

# Quick Guide for Panels Application Website

Welcome to the Panels Application website

This quick guide will cover:

- ❖ The login page
- ❖ The Dashboard and navigating your way around the website
- ❖ Completing and submitting an online panel application form
- ❖ Using the Correspondence feature
- ❖ Executing an online Service Agreement and Undertaking

## Enquiries

If you have any enquiries regarding a panel, the panel application process, or using the Application website, please contact the Professional Practices Branch by e-mail at [panels@legalaid.nsw.gov.au](mailto:panels@legalaid.nsw.gov.au) or on 02 9219 5662.

## The login page

1. To access the Panels Application Website, go to: <https://panels.legalaid.nsw.gov.au>



### Log in

**2. Enter Grants Online username and password**

User name

Password

**3. Click on Log in button**

### Messages

Welcome to the New Panels Application Website

**Click on the message title to view message.**

**Messages/ Notifications** posted by Legal Aid NSW such as system outages, selection committee schedule, etc. These messages may be available in both the login page and the applicant Dashboard.

To log in, enter your Grants Online username and password and click Log in.

If you are not yet registered for Grants Online, [click here](#) to register.

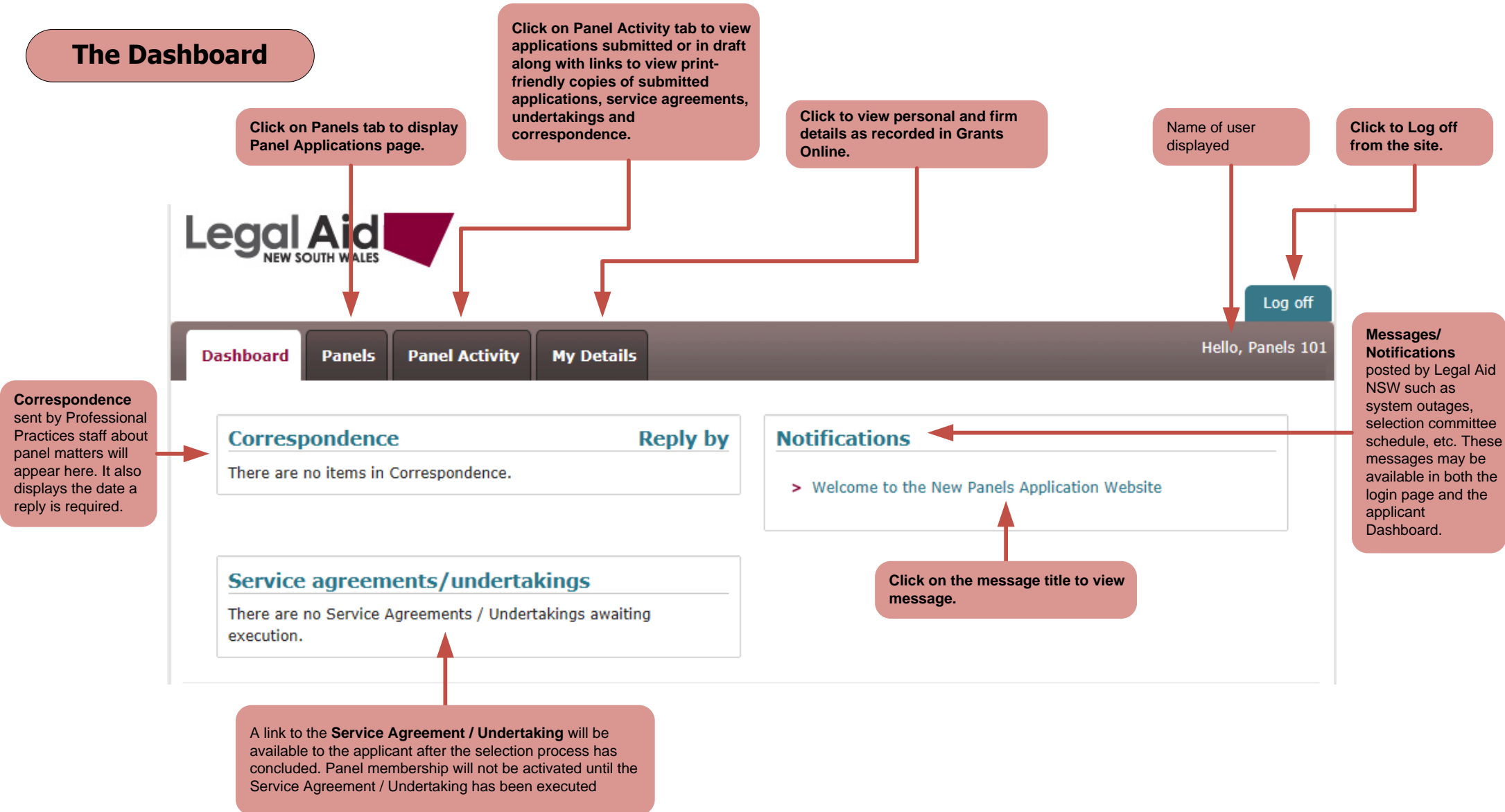
If you have forgotten your password, you can reset your Grants Online password [here](#).

For further assistance with registering for Grants Online or regarding your username and password, contact the Legal Aid NSW Service Desk on 9219 5999 or [servicedesk@legalaid.nsw.gov.au](mailto:servicedesk@legalaid.nsw.gov.au)

Things to be aware of before logging in and where to go for assistance if encountering any difficulties with logging in.

# Quick Guide for Panels Application Website

## The Dashboard



# Quick Guide for Panels Application Website

## Panel Activity

**My applications** displays the panels you have applied for. You can access your applications from here.

**Application Status** displays whether a panel application form is still in draft / unsubmitted or if it has been submitted.

**Agreement executed date** displays the date the Service Agreement was executed if appointed to a panel.

My applications	Application Status	Application submitted date	Agreement executed date	View
General Family Law - New Applicants	Submitted	04/04/2014	08/04/2014	<a href="#">View application</a> <a href="#">View agreement</a> <a href="#">View undertaking</a> <a href="#">View correspondence</a>

**Application submitted date** displays the date the application was submitted.

**View** displays web links underneath to view print-friendly versions of the submitted application form, executed service agreement, executed undertaking (if required) and correspondence (if any were received from Legal Aid NSW). Click on the link to view.  
[If it is greyed-out, it means a link is not available]

## My Details

Dashboard	Panels	Panel Activity	My Details	Hello, Panels 101
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### My Details

Personal details:

**Name:** PANELS 101  
**Email:** panels.testing@legalaid.nsw.gov.au  
**Phone:** 0292195804

**Personal details** taken from Grants Online record.

Firm details:

**Firm name:** GRANTS DIVISION  
**Firm phone number:** 92195880  
**Firm street address:** DX 5 SYDNEY NSW  
**Firm postal address:**  
**Firm DX:** DX 5101  
**Firm ABN:** 81173463438

**Firm details** taken from Grants Online record.

Check that this information is correct. See **Note** box below for information on making updates

**Note:** If information displayed above is not correct, you or your firm's Grants Online administrator can update your personal and organisation details in [Grants Online](#). Information about updating personal and organisation details can be viewed in the [Grants Online FAQs](#).

Panel lawyers can view their panel memberships and expiry dates using the Update Personal Details function in [Grants Online](#).

If you require assistance in updating your details or viewing your panel memberships, you can contact the Legal Aid NSW Service Desk at [servicedesk@legalaid.nsw.gov.au](mailto:servicedesk@legalaid.nsw.gov.au) or (02) 9219 5999.

# Quick Guide for Panels Application Website

## How to apply

1. Click on Panels Tab

2. Click on Apply button

The screenshot shows the 'Panels' section of the website. At the top, there is a navigation bar with tabs for 'Dashboard', 'Panels', 'Panel Activity', and 'My Details'. The 'Panels' tab is selected. To the right of the navigation bar, it says 'Hello, Panels 101'. Below the navigation bar, the main content area is titled 'Panels'. Underneath, there is a section for 'General Family Law Panel'. This section contains a table with columns for 'Information package', 'Due date', and an 'Apply' button. The 'New Applicants' count is shown as '0'. Callouts provide detailed information about each element:

- Panel Name:** Points to the 'General Family Law Panel' header.
- Application Form Name:** Points to the 'New Applicants' header.
- Application Version:** Points to the question mark icon next to 'New Applicants', with the text: 'Hover above the ? to view version number.'
- Information Package:** Points to the 'More information ..' link, with the text: 'Link to Information Package on LANSW web site. This contains the Information for Applicants, Practice Standards and Service Agreement along with other documents relevant to each panel.'
- Application Due Date:** Points to the '30/06/2014' date, with the text: 'Date by which the application must be submitted to be included in the next selection committee meeting.'
- NOTE:** Points to the 'Apply' button, with the text: 'Unsubmitted applications will be deleted from the system after each application intake.'

# Quick Guide for Panels Application Website

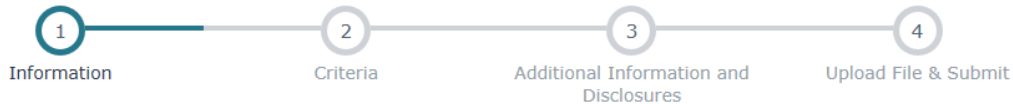
## Completing the Application Form



**TIP:** As the online panel application forms have a lot of questions with some requiring detailed responses, it may help to draft the responses on a word processing program, e.g. MS Word. After completing the draft, copy and paste the text box responses into the online form.

### 3. Read the Information for Applicants

Dashboard / Panels / Application



### General Family Law Panel - New Applicants

Applicants should have read the [General Family Law Panel information package](#) before completing this application.

The application must address the selection criteria and provide details and information to demonstrate that all the criteria are met. Do not assume that the selection committee knows of your expertise in a particular area or what you have achieved in the past.

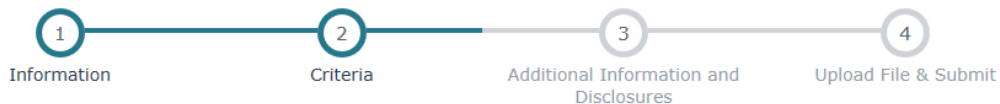
You may not consult with other people in relation to the selection criteria. All answers must be original work. Copying or duplicating the work of another applicant may result in your application for inclusion on the panel being declined.

In addition to information provided by applicants in response to the selection criteria and recommendations of the Selection Committee, Legal Aid NSW may take additional matters into account in determining the suitability of applicants for appointment to the panel.

Clicking **Back** goes back to the **Panels** page

Back Next >

### 4. Click Next to proceed to the Application Form



### General Family Law Panel - New Applicants

#### 1. Do you have a current practising certificate?

Please attach a complete copy of your current practising certificate in a viewable format (e.g. pdf or jpg) when submitting your application. Alternatively, you can email a copy to [panels@legalaid.nsw.gov.au](mailto:panels@legalaid.nsw.gov.au) or fax it to (02) 9219 5670.

Please select...

### 5. Enter responses against selection criteria

#### 2. What was your date of admission and the number of years that you have held a practising certificate?

Questions marked with a red **Asterisk** must have a response entered.



**NOTE:** The criteria responses are mainly textbox responses but they do contain some dropdown selection or checkbox selection responses.

### 6. Click Save and Continue at the bottom of the page to proceed to the Additional Information and Disclosures.

Clicking **Back** goes back to the **Information** page

Back Save as draft Save and continue >

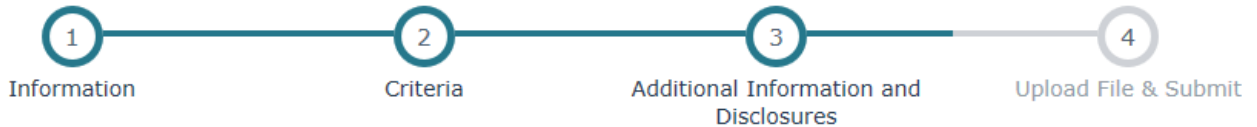


**TIP:** You can save your work using the **Save as draft** button which is at the bottom of the page. This will ensure that your responses are saved to our database and minimise loss of details in the event of a time out (which occurs after 60 minutes of inactivity), or service interruption, or you wish to take a break.

# Quick Guide for Panels Application Website

## Completing the Application Form (cont.)

7. Enter responses to the Additional Information and Disclosures



### General Family Law Panel - New Applicants

#### 13. Sustained complaints under the Legal Profession Act 1987 and/or 2004

\*

Have you been the subject of any complaint to the Office of the Legal Services Commissioner, the Law Society of NSW or the NSW Bar Association (or an equivalent body in another state) which has resulted in:

- > you being cautioned
- > you being reprimanded
- > conditions being imposed on your practising certificate, and/or
- > proceedings being commenced against you for unsatisfactory professional conduct or professional misconduct.

If you have been the subject of any complaint resulting in any of the above please provide details of the complaint and the outcome, whether or not listed publicly on the disciplinary register.

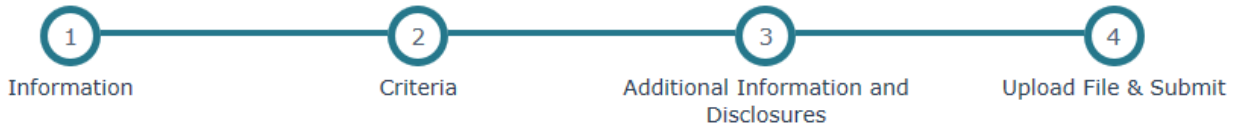
8. Click Save and Continue at the bottom of the page to proceed to Upload File & Submit.

Clicking **Back** goes back to the **Criteria** page

Back Save as draft Save and continue >

# Quick Guide for Panels Application Website

## Submitting the Application Form



### General Family Law Panel - New Applicants

#### Files

No file has been uploaded for this application

10. Click Submit to submit the Application.

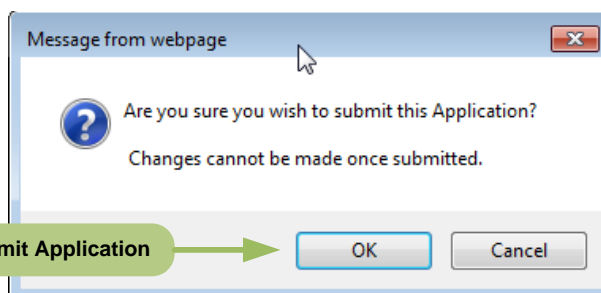
9. Upload a copy of practising certificate or other relevant documents if required by the panel application.

To upload:

- ❖ Click on **Browse** and a File Open box will appear.
- ❖ Find the file to upload.
- ❖ Select the file and click on Open.
- ❖ Click on **Upload file**.
- ❖ Repeat for multiple files

**NOTE:** Uploaded files should be no larger than 5MB. File types allowed are .doc, .docx, .gif, .jpg, and .jpeg.

Message appears after clicking **Submit**



11. Click OK to submit Application

Your application form was successfully submitted.

#### Panels

##### General Family Law Panel

New Applicants

Information package	Due date	
More information ..	30/06/2014	Submitted

Confirmation that application has been submitted appears on web page.



**NOTE:** An e-mail confirming the application has been submitted will be sent to you at the e-mail address recorded in Grants Online.

# Quick Guide for Panels Application Website

## Opening Correspondence



**NOTE:** Applicants will receive an e-mail advising that there is correspondence in the Panels Dashboard.

**DO NOT REPLY TO THE E-MAIL**

1. To view and respond to the correspondence, log in to the Panels Applications web site and go to the Dashboard.

2. Click on link in the Correspondence Box in the Dashboard.



Due date for reply.



**TIP:** Place the mouse pointer above the plus sign and a box will appear displaying the Applicant Name (you), Application ID, Subject and the Date Sent.



**NOTE:** The correspondence link will no longer appear on the Dashboard when the correspondence has been actioned.

Dashboard / Correspondence

## Correspondence

**Subject : General Family Law Panel**

**From** [Redacted]  
**Date sent** 4/04/2014 4:07:35 PM  
**Due Date** 11/04/2014  
**Correspondence Type** General Correspondence  
**Message** Dear Applicant,

After clicking on the Correspondence link the correspondence item will appear.

Welcome to the New Panels Application Site  
 Yours sincerely,  
 Professional Practices  
 Legal Aid NSW

[Reply to Correspondence](#)

3. To reply click on Reply to Correspondence.



# Quick Guide for Panels Application Website

## Replying to Correspondence

Administrator

Who the correspondence is addressed to.

Subject

Re: General Family Law Panel

Body

4. Type the reply in text box.

Type General Correspondence

Due date 11/04/2014

Upload

Browse...

5. If requested, upload relevant documents regarding the panel application.

To upload:

- ❖ Click on **Browse** and a File Open box will appear.
- ❖ Find the file to upload.
- ❖ Select the file and click on Open.

**NOTE:** Uploaded files should be no larger than 5MB. File types allowed are .doc, .docx, .gif, .jpg, and .jpeg.

Send

Back to correspondence

6. Click Send to deliver response.

After clicking send, a confirmation appears on the Dashboard.

The correspondence was successfully sent.

# Quick Guide for Panels Application Website

## Retrieving Correspondence

1. Click on Panel Activity tab.

2. Click on View Correspondence link.

My applications	Application Status	Application submitted date	Agreement executed date	View
General Family Law - New Applicants	Submitted	04/04/2014		<a href="#">View application</a> <a href="#">View agreement</a> <a href="#">View undertaking</a> <a href="#">View correspondence</a>

After clicking on the View Correspondence link the Correspondence page for that panel application will appear.

Dashboard / Correspondence

### Correspondence for General Family Law

[Go to view application](#)

[General Family Law Panel - 4/04/2014 4:07:35 PM](#)

3. Click on the correspondence link.

Dashboard / Correspondence

### Correspondence for General Family Law

[Go to view application](#)

[General Family Law Panel - 4/04/2014 4:07:35 PM](#)

Date sent: 4/04/2014 4:07:35 PM  
 Due Date: 11/04/2014  
 From: [REDACTED] [Reply](#)

Dear Applicant,  
 Welcome to the New Panels Application Site  
 Yours sincerely,  
 Professional Practices  
 Legal Aid NSW

**Re: General Family Law Panel**  
 Date sent: 4/04/2014 5:18:01 PM  
 From: PANELS 101

After clicking on the correspondence link the original message and reply will appear.

If there are multiple messages and replies, they will appear beneath the original message in ascending order.

# Quick Guide for Panels Application Website

## Executing the Service Agreement



**NOTE:** Applicants who have been appointed to a panel will receive an e-mail advising that there is a Service Agreement awaiting execution in the Panels Dashboard.

### DO NOT REPLY TO THE E-MAIL

1. To view and execute the Service Agreement, log in to the Panels Applications web site and go to the Dashboard.

2. Click on link in the Service agreements/undertakings Box in the Dashboard.

## Agreement for the Provision of Services to Legally Assisted Persons

This Agreement is between Legal Aid NSW and PANELS 101.

After clicking on the Service agreement link the Service Agreement will appear.

### RECITALS

- A. Legal Aid NSW has established a panel of private legal practitioners to provide legal services to legally assisted persons in proceedings of a kind described in Schedule 1 ("the Panel").
- B. Legal Aid NSW and the Lawyer have agreed to enter into a service agreement to make provision for the terms upon which the Lawyer will provide legal services as a member of the Panel, and other related matters.
- C. The parties acknowledge that the relationship between the Lawyer and Legal Aid NSW is governed by the *Legal Aid Commission Act 1979* (NSW).

### 3. Read the Service Agreement

### EXECUTION

Executed on behalf of Legal Aid NSW by the Executive Director Grants and Community Partnerships.

By clicking on the 'I Agree' button below, I agree to and acknowledge the terms and conditions of this agreement.

4. After reading the Service Agreement, click on the I Agree button.

I Agree

Confirmation appears on web page.

The Service Agreement has been executed and your panel memberships are now active.  
You can view your panel memberships and expiry dates using the Update Personal Details function in Grants Online.



**NOTE:** An e-mail confirming the Service Agreement has been executed will be sent to the e-mail address recorded in Grants Online.

If an error message appears instead of the confirmation above, contact Professional Practices on 02 9219 5662.

# Quick Guide for Panels Application Website

## Executing the Supervisory Undertaking and Service Agreement



**NOTE:** Some applicants who have been appointed to the General Family Law or General Criminal Law Panels will receive an e-mail advising that there is an Undertaking and Service Agreement awaiting execution in the Panels Dashboard.

**DO NOT REPLY TO THE E-MAIL**

**1. To view and execute the Undertaking and Service Agreement, log in to the Panels Applications web site and go to the Dashboard.**

**2. Click on link in the Service agreements/undertakings Box in the Dashboard.**

Service agreements/undertakings

> General Family Law +

### Undertaking for Appointment to the Legal Aid New South Wales General Family Law

Between Legal Aid NSW and PANELS 101 ("Applicant").

I, as Applicant, agree to the following as conditions of my appointment to the General Family Law Panel;

- > to submit to supervision by my nominated supervisor, who's name I have inserted below, for a period of 12 months ("the supervisory period");
- > to allow Legal Aid NSW to make enquiries with my nominated supervisor throughout the supervisory period.

I confirm that I have discussed this undertaking with my nominated supervisor who has agreed to the following;

- > to supervise me for the supervisory period;
- > to respond to any enquiries from Legal Aid NSW regarding me;
- > to provide a report to Legal Aid NSW at the conclusion of the supervisory period.

I will notify Legal Aid NSW if my nominated supervisor changes within the 12 month period and provide the name of my new nominated supervisor.

At the completion of the 12 month period, I understand that Legal Aid NSW will require a satisfactory Report from my nominated supervisor before I am appointed without conditions to the panel.

I understand that I am required to provide a satisfactory Report and if I fail to do so within the specified timeframe, I will be removed from the panel and will have to re-apply for appointment to the panel.

By clicking on the 'I Agree' button below, I agree to and acknowledge the conditions of this undertaking.

Applicant: PANELS 101

Supervisor first name:

Supervisor last name:

**4. Enter name of nominated supervisor**

After clicking on the link the undertaking will appear.

**3. Read the Undertaking**

[I agree & go to service agreement >](#)

**5. Click I agree & go to service agreement to execute agreement**

### Agreement for the Provision of Services to Legally Assisted Persons

This Agreement is between Legal Aid NSW and PANELS 101.

#### EXECUTION

Executed on behalf of Legal Aid NSW by the Executive Director Grants and Community Partnerships.

By clicking on the 'I Agree' button below, I agree to and acknowledge the terms and conditions of this agreement.

After clicking on the Service agreement button the Service Agreement will appear.

**6. Read the Service Agreement**

**7. After reading the Service Agreement, click on the I Agree button.**

[I Agree](#)

**Confirmation appears on web page.**

The Service Agreement has been executed and your panel memberships are now active.  
You can view your panel memberships and expiry dates using the Update Personal Details function in Grants Online.



**NOTE:** An e-mail confirming the Undertaking and Service Agreement has been executed will be sent to the e-mail address recorded in Grants Online.

If an error message appears instead of the confirmation above, contact Professional Practices on 02 9219 5662.