



**Personal Injury  
Commission**

# Pathway Portal Worker User Guide

# Contents

<b>User Guide Overview .....</b>	<b>4</b>
What will the guide cover?.....	4
<b>Get started/ How do I get started with Pathway Portal? .....</b>	<b>5</b>
How to access and register for Pathway Portal .....	5
How to Login to Pathway Portal .....	9
<b>Navigation/ Where do I find information for my application? .....</b>	<b>10</b>
Home page.....	10
Files page .....	10
Diary page.....	14
<b>Lodge a new application .....</b>	<b>15</b>
Overview .....	15
What application forms can be submitted?.....	16
How to lodge a new application .....	17
Temporary Applications .....	21
How to resubmit a rejected temporary application .....	23
<b>Replies .....</b>	<b>25</b>
How to complete a Reply – Respondent.....	25
Reply Request Notification .....	25
How to Assign the Reply Request.....	26
How to complete a Reply .....	26
How to view the Reply.....	28
<b>Messages .....</b>	<b>30</b>
How to send a message .....	30
How to view messages .....	31
How to respond to messages.....	32
How to download a message thread.....	33
<b>Case Management .....</b>	<b>34</b>
How to view allocation details.....	35
<b>Assess and Decide.....</b>	<b>36</b>
How to view the Outcome Document.....	37
How to lodge an Appeal .....	37
<b>Lodge Submissions and other Correspondence .....</b>	<b>38</b>
How to lodge Submissions and other Correspondence .....	38
<b>Appendix A – Document requirements.....</b>	<b>40</b>

<b>Appendix B – Glossary of Terms .....</b>	<b>40</b>
<b>Appendix C – Email Notifications – When and what happens.....</b>	<b>42</b>
<b>Appendix D – Version Control .....</b>	<b>42</b>

## User Guide Overview

- An Individual user is someone who is not legally represented.
- Pathway Portal is your interface to the Commission's 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?

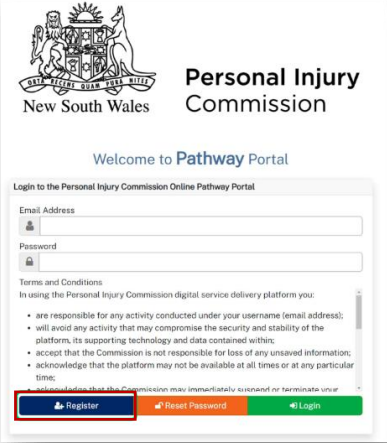
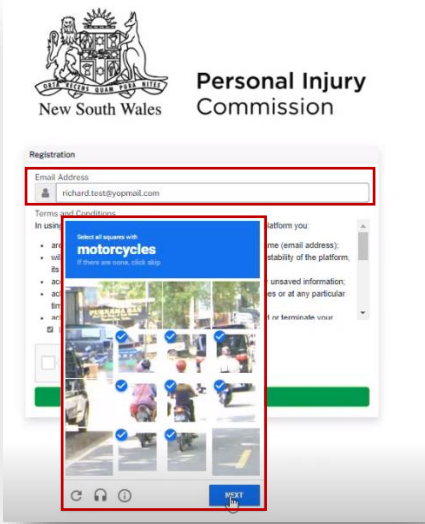
This guide will cover how to:

- Get started
- Navigate the Pathway Portal
- 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
- Lodge an Appeal

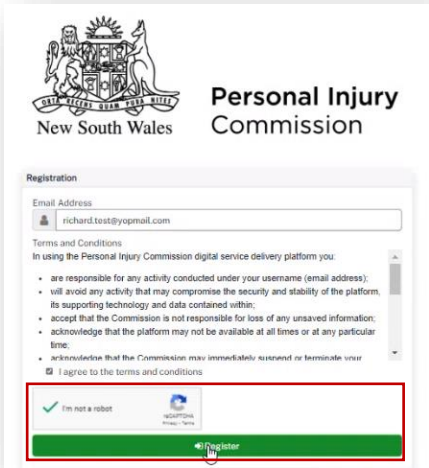
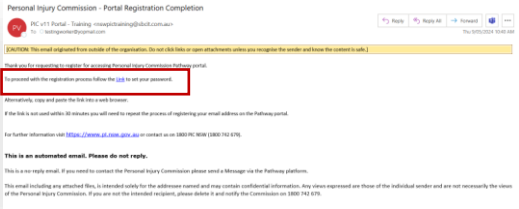
# Get started/ How do I get started with Pathway Portal?

## How to access and register for Pathway Portal


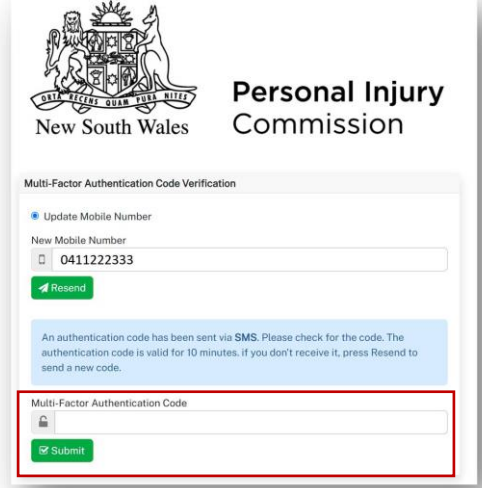
In order to submit, engage with or view a matter you must first register to use Pathway Portal.

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

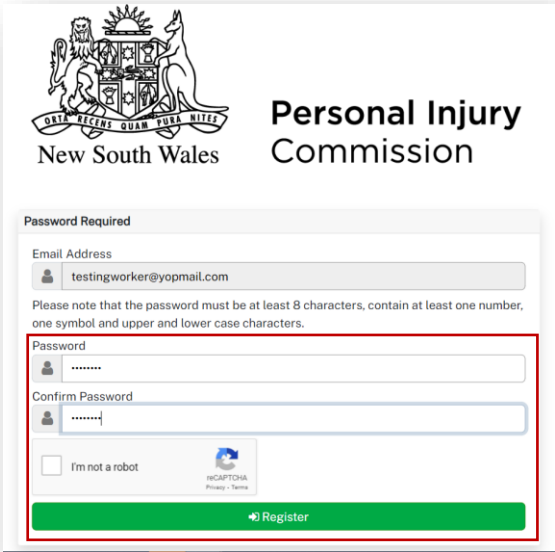
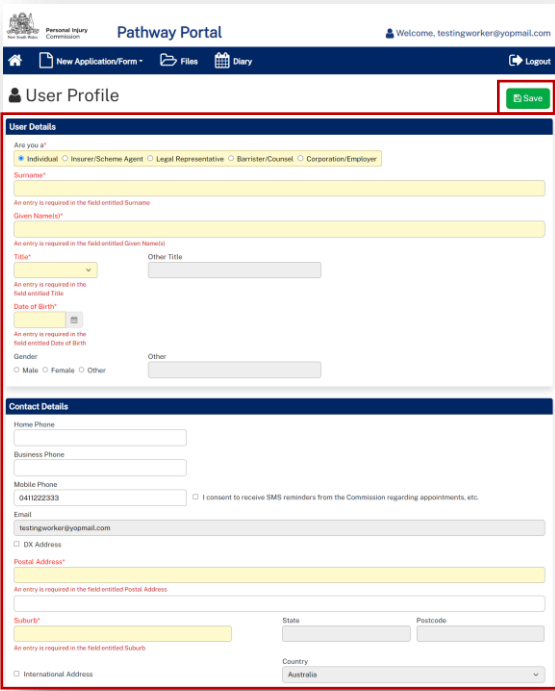
## How to access and register for Pathway Portal continued

Instruction	Page
<p><i>Confirm you are not a robot</i></p> <p>Once the test is completed, you will see the <b>“I’m not a Robot”</b> message display.</p> <p>6. Click <b>Register</b>.</p> <p>➤ You will then receive an email to validate your email address.</p>	
<p><i>Click Pathway Portal link in email</i></p> <p>You will receive an email with a link to validate the email address.</p> <p>7. Click the <b>Link</b> in the email.</p>	

## How to access and register for Pathway Portal continued

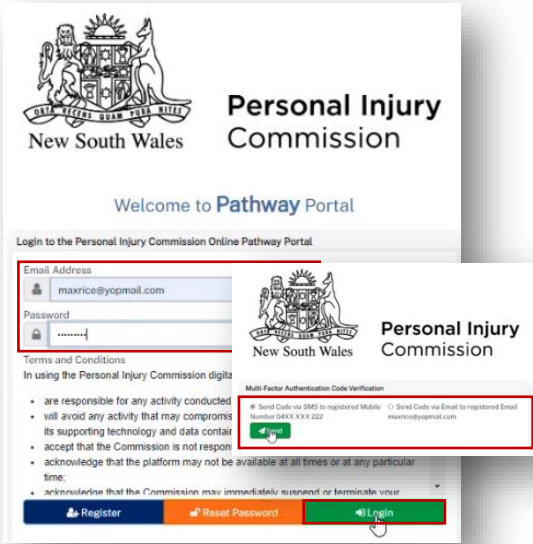

Instruction	Page
<p><i>Update Mobile Number</i></p> <p>8. Populate <b>New Mobile Number</b> to receive the code and click <b>Send</b>.</p>	
<p><i>Type code</i></p> <p>9. Type the <b>code</b> sent to your mobile and click <b>Submit</b>.</p>	

## How to access and register for Pathway Portal continued

Instruction	Page
<p><i>Create new Password</i></p> <p>10. Enter Password and Confirm Password.</p> <p>11. Tick <b>I'm not a robot</b> and complete the <b>Select all squares</b> with... test.</p> <p>12. Click Register.</p>	
<p><i>Populate User Profile (top of page)</i></p> <p>13. Populate the <b>User Profile</b> as follows:</p> <ul style="list-style-type: none"> <li>• Select Individual</li> <li>• Complete the yellow mandatory fields</li> <li>• Click <b>Save</b>.</li> </ul> <p>➤ You have now completed the Registration process.</p>	



## How to Login to Pathway Portal

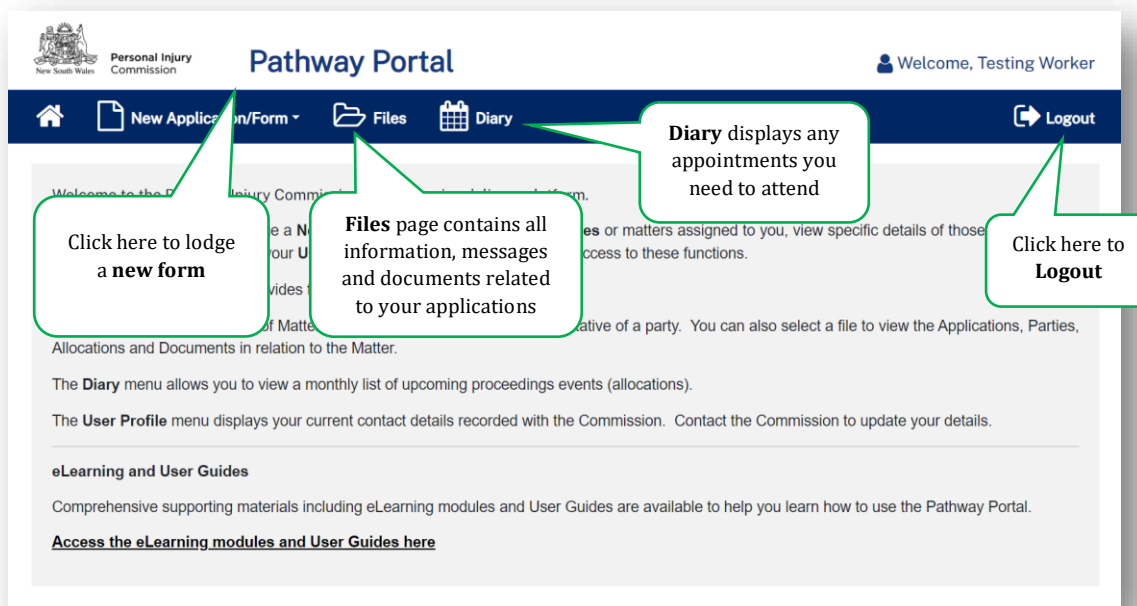
Instruction	Page
<ol style="list-style-type: none"> <li>1. Click the <b>Pathway Portal link</b> - <a href="https://pathwayportal.pi.nsw.gov.au">https://pathwayportal.pi.nsw.gov.au</a> on the Personal Injury Commission website.</li> <li>2. Populate the Email Address and Password.</li> <li>3. Click <b>Login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

# 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.

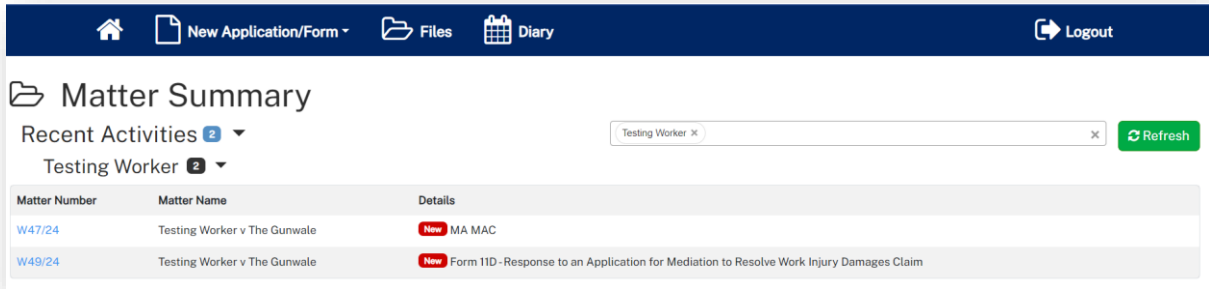


## Files page

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*

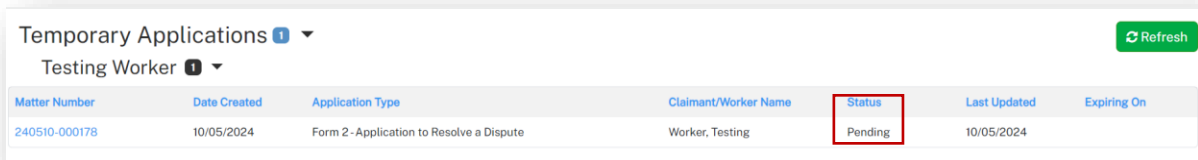
**Recent Activities** display at the top of the page showing any new applications, documents or messages that have been added since you last logged into Pathway Portal. The oldest activities display at the top of the list and the newest activities display at the bottom of the list.



### Temporary Applications

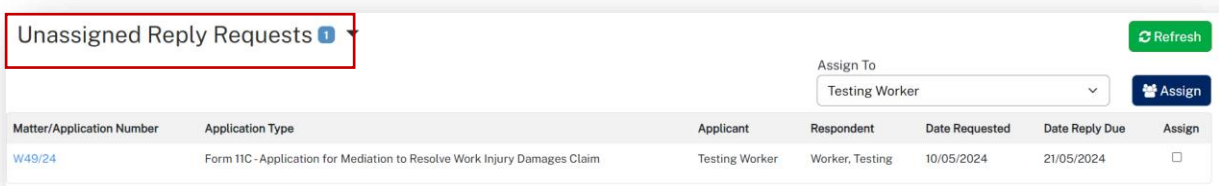
The Temporary Applications section displays:

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



### Unassigned Reply Requests

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



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

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

### My Reply Requests

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

My Reply Requests 1 ▼ Refresh

Testing Worker 1 ▼

Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	
<a href="#">W49/24</a>	Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	Testing Worker	Worker, Testing	10/05/2024	21/05/2024	<a href="#">Complete Reply</a>

### Active Files

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

Active Files 2 ▼ Advanced ▼

Testing Worker 2 ▼

[W47/24](#) Testing Worker v The Gunwale

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
23/04/2024	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute				

### Closed Files

**Closed Files** display at the bottom of the page for **42 days** after they have been closed.

Closed Files 0 ▼ Advanced ▼

### Matter Details

To view details for the matter:

- Locate the **Matter** in **Active Files** and click on the [blue matter number hyperlink](#).

Active Files 2 ▼ Advanced ▼

Testing Worker 2 ▼

[W47/24](#) Testing Worker v The Gunwale

Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
23/04/2024	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute				

- The **Matter Details** page displays.

*Matter Details (top of page)*

**Applications filed for the matter.**

Date Filed	Application Type	Filed By Name	Filed By	
23/04/2024	Form 2 - Application to Resolve a Dispute	Sunrise Legal	Worker Represent	Open
23/04/2024	Form 2A - Reply to Application to Resolve Dispute	Sunrise Legal	Worker Represent	Open

**This section provides information on the Issue Type for the selected application. It displays the Issue status, information about the Next Allocation and the name of Application Owner i.e. the person at the Commission who is case managing your matter.**

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
23/04/2024	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute	Open	Medical Assessment 09/05/2024 12:30 PM	User08, Dispute
		Weekly benefits where work capacity decision in dispute	Open		User08, Dispute
		Medical expenses (where the amount is more than \$9,468.10)	Open		User08, Dispute
		Compensation for property damage	Open		User08, Dispute
		Lump sum compensation where liability in dispute	Open		User08, Dispute

*Matter Details (bottom of page)*

**Parties displays all the parties for the matter.**

Party Role	Party Name	Party Type	Party Contact	Representative
Other	Lemington Insurance	Insurer / Scheme Agent	Lemington, Insurer (0411 111 111)	
Applicant	Testing Worker	Worker	0411 00 1002	Sunrise Legal (Test Sunrise, 0411 111 112)
Respondent	The Gunwale	Employer		

**Messages relating to the matter are located here.**

Application	Category	Subject	Sender	
Form 2 - Application to Resolve a Dispute	For Noting	Message from The Commission	Nathan Johnson	
Form 2 - Application to Resolve a Dispute	N/A	Test Message	Testing Worker	
Form 2 - Application to Resolve a Dispute	For Action	Question for the Insurer	Nathan Johnson	
Form 2 - Application to Resolve a Dispute	N/A	Message from The Insurer	Lemington Insurance	3/05/2024 8:48 AM

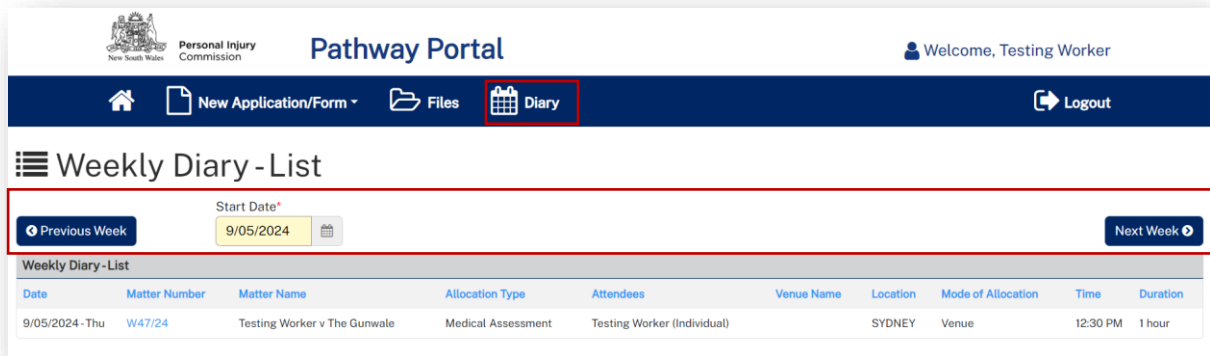
**All Documents relating to the matter can be accessed by clicking on the blue Document Date link.**

Document Date	Author	Document Category and Type	File Name	Related To
6/05/2024	PIC (Member, PIC)	Certificate of Determination	438_-596253946_hxv12s3qn-b7untzux9bvk8vd0In-5pa-y5n.pdf	29/04/2024: Preliminary Conference
23/04/2024	Portal	Electronic Application Form - Form 2 - Application to Resolve a Dispute	240423-000146.pdf	Sender: Portal - Recipient:
23/04/2024	Portal	Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute	240423-000147.pdf	Sender: Portal - Recipient:
23/04/2024	NA	Cover letter	18.docx	23/04/2024: Form 2 - Application to Resolve a Dispute
23/04/2024			6.docx	23/04/2024: Form 2A - Reply to Application to Resolve Dispute
23/04/2024			14.docx	23/04/2024: Form 2 - Application to Resolve a Dispute
23/04/2024			28.docx	23/04/2024: Form 2A - Reply to Application to Resolve Dispute

## 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 displays the Pathway Portal interface. At the top, the logo for the Personal Injury Commission of New South Wales is visible, along with the text 'Pathway Portal' and a user greeting 'Welcome, Testing Worker'. A navigation bar contains icons for Home, New Application/Form, Files, and Diary (highlighted with a red box), and a Logout button. Below the navigation bar, the page title is 'Weekly Diary - List'. A date selector shows 'Start Date\*' as '9/05/2024', with 'Previous Week' and 'Next Week' buttons. 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
9/05/2024 - Thu	W47/24	Testing Worker v The Gunwale	Medical Assessment	Testing Worker (Individual)		SYDNEY	Venue	12:30 PM	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
- Matter Details
- Worker Details
- Insurer Details and Legal Representative details
- Supporting Documents (help text varies per application)
- Certification and Signature.

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

## What application forms can be submitted?

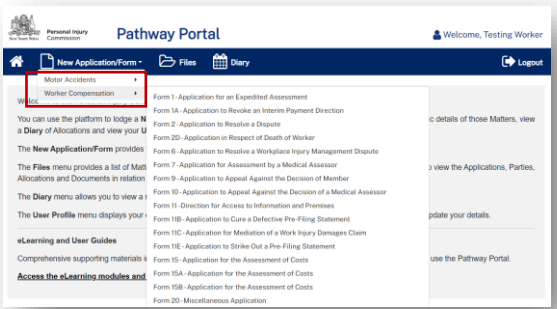

### *Forms and Form Names*


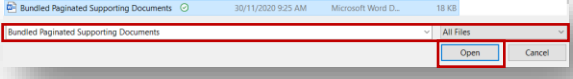
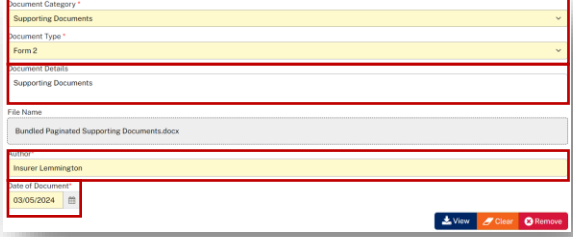
*Application forms that can be submitted by parties via Pathway Portal are:*

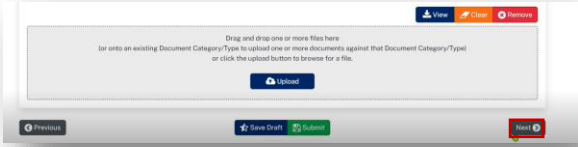
Code	Form name
Form 1	Application for an Expedited Assessment
Form 1A	Application to Revoke an Interim Payment Direction
Form 2	Application to Resolve a Dispute
Form 2D	Application in Respect of Death of a Worker
Form 6	Application to Resolve a Workplace Injury Management Dispute
Form 7	Application for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



## How to lodge a new application

Instruction	Page										
<p><b>New Application Form</b></p> <ol style="list-style-type: none"> <li>Click on the <b>New Application/Form</b> and select <b>Workers Compensation</b>. Then <b>choose the Form type from the dropdown</b>. In this instance, Form 2 - Application Resolve a Dispute has been used.</li> </ol> <ul style="list-style-type: none"> <li>The Notice to Parties page displays.</li> </ul>											
<p><b>Notice to Parties</b></p> <ol style="list-style-type: none"> <li>Review, then click <b>Next</b> to proceed to begin completing the form.</li> </ol> <p><b>Completing a Form</b></p> <ul style="list-style-type: none"> <li>All forms are embedded in the Pathway Portal.</li> <li>Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form.</li> <li>When completing a form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input.</li> <li>You will be unable to move onto the next page unless all mandatory fields have been filled.</li> <li>Supporting documents are uploaded as a single file (see separate section below).</li> </ul>	 <table border="1" data-bbox="837 1041 1109 1176"> <thead> <tr> <th>Claim Type</th> <th>Form Type</th> </tr> </thead> <tbody> <tr> <td>Weekly benefits work capacity <u>only</u></td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits up to 12 weeks <u>and/or</u> past medical expenses up to \$9,722*</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits work capacity <u>and</u> past medical expenses greater than \$9,722* <u>and/or</u> any future medical expenses</td> <td>Form 2</td> </tr> <tr> <td>Weekly benefits more than 12 weeks <u>and/or</u> past medical expenses greater than \$9,722* <u>and/or</u> any future medical expenses</td> <td>Form 2</td> </tr> </tbody> </table>	Claim Type	Form Type	Weekly benefits work capacity <u>only</u>	Form 1	Weekly benefits up to 12 weeks <u>and/or</u> past medical expenses up to \$9,722*	Form 1	Weekly benefits work capacity <u>and</u> past medical expenses greater than \$9,722* <u>and/or</u> any future medical expenses	Form 2	Weekly benefits more than 12 weeks <u>and/or</u> past medical expenses greater than \$9,722* <u>and/or</u> any future medical expenses	Form 2
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Weekly benefits more than 12 weeks <u>and/or</u> past medical expenses greater than \$9,722* <u>and/or</u> any future medical expenses	Form 2										

Instruction	Page
<p><i>Supporting Documents</i></p> <p>The <b>Supporting Documents</b> page provides information about what you need to lodge for certain form types. This example is for a Form 2 – Application to Resolve a Dispute.</p> <p><b>Note:</b> Supporting evidence is to be submitted as a single indexed and paginated bundle.</p> <p>3. Click <b>Upload</b> or drag and drop the documents onto the page.</p>	
<p><i>What are the document requirements?</i></p>	<p>See Appendix A – Document requirements for information on the acceptable file types and document requirements.</p>
<p>4. Select the <b>document</b> and click <b>Open</b>.</p>	
<p>5. Add in the Document Details:</p> <ul style="list-style-type: none"> <li>Document Category – Choose Cover Letter or Supporting Documents.</li> <li><b>Document Type</b> – 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.</li> </ul>	

<ul style="list-style-type: none"> <li>• <b>Author</b> – Type in your name.</li> <li>• <b>Document Details</b> – Add any details for the uploaded documents.</li> <li>• <b>Date of Document</b> – Type in the date of upload or select the date from the calendar.</li> </ul>	
<p>6. Add <b>another document</b> if required.</p> <p>7. Click <b>Next</b>.</p> <p>➤ The Certification and Signature page displays.</p>	

## Instruction

## Page

### Certification and Signature

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

#### Save Draft

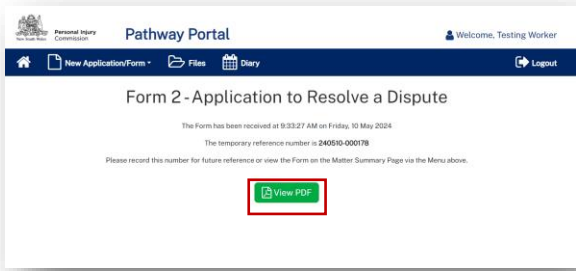
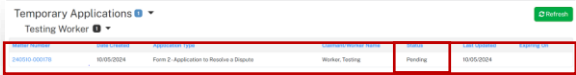
8. You can **Save Draft** so that the application can be reviewed before it is signed and submitted.
  - The draft application can be viewed in **Temporary Applications** with a status of **Draft**.
  - Click the **PDF icon** to view the draft.
  - Once the draft has been updated, you can submit the application by clicking on the **Matter Number** in **Temporary Applications**.

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

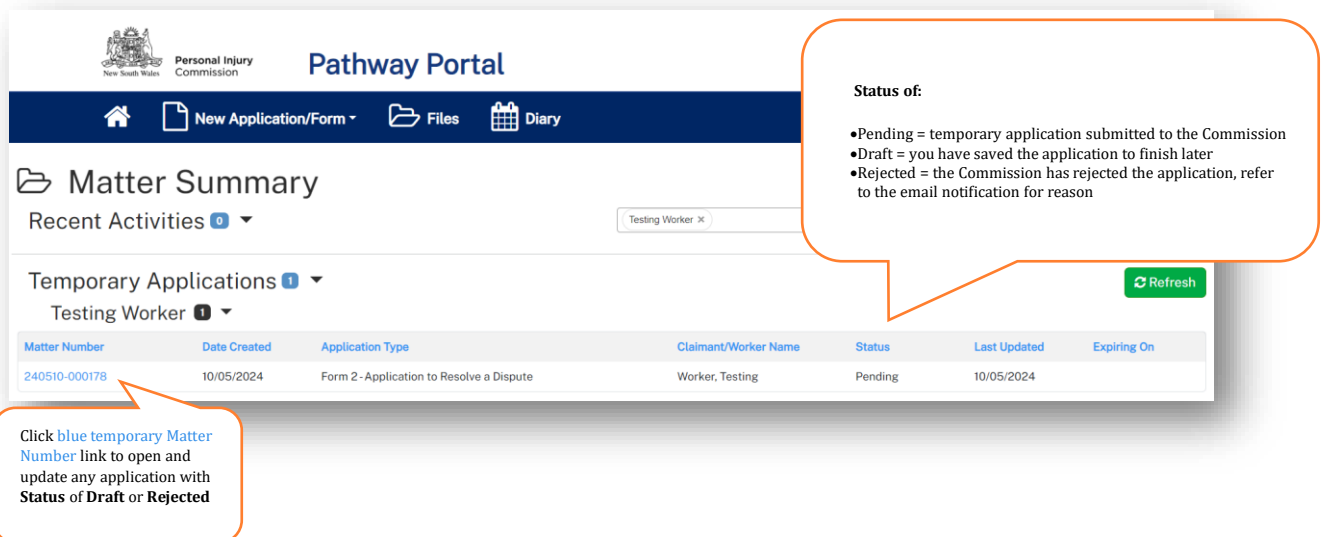
#### Submit

9. 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><i>View PDF</i></p> <p>10. Click <b>View PDF</b> to view and download the application.</p>	
<p><i>Temporary Applications</i></p> <p>11. Go to <b>Files</b> and <b>Temporary Applications</b> to see the temporary application. You can download the PDF by clicking the <a href="#">blue temporary application link</a>.</p> <p><b>Note:</b> that the status is now <b>Pending</b>. If you are unable to see the application, click <b>Refresh</b>.</p> <p>➤ You will receive an email to advise that a temporary application has been submitted.</p>	

## Temporary Applications



**Status of:**

- Pending = temporary application submitted to the Commission
- Draft = you have saved the application to finish later
- Rejected = the Commission has rejected the application, refer to the email notification for reason

Click [blue temporary Matter Number](#) link to open and update any application with **Status of Draft or Rejected**

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
<a href="#">240510-000178</a>	10/05/2024	Form 2 - Application to Resolve a Dispute	Worker, Testing	Pending	10/05/2024	

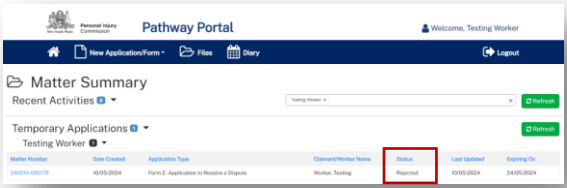
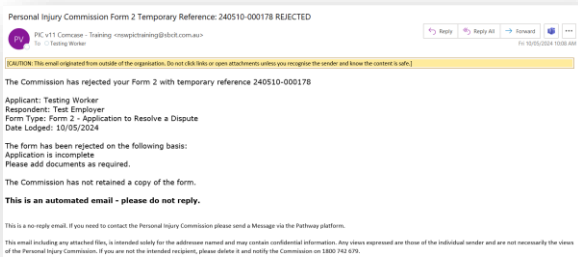
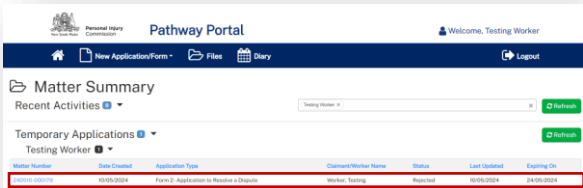
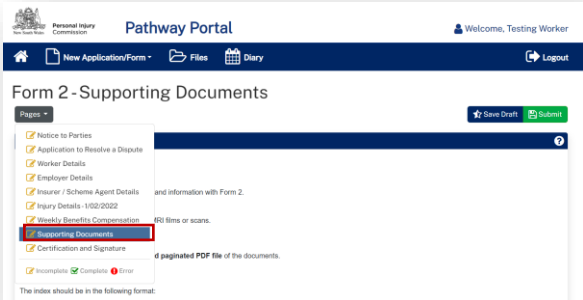
- Only the filing party will be able to see the temporary application in the Pathway Portal.

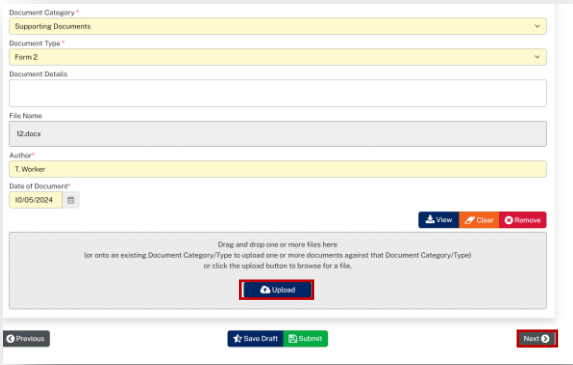

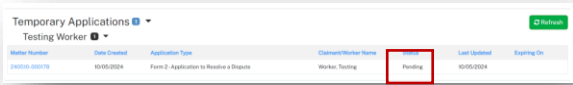
- When the application has been registered by the Commission it will then be shared with the respondent who needs to lodge a reply.

#### *What happens next?*

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

## How to resubmit a rejected temporary application

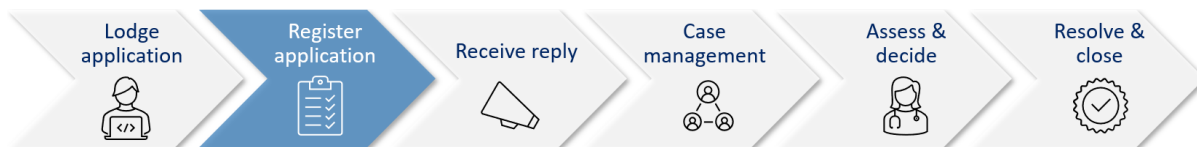
Instruction	Page
<p><b>Notification of rejected temporary application</b></p> <ul style="list-style-type: none"> <li>If the Commission rejects a temporary application, you will receive an email notification with the reason.</li> <li>In the <b>Files</b> tab the <b>Temporary Application</b> will have a <b>Status of Rejected</b></li> </ul>	
<p><b>To resubmit rejected application:</b></p> <ol style="list-style-type: none"> <li>1. Refer to the email notification to understand the rejection reason.</li> </ol>	
<ol style="list-style-type: none"> <li>2. In the <b>Files</b> tab, click the <b>blue temporary Matter Number link</b> of the rejected matter. This reopens the application.</li> </ol>	
<ol style="list-style-type: none"> <li>3. Navigate to <b>Supporting Documents</b> and make the required changes to the form (if this was the reason for rejection).</li> </ol>	

Instruction	Page
<p>4. Click <b>Upload</b> to upload the supporting document bundle (if this was the reason for rejection) and click <b>Next</b>.</p>	
<p>5. Once changes are made, sign and date the application on the last page and click <b>Submit</b>.</p>	
<p>➤ The <b>Status</b> updates to <b>Pending</b> in the Temporary Application list).</p> <p><b>Note:</b> If the Commission accepts and registers the resubmitted application, the <b>Filed</b> date will be the date the application was resubmitted.</p>	



# Replies

## How to complete a Reply – Respondent



A reply request arrives as **Unassigned** in the 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:

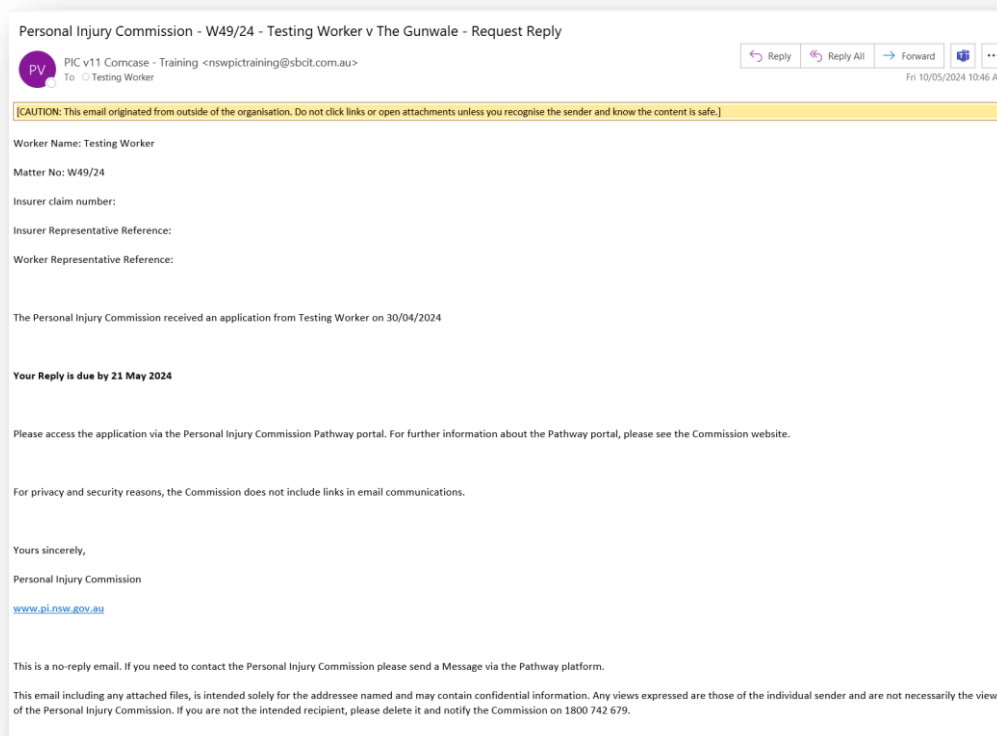
- Displays in the **Temporary Applications** section of Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

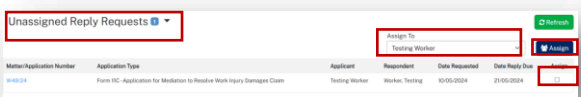
↔ Reply is a **Temporary application** until reviewed then registered by the Commission

## Reply Request Notification

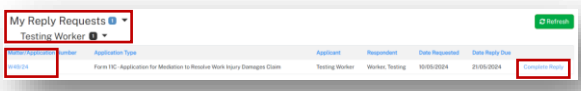
When a reply has been requested you will receive an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.

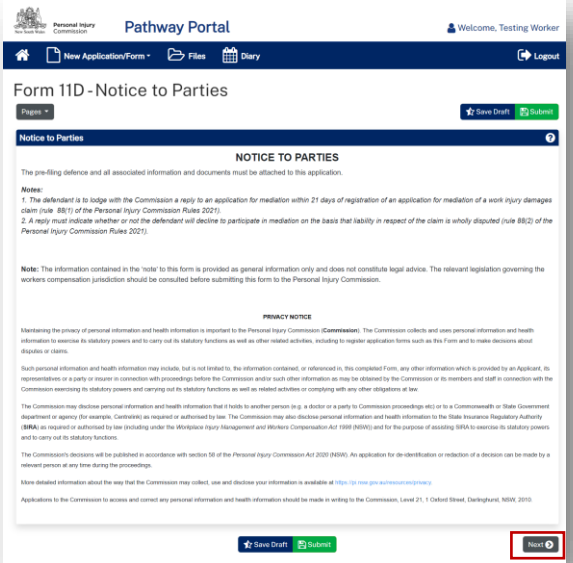
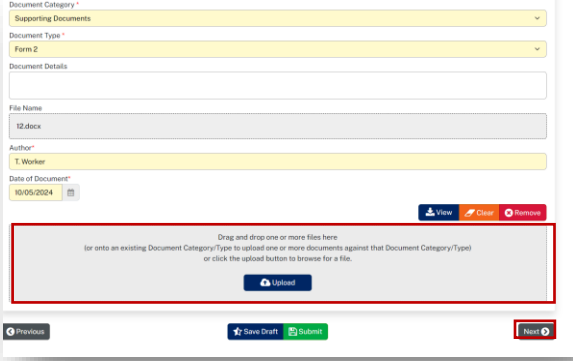
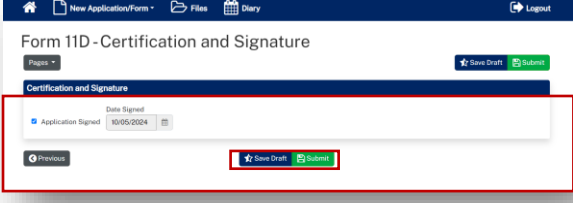


## How to Assign the Reply Request

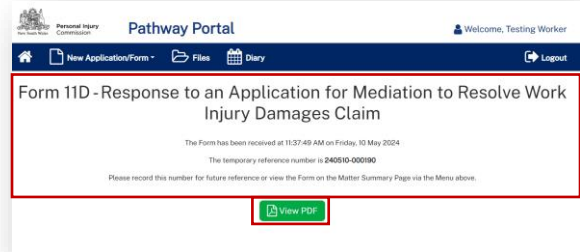
Instruction	Page
<p><b>Unassigned Reply Requests</b> must be assigned to you.</p> <ol style="list-style-type: none"><li>To assign a <b>Reply Request</b>, complete the following:<ul style="list-style-type: none"><li>Tick <b>Assign</b> box</li><li>Select your name from the <b>Assign To</b> drop down menu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

## How to complete a Reply

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

Instruction	Page
<p>2. Complete the <b>Notice to Parties</b> – check that you understand and agree to the terms and conditions and click <b>Next</b>.</p> <p><i>Completing a Reply Form</i></p> <ul style="list-style-type: none"> <li>➤ Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form.</li> <li>➤ When completing a reply form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input.</li> <li>➤ You will be unable to move onto the next page unless all mandatory fields have been filled.</li> <li>➤ Supporting documents are uploaded as a single file (see separate section below).</li> </ul>	
<p>3. Upload <b>supporting documents</b> for the Reply, complete the <b>Document Details</b> as covered in <a href="#">Supporting Documents</a> and click <b>Next</b>.</p> <p><b>Note:</b> Supporting documents must be submitted as a single indexed and paginated bundle.</p>	
<p>4. <b>Sign and date</b> the application – <b>Submit</b> if ready or <b>Save Draft</b> if you need to review the reply before it is submitted.</p>	

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



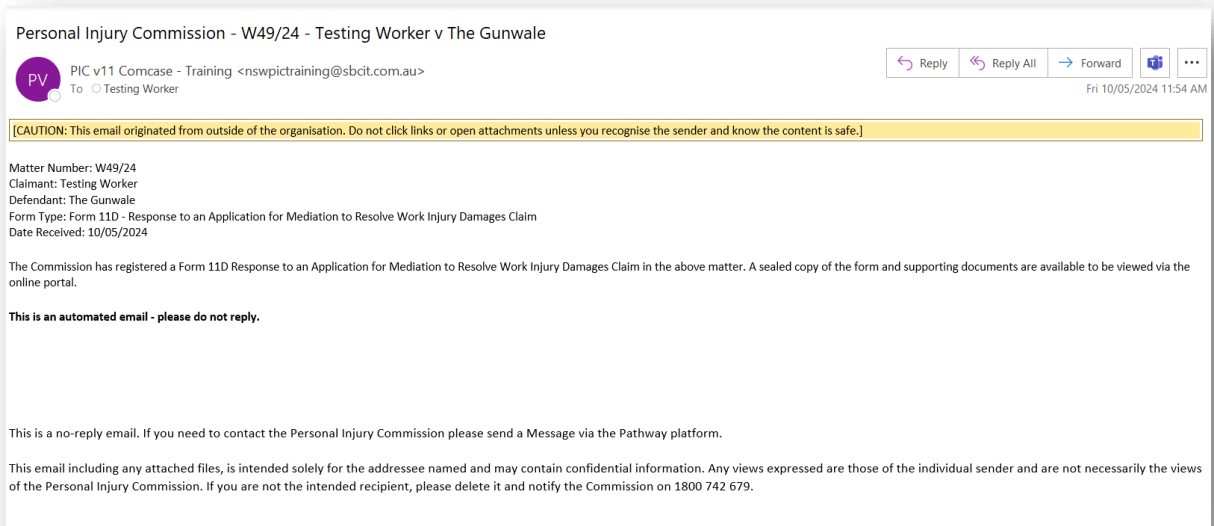
## How to view the Reply

### *Reply registered email notification*

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

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

- You (if you are the Applicant)
- Respondent's Legal Representative or
- Unrepresented parties.

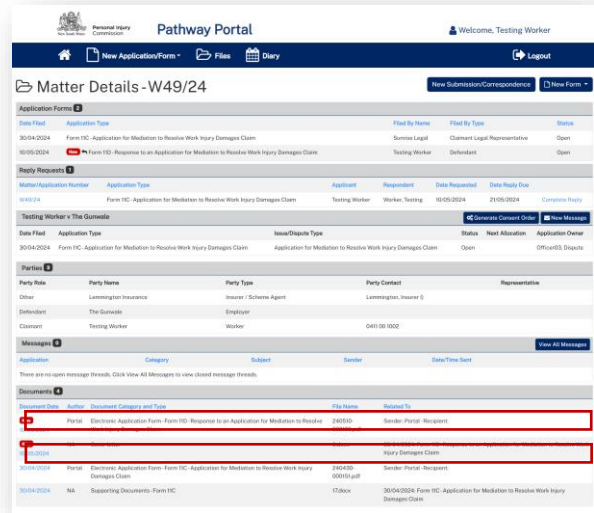


View the Reply

The **Documents** section lists the:

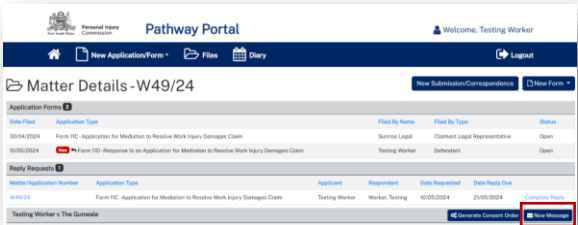
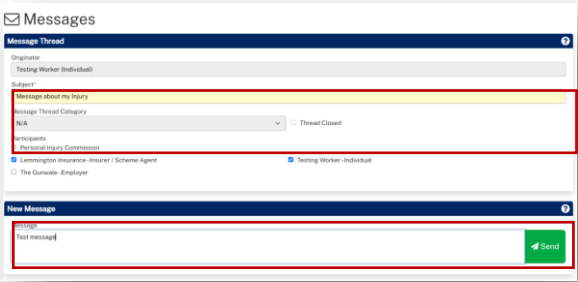
- Sealed reply form
- Reply document bundle

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



# Messages

## How to send a message

Instruction	Page
<p>You can use the message function to communicate with the other party and the Personal Injury Commission.</p> <p>From the <b>Matter Details</b> page:</p> <ol style="list-style-type: none"><li>1. Click <b>New Message</b> on the top right corner of the application.</li></ol> <p><b>Note:</b> The <b>Application Owner</b> will always be copied automatically on the message.</p>	
<ol style="list-style-type: none"><li>2. Type the <b>Subject</b>.</li><li>3. Select the <b>Participants</b>.<ul style="list-style-type: none"><li>• <b>Legal representative</b> (or self-represented party) receives email notification of new Portal message</li><li>• <b>The Insurer</b> can see messages but not respond if they have Legal Representative.</li></ul></li><li>4. Type the <b>Message</b> body.</li><li>5. Click <b>Send</b>.</li></ol>	

## 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 the Pathway Portal.

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

The screenshot shows a 'Messages' section with a '2' badge and a 'View Open Messages' button. The table below lists message threads with callouts explaining their components.

Application	Category	Subject	Sender	Date/Time Sent
Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	For Noting	<b>1 New</b> <a href="#">Message from The Commission</a>	Nathan Johnson	10/05/2024 5 PM
Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	N/A	<a href="#">Message about my Injury</a>	Testing Worker	10/05/2024 4 PM

**Callout 1:** New badge indicates a new message in the thread

**Callout 2:** Click **blue subject link** to view and respond to the message

**Callout 3:** Category for incoming messages will be:

- **For Action**
- **For Noting**
- **For Review**

N/A Category indicates thread was initiated by you

**Callout 4:** 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  
Nathan Johnson (Personal Injury Commission)

Subject  
Message from The Commission

Message Thread Category  
For Noting  Thread Closed

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


[Print Message Thread](#)

#### New Message

Message  
Thankyou

[Send](#)

#### Message: Nathan Johnson (Personal Injury Commission) - 10/05/2024 12:45:01 PM

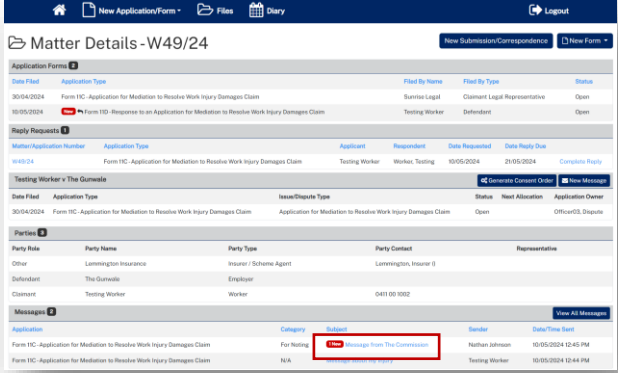
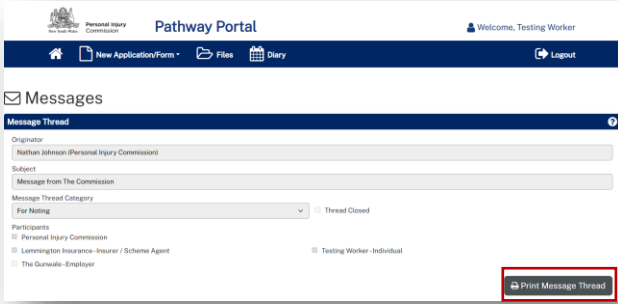
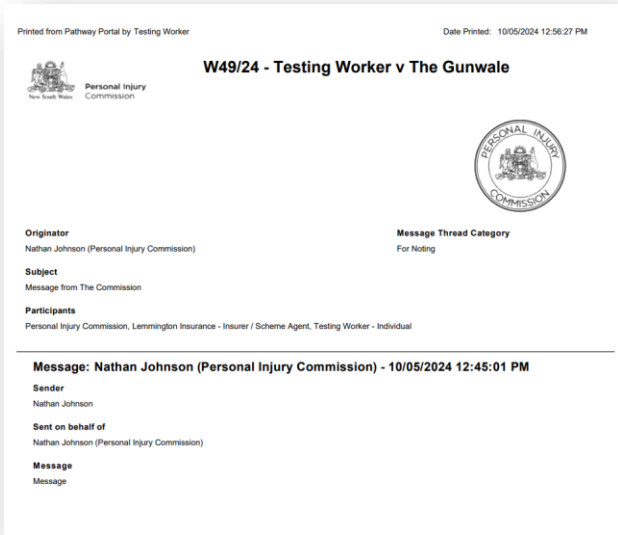
Sent on Behalf Of Nathan Johnson (Personal Injury Commission)	Sender Nathan Johnson	Date/Time Sent 10/05/2024 12:45:01 PM	
--	--------------------------	--	---

Message  
Message



## How to download a message thread

You can download message threads from Pathway Portal.

Instruction	Page
<p>1. From the <b>Matter Details</b> page click the <b>blue subject link</b> to view message thread.</p>	
<p>1. Click the Print Message Thread button.</p>	
<p>➤ A sealed PDF document with the entire message thread is generated and can be found in your Downloads folder.</p>	

# Case Management

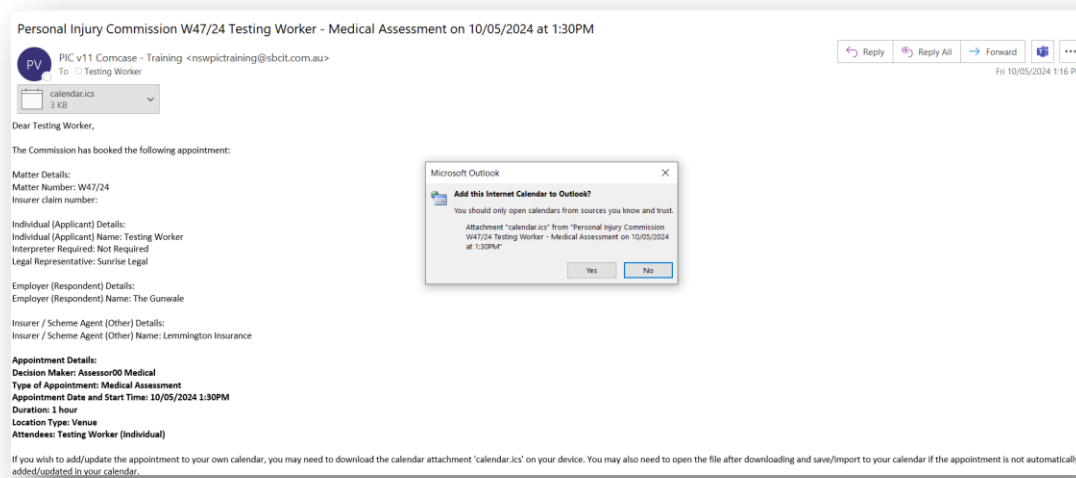


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation (appointment) is automatically sent to:

- 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.

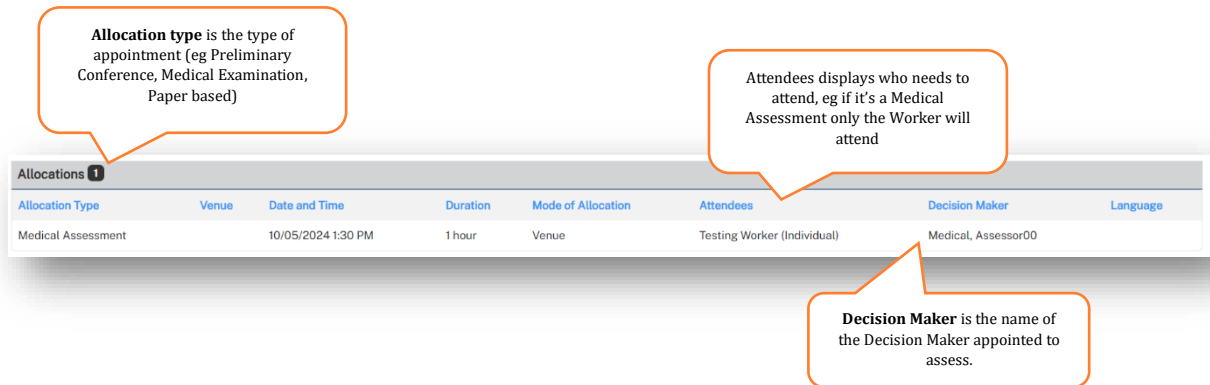
## Allocation email notification

- 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 1" with the following columns: Allocation Type, Venue, Date and Time, Duration, Mode of Allocation, Attendees, Decision Maker, and Language. A callout box points to the "Allocation Type" column, stating: "Allocation type is the type of appointment (eg Preliminary Conference, Medical Examination, Paper based)". Another callout box points to the "Attendees" column, stating: "Attendees displays who needs to attend, eg if it's a Medical Assessment only the Worker will attend". A third callout box points to the "Decision Maker" column, stating: "Decision Maker is the name of the Decision Maker appointed to assess." The table contains one row of data: Medical Assessment, Venue, 10/05/2024 1:30 PM, 1 hour, Venue, Testing Worker (Individual), Medical, Assessor00, and Language.

Allocation Type	Venue	Date and Time	Duration	Mode of Allocation	Attendees	Decision Maker	Language
Medical Assessment		10/05/2024 1:30 PM	1 hour	Venue	Testing Worker (Individual)	Medical, Assessor00	

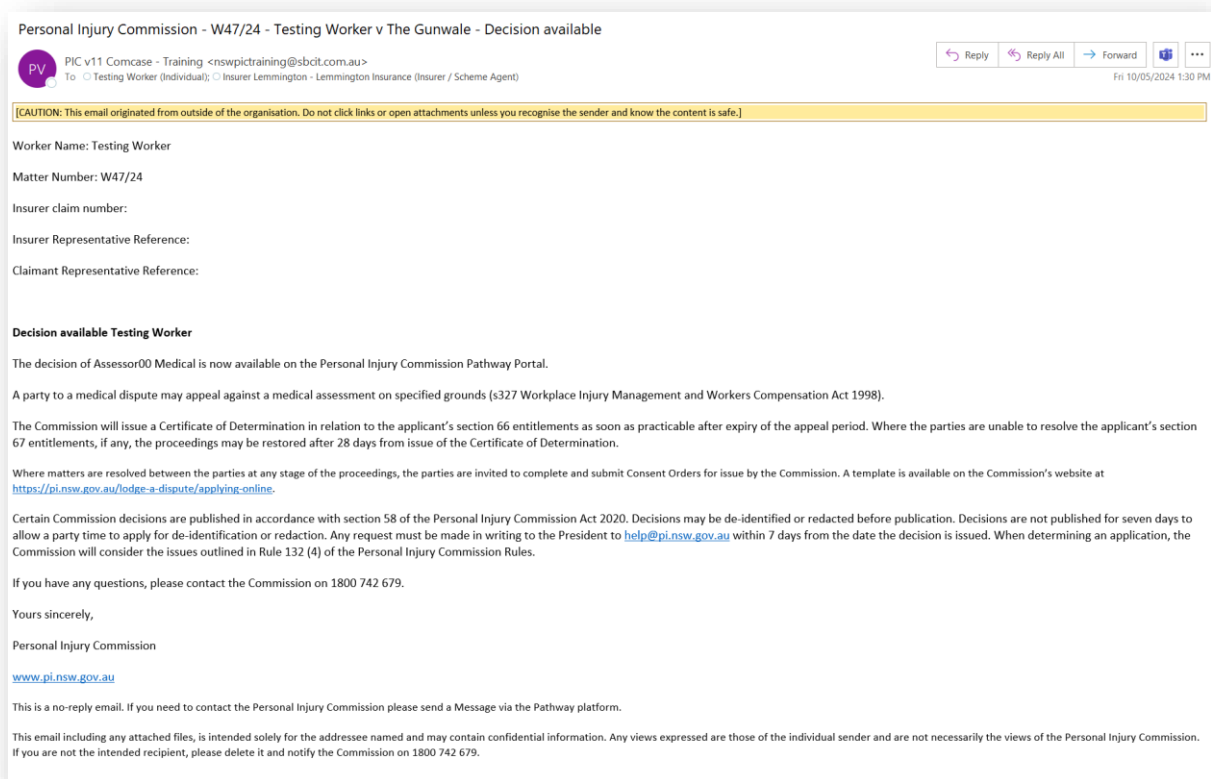
# Assess and Decide



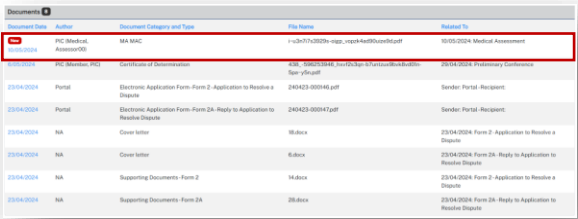
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

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

## Decision available email notification

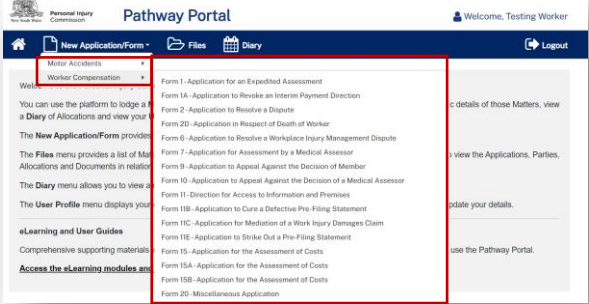


## How to view the Outcome Document

Instruction	Page
<p>From the <b>Matter Details</b> page, scroll down to <b>Documents</b></p> <ol style="list-style-type: none"> <li>1. Click the <a href="#">blue Document Date</a> link to download the document.</li> <li>2. Click the <b>downloaded document</b> to view.</li> </ol>	

## How to lodge an Appeal

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

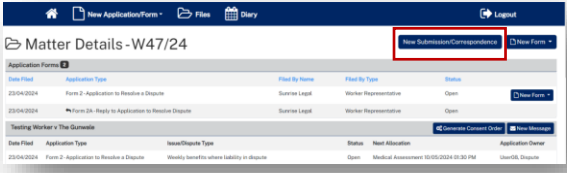
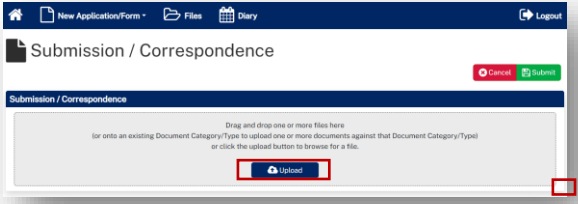
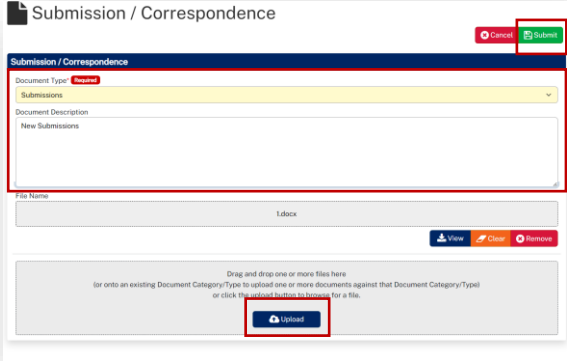
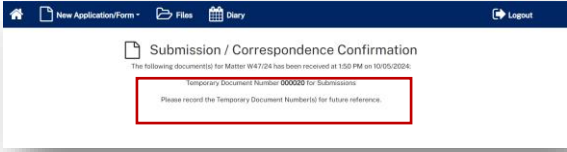
Instruction	Page
<ol style="list-style-type: none"> <li>1. Click on <b>New Application/Form</b>, choose <b>Workers Compensation</b>, then click on the form type.</li> <li>2. You can now follow the process covered in <a href="#">Lodge a new application</a> to lodge your appeal.</li> </ol>	

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

7. 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 Logged	Matter No.	Document Type	Status	Last Updated	Expiring On
00000	10/05/2024	W47104	Submissions	Pending	10/05/2024	

## Appendix A – Document requirements

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

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

*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