**Queensland Water Directorate (*qldwater*)** ***e-*flash**

**Information for Water Industry Managers and Practitioners in the Queensland Water Industry**

**(Issue #270 – 1 October 2015)**

**1.   Communicating with the Community about new KPI Performance Reporting**

**2.   IPWEA Queensland Conference, Mackay**

**3.   Quick links – associated organisations events and announcements**

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**1.  KPI Factsheet - Communicating with the Community about Performance Reporting**

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Concerned about your community’s response to the release of KPI data? ***qldwater*** members can now access a fact sheet that  provides an overview of the new system, highlights the inconsistencies that could arise from comparisons and offers possible explanations if some of the data raises questions. This sheet or the information it contains may be useful for communicating further with customers concerned with KPI reporting.

It is only a limited list of questions at this stage but we have endeavoured to focus on the things we think will most vex your customers and to put it in a language that can be widely understood.  This is a living document and members are urged to offer suggestions and continue to refer questions (and potential answers) once the data is made available. We will endeavour to update it regularly for at least the first few months.

The PDF version is publicly available at <http://www.qldwater.com.au/factsheets_reports> - the Word version is password protected for members who want to adapt it and brand the information themselves.

Please provide feedback and additional Q&As to Desiré Gralton at [dgralton@qldwater.com.au](mailto:dgralton@qldwater.com.au).

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**2.   IPWEA Queensland Conference, Mackay**

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The IPWEA Queensland Conference is being held in Mackay from 12-15 October.  This four day conference will be a highlight of the Queensland engineering calendar with more than fifty presenters, including Water Sessions on 13 October.  The IPWEA Queensland Excellence Awards winners including those in the water category will be announced at the Gala Dinner at the Mackay Convention Centre on Tuesday 13 October 2015. We wish good luck to all the entrants.

Tickets to the Gala Dinner are included in the registration fee for the IPWEA Queensland State Conference - you can view the conference program and register online at <https://www.eiseverywhere.com/ehome/mackay2015/253465/>. If you aren’t able to attend the conference but wish to attend the Gala Dinner, tickets can be purchased for $120 including GST.

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**3.   QUICK LINKS – ASSOCIATED ORGANISATIONS EVENTS & ANNOUNCEMENTS**

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The Counter-Terrorism Strategic Policy Branch of the Queensland Police Service is keeping stakeholders informed with regular updates. This information has been recently updated and is available on our website on a confidential basis for members only.  Members must log in first to access this information - <http://www.qldwater.com.au/Counter-terrorism>.

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**This message may be passed on to interested individuals and organisations.**

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