



**Personal Injury
Commission**

Pathway Portal Legal Representative User Guide

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User Guide Overview

As a Legal Representative, the Pathway Portal is your interface to the Commission's single digital case management platform called Pathway.

What will the guide cover?

This guide will cover how to:

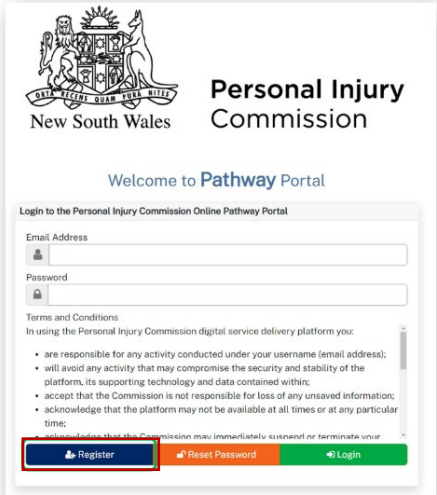
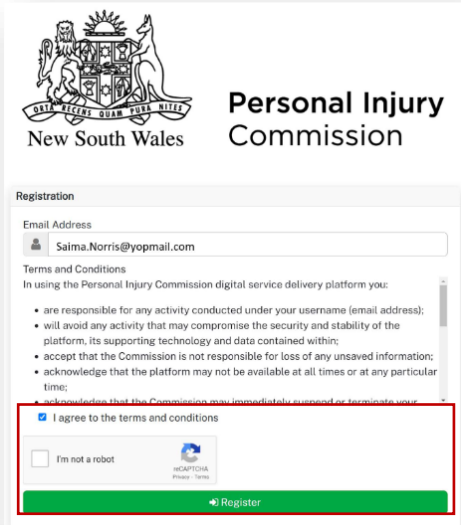
- Get started
- Navigate the Pathway Portal
- Lodge an application form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send, receive and respond to messages
- View allocation details
- View outcome documents
- Lodge an appeal
- Assign a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

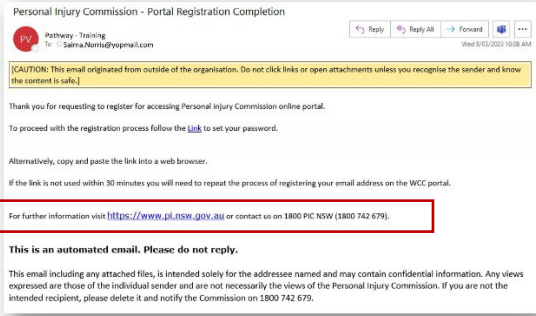
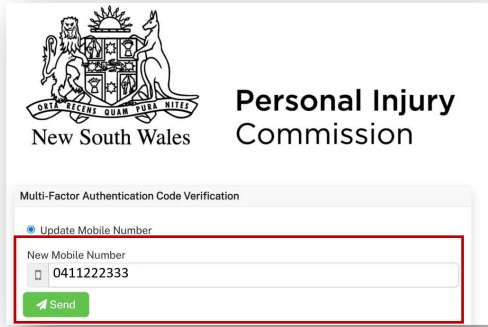
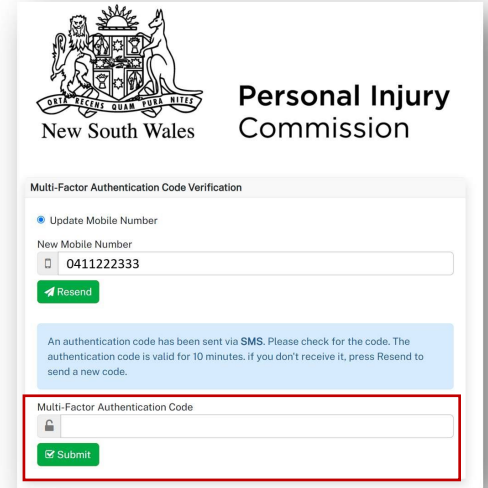
Get started

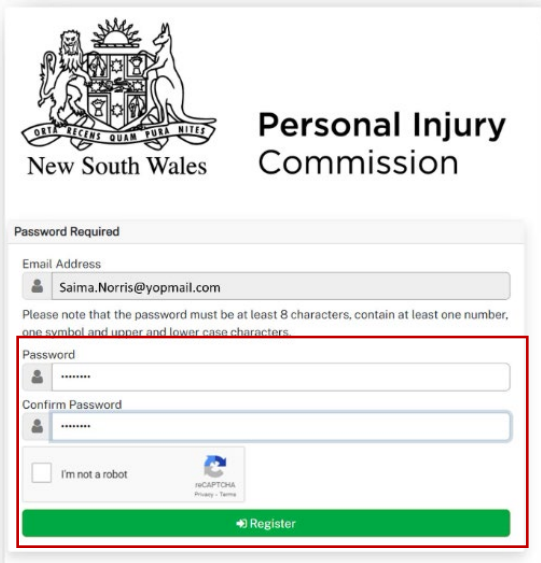
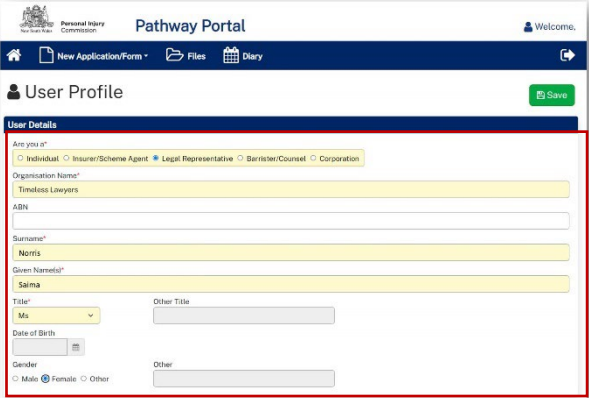
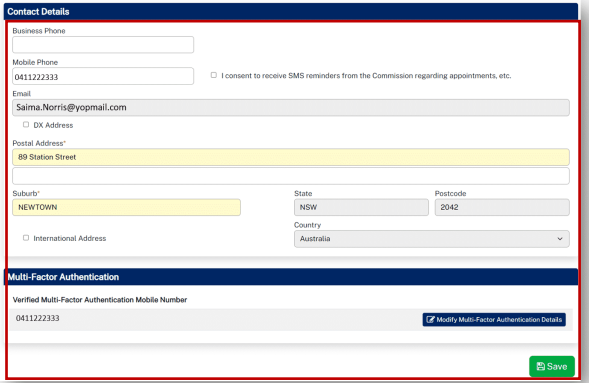
How to access and register for the Pathway Portal

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

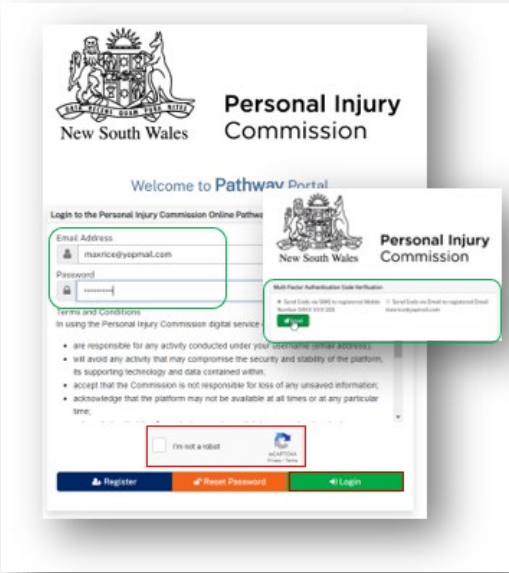
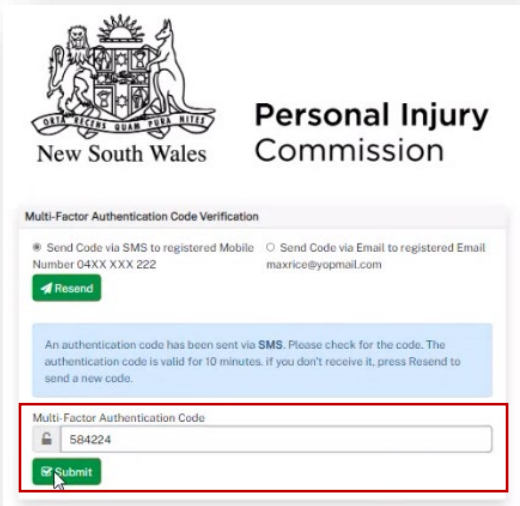
- If you are a lawyer, you will register as a **Legal Representative**.

Instruction	Page
<p><i>Access the Pathway Portal</i></p> <ul style="list-style-type: none"> You can access the Pathway Portal via a browser. Chrome and Edge are the recommended browsers. The weblink is found on the Personal Injury Commission website and in the first step below. <ol style="list-style-type: none"> Click the following link: https://pathwayportal.pi.nsw.gov.au Click 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 visual reCAPTCHA test. Click Register. <ul style="list-style-type: none"> ➤ You will then receive an email to validate your email address. 	

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

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

How to Login to the Pathway Portal

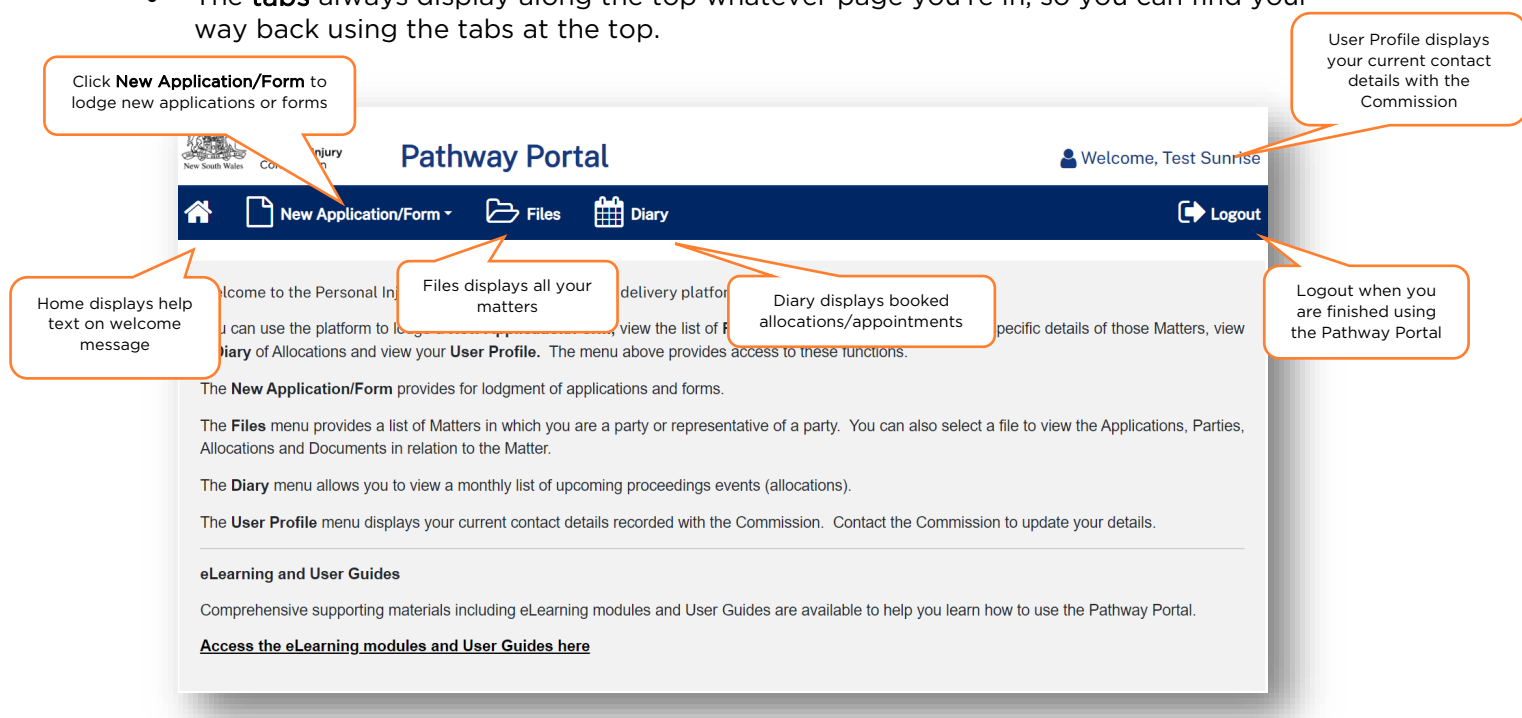
Instruction	Page
<ol style="list-style-type: none"> 1. Click the Pathway Portal link on the Personal Injury Commission website. 2. Populate the Email Address and Password. 3. Click Login. 4. Tick I'm not a robot and complete the visual reCAPTCHA test. 5. Click Login. 6. Select where you would like the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

Navigation

[Home page](#)

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

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



Files page

When you click the **Files** tab, the **Files** page displays all the matters where you are the party.

The screenshot shows the Pathway Portal interface for the Personal Injury Commission. The top navigation bar includes the logo, 'New Application/Form' button, and user information 'Welcome, Test Sunrise' with a 'Logout' button. The main content area is titled 'Matter Summary' and features several sections with callouts:

- Recent Activities**: A callout explains that this section displays any new applications, documents, or messages added since the last login. It notes that the oldest activities are at the top and the newest are at the bottom.
- Temporary Applications**: A callout lists 'Drafts that have been saved' and 'Pending'.
- Unassigned Reply Requests**: A callout states that these are reply requests from the Commission to be assigned to someone in the user's organization.
- My Reply Requests**: A callout notes that these are the user's assigned Reply Requests.
- Active Files**: A callout explains that these are active applications associated with the user.
- Closed Files**: A callout states that these files display for 42 days.

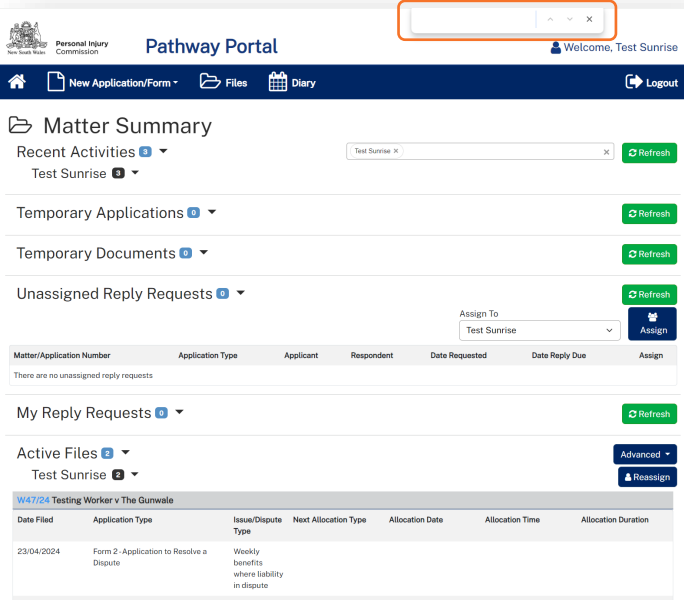
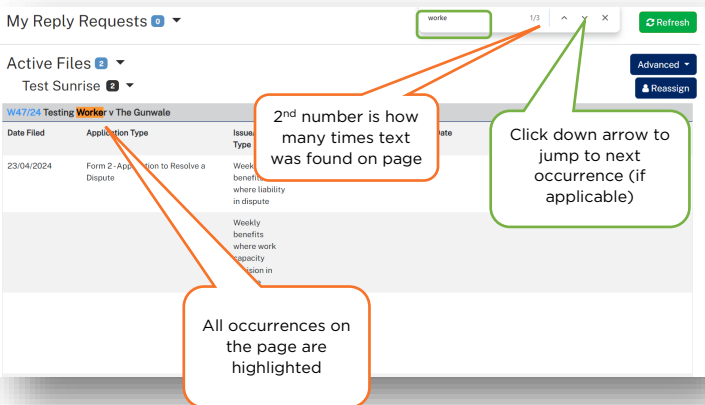
Each section has a 'Refresh' button. The 'Unassigned Reply Requests' section includes an 'Assign To' dropdown menu (currently set to 'Test Sunrise') and an 'Assign' button. The 'Active Files' and 'Closed Files' sections have 'Advanced' and 'Reassign' buttons.

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

Filter Active Files

If you have a high volume of **Active Files**, to search for specific matters you can either:

- use Ctrl+F
- or use **Advanced** button.

Instruction	Screen
<p>Use Ctrl+F</p> <p>Ctrl+F allows you to search for any text (i.e. letters or numbers) on the page, eg part of a party name or matter number.</p> <p>While on the Files page:</p> <ol style="list-style-type: none"> 1. Hold down the Ctrl key and press the F key on your keyboard simultaneously. <p>➤ A search box displays.</p>	
<ol style="list-style-type: none"> 2. Type partial party name or matter number you need to search for. 3. System jumps to first occurrence of what you're searching for (if found on the page): <ul style="list-style-type: none"> ➤ The occurrence jumped to, is highlighted orange ➤ The rest of the occurrences (if any) are highlighted yellow 4. Click the down arrow in the search box to jump to next occurrence (if/as needed). <p>Party name example</p> <p>➤ In this example, we typed part of the surname of the party, which is worke (upper/ lower case doesn't matter with Ctrl+F).</p>	

Instruction

Matter number example

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

Screen

The screenshot shows the 'Active Files' page with a search bar containing '47'. The page title is 'Test Sunrise'. Below the search bar, there is a table with the following columns: Date Filed, Application Type, Issue/Dispute Type, Next Allocation Type, Allocation Date, Allocation Time, and Allocation Duration. The table contains one row with the following data: 23/04/2024, Form 2 - Application to Resolve a Dispute, Weekly benefits where liability in dispute, Weekly benefits where work capacity decision in dispute, Medical expenses (where the amount is more than \$9,468.10), and Compensation for property damage.

Use Advanced button

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

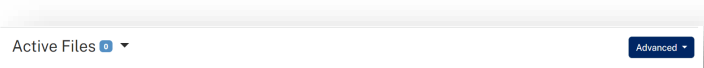
To filter **Active Files**:

1. Click **Advanced**.
2. Type search text:
 - For **Application Number**, you must type the full application number, eg W47/24
 - For **Party Name**, you type as:
 10. Firstname (or part of the firstname)
 11. Lastname (or part of the lastname)
 12. Lastname, Firstname (i.e. Smith, Tom not Tom Smith).
3. Click Refresh.

The screenshot shows the 'Advanced' search criteria page. It has a search bar with 'W47/24' entered. Below the search bar, there are fields for 'Party Name' and 'Application Type'. There is a 'View' section with radio buttons for 'My Matters', 'Matters I'm linked to', and 'All Matters'. There are also date pickers for 'Allocation Date From' and 'Allocation Date To'. A green callout box points to the 'Matters I'm linked to' radio button with the text: 'Matters I'm linked to displays matters where you are a secondary contact'. There is a green 'Refresh' button and a 'Reassign' button.

- The files that match your criteria display.

The screenshot shows the 'Active Files' page with the results of the advanced search. The search bar contains 'W47/24'. The table shows the same data as the first screenshot: 23/04/2024, Form 2 - Application to Resolve a Dispute, Weekly benefits where liability in dispute, Weekly benefits where work capacity decision in dispute, Medical expenses (where the amount is more than \$9,468.10), and Compensation for property damage.

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

Matter Details

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

The screenshot shows the 'Matter Details - W47/24' page. The top navigation bar includes icons for Home, New Application/Form, Files, and Diary. The main header area has buttons for 'New Submission/Correspondence' and 'New Form'. The page is divided into several sections:

- Application Forms (2)**: A table with columns 'Date Filed', 'Application Type', 'By Type', and 'Status'. It lists two forms: 'Form 2 - Application to Resolve a Dispute' and 'Form 2A - Reply to Application to Resolve a Dispute'. A callout points to the 'Form 2' row with the text: 'Click here to **Generate Consent Order** to lodge with the Commission.'
- Testing Worker v The Gunwale**: A section with buttons for 'Generate Consent Order' and 'New Message'. Below it is a table with columns 'Date Filed', 'Application Type', 'Issue/Dispute Type', 'Status', 'Next Allocation', and 'Application'. It lists several issues like 'Weekly benefits where liability in dispute', 'Weekly benefits where work capacity decision in dispute', 'Medical expenses (where the amount is more than \$9,468.10)', 'Compensation for property damage', and 'Lump sum compensation where'. A callout points to the 'Generate Consent Order' button with the text: 'Super Users Can click to maintain Primary and Secondary Contact details'.
- Parties (3)**: A table with columns 'Party Role', 'Party Name', 'Party Type', 'Party Contact', and 'Representative'. It lists 'Lemington Insurance' (Insurer / Scheme Agent), 'Testing Worker' (Worker), and 'The Gunwale' (Employer). A callout points to the 'Maintain Contacts' button with the text: 'Click any **blue heading** to sort by that column'. Another callout points to the 'Assign Barrister' button with the text: 'Click **Assign Barrister** to give a Barrister visibility of the matter'.
- Messages (2)**: A table with columns 'Application', 'Category', 'Subject', 'Sender', and 'Date/Time Sent'. It lists two messages: 'Form 2 - Application to Resolve a Dispute' (For Action, Question for the Insurer) and 'Form 2 - Application to Resolve a Dispute' (N/A, Message from The Insurer).
- Documents (7)**: A table with columns 'Document Date', 'Author', 'Document Category and Type', 'File Name', and 'Related To'. It lists seven documents, including 'Certificate of Determination', 'Electronic Application Form - Form 2 - Application to Resolve a Dispute', 'Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute', 'Cover letter', and 'Supporting Documents - Form 2' and 'Supporting Documents - Form 2A'. A callout points to the 'Document Date' column with the text: 'Click **blue document date** link to download, then view'.

Diary

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

The screenshot shows the 'Weekly Diary - List' page in the Pathway Portal. At the top, there is a navigation bar with icons for Home, New Application/Form, Files, and Diary (which is highlighted with a green box). Below the navigation bar, the page title 'Weekly Diary - List' is displayed. There are filters for 'Previous Week', 'Start Date' (24/02/2023), 'User Name' (Benjamin Button), and 'Next Week'. Below these filters is a table with the following columns: Date, Matter Number, Matter Name, Allocation Type, Attendees, Venue Name, Location, Mode of Allocation, Time, and Duration. The table contains one row of data for the date 27/02/2023 - Mon.

Date	Matter Number	Matter Name	Allocation Type	Attendees	Venue Name	Location	Mode of Allocation	Time	Duration
27/02/2023 - Mon	M120/23	Sheryl Pan v mylnsure	Medical examination	Sheryl Pan (Claimant), mylnsure (Insurer / Scheme Agent)	Huffman Sydney Clinic	SYDNEY	Venue	4:00 PM	1 hour

Lodge a new application

Overview



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

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

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

- The questions on each page will vary depending on the form selected.
- Lodging other forms will follow the same basic steps as above. The pages and questions will prompt you to provide the necessary information.
- Any fields that are yellow are mandatory and must be completed.
- If you read the page carefully and provide what is being asked, you will be able to navigate easily through any application form.

What application forms can be submitted?

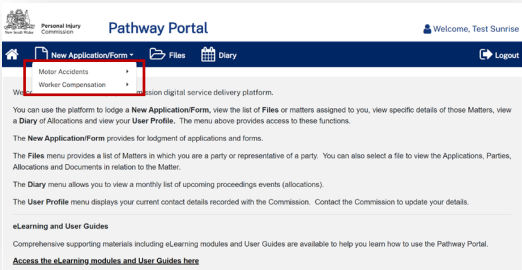

Forms and Form Names


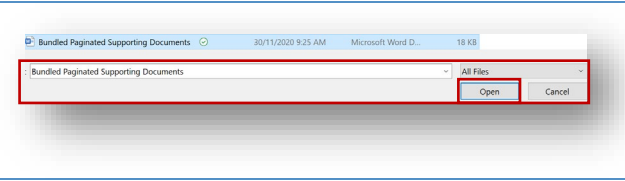
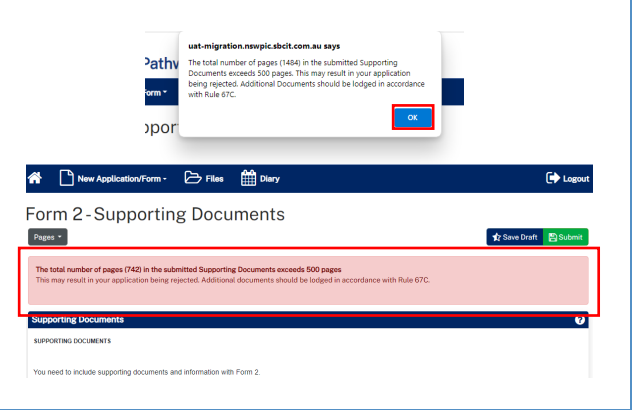
Application forms that can be submitted by parties via the Pathway Portal are:

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

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

How to lodge a new application

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

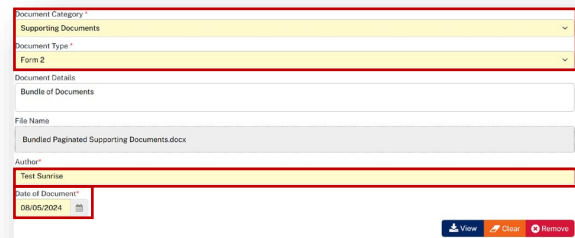
Instruction	Page
<p>Supporting Documents</p> <p>The Supporting Documents page provides information about what you need to lodge for certain form types. This example is for a Form 2 – Application to resolve a Dispute.</p> <p>Note: Supporting evidence is to be submitted as a single indexed and paginated bundle and should not exceed 500 pages on certain initiating applications (Refer to PIC Rule 67)</p> <p>3. Click Upload or drag and drop the documents onto the page.</p>	
<p>What are the document requirements?</p>	<p>See Appendix A – Document requirements for information on the acceptable file types and document requirements.</p>
<p>4. Select the document and click Open.</p>	
<p>Note: If the supporting document exceeds 500 pages a warning message will be displayed.</p> <p>Continuing to submit may result in the application being rejected by the Commission.</p> <p>To correct, re-upload supporting document under 500 pages.</p>	

Dispute types excluded from the 500-page limit are:

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

5. Add in the Document Details:

- **Document Category** – Choose Cover Letter or Supporting Documents.
- **Document Type** – Select from the drop-down menu. If a bundle is uploaded, select the application type – bundle as the document type, e.g., Medical dispute - bundle.
- **Author** – Type in your name.
- **Document Details** – Add any details for the uploaded documents.
- **Date of Document** – Type in the date of upload or select the date from the calendar.



The screenshot shows a web form titled "Document Details". It has several sections: "Document Category" with a dropdown menu set to "Supporting Documents"; "Document Type" with a dropdown menu set to "Form 2"; "Document Details" with a text input field for "Bundle of Documents" containing the text "Bundled Paginated Supporting Documents.docx"; "File Name" with a text input field containing "Bundled Paginated Supporting Documents.docx"; "Author" with a text input field containing "Test Service"; and "Date of Document" with a date picker set to "08/05/2024". At the bottom right, there are three buttons: "View", "Clear", and "Remove".

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

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

Lodge Additional Documents

13. Provide answers to the Service and Consent questions.

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

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

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

Instruction

Page

Certification and Signature

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

Save Draft

12. 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 2 - Certification and Signature

- **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.

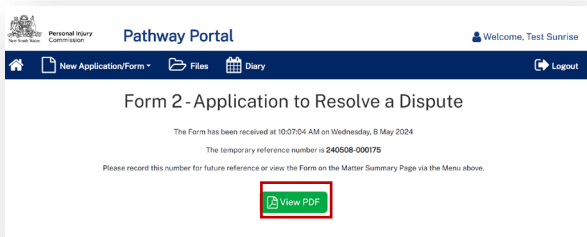
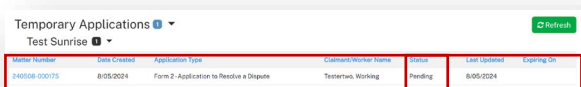
Form 2 - Notice to Parties

Submit

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

Form 2 - 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														
14. Click View PDF to view and download the application.															
<p><i>Temporary Applications</i></p> <p>15. Go to Files and Temporary Applications to see the temporary application. You can download the PDF by clicking the blue temporary application link.</p> <p>Note: that the status is now Pending. If you are unable to see the application, click Refresh.</p> <p>You will receive an email to advise that a temporary application has been submitted.</p>	 <table><tr><th>Matter Number</th><th>Date Created</th><th>Application Type</th><th>Claimant/Worker Name</th><th>Status</th><th>Last Updated</th><th>Expiring On</th></tr><tr><td>240508-000175</td><td>8/05/2024</td><td>Form 2 - Application to Resolve a Dispute</td><td>Testcases Working</td><td>Pending</td><td>8/05/2024</td><td></td></tr></table>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	240508-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	Testcases Working	Pending	8/05/2024	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On									
240508-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	Testcases Working	Pending	8/05/2024										

Temporary Applications

The screenshot shows the Pathway Portal interface for the Personal Injury Commission of New South Wales. The user is logged in as 'Test Sunrise'. The main navigation bar includes links for 'New Application/Form', 'Files', and 'Diary'. The 'Matter Summary' section shows 'Recent Activities' and 'Temporary Applications' for the user. A table lists a single application with the following details:

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Updated	Expiring On
240508-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	Testertwo, Working	Pending	8/05/2024	

Two callout boxes provide additional information:

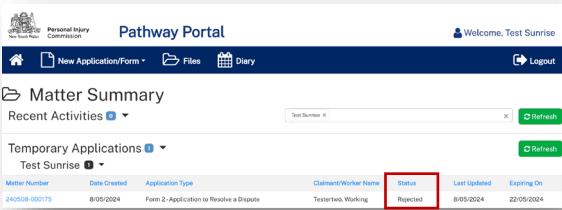
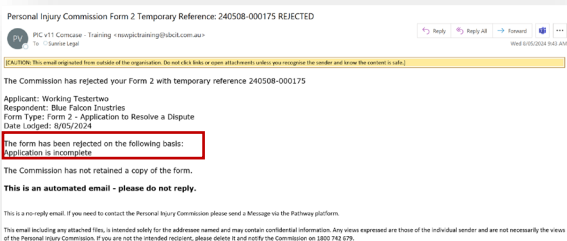
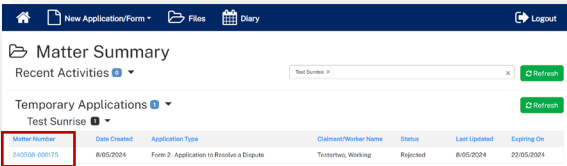
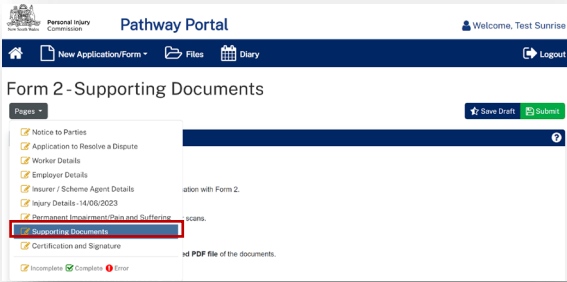
- Status of:**
 - Pending = temporary application submitted to the Commission
 - Draft = you have saved the application
- Click [blue temporary Matter Number](#) link to open and update any application with **Status** of **Draft** or **Rejected**

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

What happens next?

- The next step of the process is that the Commission will review and check the application and register it.
- The application is no longer temporary, it has now been converted to a full matter with a full matter number
- The Registry team will send you an email
- The application will now display in the **Recent Activities** section and **Active Files**.

How to resubmit a rejected temporary application

Instruction	Page
<p>Notification of rejected temporary application</p> <ul style="list-style-type: none"> If the Commission rejects a temporary application, you will receive an email notification with the reason. In the Files tab the Temporary Application will have a Status of Rejected 	
<p>To resubmit rejected application:</p> <ol style="list-style-type: none"> Refer to the email notification to understand the rejection reason. 	
<ol style="list-style-type: none"> In the Files tab, click the blue temporary Matter Number link of the rejected matter. This reopens the application. 	
<ol style="list-style-type: none"> Navigate to Supporting Documents and make the required changes to the form (if this was the reason for rejection). 	

Instruction	Page														
<div>14. Click Upload to upload the supporting document bundle (if this was the reason for rejection) and click Next.</div> <div>Note: If your application was rejected for having supporting documents over 500 pages,</div> <div>15. Remove the document</div> <div>16. Split the document offline</div> <div>17. Re-upload the first bundle (up to 500 pages)</div> <div>18. Select the 'Lodge Additional Documents' checkbox</div>	<div><div>Form 2 - Supporting Documents</div><div><div>Pages</div><div>Save Draft</div><div>Submit</div></div><div><div>Supporting Documents</div><div>Supporting Documents</div><div>Supporting Documents</div><div>You need to include supporting documents and information with Form 2.</div><div>Do not lodge any X-ray, CT, ultrasound or MRI films or scans.</div><div>Parties should upload a single indexed and paginated PDF file of the documents.</div><div>The index should be in the following format:</div><div><table><tr><th>Document</th><th>Author</th><th>Date of Document</th><th>Start Page</th></tr><tr><td></td><td></td><td></td><td></td></tr></table></div><div>The preferred order of documents, with documents in each category in chronological order, is:</div><div><ul style="list-style-type: none">Witness statements<ul style="list-style-type: none">WorkerOther witnessesClaim formsDecision noticesRelevant correspondenceList of paymentsFactual investigation reportsMedical reportsMedical investigation reportsClinical notesFinancial records<ul style="list-style-type: none">Wage recordsPay slipsBank statementsTax returnsAward informationMedical expenses documents<ul style="list-style-type: none">schedule of expensesaccounts/invoices/receiptsMedicare Notice of Charge</div><div><div><div>NOTE: Supporting documentation is limited to documents that have been exchanged between the parties as and when required by the Workplace Injury Management and Workers Compensation Act 1999 and regulation or guidelines made under the Act, and by the Workers Compensation Rules 2021.</div><div>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.</div><div>Upload</div></div></div><div><div>Lodge additional documents</div><div>Previous</div><div>Save Draft</div><div>Submit</div></div></div></div>	Document	Author	Date of Document	Start Page										
Document	Author	Date of Document	Start Page												
<div>1. Once changes are made, sign and date the application on the last page and click Submit.</div>	<div><div>Form 2 - Certification and Signature</div><div><div>Pages</div><div>Save Draft</div><div>Submit</div></div><div><div>Certification and Signature</div><div>The applicant certifies that:</div><div><ul style="list-style-type: none">The applicant is entitled to lodge this application because it satisfies the statutory procedural requirements under section 289 or section 289A of the Workplace Injury Management and Workers Compensation Act 1999 and clauses 44, 45 and 46 of the Workers Compensation Regulation 2016.The dispute is limited to those matters identified in Part 1 of this form.</div><div><div>Date Signed</div><div>6/05/2024</div></div><div><div>Application Signed</div><div>6/05/2024</div></div></div><div><div>Previous</div><div>Save Draft</div><div>Submit</div></div></div>														
<div>➤ The Status updates to Pending in the Temporary Application list).</div> <div>Note: If the Commission accepts and registers the resubmitted application, the</div>	<div><div>Temporary Applications</div><div>Test Sunrise</div><div><table><tr><th>Matter 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><tr><td>240508-000175</td><td>8/05/2024</td><td>Form 2 - Application to Resolve a Dispute</td><td>Testworker, Working</td><td>Pending</td><td>8/05/2024</td><td></td></tr></table></div></div>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	240508-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	Testworker, Working	Pending	8/05/2024	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On									
240508-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	Testworker, Working	Pending	8/05/2024										

Filed date will be the date the application was resubmitted.	

Replies

How to complete a Reply – Respondent



A reply request arrives as **Unassigned** in the Pathway Portal and must be assigned to a person (to ensure only one person is completing the reply).

Once a **Reply Request** is assigned, it is only visible by that person in their **My Reply Requests** to action.

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

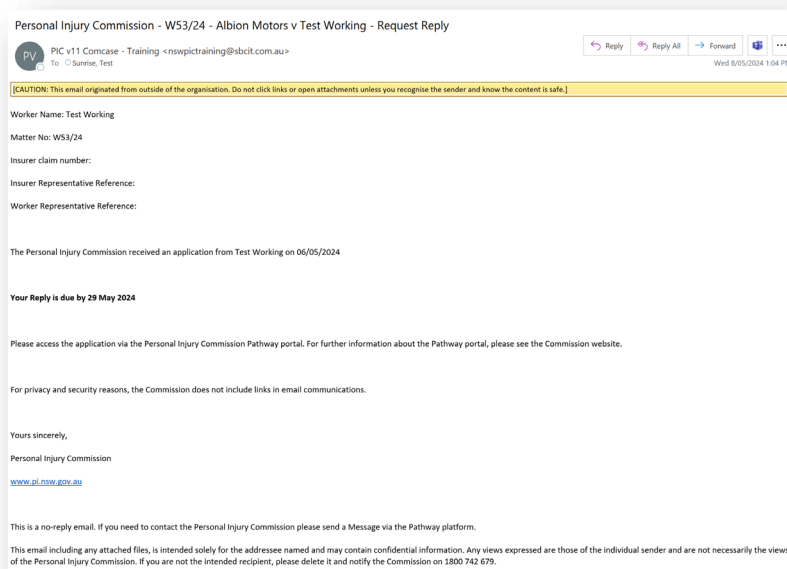
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

Assigning a reply request to someone is a new concept

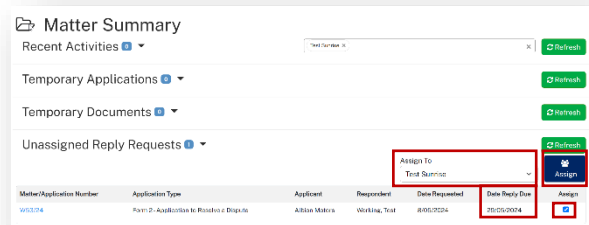
Reply is a **Temporary application** until reviewed then registered by the Commission

Reply Request Notification

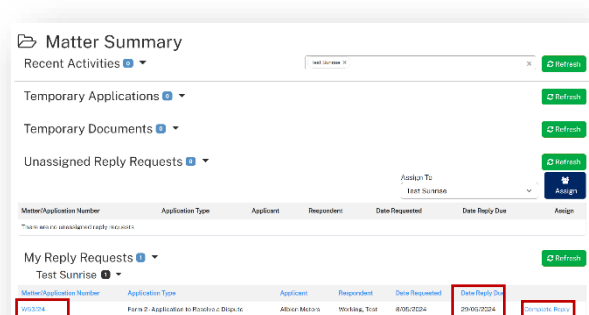
When a reply has been requested the respondent (or their legal representative) receives an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.


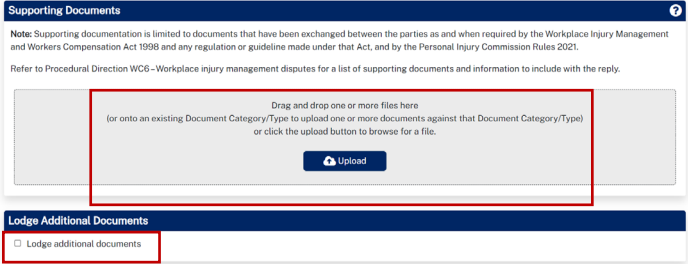
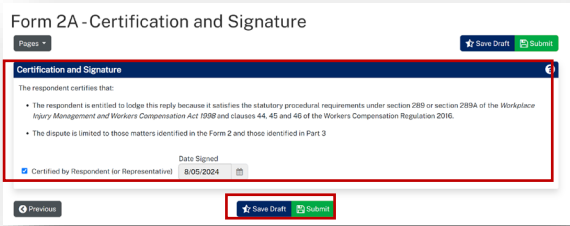


How to Assign the Reply Request

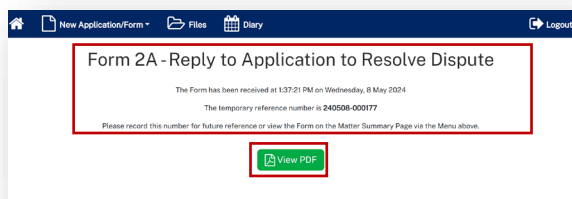
Instruction	Page
<p>Unassigned Reply Requests must be assigned to someone in your firm. All Reply Requests are unassigned initially, and Unassigned Reply Requests are only visible to Super Users or the Non-Super User primary contact.</p> <ol style="list-style-type: none"> To assign a Reply Request, complete the following: <ul style="list-style-type: none"> Tick Assign box Select a User's name from the Assign To drop down menu Click Assign. <p>Note: Be mindful of the Date Reply Due.</p>	 <p>The screenshot shows the 'Matter Summary' page with a search bar and several tabs: 'Recent Activities', 'Temporary Applications', 'Temporary Documents', and 'Unassigned Reply Requests'. The 'Unassigned Reply Requests' tab is active, showing a table with columns: 'Matter/Application Number', 'Application Type', 'Applicant', 'Respondent', 'Date Requested', 'Date Reply Due', and 'Assign'. A red box highlights the 'Assign To' dropdown menu and the 'Assign' button. Another red box highlights the 'Date Reply Due' column in the table below.</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. This will generate the Reply form which you need to complete and submit. <p>Note: Be mindful of the Date Reply Due</p>	 <p>The screenshot shows the 'Matter Summary' page with a search bar and several tabs: 'Recent Activities', 'Temporary Applications', 'Temporary Documents', 'Unassigned Reply Requests', and 'My Reply Requests'. The 'My Reply Requests' tab is active, showing a table with columns: 'Matter/Application Number', 'Application Type', 'Applicant', 'Respondent', 'Date Requested', 'Date Reply Due', and 'Assign'. A red box highlights the 'Application Number' link in the table. Another red box highlights the 'Date Reply Due' column. A third red box highlights the 'Complete Reply' button.</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>Completing a Reply Form</p> <ul style="list-style-type: none"> ➤ Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form. ➤ When completing a reply form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input. ➤ You will be unable to move onto the next page unless all mandatory fields have been filled. ➤ Supporting documents are uploaded as a single file (see separate section below). 	
<p>3. Upload Supporting Documents for the Reply, complete the Document Details as covered in Supporting Documents and click Next.</p> <p>Note: Supporting documents must be submitted as a single indexed and paginated bundle and should not exceed 500 pages.</p>	
<p>4. Sign and date the application – Submit if ready or Save Draft and have someone else review the reply before it is submitted.</p>	

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



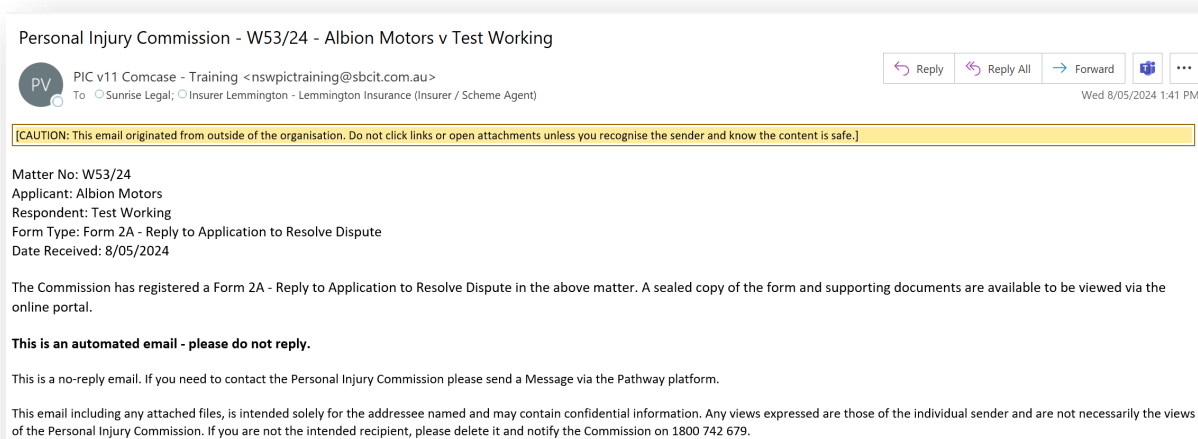
How to view the Reply

Reply registered email notification

When a reply is submitted, it will be reviewed and registered or rejected if it not compliant.

When a reply has been registered, the Commission Registry team send an acceptance email to the:

- Applicant's Legal Representative
- Respondent's Legal Representative or
- Unrepresented parties.



Instruction

View the Reply

The **Documents** section lists the:

- Sealed reply form
- Reply document bundle

1. Click the [blue document date link](#) to download and view the document.

Page

Pathway Portal

Welcome, Test Sunrise

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

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

Application Forms

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

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

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/05/2024	Form 2 - Application to Resolve a Dispute	Compensation for pain and suffering	Open	Preliminary Conference 08/05/2024 12:00 PM	UmarQT Dispute

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

Party Role	Party Name	Party Type	Party Contact	Representative
Other	Lemington Insurance	Insurer / Scheme Agent	Lemington, Insurer ()	
Applicant	Working Testertwo	Worker	0411 211 112	Sunrise Legal (Test Sunrise, 0411 111 112)
Respondent	Blue Falcon Insurances	Employer		

Messages [View All Messages](#)

Application: [open](#) Category: [open](#) Subject: [open](#) Sender: [open](#) Date/Time Sent: [open](#)

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

Allocations

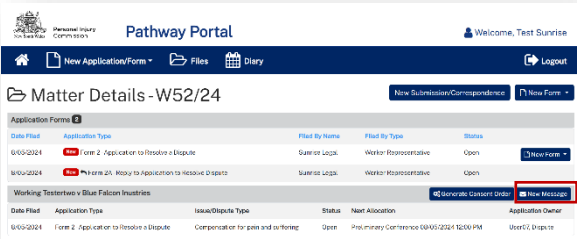
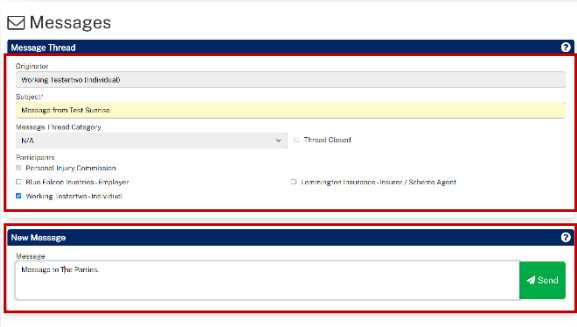
Allocation Type	Venue	Date and Time	Duration	Mode of Allocation	Attendees	Decision Maker	Language
Preliminary Conference		8/05/2024 12:00 PM	1 hour 30 minutes	Video conference	Blue Falcon Insurances (Employer), Lemington Insurance (Insurer / Scheme Agent), Working Testertwo (Individual)		

Documents

Document Date	Author	Document Category and Type	File Name	Related To
8/05/2024	Partial	Electronic Application Form - Form 2 - Application to Resolve a Dispute	240508-000175.pdf	Sender: Partial - Recipient:
8/05/2024	Partial	Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute	240508-000176.pdf	Sender: Partial - Recipient:
8/05/2024	Test Sunrise	Supporting Documents - Form 2	Bundled Proposed Supporting Documents.docx	08/05/2024 - Form 2 - Application to Resolve a Dispute
8/05/2024	Insurer Lemington	Supporting Documents - Form 2A	Talora	08/05/2024 - Form 2A - Reply to Application to Resolve Dispute

Messages

How to send a message

Instruction	Page
<p>You can use the message function to communicate with the other party and the Personal Injury Commission.</p> <p>From the Matter Details page:</p> <ol style="list-style-type: none">Click New Message on the top right corner of the application.	
<p>Note: The Application Owner will always be copied automatically on the message.</p>	
<ol style="list-style-type: none">Type the Subject.Select the Participants.<ul style="list-style-type: none">Legal representative (or self-represented party) receives email notification of new Portal messageThe Insurer can see messages but not respond if they have a Legal Representative.Type the Message body.Click Send.	

How to view messages

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

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

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

The screenshot shows the 'Messages' section of the Portal. It features a table with columns: Application, Category, Subject, Sender, and Date/Time Sent. A '1 New' badge is present next to the first subject line. A 'View All Messages' button is in the top right corner. Callouts provide additional information:


- New badge indicates a new message in the thread**: Points to the '1 New' badge.
- Category for incoming messages will be:**
 - For Action
 - For Noting
 - For Review
- Click blue subject link to view and respond to the message**: Points to the 'Message from The Commission' link.
- Click to toggle between:**
 - **View All Messages** - Which includes closed threads.
 - **View Open Messages** - Which includes only open threads.


Application	Category	Subject	Sender	Date/Time Sent
Form 2 - Application to Resolve a Dispute	For Noting	1 New Message from The Commission	Nathan Johnson	8/05/2024 2:13 PM
Form 2 - Application to Resolve a Dispute	N/A	Test Message	Testing Worker	8/05/2024 2:10 PM
Form 2 - Application to Resolve a Dispute	For Action	Question for the Insurer	Nathan Johnson	3/05/2024 8:50 AM
Form 2 - Application to Resolve a Dispute	N/A	Message from The Insurer	Lemington Insurance	3/05/2024 8:46 AM

How to respond to messages

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



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

 **Messages**


Message Thread 


Originator
Nathan Johnson (Personal Injury Commission)

Subject
Message from The Commission


Message Thread Category
For Noting  ☐ Thread Closed  Print Message Thread

Participants
☒ Personal Injury Commission
☒ Lemmington Insurance - Insurer / Scheme Agent ☒ Testing Worker - Individual
☐ The Gunwale - Employer

 Print Message Thread

New Message 


Message
Thankyou

 Send

Message: Nathan Johnson (Personal Injury Commission) - 8/05/2024 2:13:04 PM

Sent on Behalf Of
Nathan Johnson (Personal Injury Commission)

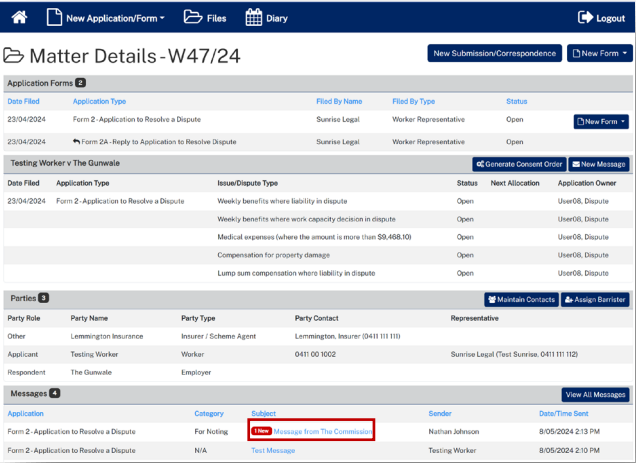
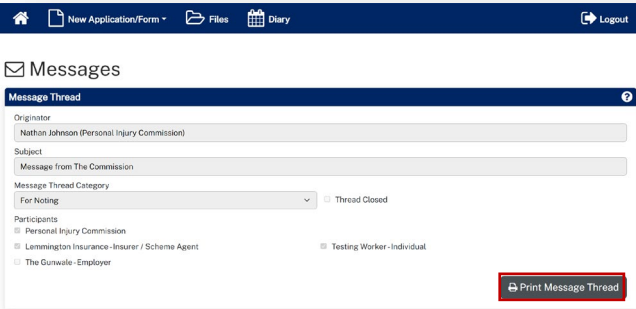
Sender
Nathan Johnson

Date/Time Sent
8/05/2024 2:13:04 PM 

Message
Test message

How to download a message thread

You can download message threads from the Pathway Portal.


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

Instruction


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

Page

Printed from Pathway Portal by Sunrise Legal Date Printed: 8/05/2024 2:22:32 PM

 **Personal Injury Commission**

W47/24 - Testing Worker v The Gunwale



Originator
Nathan Johnson (Personal Injury Commission)

Message Thread Category
For Noting

Subject
Message from The Commission

Participants
Personal Injury Commission, Lemmington Insurance - Insurer / Scheme Agent, Testing Worker - Individual

Message: Nathan Johnson (Personal Injury Commission) - 08/05/2024 02:13:04 PM

Sender
Nathan Johnson

Sent on behalf of
Nathan Johnson (Personal Injury Commission)

Message
Test message

Case Management

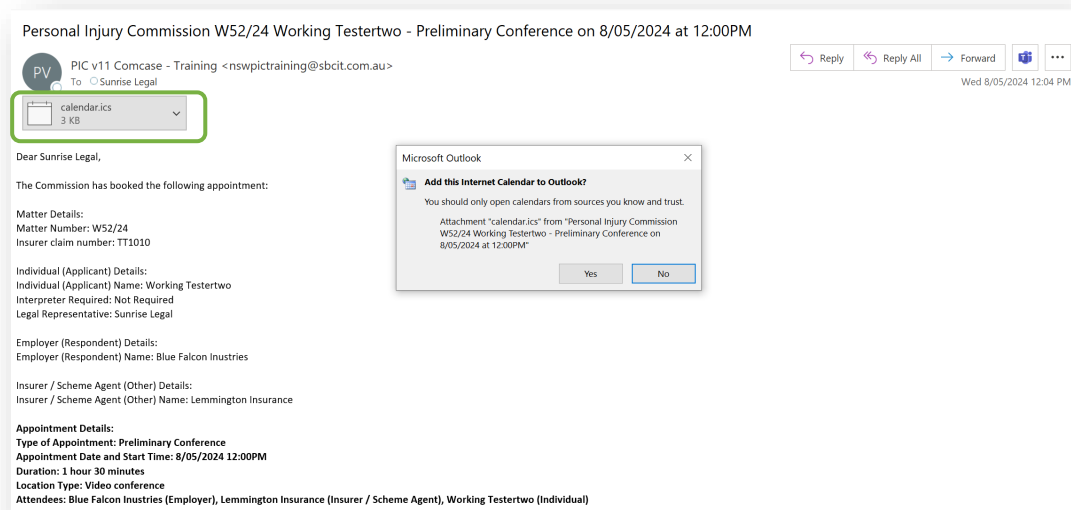


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

19. The legal representative for both parties or self-represented party
20. The decision maker
21. The worker, for allocations that the worker is required to attend
22. The case owner will send an email with worker 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

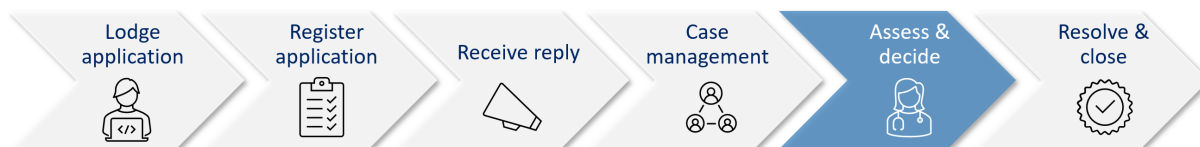
In the **Matter Details** page, the **Allocations** section displays all the allocations/appointments for the matter.

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

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

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

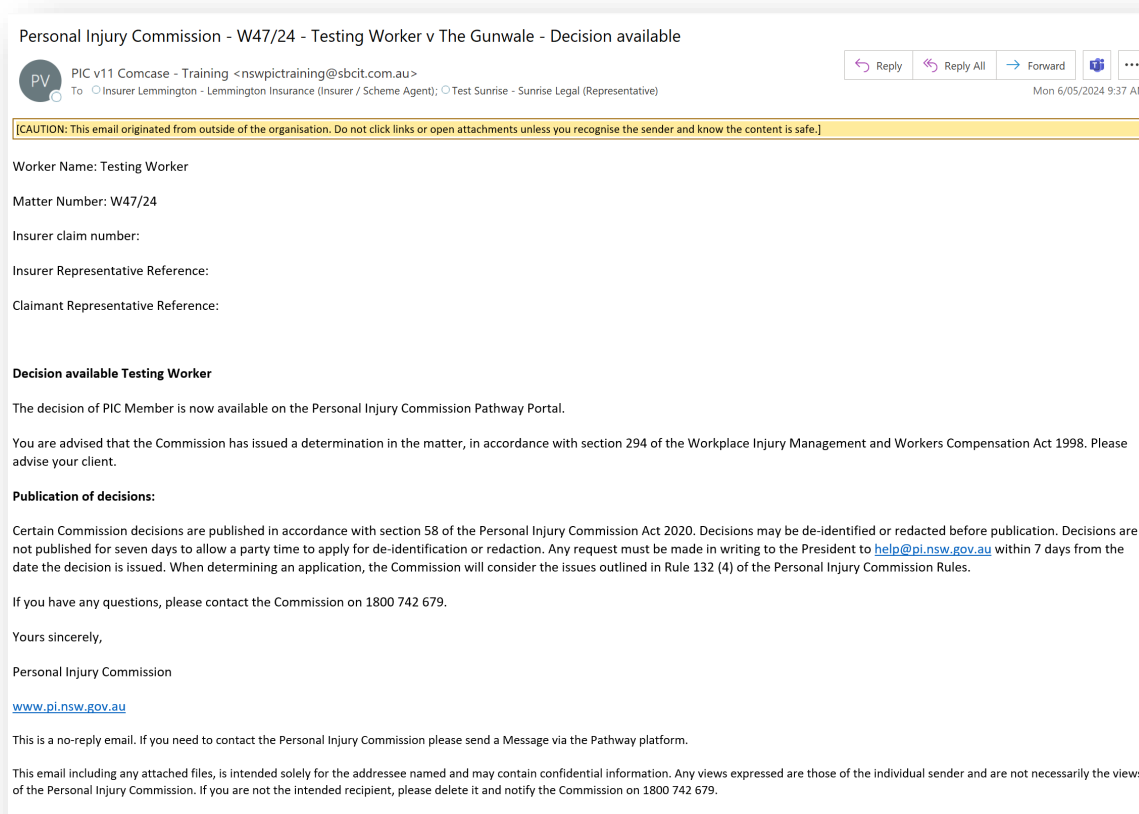
Assess and Decide



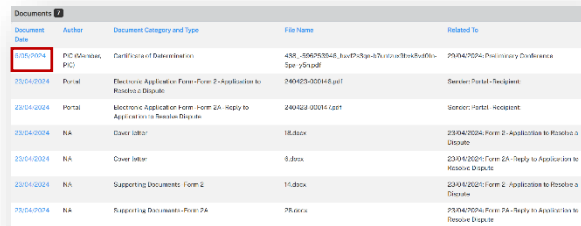
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

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

Decision available email notification




How to view the Outcome Document

Instruction	Page
<p>From the Matter Details page, scroll down to Documents</p> <ol style="list-style-type: none"> Click the blue Document Date link to download the document. Click the downloaded document to view. 	

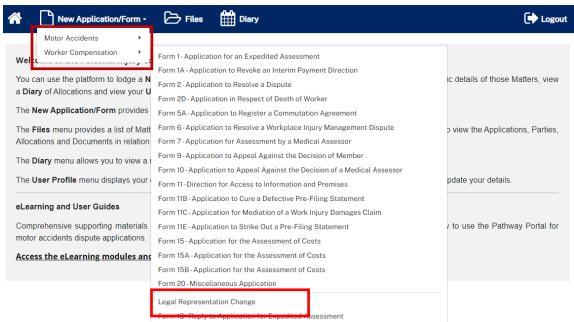

How to lodge an Appeal

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

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

Lodge Legal Representation / Agent Change

How to lodge a Legal Representation / Agent Change

Instruction	Page
<p>To lodge a Legal Representation / Agent Change, complete the following:</p> <p>23. Select the Legal Representation Change from the New Application/Form menu.</p> <p>➤ The Notice to Parties page displays.</p>	 <p>The screenshot shows the 'New Application/Form' dropdown menu. The 'Legal Representation Change' option is highlighted with a red box. Other options include Motor Accidents, Worker Compensation, and various forms for expedited assessment, payment direction, dispute resolution, and appeals.</p>
<p>Note: To lodge a Form P02 - Notice of Ceasing to Act, you must lodge the form within the Matter Details page.</p>	 <p>The screenshot shows the 'Matter Details - W22327/24' page. The 'New Legal Representation Change' button is highlighted with a red box. The page includes tabs for 'Application Form', 'Find by Name', and 'Find by Date'.</p>

Notice to Parties

24. Read the Terms and Conditions.

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

- The Application Details page displays.

Notice to Parties

Pages - Save Draft Submit

Notice to Parties

Terms and Conditions of Use

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

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

Legal Incapacity

For accidents which occurred on or after 1 December 2017, the Personal Injury Commission (PIC) may decline to accept an application if the application is made by a person under legal incapacity if you are making an application relating to an accident which occurred on or after this date, by agreeing to these terms and conditions you declare you are not under legal incapacity as defined in Section 7.4(1)(2) of the Motor Accident Injuries Act 2017.

A person under legal incapacity includes:

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

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

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

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

Save Draft Submit Next

Application Details

26. Populate the Application Details.

27. Select the Application Type:

- **Form P03** – Notice of Change of Legal Representative / Agent
- **Form P04** – Notice of Representation

28. Click **Next**.

- The **Party Represented** page displays.

Legal Representation / Agent Change

Pages - Save Draft Submit

Application Details

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

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

Claimant/Worker Surname*
Jerry

Date of Birth*
1/10/1983

Claimant/Worker Given Name(s)*
Ben

Filed By

Filed by Name*
Test Lawyer

Filed by Party*
Claimant Legal Representative

Application Type

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

Capacity to Act

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

☐ Yes ☒ No

Restrictions/Limitations on Capacity to Act for Party

Previous Save Draft Submit Next

Application Details

29. Populate the Representative Party Details.

30. Populate the New Representative Details.

31. Click **Next**.

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

Party Represented

Pages - Save Draft Submit

Represented Party Details

Surname*
Jerry

Given Name(s)*
Ben

Date of Birth*
1/10/2024

New Representative Details

Existing Representative
Test Legal Rep

Firm or Organisation*
Test Legal Rep

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

☐ DX Address

Postal Address*
1 Oxford Street

Suburb*
Darlinghurst

State
NSW

Postcode
2010

Country
Australia

☐ International Address

Contact Surname*
Lawyer

Contact Given Name(s)*
Test

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

Contact Phone

Email
testlawyer@yopmail.com

Reference Number

Data Commenced to Act*
29/10/2024

Previous Save Draft Submit Next

Former Representative Details

32. Populate the Former Representative Details.

33. Populate the New Representative Details.

34. Click **Next**.

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

Former Representative / Agent Details

Pages - Save Draft Submit

Former Representative / Agent Details

Firm or Organisation*
Test Legal Firm

Postal Address*
1234 King Road

Suburb*
FAIRFIELD WEST

State
NSW

Postcode
2165

Country
Country

☐ International

Contact Surname*
Jerry

Contact Given Name(s)*
Ben

Contact Phone
0411222333

Contact Email
test.lawyer@gmail.com

Date Ceased to Act*
29/10/2024

Previous Save Draft Submit Next

35. **Read** and **tick** the acknowledgments.

Then either:

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

37. Click **Submit**.

Signature

Pages - Save Draft Submit

Signature

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

Application Signed Date Signed
29/10/2024

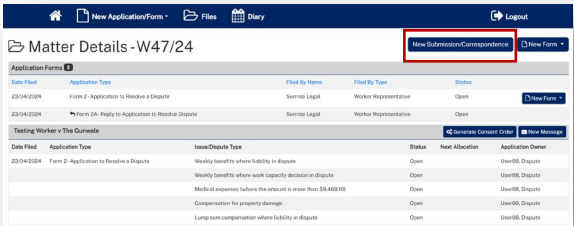
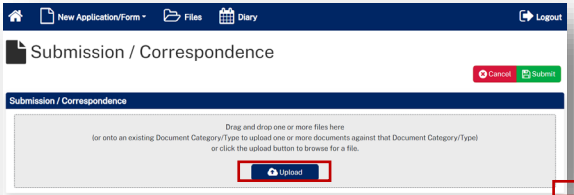
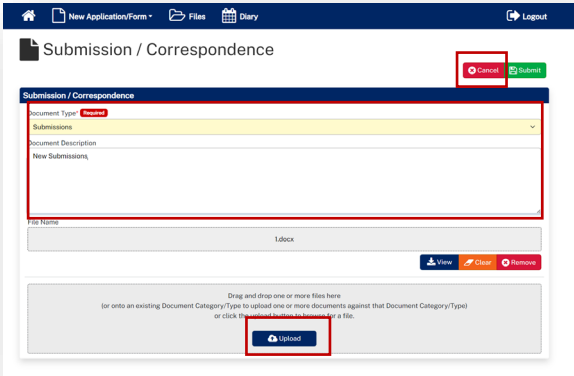
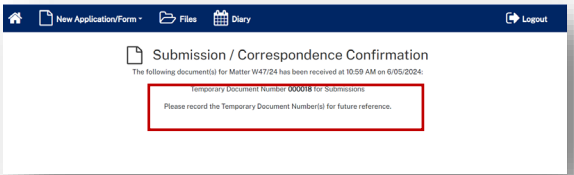
Previous Save Draft Submit

Lodge Submissions and other Correspondence

How to lodge Submissions and other Correspondence

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

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

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

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

Temporary Document No.	Date Lodged	Matter No.	Document Type	Status	Last Updated	Expiring On
00009	8/05/2024	W22208	Submissions	Pending	8/05/2024	

How to lodge an additional document after initiating application or reply

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

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

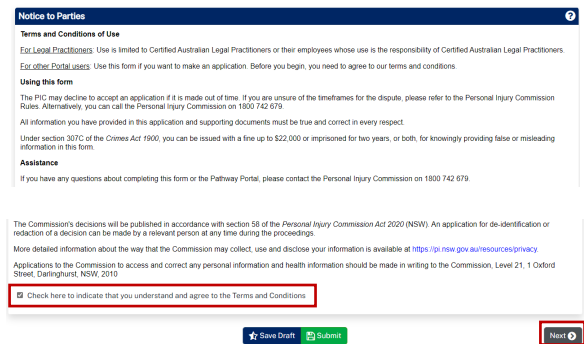
Form P01 – Notice to Parties

Read the Terms and Conditions.

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

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

Form P01 -Notice to Parties



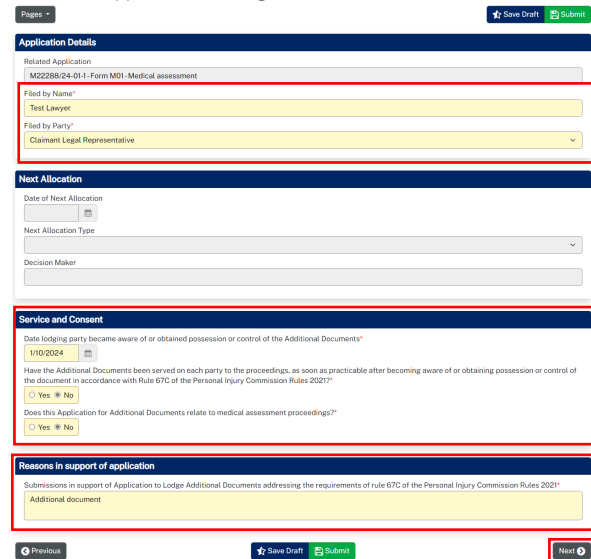
Form P01 – Application Details

38. Populate the **Application Details** page.

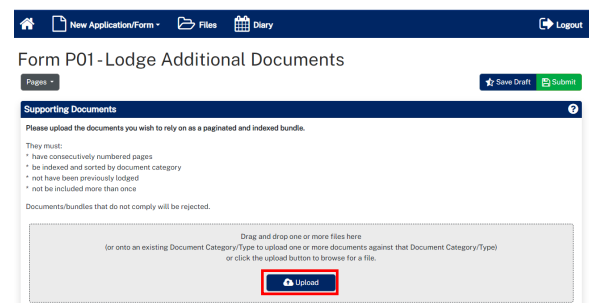
Note: The Next Allocation section will be populated if there is an allocation already booked for this application. Additional Documents should be lodged with the Commission within 14 days for Medical proceedings & 3 working days for all other proceedings.

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

Form P01 -Application to Lodge Additional Documents



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



8. Add in the Document Details:

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

9. Click **Next**

Form P01 - Lodge Additional Documents

Pages: - Save Draft Submit

Supporting Documents

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

They must:

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

Documents/bundles that do not comply will be rejected.

Document Type: Form P01

Document Details

File Name
Example Document.docx

Author
Test Lawyer

Date of Document
29/10/2024

View Clear Remove

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

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

Then either:

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

Form P01 - Signature

Pages: - Save Draft Submit

Signature

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

Application Signed ☒ Date Signed 29/10/2024

Previous Save Draft Submit

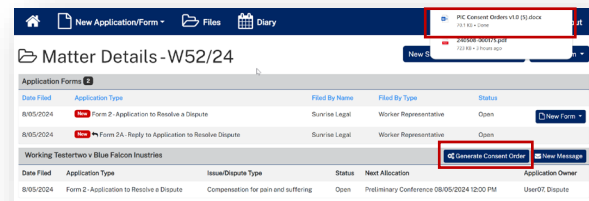
Generate Consent Orders

How to generate Consent Orders

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

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

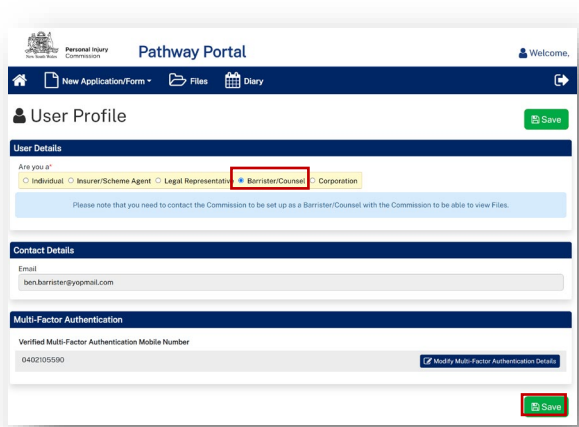
- Click on **Generate Consent Order**, which will prompt the download of the document.
- Complete the document offline between the parties.
- Lodge the Consent with The Commission using **New Submission/Correspondence** tab as outlined above.



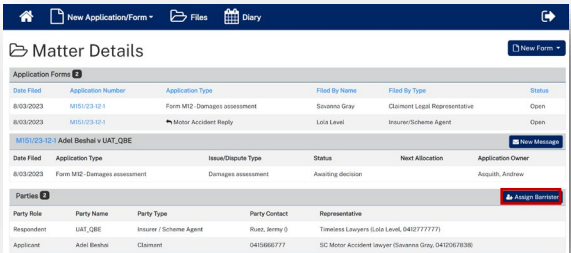
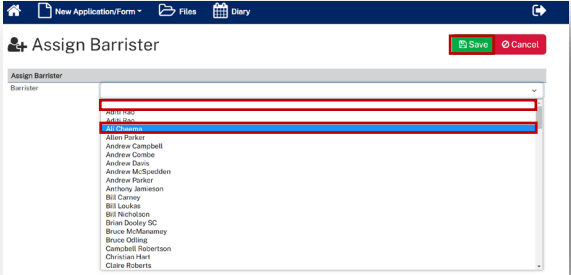
How to give a Barrister visibility to a dispute

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

Barrister registers as a Pathway Portal user

Instruction	Page
<p>The barrister must first register as a Pathway Portal user. They will only need to do this once.</p> <p>At the end of registration, the User Profile displays. The barrister should then:</p> <p>39. Select Barrister/ Counsel and click Save.</p> <p>40. Please log a ticket via the PIC Digital Hub's Online form for the email address to be registered for barrister access. When you first access the form, you will be required to register. You should include as much information as possible to assist the team in actioning your request.</p> <p>"More information, including how to register for the PIC Digital Hub's Online form, is available in the PIC Digital Hub User Guide</p>	

How to assign a Barrister

Instruction	Page
<p>Assign a Barrister</p> <p>To give a barrister visibility of a dispute:</p> <ol style="list-style-type: none"> 1. In the Matter Details click Assign Barrister. 	
<ol style="list-style-type: none"> 2. Select the Barrister from the drop-down menu. 3. Click Save. <p>To change the barrister:</p> <p>Repeat above steps and select the new Barrister name.</p> <p>To remove barrister:</p> <p>Select the blank line at the top of Barrister drop down menu.</p>	

What does the Barrister see?

After a Barrister logs into the Pathway Portal they will see the assigned application(s) in the **Files** page

Matter Summary

Recent Activities 4

Ben Barrister 1

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

Temporary Applications 3

Ben Barrister 1

Unassigned Reply Requests 3

Assign To: Ben Barrister

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

My Reply Requests 3

Ben Barrister 1

Active Files 1

Ben Barrister 1

Advanced

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
8/03/2023	Form M12 - Damages assessment	Damages assessment				

The Barrister:

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

Matter Details

Application Forms 3

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
8/03/2023	M151/23-12-1	Form M12 - Damages assessment	Savanna Gray	Claimant Legal Representative	Open
8/03/2023	M151/23-12-1	Motor Accident Reply	Lola Lovel	Insurer / Scheme Agent	Open

M151/23-12-1: Adel Beshai v UAT_QBE

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/03/2023	Form M12 - Damages assessment	Damages assessment	Awaiting decision		Acquith, Andrew

Parties 3

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

Messages 3

View All Messages

Allocations 1

Allocation Type	Dispute/Issue/Injury/Treatment	Venue	Location	Date and Time	Duration	Mode of Allocation	Attendees	Service Provider	Language
Teleconference	M151/23-12-1/01 Damages assessment			8/03/2023 10:00 AM	1 hour	Teleconference	Adel Beshai (Claimant), UAT_QBE (Insurer / Scheme Agent)	Cassidy, Belinda	

Documents 3

Document Date	Author	Document Category and Type	Related To
8/03/2023	Portal	Electronic Application Form - Sealed Form M12 - Damages assessment	M151/23-12-1, Sender: Portal, Recipient:
8/03/2023	Portal	Electronic Application Form - Sealed Motor Accident Reply	M151/23-12-1, Sender: Portal, Recipient:
8/03/2023	Central Court	Application - Court order	M151/23-12-1, 08/03/2023: Form M12 - Damages assessment
4/11/2022	Ami Villalobos	Reply - Index	M151/23-12-1, 08/03/2023: Motor Accident Reply

Super Users and Contacts

Types of user access

Type of user	How to become this type of user	What user can see/do
Primary Contact for a matter	<ul style="list-style-type: none"> • Be registered as a Legal Representative on the Pathway Portal • Application/Reply is lodged with you nominated as the primary contact • A Super User in your organisation adds you as a primary contact for a matter 	<ul style="list-style-type: none"> • See that matter's details and documents • Send messages • Receive email notifications for the matter
Secondary Contact for a matter	<ul style="list-style-type: none"> • Be registered as a Legal Representative on the Pathway Portal, then ... • A Super User in your organisation adds you as a secondary contact for a matter to grant matter visibility 	<p>If user filters "Active Files for Matters I'm linked":</p> <ul style="list-style-type: none"> • See that matter's details, documents and messages • Send messages for that matter • Do NOT receive email notifications
Super User	<ul style="list-style-type: none"> • Be registered on Pathway Portal as a Legal Representative • Another super user can add /remove you as a Super User 	<ul style="list-style-type: none"> • Can see and act on all matters in your firm • Can add/remove other Super Users (can't remove self) • Can assign any reply request to other Legal Representatives • Can reassign matters • Can manage contacts for the matter • Can add a new contact • Do NOT receive email notifications for any matters unless you are the primary contact for the matters

Primary contact and secondary contacts

- The Primary Contact for a matter is listed as the **Party Contact** in the Parties section of **Matter Details**.
- If you have someone in your organisation that will also work on a matter, they can be set up as a secondary contact which provides visibility to the matter.
- A Super User in your organisation can manage primary and secondary contacts for a matter.

In this example Test Sunrise is the Party Contact for the Worker Representative (Sunrise Insurance), and neither the Insurer or Employer have representation.

The screenshot displays the Pathway Portal interface for the Personal Injury Commission. The top navigation bar includes the NSW Government logo, 'Personal Injury Commission', 'Pathway Portal', and a user welcome message 'Welcome, Test Sunrise'. Below the navigation bar, there are icons for 'New Application/Form', 'Files', 'Diary', and 'Logout'.

The main section is titled 'Matter Details - W53/24'. It features a 'New Submission/Correspondence' button and a 'New Form' dropdown.

Application Forms 2

Date Filed	Application Type	Filed By Name	Filed By Type	Status
6/05/2024	Form 2 - Application to Resolve a Dispute	Lemington Insurance	Scheme agent	Open
8/05/2024	Form 2A - Reply to Application to Resolve Dispute	Lemington Insurance	Scheme agent	Open

Albion Motors v Test Working

Buttons: Generate Consent Order, New Message

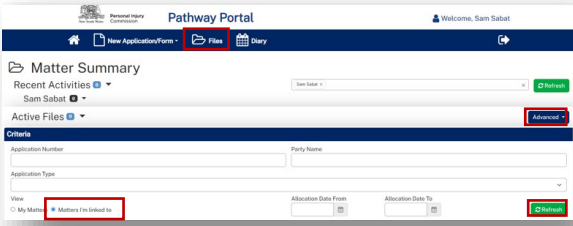
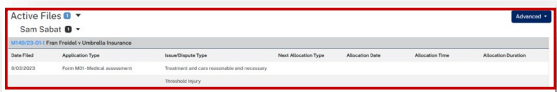
Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
6/05/2024	Form 2 - Application to Resolve a Dispute	Medical expenses (where the amount is more than \$9,468.10)	Open	Preliminary Conference 13/05/2024 09:00 AM	User01, Dispute

Parties 3

Buttons: Maintain Contacts, Assign Barrister

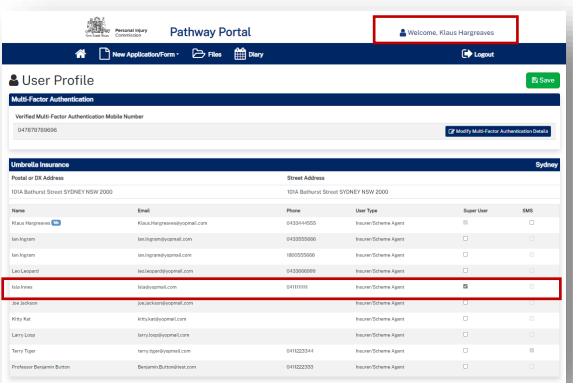
Party Role	Party Name	Party Type	Party Contact	Representative
Other	Lemington Insurance	Insurer / Scheme Agent	Lemington, Insurer (0411 111 111)	
Respondent	Test Working	Worker	0412 110 220	Sunrise Legal (Test Sunrise, 0411 121 342)
Applicant	Albion Motors	Employer		

After a Secondary contact is added

Instruction	Page
<p><i>Secondary contact has been added</i></p> <p>For a secondary contact to view the matter:</p> <ul style="list-style-type: none">• Click the Files tab• Click Advanced in the Active Files section• Tick Matters I'm linked to• Click Refresh. <p><i>In this example Sam Sabat is a secondary contact on this matter</i></p>	
<p><i>Secondary contact visibility</i></p> <p>The Secondary contact:</p> <ul style="list-style-type: none">✓ Can see Matter Details✓ Can view all documents✓ Can view all messages✓ Can send messagesX Cannot see allocations in Diary	

Super Users

How to add/remove Super Users

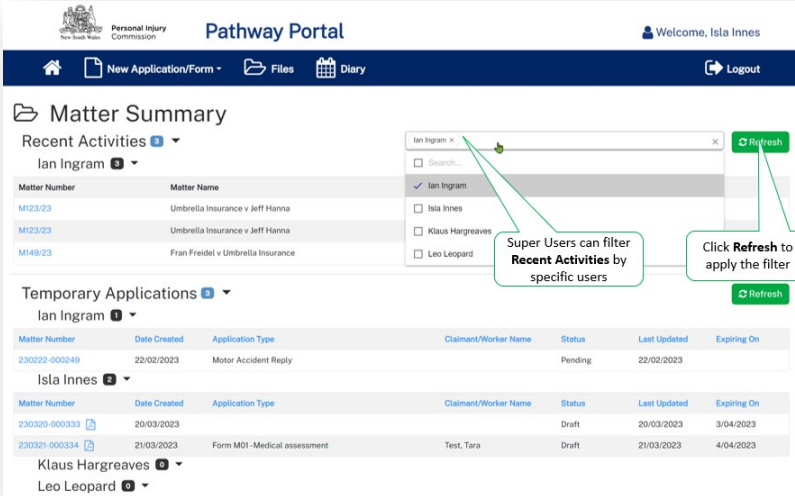
Instruction	Page
<p>Add/Remove a Super User</p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> Click the name of the Super User in the top right corner Tick or untick the Super User box Click Save. 	
<p><i>In this example Isla Innes is now a Super User</i></p> <p>As a Super User Isla Innes can now:</p> <ul style="list-style-type: none"> Can see and act on all matters Add/remove other Super Users (can't remove self) 	

What can Super Users see – Files – Recent Activities

Super Users can see all matters in the **Files** page.

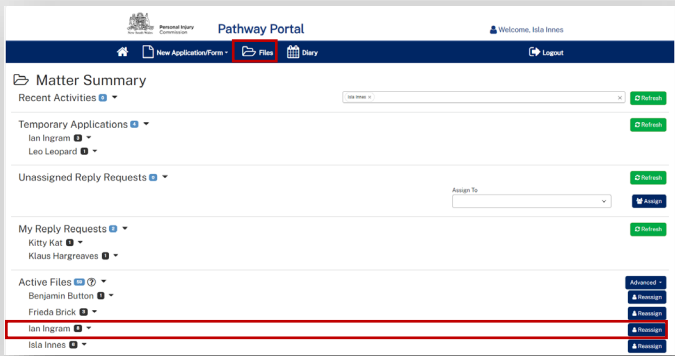
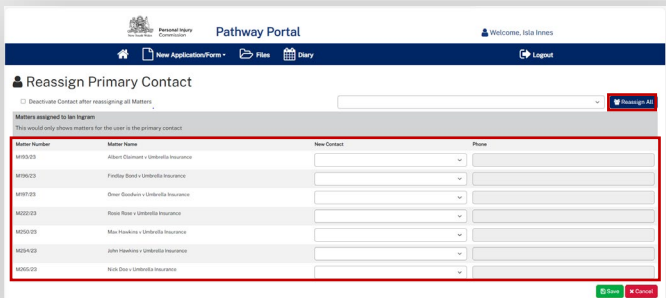
To view **Recent Activities** for specific users:

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



Super Users - How to reassign a Matter from one person to one or more others

There will be times when you need to reassign Matters from one person to other people in your organisation.

Instruction	Page
<p>To assign one or more Matters, complete the following:</p> <ol style="list-style-type: none"> 1. Click on the Files tab. 2. Find the person you want to reassign Matter/s from. 3. Click the Reassign button. <p>Note: The Reassign button is only available for Super Users.</p>	
<p>➤ All Matters assigned to the selected person display.</p> <p>There are 2 options:</p> <p>Option 1: Reassign All</p> <p>41. Consider this option when someone is going away on holidays or has left your organisation and you need to reassign all of their Matters to one other person.</p> <p>Option 2: Reassign some</p> <p>42. Consider this option when you only need to reassign some of the Matters or you need to assign them to more than one person.</p>	

To Reassign All

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

Note: Tick **Deactivate Contact** if a person has left the organisation. This will deactivate their profile and they will no longer appear in drop down lists within the Portal.

- Click Reassign All

- New Contact will auto populate for all Matters

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

- Click **Save**

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

Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Clamant v Umbrella Insurance	Leo Lempard	0433660999
M196/23	Freddie Bond v Umbrella Insurance	Leo Lempard	0433660999
M197/23	Other Goodwin v Umbrella Insurance	Leo Lempard	0433660999
M222/23	Rose Rose v Umbrella Insurance	Leo Lempard	0433660999
M250/23	Max Hawkins v Umbrella Insurance	Leo Lempard	0433660999
M254/23	John Hawkins v Umbrella Insurance	Leo Lempard	0433660999
M265/23	Nick Doe v Umbrella Insurance	Leo Lempard	0433660999

Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Clamant v Umbrella Insurance	Leo Lempard	0433660999
M196/23	Freddie Bond v Umbrella Insurance	Leo Lempard	0433660999
M197/23	Other Goodwin v Umbrella Insurance	Leo Lempard	0433660999
M222/23	Rose Rose v Umbrella Insurance	Leo Lempard	0433660999
M250/23	Max Hawkins v Umbrella Insurance	Leo Lempard	0433660999
M254/23	John Hawkins v Umbrella Insurance	Leo Lempard	0433660999
M265/23	Nick Doe v Umbrella Insurance	Leo Lempard	0433660999

To Reassign some

- From the drop-down list **select a person** to assign the Matter to continue this step for other Matters as needed.

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

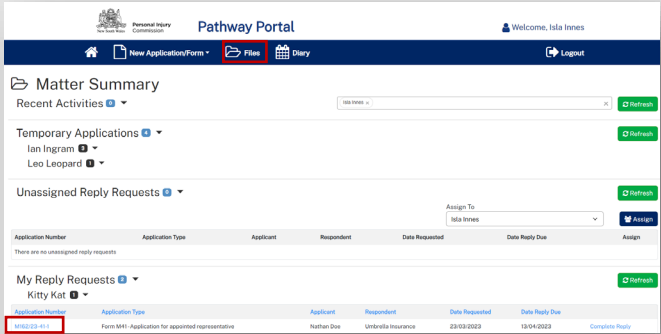
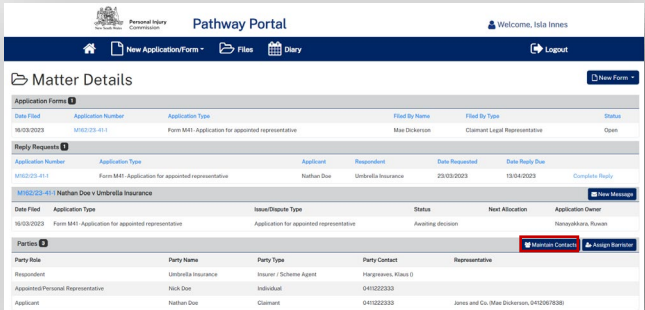
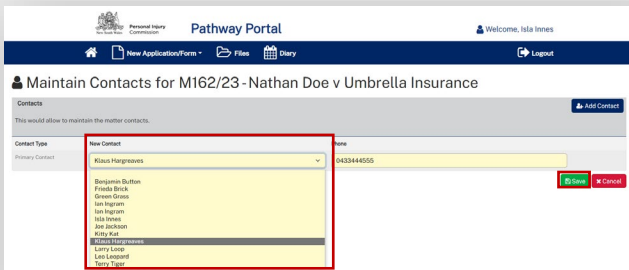
- Click **Save**

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

Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Clamant v Umbrella Insurance	Leo Lempard	
M196/23	Freddie Bond v Umbrella Insurance	Leo Lempard	
M197/23	Other Goodwin v Umbrella Insurance	Leo Lempard	
M222/23	Rose Rose v Umbrella Insurance	Leo Lempard	
M250/23	Max Hawkins v Umbrella Insurance	Leo Lempard	
M254/23	John Hawkins v Umbrella Insurance	Leo Lempard	
M265/23	Nick Doe v Umbrella Insurance	Leo Lempard	

Super Users - How to Manage Primary and Secondary Contacts

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

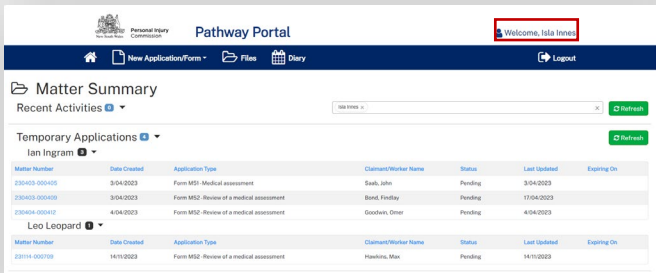
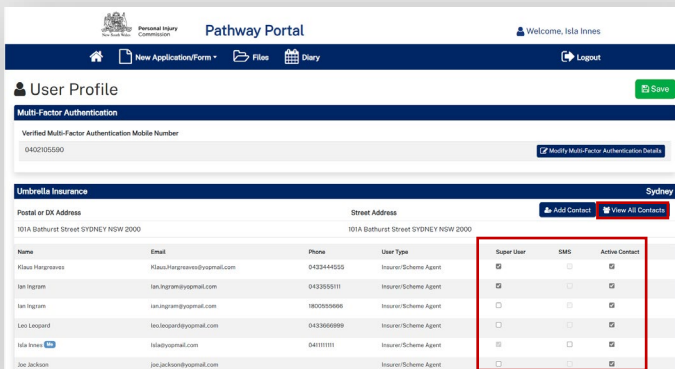
Instruction	Page
<ol style="list-style-type: none"> Click on the Files tab. Click on the blue Matter Number link. 	
<ol style="list-style-type: none"> Go to Parties section and Click on Maintain Contacts 	
<ol style="list-style-type: none"> Maintain Contacts page displays with current contacts. <p>To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

If you need to add a Secondary Contact:

1. Click Add Contact
2. In the Secondary Contact section, select name from the New Contact drop down list
3. Click **Save**

The screenshot shows the 'Pathway Portal' interface for 'Maintain Contacts for M162/23 - Nathan Doe v Umbrella Insurance'. The page has a header with the 'Personal Injury Compensation' logo and a user welcome message. The main content area is titled 'Contacts' and includes a sub-header 'This would allow to maintain the matter contacts.' with an 'Add Contact' button. Below this, there are two sections: 'Primary Contact' and 'Secondary Contact'. The 'Primary Contact' section shows 'Klaus Hargreaves' as the contact name and '0435444555' as the phone number. The 'Secondary Contact' section has a dropdown menu that is open, showing a list of names: 'Berkman Button', 'Brade Brice', 'Green Grass', 'Ian Ingram', 'Isla Innes', 'Joe Jackson', 'Kathy Kall', 'Klaus Hargreaves', 'Lorry Lorie', 'Leo Leopold', and 'Terry Tiger'. To the right of the 'Secondary Contact' dropdown are buttons for 'Remove Contact', 'Save', and 'Cancel'.

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

Instruction	Page
<p>1. Click the Welcome, name in the top right corner</p> <p>Note: Only Super User can add a new contact.</p>	
<p>49. User Profile page displays with a list of all active users for your organisation.</p> <p>Note: Before creating a new contact. Click on View All Contacts to check if there is an existing inactive account.</p> <p>Super User: Ticked box indicates the person has Super User access.</p> <p>Active Contact: Ticked box indicates this user is Active.</p> <p>To deactivate user:</p> <ol style="list-style-type: none"> 1. Untick Active Contact check box. 2. Click Save 	

To add a new user:

1. Click Add Contact

Pathway Portal

Welcome, Isla Innes

New Application/Form Files Diary Logout

User Profile Save

Multi-Factor Authentication

Verified Multi-Factor Authentication Mobile Number

0402105590 Modify Multi-Factor Authentication Details

Umbrella Insurance Sydney

Postal or DX Address Street Address

101A Bathurst Street SYDNEY NSW 2000 101A Bathurst Street SYDNEY NSW 2000

Add Contact View All Contacts

Name	Email	Phone	User Type	Super User	SMS	Active Contact
Klaus Hingraynes	Klaus.Hingraynes@sydney.com	0423445555	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ian Ingram	Ian.Ingram@sydney.com	0433555111	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ian Ingram	Ian.Ingram@sydney.com	1800000000	Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Leo Lopard	Leo.Lopard@sydney.com	0433666888	Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Isla Innes	Isla@sydney.com	0411111111	Insurer/Scheme Agent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Joe Jackson	Joe.Jackson@sydney.com		Insurer/Scheme Agent	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

2. Fill in all yellow mandatory fields
3. Click **Save**

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

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

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

Pathway Portal

Welcome, Isla Innes

New Application/Form Files Diary Logout

Add New Contact

New Contact for Umbrella Insurance (Sydney)

This allows to add a new contact.

Surname* Given Name*

Title* Other Title* Gender* Other Gender*

Email* Phone*

Save Cancel

Appendix A – Document requirements

What is the maximum document size and the file types that you can upload to the Pathway Portal?

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

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

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

Contact the Commission and follow advice.

Appendix B – Glossary of Terms

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

Appendix C – Email Notifications – When and what happens

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

Appendix D – Version Control

Version	Date	Author	Major changes	Approved by
1.0	8 May 2024	Nathan Johnson	Initial version	Melissa Golfes
1.1	November 2024	Leo Lopez	<ul style="list-style-type: none"> Added Lodge Legal Representation Change Added Submissions and Correspondence How to lodge an additional document with an initiating application or reply Added Reference to Rule 67 	
1.2	March 2025	Shilpashree Hassan	<ul style="list-style-type: none"> Replaced WCSupport@pi.nsw.gov.au with PIC Digital Hub Portal link and link to Digital Hub User Guide. 	

