

Strategic Plan

2021-2024

Our Mission

To provide care, services and accommodation to enrich the lives of older people, and strengthen the Riverland community.

Our Vision

To be a vibrant, innovative leader, and the best partner to support people to live well.

Our Values

Our Christian values are embedded in everything we do, and reflected in the everyday life of *Riverview*:

- **Care:** for our residents, staff and families, caring is at the heart of our existence.
- **Respect:** we recognise each individual's worth, dignity and choices.
- **Kindness:** is the genuine warmth behind our relationships.
- **Compassion:** we are sympathetic to the circumstances and viewpoints of others.
- **Quality:** choosing the best people to deliver the best outcomes, and always challenging ourselves to improve.
- **Love:** we show love for one another as God has loved us.
- **Patience:** we calmly accept that change and improvement take time and effort.
- **Integrity:** our guiding principles of trust, honesty, morals, fairness and ethical behaviour.

Our Strategic Goals

To achieve our mission and vision, we are committed to achieving long term outcomes which benefit the community we serve. *Riverview* will:

Grow and diversify our services in response to regional needs

1

Build our expertise in turning leading-edge research into innovative everyday practices

2

Embed a customer-orientated culture that focuses our staff on improving the wellbeing of each person whose life we share

3

Enhance our competitive advantage and business systems to confidently manage the challenging operating environment

4

Develop partnerships and relationships which add value to our services

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