



New South Wales

**Personal Injury
Commission**

Pathway Portal Claimant User Guide

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User Guide Overview

- An Individual user is someone who is not legally represented.
- Pathway Portal is your interface to the Commission's new single digital case management platform called Pathway.
- An Individual user can use Pathway Portal themselves to perform various activities for their application.

What will the guide cover?

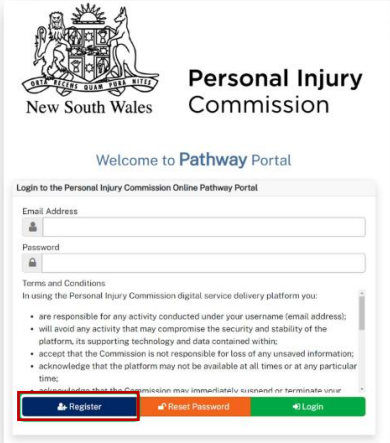
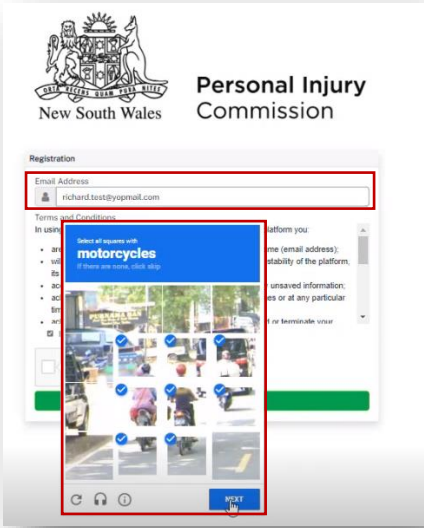
This guide will cover how to:

- Get started
- Navigation
- Lodge an application in Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send and receive messages
- View allocation details
- View outcome documents
- Explain how to lodge a review and further application

Get started/ How do I get started with Pathway Portal?

How to access and register for Pathway Portal

In order to submit, engage with or view a matter you must first register to use Pathway Portal.

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

Instruction

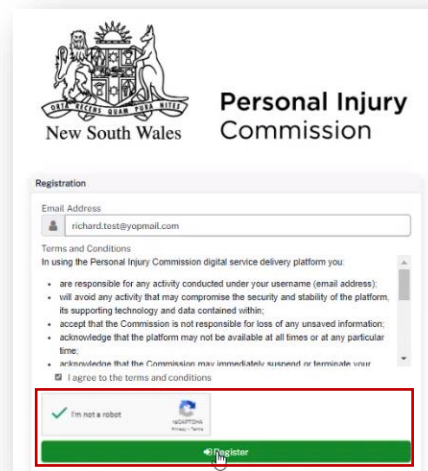
Page

Confirm you are not a robot

Once the test is completed, you will see the **“I’m not a Robot”** message display.

6. Click **Register**.

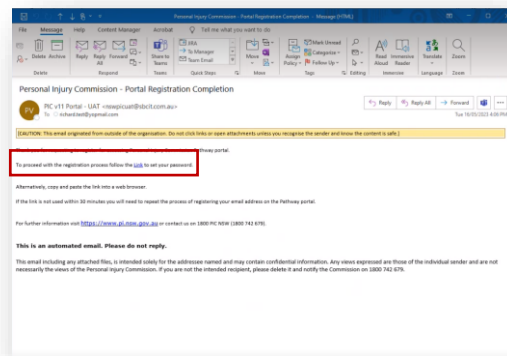
- You will then receive an email to validate your email address.


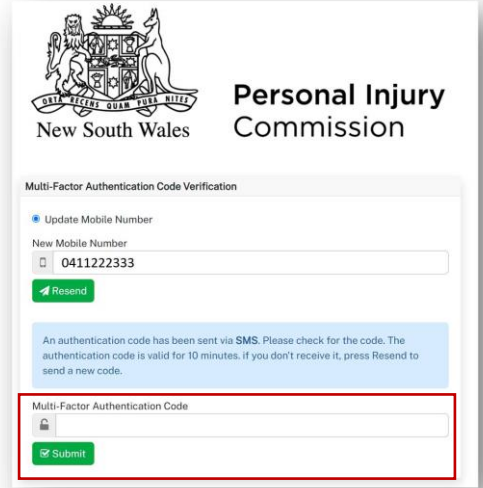


Click Pathway Portal link in email

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

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



| Instruction | Page |
|---|--|
| <p><i>Update Mobile Number</i></p> <p>8. Populate New Mobile Number to receive the code and click Send.</p> |  <p>The screenshot shows the Personal Injury Commission logo and the text 'Personal Injury Commission' and 'New South Wales'. Below this is a 'Multi-Factor Authentication Code Verification' section with a radio button selected for 'Update Mobile Number'. A text input field labeled 'New Mobile Number' contains the number '0411222333'. A green 'Send' button is located below the input field. A red box highlights the input field and the 'Send' button.</p> |
| <p><i>Type code</i></p> <p>9. Type the code sent to your mobile and click Submit.</p> |  <p>The screenshot shows the same Personal Injury Commission logo and text. In the 'Multi-Factor Authentication Code Verification' section, the 'Update Mobile Number' radio button is still selected. The 'New Mobile Number' field now contains '0411222333' and a green 'Resend' button is visible below it. A blue information box states: 'An authentication code has been sent via SMS. Please check for the code. The authentication code is valid for 10 minutes. If you don't receive it, press Resend to send a new code.' Below this, a new 'Multi-Factor Authentication Code' input field is present, which is highlighted with a red box. A green 'Submit' button is located below this field.</p> |

Instruction

Page

Create new Password

10. Enter **Password** and **Confirm Password**.
11. Tick **I'm not a robot** and complete the **Select all squares** with... test.
12. Click **Register**.

Personal Injury Commission
New South Wales

Password Required

Email Address
Saima.Norris@yopmail.com

Please note that the password must be at least 8 characters, contain at least one number, one symbol and upper and lower case characters.

Password

Confirm Password

I'm not a robot

Register

Populate User Profile (top of page)

13. Populate the **User Profile** as follows:
 - Select **Individual**
 - Complete the yellow mandatory fields
 - Click **Save**.
- You have now completed the Registration process.

Pathway Portal

Welcome

New Application Form Files Diary Logout

User Profile Save

User Details

Are you a?
* Individual Insurer/Scheme Agent Legal Representative Barrister/Counsel Corporation

Surname*

Given Name*

Title* Other Title

Date of Birth* Other

Gender Male Female Other Other

Contact Details

Home Phone

Business Phone

Mobile Phone 0444988888 I consent to receive SMS reminders from the Commission regarding appointments, etc.

Email richard.tisdley@gmail.com

DX Address

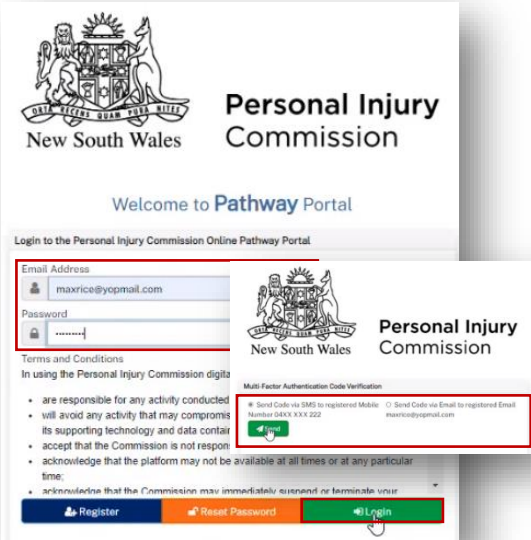

Postal Address*

Suburb* State Postcode

Country Australia

International Address

How to Login to Pathway Portal

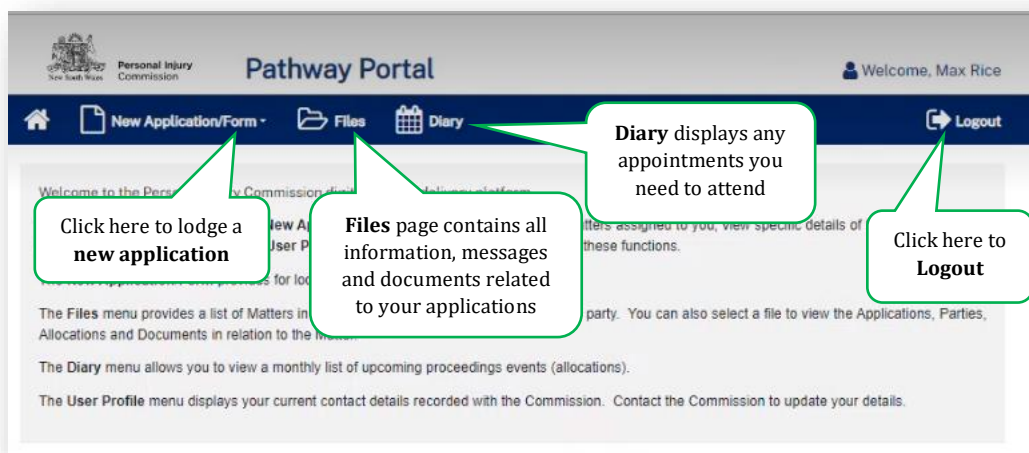
| Instruction | Page |
|--|--|
| <ol style="list-style-type: none"> 1. Click the Pathway Portal link - https://pathwayportal.pi.nsw.gov.au on the Personal Injury Commission website. 2. Populate the Email Address and Password. 3. Click Login. 4. Select where you would like the Multi Factor Authentication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

Navigation/ Where do I find information for my application?

Home page

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

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

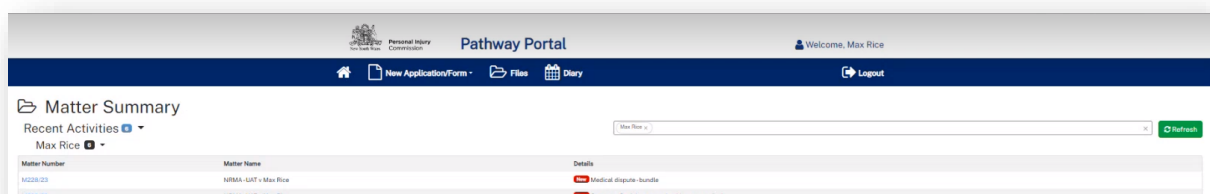


Files page

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

Recent Activities

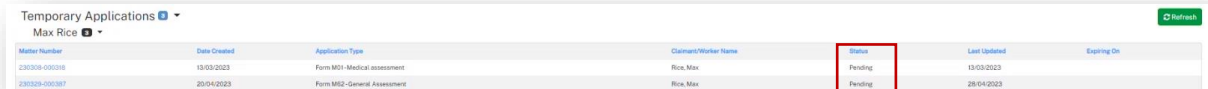
Recent Activities display at the top of the page showing any new applications, documents or messages that have been added since you last logged into Pathway Portal. The oldest activities display at the top of the list and the newest activities display at the bottom of the list.



Temporary Applications

The Temporary Applications section displays:

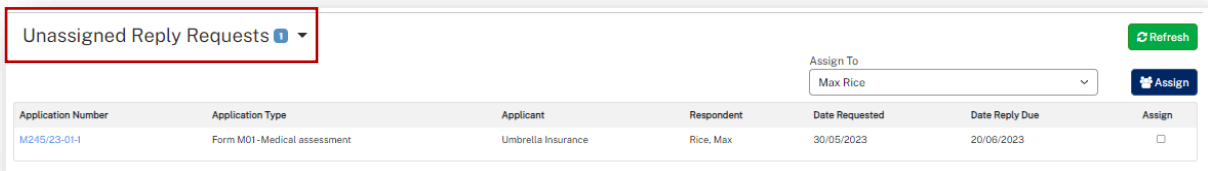
- any applications that you have submitted to the Personal Injury Commission, but have not yet been registered. These have a status of Pending.
- any applications you have saved to finish and submit later. These have a status of Draft.
- any applications that the Commission has rejected and sent back to you. These have a status of Rejected.



| Matter Number | Date Created | Application Type | Claimant/Worker Name | Status | Last Updated | Expiring On |
|---------------|--------------|-----------------------------|----------------------|---------|--------------|-------------|
| 230326-000016 | 13/03/2023 | Form M01-Medical assessment | Rice, Max | Pending | 13/03/2023 | |
| 230326-000087 | 20/04/2023 | Form M02-General Assessment | Rice, Max | Pending | 28/04/2023 | |

Unassigned Reply Requests

If you are named as the Respondent to an application, the Commission will request a Reply to the application from you. Reply requests will first appear in the **Unassigned Reply Requests** section. You then need to assign the Reply Request to yourself to complete it.



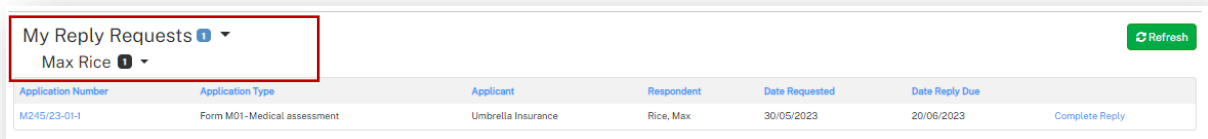
| Application Number | Application Type | Applicant | Respondent | Date Requested | Date Reply Due | Assign |
|--------------------|-----------------------------|--------------------|------------|----------------|----------------|--------------------------|
| M245/23-01-1 | Form M01-Medical assessment | Umbrella Insurance | Rice, Max | 30/05/2023 | 20/06/2023 | <input type="checkbox"/> |

1. To assign the **Reply Request** to yourself, tick the **Assign** checkbox and click **Assign**.
2. Click **Refresh**.

➤ The Reply Request will now be in My Reply Requests.

My Reply Requests

After you have assigned the **Reply Request** to yourself, click **Refresh** to check/update the page with a new **Reply Request**.



| Application Number | Application Type | Applicant | Respondent | Date Requested | Date Reply Due | Complete Reply |
|--------------------|-----------------------------|--------------------|------------|----------------|----------------|--------------------------------|
| M245/23-01-1 | Form M01-Medical assessment | Umbrella Insurance | Rice, Max | 30/05/2023 | 20/06/2023 | Complete Reply |

Active Files

Your current **open matters** are listed here in **Active Files**.

| Active Files 1 ▾ | | | | | | |
|--|-----------------------------|--------------------|----------------------|-----------------|-----------------|---------------------|
| Henry Ng 1 ▾ | | | | | | |
| M248/23-01-1 Henry Ng v Umbrella Insurance | | | | | | |
| Date Filed | Application Type | Issue/Dispute Type | Next Allocation Type | Allocation Date | Allocation Time | Allocation Duration |
| 30/05/2023 | Form M01-Medical assessment | Threshold Injury | | | | |

Closed Files

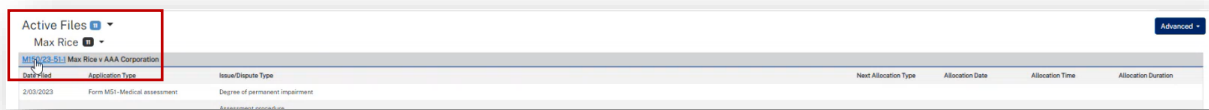
Closed Files display at the bottom of the page for **30 days** after they have been closed.

| Closed Files 1 ▾ | | | | | | |
|-------------------------------|--|--|--|--|--|--|
| Max Rice 1 ▾ | | | | | | |

Matter Details

To view details for the matter:

1. Locate the **Matter** in **Active Files** and click on the **blue matter number hyperlink**.



- The **Matter Details** page displays.

Applications filed for the matter.

This section provides information on the Issue/Dispute Type for the selected application. It displays the Issue/Dispute status, information about the Next Allocation and the name of Application Owner.

Messages relating to the matter are located here.

All Documents relating to the matter can be accessed by clicking on the blue Document Date link.

Allocations (appointments) can be found here.

| Date Filed | Application Number | Application Type | Issue/Dispute Type | Status | Next Allocation | Application Owner |
|------------|--------------------|-------------------------------|--------------------|-------------------|------------------------------------|-------------------|
| 9/03/2023 | M153/23-12-1 | Form M12 - Damages assessment | Damages assessment | Awaiting decision | Teleconference 01/09/2023 09:00 AM | Mccallum, Ellen |

| Party Role | Party Name | Party Type | Party Contact | Representative |
|------------|--------------------|------------------------|----------------------------|---|
| Respondent | Umbrella Insurance | Insurer / Scheme Agent | Innes, Isla (0499 999 999) | Liberty Lawyers (Grace Gilbert, 0488888888) |
| Applicant | Gino Lilli | Claimant | 0400000100 | Timeless Lawyers (Lola Level, 0419999999) |

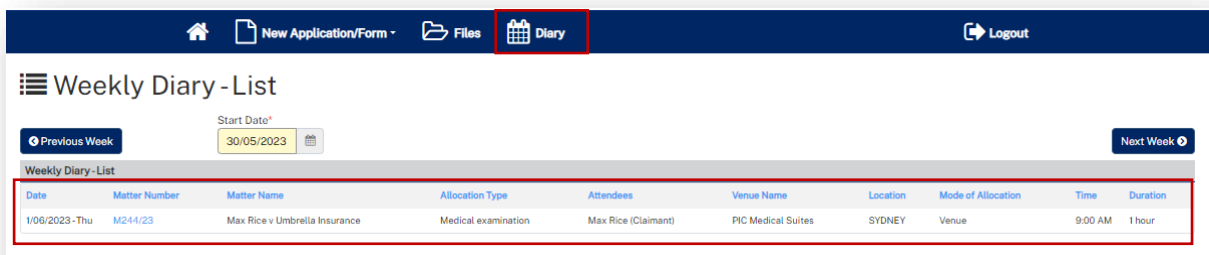
| Allocation Type | Dispute/Issue/Injury/Treatment | Venue | Date and Time | Duration | Mode of Allocation | Attendees | Decision Maker | Language |
|-----------------|------------------------------------|-------|-------------------|----------|--------------------|--|-----------------|----------|
| Teleconference | M153/23-12-1/D1 Damages assessment | | 1/09/2023 9:00 AM | 1 hour | Teleconference | Gino Lilli (Claimant), Umbrella Insurance (Insurer / Scheme Agent) | Member, Maurice | Italian |

| Document Date | Author | Document Category and Type | File Name | Related To |
|---------------|-----------------|--|--|---|
| 11/07/2023 | Liberty Lawyers | Additional document - Other | DUMMY DOCUMENT - EARNING PURPOSES (9).docx | M153/23-12-1, Sender: Liberty Lawyers - Recipient: |
| 9/03/2023 | Portal | Electronic Application Form - Sealed Form M12 - Damages assessment | 230309-000323.pdf | M153/23-12-1, Sender: Portal - Recipient: |
| 9/03/2023 | Portal | Electronic Application Form - Sealed Motor Accident Reply | 230309-000324.pdf | M153/23-12-1, Sender: Portal - Recipient: |
| 9/03/2023 | Lola Level | Application - Claims assessment - bundle | claims bundle.pdf | M153/23-12-1, 09/03/2023: Form M12 - Damages assessment |

Diary page

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

If you need to attend, your name will be listed in the **Attendees** column. You will also receive an email with the **Venue** details.



Lodge a new application

Overview



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

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

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

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

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

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

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

What application forms can be submitted?

Forms and schemes

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

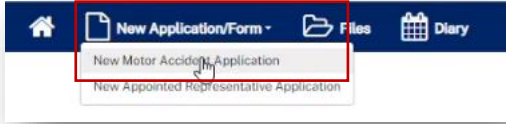
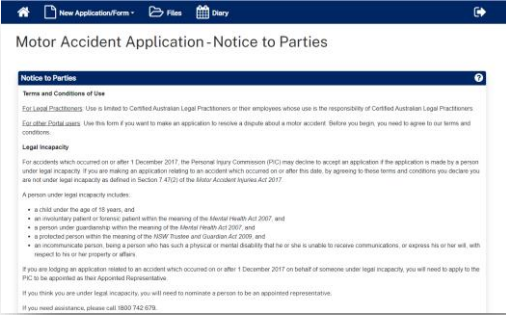
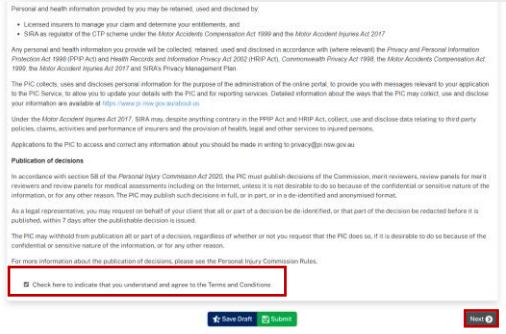
Application forms that can be submitted by parties via Pathway Portal are:

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

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

How to lodge a new application

In the following example, the Claimant Max Rice is lodging a New Motor Accident Application.

| Instruction | Page |
|---|---|
| <p><i>New Application Form</i></p> <ol style="list-style-type: none"> 1. Click on the New Application Form and select New Motor Accident Application. <p>➤ The Motor Accident Application – Notice to Parties page displays.</p> |  <p>The screenshot shows a navigation menu with a blue header. The 'New Application/Form' dropdown menu is open, showing three options: 'New Motor Accident Application' (highlighted with a red box and a mouse cursor), 'New Appointed Representative Application', and 'Files'. Other menu items include 'Diary' and a home icon.</p> |
| <p><i>Motor Accident Application – Notice to Parties</i></p> <ol style="list-style-type: none"> 2. Click the check box to indicate that you understand and agree to the Terms and Conditions. 3. Click Next. <p>➤ The Motor Accident Application - Claim Details page displays.</p> |  <p>The screenshot shows the 'Motor Accident Application - Notice to Parties' page. It contains sections for 'Terms and Conditions of Use', 'Legal Incapacity', and 'Publication of decisions'. A red box highlights a checkbox at the bottom of the page with the text: 'Check here to indicate that you understand and agree to the Terms and Conditions'. Below the checkbox are 'Save Draft' and 'Next' buttons.</p> |
| |  <p>The screenshot shows the 'Motor Accident Application - Claim Details' page. It contains sections for 'Personal and health information provided to you may be released, used and disclosed by', 'Publication of decisions', and 'For more information about the publication of decisions, please see the Personal Injury Commission Rules'. A red box highlights a checkbox at the bottom of the page with the text: 'Check here to indicate that you understand and agree to the Terms and Conditions'. Below the checkbox are 'Save Draft' and 'Next' buttons.</p> |

Motor Accident Application - Claim Details

4. Complete the details as follows:

- **Date of Accident** – Type in the date or select the date from the calendar.

Note: The **Date of Accident** determines the Scheme and the application forms available for selection.

- **Claimant Date of Birth** – Type in the date or select the date from the calendar.
- **Claimant Surname** – Type in your last name.
- **Who is the claim against?** - Select either: An Insurer, A Corporation or An Individual.

Note: Depending on who the claim is against will determine the additional fields that you are required to complete.

- **Which Insurer is managing the Claim?** – Select the Insurer from the drop-down menu (If Insurer has been selected in previous question).
- **Insurer not listed** - If the Insurer is not listed or is an Interstate Insurer, tick this box and enter the Insurer's details on the subsequent page.
- **Enter the claim number** – Type in the claim number.
- **Location of Accident** – If it is a valid claim number the accident location will automatically be populated. If there is no match, you can manually type in the location.

Motor Accident Application - Claim Details

PLEASE NOTE: If this claim is against a corporation or individual, enter a reference number or 'not applicable' for the claim number. If the insurer is not listed, you can enter the details on the third page of the application under 'insurer details'.

Date of Accident* 1/05/2023 Claimant Date of Birth* 9/09/2002 Claimant Surname* Smithers

Which Insurer is managing the Claim? Umbrella Insurance Insurer not listed

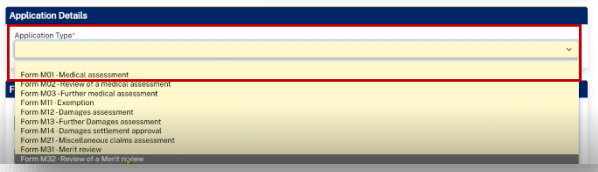



Enter the claim number* 9030056230 The claim has been found. Proceed without matched claim

Please review the claim details entered and correct any errors. If the details are correct, select the "Proceed without matched claim" checkbox to continue with the application.

Location of Accident* Homeby

Matching the claim number to the Universal Claims Database

- The claim number is checked against the **Universal Claims Database (UCD)** and confirms if it is a valid claim number, it will show **The claim has been found** in green.
- If the Claim has not been found, it will display in red. You should check the Claim number again and make sure that it is correct.
- If you are satisfied that it is correct, there will be another check box that you can tick **Proceed without matched claim**.

| Instruction | Page |
|--|--|
| <p><i>Application Details</i></p> <p>5. Complete the following:</p> <ul style="list-style-type: none"> • Application Type – Select from the drop-down menu. <p>➤ The Matters in Dispute page displays.</p> |  |
| <p><i>Matters in Dispute</i></p> <p>6. Select the relevant disputes.</p> |  |
| <p><i>Filed By</i></p> <p>7. Filed by Name – Type in your name.</p> <p>8. Filed by Party – Select one of the following:</p> <ul style="list-style-type: none"> • Claimant - if you are lodging the application for yourself • Claimant Personal Representative - if you are lodging for someone else • Claimant Appointed Representative - if you have already lodged an Appointed Representative application. |  |
| <p><i>Legal Incapacity</i></p> <p>9. Read the Legal Incapacity questions and select the appropriate response.</p> <p>10. If you, or the person you are submitting the application for, are under legal incapacity, an Appointed Representative application needs to be submitted first.</p> <p>11. Click Next.</p> <p>➤ The Claimant Details page displays.</p> |  |
| <p>Note: If you selected Yes to the first question - Is the Claimant under legal incapacity? and then selected No to – Has the Commission appointed to an Appointed Representative previously? You won't be able to continue with the application because you need to lodge an Appointed Representative application first.</p> | |

Claimant Details

12. Complete the **Claimant Details** as follows:

- **Surname** – Type in the claimant’s last name.
- **Given Name(s)** – Type in the claimant’s first and second names.
- **Title** – Select the Title from the drop-down menu.
- **Date of Birth** – Type in the Date of Birth or select the date from the calendar.
- **DX Address** – Check the box if the address is a DX address.
- **Address** – Type in the relevant fields.
- **International Address** – Tick if applicable.
- **Same as Postal Address** - Tick if the Residential address is the same as the Postal Address.

- **Teleconference Phone Number** – Type in the claimant’s best contact phone number.
- **Mobile Phone** – Type in the mobile phone number.
- **SMS Tick box** – Untick if you do not to receive SMS reminders of appointments.
- **Email** – Type in the claimant’s email address.

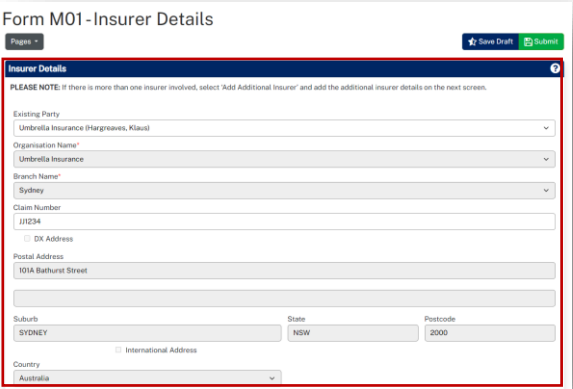
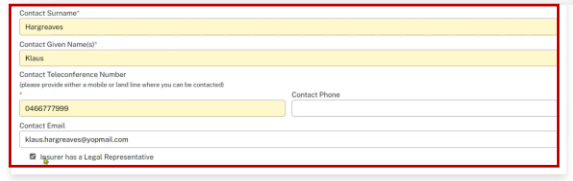
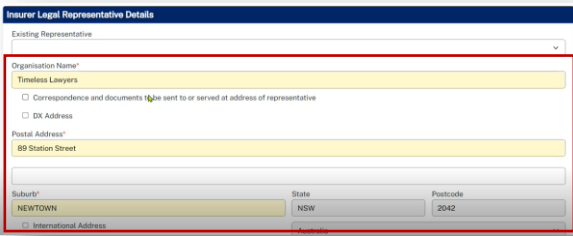
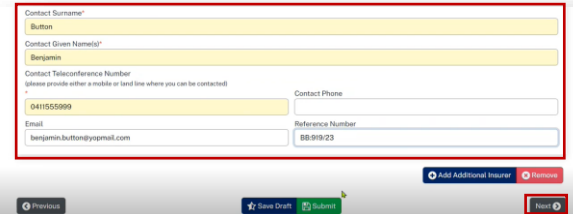
Interpreter

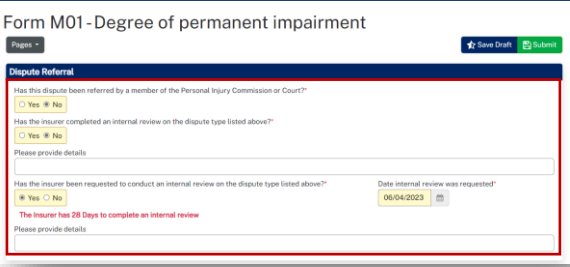
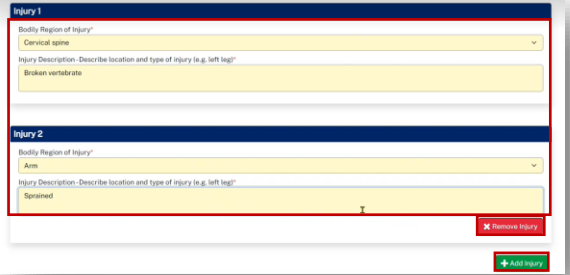
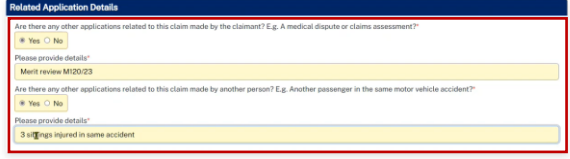
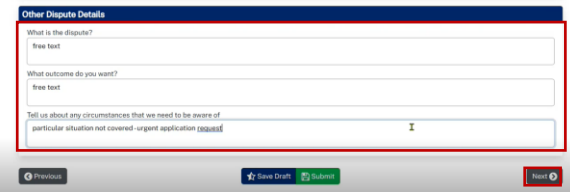
13. Complete the details as follows:

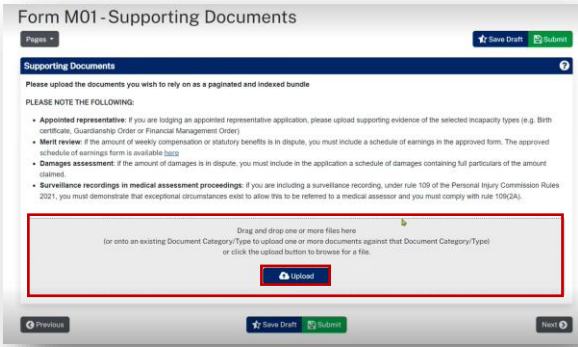
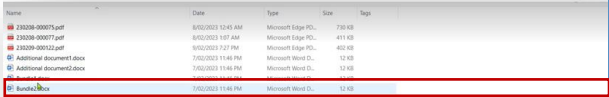
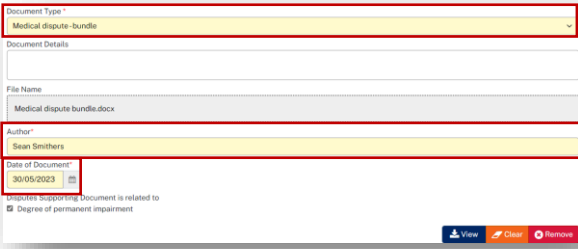

- **Interpreter Required** – Select if the claimant requires an Interpreter.
- **Language of Interpreter** – Select the language from the drop-down menu.
- **Individual has a disability** – Select if applicable.
- **Claimant has a Legal Representative** – Leave unticked as you are self-representing.

14. Click **Next**.

- The **Insurer Details** page displays.

| Instruction | Page |
|--|--|
| <p><i>Form M01- Insurer Details</i></p> <p>15. These details will auto populate if the Insurer was selected on the first page.</p> |  |
| <p><i>Insurer Details continued</i></p> <p>16. Complete the details as follows:</p> <ul style="list-style-type: none"> • Scroll down and add the Contact details if there is a particular contact for this Insurer and claim. • Tick the box if the Insurer has a Legal Representative. |  |
| <ul style="list-style-type: none"> • Add in the Insurer Legal Representative Details name and address details. |  |
| <ul style="list-style-type: none"> • Add in the Insurer Legal Representative contact details. <p>Note: You can Add Additional Insurer if there is more than one Insurer involved in this Matter.</p> <p>17. Click Next.</p> <ul style="list-style-type: none"> ➤ The Degree of Permanent Impairment page displays in this example. The content and questions on the next page will vary depending on the application type and the dispute (s) selected earlier. |  |

| Instruction | Page |
|---|--|
| <p><i>Degree of Permanent Impairment</i></p> <p><i>Dispute Referral</i></p> <p>18. Select Yes/No to the questions.</p> |  |
| <p><i>Injury 1</i></p> <p>19. Complete the details as follows:</p> <ul style="list-style-type: none"> • Add the details of Injury 1. • Click Add Injury to add another injury. • Click Remove injury to remove an injury from the page. |  |
| <p><i>Related Application Details</i></p> <p>20. Add in any Related Application Details if applicable.</p> |  |
| <p><i>Other Dispute Details</i></p> <p>21. Add in any Other Dispute Details that will assist with your application.</p> <p>22. Click Next.</p> <p>➤ The Supporting Documents page displays.</p> |  |

| Instruction | Page |
|---|--|
| <p><i>Supporting Documents</i></p> <p>The Supporting Documents page provides information about what you need to lodge for certain application types.</p> <p>Note: Supporting evidence is to be submitted as a single indexed and paginated bundle.</p> <p>23. Click Upload or drag and drop the documents onto the page.</p> |  |
| <p><i>What are the document requirements?</i></p> <p>24. Select the document and click Open.</p> | <p>See Appendix A – Document requirements for information on the acceptable file types and document requirements.</p>  |
| <p>25. Add in the Document Details:</p> <ul style="list-style-type: none"> • Document Type – Select from the drop-down menu. If a bundle is uploaded, select the application type – bundle as the document type, e.g., Medical dispute - bundle. • Author – Type in your name. • Date of Document – Type in the date of upload or select the date from the calendar. |  |
| <p>26. Add another document if required.</p> <p>27. Click Next.</p> <p>28. The Certification and Signature page displays.</p> |  |

Instruction

Page

Form M01 – Certification and Signature

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

Save Draft

29. 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**.

Form M01 - Certification and Signature

| Matter Number | Date Created | Application Type | Claimant/Member Name | Status | Last Updated | Expiry On |
|---------------|--------------|-------------------------------|----------------------|--------|--------------|------------|
| 12345-67890 | 20/10/2023 | Form M01 - Medical assessment | Andrew, Ivan | Draft | 20/10/2023 | 04/02/2024 |

- **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.

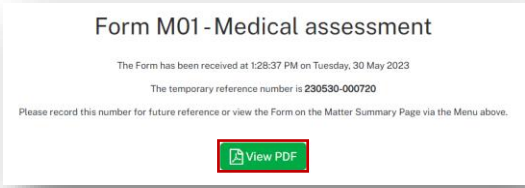
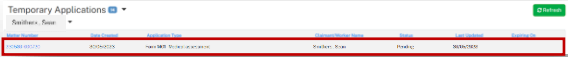
Form M01 - Notice to Parties

Submit

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

Form M01 - Certification and Signature

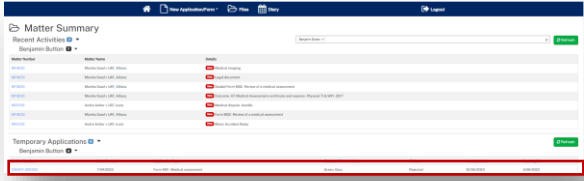

Once you have submitted the application, it will go to the **Commission Registry** as a **Temporary Application**, and it will appear on your **Temporary Applications List**.

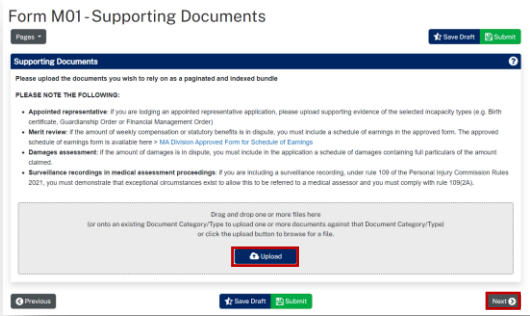

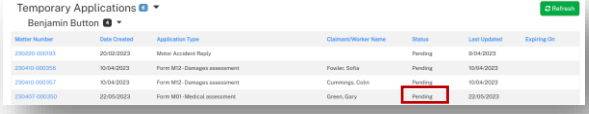
| Instruction | Page |
|---|--|
| <p><i>Form M01 - Medical Assessment</i></p> <p>31. Click View PDF to view and download the application.</p> |  |
| <p><i>Temporary Applications</i></p> <p>32. Go to Files and Temporary Applications to see the temporary application. You can download the PDF by clicking 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> |  |

What happens next?

- The next step of the process is that the Commission will review and check the application and register it.
- The registered 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>5. 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> |  <table border="1"> <thead> <tr> <th>Meter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>230220-001913</td> <td>20/10/2023</td> <td>Motor Accident Reply</td> <td></td> <td>Pending</td> <td>0/04/2023</td> <td></td> </tr> <tr> <td>230410-001355</td> <td>10/04/2023</td> <td>Form M02 - Damages assessment</td> <td>Fowler, Sofia</td> <td>Pending</td> <td>10/04/2023</td> <td></td> </tr> <tr> <td>230410-001367</td> <td>10/04/2023</td> <td>Form M02 - Damages assessment</td> <td>Cummings, Colin</td> <td>Pending</td> <td>10/04/2023</td> <td></td> </tr> <tr> <td>230407-001300</td> <td>22/05/2023</td> <td>Form M01 - Medical assessment</td> <td>Green, Gary</td> <td>Pending</td> <td>22/05/2023</td> <td></td> </tr> </tbody> </table> | Meter Number | Date Created | Application Type | Claimant/Worker Name | Status | Last Updated | Expiring On | 230220-001913 | 20/10/2023 | Motor Accident Reply | | Pending | 0/04/2023 | | 230410-001355 | 10/04/2023 | Form M02 - Damages assessment | Fowler, Sofia | Pending | 10/04/2023 | | 230410-001367 | 10/04/2023 | Form M02 - Damages assessment | Cummings, Colin | Pending | 10/04/2023 | | 230407-001300 | 22/05/2023 | Form M01 - Medical assessment | Green, Gary | Pending | 22/05/2023 | |
| Meter Number | Date Created | Application Type | Claimant/Worker Name | Status | Last Updated | Expiring On | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 230220-001913 | 20/10/2023 | Motor Accident Reply | | Pending | 0/04/2023 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 230410-001355 | 10/04/2023 | Form M02 - Damages assessment | Fowler, Sofia | Pending | 10/04/2023 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 230410-001367 | 10/04/2023 | Form M02 - Damages assessment | Cummings, Colin | Pending | 10/04/2023 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 230407-001300 | 22/05/2023 | Form M01 - Medical assessment | Green, Gary | Pending | 22/05/2023 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Replies

How to complete a Reply – Respondent



A reply request arrives as **Unassigned** in Pathway Portal and must be assigned to you.

Once a **Reply Request** is assigned, you will be able to view it in the **My Reply Requests** to action.

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

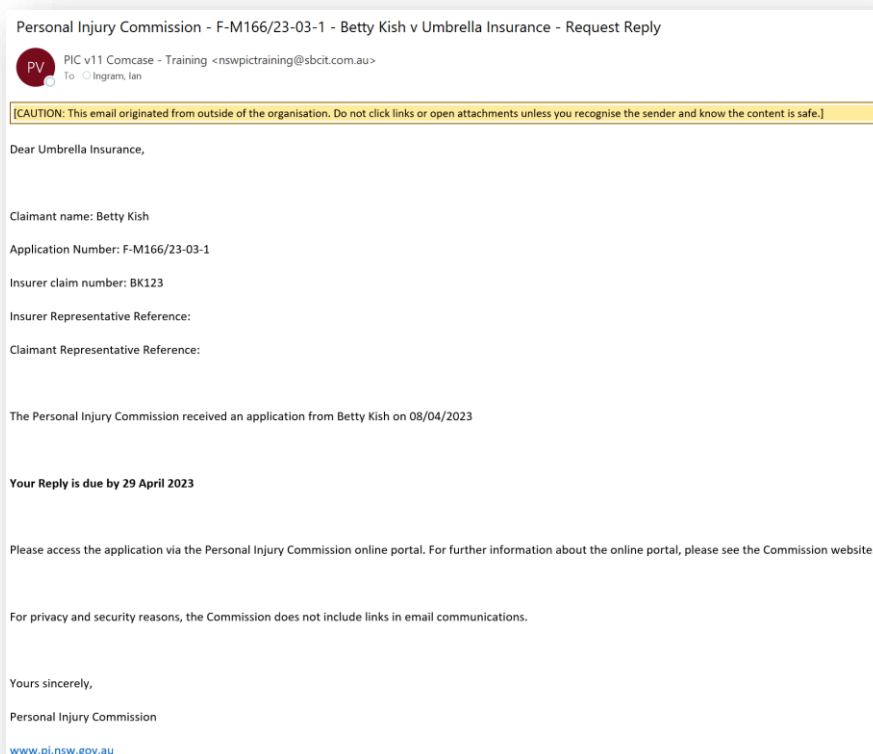
- Displays in the **Temporary Applications** section of Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept


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

Reply Request Notification

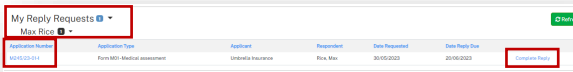
When a reply has been requested you will receive an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.

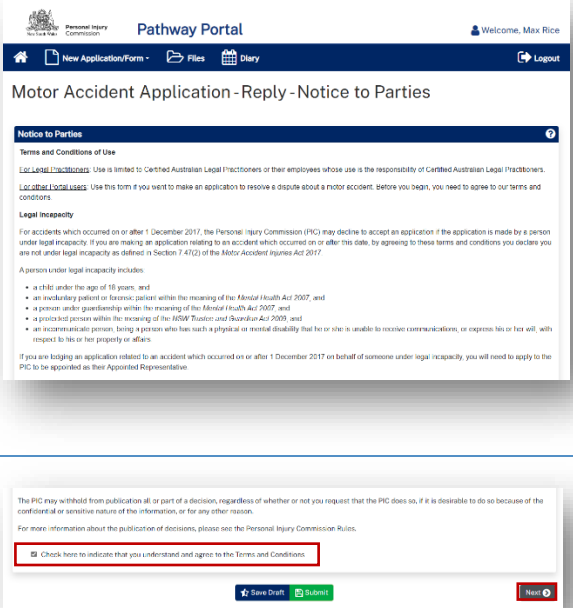
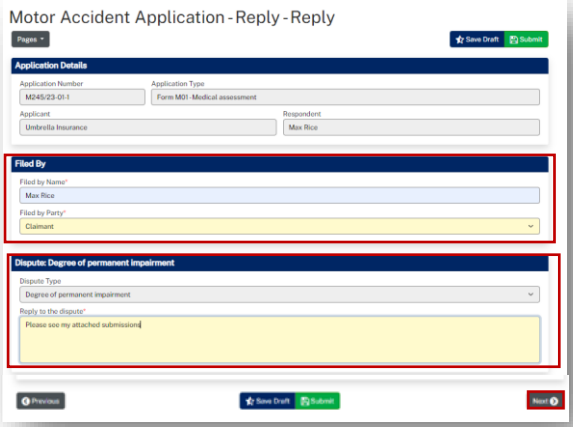


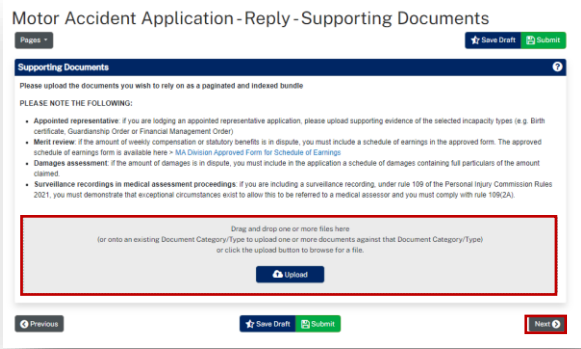
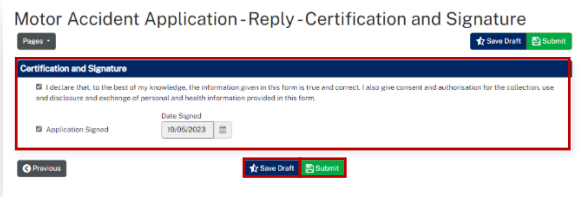
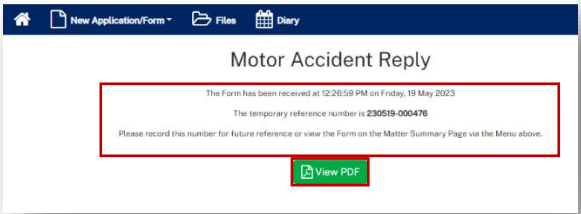
How to Assign the Reply Request

| Instruction | Page |
|--|--|
| <p>Unassigned Reply Requests must be assigned to you.</p> <ol style="list-style-type: none"> To assign a Reply Request, complete the following: <ul style="list-style-type: none"> Tick Assign box Select your name from the Assign To drop down menu Click Assign. <p>Note: Be mindful of the Date Reply Due.</p> |  |

How to complete a Reply

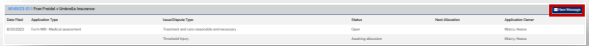
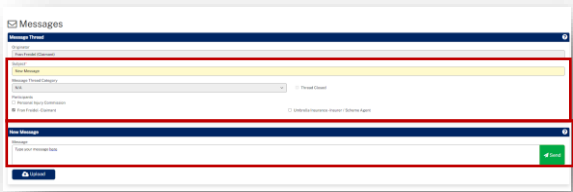
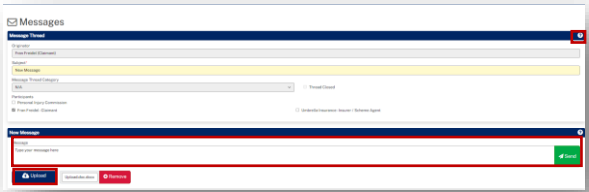
| Instruction | Page |
|---|--|
| <p>My Reply Requests are your assigned Reply Requests</p> <ol style="list-style-type: none"> To respond to the reply request, complete the following: <ul style="list-style-type: none"> Click the blue application number link and review the Matter Details, including the parties, application form and supporting documents. When ready, click Complete Reply to reply from either the Matter Summary page or the Matter Details page. <p>➤ This will generate the Motor Accident Application – Reply form which you need to complete and submit.</p> <p>Note: Be mindful of the Date Reply Due</p> |  |

| Instruction | Page |
|--|--|
| <p>2. Complete the Notice to Parties – check that you understand and agree to the terms and conditions and click Next.</p> |  |
| <p>3. Enter the Filed by Name, Filed by Party, and the reply to the dispute. If more than one dispute is listed, enter a reply to each dispute.</p> <p>4. Click Next.</p> |  |
| <p>5. Complete the Claimant Details page.</p> <p>6. Click Next.</p> |  |

| Instruction | Page |
|--|--|
| <p>7. Upload supporting documents for the Reply, complete the Document Details and click Next.</p> <p>Note: Supporting documents must be submitted as a single indexed and paginated bundle.</p> |  |
| <p>8. Sign and date the application – Submit if ready or Save Draft if you need to review the reply before it is submitted.</p> |  |
| <p>➤ Here you can see confirmation that the Reply has been submitted.</p> |  |

Messages

How to send a message

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

How to view messages

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

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

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

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

| Application | Category | Subject | Sender | Date/Time Sent |
|---|------------|---|----------------|-------------------|
| M20006/23 64.1-Form M64- Special Assessment | For Action | New Message to Claimant for Stood Over claim | Priyanka Singh | 9/06/2023 9:56 AM |
| M20006/23 64.1-Form M64- Special Assessment | For Action | Msg02 to Claimant | Priyanka Singh | 9/06/2023 9:52 AM |
| M20006/23 64.1-Form M64- Special Assessment | For Action | Message01 to Claimant | Mohan Dattchan | 9/06/2023 9:50 AM |

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

Callout 2 (left): Category for incoming messages will be:

- For Action
- For Noting
- For Review

N/A Category indicates thread was initiated by you

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

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

How to respond to messages

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

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


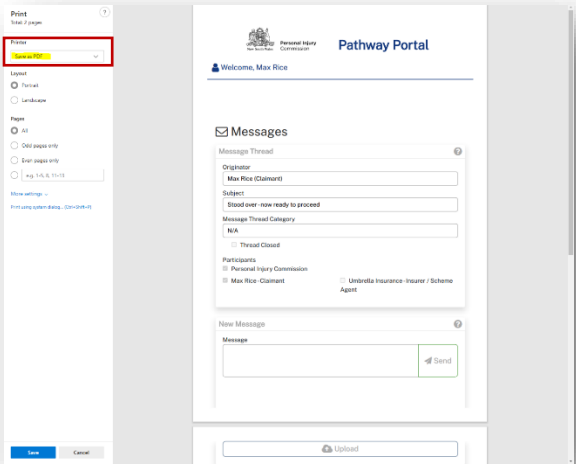
The screenshot displays the Pathway Portal interface. At the top, there is a header with the logo, 'Personal Injury Commission', 'Pathway Portal', and a user greeting 'Welcome, Max Rice'. Below the header is a navigation bar with icons for 'Home', 'New Application/Form', 'Files', 'Diary', and 'Logout'. The main content area is titled 'Messages' and contains two sections:

- Message Thread:** This section shows a message from 'Sophie Jones (Personal Injury Commission)'. It includes fields for 'Originator', 'Subject', and 'Response needed'. Below these is a 'Message Thread Category' dropdown menu set to 'For Action' and a 'Thread Closed' checkbox. The 'Participants' list includes 'Personal Injury Commission' and 'Max Rice - Claimant'.
- New Message:** This section features a text input field with the placeholder 'Response is typed here' and a green 'Send' button. Below the input field is an 'Upload' button.

At the bottom of the screenshot, a message header is visible: 'Message: Sophie Jones (Personal Injury Commission) - 5/05/2023 3:50:23 PM'. Below this header are three fields: 'Sent on Behalf Of' (Sophie Jones (Personal Injury Commission)), 'Sender' (Sophie Jones), and 'Date/Time Sent' (5/05/2023 3:50:23 PM). A red envelope icon is located in the bottom right corner of this section.

How to download and save messages

To download and save messages from Pathway Portal, you can Print screen and save to PDF.

| Instruction | Page |
|---|---|
| <p>1. In this application, there are 3 message threads:</p> |  |
| <p>2. Open one thread, then right click on the screen and select Print.</p> <p>3. In the Printer field (left hand panel) select Save as PDF and save to a convenient location.</p> <p>Note: This will save the whole message thread as a PDF.</p> |  |
| <p>4. Repeat with all the message threads.</p> | |

Case Management



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

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

Allocation email notification

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

Personal Injury Commission M286/23 Henery Hall - Medical examination on 24/08/2023 at 1:00PM

PIC v11 Comcase - UAT <nswpicuat@sbcit.com.au>
To: Henery Hall

calendar.ics
3 KB

[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.]

Dear Henery Hall,

The Commission has Booked the following appointment:

Matter Details:
Matter Number: M286/23
Insurer claim number: 360005507201

Claimant: Henery Hall
Interpreter Required: Not Required
Legal Representative: Alloy Lawyers Ltd.

Insurer / Scheme Agent Details:
Insurer / Scheme Agent Name: UAT_QBE

Appointment Details:
Decision Maker: Alfred Pena
Type of Appointment: Medical examination
Appointment Date and Start Time: 24/08/2023 1:00PM
Duration: 1 hour
Location Type: Venue
Attendees: Henery Hall (Claimant)

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.

Microsoft Outlook
Add this Internet Calendar to Outlook?
You should only open calendars from sources you know and trust.
Attachment "calendar.ics" from "Personal Injury Commission M286/23 Henery Hall - Medical examination on 24/08/2023 at 1:00PM"

How to view allocation details

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

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

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

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

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

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

Decision Maker is the member or medical assessor

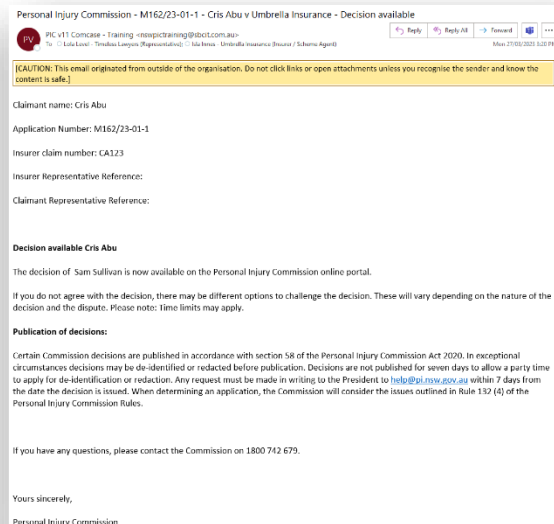
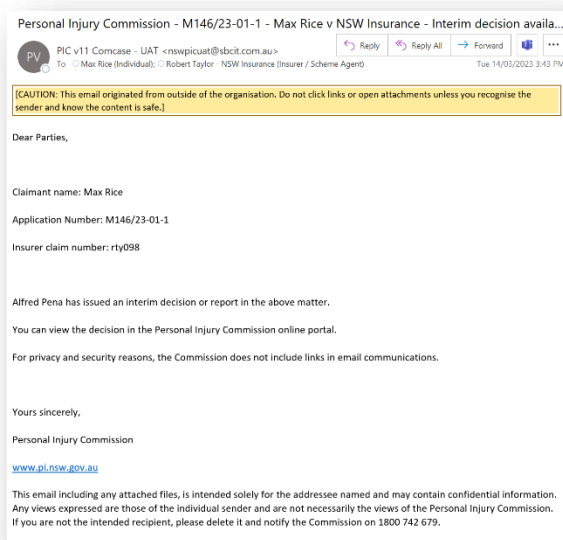
Assess and Decide



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

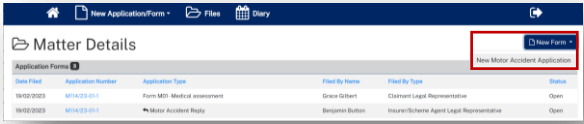


- Seals the outcome document
- Sends the Legal Representative(s) and Unrepresented parties an email notification that the decision is available on Pathway Portal.

Decision available email notification



How to lodge an application for a Review

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

| Instruction | Page | | | | | | | | | | | | | | | | | | |
|--|--|-----------------------------|--------------------|---|---------------|---------------|--------|------------|------------|-----------------------------|---------------|-------------------------------|------|------------|------------|----------------------|-----------------|---|------|
| <p>To lodge a review, complete the following:</p> <ol style="list-style-type: none">1. From the original Matter Details, click New Form in top right corner and select New Motor Accidents Application. <p>This allows the claimant, insurer and legal representative details to auto-populate if you select their names from drop-down list.</p> |  <p>The screenshot shows the 'Matter Details' page in the Pathway Portal. At the top right, there is a 'New Form' button. A dropdown menu is open, showing 'New Motor Accidents Application' as the selected option. Below this is a table of application forms.</p> <table border="1"><thead><tr><th>See File</th><th>Application Number</th><th>Application Type</th><th>Filed By Name</th><th>Filed By Type</th><th>Status</th></tr></thead><tbody><tr><td>16/02/2023</td><td>M71423-011</td><td>Form M71 Medical assessment</td><td>Grace Gilbert</td><td>Claimant Legal Representative</td><td>Open</td></tr><tr><td>16/02/2023</td><td>M71423-011</td><td>Motor Accident Reply</td><td>Benjamin Button</td><td>Insurer/Scheme Agent Legal Representative</td><td>Open</td></tr></tbody></table> | See File | Application Number | Application Type | Filed By Name | Filed By Type | Status | 16/02/2023 | M71423-011 | Form M71 Medical assessment | Grace Gilbert | Claimant Legal Representative | Open | 16/02/2023 | M71423-011 | Motor Accident Reply | Benjamin Button | Insurer/Scheme Agent Legal Representative | Open |
| See File | Application Number | Application Type | Filed By Name | Filed By Type | Status | | | | | | | | | | | | | | |
| 16/02/2023 | M71423-011 | Form M71 Medical assessment | Grace Gilbert | Claimant Legal Representative | Open | | | | | | | | | | | | | | |
| 16/02/2023 | M71423-011 | Motor Accident Reply | Benjamin Button | Insurer/Scheme Agent Legal Representative | Open | | | | | | | | | | | | | | |
| <p><i>Notice to Parties</i></p> <ol style="list-style-type: none">2. Read the Terms and Conditions and scroll to the bottom and tick to agree to the Terms and Conditions.3. Click Next. <p>➤ The Claim Details page displays.</p> |  <p>The screenshot shows the 'Motor Accident Application - Notice to Parties' page. It includes a 'Notice to Parties' section with 'Terms and Conditions of Use'. At the bottom, there is a checkbox labeled 'Check here to indicate that you understand and agree to the Terms and Conditions', which is highlighted with a red box. Below the checkbox are 'Save Draft' and 'Submit' buttons, and a 'Next' button with a question mark icon.</p>  <p>The screenshot shows a close-up of the checkbox area. The text reads: 'Check here to indicate that you understand and agree to the Terms and Conditions'. The checkbox is currently unchecked. Below it are 'Save Draft' and 'Submit' buttons, and a 'Next' button with a question mark icon.</p> | | | | | | | | | | | | | | | | | | |

Instruction

Page

Claim Details

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

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

This example selects M02 – Review of medical assessment

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

5. Click **Next**.

6. The **Claimant Details** page displays.

Motor Accident Application - Claim Details

Claimant Details

7. Populate the **Claimant Details** page. (Select Existing Party to auto-populate the details)

8. When done click **Next**.

➤ The **Insurer Details** page displays.

Form M02 - Claimant Details

Insurer Details

9. Populate the **Insurer Details** page.

10. Populate **Insurer Legal Representative** details if required.

11. Click **Next**.

➤ The **Panel Review of a single medical assessment** page displays.

Form M02 - Insurer Details

Instruction

Page

Form M02 – Panel Review of single medical assessment

12. Complete the details as follows:

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

13. Click **Next**.

14. The **Supporting Documents** page displays.

Form M02 - Panel Review of single medical assessment

Pages

Save Draft Submit

Previous Decision

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

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

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

Was a confirmed certificate issued?* Yes No

Are you lodging this review application outside the statutory time period?* Yes No

What is the error made by the Decision Maker?*
Need to consider...

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

It is material because...

Other Circumstances

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

Notes: []

Previous Save Draft Submit Next

Supporting Documents

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

16. Click **Next**

17. The **Certification and Signature** page displays.

Form M02 - Supporting Documents

Pages

Save Draft Submit

Supporting Documents

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

PLEASE NOTE THE FOLLOWING:

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

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

Upload

Previous Save Draft Submit Next

Certification and Signature

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

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

20. Click **Submit**.

Form M02 - Certification and Signature

Pages

Save Draft Submit

Certification and Signature

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

Application Signed Date Signed 14/03/2023

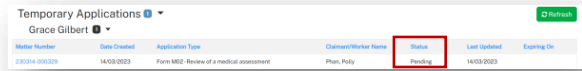
Previous Save Draft Submit

Instruction

What happens after Submit?

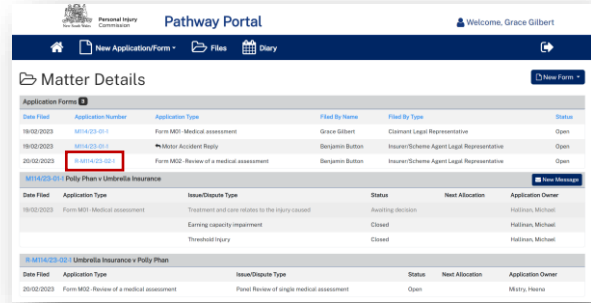
The Review **Temporary Application** displays with a **Status** of **Pending** until it is registered by the Commission.

Page



| Matter Number | Date Created | Application Type | Claimant/Worker Name | Status | Last Updated | Expiring On |
|---------------|--------------|---|----------------------|---------|--------------|-------------|
| 23014-00029 | 14/03/2023 | Form M02 - Review of a medical assessment | Phan, Polly | Pending | 14/03/2023 | |

Once the application is registered it displays within the matter details for the originating dispute and has matter number prefixed with **R.**



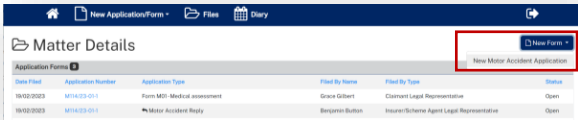
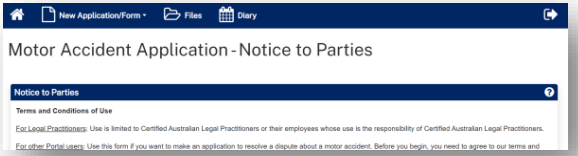
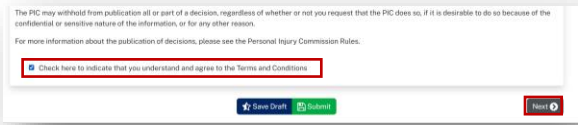
| Date Filed | Application Number | Application Type | Filed By Name | Filed By Type | Status |
|------------|--------------------|---|-----------------|---|--------|
| 18/02/2023 | M14/23-01 | Form M01 - Medical assessment | Grace Gilbert | Claimant Legal Representative | Open |
| 18/02/2023 | M14/23-01 | Minor Accident Reply | Benjamin Button | Insurer/Scheme Agent Legal Representative | Open |
| 20/02/2023 | R M14/23-01 | Form M02 - Review of a medical assessment | Benjamin Button | Insurer/Scheme Agent Legal Representative | Open |

| Date Filed | Application Type | Issue/Dispute Type | Status | Next Allocation | Application Owner |
|------------|-------------------------------|---|-------------------|-----------------|-------------------|
| 18/02/2023 | Form M01 - Medical assessment | Trauma and care related to the injury claimed | Awaiting Decision | | Hollison, Michael |
| | | Earning capacity requirement | Closed | | Hollison, Michael |
| | | Third party injury | Closed | | Hollison, Michael |

| Date Filed | Application Type | Issue/Dispute Type | Status | Next Allocation | Application Owner |
|------------|---|---|--------|-----------------|-------------------|
| 20/02/2023 | Form M02 - Review of a medical assessment | Panel Review of single medical assessment | Open | | Milly, Heine |

Lodge an application for a Further Assessment

How to lodge an Application for a Further Assessment

| Instruction | Page | | | | | | | | | | | | | | | | | | |
|---|---|-----------------------------|--------------------|---|---------------|---------------|--------|------------|------------|-----------------------------|---------------|------------------------------|------|------------|------------|----------------------|-----------------|---|------|
| <p>If you need to apply for a further assessment for a matter in Pathway Portal, complete the following:</p> <ol style="list-style-type: none">1. In the Matter Details, click New Form in the top right corner and select New Motor Accidents Application. |  <table border="1"><thead><tr><th>Date Filed</th><th>Application Number</th><th>Application Type</th><th>Filed By Name</th><th>Filed By Type</th><th>Status</th></tr></thead><tbody><tr><td>18/02/2023</td><td>M14/23-011</td><td>Form MD- Medical assessment</td><td>Grace Gilbert</td><td>Consent Legal Representative</td><td>Open</td></tr><tr><td>18/02/2023</td><td>M14/23-011</td><td>Motor Accident Reply</td><td>Benjamin Button</td><td>Insurer/Scheme Agent Legal Representative</td><td>Open</td></tr></tbody></table> | Date Filed | Application Number | Application Type | Filed By Name | Filed By Type | Status | 18/02/2023 | M14/23-011 | Form MD- Medical assessment | Grace Gilbert | Consent Legal Representative | Open | 18/02/2023 | M14/23-011 | Motor Accident Reply | Benjamin Button | Insurer/Scheme Agent Legal Representative | Open |
| Date Filed | Application Number | Application Type | Filed By Name | Filed By Type | Status | | | | | | | | | | | | | | |
| 18/02/2023 | M14/23-011 | Form MD- Medical assessment | Grace Gilbert | Consent Legal Representative | Open | | | | | | | | | | | | | | |
| 18/02/2023 | M14/23-011 | Motor Accident Reply | Benjamin Button | Insurer/Scheme Agent Legal Representative | Open | | | | | | | | | | | | | | |
| <p><i>Notice to Parties</i></p> <ol style="list-style-type: none">2. Read the Terms and Conditions.3. Scroll to the bottom and tick to agree to Terms and Conditions and click Next.4. The Motor Accident Application – Claim Details page displays. |  <p>Motor Accident Application - Notice to Parties</p> <p>Notice to Parties</p> <p>Terms and Conditions of Use</p> <p><small>For Legal Practitioners: Use is limited to Certified Australian Legal Practitioners or their employees whose use is the responsibility of Certified Australian Legal Practitioners.</small></p> <p><small>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</small></p> | | | | | | | | | | | | | | | | | | |
| |  <p>The PIC may withhold from publication all or part of a decision, regardless of whether or not you request that the PIC does so, if it is desirable to do so because of the confidential or sensitive nature of the information, or for any other reason.</p> <p>For more information about the publication of decisions, please see the Personal Injury Commission Rules:</p> <p><input checked="" type="checkbox"/> Check here to indicate that you understand and agree to the Terms and Conditions</p> <p>Save Draft Submit Next</p> | | | | | | | | | | | | | | | | | | |

Instruction

Page

Motor Accident Application – Claim Details

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

- Application Type
- Matters in Dispute
- Filed by Party
- Legal incapacity

This example selects M03 – Further medical assessment

6. Click **Next**.

7. The **Claimant Details** page displays.

The screenshot shows the 'Motor Accident Application - Claim Details' form. It includes sections for 'Claim Details', 'Application Details', 'Matters in Dispute', 'Filed By', and 'Legal Incapacity'. The 'Claim Details' section has fields for Date of Accident (4/01/2020), Claimant Date of Birth (1/06/1980), and Claimant Surname (Rice). It also has radio buttons for 'An Insurer' (selected) and 'An Individual', and a dropdown for 'Which Insurer is managing the Claim?' (Umbrella Insurance). The 'Application Details' section has a dropdown for 'Application Type' (Form M03 - Further medical assessment). The 'Matters in Dispute' section has a dropdown (Further medical assessment). The 'Filed By' section has fields for 'Filed by Name' (Max Rice) and 'Filed by Party' (Claimant). The 'Legal Incapacity' section has a question 'Are you any of the following?' with a list of conditions and radio buttons for 'Yes' and 'No'. Navigation buttons 'Previous', 'Save Draft', 'Submit', and 'Next' are visible.

Claimant Details

8. Populate the **Claimant Details** page (Select Existing Party to auto-populate the details)

The screenshot shows the 'Form M03 - Claimant Details' form. It includes a section for 'Claimant Details' with a dropdown for 'Existing Party' (Freidel, Fran), fields for 'Surname' (Freidel) and 'Given Name(s)' (Fran), and a dropdown for 'Title' (Ms). It also has fields for 'Other Title' and 'Date of Birth' (7/07/1997). There are radio buttons for 'DX Address' and a 'Postal Address' field. Navigation buttons 'Previous', 'Save Draft', 'Submit', and 'Next' are visible.

Insurer Details

9. Populate the **Insurer Details** page, including the **Contact Name** details.

10. Populate the **Insurer Legal Representative** details if required.

11. Click **Next**.

12. The **Form M03 – Further medical assessment** page displays if this is the application that was selected.

The screenshot shows the 'Form M03 - Insurer Details' form. It includes a section for 'Insurer Details' with a dropdown for 'Existing Party' (Umbrella Insurance), fields for 'Organisation Name' (Umbrella Insurance) and 'Branch Name' (Sydney). Navigation buttons 'Previous', 'Save Draft', 'Submit', and 'Next' are visible.

Further medical assessment

13. Complete the details as follows:

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

14. Click **Next**.

15. The **Supporting Documents** page displays.

Supporting Documents

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

17. Click **Next**.

18. The **Certification and Signature** page displays.

Certification and Signature

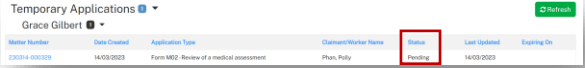

19. **Read** and **tick** the acknowledgments.

Then either:

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

21. Click **Submit**.

What happens after the Further Assessment application has been submitted?



| Instruction | Page |
|--|--|
| <p>The Further Assessment Temporary Application displays with Status of Pending until it is registered by the Commission.</p> |  <p>The screenshot shows a table titled 'Temporary Applications' for user 'Grace Gilbert'. The table has columns: Matter Number, Date Created, Application Type, Claimant/Worker Name, Status, Last Updated, and Expiring On. A single row is visible with '230314-000129' in the Matter Number column, '14/03/2023' in Date Created, 'Form M02 - Review of a medical assessment' in Application Type, 'Phan, Polly' in Claimant/Worker Name, and 'Pending' in the Status column. The 'Status' cell is highlighted with a red box.</p> |
| <p>Once the application is registered it displays within the Matter Details for the originating dispute and has matter number prefixed with F.</p> |  <p>The screenshot shows a table titled 'Active Files' for user 'Benjamin Button'. The table has columns: Date Filed, Application Type, Issue/Dispute Type, Next Allocation Type, Allocation Date, Allocation Time, and Allocation Duration. A single row is visible with '230314-000129' in the Date Filed column, 'Form M02 - Further medical assessment' in Application Type, 'Further medical assessment' in Issue/Dispute Type, and empty cells for the remaining columns. The 'Date Filed' cell is highlighted with a red box.</p> |

Lodge Appointed Representative Application

How to lodge an Appointed Representative Application

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

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

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

Instruction

Page

Form M41 – Claim Details

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

Form M41 – Claimant Details

7. Populate the **Claimant Details** page.
8. Populate **Claimant Legal Representative Details** (as needed).
9. Click **Next**.
- The **Form M41 – Appointed Representative Details** page displays.

Instruction

Page

Form M41 – Appointed Representative Details

- 10. Populate the **Appointed Representative Details**.
- 11. Click **Next**.
- The **Form M41 – Insurer Details** page displays.

Form M41 – Insurer Details

- 12. Populate the **Insurer Details** page.
- 13. Populate the **Insurer Legal Representative Details** (as needed).
- 14. Click **Next**.
- The **Form M41 – Supporting Documents** page displays.

Form M41 – Supporting Documents

- 15. Click the **Link** to download the form for the appointed representative to sign.
- 16. **Drag** the completed form and evidence of legal incapacity e.g., birth certificate into **Supporting Documents** area (or use **Upload**).
- 17. Click **Next**.

Include **Appointed representative form** and incapacity evidence in single indexed and paginated bundle ↔

- The **Form M41 – Certification and Signature** page displays.

Instruction

Page

Form M41 – Certification and Signature

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

Then either:

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

20. Click **Submit**.



What happens after the M41 Application has been submitted?

The Application displays in **Temporary Application** section of **Files** with **Status** of **Pending** until reviewed and registered by the Commission.

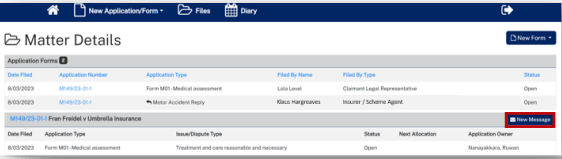
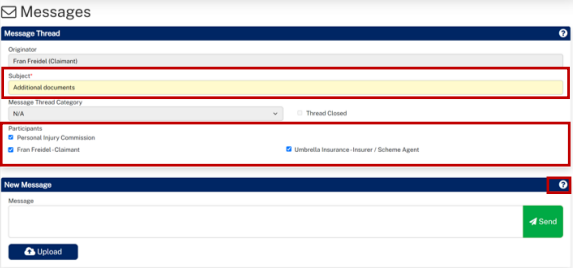
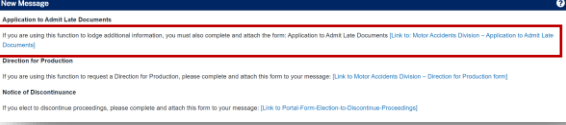
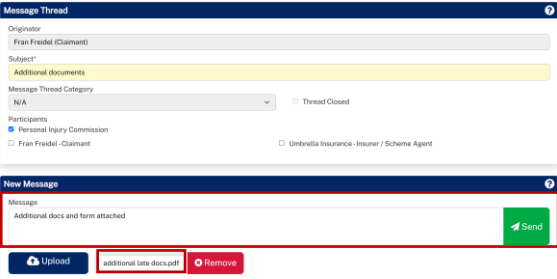
You will be advised when a decision has been made regarding the Appointed Representative application.

Lodge Additional Documents

How to lodge Additional Documents

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

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

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

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

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

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

The screenshot shows the 'Form M12 - Damages assessment' interface. At the top, there are navigation icons for Home, New Application/Form, Files, Diary, and Logout. Below the title, there are 'Pages' and 'Save Draft'/'Submit' buttons. The form is divided into three main sections:

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

What happens next?

If the dispute is referred to Stood Over list:

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

Appendix A – Document requirements

Document requirements to submit with the application are:

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

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

What is the maximum document size?

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

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

Contact the Commission and follow advice.

Appendix B – Glossary of Terms

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

Appendix C – Email Notifications – When and what happens

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

Appendix D – Version Control

| Version | Date | Author | Major changes | Approved by |
|---------|-------------|-----------------|--|--------------------------------------|
| 1.0 | 6 June 2023 | Jacqueline Mead | Initial version | Sophie Jones – Pathway Product Owner |
| 1.1 | 1 Sept 2023 | Pamela Allen | <ul style="list-style-type: none"> Updated most prominent screenshots: Service Provider now called Decision Maker | |

