



**Personal Injury  
Commission**

# Pathway Portal Worker 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 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?

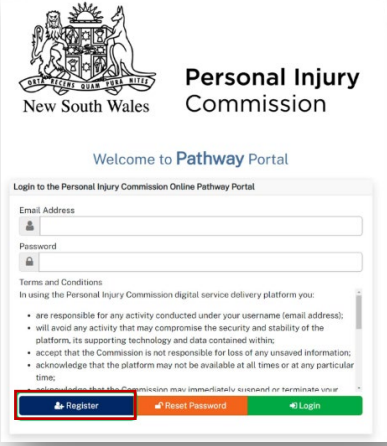
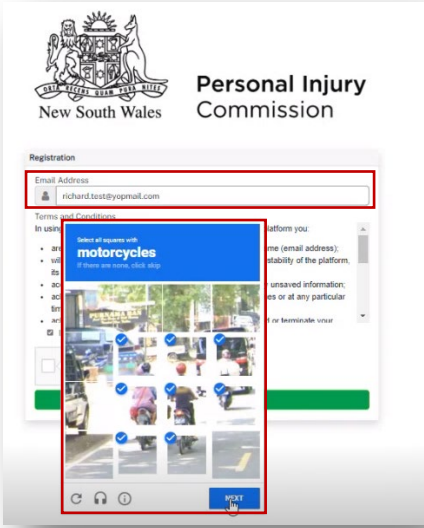
This guide will cover how to:

- 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
- Lodge a Legal Representation / Agent Change
- Submissions and other Correspondence
- Lodge an additional document after initiating application or reply

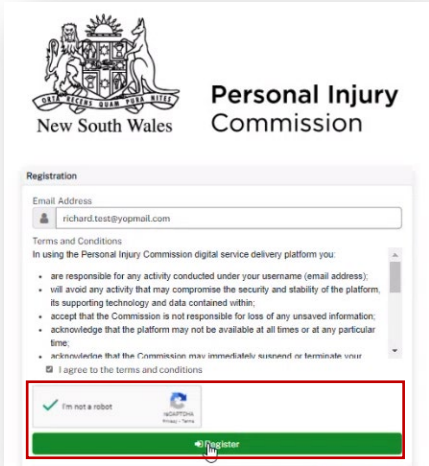
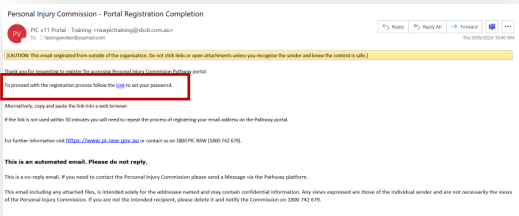
# Get started/ How do I get started with Pathway Portal?

## How to access and register for Pathway Portal


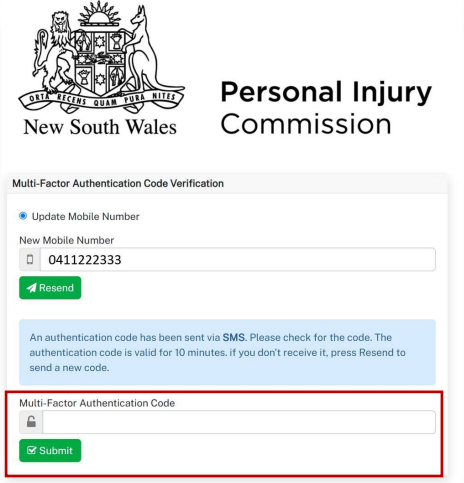
In order to submit, engage with or view a matter you must first register to use Pathway Portal.

Instruction	Page
<p><b><i>Access Pathway Portal</i></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><i>Register your email address</i></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 visual reCAPTCHA test.</li></ol>	

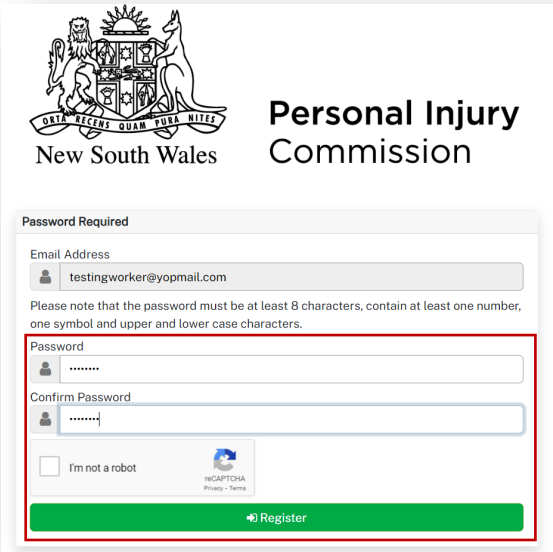
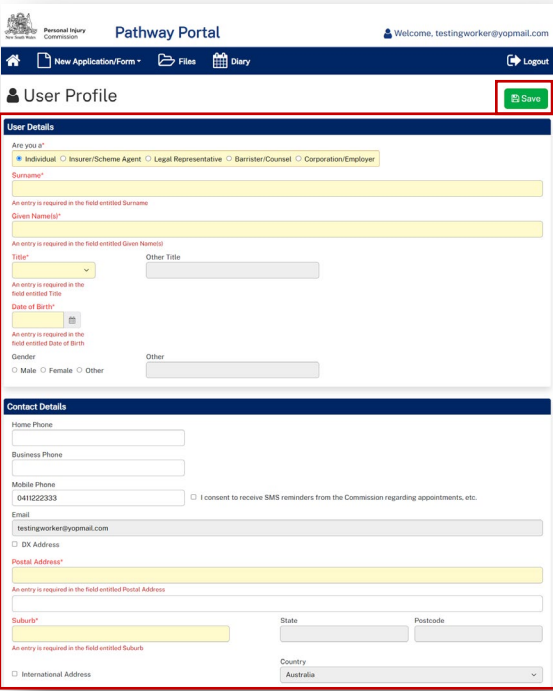
## How to access and register for Pathway Portal continued

<i>Instruction</i>	Page
<p><b>Confirm you are not a robot</b></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><b>Click Pathway Portal link in email</b></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

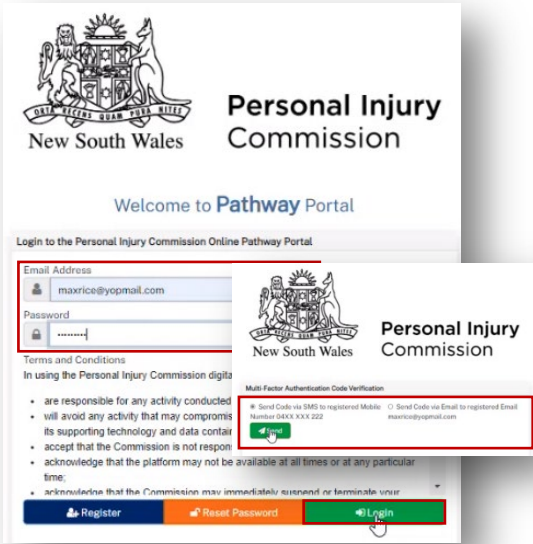

Instruction	Page
<p><b><i>Update Mobile Number</i></b></p> <p>8. Populate <b>New Mobile Number</b> to receive the code and click <b>Send</b>.</p>	 <p>The screenshot shows the Personal Injury Commission logo and the text 'Personal Injury Commission'. Below this is a 'Multi-Factor Authentication Code Verification' section. Underneath, there is a radio button for 'Update Mobile Number' which is selected. Below that is a text input field for 'New Mobile Number' containing '0411222333'. A green button with a paper plane icon and the text 'Send' is positioned below the input field. A red rectangular box highlights the entire input field and the 'Send' button.</p>
<p><b><i>Type code</i></b></p> <p>9. Type the <b>code</b> sent to your mobile and click <b>Submit</b>.</p>	 <p>The screenshot shows the Personal Injury Commission logo and the text 'Personal Injury Commission'. Below this is a 'Multi-Factor Authentication Code Verification' section. Underneath, there is a radio button for 'Update Mobile Number' which is selected. Below that is a text input field for 'New Mobile Number' containing '0411222333'. A green button with a paper plane icon and the text 'Resend' is positioned below the input field. A blue message box contains the text: 'An authentication code has been sent via SMS. Please check for the code. The authentication code is valid for 10 minutes. If you don't receive it, press Resend to send a new code.' Below the message box is a text input field for 'Multi-Factor Authentication Code'. A green button with a checkmark icon and the text 'Submit' is positioned below the input field. A red rectangular box highlights the 'Multi-Factor Authentication Code' input field and the 'Submit' button.</p>

## How to access and register for Pathway Portal continued

Instruction	Page
<p><b>Create new Password</b></p> <p>10. Enter Password and Confirm Password.</p> <p>11. Tick <b>I'm not a robot</b> and complete the visual <b>reCAPTCHA</b> test.</p> <p>12. Click Register.</p>	
<p><b>Populate User Profile (top of page)</b></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

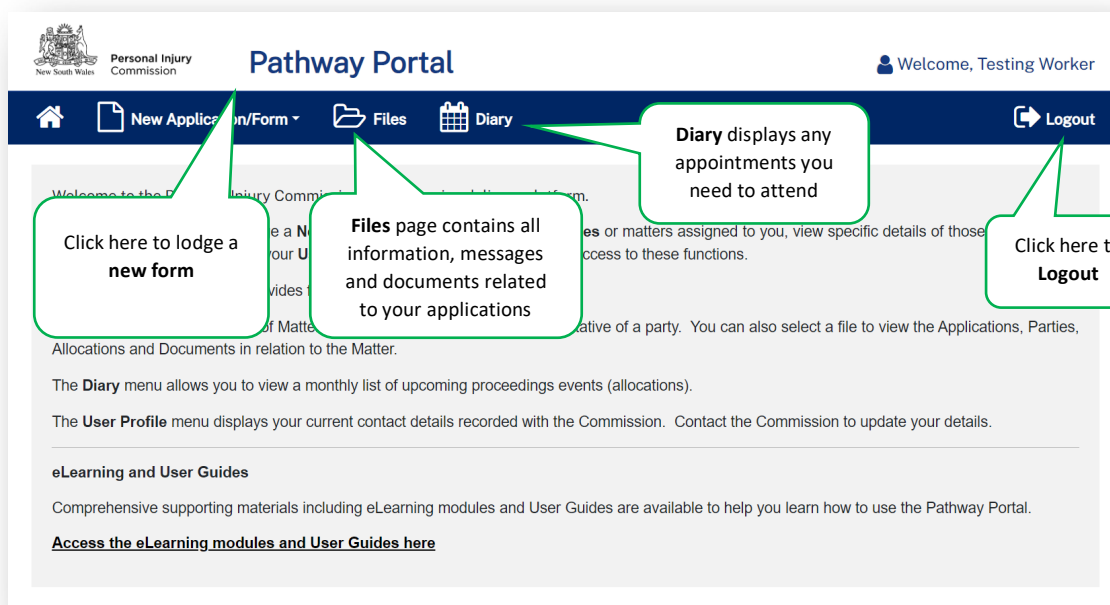
Instruction	Page
<ol style="list-style-type: none"> <li>1. Click the <b>Pathway Portal</b> link - <a href="https://pathwayportal.pi.nsw.gov.au">https://pathwayportal.pi.nsw.gov.au</a> on the Personal Injury Commission website.</li> <li>2. Populate the Email Address and Password.</li> <li>3. Click <b>Login</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.

Home New Application/Form Files Diary Logout

## Matter Summary

Recent Activities 2 Testing Worker x Refresh

Matter Number	Matter Name	Details
W47/24	Testing Worker v The Gunwale	New MA MAC
W49/24	Testing Worker v The Gunwale	New Form 11D - Response to an Application for Mediation to Resolve Work Injury Damages Claim

### 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.

Temporary Applications 1 Testing Worker Refresh

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

### 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.

Unassigned Reply Requests 1 Assign To Testing Worker Assign Refresh

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

- To assign the **Reply Request** to yourself, tick the **Assign** checkbox and click **Assign**.
- 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 ▼  
 Testing Worker 1 ▼ Refresh

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 ▼  
 Testing Worker 2 ▼ Advanced ▼

[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 ▼  
 Testing Worker 2 ▼ Advanced ▼

[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.**

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	Filed By Name	Filed By	Open
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 a Dispute	Sunrise Legal	Worker Represent	Open

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.**

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

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

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		

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

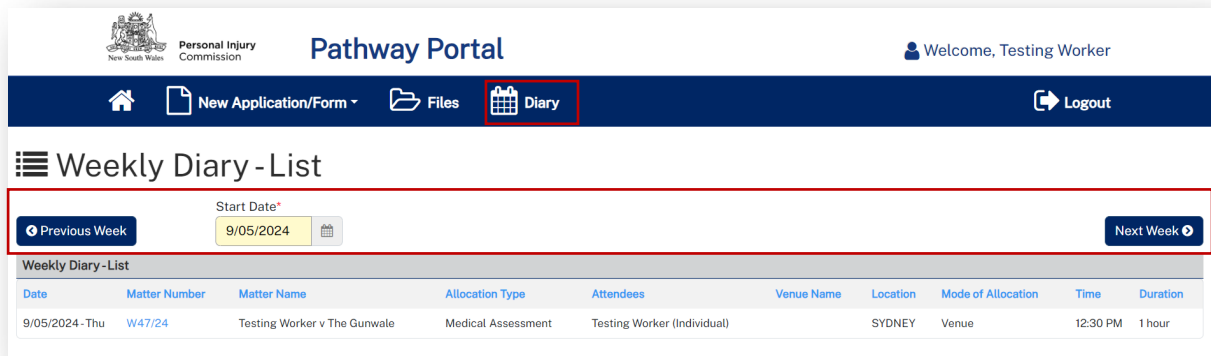
Allocation Type	Venue	Date and Time	Duration	Mode of Allocation	Attendees	Decision Maker	Language
Medical Assessment		9/05/2024 12:30 PM	1 hour	Venue	Testing Worker (Individual)	Medical, Assessor00	

Document Date	Author	Document Category and Type	File Name	Related To
6/05/2024	PIC (Member, PIC)	Certificate of Determination	438_-596253946_hxvf2s3qn-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 is present, showing '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*

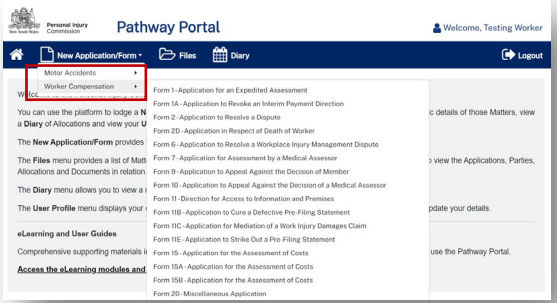
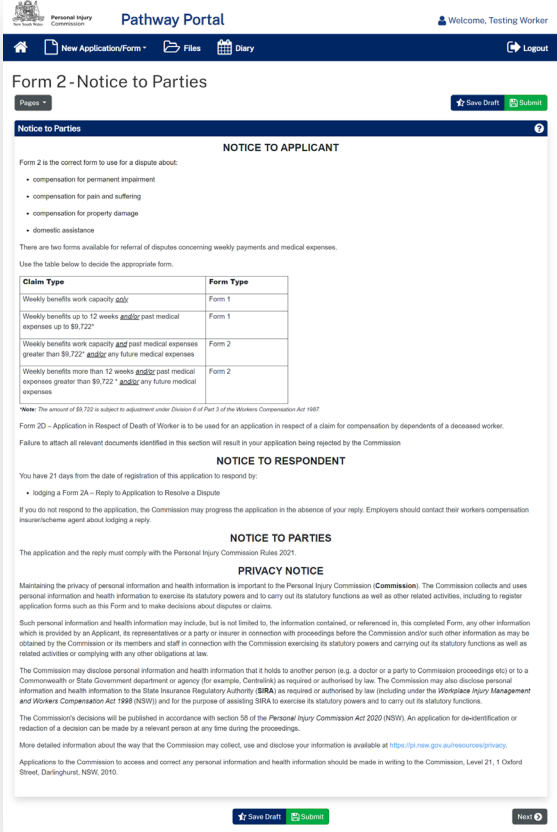
*Application forms that can be submitted by parties via Pathway Portal are:*

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 5A	Application to Register a Commutation Agreement
Form 6	Application to Resolve a Workplace Injury Management Dispute
Form 6B	Reply to Application to Resolve a Workplace Injury Management Dispute
Form 7	Application for Assessment by a Medical Assessor
Form 9	Application to Appeal against the Decision of a Member
Form 10	Application to Appeal against the Decision of a Medical Assessor
Form 11	Direction for Access to Information and Premises
Form 11B	Application to Cure a Defective Pre-Filing Settlement
Form 11C	Application for Mediation of a Work Injury Damages Claim
Form 11E	Application to Strike Out a Pre- Filing Statement
Form 15	Application for the Assessment of Costs
Form 15A	Application for the Assessment of Costs
Form 15B	Application for the Assessment of Costs
Form 20	Miscellaneous Application
Form 1B	Reply to Application for Expedited Assessment
Form 2A	Reply to an Application to Resolve a Dispute
Form 7A	Response to an Application for Medical Assessment
Form 9A	Notice of Opposition to Appeal Against the Decision of a Member
Form 10A	Notice of Opposition to Appeal Against the Decision of a Medical Assessor
Form 11D	Response to an Application for Mediation of a Worker Injury Damages Claim
Form 11F	Notice of Opposition to Strike Out a Pre-Filing Statement
P01	Application to Lodge Additional Documents



P02	Notice of Ceasing to Act
P03	Notice of Change of Legal Representatives
P04	Notice of Representation
P05	Direction for Production
P06	Notice of Discontinuance

# How to lodge a new application

Instruction	Page								
<p><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 choose the <b>Form type</b> from the dropdown. 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>and/or</u> past medical expenses up to \$9,722*</td> <td>Form 1</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> <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>and/or</u> past medical expenses up to \$9,722*	Form 1	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	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
Claim Type	Form Type								
Weekly benefits work capacity <u>and/or</u> past medical expenses up to \$9,722*	Form 1								
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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

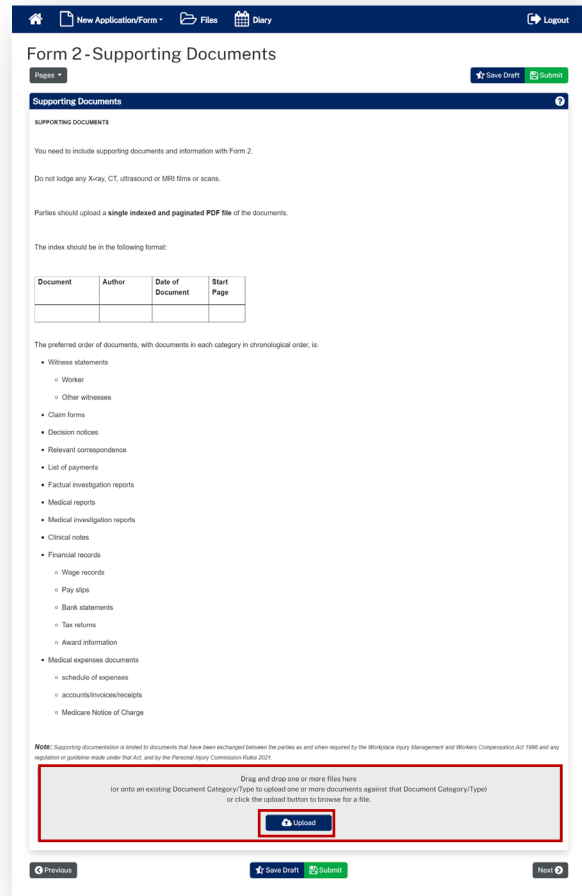
### Supporting Documents

The **Supporting Documents** page provides information about what you need to lodge for certain form types. This example is for a Form 2 – Application to Resolve a Dispute.

**Note:** Supporting evidence is to be submitted as a single indexed and paginated bundle and should not exceed 500 pages on certain initiating applications (Refer to PIC Rule 67).

3. Click **Upload** or drag and drop the documents onto the page.

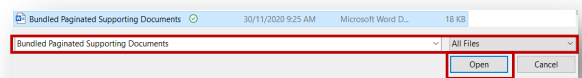
Page



### What are the document requirements?

See Appendix A – Document requirements for information on the acceptable file types and document requirements.

4. Select the **document** and click **Open**.



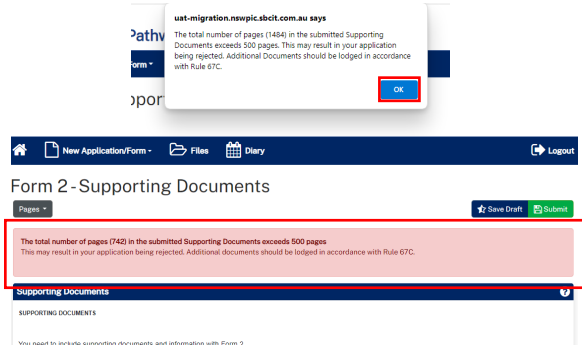
**Note:** If the supporting document exceeds 500 pages a warning message will be displayed.

Continuing to submit may result in the application being rejected by the Commission.

To correct, re-upload supporting document under 500 pages.

Dispute types excluded from the 500-page limit are:

- Medical reviews and appeals
- Merit reviews and merit review panels



- Settlement approvals
- Presidential appeals
- Expedited assessments
- Certain work injury damages disputes

5. Add in the Document Details:

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

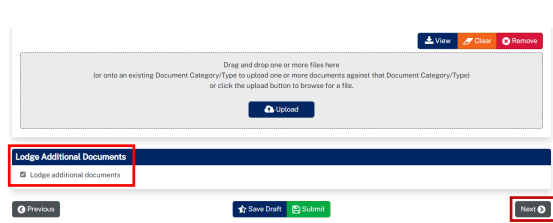
The screenshot shows a web form for document upload. The following fields are highlighted with red boxes:

- Document Category:** A dropdown menu with "Supporting Documents" selected.
- Document Type:** A dropdown menu with "Form 2" selected.
- Document Details:** A text input field containing "Supporting Documents".
- File Name:** A text input field containing "Bundled Paginated Supporting Documents.docx".
- Author:** A text input field containing "Insurer Lemmington".
- Date of Document:** A date picker field showing "03/05/2024".

At the bottom right of the form, there are three buttons: "View" (blue), "Clear" (orange), and "Remove" (red).

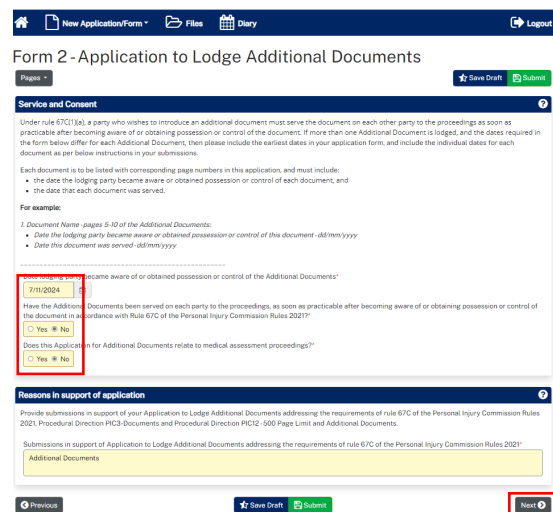
When you need to add more than 500 pages of supporting documents to your initiating application

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



### Lodge Additional Documents

- Provide answers to the Service and Consent questions.
- Note:** Refer to the help text on the screen if your bundle contains multiple documents with varying dates.
- Note:** If the additional documents relate to medical proceedings, evidence of consent should be attached on the supporting documents page.
8. Click **Next**.
    - The Supporting Documents page displays
  9. Upload your additional documents.
  10. Add in the Document Details.
  11. Click **Next**.



Instruction	Page
-------------	------

## Certification and Signature

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

### Save Draft

12. You can **Save Draft** so that the application can be reviewed before it is signed and submitted.

- The draft application can be viewed in **Temporary Applications** with a status of **Draft**.
- Click the **PDF icon** to view the draft.
- Once the draft has been updated, you can submit the application by clicking on the **Matter Number** in **Temporary Applications**.

Matter Number	Date	Application Type	Client/Worker Name	Status	Last Updated	Export Data
3/05/2024	3/05/2024	Form 2 - Application to Resolve a Dispute	Working Test	Draft	3/05/2024	17/05/2024

- **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.

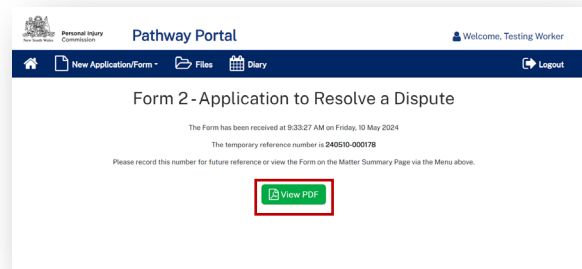
### Submit

13. 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**.

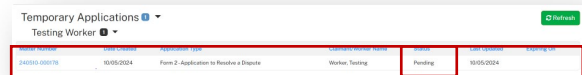
### View PDF

14. Click **View PDF** to view and download the application.



### Temporary Applications

15. Go to **Files** and **Temporary Applications** to see the temporary application. You can download the PDF by clicking the **blue temporary application link**.



**Note:** that the status is now **Pending**. If you are unable to see the application, click **Refresh**.

- You will receive an email to advise that a temporary application has been submitted.

## Temporary Applications

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	

**Status of:**

- Pending = temporary application submitted to the Commission
- Draft = you have saved the application to finish later
- Rejected = the Commission has

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

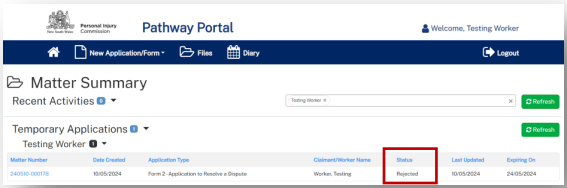
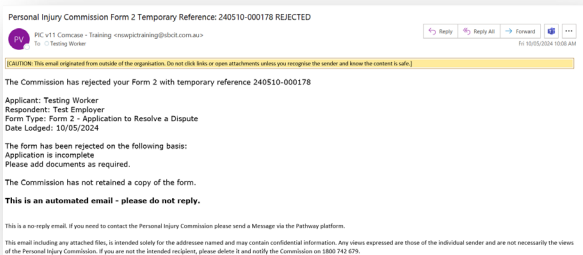
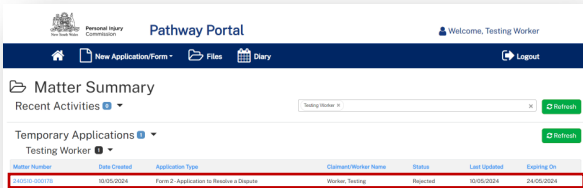
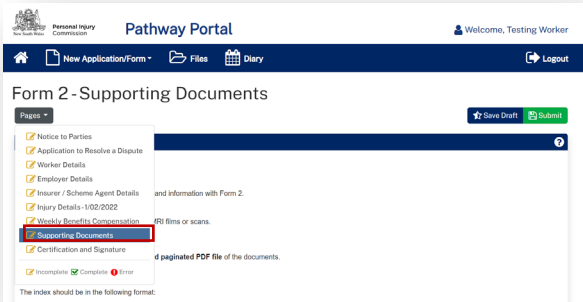
- Only the filing party will be able to see the temporary application in the Pathway Portal.
- When the application has been registered by the Commission it will then be shared with the respondent who needs to lodge a reply.

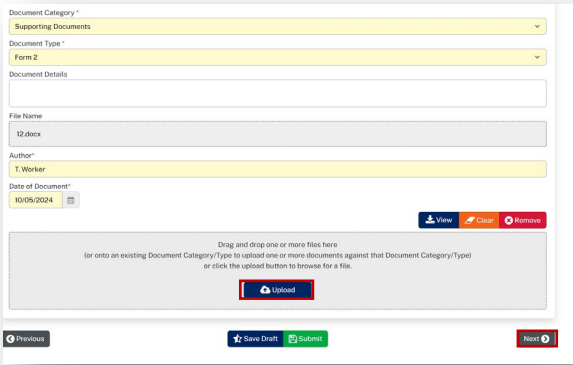

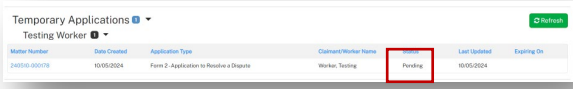
### *What happens next?*

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



# How to resubmit a rejected temporary application

Instruction	Page
<p><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</b> of <b>Rejected</b></li> </ul>	
<p><b>To resubmit rejected application:</b></p> <ol style="list-style-type: none"> <li>Refer to the email notification to understand the rejection reason.</li> </ol>	
<ol style="list-style-type: none"> <li>In the <b>Files</b> tab, click the <b>blue temporary Matter Number</b> link of the rejected matter. This reopens the application.</li> </ol>	
<ol style="list-style-type: none"> <li>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
<ul style="list-style-type: none"> <li>Click <b>Upload</b> to upload the supporting document bundle (if this was the reason for rejection) and click <b>Next</b>.</li> </ul> <p><b>Note:</b> If your application was rejected for having supporting documents over 500 pages,</p> <ul style="list-style-type: none"> <li>Remove the document</li> <li>Split the document offline</li> <li>Re-upload the first bundle (up to 500 pages)</li> </ul> <ul style="list-style-type: none"> <li>Select the 'Lodge Additional Documents' checkbox</li> </ul>	
<p>4. 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:

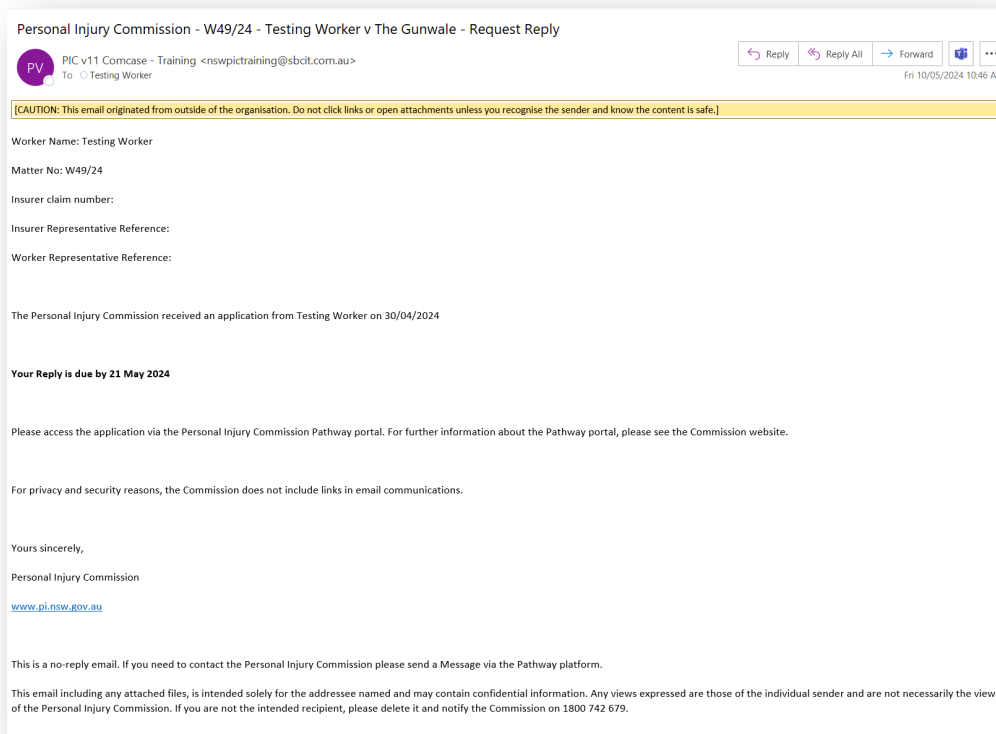
- Displays in the **Temporary Applications** section of Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

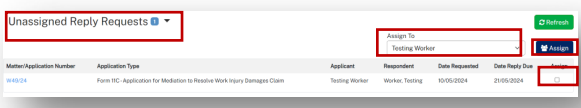
↔ Reply is a **Temporary application** until reviewed then registered by the Commission

## Reply Request Notification

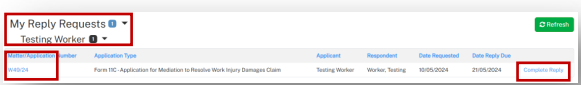
When a reply has been requested you will receive an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.

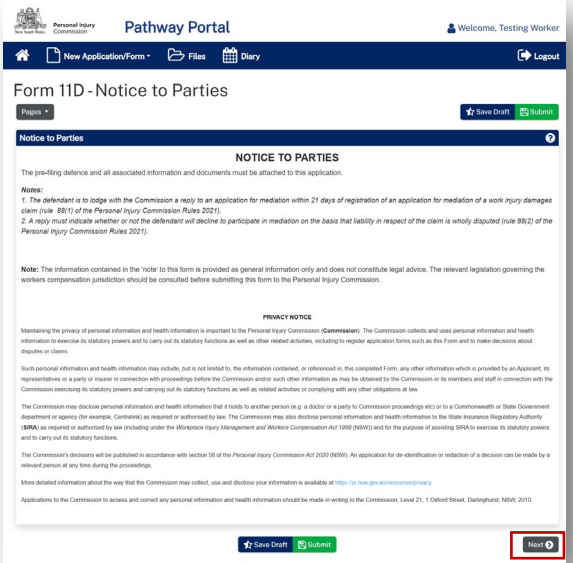
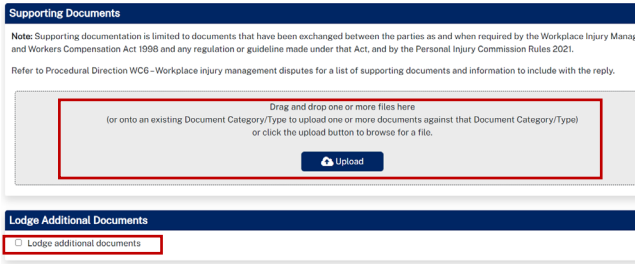
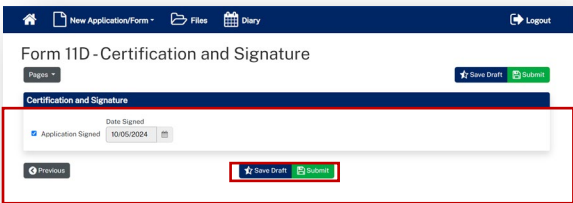
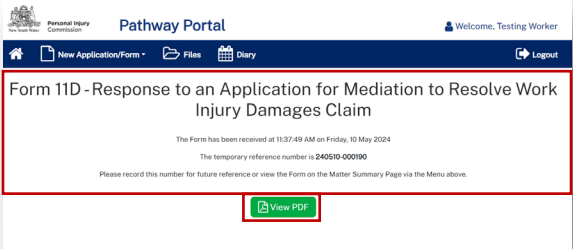


## How to Assign the Reply Request

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>	 <table border="1"><thead><tr><th>Matter/Application Number</th><th>Application Type</th><th>Applicant</th><th>Respondent</th><th>Date Requested</th><th>Date Reply Due</th></tr></thead><tbody><tr><td>W19024</td><td>Form ITC - Application for Mediation to Resolve Work Injury Damages Claim</td><td>Testing Worker</td><td>Worker, Testing</td><td>10/05/2024</td><td>21/05/2024</td></tr></tbody></table>	Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	W19024	Form ITC - Application for Mediation to Resolve Work Injury Damages Claim	Testing Worker	Worker, Testing	10/05/2024	21/05/2024
Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due								
W19024	Form ITC - Application for Mediation to Resolve Work Injury Damages Claim	Testing Worker	Worker, Testing	10/05/2024	21/05/2024								

## 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>	 <table border="1"><thead><tr><th>Matter/Application Number</th><th>Application Type</th><th>Applicant</th><th>Respondent</th><th>Date Requested</th><th>Date Reply Due</th></tr></thead><tbody><tr><td>W19024</td><td>Form ITC - Application for Mediation to Resolve Work Injury Damages Claim</td><td>Testing Worker</td><td>Worker, Testing</td><td>10/05/2024</td><td>21/05/2024</td></tr></tbody></table>	Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	W19024	Form ITC - Application for Mediation to Resolve Work Injury Damages Claim	Testing Worker	Worker, Testing	10/05/2024	21/05/2024
Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due								
W19024	Form ITC - Application for Mediation to Resolve Work Injury Damages Claim	Testing Worker	Worker, Testing	10/05/2024	21/05/2024								

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 and should not exceed 500 pages.</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>	
<ul style="list-style-type: none"> <li>➤ Here you can see confirmation that the Reply has been submitted.</li> </ul>	

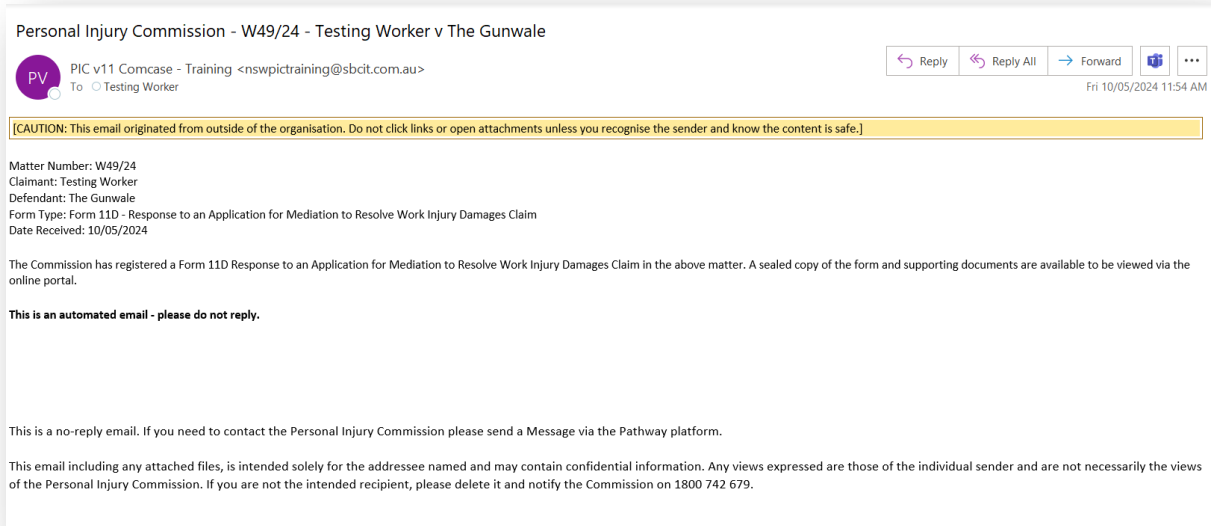
# How to view the Reply

## 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:

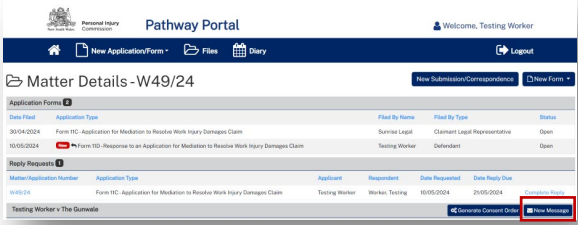
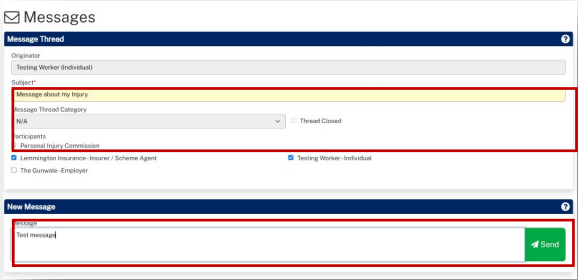
- 16. You (if you are the Applicant)
- 17. Respondent’s Legal Representative or
- 18. Unrepresented parties.



Instruction	Page																									
<p><b>View the Reply</b></p> <p>The <b>Documents</b> section lists the:</p> <ul style="list-style-type: none"> <li>Sealed reply form</li> <li>Reply document bundle</li> </ul> <p>1. Click the <b>blue document date link</b> to download and view the document.</p>	<p>The screenshot shows the 'Pathway Portal' interface for 'Matter Details - W49/24'. The 'Documents' section is highlighted with a red box and contains the following entries:</p> <table border="1"> <thead> <tr> <th>Document Date</th> <th>Author</th> <th>Document Category and Type</th> <th>File Name</th> <th>Replied To</th> </tr> </thead> <tbody> <tr style="border: 2px solid red;"> <td>10/05/2024</td> <td>Portia</td> <td>Electronic Application Form - Form 11D - Response to an Application for Mediation to Resolve Work Injury Damages Claim</td> <td>240524-000009.pdf</td> <td>Sender: Portal; Recipient:</td> </tr> <tr> <td>10/05/2024</td> <td>NA</td> <td>Cover Letter</td> <td>4.docx</td> <td>30/04/2024 Form 11D - Response to an Application for Mediation to Resolve Work Injury Damages Claim</td> </tr> <tr> <td>30/04/2024</td> <td>Portia</td> <td>Electronic Application Form - Form 11C - Application for Mediation to Resolve Work Injury Damages Claim</td> <td>240420-000001.pdf</td> <td>Sender: Portal; Recipient:</td> </tr> <tr> <td>30/04/2024</td> <td>NA</td> <td>Supporting Documents - Form 11C</td> <td>17.docx</td> <td>30/04/2024 Form 11C - Application for Mediation to Resolve Work Injury Damages Claim</td> </tr> </tbody> </table>	Document Date	Author	Document Category and Type	File Name	Replied To	10/05/2024	Portia	Electronic Application Form - Form 11D - Response to an Application for Mediation to Resolve Work Injury Damages Claim	240524-000009.pdf	Sender: Portal; Recipient:	10/05/2024	NA	Cover Letter	4.docx	30/04/2024 Form 11D - Response to an Application for Mediation to Resolve Work Injury Damages Claim	30/04/2024	Portia	Electronic Application Form - Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	240420-000001.pdf	Sender: Portal; Recipient:	30/04/2024	NA	Supporting Documents - Form 11C	17.docx	30/04/2024 Form 11C - Application for Mediation to Resolve Work Injury Damages Claim
Document Date	Author	Document Category and Type	File Name	Replied To																						
10/05/2024	Portia	Electronic Application Form - Form 11D - Response to an Application for Mediation to Resolve Work Injury Damages Claim	240524-000009.pdf	Sender: Portal; Recipient:																						
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30/04/2024	Portia	Electronic Application Form - Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	240420-000001.pdf	Sender: Portal; Recipient:																						
30/04/2024	NA	Supporting Documents - Form 11C	17.docx	30/04/2024 Form 11C - Application for Mediation to Resolve Work Injury Damages Claim																						

# 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 table of message threads. A '2' badge is next to the 'Messages' header. A 'View Open Messages' button is in the top right. The table has columns for Application, Category, Subject, Sender, and Date/Time Sent. Two callouts point to the '1 New' badge and a blue subject link. A third callout points to the 'Application' column, and a fourth points to the 'View Open Messages' button.

Application	Category	Subject	Sender	Date/Time Sent
Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	For Noting	<b>1 New</b> Message from The Commission	Nathan Johnson	10/05/2024 1:15 PM
Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	N/A	Message about my Injury	Testing Worker	10/05/2024 1:44 PM

New badge indicates a new message in the thread

Click blue subject link to view and respond to the message

Category for incoming messages will be:

- 
- 
- 

N/A Category indicates thread was initiated by you

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](#)

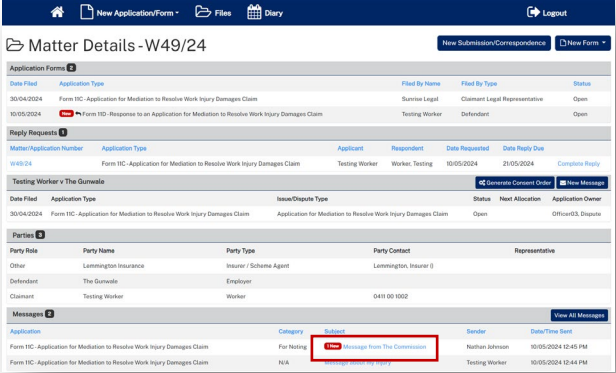
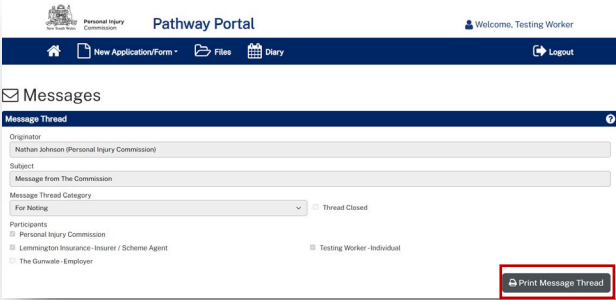
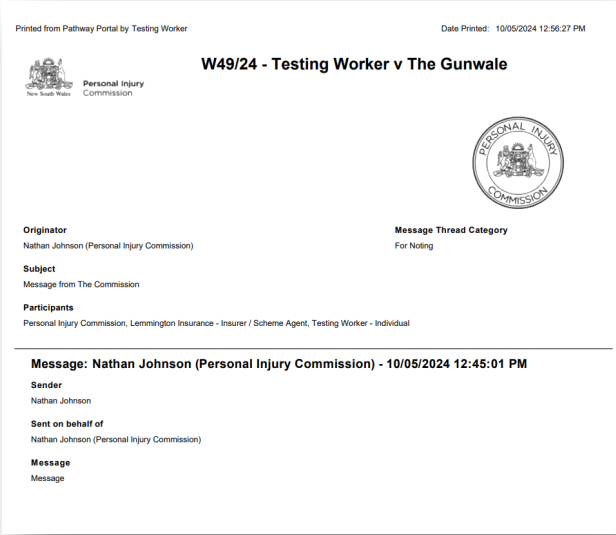
#### Message: Nathan Johnson (Personal Injury Commission) - 10/05/2024 12:45:01 PM

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 <b>Print Message Thread</b> 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

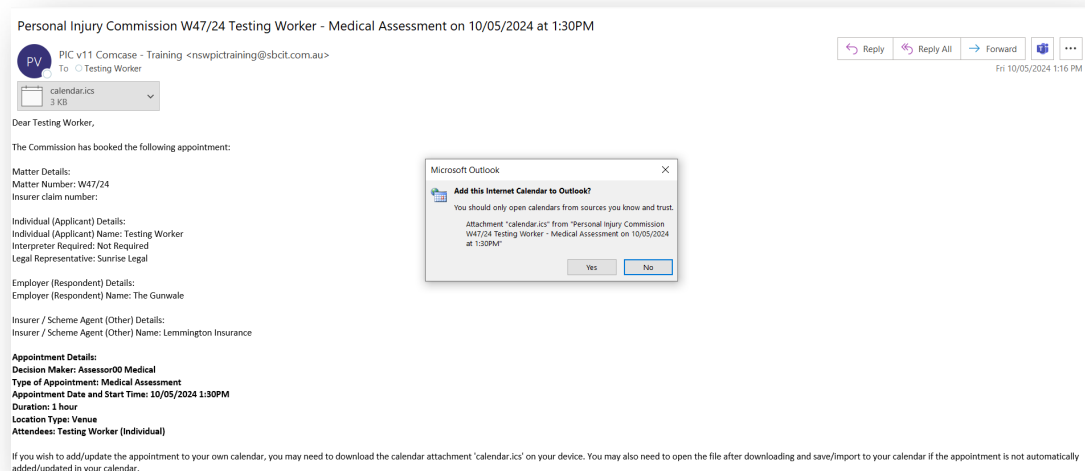


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation (appointment) is automatically sent to:

- 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" with the following columns: Allocation Type, Venue, Date and Time, Duration, Mode of Allocation, Attendees, Decision Maker, and Language. A single row of data is visible: Medical Assessment, Venue, 10/05/2024 1:30 PM, 1 hour, Venue, Testing Worker (Individual), Medical, Assessor00. Three callout boxes provide definitions for the Allocation Type, Attendees, and Decision Maker columns.

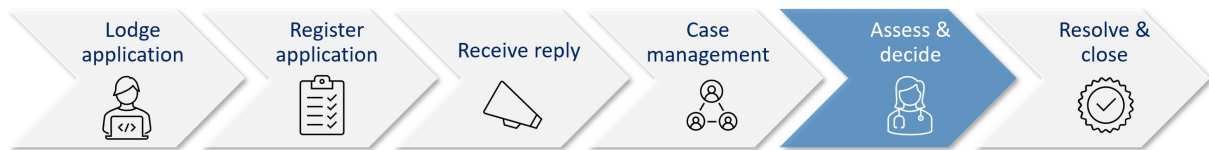
Allocation Type	Venue	Date and Time	Duration	Mode of Allocation	Attendees	Decision Maker	Language
Medical Assessment	Venue	10/05/2024 1:30 PM	1 hour	Venue	Testing Worker (Individual)	Medical, Assessor00	

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

Attendees displays who needs to attend, eg if it's a Medical Assessment only the Worker will attend

**Decision Maker** is the name of the Decision Maker appointed to assess.

# 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

Personal Injury Commission - W47/24 - Testing Worker v The Gunwale - Decision available

PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>  
To: Testing Worker (Individual); Insurer Lemmington - Lemmington Insurance (Insurer / Scheme Agent)

[CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]

Worker Name: Testing Worker  
Matter Number: W47/24  
Insurer claim number:  
Insurer Representative Reference:  
Claimant Representative Reference:

**Decision available Testing Worker**

The decision of Assessor00 Medical is now available on the Personal Injury Commission Pathway Portal.

A party to a medical dispute may appeal against a medical assessment on specified grounds (s327 Workplace Injury Management and Workers Compensation Act 1998).

The Commission will issue a Certificate of Determination in relation to the applicant's section 66 entitlements as soon as practicable after expiry of the appeal period. Where the parties are unable to resolve the applicant's section 67 entitlements, if any, the proceedings may be restored after 28 days from issue of the Certificate of Determination.

Where matters are resolved between the parties at any stage of the proceedings, the parties are invited to complete and submit Consent Orders for issue by the Commission. A template is available on the Commission's website at <https://pi.nsw.gov.au/lodge-a-dispute/applying-online>.

Certain Commission decisions are published in accordance with section 58 of the Personal Injury Commission Act 2020. Decisions may be de-identified or redacted before publication. Decisions are not published for seven days to allow a party time to apply for de-identification or redaction. Any request must be made in writing to the President to [help@pi.nsw.gov.au](mailto:help@pi.nsw.gov.au) within 7 days from the date the decision is issued. When determining an application, the Commission will consider the issues outlined in Rule 132 (4) of the Personal Injury Commission Rules.

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

Yours sincerely,  
Personal Injury Commission  
[www.pi.nsw.gov.au](http://www.pi.nsw.gov.au)

This is a no-reply email. If you need to contact the Personal Injury Commission please send a Message via the Pathway platform.

This email including any attached files, is intended solely for the addressee named and may contain confidential information. Any views expressed are those of the individual sender and are not necessarily the views of the Personal Injury Commission. If you are not the intended recipient, please delete it and notify the Commission on 1800 742 679.

## 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>Click the <b>blue Document Date</b> link to download the document.</li> <li>Click the <b>downloaded document</b> to view.</li> </ol>	<p>The screenshot shows a table with columns: Document Date, Status, Document Category and Type, File Name, and Received To. The first row is highlighted with a red border. It contains the following information: Document Date: 10/05/2024; Status: PIC Medical Assessor:03; Document Category and Type: NA-MAC; File Name: 11201702024-app_resp-HealthDoc04.pdf; Received To: 10/05/2024 Medical Assessment.</p>

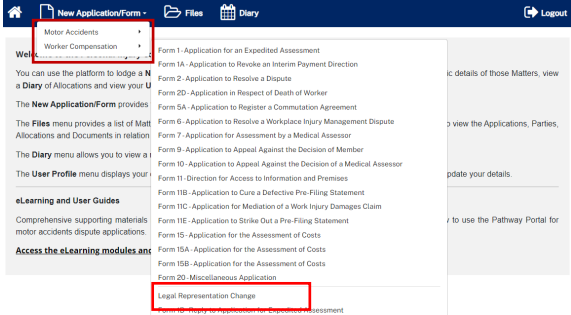

## How to lodge an Appeal

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>Click on New Application/Form, choose Workers Compensation, then click on the form type.</li> <li>You can now follow the process covered in <a href="#">Lodge a new application</a> to lodge your appeal.</li> </ol>	<p>The screenshot shows the Pathway Portal interface. At the top, there's a navigation bar with 'New Application/Form', 'Files', and 'Diary'. A dropdown menu is open under 'New Application/Form', showing 'Motor Accidents' and 'Workers Compensation' (which is highlighted with a red box). Below the dropdown, there's a list of various forms including 'Form 1 - Application for an Expedited Assessment' through 'Form 20 - Miscellaneous Application'.</p>

# Lodge Legal Representation / Agent Change

## How to lodge a Legal Representation / Agent Change

Instruction	Page
<p>To lodge a <b>Legal Representation / Agent Change</b>, complete the following:</p> <ul style="list-style-type: none"> <li>• Select the <b>Legal Representation Change</b> from the New Application/Form menu.</li> <li>➤ The <b>Notice to Parties</b> page displays.</li> </ul>	 <p>The screenshot shows the 'New Application/Form' dropdown menu. The 'Legal Representation Change' option is highlighted with a red box. Other options include Motor Accidents, Worker Compensation, and various forms for expedited assessments, revocations, disputes, and appeals.</p>
<p><b>Note:</b> To lodge a <b>Form P02 - Notice of Ceasing to Act</b>, you must lodge the form within the <b>Matter Details</b> page.</p>	 <p>The screenshot shows the 'Matter Details' page for matter W22327/24. The 'New Legal Representation Change' button is highlighted with a red box. The page also shows 'New Assessment/Concessions' and 'Check P02' buttons.</p>

## Notice to Parties

- Read the Terms and Conditions.
1. Scroll to the bottom and click **Next**.
- The Application Details page displays.

## Notice to Parties

Pages: - Save Draft Submit

### Notice to Parties

**Terms and Conditions of Use**

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

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

**Legal Incapacity**

For accidents which occurred on or after 1 December 2017, the Personal Injury Commission (PIC) may decline to accept an application if the application is made by a person under legal incapacity. If you are making an application relating to an accident which occurred on or after this date, by agreeing to these terms and conditions you declare you are not under legal incapacity as defined in Section 7.47(2) of the Motor Accident Injuries Act 2017.

A person under legal incapacity includes:

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

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

More detailed information about the way that the Commission may collect, use and disclose your information is available at <https://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.

Save Draft Submit Next

## Application Details

- Populate the Application Details.
  - Select the Application Type:
    - **Form P03** – Notice of Change of Legal Representative / Agent
    - **Form P04** – Notice of Representation
  - Click **Next**.
- The **Party Represented** page displays.

## Legal Representation / Agent Change

Pages: - Save Draft Submit

### Application Details

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

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

Claimant/Worker Surname\*  
Jerry Date of Birth\*  
1/10/1983

Claimant/Worker Given Name(s)\*  
Ben

**Filed By**

Filed by Name\*  
Test Lawyer

Filed by Party?  
Claimant Legal Representative

**Application Type**

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

**Capacity to Act**

Are there any restrictions or limitations on your capacity to act for the party?  
 Yes  No

Restrictions/Limitations on Capacity to Act for Party

Previous Save Draft Submit Next

## Application Details

- Populate the Representative Party Details.
  - Populate the New Representative Details.
  - Click **Next**.
- The **Former Representative / Agent Details** page displays.

## Party Represented

Pages: - Save Draft Submit

### Represented Party Details

Surname\*  
Jerry

Given Name(s)\*  
Ben Date of Birth\*  
1/10/2024

**New Representative Details**

Existing Representative

Firm or Organisation\*  
Test Legal Rep

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

DX Address

Postal Address\*  
1 Oxford Street

Suburb\*  
Darlinghurst State  
NSW Postcode  
2010

International Address  
Country  
Australia

Contact Surname\*  
Lawyer

Contact Given Name(s)\*  
Test

Contact Teleconference Number  
(please provide either a mobile or land line where you can be contacted)\*  
0411222333 Contact Phone

Email  
test.lawyer@cpmail.com Reference Number

Date Commenced to Act\*  
29/10/2024

Previous Save Draft Submit Next



### Former Representative Details

- Populate the Former Representative Details.
- Populate the New Representative Details.
- 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

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

Then either:

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

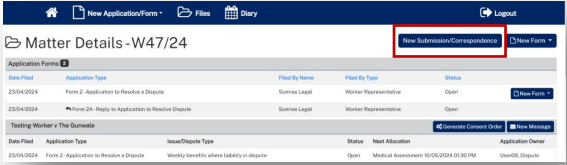
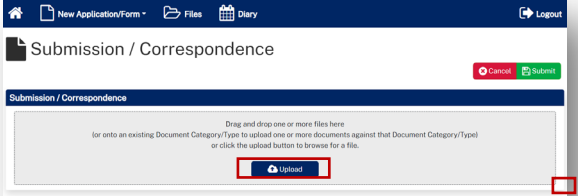
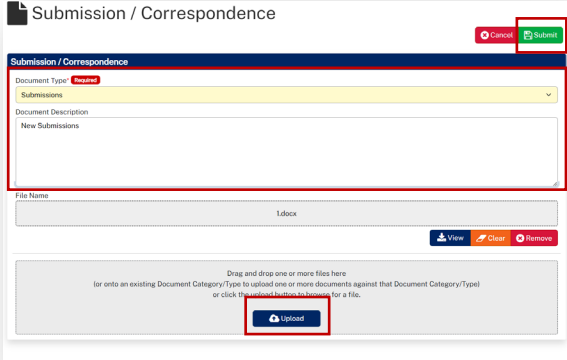
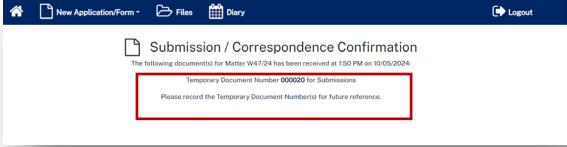
Previous Save Draft Submit

# 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"> <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>	

- 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	Expiring On
00000	10/05/2024	W22208	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"> <li>Click <b>New Form</b> and select the required form.</li> <li>Select <b>New Form P01 – Application to Lodge Additional Documents</b>.</li> </ol>	<table border="1"> <thead> <tr> <th>Date Filed</th> <th>Application Type</th> <th>Filed By Name</th> <th>Filed By Type</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>20/07/2024</td> <td>Form 2- Application to Resolve a Dispute</td> <td>TK</td> <td>Worker Representative</td> <td>Open</td> </tr> <tr> <td>10/10/2024</td> <td>New Form P01 - Application to Lodge Additional Documents</td> <td>TK</td> <td>Employer</td> <td>New Form P01 - Application to Lodge Additional Documents</td> </tr> <tr> <td>10/10/2024</td> <td>New Form P01 - Application to Lodge Additional Documents</td> <td>Tara</td> <td>Worker</td> <td>New Form P01 - Application to Lodge Additional Documents</td> </tr> <tr> <td>10/10/2024</td> <td>New Form P01 - Application to Lodge Additional Documents</td> <td>Tara</td> <td>Employer</td> <td>New Form P01 - Notice of Discontinuance</td> </tr> </tbody> </table>	Date Filed	Application Type	Filed By Name	Filed By Type	Status	20/07/2024	Form 2- Application to Resolve a Dispute	TK	Worker Representative	Open	10/10/2024	New Form P01 - Application to Lodge Additional Documents	TK	Employer	New Form P01 - Application to Lodge Additional Documents	10/10/2024	New Form P01 - Application to Lodge Additional Documents	Tara	Worker	New Form P01 - Application to Lodge Additional Documents	10/10/2024	New Form P01 - Application to Lodge Additional Documents	Tara	Employer	New Form P01 - Notice of Discontinuance
Date Filed	Application Type	Filed By Name	Filed By Type	Status																						
20/07/2024	Form 2- Application to Resolve a Dispute	TK	Worker Representative	Open																						
10/10/2024	New Form P01 - Application to Lodge Additional Documents	TK	Employer	New Form P01 - Application to Lodge Additional Documents																						
10/10/2024	New Form P01 - Application to Lodge Additional Documents	Tara	Worker	New Form P01 - Application to Lodge Additional Documents																						
10/10/2024	New Form P01 - Application to Lodge Additional Documents	Tara	Employer	New Form P01 - Notice of Discontinuance																						

### 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

- 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.

**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 Logout

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**.

## Appendix A – Document requirements

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

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

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

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

Contact the Commission and follow advice.

## Appendix B – Glossary of Terms

Term	Definition
Case Owner	The person responsible at the Commission for managing the case.
Multi Factor Authentication (MFA)	When logging into 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	7 May 2024	Nate Johnson	Final Version	Melissa Golfes
1.1	November 2024	Leo Lopez	<ul style="list-style-type: none"><li>• Added Lodge Legal Representation Change</li><li>• Added Submissions and Correspondence</li><li>• How to lodge an additional document with an initiating application or reply</li><li>• Added Reference to Rule 67</li></ul>	