



**CONSUMERS'
FEDERATION
OF AUSTRALIA**

CFA **MENTORING** **PROGRAM 2024**

The Consumers' Federation of Australia (CFA) is excited to invite expressions of interest for its 2024 Mentoring Program.

This program will give early to mid-career consumer advocates an opportunity to learn from highly experienced professionals and develop new skills and perspectives that will enrich their professional lives.

The goals of the CFA Mentoring Program are:

- ▶▶ to improve the participant's effectiveness as a consumer advocate through the exchange of ideas, experiences and perspectives, and
- ▶▶ to facilitate a network of alumni who are well placed to take up consumer representative roles in the future.

All components of the program can be delivered online and participants can be located anywhere in Australia.

We hope to establish a pool of future leaders that represents the diversity of Australian consumers.

We strongly encourage women, transgender and gender diverse people; people from non-English speaking backgrounds; people with disability; people from regional areas; and Aboriginal and Torres Strait Islander people to submit an Expression of Interest.

This year we will select six people to participate in the program, with two places prioritised for candidates from Queensland, the North Territory, South Australia or Tasmania.



CFA Mentoring Program 2024

Guidelines



Program Structure

The CFA Mentoring Program runs from February to November 2024. There are three components to the program: **mentoring, governance training and peer workshops.**

MENTORING

Mentoring provides a formal mechanism for advice and guidance to be exchanged between an experienced and respected role model and the participant. A series of 6-8 hour-long mentoring sessions will take place to progress the mentoring goals developed by the mentee.

GOVERNANCE TRAINING

Each participant will attend governance training conducted by the Australian Institute of Company Directors. The CFA has identified that training in governance skills assists consumer advocates to take on senior representative and leadership opportunities.

PEER WORKSHOPS

A series of online peer workshops will be held to facilitate participants' engagement with the program and offer insights into consumer representative opportunities in the sector.

Participants should expect a time commitment of around 40 hours during the program.

A \$750 fee is payable to participate in the program. The program participation fee can be reduced for individuals or organisations who cannot afford this fee. Requests for fee reductions will be considered based on evidence of the member's financial situation

Benefits of participating

Participants will benefit from:

- ✓ Access to an experienced professional who has 'been there before'
- ✓ Gaining confidence in their abilities
- ✓ Public recognition of their leadership potential
- ✓ Networking opportunities
- ✓ Highly reputable governance training

Employers will benefit from:

- ✓ Participants bringing new skills and different perspectives
- ✓ More confident and motivated staff
- ✓ Improved communication & critical dialogue
- ✓ Developing talent for succession planning
- ✓ Attracting, and retaining, high quality staff

Eligibility criteria

Participants must either be an Individual Member of the CFA or be employed by, or volunteer with, an Organisational Member of the CFA. Organisational Members can nominate one person.

An organisation or individual is qualified to be a CFA member if they have a primary or substantial consumer focus which is compatible with the objects of the association and undertake to abide by and respect CFA's Rules of Association. For information on how to become a member of the CFA please see <http://consumersfederation.org.au/members/join-cfa/>.

Participation fee

The CFA has welcomed generous financial support from a range of organisations (see below) to enable us to provide this program to CFA members.

Successful applicants will be required to pay a **\$750 program participation fee**.

The program participation fee can be reduced for individuals or organisations who cannot afford this fee. Requests for fee reductions will be considered based on evidence of the member's financial situation.

Selection process

The Executive Committee of the CFA, or a subset thereof, will form the selection committee for the 2024 program.

The selection process will consider the following:

1. Each candidate's experience,
2. Potential or Standing as an advocate,
3. Leadership aspirations, and
4. Diversity.

Regarding the experience criteria, priority will be given to participants in their mid-career stage, however early-to-mid career are welcome to apply, particularly where they satisfy other criteria such as diversity. This is likely to be people who:

- ▶▶ typically have at least five years of experience working or volunteering in relevant organisations (e.g. government, regulators, redress, advocacy bodies), or
- ▶▶ are likely to take up mid-level consumer advocacy, representative or leadership role soon, or have started relatively recently.

The CFA is aiming to select a diverse group of participants. The CFA will give priority to candidates who are Aboriginal and Torres Strait Islander, from non-English speaking backgrounds, or people with disability.

This means that such candidates will not have to meet the requisite experience requirements listed above, but will still have to demonstrate potential/standing as an advocate and leadership aspirations. Two places in the program will be prioritised for candidates from Queensland, the Northern Territory, Tasmania or South Australia.

The CFA will identify an experienced person to be a mentor for each participant.

We expect to notify applicants on the outcome of the selection process before the end of December 2023.

How to apply ▶▶

Applicants should complete the **Expression of Interest Form** which is available at:

www.consumersfederation.org.au/mentoring or by email from:
info@consumersfederation.org.au.

Expressions of Interest are invited from 28 November 2023 to 15 December 2023.

Applicants should ensure they read these Guidelines and the *Mentoring Agreement*.

They will need to identify the CFA Organisational Member who is supporting their application or be an Individual Member themselves.

The program participation fee is payable when applicants are notified that they have been selected for the program.

About CFA

The Consumers' Federation of Australia (CFA) is the peak body for consumer organisations in Australia. CFA represents a diverse range of consumer organisations, including most major national consumer organisations. CFA advocates in the interests of Australian consumers.

CFA promotes and supports members' campaigns and events, nominates and supports consumer representatives to industry and government processes, develops policy on important consumer issues and facilitates consumer participation in the development of Australian and international standards for goods and services. CFA is a full member of Consumers International, the international peak body for the world's consumer organisations.

Supporters

The CFA is appreciative of financial support for its Mentoring Program from the following organisations:

- Customer Owned Banking Association**
- Australian Financial Complaints Authority**
- Insurance Council of Australia**
- Energy & Water Ombudsman Victoria**
- Energy & Water Ombudsman NSW**
- Telecommunications Industry Ombudsman**
- Banking Code Compliance Committee**
- Life Code Compliance Committee**
- Energy & Water Ombudsman SA**
- Energy & Water Ombudsman Queensland**



If you have any questions about the CFA Mentoring Program, please contact the Coordinator at mentoring@consumersfederation.org.au.