

# Make the most of life's little pleasures



Mercy Health

Care first

Discover additional services at Mercy Place Warrnambool

Being able to enjoy life's little pleasures when you are living in aged care can make all the difference to your day.

Our additional services complement our existing high-quality care and let you add a touch of simple luxury to your life every day.

Knowing your individual tastes and preferences — what you like and don't like — can make you

feel special. So, you will find a wide variety of services to suit your preferences: from extra social activities, to exclusive personal offerings and a range of premium dining options.

We want you to enjoy life's little pleasures. They are the perfect addition to the exceptional, individualised care you can expect at Mercy Place Warrnambool.

## What is included



### Superior in-room experience

Wide range of in-room equipment and self-catering options.



### Connection made easy

Extra communication and entertainment options, as well as social activities.



### A personal touch

Exclusive access to personal services.



### Gourmet delights

Exclusive range of premium dining and drinks/beverage options.

## How it works



### Enjoy more than 20 services

You will gain access to more than 20 additional services at Mercy Place Warrnambool.



### Stay close to those you love

Our additional services can also be used with family and other loved ones so you can enjoy more special moments together.



### At your service

Staff are available to help if you need assistance to continue accessing a service.

## Want to know more?

Contact our staff to talk about additional services at Mercy Place Warrnambool.

# Additional services



Mercy Health

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## Superior in-room experience

In-room equipment and self-catering

- ✓ Fresh towels delivered daily
- ✓ Pillow menu
- ✓ New pillows
- ✓ Personal headphones\*
- ✓ Chapel for private religious functions\*
- ✓ Private entertainment/BBQ area\*
- ✓ Personal digital calendar\*

## Connection made easy

Communication and entertainment services, and social activities

- ✓ In-room flat screen television
- ✓ Daily postage service
- ✓ WiFi to access internet
- ✓ Private telephone for unlimited local, interstate and mobile calls

## What it costs

Please talk to the customer service team about the costs for additional services

## A personal touch

Personal services

- ✓ Welcome pack on arrival
- ✓ Testing and labeling of personal electrical items
- ✓ Printed garment labels
- ✓ Centrelink assistance
- ✓ Dedicated personal princess chair
- ✓ Overnight in-room accommodation for visitors\*\*
- ✓ Dedicated personal mobility aids
- ✓ Christmas luncheon

## Gourmet delights

Dining and drinking

- ✓ Meals cooked on-site
- ✓ Chef-prepared meals
- ✓ Weekly happy hour
- ✓ In-room dining available
- ✓ Linen napkins
- ✓ Superior menu
- ✓ Vegetarian option
- ✓ Sundry meal choices

\*On request \*\*Available for palliating residents on request.  
All published additional service fees are inclusive of GST where applicable

## Want to know more?

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