Expression of Interest - Board Director

Consumer Action Law Centre

About Consumer Action

Consumer Action Law Centre is a leading Australian consumer advocacy organisation working to make life easier for people experiencing vulnerability and disadvantage and to create a fairer marketplace for all consumers. We combine legal assistance, financial counselling, research, campaigning, strategic litigation and policy advocacy to tackle consumer harm and drive systemic change.

Our work is informed by the experiences of the people we assist, strengthened through partnerships across the community sector, and focused on practical reforms that improve consumer outcomes. Consumer Action provides free legal assistance and representation in Victoria, operates Victoria's National Debt Helpline, supports community workers through legal assistance and training, and pursues policy, law reform and public-interest litigation with national reach.

Our vision is a just marketplace, where people have power and business plays fair. Our purpose is to make life easier for people experiencing vulnerability and disadvantage in Australia. Our values are fairness, respect, reflection and courage.

The opportunity

Consumer Action is seeking expressions of interest for up to three Board Director positions. Three Board Directors are completing their tenure after serving 9+ years of committed governance leadership, creating an opportunity for planned Board renewal and succession. We are reviewing the mix of skills, experience and perspectives needed to support Consumer Action's strategic priorities over the next three to five years.

This is an opportunity to help steward a respected and influential organisation working at the intersection of consumer law, financial counselling, community partnership, systemic reform and access to justice. Directors contribute to strong governance, strategic oversight, organisational sustainability and impact, while maintaining a clear distinction between governance and management.

Appointment as a Board Member is an appointment as a Director under Consumer Action's Constitution. Successful candidates must become members of Consumer Action before appointment.

About the Board

Our Board currently comprises six Directors with expertise across legal practice, financial management, government relations, community services, consumer advocacy, not-for-profit leadership and lived experience. With three Directors completing their tenure, we are seeking to strengthen our capability in finance and audit, revenue diversification, technology governance and executive leadership as we enter our next strategic phase.

Why join Consumer Action Law Centre's board?

Consumer Action is in a growth and evolution phase. We are strengthening sustainability, expanding digital capability and access to justice, and deepening impact measurement. Your governance contribution will help shape this next chapter and provide you with the opportunity to:

- **Make genuine impact:** Your governance contribution directly supports an organisation influencing consumer protection laws, supporting thousands of people experiencing vulnerability annually, and driving systemic reform with national reach.
- **Work alongside committed peers:** Our Board comprises Directors with diverse experience who bring strategic rigour, collegiality and a shared commitment to fairness and social justice. Three Directors have served 9+ years, reflecting the meaningful and rewarding nature of board service.
- **Develop your governance expertise:** Engage with complex strategic questions at the intersection of law, policy, advocacy, community services and organisational sustainability.
- **Be part of a respected organisation:** Consumer Action is widely recognised for evidence-based advocacy, strategic litigation impact, and trusted relationships across government, community sector, media and policy-makers.

Priority capabilities for this recruitment round

We welcome candidates with one or more of the following capabilities. No candidate is expected to bring all of them:

- Finance, audit and risk - senior financial governance, audit, controls, risk management or assurance experience, including potential contribution to the Finance, Audit and Risk Committee.
- Financial sustainability and revenue - experience strengthening funding resilience, diversifying revenue, developing sustainable business models, philanthropy or other mission-aligned income streams.
- Government, policy and regulation - senior experience in government relations, public policy, regulation, advocacy, law reform or navigating complex stakeholder environments.
- Technology and digital governance – experience in technology governance including one or more of: cyber security risk management, data governance, privacy compliance, digital transformation, technology strategy, AI ethics and/or responsible AI governance.
- Executive leadership and organisational stewardship - leadership in complex organisations, including people and culture, workforce strategy, organisational change and capability building.
- Consumer and community sector expertise – experience in consumer advocacy, legal assistance, financial counselling, community services, access to justice or related public-interest experience.

- Lived experience and community insight - experience that strengthens the Board's understanding of consumer harm, service-user perspectives, cultural safety, accessibility and meaningful community engagement.

What Directors contribute

- Act in the best interests of Consumer Action and discharge directors' legal and fiduciary duties.
- Help determine and steward the organisation's vision, mission, values and strategic direction.
- Bring independent judgement, constructive challenge and oversight across strategy, impact, finance, risk and organisational performance.
- Oversee financial, contractual and legal obligations and satisfy themselves that appropriate systems of control and risk management are in place.
- Contribute to Board policy and governance review, succession planning and Board effectiveness.
- Participate in the appointment, support and performance oversight of the CEO as required of the Board.
- Ensure stakeholder and service-user perspectives are appropriately considered in strategic planning and governance.
- Maintain confidentiality, disclose and manage actual, potential and perceived conflicts of interest, and support collective Board decision-making.
- Respect governance boundaries and avoid involvement in day-to-day operational or staffing matters except through appropriate Board channels.
- Represent Consumer Action appropriately and only act as a spokesperson where authorised.

What we are looking for

- A strong commitment to Consumer Action's purpose and to better outcomes for people experiencing vulnerability and disadvantage.
- Strategic thinking and sound judgement in complex operating, legal, policy and stakeholder environments.
- Governance-ready capability gained through previous board, executive, senior leadership or equivalent experience.
- Previous board experience or equivalent governance/committee experience that demonstrates understanding of collective decision-making and strategic oversight; GAICD or equivalent director education, or willingness to undertake governance development highly desirable (essential for most candidates; for lived experience candidates, demonstrated ability to work constructively on group governance settings).
- An understanding of directors' duties, good governance and fiduciary responsibilities in a not-for-profit, charity or public-interest setting.
- The ability to read and engage with Board papers, financial statements, strategic plans and risk materials.
- Curiosity, integrity, independence and the confidence to ask thoughtful questions while working collegially.

- Discretion, confidentiality and mature management of sensitive information and conflicts of interest.
- Capacity to prepare for and attend meetings and remain informed about relevant sector and external developments.
- A commitment to equity, diversity, inclusion, accessibility and cultural safety.

Eligibility and independence

Applicants must be eligible to serve as a director under the Corporations Act 2001 (Cth).

Successful candidates must be willing and able to become a member of Consumer Action before appointment and meet any applicable nomination requirements.

Candidates should consider and disclose any actual, potential or perceived conflicts of interest relevant to Consumer Action's work, stakeholders or funding. Former Consumer Action staff members are not eligible for Board appointment until one year after leaving the organisation, and former CEOs until two years after departure, to maintain appropriate governance boundaries.

Time commitment, term and remuneration

The Board generally holds six operations meetings annually for up to 3 hours hybrid format with in-person meetings in Melbourne CBD), plus one full or half-day strategy meeting. Approximately three Directors also serve on the Finance, Audit and Risk committee (typically 6 meetings annually, 1 hour each). All Directors ideally attend the AGM and participate in occasional special meetings, workshops or out-of-session decisions. Board papers are typically distributed a week before each meeting, providing Directors with sufficient preparation time.

While meetings are hybrid, we welcome interstate candidates. In-person attendance is valued but not mandatory for every meeting, and remote participation is well-supported.

Directors are generally appointed for terms of up to three years and retire in accordance with the Constitution. The Board's policy is that, other than in exceptional circumstances, Directors may serve a maximum of three terms.

The role is voluntary and unpaid. Reasonable out-of-pocket expenses incurred in performing Director duties may be reimbursed in accordance with Consumer Action's governance arrangements.

Equity, diversity and inclusion

Consumer Action welcomes applications from people of all backgrounds and lived experiences. We strongly encourage applications from First Nations people, people from culturally and linguistically diverse communities, people with disability, LGBTQIA+ people, and people whose experience will broaden the diversity of perspectives and community insight on the Board. Reasonable adjustments can be made during the recruitment process.

How to apply

Please submit:

- a cover letter outlining your motivation and the priority capabilities you would bring;
- a current CV or resume;
- a short statement addressing the selection criteria;
- a declaration of any actual, potential or perceived conflicts of interest;
- confirmation that you are willing to become a member of Consumer Action if selected; and
- contact details for two referees.

Submit your expression of interest via recruitment@consumeraction.org.au or directly via Ethical Jobs by 5pm Wednesday 14 October 2026. If you are considering applying but would like to discuss the role first, or if you need support with the application process, please contact Stephanie Tonkin, CEO on (03 8554 6911) for a confidential discussion. Shortlisted candidates will be advised of the next-stage process and may be asked to acknowledge Consumer Action's confidentiality and governance expectations before appointment.