



Strategic Plan 2025 - 2028

Our Mission

To provide care, services and accommodation to enrich the lives of older people, strengthen the Riverland community and other communities in which it operates.

Our Vision

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

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 and accepting of 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:** we follow 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 communities we serve. Riverview will:

Grow and diversify our services in response to regional needs

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

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

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

Develop partnerships and relationships which add value to our services