



We are excited that
our clinic is now
offering Link-me+
Tailored support for
your mental health

Introducing Link-me+

What is Link-me+?

Link-me+ is a new way of providing mental health care designed to support you, by helping your General Practitioner (GP) better understand your mental health and wellbeing needs.

Link-me+ ensures that you receive mental health care tailored to you and the areas you want to improve. Link-me+ includes completing a questionnaire that, based on your answers, anticipates how your mental health might change over time and ensures your care is personalised to your needs.

Link-me+ is funded by Eastern Melbourne Primary Health Network (EMPHN) and the University of Melbourne (UoM).

How does it work?

If your GP is participating, and you are over 18 years old, next time you book an appointment, you will receive a text message with a link to the Link-me+ questionnaire.

On completing the questionnaire, you will receive access to a summary of your results via text message. Your results will also be shared with your GP to help them provide the most suitable mental health support for you. Depending on the results you receive, you may wish to book a longer GP appointment to allow time for a more detailed discussion.

What happens next?

Based on your Link-me+ questionnaire results, you will receive personalised recommendations depending on how you are feeling:

If you are
feeling
generally well

receive links to resources
to help you maintain your
levels of wellbeing

If you have
mild mental
health
symptoms

receive links to helpful
online tools and resources
aligned to your chosen
focus areas

If you have
moderate
mental health
symptoms

receive links to helpful
online tools and resources
aligned to your focus
areas, plus options for
mental health treatment
from your GP

If you are
having quite a
hard time that
could benefit
from timely
support

your GP will offer you the
additional support of a
Care Navigator, to make
sure your care is tailored
to improve your mental
health

Not sure if you have signed up to receive texts from us?
Just ask Reception

Who are Care Navigators?

Care Navigators are trained professionals within our practice, dedicated to supporting your mental wellbeing. They work closely with you and your GP to find the right support, guiding you in creating achievable goals and a personalised action plan. Our Care Navigators are here to make your mental health journey easier by connecting you with care options that work for you. This free support service is offered to eligible patients through your GP.

Who can help me complete the Link-me+ questionnaire?

If you need help to complete the Link-me+ questionnaire, you can seek support from a family member, friend, or a support person. The GPs and reception staff at this clinic can help you access the link to the questionnaire, however, they are unable to assist you in answering the questions.

How can I access my results?

Once you've submitted the questionnaire, you will get the results sent to you by text message. Your GP will also receive the results within 30 minutes of your submission.

Your GP will go over the results with you, and if a more detailed discussion is needed, they might ask you to extend your appointment time or book a new appointment.

What are the benefits?

Link-me+ is here to give you early mental health support and personalised care. By seeking help sooner, you can keep track of your mental wellbeing over time, making sure the support you get is right for you. During your GP appointment, you can discuss your situation and talk about any extra help you might need.

Taking care of your mental health is important, and being proactive can make a big difference.

Can I see a Care Navigator?

If your Link-me+ questionnaire results indicate you are having quite a hard time with your mental health, you will be eligible to receive additional support from a Care Navigator. Your GP will discuss this with you at your next appointment. If you agree, the Care Navigator will contact you to book an initial 60-minute appointment.

Attending your first care navigation session in-person is recommended, however, an online appointment can be made if this works best for you. You are eligible for up to 8 sessions. You and your Care Navigator will work out an action plan that's right for you and your needs.

Do I have to pay?

The questionnaire and personalised results are freely available for all patients visiting a participating GP. The care navigation service is free for eligible patients.

Ask reception to find out if your GP is participating in Link-me+.