The City of Karratha is collecting personal information through the Customer Experience Survey to understand community views on how we can improve our services, share information and communicate with our community. The survey builds on our updated Customer Service Charter and Feedback Policy. If you express interest in providing further input about your experience with the City, we will collect your name and contact details so City staff can contact you to arrange an interview and gather your feedback.

If you are under 18 years of age, please ask your parents or legal guardian for permission before participating in this survey.

Participation in the survey is voluntary. You may choose not to answer any question unless it is required to progress through the survey.

Personal information may also be accessed by authorised City employees involved in administering, analysing and reporting on the survey, and will only be used or disclosed for survey-related purposes or where required or authorised by law.

Survey results may be published in aggregated or de-identified form, and individuals will not be identified where reasonably practicable.

Information provided to the City of Karratha may also be subject to the Freedom of Information Act 1992 (WA).

For more information about our privacy practices, please refer to the City's Privacy Policy

and Privacy Statement.

☐I acknowledge that I have read and understood this Collection Notice and consent to the collection, use and disclosure of my personal information as described above. If I am under 18 years of age, I have discussed my participation with a parent or legal guardian.