



**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:

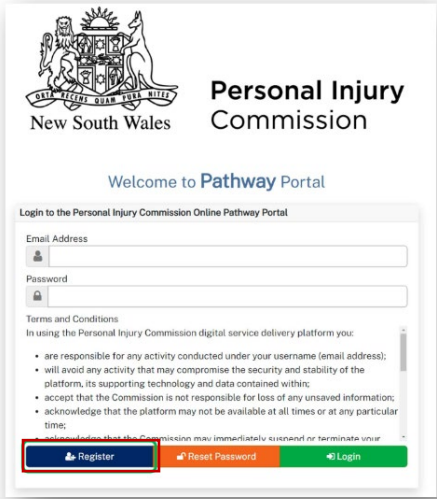
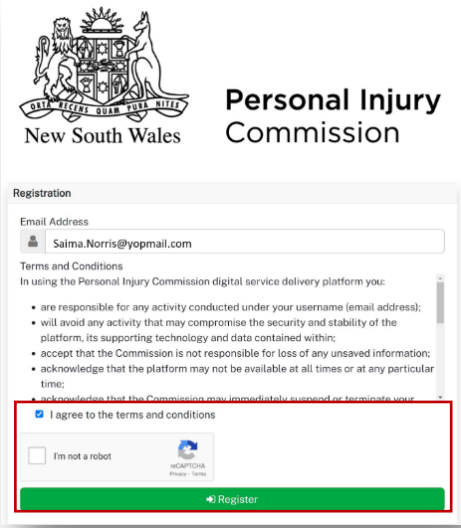
- Get started
- Navigate the Pathway Portal
- Lodge a form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send and receive messages
- View allocation details
- View outcome documents
- Lodge an Appeal
- Lodge a Legal Representation / Agent Change
- Submissions and other Correspondence
- Lodge an additional document after initiating application or reply
- Assign a barrister
- Understand the different levels of user access
- Self-Manage Users (Reassign matters, manage contacts and add new contacts)

Get started

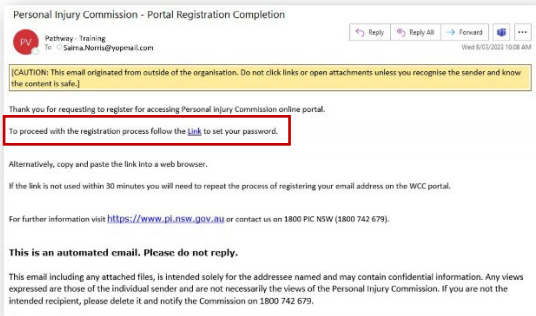
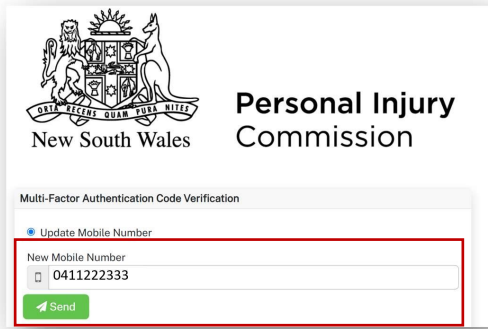
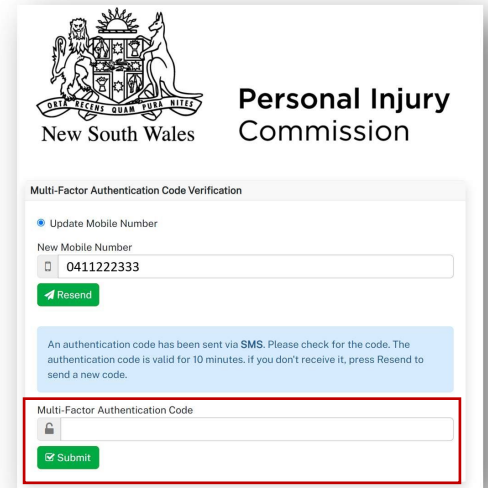
How to access and register for the Pathway Portal

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

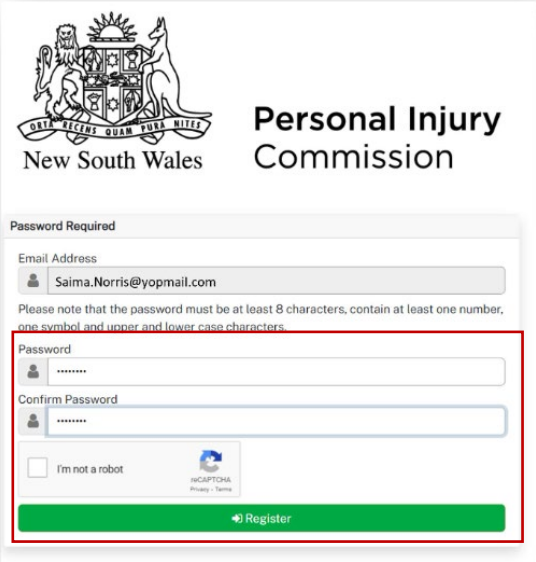
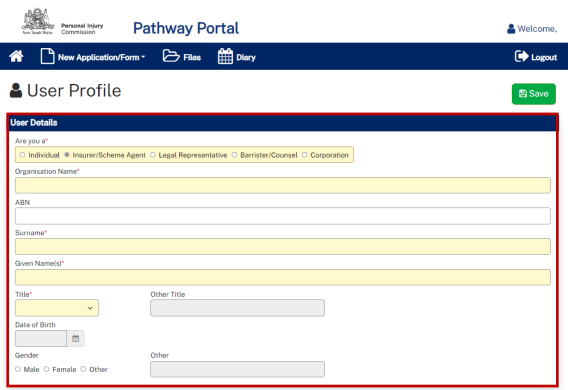
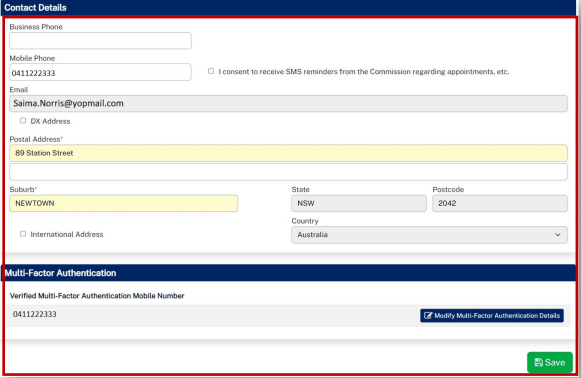
- If you are a Primary contact or Secondary contact on a Matter, you will register as an **Insurer/Scheme Agent**.

| 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 visual reCAPTCHA test.6. Click Register. <p>➤ You will then receive an email to validate your email address.</p> |  |

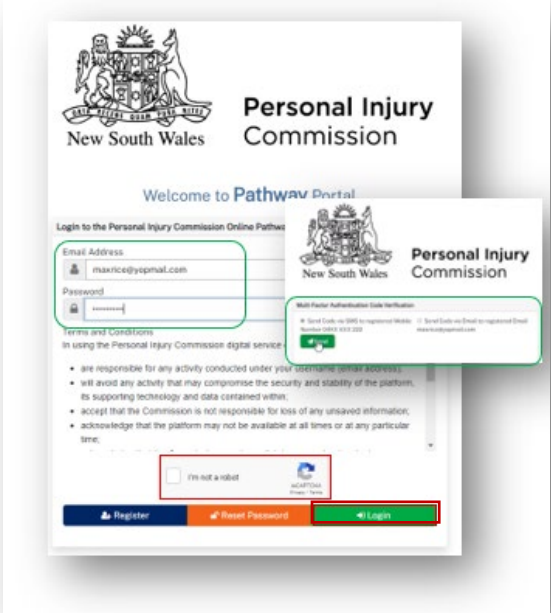
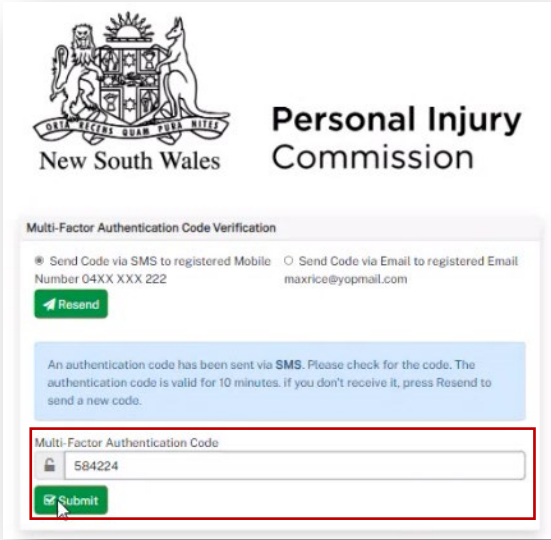
How to access and register for the Pathway Portal continued

| Instruction | Page |
|--|--|
| <p>Click the Pathway Portal link in email</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>Update Mobile Number</p> <p>8. Populate New Mobile Number to receive the code and click Send.</p> |  |
| <p>Type code</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>Create new Password</p> <p>10. Enter Password and Confirm Password.</p> <p>11. Tick I'm not a robot and complete the visual reCAPTCHA test.</p> <p>12. Click Register.</p> |  |
| <p>Populate User Profile (top of page)</p> <p>13. Populate the User Profile.</p> <p>14. Select Insurer/Scheme Agent</p> <p>Note: All yellow fields are mandatory.</p> |  |
| <p>Populate User Profile (bottom of page)</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 visual reCAPTCHA test. 5. Click Next until the test is completed. 6. Click Login. 7. Select where you would like the Multi Factor Authentication Code (MFA) sent (either your mobile or email). 8. Click Send. |  |
| <ol style="list-style-type: none"> 9. Populate the Multi-Factor Authentication Code from the SMS/email you were sent. 10. 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 'Welcome, Insurer Lemmington' text; and 'Logout when you are finished using the Pathway Portal' points to the 'Logout' button.

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 Pathway Portal. This is your online 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.

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

Click Refresh to update, to reflect changes during this session

Table 1: 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 | | | | |

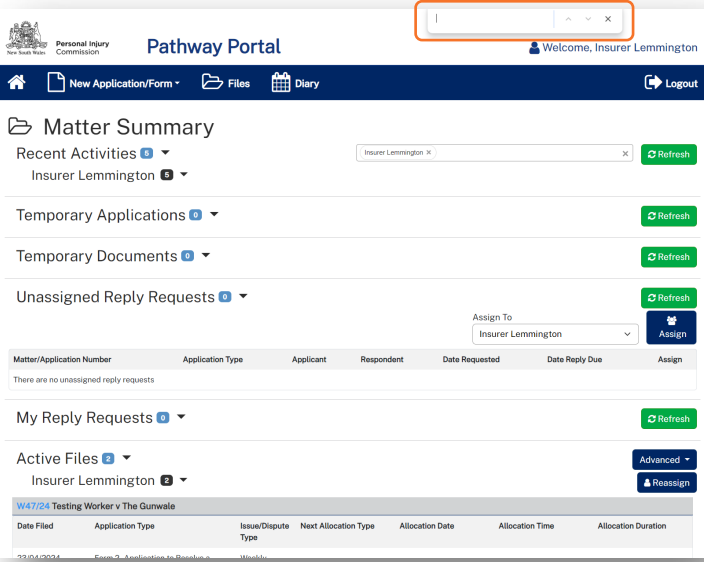
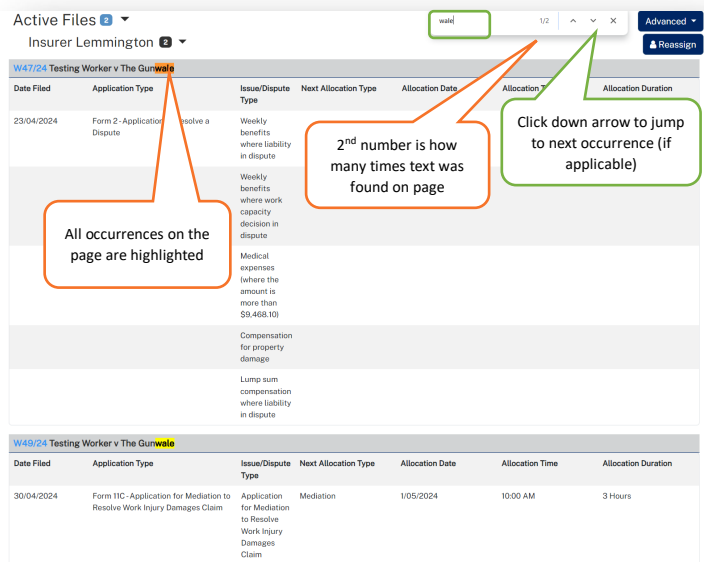
Table 2: W49/24 Testing Worker v The Gunwale

| 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 |

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. |  |
| <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) |  |

Instruction

Matter number example

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

Screen

My Reply Requests 47

Active Files 3

Insurer Lemmington

| 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 \$9,458.10 | | | | |
| | | Compensation for property damage | | | | |

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**.

Active Files 3

Advanced

Criteria

Matters/Application Number: W49/24

Party Name: []

Division: []

Application Type: []

View: My Matters Matters I'm linked to All Matters Legally Represented Not Legally Represented

Allocation Date From: []

Allocation Date To: []

Refresh

Reassign

Matters I'm linked to displays matters where you are a secondary contact

You can filter list based on whether you have a legal representative or not

| Date Filed | App | 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 | | | |

- The files that match your criteria display.

Active Files 1

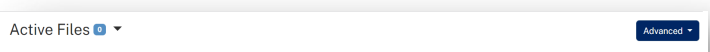
Insurer Lemmington

Advanced

Reassign

W49/24 Testing Worker v The Gurwale

| 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 | | | | |

| 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 small blue square icon followed by a downward arrow. To the right of the search bar is a dark blue button with the word 'Advanced' in white text and a small downward arrow.</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. It includes a top navigation bar with 'New Application/Form', 'Files', and 'Diary'. Below the title, there are buttons for 'New Submission/Correspondence' and 'New Form'. The main content is divided into several sections:

- Application Forms (2):** A table with columns 'Date Filed', 'Application Type', 'Party Type', and 'Status'. Callout: 'Click New Submission/Correspondence to submit additional information' and 'Click New Form to lodge a new application for this matter'.
- Testing Worker v The Gunwale:** A section with buttons for 'Generate Consent Order' and 'New Message'. Callout: 'Click here to Generate Consent Order to lodge with The Commission.' and 'Click New Message to create a new message thread for'.
- Table of Dispute Items:** A table with columns 'Date Filed', 'Application Type', 'Issue/Dispute Type', 'Status', 'Next Allocation', and 'Application Of'. Callout: 'Super Users Can click to maintain Primary and Secondary Contact details'.
- Parties (3):** A table with columns 'Party Role', 'Party Name', 'Party Type', 'Party Contact', and 'Representative'. Callout: 'Click any blue heading to sort by that column' and 'Click Assign Barrister to give a Barrister visibility of the matter'.
- Messages (2):** A table with columns 'Application', 'Category', 'Subject', 'Sender', and 'Date/Time Sent'. Callout: 'Click blue document date link to download, then view'.
- Documents (7):** A table with columns 'Document Date', 'Author', 'Document Category and Type', 'File Name', and 'Related To'. Callout: 'Click blue document date link to download, then view'.

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?

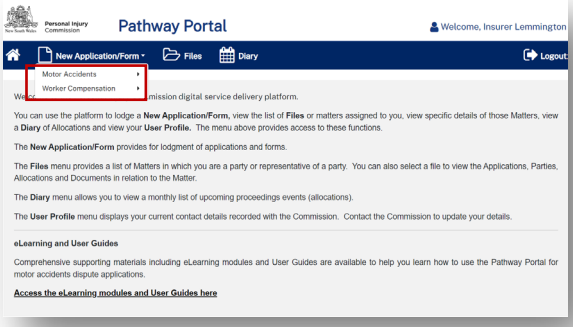

Forms and Form Names

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 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><i>New Application Form</i></p> <ol style="list-style-type: none"> 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>➤ The Notice to Parties page displays.</p> |  |
| <p><i>Notice to Parties</i></p> <ol style="list-style-type: none"> Review, then click Next to proceed to begin completing the form. <p><i>Completing a Form</i></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> |  |

Instruction

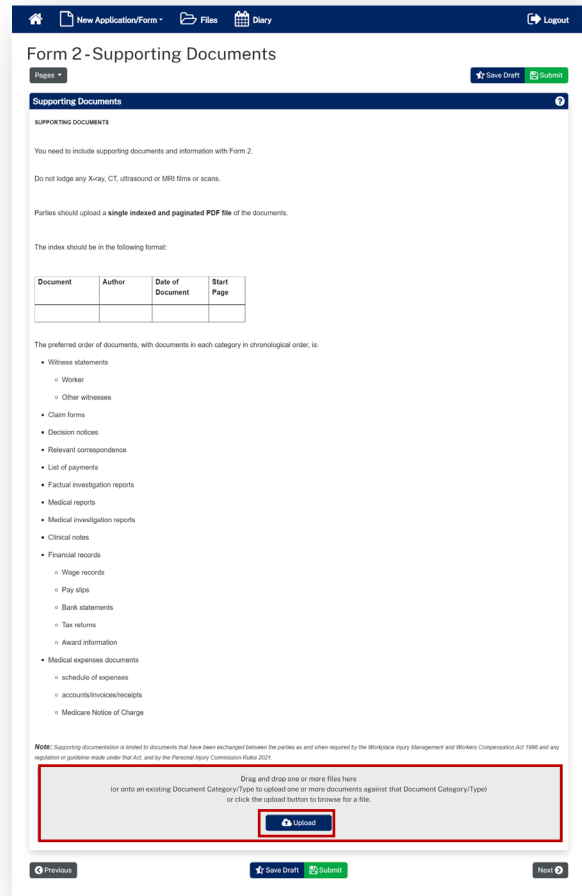
Supporting Documents

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.

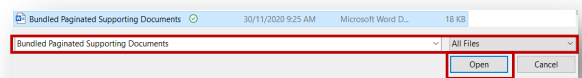
Page



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**.



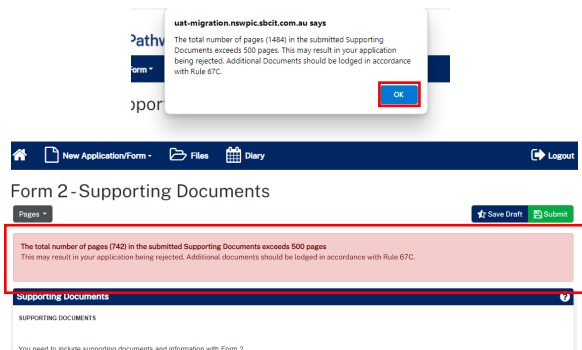
Note: If the supporting document exceeds 500 pages a warning message will be displayed.

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.

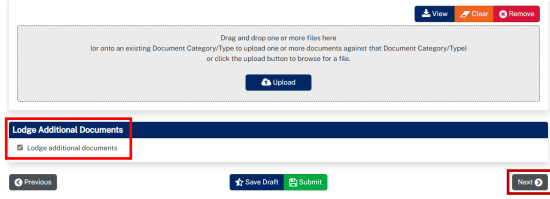
The screenshot shows a web form for document upload. The following fields are highlighted with red boxes:

- 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 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.

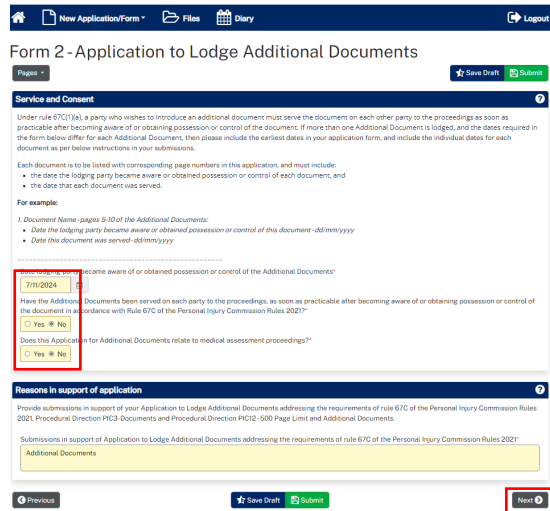


Lodge Additional Documents

8. 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.
9. Click **Next**.
 - The Supporting Documents page displays
10. Upload your additional documents.
11. Add in the Document Details.
12. Click **Next**.



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

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

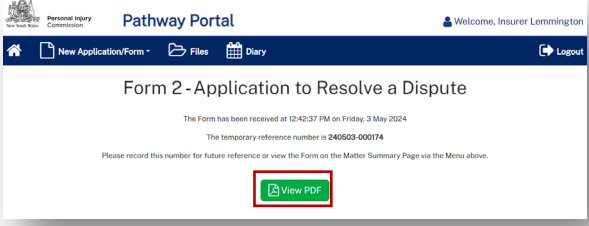
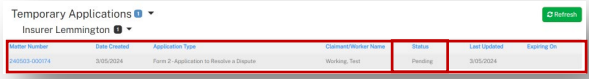
- The draft application can be viewed in **Temporary Applications** with a status of **Draft**.
- Click the **PDF icon** to view the draft.
- Once the draft has been updated, you can submit the application by clicking on the **Matter Number** in **Temporary Applications**.

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

Submit

14. 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>View PDF</p> <p>15. 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>Temporary Applications</p> <p>16. 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' with a 'Refresh' button. The table has columns for 'Matter Number', 'Date Created', 'Application Type', 'Claimant/Worker Name', 'Status', 'Last Updated', and 'Expire 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>Expire 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, Test</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 | Expire On | 240503-000174 | 3/05/2024 | Form 2 - Application to Resolve a Dispute | Working, Test | Pending | 3/05/2024 | |
| Matter Number | Date Created | Application Type | Claimant/Worker Name | Status | Last Updated | Expire On | | | | | | | | | |
| 240503-000174 | 3/05/2024 | Form 2 - Application to Resolve a Dispute | Working, Test | Pending | 3/05/2024 | | | | | | | | | | |

Temporary Applications

Matter Summary

Recent Activities 1 ▾
Insurer Lemmington 1 ▾

| Matter Number | Matter Name | Details |
|------------------------|------------------------------|---|
| W47/24 | Testing Worker v The Gunwale | New Message - Question for the |

Temporary Applications 1 ▾
Insurer Lemmington 1 ▾

| 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 | |

Status of:

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

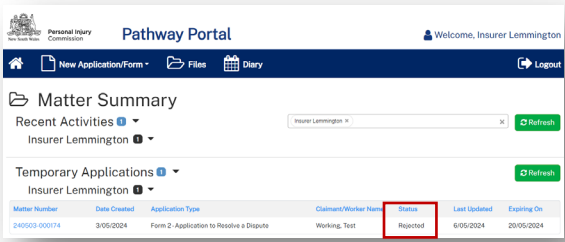
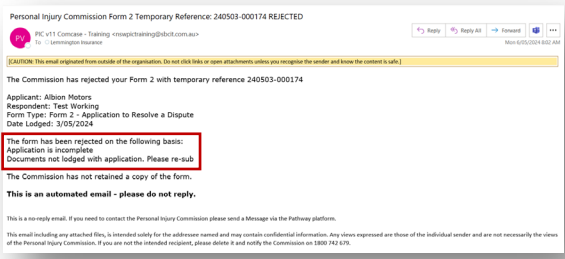
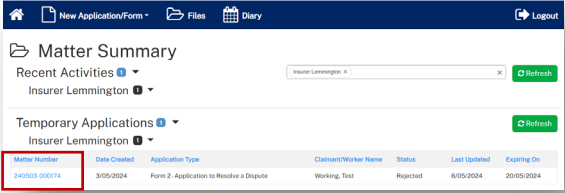
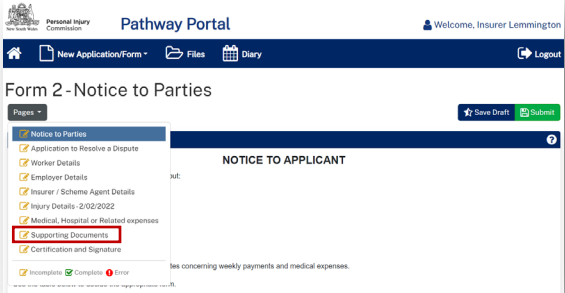
Click [blue temporary Matter Number](#) link to open and update any application with **Status of Draft or Rejected**

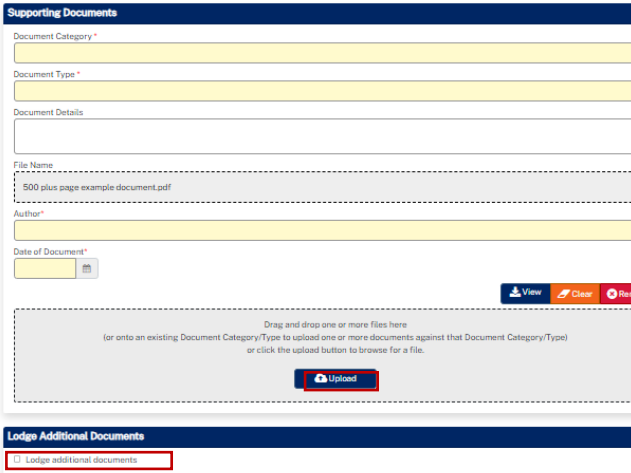

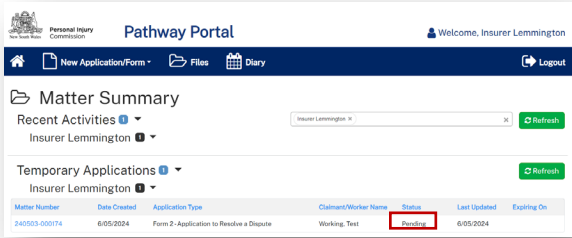
- Only the filing party will be able to see the temporary application in the Pathway Portal.
- When the application has been registered by the Commission it will then be shared with the respondent who needs to lodge a reply.

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 'Temporary Applications' section, a table lists applications. The application with Matter Number 240503-000174 is highlighted, and its status is 'Rejected', which is circled in red.</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 the Personal Injury Commission. The subject is 'Personal Injury Commission Form 2 Temporary Reference: 240503-000174 REJECTED'. The body text states: 'The form has been rejected on the following basis: Application is incomplete. Documents not lodged with application. Please re-sub.' This text is highlighted with a red box.</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>The screenshot shows the Pathway Portal interface. In the 'Temporary Applications' table, the 'Matter Number' 240503-000174 is highlighted with a red box.</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-hand side, there is a list of sections to be completed. The 'Supporting Documents' section is highlighted with a red box.</p> |

| Instruction | Page |
|---|--|
| <p>4. Click Upload to upload the supporting document bundle (if this was the reason for rejection) and click Next.</p> <p>Note: If your application was rejected for having supporting documents over 500 pages,</p> <ol style="list-style-type: none"> Remove the document Split the document offline Re-upload the first bundle (up to 500 pages) Select the 'Lodge Additional Documents' checkbox |  |
| <p>4. Once changes are made, sign and date the application on the last page and click Submit.</p> |  |
| <p>➤ The Status updates to Pending in the Temporary Application list).</p> <p>Note: If the Commission accepts and registers the resubmitted application, the Filed date will be the date the application was resubmitted.</p> |  |

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:

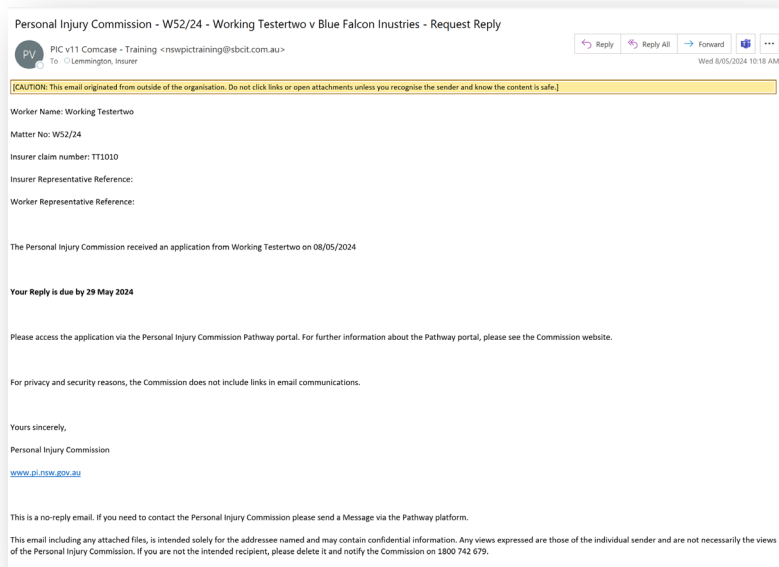
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

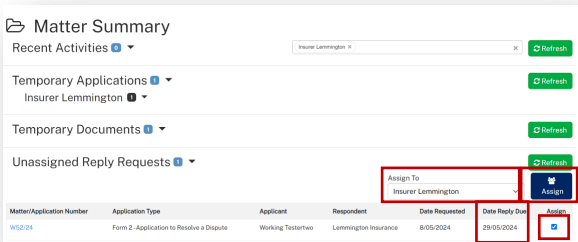
↔ Reply is a **Temporary application** until reviewed then registered by the Commission

Reply Request Notification

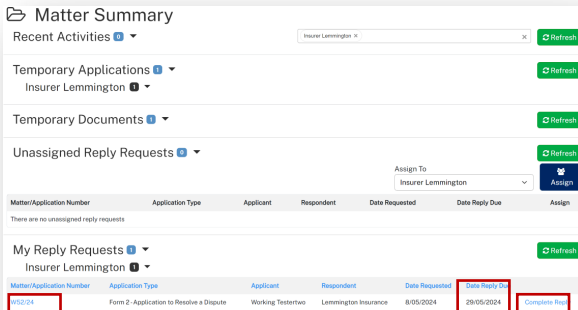
When a reply has been requested the respondent (or their legal representative) receives an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.

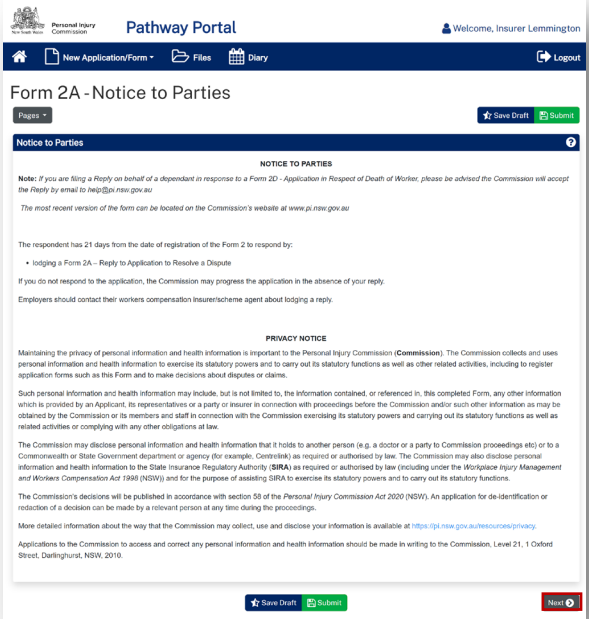
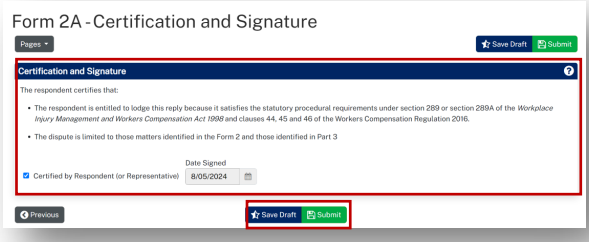


How to Assign the Reply Request

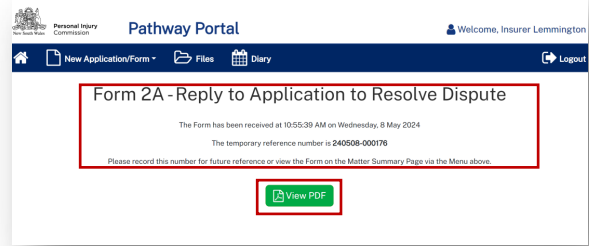
| Instruction | Page |
|---|--|
| <p>Unassigned Reply Requests must be assigned to someone in your organisation. All Reply Requests are unassigned initially, and Unassigned Reply Requests are visible to all users. Any user can assign a Reply Request.</p> <ol style="list-style-type: none"> To assign a Reply Request, complete the following: <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> <ol style="list-style-type: none"> To respond to the reply request, complete the following: <ul style="list-style-type: none"> Click the blue application number link and review the Matter Details, including the parties, application form and supporting documents. When ready, click Complete Reply to reply from either the Matter Summary page or the Matter Details page. <p>➤ This will generate the 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>Completing a Reply Form</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 and should not exceed 500 pages.</p> | <p>Supporting Documents</p> <p>Note: Supporting documentation is limited to documents that have been exchanged between the parties as and when required by the Workplace Injury Management and Workers Compensation Act 1998 and any regulation or guideline made under that Act, and by the Personal Injury Commission Rules 2021.</p> <p>Refer to Procedural Direction WC6 – Workplace injury management disputes for a list of supporting documents and information to include with the reply.</p> <div data-bbox="810 1099 1471 1198" style="border: 1px solid red; padding: 5px;"> <p>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.</p> <p style="text-align: center;"><input type="button" value="Upload"/></p> </div> <p>Lodge Additional Documents</p> <p><input type="checkbox"/> Lodge additional documents</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.



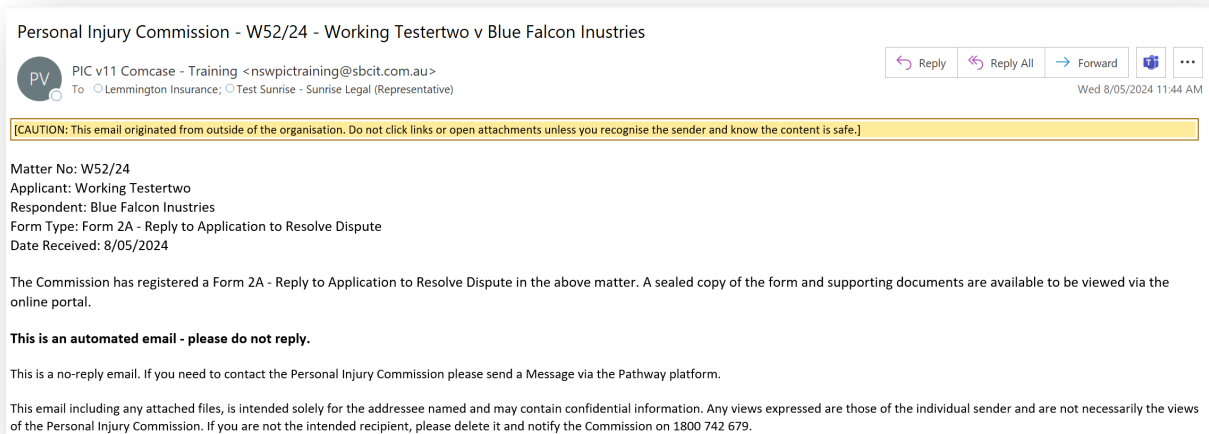
How to view the Reply

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

Page

View the Reply

The **Documents** section lists the:

- Sealed reply form
- Reply document bundle

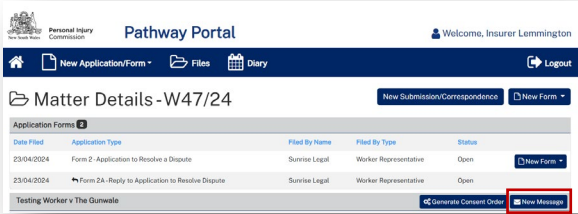
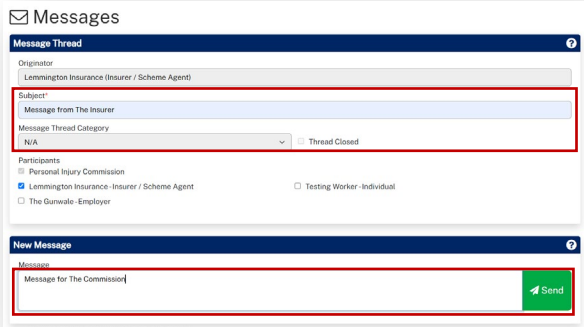
1. Click the [blue document date link](#) to download and view the document.

The screenshot displays the Pathway Portal interface for a dispute resolution case titled "Working Testertwo v Blue Falcon Industries". The "Documents" section is highlighted with a red box and contains the following data:

| Document Date | Author | Document Category and Type | File Name | Related To |
|---------------|--------------------|---|---|--|
| 8/05/2024 | Partial | Electronic Application Form- Form 2- Application to Resolve a Dispute | 240508-000175.pdf | Sender: Partial; Recipient: |
| 8/05/2024 | Partial | Electronic Application Form- Form 2A- Reply to Application to Resolve Dispute | 240508-000176.pdf | Sender: Partial; Recipient: |
| 8/05/2024 | Test Swirite | Supporting Documents- Form 2 | Bundled Paginated 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 to toggle between:**
 - View All Messages** – Which includes closed threads.
 - View Open Messages** – which only displays threads that are open
- Click to [blue subject link](#) to view and respond to the message**: Points to the subject link in the first row.

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](#)

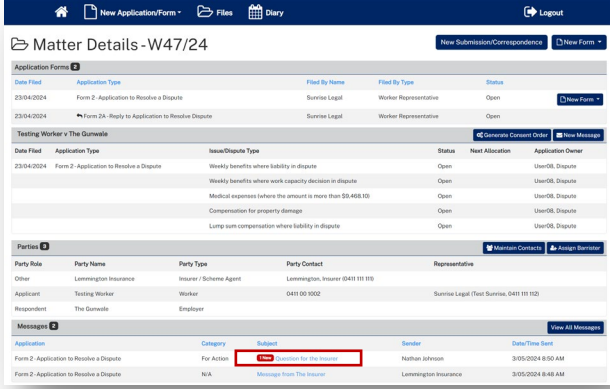
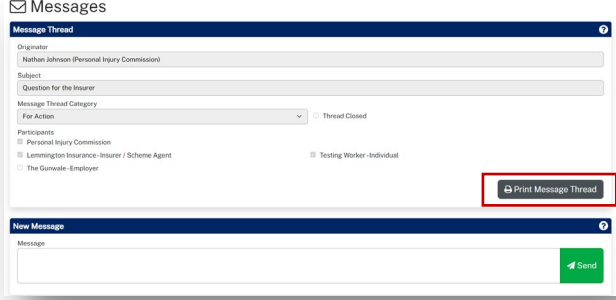

Message: Nathan Johnson (Personal Injury Commission) - 3/05/2024 8:50:43 AM

| | | | |
|--|--------------------------|--|---|
| 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>2. 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.

Personal Injury Commission W47/24 Testing Worker - Medical Assessment on 10/05/2024 at 1:30PM

PV PIC v11 Comcase - Training <nswpictraining@sbcit.com.au>
calendar.ics 3 KB

Dear Lemington Insurance,
The Commission has booked the following appointment:
Matter Details:
Matter Number: W47/24
Insurer claim number:
Individual (Applicant) Details:
Individual (Applicant) Name: Testing Worker
Interpreter Required: Not Required
Legal Representative: Sunrise Legal
Employer (Respondent) Details:
Employer (Respondent) Name: The Gunwale
Insurer / Scheme Agent (Other) Details:
Insurer / Scheme Agent (Other) Name: Lemington Insurance
Appointment Details:
Decision Maker: Assessor@ Medical
Type of Appointment: Medical Assessment
Appointment Date and Start Time: 10/05/2024 1:30PM
Duration: 1 hour
Location Type: Venue
Attendees: Testing Worker (Individual)
If you wish to add/update the appointment to your own calendar, you may need to download the calendar attachment 'calendar.ics' on your device. You may also need to open the file after downloading and save/import to your calendar if the appointment is not automatically added/updated in your calendar.
For further information about this appointment, please go to the Commission online portal.
If you have advised that you require an interpreter, the Commission will arrange an interpreter to attend the appointment.
What happens if you can't attend an appointment?
You must notify the Commission as soon as you become aware that you will be unable to attend an appointment. This will allow us to allocate the appointment to another person.
To ensure your matter can progress we would encourage you to attend this appointment. Please be aware if you are considering changing this appointment the timeframe until the next available appointment may be significant.
If you have any questions, or you are unable to attend this appointment, please contact the Personal Injury Commission on 1800 742 676.
Yours sincerely,
Personal Injury Commission
www.pic.nsw.gov.au

How to view allocation details

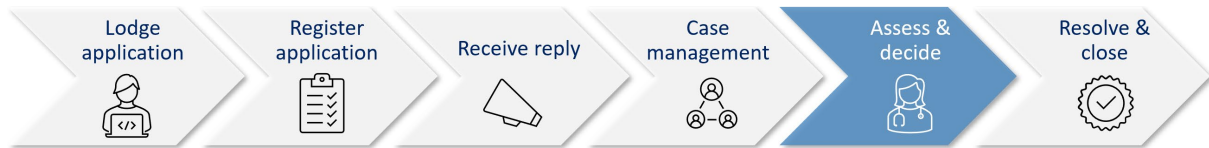
In the **Matter Details** page, the **Allocations** section displays all the allocations/ appointments for the matter.

| 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...), Lemington 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)

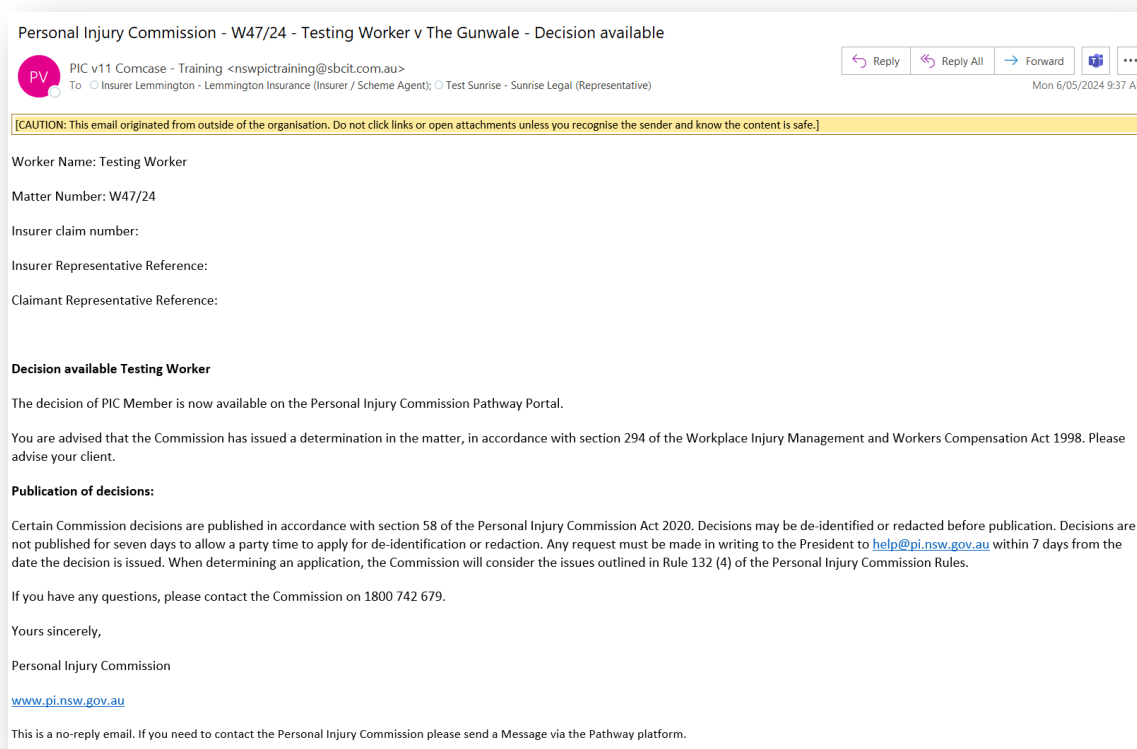
Assess and Decide



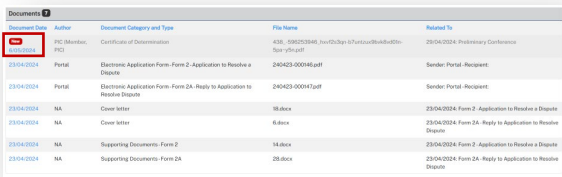
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

- 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

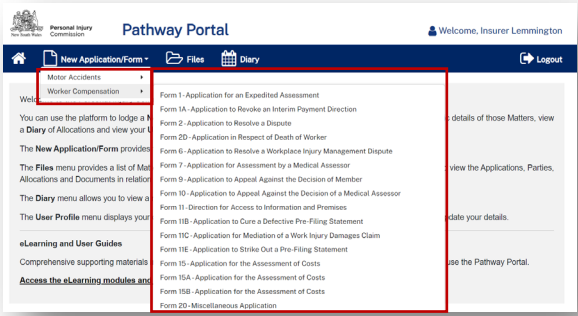


How to view the Outcome Document

| 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. |  |

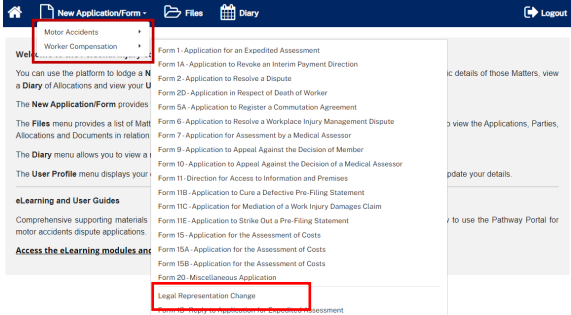

How to lodge an Appeal

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. |  |

Lodge Legal Representation / Agent Change

How to lodge a Legal Representation / Agent Change

| Instruction | Page |
|---|---|
| <p>To lodge a Legal Representation / Agent Change, complete the following:</p> <ol style="list-style-type: none"> 2. Select the Legal Representation Change from the New Application/Form menu. <p>➤ The Notice to Parties page displays.</p> |  <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 numbered forms (Form 1 through Form 20).</p> |
| <p>Note: To lodge a Form P02 - Notice of Ceasing to Act, you must lodge the form within the Matter Details page.</p> |  <p>The screenshot shows the 'Matter Details - W22327/24' page. The 'New Legal Representation Change' button is highlighted with a red box. The page also shows a 'New Assessment/Case/Response' button and a 'New Form' button.</p> |

Notice to Parties

3. Read the Terms and Conditions.
 4. 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 Portal users: 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.new.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

5. Populate the Application Details.
 6. Select the Application Type:
 - **Form P03** – Notice of Change of Legal Representative / Agent
 - **Form P04** – Notice of Representation
 7. 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

8. Populate the Representative Party Details.
 9. Populate the New Representative Details.
 10. 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

11. Populate the Former Representative Details.
12. Populate the New Representative Details.
13. 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
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

14. **Read** and **tick** the acknowledgments.

Then either:

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

Signature

Pages: Save Draft Submit

Signature

I declare that, to the best of my knowledge, the information given in this form is true and correct. I also give consent and authorisation for the collection, use and disclosure and exchange of personal and health information provided in this form.

Application Signed Date Signed 29/10/2024

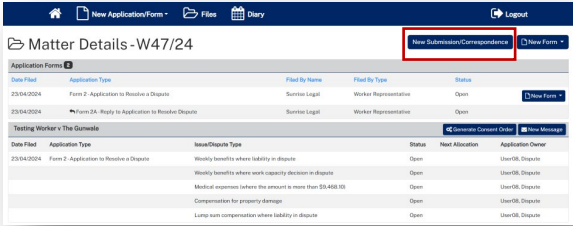
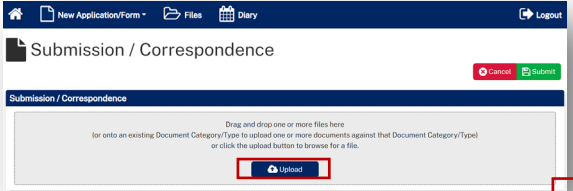
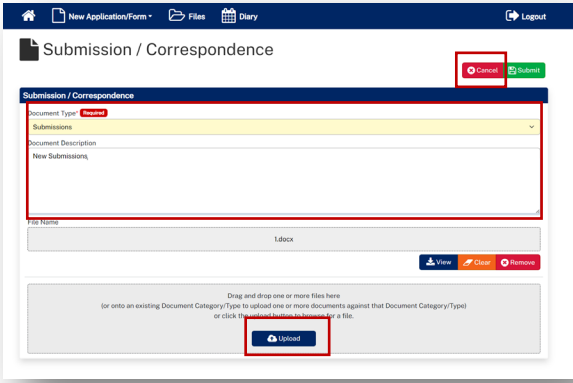
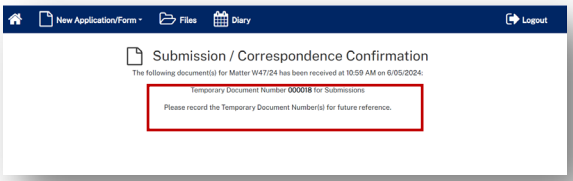
Previous Save Draft Submit

Lodge Submissions and other Correspondence

How to lodge Submissions and other Correspondence

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

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

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

- The document will now be visible under **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 |
|------------------------|-------------|------------|---------------|---------|--------------|-------------|
| 00005 | 6/05/2024 | W22208 | Submissions | Pending | 6/05/2024 | |

How to lodge an additional document after initiating application or reply

It may be necessary to lodge an additional document after you have submitted the application.

| Instruction | Page | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---------------|-----------------------|--|---------------|--------|------------|--|----|-----------------------|------|------------|--|------|----------|--|------------|--|------|--------|--|------------|--|------|----------|---|
| <p>To lodge an additional document:</p> <p>From the Matter Details page</p> <ol style="list-style-type: none"> Click New Form and select the required form. Select New Form P01 – Application to Lodge Additional Documents. | <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>Tina</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>Tina</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>Tina</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 | Tina | Employer | New Form P01 - Application to Lodge Additional Documents | 10/10/2024 | New Form P01 - Application to Lodge Additional Documents | Tina | Worker | New Form P01 - Application to Lodge Additional Documents | 10/10/2024 | New Form P01 - Application to Lodge Additional Documents | Tina | 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 | Tina | Employer | New Form P01 - Application to Lodge Additional Documents | | | | | | | | | | | | | | | | | | | | | | |
| 10/10/2024 | New Form P01 - Application to Lodge Additional Documents | Tina | Worker | New Form P01 - Application to Lodge Additional Documents | | | | | | | | | | | | | | | | | | | | | | |
| 10/10/2024 | New Form P01 - Application to Lodge Additional Documents | Tina | 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/Uses: 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

17. 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 Next

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

9. Click **Next**

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

Then either:

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

12. Click **Submit**.

Generate Consent Orders

How to generate Consent Orders

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

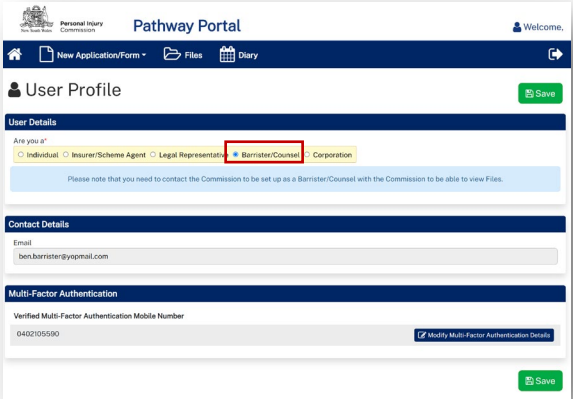
Once generated and completed offline between the parties, this document is then submitted via the Matter Summary using the **New Submission/Correspondence** tab as outlined above.

- 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.

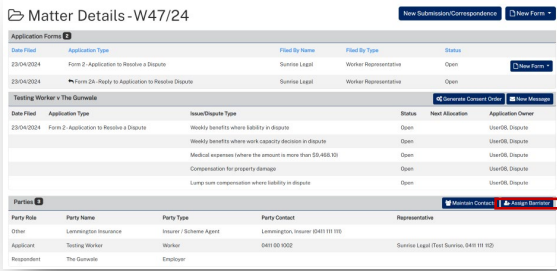
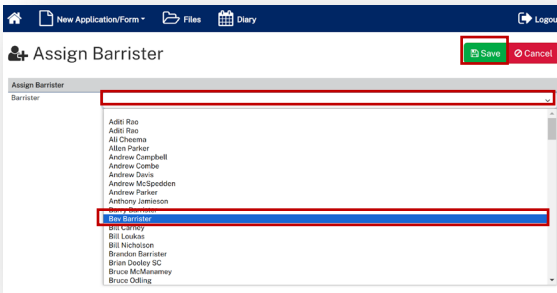
How to give a Barrister visibility to a dispute

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>Assign a Barrister</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>To change the barrister:</p> <ol style="list-style-type: none"> Repeat above steps and select the new Barrister name. <p>To remove barrister:</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

| 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

| Party Role | Party Name | Party Type | Party Contact | Representative |
|------------|------------|------------------------|------------------|---|
| Respondent | UAT_QBE | Insurer / Scheme Agent | Rutez, Jeremy () | Timeless Lawyers (Lola Level, 041277777) - Barrister: Ben Barrister |

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

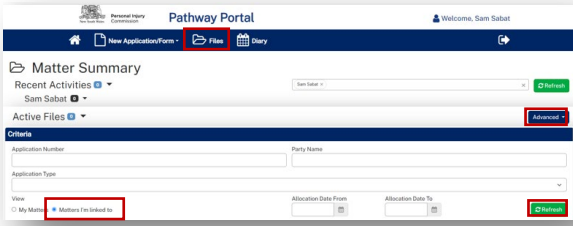
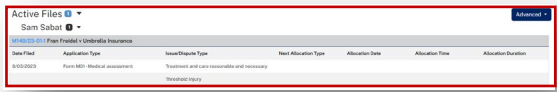
- The Primary Contact for a matter is listed as the **Party Contact** in the Parties section of **Matter Details**.
- If you have someone in your organisation that will also work on a matter, they can be setup to be a secondary contact which provides visibility to the matter.
- A Super User in your organisation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

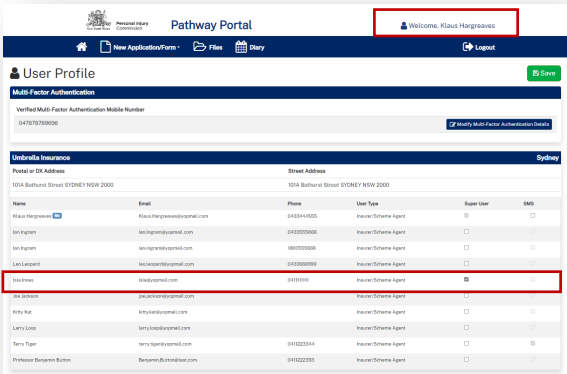
- Application Forms:** A table with columns: Date Filed, Application Number, Application Type, Filed By Name, Filed By Type, and Status. It lists two forms: M199/23-51-1 (Form M51-Medical assessment) and M199/23-62-1 (Form M62-General Assessment), both filed by Max Rice on 5/04/2023 and 21/04/2023 respectively, 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 shows three entries: 'Degree of permanent impairment' (Closed), 'Dismiss medical assessment application' (Awaiting decision), and 'Late additional documentation' (Awaiting decision), all with application owner 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 shows two entries: 'Damages Assessment' (Stood over list - medical dispute not yet finalised) and 'Stood over list' (Closed), both with application owner Barake, Ehab.
- Parties:** A table with columns: Party Role, Party Name, Party Type, Party Contact, and Representative. A red box highlights the 'Respondent' row, which lists 'Umbrella Insurance' as the Party Name, 'Insurer / Scheme Agent' as the Party Type, and 'Hargreaves, Klaus 0' as the Party Contact.
- Messages:** A section with a 'View All Messages' button and a message stating 'There are no open message threads. Click View All Messages to view closed message threads.'
- Documents:** A section with a 'View All Documents' button and a table with 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

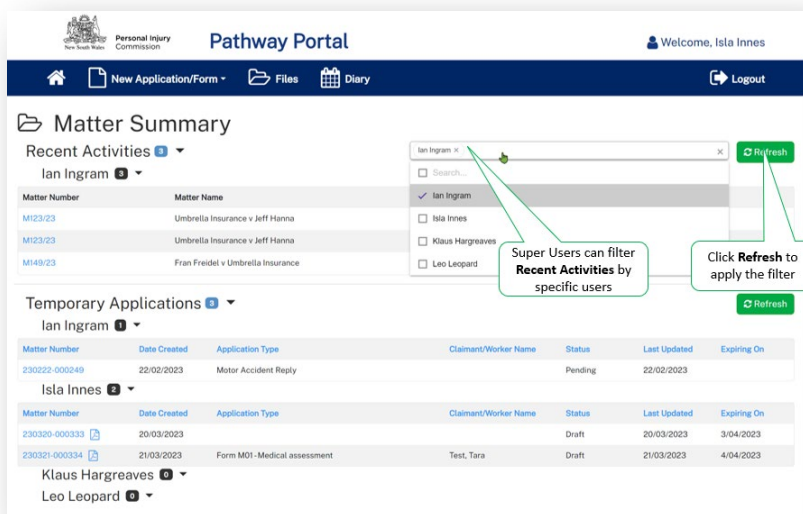
| Instruction | Page |
|---|--|
| <p>Add/Remove a Super User</p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> • Click the name of the Super User in the top right corner • Tick or untick the Super User box • Click Save. |  |
| <p><i>In this example Isla Innes is now a Super User</i></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.

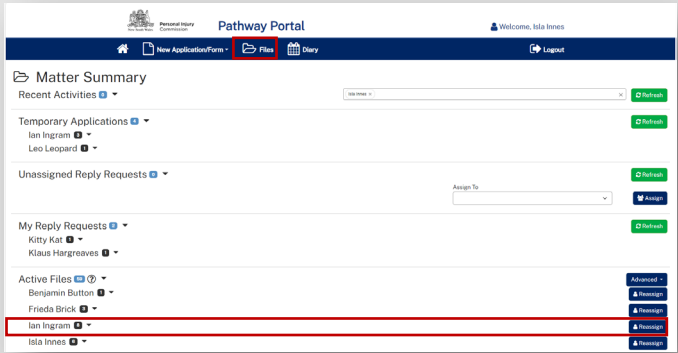
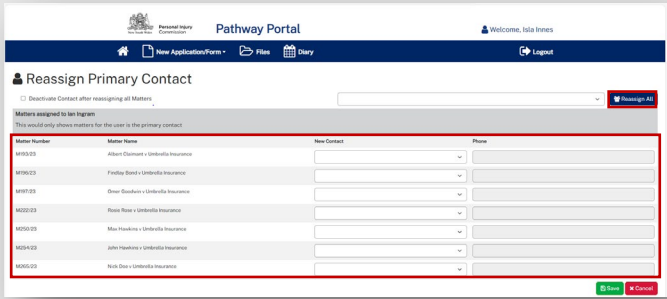
To view **Recent Activities** for specific users:

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



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 1399 1352"> <thead> <tr> <th>Matter Number</th> <th>Matter Name</th> <th>New Contact</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>119003</td> <td>Albert Clowes v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>119023</td> <td>Freddie Best v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>119103</td> <td>Oliver Simkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>122003</td> <td>Rishi Rose v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>122023</td> <td>Mia Hawkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>122423</td> <td>John Hawkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>126003</td> <td>Nicki Day v Umbrella Insurance</td> <td></td> <td></td> </tr> </tbody> </table> | Matter Number | Matter Name | New Contact | Phone | 119003 | Albert Clowes v Umbrella Insurance | | | 119023 | Freddie Best v Umbrella Insurance | | | 119103 | Oliver Simkins v Umbrella Insurance | | | 122003 | Rishi Rose v Umbrella Insurance | | | 122023 | Mia Hawkins v Umbrella Insurance | | | 122423 | John Hawkins v Umbrella Insurance | | | 126003 | Nicki Day v Umbrella Insurance | | |
| Matter Number | Matter Name | New Contact | Phone | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 119003 | Albert Clowes v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 119023 | Freddie Best v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 119103 | Oliver Simkins v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 122003 | Rishi Rose v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 122023 | Mia Hawkins v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 122423 | John Hawkins v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 126003 | Nicki Day 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

| Matter Number | Matter Name | New Contact | Phone |
|---------------|-------------------------------------|-------------|------------|
| M193/23 | Albert Claxton v Umbrella Insurance | Leo Leopold | 0433669999 |
| M196/23 | Friday Bond v Umbrella Insurance | Leo Leopold | 0433669999 |
| M197/23 | Other Goodwin v Umbrella Insurance | Leo Leopold | 0433669999 |
| M202/23 | Rose Rose v Umbrella Insurance | Leo Leopold | 0433669999 |
| M250/23 | Max Hawkins v Umbrella Insurance | Leo Leopold | 0433669999 |
| M254/23 | John Hawkins v Umbrella Insurance | Leo Leopold | 0433669999 |
| M265/23 | Nick Doe v Umbrella Insurance | Leo Leopold | 0433669999 |

Pathway Portal

Welcome, Isla Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

| Matter Number | Matter Name | New Contact | Phone |
|---------------|-------------------------------------|-------------|------------|
| M193/23 | Albert Claxton v Umbrella Insurance | Leo Leopold | 0433669999 |
| M196/23 | Friday Bond v Umbrella Insurance | Leo Leopold | 0433669999 |
| M197/23 | Other Goodwin v Umbrella Insurance | Leo Leopold | 0433669999 |
| M202/23 | Rose Rose v Umbrella Insurance | Leo Leopold | 0433669999 |
| M250/23 | Max Hawkins v Umbrella Insurance | Leo Leopold | 0433669999 |
| M254/23 | John Hawkins v Umbrella Insurance | Leo Leopold | 0433669999 |
| M265/23 | Nick Doe v Umbrella Insurance | Leo Leopold | 0433669999 |

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

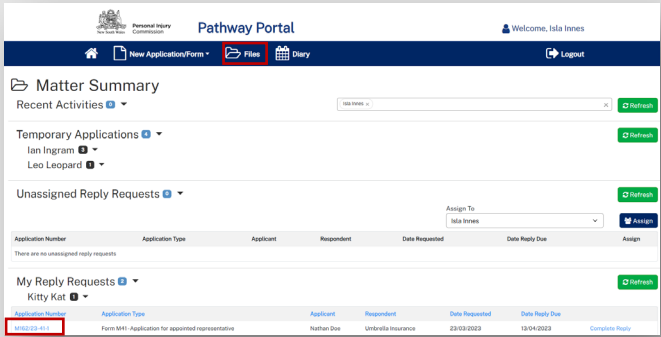
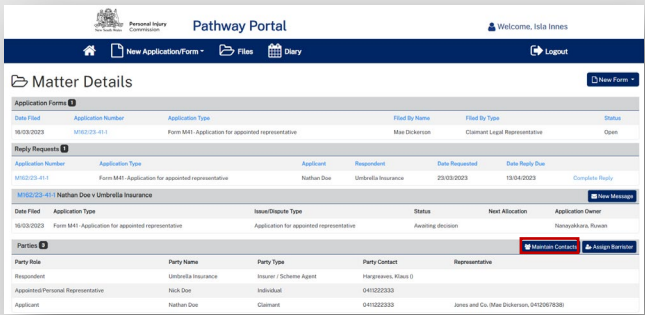
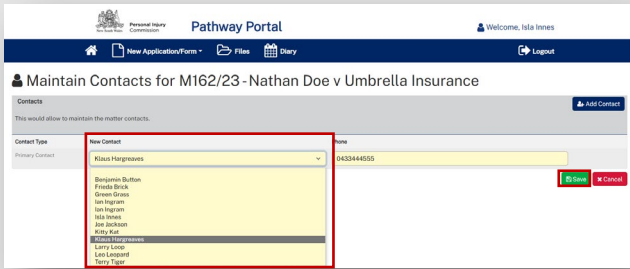
Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram

| Matter Number | Matter Name | New Contact | Phone |
|---------------|-------------------------------------|-------------|------------|
| M193/23 | Albert Claxton v Umbrella Insurance | Leo Leopold | 0433669999 |
| M196/23 | Friday Bond v Umbrella Insurance | Leo Leopold | 0433669999 |
| M197/23 | Other Goodwin v Umbrella Insurance | Leo Leopold | 0433669999 |
| M202/23 | Rose Rose v Umbrella Insurance | Leo Leopold | 0433669999 |
| M250/23 | Max Hawkins v Umbrella Insurance | Leo Leopold | 0433669999 |
| M254/23 | John Hawkins v Umbrella Insurance | Leo Leopold | 0433669999 |
| M265/23 | Nick Doe v Umbrella Insurance | Leo Leopold | 0433669999 |

Super Users - How to Manage Primary and Secondary Contacts

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

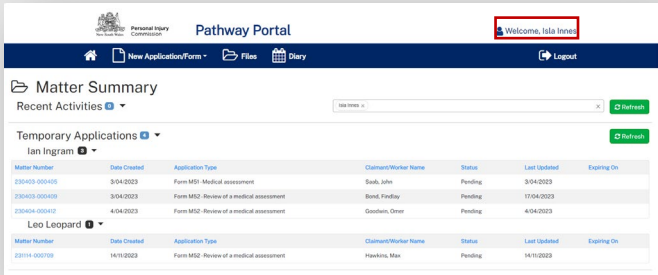
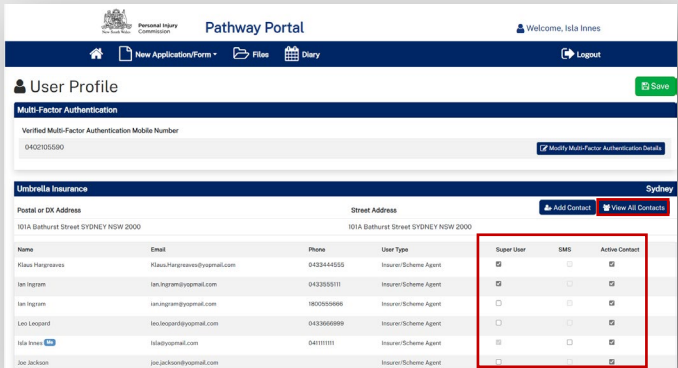
| Instruction | Page |
|---|--|
| <ol style="list-style-type: none"> 1. Click on the Files tab. 2. Click on the blue Matter Number link. |  |
| <p>➤ Matter Details page displays</p> <ol style="list-style-type: none"> 3. Go to Parties section and Click on Maintain Contacts |  |
| <p>➤ Maintain Contacts 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**

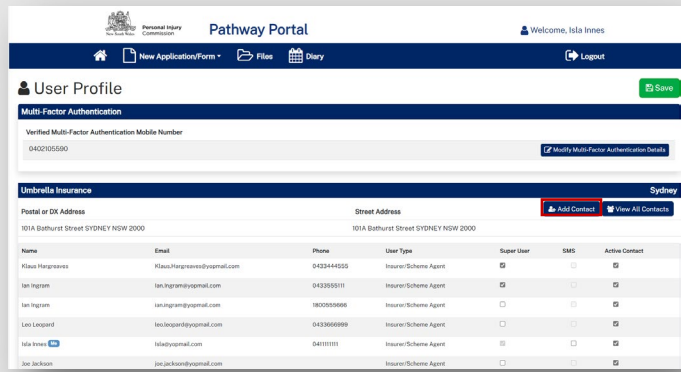
The screenshot shows the 'Pathway Portal' interface for 'Maintain Contacts for M162/23 - Nathan Doe v Umbrella Insurance'. The page title is 'Pathway Portal' and the user is logged in as 'Welcome, Isla Innes'. The main heading is 'Maintain Contacts for M162/23 - Nathan Doe v Umbrella Insurance'. Below this, there is a section for 'Contacts' with a sub-heading 'This would allow to maintain the matter contacts.' and an 'Add Contact' button. The form has two main sections: 'Primary Contact' and 'Secondary Contact'. The 'Primary Contact' section has a 'New Contact' dropdown menu with 'Klaus Hargreaves' selected and a 'Phone' field with '0433446555'. The 'Secondary Contact' section has a 'New Contact' dropdown menu with a list of names: Benjamin Button, Bruce Brink, Green Grass, Ian Ingram, Isla Innes, Joe Jackson, Kelly Kell, Klaus Hargreaves, Larry Lane, Leo Leopold, and Gary Tiger. There are 'Remove Contact', 'Save', and 'Cancel' buttons 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>To deactivate user:</p> <ol style="list-style-type: none"> 1. Untick Active Contact check box. 2. Click Save |  <table border="1" data-bbox="730 1137 1378 1272"> <thead> <tr> <th>Name</th> <th>Email</th> <th>Phone</th> <th>User Type</th> <th>Super User</th> <th>SMS</th> <th>Active Contact</th> </tr> </thead> <tbody> <tr> <td>Klaus Hargreaves</td> <td>Klaus.Hargreaves@sydney.com</td> <td>0433444335</td> <td>Insurer/Scheme Agent</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Ian Ingram</td> <td>ian.ingram@sydney.com</td> <td>0433353111</td> <td>Insurer/Scheme Agent</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Ian Ingram</td> <td>ian.ingram@gmail.com</td> <td>1800556666</td> <td>Insurer/Scheme Agent</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Leo Leopard</td> <td>leo.leopard@sydney.com</td> <td>0433666669</td> <td>Insurer/Scheme Agent</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Isla Innes</td> <td>isla@sydney.com</td> <td>0411111111</td> <td>Insurer/Scheme Agent</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td>Joe Jackson</td> <td>joe.jackson@sydney.com</td> <td></td> <td>Insurer/Scheme Agent</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table> | Name | Email | Phone | User Type | Super User | SMS | Active Contact | Klaus Hargreaves | Klaus.Hargreaves@sydney.com | 0433444335 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Ian Ingram | ian.ingram@sydney.com | 0433353111 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Ian Ingram | ian.ingram@gmail.com | 1800556666 | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Leo Leopard | leo.leopard@sydney.com | 0433666669 | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Isla Innes | isla@sydney.com | 0411111111 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Joe Jackson | joe.jackson@sydney.com | | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Name | Email | Phone | User Type | Super User | SMS | Active Contact | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Klaus Hargreaves | Klaus.Hargreaves@sydney.com | 0433444335 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ian Ingram | ian.ingram@sydney.com | 0433353111 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ian Ingram | ian.ingram@gmail.com | 1800556666 | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Leo Leopard | leo.leopard@sydney.com | 0433666669 | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Isla Innes | isla@sydney.com | 0411111111 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Joe Jackson | joe.jackson@sydney.com | | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

To add a new user:

1. Click **Add Contact**

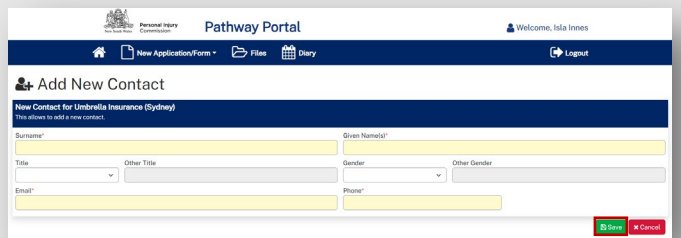


2. Fill in all yellow mandatory fields
3. Click **Save**

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.



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 | |

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 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 |
| 1.2 | November 2024 | Leo Lopez | <ul style="list-style-type: none"> Added Lodge Legal Representation Change Added Submissions and Correspondence How to lodge an additional document with an initiating application or reply Added Reference to Rule 67 | |

