

# nbn Emergency Management capability

Ausnog Conference  
September 2026

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# nbn’s disaster readiness mandate



**Disaster readiness & response:** To mitigate the impact of changing climate and natural disasters, NBN Co should develop and regularly maintain and test disaster and crisis management plans in collaboration with governments and Retail Service Providers. NBN Co should seek to restore services to disaster affected communities as soon as possible.

In doing so, NBN Co should work cooperatively with other providers to the extent legally possible. NBN Co should work proactively with State and Territory Emergency Service Organisations and the National Emergency Management Agency.



**Develop, maintain  
& test disaster and  
Crisis Management Plans**



**Restore services to  
disaster affected  
communities  
as soon as possible**



**Proactively work  
with State & Territory  
Emergency Service  
Organisations**

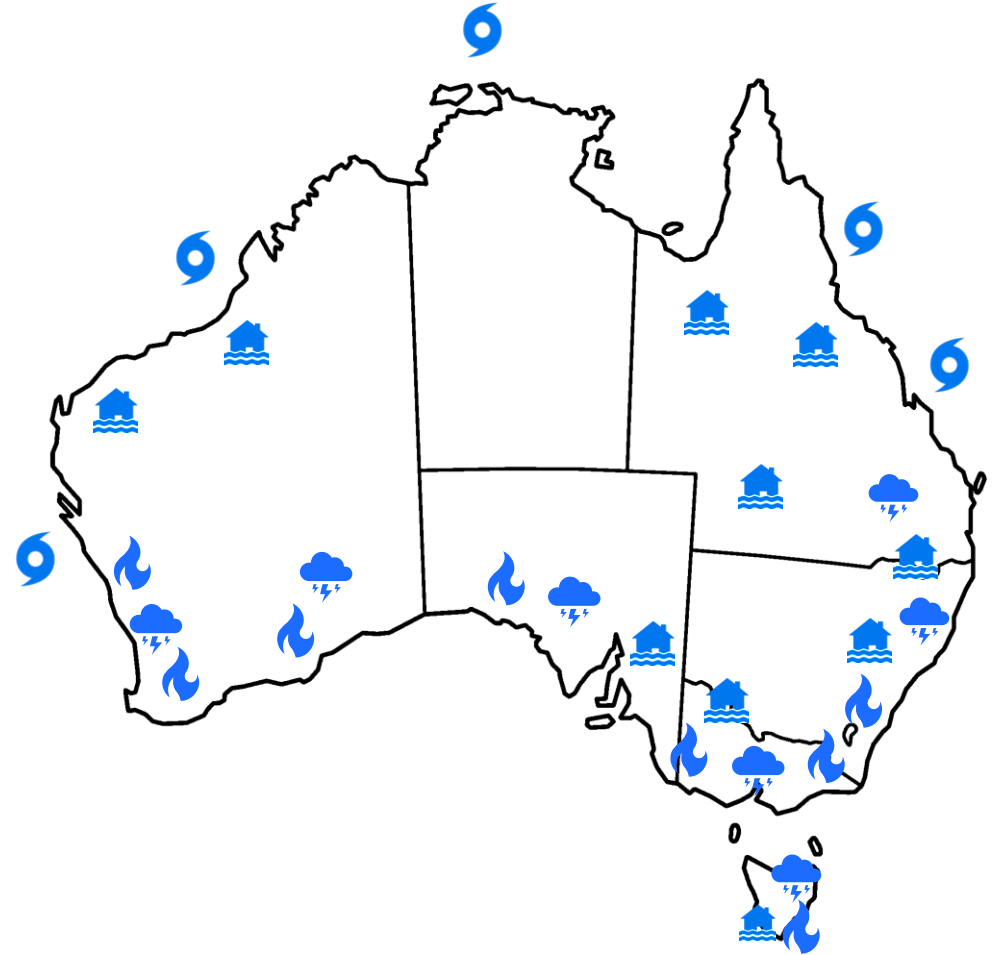
# Why have an Emergency Management function at nbn?

Australia's Higher risk season spans from October to April. During this period, the country is more susceptible to bushfires, heatwaves, flooding and tropical cyclones.

In recent years, we have witnessed a significant rise and severity of climate-driven emergencies. This increase has generated intense demands of nbn's surge capacity model which needs to be agile in its approach to emergencies.

nbn needs to be anticipatory and manage risks, reconnect impacted communities as quickly as it can, manage government, RSP and community stakeholders through communications and live reporting, whilst keeping its people physically and psychologically safe.

The Emergency Management team manages a phased program of works each financial year, underpinned by nbn's Emergency Management framework to maintain and improve its emergency capabilities.



# Emergency Management FY26 Insights

## Events Cumulative Results

(inclusive of all EMT posture shifts)

| Total Events        | Network Sites Impacted  | Impacted Services         |
|---------------------|-------------------------|---------------------------|
| 20                  | 4,551                   | 423,121                   |
| Generators Deployed | Total Staff Engagements | Days under EMT Management |
| 281                 | 1,176                   | 152                       |

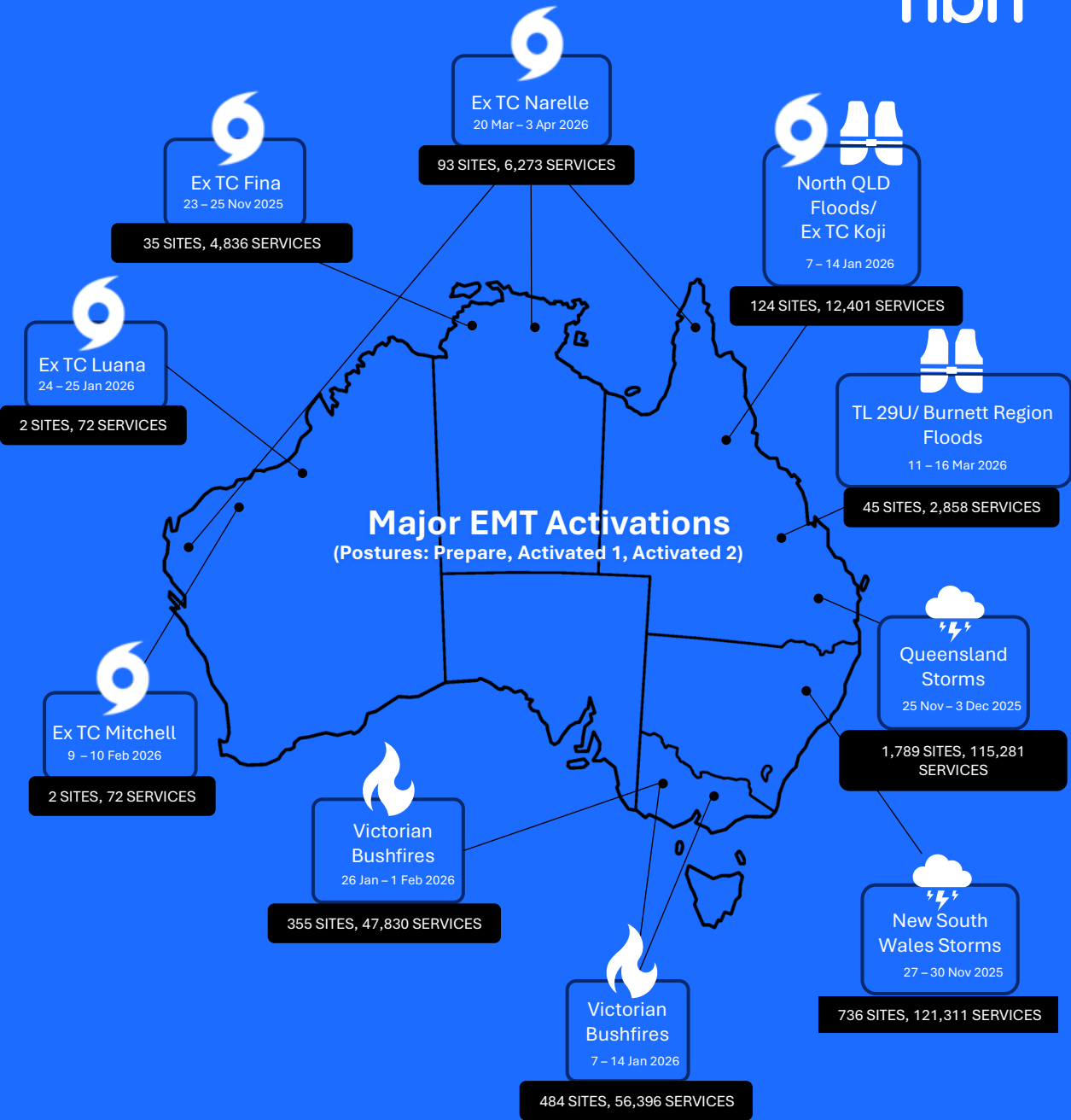
Inclusive of Requested vs Connected

## Preparedness

| Preparedness Briefings          | System Enhancements                  | Process Uplifts                                                           |
|---------------------------------|--------------------------------------|---------------------------------------------------------------------------|
| Internal and external briefings | Visualization and better use of data | Review of processes to reflect lessons identified from emergency response |
| Training and Recruitment        | Exercises                            |                                                                           |

Training of surge capacity and Emergency Management Liaison Officers (EMLOs)

Participation in multi agency exercises at the national and jurisdictional level  
Internal exercises across emergency capabilities



# Access Technologies

nbn®



**FTTP**

Fibre to the Premises



**FTTN**

Fibre to the Node



**FTTC**

Fibre to the Curb



**FTTB**

Fibre to the Basement



**nbn® Sky Muster®**  
Satellite Services



**HFC**

Hybrid Fibre Coaxial



**Fixed Wireless**

# IMPACT FROM HAZARDS

*2025 November Storms – Bayview, New South Wales*





*2022 February-March Floods - South Murwillumbah, New South Wales*



2021 June Storms - Dandenong Ranges, Victoria



*2019/20 Bushfires - Geeveston, Tasmania*



2019 Flooding – Townsville, Queensland

# How we prepare for the Higher Risk season

## APRIL - JUNE

- Lessons Management
- Project and Program Delivery
- Continuous Improvement Program Planning
- Business Engagement

## JULY - SEPTEMBER

- Continuous Improvement Program launch
- Stakeholder Engagement
- Training
- Exercising
- Evaluation
- Process Development
- Lessons Management

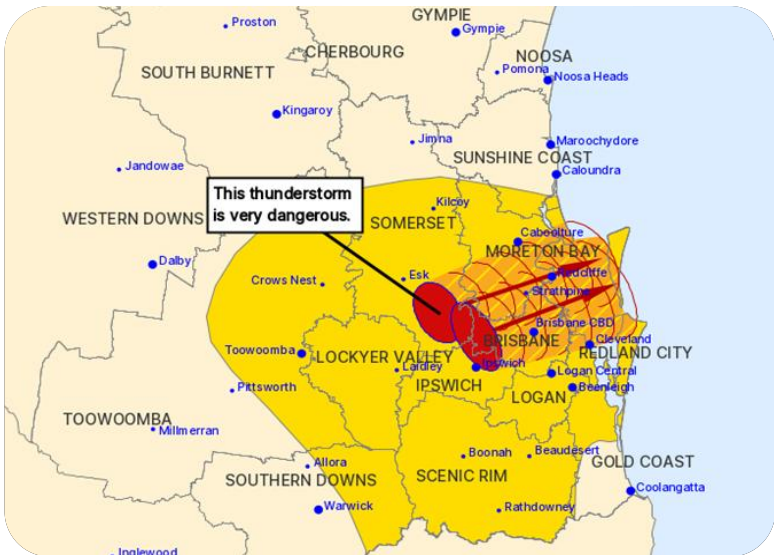
## OCTOBER - NOVEMBER

- Stakeholder Engagement
- Higher Risk Season Preparation
- Pre-season Briefings
- Training
- Exercising
- Evaluation
- Process Development

## DECEMBER - MARCH

- Lead and coordinate increased instances of event Response and Recovery

# Situational Awareness



## Emergency Management Liaison Program

Links into each jurisdiction to obtain and provide local intelligence

## Bureau of Meteorology briefings, dedicated portal and products

Regular briefings and provision of intelligence to nbn to enable risk assessment and preparation

## Active Event Support

Decision support meteorologists support emergency responses with real time weather intelligence

# HSE Zone Management

## Weather alert review

## HSE zone creation

## HSE zone notification

WEATHER ALERT

**WA Bushfire Event Bushfire Watch and Act PREPARE TO LEAVE - HALLS CREEK**

**Location:** KIMBERLEY  
**Type:** Bushfire  
**Status:** Active  
**Alert Level:** Watch and Act

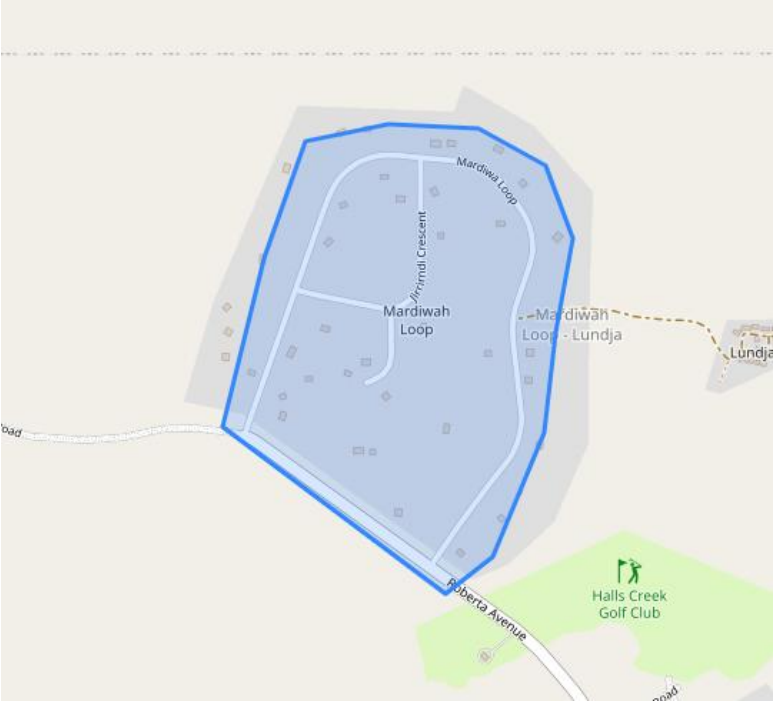
The following alert has been issued by the Department of Fire and Emergency Services (DFES).

This alert has been upgraded to a Watch and Act. The fire is approaching nearby homes.

Time of issue: 12:19 PM  
Date of issue: 10 Jul 2026

**Bushfire Watch and Act - PREPARE TO LEAVE - HALLS CREEK**

A Bushfire Watch and Act is in place for people in the vicinity of Mardiwah Loop in HALLS CREEK in the SHIRE OF HALLS CREEK.



nbn™ Zone Change Notification

1. 2026-07-10\_15:23\_Halls Creek WA

GREEN

AMBER

RED

BLACK

ALERT DETAILS

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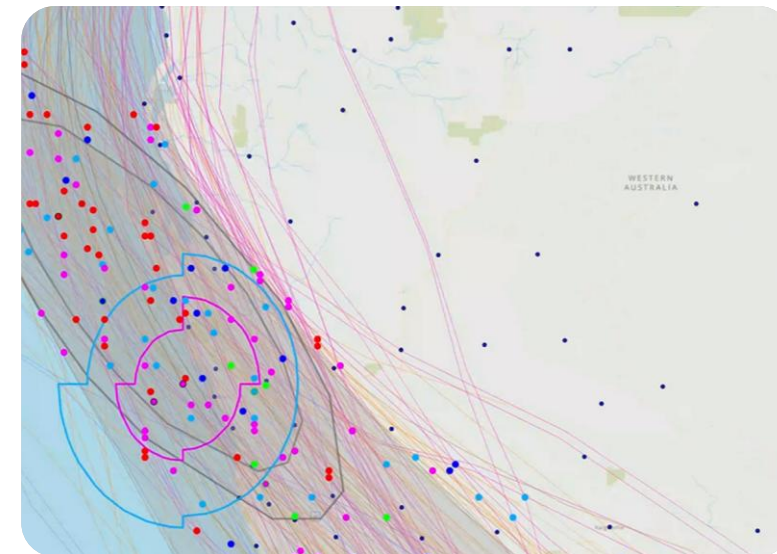
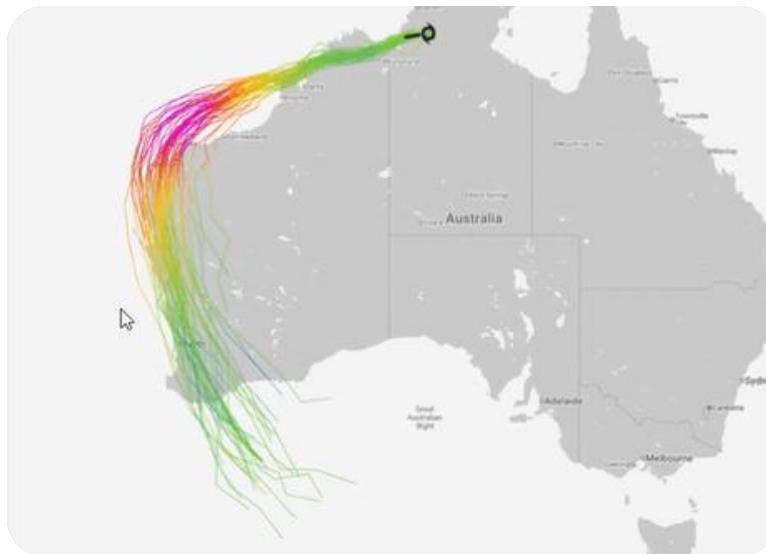
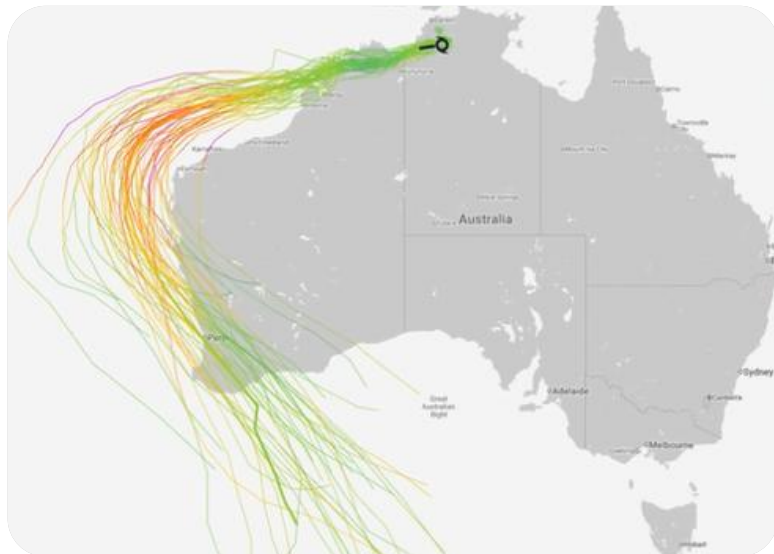
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A Bushfire Watch and Act is in place for people in the vicinity of Mardiwah Loop in HALLS CREEK in the SHIRE OF HALLS CREEK.

- The alert level for this fire has been upgraded as fire is heading towards houses.
- There is a possible threat to lives and homes as a fire is burning in the area and conditions are changing.

# Case Study – TC Narelle



## Model Comparisons

As TC Narelle moved across the country analysis of different models provided valuable intelligence for preparedness activities (e.g. Likelihood of coastal crossing at Carnarvon impacting a Satellite Earth Station)

## Detailed modelling

As the system moved use of modelling clearly illustrated most likely scenarios

# Emergency Response

Rapid emergency response established through flexible resourcing, smart scheduling, and proactive communications



## Coordinate and Prioritise

Establish dedicated Emergency Response team to coordinate a safe response across stakeholders and partners by setting and managing objectives, maintaining situational awareness and a common operating picture



## Emergency Services Engagement

Integrate with Emergency Services and other agencies to share information on priorities and damage to inform restoration plans. Emergency Management Liaison Officers provide on-site presence for real-time updates, two-way communication, and coordination with various attending agencies.



## Peak Load Strategy

Optimise field workforce operations with dynamic scheduling to meet extreme/high demand volumes, supported by real-time control panel dashboards and decision-support tools to safely mobilise staff. Extended technician availability and smart routing is undertaken to reduce delays and safely restore network and services.



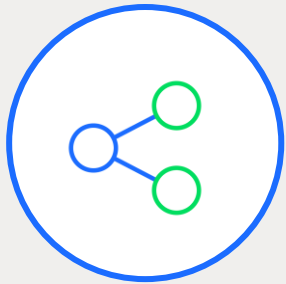
## Communicate Outages

Communications are maintained to Government, Regulatory bodies, Retail Service Providers and communities through various channels providing information on impacted areas and restoration progress.

# Recovery Planning and Execution

After the initial Emergency Management response, large-scale network damage, protracted repair work, remediation and/ or rebuild activities are managed under a Recovery Plan that transitions from response to post disaster recovery.

Impact assessments are conducted across multiple workflows and from emergency services shared data to create and execute treatment plans and identify resilience opportunities, create treatment plans for long term service issues and monitor and uplift service performance affected by natural hazards.



## Coordinate and Prioritise

Identify and implement resilience uplift and network hardening opportunities



The Gooloogong Fixed Wireless Site (NSW) was elevated in December 2023 after sustaining extensive flood damage in 2022



## Coordinate and Prioritise

Create treatment plans for long term damaged homes and businesses previously serviced by nbn, with pathways for engagement back to nbn's Case Management team



## Coordinate and Prioritise

Monitor and remediate performance issues caused by residual effects of a natural hazard

# Temporary Network infrastructure



## Network on Wheels (NOW)

Temporary replacement of nbn FAN (or TFAN) site



## POI on Wheels (POW)

POI redundancy likely to be deployed with additional assets

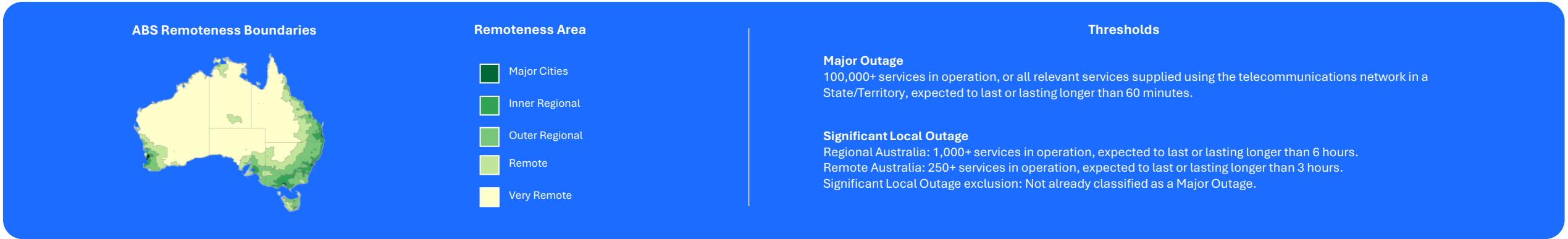
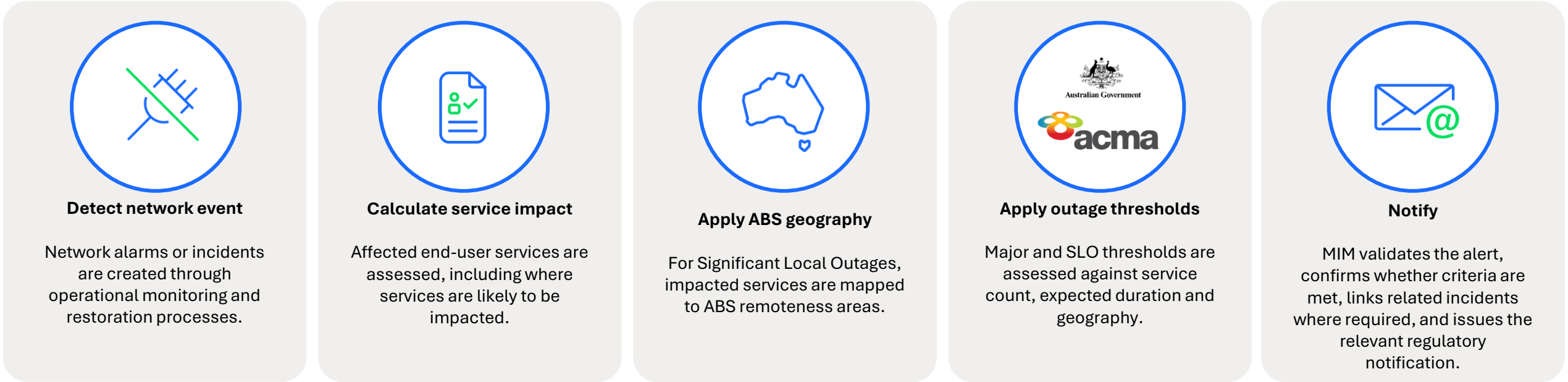


## Wireless Mast Trailer (WMT)

Temporary mast for Fixed Wireless equipment

# Regulatory Reporting

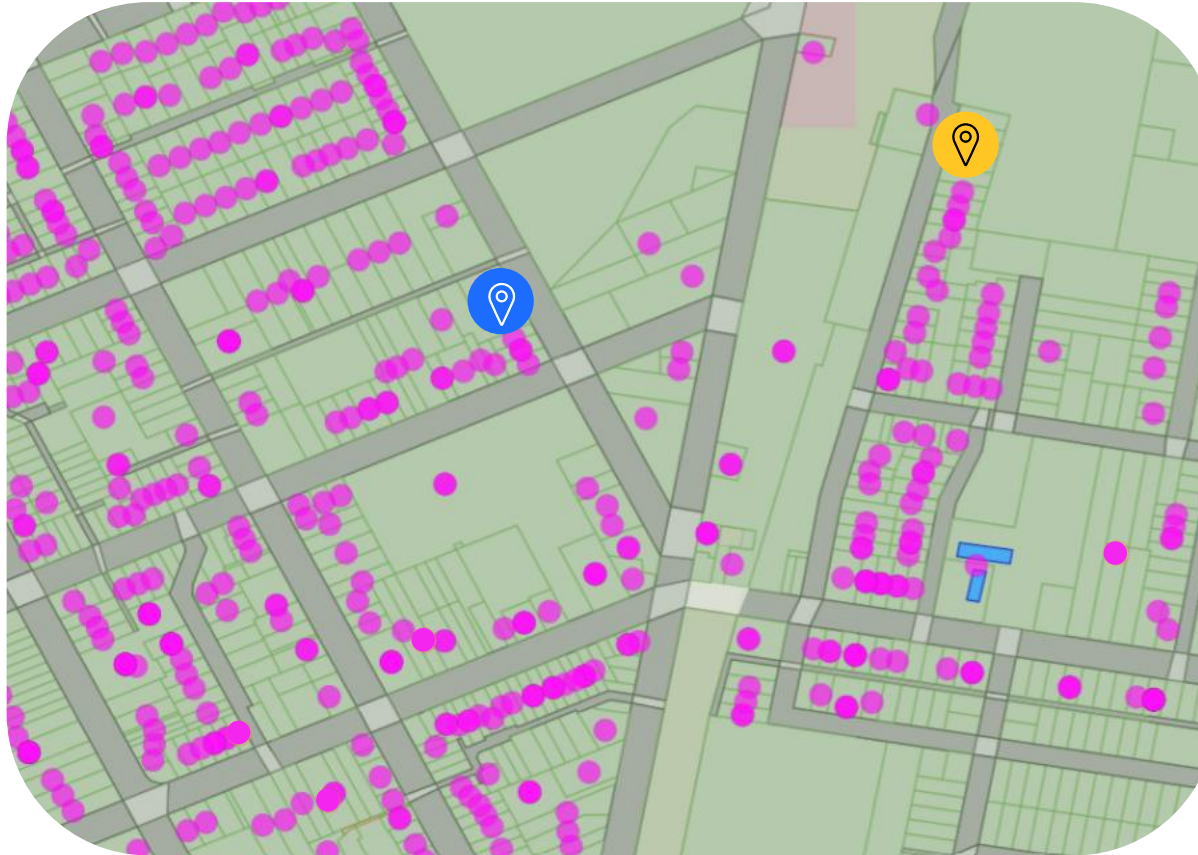
nbn identifies potential Major and Significant Local Outages by detecting impacted end-user services, mapping those impacts to ABS Remoteness Structure geographic boundaries, applying the relevant service and duration thresholds and issues regulatory notifications.

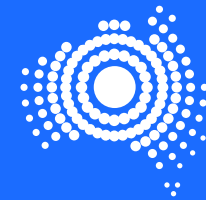


# Network Resilience Case study

## Mid North Coast Floods FTTN vs FTTP Example

- 📍 FTTP service remained online throughout the event (NTD reset 28/05/2025)
- 📍 FTTN service was offline for approx. 7 days due to flooded node requiring replacement





**Thank you**