

Make the most of life's little pleasures



Mercy Health

Care first

Discover additional services at Mercy Place Dandenong

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 Dandenong.

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 Dandenong.



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 Dandenong.

Additional services



Mercy Health

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Superior in-room experience

In-room equipment and self-catering

- ✓ Fresh towels delivered daily
- ✓ Areas for private functions*
- ✓ Use of chapel for private religious services*

Connection made easy

Communication and entertainment services, and social activities

- ✓ Private telephone for unlimited local, interstate and mobile calls***
- ✓ In-room flat screen television
- ✓ Family video conferencing
- ✓ Wi-Fi to access internet
- ✓ Daily postage service
- ✓ Personal DVD player*

Gourmet delights

Dining and drinking

- ✓ Meals cooked on-site
- ✓ Chef-prepared meals
- ✓ Choice of three menus (vegan, vegetarian and the Superior Menu)
- ✓ Weekly happy hour
- ✓ In-room dining available
- ✓ Linen napkin

A personal touch

Personal services

- ✓ Welcome pack on arrival
- ✓ Testing and labeling of personal electrical items
- ✓ Printed garment labels
- ✓ Washing of delicate garments
- ✓ Centrelink assistance and petty cash service
- ✓ Dedicated personal princess chair
- ✓ Dedicated personal mobility aids
- ✓ Overnight in-room accommodation for visitors**
- ✓ Fortnightly bus outings
- ✓ Frequent small group art classes
- ✓ Birthday celebration with cake and candles
- ✓ Intimate luncheons to celebrate special occasions (Father's Day, Mother's Day and Christmas)
- ✓ Resident car park****

What it costs

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

*On request **International calls are charged separately ***Available for palliating residents on request ****Not transferrable
All published additional service fees are inclusive of GST where applicable

Want to know more?

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