Personal Injury Commission

New South Wales

Pathway Portal

Claimant User Guide

Contents

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.
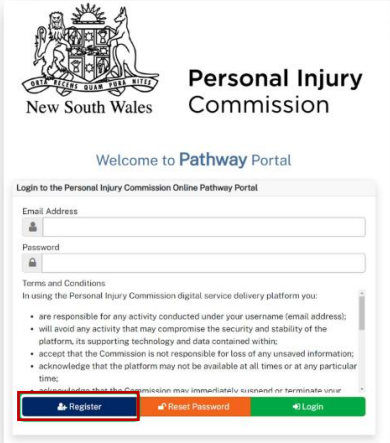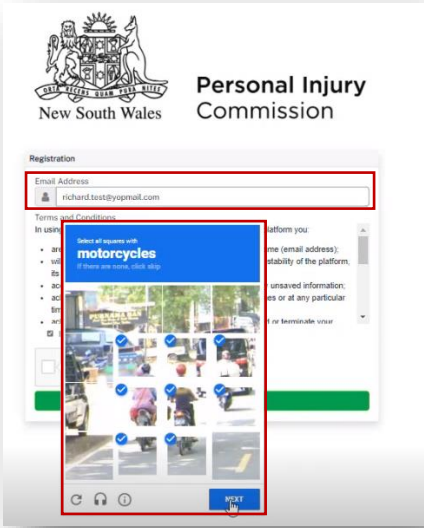
What will the guide cover?

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
Access Pathway Portal • 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. 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 **Select all squares with**… test and click **Next** until the test is completed.	

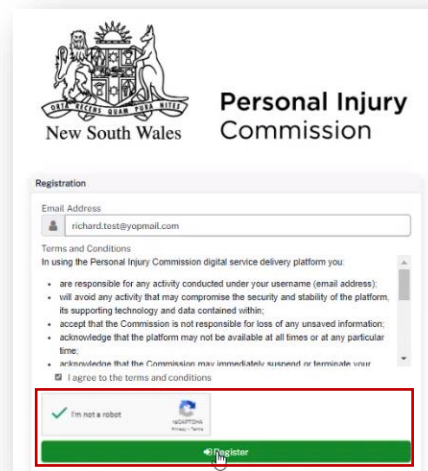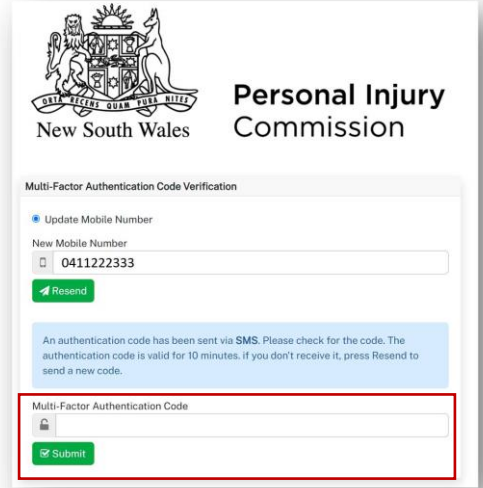| Instruction	Page
Confirm you are not a robot Once the test is completed, you will see the **"I'm not a Robot"** message display. 6. Click **Register**. ➤ You will then receive an email to validate your email address.	
Click Pathway Portal link in email You will receive an email with a link to validate the email address. 7. Click the **Link** in the email.	

Instruction	Page
Update Mobile Number 8. Populate **New Mobile Number** to receive the code and click **Send**.	
Type code 9. Type the **code** sent to your mobile and click **Submit**.	

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**.	

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.	

How to Login to Pathway Portal

Instruction	Page
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**.	
6. Populate the **Multi-Factor Authentication Cod**e 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.
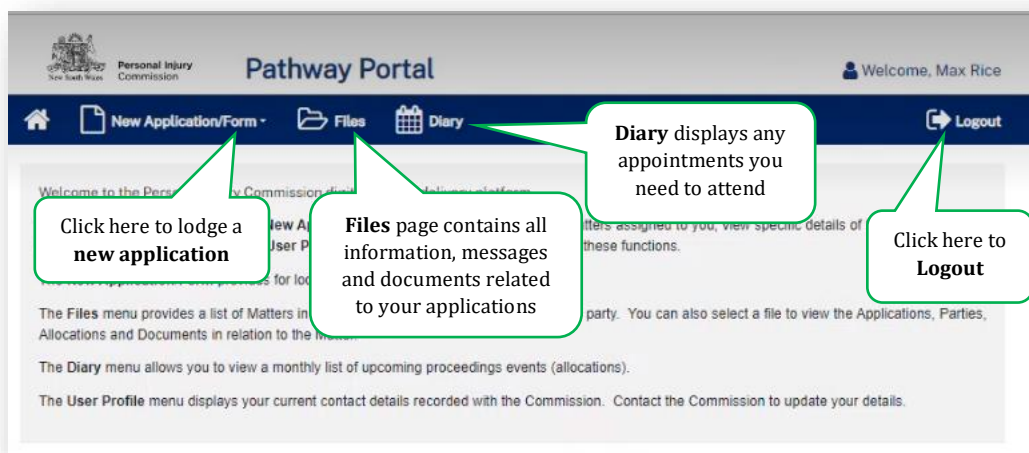
Files page

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.
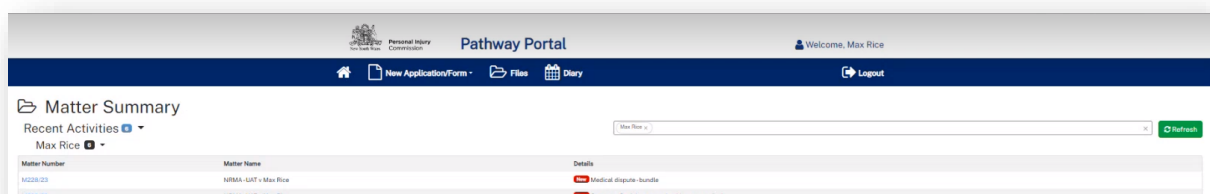
Temporary Applications

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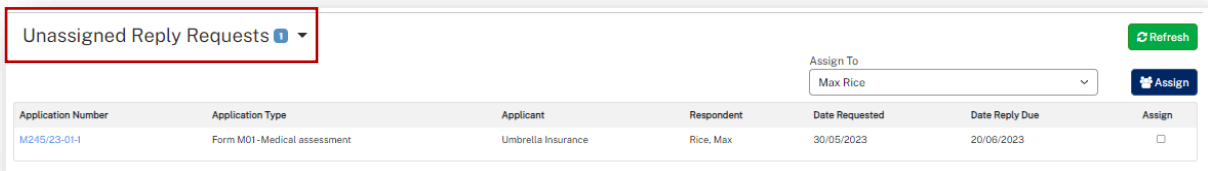
- any applications that you have submitted to the Personal Injury Commission, but have not yet been registered. These have a status of Pending.
- any applications you have saved to finish and submit later. These have a status of Draft.
- any applications that the Commission has rejected and sent back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

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.
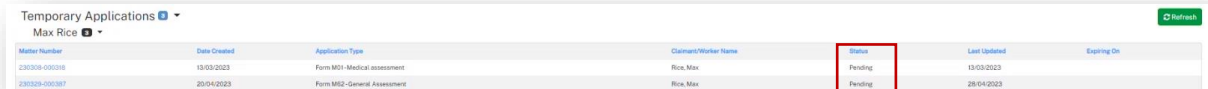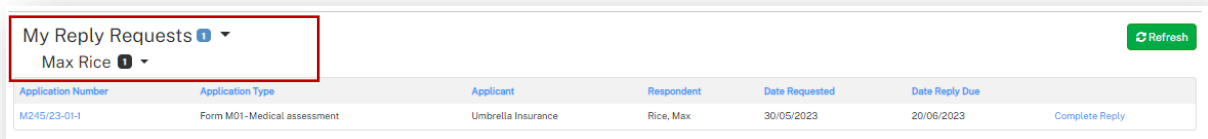

1. To assign the **Reply Request** to yourself, tick the **Assign** checkbox and click **Assign**.
2. Click **Refresh**.

➢ 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**.

Active Files

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

Closed Files

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

Matter Details

To view details for the matter:

1. Locate the **Matter** in **Active Files** and click on the blue matter number hyperlink.
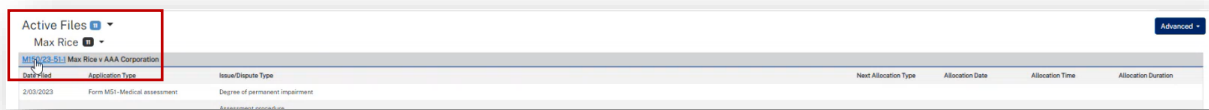
➢ The **Matter Details** page displays.

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 and 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.

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.
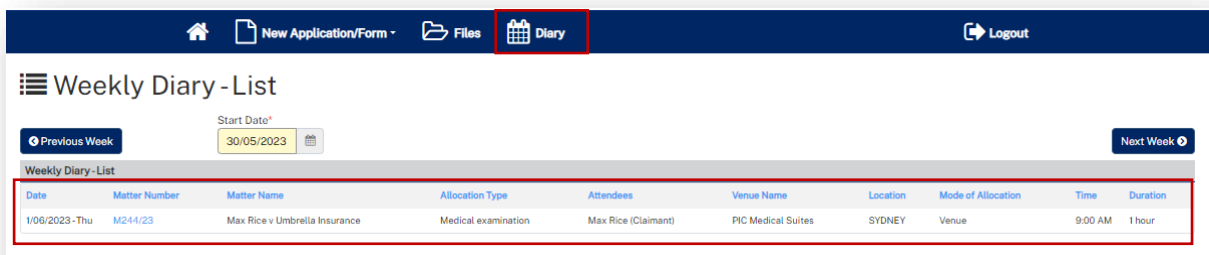
Lodge a new application

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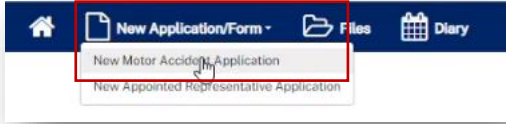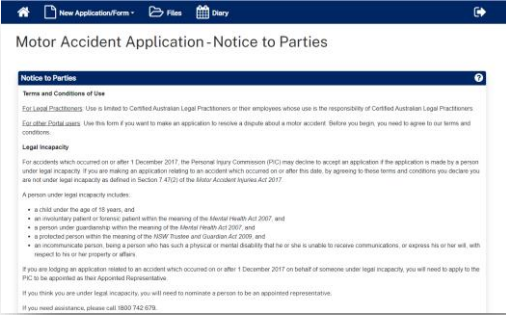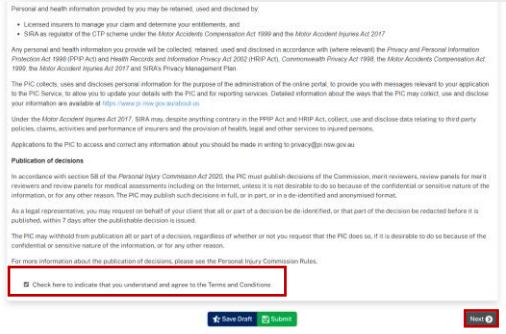
Application forms that can be submitted by parties via Pathway Portal are:

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
New Application Form 1. Click on the **New Application Form** and select **New Motor Accident Application**. ➢ The **Motor Accident Application – Notice to Parties** page displays.	
Motor Accident Application – Notice to Parties 2. Click the **check box** to indicate that you understand and agree to the **Terms and Conditions**. 3. Click **Next**. ➢ The **Motor Accident Application - Claim Details** page displays.	

Instruction	Page

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.	

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
Application Details 5. Complete the following: • **Application Type** – **Select** from the drop-down menu. ➤ The **Matters in Dispute** page displays.	
Matters in Dispute 6. Select the **relevant disputes**.	

Filed By
 	
7. **Filed by Name** – Type in your name.
 	
8. **Filed by Party** – Select one of the following:
 	
   • **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.	

Legal Incapacity 9. **Read** the **Legal Incapacity** questions and select the appropriate response. 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. 11. Click **Next**. ➤ The **Claimant Details** page displays.	

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.

Instruction	Page
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.	
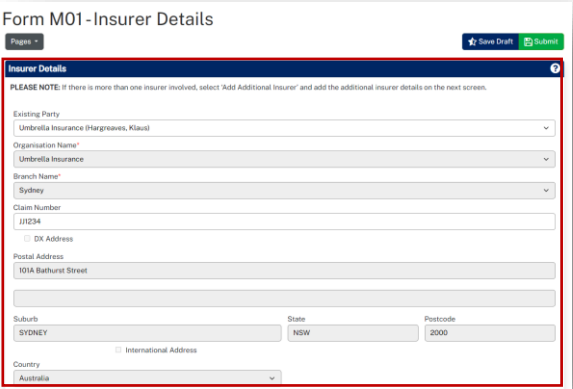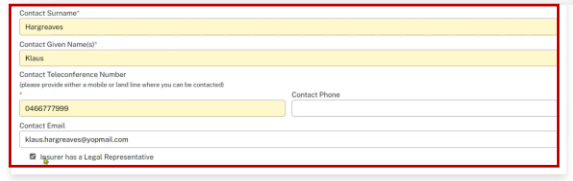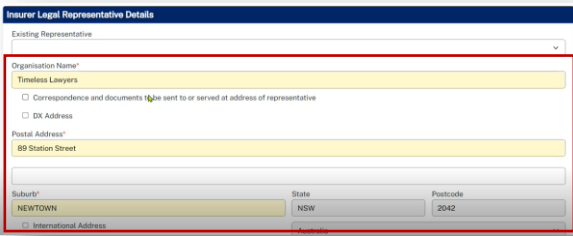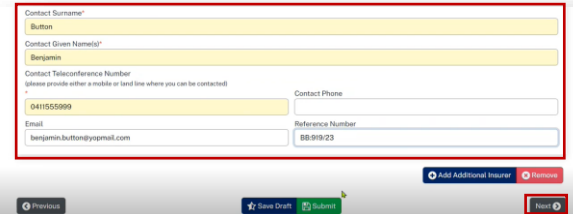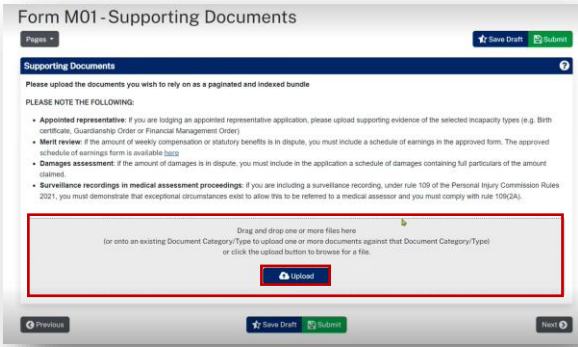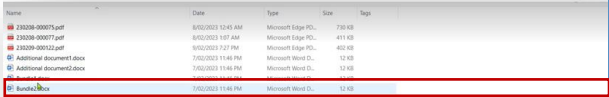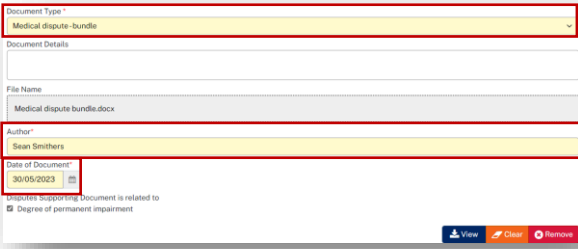
Instruction	Page
Form M01- Insurer Details 15. These details will auto populate if the Insurer was selected on the first page.	
Insurer Details continued 16. Complete the details as follows: • Scroll down and add the **Contact details** if there is a particular contact for this Insurer and claim. • **Tick the box** if the Insurer has a Legal Representative.	
• Add in the I**nsurer Legal Representative Details** name and address details.	
• Add in the **Insurer Legal Representative contact** details. **Note:** You can **Add Additional Insurer** if there is more than one Insurer involved in this Matter. 17. Click **Next**. ➤ The **Degree of Permanent Impairment** page displays in this example. The content and questions on the next page will vary depending on the application type and the dispute (s) selected earlier.	

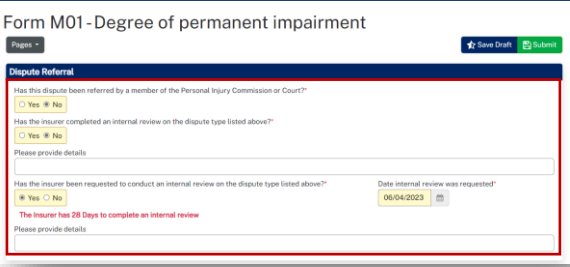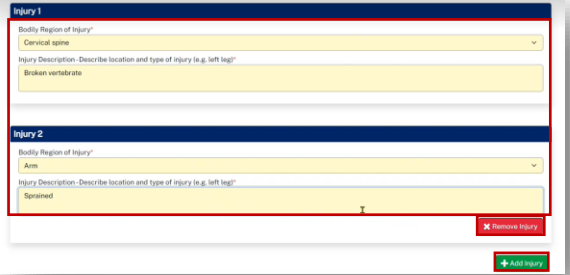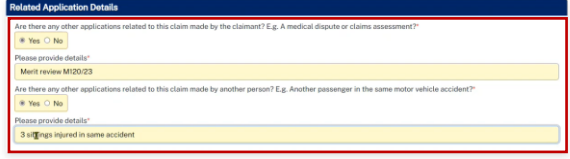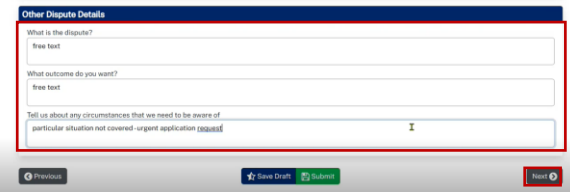| Instruction	Page
Degree of Permanent Impairment *Dispute Referral* 18. Select **Yes/No** to the questions.	
Injury 1 19. Complete the details as follows: • Add the details of **Injury 1**. • Click **Add Injury** to add another injury. • Click **Remove injury** to remove an injury from the page.	
Related Application Details 20. Add in any Related Application Details if applicable.	
Other Dispute Details 21. Add in any **Other Dispute Details** that will assist with your application. 22. Click **Next**. ➢ The **Supporting Documents** page displays.	

Instruction	Page
Supporting Documents The **Supporting Documents** page provides information about what you need to lodge for certain application types. **Note:** Supporting evidence is to be submitted as a single indexed and paginated bundle. 23. 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.
24. Select the **document** and click **Open**.	
25. Add in the **Document Details**: • **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.	
26. Add **another document** if required. 27. Click **Next**. 28. The **Certification and Signature** page displays.	

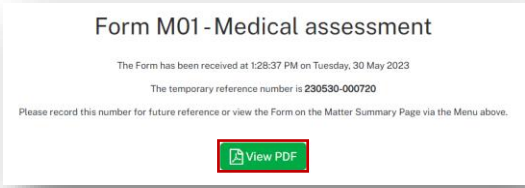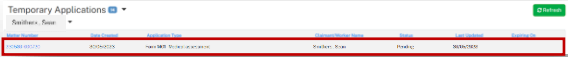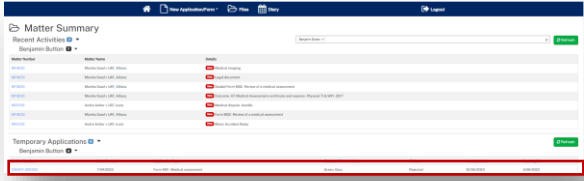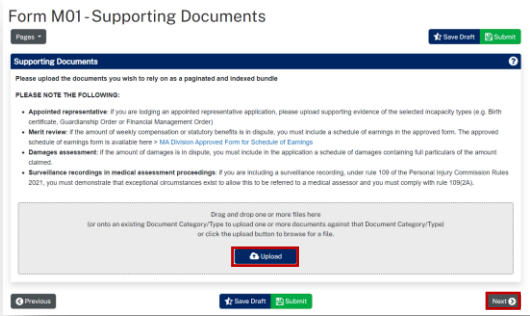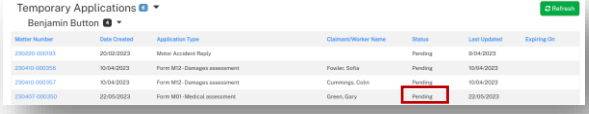| Instruction	Page

Form M01 – Certification and Signature
 	
You can now either **Save Draft** – see **Save Draft** below or **Submit** if the application is good to go see Submit below.
 	
Save Draft
 	
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**.

• **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 30. 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
Form M01 - Medical Assessment 31. Click **View PDF** to view and download the application.	
Temporary Applications 32. 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.	

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
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**	
To resubmit rejected application: 1. Refer to the email notification to understand the rejection reason.	
2. In the **Files** tab, click the blue temporary Matter Number link of the rejected matter. This reopens the application.	
3. Navigate to **Supporting Documents** and make the required changes to the form (if this was the reason for rejection).	

Instruction	Page
4. Click **Upload** to upload the supporting document bundle (if this was the reason for rejection) and click **Next**.	
5. Once changes are made, sign and date the application on the last page and click **Submit**.	
➤ 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.	

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.

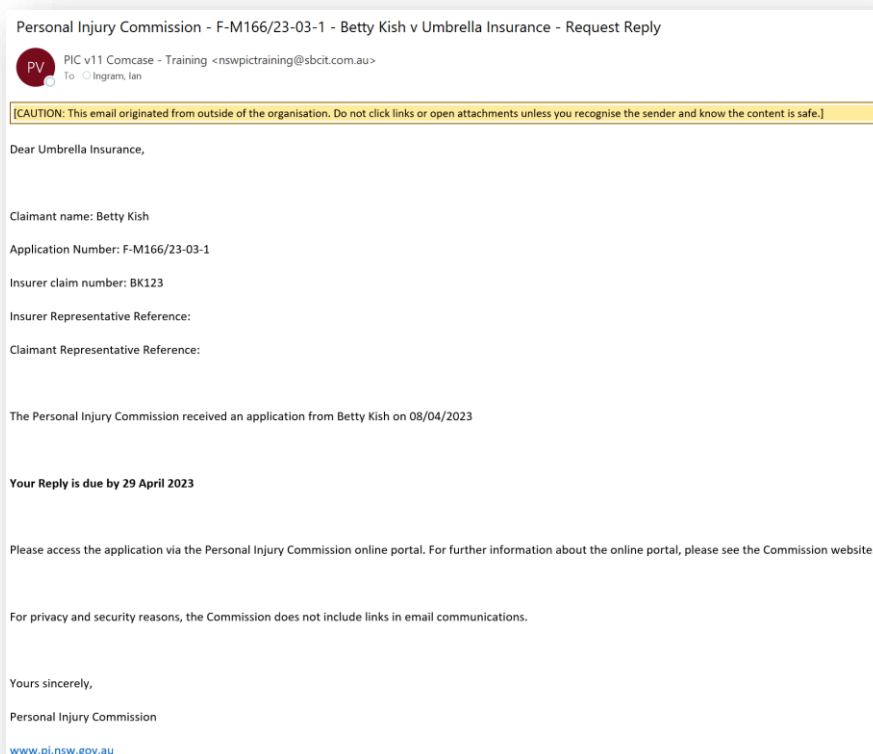When a reply is completed, it starts as a temporary application which**:**

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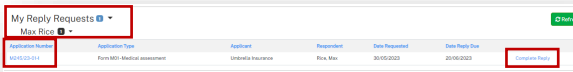
When a reply has been requested you will receive an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.

Personal Injury Commission - F-M166/23-03-1 - Betty Kish v Umbrella Insurance - Request Reply

PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>
To ○Ingram, Ian

[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 Umbrella Insurance,

Claimant name: Betty Kish

Application Number: F-M166/23-03-1

Insurer claim number: BK123

Insurer Representative Reference:

Claimant Representative Reference:

The Personal Injury Commission received an application from Betty Kish on 08/04/2023

Your Reply is due by 29 April 2023

Please access the application via the Personal Injury Commission online portal. For further information about the online 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

How to Assign the Reply Request

Instruction	Page

Unassigned Reply Requests must be assigned to you.
 	
1. To assign a **Reply Request**, complete the following:
 	
    • Tick **Assign** box
    • Select your name from the **Assign To** drop down menu
    • Click **Assign**.
 	
Note: Be mindful of the **Date Reply Due.**	

How to complete a Reply

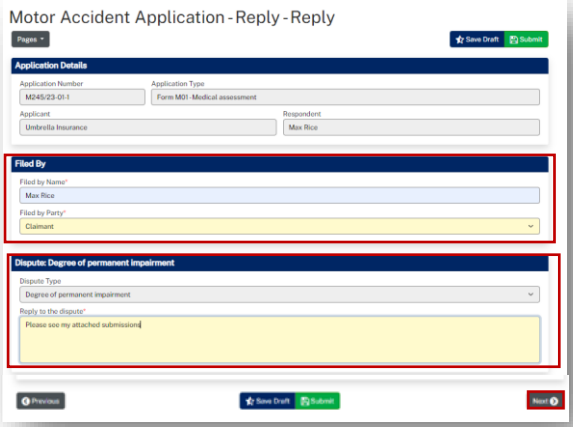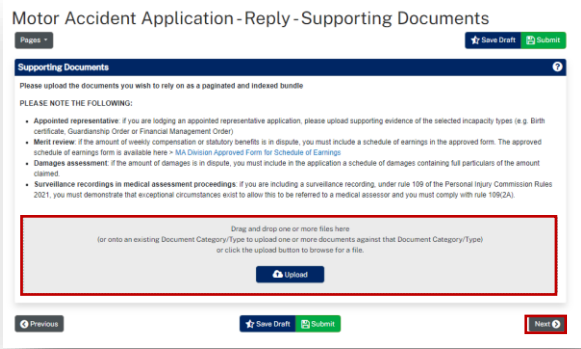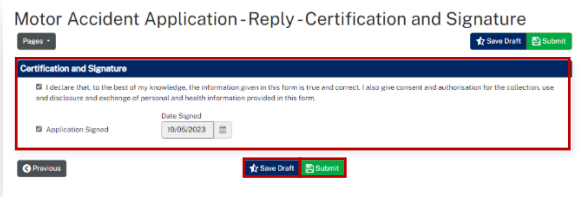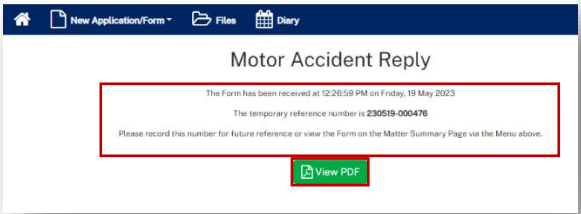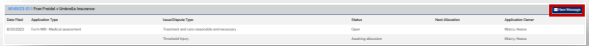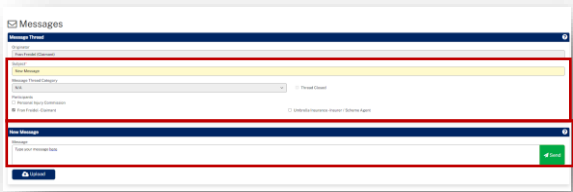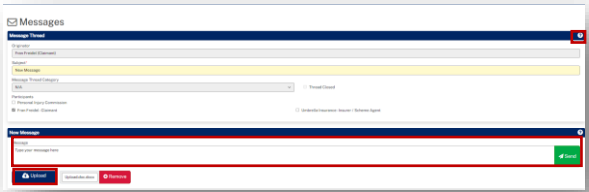| Instruction	Page

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 **Motor Accident Application – Reply** form which you need to complete and submit.
 	
Note: Be mindful of the **Date Reply Due**	

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

Instruction	Page
7. Upload **supporting documents** for the Reply, complete the **Document Details** and click **Next**. **Note:** Supporting documents must be submitted as a single indexed and paginated bundle.	
8. **Sign and date** the application – **Submit** if ready or **Save Draft** if you need to review the reply before it is submitted.	
➢ 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 - M166/23 - Betty Kish v Umbrella Insurance – Reply Registered

PV   PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>   ↩ Reply   ↩ Reply All   → Forward
To   ○ Umbrella Insurance; ○ Lola Level - Timeless Lawyers (Representative)   Sat 8/04/2023 4:47 PM

[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.]

Reply registered

This email confirms a Reply to the above application has been registered by the Personal Injury Commission and is available on the Pathway Portal.

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

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

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
 	
    • **Claimant/insurer** can see messages but not respond if they have Legal Representative.
 	
4. Type the **Message** body.	

Upload a document You can **Upload** a document to your message as follows: 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**.

New badge indicates a new message in the thread

Category for incoming messages will be:
- For Action
- For Noting
- For Review

N/A Category indicates thread was initiated by you

Click blue subject link to view and respond to the message

Click to toggle between:
View All Messages – Which includes closed threads.

View Open Messages – which only displays threads that are open

How to respond to messages

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

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

How to download and save messages

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

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

Case Management

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

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

Allocation email notification

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

How to view allocation details

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

Decision Maker is the member or medical assessor

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

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

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

Assess and Decide

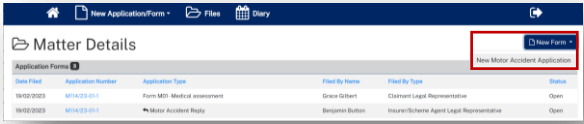After the decision maker uploads the outcome document (interim or final) the Commission case owner:

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

Decision available email notification

How to view the Outcome Document

Instruction	Page
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.	
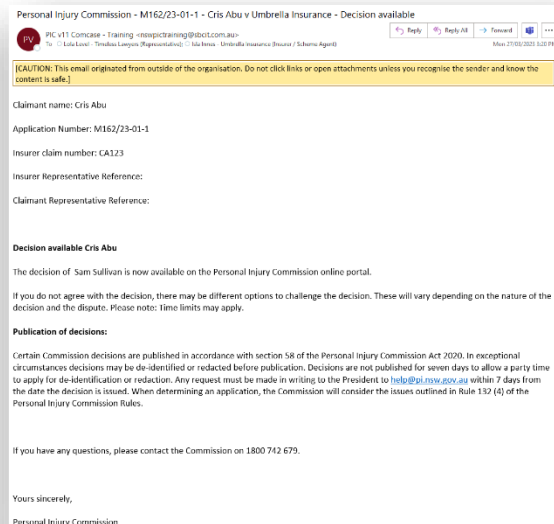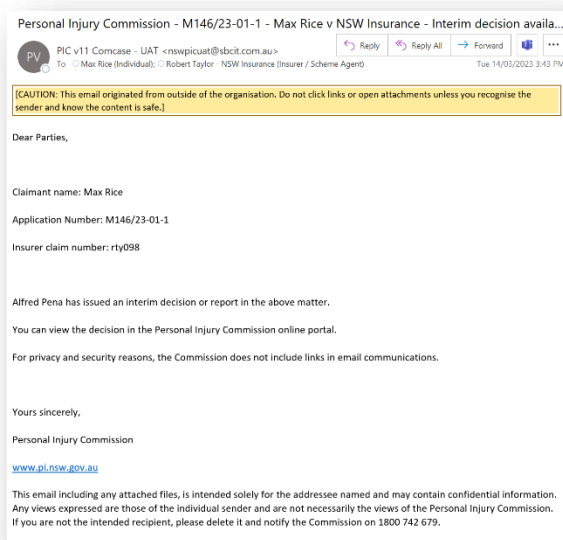
How to lodge an application for a Review

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

Instruction	Page
To lodge a review, complete the following: 1. From the original **Matter Details,** click **New Form** in top right corner and select **New Motor Accidents Application.** This allows the claimant, insurer and legal representative details to auto-populate if you select their names from drop-down list.	
Notice to Parties 2. **Read** the **Terms and Conditions** and scroll to the bottom and **tick to agree** to the **Terms and Conditions**. 3. Click **Next**. ➢ The **Claim Details** page displays.	

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.	
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.	
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.	

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.	
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.	
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.**	

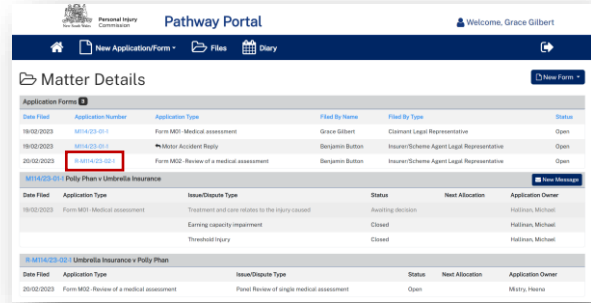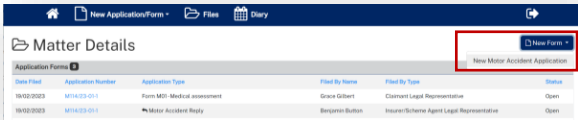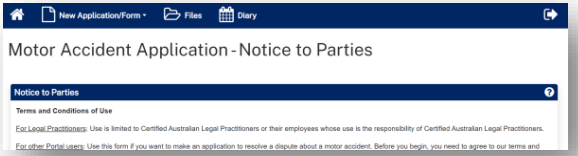| Instruction	Page
What happens after Submit? The Review **Temporary Application** displays with a **Status** of **Pending** until it is registered by the Commission.	
Once the application is registered it displays within the matter details for the originating dispute and has matter number prefixed with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

Lodge an application for a Further Assessment

How to lodge an Application for a Further Assessment

Instruction	Page
If you need to apply for a further assessment for a matter in Pathway Portal, complete the following: 1. In the **Matter Details**, click **New Form** in the top right corner and select **New Motor Accidents Application**.	
Notice to Parties 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.	

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.	

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

Instruction	Page

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.
	
	Form M03 - Further medical assessment

Supporting Documents 16. **Upload** relevant supporting documents as a single indexed and paginated bundle. 17. Click **Next**. 18. The **Certification and Signature** page displays.	 Form M02 - Supporting Documents
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**.	 Form M02 - Certification and Signature

What happens after the Further Assessment application has been submitted?

Instruction	Page
The **Further Assessment Temporary Application** displays with **Status** of **Pending** until it is registered by the Commission.	
Once the application is registered it displays within the **Matter Details** for the originating dispute and has matter number prefixed with **F**.	

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
To lodge an **Appointed Representative Application**, complete the following: 1. Select the **New Appointed Representative Application** from the **New Application/Form** menu. ➢ The **Form 41 – Notice to Parties** page displays.	
Form 41 – Notice to Parties 2. **Read** the **Terms and Conditions**. 3. Scroll to the bottom and **tick** to agree to **Terms and Conditions** and click **Next**. ➢ The **Form M41 – Claim Details** page displays.	

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.	

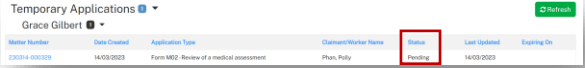| Instruction	Page
Form M41 – Certification and Signature 18. **Read** and **tick** the acknowledgments. Then either: 19. Click **Save Draft** if application needs to be reviewed before being submitted to the Commission. 20. Click **Submit**.	

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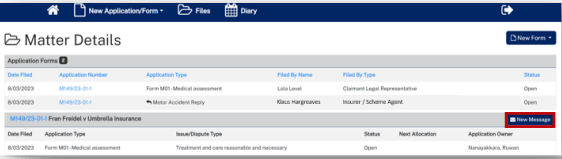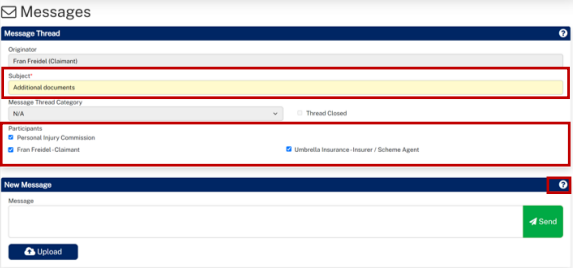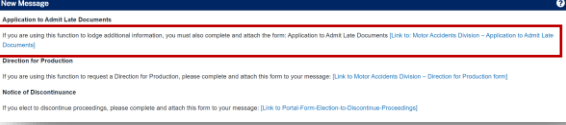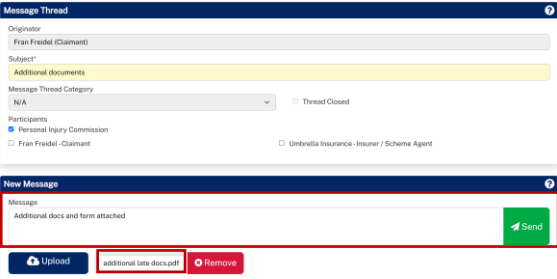
You will be advised when a decision has been made regarding the Appointed Representative application.

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
To lodge additional documents: 1. From the **Matter Details** page, click **New Message**.	
2. Populate the **Subject**. 3. Tick the relevant **Participants** (recipients). 4. Click the question **mark icon** in the **New Message** section.	
5. Click the Link to: Motor Accidents - **Application to Admit Late Documents** to download form. 6. **Open, populate** and **save** the downloaded form.	
7. **Drag and drop** the form and additional documents to the **New Message** section (or Upload). 8. Type the **Message** content and click **Send**. Include **Application to Admit Late documents** and additional documents as single indexed and paginated document	

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.

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	• Updated most prominent screenshots: Service Provider now called Decision Maker	