

2019 Grants Funding Round

Priority Theme: Designing Justice Differently Using Human-Centred Design and Technology

GRANT GUIDELINES

Closing date: Friday 1 March 2019

Designing Justice Differently: Using Human-Centred Design and Technology

The *Designing Justice Differently* grant round aims to stimulate new ways of thinking to achieve change in some of the seemingly intractable legal and social problems that face society and the legal sector.

Human-centred design is a framework that develops solutions to problems by involving the human perspective in each step of the design process. Whilst there are variations amongst models utilised by practitioners, they consistently include the phases on this innovation continuum (figure 1).



Figure 1: Innovation Continuum adapted from SSIR

Human-centred design processes provide opportunities for service and system reforms that have people at the heart of improvements to laws and their administration.

Through utilising this framework, we hope to foster different ways of working towards legal services and a justice system that better meets the needs of vulnerable people. We will fund technological and/or human-centred design orientated interventions that interrupt, streamline or change legal services and the justice system to improve access to justice.

“Embracing human-centred design means believing that all problems, even the seemingly intractable ones...are solvable. Moreover, it means believing that the people who face those problems every day are the ones who hold the key to their answer.”

IDEO The Field Guide to Human-Centred Design p. 9

The Grants Round: *Two streams*

The *Designing Justice Differently* grants funding round will be comprised of two streams: Explore and Build.

1. **Explore Stream** applicants will complete an Expression of Interest. If selected, they will be assisted to develop their ideas over a series of design thinking workshops. Participants will then have the opportunity to apply for funding to pilot their best idea.
2. The **Build Stream** is designed for applicants who have reached the final stage of the innovation continuum (figure 1) and are ready to scale up demonstrably effective responses. A complete application will be sought for this stream.

Application and Expression of Interest forms are [available for download](#)

Explore Stream *You have a vision to explore*

Expression of Interest Process



Figure 2: Explore Stream on the Innovation Continuum adapted from SSIR

The Explore Stream is for organisations who have identified an opportunity to improve justice outcomes for the people they work with, and would like to apply a human-centred design approach to explore ways to achieve improved laws and services. Technological innovation may be part of the solution, but not necessarily.

If your expression of interest is successful, you will **participate in our series of three tailored workshops** with design specialists to bring your vision to life. Bring along your experience, your vision and suitable project partner/s to learn how to use a human-centred design approach to explore practical ways to achieve the impact you seek.

Working with designers who are experienced in *Designing Justice Differently*, you will put design techniques into action to move along the innovation continuum, from defining your opportunity, to generating ideas, to developing a prototype. At the conclusion you will have a refined proposal for a pilot and will be able to apply for the funding opportunity to implement it.

What's on offer? Successful proposals will result in tailored funding and support to pilot your prototype.

Interested? Please consult with the Grants Team then complete your expression of interest form and submit it by 1 March 2019.

Explore Stream Selection Criteria

- + You have clearly identified an opportunity for improvement in justice outcomes for people experiencing disadvantage.
- + You are keen to learn and willing to challenge your assumptions.
- + You are user-focused and have a proven track record of successfully achieving your strategic outcomes.
- + Your application demonstrates your thorough understanding of the change you seek and why your organisation should be working to achieve it.
- + You are keen to integrate your learnings into policy and law reform work.
- + Organisations who have already conducted some user-research will be looked upon favourably.

Application Stages

EXPLORE STREAM	
Stage 1	Attend our Designing Justice Differently Workshop 4 December 2018
Stage 2	Consult with the Board Grants Program
Stage 3	Submit your Expression of Interest by Friday 1 March 2019
Stage 4	Applicants advised if successful by 20 March 2019
Stage 5	3 full-day workshops held in Melbourne on: <ul style="list-style-type: none"> • Friday 29 March 2019 • Thursday 4 April 2019 • Friday 3 May 2019
Stage 6	Participants submit final project proposal 17 May 2019
Stage 7	Selection panel selects applicants recommended for funding in May 2019
Stage 8	Attorney-General reviews and approves funding recommendations
Stage 9	Applicants advised of funding decisions August/September 2019

Build Stream *You want to build on what works*

Application Process

DIFFUSION AND SCALING

Figure 3: Build Stream on the Innovation Continuum adapted from SSIR

You know what works. You've done the research. You have the experience. The pilot has been a success. Your networks are well established. Critically, user needs are at the heart of your approach. You are well placed to build on effective solutions to improve access to justice. You are in the final stage of the 'innovation continuum' and are ready to scale up.

What's on offer? Successful applicants will receive tailored funding and support. Multi-year funding over 3-5 years is possible.

Interested? Please talk to us about your proposal then complete this application form. You will need to submit it by Friday 1 March 2019.

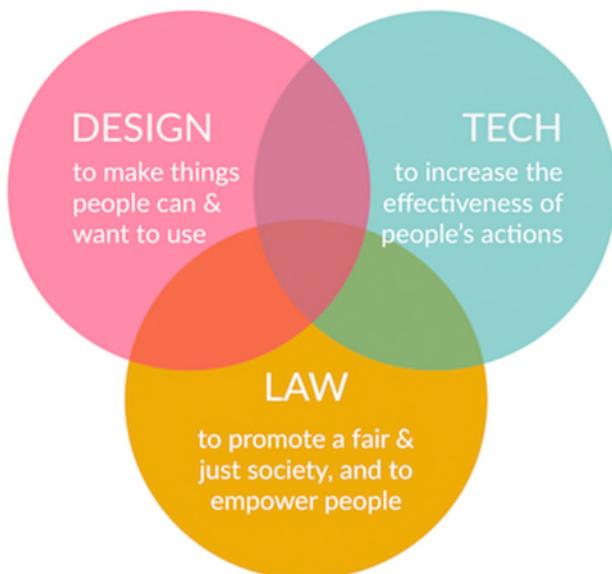


Figure 4 Design, Tech, Law: Dr Margaret Hagan

Build Stream Selection Criteria

- + You have demonstrated and evaluated the effectiveness of the pilot.
- + You are keen to integrate your learning into policy and law reform work.
- + You have a strong, pre-existing relationship with the people you are seeking to work with. You have undertaken user research. Their needs and perspectives have informed the design of your proposed activity.
- + Your organisation has a long-term commitment to this initiative and working with this group of people.
- + You have established, relevant networks within the justice and/or community sector.
- + Your organisation is financially and operationally sustainable.
- + You have a proven track-record of successfully achieving your strategic outcomes.
- + You are committed to monitoring and evaluating your work to support project success and to inform the broader dialogue regarding best practice approaches to improving access to justice.

Application Stages

BUILD STREAM	
Stage 1	Attend our Designing Justice Differently Workshop 4 December 2018
Stage 2	Consult with the Board Grants Program
Stage 3	Submit your application by 1 March 2019
Stage 4	The Board, in consultation with independent assessors, selects applicants recommended for funding
Stage 5	Attorney-General reviews and approves funding recommendations
Stage 6	Applicants advised of funding decisions August/September 2019

Frequently Asked Questions

Why this theme?

A diverse range of people from across the legal sector have been speaking with us about the need for a grant round with this theme. In particular, people have called for justice-focused community organisations to have the opportunity to build their technological and design capacity as well as the access to funding to test new approaches.

Where can I find out more about human-centred design?

There is a wealth of information available explaining human-centred design. Here are a few links to get you started:

IDEO

<https://www.ideo.com/>

Portable

<https://www.portable.com.au/reports/design-for-justice>

NESTA

<https://www.nesta.org.uk/>

Design Council

<https://www.designcouncil.org.uk/>

Dr Margaret Hagan

<http://www.openlawlab.com/>

Legal Design Lab – Stanford Law School

<http://www.legaltechdesign.com/>

Does it have to include technology?

No, it doesn't have to include technology.

We live in an increasingly digital world in which technological solutions have a lot to offer. They can help streamline processes and communications as well enable us to be responsive to the changing expectations of users. However, technology is not the solution to all problems. In particular, we acknowledge there is a digital divide which is a barrier for many people with unmet legal needs. Creating technology is not the only way to innovatively improve justice services and systems but can be an important tool.

How have human-centred design approaches been used to improve access to justice?

The strength of a human-centred design approach is that users become the focus, drawing on their experiences, insights and preferences. There are countless examples of how human-centred design approaches can be used within the justice space. Here are some examples:

FineFixer

FineFixer has been developed to help people understand their rights and pay fines using a quick and easy process. FineFixer enables people to act earlier, preventing the accumulation of costs and penalties, and freeing up valuable time for community legal centres and Legal Aid.

Check it out <https://finefixer.org.au/>

Legal Help Gateway

Justice Connect are redesigning the way that help-seekers, sector colleagues and volunteer lawyers can interact with them, so that getting help is easier, and working alongside Justice Connect is seamless.

Watch their video

<https://www.youtube.com/watch?v=CVJUKU0Hs0g>

JustFix.nyc

JustFix.nyc is an online platform that tenants can use to help get repairs in their homes. Tenants can use it to gather evidence, access online advice about taking action, keep a record of the whole process, and share their case history with the housing court or advocates/lawyers/neighbours.

Read all about it <https://www.justfix.nyc/>

Are there any priority beneficiary groups?

Beneficiaries should be those who are currently disadvantaged in the justice system.

What should my Letters of Support say?

Letters of Support should be from key project stakeholders and/or partner organisations. They may provide detail regarding the scale and nature of support an organisation will provide you in the project or they may strengthen the case for the need for your approach.

This theme doesn't suit our needs. Can we still apply?

This year we are prioritising human-centred design and technology. We will focus on both new opportunities and building on what already works. The Board Grants Program conducts annual grant rounds. Your idea may be more suitable for funding another year.

Explore Stream Questions

Who will be facilitating the workshops?

We are partnering with design specialists [Portable](#). They have a proven track record in successfully delivering human-centred designed interventions to improve people's experience of the justice system.

How many people can I bring in my team?

A minimum of two people per team are needed to attend. Ideally, you will partner with a person from another organisation who shares your vision. We encourage you to bring along a project partner who shares your passion, will broaden your understanding and will be a strategic collaborator in driving change.

Why should I have a partner?

Ideally, the project should create and enhance collaboration across the legal and allied sectors, including health, housing and community services, in recognition of the interrelated nature of legal and non-legal problems and the potential for new, more effective solutions from other sectors.

We are not a legal organisation; can we participate in the Explore Grant Stream?

Yes, on the proviso that you are working on a justice related project and you bring a legal partner along with you.

I missed the workshop in December, can I still apply?

Yes, but please inform yourself with the background information about human-centred design [available on our website](#).

I have a vision as well as an idea of how to achieve it

That's great, as long as you are willing to be open to alternative ideas that may emerge along the way.

We are not yet able to confirm the availability of our selected staff members or our staff members may change, what should we do?

We understand that many community organisations face challenges nominating staff far in advance for a range of reasons. If this applies to your organisation, then please provide as much detail as you are able to at this stage. It is imperative that successful applicant organisations ensure nominated staff are able to participate in all workshops, so we will expect an organisational commitment to that effect. The specific staff member details may be provided closer to the workshop dates.

I would like to discuss my application

Please contact the Board Grant Program for further information.

Phone 9679 8001 or email grants@lsbc.vic.gov.au

Eligibility

Who can apply?

Applications will be accepted from not-for-profit, non-government organisations (incorporated under the *Commonwealth Corporations Act 2001*, as applied in Victoria), that:

- + are based in Victoria and whose activities take place in Victoria;
- + have satisfactorily acquitted all previous grants;
- + submit applications in accordance with specified timelines and processes.

The following will not be funded

- + Activities not relevant to Victoria
- + Studies to obtain a degree or diploma
- + Litigation costs
- + Government organisations/statutory authorities (unless for exceptional work that is not part of their primary responsibility)
- + The delivery of practical legal training courses
- + School and TAFE-based educational programs that are normally part of the curriculum
- + Recurrent costs or core operational costs
- + Commercial or fundraising activities
- + International travel costs
- + Prizes, awards, competitions or conferences

Conditions of applying

Successful applicants must adhere to all State and Commonwealth regulations, statutes and policies regarding equal opportunity, employment laws, standards of conduct, health and safety requirements, privacy, and freedom of information. The Victorian Legal Services Board may require that reports, research and other work enabled by grants be published and made publicly available. The Victorian Legal Services Board's support should be acknowledged in all published material.

Checklist

- Consult with the Board Grants Program
- Answer all questions on the application form
- Sign the form
- Provide annual report link or attachment
- Provide two letters of support
- Email your completed application and attachments before 5pm on 1 March 2019 to grants@lsbc.vic.gov.au

If you have any questions, please contact the Board Grants Program to discuss your application.

About the Victorian Legal Services Board

The Victorian Legal Services Board is an independent statutory authority, responsible for regulation of the legal profession in Victoria. Originally established under the *Legal Profession Act 2004*, the Board's role and functions now come under the *Legal Profession Uniform Law Application Act 2014*.

The Board's aims are to:

- + protect consumers and the public by effective regulation of lawyers and legal practice;
- + assist the profession to achieve the highest standards of ethics and legal practice; and
- + manage our funds to support effective regulation and promote confidence in the administration of justice.

About the Grants Program

The Grants Program was established in 2007 to distribute funding to projects that will create outcomes leading to:

- + improved laws and their administration
- + improved access and equity
- + improved legal services
- + better informed and educated consumers of legal services

The grants are available from the Board administered Public Purpose Fund, which includes funds from a number of sources including the interest on solicitors' trust accounts and income from investments. With the approval of the Attorney General, the grants can be used for:

- + Law reform
- + Legal and judicial education
- + Legal research
- + Innovative improvements to access to justice
- + Any other purpose relating to the legal profession or the law that the Board considers appropriate.

Organisations that are recipients of a Grant will be delivering programs/research that have a wide impact, create long-term positive change in the Victorian legal environment, and have a strong public benefit.