



**Personal Injury
Commission**

ONLINE LODGMENT PORTAL

GENERAL USER GUIDE

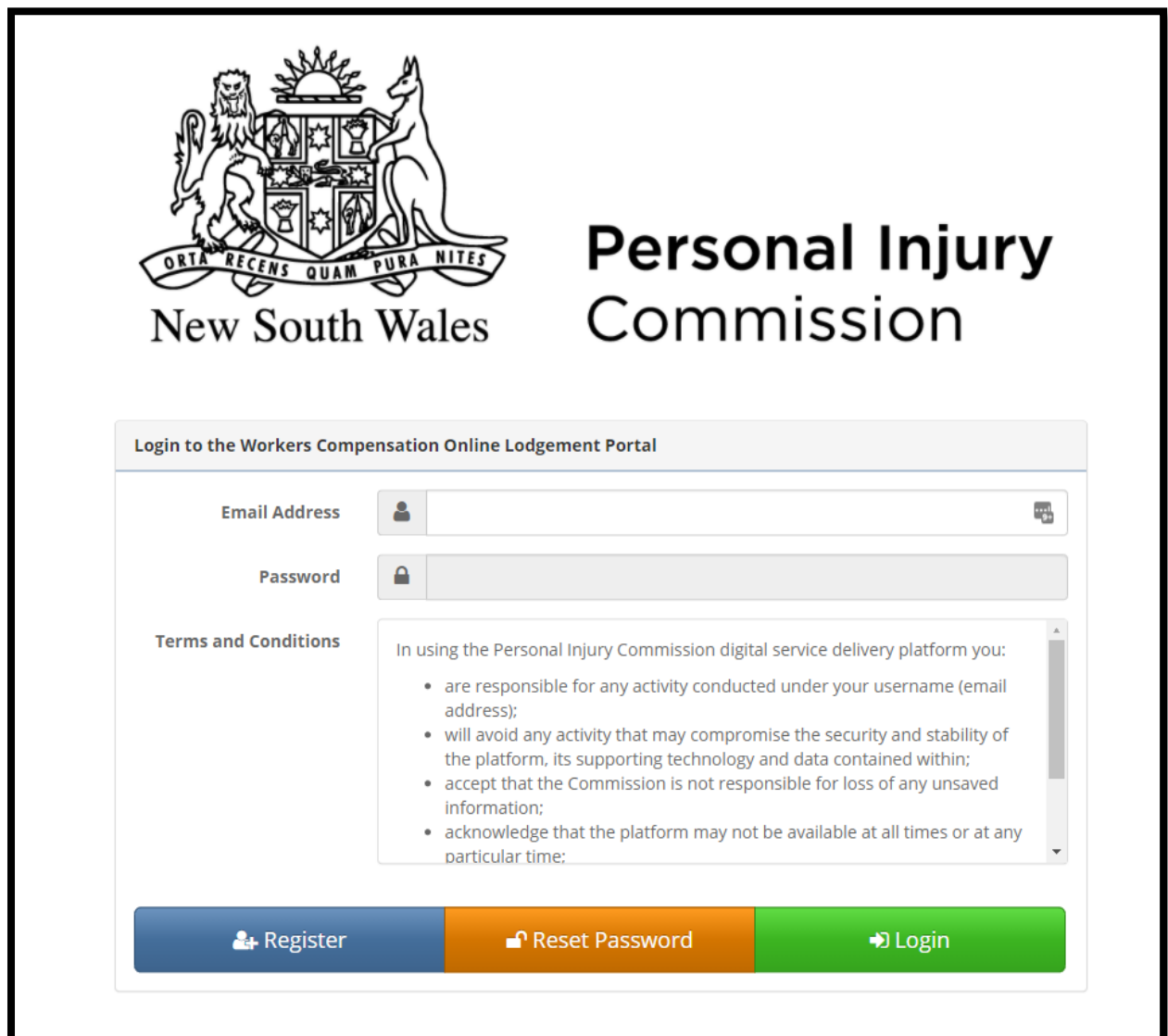
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Registration and Login

To access files, you will need to register as a user.

The platform is available at <https://online.pi.nsw.gov.au/login.aspx>



The screenshot shows the login portal for the Personal Injury Commission of New South Wales. At the top left is the NSW coat of arms with the motto 'ORTA RECENS QUAM PURA NITES' and the text 'New South Wales'. To the right is the 'Personal Injury Commission' logo. Below this is a form titled 'Login to the Workers Compensation Online Lodgement Portal'. The form contains three main sections: 'Email Address' with a user icon, 'Password' with a lock icon, and 'Terms and Conditions'. The terms section lists four points: responsibility for activity, security, loss of unsaved information, and availability. At the bottom are three buttons: 'Register' (blue), 'Reset Password' (orange), and 'Login' (green).

ORTA RECENS QUAM PURA NITES
New South Wales

Personal Injury Commission

Login to the Workers Compensation Online Lodgement Portal

Email Address

Password

Terms and Conditions

In using the Personal Injury Commission digital service delivery platform you:

- are responsible for any activity conducted under your username (email address);
- will avoid any activity that may compromise the security and stability of the platform, its supporting technology and data contained within;
- accept that the Commission is not responsible for loss of any unsaved information;
- acknowledge that the platform may not be available at all times or at any particular time;

Register Reset Password Login

Enter your email address and click on Register. **The email address you register with, must be the email address included in the contact details on any form you lodge, for you to be able to view that matter in the portal.**

You will receive a return email with a link to complete the registration process, including creation of a password.

You can also reset your password from this page.

The following screen will allow you to enter your details:

Workers Compensation Commission [User Profile](#) [Logout](#)

User Profile Save

User Details

Are you a ☐ Worker ☐ Insurer/Scheme Agent ☐ Legal Representative ☐ Barrister/Counsel

Surname

Given Name(s)

Title Other Title

Date of Birth

Gender ☐ Male ☐ Female ☐ Other Other

Contact Details

Business Phone

Mobile Phone ☐ I consent to receive SMS reminders from the Commission regarding appointments, etc.

Email

☐ DX Address

Postal Address

Suburb State Postcode

☐ International Address Country

Save

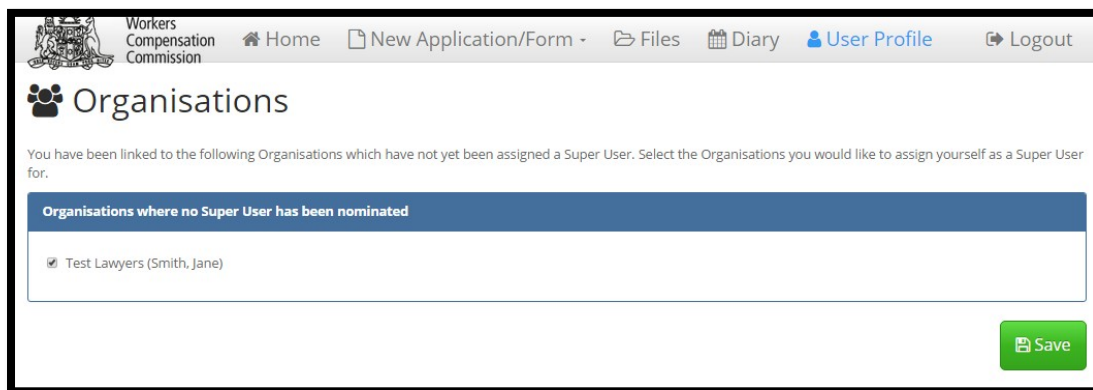
Note: Date of Birth only required if registering as a worker

You can consent to receiving SMS reminders about upcoming proceedings by adding your mobile phone number and checking the consent box.

Once you have lodged a form via the portal, you will be able to see all active matters where you are either the worker (if the Commission has your email address registered with an application), or the contact person for an insurer, or a legal representative of a party.

Super Users

Organisations, including insurers and legal representatives, can set up two Super Users (see below). A Super User can see all files for all contacts in their organisation by expanding on the users name in the Files section.



The screenshot shows the 'Organisations' page of the Workers Compensation Commission Online Lodgment Portal. The page has a header with the commission's logo and navigation links: Home, New Application/Form, Files, Diary, User Profile, and Logout. The main heading is 'Organisations'. Below it, a message states: 'You have been linked to the following Organisations which have not yet been assigned a Super User. Select the Organisations you would like to assign yourself as a Super User for.' A table with one row is displayed, titled 'Organisations where no Super User has been nominated'. The row contains a checked checkbox and the text 'Test Lawyers (Smith, Jane)'. A green 'Save' button is located at the bottom right of the table.

Organisations where no Super User has been nominated
<input checked="" type="checkbox"/> Test Lawyers (Smith, Jane)

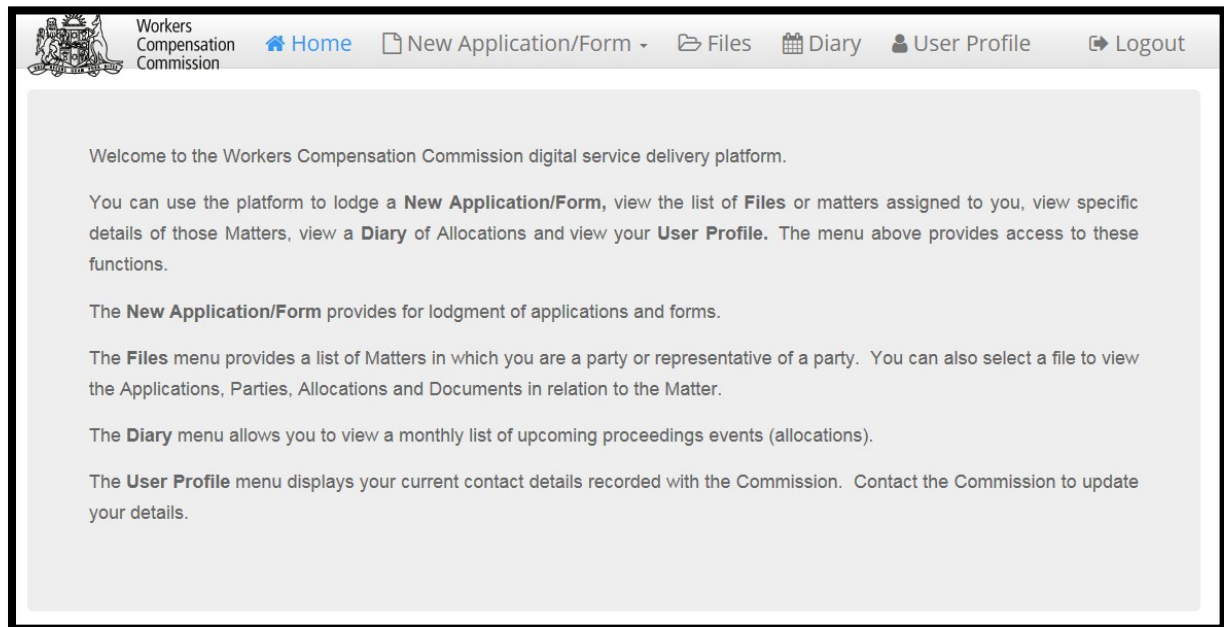
Save

If you wish to change the Super Users, details should be emailed to the Commission by a senior representative of the organisation.

Menus

Home Page

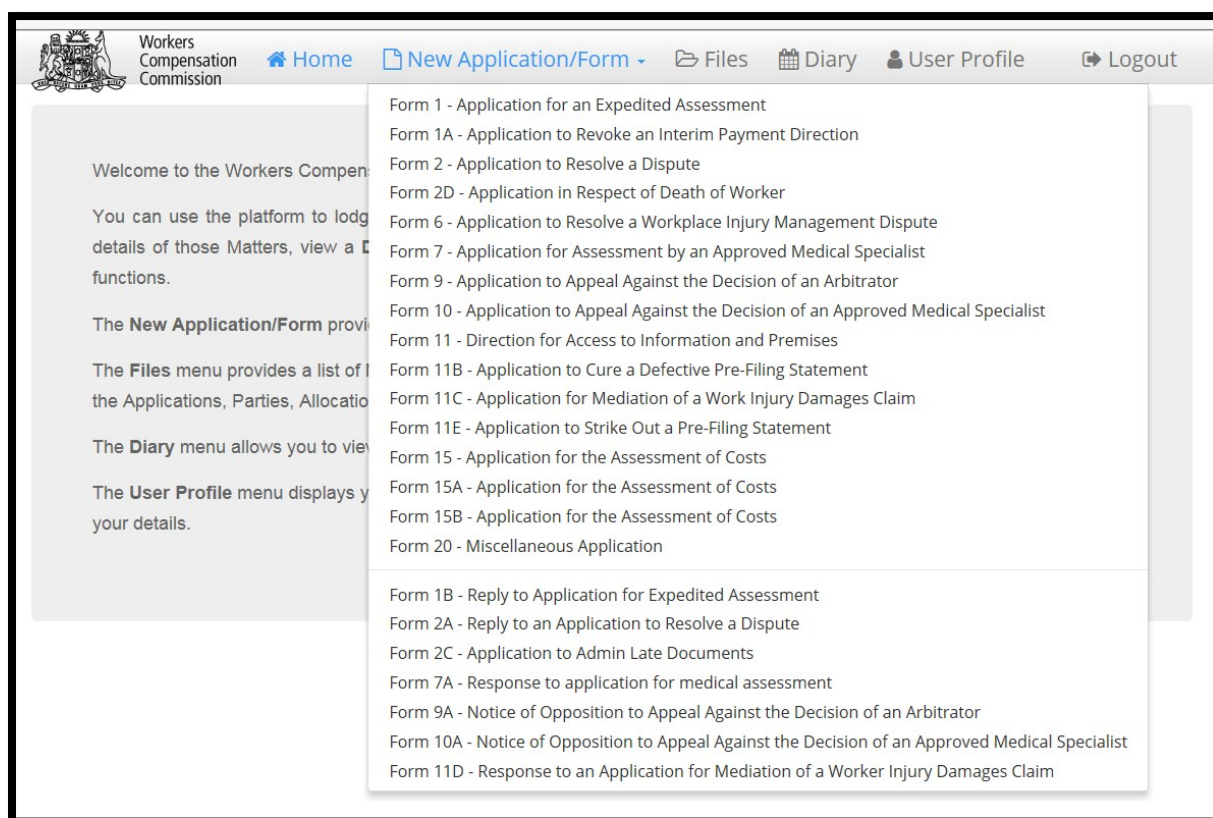
Once you have logged in, the home page will be displayed.



Use the tabs at the top of the home page to navigate to other menus.

New Application/Form page


From the drop-down menu, you can choose a new application/form to lodge.



Some forms can only be added from within an existing matter/file. This includes the following forms:

- Form 4 – Certificate of Service
- Form 2B – Application to Join a Party to Proceedings
- Form 8 – Direction for Production
- Form 8B – Summons to Attend
- Form 13 – Application for Leave to Refer a Question of Law
- Form 14A – Agreement to Discontinue Proceedings
- Form 14B – Election to Discontinue Proceedings

Click on the form you want to lodge – a new form will open with the relevant Notice to Parties.



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Form 2 - Notice to Parties

Pages

Save Draft

Submit

Notice to Parties

NOTICE TO APPLICANT

Form 2 is the correct form to use for a dispute or claim about:

- compensation for permanent impairment
- compensation for pain and suffering
- compensation for property damage
- domestic assistance

There are two forms available for referral of disputes concerning weekly payments and medical expenses.

Use the table below to decide the appropriate form.

Claim Type	Form Type
Weekly benefits work capacity <u>only</u>	Form 1
Weekly benefits up to 12 weeks <u>and/or</u> past medical expenses up to \$9,468.10*	Form 1
Weekly benefits work capacity <u>and</u> past medical expenses greater than \$9,468.10* <u>and/or</u> any future medical expenses	Form 2
Weekly benefits more than 12 weeks <u>and/or</u> past medical expenses greater than \$9,468.10* <u>and/or</u> any future medical expenses	Form 2

Please note that the amount of \$9,468.10 is subject to adjustment under Division 6 of Part 3 of the 1987 Act.

Form 2D is to be used for applications in respect of the death of a worker.

Failure to attach all relevant documents identified in this section will result in your application being rejected by the Commission

NOTICE TO RESPONDENT

You have 21 days from the date of registration of this application to respond by:

- lodging a reply with the Commission, and
- serving a sealed copy of the reply on each other party.

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

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

NOTICE TO PARTIES

The application and the reply must accord with the Worker's Compensation Commission Rules 2011.

PRIVACY OF PERSONAL INFORMATION

The privacy of personal information is important to the Workers Compensation Commission. The Commission collects personal information to register application forms and make decisions about disputes or claims. The NSW workers compensation laws permit the Commission to collect this information.

The Commission may give personal information to another person or agency (e.g. a doctor, a party, State Insurance Regulatory Authority) as required or authorised by law.

Decisions by the Commission will generally be published, including on the Internet, unless there are exceptional circumstances justifying the decision being withheld.

A person has a right to access their personal information and correct any inaccuracies.

Save Draft

Submit


Next

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April 2021

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Files page

Click on the FILES tab to see a list of all applications/forms awaiting registration by the Commission and any active files.



Workers
Compensation
Commission

HomeNew Application/FormFilesDiaryUser ProfileLogout

Matter Summary

Recent Activities 2

All items checkedRefresh

Listya Atikasari 2

Matter Number	Matter Name	Details
9/19	Fiona Brown v Employers R Us	New Medical Assessment
9/19	Fiona Brown v Employers R Us	New Medical Assessment

Temporary Applications 1Refresh

Listya Atikasari 1

Matter Number	Date Created	Application Type	Status	Last Updated	Expiring On
191214-000110	18/12/2019	Form 2 - Application to Resolve a Dispute	Draft	18/12/2019	1/01/2020

Temporary Documents 1Refresh

Listya Atikasari 1

Temporary Document No.	Date Lodged	Matter No.	Document Type	Status	Last Updated	Expiring On
000013	16/12/2019	9/19	Correspondence	Pending	16/12/2019	

Active Files 1Advanced

Listya Atikasari 1

Date Registered	Application Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
6/03/2019	Form 2 - Application to Resolve a Dispute	Medical Assessment	21/12/2019	10:00 AM	30 minutes

Closed Files 1Advanced

Listya Atikasari 1

Date Registered	Application Type	Next Allocation Type	Allocation Date	Allocation Time	Allocation Duration
7/12/2018	Form 2 - Application to Resolve a Dispute				

Recent Activities shows all activity in matters since the last time you logged in.

Temporary Applications shows all applications/forms lodged by you that have not yet been accepted by the Commission.

There are three statuses for Temporary Applications:

- Draft – forms that have been commenced but not submitted to the Commission
- Pending – forms that have been submitted but not yet accepted by the Commission
- Rejected – forms that have been rejected by the Commission – these forms can be amended and resubmitted

Forms that are in draft or rejected status will be available in the portal for 14 days after the last date a change was made to the form.

Temporary Documents shows all correspondence/submissions lodged by you that have not yet been accepted by the Commission.

There are two statuses for Temporary Documents:

- Pending – documents that have been submitted but not yet accepted by the Commission
- Rejected – documents that have been rejected by the Commission – these documents can be amended and resubmitted


Documents that are in rejected status will be available in the portal for 14 days after the last date a change was made to the documents.

Active Files shows all open matters in which your email address is the contact for a party or party representative.

Closed Files shows all matters that have been closed for less than 42 days in which your email address is the contact for a party or party representative.

Click on a matter no (in blue) in the Active Files list to go to the details page for each matter (as displayed on the next page).

For each matter, you can view the forms lodged and the parties in the proceedings. Clicking on the date field in the documents section will open a PDF copy of the document. You can save a copy of the document to your own computer or mobile device.



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Matter Details

New Form

5430/18 WCC Test Worker v WCC Test Employer

Date Filed	Application Type	Issue Type	Next Allocation
17/10/2018	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute	
		Lump sum compensation where degree of permanent impairment is in dispute	

Application Forms 1

Date Filed	Application Type	Filed By Name	Filed By Type
17/10/2018	Form 2 - Application to Resolve a Dispute	Test Legal Firm	Worker Representative

New Form

Parties 3

Assign Barrister


Party Role	Party Name	Party Type	Party Contact	Representative
Other	Employers Mutual NSW Limited	Insurer / Scheme Agent		
Applicant	WCC Test Worker	Worker	12345678901	Test Legal Firm - DO NOT USE (ABC Farrell, 123456789)
Respondent	WCC Test Employer	Employer		

Documents 6

Document Date	Author	Document Category and Type	Related To
17/10/2018	Portal	Electronic Application Form	Sender: Portal - Recipient:
1/01/2015	Dr Forester	Medical Reports - Other medical reports	17/10/2018: Form 2 - Application to Resolve a Dispute
1/01/2014	Dr Kamilpa	Medical Reports - Treating doctors reports	17/10/2018: Form 2 - Application to Resolve a Dispute
1/01/2012	EML	Dispute notice - Section 74 notice	17/10/2018: Form 2 - Application to Resolve a Dispute
1/01/2011	Dr Jones	Medical Reports - Forensic medical reports	17/10/2018: Form 2 - Application to Resolve a Dispute
1/01/2010	Mr Worker	Statements - Worker's statement	17/10/2018: Form 2 - Application to Resolve a Dispute

Diary page

Click on the DIARY tab to see a list of all upcoming allocations such as teleconferences, conciliation conferences/arbitration hearings.



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Diary

Previous Month

1/12/2018

Next Month

Monthly Diary - List

Date	Matter Number	Matter Name	Allocation Type	Location	Time	Duration
3/12/2018 - Mon	5431/18	WCC Test Worker v WCC Test Employer	Teleconference	SYDNEY	9:00 AM	1 hour 30 minutes
27/12/2018 - Thu	5456/18	WCC Test Worker v WCC Test Employer	Conciliation/Arbitration	SYDNEY	10:00 AM	3 hours

Completing a Form/Application

All forms/applications are embedded in the online platform. Data fields enable you to enter free text or select from drop down lists or calendars to complete relevant information. You no longer need to complete a PDF or Word version of the form. Supporting documents are uploaded as a single file (see separate section below).


Mandatory fields

When completing a form, all fields with a yellow background are mandatory.

Not for use fields

Fields with a grey background are not available within the form type.

Help Text

Each form has embedded help text to assist you to complete the form. Click on the  to display the additional information relevant to that section

Navigating pages in a form

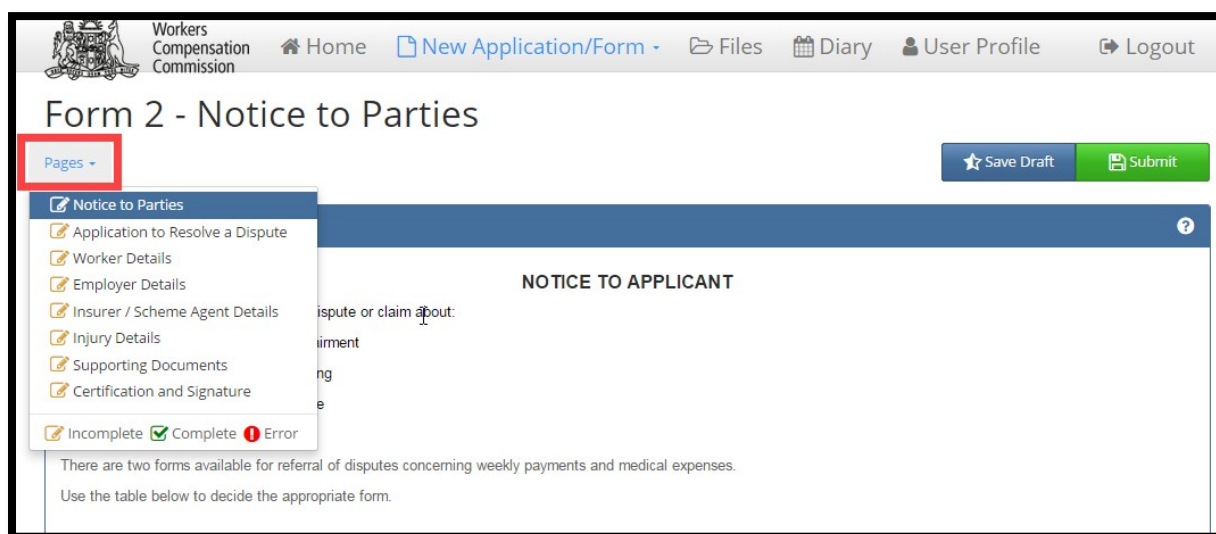
You can navigate through the pages in a form by selecting



or



Alternatively, you can use the Pages menu to navigate between pages as highlighted below.



The screenshot shows the 'Form 2 - Notice to Parties' interface. The top navigation bar includes the Workers Compensation Commission logo, a home icon, a 'New Application/Form' button, and links for Files, Diary, User Profile, and Logout. The 'Pages' menu is open, showing a list of sections: 'Notice to Parties', 'Application to Resolve a Dispute', 'Worker Details', 'Employer Details', 'Insurer / Scheme Agent Details', 'Injury Details', 'Supporting Documents', and 'Certification and Signature'. Below the menu, the form content is visible, including a 'NOTICE TO APPLICANT' section with a table for selecting issues in dispute. The table has columns for 'Issue', 'Status', and 'Error'. The 'Status' column shows 'Incomplete', 'Complete', and 'Error' with corresponding icons. The 'Error' column shows a red error icon. The 'Issue' column lists various issues, including 'Application to Resolve a Dispute', 'Worker Details', 'Employer Details', 'Insurer / Scheme Agent Details', 'Injury Details', 'Supporting Documents', and 'Certification and Signature'. The 'Status' column shows 'Incomplete', 'Complete', and 'Error' with corresponding icons. The 'Error' column shows a red error icon. The 'Issue' column lists various issues, including 'Application to Resolve a Dispute', 'Worker Details', 'Employer Details', 'Insurer / Scheme Agent Details', 'Injury Details', 'Supporting Documents', and 'Certification and Signature'.

Selecting issues in dispute

Additional pages will be inserted into the form based on the selected matters/issues in dispute.

In the example below, the selected issues are weekly benefits where liability in dispute and medical expenses (where the amount is more than \$9,468.10).

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Form 2 - Application to Resolve a Dispute

Pages Save Draft Submit

Application Details

Filed by Name

Filed by Party

Matters In 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)
- ☐ Domestic assistance
- ☐ Compensation for property damage
- ☐ Lump sum compensation where liability in dispute
- ☐ Lump sum compensation where degree of permanent impairment is in dispute
- ☐ Compensation for pain and suffering

When these issues are selected, additional pages are populated into the Pages menu.

Workers Compensation Commission

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Form 2 - Application to Resolve a Dispute

Pages Save Draft Submit

- Notice to Parties
- Application to Resolve a Dispute
- Worker Details
- Employer Details
- Insurer / Scheme Agent Details
- Injury Details
- Weekly Benefits Compensation
- Medical, Hospital or Related expenses
- Supporting Documents
- Certification and Signature

Matters In Dispute

- ☒ Weekly benefits where work capacity decision in dispute
- ☒ Medical expenses (where the amount is more than \$9,468.10)
- ☐ Domestic assistance
- ☐ Compensation for property damage
- ☐ Lump sum compensation where liability in dispute
- ☐ Lump sum compensation where degree of permanent impairment is in dispute
- ☐ Compensation for pain and suffering

Saving draft forms

Click on the **Save Draft** button to save a draft of your form. You can access any saved drafts for up to 14 calendar days through the Files menu under Temporary Applications.

A **PDF icon** will be displayed for any draft application from which you can open, view, save and print the draft form.

Submitting forms

Click on the Submit button to save and submit your form. The form status will change to Pending. You will be advised by email when your form is accepted by the Commission.

If your form is rejected, it will display again in the Temporary Applications section. You can amend the form and resubmit.

Supporting documents

Supporting documents for forms should be uploaded as a single indexed and paginated PDF file of the documents. Files should be no more than 200MB. If your supporting documents are greater than 200MB, you will need to upload the documents in parts. Documents must not be password protected.

The index should precede the documents in the PDF file and be in the following format:

Document	Author	Date of Document	Start Page

When completing the documents table in the online portal, you should select:

Document Category - Supporting Documents

Document Type - select relevant form type

For the upload, the author should be “various”, and the date of document should be the lodging date.

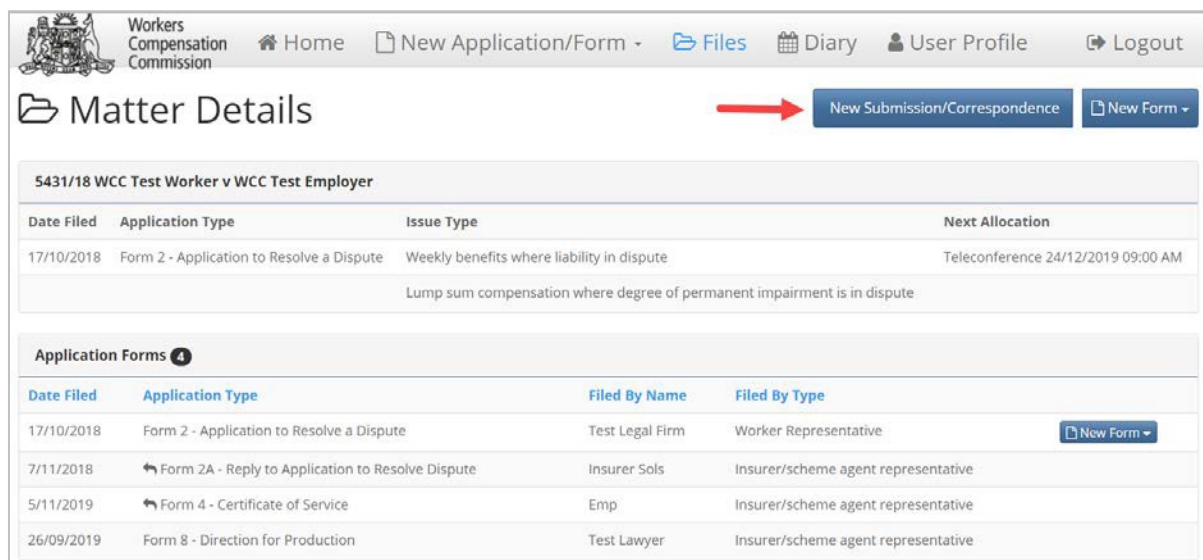
There is also provision for a covering letter to be included if needed (for example to request expedition) – simply choose “covering letter” as both the category and type and upload as a separate document

Lodge submissions and other correspondence

Select **Files** from the menu.

Select the matter no to upload submissions or correspondence.

Select **New Submission/Correspondence** button on the top right corner.



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Matter Details

5431/18 WCC Test Worker v WCC Test Employer

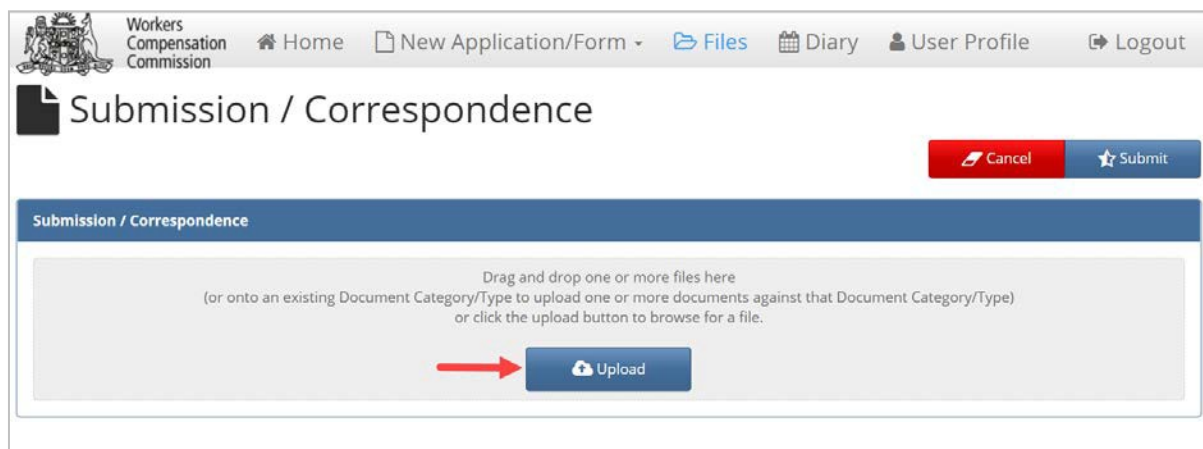
Date Filed	Application Type	Issue Type	Next Allocation
17/10/2018	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute	Teleconference 24/12/2019 09:00 AM
		Lump sum compensation where degree of permanent impairment is in dispute	

Application Forms 4

Date Filed	Application Type	Filed By Name	Filed By Type
17/10/2018	Form 2 - Application to Resolve a Dispute	Test Legal Firm	Worker Representative
7/11/2018	Form 2A - Reply to Application to Resolve Dispute	Insurer Sols	Insurer/scheme agent representative
5/11/2019	Form 4 - Certificate of Service	Emp	Insurer/scheme agent representative
26/09/2019	Form 8 - Direction for Production	Test Lawyer	Insurer/scheme agent representative

Upload a file using the **Upload** button or drag and drop a file from your desktop into the screen.

Multiple files can be uploaded. Files must be in PDF format with no secure marking applied.



Workers Compensation Commission

Home New Application/Form Files Diary User Profile Logout

Submission / Correspondence

Cancel Submit

Submission / Correspondence


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

Identify each document accordingly and submit.

Access documents produced under direction

To access documents produced under direction by third parties, navigate to the documents section in the matter details screen. Documents can be downloaded and saved.

Documents 8			
Document Date	Author	Document Category and Type	Related To
New 13/12/2019	Test Legal Firm	Correspondence	Sender: Test Legal Firm - Recipient:
New 13/12/2019	Test Legal Firm	Correspondence	Sender: Test Legal Firm - Recipient:
6/12/2019	Test Legal Firm	Correspondence	Sender: Test Legal Firm - Recipient:
6/12/2019	Test Legal Firm	Submissions	Sender: Test Legal Firm - Recipient:
11/07/2019	 Dr Smith	Produced Documents	Sender: Dr Smith - Recipient: WCC
8/01/2019	Law Firm	Supporting Documents - Form 2	17/10/2018: Form 2 - Application to Resolve a Dispute
17/10/2018	Portal	Electronic Application Form	Sender: Portal - Recipient:
1/01/2010	Law Firm	Cover letter	17/10/2018: Form 2 - Application to Resolve a Dispute

If, during a first access period, a party seeks to restrict access to any documents under Rule 13.9 of the Workers Compensation Commission Rules 2011, an email should be forwarded to help@pi.nsw.gov.au with details of:

- the matter no;
- party names;
- producer, and
- page numbers in the PDF document to be excluded from general access.

This must be done before the end of the first access period.

A party seeking to restrict access will also need to comply with Rule 13.9(2)(c) with respect to advising the other parties to proceedings.

Adding Counsel

If you brief a barrister in a matter, you can add them to the file. Once the barrister has registered to use the portal (using the same registration page as outlined above), they will be able to view all documents lodged and issued in the proceedings.

If you change barristers, you can re-assign the matter to the alternate barrister.

The screenshot displays the 'Matter Details' page of the Workers Compensation Commission Online Lodgment Portal. The page includes a navigation bar at the top with links for Home, New Application/Form, Files, Diary, User Profile, and Logout. The main content area is titled 'Matter Details' and features a 'New Form' button. Below the title, there is a section for 'Test/18 WCC Test Worker v WCC Test Employer' with a table showing 'Date Filed', 'Application Type', 'Issue Type', and 'Next Allocation'. The 'Application Forms' section shows a table with 'Date Filed', 'Application Type', 'Filed By Name', and 'Filed By Type'. The 'Parties' section shows a table with 'Party Role', 'Party Name', 'Party Type', 'Party Contact', and 'Representative'. A red box highlights the 'Assign Barrister' button in the top right corner of the 'Parties' section.

Date Filed	Application Type	Issue Type	Next Allocation
9/10/2018	Form 2 - Application to Resolve a Dispute	Weekly benefits where liability in dispute	
		Medical expenses (where the amount is more than \$9,250.50)	

Date Filed	Application Type	Filed By Name	Filed By Type
9/10/2018	Form 2 - Application to Resolve a Dispute	Test Team	Worker Representative

Party Role	Party Name	Party Type	Party Contact	Representative
Other	North Insurances Pty Ltd	Insurer / Scheme Agent		Test Legal Firm - DO NOT USE (Listya Atikasari, 0123456789)
Respondent	WCC Test Employer	Employer		Test Lawyers (Yasmine Salameh, 0430338277)
Applicant	WCC Test Worker	Worker	82816489	Test Legal Firm - DO NOT USE (ABC Farrell, 82816489) - Barrister: WCC Wizard