



**Personal Injury
Commission**

Pathway Portal Claimant User Guide

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User Guide Overview

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

What will the guide cover?

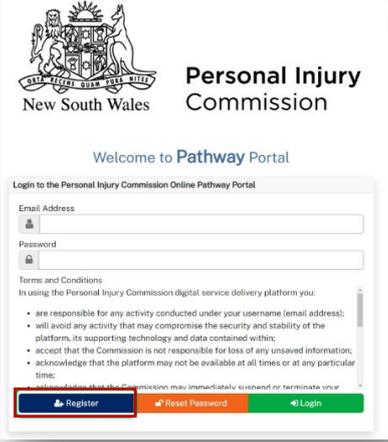
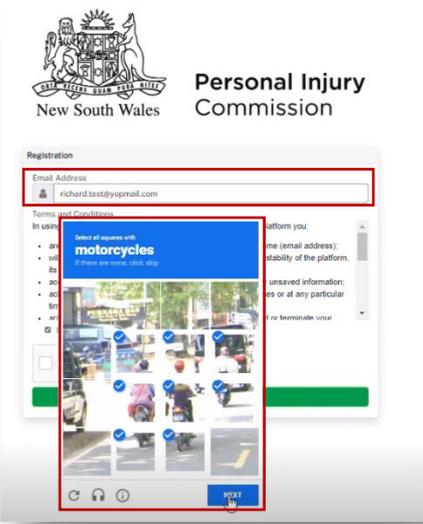
This guide will cover how to:

- Get started
- Navigation
- Lodge an application in Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send and receive messages
- View allocation details
- View outcome documents
- Explain how to lodge a review and further application
- Lodge a Legal Representation / Agent Change
- Submissions and other Correspondence
- Lodge an additional document after initiating application or reply

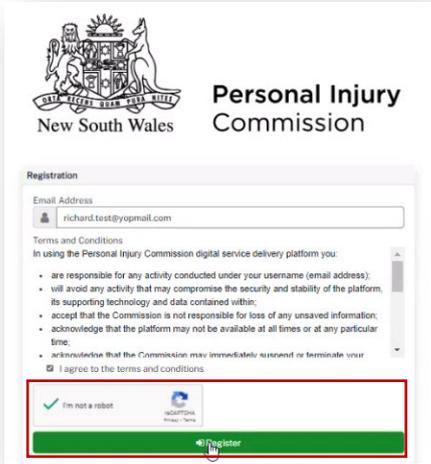
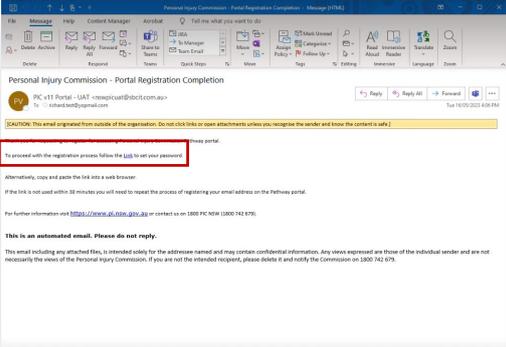
Get started/ How do I get started with Pathway Portal?

How to access and register for Pathway Portal

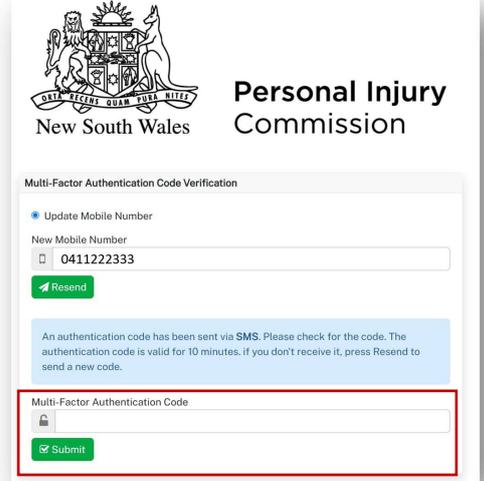
In order to submit, engage with or view a matter you must first register to use Pathway Portal.

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

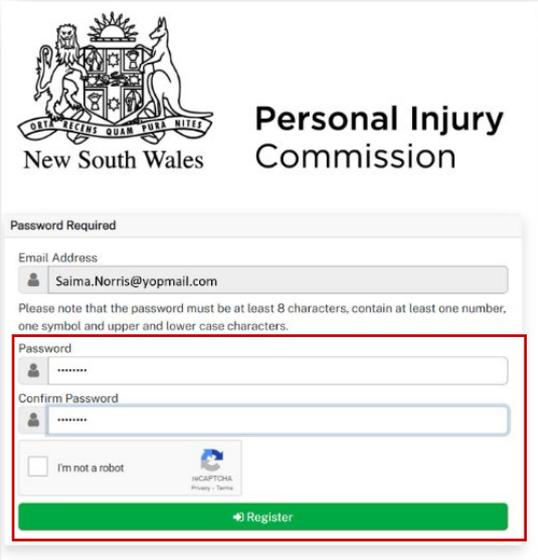
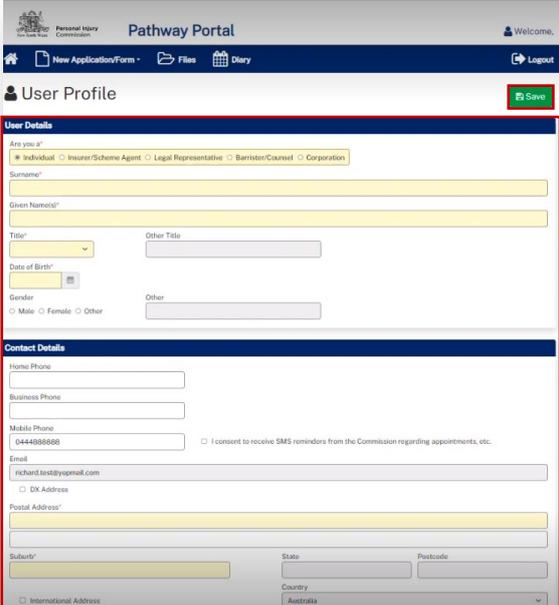
How to access and register for Pathway Portal continued

Instruction	Page
<p data-bbox="209 347 627 383">Confirm you are not a robot</p> <p data-bbox="209 423 735 486">Once the test is completed, you will see the “I’m not a Robot” message display.</p> <p data-bbox="209 506 408 537">6. Click Register.</p> <p data-bbox="209 557 759 620">➤ You will then receive an email to validate your email address.</p>	
<p data-bbox="209 952 703 987">Click Pathway Portal link in email</p> <p data-bbox="209 1005 759 1068">You will receive an email with a link to validate the email address.</p> <p data-bbox="209 1099 539 1131">7. Click the Link in the email.</p>	

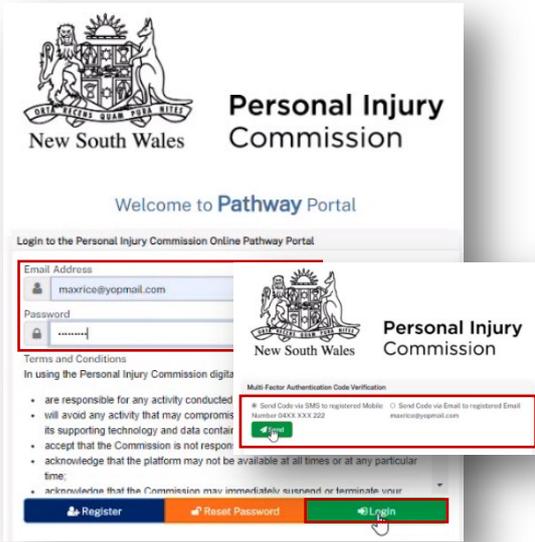
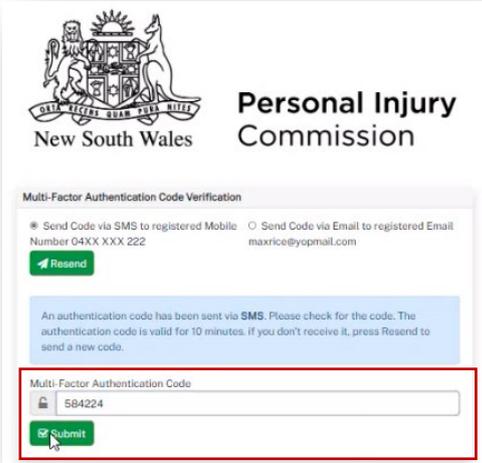
How to access and register for Pathway Portal continued

Instruction	Page
<p><i>Update Mobile Number</i></p> <p>8. Populate New Mobile Number to receive the code and click Send.</p>	
<p><i>Type code</i></p> <p>9. Type the code sent to your mobile and click Submit.</p>	

How to access and register for Pathway Portal continued

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 as follows:</p> <ul style="list-style-type: none"> • Select Individual • Complete the yellow mandatory fields • Click Save. <p>➤ You have now completed the Registration process.</p>	

How to Login to Pathway Portal

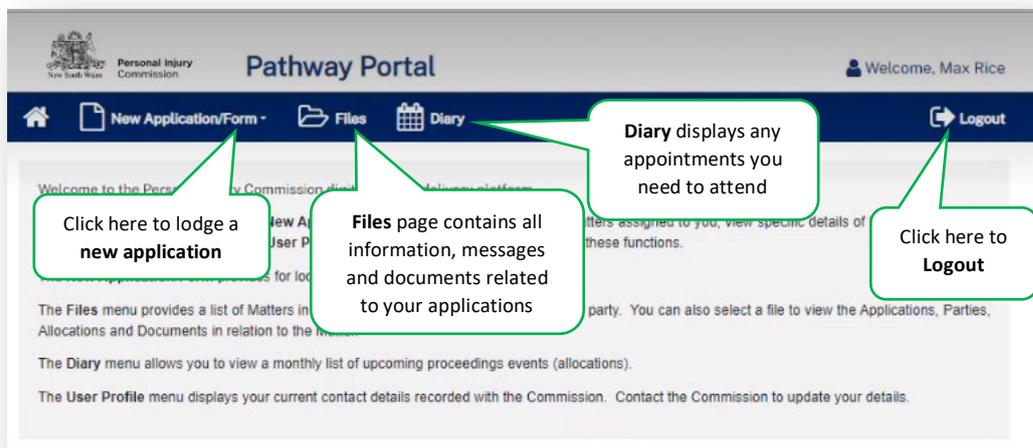
Instruction	Page
<ol style="list-style-type: none"> 1. Click the Pathway Portal link - https://pathwayportal.pi.nsw.gov.au on the Personal Injury Commission website. 2. Populate the Email Address and Password. 3. Click Login. 4. Select where you would like the Multi Factor Authentication Code (MFA) sent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

Navigation/ Where do I find information for my application?

Home page

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

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



Files page

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

Recent Activities

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



Temporary Applications

The Temporary Applications section displays:

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

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
23029-00038	13/03/2023	Form M01 - Medical assessment	Rice, Max	Pending	13/03/2023	
23029-00087	20/04/2023	Form M02 - General Assessment	Rice, Max	Pending	28/04/2023	

Unassigned Reply Requests

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

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

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

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

My Reply Requests

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

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

Active Files

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

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
30/05/2023	Form M01 - Medical assessment	Threshold Injury				

Closed Files

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

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
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Matter Details

To view details for the matter:

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

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
30/05/2023	Form M51 - Medical assessment	Degree of permanent impairment Assessment procedure Failure to attend a medical assessment Objection to Medical Assessor				

- The **Matter Details** page displays.

Matter Details (top of page)

Applications filed for the matter.

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

Date Filed	Application Number	Application Type	Status	Next Allocation	Application Owner
30/05/2023	M244/23-51-1	New Form M51 - Medical assessment	Max		
30/05/2023	M244/23-51-1	New Motor Accident Reply	Nina		

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
30/05/2023	Form M51 - Medical assessment	Treatment and care relates to the injury caused	Open		Granada, Michelle
		Treatment and care reasonable and necessary	Open		Granada, Michelle
		Degree of permanent impairment	Awaiting allocation	Medical examination 01/06/2023 09:00 AM	Granada, Michelle

Matter Details (bottom of page)

The screenshot displays the bottom section of the Matter Details page, organized into four main sections:

- Parties (2):** A table listing the parties involved in the matter.

Party Role	Party Name	Party Type	Party Contact
Respondent	Umbrella Insurance	Insurer / Scheme Agent	Leopard, Leo (042211222)
Applicant	Max Rice	Claimant	042222222
- Messages (0):** A section indicating there are no open message threads. A "View All Messages" button is present.
- Allocations (1):** A table showing scheduled appointments.

Allocation Type	Dispute/Issue/Injury/Treatment	Venue	Location	Date and Time	Duration	Mode of Allocation	Attendees
Medical examination	M244/23-51-1/D1 (Arm)	PIC Medical Suites	SYDNEY	1/06/2023 9:00 AM	1 hour	Venue	
- Documents (3):** A table listing documents related to the matter.

Document Date	Author	Document Category and Type	File Name	Related To
30/05/2023	Portal	Electronic Application Form - Sealed Form M51 - Medical assessment	M244/23-51-1, 30/05/2023: Form M51 - Medical assessment	M244/23-51-1, Sender: Portal - Recipient:
30/05/2023	Portal	Electronic Application Form - Sealed Motor Accident Reply	M244/23-51-1, 30/05/2023: Motor Accident Reply	M244/23-51-1, Sender: Portal - Recipient:
30/05/2023	Max Rice	Application - Medical dispute - bundle	M244/23-51-1, 30/05/2023: Form M51 - Medical assessment	M244/23-51-1, 30/05/2023: Motor Accident Reply
30/05/2023	Nina Harr...	Reply - Medical dispute - bundle	M244/23-51-1, 30/05/2023: Motor Accident Reply	M244/23-51-1, 30/05/2023: Motor Accident Reply

Callout boxes provide additional context:

- "Parties displays all the parties for the matter."
- "Messages relating to the matter are located here."
- "Allocations (appointments) can be found here."
- "All Documents relating to the matter can be accessed by clicking on the blue Document Date link."

Diary page

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

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

The screenshot shows the "Weekly Diary - List" page. At the top, there is a navigation bar with icons for Home, New Application/Form, Files, **Diary** (highlighted), and Logout. Below the navigation bar, the page title "Weekly Diary - List" is displayed. A "Start Date" selector is set to "30/05/2023". Navigation buttons for "Previous Week" and "Next Week" are also visible.

The main content is a table titled "Weekly Diary - List" with the following data:

Date	Matter Number	Matter Name	Allocation Type	Attendees	Venue Name	Location	Mode of Allocation	Time	Duration
1/06/2023 - Thu	M244/23	Max Rice v Umbrella Insurance	Medical examination	Max Rice (Claimant)	PIC Medical Suites	SYDNEY	Venue	9:00 AM	1 hour

Lodge a new application

Overview



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

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

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

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

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

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

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

What application forms can be submitted?

Forms and schemes

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

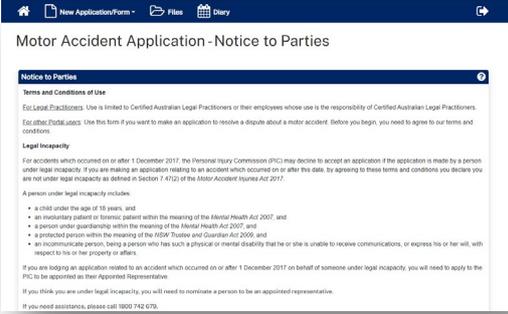
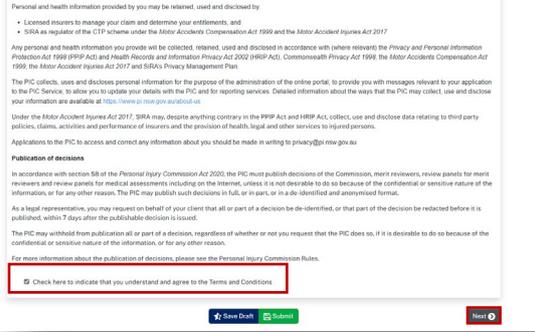
Application forms that can be submitted by parties via Pathway Portal are:

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

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

How to lodge a new application

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

Instruction	Page
<p>New Application Form</p> <p>2. Click on the New Application Form and select New Motor Accident Application.</p> <p>➤ The Motor Accident Application – Notice to Parties page displays.</p>	
<p>Motor Accident Application - Notice to Parties</p> <p>3. Click the check box to indicate that you understand and agree to the Terms and Conditions.</p> <p>4. Click Next.</p> <p>➤ The Motor Accident Application - Claim Details page displays.</p>	
	

Motor Accident Application - Claim Details

5. Complete the details as follows:

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

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

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

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

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

Motor Accident Application - Claim Details

Claim Details

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

Date of Accident* 1/05/2023 Claimant Date of Birth* 8/08/2002 Claimant Surname* Smithers

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

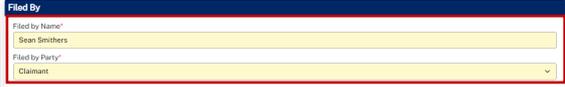
Enter the claim number* 9030056230 The claim has been found. Proceed without matched claim

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

Location of Accident* Hornby

Matching the claim number to the Universal Claims Database

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

Instruction	Page
<p>Application Details</p> <p>6. Complete the following:</p> <ul style="list-style-type: none"> • Application Type – Select from the drop-down menu. <p>➤ The Matters in Dispute page displays.</p>	
<p>Matters in Dispute</p> <p>7. Select the relevant disputes.</p>	
<p>Filed By</p> <p>8. Filed by Name – Type in your name.</p> <p>9. Filed by Party – Select one of the following:</p> <ul style="list-style-type: none"> • Claimant - if you are lodging the application for yourself • Claimant Personal Representative - if you are lodging for someone else • Claimant Appointed Representative - if you have already lodged an Appointed Representative application. 	
<p>Legal Incapacity</p> <p>10. Read the Legal Incapacity questions and select the appropriate response.</p> <p>11. If you, or the person you are submitting the application for, are under legal incapacity, an Appointed Representative application needs to be submitted first.</p> <p>12. Click Next.</p> <p>➤ The Claimant Details page displays.</p>	
<p>Note: If you selected Yes to the first question - Is the Claimant under legal incapacity? and then selected No to – Has the Commission appointed to an Appointed Representative previously? You won't be able to continue with the application because you need to lodge an Appointed Representative application first.</p>	

Claimant Details

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

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

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

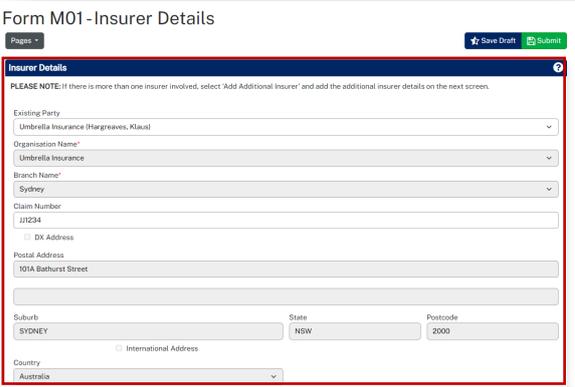
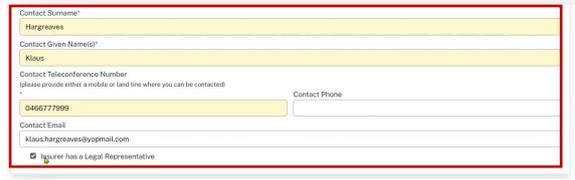
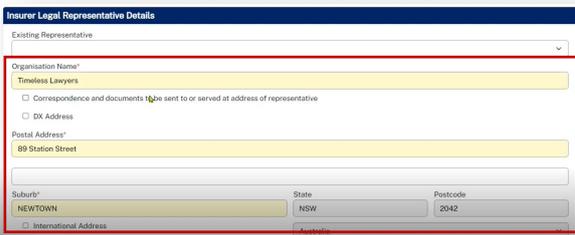
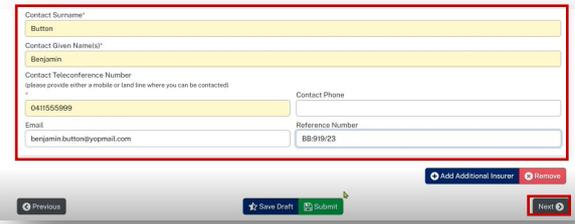
Interpreter

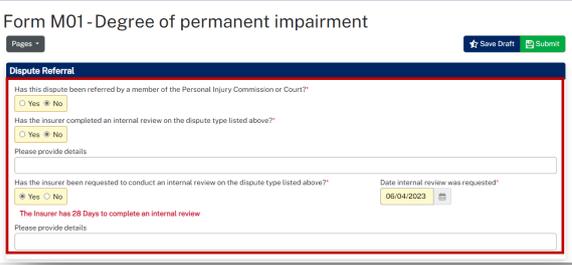
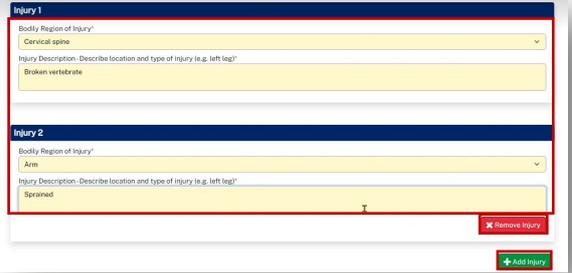
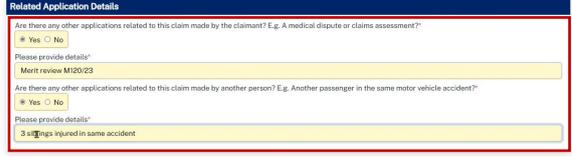
14. Complete the details as follows:

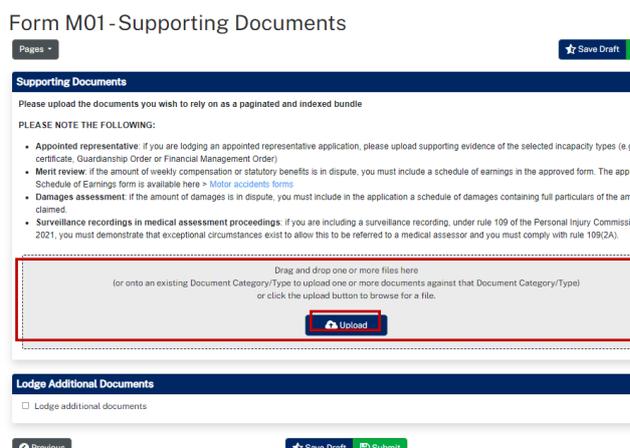
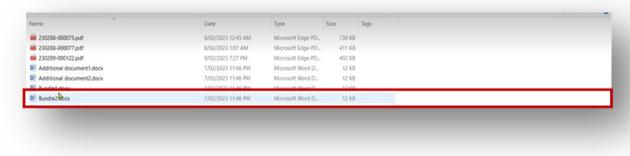
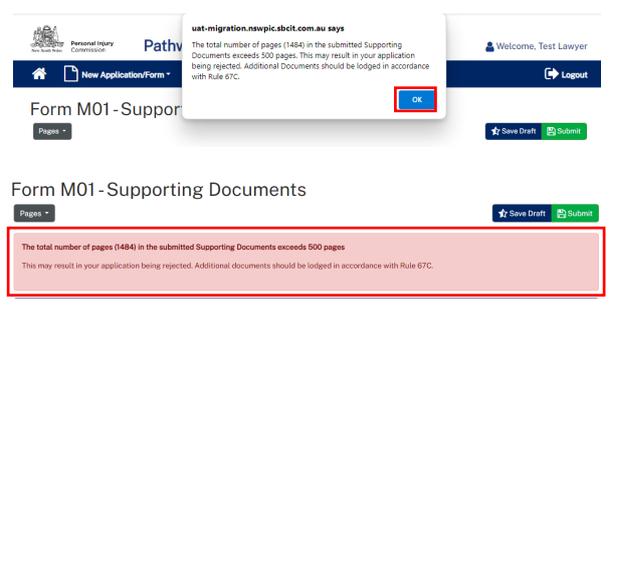
- **Interpreter Required** – Select if the claimant requires an Interpreter.
- **Language of Interpreter** – Select the language from the drop-down menu.
- **Individual has a disability** – Select if applicable.
- **Claimant has a Legal Representative** – Leave unticked as you are self-representing.

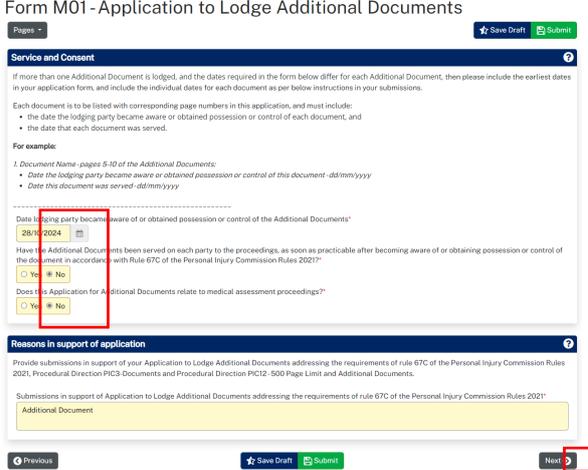
15. Click **Next**.

➤ The **Insurer Details** page displays.

Instruction	Page
<p>Form M01- Insurer Details</p> <p>16. These details will auto populate if the Insurer was selected on the first page.</p>	
<p>Insurer Details continued</p> <p>17. Complete the details as follows:</p> <ul style="list-style-type: none"> • Scroll down and add the Contact details if there is a particular contact for this Insurer and claim. • Tick the box if the Insurer has a Legal Representative. 	
<ul style="list-style-type: none"> • Add in the Insurer Legal Representative Details name and address details. 	
<ul style="list-style-type: none"> • Add in the Insurer Legal Representative contact details. <p>Note: You can Add Additional Insurer if there is more than one Insurer involved in this Matter.</p> <p>18. Click Next.</p> <p>➤ The Degree of Permanent Impairment page displays in this example. The content and questions on the next page will vary depending on the application type and the dispute (s) selected earlier.</p>	

Instruction	Page
<p>Degree of Permanent Impairment</p> <p><i>Dispute Referral</i></p> <p>19. Select Yes/No to the questions.</p>	
<p>Injury 1</p> <p>20. Complete the details as follows:</p> <ul style="list-style-type: none"> • Add the details of Injury 1. • Click Add Injury to add another injury. • Click Remove injury to remove an injury from the page. 	
<p>Related Application Details</p> <p>21. Add in any Related Application Details if applicable.</p>	
<p>Other Dispute Details</p> <p>22. Add in any Other Dispute Details that will assist with your application.</p> <p>23. Click Next.</p> <p>➤ The Supporting Documents page displays.</p>	

Instruction	Page
<p>Supporting Documents</p> <p>The Supporting Documents page provides information about what you need to lodge for certain application types.</p> <p>Note: Supporting evidence is to be submitted as a single indexed paginated bundle and must not exceed 500 pages on certain initiating applications (Refer to PIC Rule 67).</p> <p>24. Click Upload or drag and drop the documents onto the page.</p>	
<p>25. 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> <p>Dispute types excluded from the 500-page limit are:</p> <ul style="list-style-type: none"> • Medical reviews and appeals • Merit reviews and merit review panels • Settlement approvals • Presidential appeals • Expedited assessments • Certain work injury damages disputes 	

<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>26. Add in the Document Details:</p> <ul style="list-style-type: none"> • Document Type – Select from the drop-down menu. If a bundle is uploaded, select the application type – bundle as the document type, e.g., Medical dispute - bundle. • Author – Type in your name. • Date of Document – Type in the date of upload or select the date from the calendar. 	
<p><i>When you need to add more than 500 pages of supporting documents to your initiating application</i></p> <p>27. Tick Lodge Additional Documents if required.</p> <p>28. Click Next.</p> <p>➤ The Service and Consent page displays.</p>	
<p>Lodge Additional Documents</p> <p>29. Provide answers to the Service and Consent questions.</p> <p>Note: Refer to the help text on the screen if your bundle contains multiple documents with varying dates.</p> <p>Note: If the additional documents relate to medical proceedings, evidence of consent should be attached on the supporting documents page.</p> <p>30. Click Next.</p> <p>➤ The Supporting Documents page displays</p> <p>31. Upload your additional documents.</p> <p>32. Add in the Document Details.</p> <p>33. Click Next.</p>	<p>Form M01 - Application to Lodge Additional Documents</p> 

Instruction

Form M01 – Certification and Signature

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

Save Draft

34. 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**.

Page

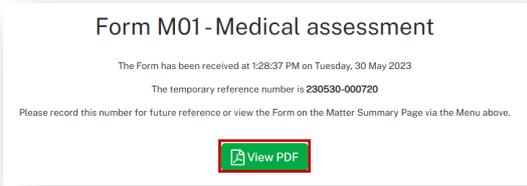
Matter Number	Date Created	Application Type	Claimant/Matter Name	Status	Last Updated	Expiry On
V1202-00210	20/02/2023	Form M01 - Medical assessment	Smithers, Sean	Draft	20/02/2023	09/03/2023

- **Check/update** any details by navigating to the **relevant page**.
- Once you are ready to submit the document, navigate to the **Certification and Signature page** and submit the document as shown below.

Submit

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

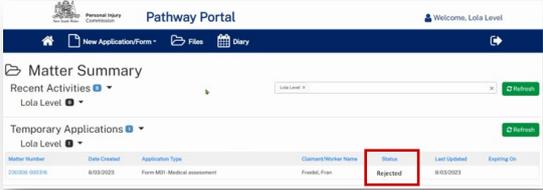
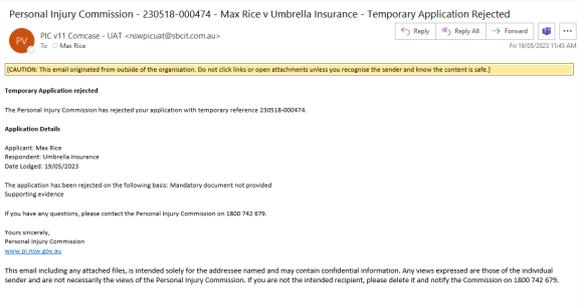
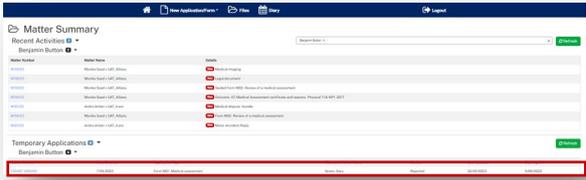
Once you have submitted the application, it will go to the **Commission Registry** as a **Temporary Application**, and it will appear on your **Temporary Applications List**.

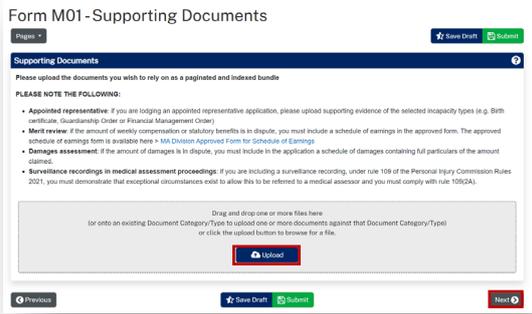
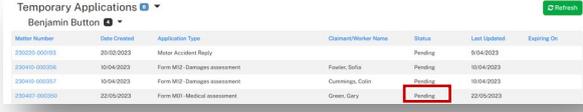
Instruction	Page
<p>Form M01 - Medical Assessment</p> <p>36. Click View PDF to view and download the application.</p>	
<p>Temporary Applications</p> <p>37. Go to Files and Temporary Applications to see the temporary application. You can download the PDF by clicking the blue temporary application link.</p> <p>Note: that the status is now Pending. If you are unable to see the application, click Refresh.</p> <p>➤ You will receive an email to advise that a temporary application has been submitted.</p>	

What happens next?

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

How to resubmit a rejected temporary application

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

Instruction	Page																																			
<p>38. Click Upload to upload the supporting document bundle (if this was the reason for rejection) and click Next.</p> <p>Note: If your application was rejected for having supporting documents over 500 pages,</p> <p>39. Remove the document</p> <p>40. Split the document offline</p> <p>41. Re-upload the first bundle (up to 500 pages)</p> <p>42. Select the 'Lodge Additional Documents' checkbox</p>																																				
<p>4. Once changes are made, sign and date the application on the last page and click Submit.</p>																																				
<p>➤ The Status updates to Pending in the Temporary Application list).</p> <p>Note: If the Commission accepts and registers the resubmitted application, the Filed date will be the date the application was resubmitted.</p>	 <table border="1"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Marker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>23020-00093</td> <td>20/02/2023</td> <td>Motor Accident Ready</td> <td></td> <td>Pending</td> <td>8/04/2023</td> <td></td> </tr> <tr> <td>23040-00036</td> <td>10/04/2023</td> <td>Form M02- Damages assessment</td> <td>Fowler, Sofia</td> <td>Pending</td> <td>10/04/2023</td> <td></td> </tr> <tr> <td>23040-00087</td> <td>10/04/2023</td> <td>Form M02- Damages assessment</td> <td>Cummings, Colin</td> <td>Pending</td> <td>10/04/2023</td> <td></td> </tr> <tr> <td>23040-00090</td> <td>22/05/2023</td> <td>Form M01- Medical assessment</td> <td>Green Gary</td> <td>Pending</td> <td>22/05/2023</td> <td></td> </tr> </tbody> </table>	Matter Number	Date Created	Application Type	Claimant/Marker Name	Status	Last Updated	Expiring On	23020-00093	20/02/2023	Motor Accident Ready		Pending	8/04/2023		23040-00036	10/04/2023	Form M02- Damages assessment	Fowler, Sofia	Pending	10/04/2023		23040-00087	10/04/2023	Form M02- Damages assessment	Cummings, Colin	Pending	10/04/2023		23040-00090	22/05/2023	Form M01- Medical assessment	Green Gary	Pending	22/05/2023	
Matter Number	Date Created	Application Type	Claimant/Marker Name	Status	Last Updated	Expiring On																														
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23040-00090	22/05/2023	Form M01- Medical assessment	Green Gary	Pending	22/05/2023																															

Replies

How to complete a Reply - Respondent



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

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

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

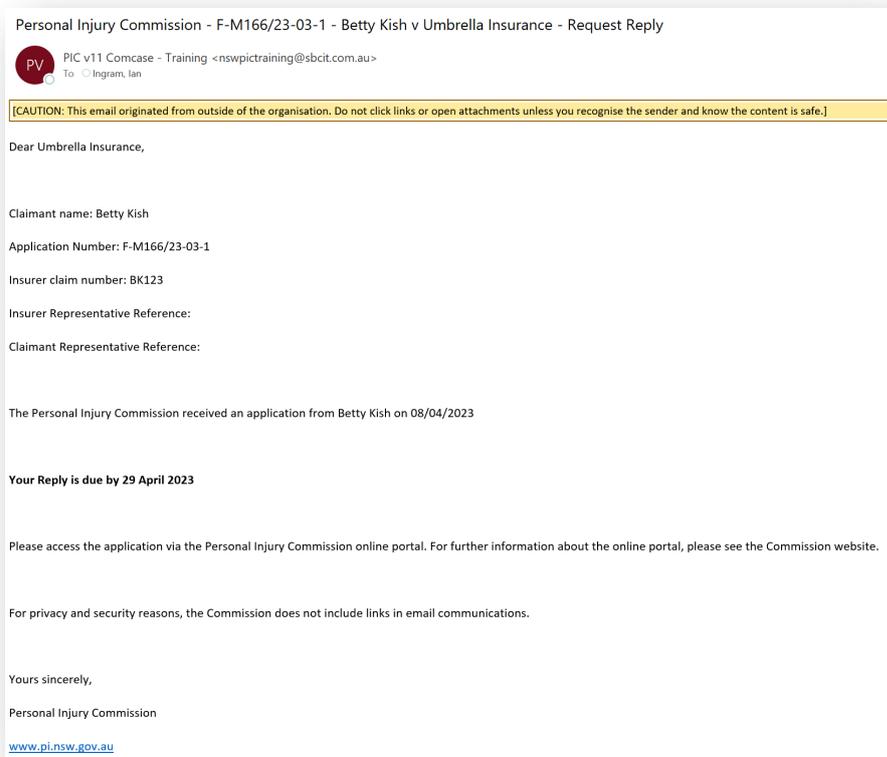
- Displays in the **Temporary Applications** section of Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

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

Reply Request Notification

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

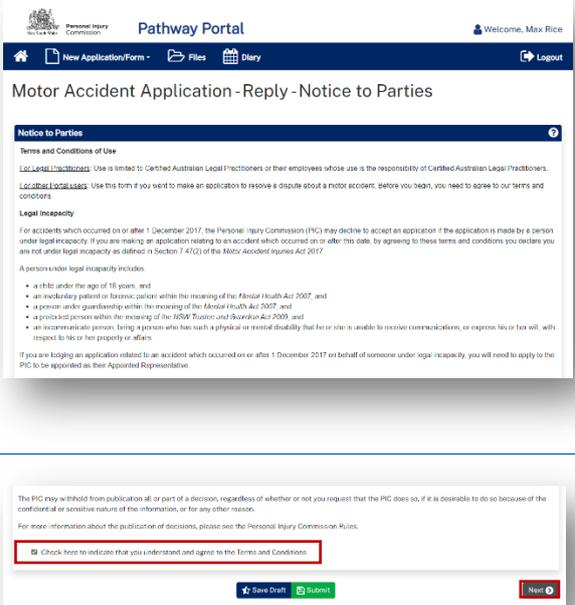
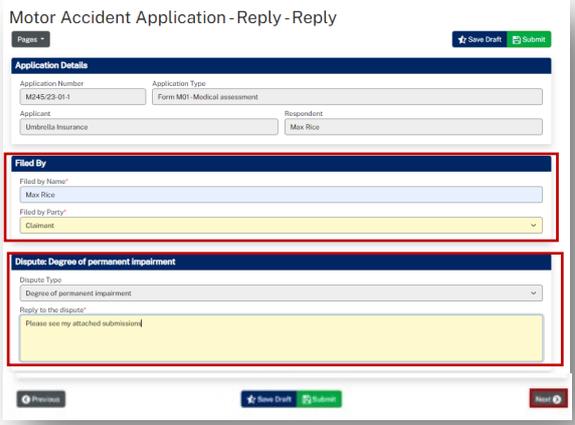
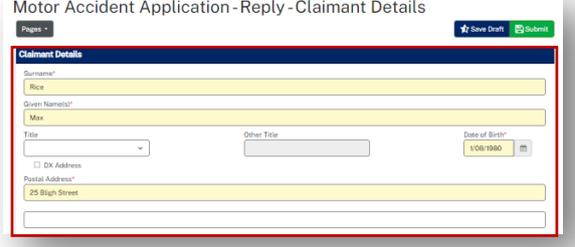


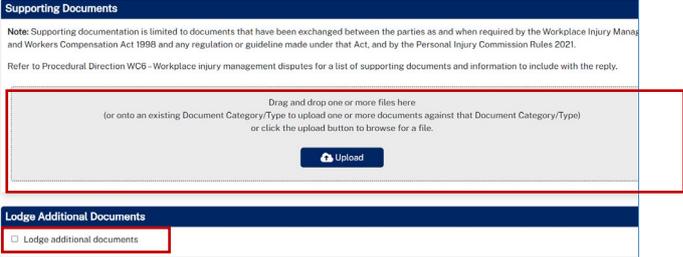
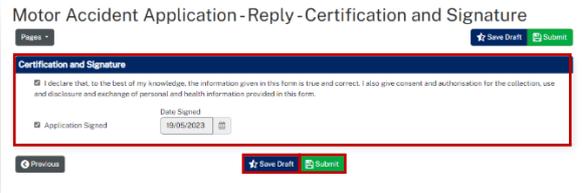
How to Assign the Reply Request

Instruction	Page														
<p>Unassigned Reply Requests must be assigned to you.</p> <ol style="list-style-type: none"> To assign a Reply Request, complete the following: <ul style="list-style-type: none"> Tick Assign box Select your name from the Assign To drop down menu Click Assign. <p>Note: Be mindful of the Date Reply Due.</p>	<table border="1"> <thead> <tr> <th>Application Number</th> <th>Application Type</th> <th>Applicant</th> <th>Respondent</th> <th>Date Requested</th> <th>Date Reply Due</th> <th>Assign</th> </tr> </thead> <tbody> <tr> <td>MO1020-014</td> <td>Form M01- Medical assessment</td> <td>Umbrella Insurance</td> <td>Rica, Max</td> <td>20/05/2023</td> <td>20/06/2023</td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Assign	MO1020-014	Form M01- Medical assessment	Umbrella Insurance	Rica, Max	20/05/2023	20/06/2023	<input type="checkbox"/>
Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Assign									
MO1020-014	Form M01- Medical assessment	Umbrella Insurance	Rica, Max	20/05/2023	20/06/2023	<input type="checkbox"/>									

How to complete a Reply

Instruction	Page														
<p>My Reply Requests are your assigned Reply Requests</p> <ol style="list-style-type: none"> To respond to the reply request, complete the following: <ul style="list-style-type: none"> Click the blue application number link and review the Matter Details, including the parties, application form and supporting documents. When ready, click Complete Reply to reply from either the Matter Summary page or the Matter Details page. <p>➤ This will generate the Motor Accident Application – Reply form which you need to complete and submit.</p> <p>Note: Be mindful of the Date Reply Due</p>	<table border="1"> <thead> <tr> <th>Application Number</th> <th>Application Type</th> <th>Applicant</th> <th>Respondent</th> <th>Date Requested</th> <th>Date Reply Due</th> <th>Complete Reply</th> </tr> </thead> <tbody> <tr> <td>MO1020-014</td> <td>Form M01- Medical assessment</td> <td>Umbrella Insurance</td> <td>Rica, Max</td> <td>20/05/2023</td> <td>20/06/2023</td> <td><input type="button" value="Complete Reply"/></td> </tr> </tbody> </table>	Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Complete Reply	MO1020-014	Form M01- Medical assessment	Umbrella Insurance	Rica, Max	20/05/2023	20/06/2023	<input type="button" value="Complete Reply"/>
Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Complete Reply									
MO1020-014	Form M01- Medical assessment	Umbrella Insurance	Rica, Max	20/05/2023	20/06/2023	<input type="button" value="Complete Reply"/>									

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

Instruction	Page
<p>7. Upload supporting documents for the Reply, complete the Document Details and click Next.</p> <p>Note: Supporting documents must be submitted as a single indexed and paginated bundle and should not exceed 500 pages.</p>	
<p>8. Sign and date the application – Submit if ready or Save Draft if you need to review the reply before it is submitted.</p>	
<p>➤ Here you can see confirmation that the Reply has been submitted.</p>	

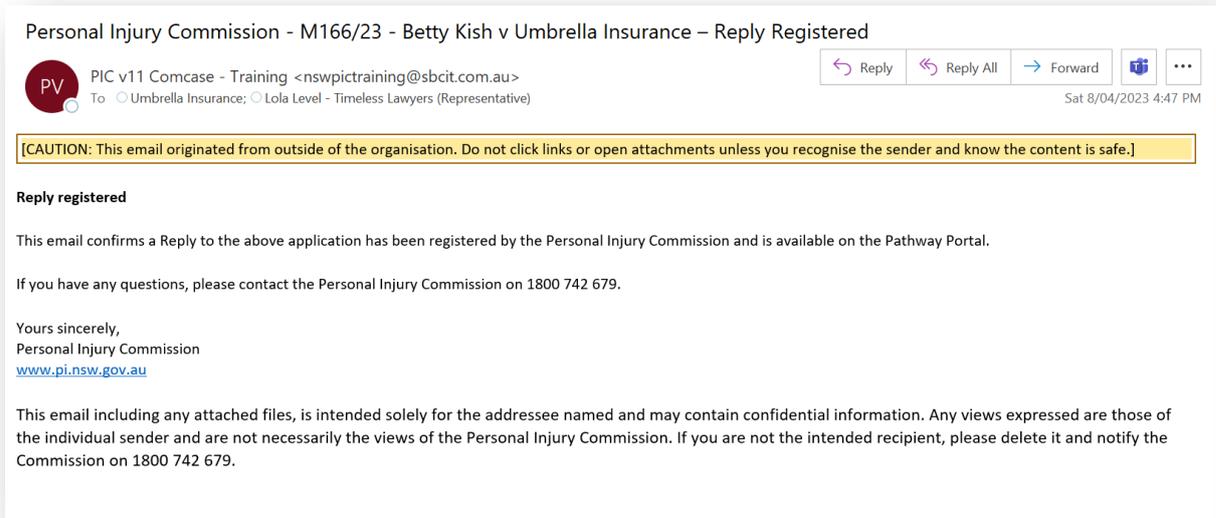
How to view the Reply

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:

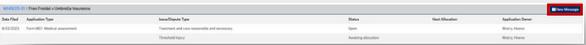
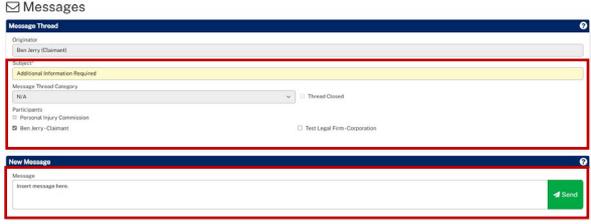
- Applicant’s Legal Representative
- Respondent’s Legal Representative or
- Unrepresented parties.



Instruction	Page
<p>View the Reply</p> <p>The Documents section lists the:</p> <ul style="list-style-type: none"> • Sealed reply form • Reply document bundle <p>1. Click the blue document date link to download and view the document.</p>	<p>The screenshot shows the 'Matter Details' page for application M166/23-01. It includes sections for 'Application Forms', 'Issues/Dispute Type', 'Parties', 'Messages', and 'Documents'. The 'Documents' section at the bottom lists three items with red boxes highlighting the date links: '16/03/2023' for the sealed reply form, '16/03/2023' for the application dispute bundle, and '16/03/2023' for the motor accident reply.</p>

Messages

How to send a message

Instruction	Page
<p>You can use the message function to communicate with the other party and the Personal Injury Commission.</p> <p>From the Matter Details page:</p> <ol style="list-style-type: none">1. Click New Message on the top right corner of the application. <p>Note: The Application Owner will always be copied automatically on the message.</p>	
<ol style="list-style-type: none">2. Type the Subject.3. Select the Participants.<ul style="list-style-type: none">• Legal representative (or self-represented party) receives email notification of new Portal message• Claimant/insurer can see messages but not respond if they have Legal Representative.4. Type the Message body.	

How to view messages

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

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

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

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

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

Callouts:

- New badge indicates a new message in the thread** (points to the red 'New' badge next to the first subject link).
- Category for incoming messages will be:**
 -
 -
 -**N/A Category indicates thread was initiated by you**
- Click blue subject link to view and respond to the message** (points to the blue subject link).
- Click to toggle between:**
 - View All Messages** – Which includes closed threads.
 - View Open Messages** – which only displays threads that are open

How to respond to messages

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

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

✉ Messages

Message Thread

Originator
Ben Jerry (Claimant)

Subject
Additional Information Required

Message Thread Category
N/A Thread Closed

Participants
 Personal Injury Commission
 Ben Jerry - Claimant Test Legal Firm - Corporation

[Print Message Thread](#)

New Message

Message

[Send](#)

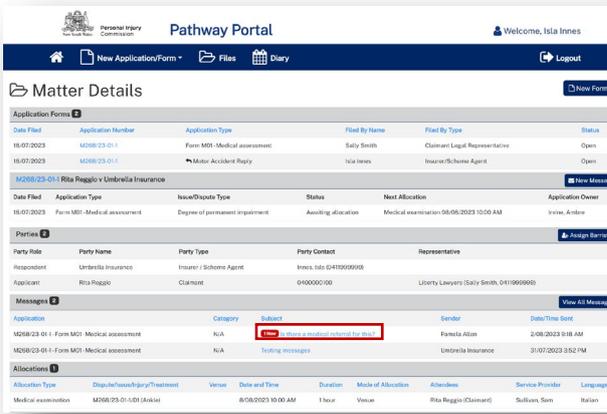
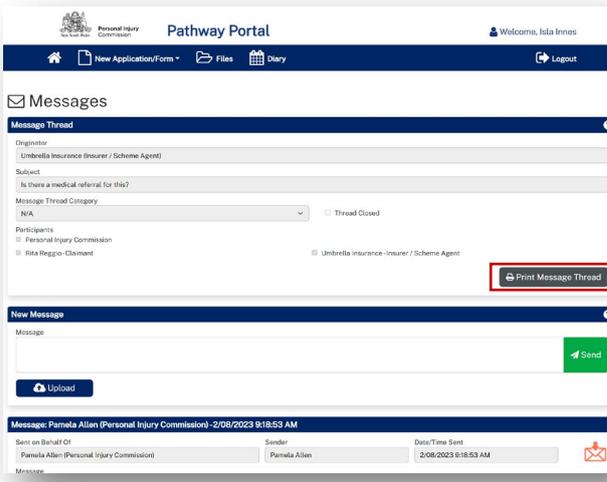
Message: Leo Lopez (Personal Injury Commission) - 29/10/2024 11:57:12 AM

Sent on Behalf Of	Sender	Date/Time Sent
Leo Lopez (Personal Injury Commission)	Leo Lopez	29/10/2024 11:57:12 AM



How to download and save messages

You can download message threads from Pathway Portal.

Instruction	Page
<p>43. From the Matter Details page click the blue subject link to view message thread.</p>	 <p>The screenshot shows the 'Matter Details' page in the Pathway Portal. It includes sections for 'Application Forms', 'Parties', and 'Messages'. In the 'Messages' section, a table lists messages with columns for Application, Category, Subject, and Sender. A red rectangular box highlights the subject link 'Is there a medical referral for this?' in the second row of the table.</p>
<p>44. Click the Print Message Thread button.</p>	 <p>The screenshot shows the 'Messages' page in the Pathway Portal. It displays a 'Message Thread' with details such as Originator, Subject, and Message Thread Category. Below the message details, there is a 'Print Message Thread' button highlighted with a red rectangular box. At the bottom, there is a 'New Message' section with a 'Send' button.</p>

Case Management

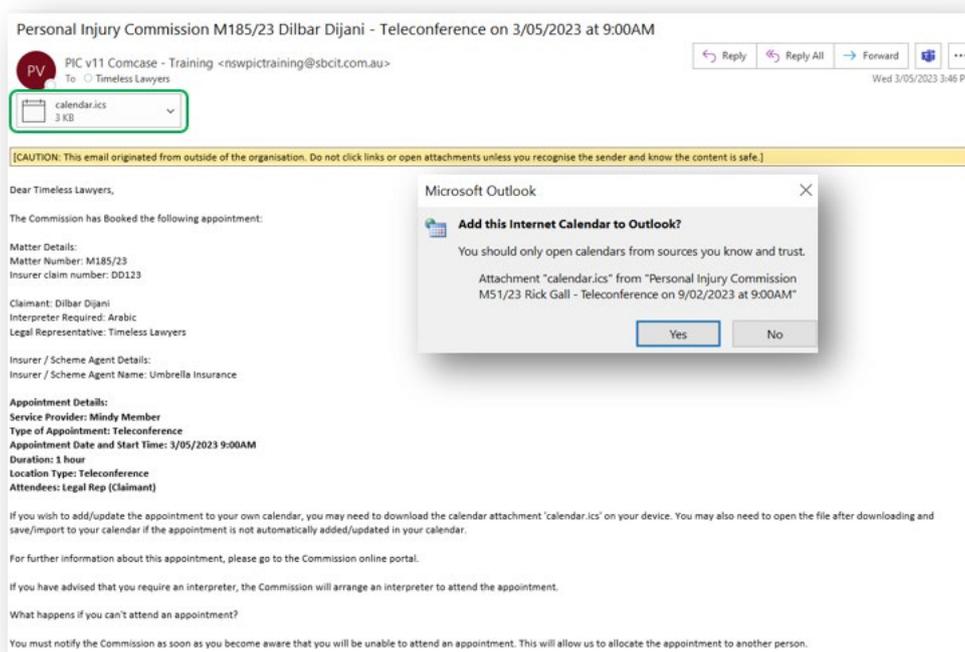


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

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

Allocation email notification

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



How to view allocation details

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

The screenshot shows a table titled 'Allocations' with the following columns: Allocation Type, Dispute/Issue/Injury/Treatment, Venue, Location, Date and Time, Duration, Mode of Allocation, Attendees, Service Provider, and Language. The table contains three rows of data. Callout boxes provide definitions for several columns:

- Allocation type** is the type of appointment (e.g. Teleconference, Medical Examination, Paper based)
- Dispute/Injury/Issue/Treatment** displays what is to be assessed in appointment
- Attendees** displays who needs to attend, e.g. if it's a Teleconference the legal representative may need to attend but not Claimant/Insurer
- Service Provider** is the name of the Decision Maker (i.e. the member or medical assessor)
- Interpreter required**

Allocation Type	Dispute/Issue/Injury/Treatment	Venue	Location	Date and Time	Duration	Mode of Allocation	Attendees	Service Provider	Language
Medical examination	M114/23-011/D1 (Ankle, Ribs); M114/23-011/D2 (Ankle, Ribs)	Pena Clinic 1	SYDNEY	18/02/2023 4:00 PM	1 hour	Venue	Polly Phan (Claimant)	Pena, Alfred	Armenian
Medical examination	M114/23-011/D3 (Chiropractic)	Huffman Sydney Clinic	SYDNEY	20/02/2023 2:00 PM	1 hour	Venue	Polly Phan (Claimant)	Huffman, Lou	Armenian
Teleconference	M114/23-12-1/D1 Damages Assess	Teleconference		22/02/2023 3:00 PM	1 hour	Teleconference	Polly Phan (Claimant)	Member, Max	Armenian

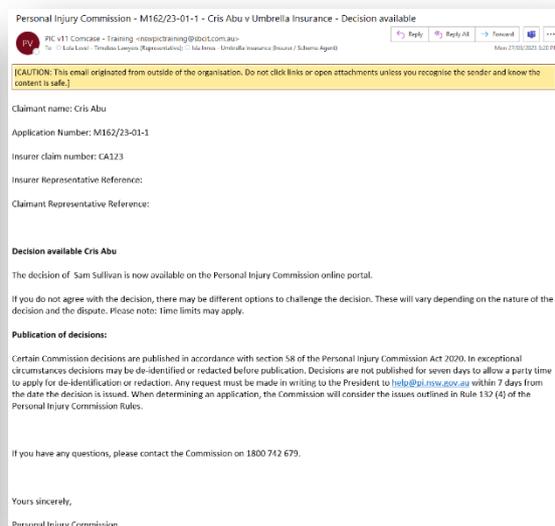
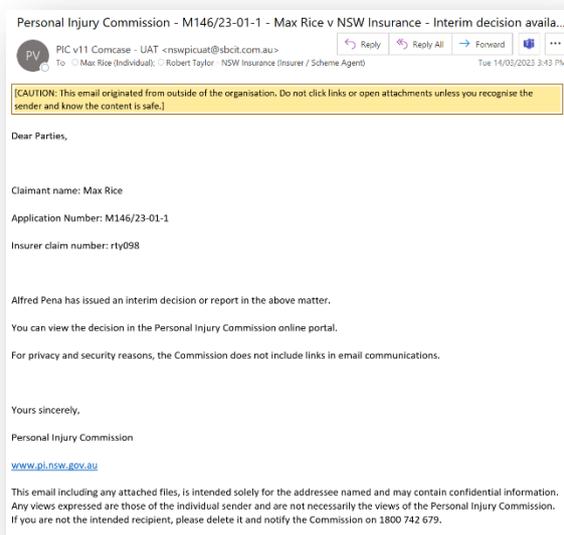
Assess and Decide



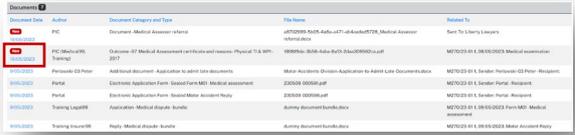
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

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

Decision available email notification



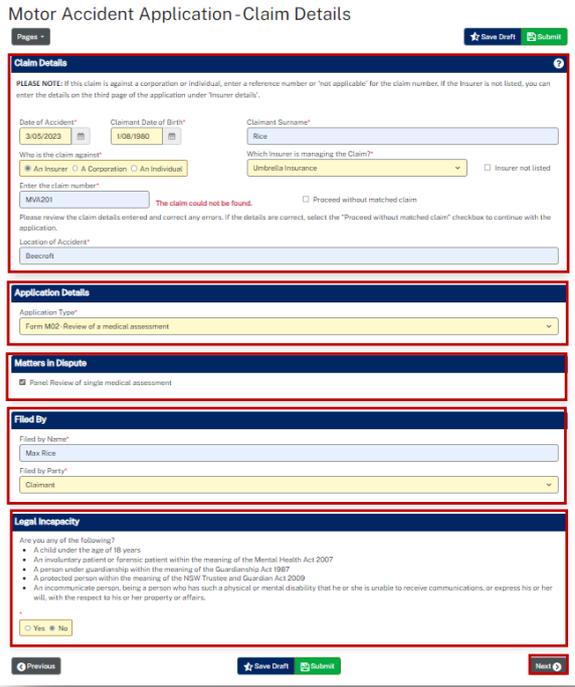
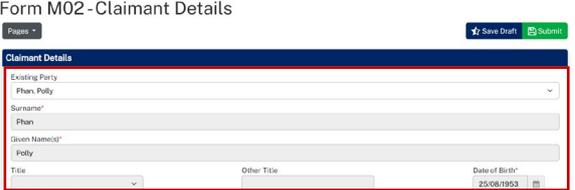
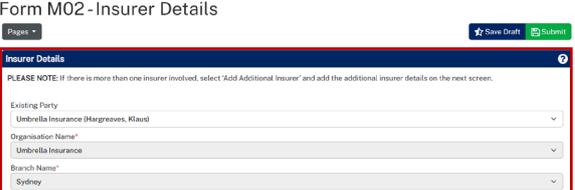
How to view the Outcome Document

<i>Instruction</i>	Page																																								
<p>From the Matter Details page, scroll down to Documents</p> <ol style="list-style-type: none">1. Click the blue Document Date link to download the document.2. Click the downloaded document to view.	 <p>The screenshot shows a table with the following columns: Document Date, Author, Document Category and Type, File Name, and Related To. The 'Document Date' column is highlighted with a red box. The table contains several rows of document information.</p> <table border="1"><thead><tr><th>Document Date</th><th>Author</th><th>Document Category and Type</th><th>File Name</th><th>Related To</th></tr></thead><tbody><tr><td>04/05/2018</td><td>PC</td><td>Document - Medical Assessment referral</td><td>48702890-5425-5426-4271-61446467729_Medical_Assessor_104841.docx</td><td>Sent To Liberty Lewis</td></tr><tr><td>04/05/2018</td><td>PC/Medical/PC Training</td><td>Outcome of Medical Assessment (an F100s and Review - Physical Tra 10/17/2017)</td><td>3989242c-3450-4416-8475-83ac9091600c.pdf</td><td>MTC023 of L 198 05/2018 Medical assessment</td></tr><tr><td>04/05/2018</td><td>Permitted CD Prior</td><td>Additional Document Application to amend CD documents</td><td>826c-4cc36c-0369c-Application to Amend CD Documents.docx</td><td>MTC023 of L 198 05/2018 Medical assessment</td></tr><tr><td>04/05/2018</td><td>Partial</td><td>Electronic Application Form - Suspected Farm M31 - Medical assessment</td><td>235529-000000.pdf</td><td>MTC023 of L 198 05/2018 Medical assessment</td></tr><tr><td>04/05/2018</td><td>Partial</td><td>Electronic Application Form - Suspected Motor Accident Refry</td><td>235529-000000.pdf</td><td>MTC023 of L 198 05/2018 Medical assessment</td></tr><tr><td>04/05/2018</td><td>Training Log/RR</td><td>Application - Medical dispute - bundle</td><td>Summary document bundle.docx</td><td>MTC023 of L 198 05/2018 Farm M31 - Medical assessment</td></tr><tr><td>04/05/2018</td><td>Training Refuser/RR</td><td>Refry - Medical dispute - bundle</td><td>Summary document bundle.docx</td><td>MTC023 of L 198 05/2018 Motor Accident Refry</td></tr></tbody></table>	Document Date	Author	Document Category and Type	File Name	Related To	04/05/2018	PC	Document - Medical Assessment referral	48702890-5425-5426-4271-61446467729_Medical_Assessor_104841.docx	Sent To Liberty Lewis	04/05/2018	PC/Medical/PC Training	Outcome of Medical Assessment (an F100s and Review - Physical Tra 10/17/2017)	3989242c-3450-4416-8475-83ac9091600c.pdf	MTC023 of L 198 05/2018 Medical assessment	04/05/2018	Permitted CD Prior	Additional Document Application to amend CD documents	826c-4cc36c-0369c-Application to Amend CD Documents.docx	MTC023 of L 198 05/2018 Medical assessment	04/05/2018	Partial	Electronic Application Form - Suspected Farm M31 - Medical assessment	235529-000000.pdf	MTC023 of L 198 05/2018 Medical assessment	04/05/2018	Partial	Electronic Application Form - Suspected Motor Accident Refry	235529-000000.pdf	MTC023 of L 198 05/2018 Medical assessment	04/05/2018	Training Log/RR	Application - Medical dispute - bundle	Summary document bundle.docx	MTC023 of L 198 05/2018 Farm M31 - Medical assessment	04/05/2018	Training Refuser/RR	Refry - Medical dispute - bundle	Summary document bundle.docx	MTC023 of L 198 05/2018 Motor Accident Refry
Document Date	Author	Document Category and Type	File Name	Related To																																					
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How to lodge an application for a Review

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

Instruction	Page																		
<p>To lodge a review, complete the following:</p> <ol style="list-style-type: none">From the original Matter Details, click New Form in top right corner and select New Motor Accidents Application. <p>This allows the claimant, insurer and legal representative details to auto-populate if you select their names from drop-down list.</p>	 <table border="1"><thead><tr><th>Date Filed</th><th>Application Number</th><th>Application Type</th><th>Filed By Name</th><th>Filed By Type</th><th>Status</th></tr></thead><tbody><tr><td>18/02/2023</td><td>1814273 001</td><td>Form 100 Medical assessment</td><td>Shane Clout</td><td>Claimant/Legal Representative</td><td>Open</td></tr><tr><td>18/02/2023</td><td>1814273 001</td><td>New Motor Accidents Application</td><td>Benjamin Butten</td><td>Insurer/Scheme Agent/Legal Representative</td><td>Open</td></tr></tbody></table>	Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status	18/02/2023	1814273 001	Form 100 Medical assessment	Shane Clout	Claimant/Legal Representative	Open	18/02/2023	1814273 001	New Motor Accidents Application	Benjamin Butten	Insurer/Scheme Agent/Legal Representative	Open
Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status														
18/02/2023	1814273 001	Form 100 Medical assessment	Shane Clout	Claimant/Legal Representative	Open														
18/02/2023	1814273 001	New Motor Accidents Application	Benjamin Butten	Insurer/Scheme Agent/Legal Representative	Open														
<p>Notice to Parties</p> <ol style="list-style-type: none">Read the Terms and Conditions and scroll to the bottom and tick to agree to the Terms and Conditions.Click Next. <p>➤ The Claim Details page displays.</p>																			
																			

Instruction	Page
<p>Claim Details</p> <p>4. Complete the Claim Details as follows:</p> <ul style="list-style-type: none"> • Populate the Claim Details • Select the Application Type <p>This example selects M02 – Review of medical assessment</p> <ul style="list-style-type: none"> • Tick relevant Matters in Dispute • Filed by Party – Select as appropriate. • Legal Incapacity – Select as appropriate. <p>5. Click Next.</p> <p>6. The Claimant Details page displays.</p>	
<p>Claimant Details</p> <p>7. Populate the Claimant Details page. (Select Existing Party to auto-populate the details)</p> <p>8. When done click Next.</p> <p>➤ The Insurer Details page displays.</p>	
<p>Insurer Details</p> <p>9. Populate the Insurer Details page.</p> <p>10. Populate Insurer Legal Representative details if required.</p> <p>11. Click Next.</p> <p>➤ The Panel Review of a single medical assessment page displays.</p>	

Form M02 – Panel Review of single medical assessment

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

Supporting Documents

45. Upload the relevant **supporting document** as a single indexed and paginated bundle.
- Note:** The 500 page limit does not apply to Review applications.
15. Click **Next**
 16. The Certification and Signature page displays.

Certification and Signature

17. **Read** and **tick** the acknowledgments.
18. Click **Save Draft** if application needs to be reviewed internally before being submitted to the Commission.
19. Click **Submit**.

Instruction

What happens after Submit?

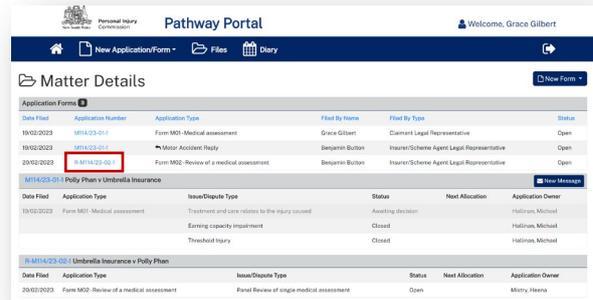
The Review **Temporary Application** displays with a **Status of Pending** until it is registered by the Commission.

Page



Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
Z39314-000229	14/03/2023	Form M02 - Review of a medical assessment	Phan, Polly	Pending	14/03/2023	

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



Pathway Portal

Welcome, Grace Gilbert

Matter Details

Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status
19/02/2023	M14423-01	Form M02 - Medical assessment	Grace Gilbert	Claimant Legal Representative	Open
19/02/2023	M14423-01	Matter Accident Reply	Benjamin Button	Insurer/Scheme Agent Legal Representative	Open
20/02/2023	R-M14423-01	Form M02 - Review of a medical assessment	Benjamin Button	Insurer/Scheme Agent Legal Representative	Open

R-M14423-01 Polly Phan v Umbrella Insurance

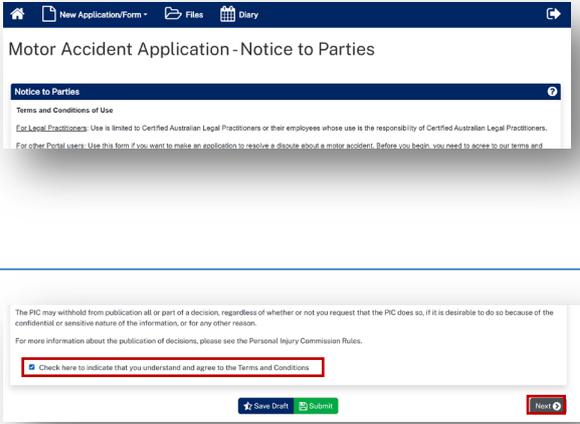
Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
19/02/2023	Form M01 - Medical assessment	Treatment and care related to the injury caused	Awaiting decision		Hollink, Michael
		Earning capacity/impairment	Closed		Hollink, Michael
		Threshold injury	Closed		Hollink, Michael

R-M14423-01 Umbrella Insurance v Polly Phan

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

Lodge an application for a Further Assessment

How to lodge an Application for a Further Assessment

Instruction	Page																		
<p>If you need to apply for a further assessment for a matter in Pathway Portal, complete the following:</p> <ol style="list-style-type: none">1. In the Matter Details, click New Form in the top right corner and select New Motor Accidents Application.	 <p>The screenshot shows the 'Matter Details' page with a table of application forms. A 'New Form' button is highlighted in the top right corner, and a dropdown menu is open, showing 'New Motor Accidents Application' as the selected option.</p> <table border="1"><thead><tr><th>Date Filed</th><th>Application Number</th><th>Application Type</th><th>Filed By Name</th><th>Filed By Type</th><th>Status</th></tr></thead><tbody><tr><td>19/02/2023</td><td>M14/23/01</td><td>Form MD - Medical assessment</td><td>Grace Gilbert</td><td>Client Legal Representative</td><td>Open</td></tr><tr><td>19/02/2023</td><td>M14/23/01</td><td>Motor Accident Reply</td><td>Benjamin Burton</td><td>Insurer/Scheme Agent Legal Representative</td><td>Open</td></tr></tbody></table>	Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status	19/02/2023	M14/23/01	Form MD - Medical assessment	Grace Gilbert	Client Legal Representative	Open	19/02/2023	M14/23/01	Motor Accident Reply	Benjamin Burton	Insurer/Scheme Agent Legal Representative	Open
Date Filed	Application Number	Application Type	Filed By Name	Filed By Type	Status														
19/02/2023	M14/23/01	Form MD - Medical assessment	Grace Gilbert	Client Legal Representative	Open														
19/02/2023	M14/23/01	Motor Accident Reply	Benjamin Burton	Insurer/Scheme Agent Legal Representative	Open														
<p>Notice to Parties</p> <ol style="list-style-type: none">2. Read the Terms and Conditions.3. Scroll to the bottom and tick to agree to Terms and Conditions and click Next.4. The Motor Accident Application – Claim Details page displays.	 <p>The screenshot shows the 'Motor Accident Application - Notice to Parties' page. It includes a 'Notice to Parties' section with 'Terms and Conditions of Use' and a checkbox labeled 'Check here to indicate that you understand and agree to the Terms and Conditions', which is highlighted with a red box. At the bottom, there are 'Save Draft' and 'Submit' buttons, and a 'Next' button.</p>																		

Instruction

Page

Motor Accident Application - Claim Details

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

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

This example selects M03 – Further medical assessment

6. Click **Next**.

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

Claimant Details

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

Insurer Details

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

10. Populate the Insurer Legal Representative details if required.

11. Click **Next**.

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

Further medical assessment

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

Supporting Documents

16. **Upload** relevant supporting documents as a single indexed and paginated bundle.
17. Click **Next**.
46. The Certification and Signature page displays.

Note: If you have more than 500 pages of supporting documents, you should upload the first 500 pages on this page and also lodge an Application to Lodge Additional Documents by selecting the Lodge Additional Documents checkbox

Certification and Signature

18. **Read** and **tick** the acknowledgments.
- Then either:
 19. Click **Save Draft** if application needs to be reviewed internally before being submitted to the Commission.
 20. Click **Submit**.

What happens after the Further Assessment application has been submitted?

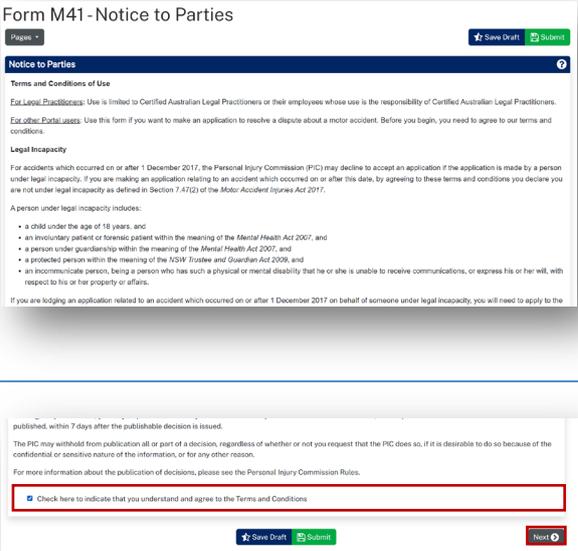
Instruction	Page														
<p>The Further Assessment Temporary Application displays with Status of Pending until it is registered by the Commission.</p>	 <p>The screenshot shows a table titled 'Temporary Applications' for 'Grace Gilbert'. The table has columns: Matter Number, Date Created, Application Type, Claimant/Worker Name, Status, Last Updated, and Expired On. A single row is visible with 'Status' highlighted in red, showing 'Pending'.</p> <table border="1"> <thead> <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>Expired On</th> </tr> </thead> <tbody> <tr> <td>230314-000329</td> <td>14/03/2023</td> <td>Form M02- Review of a medical assessment</td> <td>Plan, Polly</td> <td>Pending</td> <td>14/03/2023</td> <td></td> </tr> </tbody> </table>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expired On	230314-000329	14/03/2023	Form M02- Review of a medical assessment	Plan, Polly	Pending	14/03/2023	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expired On									
230314-000329	14/03/2023	Form M02- Review of a medical assessment	Plan, Polly	Pending	14/03/2023										
<p>Once the application is registered it displays within the Matter Details for the originating dispute and has matter number prefixed with F.</p>	 <p>The screenshot shows a table titled 'Active Files' for 'Benjamin Bulton'. The table has columns: Date Filed, Application Type, Issue/Dispute Type, Next Allocation Type, Allocation Date, Allocation Time, and Allocation Duration. A single row is visible with 'Matter Number' highlighted in red, showing 'F 230314-000329'.</p> <table border="1"> <thead> <tr> <th>Date Filed</th> <th>Application Type</th> <th>Issue/Dispute Type</th> <th>Next Allocation Type</th> <th>Allocation Date</th> <th>Allocation Time</th> <th>Allocation Duration</th> </tr> </thead> <tbody> <tr> <td>13/06/2023</td> <td>Form M02- Further medical assessment</td> <td>Further medical assessment</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration	13/06/2023	Form M02- Further medical assessment	Further medical assessment				
Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration									
13/06/2023	Form M02- Further medical assessment	Further medical assessment													

Lodge Appointed Representative Application

How to lodge an Appointed Representative Application

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

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

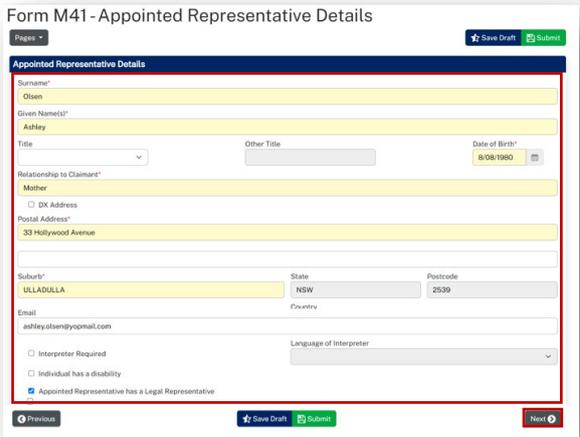
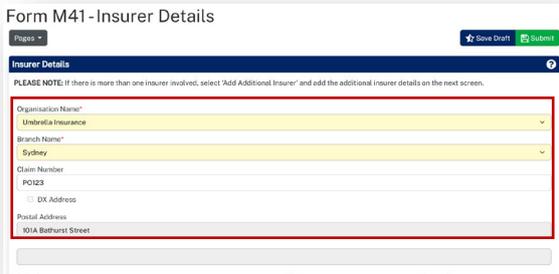
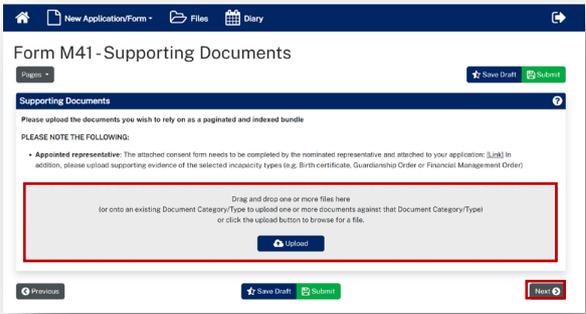
Instruction	Page
<p>To lodge an Appointed Representative Application, complete the following:</p> <ol style="list-style-type: none"> 1. Select the New Appointed Representative Application from the New Application/Form menu. <p>➤ The Form 41 – Notice to Parties page displays.</p>	
<p>Form 41 – Notice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

Form M41 – Claim Details

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

Form M41 – Claimant Details

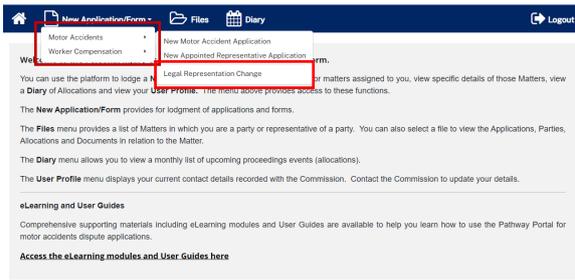
7. Populate the **Claimant Details** page.
 8. Populate **Claimant Legal Representative Details** (as needed).
 9. Click **Next**.
- The **Form M41 – Appointed Representative Details** page displays.

Instruction	Page
<p>Form M41 – Appointed Representative Details</p> <p>10. Populate the Appointed Representative Details.</p> <p>11. Click Next.</p> <p>➤ The Form M41 – Insurer Details page displays.</p>	
<p>Form M41 – Insurer Details</p> <p>12. Populate the Insurer Details page.</p> <p>13. Populate the Insurer Legal Representative Details (as needed).</p> <p>14. Click Next.</p> <p>➤ The Form M41 – Supporting Documents page displays.</p>	
<p>Form M41 – Supporting Documents</p> <p>15. Click the Link to download the form for the appointed representative to sign.</p> <p>16. Drag the completed form and evidence of legal incapacity e.g., birth certificate into Supporting Documents area (or use Upload).</p> <p>17. Click Next.</p> <div data-bbox="236 1512 746 1668" style="border: 1px solid #00AEEF; border-radius: 10px; padding: 10px; background-color: #D9E1F2; margin: 10px 0;"> <p>Include Appointed representative form and incapacity evidence in single indexed and paginated bundle ↔</p> </div> <p>➤ The Form M41 – Certification and Signature page displays.</p>	

Instruction	Page
<p>Form M41 – Certification and Signature</p> <p>18. Read and tick the acknowledgments.</p> <p>Then either:</p> <p>19. Click Save Draft if application needs to be reviewed before being submitted to the Commission.</p> <p>20. Click Submit.</p>	
<p>What happens after the M41 Application has been submitted?</p> <p>The Application displays in Temporary Application section of Files with Status of Pending until reviewed and registered by the Commission.</p> <p>You will be advised when a decision has been made regarding the Appointed Representative application.</p>	

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>47. Select the Legal Representation Change from the New Application/Form menu.</p> <p>➤ The Notice to Parties page displays.</p>	
<p>Note: To lodge a Form P02 - Notice of Ceasing to Act, you must lodge the form within the Matter Details page.</p>	

Notice to Parties

48. Read the Terms and Conditions.

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

➤ The Application Details page displays.

Notice to Parties

The screenshot shows the 'Notice to Parties' form page. At the top right, there are 'Save Draft' and 'Submit' buttons. Below the title, there is a 'Terms and Conditions of Use' section with a link to 'Legal Practitioners'. A 'Legal Incapacity' section explains that the Personal Injury Commission (PIC) may decline an application if the claimant is under legal incapacity as defined in Section 7.47(2) of the Motor Accident Injuries Act 2017. A list of conditions for legal incapacity includes: a child under 18, an involuntary patient, a person under guardianship, a protected person, and an incommunicable person. At the bottom, there are 'Save Draft', 'Submit', and 'Next' buttons.

Application Details

49. Populate the Application Details.

50. Select the Application Type:

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

51. Click **Next**.

➤ The **Party Represented** page displays.

Legal Representation / Agent Change

The screenshot shows the 'Legal Representation / Agent Change' form page. It has 'Save Draft' and 'Submit' buttons at the top right. The 'Application Details' section includes fields for 'Matter/Application Number' (M22288/24-01-1), 'Claimant/Worker Surname' (Jerry), 'Date of Birth' (1/10/1983), and 'Claimant/Worker Given Name(s)' (Ben). The 'Filed By' section has 'Filed by Name' (Test Lawyer) and 'Filed by Party' (Claimant Legal Representative). The 'Application Type' section has a dropdown menu set to 'Form P03 - Notice of Change of Legal Representative / Agent'. The 'Capacity to Act' section has a 'Yes/No' radio button set to 'No'. At the bottom, there are 'Previous', 'Save Draft', 'Submit', and 'Next' buttons.

Application Details

52. Populate the Representative Party Details.

53. Populate the New Representative Details.

54. Click **Next**.

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

Party Represented

The screenshot shows the 'Party Represented' form page. It has 'Save Draft' and 'Submit' buttons at the top right. The 'Represented Party Details' section includes 'Surname' (Jerry) and 'Given Name(s)' (Ben), with a 'Date of Birth' field set to 1/10/2024. The 'New Representative Details' section includes an 'Existing Representative' dropdown, 'Firm or Organisation' (Test Legal Rep), and checkboxes for 'Correspondence and documents to be sent to or served at address of representative' and 'DX Address'. The 'Postal Address' is '1 Oxford Street'. The 'Suburb' is 'Darlinghurst', 'State' is 'NSW', and 'Postcode' is '2010'. The 'Country' is 'Australia'. The 'Contact' section includes 'Contact Surname' (Lawyer), 'Contact Given Name(s)' (Test), 'Contact Teleconference Number' (0411222333), 'Contact Phone', 'Email' (test.lawyer@cpmail.com), and 'Reference Number'. The 'Date Commenced to Act' is 29/10/2024. At the bottom, there are 'Previous', 'Save Draft', 'Submit', and 'Next' buttons.

Former Representative Details

- 55. Populate the Former Representative Details.
- 56. Populate the New Representative Details.
- 57. 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

International

Contact Surname*
Jerry

Contact Given Name(s)*
Ben

Contact Phone
0411222333

Contact Email
test.lawyer@opmail.com

Date Ceased to Act*
29/10/2024

Previous Save Draft Submit Next

- 58. **Read** and **tick** the acknowledgments.

Then either:

- 59. Click **Save Draft** if application needs to be reviewed internally before being submitted to the Commission.
- 60. 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

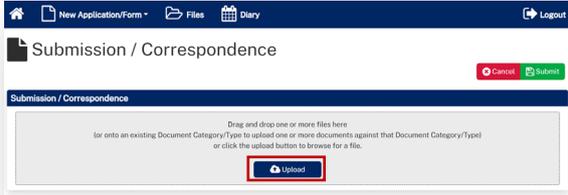
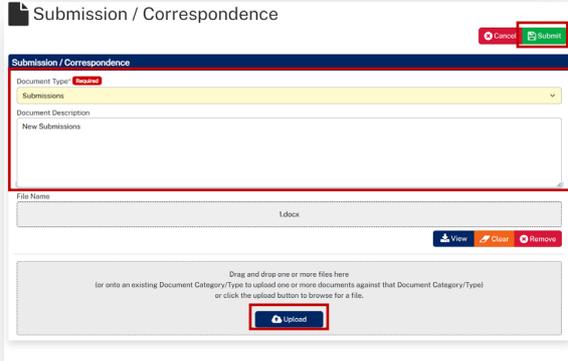
Previous Save Draft Submit

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 the **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	Expiry On
00000	10/05/2024	W47124	Submissions	Pending	10/05/2024	

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. 	

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

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 Parties: Use this form if you want to make an application. Before you begin, you need to agree to our terms and conditions.

Using this form
The PIC may decline to accept an application if it is made out of time. If you are unsure of the timeframes for the dispute, please refer to the Personal Injury Commission Rules. Alternatively, you can call the Personal Injury Commission on 1800 742 679.
All information you have provided in this application and supporting documents must be true and correct in every respect.
Under section 307C of the Crimes Act 1900, you can be issued with a fine up to \$22,000 or imprisoned for two years, or both, for knowingly providing false or misleading information in this form.

Assistance
If you have any questions about completing this form or the Pathway Portal, please contact the Personal Injury Commission on 1800 742 679.

The Commission's decisions will be published in accordance with section 58 of the Personal Injury Commission Act 2020 (NSW). An application for de-identification or redaction of a decision can be made by a relevant person at any time during the proceedings.
More detailed information about the way that the Commission may collect, use and disclose your information is available at <https://pi.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.

Check here to indicate that you understand and agree to the Terms and Conditions

Save Draft Submit Next

Form P01 – Application Details

61. 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

Application Details

Related Application
M22288-24-01-1-Form M01-Medical assessment

Filed by Name
Test Lawyer

Filed by Party
Claimant Legal Representative

Next Allocation

Date of Next Allocation
Next Allocation Type
Decision Maker

Service and Consent

Date lodging party became aware of or obtained possession or control of the Additional Documents?
1/10/2024

Have the Additional Documents been served on each party to the proceedings, as soon as practicable after becoming aware of or obtaining possession or control of the document in accordance with Rule 67C of the Personal Injury Commission Rules 2021?
 Yes No

Does this Application for Additional Documents relate to medical assessment proceedings?
 Yes No

Reasons in support of application

Submissions in support of Application to Lodge Additional Documents addressing the requirements of rule 67C of the Personal Injury Commission Rules 2021*

Additional document

Previous Save Draft Submit Next

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

New Application/Form Files Diary Logout

Form P01 -Lodge Additional Documents

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.

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

Save Draft Submit Next

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

9. Click **Next**

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

Then either:

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

12. Click **Submit**.

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

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

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

The screenshot shows a web form titled "Form M12 - Damages assessment". At the top, there is a navigation bar with icons for Home, New Application/Form, Files, Diary, and Logout. Below the title, there are "Pages" and "Save Draft" buttons, and a green "Submit" button. The form is divided into three sections:

- Claim for Damages:** "Has the claimant served a claim for damages on the insurer?" with radio buttons for Yes (selected), No, and Not applicable-claim not against an insurer.
- Best Endeavours/Time Limits:** "Have the parties used their best endeavours to settle the claim before referring it for assessment as required by section 7.32(3) of the Motor Accident Injuries Act 2017?" with radio buttons for Yes (selected) and No, and a text input field for details.
- Assessment Details:** "Do you believe the claim is suitable for assessment?" with radio buttons for Yes (selected) and No. "Is the claim ready for assessment?" with radio buttons for Yes and No (selected). A text input field for details is below. "Do you apply for the matter to be referred to the Stood Over List?" with radio buttons for Yes (selected) and No. To the right is a dropdown menu for "Please select one of the following reasons*".

What happens next?

If the dispute is referred to Stood Over list:

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

Appendix A – Document requirements

Document requirements to submit with the application are:

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

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

What is the maximum document size?

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

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

Contact the Commission and follow advice.

Appendix B – Glossary of Terms

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

Appendix C – Email Notifications – When and what happens

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

Appendix D – Version Control

Version	Date	Author	Major changes	Approved by
1.0	6 June 2023	Jacqueline Mead	Initial version	Sophie Jones – Pathway Product Owner
1.1	6 November 2024	Leo Lopez	<ul style="list-style-type: none"> Added reference to Rule 67 Lodge a Legal Representation / Agent Change Submissions and other Correspondence 	Melissa Golfes – Pathway Product Owner

