



**Personal Injury  
Commission**

# Pathway Portal Legal Representative User Guide

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# User Guide Overview

As a Legal Representative, the Pathway Portal is your interface to the Commission's single digital case management platform called Pathway.

## What will the guide cover?

This guide will cover how to:

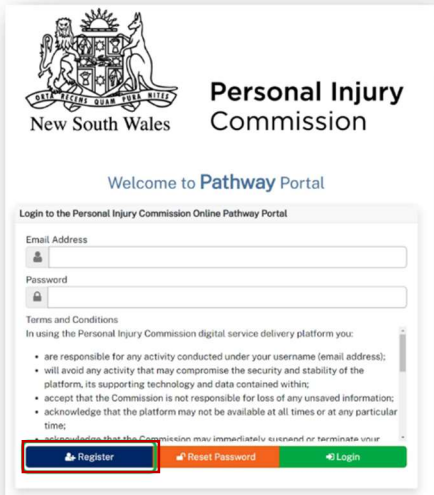
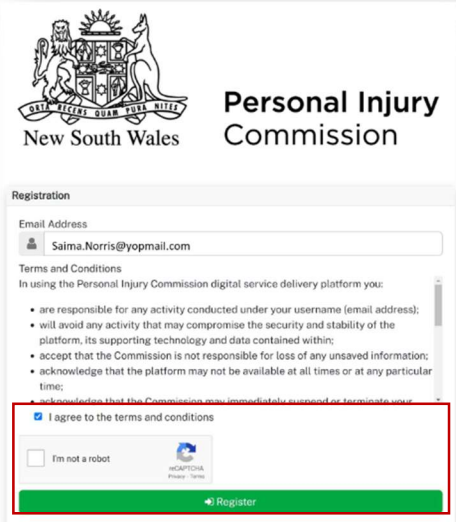
- Get started
- Navigate the Pathway Portal
- Lodge an application form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send, receive and respond to messages
- View allocation details
- View outcome documents
- Lodge an appeal
- Assign a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

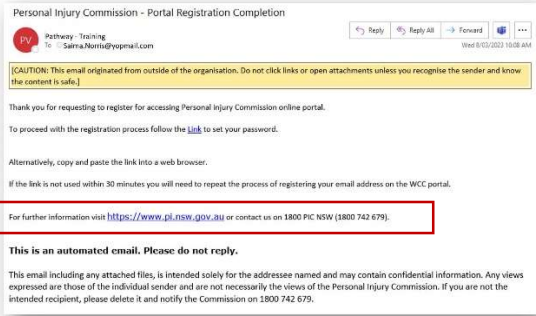
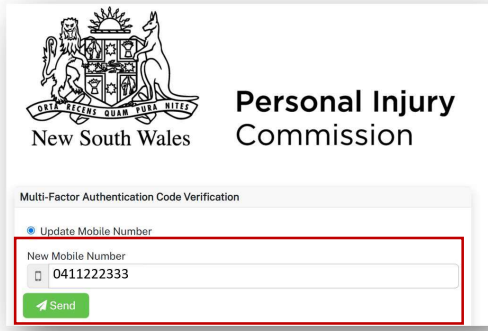
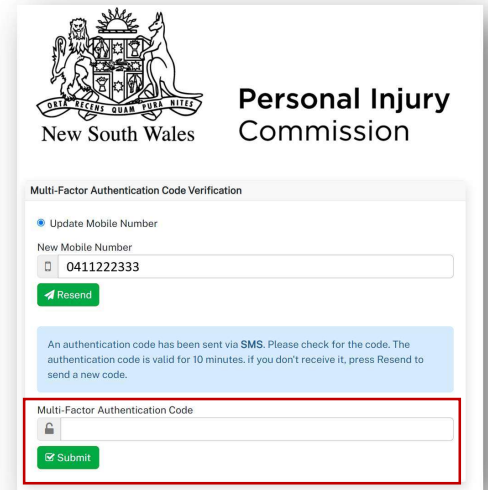
# Get started

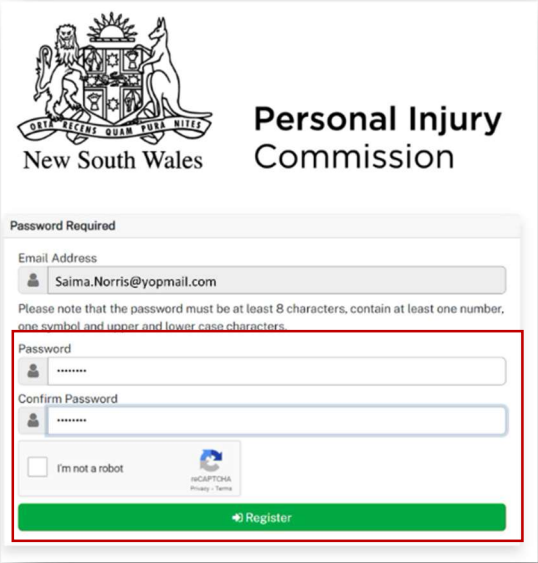
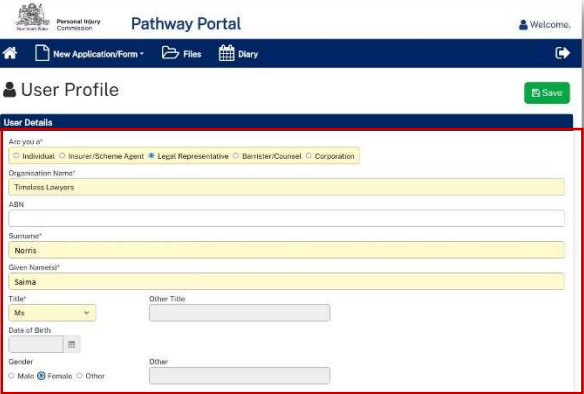
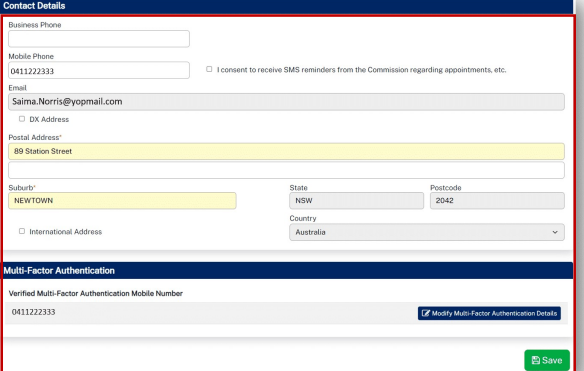
## How to access and register for the Pathway Portal

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


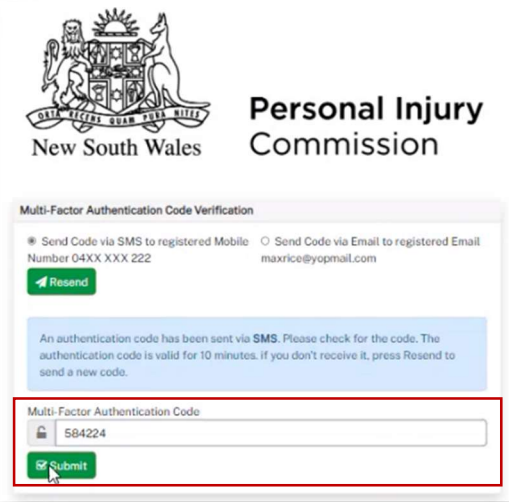
- If you are a lawyer, you will register as a **Legal Representative**.

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

Instruction	Page
<p><i>Click the Pathway Portal link in email</i></p> <p>You will receive an email with a link to validate the email address.</p> <ul style="list-style-type: none"> <li>➤ Click the <b>Link</b> in the email.</li> </ul>	
<p><i>Update Mobile Number</i></p> <ul style="list-style-type: none"> <li>➤ Populate <b>New Mobile Number</b> to receive the code and click <b>Send</b>.</li> </ul>	
<p><i>Type code</i></p> <ul style="list-style-type: none"> <li>➤ Type the <b>code</b> sent to your mobile and click <b>Submit</b>.</li> </ul>	

Instruction	Page
<p><b>Create new Password</b></p> <ul style="list-style-type: none"> <li>➤ Enter Password and Confirm Password.</li> <li>➤ Tick <b>I'm not a robot</b> and complete the <b>Select all squares with...</b> test.</li> <li>➤ Click Register.</li> </ul>	
<p><b>Populate User Profile (top of page)</b></p> <ul style="list-style-type: none"> <li>➤ Populate the <b>User Profile</b>.</li> <li>➤ Select Legal Representative as user type.</li> </ul> <p><b>Note:</b> All yellow fields are mandatory.</p>	
<p><b>Populate User Profile (bottom of page)</b></p> <ul style="list-style-type: none"> <li>➤ Populate <b>User Profile</b> (bottom of page).</li> <li>➤ Click <b>Save</b>.</li> </ul>	

## How to Login to the Pathway Portal

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



# 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, there is a header with the logo on the left, the title "Pathway Portal" in the center, and a user greeting "Welcome, Test Sunrise" on the right. Below the header is a dark blue navigation bar containing icons and labels for "New Application/Form", "Files", "Diary", and "Logout". The main content area is a grey box with a welcome message and detailed instructions for each navigation tab. Callout boxes with orange borders point to specific elements: "Click **New Application/Form** to lodge new applications or forms" points to the first tab; "Home displays help text on welcome message" points to the first line of the welcome message; "Files displays all your matters" points to the "Files" tab; "Diary displays booked allocations/appointments" points to the "Diary" tab; "User Profile displays your current contact details with the Commission" points to the user name in the header; 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

**Pathway Portal**

Welcome, Test Sunrise

New Application/Form Files Diary Logout

Welcome to the Personal Injury Compensation Delivery Platform. You can use the platform to lodge new applications, view the list of your matters, view the list of your 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.

**[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.

The screenshot shows the Pathway Portal interface for a user named Test Sunrise. The page is titled 'Files' and displays a list of matters. The top navigation bar includes the Personal Injury Commission logo, the 'Pathway' title, and a 'Logout' button. The main content area is divided into several sections, each with a 'Refresh' button:

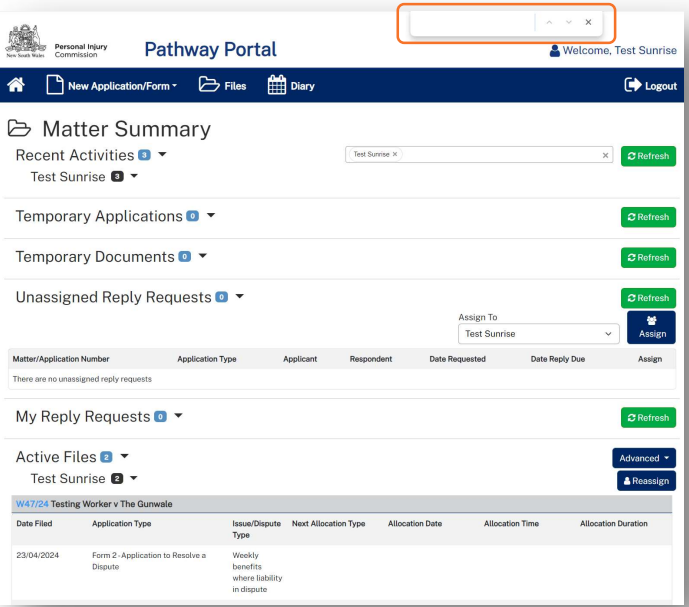
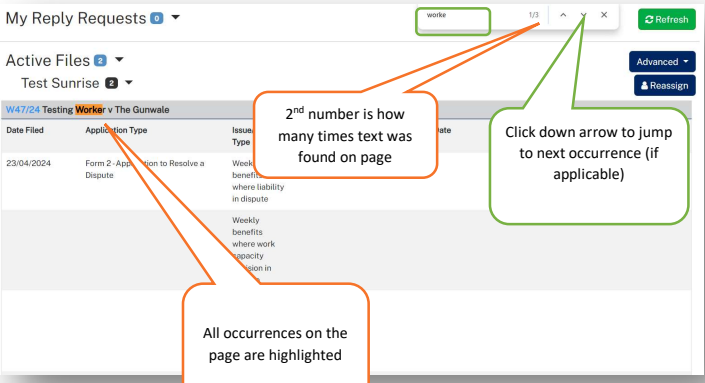
- Recent Activities**: A section at the top showing a list of recent activities. A callout explains: "Recent Activities displays any new applications, documents or messages that have been added since you last logged into the Pathway Portal. The oldest activities display at the top of the list and the newest activities display at the bottom of the list."
- Temporary Applications**: A section showing applications that are either drafts or pending registration. A callout explains: "Temporary Applications are: • Drafts that have been saved • Pending applications waiting to be registered by the Commission".
- Temporary Documents**: A section for documents associated with temporary applications.
- Unassigned Reply Requests**: A section for reply requests that have not been assigned to anyone in the user's organization. A callout explains: "Unassigned Reply Requests are reply requests from the Commission to be assigned to someone in your organisation". Below this is an 'Assign To' dropdown menu set to 'Test Sunrise' and an 'Assign' button.
- My Reply Requests**: A section for reply requests assigned to the user. A callout explains: "My Reply Requests are your assigned Reply Requests".
- Active Files**: A section for active applications. A callout explains: "Active Files are active applications you are associated with". Below this is a dropdown menu for 'Test Sunrise' with a count of 2, and buttons for 'Advanced' and 'Reassign'.
- Closed Files**: A section for closed applications. A callout explains: "Closed Files display for 42 days". Below this is a dropdown menu for 'Test Sunrise' with a count of 1, and an 'Advanced' button.

At the top right of the page, there is a 'Refresh' button and a 'Logout' button. A callout points to the 'Refresh' button, stating: "Click Refresh to update session, to reflect changes during this session".

## 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><b>Ctrl+F</b> 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 <b>Files</b> page:</p> <ol style="list-style-type: none"> <li>1. Hold down the <b>Ctrl</b> key and press the <b>F</b> key on your keyboard simultaneously.</li> </ol> <ul style="list-style-type: none"> <li>➤ A search box displays.</li> </ul>	
<ol style="list-style-type: none"> <li>2. Type partial party name or matter number you need to search for.</li> <li>3. System jumps to first occurrence of what you're searching for (if found on the page): <ul style="list-style-type: none"> <li>➤ The occurrence jumped to, is highlighted orange</li> <li>➤ The rest of the occurrences (if any) are highlighted yellow</li> </ul> </li> <li>4. Click the down arrow in the search box to jump to next occurrence (if/as needed).</li> </ol> <p><i>Party name example</i></p> <ul style="list-style-type: none"> <li>➤ In this example, we typed part of the surname of the party, which is <b>worke</b> (upper/ lower case doesn't matter with <b>Ctrl+F</b>).</li> </ul>	

## Instruction

### *Matter number example*

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

## Screen

The screenshot shows the 'Active Files' page with a search bar containing '47'. The page title is 'Test Sunrise'. Below the search bar, there is a table with the following data:

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 \$5,468.10)				
		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 W47/24
  - For **Party Name**, you type as:
    - Firstname (or part of the firstname)
    - Lastname (or part of the lastname)
    - Lastname, Firstname (i.e. Smith, Tom not Tom Smith).
3. Click Refresh.

The screenshot shows the 'Advanced' search criteria page. The 'Matter/Application Number' field is highlighted with a green box and contains 'W47/24'. A callout box points to the 'Matters I'm linked to' radio button, stating: 'Matters I'm linked to displays matters where you are a secondary contact'. Other fields include 'Party Name', 'Division', and 'Application Type'. There is a 'Refresh' button and a 'Reassign' button.

- The files that match your criteria display.

The screenshot shows the 'Active Files' page with the search criteria applied. The table displays the same data as in the first screenshot:

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				

Instruction	Screen
<p><i>No files listed after Advanced search</i></p> <p>If nothing matched your search criteria, the <b>Active Files</b> displays as 0.</p> <p><i>To see <a href="#">all your Active Files</a>:</i></p> <ol style="list-style-type: none"> <li>1. Click Advanced.</li> <li>2. Delete the criteria you entered.</li> <li>3. Click <b>Refresh</b>.</li> </ol>	 <p>The screenshot shows a white rectangular box with a light gray border. On the left side of the box, the text 'Active Files' is displayed in a dark gray font, followed by a small blue square icon containing a white circle and a downward-pointing arrow. On the right side of the box, there is a dark blue button with the word 'Advanced' written in white text.</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' page. The top navigation bar includes 'New Application/Form', 'Files', and 'Diary'. The main content area is divided into several sections:

- Application Forms (2):** A table with columns 'Date Filed', 'Application Type', 'By Type', and 'Status'. Callouts point to 'New Submission/Correspondence' and 'New Form' buttons.
- Testing Worker v The Gunwale:** A section with a 'Generate Consent Order' button. A callout explains: 'Click here to Generate Consent Order to lodge with the Commission.'
- Table of Dispute Items:** A table with columns 'Date Filed', 'Application Type', 'Issue/Dispute Type', 'Status', 'Next Allocation', and 'Application'. Callouts point to 'Generate Consent Order' and 'New Message' buttons.
- Parties (3):** A table with columns 'Party Role', 'Party Name', 'Party Type', 'Party Contact', and 'Representative'. Callouts point to 'Maintain Contacts' and 'Assign Barrister' buttons.
- Messages (2):** A table with columns 'Application', 'Category', 'Subject', 'Sender', and 'Date/Time Sent'. A callout points to a blue heading: 'Click any blue heading to sort by that column'.
- Documents (7):** A table with columns 'Document Date', 'Author', 'Document Category and Type', 'File Name', and 'Related To'. A callout points to a blue document date link: 'Click blue document date link to download, then view document'.

## 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
27/02/2023 - Mon	M120/23	Sheryl Pan v myinsure	Medical examination	Sheryl Pan (Claimant), myinsure (Insurer / Scheme Agent)	Huffman Sydney Clinic	SYDNEY	Venue	4:00 PM	1 hour

## Lodge a new application

### Overview



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

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

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

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

## What application forms can be submitted?

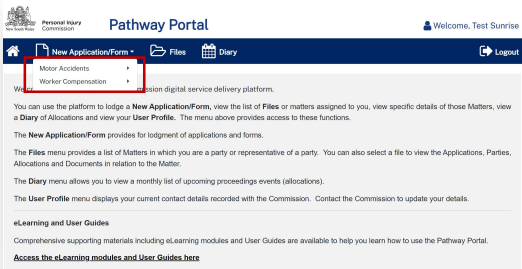

### *Forms and Form Names*


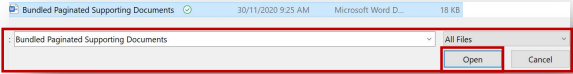
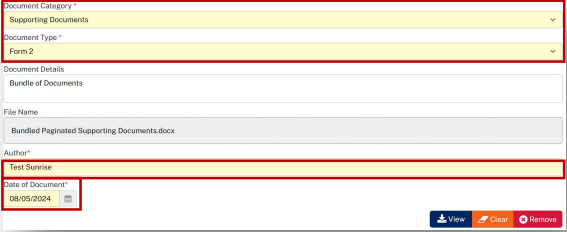
Application forms that can be submitted by parties via the Pathway Portal are:

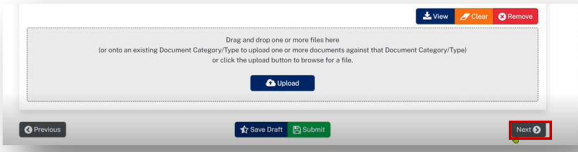
Code	Form name
Form 1	Application for an Expedited Assessment
Form 1A	Application to Revoke an Interim Payment Direction
Form 2	Application to Resolve a Dispute
Form 2D	Application in Respect of Death of a Worker
Form 6	Application to Resolve a Workplace Injury Management Dispute
Form 7	Application for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



## How to lodge a new application

Instruction	Page
<p><b>New Application Form</b></p> <ol style="list-style-type: none"> <li>Click on the <b>New Application/Form</b> and select <b>Workers Compensation</b>. Then choose the <b>Form type</b> from the dropdown. In this instance, Form 2 - Application Resolve a Dispute has been used. <ul style="list-style-type: none"> <li>The Notice to Parties page displays.</li> </ul> </li> </ol>	
<p><b>Notice to Parties</b></p> <ol style="list-style-type: none"> <li>Review, then click <b>Next</b> to proceed to begin completing the form.</li> </ol> <p><b>Completing a Form</b></p> <ul style="list-style-type: none"> <li>All forms are embedded in the Pathway Portal.</li> <li>Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form.</li> <li>When completing a form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input.</li> <li>You will be unable to move onto the next page unless all mandatory fields have been filled.</li> </ul> <p>Supporting documents are uploaded as a single file (see separate section below).</p>	

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

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

## Instruction

## Page

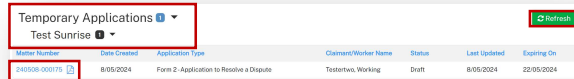
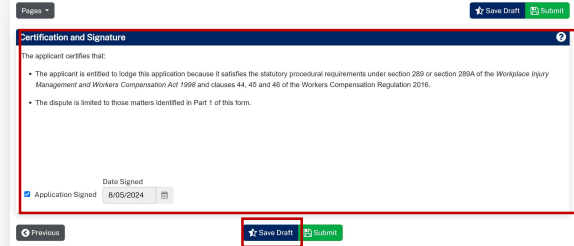
### *Certification and Signature*

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

### *Save Draft*

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

### Form 2 - Certification and Signature



Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
2105208-000175	8/05/2024	Form 2 - Application to Resolve a Dispute	Testworker, Working	Draft	8/05/2024	22/05/2024

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

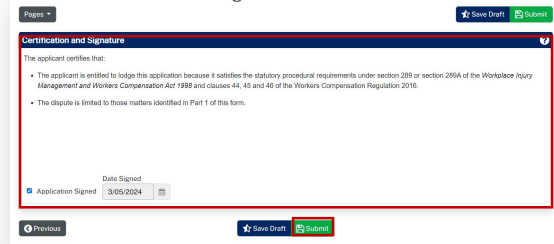
### Form 2 - Notice to Parties



### *Submit*

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

### Form 2 - Certification and Signature

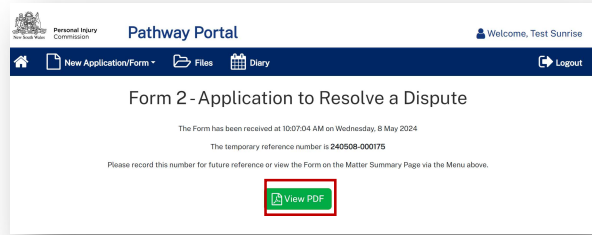


Once you have submitted the application, it will go to the **Commission Registry** as a **Temporary Application**, and it will appear on your **Temporary Applications List**.

Instruction

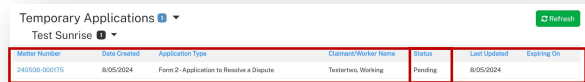
Page

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



*Temporary Applications*

11. Go to **Files** and **Temporary Applications** to see the temporary application. You can download the PDF by clicking the [blue temporary application link](#).



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

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

## Temporary Applications

The screenshot shows the Pathway Portal interface for the Personal Injury Commission. The user is logged in as 'Test Sunrise'. The main navigation bar includes 'New Application/Form', 'Files', and 'Diary'. The 'Matter Summary' section shows 'Recent Activities' and 'Temporary Applications' for the user. A table lists one application with the following details:

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Updated	Expiring On
<a href="#">240508-000175</a>	8/05/2024	Form 2 - Application to Resolve a Dispute	Testertwo, Working	Pending		8/05/2024

**Status of:**

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

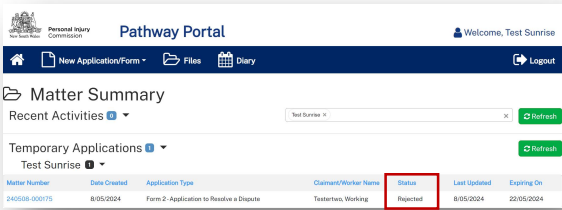
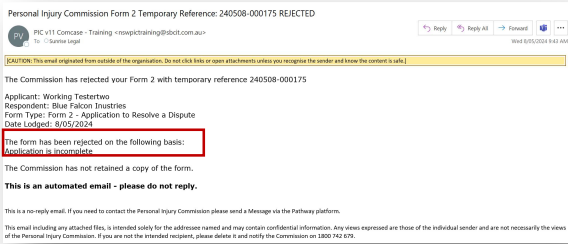
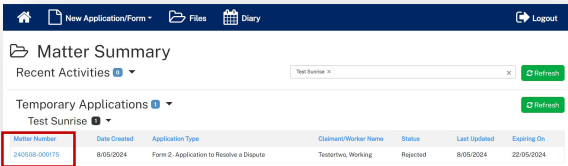
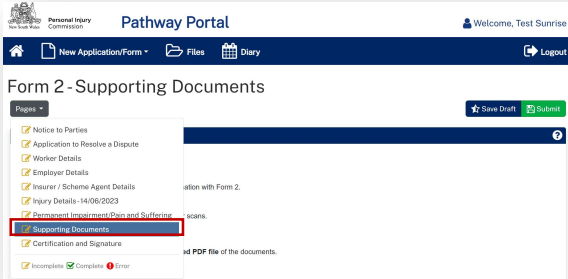
Click [blue temporary Matter Number](#) link to open and update any application with **Status of Draft or Rejected**

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

### What happens next?

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

## How to resubmit a rejected temporary application

Instruction	Page
<p><b>Notification of rejected temporary application</b></p> <ul style="list-style-type: none"> <li>If the Commission rejects a temporary application, you will receive an email notification with the reason.</li> <li>In the <b>Files</b> tab the <b>Temporary Application</b> will have a <b>Status of Rejected</b></li> </ul>	 <p>The screenshot shows the Pathway Portal interface. At the top, it says 'Pathway Portal' and 'Welcome, Test Sunrise'. Below that, there are navigation tabs: 'New Application/Form', 'Files', and 'Diary'. The main content area is titled 'Matter Summary' and 'Recent Activities'. Under 'Temporary Applications', there is a table with columns: 'Matter Number', 'Date Created', 'Application Type', 'Claimant/Worker Name', 'Status', 'Last Updated', and 'Expiring On'. The row for '240508-000175' is highlighted in red, and the 'Status' column for that row is also highlighted in red, showing 'Rejected'.</p>
<p><b>To resubmit rejected application:</b></p> <ol style="list-style-type: none"> <li>Refer to the email notification to understand the rejection reason.</li> </ol>	 <p>The screenshot shows an email notification from the Personal Injury Commission. The subject is 'Personal Injury Commission Form 2 Temporary Reference: 240508-000175 REJECTED'. The email body contains the following information:         <ul style="list-style-type: none"> <li>The Commission has rejected your Form 2 with temporary reference 240508-000175.</li> <li>Applicant: Working Testertwo</li> <li>Respondent: Blue Falcon Insurances</li> <li>Form Type: Form 2 - Application to Resolve a Dispute</li> <li>Date Lodged: 8/05/2024</li> <li>The form has been rejected on the following basis: <b>Application is incomplete</b>.</li> <li>The Commission has not retained a copy of the form.</li> <li>This is an automated email - please do not reply.</li> </ul> </p>
<ol style="list-style-type: none"> <li>In the <b>Files</b> tab, click the <b>blue temporary Matter Number link</b> of the rejected matter. This reopens the application.</li> </ol>	 <p>The screenshot shows the Pathway Portal interface, similar to the first screenshot. The 'Temporary Applications' table is visible, and the 'Matter Number' '240508-000175' is highlighted in red in the first column.</p>
<ol style="list-style-type: none"> <li>Navigate to <b>Supporting Documents</b> and make the required changes to the form (if this was the reason for rejection).</li> </ol>	 <p>The screenshot shows the Pathway Portal interface for 'Form 2 - Supporting Documents'. The page has a 'Pages' section with a list of items:         <ul style="list-style-type: none"> <li>Notice to Parties</li> <li>Application to Resolve a Dispute</li> <li>Worker Details</li> <li>Employer Details</li> <li>Insurer / Scheme Agent Details</li> <li>Inquiry Details - 14/06/2023</li> <li>Permanent Impairment Data and Suffering scans.</li> <li><b>Supporting Documents</b> (highlighted in red)</li> <li>Certification and Signature</li> <li>Incomplete <input checked="" type="checkbox"/> Complete <input type="checkbox"/> Error <input type="checkbox"/></li> </ul> </p>

Instruction

Page

1. Click **Upload** to upload the supporting document bundle (if this was the reason for rejection) and click **Next**.

2. Once changes are made, sign and date the application on the last page and click **Submit**.

- The **Status** updates to **Pending** in the Temporary Application list).

**Note:** If the Commission accepts and registers the resubmitted application, the **Filed** date will be the date the application was resubmitted.

Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
240508-00075	8/05/2024	Form 2: Application to Resolve a Dispute	Testtwo, Working	Pending	8/05/2024	



# Replies

## How to complete a Reply – Respondent



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

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

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

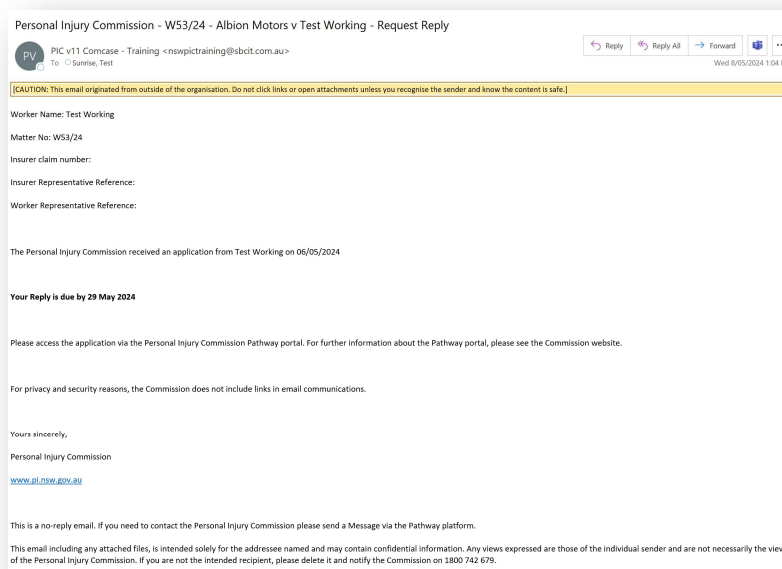
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

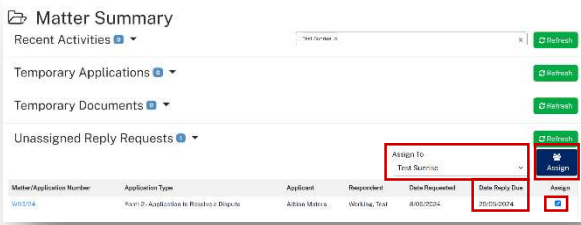
↔ Reply is a **Temporary application** until reviewed then registered by the Commission

## Reply Request Notification

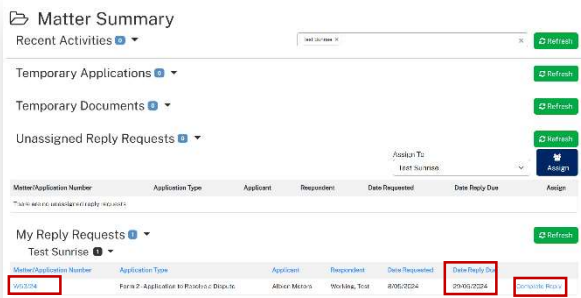
When a reply has been requested the respondent (or their legal representative) receives an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.



## How to Assign the Reply Request

Instruction	Page
<p><b>Unassigned Reply Requests</b> must be assigned to someone in your firm. All <b>Reply Requests</b> are <b>unassigned</b> initially, and <b>Unassigned Reply Requests</b> are only visible to <b>Super Users</b> or the <b>Non- Super User</b> primary contact.</p> <ol style="list-style-type: none"> <li>To assign a <b>Reply Request</b>, complete the following: <ul style="list-style-type: none"> <li>Tick <b>Assign</b> box</li> <li>Select a <b>User's name</b> from the <b>Assign To</b> drop down menu</li> <li>Click <b>Assign</b>.</li> </ul> </li> </ol> <p><b>Note:</b> Be mindful of the <b>Date Reply Due</b>.</p>	

## How to complete a Reply

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

## Instruction

2. Complete the **Notice to Parties** – check that you understand and agree to the terms and conditions and click **Next**.

### Completing a Reply Form

- 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).

## Page

Personal Injury Commission  
Pathway Portal  
Welcome, Test Sunrise

New Applications/Form Files Diary Logout

Form 2A - Notice to Parties

Pages - Save Draft Submit

NOTICE TO PARTIES

**NOTICE TO PARTIES**

Note: If you are filing a Reply on behalf of a dependent in response to a Form 2D - Application in Respect of Death of Worker, please be advised the Commission will accept the Reply by email to help@pc.nsw.gov.au

The most recent version of the form can be located on the Commission's website at www.pc.nsw.gov.au

The respondent has 21 days from the date of registration of the Form 2 to respond by:

- Lodging a Form 2A - Reply to Application to Resolve a Dispute

If you do not respond to the application, the Commission may progress the application in the absence of your reply.

Employers should contact their workers compensation insurers/scheme agent about lodging a reply.

**PRIVACY NOTICE**

Maintaining the privacy of personal information and health information is important to the Personal Injury Commission (Commission). The Commission collects and uses personal information and health information to exercise its statutory powers and to carry out its statutory functions as well as other related activities, including to register application forms such as this Form and to make decisions about disputes or claims.

Such personal information and health information may include, but is not limited to, the information contained, or referenced in, this completed Form, any other information which is provided by an Applicant, its representatives or a party or insurer in connection with proceedings before the Commission and/or such other information as may be obtained by the Commission or its members and staff in connection with the Commission exercising its statutory powers and carrying out its statutory functions as well as related activities or complying with any other obligations at law.

The Commission may disclose personal information and health information that it holds to another person (e.g. a doctor or a party to Commission proceedings etc) or to a Commonwealth or State Government department or agency (for example, Centrelink) as required or authorised by law. The Commission may also disclose personal information and health information to the State Insurance Regulatory Authority (SIRA) as required or authorised by law (including under the Workplace Injury Management and Workers Compensation Act 1998 (NSW)) and for the purpose of assisting SIRA to exercise its statutory powers and to carry out its statutory functions.

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://pc.nsw.gov.au/resources/privacy>.

Applications to the Commission to access and correct any personal information and health information should be made in writing to the Commission, Level 21, 1 Oxford Street, Darlinghurst, NSW, 2010.

Save Draft Submit Next

3. Upload **Supporting Documents** for the Reply, complete the Document Details as covered in [Supporting Documents](#) and click **Next**.

**Note:** Supporting documents must be submitted as a single indexed and paginated bundle.

Document Category \*  
Supporting Documents

Document Type \*  
Form 2A

Document Details

File Name  
1.docx

Author \*  
Test Sunrise

Date of Document \*  
08/05/2024

View Clear Remove

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

Previous Save Draft Submit Next

4. **Sign and date** the application – **Submit** if ready or **Save Draft** and have someone else review the reply before it is submitted.

Personal Injury Commission  
Pathway Portal  
Welcome, Test Sunrise

New Applications/Form Files Diary Logout

Form 2A - Certification and Signature

Pages - Save Draft Submit

**Certification and Signature**

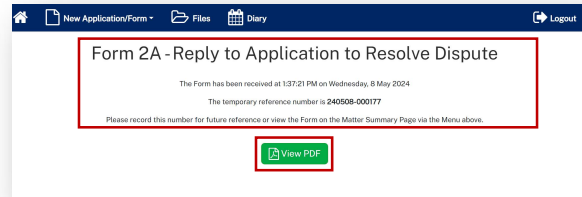
The respondent certifies that:

- The respondent is entitled to lodge this reply because it satisfies the statutory procedural requirements under section 289 or section 289A of the Workplace Injury Management and Workers Compensation Act 1998 and clauses 44, 45 and 46 of the Workers Compensation Regulation 2016.
- The dispute is limited to those matters identified in the Form 2 and those identified in Part 3

Date Signed  
Certified by Respondent (or Representative) 8/05/2024

Previous Save Draft Submit Next

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



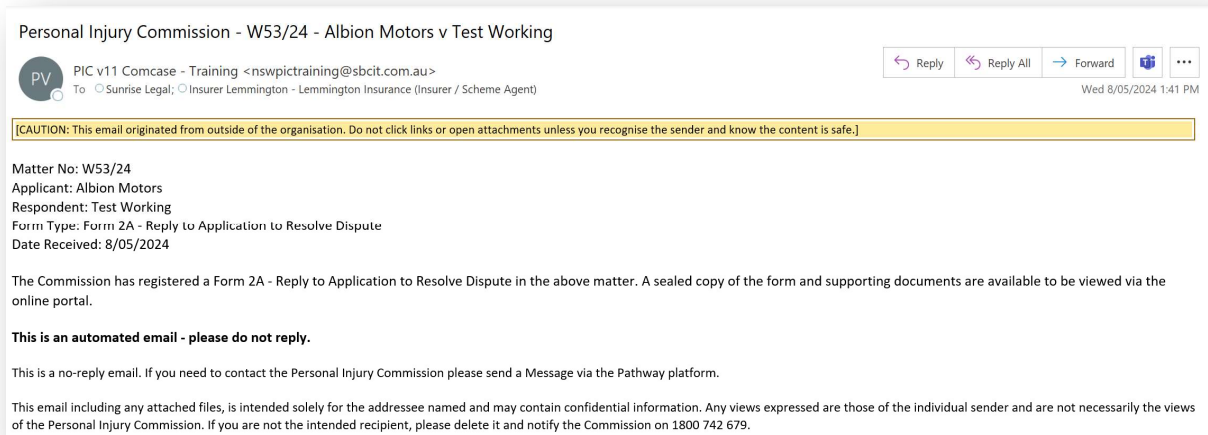
## How to view the Reply

### *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.



*View the Reply*

The **Documents** section lists the:

- Sealed reply form
- Reply document bundle


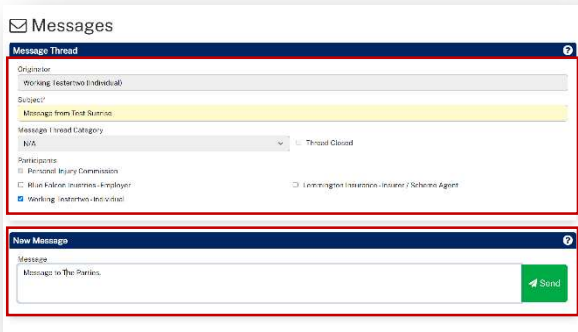
1. Click the [blue document date link](#) to download and view the document.

The screenshot displays the Pathway Portal interface for a case titled "Working Testertwo v Blue Falcon Industries". The interface includes a navigation bar with "New Application/Form", "Files", and "Diary" options. The main content area shows application details, including a table of "Application Forms" and a "Documents" section. The "Documents" section lists the following items:

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: Portal; Recipient: Dispute
8/05/2024	Partial	Electronic Application Form- Form 2A- Reply to Application to Resolve Dispute	240508-000176.pdf	Sender: Portal; Recipient: Dispute
8/05/2024	Test Sunrise	Supporting Documents- Form 2	Bundled/Filtered 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 <b>Matter Details</b> page:</p> <ol style="list-style-type: none"> <li>1. Click <b>New Message</b> on the top right corner of the application.</li> </ol>	
<p><b>Note:</b> The <b>Application Owner</b> will always be copied automatically on the message.</p>	
<ol style="list-style-type: none"> <li>2. Type the <b>Subject</b>.</li> <li>3. Select the <b>Participants</b>. <ul style="list-style-type: none"> <li>• <b>Legal representative</b> (or self-represented party) receives email notification of new Portal message</li> <li>• <b>The Insurer</b> can see messages but not respond if they have a Legal Representative.</li> </ul> </li> <li>4. Type the <b>Message</b> body.</li> <li>5. Click <b>Send</b>.</li> </ol>	

## How to view messages

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

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

A list of message threads displays in the **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 Noting	<span>1 New</span> Message from The Commission	Nathan Johnson	8/05/2024 2:13 PM
Form 2 - Application to Resolve a Dispute	N/A	<a href="#">Test Message</a>	Testing Worker	8/05/2024 2:10 PM
Form 2 - Application to Resolve a Dispute	For Action	<a href="#">Question for the Insurer</a>	Nathan Johnson	3/05/2024 8:50 AM
Form 2 - Application to Resolve a Dispute	N/A	<a href="#">Message from The Insurer</a>	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 in the subject column.
- Category for incoming messages will be:**
  - For Action
  - For Noting
  - For ReviewN/A Category indicates thread was initiated by you
- Click blue subject link to view and respond to the message**: Points to the blue subject links in the subject column.
- Click to toggle between:**
  - **View All Messages** – Which includes closed threads.
  - **View Open Messages** – which only displays threads that are open

## How to respond to messages

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

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

### Messages

#### Message Thread

Originator  
Nathan Johnson (Personal Injury Commission)

Subject  
Message from The Commission

Message Thread Category  
For Noting  Thread Closed [Print Message Thread](#)

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

[Print Message Thread](#)

#### New Message

Message  
Thankyou [Send](#)

#### Message: Nathan Johnson (Personal Injury Commission) - 8/05/2024 2:13:04 PM

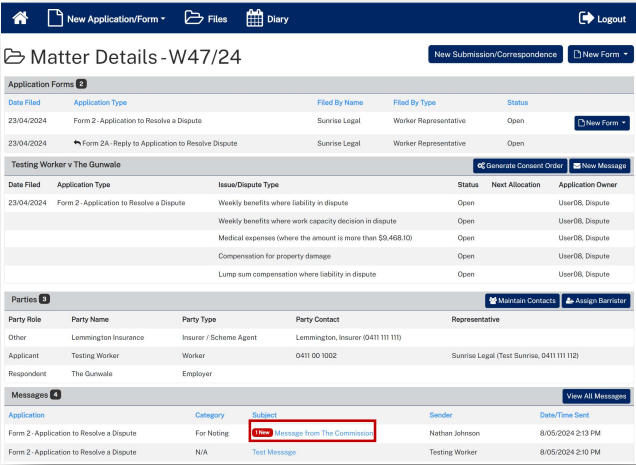
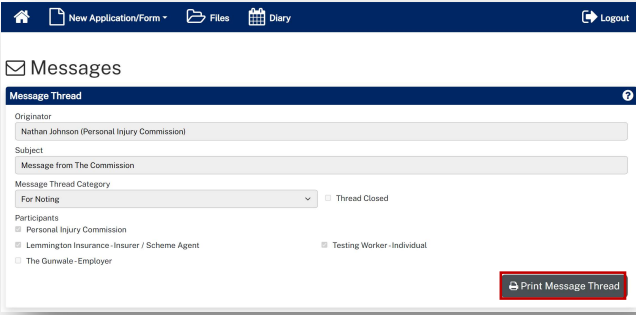
Sent on Behalf Of Nathan Johnson (Personal Injury Commission)	Sender Nathan Johnson	Date/Time Sent 8/05/2024 2:13:04 PM	
--	--------------------------	--	--

Message  
Test message



## How to download a message thread

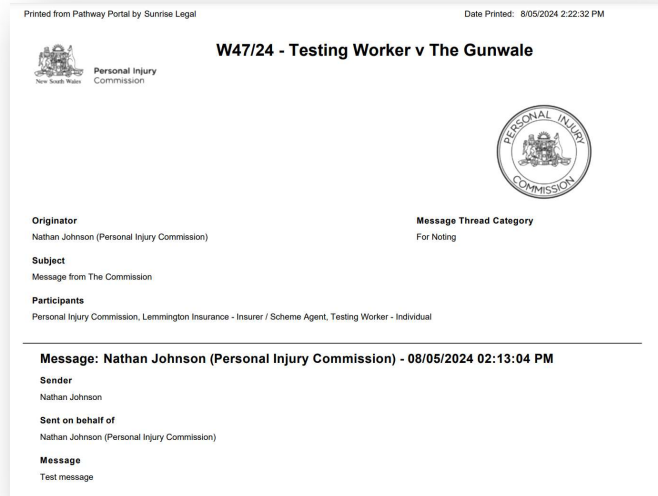
You can download message threads from the Pathway Portal.

Instruction	Page
<p>1. From the <b>Matter Details</b> page click the <b>blue subject link</b> to view message thread.</p>	 <p>The screenshot shows the 'Matter Details - W47/24' page. It includes sections for 'Application Forms', 'Testing Worker v The Gunwale', and 'Parties'. The 'Messages' section at the bottom contains a table with columns: Application, Category, Subject, Sender, and Date/Time Sent. The subject 'Message from The Commission' is highlighted with a red box.</p>
<p>3. Click the <b>Print Message Thread</b> button.</p>	 <p>The screenshot shows the 'Messages' page with a 'Message Thread' section. It displays the originator (Nathan Johnson), subject (Message from The Commission), and participants (Personal Injury Commission, Lemmington Insurance, The Gunwale, and Testing Worker - Individual). A red box highlights the 'Print Message Thread' button at the bottom right.</p>

Instruction

Page

- A sealed PDF document with the entire message thread is generated and can be found in your Downloads folder.



# Case Management

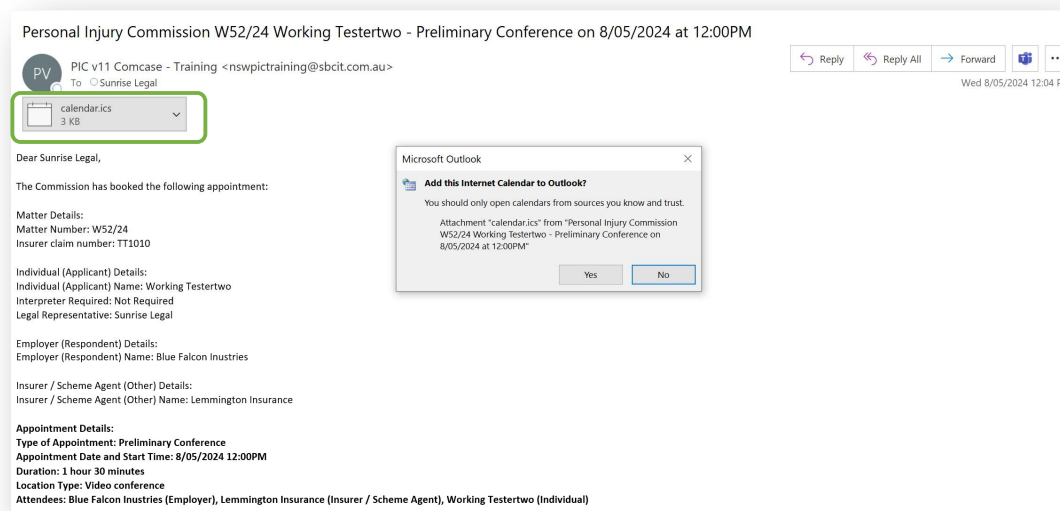


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

- 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 worker Teams link if allocation/appointment is to be virtual.

## Allocation email notification

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



## How to view allocation details

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

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

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

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

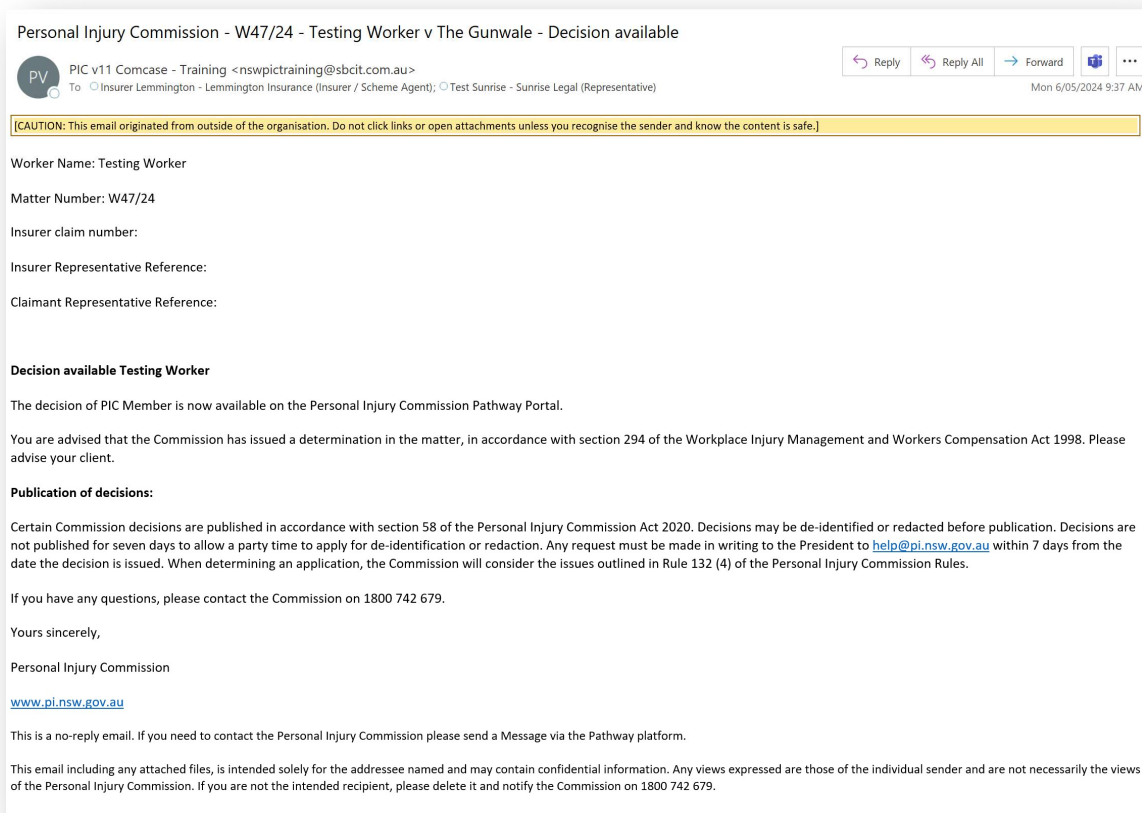
# Assess and Decide



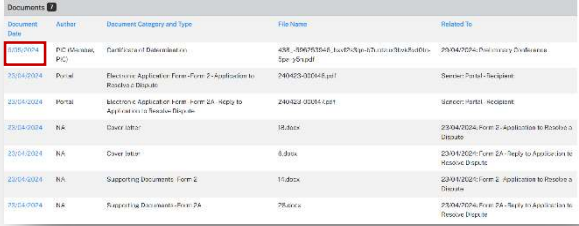
After the decision maker uploads the outcome document (interim or final) the Commission case owner:

- 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 <b>Matter Details</b> page, scroll down to <b>Documents</b></p> <ol style="list-style-type: none"> <li>Click the <a href="#">blue Document Date link</a> to download the document.</li> <li>Click the <b>downloaded document</b> to view.</li> </ol>	 <table border="1"> <thead> <tr> <th>Document Date</th> <th>Author</th> <th>Document Category and Type</th> <th>File Name</th> <th>Related To</th> </tr> </thead> <tbody> <tr> <td>25/04/2024</td> <td>PCL (Vicwest, PCL)</td> <td>Certificate of Determination</td> <td>438_504970564_JustDoc-OutcomeofDetermination-25042024.pdf</td> <td>25/04/2024: Certificate of Determination</td> </tr> <tr> <td>25/04/2024</td> <td>Postal</td> <td>Electronic Application Form Form 2A - Application to Resolve a Dispute</td> <td>240424-0004-6211</td> <td>Worker: Portal - Resolve</td> </tr> <tr> <td>25/04/2024</td> <td>Postal</td> <td>Electronic Application Form Form 2A - Reply to Application to Resolve a Dispute</td> <td>240424-0004-6211</td> <td>Worker: Portal - Resolve</td> </tr> <tr> <td>25/04/2024</td> <td>NA</td> <td>Cover letter</td> <td>18.docx</td> <td>25/04/2024: Form 2A - Application to Resolve a Dispute</td> </tr> <tr> <td>25/04/2024</td> <td>NA</td> <td>Cover letter</td> <td>8.docx</td> <td>25/04/2024: Form 2A - Reply to Application to Resolve a Dispute</td> </tr> <tr> <td>25/04/2024</td> <td>NA</td> <td>Supporting documents: Form 2</td> <td>11.docx</td> <td>25/04/2024: Form 2A - Application to Resolve a Dispute</td> </tr> <tr> <td>25/04/2024</td> <td>NA</td> <td>Supporting documents: Form 2A</td> <td>75.docx</td> <td>25/04/2024: Form 2A - Reply to Application to Resolve a Dispute</td> </tr> </tbody> </table>	Document Date	Author	Document Category and Type	File Name	Related To	25/04/2024	PCL (Vicwest, PCL)	Certificate of Determination	438_504970564_JustDoc-OutcomeofDetermination-25042024.pdf	25/04/2024: Certificate of Determination	25/04/2024	Postal	Electronic Application Form Form 2A - Application to Resolve a Dispute	240424-0004-6211	Worker: Portal - Resolve	25/04/2024	Postal	Electronic Application Form Form 2A - Reply to Application to Resolve a Dispute	240424-0004-6211	Worker: Portal - Resolve	25/04/2024	NA	Cover letter	18.docx	25/04/2024: Form 2A - Application to Resolve a Dispute	25/04/2024	NA	Cover letter	8.docx	25/04/2024: Form 2A - Reply to Application to Resolve a Dispute	25/04/2024	NA	Supporting documents: Form 2	11.docx	25/04/2024: Form 2A - Application to Resolve a Dispute	25/04/2024	NA	Supporting documents: Form 2A	75.docx	25/04/2024: Form 2A - Reply to Application to Resolve a Dispute
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## How to lodge an Appeal

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

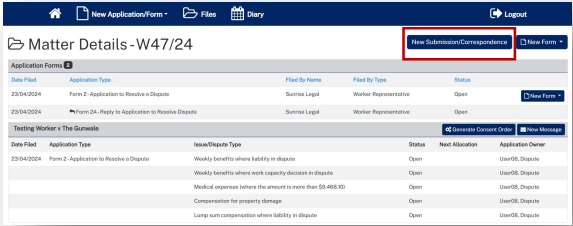
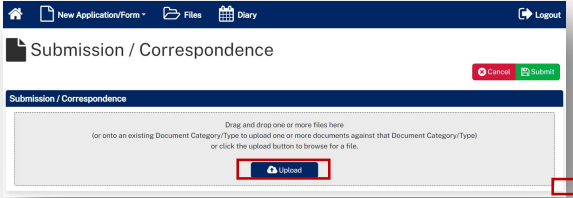
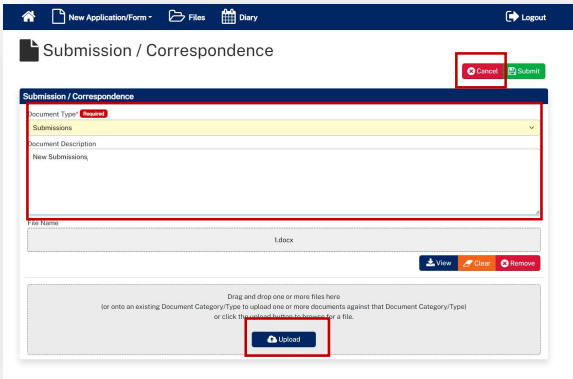
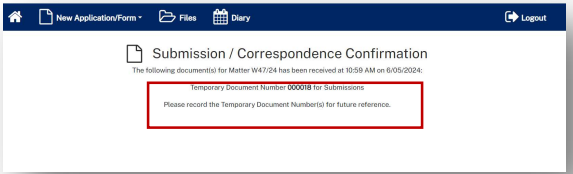
Instruction	Page
<ol style="list-style-type: none"> <li>Click on New Application/Form, choose <b>Workers Compensation</b>, then click on the form type.</li> <li>You can now follow the process covered in <a href="#">Lodge a new application</a> to lodge your appeal.</li> </ol>	

# Lodge Submissions and other Correspondence

## How to lodge Submissions and other Correspondence

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

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

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

- 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
100079	8/05/2024	W52/24	Submissions	Pending	8/05/2024	

## Generate Consent Orders

### How to generate Consent Orders

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

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

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

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

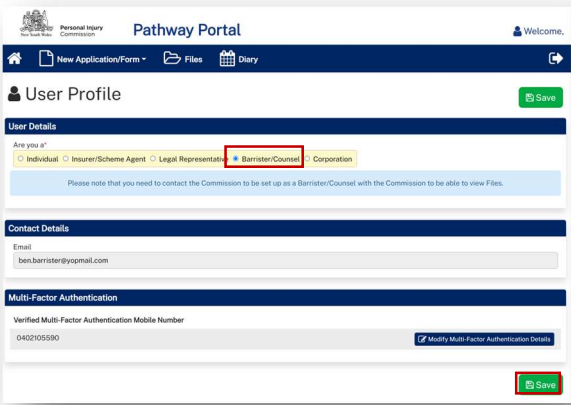
Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
8/05/2024	Form 2 - Application to Resolve a Dispute	Compensation for pain and suffering	Open	Preliminary Conference 08/05/2024 12:00 PM	User07.Dispute



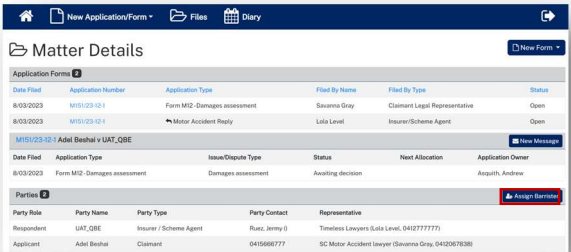
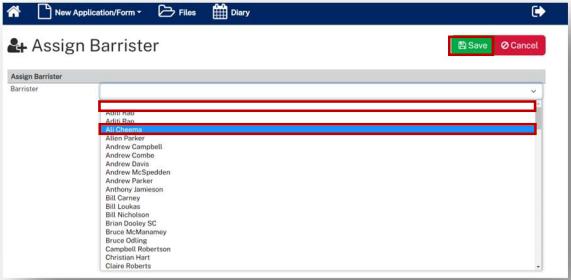
# How to give a Barrister visibility to a dispute

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

## Barrister registers as a Pathway Portal user

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

## How to assign a Barrister

Instruction	Page
<p><i>Assign a Barrister</i></p> <p>To give a barrister visibility of a dispute:</p> <ol style="list-style-type: none"> <li>1. In the <b>Matter Details</b> click <b>Assign Barrister</b>.</li> </ol>	
<ol style="list-style-type: none"> <li>2. Select the <b>Barrister</b> from the drop-down menu.</li> <li>3. Click <b>Save</b>.</li> </ol> <p><i>To change the barrister:</i></p> <p>Repeat above steps and select the new <b>Barrister</b> name.</p> <p><i>To remove barrister:</i></p> <p>Select the blank line at the top of <b>Barrister</b> drop down menu.</p>	

## What does the Barrister see?

After a Barrister logs into the Pathway Portal they will see the assigned application(s) in the **Files** page

The Barrister:

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

# Super Users and Contacts

## Types of user access

Type of user	How to become this type of user	What user can see/do
<b>Primary Contact</b> for a matter	<ul style="list-style-type: none"> <li>• Be registered as a Legal Representative on the Pathway Portal</li> <li>• Application/Reply is lodged with you nominated as the primary contact</li> <li>• A Super User in your organisation adds you as a primary contact for a matter</li> </ul>	<ul style="list-style-type: none"> <li>• See that matter’s details and documents</li> <li>• Send messages</li> <li>• Receive email notifications for the matter</li> </ul>
<b>Secondary Contact</b> for a matter	<ul style="list-style-type: none"> <li>• Be registered as a Legal Representative on the Pathway Portal, then ...</li> <li>• A Super User in your organisation adds you as a secondary contact for a matter to grant matter visibility</li> </ul>	If user filters “ <b>Active Files for Matters I’m linked</b> ”: <ul style="list-style-type: none"> <li>• See that matter’s details, documents and messages</li> <li>• Send messages for that matter</li> <li>• Do NOT receive email notifications</li> </ul>
<b>Super User</b>	<ul style="list-style-type: none"> <li>• Be registered on Pathway Portal as a Legal Representative</li> <li>• Another super user can add /remove you as a Super User</li> </ul>	<ul style="list-style-type: none"> <li>• Can see and act on all matters in your firm</li> <li>• Can add/remove other Super Users (can’t remove self)</li> <li>• Can assign any reply request to other Legal Representatives</li> <li>• Can reassign matters</li> <li>• Can manage contacts for the matter</li> <li>• Can add a new contact</li> <li>• Do NOT receive email notifications for any matters unless you are the primary contact for the matters</li> </ul>

## 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 set up as 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 Test Sunrise is the Party Contact for the Worker Representative (Sunrise Insurance), and neither the Insurer or Employer have representation.*

The screenshot displays the 'Pathway Portal' interface for 'Matter Details - W53/24'. The page is divided into several sections:

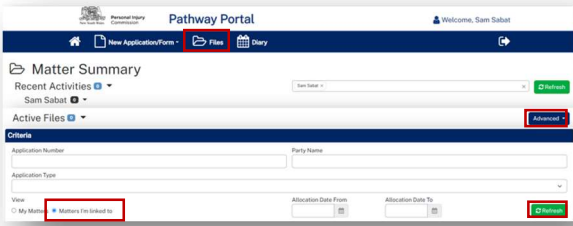
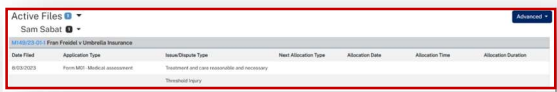
- Header:** Personal Injury Commission logo, 'Pathway Portal' title, and user greeting 'Welcome, Test Sunrise'.
- Navigation:** Home, New Application/Form, Files, Diary, and Logout buttons.
- Matter Details - W53/24:** Includes buttons for 'New Submission/Correspondence' and 'New Form'.
- Application Forms (2):** A table listing filed forms:
 

Date Filed	Application Type	Filed By Name	Filed By Type	Status
6/05/2024	Form 2 - Application to Resolve a Dispute	Lemington Insurance	Scheme agent	Open
8/05/2024	Form 2A - Reply to Application to Resolve Dispute	Lemington Insurance	Scheme agent	Open
- Albion Motors v Test Working:** Case summary with buttons for 'Generate Consent Order' and 'New Message'.
 

Date Filed	Application Type	Issue/Dispute Type	Status	Next Allocation	Application Owner
6/05/2024	Form 2 - Application to Resolve a Dispute	Medical expenses (where the amount is more than \$9,468.10)	Open	Preliminary Conference 13/05/2024 09:00 AM	User01, Dispute
- Parties (3):** A table listing the parties involved in the matter:
 

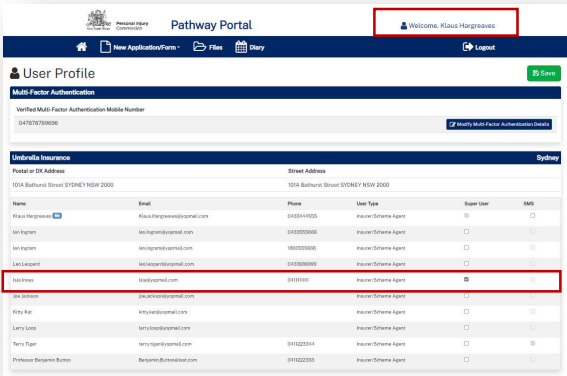
Party Role	Party Name	Party Type	Party Contact	Representative
Other	Lemington Insurance	Insurer / Scheme Agent	Lemington, Insurer (0411 111 111)	
Respondent	Test Working	Worker	0412 110 220	Sunrise Legal (Test Sunrise, 0411 121 342)
Applicant	Albion Motors	Employer		

## 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"> <li>• Click the <b>Files</b> tab</li> <li>• Click <b>Advanced</b> in the <b>Active Files</b> section</li> <li>• Tick <b>Matters I'm linked to</b></li> <li>• Click <b>Refresh</b>.</li> </ul> <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"> <li>✓ Can see Matter Details</li> <li>✓ Can view all documents</li> <li>✓ Can view all messages</li> <li>✓ Can send messages</li> <li>X Cannot see allocations in Diary</li> </ul>	 <table border="1" data-bbox="821 784 1380 840"> <thead> <tr> <th>Date Filed</th> <th>Application Type</th> <th>Issue/Dispute Type</th> <th>Next Allocation Type</th> <th>Allocation Date</th> <th>Allocation Time</th> <th>Allocation Duration</th> </tr> </thead> <tbody> <tr> <td>05/03/2023</td> <td>Form 400 - Medical assessment</td> <td>Disability and care responsibilities and necessary Treatment/Repair</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Date Filed	Application Type	Issue/Dispute Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration	05/03/2023	Form 400 - Medical assessment	Disability and care responsibilities and necessary Treatment/Repair				
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05/03/2023	Form 400 - Medical assessment	Disability and care responsibilities and necessary Treatment/Repair													

# Super Users

## How to add/remove Super Users

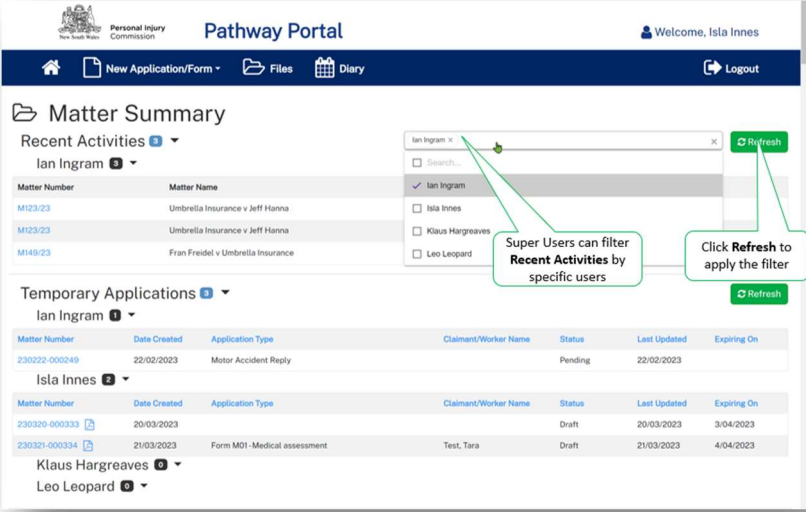
Instruction	Page
<p><b>Add/Remove a Super User</b></p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> <li>• Click the <b>name of the Super User</b> in the top right corner</li> <li>• Tick or untick the <b>Super User</b> box</li> <li>• Click <b>Save</b>.</li>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

## What can Super Users see – Files – Recent Activities

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

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

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



**Recent Activities**

Filter: Ian Ingram

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

**Temporary Applications**

Filter: Ian Ingram

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

Filter: Isla Innes

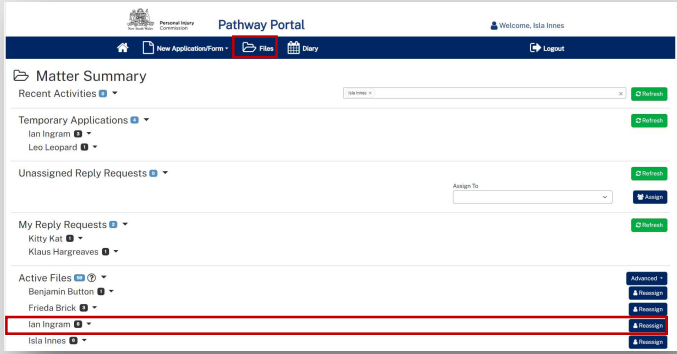
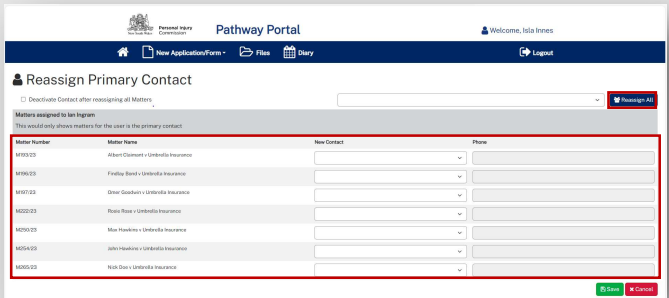
Matter Number	Date Created	Application Type	Claimant/Worker Name	Status	Last Updated	Expiring On
230320-000333	20/03/2023			Draft	20/03/2023	3/04/2023
230321-000334	21/03/2023	Form M01 - Medical assessment	Test, Tara	Draft	21/03/2023	4/04/2023

Filter: Klaus Hargreaves

Filter: Leo Leopard

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

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

Instruction	Page																																
<p>To assign one or more Matters, complete the following:</p> <ol style="list-style-type: none"> <li>1. Click on the <b>Files</b> tab.</li> <li>2. Find the person you want to reassign Matter/s from.</li> <li>3. Click the <b>Reassign</b> button.</li> </ol> <p><b>Note:</b> The Reassign button is only available for Super Users.</p>																																	
<p>➤ All Matters assigned to the selected person display.</p> <p><b>There are 2 options:</b></p> <p><b>Option 1: Reassign All</b></p> <p>➤ Consider this option when someone is going away on holidays or has left your organisation and you need to reassign <b>all</b> of their Matters to one other person.</p> <p><b>Option 2: Reassign some</b></p> <p>➤ Consider this option when you only need to reassign <b>some</b> of the Matters or you need to assign them to <b>more than one</b> person.</p>	 <table border="1" data-bbox="730 1115 1401 1283"> <thead> <tr> <th>Matter Number</th> <th>Matter Name</th> <th>New Contact</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>M19323</td> <td>Albert Clement v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M19612</td> <td>Fredley Bank v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M19723</td> <td>Other Goodbun v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M22223</td> <td>Rishi Rishi v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M23123</td> <td>Mick Hawkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M24423</td> <td>Jane Hawkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M26523</td> <td>Nick Day v Umbrella Insurance</td> <td></td> <td></td> </tr> </tbody> </table>	Matter Number	Matter Name	New Contact	Phone	M19323	Albert Clement v Umbrella Insurance			M19612	Fredley Bank v Umbrella Insurance			M19723	Other Goodbun v Umbrella Insurance			M22223	Rishi Rishi v Umbrella Insurance			M23123	Mick Hawkins v Umbrella Insurance			M24423	Jane Hawkins v Umbrella Insurance			M26523	Nick Day v Umbrella Insurance		
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## To Reassign All

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

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

2. Click Reassign All

- New Contact will auto populate for all Matters

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

3. Click **Save**

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

Pathway Portal  
Welcome, Isla Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram  
This would only show matters for the user in the primary contact

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

Deactivate Contact after reassigning all Matters

Reassign All

Pathway Portal  
Welcome, Isla Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram  
This would only show matters for the user in the primary contact

Matter Number	Matter Name	New Contact	Phone
M193/23	Albert Cleaver 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
M222/23	Rosa 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 Dix v Umbrella Insurance	Leo Leopold	0433669999

Deactivate Contact after reassigning all Matters

Reassign All

## To Reassign some

- 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.

- Click **Save**

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

Pathway Portal  
Welcome, Isla Innes

Reassign Primary Contact

Deactivate Contact after reassigning all Matters

Matters assigned to Ian Ingram  
This would only show matters for the user in the primary contact

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

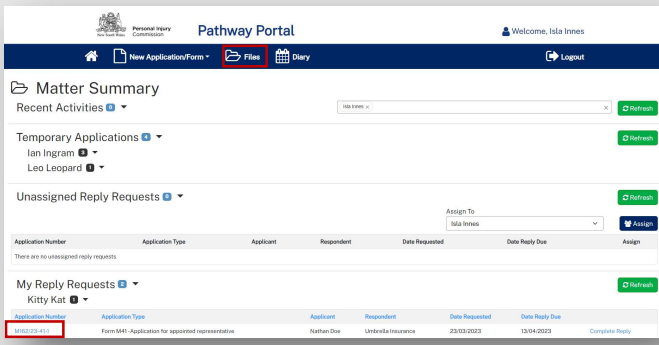
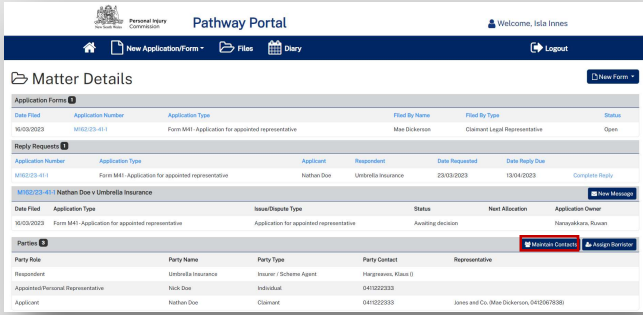
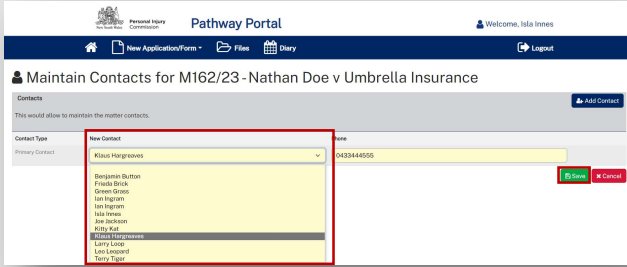
Deactivate Contact after reassigning all Matters

Reassign All



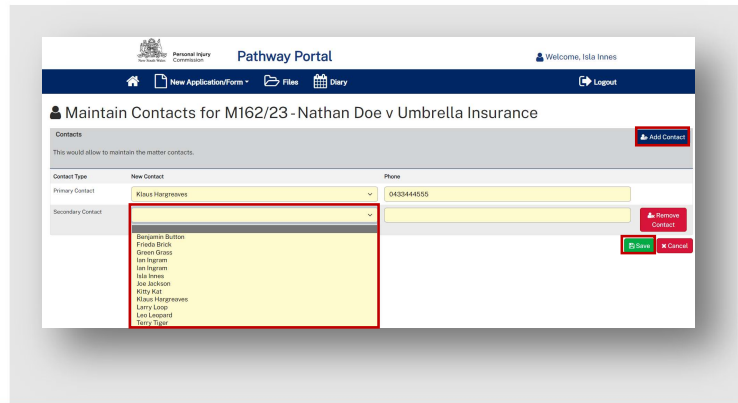
# Super Users - How to Manage Primary and Secondary Contacts

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

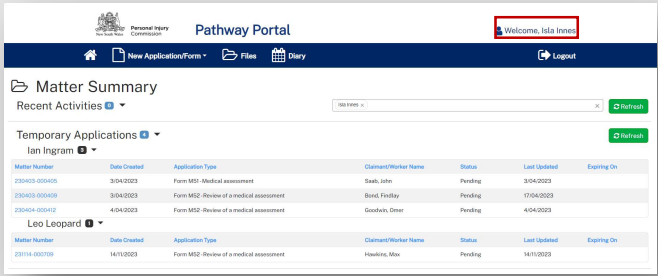
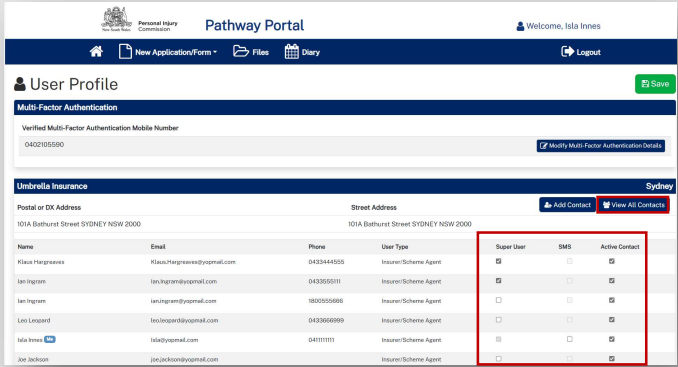
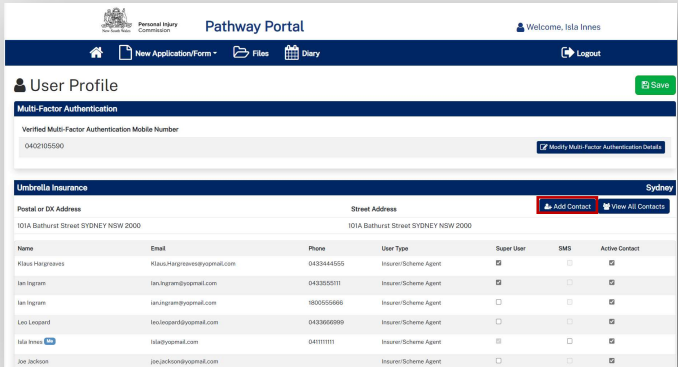
Instruction	Page
<ol style="list-style-type: none"> <li>1. Click on the <b>Files</b> tab.</li> <li>2. Click on the <b>blue Matter Number link</b>.</li> </ol>	
<p>➤ Matter Details page displays</p> <ol style="list-style-type: none"> <li>3. Go to <b>Parties</b> section and Click on <b>Maintain Contacts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

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**



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

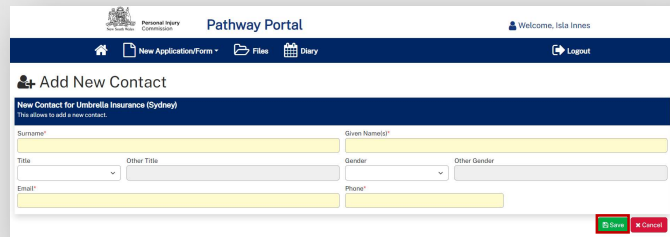
Instruction	Page
<p>1. Click the <b>Welcome, name</b> in the top right corner</p> <p><b>Note:</b> Only Super User can add a new contact.</p>	
<p>➤ <b>User Profile</b> page displays with a list of all <b>active users</b> for your organisation.</p> <p><b>Note:</b> Before creating a new contact. Click on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

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

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

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

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



The screenshot shows the 'Pathway Portal' interface for adding a new contact. The page title is 'Add New Contact' and the subtitle is 'New Contact for Umbrella Insurance (Sydney)'. The form contains several fields: 'Surname\*' (yellow), 'Given Name\*' (yellow), 'Title' (dropdown), 'Other Title' (text), 'Gender' (dropdown), 'Other Gender' (text), 'Email\*' (yellow), and 'Phone\*' (yellow). At the bottom right, there are 'Save' and 'Cancel' buttons.

## Appendix A – Document requirements

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

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

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

Contact the Commission and follow advice.

## Appendix B – Glossary of Terms

Term	Definition
Case Owner	The person responsible at the Commission for managing the case.
Multi Factor Authentication (MFA)	When logging into 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 Merit Reviewer.

## 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
1.0	8 May 2024	Nathan Johnson	Initial version	Melissa Golfes