Personal Injury
Commission

New South Wales

ONLINE LODGMENT PORTAL

GENERAL USER GUIDE
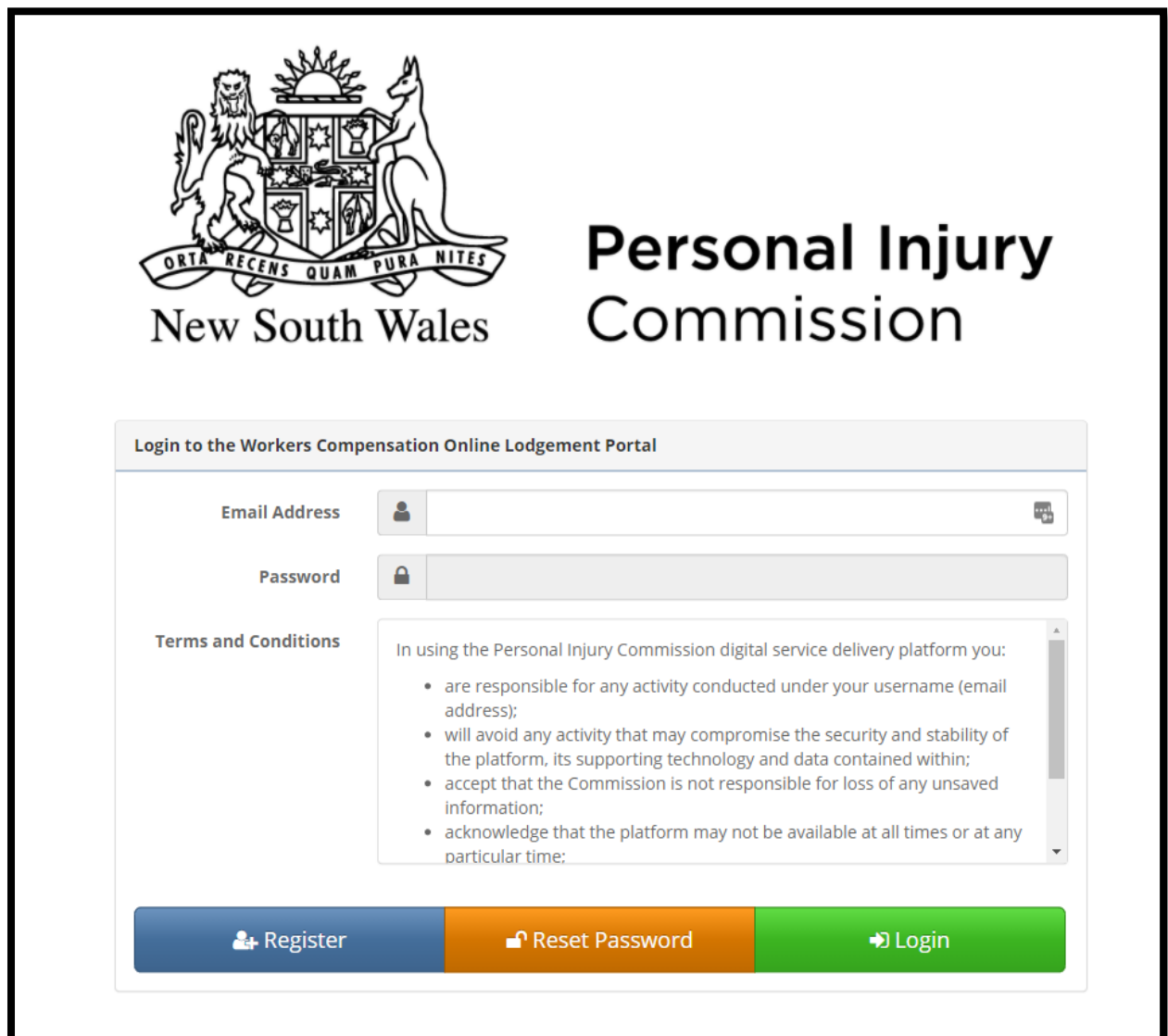
Contents

Registration and Login

To access files, you will need to register as a user.

The platform is available at https://online.pi.nsw.gov.au/login.aspx

Enter your email address and click on Register. **The email address you register with, must be the email address included in the contact details on any form you lodge, for you to be able to view that matter in the portal.**

You will receive a return email with a link to complete the registration process, including creation of a password.

You can also reset your password from this page.

The following screen will allow you to enter your details:
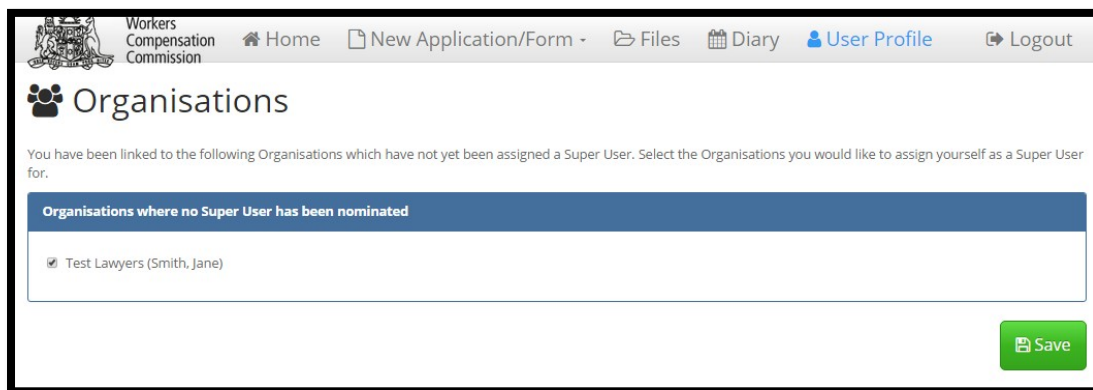
Note: Date of Birth only required if registering as a worker

You can consent to receiving SMS reminders about upcoming proceedings by adding your mobile phone number and checking the consent box.

Once you have lodged a form via the portal, you will be able to see all active matters where you are either the worker (if the Commission has your email address registered with an application), or the contact person for an insurer, or a legal representative of a party.

Super Users

Organisations, including insurers and legal representatives, can set up two Super Users (see below). A Super User can see all files for all contacts in their organisation by expanding on the users name in the Files section.
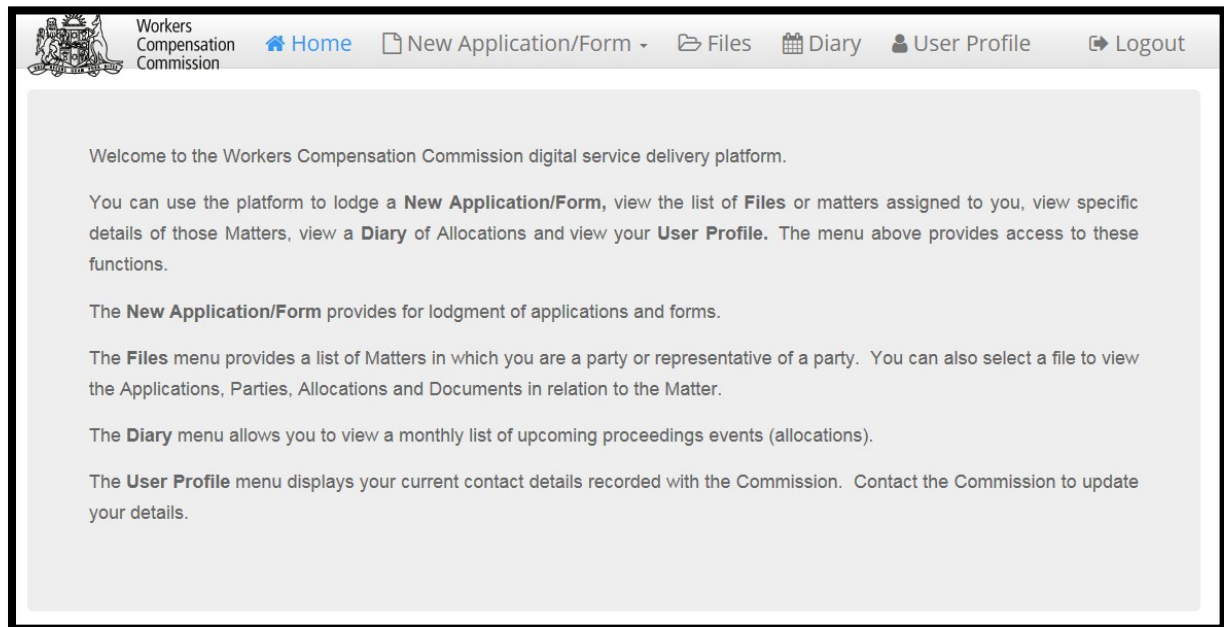

If you wish to change the Super Users, details should be emailed to the Commission by a senior representative of the organisation.
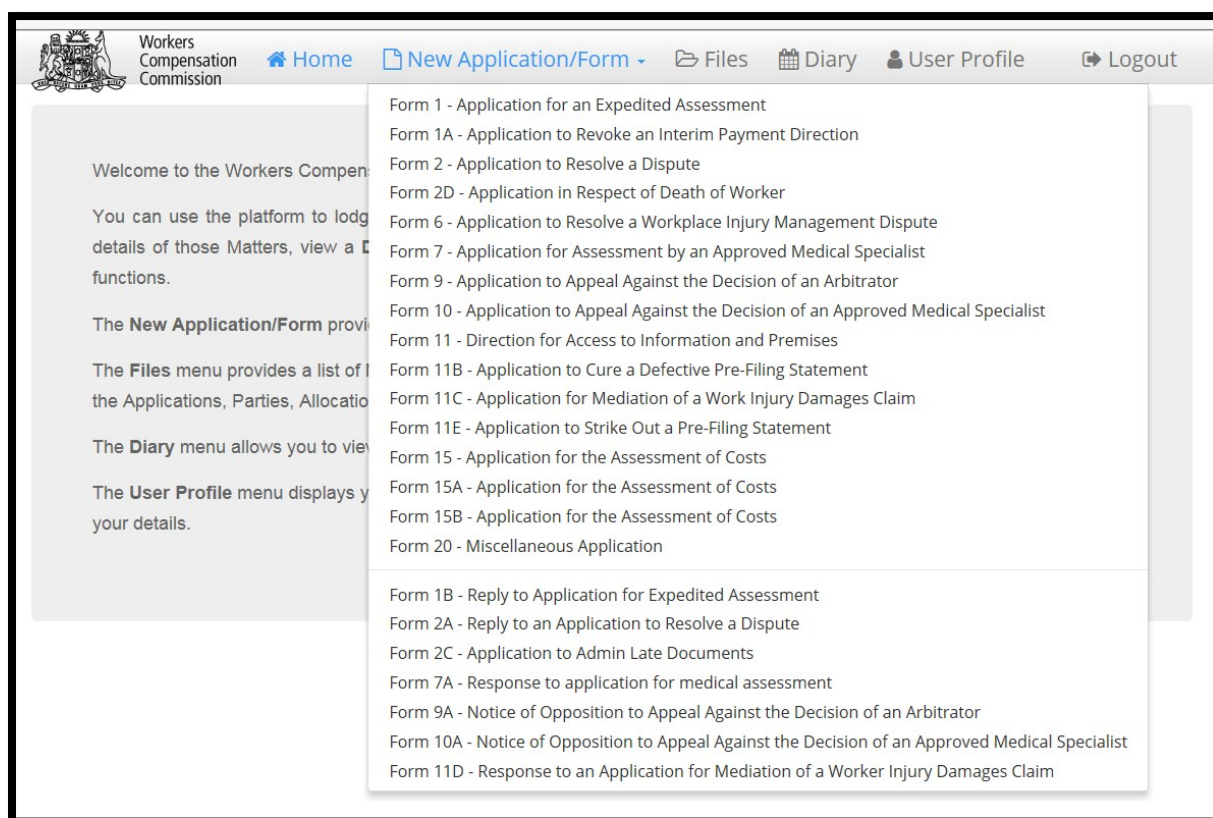
Menus

Home Page

Once you have logged in, the home page will be displayed.

Use the tabs at the top of the home page to navigate to other menus.

New Application/Form page

From the drop-down menu, you can choose a new application/form to lodge.

Some forms can only be added from within an existing matter/file. This includes the following forms:

- Form 4 – Certificate of Service
- Form 2B – Application to Join a Party to Proceedings
- Form 8 – Direction for Production
- Form 8B – Summons to Attend
- Form 13 – Application for Leave to Refer a Question of Law
- Form 14A – Agreement to Discontinue Proceedings
- Form 14B – Election to Discontinue Proceedings

Click on the form you want to lodge – a new form will open with the relevant Notice to Parties.

Form 2 - Notice to Parties

Pages ▾

☆ Save Draft   💾 Submit

Notice to Parties   ❷

NOTICE TO APPLICANT

Form 2 is the correct form to use for a dispute or claim about:

- compensation for permanent impairment
- compensation for pain and suffering
- compensation for property damage
- domestic assistance

There are two forms available for referral of disputes concerning weekly payments and medical expenses.

Use the table below to decide the appropriate form.

Claim Type	Form Type
Weekly benefits work capacity _only_	Form 1
Weekly benefits up to 12 weeks _and/or_ past medical expenses up to $9,468.10*	Form 1
Weekly benefits work capacity _and_ past medical expenses greater than $9,468.10* _and/or_ any future medical expenses	Form 2
Weekly benefits more than 12 weeks _and/or_ past medical expenses greater than $9,468.10* _and/or_ any future medical expenses	Form 2

Please note that the amount of $9,468.10 is subject to adjustment under Division 6 of Part 3 of the 1987 Act.

Form 2D is to be used for applications in respect of the death of a worker.

Failure to attach all relevant documents identified in this section will result in your application being rejected by the Commission

NOTICE TO RESPONDENT

You have 21 days from the date of registration of this application to respond by:

•lodging a reply with the Commission, and
•serving a sealed copy of the reply on each other party.

If you do not respond to the application, the Commission may progress the application in the absence of your reply.
Employers should contact their workers compensation insurer/scheme agent about lodging a reply.

NOTICE TO PARTIES

The application and the reply must accord with the Worker's Compensation Commission Rules 2011.

PRIVACY OF PERSONAL INFORMATION

The privacy of personal information is important to the Workers Compensation Commission. The Commission collects personal information to register application forms and make decisions about disputes or claims. The NSW workers compensation laws permit the Commission to collect this information.
The Commission may give personal information to another person or agency (e.g. a doctor, a party, State Insurance Regulatory Authority) as required or authorised by law.
Decisions by the Commission will generally be published, including on the Internet, unless there are exceptional circumstances justifying the decision being withheld.
A person has a right to access their personal information and correct any inaccuracies.

☆ Save Draft   💾 Submit   Next ❯

Files page

Click on the FILES tab to see a list of all applications/forms awaiting registration by the Commission and any active files.

Recent Activities shows all activity in matters since the last time you logged in.

Temporary Applications shows all applications/forms lodged by you that have not yet been accepted by the Commission.

There are three statuses for Temporary Applications:

- Draft – forms that have been commenced but not submitted to the Commission
- Pending – forms that have been submitted but not yet accepted by the Commission
- Rejected – forms that have been rejected by the Commission – these forms can be amended and resubmitted

Forms that are in draft or rejected status will be available in the portal for 14 days after the last date a change was made to the form.

Temporary Documents shows all correspondence/submissions lodged by you that have not yet been accepted by the Commission.

There are two statuses for Temporary Documents:

- Pending – documents that have been submitted but not yet accepted by the Commission
- Rejected – documents that have been rejected by the Commission – these documents can be amended and resubmitted

Documents that are in rejected status will be available in the portal for 14 days after the last date a change was made to the documents.

Active Files shows all open matters in which your email address is the contact for a party or party representative.

Closed Files shows all matters that have been closed for less than 42 days in which your email address is the contact for a party or party representative.

Click on a matter no (in blue) in the Active Files list to go to the details page for each matter (as displayed on the next page).

For each matter, you can view the forms lodged and the parties in the proceedings. Clicking on the date field in the documents section will open a PDF copy of the document. You can save a copy of the document to your own computer or mobile device.

Diary page

Click on the DIARY tab to see a list of all upcoming allocations such as teleconferences, conciliation conferences/arbitration hearings.

Completing a Form/Application

All forms/applications are embedded in the online platform. Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information. You no longer need to complete a PDF or Word version of the form. Supporting documents are uploaded as a single file (see separate section below).

Mandatory fields

When completing a form, all fields with a yellow background are mandatory.

Not for use fields

Fields with a grey background are not available within the form type.

Help Text

Each form has embedded help text to assist you to complete the form. Click on the to display the additional information relevant to that section

Navigating pages in a form
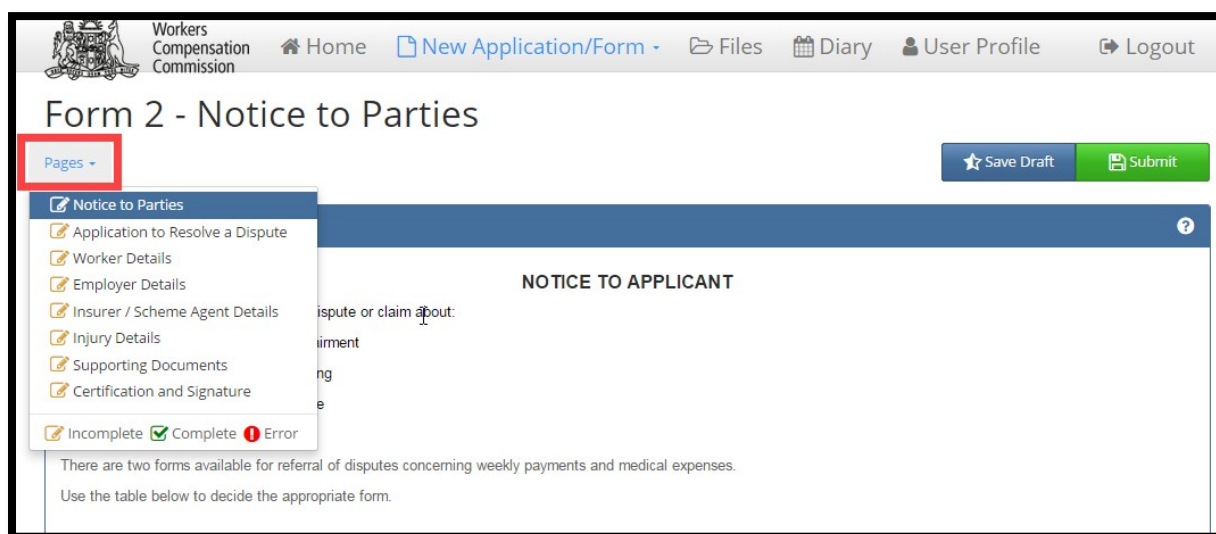
You can navigate through the pages in a form by selecting [Next] or [Previous]

Alternatively, you can use the Pages menu to navigate between pages as highlighted below.

Selecting issues in dispute

Additional pages will be inserted into the form based on the selected matters/issues in dispute.

In the example below, the selected issues are weekly benefits where liability in dispute and medical expenses (where the amount is more than $9,468.10).

When these issues are selected, additional pages are populated into the Pages menu.

Saving draft forms

Click on the **Save Draft** button to save a draft of your form. You can access any saved drafts for up to 14 calendar days through the Files menu under Temporary Applications.

A **PDF icon** will be displayed for any draft application from which you can open, view, save and print the draft form.

Submitting forms

Click on the Submit button to save and submit your form. The form status will change to Pending. You will be advised by email when your form is accepted by the Commission.

If your form is rejected, it will display again in the Temporary Applications section. You can amend the form and resubmit.

Supporting documents

Supporting documents for forms should be uploaded as a single indexed and paginated PDF file of the documents. Files should be no more than 200MB. If your supporting documents are greater than 200MB, you will need to upload the documents in parts. Documents must not be password protected.

The index should precede the documents in the PDF file and be in the following format:

Document	Author	Date of Document	Start Page

When completing the documents table in the online portal, you should select:

Document Category   - Supporting Documents

Document Type   - select relevant form type

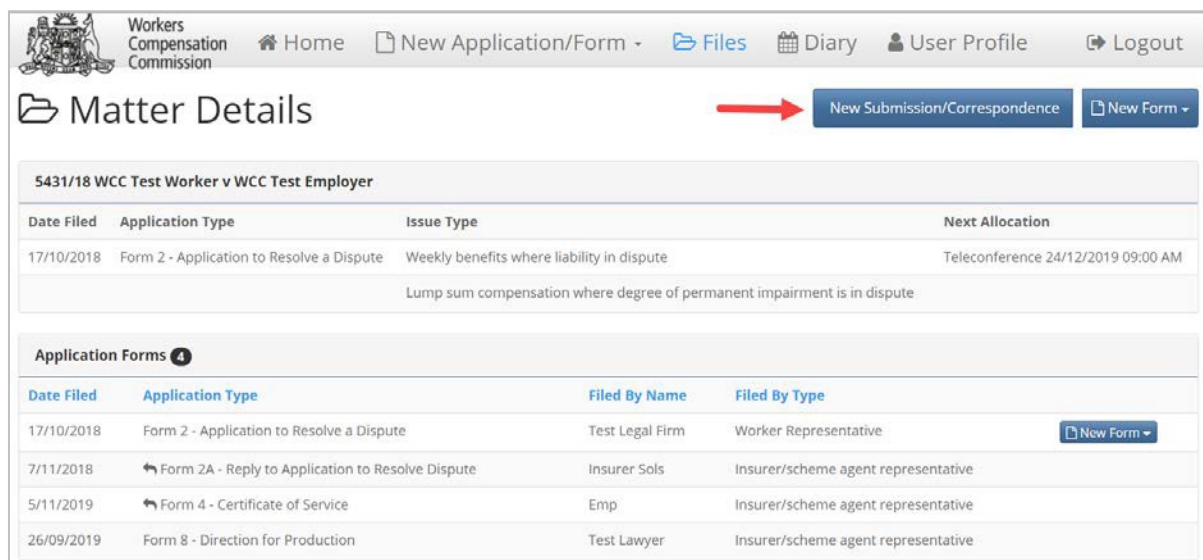For the upload, the author should be "various", and the date of document should be the lodging date.

There is also provision for a covering letter to be included if needed (for example to request expedition) – simply choose "covering letter" as both the category and type and upload as a separate document

Lodge submissions and other correspondence

Select **Files** from the menu.

Select the matter no to upload submissions or correspondence.

Select **New Submission/Correspondence** button on the top right corner.

Upload a file using the **Upload** button or drag and drop a file from your desktop into the screen. Multiple files can be uploaded. Files must be in PDF format with no secure marking applied.

Identify each document accordingly and submit.

Access documents produced under direction

To access documents produced under direction by third parties, navigate to the documents section in the matter details screen. Documents can be downloaded and saved.

If, during a first access period, a party seeks to restrict access to any documents under Rule 13.9 of the Workers Compensation Commission Rules 2011, an email should be forwarded to help@pi.nsw.gov.au with details of:

- the matter no;
- party names;
- producer, and
- page numbers in the PDF document to be excluded from general access.

This must be done before the end of the first access period.

A party seeking to restrict access will also need to comply with Rule 13.9(2)(c) with respect to advising the other parties to proceedings.

Adding Counsel

If you brief a barrister in a matter, you can add them to the file. Once the barrister has registered to use the portal (using the same registration page as outlined above), they will be able to view all documents lodged and issued in the proceedings.

If you change barristers, you can re-assign the matter to the alternate barrister.