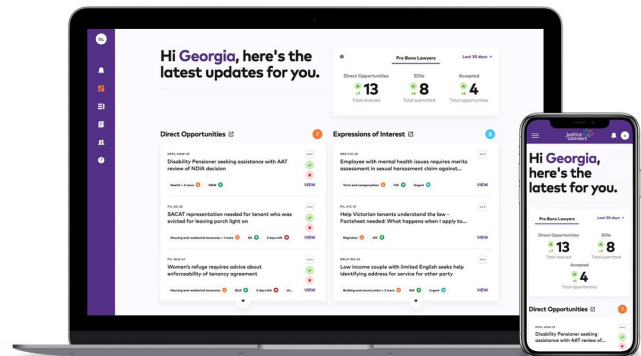# Justice Connect's Global Pro Bono Portal Project

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The Pro Bono Portal was developed by Justice Connect's in-house innovation team and was carefully designed to deliver a user-friendly system that efficiently refers, tracks, and manages pro bono opportunities by matching unmet legal need with pro bono capacity.

The Pro Bono Portal has been widely successful in Australia, winning the World Summit Award for Government and Citizen Engagement (Australia, 2021), the Premier's Design Award (2019), and a Gold Good Design Award (2019).

Since launching, the Pro Bono Portal has driven a series of improvements in the way Justice Connect makes and manages pro bono referrals in Australia:

- 50% increase in number of pro bono referrals.

- Increase in the number of firms taking on matters and creation of new referral pathways for community legal organisations (now 15 organisations posting Opportunities to over 175 firms).

- Staff are spending less time placing matters, as they no longer need to approach firms separately or wait for a response.

- Real-time reporting allows us to carefully track and monitor activity.

- Firms are reporting that it is easier to find matters to take on, that they highly value the Portal for providing a more coordinated approach to making referrals.

50% ↑
increase in number of pro bono referrals

After its success in Australia, Justice Connect has been making the Portal available to other legal organisations in different jurisdictions at a sustainable cost and benefit to the pro bono ecosystem.

The Pro Bono Portal has been successfully launched in the UK, Ireland, and New Zealand.

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Automated notifications
Get notified via email when your action is required or when new Opportunities are posted.

Simple, intuitive interface
Based on the award-winning Pro Bono Portal. Easy to navigate and mobile responsive.

Simple to deploy
Easy, supported deployment. No real technical knowledge required. Optimised for both secure cloud and on-premise hosting.

Control over data
Complete data sovereignty, ensuring data won't be accessed by any other organisation.

Purpose-built
Co-designed and built specifically for clearinghouses by a clearinghouse.

Low cost
Provided at no or low cost to clearinghouses, charities and not-for-profit organisations.

Algorithmic matching
Automatically suggests firms for opportunities based on their interests and areas of expertise.

Comprehensive, powerful reporting
Identify trends, make data-driven decisions and meet their reporting obligations. Can also connect with all standard data visualisation platforms.

Integrated approach
Multiple organisations can post on the same portal, leading to a coordinated response throughout the sector. Law firms only need to log onto one place to see all relevant Opportunities.

Consistent and centralised information repository
A one-stop-shop for all information relating to a specific Opportunity. Attach and download files at the click of a button.

External-facing intake form
Allows clients to submit requests for pro bono assistance directly to the firm. The form collects the requisite information to avoid emails back and forth.

Privacy

The Pro Bono Portal is hosted on the host organisation's own servers, so the host organisation has complete data sovereignty and will maintain control over the information that goes through the Portal.

Separate posting organisations have separate pages and separate logins. These are branded and each organisation will only see its own content.

Justice Connect does not store, receive or handle the organisation's data and cannot access the organisation's data in any way unless express permission is given (i.e. to help with onboarding, or to troubleshoot technical issues).

Organisations have control over how information is shared, with different options to manage client confidentiality.

Firms have control over which Opportunities they see.

Security

Secure by design, with developers adhering to OWASP Top 10 security principles.

Regular penetration testing by a third party testing company, and no major or minor bugs identified to date.

User authentication systems to ensure only approved, registered users can access the platform.

Permissions structures that silo information and manage legal practice and conflict requirements. Logging systems ensure user behaviour is recorded for audit purposes.

Organisations are notified via email when certain security events occur and can address these as they arise.

Visit probonoportal.org to read more about the project