

# VILLAGE | NOV SUMMIT | 2024



**Lisa McInnes-Smith**  
Keynote speaker

**Performing for purpose**

## LIVE IN 5 CAPITAL CITIES

**ADELAIDE**

12 November  
Crowne Plaza

**PERTH**

14 November  
Crown Perth

**BRISBANE**

19 November  
Stamford Plaza

**MELBOURNE**

21 November  
Novotel on Collins

**SYDNEY**

28 November  
Rydges World Square

Presented by **DCM**Institute

## PERFORMING FOR PURPOSE

**THE DCM INSTITUTE** was established in 2019 with a simple mission, to support you through a professional development program worthy of a sector which is for purpose.

Each year we deliver on this mission through the content in our Knowledge Centre combined with Masterclasses, Professional Development Days, and **VILLAGE SUMMIT** – a single day event of development, growth and celebration.

At **VILLAGE SUMMIT** in 2024, we will explore what it means to be a **high performer**, in a for-purpose sector.

Expect to gain valuable insights to elevate your performance and walk away with practical tools that you can replicate in your business, in your village or your community, to improve the experience of your residents.

Once again we would like to extend our gratitude to the executives who will be speaking at **VILLAGE SUMMIT** this year. Your continued support allows DCM Institute to continue to move the needle of professionalism in the sector.



Finally, a special thanks to our sponsors who allow these events to be possible across the country in five capital cities over three weeks in November.

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

**James Wiltshire**  
Executive Director



### PROGRAM - SESSION 1

0800	<b>REGISTRATION</b>	
0830	 <p><b>James Wiltshire</b> Executive Director DCM Institute</p>	<p><b>Welcome</b> Master of Ceremony</p>
0845	 <p><b>Lisa McInnes-Smith</b></p>	<p><b>Keynote</b> Lisa is a high performance expert with a unique ability to connect and effectively communicate her simple yet profound concepts with any audience. <b>VILLAGE SUMMIT</b> commences with a keynote that will explore what it means to be a high performer, in a for-purpose sector.</p> <p>An internationally recognised speaker, Lisa has authored 7 bestselling books, spoken to over 2.5 million adults across 28 countries and shared the stage with 2 American Presidents and a host of celebrities. Lisa was the first of only 3 Aussies to be inducted into the International Speakers Hall of Fame.</p>
1015	<b>NETWORKING MORNING TEA</b>	




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“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*

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**PROGRAM - SESSION 2**

1045	 <p><b>Chris Baynes</b> CEO DCM Group</p>	<p><b>SORRY, WE ARE FULL</b> Retirement village occupancy is at its highest rate in years, aged care full, and hospital beds unavailable. Chris will take us through the challenges executives in the sector are currently facing.</p>
1105	<p><b>Panel Discussion</b> Speakers Invited</p>	<p><b>BEYOND KPIS: DEFINING HIGH PERFORMANCE IN VILLAGE PROFESSIONALS</b> In this panel discussion, key executives will explore what it means to be a high performer in their business, focusing on attributes and actions that drive excellence beyond standard performance indicators.</p>
1145	 <p><b>John O'Callaghan</b> CEO Switch Star</p>	<p><b>FLICKING THE SWITCH</b> Resident safety has once again been in the spotlight in 2024 following a fire in a village that saw one resident die, and another seriously injured due to fire. John shares a solution he has been working on to protect residents in their homes.</p>
1200	<p><b>Legal Partners</b> MinterEllison (Adelaide, Brisbane, Sydney) Jackson MacDonald (Perth) Russell Kennedy (Melbourne)</p>	<p><b>LEGAL UPDATE: ARE RETIREMENT VILLAGES THE NEW LOW CARE?</b> Aged care facilities are full and hospital beds scarce leaving the retirement village sector to handle more low-care situations. What are the legal implications for operators? How might changes to the Aged Care Act affect current care providers, and will the Aged Care Code of Conduct apply to village managers?</p>
1240	 <p><b>Tiffany Folbigg</b> Operations Manager DCM Institute</p>	<p><b>AWARDING EXCELLENCE</b> Since 2019, the DCM Institute has led the way in Village Management professional development. At VILLAGE SUMMIT, we recognise our high achievements.</p>
13:00	<b>LUNCH</b>	

**PROGRAM - SESSION 3**

1400	<p><b>Case Studies</b></p>	<p>Adelaide: Speaker Invited Perth: Speaker invited Brisbane: Craig Syphers, COO, Reside Communities Melbourne: Speaker Invited Sydney: Tamar Krebs, Founder, Group Homes Australia</p>
1440	 <p><b>Carly Irving-Dolan</b> Executive Director Prospecta</p>	<p><b>CONNECTING YOU FOR PURPOSE</b> Expectations rise each year, with new residents demanding more from day one and existing ones needing more attention as their care needs grow. This session will explore the benefits of a truly connected village for operators, management, sales, and residents.</p>
1520	<p><b>Panel Discussion</b> Speakers Invited</p>	<p><b>THE HIGH PERFORMING VILLAGE PROFESSIONAL</b> Today, we examined what makes a high-performing village professional. In this session, Residents Association representatives and Managers will discuss how this works in practice, focusing on leadership, community engagement, efficiency, and innovation.</p>
1600	<b>CLOSE + NETWORKING DRINKS</b>	

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“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

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### DCM Institute would like to thank all 2024 Sponsors



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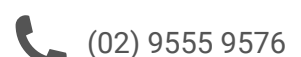
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To request more information or to discuss the program contact the DCM Institute



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“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 | Keyton

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The VILLAGE SUMMIT 2024 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.