

Make the most of life's little pleasures



Mercy Health

Care first

Discover additional services at Mercy Place Ballarat

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 Ballarat.

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 extra services at Mercy Place Ballarat.



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 Ballarat.

Additional services



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Superior in-room experience

In-room equipment and self-catering

- ✓ Headphones
- ✓ Personal hairdryer
- ✓ Pillow menu
- ✓ New pillows
- ✓ Access to private entertainment/BBQ area*
- ✓ Use of chapel for private religious services

Connection made easy

Communication and entertainment services, and social activities

- ✓ Wi-Fi to access internet
- ✓ Private telephone for local and interstate calls
- ✓ Daily postal service
- ✓ Fortnightly bus outings

What it costs

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

A personal touch

Personal services

- ✓ Welcome pack on arrival
- ✓ Dedicated personal princess chair
- ✓ Printed garment labels
- ✓ Testing and labelling of personal electrical items
- ✓ Overnight in-room accommodation for visitors**
- ✓ Personal security access fob
- ✓ Birthday celebration with cake and candles
- ✓ Open access to wellness centre with exercise physiologist

Gourmet delights

Dining and drinking

- ✓ Vegetarian menu
- ✓ Weekly happy hour
- ✓ Linen napkins
- ✓ Meals cooked onsite
- ✓ Superior menu
- ✓ VIP coffee and tea discounts at the cafe

*On request **Available for palliating residents on request

All published additional service fees are inclusive of GST where applicable

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