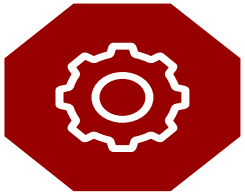
National Multi-Hazards

Program Summary

March 2021

The problem we’re working on



Communities across Australia do not have access to consistent, authoritative information on natural hazards. The key reasons include:

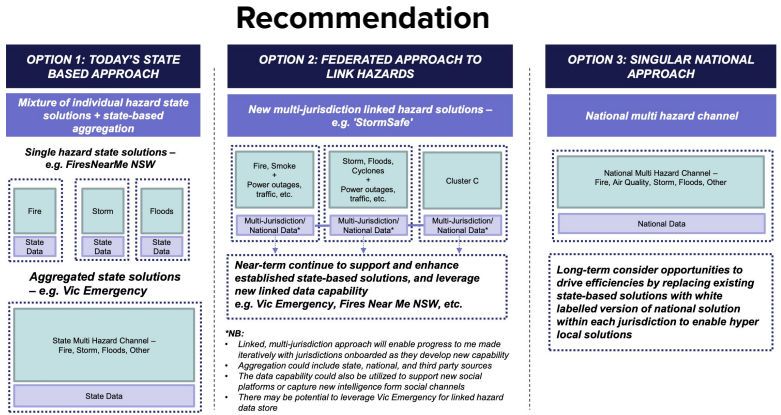
- natural hazard data across jurisdictions does not share the same categorisation and classification in the way it is stored and communicated
- natural hazard data is often communicated via a number of different channels, especially across jurisdictions
- data is displayed differently across jurisdictions
- there is no dedicated authoritative Data Aggregation Service that can direct Emergency Service Organisations (ESOs) to the most accurate and authoritative information on natural hazards.

The current situation causes confusion and misinformation during a critical emergency event in people's lives.

Background and why is NSW leading this?

The Australian Data and Digital Council (ADDC) requested in May 2020 that a discovery be undertaken to determine what a ‘National All Hazards Service’ could look like. The Discovery undertook desktop research and multiple interviews with state emergency services including state departments and the federal government.

It concluded it would be unfeasible to create a one-size-fits-all solution for all hazards and recommended three different solutions to be explored; a socials channel communications tool, the expansion of the functionality and geographic coverage of current fire hazard services and a new water hazards service.



What we set out to validate

We have been running an iterative approach progress Discovery recommendations to beta stage based on validation of the following services:

Customer communications service

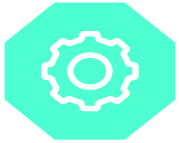
A new mobile service able to communicate multi-hazard information across jurisdictions.

Storms, cyclones & floods warnings service

A national service for communities around Australia to have visibility for all cyclone, storm and flood alerts and warnings.

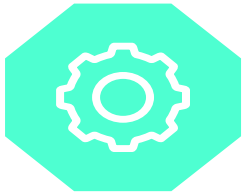
Fires service

Enhancement of existing fires services that provide insight on how to extend functionality & geographic coverage.



All three services will be underpinned by a federally-aggregated data sharing service that uses the Australian Warning System, consistent data standards, made available across jurisdictions and third parties.

Insight we've gathered

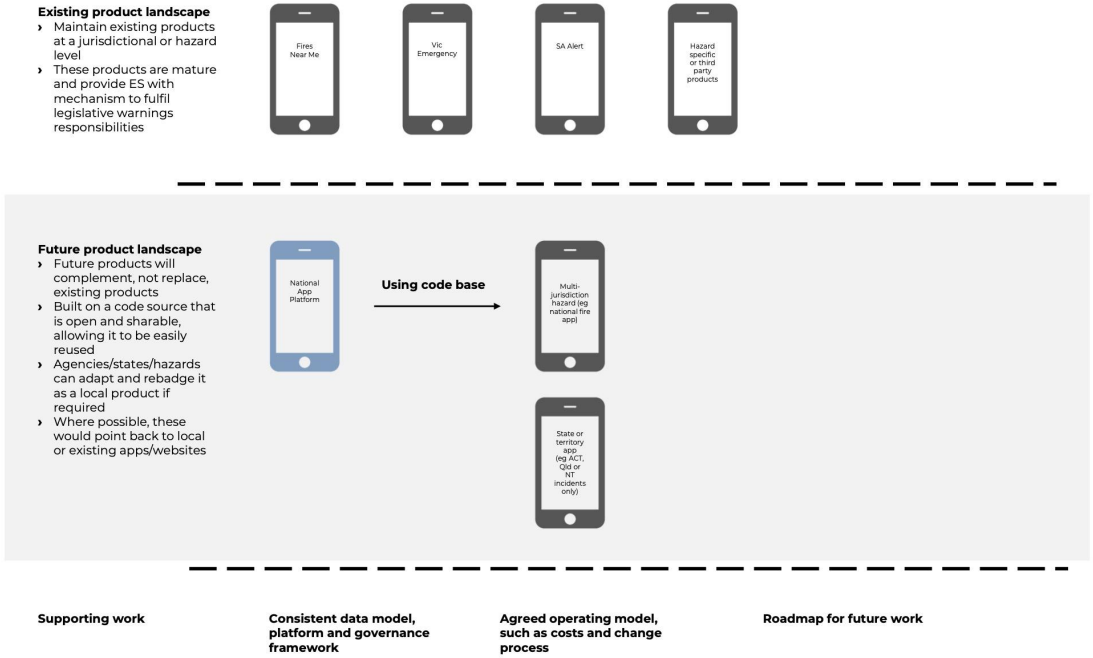


Through user research and leveraging the Digital Transformation Agency as well as Royal Commission into natural disaster arrangements and other third party research we've discovered:

- Users are interested in having one place to get information
- Users value consistent messaging and warnings
- People use social media during emergency situations
- There were several data aggregators in existence; ABC, EMV, RFS
- There is a lot of missing data; warnings, floods, shelters
- Biggest concern was // is operating and funding model considerations
- Data governance will be key to the success of the program

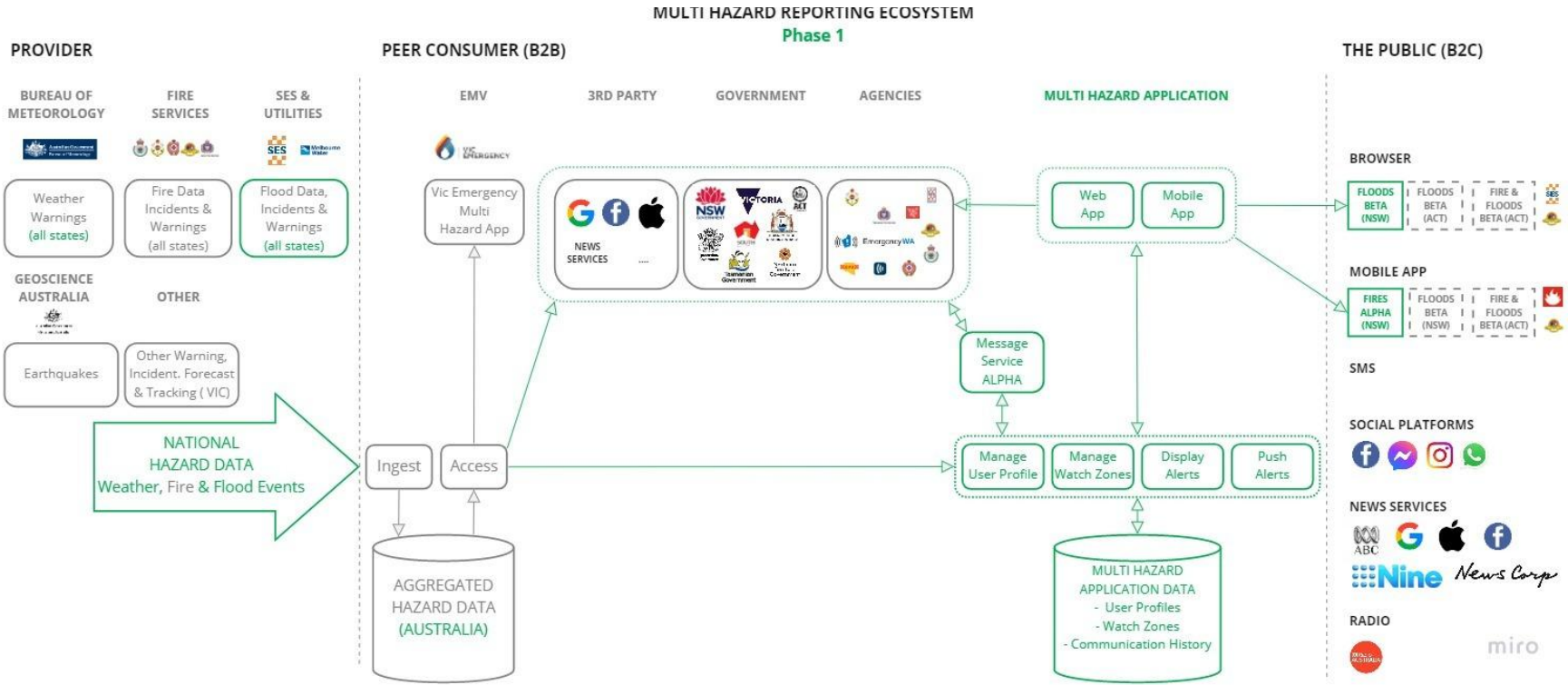
Our proposed solution

Develop a customisable application which provides information on single and // or multiple hazards across Australia



The new service will be underpinned by an aggregated data sharing service, made available across jurisdictions and third parties.

How it fits into the ecosystem

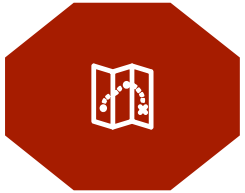


What will be available to the EM community at the end of the project?

This will be an ongoing project that will require ongoing engagement with the EM community. This project will deliver:

- Single combined fire and flood data feed to be continued to work on by EM community
- Suggestions on how data could be aggregated more easily
- Fire and flood reporting (web and mobile) application (code and SaaS service), should jurisdictions wish to onboard themselves
- Upon validation, a digitisation of Warnings' data
- Template on how jurisdictions can leverage data aggregator

Next steps



Our next phase is to run pilots across jurisdictions to:

- Validate an Messaging service using social media
- Pilot EMV services to other jurisdictions
- Validate user needs with the app
- Validate user need with the Warnings digitisation
- Draft operating and funding model considerations

Participating jurisdictions:

- ACT, NSW, SA, TAS and QLD

Proposed operational model:

- Open Source
- SaaS

How you can get onboard

We’ve designed a few ways to get involved:

- Fortnightly showcases - please email **multihazardsteam@customerservice.nsw.gov.au** if you want to attend
- Participate in pilots
- Send us your suggestions on data aggregation or operating model
- Multi Hazards Steering Committee minutes
- ADDC Ministerial meeting minutes

The Ask - we'd love your feedback on: