



# Strengthening our services February 2022 update



## We are implementing a program to strengthen and improve the services we provide for all Australians.

The Bureau of Meteorology is in the final stages of our program to strengthen our services and deliver improved impact and value to the Australian community.

Over the last two and a half years, we have been working closely with our customers, partners and stakeholders to transition to new ways of working and build new specialist capabilities that will deliver enduring benefits for the Australian community.

As we enter the final stages of the program, we are continuing to focus on embedding lasting transformation and an enduring uplift of our services, including:

- **National Production** capability leading delivery of 24/365 national forecasts and guidance including a streamlined national weather narrative, situational awareness, and operational excellence.
- **Environmental Prediction** centres of excellence for Severe Weather, Marine and Antarctic, Water, and Climate domains with increased specialisation and impact.
- Enhanced national and regional **Decision Support** capability, providing a greater focus on providing local, tailored community engagement and support for our emergency management partners across the nation.

Improved science and technology, and the introduction of new skills, processes, and systems are contributing to our focus on delivering an outstanding customer experience.

Overall, the incremental changes we are making are ensuring a more resilient, integrated national operation with greater capacity to deploy our specialist expertise wherever it is most needed to protect lives and property.

## Delivering improved operations this season

Ahead of this peak season several initiatives were implemented that strengthen our operational resilience and the Bureau's specialist capabilities. These reflect important steps towards the future operations approach, which will be fully deployed by mid-2022.

These new ways of working include:

- Expanded National Production capability, with increased collaboration and coordination across all jurisdictions enabling streamlined national forecasting services.
- Specialist Severe Weather capability to strengthen hazard monitoring and warning services including teams dedicated to hazards including fire, thunderstorms and heavy rainfall, and tropical cyclones.
- A specialist national flood warning service to improve flood monitoring and warnings, in South Australia and Queensland, with other regions to follow over the coming months.
- Deeper engagement with our partners and community via our regionally located Decision Support Services teams, focusing on emergency management planning, preparation, and response.
- A highly disciplined and integrated operating model with key Commonwealth partners ensuring the Bureau contributes to optimal integrated situational awareness across the nation.
- Uplifting alerting and warning services to provide more timely, standardised, and relevant information to better support decision-making, some examples are included below.

- Continuing to deploy and embed customer engagement capability across our operations to better service and respond to customer needs.

These changes involve careful end-to-end co-design, trials and testing and stepwise implementation to ensure that our critical services are maintained to keep the Australian community safe.

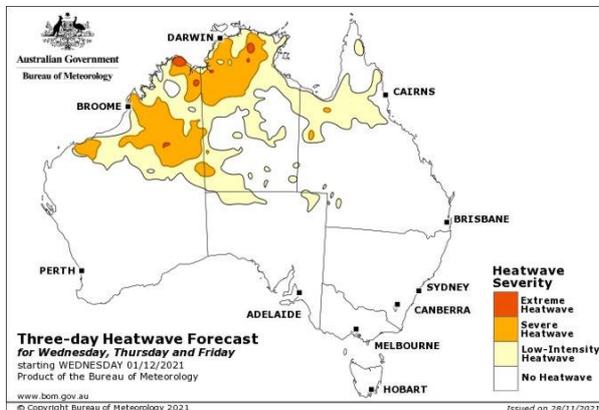
### New heatwave warning trial underway

Heatwaves are Australia's most dangerous environmental hazard, resulting in more deaths and injuries than bushfires, floods, cyclones, and severe storms, combined.

This season, the Bureau commenced trials of a new heatwave warning service with our health and emergency services partners. This will assist our partner agencies to better communicate the health risks of extreme heat to all Australians and contribute to a nationally consistent, impact-based heatwave forecast and warning service.

Following assessment of the trial warning service for health and emergency services partners, this is planned for release more broadly as a public warning service in late 2022.

For more information about understanding heatwaves visit the [Heatwave Knowledge Centre](#).



The example above shows heat severity indicated on an improved heatwave outlook map.

### Managing the impact and risk of tropical cyclones

To better support our partners in managing the impact and risk of tropical cyclones, the Bureau has developed a new Tropical Cyclone Wind Hazard Forecast service for tropical cyclone-prone areas of Australia.

This is released to customers in Queensland, Western Australia, Northern Territory and New South Wales every day throughout the tropical cyclone season which runs from the start of November 2021 to early May 2022.

Again, the development of this new capability involved close collaboration with our emergency services partners to ensure products are fit for purpose and meet individual customer needs. It forms part of a broader project to deliver improved tropical cyclone services for the Australian community, with further improvements including a 7-day Tropical Cyclone outlook planned for release later in 2022.

### Improving coastal hazard warnings

The Bureau has recently improved its severe weather services by issuing discrete severe weather warnings for coastal hazards. Coastal hazards include abnormally high tides and/or damaging or dangerous surf. These are now in addition to the severe weather warnings for meteorological hazards, such as damaging winds and heavy rainfall.

This change is the first step in our plans to improve the Bureau's coastal hazard services that will lead to more concise severe weather warnings. Overall, ensuring greater relevance and impact for those in the affected coastal areas.

### Next steps

Over the last six months the Bureau established new Community Engagement capability, located across all regions, and nationally. Through close partnership with emergency services, this team will deliver against a diverse set of initiatives designed to extend and amplify the Bureau's reach into the Australian Community including, for example, the [Australian Fire Danger Rating System Program](#).

As we enter the final stages of the program in 2022, our focus is on finalising the transitions to realise the full functions that will be operational under the National Production, Environmental Prediction and Decision Support Services capabilities.

Also, continuing to ensure a seamless transition of projects into operations to deliver more resilient and value-added services for our emergency service partners and the Australian community.

**MORE  
INFORMATION**

If you would like to receive more information on our transformation program, please register your details at [public-services@bom.gov.au](mailto:public-services@bom.gov.au)