

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















0800	REGISTRATION	
0830	 <p>James Wiltshire Executive Director DCM Institute</p>	<p>Welcome Master of Ceremony</p>
0845	 <p>Lisa McInnes-Smith</p>	<p>Keynote Lisa is a high performance expert with a unique ability to connect and effectively communicate her simple yet profound concepts with any audience. VILLAGE SUMMIT 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	NETWORKING MORNING TEA	

“

“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

”

1045	 <p>Chris Baynes CEO DCM Group</p>	<p>SORRY, WE ARE FULL Retirement village occupancy is at it's highest rate in years. Aged care is full, and hospital beds are unavailable. Chris will take us through the challenges executives in the sector are currently facing, and planning for.</p>
1105	 <p>Jason Eldering CEO Southern Cross Care</p>  <p>Andrew Hudson Head of Operations Eureka Villages</p>	<p>BEYOND KPIS: DEFINING HIGH PERFORMANCE IN VILLAGE PROFESSIONALS 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> <p>Facilitator: Chris Baynes, CEO, DCM Group</p>
1145	 <p>John O'Callaghan CEO Switch Star</p>	<p>FLICKING THE SWITCH 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. John shares a solution Switch Star is deploying to villages across the country.</p>
1200	 <p>Tammy Berghofer Partner, MinterEllison</p>	<p>LEGAL UPDATE: ARE RETIREMENT VILLAGES THE NEW LOW CARE? 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 and how might changes to the Aged Care Act impact operators?</p>
1240	 <p>Tiffany Folbigg Operations Manager DCM Institute</p>	<p>AWARDING EXCELLENCE Since 2019, the DCM Institute has led the way in the professional development of Village Managers. At VILLAGE SUMMIT, we recognise our high achievers.</p>
<p>13:00 LUNCH</p>		
1400	 <p>Craig Syphers COO Reside Communities</p>	<p>WHERE HOSPITALITY MEETS CARE: A HOTELIERS PERSPECTIVE In this session, explore how adopting a hotelier's perspective and resources can transform the resident experience and operational efficiency in retirement villages.</p>
1430	 <p>Stuart Hutcheon Managing Partner StewartBrown</p>	<p>THE CASE FOR BENCHMARKING StewartBrown conduct the largest benchmarking survey of the aged care sector each year, and they are now ready to replicate this for retirement living.</p>
1450	 <p>Carly Irving-Dolan Executive Director Prospecta</p>	<p>CONNECTING YOU FOR PURPOSE Expectations rise each year, with new residents demanding more from day one and existing residents needing more attention as their care needs grow. This session will explore the benefits of a truly connected village for all stakeholders.</p>
1530	 <p>Judy Mayfield President ARQRV</p>  <p>Jo Goldsborough Village Manager Levande</p>  <p>Maddison Morgan Village Manager Carinity</p>	<p>THE HIGH PERFORMING VILLAGE PROFESSIONAL Today, we examine what makes a high-performing village professional. In this session, Residents Association representatives will join Village Managers to look at what this means in practice.</p> <p>Facilitator: James Wiltshire, Executive Director, DCM Institute</p>
<p>1600 CLOSE + NETWORKING DRINKS</p>		

“

“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

”

DCM Institute would like to thank all 2024 Sponsors



Person Centred Software

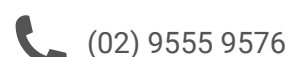
ComwireIT
GET REAL



FOXTEL Business



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



“

“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

”

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.