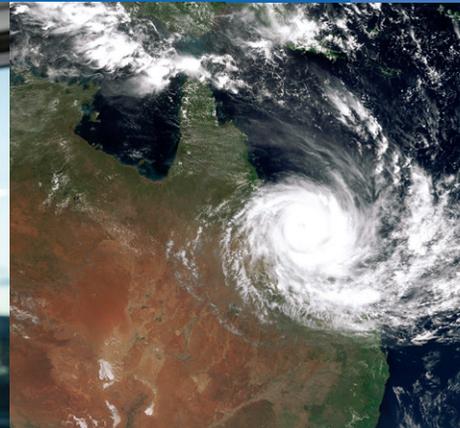




Australian Government
Bureau of Meteorology



Strategy 2022-2027



About the Bureau

We are Australia's national weather, climate and water information agency and one of the few organisations that touches the lives of all Australians and all Australia, every day.

The Bureau operates under the authority of the *Meteorology Act 1955* and the *Water Act 2007*. We also fulfill Australia's international obligations under the Convention of the World Meteorological Organization and related international meteorological treaties and agreements.

Our products and services include observations, forecasts, warnings, analysis and advice covering Australia's atmosphere, water, oceans and space environments.

The Bureau acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, sea and community. We recognise the continuation of cultural and weather knowledge practices of First Nations people.





Our vision

To be an organisation of global standing, that is highly valued by the community for our pivotal role in enabling a safe, prosperous, secure and healthy Australia.

Our mission

To provide trusted, reliable and responsive weather, water, climate, ocean and space weather services for Australia – all day, every day.

Our values and behaviours

In delivering products and services to our customers, we individually and collectively uphold the Australian Public Service Values of impartiality, commitment to service, accountability, respectfulness and ethical conduct, which guide our behaviours in the Bureau – how we treat our customers, our partners and each other. Our values and behaviours determine what is important and bind us together as an organisation and as colleagues.



Safety

We are committed to ensuring the health and wellbeing of our people and strive for zero harm.

Integrity

Our integrity is founded on trust, honesty and reliability.

Customer focus

We listen to our customers, understand their needs and are invested in their success. We strive to provide them with an outstanding experience. We are a pleasure to work with and can be relied upon to deliver.

Passion and tenacity

We are proud of our heritage, who we are, what we do and where we are headed. We deliver in times of crisis. Our deep commitment to our nation's wellbeing drives our success.

Responsibility

We understand and accept our responsibilities. We learn from success and failure. We hold each other to account for our actions and results.

Humility

We are humble in our dealings with each other and our customers. We help each other and operate as one enterprise.

Our focus

Our Strategy is focused on four pillars of success, each given effect via whole-of-enterprise strategic objectives, and associated actions and success measures.

Impact and value

Operational excellence

Insight and innovation

The Bureau way





Drivers of our strategy

The Bureau of Meteorology is one of the few organisations that touches the lives of all Australians and all Australia, every day. Since 1908 we have proudly provided products and services that have significantly enhanced public safety, economic prosperity, national security, community wellbeing and environmental health.

The knowledge of, and insights into Australia we have gained over this period, including the nation's long-term climate record, are unique and irreplaceable. In a world where trust in institutions is under threat and longstanding societal norms are being challenged, the Bureau remains one of the nation's and indeed the world's most trusted and authoritative sources of weather, water, climate, oceans and space weather information.

Many of the Bureau's activities, including its weather observations, warnings and forecasts, are mandated by national legislation and help meet Australia's international commitments. Public investment in the Bureau provides a strong sovereign capability that is vital for community confidence in the delivery of essential weather, water, climate, ocean, and space weather services, and for supporting industry competitiveness and innovation. The Bureau plays a critical role in a number of key sectors including emergency management, aviation, land and maritime transport, national security, space, energy, resources, international development, agriculture and water.

The Bureau's operating environment continues to be intensely dynamic. The COVID-19 pandemic has disrupted global supply chains, labour markets and patterns of work, and compounded strategic uncertainty in our region. Australia continues to face challenges posed by geopolitical tensions and strains in longstanding systems of international cooperation.

Escalating security and cybersecurity threats require constant vigilance, while the proliferation of weather-related information available in the community, including misinformation, has the potential to dilute the Bureau's expert, authoritative and trusted voice.

As Australia faces new opportunities and challenges, the Bureau's unique capabilities position it to contribute to natural disaster resilience, economic prosperity, environmental sustainability and regional security. This includes applying our full knowledge and expertise to help the nation understand and respond to a changing climate that is affecting different parts of Australia in different ways. As our climate continues to change, we are seeing more frequent and intense weather extremes than at any other time in modern history. The impacts of these climate events can compound in severity when they occur consecutively or when multiple types of extreme events coincide. This raises questions about how and where we live, and the role of governments in mitigating against and adapting to damaging events.

To help Australians live as safely and productively as possible, there is a compelling need for products and services from the Bureau that are relevant, timely and fit for purpose. We must effectively communicate the impacts of natural hazards to support preparedness, response and recovery, and be clearer about the risks and uncertainties associated with our forecast and warning products. We will also do even more to provide Australians with climate risk information to support planning, investment and decision-making.

Over the life of this Strategy, we will seek to amplify and accelerate the value we provide to Australian communities, industries and governments. We will focus on products and services that are even more personalised, contextualised, localised, and convenient. We will also provide greater service flexibility, assisting Australians in accessing our data and information assets for their own specific needs while working side by side with customers and partners to provide the knowledge, insights and wisdom required for enhanced decision-making. We will also work across government to respond to national and international risks and opportunities and to support Australia's position and contribution to the global community, especially in the Indo-Pacific.

To achieve these objectives, we must constantly evolve our business while ensuring the safety, security, resilience, and relevance of our core operations. We will continue to standardise, simplify and digitise the Bureau's core processes to transform our operations. Using our vast data stores, we will apply more advanced and integrated technologies that automate routine functions, and focus our world-class expertise where it matters most.

We will invest in initiatives that transform the impact and value we provide to the nation, applying our science, technology, research and data capabilities, in partnership or with externally sourced capability where appropriate. We will continue to adopt new ways of working, collaborating nationally and internationally to achieve common goals and place greater focus on workforce agility to move quickly and seamlessly between priorities for maximum effectiveness.

Underpinning all of our efforts are our people, whose expertise, experience and dedication are fundamental to delivering the high-quality products and services on which Australians depend. To continue to attract and retain the right people, we will ensure the Bureau remains an employer of choice, recognising the needs of each staff member and equipping them with the tools, skills and opportunities to grow and excel. We will continue to build a culture of customer service and collaboration, where we work as one enterprise for the benefit of our nation. We will retain a strong commitment to the respect of First Nations people and Culture, both in the services we deliver and in our operations that span every part of the Australian continent, islands and overseas territories, including Antarctica.

This document charts a course for the Bureau over the next five years that continues our journey to drive a positive step change in the contribution we make to national wellbeing.

Strategic objectives and actions

Success pillars

Our objectives

Our actions

We will:

Impact and value

Products and services that enhance the wellbeing of all Australians.

1.1 Amplify and accelerate engagement to help build the nation's prosperity and resilience to natural hazards in a changing climate.

1.2 Enhance timeliness, accuracy, relevance and availability of data, information and advice to support decision-making in priority sectors.

1.3 Enable all Australians to more easily access, customise and utilise our products and services.

1.4 Grow products and services that support renewable energy systems and assist in greenhouse gas emissions reduction.

We will not deliver products and services that fail to consider our customers' changing needs.

Operational excellence

Outstanding people supported by secure, effective and resilient systems, processes and technology.

- 2.1** Align strategy, capability, culture, investment and governance to enhance impact and value.
- 2.2** Uplift enterprise systems, processes and technologies to enable an improved customer and staff experience.
- 2.3** Embed whole-of-lifecycle product, data, information and technology management across the enterprise.
- 2.4** Implement secure, stable and resilient ways of working that support sustained delivery of trusted products and services.

We will not invest in capability that does not support sustained, high-quality delivery to our customers.

Insight and innovation

Practical implementation of novel, mission-directed solutions for our customers.

- 3.1** Systematically monitor and evaluate our external environment to anticipate and identify opportunities for accelerating impact and value.
- 3.2** Cultivate, prioritise and invest in innovation that delivers transformative impact for our customers.
- 3.3** Grow the portfolio of national and international partnerships, aligned with strategy and Australia's national interest.
- 3.4** Build the pipeline of STEM talent to operate in a customer-focused way.

We will not undertake research or sustain partnerships and collaborations that do not support the tangible delivery of benefits to our customers.

The Bureau way

One enterprise that lives its values through agreed behaviours every day.

- 4.1** Provide a safe, diverse, respectful, inclusive, secure and flexible working environment, where our staff excel and their contributions are valued.
- 4.2** Continue building a unified customer-focused enterprise culture.
- 4.3** Foster a growth mindset and a workforce that is appropriately skilled, agile and equipped for the future.
- 4.4** Align and connect the contributions of every staff member to ensure the collective delivery of our Strategy.

We will not avoid honest reflection of our performance and our accountability to each other and our customers.

Success will be measured by:

Impact and value

- The financial and social value we deliver to industry, government and the wider community.
- The levels of satisfaction and trust our customers, partners and stakeholders have in the products and services we provide.
- The utilisation of our services by new and existing customers.

Operational excellence

- Our delivery against agreed customer requirements and commitments.
- Capacity utilisation, system reliability, security and resilience benchmarked against best practice.
- Verification of our products and services.

Insight and innovation

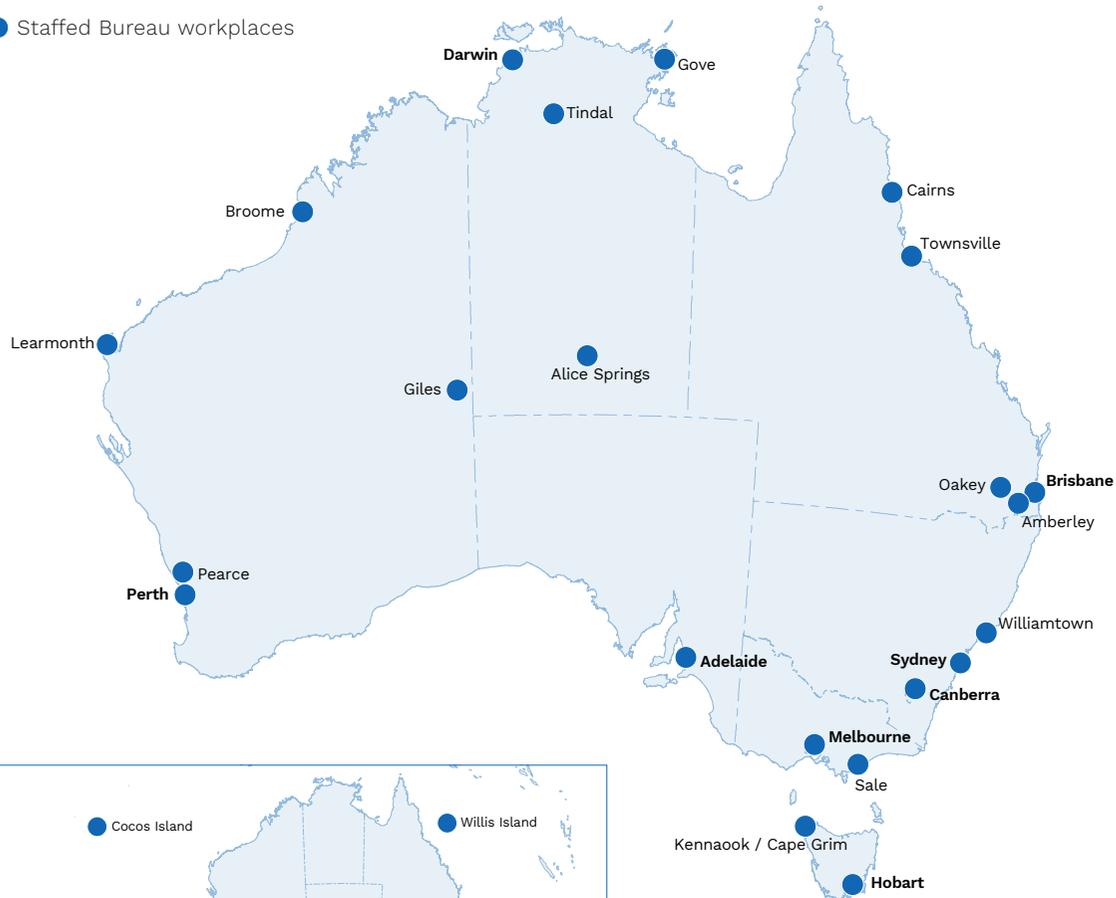
- The depth, breadth and resilience of our external partnerships and collaborations.
- The conversion of ideas to opportunities to customer outcomes.
- The quality and application of our research and development, benchmarked internationally.

The Bureau way

- Our performance benchmarked against work health, safety, wellbeing, security and environment best practice.
- Individual and team actions demonstrate commitment to enterprise values and behaviours.
- A diverse and inclusive workforce, that reflects the communities we serve.



● Staffed Bureau workplaces



Connect with us: www.bom.gov.au



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