



Strengthening our services July 2022 update



Our program to strengthen and improve the services we provide for all Australians is now focussed on embedding the new national resilient operations approach.

In 2019 the Bureau of Meteorology commenced a program to strengthen our services and deliver enduring benefits for the Australian community.

In implementing a new operating model for the Bureau's meteorological, hydrological, and climatological functions, our goal was to achieve a more resilient and integrated national operation, with deeper customer engagement and targeted services to deliver improved impact and value and greater resilience of our services.

Over the last three years we have made significant progress in transforming our services. Stepwise changes have been made in how we work, and how we support our customers, partners, and stakeholders to make decisions to protect lives and property. This has included a significant uplift in the Bureau's customer experience, the delivery of product and service improvements for heatwaves, floods, fire weather and tropical cyclones, and the establishment of a national operational footprint for the Bureau that is stronger and more resilient.

While we have delivered the majority of what we set out to achieve, there is still work remaining to honour our commitments and consolidate our new ways of working. As such, the Program will be extended until mid-2023 to complete initiatives that will embed the future ways of working.

Implementing our future operations approach

Since the Program commenced in 2019, it has successfully delivered:

- A stronger **National Production** capability to lead the delivery of 24/365 national forecasts and

guidance, including a streamlined national weather narrative and operational response. This capability has been underpinned by a new national forecasting editing platform, as well as new tools for forecast production and verification to improve the accuracy and consistency of forecasts and warnings.

- Specialist **Environmental Prediction** centres for Severe Weather, Marine and Antarctic, Water, and Climate domains. This includes dedicated specialist teams of hazard experts for Severe Weather and a National Flood Warning Service; a national capability to strengthen the resilience of our warning services across the country.
- Dedicated **Decision Support** teams in all Australian states and territories, who are engaging more deeply with our emergency management partners and the community. This includes the establishment of a new Community Engagement function with focussed initiatives designed to extend and amplify the Bureau's reach into the Australian community.

We have designed and implemented new customer facing skills, systems, and processes, including a Customer Relationship Management system, enterprise-wide Customer Engagement training and Customer Experience Measures.

These initiatives are now contributing to a more systematic and enduring capability to deeply understand and respond to our customers' needs, now and into the future.

New alerting capability to help customers make better risk-based decisions

As a nation, we are experiencing increasing impacts from natural hazards and in response the Bureau has invested in a customisable alerting capability that will support greater situational awareness and more effective decision making.

The new capability will provide automated monitoring and alerting to systematically capture customers' locations, sensitivities, and risk tolerances. It will provide real time monitoring of both observed and forecast conditions so we can more efficiently assess and communicate high-impact, significant or unusual conditions – helping our customers to better prepare for and manage the impacts of significant weather.

Australian Fire Danger Rating System Trial

The Bureau successfully delivered the trial service for a new Australian Fire Danger Rating System (AFDRS) and associated learning and development products.

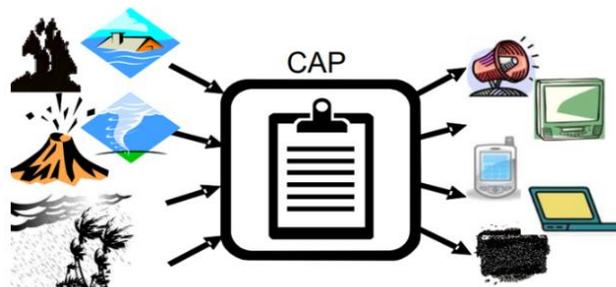
Launched in late 2021, this included updates to six fire weather products: Fire Weather Forecast, Fire Danger Rating, Fire Observation Bulletin, Incident Weather Forecast and the Fire Seasonal Outlook. The trial provided valuable opportunities to exercise the end-to-end capability of the AFDRS system, allowing emergency management partners and meteorologists to become familiar with the new system and products, including an appreciation of the sensitivities of the new rating system, before the AFDRS is implemented later this year.

For more information about the AFDRS project visit [AFAC | Australian Fire Danger Rating System](#)

Improving the effectiveness of warnings

We have recently upgraded the format of warnings issued in the Common Alerting Protocol (CAP) to conform with the CAP Standard.

CAP is an international, technology-independent standard that facilitates the construction and exchange of emergency alert and warning messages. These upgrades mean that our warnings can now reach more people at the right time, helping to improve the effectiveness of these warnings.



Upgrades to Common Alerting Protocol warnings means the Bureau's warnings can reach more people at the right time.

New features for the Bureau's Weather App

A range of new features are now available on the Bureau's [Weather App](#). These include push notifications for six weather warnings, including Tropical Cyclone, Fire Weather, Flood, Tsunami, Severe Weather, and Severe Thunderstorm Warnings, and more targeted spatial warnings for severe weather and severe thunderstorm warnings. The new features mean that customers receive more relevant and personalised alerts, helping them to make more informed decisions when it matters most.

Next steps

Over the next 12 months, we will be focused on consolidating and strengthening our new ways of working under our national resilient operations approach, including embedding customer facing skills, systems, and processes to deliver greater impact and value for our customers in service of the Bureau's mission to provide trusted, reliable, and responsive weather, water, climate, and ocean services for Australia—all day, every day.

**MORE
INFORMATION**

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