

## PROGRAM

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| <b>08:30</b> | <b>REGISTRATION</b>                           |  |
| <b>09:00</b> | <b>Welcome &amp; DCM Update</b>               | <b>James Wiltshire</b> , Executive Director, DCM Institute   |
| <b>09:15</b> | <b>Dementia Coach in Your Pocket</b>          | 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.<br><br><b>Marie Norman</b> , Development Manager, Dementia Australia  |
| <b>09:45</b> | <b>Legal Update</b>                           | 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.<br><br><b>Rosemary Southgate</b> , Principal, Russell Kennedy   |
| <b>10:30</b> | <b>MORNING TEA</b>                            |  |
| <b>11:00</b> | <b>Setting the Scene</b>                      | 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.<br><br><b>James Wiltshire</b> , Executive Director, DCM Institute   |
| <b>11:15</b> | <b>GREAT Expectation Management</b>           | 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.<br><br>Success with managing customer expectations comes through our ability to balancing professionalism, empathy, alongside practical outcomes.<br><br><b>Facilitator: Jacqui Perkins</b> |
| <b>12:30</b> | <b>NETWORKING LUNCH</b>                       |  |
| <b>13:30</b> | <b>Workshop: GREAT Expectation Management</b> | <b>Workshop:</b> 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.<br><br><b>Facilitator: Jacqui Perkins</b>   |
| <b>14:45</b> | <b>Closing Remarks</b>                        | <b>Tiffany Folbigg</b> , Operations Manager, DCM Institute   |
| <b>15:00</b> | <b>CLOSE</b>                                  |  |

Thank you to our Legal Partners

