Claims Costs Disclosure Portal User Guide

For Legal Representatives

February
2023

NSW GOVERNMENT

State Insurance
Regulatory Authority

Contents

Introduction

The MAIA Claims Cost Disclosure (CCD) Portal is SIRA's online tool used to collect claims costs data relating to common law claims as a result of a motor accident that occurred on or after 1 December 2017.

On 1 December 2017, the Motor Accidents Injuries Regulation 2017 (the Regulation) came into effect. The key function the Regulation is to regulate the maximum recoverable costs for legal and medico-legal services provided in relation to motor accident claims. The rationale for regulating the cost of these services is to ensure that transaction costs relating to motor accident claims do not unreasonably contribute to the cost of Green Slips payable by New South Wales motorists.

The Regulation seeks to provide greater transparency in relation to solicitor-client costs in motor accident matters by requiring legal practitioners to disclose to the State Insurance Regulatory Authority (SIRA) a claims costs breakdown setting out the total amount paid by an insurer in finalising a motor accident claim and breaking that total into various components as required by the Authority.

The object of clause 40 of the Regulation is to enable the Authority to obtain information about claims costs in order to advise the Minister as to the efficiency and effectiveness of the motor accidents scheme.

Clause 40(2) of the Regulation states clearly that "It is the duty of a legal practitioner who represents a claimant when a claim is finalised (regardless of whether damages are to be paid to the claimant) to ensure that the Authority is provided, in a manner and time provided by the Authority, with a costs breakdown in relation to the claim."

The costs breakdown includes the award or settlement amount, ordered (party/party) costs, other legal fees including barrister fees and previous lawyers' fees; deductions including legal costs; disbursements: medical report fees; expert fees; paybacks including Centrelink, Medicare, Workers Compensation, private health fund and income protection insurer; unpaid treatment fees; section 83 payments and previous lawyers' costs. The information requested is information that should be available at a settlement conference or a hearing.

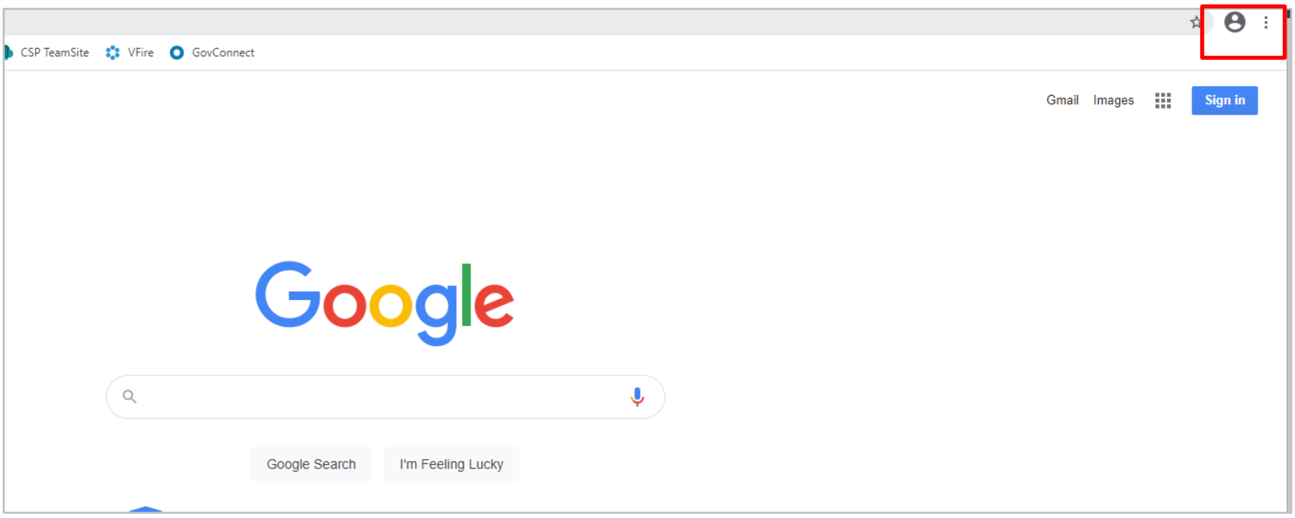
Any enquiries should be made to 1300 656 919 or claimscosts@sira.nsw.gov.au. For further information go to https://www.sira.nsw.gov.au/for-service-providers/A-Z-of-service-providers/legal-professionals#claims.

1. Computer setup

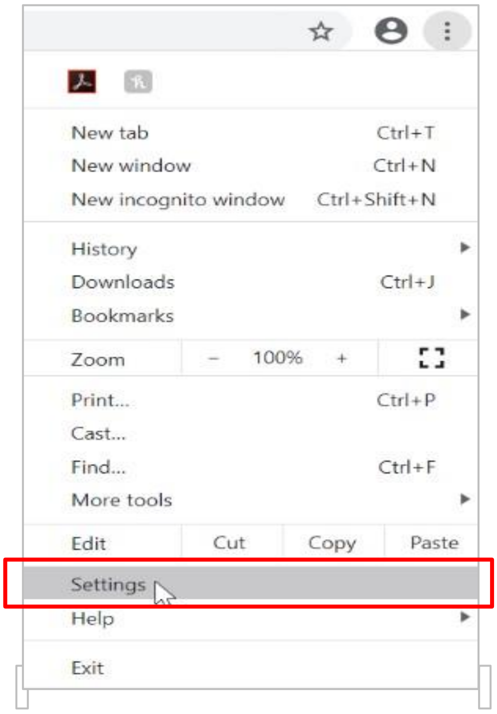
It is recommended to use Google Chrome as the internet browser to access the MAIA CCD Portal.

1.1. Google Chrome settings

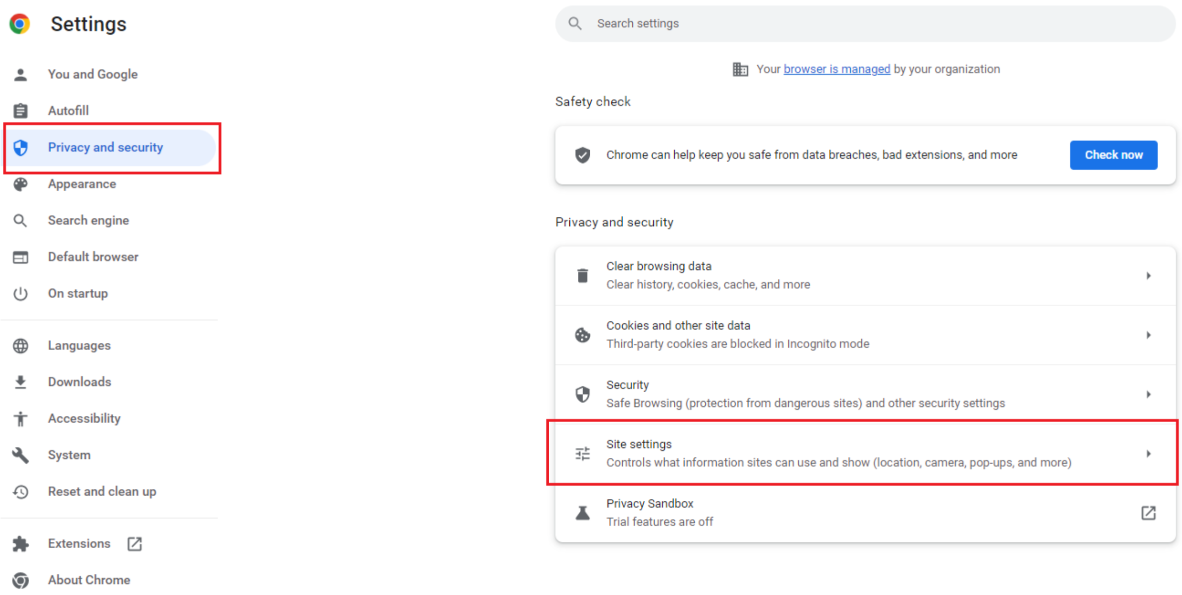
1. Open Google Chrome and click on the ellipsis (three vertical dots) found in the top right-hand corner



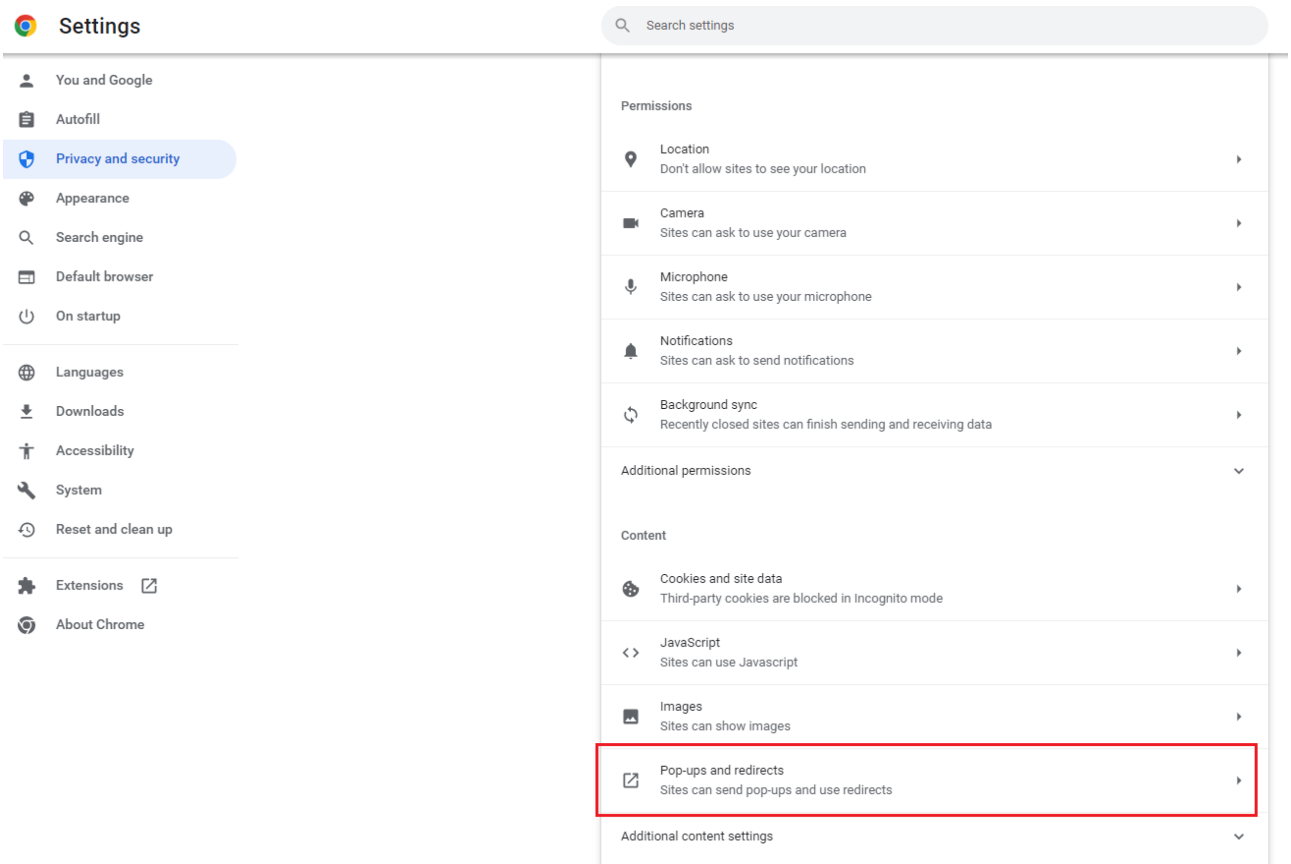
2. Select 'Settings' from the drop-down menu. You will be directed to the settings menu within your browser.



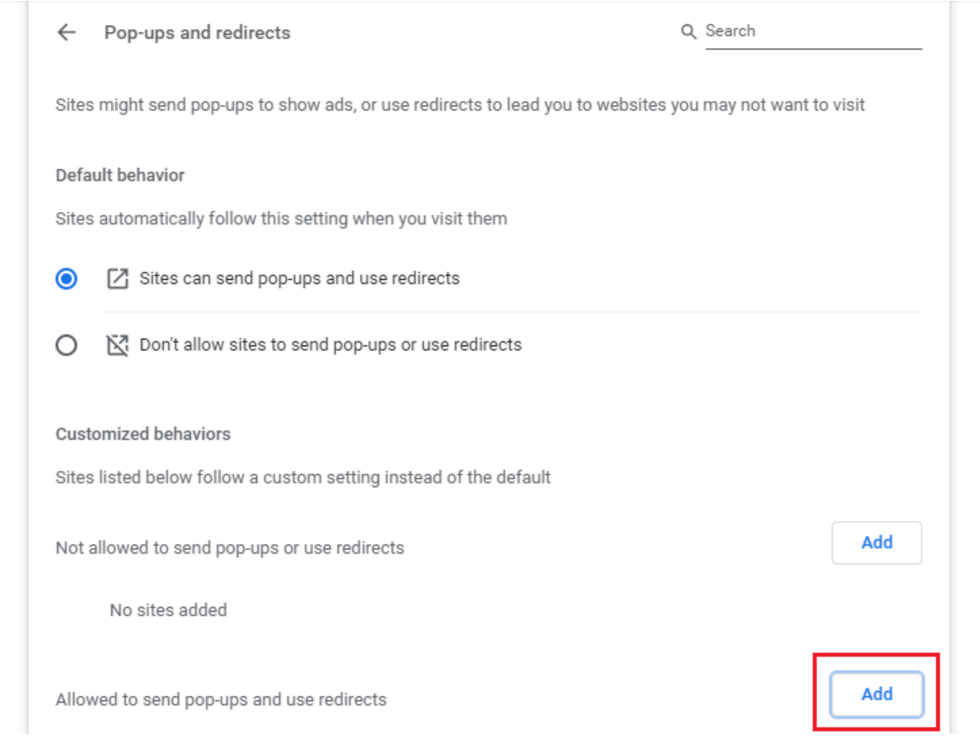
3. Select ‘Privacy and Security’ from the left panel and select ‘Site Settings’.



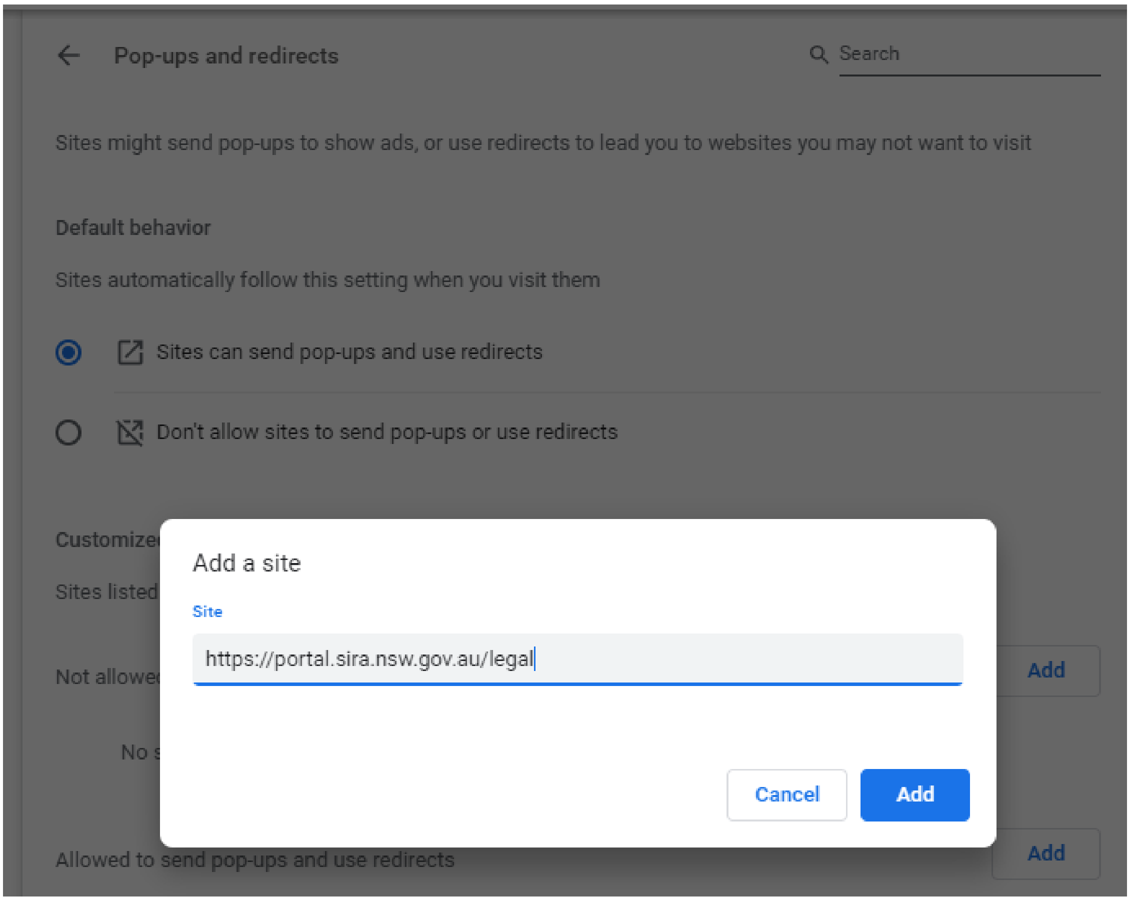
4. Click ‘Pop-ups and redirects’.



5. Customize the browser to allow pop-ups form the MAIA CCD Portal only by clicking on the Add button as highlighted in the screen shot below.



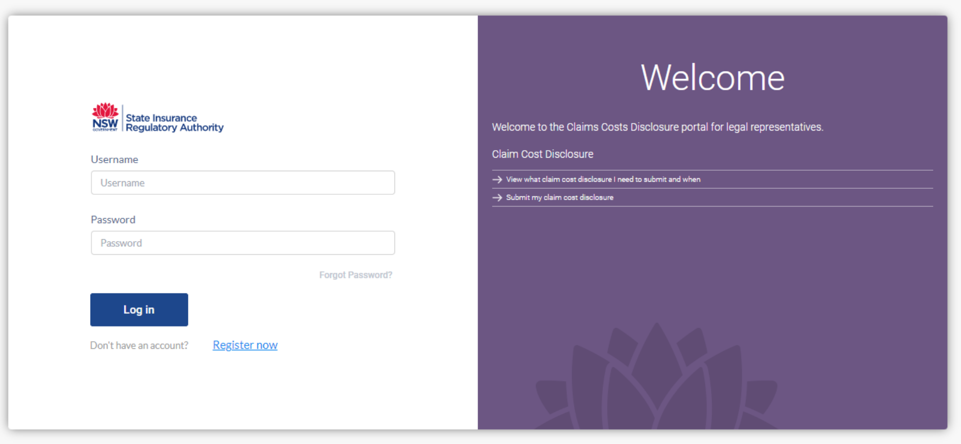
6. Add the MAIA CCD portal web address (https://portal.sira.nsw.gov.au/legal) as shown in the screen shot below and click Add.



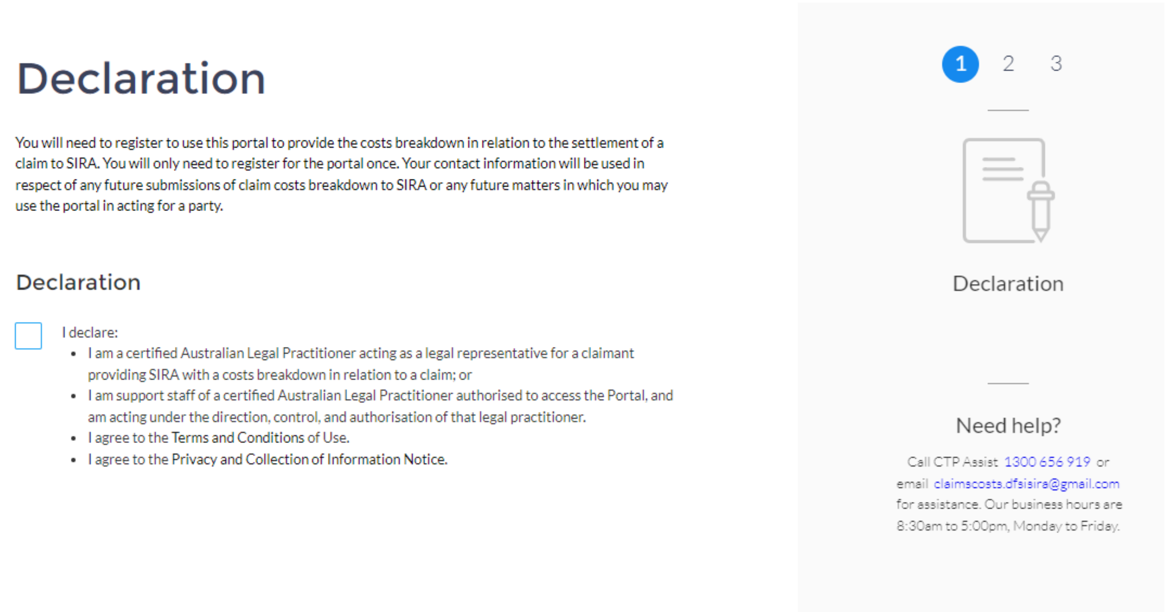
2. Accessing the MAIA CCD Portal

2.1. Registering your firm

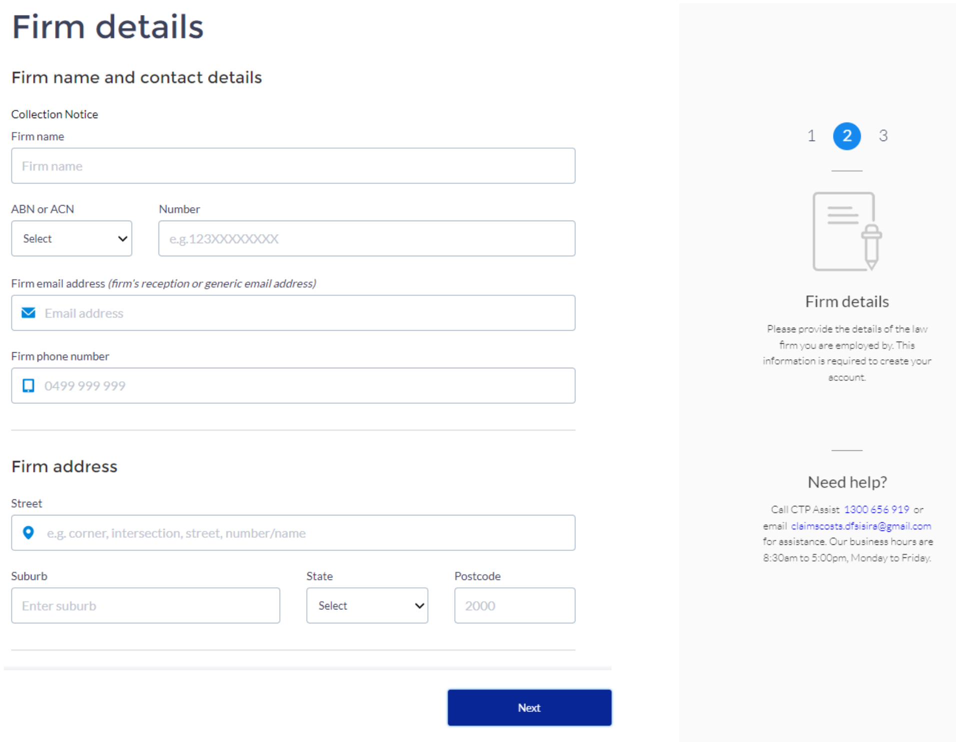
1. Open a web browser (preferably Google Chrome) and go to https://portal.sira.nsw.gov.au/legal/s/ to access the CCD Portal for Legal Representatives.



2. Click 'Register Now' on the login page.
3. Review the declaration and select the check box to show that you have read the declaration and agree to the Terms and Conditions of use and click 'Next'.

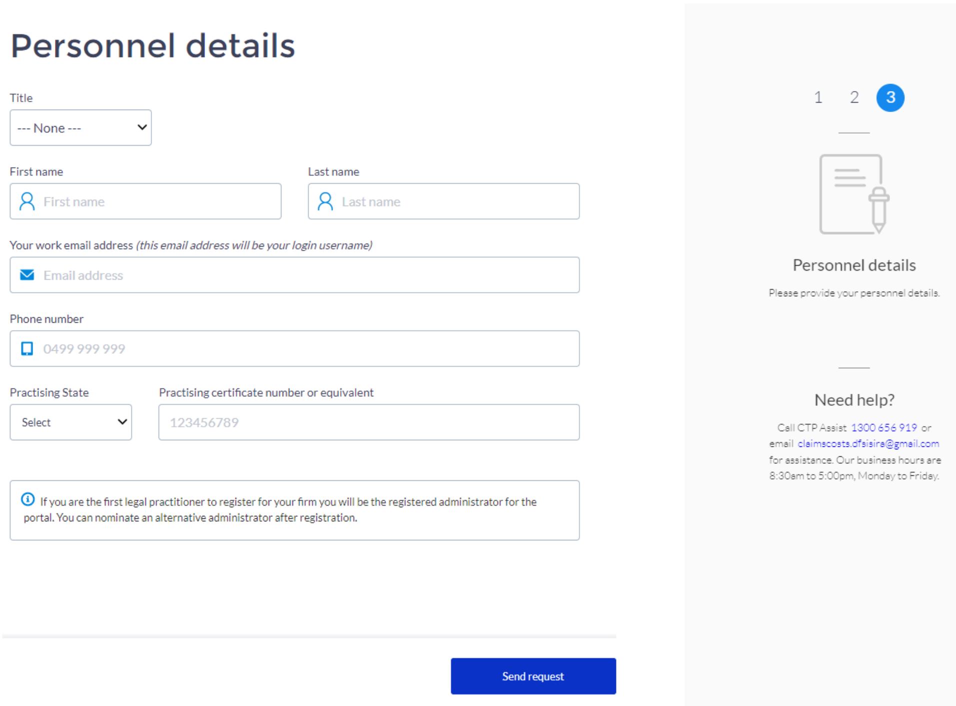


4. Enter the firms details by completing the following sections on the webform:
   - Firm name and contact details
   - Firm address



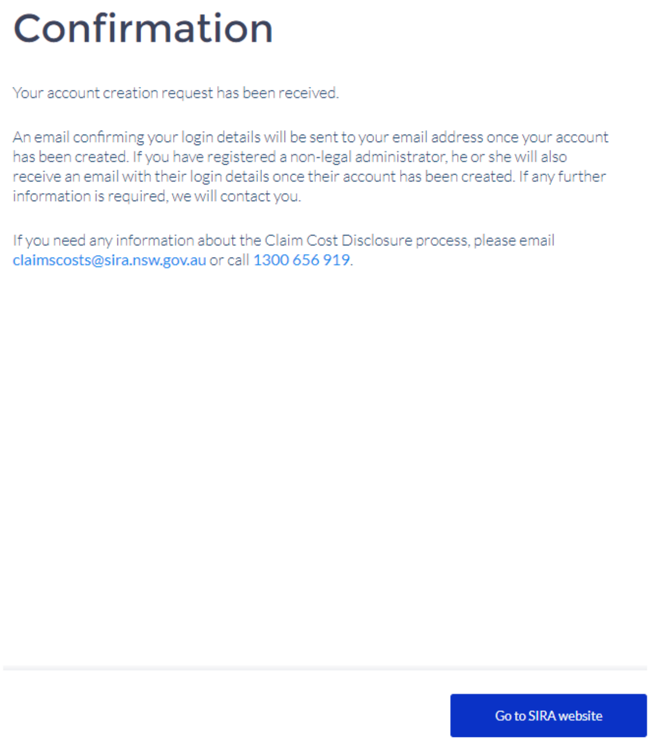
5. Click next when complete.
   Note: you can change these details later if needed.

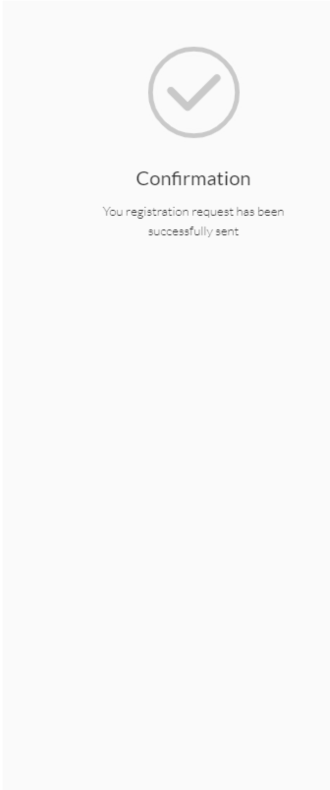
6. Enter the personnel details and click 'send request' to complete the registration process.



Note: If you are the first person to register for your firm, you will automatically be assigned as an administrator. You can nominate an alternative administrator after registration.

7. Once confirmed, you will be presented with the confirmation screen. Click ‘Go to SIRA website’ or close the browser.





The system will email an automatic confirmation of your registration request to your nominated email.

Note: please check your SPAM/Junk folder if it does not arrive within 15 minutes, otherwise contact SIRA on 1300 656 919 or claimscosts@sira.nsw.gov.au.

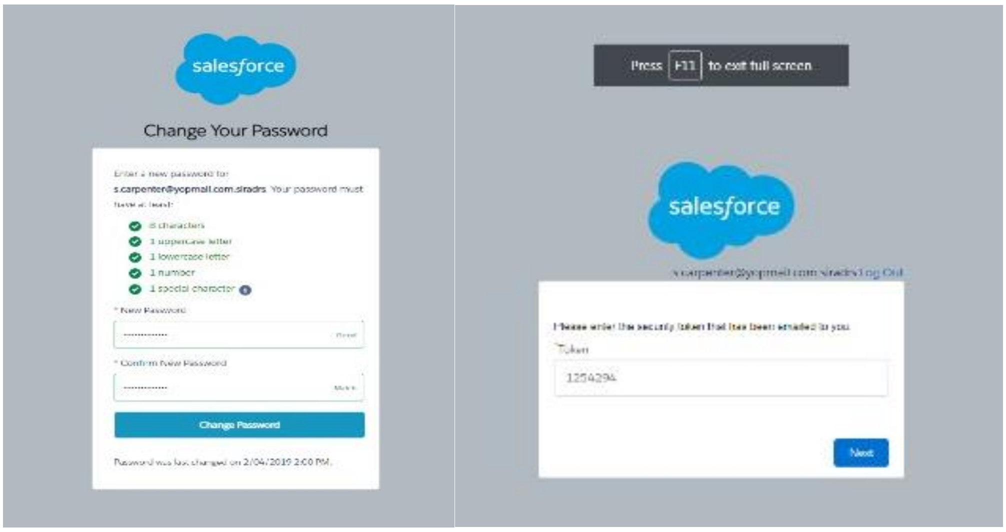
8. SIRA staff will review your application and advise you of the outcome by email.

9. Once approved, you will be sent an email with your username. Click on the link to set your password and access the portal.

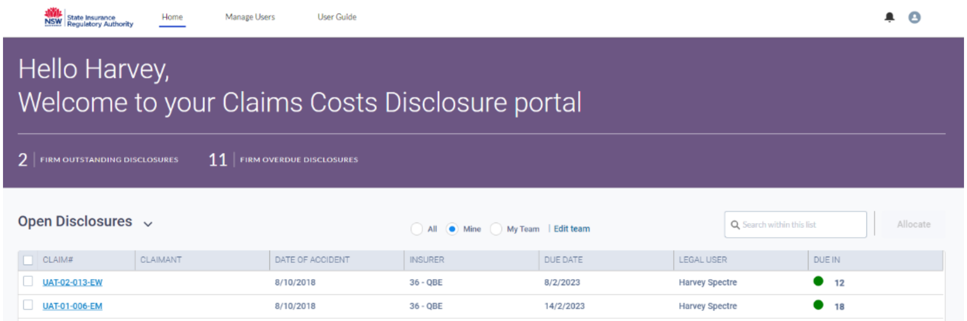
   Note: As part of this process, you will be sent a token via email to complete the two-factor authentication.

10. Complete the two-factor authentication process by inputting the token and clicking Next.

11. Follow the prompts to create a password, then click ‘change password’.



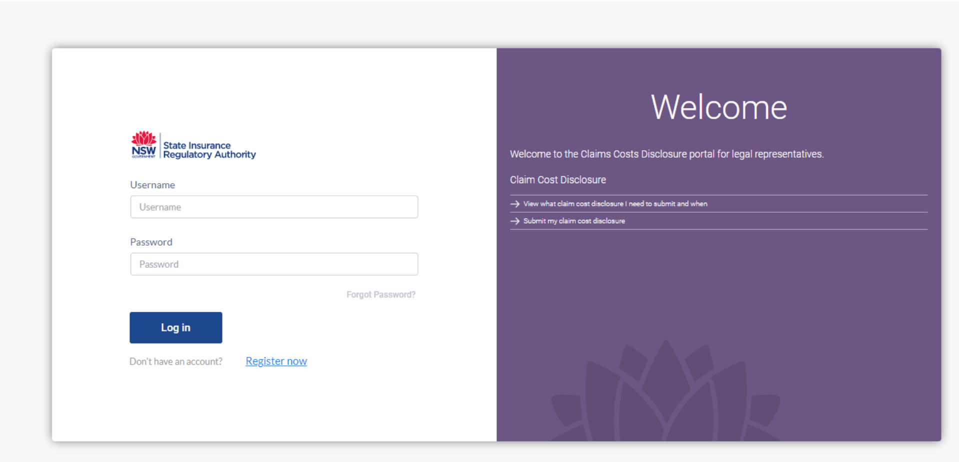
12. Once you have set up your password successfully, you will be able to access the MAIA CCD Portal.



2.2. User login

1. Open a web browser (preferably Google Chrome) and go to https://portal.sira.nsw.gov.au/legal/s/ to access the Claims Costs Disclosure Portal for Legal Representatives.
   Note: you may wish to bookmark this address for frequent use.

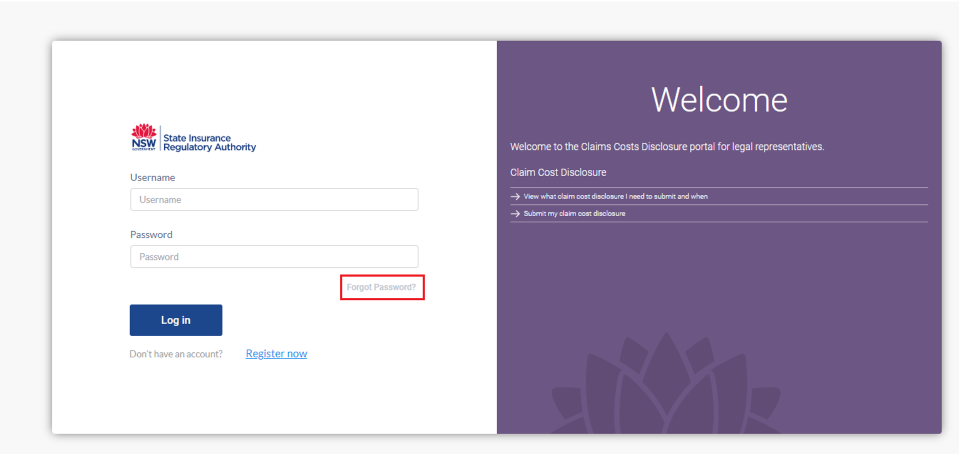
2. Enter your Username and password, and click 'Log in'



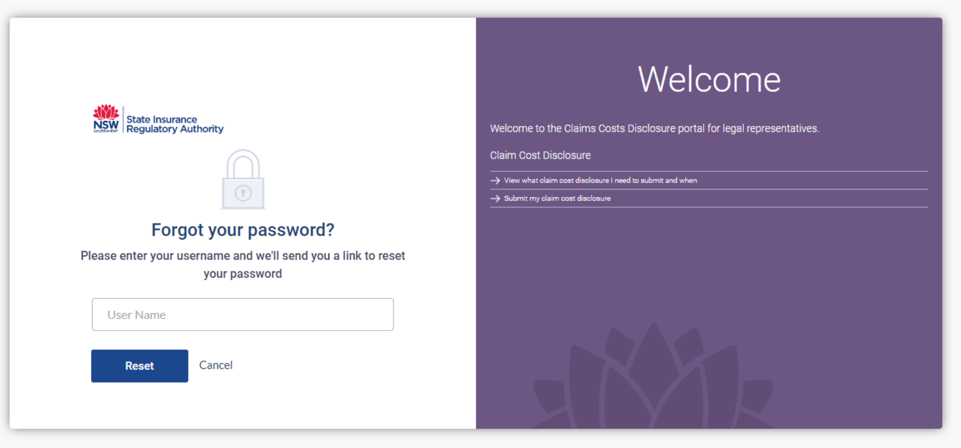
2.3. Password reset

1. Open a web browser (preferably Google Chrome) and go to https://portal.sira.nsw.gov.au/legal/s/ to access the claims costs disclosure portal for Legal Representatives.

2. Click the 'Forgot Password?' link.



3. Enter your Username into the User name field and click reset.

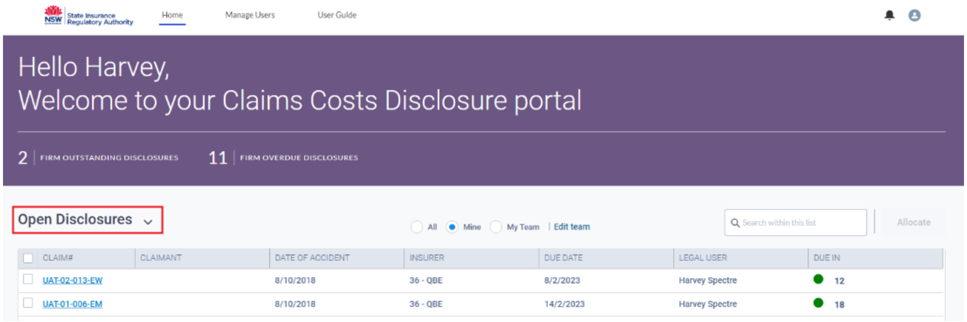


Note: Your username should have a '.legal' at the end of your email address, i.e. If your email address used for registration is david.jones@email.com, your username should be david.jones@email.com.legal. Please check your registration confirmation to confirm the correct username.

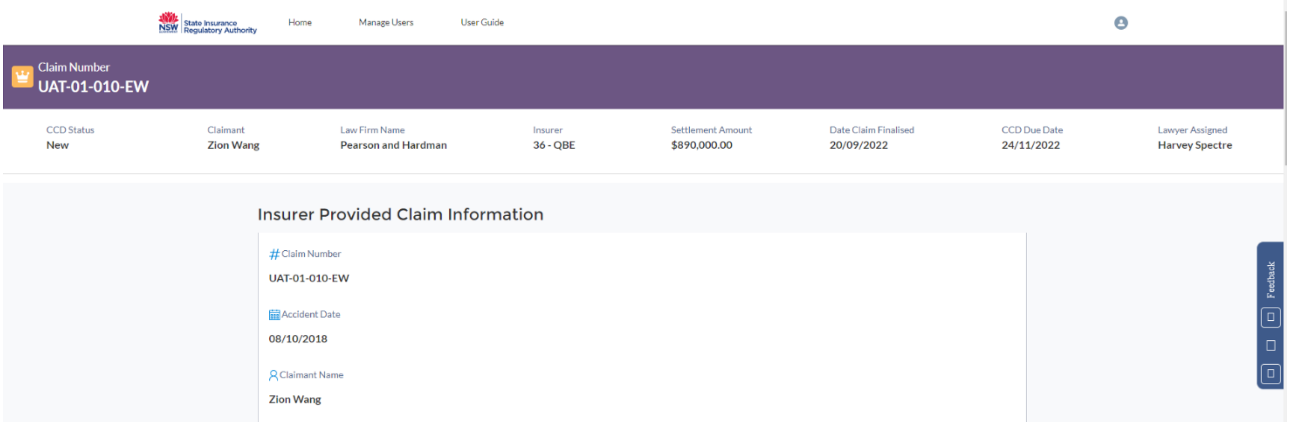
4. A link to reset will be sent to your email, click the link, and follow the prompts to reset password.

3. Submitting a Claims Cost Disclosure

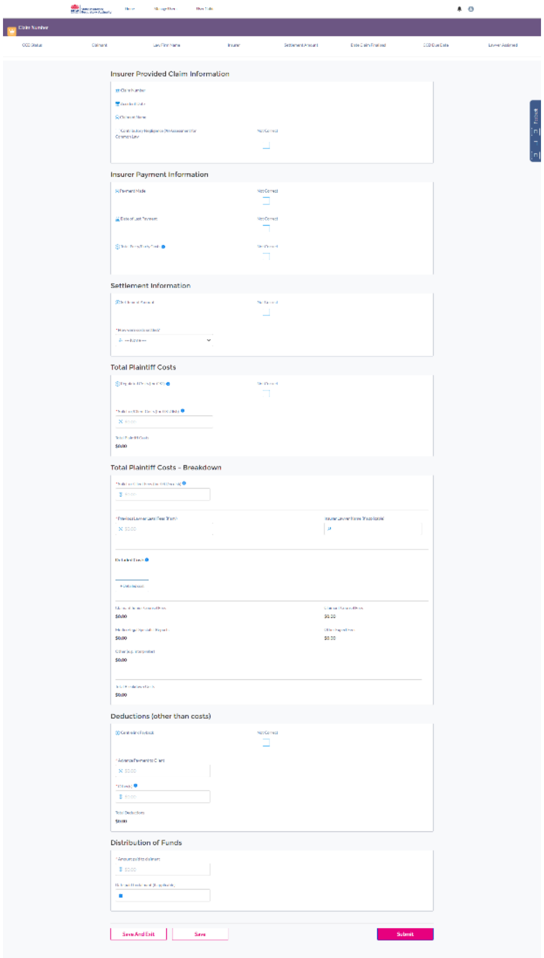
1. Select ‘Open Disclosures’ drop down to view all open disclosures.



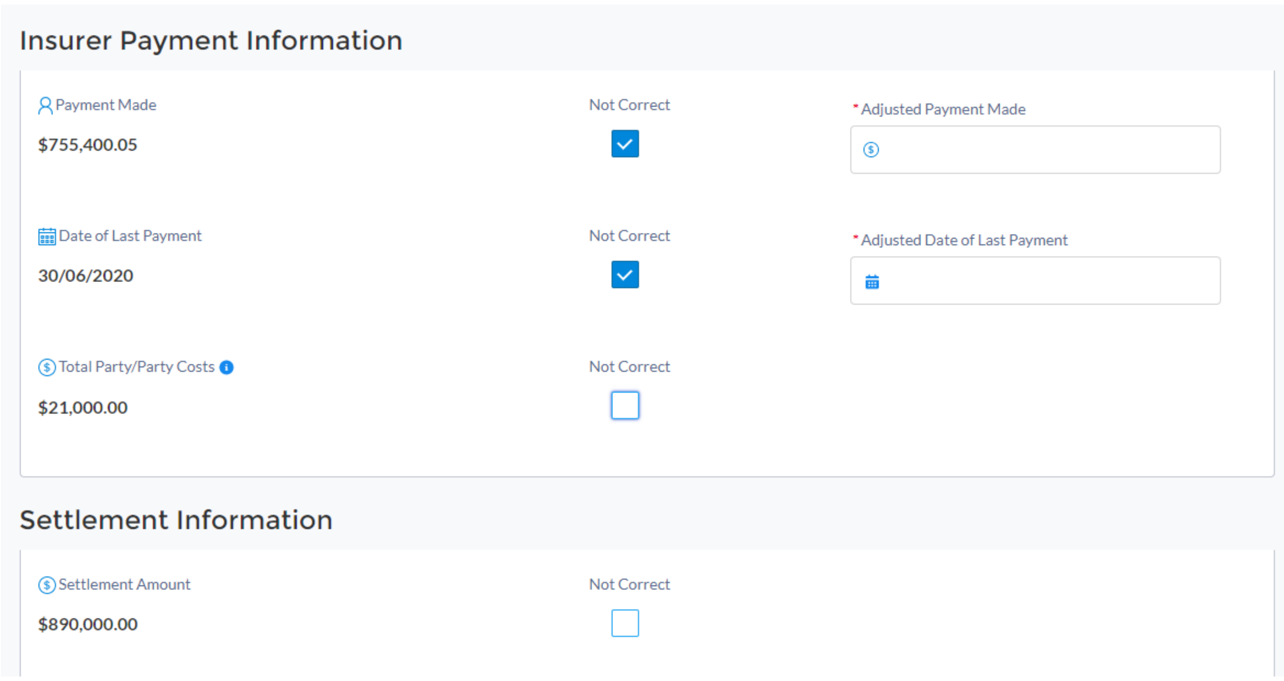
2. Select a claim by clicking on the claim number to view the details.



3. On opening the disclosure, you will be able to view the ‘Insurer Provided Claim Information’ which includes payment, costs, and deduction. These have been pre-populated by the insurers and are read-only.

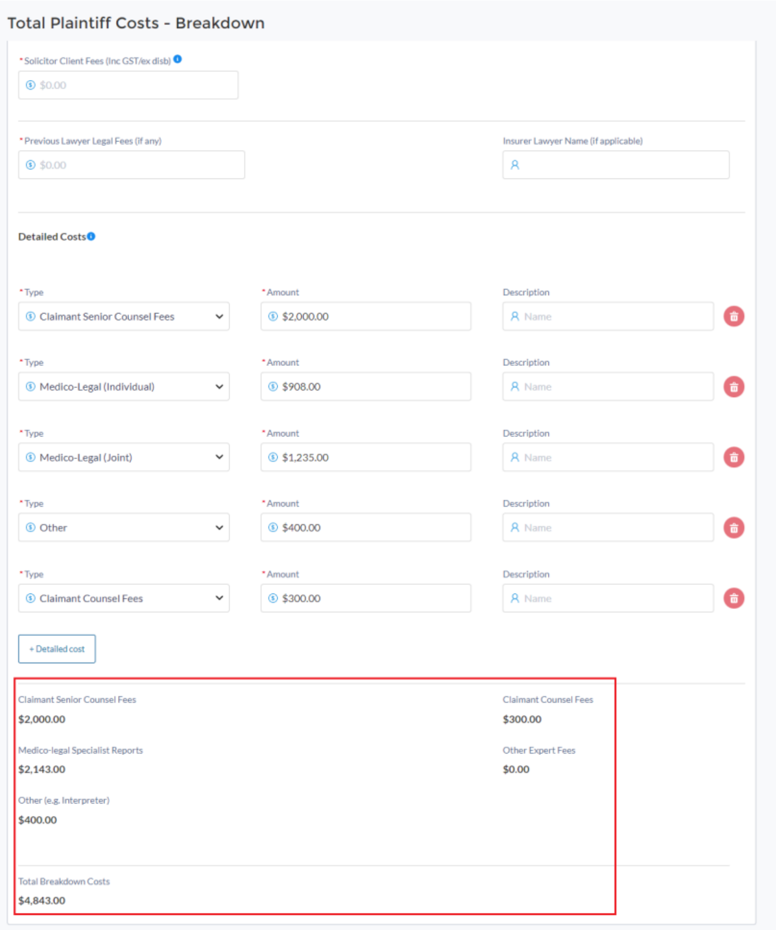


4. If the insurer provided information is not correct, you can click on the ‘Not Correct’ tickbox. The application will present an option to enter a new value.



Note: all fields marked with a red asterisk (*) are required to be completed. If there is no value, you must enter 0.00.

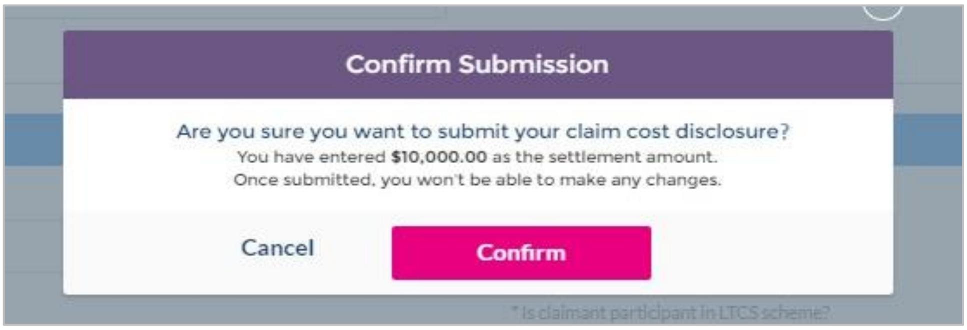
5. In the ‘Total Plaintiff Costs - Breakdown’ section, you can enter multiple rows for Claimant Senior Counsel Fees, Counsel Fees, Medico-Legal, Other expert Fees and Other. The amounts will be rolled up and available in the read-only fields in the ‘Detailed Costs’ sub-section. The total cost for each section will be calculated automatically.



6. If you are not ready to submit the disclosure, you can press ‘Save’ or ‘Save and Exit’ and the data you have entered will be retained to be updated later.

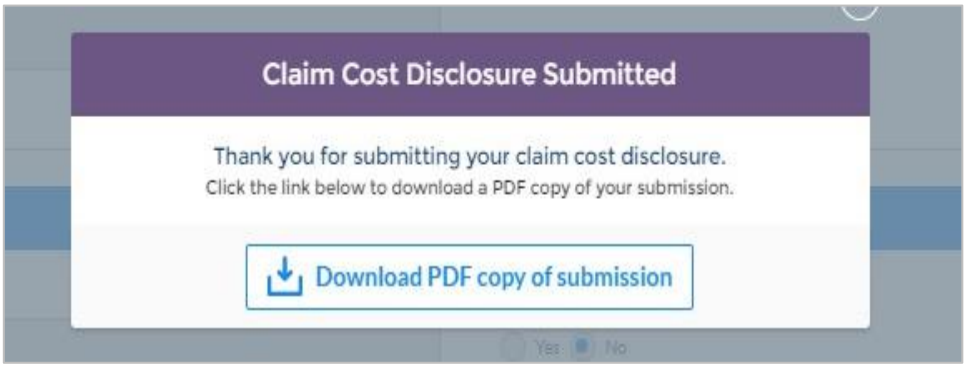
7. To submit data, press ‘Submit’.

8. Once submitted, you will be presented with a confirmation pop-up, to proceed, click Confirm, if you wish to review again or make any changes, click cancel.



9. Once confirmed, a pop-up will notify you of a successful submission and provide a link to download a PDF copy of your submitted CCD.

Note: this can be downloaded at a later time if needed.

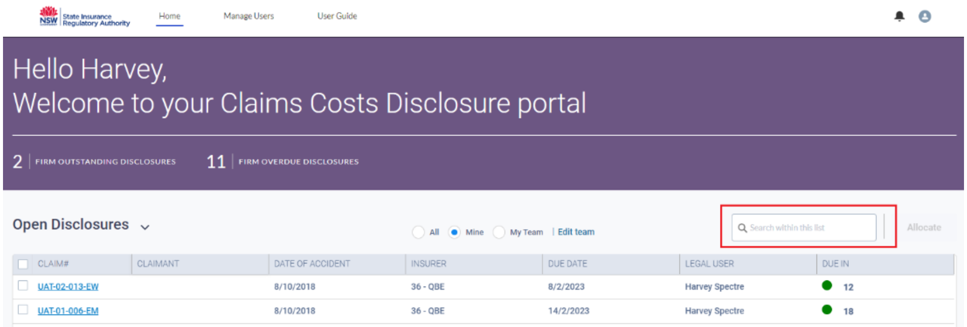


4. System features

4.1. Searching for a disclosure

To search for a disclosure, enter the search criteria into the search box. You can search by:

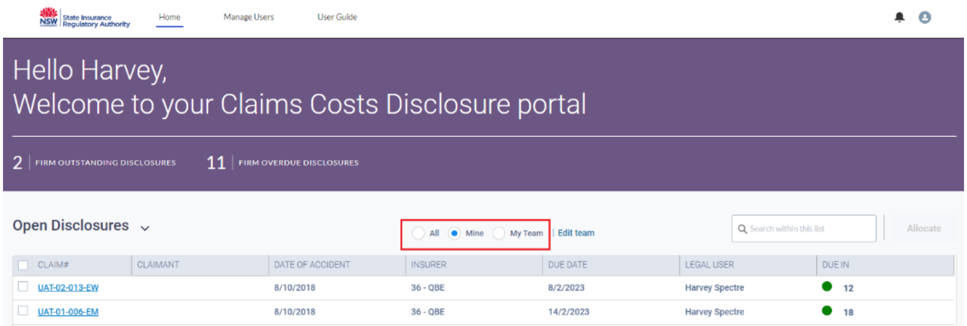
- Claimant name (surname and/or first name)
- Claim number
- Accident date
- Insurer
- Due date
- Legal user



4.2. Using radio buttons to filter disclosures and actions

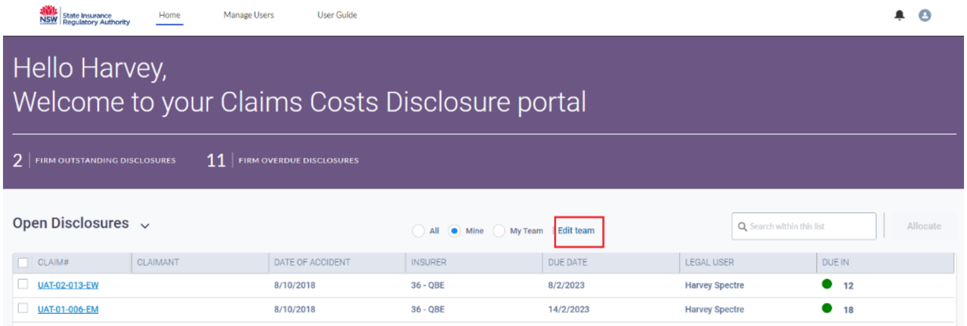
Radio buttons have been used to allow you to filter disclosures as needed by your individual or firm requirements, you can filter by selecting:

- All – will show all disclosure requests for your firm.
- Mine – will show all disclosure requests allocated to you.
- My Team – will show all disclosure requests allocated to your team.



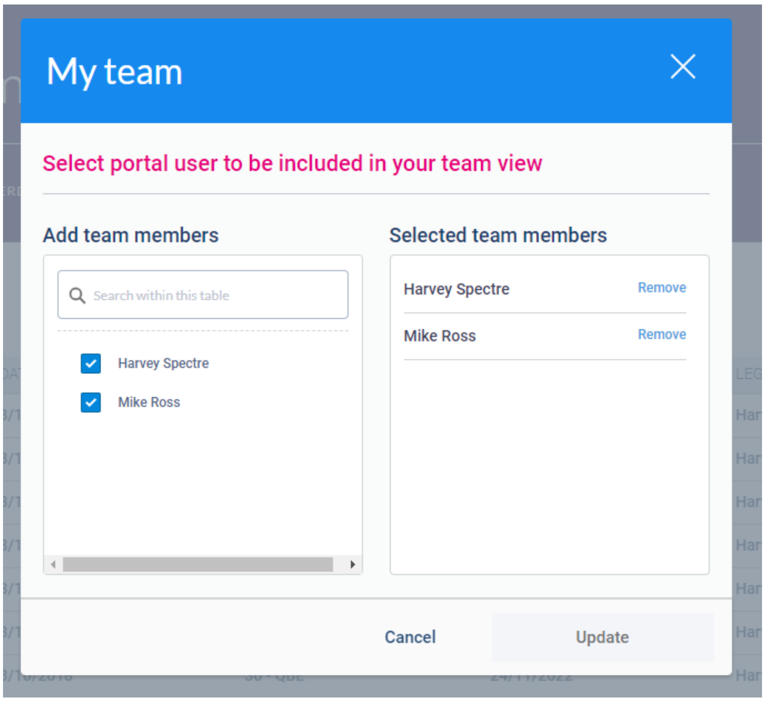
4.3. Select and edit 'My Team' members

Click the 'Edit Team' link.



Adjustments can be made to your team by:

- Searching for a team member using the search box and add a member to your team by clicking the tick box next to the user's name.
- To remove a selected team member, click the 'Remove' link next to the name.
- To finish editing, click 'Update'.

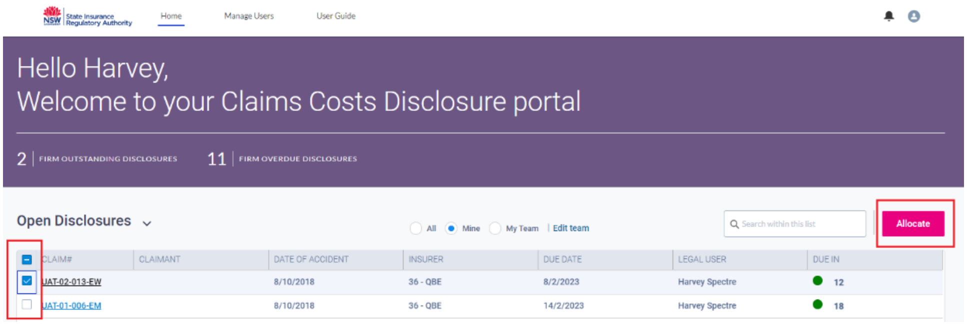


You can now filter the disclosures using the 'My Team' radio button to view all disclosures allocated to your team.

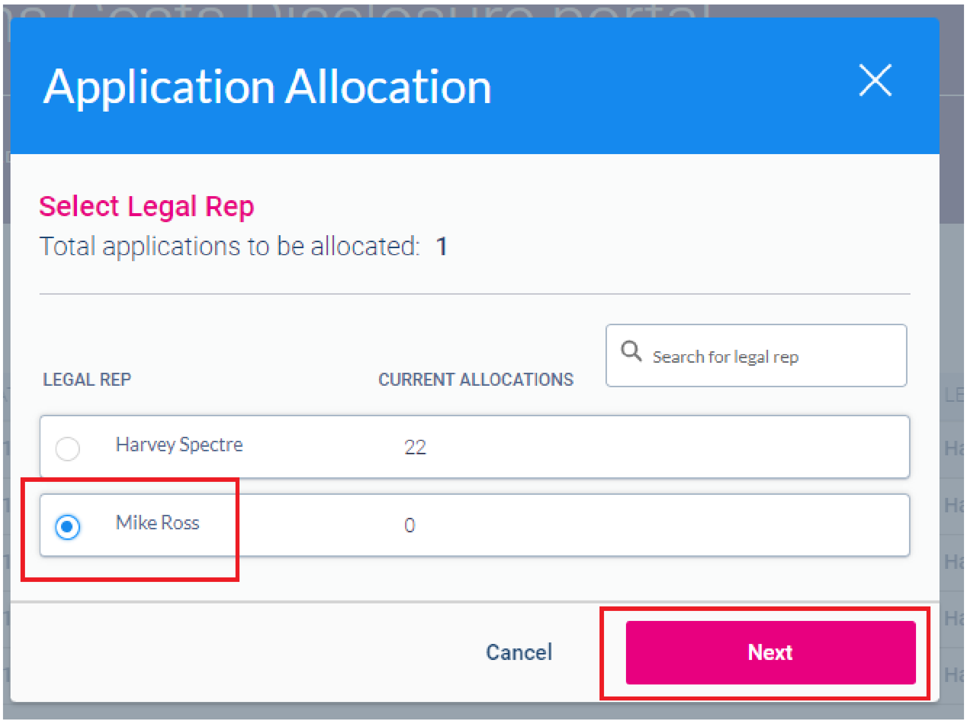
5. Allocating disclosures within the team

1. Identify the record that you wish to allocate to a user within your team.

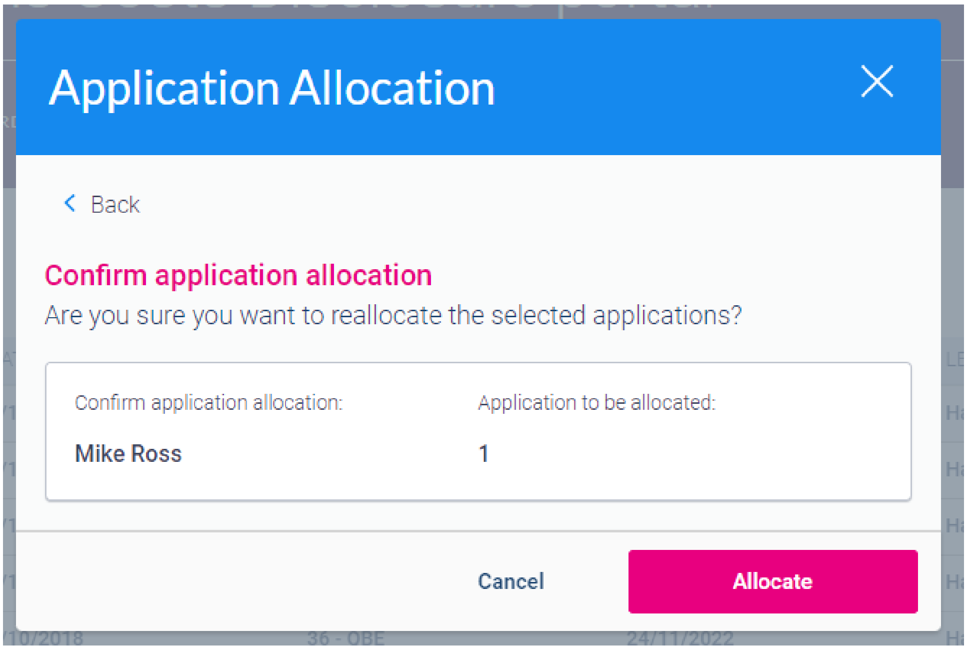
2. Select the checkbox to the left of the claim number and click ‘Allocate’ to open the Application Allocation pop-up.



3. Select a legal representative to allocate the disclosure to, then click ‘Next’.



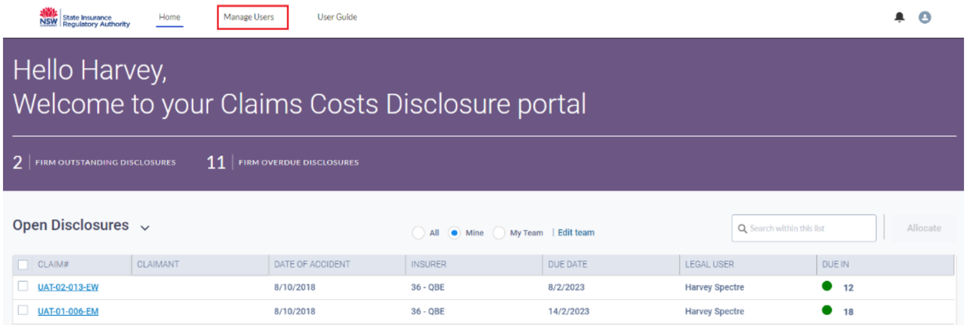
4. Review the allocation and confirm by clicking ‘Allocate’.



5. Return to your list and review the Legal user to confirm that this has been re-allocated correctly.

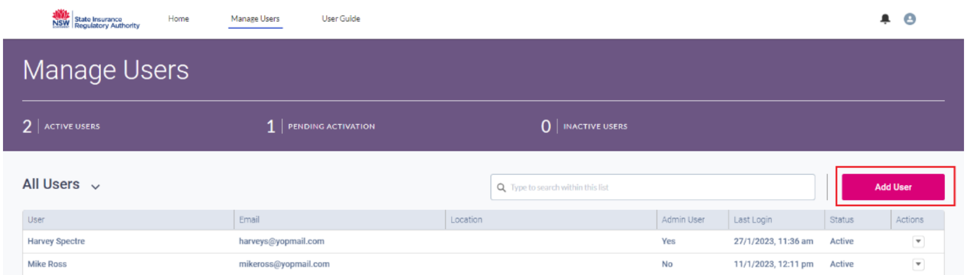
6. Managing users (admin only)

To access the Manage Users area, Select the ‘Manage Users’ link at the top of the screen.

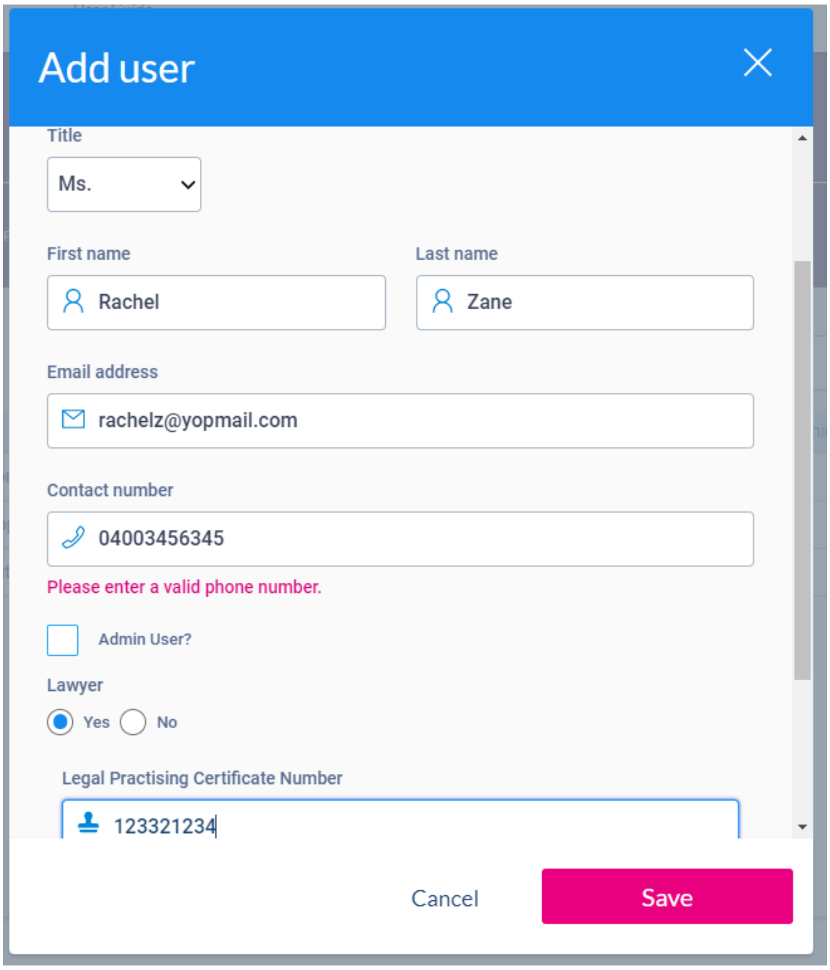


6.1. Adding new users / administrators

1. Click ‘Add User’



2. Enter the user details and click save.



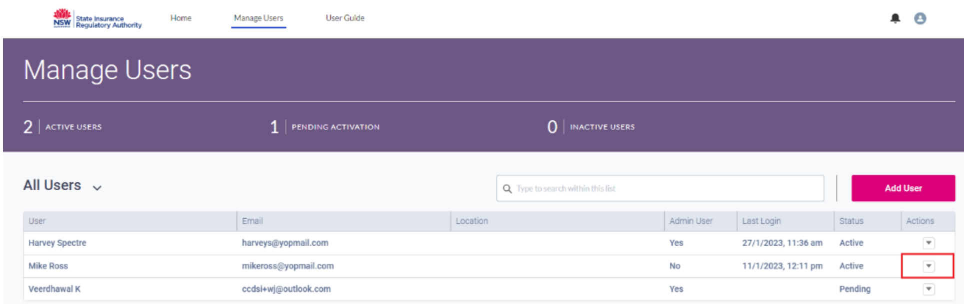
3. The user will be created and sent an email to confirm their registration. The user status will remain as pending until they receive an email to set their password and log in.

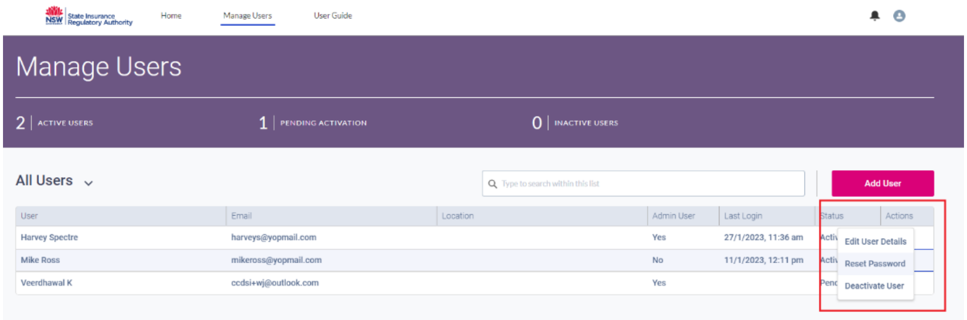
6.2. Amending user details / administrator privileges

Identify the user requiring amendment.

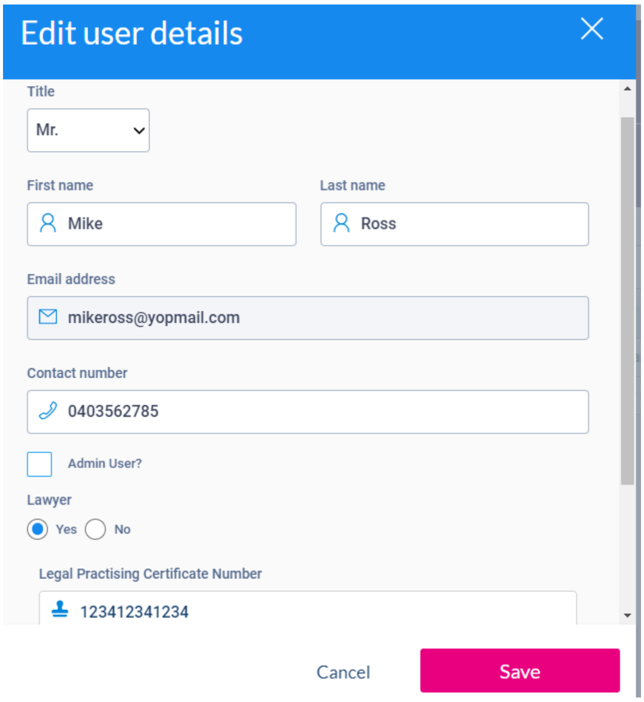
Note: you can search for a user by entering their name into the search box above the results area.

1. Click the down arrow under the actions column and select 'Edit User Details' to access the Edit User Details pop-up.





2. Edit the user's details and click 'Save'.



***Note**: Check 'Admin User?' box if you wish to give/remove Admin privileges to the user.*

You can have multiple Admin Users.

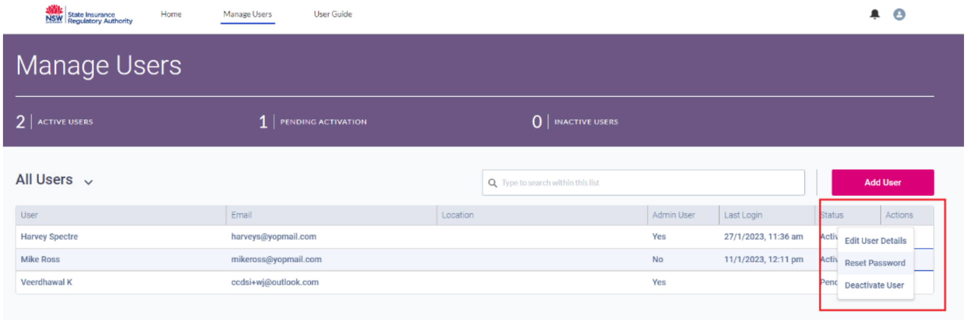
Admin users can add new users, deactivate users, reactivate users and re-set user passwords.

6.3. Deactivating users / administrator privileges

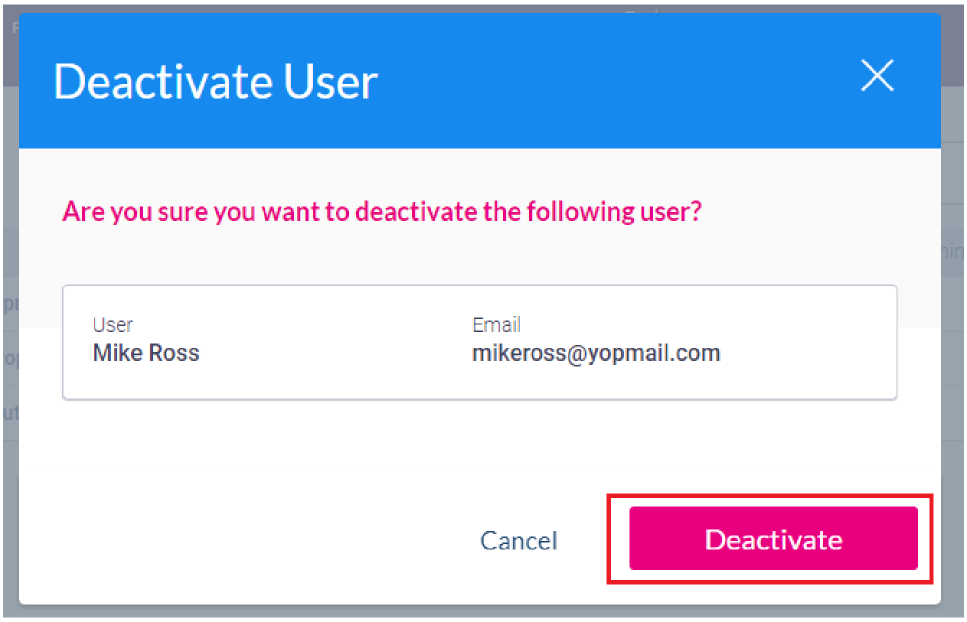
Identify the user to be deactivated.

Note: you can search for a user by entering their name into the search box above the results area.

1. Click the down arrow under the actions column and select 'Deactivate User.'



2. If the user has no assigned disclosures, click 'Deactivate' to confirm.



3. You may wish to reallocate all open disclosures to a different user. See section *5. Allocating Disclosures Within the Team* for more information.

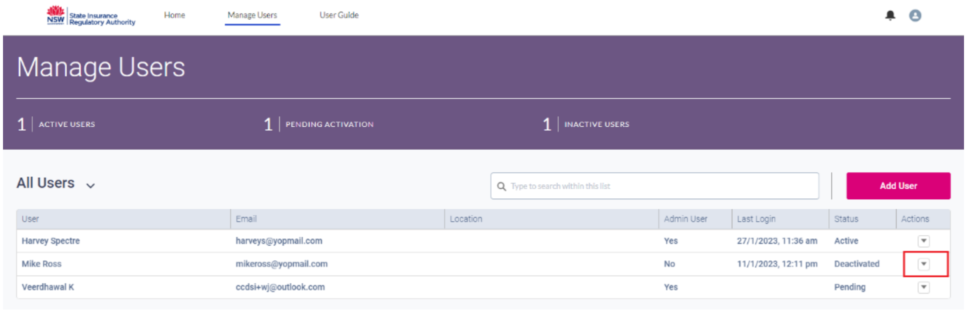
4. Once all applications have been reallocated, return to the 'Manage Users' area and deactivate the user as above.

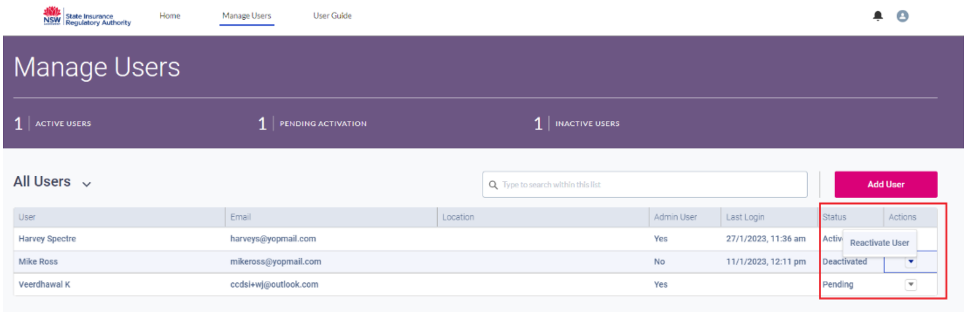
6.4. Reactivating users

Identify the user to be reactivated

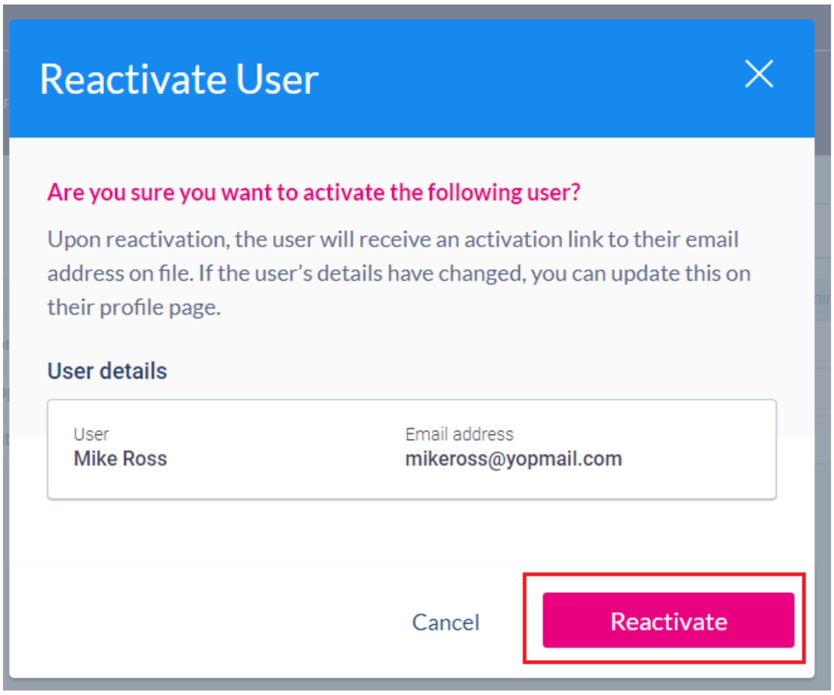
Note: you can search for a user by entering their name into the search box above the results area.

1. Click the down arrow under the actions column and select 'Reactivate User' from the drop down to activate the 'Reactivate User' pop-up box.





2. Check the user detail and click “Reactivate” to update the user status.



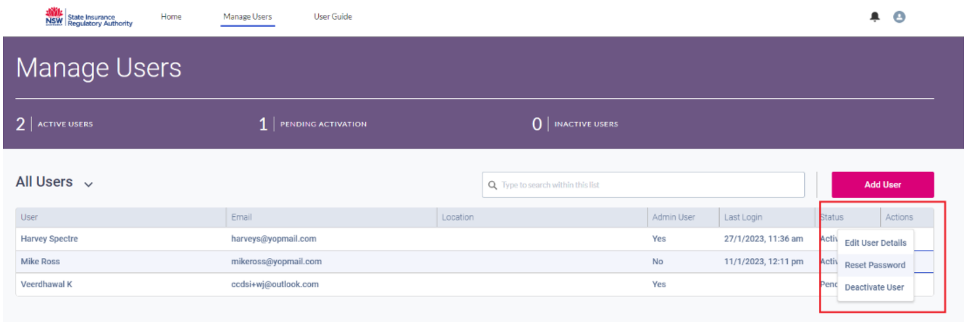
3. The reactivated user will be notified by email and provided a link to gain access to the portal.

6.5. Reset a users' password

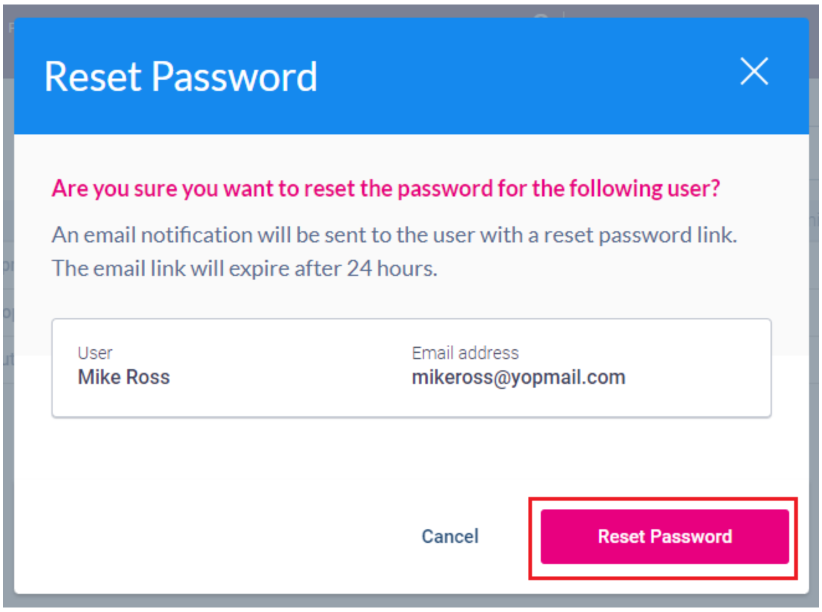
Identify the user who requires a password reset.

Note: you can search for a user by entering their name into the search box above the results area.

1. Click the down arrow under the actions column and select 'Reset Password' from the drop down to activate the 'Reset Password' pop-up box.



2. Confirm the password reset by clicking 'Reset Password' on the popup.



3. The user will be set an email with a link to reset their password.

6.6. User licensing limits

Each firm is allocated a limited number of licenses to use the portal. When activating or reactivating users, if you receive a pop-up window that indicates 0 remaining licenses, there are currently no further licenses available for your organisation.

If this occurs, please contact SIRA via claimscosts@sira.nsw.gov.au for assistance.

Disclaimer

This publication may contain information that relates to the regulation of workers compensation insurance, motor accident compulsory third party (CTP) insurance and home building compensation in NSW. It may include details of some of your obligations under the various schemes that the State Insurance Regulatory Authority (SIRA) administers.

However, to ensure you comply with your legal obligations you must refer to the appropriate legislation as currently in force. Up to date legislation can be found at the NSW Legislation website legislation.nsw.gov.au

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals, or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

SIRA, Level 14-15, 231 Elizabeth Street, Sydney NSW 2000

Website www.sira.nsw.gov.au