



**Personal Injury
Commission**

Pathway Portal Insurer User Guide

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User Guide Overview

As an Insurer user, the Pathway Portal is your interface to the Commission's new single digital case management platform called Pathway.

What will the guide cover?

This guide will cover how to:

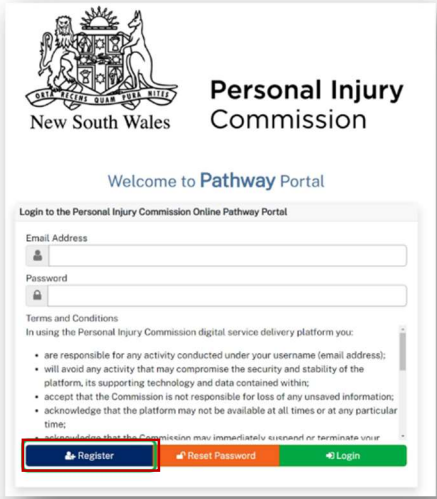
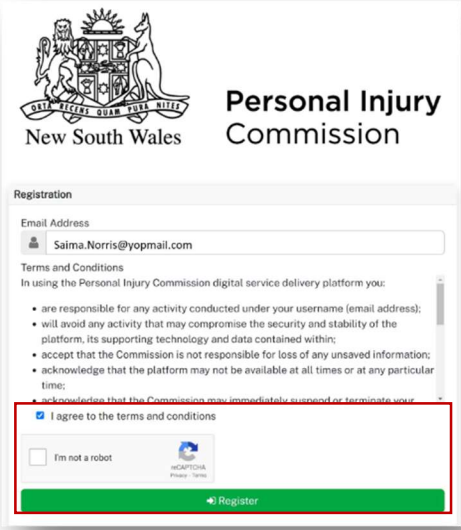
- Get started
- Navigate the Pathway Portal
- Lodge a form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send and receive messages
- View allocation details
- View outcome documents
- Lodge an Appeal
- Assign a barrister
- Understand the different levels of user access
- Self-Manage Users (Reassign matters, manage contacts and add new contacts)

Get started

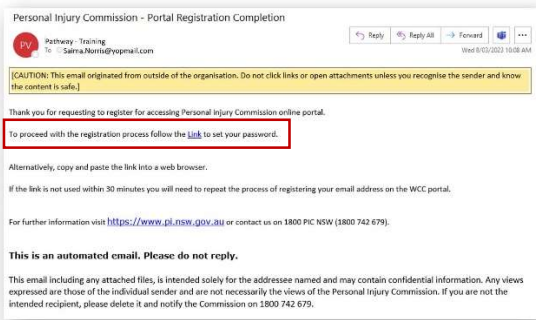
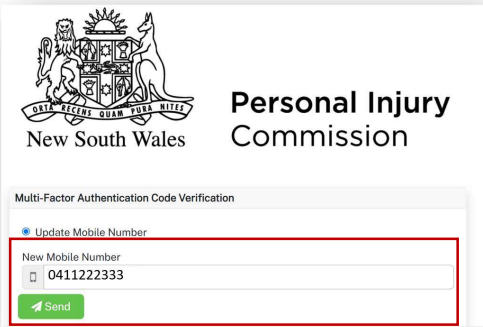
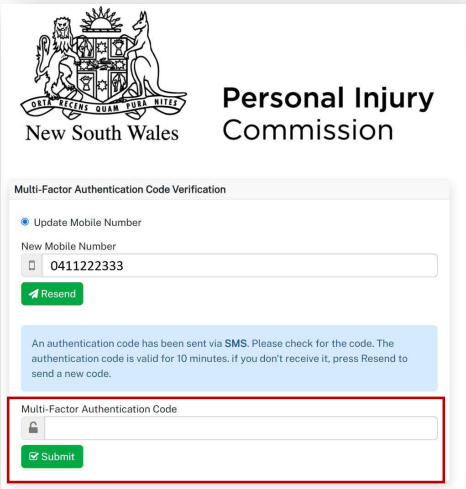
How to access and register for the Pathway Portal

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

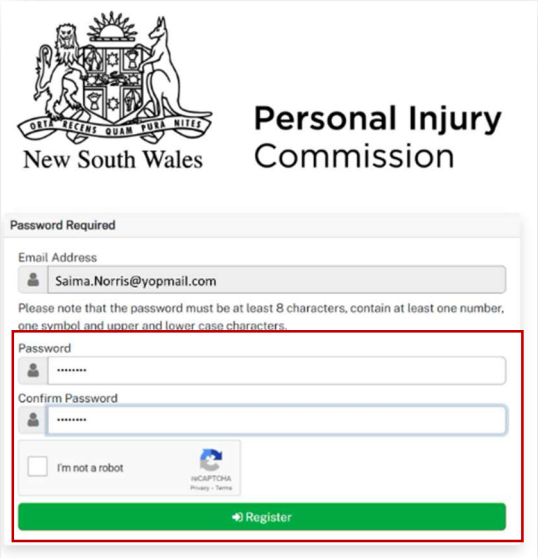
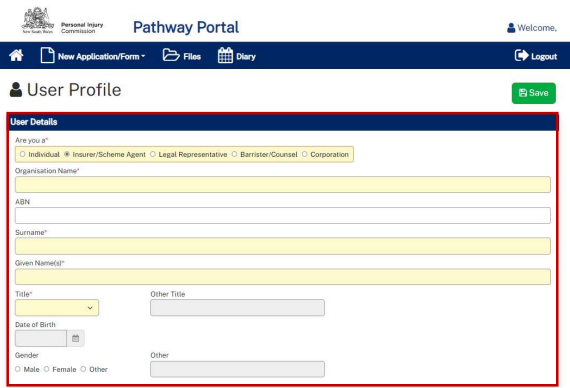
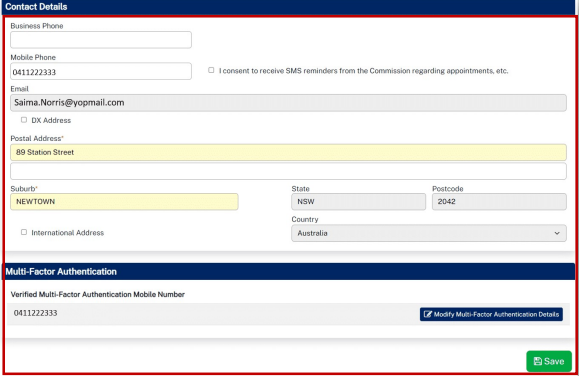
- If you are a Primary contact or Secondary contact on a Matter, you will register as an **Insurer/Scheme Agent**.

Instruction	Page
<p><i>Access the Pathway Portal</i></p> <ul style="list-style-type: none">• You can access the Pathway Portal via a browser.• Chrome and Edge are the recommended browsers.• The weblink is found on the Personal Injury Commission website and in the first step below. <ol style="list-style-type: none">1. Click the following link: https://pathwayportal.pi.nsw.gov.au2. Click Register.	
<p><i>Register your email address</i></p> <ol style="list-style-type: none">3. Follow the prompts to register your email address.4. Tick to agree to the terms and conditions.5. Tick I'm not a robot and complete the Select all squares with... test.6. Click Register. <p>➤ You will then receive an email to validate your email address.</p>	


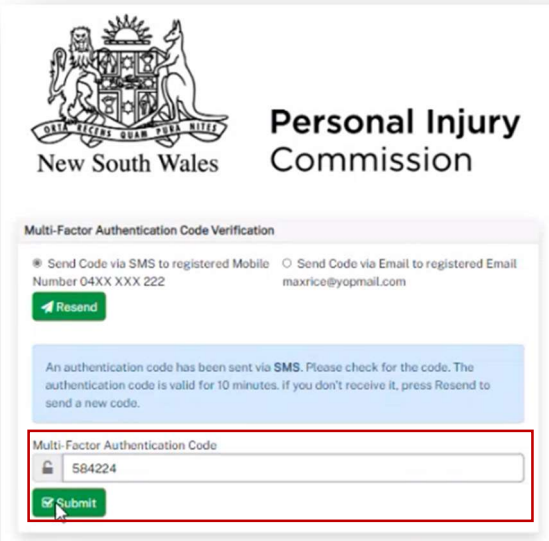
How to access and register for the Pathway Portal continued

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

How to access and register for the Pathway Portal continued

Instruction	Page
<p><i>Create new Password</i></p> <p>10. Enter Password and Confirm Password.</p> <p>11. Tick I'm not a robot and complete the Select all squares with... test.</p> <p>12. Click Register.</p>	
<p><i>Populate User Profile (top of page)</i></p> <p>13. Populate the User Profile.</p> <p>14. Select Insurer/Scheme Agent</p> <p>Note: All yellow fields are mandatory.</p>	
<p><i>Populate User Profile (bottom of page)</i></p> <p>15. Populate User Profile (bottom of page).</p> <p>16. Click Save.</p>	

How to Login to Pathway Portal

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

Navigation

Home page

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

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

The screenshot shows the Pathway Portal interface. At the top left, it says 'Personal Injury Commission' and 'New South Wales'. The main title is 'Pathway Portal'. On the right, it says 'Welcome, Insurer Lemmington'. Below this is a dark blue navigation bar with icons and labels: a home icon, 'New Application/Form', 'Files', 'Diary', and 'Logout'. The main content area is a grey box with text explaining the portal's features. Callout boxes point to various elements: 'Click New Application/Form to lodge new applications or forms' points to the 'New Application/Form' tab; 'Home displays help text on welcome message' points to the home icon; 'Files displays all your matters' points to the 'Files' tab; 'Diary displays booked allocations/appointments' points to the 'Diary' tab; 'User Profile displays your current contact details with the Commission' points to the 'User Profile' text in the main content; and 'Logout when you are finished using the Pathway Portal' points to the 'Logout' tab.

Click **New Application/Form** to lodge new applications or forms

Home displays help text on welcome message

Files displays all your matters

Diary displays booked allocations/appointments

User Profile displays your current contact details with the Commission

Logout when you are finished using the Pathway Portal

Personal Injury Commission
New South Wales

Pathway Portal

Welcome, Insurer Lemmington

Home New Application/Form Files Diary Logout

Welcome to the Personal Injury Commission delivery platform. You can use the platform to lodge applications, view the list of Files, view specific details of those Matters, view the Diary of Allocations and view your **User Profile**. The menu above provides access to these functions.

The **New Application/Form** provides for lodgment of applications and forms.

The **Files** menu provides a list of Matters in which you are a party or representative of a party. You can also select a file to view the Applications, Parties, Allocations and Documents in relation to the Matter.

The **Diary** menu allows you to view a monthly list of upcoming proceedings events (allocations).

The **User Profile** menu displays your current contact details recorded with the Commission. Contact the Commission to update your details.

eLearning and User Guides

Comprehensive supporting materials including eLearning modules and User Guides are available to help you learn how to use the Pathway Portal for motor accidents dispute applications.

[Access the eLearning modules and User Guides here](#)

Files page

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

Temporary Applications are:

- Drafts that have been saved
- Pending applications waiting to be registered by the Commission

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

Click **Refresh** to update, to reflect changes during this session

Unassigned Reply Requests
Unassigned Reply Requests are reply requests from the Commission to be assigned to someone in your organisation

My Reply Requests
My Reply Requests are your assigned Reply Requests

Active Files
Active Files are active disputes you are associated with

Closed Files
Closed Files display for 42 days

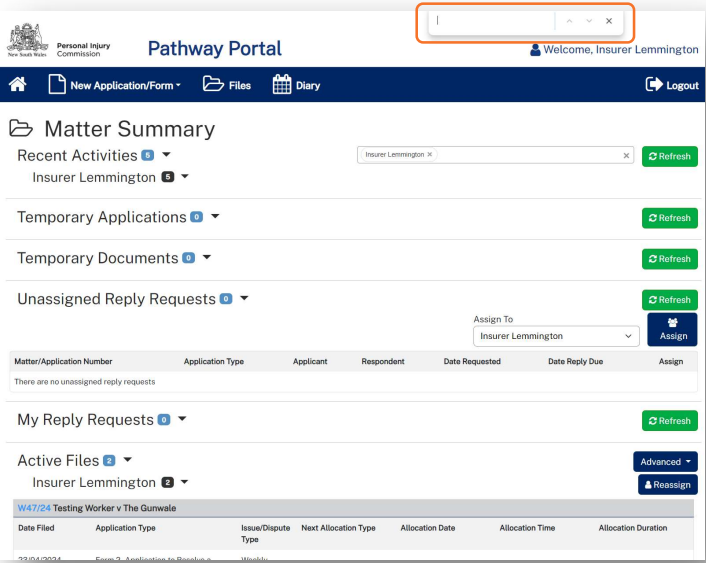
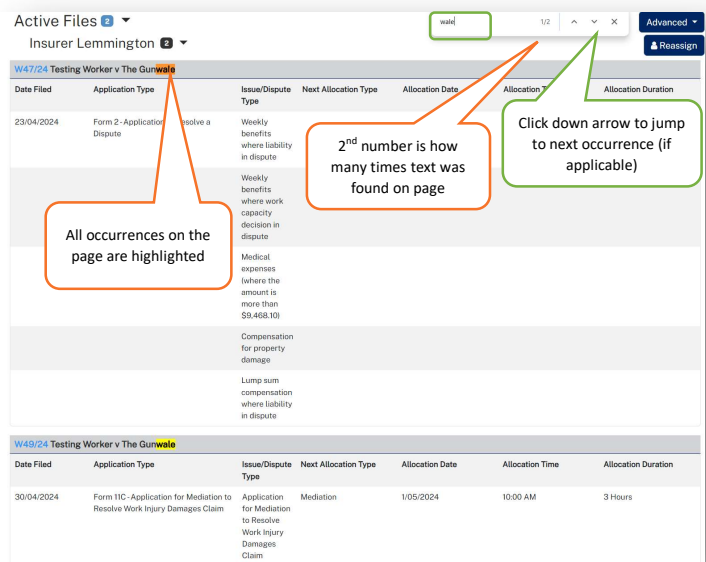
Table Data:

Matter/Application Number	Application Type	Applicant	Respondent	Date Requested	Date Reply Due	Assign
There are no unassigned reply requests						
My Reply Requests						
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				
		Weekly benefits where work capacity decision in dispute				
		Medical expenses (where the amount is more than \$9,468.10)				
		Compensation for property damage				
		Lump sum compensation where liability in dispute				
W49/24 Testing Worker v The Gunwale						
Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
30/04/2024	Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	Application for Mediation to Resolve Work Injury Damages Claim	Mediation	1/05/2024	10:00 AM	3 Hours
Closed Files						
Insurer Lemmington						

Filter Active Files

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

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

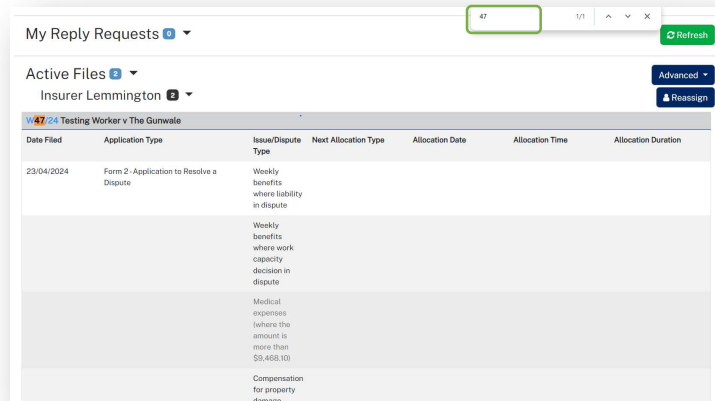
Instruction	Screen																					
<p><i>Use Ctrl+F</i></p> <p>Ctrl+F allows you to search for any text (i.e. letters or numbers) on the page, eg part of a party name or matter number.</p> <p>While on the Files page:</p> <ol style="list-style-type: none"> 1. Hold down the Ctrl key and press the F key on your keyboard simultaneously. <ul style="list-style-type: none"> ➤ A search box displays. 	 <p>The screenshot shows the 'Matter Summary' page for 'Insurer Lemmington'. A search box is visible in the top right corner, highlighted with an orange box. Below the search box, there are sections for 'Recent Activities', 'Temporary Applications', 'Temporary Documents', 'Unassigned Reply Requests', and 'My Reply Requests'. At the bottom, there is an 'Active Files' section with a table of files.</p>																					
<ol style="list-style-type: none"> 2. Type partial party name or matter number you need to search for. 3. System jumps to first occurrence of what you're searching for (if found on the page): <ul style="list-style-type: none"> ➤ The occurrence jumped to, is highlighted orange ➤ The rest of the occurrences (if any) are highlighted yellow 4. Click the down arrow in the search box to jump to next occurrence (if/as needed). <p><i>Party name example</i></p> <ul style="list-style-type: none"> ➤ In this example, we typed part of the surname of the party, which is wale (upper/ lower case doesn't matter with Ctrl+F). ➤ Can search for a partial name (eg type work to search for Worker) 	 <p>The screenshot shows the 'Active Files' page with search results for 'wale'. The search box contains 'wale' and has a dropdown arrow. The search results table shows two entries. The first entry is highlighted orange, and the second entry is highlighted yellow. Callouts explain the search results and navigation options.</p> <p>All occurrences on the page are highlighted</p> <p>2nd number is how many times text was found on page</p> <p>Click down arrow to jump to next occurrence (if applicable)</p> <table border="1"> <thead> <tr> <th>Date Filed</th> <th>Application Type</th> <th>Issue/Dispute Type</th> <th>Next Allocation Type</th> <th>Allocation Date</th> <th>Allocation Time</th> <th>Allocation Duration</th> </tr> </thead> <tbody> <tr> <td>23/04/2024</td> <td>Form 2 - Application Dispute</td> <td>Weekly benefits where liability in dispute</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>30/04/2024</td> <td>Form 11C - Application for Mediation to Resolve Work Injury Damages Claim</td> <td>Application for Mediation to Resolve Work Injury Damages Claim</td> <td>Mediation</td> <td>1/05/2024</td> <td>10:00 AM</td> <td>3 Hours</td> </tr> </tbody> </table>	Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration	23/04/2024	Form 2 - Application Dispute	Weekly benefits where liability in dispute					30/04/2024	Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	Application for Mediation to Resolve Work Injury Damages Claim	Mediation	1/05/2024	10:00 AM	3 Hours
Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration																
23/04/2024	Form 2 - Application Dispute	Weekly benefits where liability in dispute																				
30/04/2024	Form 11C - Application for Mediation to Resolve Work Injury Damages Claim	Application for Mediation to Resolve Work Injury Damages Claim	Mediation	1/05/2024	10:00 AM	3 Hours																

Instruction

Matter number example

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

Screen

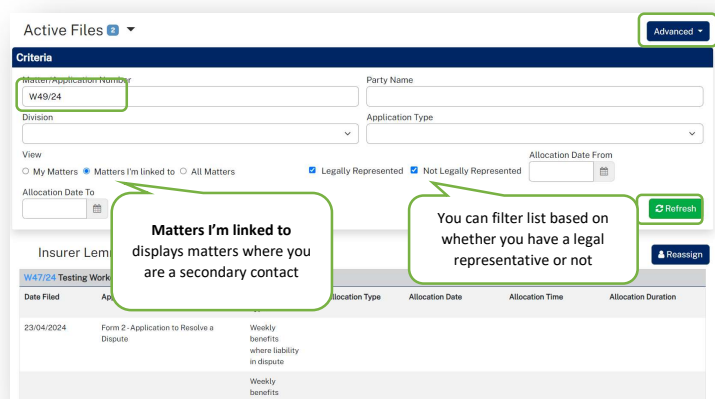


Use Advanced button

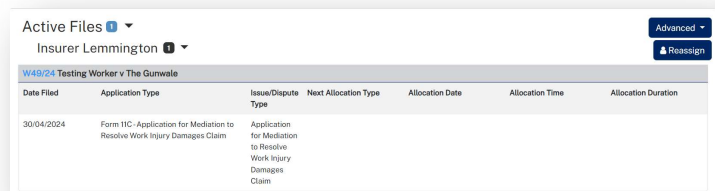
The **Advanced** button on the **Files** page allows you to filter the list of Active Files.


To filter **Active Files**:

1. Click **Advanced**.
2. Type search text:
 - For **Application Number**, you must type the full application number, eg M49/24
 - For **Party Name**, you type as:
 - Firstname (or part of the firstname)
 - Lastname (or part of the lastname)
 - Lastname, Firstname (i.e. Smith, Tom not Tom Smith).
3. Click **Refresh**.



- The files that match your criteria display.



Instruction	Screen
<p><i>No files listed after Advanced search</i></p> <p>If nothing matched your search criteria, the Active Files displays as 0.</p> <p><i>To see <u>all</u> your Active Files:</i></p> <ol style="list-style-type: none">1. Click Advanced.2. Delete the criteria you entered.3. Click Refresh.	 <p>The screenshot shows a search bar with the text 'Active Files' and a dropdown arrow. To the right of the search bar is a button labeled 'Advanced' with a dropdown arrow. The search bar is empty, indicating no search criteria were entered.</p>

Matter Details

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

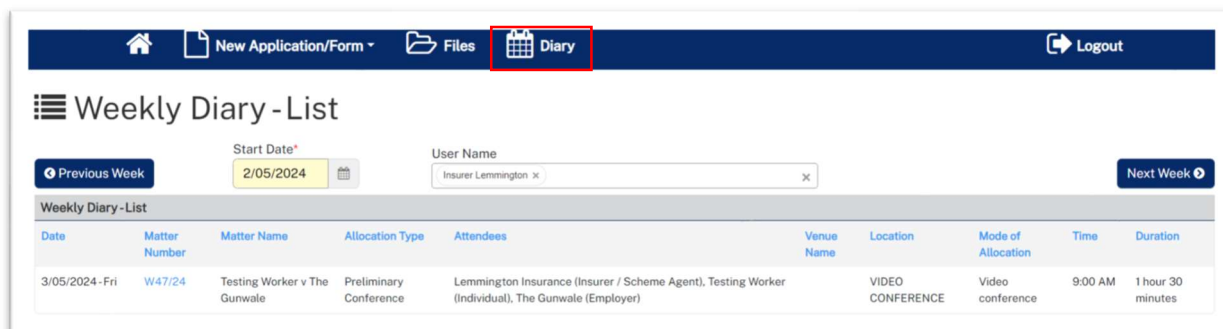
The screenshot shows the 'Matter Details - W47/24' interface. At the top, there is a navigation bar with 'New Application/Form', 'Files', and 'Diary'. Below this, the page title 'Matter Details - W47/24' is displayed alongside buttons for 'New Submission/Correspondence' and 'New Form'. The main content area is divided into several sections:

- Application Forms (2):** A table with columns for Date Filed, Application Type, Party Type, and Status. Callouts point to 'New Submission/Correspondence' and 'New Form' buttons.
- Testing Worker v The Gunwale:** A section with a 'Generate Consent Order' button and a 'New Message' button. A callout points to the 'Generate Consent Order' button.
- Parties (3):** A table with columns for Party Role, Party Name, Party Type, Party ID, and Representative. Callouts point to 'Maintain Contacts' and 'Assign Barrister' buttons.
- Messages (2):** A table with columns for Application, Category, Subject, Sender, and Date/Time Sent. A callout points to the 'View All' button.
- Documents (7):** A table with columns for Document Date, Author, Document Category and Type, File Name, and Related To. A callout points to the 'Document Date' column header.

Additional callouts include: 'Click here to Generate Consent order to lodge with The Commission.', 'Super Users Can click to maintain Primary and Secondary Contact details', 'Click New Message to create a new message thread for', and 'Click Assign Barrister to give a Barrister visibility of the matter'.

Diary

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



Date	Matter Number	Matter Name	Allocation Type	Attendees	Venue Name	Location	Mode of Allocation	Time	Duration
3/05/2024 - Fri	W47/24	Testing Worker v The Gunwale	Preliminary Conference	Lemmington Insurance (Insurer / Scheme Agent), Testing Worker (Individual), The Gunwale (Employer)		VIDEO CONFERENCE	Video conference	9:00 AM	1 hour 30 minutes

Lodge a new application

Overview



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

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

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

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

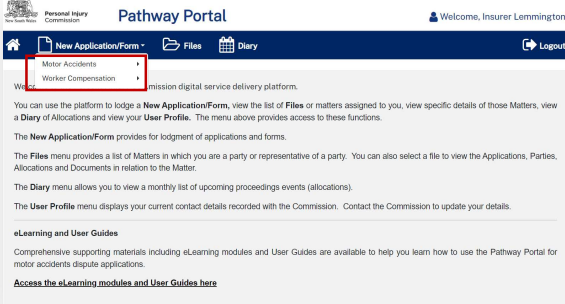
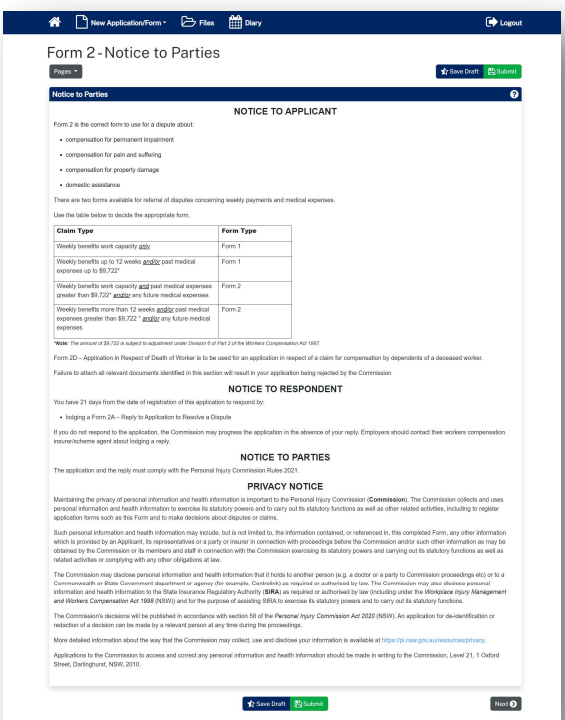
What application forms can be submitted?

Forms and Form Names

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

Code	Form name
Form 1	Application for an Expedited Assessment
Form 1A	Application to Revoke an Interim Payment Direction
Form 2	Application to Resolve a Dispute
Form 2D	Application in Respect of Death of a Worker
Form 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>New Application Form</p> <p>8. Click on the New Application/Form and select Workers Compensation. Then choose the Form type from the dropdown. In this instance, Form 2 - Application Resolve a Dispute has been used.</p> <p>➤ The Notice to Parties page displays.</p>											
<p>Notice to Parties</p> <p>9. Review, then click Next to proceed to begin completing the form.</p> <p>Completing a Form</p> <p>➤ All forms are embedded in the Pathway Portal.</p> <p>➤ Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form.</p> <p>➤ When completing a form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input.</p> <p>➤ You will be unable to move onto the next page unless all mandatory fields have been filled.</p> <p>➤ Supporting documents are uploaded as a single file (see separate section below).</p>	 <table border="1" data-bbox="869 996 1109 1108"> <thead> <tr> <th>Claim Type</th> <th>Form Type</th> </tr> </thead> <tbody> <tr> <td>Weekly benefits work capacity only</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits up to 12 weeks and post medical expenses up to \$9,722*</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits work capacity and post medical expenses greater than \$9,722* and any future medical expenses</td> <td>Form 2</td> </tr> <tr> <td>Weekly benefits more than 12 weeks and post medical expenses greater than \$9,722* and any future medical expenses</td> <td>Form 2</td> </tr> </tbody> </table>	Claim Type	Form Type	Weekly benefits work capacity only	Form 1	Weekly benefits up to 12 weeks and post medical expenses up to \$9,722*	Form 1	Weekly benefits work capacity and post medical expenses greater than \$9,722* and any future medical expenses	Form 2	Weekly benefits more than 12 weeks and post medical expenses greater than \$9,722* and any future medical expenses	Form 2
Claim Type	Form Type										
Weekly benefits work capacity only	Form 1										
Weekly benefits up to 12 weeks and post medical expenses up to \$9,722*	Form 1										
Weekly benefits work capacity and post medical expenses greater than \$9,722* and any future medical expenses	Form 2										
Weekly benefits more than 12 weeks and post medical expenses greater than \$9,722* and any future medical expenses	Form 2										

Instruction

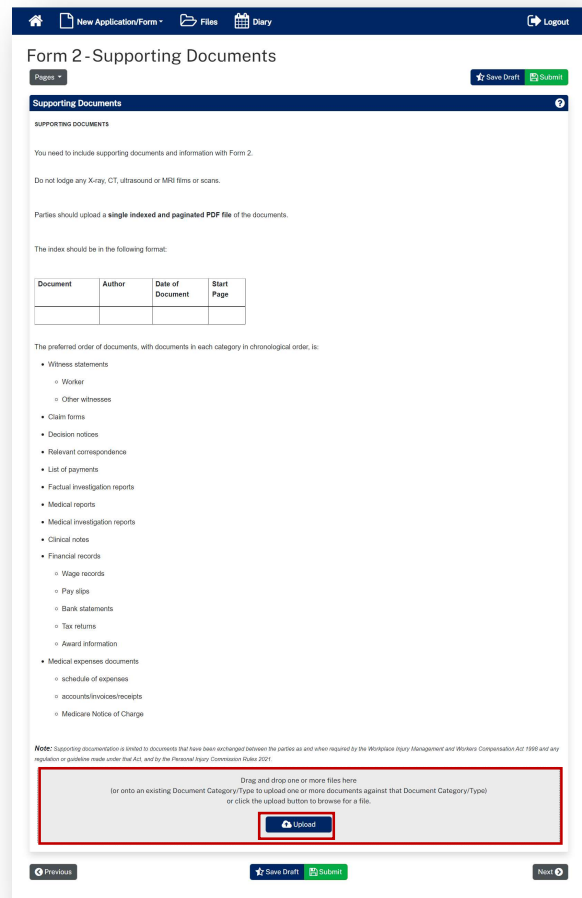
Page

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.

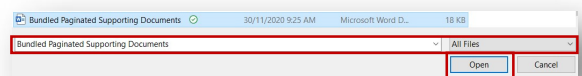
10. Click **Upload** or drag and drop the documents onto the page.



What are the document requirements?

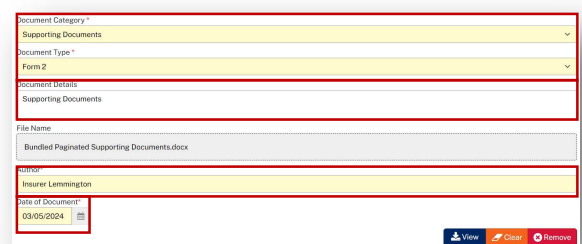
See Appendix A – Document requirements for information on the acceptable file types and document requirements.

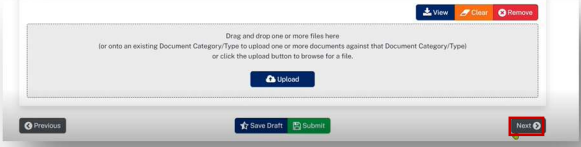
11. Select the **document** and click **Open**.



12. 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.



<ul style="list-style-type: none"> • 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. 	
<p>13. Add another document if required.</p> <p>14. Click Next.</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 good to go see **Submit** below.

Save Draft

15. 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**.

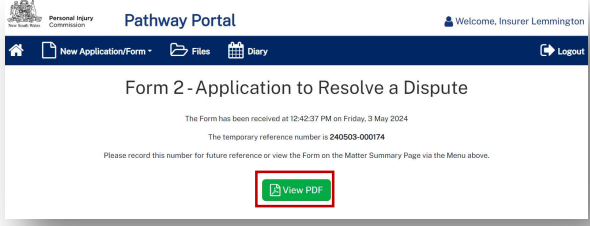
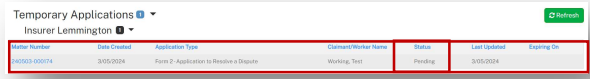
Date Submitted	Application Type	Claimant/Worker Name	Status	Last Updated	Opening On
3/05/2024	Form 2 - Application to Resolve a Dispute	Working, Test	Draft	3/05/2024	05/05/2024

- **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

16. 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>17. Click View PDF to view and download the application.</p>	 <p>The screenshot shows the Pathway Portal interface. At the top, it says 'Personal Injury Commission' and 'Pathway Portal'. Below that, there's a navigation bar with 'New Application/Form', 'Files', and 'Diary'. The main content area displays 'Form 2 - Application to Resolve a Dispute' and provides a temporary reference number: 240503-000174. A red box highlights the 'View PDF' button.</p>														
<p><i>Temporary Applications</i></p> <p>18. Go to Files and Temporary Applications to see the temporary application. You can download the PDF by clicking the blue temporary application link.</p> <p>Note: that the status is now Pending. If you are unable to see the application, click Refresh.</p> <p>➤ You will receive an email to advise that a temporary application has been submitted.</p>	 <p>The screenshot shows a table titled 'Temporary Applications' for 'Insurer Lemmington'. The table has columns for 'Matter Number', 'Date Created', 'Application Type', 'Claimant/Worker Name', 'Status', 'Last Updated', and 'Expiring On'. A red box highlights the first row of data.</p> <table border="1"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>240503-000174</td> <td>3/05/2024</td> <td>Form 2 - Application to Resolve a Dispute</td> <td>Working, Text</td> <td>Pending</td> <td>3/05/2024</td> <td></td> </tr> </tbody> </table>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	240503-000174	3/05/2024	Form 2 - Application to Resolve a Dispute	Working, Text	Pending	3/05/2024	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On									
240503-000174	3/05/2024	Form 2 - Application to Resolve a Dispute	Working, Text	Pending	3/05/2024										

Temporary Applications

The screenshot shows the 'Matter Summary' page in the Pathway Portal. The page has a dark blue header with navigation icons for Home, New Application/Form, Files, Diary, and Logout. Below the header, there's a 'Matter Summary' section with a search bar containing 'Insurer Lemmington'. Underneath, there's a table with columns for Matter Number, Matter Name, and Details. A row shows 'W47/24' for 'Testing Worker v The Gunwale' with a 'New' message icon. Below this is a 'Temporary Applications' section, also filtered by 'Insurer Lemmington'. It contains a table with columns: Matter Number, Date Created, Application Type, Claimant/Worker Name, Status, Last Updated, and Expiring On. A row shows '240503-000174' created on '3/05/2024' for 'Form 2 - Application to Resolve a Dispute' by 'Working, Test' with a status of 'Pending', last updated on '3/05/2024', and an expiration date of '3/05/2024'. A callout box points to the '240503-000174' link, stating: 'Click blue temporary Matter Number link to open and update any application with Status of Draft or Rejected'. Another callout box points to the 'Pending' status, explaining: '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'.

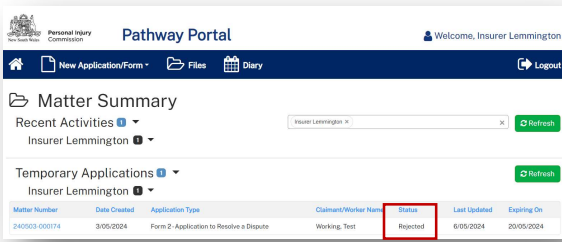
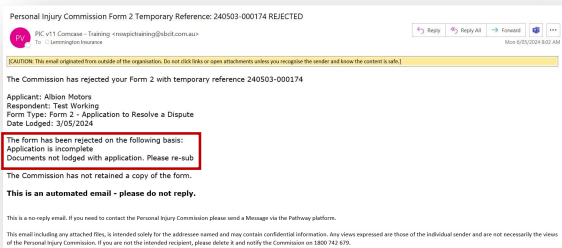
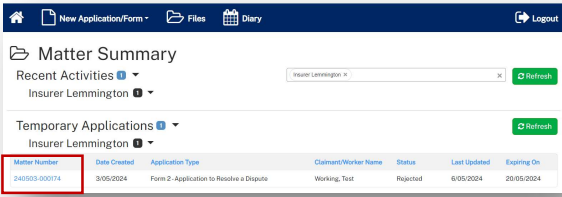
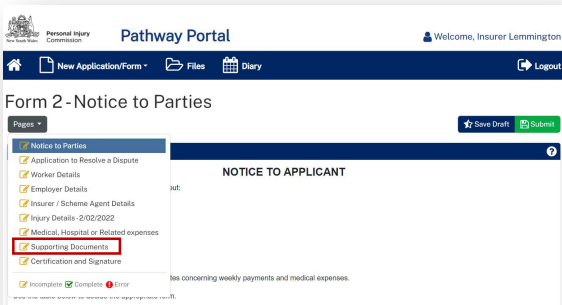
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
240503-000174	3/05/2024	Form 2 - Application to Resolve a Dispute	Working, Test	Pending	3/05/2024	

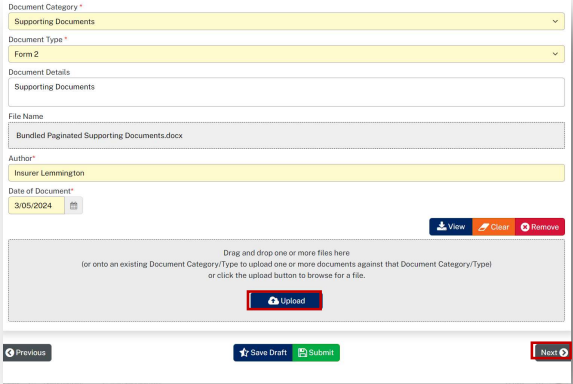

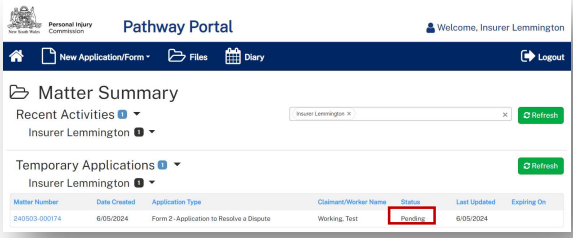
- Only the filing party will be able to see the temporary application in the Pathway Portal.
- When the application has been registered by the Commission it will then be shared with the respondent who needs to lodge a reply.

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>Notification of rejected temporary application</p> <ul style="list-style-type: none"> If the Commission rejects a temporary application, you will receive an email notification with the reason. In the Files tab the Temporary Application will have a Status of Rejected 	 <p>The screenshot shows the 'Pathway Portal' interface. Under the 'Matter Summary' section, there is a 'Temporary Applications' table. The table has columns for 'Matter Number', 'Date Created', 'Application Type', 'Claimant/Worker Name', 'Status', 'Last Updated', and 'Expiring On'. The first row shows a matter number of 240503-000174, created on 3/05/2024, with a status of 'Rejected' highlighted in a red box.</p>
<p>To resubmit rejected application:</p> <ol style="list-style-type: none"> Refer to the email notification to understand the rejection reason. 	 <p>The screenshot shows an email from 'Personal Injury Commission' with the subject 'Personal Injury Commission Form 2 Temporary Reference: 240503-000174 REJECTED'. The body of the email states: 'The Commission has rejected your Form 2 with temporary reference 240503-000174'. It lists the applicant as 'Albion Motors' and the respondent as 'Test Working'. A red box highlights the rejection reason: 'The form has been rejected on the following basis: Application is incomplete. Documents not lodged with application. Please re-sub.' Below this, it says 'The Commission has not retained a copy of the form.' and 'This is an automated email - please do not reply.'</p>
<ol style="list-style-type: none"> In the Files tab, click the blue temporary Matter Number link of the rejected matter. This reopens the application. 	 <p>This screenshot is similar to the first one, showing the 'Matter Summary' page. In this instance, the 'Matter Number' '240503-000174' in the 'Temporary Applications' table is highlighted with a red box, indicating it is the link to be clicked.</p>
<ol style="list-style-type: none"> Navigate to Supporting Documents and make the required changes to the form (if this was the reason for rejection). 	 <p>The screenshot shows the 'Form 2 - Notice to Parties' page. On the left, there is a list of sections with checkboxes. The 'Supporting Documents' checkbox is highlighted with a red box. The main content area shows a 'NOTICE TO APPLICANT' form with a 'Subject:' field.</p>

Instruction	Page														
<p>1. Click Upload to upload the supporting document bundle (if this was the reason for rejection) and click Next.</p>															
<p>2. Once changes are made, sign and date the application on the last page and click Submit.</p>															
<p>➤ The Status updates to Pending in the Temporary Application list).</p> <p>Note: If the Commission accepts and registers the resubmitted application, the Filed date will be the date the application was resubmitted.</p>	 <table border="1" data-bbox="821 1411 1396 1456"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>240503-000714</td> <td>6/05/2024</td> <td>Form 2- Application to Resolve a Dispute</td> <td>Working_Test</td> <td>Pending</td> <td>6/05/2024</td> <td></td> </tr> </tbody> </table>	Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On	240503-000714	6/05/2024	Form 2- Application to Resolve a Dispute	Working_Test	Pending	6/05/2024	
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On									
240503-000714	6/05/2024	Form 2- Application to Resolve a Dispute	Working_Test	Pending	6/05/2024										

Replies

How to complete a Reply – Respondent



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

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

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

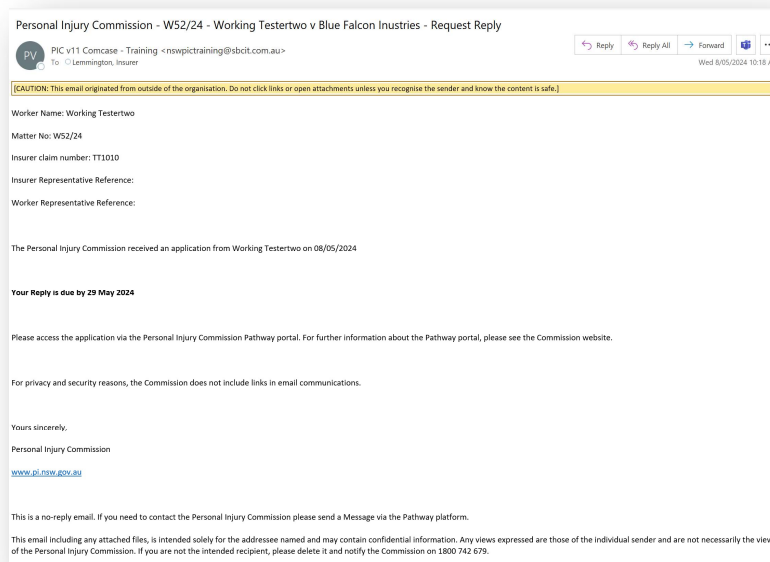
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

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

Reply Request Notification

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


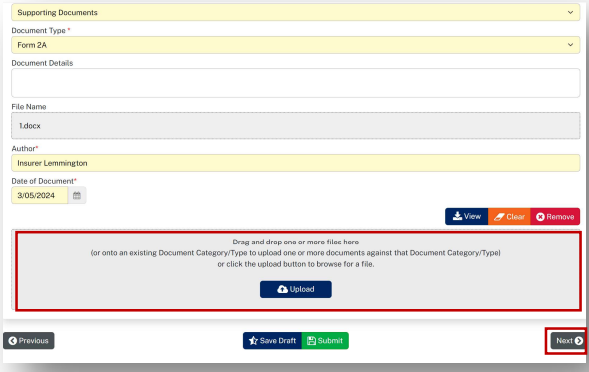
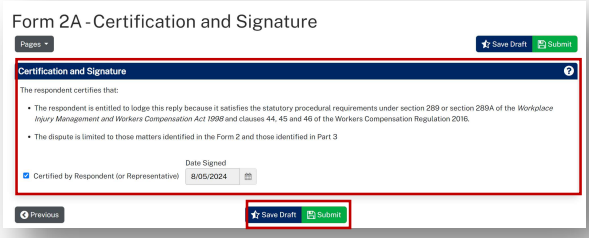


How to Assign the Reply Request

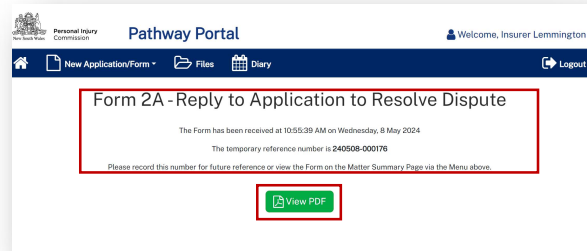
Instruction	Page
<p>Unassigned Reply Requests must be assigned to someone in your organisation. All Reply Requests are unassigned initially, and Unassigned Reply Requests are visible to all users. Any user can assign a Reply Request.</p> <p>1. To assign a Reply Request, complete the following:</p> <ul style="list-style-type: none"> • Tick Assign box • Select a User's name from the Assign To drop down menu • Click Assign. <p>Note: Be mindful of the Date Reply Due.</p>	

How to complete a Reply

Instruction	Page
<p>My Reply Requests are your assigned Reply Requests</p> <p>1. To respond to the reply request, complete the following:</p> <ul style="list-style-type: none"> • Click the blue application number link and review the Matter Details, including the parties, application form and supporting documents. • When ready, click Complete Reply to reply from either the Matter Summary page or the Matter Details page. <p>➤ This will generate the Reply form which you need to complete and submit.</p> <p>Note: Be mindful of the Date Reply Due</p>	

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

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



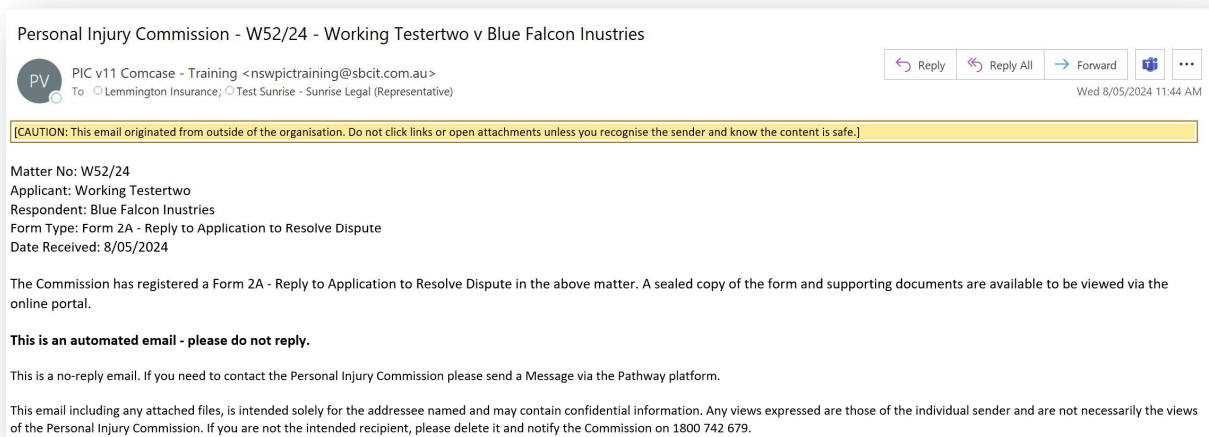
How to view the Reply

Reply registered email notification

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

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

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



Instruction

View the Reply

The **Documents** section lists the:

- Sealed reply form
- Reply document bundle

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

Page

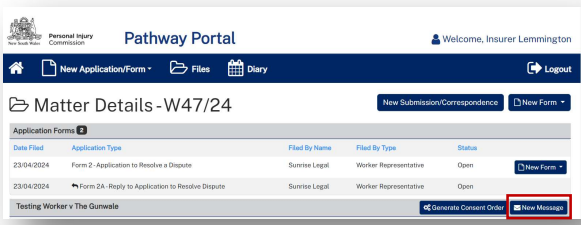
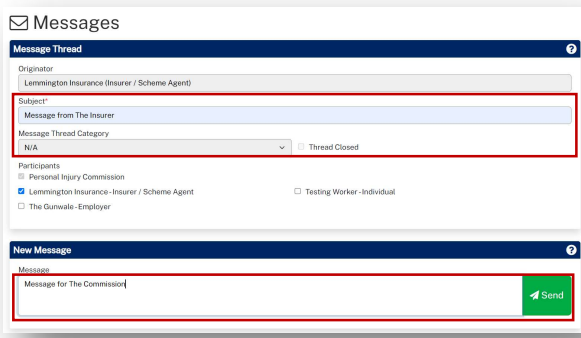
The screenshot displays the Pathway Portal interface for a matter titled "Matter Details - W52/24". The page is divided into several sections:

- Application Forms:** A table listing application forms with columns for Date Filed, Application Type, Filed By Name, Filed By Type, and Status.
- Working Testertwo v Blue Falcon Injuries:** A section with a "Generate Consent Order" button and a "New Message" button.
- Parties:** A table listing parties with columns for Party Role, Party Name, Party Type, Party Contact, and Representative.
- Messages:** A section with a "View All Messages" button and a note: "There are no open message threads. Click View All Messages to view closed message threads."
- Documents:** A table listing documents with columns for Document Date, Author, Document Category and Type, File Name, and Related To. This section is highlighted with a red box.

Document Date	Author	Document Category and Type	File Name	Related To
8/05/2024	Portal	Electronic Application Form - Form 2 - Application to Resolve a Dispute	240508 000175.pdf	Sender: Portal - Recipient:
8/05/2024	Portal	Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute	240508 000176.pdf	Sender: Portal - Recipient:
8/05/2024	Test Sunrise	Supporting Documents - Form 2	Bundled Fingerprinted Supporting Documents.docx	08/05/2024: Form 2 - Application to Resolve a Dispute
8/05/2024	Insurer Lemmington	Supporting Documents - Form 2A	1.docx	08/05/2024: Form 2A - Reply to Application to Resolve Dispute

Messages

How to send a message

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

How to view messages

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

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

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

The screenshot shows a table of messages with the following data:

Application	Category	Subject	Sender	Date/Time Sent
Form 2 - Application to Resolve a Dispute	For Action	1 New Question for the Insurer	Nathan Johnson	3/05/2024 8:50 AM
Form 2 - Application to Resolve a Dispute	N/A	Message from The Insurer	Lemington Insurance	3/05/2024 8:48 AM

Callouts provide the following information:

- New badge indicates a new message in the thread**: Points to the '1 New' badge on the subject link.
- Category for incoming messages will be:**
 - For Action
 - For Noting
 - For ReviewN/A Category indicates thread was initiated by you
- Click blue subject link to view and respond to the message**: Points to the subject link.
- Click to toggle between:**
 - View All Messages** – Which includes closed threads.
 - View Open Messages** – which only displays threads that are open

How to respond to messages

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

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

Messages

Message Thread

Originator
Nathan Johnson (Personal Injury Commission)

Subject
Question for the Insurer

Message Thread Category
For Action Thread Closed

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


[Print Message Thread](#)

New Message

Message

[Send](#)

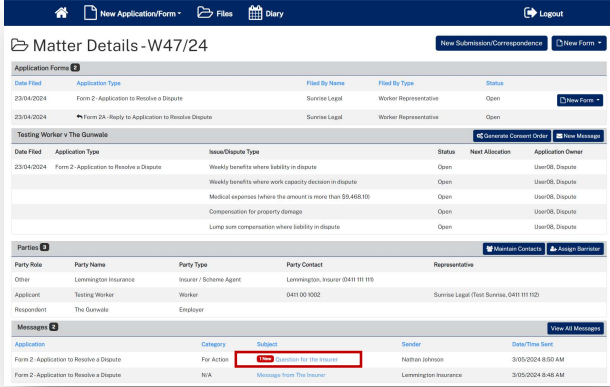
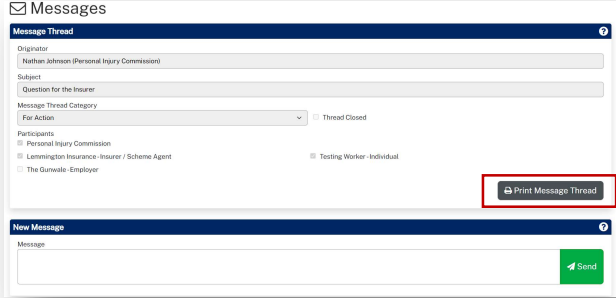
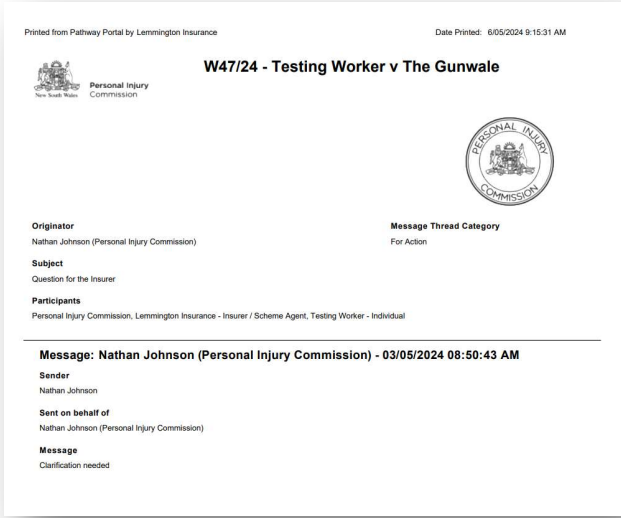
Message: Nathan Johnson (Personal Injury Commission) -3/05/2024 8:50:43 AM

Sent on Behalf Of Nathan Johnson (Personal Injury Commission)	Sender Nathan Johnson	Date/Time Sent 3/05/2024 8:50:43 AM	
--	--------------------------	--	---

Message
Clarification needed

How to download a message thread

You can download message threads from the Pathway Portal.

Instruction	Page
<p>1. From the Matter Details page click the blue subject link to view message thread.</p>	
<p>5. 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

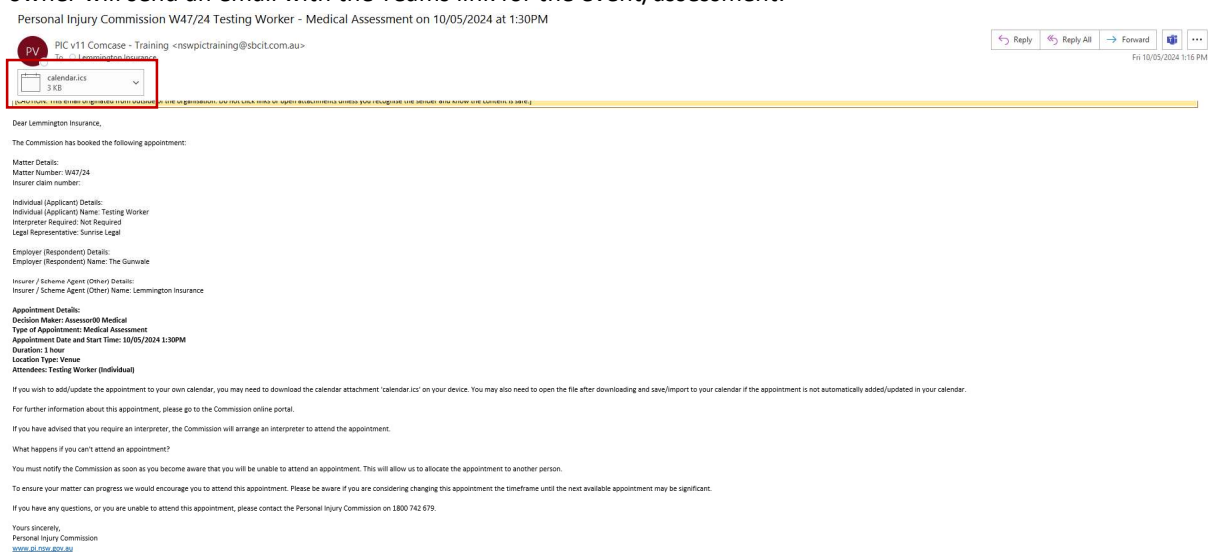


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

- The legal representative for both parties or self-represented party
- The decision maker
- The worker, for allocations that the worker 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.

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

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

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

Assess and Decide



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

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

Decision available email notification

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

PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>
To: Insurer Lemmington - Lemmington Insurance (Insurer / Scheme Agent); Test Sunrise - Sunrise Legal (Representative)

Mon 6/05/2024 9:37 AM

[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 PIC Member is now available on the Personal Injury Commission Pathway Portal.

You are advised that the Commission has issued a determination in the matter, in accordance with section 294 of the Workplace Injury Management and Workers Compensation Act 1998. Please advise your client.

Publication of decisions:

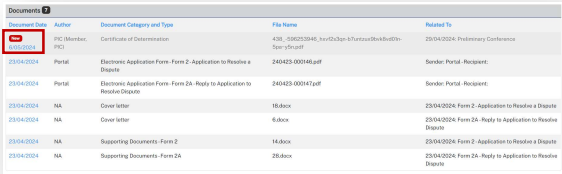
Certain Commission decisions are published in accordance with section 58 of the Personal Injury Commission Act 2020. Decisions may be de-identified or redacted before publication. Decisions are not published for seven days to allow a party time to apply for de-identification or redaction. Any request must be made in writing to the President to help@pi.nsw.gov.au 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

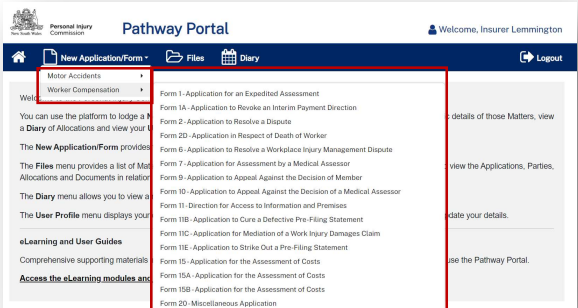
This is a no-reply email. If you need to contact the Personal Injury Commission please send a Message via the Pathway platform.

How to view the Outcome Document

Instruction	Page																																								
<p>From the Matter Details page, scroll down to Documents</p> <ol style="list-style-type: none"> 1. Click the blue Document Date link to download the document. 2. Click the downloaded document to view. 	 <table border="1"> <thead> <tr> <th>Document Date</th> <th>Author</th> <th>Document Category and Type</th> <th>File Name</th> <th>Related To</th> </tr> </thead> <tbody> <tr> <td>23/04/2024</td> <td>MTC Member</td> <td>Certificate of Determination</td> <td>430_506202046_3ee9232a-b7f7e2a0-0a6b4e079-5ee9232a.pdf</td> <td>23/04/2024 Preliminary Conference</td> </tr> <tr> <td>23/04/2024</td> <td>Portal</td> <td>Electronic Application Form - Form 2 - Application to Resolve a Dispute</td> <td>240423-00046.pdf</td> <td>Sender: Portal; Recipient:</td> </tr> <tr> <td>23/04/2024</td> <td>Portal</td> <td>Electronic Application Form - Form 2a - Reply to Application to Resolve Dispute</td> <td>240423-00047.pdf</td> <td>Sender: Portal; Recipient:</td> </tr> <tr> <td>23/04/2024</td> <td>NA</td> <td>Cover letter</td> <td>18.docx</td> <td>23/04/2024 Form 2 - Application to Resolve a Dispute</td> </tr> <tr> <td>23/04/2024</td> <td>NA</td> <td>Cover letter</td> <td>6.docx</td> <td>23/04/2024 Form 2a - Reply to Application to Resolve Dispute</td> </tr> <tr> <td>23/04/2024</td> <td>NA</td> <td>Supporting Documents - Form 2</td> <td>14.docx</td> <td>23/04/2024 Form 2 - Application to Resolve a Dispute</td> </tr> <tr> <td>23/04/2024</td> <td>NA</td> <td>Supporting Documents - Form 2A</td> <td>28.docx</td> <td>23/04/2024 Form 2a - Reply to Application to Resolve Dispute</td> </tr> </tbody> </table>	Document Date	Author	Document Category and Type	File Name	Related To	23/04/2024	MTC Member	Certificate of Determination	430_506202046_3ee9232a-b7f7e2a0-0a6b4e079-5ee9232a.pdf	23/04/2024 Preliminary Conference	23/04/2024	Portal	Electronic Application Form - Form 2 - Application to Resolve a Dispute	240423-00046.pdf	Sender: Portal; Recipient:	23/04/2024	Portal	Electronic Application Form - Form 2a - Reply to Application to Resolve Dispute	240423-00047.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	NA	Cover letter	6.docx	23/04/2024 Form 2a - Reply to Application to Resolve Dispute	23/04/2024	NA	Supporting Documents - Form 2	14.docx	23/04/2024 Form 2 - Application to Resolve a Dispute	23/04/2024	NA	Supporting Documents - Form 2A	28.docx	23/04/2024 Form 2a - Reply to Application to Resolve Dispute
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How to lodge an Appeal

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

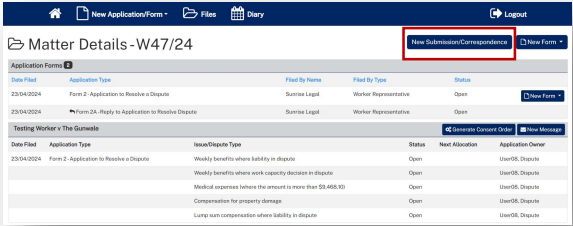
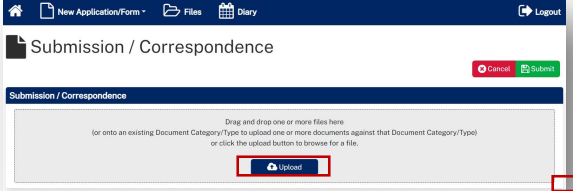
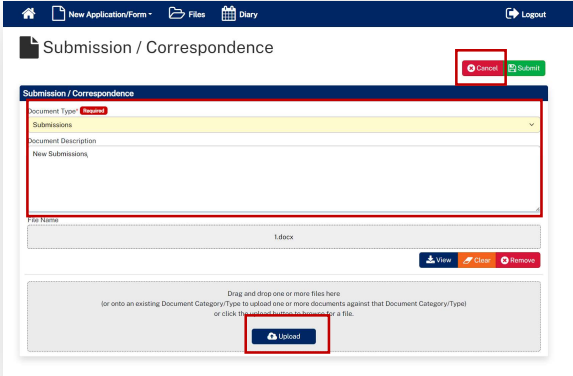
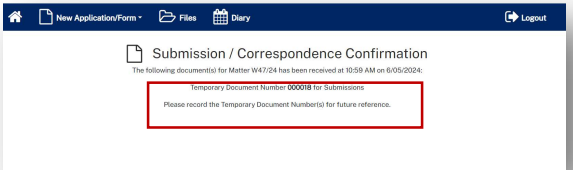
Instruction	Page
<ol style="list-style-type: none"> 1. Click on New Application/Form, choose Workers Compensation, then click on the form type. 2. You can now follow the process covered in Lodge a new application to lodge your appeal. 	 <p>Pathway Portal</p> <p>Welcome, Insurer Lemmington</p> <p>New Application/Form * Files Diary Logout</p> <ul style="list-style-type: none"> Motor Accidents <ul style="list-style-type: none"> Form 1 - Application for an Expedited Assessment Workers Compensation <ul style="list-style-type: none"> Form 1A - Application to Revoke an Interim Payment Direction Form 2 - Application to Resolve a Dispute Form 2D - Application in Respect of Death of 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 Medical Assessor 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 Statement 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

Lodge Submissions and other Correspondence

How to lodge Submissions and other Correspondence

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

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

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

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

Temporary Document No.	Date Lodged	Matter No.	Document Type	Status	Last Updated	Expiring On
00008	6/05/2024	W52/24	Submissions	Pending	6/05/2024	

Generate Consent Orders

How to generate Consent Orders

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

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

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

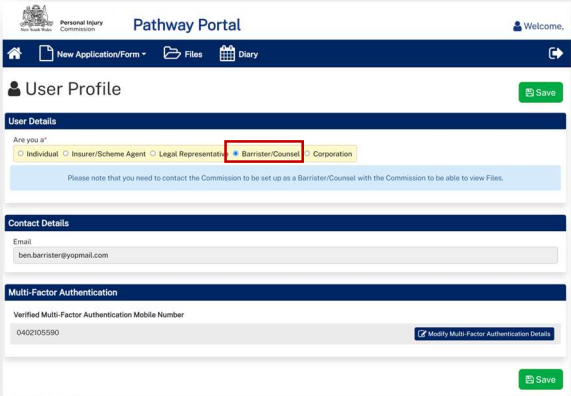
Date Filed	Application Type	Filed By Name	Filed By Type	Status
8/05/2024	Form 2- Application to Resolve a Dispute	Sunrise Legal	Worker Representative	Open
8/05/2024	Form 2A- Reply to Application to Resolve Dispute	Sunrise Legal	Worker Representative	Open

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/05/2024	Form 2- Application to Resolve a Dispute	Compensation for pain and suffering	Open	Preliminary Conference 08/05/2024 12:00 PM	User07 Dispute

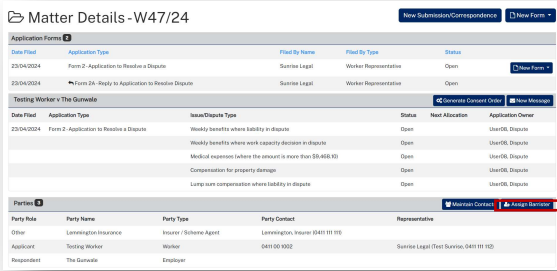
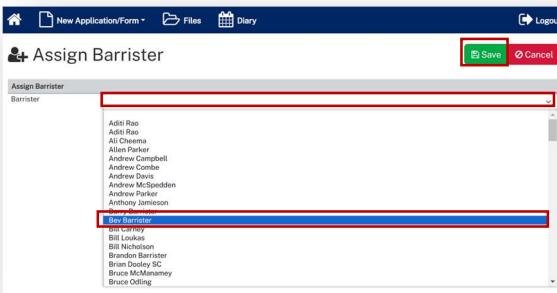
How to give a Barrister visibility to a dispute

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

Barrister registers as a Pathway Portal user

Instruction	Page
<p>The barrister must first register as a Pathway Portal user. They will only need to do this once.</p> <p>At the end of registration, the User Profile displays:</p> <ol style="list-style-type: none">1. Select Barrister/ Counsel2. Click Save3. The barrister then emails wcsupport@pi.nsw.gov.au asking for their email address be registered for barrister access.	

How to assign a Barrister

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

What does the Barrister see?

After a Barrister logs into the Pathway Portal they will see the assigned disputes in the **Files** page

Active Files

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

The Barrister:

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

Parties

Party Role	Party Name	Party Type	Party Contact	Representative
Respondent	UAT_QBE	Insurer / Scheme Agent	Rutez, Jerry (I)	Timeless Lawyers (Lola Level, 041277777) - Barrister: Ben Barrister
Applicant	Adel Beshai	Claimant	0415666777	SC Motor Accident lawyer (Savanna Gray, 0412067838)

Super Users and Contacts

Types of user access

Type of user	How to become this type of user	What user can see/do
Primary contact for a matter	<ul style="list-style-type: none"> • Be registered as an Insurer User on the Pathway Portal • Application/Reply is lodged with you nominated as the primary contact • A Super User in your organisation adds you as a primary contact for a matter 	<ul style="list-style-type: none"> • See that matter’s details and documents • Send messages (if there is no legal representation for the matter) • Receive email notifications for the matter (if there is no legal representation for the matter)
Secondary contact for a matter	<ul style="list-style-type: none"> • Be registered as an Insurer User on the Pathway Portal, then ... • A Super User in your organisation adds you as a secondary contact for a matter to grant matter visibility 	<p>If user filters “Active Files for Matters I’m linked to”:</p> <ul style="list-style-type: none"> • Can see that matter details, documents and messages • Can send messages for that matter • Does NOT receive email notifications
Super user	<ul style="list-style-type: none"> • Be registered on the Pathway Portal as an Insurer User • Another super user can add / remove you as a Super User 	<ul style="list-style-type: none"> • Can see and act on all matters • Can add/remove other Super Users (can’t remove self) • Can assign any reply request to other Insurer Users • Can reassign matters • Can manage contacts for the matter • Can add a new contact • Do NOT receive email notifications for any matters unless you are the primary contact for such matters where there is no legal representative for the Insurer

Primary contact and secondary contacts

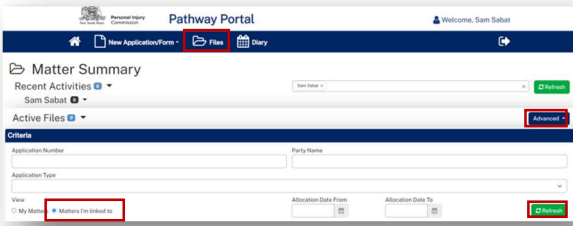
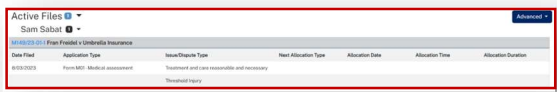
- The Primary Contact for a matter is listed as the **Party Contact** in the Parties section of **Matter Details**.
- If you have someone in your organisation that will also work on a matter, they can be setup to be a secondary contact which provides visibility to the matter.
- A Super User in your organisation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

In this example Klaus Hargreaves is the Party Contact for the Insurer (Umbrella Insurance) and neither the Insurer or worker are legally represented:

The screenshot displays the 'Matter Details' page in the Pathway Portal. The page is titled 'Matter Details' and includes a 'New Form' button. It is divided into several sections:

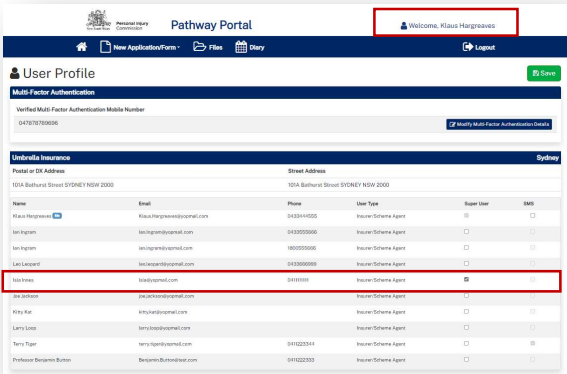
- Application Forms:** A table with columns: Date Filed, Application Number, Application Type, Filed By Name, Filed By Type, and Status. It lists two forms: M199/23-51-1 (Form M51 - Medical assessment) and M199/23-62-1 (Form M62 - General Assessment), both filed by Max Rice on 5/04/2023 and 21/04/2023 respectively, with a status of 'Open'.
- M199/23-51-1 Max Rice v Umbrella Insurance:** A table with columns: Date Filed, Application Type, Issue/Dispute Type, Status, Next Allocation, and Application Owner. It lists three issues: 'Degree of permanent impairment' (Closed), 'Dismiss medical assessment application' (Awaiting decision), and 'Late additional documentation' (Awaiting decision). The application owner is Ninovic, Vera.
- M199/23-62-1 Max Rice v Umbrella Insurance:** A table with columns: Date Filed, Application Type, Issue/Dispute Type, Status, Stood Over Expiry Date, Next Allocation, and Application Owner. It lists two issues: 'Damages Assessment' (Stood over list - medical dispute not yet finalised) and 'Stood over list' (Closed). The status 'Stood over list - medical dispute not yet finalised' has a red warning icon. The stood over expiry date is 21/10/2023. The application owner is Barake, Ehab.
- Parties:** A table with columns: Party Role, Party Name, Party Type, Party Contact, and Representative. It lists two parties: 'Respondent' (Umbrella Insurance, Insurer / Scheme Agent, Party Contact: Hargreaves, Klaus ()) and 'Applicant' (Max Rice, Claimant, Party Contact: 042222222). The 'Respondent' row is highlighted with a red box.
- Messages:** A section with a 'View All Messages' button. It states: 'There are no open message threads. Click View All Messages to view closed message threads.'
- Documents:** A section with a 'View All Documents' button. It has columns: Document Date, Author, Document Category and Type, File Name, and Related To.

After a Secondary contact is added

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

Super Users

How to add/remove Super Users

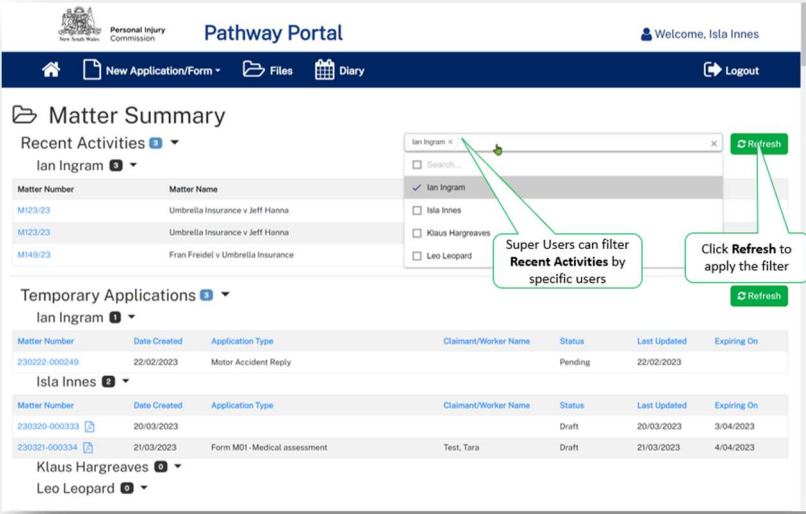
Instruction	Page
<p>Add/Remove a Super User</p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> • Click the name of the Super User in the top right corner • Tick or untick the Super User box • Click Save. 	
<p>In this example Isla Innes is now a Super User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

What can Super Users see – Files – Recent Activities

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

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

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



Recent Activities

Ian Ingram

Matter Number	Matter Name
M123/23	Umbrella Insurance v Jeff Hanna
M123/23	Umbrella Insurance v Jeff Hanna
M149/23	Fran Freidel v Umbrella Insurance

Temporary Applications

Ian Ingram

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
230222-000249	22/02/2023	Motor Accident Reply		Pending	22/02/2023	

Isla Innes

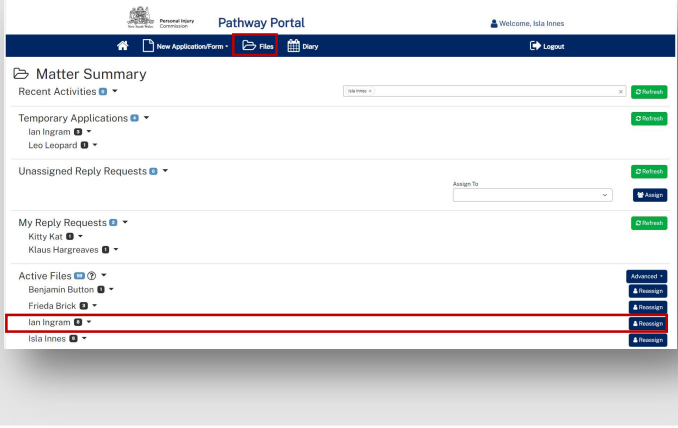
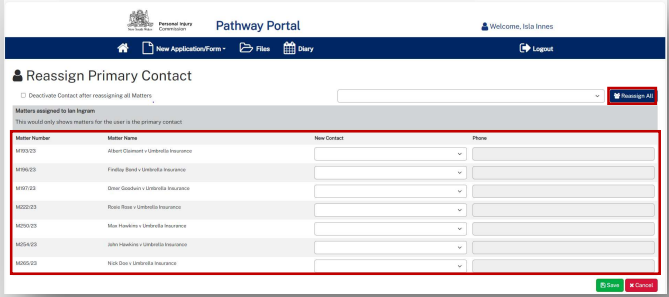
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
230320-000333	20/03/2023			Draft	20/03/2023	3/04/2023
230321-000334	21/03/2023	Form M01- Medical assessment	Test, Tara	Draft	21/03/2023	4/04/2023

Klaus Hargreaves

Leo Leopard

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

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

Instruction	Page																																
<p>To assign one or more Matters, complete the following:</p> <ol style="list-style-type: none"> 1. Click on the Files tab. 2. Find the person you want to reassign Matter/s from. 3. Click the Reassign button. <p>Note: The Reassign button is only available for Super Users and their delegates.</p>																																	
<p>➤ All Matters assigned to the selected person display.</p> <p>There are 2 options:</p> <p>Option 1: Reassign All</p> <p>➤ Consider this option when someone is going away on holidays or has left your organisation and you need to reassign all of their Matters to one other person.</p> <p>Option 2: Reassign some</p> <p>➤ Consider this option when you only need to reassign some of the Matters or you need to assign them to more than one person.</p>	 <table border="1" data-bbox="730 1182 1401 1332"> <thead> <tr> <th>Matter Number</th> <th>Matter Name</th> <th>New Contact</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>M10323</td> <td>Albert Clement v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M19633</td> <td>Frankly Bank v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M10723</td> <td>Other Goodbury's Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M22023</td> <td>Paula Rose v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M20123</td> <td>Mark Hawkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M24433</td> <td>John Hawkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M20523</td> <td>Mark Owen v Umbrella Insurance</td> <td></td> <td></td> </tr> </tbody> </table>	Matter Number	Matter Name	New Contact	Phone	M10323	Albert Clement v Umbrella Insurance			M19633	Frankly Bank v Umbrella Insurance			M10723	Other Goodbury's Umbrella Insurance			M22023	Paula Rose v Umbrella Insurance			M20123	Mark Hawkins v Umbrella Insurance			M24433	John Hawkins v Umbrella Insurance			M20523	Mark Owen v Umbrella Insurance		
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M20523	Mark Owen v Umbrella Insurance																																

To Reassign All

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

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

2. Click **Reassign All**

- New Contact will auto populate for all Matters

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

3. Click **Save**

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

Pathway Portal

Welcome, Isla Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

This would only show matters for the user is the primary contact

Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Cleaver v Umbrella Insurance	Isla Innes	
M196/23	Friday Bond v Umbrella Insurance	Leo Leopold	
M197/23	Other Goodwin v Umbrella Insurance	Leo Leopold	
M222/23	Rosa Rose v Umbrella Insurance	Leo Leopold	
M250/23	Max Hawkins v Umbrella Insurance	Leo Leopold	
M254/23	John Hawkins v Umbrella Insurance	Leo Leopold	
M265/23	Nick Dix v Umbrella Insurance	Leo Leopold	

Deactivate Contact after reassigning all Matters

Reassign All

Pathway Portal

Welcome, Isla Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

This would only show matters for the user is the primary contact

Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Cleaver v Umbrella Insurance	Leo Leopold	043366999
M196/23	Friday Bond v Umbrella Insurance	Leo Leopold	043366999
M197/23	Other Goodwin v Umbrella Insurance	Leo Leopold	043366999
M222/23	Rosa Rose v Umbrella Insurance	Leo Leopold	043366999
M250/23	Max Hawkins v Umbrella Insurance	Leo Leopold	043366999
M254/23	John Hawkins v Umbrella Insurance	Leo Leopold	043366999
M265/23	Nick Dix v Umbrella Insurance	Leo Leopold	043366999

Deactivate Contact after reassigning all Matters

Reassign All

To Reassign some

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

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

2. Click **Save**

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

Pathway Portal

Welcome, Isla Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

This would only show matters for the user is the primary contact

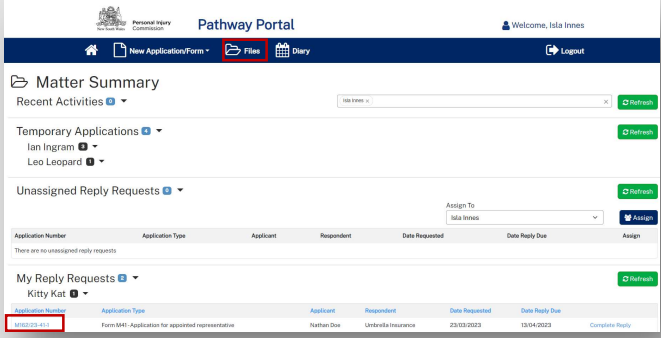
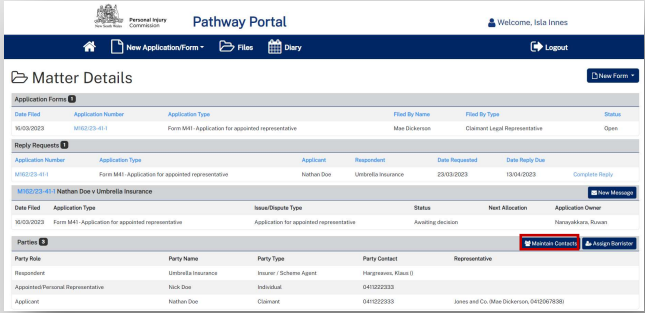
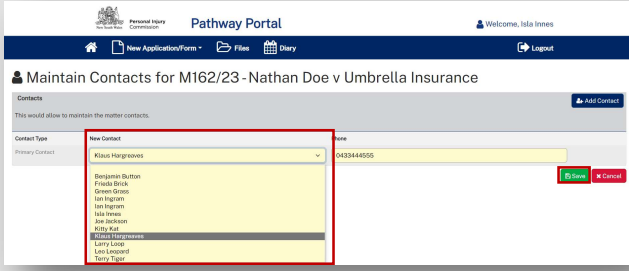
Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Cleaver v Umbrella Insurance	Isla Innes	
M196/23	Friday Bond v Umbrella Insurance	Leo Leopold	
M197/23	Other Goodwin v Umbrella Insurance	Leo Leopold	
M222/23	Rosa Rose v Umbrella Insurance	Leo Leopold	
M250/23	Max Hawkins v Umbrella Insurance	Leo Leopold	
M254/23	John Hawkins v Umbrella Insurance	Leo Leopold	
M265/23	Nick Dix v Umbrella Insurance	Leo Leopold	

Deactivate Contact after reassigning all Matters

Reassign All

Super Users - How to Manage Primary and Secondary Contacts

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

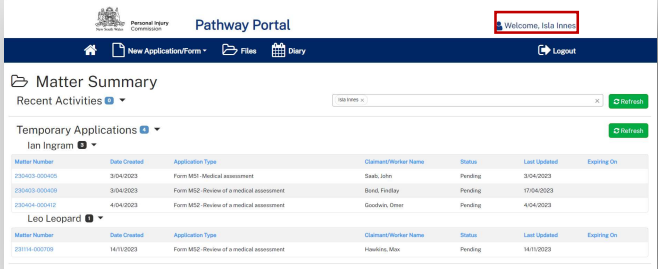
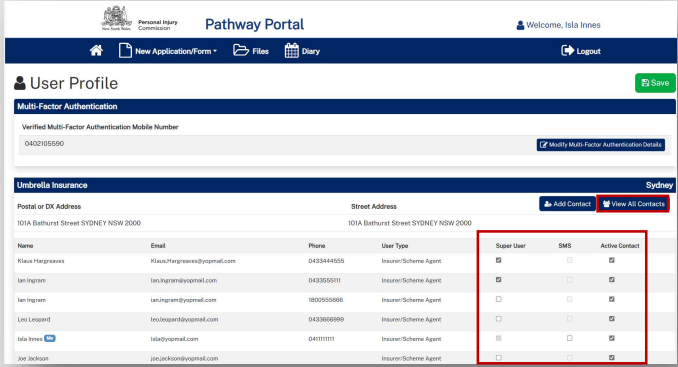
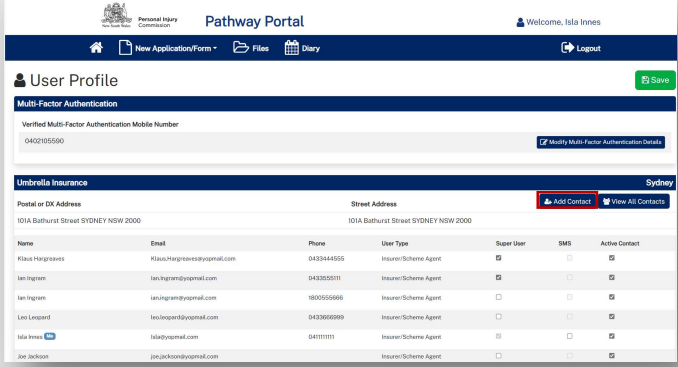
Instruction	Page
<ol style="list-style-type: none"> 1. Click on the Files tab. 2. Click on the blue Matter Number link. 	
<ol style="list-style-type: none"> 3. Go to Parties section and Click on Maintain Contacts 	
<p>➤ Maintain Contacts page displays with current contacts.</p> <p>To update Primary Contact:</p> <ol style="list-style-type: none"> 4. In the Primary Contact section, select the new Primary Contact's name from the New Contact drop-down menu. 5. Click Save 	

If you need to add a Secondary Contact:

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

The screenshot displays the 'Pathway Portal' interface for 'Maintain Contacts for M162/23 - Nathan Doe v Umbrella Insurance'. The page title is 'Pathway Portal' and the user is logged in as 'Welcome, Isla Innes'. The navigation bar includes 'New Applications/Form', 'Files', and 'Diary'. The main content area shows a form for managing contacts. The 'Contact Type' is set to 'New Contact'. The 'Primary Contact' is 'Klaus Hargreaves' with the phone number '0433444555'. The 'Secondary Contact' dropdown menu is open, showing a list of names: Benjamin Button, George Brock, Green Grass, Ian Ingram, Isla Innes, Joe Jackson, Kelly Kell, Klaus Hargreaves, Larry Lane, Leo Leonard, and Sally Sharp. The 'Add Contact' button is in the top right corner. The 'Save' and 'Cancel' buttons are at the bottom right of the form.

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

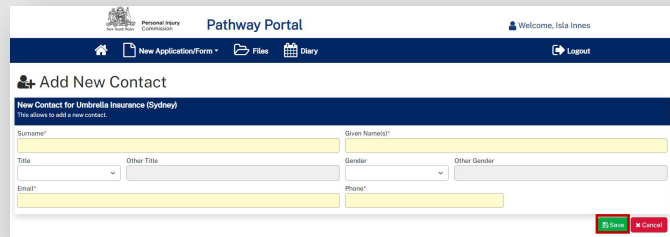
Instruction	Page
<p>1. Click the Welcome, name in the top right corner</p> <p>Note: Only Super User can add a new contact.</p>	
<p>➤ User Profile page displays with a list of all active users for your organisation.</p> <p>Note: Before creating a new contact. Click on View All Contacts to check if there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

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

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

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

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



The screenshot shows the 'Pathway Portal' interface. At the top, there is a navigation bar with 'New Applications/Form', 'Files', and 'Diary' options, and a 'Logout' button. The main heading is 'Add New Contact'. Below this, there is a sub-heading 'New Contact for Umbrella Insurance (Sydney)'. The form contains several fields: 'Surname*' (yellow), 'Given Name*' (yellow), 'Title' (dropdown), 'Other Title' (text), 'Gender' (dropdown), 'Other Gender' (text), 'Email*' (yellow), and 'Phone*' (yellow). At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

Appendix A – Document requirements

What is the maximum document size and file types that can be uploaded 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 the Pathway Portal a code is sent to your email/mobile. The code needs to be entered in the MFA field before you can login. This code ensures that your access is protected and guards against cyber security attacks.
Related matters	Matters or applications that are related, for example the same Worker but a different accident date or a different Worker for the same accident.
Temporary Application	The state of an application before it becomes registered or a full matter.
Registered Application	When a temporary application has been reviewed and registered by the Commission Registry it becomes a full matter.
Yellow field	Indicates that data is mandatory.
Blue link	Click to be taken to the Matter/Document/Task etc
Allocation	An appointment or event that has been scheduled with a Medical Assessor, Member or Mediator

Appendix C – Email Notifications – When and what happens

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

Appendix D – Version Control

Version	Date	Author	Major changes	Approved by
1.1	7 May 2024	Nate Johnson	Initial version	Melissa Golfes

