



Strengthening our services January 2021 update



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

Strengthening our services

The Bureau of Meteorology is implementing a program to strengthen the services we deliver to the public and to our emergency management partners. The program commenced in 2019; changes are being introduced incrementally - it is due for completion in 2022.

In July 2020 we established the Community Services Group and introduced specialist functions to analyse and monitor national weather, climate, water, and ocean conditions all day, every day.

The establishment of the Group sees the Bureau move towards more integrated and nationally consistent operations delivered by three core functions:

- **National Production** will lead in the delivery of 24/365 national forecasts and guidance, a streamlined national weather narrative, situational awareness, and operational response.
- **Environmental Prediction** centres of excellence for Severe Weather, Marine and Antarctic, Water, and Climate domains, will deliver services including warnings and deepen specialisation and focus on innovation and scientific excellence.
- Regionally based **Decision Support** will deepen our connection and engagement with the emergency management sector and the Australian community. Bureau experts in each State and Territory will collaborate systematically with National Production and Environmental Prediction specialists as part of a nationally integrated footprint that is resilient and scalable. Our presence and capability

within Australia's States and Territories remains core to our mission to deliver services to the Australian community.

Warm season ready

Preparation for all weather during the warm season is complete. The Bureau's focus is on the safety and well-being of communities and ensuring our critical services are delivered to the highest standard. Preparations involved:

- Establishing a collaborative national team that allows us to deploy our specialist capabilities to support customers wherever they are needed the most. The newly established National Production capability is delivering selected routine overnight forecasting duties, enabling regional staff to provide local, tailored support to our emergency management partners and the community.
- Implementation of enhanced tools and technology to provide greater resilience and flexibility of forecasting services across the country. For example, improved capability to enable our people to prepare and issue forecasts for any location from any office.
- A capability uplift in staff training, for fire weather and tropical cyclone hazards.

In combination with resilience testing of our systems and processes across a range of severe weather scenarios, these changes will ensure the Bureau has the right people, in the right place, at the right time, to deliver our critical services to keep Australians safe.

BOM Weather app to offer marine content

We are continuing to release updates to the Bureau of Meteorology's [Weather App](#) (BOM Weather) which utilises the latest forecasting technology to enhance the delivery of weather information to the Australian community. Since the release of our updated app in June 2020, 3.9 million users have updated their application.

A new suite of marine features including wind and wave information will be available in early 2021. This means locations close to water will be able to view marine data to help prepare for coastal and local water activities. Moon phases and tide information will also be available.

For coastal and local water locations, the app will provide three-hourly wave height for the next 72 hours, and water forecasts and warnings for the days ahead. Inland locations will receive hourly wind and wind gust information and moon phase updates only.

Towards impact-based heatwave products

Heatwaves are Australia's deadliest natural hazard. The Bureau activated its [Heatwave Service](#) in October 2020 to help communities and health, emergency and other government and community organisations reduce the heatwave risk.

This year the Bureau has launched a [Heatwave Knowledge Centre](#) to provide the Australian community with access to extra information products including heatwave forecast maps to enable people to better prepare for heatwave conditions and their impacts.

Health and emergency services stakeholders from federal, state, and local governments, and not-for-profit groups such as the Red Cross are engaged in developing new heatwave products under the Bureau's program to strengthen our services.

With a wide range of different requirements for heatwave services, we are continuing to work closely with our stakeholders to get a better understanding of their needs.

'Beta' versions of new heatwave products will be trialled with our partners this warm season, to gather feedback for an operational product due for release in late 2021.



Heatwaves are Australia's most dangerous natural hazard.

New developments in tropical cyclone track forecasting

The Bureau is developing new tropical cyclone forecasting products including an extended forecast lead time, to provide our customers with more comprehensive alerts ahead of the 2021-22 warm season.

We are building new technical solutions to track tropical cyclones; our new forecasting product will be data-driven, feature better calibration, deliver high rates of consistency and efficiency, and create gridded outputs, supporting the provision of new machine-to-machine datasets.

The Bureau will be running tests and demonstrations of our new system with our partners through the 2020-21 warm season, including via the Australian Tropical Cyclone Advisory Group, the Bureau's key external engagement forum with its Tropical Cyclone partners.

Next steps

We continue to enhance our critical science, technology and operational capabilities. We are conducting end-to-end trials of our new operations approach to ensure our services are customer-centred, resilient, integrated and sustainable.

**MORE
INFORMATION**

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