



THE PREMIER EVENT FOR VILLAGE AND COMMUNITY PROFESSIONALS

# VILLAGE SUMMIT | NOV 2023

**PERTH**

14 November  
Novotel Perth Langley

**ADELAIDE**

16 November  
The Terrace

**MELBOURNE**

21 November  
Novotel on Collins

**BRISBANE**

23 November  
Rydges Southbank

**SYDNEY**

30 November  
Rydges World Square

PEOPLE - PASSION - PROFESSIONALISM

PRESENTED BY

**DCM**Institute

## Where Inspiration Meets Innovation — Excellence Shines

Welcome to **VILLAGE SUMMIT** — a catalyst for inspiration, innovation, and excellence.

This annual event provides a single day of development and growth for professionals working in the retirement village and seniors living sector.

This year's **VILLAGE SUMMIT** is set to be an exceptional platform for exploring the latest trends and innovations in the retirement village sector. Our focus will be on practical and replicable innovation in a rapidly changing market. We have carefully assembled a line-up of captivating speakers that will inspire you to embrace new ideas and strategies, ensuring the continued success of your communities.

You can expect to gain invaluable insights and practical tools that will enable you to adapt and thrive in an ever-evolving landscape.

We would also like to extend a warm welcome and extend our gratitude to our invaluable sponsors. Your unwavering support and belief in our mission will be instrumental in making this a truly exceptional event.

So, on behalf of the DCM Institute, I look forward to spending time with you at our premier event for the year, **VILLAGE SUMMIT 2023**.



**James Wiltshire**  
Executive Commercial Director,  
DCM Institute

DCM INSTITUTE WOULD LIKE TO RECOGNISE THE SUPPORT OF OUR SPONSORS AT VILLAGE SUMMIT 2023

### PLATINUM















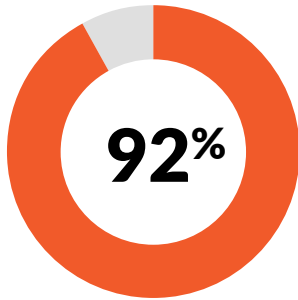
### SILVER



### BRONZE

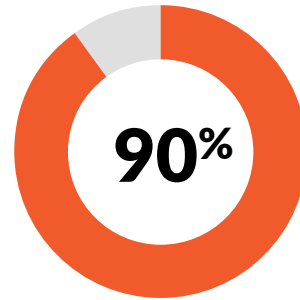


8:00		ADELAIDE REGISTRATION
8:30	 <p><b>James Wiltshire</b> Executive Director, DCM Institute</p>	<p><b>Welcome</b></p> <p>Master of Ceremony</p>
8:45	 <p><b>Chris Baynes</b> CEO &amp; Founder, DCM Group</p>	<p><b>Behind Closed Doors – What Are Leaders Discussing?</b></p> <p>Chris takes us behind closed doors to explore the key conversations that executives and leaders in the sector are having.</p>
9:15	 <p><b>Matt Church</b> Founder, Thought Leaders</p>	<p><b>Keynote</b></p> <p>Matt is one of the Top 10 motivational speakers in the world, and returns to VILLAGE SUMMIT in 2024 to lead us to a framework for being agile, creative and building foresight given our operating environment of change and disruption. Matt will share his thoughts about the future to set you up for success in your career as a village professional.</p>
10:30		MORNING TEA
11:00	 <p><b>Jane Monk</b> CEO Gannon Group</p>  <p><b>David Moran</b> CEO Southern Cross Care SA/Vic/NT</p> <p><b>FACILITATOR</b></p>  <p><b>Chris Baynes</b> CEO &amp; Founder, DCM Group</p>	<p><b>PANEL: Through The Looking Glass</b></p> <p>A discussion with some of the country's leading retirement village and seniors living executives. The discussion will be on emerging trends the sector needs to be mindful of in order to enhance our value proposition to current and future residents.</p>
11:45	 <p><b>Andrew Cox</b> CEO Sensor Global</p>	<p><b>Innovation Driving Meaningful Environments</b></p> <p>Andrew shares how their innovative solutions are transforming the lives of senior Australians. Gain valuable insights into cutting-edge technologies and strategies that can revolutionize your retirement community.</p>
12:10	 <p><b>Alf Macolino</b> Consultant O'Loughlin Lawyers</p>	<p><b>Legal Update</b></p> <p>Legislative reforms continue to be a topic of conversation across most states in Australia. DCM Institute's Legal Partners will provide delegates with an update of legislative reforms and tribunal matters.</p>
12:50	 <p><b>Tiffany Folbigg</b> Operations Manager DCM Institute</p>	<p><b>In Recognition of Excellence</b></p> <p>The DCM Institute has been at the forefront of Village Management professional development since 2018. During this time an increasing number of participants have achieved excellence in their own professional development. We take a moment to recognise the achievements of these people.</p>
13:00		LUNCH
14:00	 <p><b>Julianne Parkinson</b> CEO Global Centre for Modern Ageing</p>	<p><b>Repurposing for Modern Ageing</b></p> <p>The GMCA produces world-leading research and expert advisory services to accelerate innovation in the Ageing Well economy. This session will explore some of the research undertaken by the GMCA on repurposing and refreshing assets in a way that can be sustainable, cost effective and be appealing to the ageing journey of current and future residents.</p>
14:30	<p><b>Speaker Invited</b></p>	<p><b>A brave new world in community living</b></p> <p>This session will put the microscope on an innovative project in the host capital city. Understand the problem being solved by these projects and unpack what worked and what you can take away to replicate in your community.</p>
15:00	 <p><b>Jodie Prosser</b> Retirement Living Executive Person Centred Software</p>	<p><b>Improving the Customer Value Proposition – one click at a time</b></p> <p>A look at how innovation can be used to enhance the value proposition of a retirement village. In this case study, we talk a look at how progressive thinking can be applied to enhance the resident experience.</p>
15:30	 <p><b>James Wiltshire</b> Executive Director, DCM Institute</p>	<p><b>Measure – Develop – Succeed</b></p> <p>The DCM Institute has been leading the sector in better understanding what success looks like for a Village Manager tasked with a job unlike any other. James takes us through this research and shares what the future looks like for 'the village professional.'</p>
16:00		CLOSE AND NETWORKING DRINKS



SATISFACTION RATING

+61  
NPS



USEFULNESS OF EVENT

Last year's event recorded a staggering NPS of +61, and this year's event promises to be the best one yet, with exciting announcements to come regarding speakers and topics.

You'll come away from the event with new ideas, new connections, and a renewed passion for the work that you do.



*I love the networking, I love that everyone is so passionate about it. I get so much out of these days. I always say, "I wish there were more of these days...."*

**Lexy Varshawsky**  
Warrigal



*"The ageing process is still very exciting because there's so many people we can help, but we need the guidance of DCMI to help us – I have this wealth of experience that I can access when it suits me. It's like walking into your own tribal council. It's all there... It's fabulous."*

**Kerry Smiles**  
Australian Unity



*"A great opportunity, I really value the relationship and what DCMI brings to the industry. The knowledge of the keynote speakers is incredible – I've taken lots of notes."*

**Vanessa Campi**  
Lendlease

To request more information or to discuss the program contact the DCM Institute

DCM Institute

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The VILLAGE SUMMIT 2023 has been conceived, and is being staged by DCM Events and the DCM Institute, members of The DCM Group.

The DCM Institute has been established to support leadership and professional development in the retirement living sector.