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Self referral portal - guidelines
for Advice Centre Webmasters



Email info@refernet.co.uk

Call 01273 244099

Brief

Create a link to a Refernet self referral form from Advice Centre website top pages.

This enables the general public to 'self refer' with their concerns / needs direct from your website. They fill in a brief form with contact details and a free text field for their issue(s) which go directly into the Advice Centre's Refernet System.

The purpose is to provide an alternative for the public to get help, where they would otherwise walk into a street based Advice centre, or use a telephone service, like 'Advice Line'.

We will provide you (as the Webmaster) with a link to the relevant Refernet system for this purpose.

How you present the link both graphically and with copy content is for you and your website owner / client to decide of course, but please take into account the following:

1. This would need to be very prominent on the top page of the website so the public see it easily.
2. There will need to be a page behind the graphic (on the top page), on your website with your approved public consent statement.
3. An "I consent" check box (or similar) which has to be clicked or agreed to on this page, before the public can go through to the Refernet portal. **(Please consult the Advice Centre owner for the consent content)**

