The DCM Institute

PD + Peer Network

People - Passion - Professionalism

OVER 520 PARTICIPANTS

Calling all Village Professionals

Are you ready for legislative change and industry best practice?

Do you have access to the resources you need to perform your role?

Are you equipped to navigate stakeholders, politics and roadblocks?

Is what you're doing in your village considered best practice?

Can you call on others in the industry for support?

Village Professionals are expected to have a broad range of skills and competencies in a world of increasing complexity and constant change.

DCM Institute is Australia's comprehensive professional development program for Village Professionals, a one-stop shop with the resources, research and industry trends you need to complete your role.

Professional development program inclusions

- Monthly topic deep dive study of an individual area of Village Management
- Educational subject based videos
- Video interviews with subject matter experts
- Online peer-to-peer support
- Online discussion forums
- Four state-based PD workshop days each year
- Online resource bank and library including tools, templates, checklists, readings, and resources

Annual Fee (1 Enrolment) $2,195

Average investment just $183 per month

1 Enrolment	$2,195 ea	3-5 Enrolments	$1,995 ea	11-19 Enrolments	$1,595 ea
2 Enrolments	$2,095 ea	6-10 Enrolments	$1,795 ea	20+ Enrolments	$1,395 ea

DCM Institute

An investment in your future

The *industry's trusted* career development advisor

Best practice program developed by industry, for industry with your future career in mind.

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Some of the topics covered by the program

- Digital Literacy
- Elder Abuse
- Duty of Care
- Dispute & Conflict Management
- Self-Management
- Critical Thinking
- Change Management
- Quality, Continuous Improvement
- Work Place Safety
- Presenting for Influence
- Workforce Management
- Annual General Meetings
- Introduction to Retirement Living
- Complaint Management
- Culture
- DMF Understanding
- Marketing
- Sales Process
- Financial considerations
- Asset Management

Develop your career

"It was a great opportunity to network and look into the future in a positive light with all the changes in the industry. I look forward in taking the journey with DCMI."

Fiona,
Evergreen Life Care Limited

"You both have a unique understanding of managing a retirement village and it is fantastic to be a part of this program."

Marion,
Royal Freemasons

"The networking opportunities were fantastic, the speakers and content all very worthwhile. I have returned to work and started implementing a few things I have learnt already!"

Vanessa,
Oak Tree Dural

Sector experts *committed* to building knowledge

Roxy D'Silva
Executive Director, DCM Institute

An innovative leader in her field, Roxy pioneered professional development growth initiatives across global and national businesses to transform the way organisations invest in their people by building sustainable human-centred operational models.

Jodie Prosser
Director Leadership & Learning, DCM Institute

Jodie brings over 20 years' hands-on experience leading national teams of over 50 village professionals as a Village Manager as well as leading numerous 'village recovery' projects.

Judy Martin
Director Industry Engagement, DCM Institute

A respected and recognised Retirement, Aged Care & Health senior industry executive for 30 years, Judy brings national and international operational and workforce training expertise to the DCMI team.

Christopher Baynes
Director, The DCM Group

A leading commentator, marketing and business advisor, Chris brings 15 years' retirement village experience and customer focused insights into the role of Village Management.

Sally Middleton
Client Engagement Leader, DCM Institute

Sally has a wealth of village experience in customer engagement, customer support and hands-on experience and knowledge of the retirement living sector.

All program content is written to the Retirement Living Code of Conduct standards, so you can demonstrate a commitment to professional development and training.

To request more information or to discuss the program contact:
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