



Strengthening our services June 2020 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 committed to providing an outstanding service for the Australian community. As part of this commitment, we commenced a Program in 2019 that will improve our public services in order to deliver maximum impact and value for the Australian community. This Program, due for completion in 2022, will see a fundamental change in how we work, and how we support our partners and our community to make decisions that better protect lives and property.

Building an integrated and resilient national organisation

Over the next two years, we will continue to work closely with our staff, customers, partners and stakeholders

From 1st July 2020, the Bureau will deliver weather, water, climate and ocean services to the Australian community in new ways. These changes are the first step towards creating a more responsive and resilient organisation, with the ability to more flexibly deploy our capabilities wherever the weather and the community need us to be.

These changes place our customers at the heart of what we do and will also provide greater access to Bureau specialists in times where lives and property are most at risk, such as during a tropical cyclone, flood or bushfire event.

The changes are designed to better support our partners, stakeholders and customers, and improve our operational resilience. This will include:

- A staged progression to enhanced national coordination and integration via a new National Production capability. Over the next year, we will enhance our National Production capability to lead and develop 24/7/365 national forecasts and guidance, a streamlined national weather narrative, situational awareness and operational response.
- Dedicated Environmental Prediction capability across Severe Weather, Marine and Antarctic, Water and Climate domains, bringing together deep specialisation and national support, strengthening our focus on innovation and scientific excellence.
- Enhanced Decision Support capability with a deeper focus on supporting our emergency management customers and the Australian community. Local and regional knowledge in each State and Territory will be backed up by expanded national resources and expertise, who will surge and provide support wherever it is needed the most. Our presence and capability within Australia's States and Territories will remain a vital part of how we deliver services to the Australian community.

Enhancements to help you better protect lives and properties

Our new approach will be backed up with advances in science and technology, targeted product and service enhancements and improvements in our customer service.

Technological advances are continuing to enhance the accuracy and quality of our forecasting, as well as our ability to communicate hazards, risks, and impacts. For example, we have recently improved capability that means we can now prepare and issue forecasts for any location from any office, creating a more resilient and responsive enterprise.

We are also working with our customers and partners to develop more tailored services and products to better support decision making in the community, emergency management agencies and industry.

This includes developing a framework that details our commitment to best practice for impact-based forecasting and warnings in the future. This new framework will guide the Bureau to develop easier to understand forecasts and warnings, based on what the weather will do rather than what the weather will be, which will enable individuals, communities and emergency management agencies to better protect people's lives, properties and livelihoods.

Creating more personalised and accessible weather information

We are committed to enhancing our digital products and channels to better meet the needs of our customers, stakeholders, and the community. In June 2020, we released an update 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.

The new app provides our customers with more personalised and accessible weather information including:

- Forecasts for every hour over the coming three days
- Better radar functions including a new marker which pinpoints user's current location on the radar map, plus the ability to zoom and pan across the entire radar network
- Location based severe weather information
- 4-day sun and UV protection information
- Current wind speeds in km/h and knots
- Compatibility with accessibility features on mobile phones.

Download the free BOM Weather App from the [App Store](#) or [Google Play](#).



The updated BOM Weather App is now available on app stores.

Next steps

As we move into the next phase of our program, we will be focused on building and trialling a new operations approach. This includes enhancing our critical science, technology, and operational capabilities, and 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 program to strengthen our public services, please visit www.bom.gov.au/strengthen and register your details.