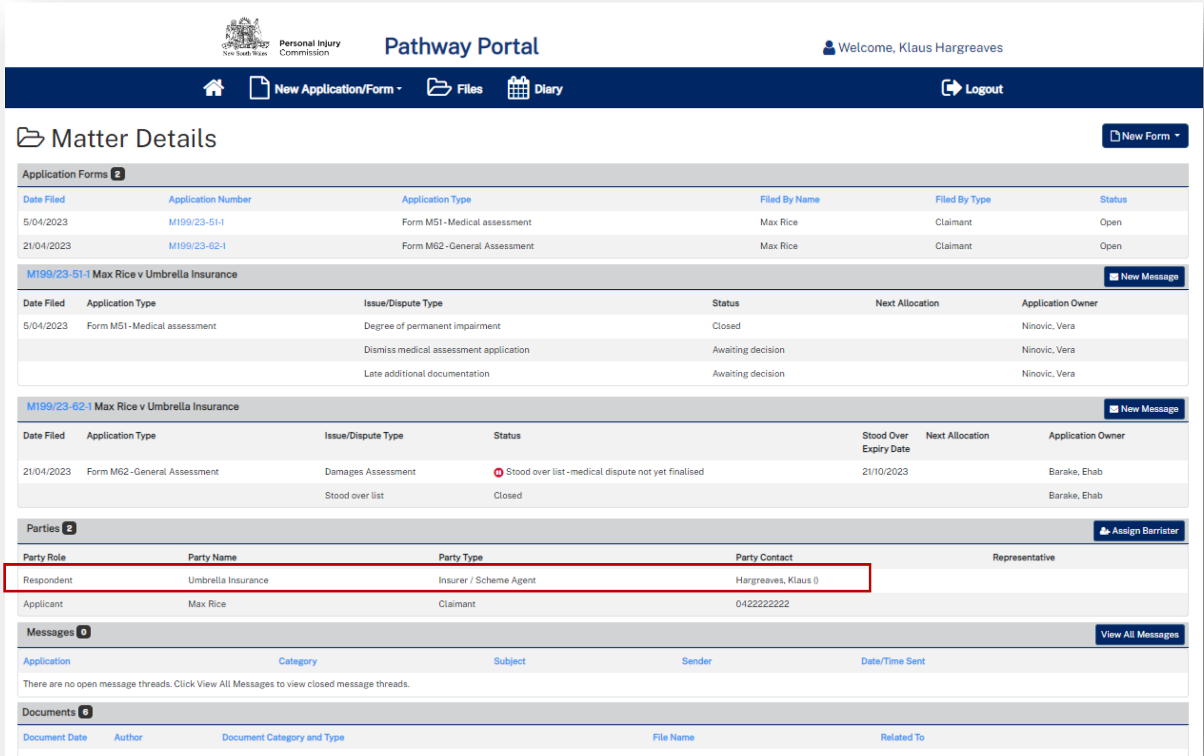
Types of user access

Type of user	How to become this type of user	What user can see/do
Primary contact for a matter	• 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	• 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	• 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	If user filters "**Active Files** for **Matters I'm linked to**": • Can see that matter details, documents and messages • Can send messages for that matter • Does NOT receive email notifications
Super user	• Be registered on the Pathway Portal as an Insurer User • Another super user can add / remove you as a Super User	• 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

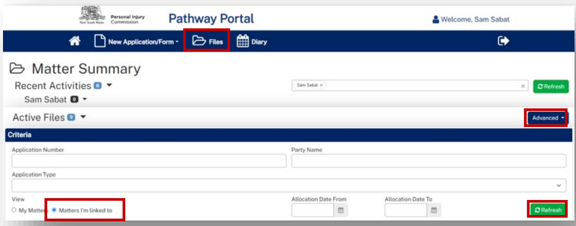
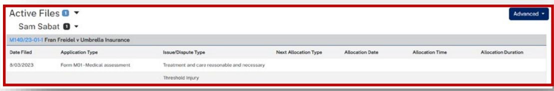
Primary contact and secondary contacts

- 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:

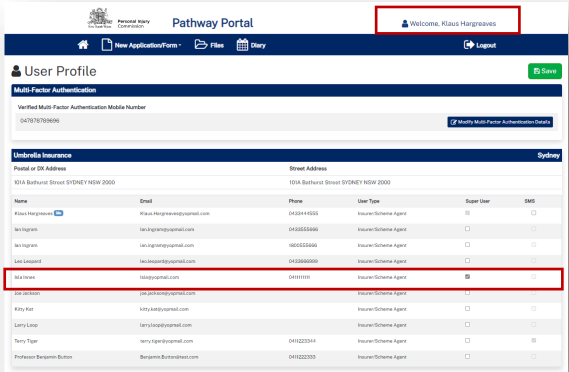


After a Secondary contact is added

Instruction	Page
Secondary contact has been added For a secondary contact to view the matter: • Click the **Files** tab • Click **Advanced** in the **Active Files** section • Tick **Matters I'm linked to** • Click **Refresh**. *In this example Sam Sabat is a secondary contact on this matter*	
Secondary contact visibility The Secondary contact: ✓ Can see Matter Details ✓ Can view all documents ✓ Can view all messages ✓ Can send messages X Cannot see allocations in Diary	

Super Users

How to add/remove Super Users

<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>Add/Remove a Super User
A super user can add and remove other super users:
Click the name of the Super User in the top right corner
Tick or untick the Super User box
Click Save.</td><td rowspan="2">
</td></tr>
<tr><td>In this example Isla Innes is now a Super User

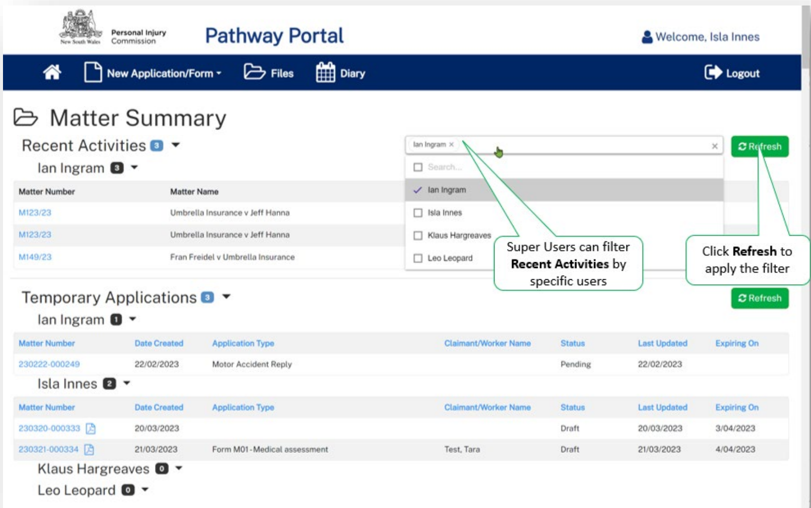
As a Super User Isla Innes can now:
Can see and act on all matters
Can add/remove other Super Users (can't remove self)
Add a Delegate.</td></tr>
</table>

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.

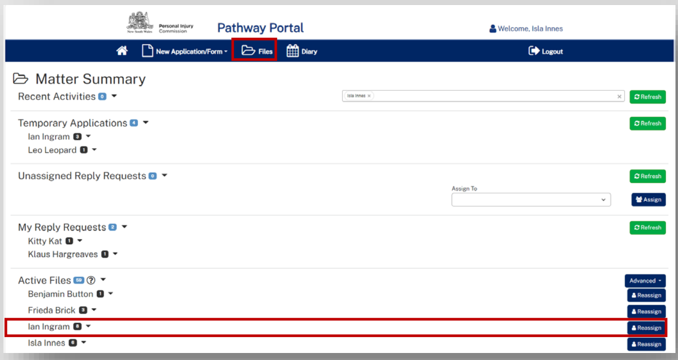
<table>
<tr><th>Instruction</th><th>Page</th></tr>
<tr><td>

To assign one or more Matters, complete the following:

1. Click on the **Files** tab.
2. Find the person you want to reassign Matter/s from.
3. Click the **Reassign** button.

Note: The Reassign button is only available for Super Users and their delegates.

</td><td>



</td></tr>
<tr><td>

- All Matters assigned to the selected person display.

There are 2 options:

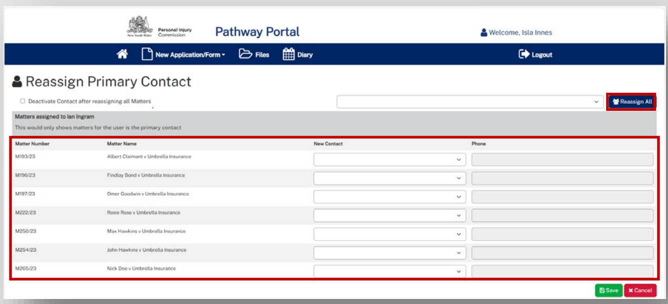
Option 1: Reassign All

- Consider this option when someone is going away on holidays or has left your organisation and you need to reassign **all** of their Matters to one other person.

Option 2: Reassign some

- Consider this option when you only need to reassign **some** of the Matters or you need to assign them to **more than one** person.

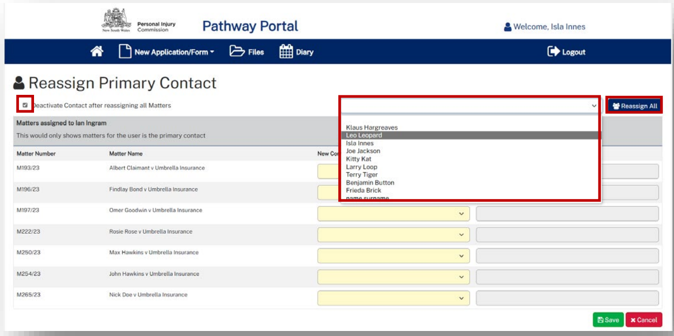
</td><td>



</td></tr>
</table>

To Reassign All

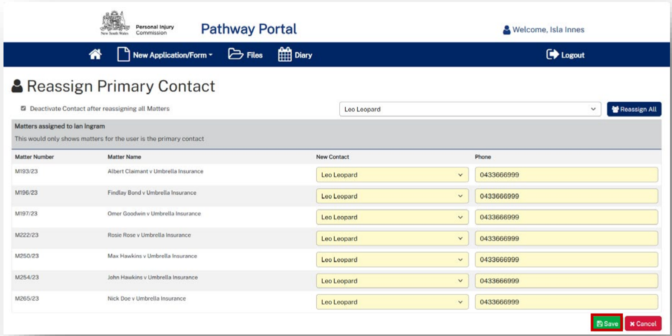
1. From the drop-down list **select a new person** to assign all Matters to



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



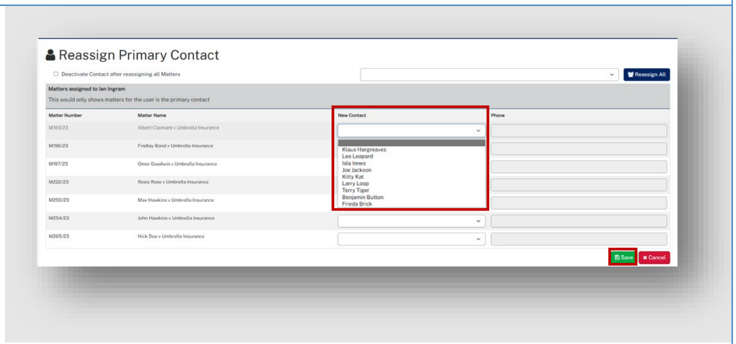
Note: The Phone field is a mandatory field. If it is blank, please add phone number.

3. Click **Save**

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

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.



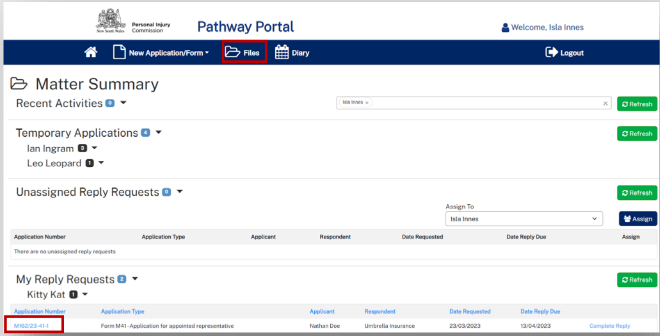
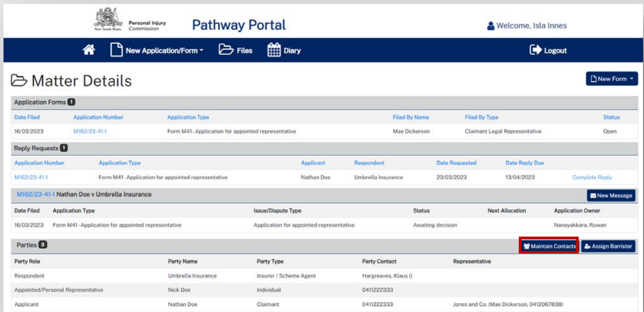
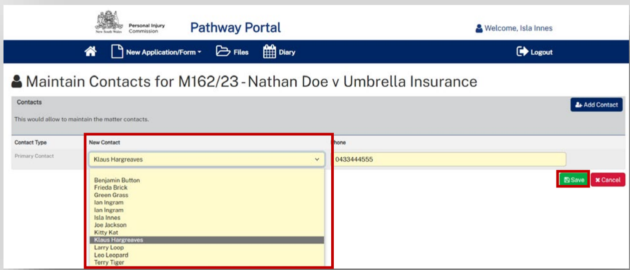
Note: The Phone field is a mandatory field. If it is blank, please add phone number.

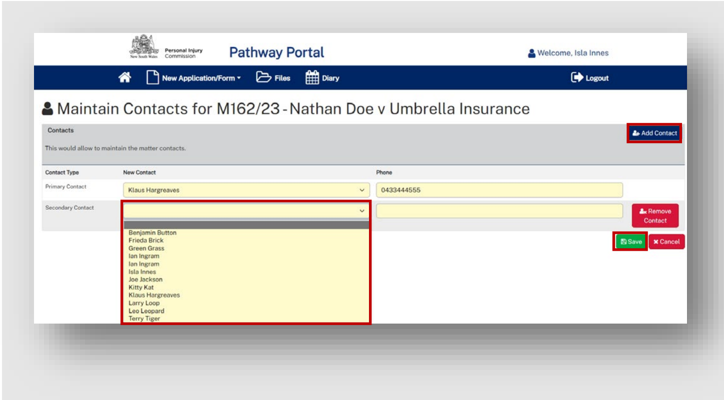
2. Click **Save**

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

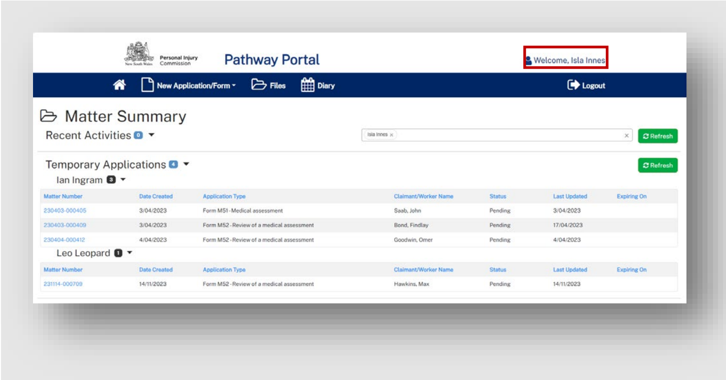
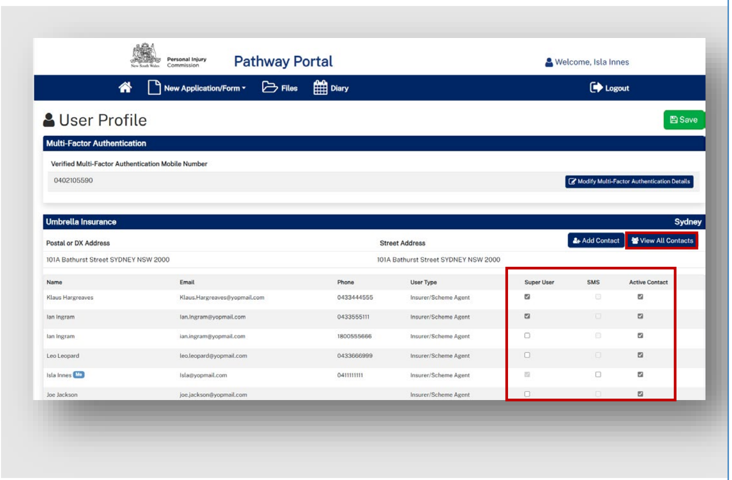
Super Users - How to Manage Primary and Secondary Contacts

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

Instruction	Page
1. Click on the **Files** tab. 2. Click on the blue Matter Number link.	
➢ Matter Details page displays 3. Go to **Parties** section and Click on **Maintain Contacts**	
➢ **Maintain Contacts** page displays with current contacts. **To update Primary Contact:** 4. In the Primary Contact section, select the new Primary Contact's name from the New Contact drop-down menu. 5. Click **Save**	

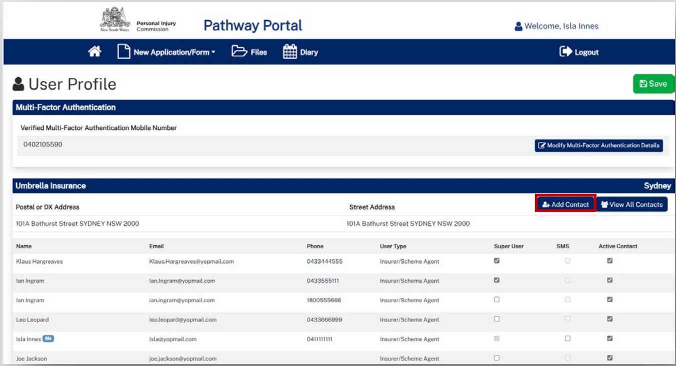
If you need to add a Secondary Contact: 1. Click **Add Contact** 2. In the Secondary Contact section, select name from the New Contact drop down list 3. Click **Save**	

Super Users - How to Add a new Contact or Deactivate Contact

Instruction	Page
1. Click the **Welcome, name** in the top right corner **Note:** Only Super User can add a new contact.	
➢ **User Profile** page displays with a list of all **active users** for your organisation. **Note:** Before creating a new contact. Click on **View All Contacts** to check if there is an existing inactive account. **Super User:** Ticked box indicates the person has Super User access. **Active Contact:** Ticked box indicates this user is Active. ***To deactivate user:*** 1. Untick Active Contact check box. 2. Click Save	

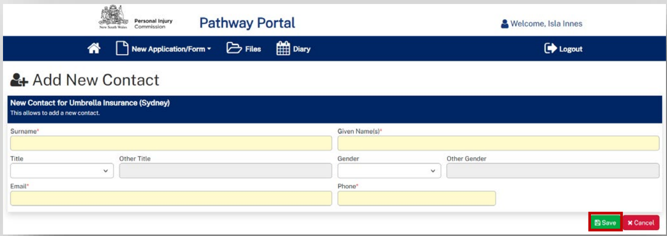
To add a new user:

1. Click **Add Contact**



2. Fill in all yellow mandatory fields

3. Click **Save**



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

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

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

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	• 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	• Replaced WCSupport@pi.nsw.gov.au with PIC Digital Hub and user guide for PIC Digital Hub	