



New South Wales

**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:

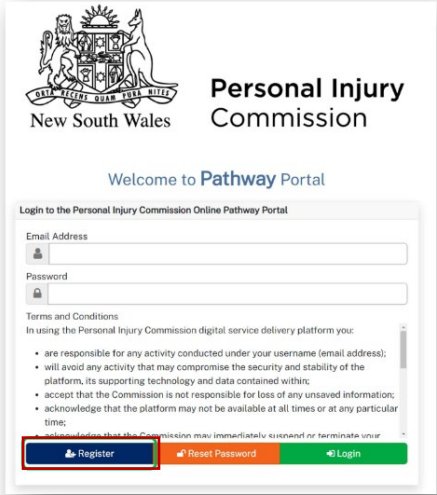
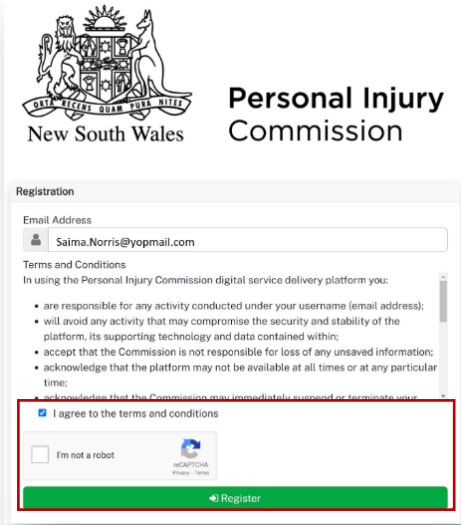
- Get started
- Navigate the Pathway Portal
- Lodge an application form in the Pathway Portal
- Resubmit a rejected application
- Complete a reply request
- Review a received reply
- Send, receive and respond to messages
- View allocation details
- View outcome documents
- Lodge an appeal
- Assign a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

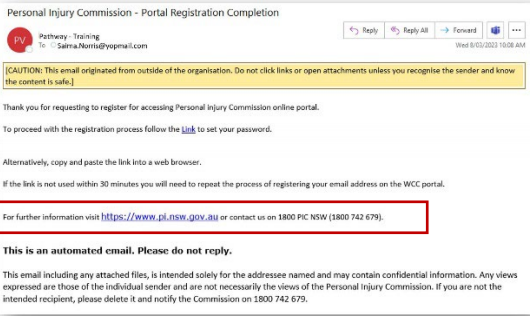
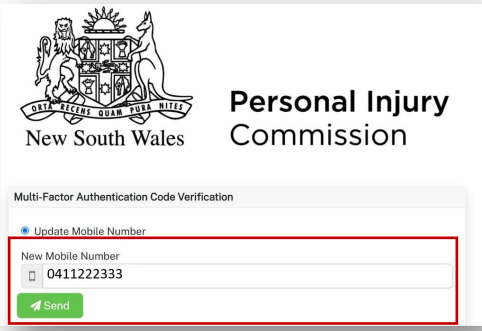
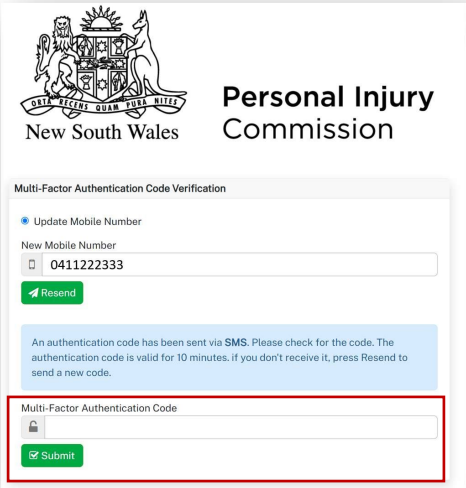
Get started

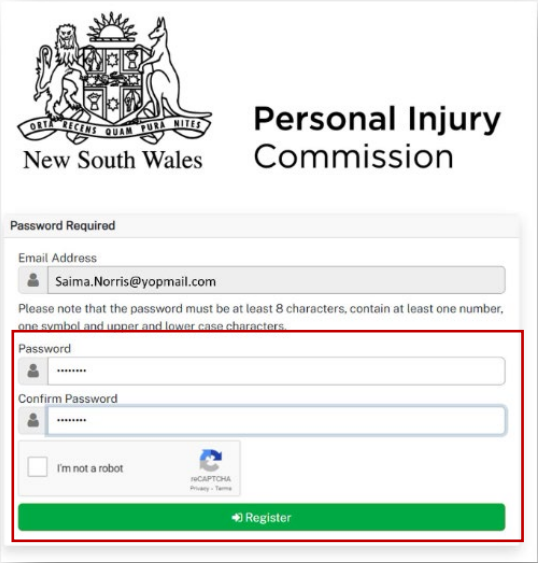
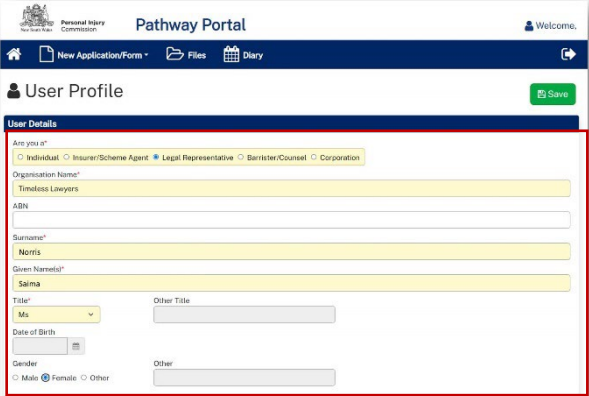
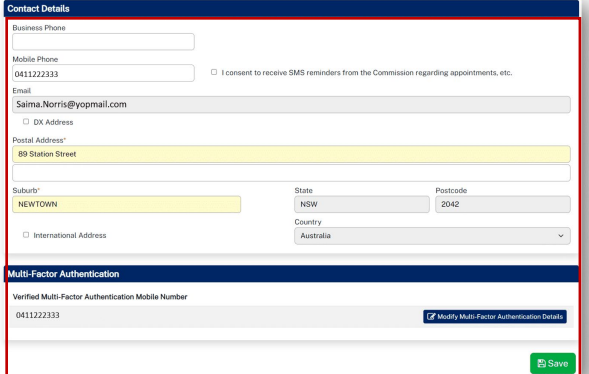
How to access and register for the Pathway Portal

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

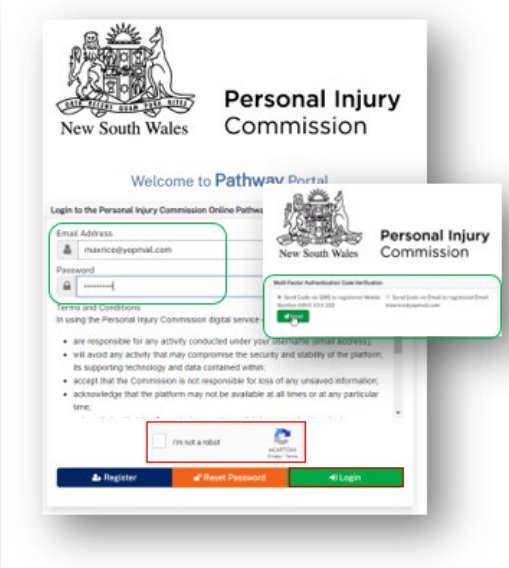

- If you are a lawyer, you will register as a **Legal Representative**.

| Instruction | Page |
|--|--|
| <p><i>Access the Pathway Portal</i></p> <ul style="list-style-type: none">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">Click the following link: https://pathwayportal.pi.nsw.gov.auClick Register. |  |
| <ol style="list-style-type: none">Follow the prompts to register your email address.Tick to agree to the terms and conditions.Tick I'm not a robot and complete the visual reCAPTCHA test.Click Register. <ul style="list-style-type: none">➤ You will then receive an email to validate your email address. |  |

| Instruction | Page |
|---|--|
| <p><i>Click the Pathway Portal link in email</i></p> <p>You will receive an email with a link to validate the email address.</p> <p>7. Click the Link in the email.</p> |  |
| <p><i>Update Mobile Number</i></p> <p>8. Populate New Mobile Number to receive the code and click Send.</p> |  |
| <p><i>Type code</i></p> <p>9. Type the code sent to your mobile and click Submit.</p> |  |

| 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 Legal Representative as user type.</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 the 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 Login. 6. Select where you would like the Multi Factor Authentication Code (MFA) sent (either your mobile or email). 7. Click Send. |  |
| <ol style="list-style-type: none"> 8. Populate the Multi-Factor Authentication Code from the SMS/email you were sent. 9. Click Submit. |  |

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 the 'Files' section. The page is titled 'Matter Summary' and includes a navigation bar with 'New Application/Form' and 'Logout' options. The main content area is divided into several sections, each with a 'Refresh' button:

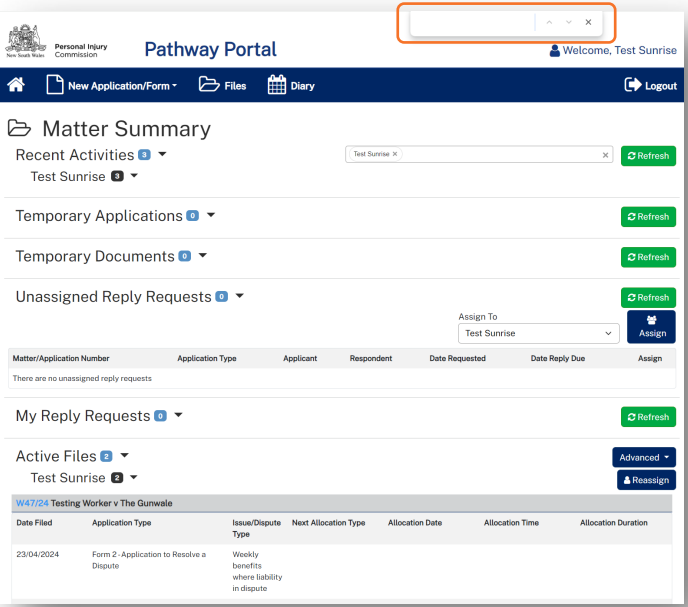
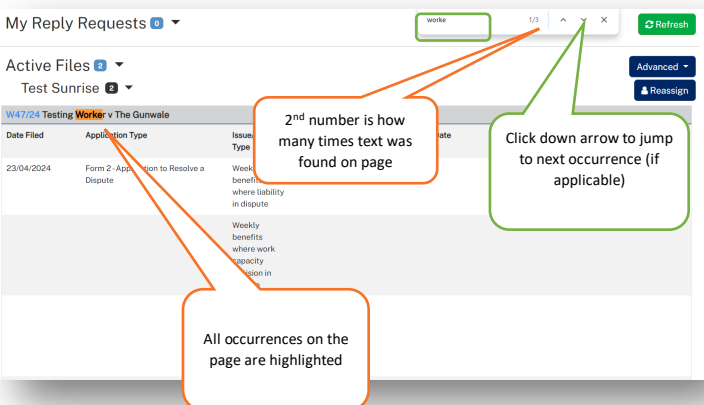
- Recent Activities**: A section at the top displaying a list of recent activities. A callout explains: "Recent Activities displays any new applications, documents or messages that have been added since you last logged into the Pathway Portal. The oldest activities display at the top of the list and the newest activities display at the bottom of the list."
- Temporary Applications**: A section showing drafts and pending applications. A callout states: "Temporary Applications are: • Drafts that have been saved • Pending applications".
- Temporary Documents**: A section for temporary documents.
- Unassigned Reply Requests**: A section for reply requests not yet assigned. 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 states: "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".
- Closed Files**: A section for closed files. A callout states: "Closed Files display for 42 days".

Each section also includes a 'Refresh' button to update the content. The 'Active Files' and 'Closed Files' sections have 'Advanced' and 'Reassign' buttons.

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

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 filter '47' entered in the top right. 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 \$9,468.10) | | | | |
| | | 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:
 10. Firstname (or part of the firstname)
 11. Lastname (or part of the lastname)
 12. Lastname, Firstname (i.e. Smith, Tom not Tom Smith).
3. Click Refresh.

The screenshot shows the 'Active Files' page with the 'Advanced' search criteria form open. 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 filtered results. The table has 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 | | | | |

| 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 white rectangular box with a light blue header. The header contains the text "Active Files" followed by a small blue square containing the number "0" and a downward-pointing arrow. To the right of the header is a dark blue button with the word "Advanced" in white text and a small downward-pointing 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 icons for Home, New Application/Form, Files, and Diary. The main content area is divided into several sections: Application Forms, Testing Worker v The Gunwale (with a table of applications), Parties, Messages, and Documents. Callout boxes provide instructions on how to use various buttons and links, such as 'Generate Consent Order', 'New Message', 'Assign Barrister', and document download links.

Application Forms

| Date Filed | Application Type | By Type | Status |
|------------|---|-------------------|--------|
| 23/04/2024 | Form 2 - Application to Resolve a Dispute | er Representative | Open |
| 23/04/2024 | Form 2A - Reply to Application to Resolve Dispute | representative | Open |

Testing Worker v The Gunwale

| Date Filed | Application Type | Issue/Dispute Type | Status | Next Allocation | Application |
|------------|---|---|--------|-----------------|-----------------|
| 23/04/2024 | Form 2 - Application to Resolve a Dispute | Weekly benefits where liability in dispute | Open | | User0 |
| | | Weekly benefits where work capacity decision in dispute | Open | | User0 |
| | | Medical expenses (where the amount is more than \$9,468.10) | Open | | User0 |
| | | Compensation for property damage | Open | | User08, Dispute |
| | | Lump sum compensation where | Open | | User08, Dispute |

Parties

| Party Role | Party Name | Party Type | Party Co | Representative |
|------------|---------------------|------------------------|-----------------------------------|--|
| Other | Lemington Insurance | Insurer / Scheme Agent | Lemington, Insurer (0411 111 111) | |
| Test | Testing Worker | Worker | 0411 00 1002 | Sunrise Legal (Test Sunrise, 0411 111 111) |
| Ident | The Gunwale | Employer | | |

Messages

| 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 | 1 New Message from The Insurer | Lemington Insurance | 3/05/2024 8:48 AM |

Documents

| Document Date | Author | Document Category and Type | File Name | Related To |
|-------------------------|-------------------|---|---|---|
| New 6/05/2024 | PIC (Member, PIC) | Certificate of Determination | 438_-596253946_hxvf2s3qn-b7untzux9bvk8vd0In-5pa-y5n.pdf | 29/04/2024: Preliminary Conference |
| 23/04/2024 | Portal | Electronic Application Form - Form 2 - Application to Resolve a Dispute | 240423-000146.pdf | Sender: Portal - Recipient: |
| 23/04/2024 | Portal | Electronic Application Form - Form 2A - Reply to Application to Resolve Dispute | 240423-000147.pdf | Sender: Portal - Recipient: |
| 23/04/2024 | NA | Cover letter | 18.docx | 23/04/2024: Form 2 - Application to Resolve a Dispute |
| 23/04/2024 | NA | Cover letter | 6.docx | 23/04/2024: Form 2A - Reply to Application to Resolve Dispute |
| 23/04/2024 | NA | Supporting Documents - Form 2 | 14.docx | 23/04/2024: Form 2 - Application to Resolve a Dispute |
| 23/04/2024 | NA | Supporting Documents - Form 2A | 28.docx | 23/04/2024: Form 2A - Reply to Application to Resolve Dispute |

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 mylinsure | Medical examination | Sheryl Pan (Claimant),mylinsure (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?

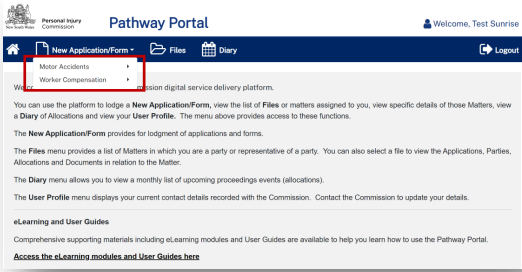

Forms and Form Names


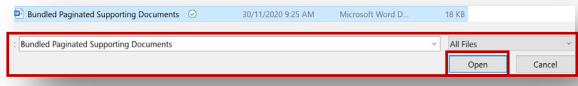
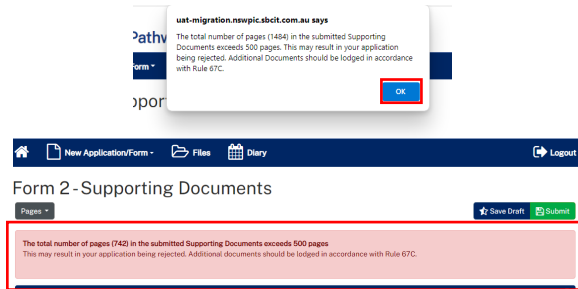
Application forms that can be submitted by parties via the Pathway Portal are:

| 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 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. <ul style="list-style-type: none"> The Notice to Parties page displays. |  | | | | | | | | | | |
| <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> <ul style="list-style-type: none"> All forms are embedded in the Pathway Portal. 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 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. <p>Supporting documents are uploaded as a single file (see separate section below).</p> |  <table border="1" data-bbox="837 1016 1093 1137"> <thead> <tr> <th>Claim Type</th> <th>Form Type</th> </tr> </thead> <tbody> <tr> <td>Weekly benefits work capacity app</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits up to 12 weeks app past medical expenses up to \$9,722*</td> <td>Form 1</td> </tr> <tr> <td>Weekly benefits work capacity app past medical expenses greater than \$9,722* app any future medical expenses</td> <td>Form 2</td> </tr> <tr> <td>Weekly benefits more than 12 weeks app past medical expenses greater than \$9,722* app any future medical expenses</td> <td>Form 2</td> </tr> </tbody> </table> | Claim Type | Form Type | Weekly benefits work capacity app | Form 1 | Weekly benefits up to 12 weeks app past medical expenses up to \$9,722* | Form 1 | Weekly benefits work capacity app past medical expenses greater than \$9,722* app any future medical expenses | Form 2 | Weekly benefits more than 12 weeks app past medical expenses greater than \$9,722* app any future medical expenses | Form 2 |
| Claim Type | Form Type | | | | | | | | | | |
| Weekly benefits work capacity app | Form 1 | | | | | | | | | | |
| Weekly benefits up to 12 weeks app past medical expenses up to \$9,722* | Form 1 | | | | | | | | | | |
| Weekly benefits work capacity app past medical expenses greater than \$9,722* app any future medical expenses | Form 2 | | | | | | | | | | |
| Weekly benefits more than 12 weeks app past medical expenses greater than \$9,722* app any future medical expenses | Form 2 | | | | | | | | | | |

| Instruction | Page | | | | | | | | |
|---|--|------------------|------------|------------------|------------|--|--|--|--|
| <p>Supporting Documents</p> <p>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.</p> <p>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)</p> <p>3. Click Upload or drag and drop the documents onto the page.</p> |  <p>Form 2 - Supporting Documents</p> <p>Supporting Documents</p> <p>Supporting Documents</p> <p>You need to include supporting documents and information with Form 2. Do not lodge any X-ray, CT, ultrasound or MRI files or scans.</p> <p>Parties should upload a single indexed and paginated PDF file of the documents.</p> <p>The index should be in the following format:</p> <table border="1"> <thead> <tr> <th>Documents</th> <th>Author</th> <th>Date of Document</th> <th>Start Page</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>The preferred order of documents, with documents in each category in chronological order, is:</p> <ul style="list-style-type: none"> Witness statements <ul style="list-style-type: none"> Worker Other witnesses Clinic forms Decision notices Relevant correspondence List of payments Factual investigation reports Medical reports Medical investigation reports Clinical notes Financial records <ul style="list-style-type: none"> Wage records Pay slips Bank statements Tax returns Award information Medical expenses documents <ul style="list-style-type: none"> schedule of expenses accounts/invoices/receipts Medicare Notice of Charge <p>Note: Supporting documentation is limited to documents that have been exchanged between the parties and other required by the Workplace Injury Management and Workers Compensation Act 1987 and any regulation or guideline made under that Act, and by the Workers' Injury Compensation Act 2021.</p> <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>Upload</p> <p>Lodge Additional Documents</p> <p><input type="checkbox"/> Lodge additional documents</p> <p>Previous Save Draft Submit Next</p> | Documents | Author | Date of Document | Start Page | | | | |
| Documents | Author | Date of Document | Start Page | | | | | | |
| | | | | | | | | | |
| <p>What are the document requirements?</p> | <p>See Appendix A – Document requirements for information on the acceptable file types and document requirements.</p> | | | | | | | | |
| <p>4. Select the document and click Open.</p> |  <p>Bundled Paginated Supporting Documents</p> <p>Open Cancel</p> | | | | | | | | |
| <p>Note: If the supporting document exceeds 500 pages a warning message will be displayed.</p> <p>Continuing to submit may result in the application being rejected by the Commission.</p> <p>To correct, re-upload supporting document under 500 pages.</p> <p>Dispute types excluded from the 500-page limit are:</p> |  <p>uat-migration.nswpic.sbct.com.au says</p> <p>The total number of pages (749) in the submitted Supporting Documents exceeds 500 pages. This may result in your application being rejected. Additional Documents should be lodged in accordance with Rule 67C.</p> <p>OK</p> <p>Form 2 - Supporting Documents</p> <p>Supporting Documents</p> <p>The total number of pages (749) in the submitted Supporting Documents exceeds 500 pages. This may result in your application being rejected. Additional Documents should be lodged in accordance with Rule 67C.</p> <p>Supporting Documents</p> <p>Supporting Documents</p> <p>You need to include supporting documents and information with Form 2.</p> <p>Previous Save Draft Submit Next</p> | | | | | | | | |

- 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.

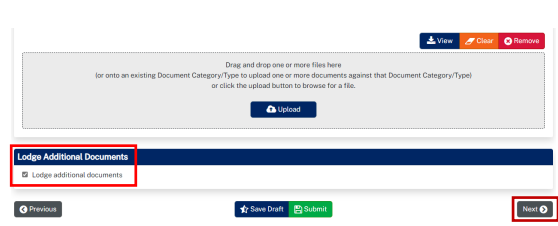
The screenshot shows a web form for document upload. The following fields are highlighted with red boxes:

- Document Category:** A dropdown menu currently showing "Supporting Documents".
- Document Type:** A dropdown menu currently showing "Form 2".
- Author:** A text input field currently containing "Text Surmise".
- Date of Document:** A date input field currently showing "08/05/2024".

Other visible fields include "Bundle of Documents" (set to "Bundle of Documents") and "File Name" (set to "Bundled Paginated Supporting Documents.docx"). At the bottom right, there are buttons for "View", "Clear", and "Remove".

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.



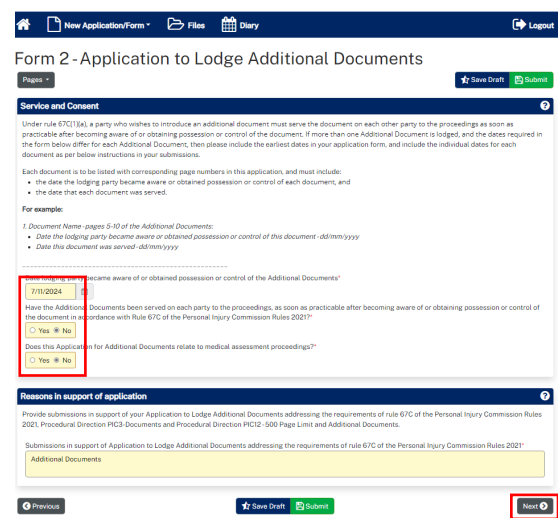
Lodge Additional Documents

13. Provide answers to the Service and Consent questions.

Note: Refer to the help text on the screen if your bundle contains multiple documents with varying dates.

Note: If the additional documents relate to medical proceedings, evidence of consent should be attached on the supporting documents page.

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



Instruction

Page

Certification and Signature

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

Save Draft

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

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

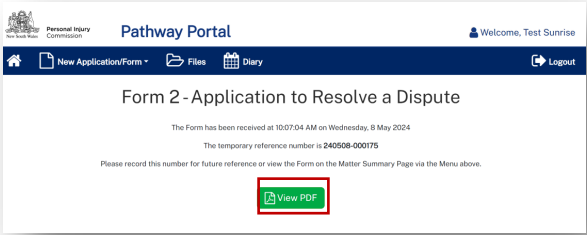
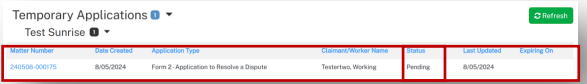
| Matter Number | Date Created | Application Type | Claimant/Worker Name | Status | Last Updated | Expiring On |
|---------------|--------------|---|----------------------|--------|--------------|-------------|
| 240508-000175 | 8/05/2024 | Form 2 - Application to Resolve a Dispute | Testertwo, Working | 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.

Submit

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

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

| Instruction | Page | | | | | | | | | | | | | | |
|---|--|---|--------------------|------------------|--------------------|-----------|--------------|-----------|--------------|-----------|---|--------------------|---------|-----------|--|
| <p>14. Click View PDF to view and download the application.</p> |  | | | | | | | | | | | | | | |
| <p><i>Temporary Applications</i></p> <p>15. 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> |  <table border="1"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Client/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expire On</th> </tr> </thead> <tbody> <tr> <td>240508-00075</td> <td>8/05/2024</td> <td>Form 2 - Application to Resolve a Dispute</td> <td>Testcases, Working</td> <td>Pending</td> <td>8/05/2024</td> <td></td> </tr> </tbody> </table> | Matter Number | Date Created | Application Type | Client/Worker Name | Status | Last Updated | Expire On | 240508-00075 | 8/05/2024 | Form 2 - Application to Resolve a Dispute | Testcases, Working | Pending | 8/05/2024 | |
| Matter Number | Date Created | Application Type | Client/Worker Name | Status | Last Updated | Expire On | | | | | | | | | |
| 240508-00075 | 8/05/2024 | Form 2 - Application to Resolve a Dispute | Testcases, Working | Pending | 8/05/2024 | | | | | | | | | | |

Temporary Applications

Personal Injury Commission New South Wales

Pathway Portal

Welcome, Test Sunrise

New Application/Form ▾ Files Diary

Matter Summary

Recent Activities 0 ▾ Test Sunrise ×

Temporary Applications 1 ▾

Test Sunrise 1 ▾

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

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

Status of:

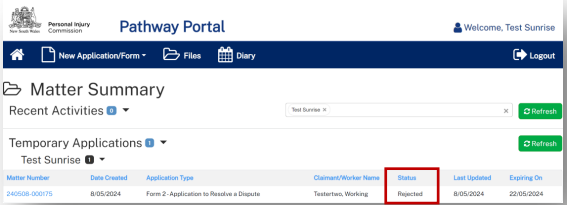
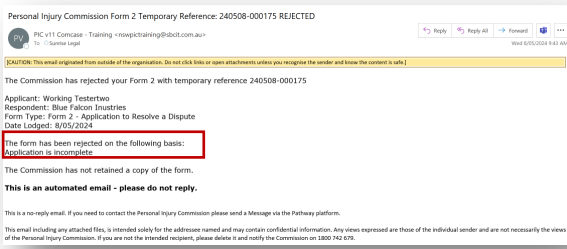
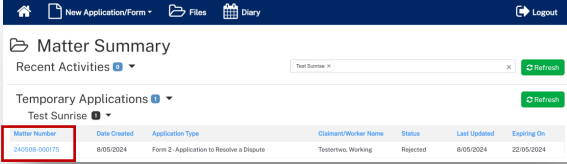
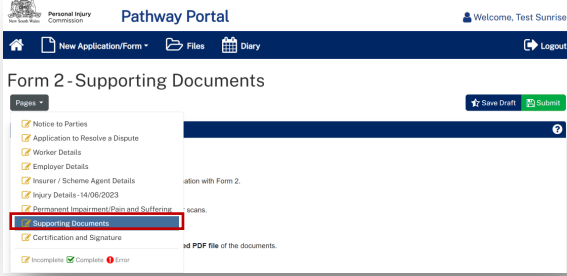
- Pending = temporary application submitted to the Commission
- Draft = you have saved the application to finish later

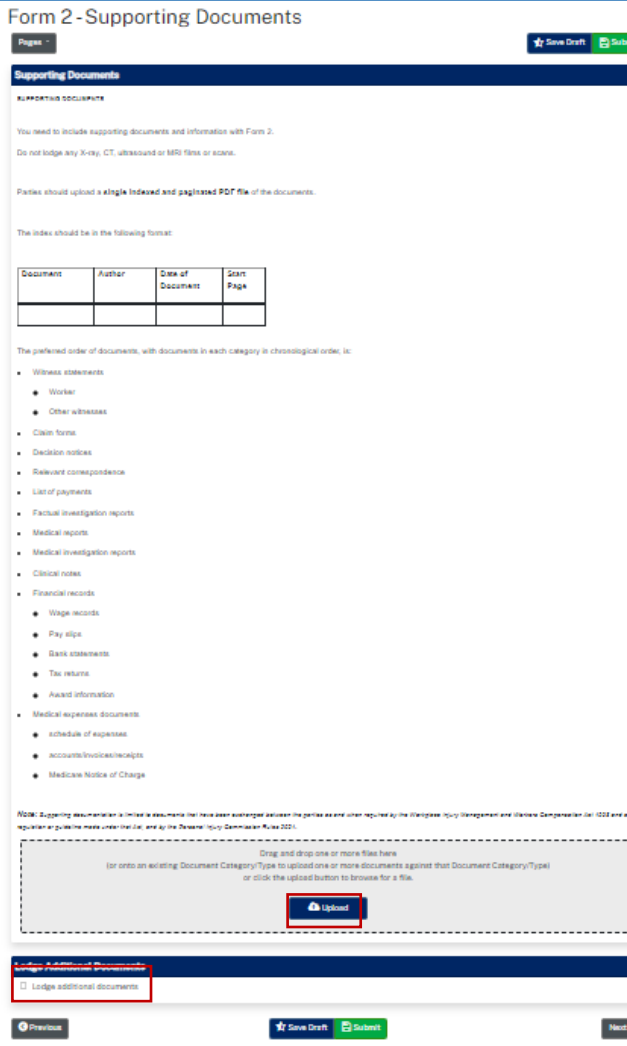
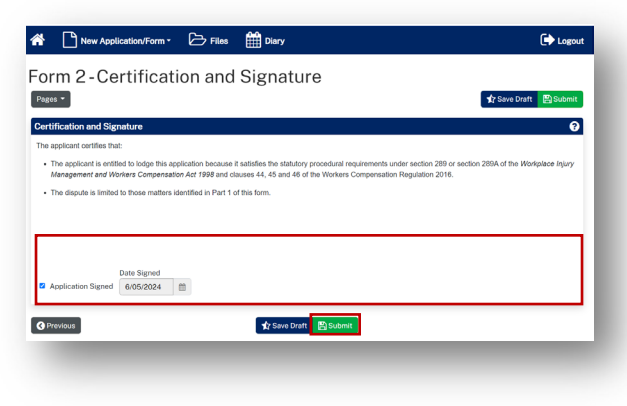
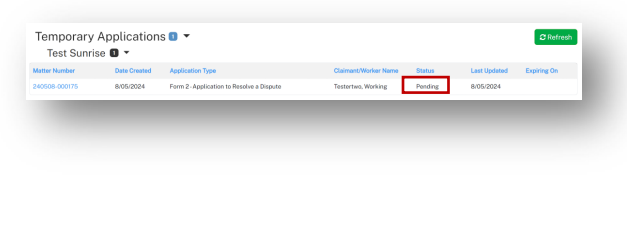
- Only the filing party will be able to see the temporary application in the Pathway Portal.
- When the application has been registered by the Commission it will then be shared with the respondent who needs to lodge a reply.

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>To resubmit rejected application:</p> <ol style="list-style-type: none"> Refer to the email notification to understand the rejection reason. |  |
| <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. |  |
| <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). |  |

| Instruction | Page | | | | | | | | | | | | | | |
|---|--|--|----------------------|------------------|----------------------|-------------|--------------|-------------|---------------|-----------|--|------------------|---------|-----------|--|
| <p>14. 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> <p>15. Remove the document</p> <p>16. Split the document offline</p> <p>17. Re-upload the first bundle (up to 500 pages)</p> <p>18. Select the 'Lodge Additional Documents' checkbox</p> |  <p>Form 2 - Supporting Documents</p> <p>Pages: [Dropdown]</p> <p>Supporting Documents</p> <p>You need to include supporting documents and information with Form 2. Do not lodge any X-ray, CT, ultrasound or MRI films or scans.</p> <p>Parties should upload a single indexed and paginated PDF file of the documents.</p> <p>The index should be in the following format:</p> <table border="1"> <thead> <tr> <th>Document</th> <th>Author</th> <th>Date of Document</th> <th>Start Page</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>The preferred order of documents, with documents in each category in chronological order, is:</p> <ul style="list-style-type: none"> Witness statements <ul style="list-style-type: none"> Worker Other witnesses Claim forms Decision notices Relevant correspondence List of payments Factual investigation reports Medical reports Medical investigation reports Clinical notes Financial records <ul style="list-style-type: none"> Wage records Pay slips Bank statements Tax returns Award information Medical expenses documents <ul style="list-style-type: none"> Schedule of expenses Accounts/Invoices/Receipts Medicare Notice of Charge <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 regulation or guideline made under that Act, and by the Workers Injury Compensation Rules 2021.</p> <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>Upload</p> <p>Lodge Additional Documents</p> <p><input type="checkbox"/> Lodge additional documents</p> <p>Previous Save Draft Submit</p> | Document | Author | Date of Document | Start Page | | | | | | | | | | |
| Document | Author | Date of Document | Start Page | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| <p>1. Once changes are made, sign and date the application on the last page and click Submit.</p> |  <p>Form 2 - Certification and Signature</p> <p>Pages: [Dropdown]</p> <p>Certification and Signature</p> <p>The applicant certifies that:</p> <ul style="list-style-type: none"> The applicant is entitled to lodge this application 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 14, 45 and 46 of the Workers Compensation Regulation 2016. The dispute is limited to those matters identified in Part 1 of this form. <p>Date Signed</p> <p>Application Signed 6/05/2024</p> <p>Previous Save Draft 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> |  <p>Temporary Applications</p> <p>Test Sunrise</p> <table border="1"> <thead> <tr> <th>Matter Number</th> <th>Date Created</th> <th>Application Type</th> <th>Claimant/Worker Name</th> <th>Status</th> <th>Last Updated</th> <th>Expiring On</th> </tr> </thead> <tbody> <tr> <td>240508-000175</td> <td>6/05/2024</td> <td>Form 2: Application to Resolve a Dispute</td> <td>Testtwo, Working</td> <td>Pending</td> <td>8/05/2024</td> <td></td> </tr> </tbody> </table> | Matter Number | Date Created | Application Type | Claimant/Worker Name | Status | Last Updated | Expiring On | 240508-000175 | 6/05/2024 | Form 2: Application to Resolve a Dispute | Testtwo, Working | Pending | 8/05/2024 | |
| Matter Number | Date Created | Application Type | Claimant/Worker Name | Status | Last Updated | Expiring On | | | | | | | | | |
| 240508-000175 | 6/05/2024 | 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:

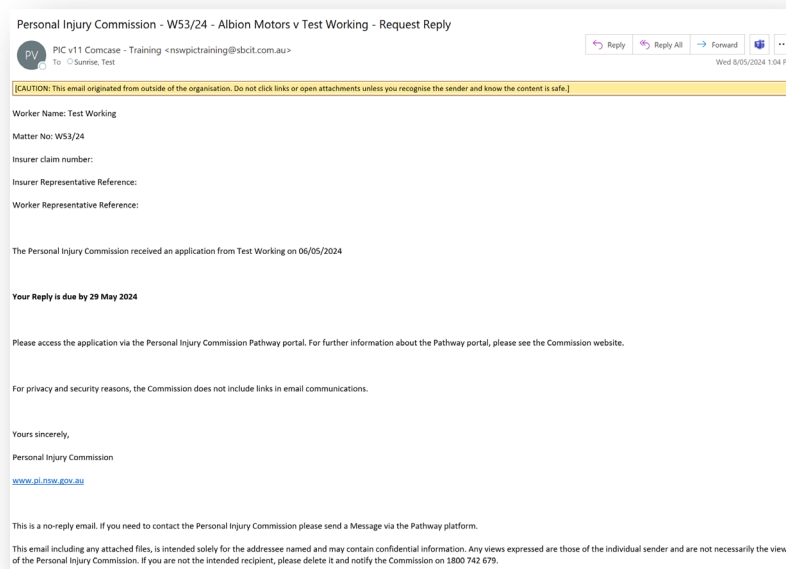
- Displays in the **Temporary Applications** section of the Pathway Portal
- Has a temporary number.

↔ Assigning a reply request to someone is a new concept

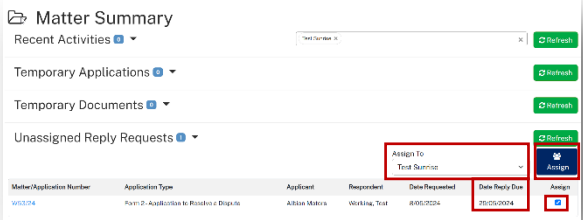
↔ Reply is a **Temporary application** until reviewed then registered by the Commission

Reply Request Notification

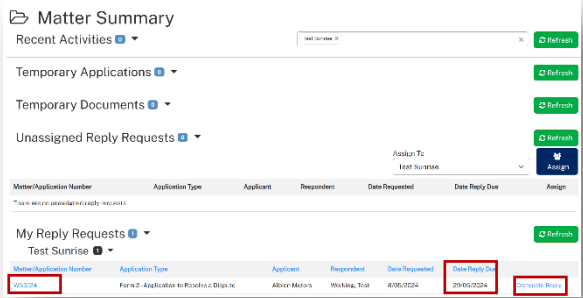
When a reply has been requested the respondent (or their legal representative) receives an email notification to advise that an application has been received by the Commission, the date the reply is due and to access the Pathway Portal to view the application and submit the reply.


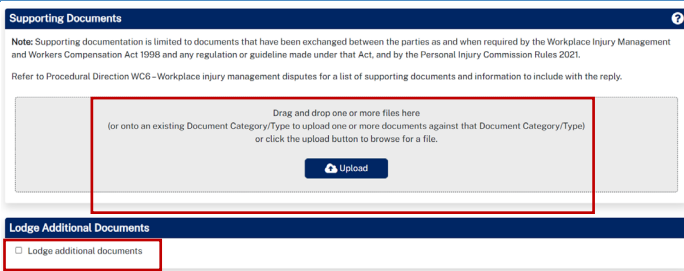



How to Assign the Reply Request

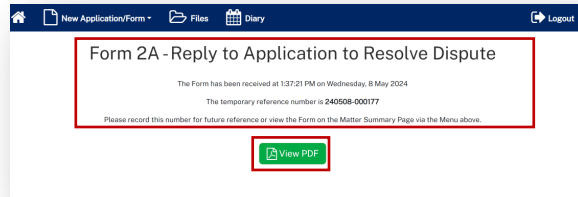
| Instruction | Page |
|--|--|
| <p>Unassigned Reply Requests must be assigned to someone in your firm. All Reply Requests are unassigned initially, and Unassigned Reply Requests are only visible to Super Users or the Non- Super User primary contact.</p> <ol style="list-style-type: none"> To assign a 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. Complete the Notice to Parties – check that you understand and agree to the terms and conditions and click Next.</p> <p><i>Completing a Reply Form</i></p> <ul style="list-style-type: none"> ➤ Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information required for each form. ➤ When completing a reply form, all fields with a yellow background are mandatory, and each form may have differing mandatory fields to input. ➤ You will be unable to move onto the next page unless all mandatory fields have been filled. ➤ Supporting documents are uploaded as a single file (see separate section below). |  |
| <p>3. Upload Supporting Documents for the Reply, complete the Document Details as covered in Supporting Documents and click Next.</p> <p>Note: Supporting documents must be submitted as a single indexed and paginated bundle and should not exceed 500 pages.</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> |  |

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



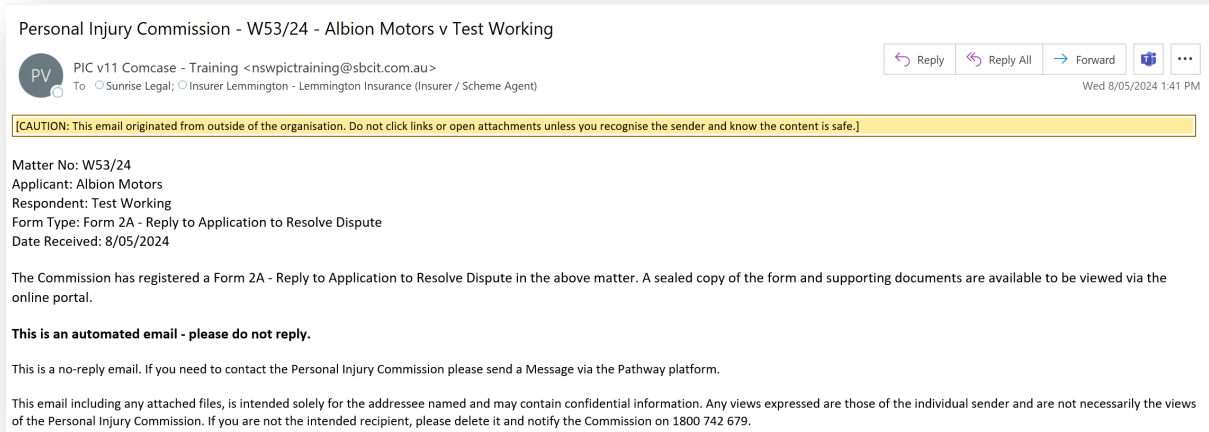
How to view the Reply

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.



Instruction

View the Reply

The **Documents** section lists the:

- Sealed reply form
- Reply document bundle

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

Page

Pathway Portal Welcome, Test Sunrise

Matter Details - W52/24 New Submission/Correspondence | New Form

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

Working Tester two v Blue Falcon Industries Generate Consent Order | New Message

| 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 |

Parties Maintain Contacts | Assign Barrister

| Party Role | Party Name | Party Type | Party Contact | Representative |
|------------|------------------------|------------------------|-----------------------|--|
| Other | Lemington Insurance | Insurer / Scheme Agent | Lemington, Insurer () | |
| Applicant | Working Testertwo | Worker | 0411 211 110 | Sunrise Legal (Test Sunrise, 0411 111 110) |
| Respondent | Blue Falcon Industries | Employer | | |

Messages View All Messages

There are no open message threads. Click View All Messages to view closed message threads.

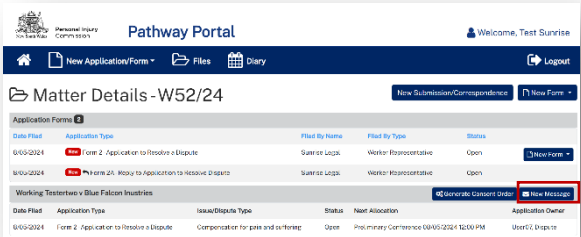
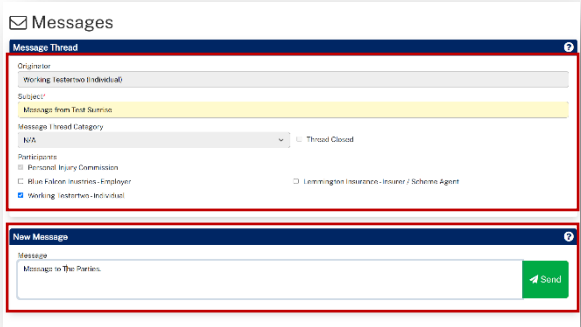
| Allocation Type | Venue | Date and Time | Duration | Mode of Allocation | Attendees | Decision Maker | Language |
|------------------------|-------|--------------------|-------------------|--------------------|---|----------------|----------|
| Preliminary Conference | | 8/05/2024 12:00 PM | 1 hour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

Documents

| Document | Author | Document Category and Type | File Name | Related To |
|-----------|-------------------|---|--|--|
| 8/05/2024 | Partial | Electronic Application Form- Form 2- Application to Resolve a Dispute | 240505-000175.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 Sunrise | Supporting Documents- Form 2 | Bundled Proposed Supporting Documents.docx | 08/05/2024- Form 2- Application to Resolve a Dispute |
| 8/05/2024 | Insurer Lemington | 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 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 | 1 New Message from The Commission | Nathan Johnson | 8/05/2024 2:13 PM |
| Form 2 - Application to Resolve a Dispute | N/A | Test Message | Testing Worker | 8/05/2024 2:10 PM |
| Form 2 - Application to Resolve a Dispute | For Action | 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 in the first row.
- Category for incoming messages will be:**
 - For Action
 - For Noting
 - For Review
- Click blue subject link to view and respond to the message**: Points to the blue subject links in the third and fourth rows.
- Click to toggle between:**
 - **View All Messages** – Which includes closed threads.
 - **View Open Messages** – which only displays open threads.

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)

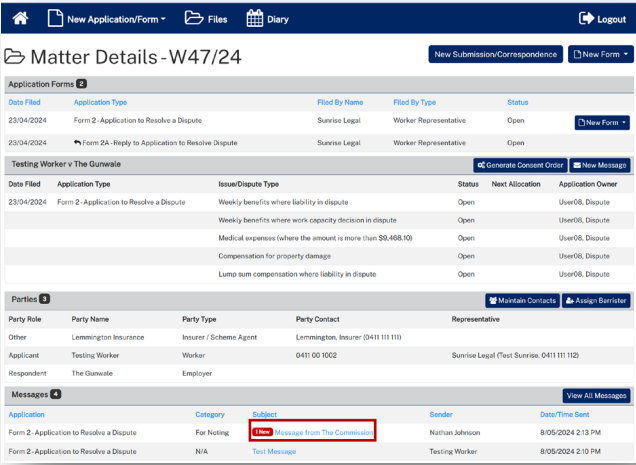
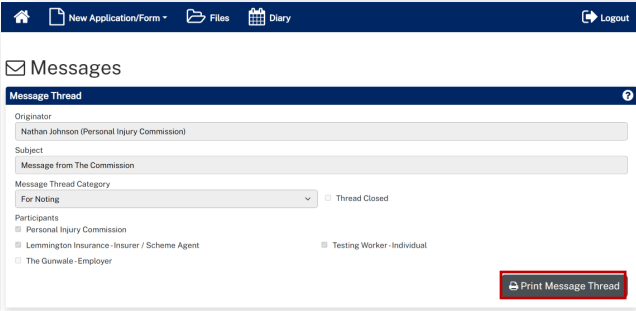
Sender
Nathan Johnson

Date/Time Sent
8/05/2024 2:13:04 PM 

Message
Test message

How to download a message thread

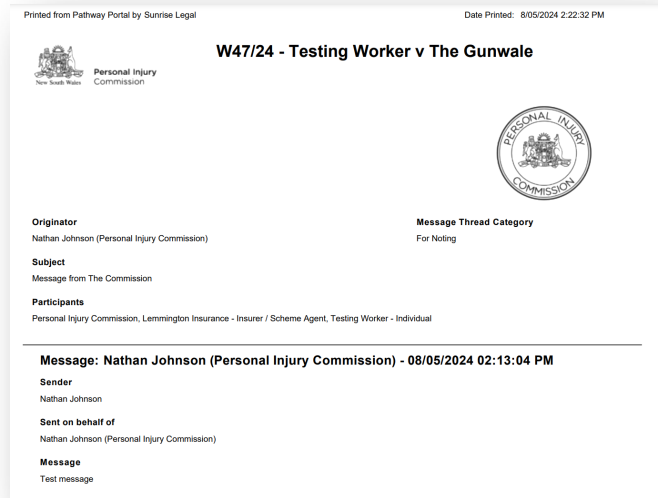
You can download message threads from the Pathway Portal.

| Instruction | Page |
|--|--|
| <p>1. From the Matter Details page click the blue subject link 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 contains a table with columns for Application, Category, Subject, Sender, and Date/Time Sent. A red box highlights the subject 'Message from The Commission' in the first row of the messages table.</p> |
| <p>2. Click the Print Message Thread button.</p> |  <p>The screenshot shows the 'Messages' page with a 'Message Thread' section. It displays the originator as 'Nathan Johnson (Personal Injury Commission)' and the subject as 'Message from The Commission'. The 'Message Thread Category' is set to 'For Noting'. Under 'Participants', 'Personal Injury Commission' and 'Testing Worker - Individual' are listed. 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

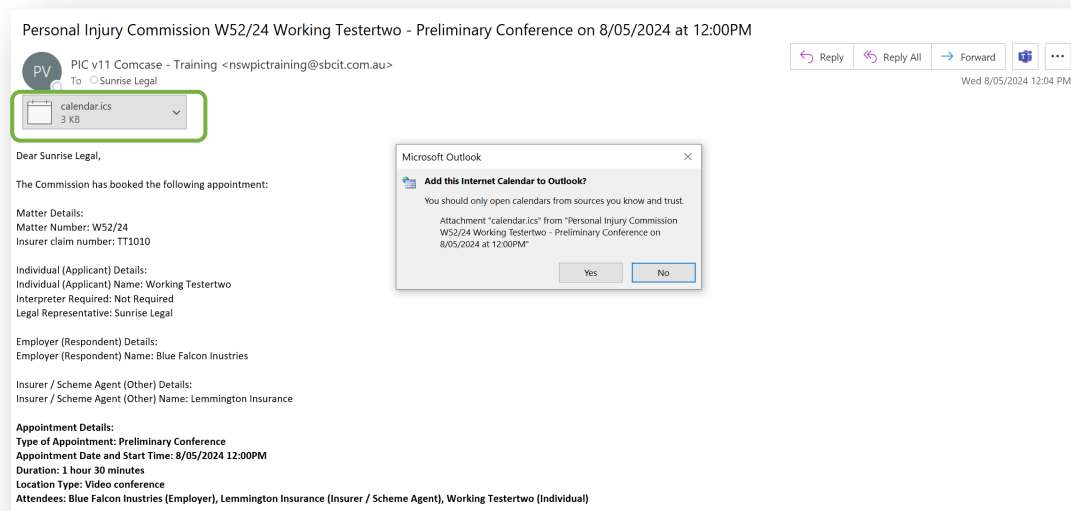


When the Commission allocates the dispute to a decision maker an email notification with date, time, venue, address and required attendees for the allocation is automatically sent to:

19. The legal representative for both parties or self-represented party
20. The decision maker
21. The worker, for allocations that the worker is required to attend
22. 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

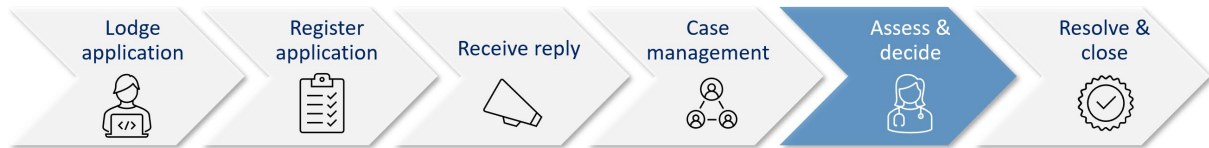
In the **Matter Details** page, the **Allocations** section displays all the allocations/ appointments for the matter.

| 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) | Stemington Insurance (Insurer / Scheme) | |

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

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

Assess and Decide



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

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

Decision available email notification

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

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

Mon 6/05/2024 9:37 AM

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

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

Decision available Testing Worker

The decision of PIC Member is now available on the Personal Injury Commission Pathway Portal.

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

Publication of decisions:

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

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

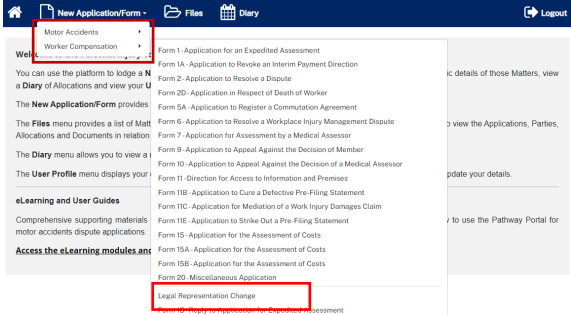

Yours sincerely,
Personal Injury Commission
www.pi.nsw.gov.au

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

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

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> <p>23. Select the Legal Representation Change from the New Application/Form menu.</p> <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 forms for expedited assessments, revocations, disputes, and appeals.</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' page for matter W22327/24. The 'New Legal Representation Change' button is highlighted with a red box. The page also shows 'New Assessment/Controversy' and 'New P02' buttons.</p> |

Notice to Parties

24. Read the Terms and Conditions.

25. Scroll to the bottom and click **Next**.

➤ The Application Details page displays.

Notice to Parties

Pages - Save Draft Submit

Notice to Parties

Terms and Conditions of Use

For [Legal Practitioners](#), Use is limited to Certified Australian Legal Practitioners or their employees whose use is the responsibility of Certified Australian Legal Practitioners. For [Other Parties](#), Use this form if you want to make an application to resolve a dispute about a motor accident. Before you begin, you need to agree to our terms and conditions.

Legal Incapacity

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

A person under legal incapacity includes:

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

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

More detailed information about the way that the Commission may collect, use and disclose your information is available at <https://pi.nsw.gov.au/resources/privacy>

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

Save Draft Submit Next

Application Details

26. Populate the Application Details.

27. Select the Application Type:

- **Form P03** – Notice of Change of Legal Representative / Agent
- **Form P04** – Notice of Representation

28. 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

29. Populate the Representative Party Details.

30. Populate the New Representative Details.

31. 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

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

Former Representative / Agent Details

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

Then either:

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

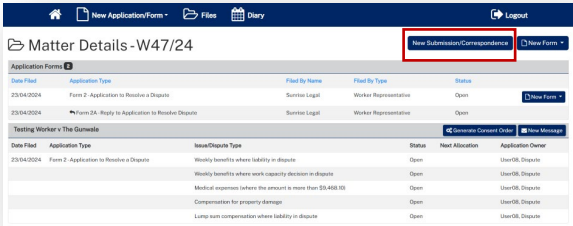
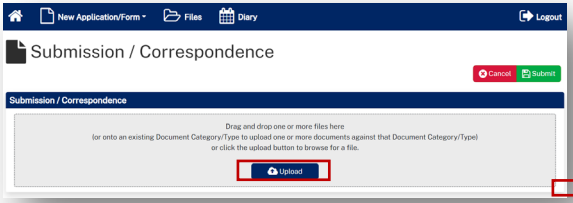
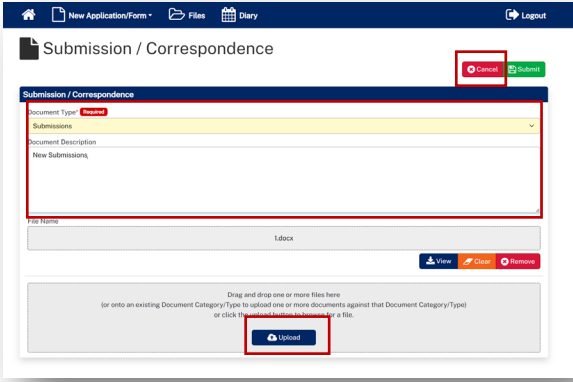
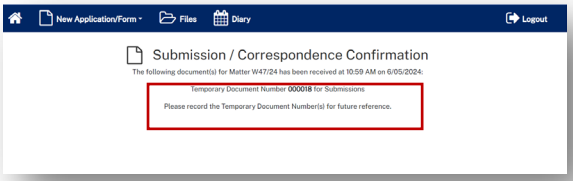
Signature

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 |
|------------------------|-------------|------------|---------------|---------|--------------|-------------|
| 100009 | 8/05/2024 | W1724 | Submissions | Pending | | 8/05/2024 |

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. | <p>Matter Details - W22208/24</p> <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>26/07/2024</td> <td>Form 2 - Application to Resolve a Dispute</td> <td>TK</td> <td>Worker Representative</td> <td>Open</td> </tr> <tr> <td>16/10/2024</td> <td>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>16/10/2024</td> <td>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>16/10/2024</td> <td>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> </tbody> </table> | Date Filed | Application Type | Filed By Name | Filed By Type | Status | 26/07/2024 | Form 2 - Application to Resolve a Dispute | TK | Worker Representative | Open | 16/10/2024 | Form P01 - Application to Lodge Additional Documents | Tina | Employer | New Form P01 - Application to Lodge Additional Documents | 16/10/2024 | Form P01 - Application to Lodge Additional Documents | Tina | Worker | New Form P01 - Application to Lodge Additional Documents | 16/10/2024 | Form P01 - Application to Lodge Additional Documents | Tina | Employer | New Form P01 - Application to Lodge Additional Documents |
| Date Filed | Application Type | Filed By Name | Filed By Type | Status | | | | | | | | | | | | | | | | | | | | | | |
| 26/07/2024 | Form 2 - Application to Resolve a Dispute | TK | Worker Representative | Open | | | | | | | | | | | | | | | | | | | | | | |
| 16/10/2024 | Form P01 - Application to Lodge Additional Documents | Tina | Employer | New Form P01 - Application to Lodge Additional Documents | | | | | | | | | | | | | | | | | | | | | | |
| 16/10/2024 | Form P01 - Application to Lodge Additional Documents | Tina | Worker | New Form P01 - Application to Lodge Additional Documents | | | | | | | | | | | | | | | | | | | | | | |
| 16/10/2024 | Form P01 - Application to Lodge Additional Documents | Tina | Employer | New Form P01 - Application to Lodge Additional Documents | | | | | | | | | | | | | | | | | | | | | | |

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 Portal Users: 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

38. 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.

New Application/Form Files Diary Logout

Form P01 - Lodge Additional Documents

Pages - Save Draft Submit

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

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**.

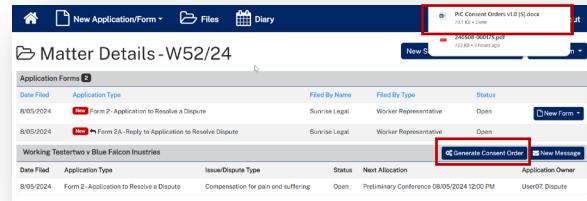
Generate Consent Orders

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

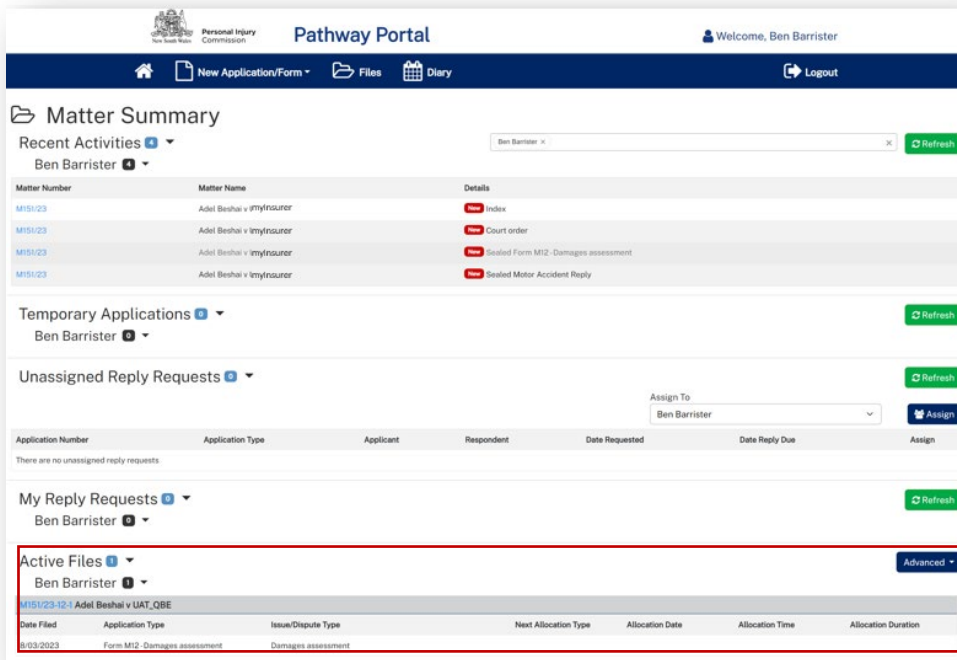
| Instruction | Page |
|---|------|
| <p>The barrister must first register as a Pathway Portal user. They will only need to do this once.</p> <p>At the end of registration, the User Profile displays. The barrister should then:</p> <ol style="list-style-type: none"> 39. Select Barrister/ Counsel and click Save. 40. The barrister then emails wcsupport@pi.nsw.gov.au asking for their email address to 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"> 1. In the Matter Details click Assign Barrister. | |
| <ol style="list-style-type: none"> 2. Select the Barrister from the drop-down menu. 3. Click Save. <p>To change the barrister:</p> <p>Repeat above steps and select the new Barrister name.</p> <p>To remove barrister:</p> <p>Select the blank line at the top of Barrister drop down menu.</p> | |

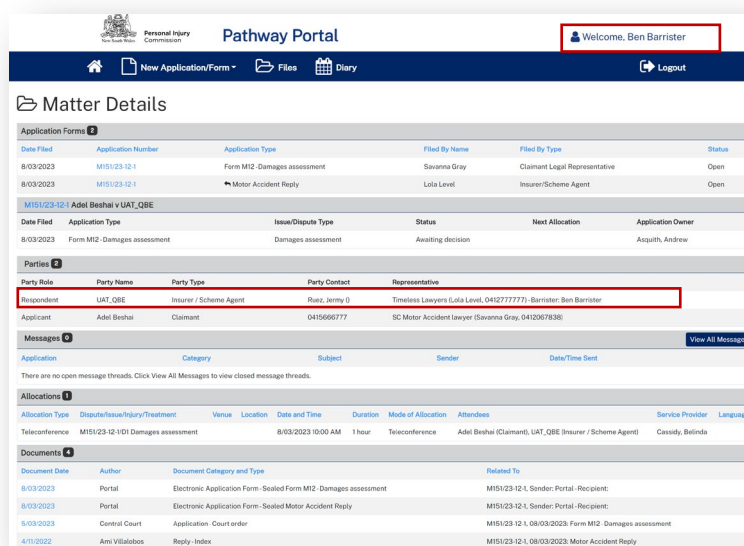
What does the Barrister see?

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 |
|---------------------------------------|--|--|
| Primary Contact for a matter | <ul style="list-style-type: none"> • Be registered as a Legal Representative 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 • Receive email notifications for the matter |
| Secondary Contact for a matter | <ul style="list-style-type: none"> • Be registered as a Legal Representative 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”:</p> <ul style="list-style-type: none"> • See that matter’s details, documents and messages • Send messages for that matter • Do NOT receive email notifications |
| Super User | <ul style="list-style-type: none"> • Be registered on Pathway Portal as a Legal Representative • Another super user can add /remove you as a Super User | <ul style="list-style-type: none"> • Can see and act on all matters in your firm • Can add/remove other Super Users (can’t remove self) • Can assign any reply request to other Legal Representatives • 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 the matters |

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 user is logged in as 'Test Sunrise'. The page is divided into several sections:

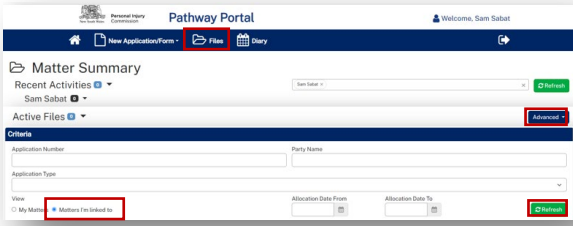
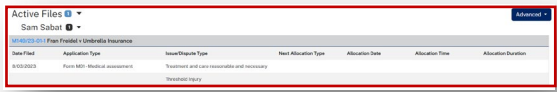
- Application Forms (2):** A table listing two forms:

| 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 details including 'Generate Consent Order' and 'New Message' buttons.

| 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.

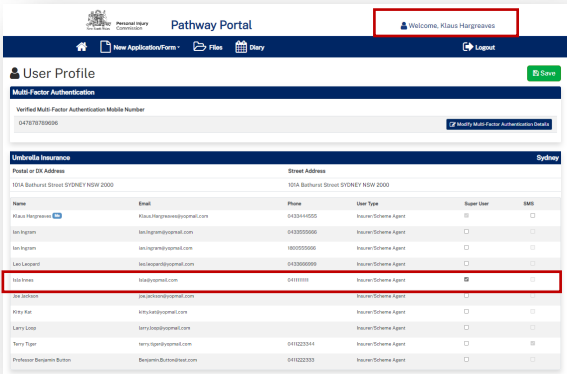
| Party Role | Party Name | Party Type | Party Contact | Representative |
|------------|---------------------|------------------------|-----------------------------------|--|
| Other | Lemington Insurance | Insurer / Scheme Agent | Lemington, Insurer (0411 111 111) | |
| Respondent | Test Working | Worker | 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"> • 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

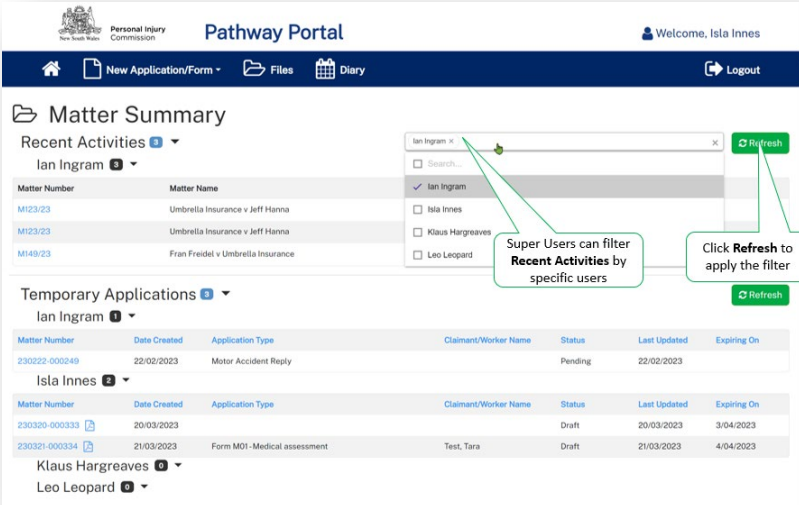
| Instruction | Page |
|---|--|
| <p>Add/Remove a Super User</p> <p>A super user can add and remove other super users:</p> <ul style="list-style-type: none"> • Click the name of the Super User in the top right corner • Tick or untick the Super User box • Click Save. |  |
| <p><i>In this example Isla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

What can Super Users see – Files – Recent Activities

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

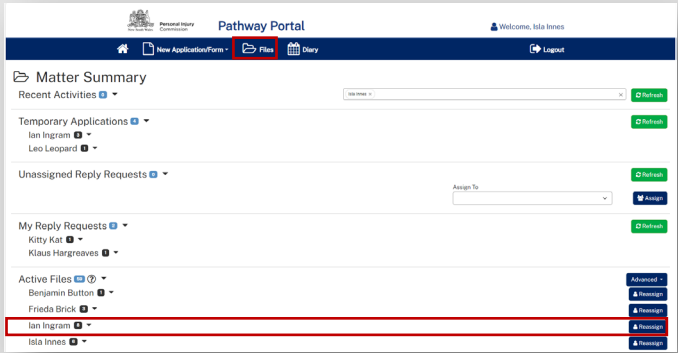
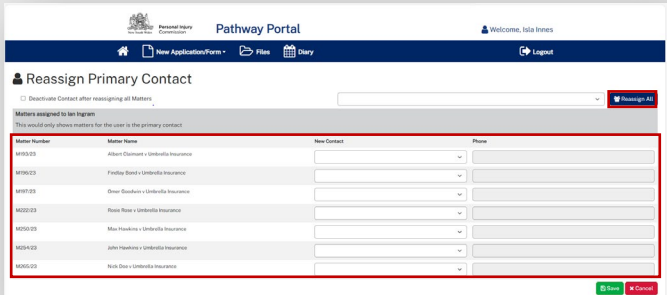
To view **Recent Activities** for specific users:

- 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.</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>➤ All Matters assigned to the selected person display.</p> <p>There are 2 options:</p> <p>Option 1: Reassign All</p> <p>41. 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>42. 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="735 1122 1394 1279"> <thead> <tr> <th>Matter Number</th> <th>Matter Name</th> <th>New Contact</th> <th>Phone</th> </tr> </thead> <tbody> <tr> <td>M19033</td> <td>Albert Clements v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M19023</td> <td>Freddie Best v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M19123</td> <td>Oliver Smithson v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M20033</td> <td>Rosa Rose v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M20023</td> <td>Max Hawkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M20423</td> <td>John Hopkins v Umbrella Insurance</td> <td></td> <td></td> </tr> <tr> <td>M30023</td> <td>Nicki Day v Umbrella Insurance</td> <td></td> <td></td> </tr> </tbody> </table> | Matter Number | Matter Name | New Contact | Phone | M19033 | Albert Clements v Umbrella Insurance | | | M19023 | Freddie Best v Umbrella Insurance | | | M19123 | Oliver Smithson v Umbrella Insurance | | | M20033 | Rosa Rose v Umbrella Insurance | | | M20023 | Max Hawkins v Umbrella Insurance | | | M20423 | John Hopkins v Umbrella Insurance | | | M30023 | Nicki Day v Umbrella Insurance | | |
| Matter Number | Matter Name | New Contact | Phone | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M19033 | Albert Clements v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M19023 | Freddie Best v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M19123 | Oliver Smithson v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M20033 | Rosa Rose v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M20023 | Max Hawkins v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M20423 | John Hopkins v Umbrella Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| M30023 | 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

3. 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 |
| M222/23 | 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 |
| M222/23 | 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

44. 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.

45. Click **Save**

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

Pathway Portal

Welcome, Isla Innes

Reassign Primary Contact

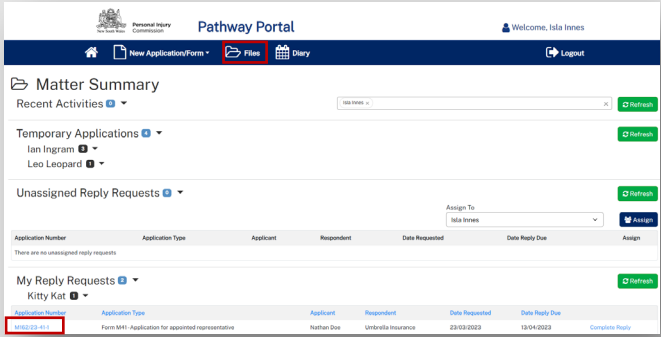
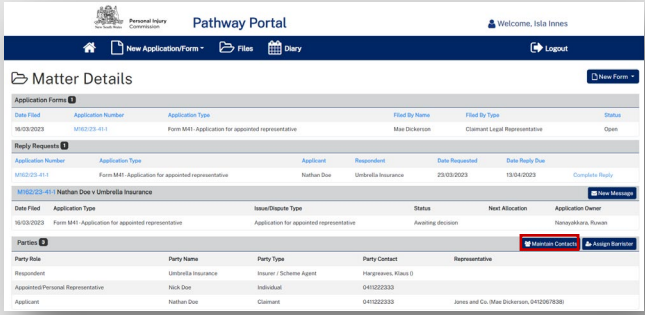
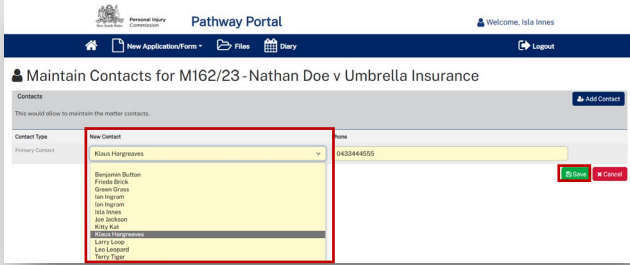
Deactivate Contact after reassigning all Matters

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 |
| M222/23 | 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.

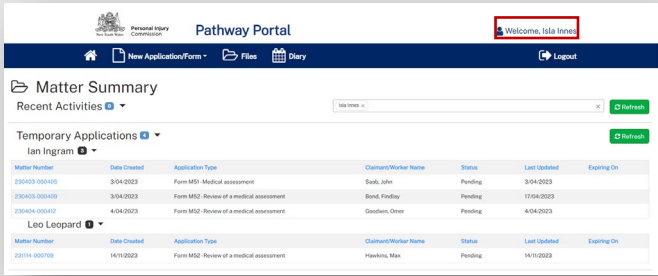
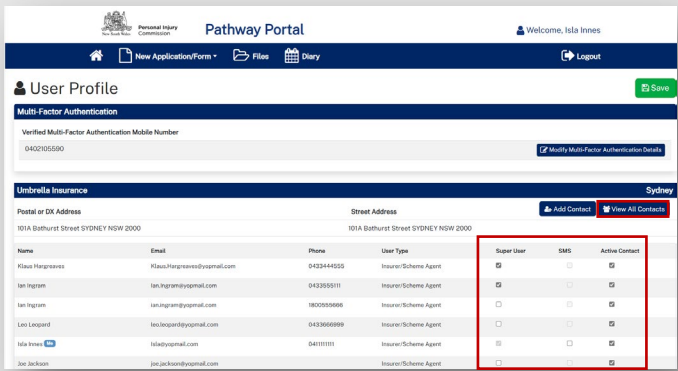
| Instruction | Page |
|---|--|
| <ol style="list-style-type: none"> 1. Click on the Files tab. 2. Click on the blue Matter Number link. |  |
| <p>47. Matter Details page displays</p> <ol style="list-style-type: none"> 3. Go to Parties section and Click on Maintain Contacts |  |
| <p>48. Maintain Contacts 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**

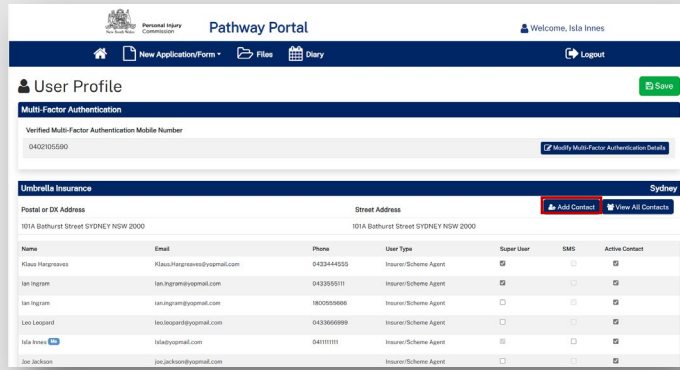
The screenshot shows the 'Pathway Portal' interface for 'Maintain Contacts for M162/23 - Nathan Doe v Umbrella Insurance'. The page title is 'Pathway Portal' and the user is logged in as 'Welcome, Isla Innes'. The main heading is 'Maintain Contacts for M162/23 - Nathan Doe v Umbrella Insurance'. Below 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: 'New Contact' and 'Phone'. The 'New Contact' section has a dropdown menu for 'Primary Contact' with 'Klaus Hargreaves' selected. The 'Phone' section has a text input field with '0433446555'. Below these, there is a 'Secondary Contact' section with a dropdown menu that is open, showing 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. To the right of the 'Secondary Contact' dropdown are buttons for 'Remove Contact', 'Save', and 'Cancel'.

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>49. 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 1151 1378 1279"> <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>0423444555</td> <td>Insurer/Scheme Agent</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Ian Ingram</td> <td>ian.ingram@sydney.com</td> <td>0423555111</td> <td>Insurer/Scheme Agent</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Ian Ingram</td> <td>ian.ingram@sydney.com</td> <td>1800555666</td> <td>Insurer/Scheme Agent</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Leo Leopard</td> <td>leo.leopard@sydney.com</td> <td>0423666999</td> <td>Insurer/Scheme Agent</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input 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 type="checkbox"/></td> </tr> </tbody> </table> | Name | Email | Phone | User Type | Super User | SMS | Active Contact | Klaus Hargreaves | Klaus.Hargreaves@sydney.com | 0423444555 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Ian Ingram | ian.ingram@sydney.com | 0423555111 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Ian Ingram | ian.ingram@sydney.com | 1800555666 | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Leo Leopard | leo.leopard@sydney.com | 0423666999 | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input 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 type="checkbox"/> |
| Name | Email | Phone | User Type | Super User | SMS | Active Contact | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Klaus Hargreaves | Klaus.Hargreaves@sydney.com | 0423444555 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ian Ingram | ian.ingram@sydney.com | 0423555111 | Insurer/Scheme Agent | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ian Ingram | ian.ingram@sydney.com | 1800555666 | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Leo Leopard | leo.leopard@sydney.com | 0423666999 | Insurer/Scheme Agent | <input type="checkbox"/> | <input type="checkbox"/> | <input 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 type="checkbox"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

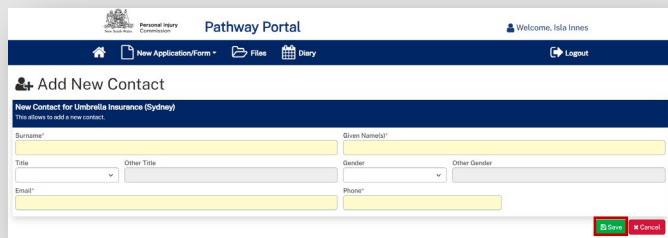
To add a new user:

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.



50. 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 the file types that you can upload to the Pathway Portal?

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

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

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

Contact the Commission and follow advice.

Appendix B – Glossary of Terms

| Term | Definition |
|-----------------------------------|--|
| Case Owner | The person responsible at the Commission for managing the case. |
| Multi Factor Authentication (MFA) | When logging into 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 |
| 1.1 | 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 | |

