

PROGRAM

08:30	REGISTRATION	
09:00	Welcome & DCM Update	James Wiltshire , Executive Director, DCM Institute
09:15	Dementia Coach in Your Pocket	Introducing <i>Ask Annie</i> , the 'on the go' training tool to help Village Professionals navigate some of the challenges they face with Dementia in their communities. Amanda Eddy-Lacey , Learning Designer, Dementia Australia
09:45	Legal Update	DCM Institute's Legal Partners will provide an update on the legislative landscape, and any changes, proposed or enacted, that professionals should have on their radar in 2025. Tammy Berghofer , Partner, MinterEllison
10:30	MORNING TEA	
11:00	Setting the Scene	Lets set the scene around the changing expectations of our customers, our residents. How has this evolved over time, and what do Village Professionals need to have on their radar in the years ahead. James Wiltshire , Executive Director, DCM Institute
11:15	GREAT Expectation Management	Whether you work in operations or sales, Village Professionals are challenged every day to deliver on the expectations of customers. This is paramount to a great resident experience, and a community of satisfied residents. Success with managing customer expectations comes through our ability to balancing professionalism, empathy, alongside practical outcomes. Facilitator: Jacqui Perkins
12:30	NETWORKING LUNCH	
13:30	Workshop: GREAT Expectation Management	Workshop: Building on the session prior to the break, this session will unpack the challenges around expectation management in a retirement village setting. Case studies and examples will be shared based on real life situations faced around the country. Facilitator: Jacqui Perkins
14:45	Closing Remarks	Tiffany Folbigg , Operations Manager, DCM Institute
15:00	CLOSE	

Thank you to our Legal Partners

