

# **OTSI** Office of Transport Safety Investigations

# ANNUAL REPORT

2018 - 2019





# S Office of Transport Safety Investigations

The Honourable Andrew Constance, MP Minister for Transport and Roads 52 Martin Place SYDNEY NSW 2000

24 October 2019

Dear Minister

It is my pleasure to submit to you the 2018 – 2019 Annual Report of the Chief Investigator of the Office of Transport Safety Investigations (OTSI) for presentation to Parliament.

The Report highlights the principal undertakings and achievements of the Office as the State's Transport Safety Investigator throughout the reporting period.

The report has been prepared in accordance with the requirements of the Annual Reports (Statutory Bodies) Act 1984 and the Annual Report (Statutory Bodies) Regulation 2015 and the Public Finance and Audit Act 1983.

Yours sincerely,

Mick Quinn

Chief Investigator

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### **Chief Investigator's Report**

As the State's independent transport safety investigator, responsible for serving the safety interests of the travelling public and those of the rail, bus and ferry operators who provide passenger and rail freight services, the Office of Transport Safety Investigations (OTSI) has continued to make a significant contribution to public transport and rail freight safety through its direct investigative involvement with service providers, industry regulators, government divisions and authorities and the general public. In particular, it has:

- Fostered constructive and open working relationships with transport industries, transport service providers, unions, regulators, the media and the general public.
- Cooperated with the Australian Transport Safety Bureau (ATSB) in keeping with the terms of the Collaboration Agreement which came into effect on 20 January 2013. Under the agreed terms, OTSI conducts selected railway accident and incident investigations in accordance with the provisions of the *Transport Safety Investigation Act 2003* (Cth) on behalf of the ATSB.
- Maintained its currency and capability as a multi-modal transport accident investigator through the application of contemporary investigative practices and liaison with other investigative jurisdictions, to improve its incident response procedures, investigation management and report presentation.
- Initiated investigations into 12 accidents and incidents (two bus, one ferry and nine rail). Eight of the rail investigations were initiated under the *Transport Safety Investigation Act 2003* (Cth) on behalf of the ATSB in accordance with the Collaboration Agreement.
- In accordance with the Passenger Transport Act 2014 (NSW), the reports into 15 accidents and incidents have been tabled in Parliament and are publicly available on the OTSI website. Additionally, in accordance with the Transport Safety Investigation Act 2003 (Cth), the reports into four accidents have been published.
- OTSI saw benefit by sharing lessons learned from our investigations directly with operators, regulators and other agencies through industry forums and inter-agency committees. This lead to significant change in safety practices.
- OTSI has developed a new post deployment brief to assist operators and stakeholders with timely information on recently occurred incidents and accidents. The brief typically involve factual information and photographs from an occurrence, and may contain a list of similar occurrences, the regulatory framework and an initial assessment of risk to the operator and industry involved. Depending on the information obtained, OTSI may issue a Safety Alert which will be posted on the OTSI website.

OTSI has received considerable support from many departments, authorities, offices and organisations throughout the year. This support has greatly assisted OTSI to perform its various functions. I'm most grateful for that support and assistance. Most importantly, OTSI has had the benefit of the cooperation of rail, bus and ferry operators in the course of its investigations. Without that cooperation, which is gratefully acknowledged, it would be more difficult for OTSI to achieve its purpose of improving public transport safety. The members of the OTSI team also warrant special mention for their dedication and sustained commitment to the primary purpose of improving public transport safety.

In October 2018, OTSI was invited by the Research Institutes of Sweden (RISE), who are the leading fire research organisation in Europe and developer of the P-Mark standards, as the keynote speaker at the biennial Fires in Vehicles Conference. The conference was attended by 140 delegates from 20 countries. The conference convenor, in her opening address, recognised the work done by OTSI in publishing many high quality independent reports. The OTSI investigator who attended as keynote speaker is the author of the annual OTSI Bus Fire Summary. All travel and associated costs were borne by the RISE.

Throughout the reporting period, OTSI has continued to make a direct contribution to the provision of safer public transport services and rail freight services in NSW. I look forward to further developing the capability and capacity of OTSI to ensure that it continues to serve the broadest possible safety interests of transport industries, operators and the travelling public in NSW.

Mick Quinn

**Chief Investigator** 

#### Charter

OTSI was originally established on 1 January 2004 as a separate division within what was then the Independent Transport Safety and Reliability Regulator (ITSRR). However, with the passage of the *Transport Legislation Amendment (Waterfall Rail Inquiry Recommendations) Bill 2005*, OTSI was separated from ITSRR and the Chief Investigator's Office of Transport Safety Investigations was established as a statutory agency of the NSW Government and commenced independent operations on 1 July 2005.

Amendments to the *Transport Administration Act 1988* confer powers on the Chief Investigator to establish OTSI and conduct investigations into rail, bus and ferry accidents and incidents in accordance with the provisions of the *Passenger Transport Act 2014* and the *Marine Safety Act 1998*.

OTSI was established as an independent office to ensure that both the travelling public and transport service providers could have a high degree of confidence that all safety investigations involving the NSW public transport network were conducted in a fair, impartial and rigorous manner, applying a balanced approach to all investigations.

While the Chief Investigator of OTSI is accountable to the Minister for Transport and Roads, the Chief Investigator is not subject to the direction and control of the Minister in the exercise of the Chief Investigator's investigative and reporting functions. However, in a situation where the Chief Investigator may not have already initiated an investigation into a particular rail or passenger transport accident or incident, he is required to do so when given a written direction by the Minister.

In this 14th year of independent operations, considerable emphasis has been placed on ensuring that OTSI's operations contribute directly to the improvement of transport safety.

### **Aims and Objectives**

OTSI contributes to the safe operation of public transport and rail freight services in NSW by initiating and directing investigations into accidents and safety-related incidents whenever and wherever they occur. OTSI's investigations are conducted with the purpose of producing the following outcomes:

- ◆ Identification of those factors which have contributed to rail freight and rail, bus and ferry passenger transport accidents and incidents.
- ◆ Determination and specification in its investigation reports of the most appropriate remedial safety action to prevent recurrence of similar types of accidents and incidents.
- Production of transport safety investigation reports which are tabled in Parliament by the Minister for Transport and Roads and published on the OTSI website for operator, industry and public utilisation.

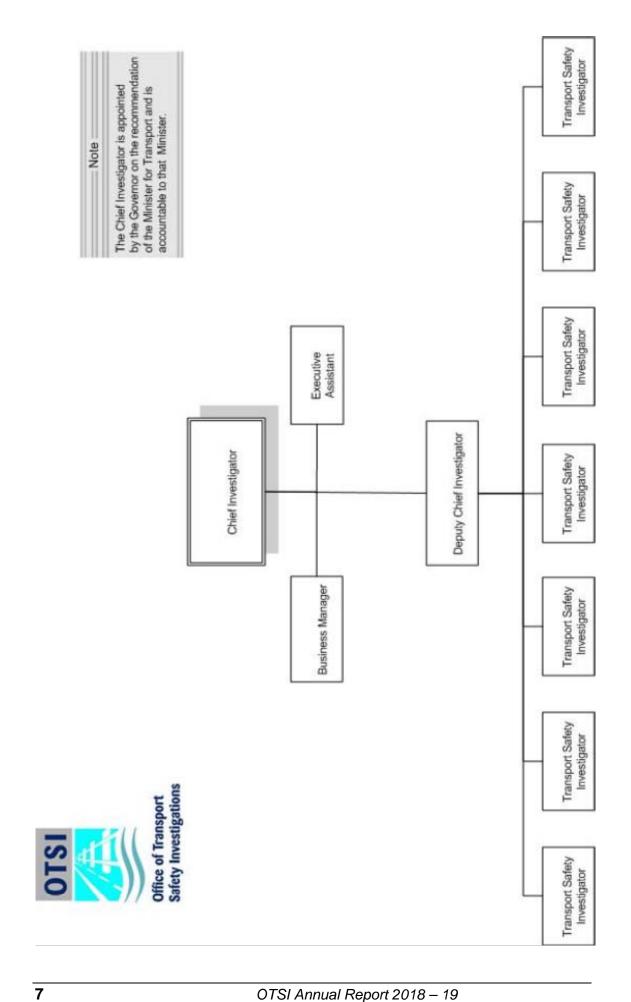
- Provision and management of a Confidential Safety Information Reporting Scheme (CSIRS) for use by transport employees for the reporting of safety issues that require remedial action.
- Analysis of rail, bus and ferry operations and accident investigations in other jurisdictions in order to identify safety trends and contemporary practice.

To achieve these outcomes, OTSI has established and provides the following services and functions:

- A 24 hour on call duty officer to whom NSW bus and ferry operators and regulators report the occurrence of accidents and incidents. Notifications of serious (Category A) rail accidents and incidents are provided to OTSI by the ATSB in accordance with the provisions of the Rail Safety National Law (NSW), and the Collaboration Agreement.
- ♦ A 24 hour investigation response team capable of providing immediate deployment to an accident or incident site.
- ◆ A team of transport safety investigators capable of undertaking investigations into rail, bus and ferry accidents and incidents.
- ◆ A dedicated response capability for confidential safety information reports.
- ♦ The provision of detailed accident and incident reports which are designed to improve transport safety.
- ♦ The conduct of safety investigations where organisational systemic defects or deficiencies are detected in the course of accident investigations or where safety trend analysis indicates the requirement.

### **Organisation**

OTSI has nine investigators which includes the Chief Investigator and the Deputy Chief Investigator, supported by a small administrative team. OTSI turned over one staff member during 2018 - 2019. The Deputy Chief Investigator also deployed and investigated several incidents and accidents during this period. The organisation of OTSI is shown on the next page.



### **Operations**

Throughout the reporting year, OTSI has undertaken the following operational activities:

- ♦ Received and assessed rail, bus and ferry accident and incident notifications from accredited operators and regulators in accordance with the *Passenger Transport Act 2014* and the terms of the Collaboration Agreement with the ATSB.
- ♦ Conducted investigations into rail, bus and ferry accidents and incidents involving fatalities, serious injury and significant damage to determine contributory factors and recommend preventative remedial safety action to improve transport safety.
- Conducted investigations into factors related to organisation, operations, technology, infrastructure, human-machine interface, communications, human performance and other system deficiencies.
- OTSI built and applied contemporary safety risk management models to communicate the findings from our investigations to stakeholders.
- Reviewed the reports of investigations conducted by transport operators to determine the adequacy of those investigations, their findings and recommendations.
- ♦ Received and facilitated the investigation of reports of safety concerns lodged by transport employees under the CSIRS.
- ◆ Conducted analysis of transport accidents and incidents in Australia and abroad to identify safety trends.
- Engage with industry bodies to facilitate transport safety improvements.
- Provide face to face briefings with the Minister's Office.

#### 2018 - 2019 in Review

During the year, OTSI received 866 notifications of incidents and accidents which fell within the category of "Notifiable Occurrences" as described in the Acts, Regulations and established reporting protocols. Of these, 681 were bus, 34 were ferry and 151 were rail notifications. Additional requests for information were made by OTSI in relation to 167 incident reports (119 bus, 5 ferry and 59 rail) to assist in the process of determining what investigative action was warranted. OTSI investigators deployed to incident sites on 21 occasions (13 bus, 1 ferry and 7 rail) to conduct preliminary investigations. The following investigations were initiated and undertaken by OTSI in the reporting period:

# OTSI ANNUAL STATISTICS 1 JULY 2018 – 30 JUNE 2019

INCIDENTS REPORTS RECEIVED BY THE DUTY OFFICER	TOTAL
Rail	151
Bus	681
Ferry	34
TOTAL	866

# **INVESTIGATIONS INITIATED**

Incident date	Description	Date Initiated
02-Sep-2018	ATSB Safeworking breach Blackheath	25-Sep-18
03-Sep-2018	Bus fire Tongarra	28-Sep-18
26-Sep-2018	ATSB Derailment and collision Antiene	26-Sep-18
03-Nov-2018	Sydney Harbour Bridge coach fire	12-Nov-18
02-Feb-19	White Bay MV Lady Rose passenger fatality	07-Feb-19
06-Feb-19	ATSB Baerami derailment	06-Feb-19
01-Mar-19	ATSB Wagga Wagga SPADs	01-Mar-19
31-Mar-19	ATSB Goulburn derailment	31-Mar-19
01-Apl-19	OTSI Greta rail wheel defect	19-Jun-19
07-Jun-19	ATSB Junee derailment	13-Jun-19
10-Jun-19	ATSB Gunnedah SPAD	13-Jun-19
28-Jun-19	ATSB Rail derailment Moss Vale	28-Jun-19

### **INVESTIGATIONS PUBLISHED**

	III LOTTO A COLIOTED			
Incident date	Description	Date Published		
28-May-16	Circular Quay Ocean Rider wharf collision	06-Aug-18		
01-Jul-16	Cammeray bus collision with pedestrians	06-Aug-18		
02-Dec-16	OTSI Disabled Xplorer Muswellbrook	22-Oct-18		
04-Dec-16	Bus fires Sydney Airport Mascot	22-Oct-18		
08-Feb-17	Bus Fire Homebush	22-Oct-18		
27-Jul-17	Grounding Fantasea 8 Season Broken Bay	22-Oct-18		
05-May-16	Fort Denison Ocean Rider steering loss	02-Nov-18		
06-Mar-17	Sawyers Gully bus fire	02-Nov-18		
11-Oct-16	Circular Quay SuperCat 4 wharf collision	30-Nov-18		
28-Jun-17	Oatley uncontrolled movement of bus	30-Nov-18		
17-Dec-15	ATSB Hornsby SPAD and derailment	14-Dec-18		
30-Jun-17	Valley Heights bus fire	04-Dec-18		
22-Apl-17	ATSB Dombarton Runaway of grain train 8960	05-Dec-18		
26-Apl-17	Rocky Point school child fatality	15-Jan-19		
2018	Bus Fire Summary Report 2018	31-Jan-19		
16-Oct-17	Thornton bus fire	31-Jan-19		
13-Sep-17	Manly Wharf Ocean Wave wharf collision	05-Feb-19		
02-Feb-19	Interim report Lady Rose passenger fatality	14-Feb-19		
19-Jan-16	ATSB Denman derailment	25-Mar-19		
15-May-16	ATSB Loftus runaway Tram	17-May-19		

# OTSI ANNUAL STATISTICS 1 JULY 2018 – 30 JUNE 2019 (continued)

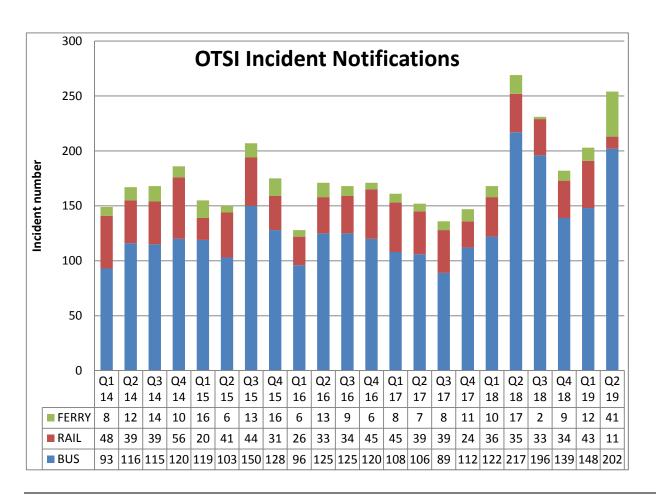
CONFIDENTIAL REPORTS RECEIVED			
Report date	Description		
15-Jul-18	Rail electrical safework issue		
08-Aug-18	High Voltage maintenance Sydenham		
23-Oct-18	Health problem with bus driver		
18-Dec-18	NSW Trains rostering		
18-Dec-18	NSW Trains trainee driver unsupervised		
08-Jan-19	Rail poor performing train		
14-Feb-19	Bus brake problem		
14-Feb-19	Rail hand signaller multi-coloured lights		
21-Feb-19	Metro Possible near hit during train testing		
12-Mar-19	Rail signaller gave permission to pass signal, points not set		
15-Mar-19	Rail NSW Trains rostering issue		
19-Mar-19	Metro signalling qualifications		
19-May-19	Control failures on Freshwater vessels		

CONFIDENTIAL REPORTS PUBLISHED			
Report date	Description		
	NIL		

DEPLOYMENT		
Incident date	Description	Date Deployed
03-Sep-18	Engine bay fire Tongarra	05-Sep-18
21-Sep-18	Door malfunction Mosman	21-Sep-18
26-Sep-18	ATSB Derailment and collision Antienne	26-Sep-18
28-Sep-18	Child struck Lower Belford	03-Oct-18
16-Oct-18	Bus Fire Menai	17-Oct-18
03-Nov-18	Sydney Harbour Bridge Coach Fire	04-Nov-18
30-Nov-18	Bus Fire Frenchs Forest	03-Dec-18
04-Dec-18	Bus Fire Mt Ousley	07-Dec-18
11-Jan-19	Shoal Bay coach fire	15-Jan-18
31-Jan-19	Katoomba bus fire	31-Jan-19
02-Feb-19	White Bay MV Lady Rose passenger fatality	06-Feb-19
06-Feb-19	ATSB Baerami derailment	06-Feb-19
21-Feb-19	Metro CSIRS investigation	27-Feb-19
28-Feb-19	Harbour Bridge bus fire	01-Mar-19
01-Mar-19	ATSB Wagga Wagga SPAD	04-Mar-19
31-Mar-19	ATSB Goulburn derailment	31-Mar-19
03-May-19	Bus fire Lucas Heights	03-May-19
13-May-19	Bus fire Mona Vale	13-May-19
23-May-19	Bus pedestrian struck Dural	24-May-19
10-Jun-19	Rail derailment Yenda	10-Jun-19
28-Jun-19	Rail derailment Moss Vale	28-Jun-19

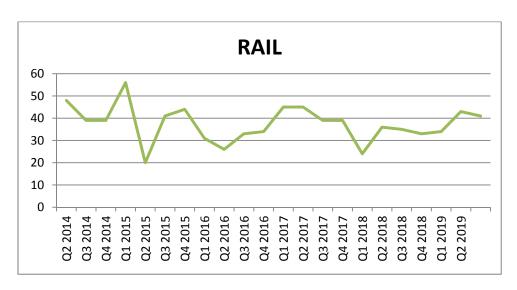
# OTSI ANNUAL STATISTICS 1 JULY 2018 – 30 JUNE 2019 (continued)

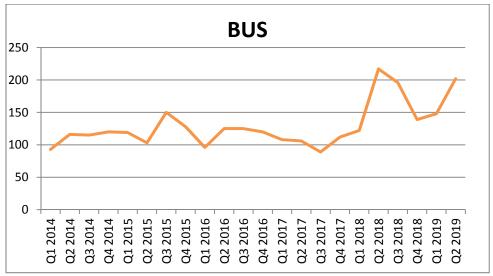
INVESTIGATIONS ONGOING			
Incident date	Description	Mode	
18-Jun-16	ATSB Clyde Trackworker fatality	Rail	
20-Mar-17	Burwood electrical explosion	Rail	
09-Jun-17	Campbelltown runaway bus	Bus	
31-Jul-17	ATSB Tempe track worker near miss	Rail	
01-Oct-17	ATSB Narwonah grain train derailment	Rail	
27-Nov-17	Surry Hills bus fire	Bus	
17-Dec-17	ATSB Kooragang Fractured bogie	Rail	
04-Jan-18	Circular Quay Freshwater wharf collision	Ferry	
22-Jan-18	ATSB Richmond buffer stop collision	Rail	
14-Apl-18	Holsworthy passenger train near bushfire	Rail	
07-Jun-18	Prairiewood trainer fatality	Bus	
02-Sep-18	ATSB Blackheath Safeworking breach	Rail	
03-Sep-18	Tongarra bus fire	Bus	
08-Sep-18	ATSB Sydney Airport tunnel near miss	Rail	
26-Sep-18	ATSB Antiene derailment and collision	Rail	
03-Nov-18	Sydney Harbour Bridge coach fire	Bus	
02-Feb-19	White Bay MV Lady Rose passenger fatality	Ferry	
06-Feb-19	ATSB Baerami derailment	Rail	
01-Mar-19	ATSB Wagga Wagga SPAD	Rail	
31-Mar-19	ATSB Goulburn derailment	Rail	
1-Apl-19	Greta rail wheel defect	Rail	
07-Jun-19	ATSB Junee derailment	Rail	
10-Jun-19	ATSB Gunnedah SPAD	Rail	
28-Jun-19	ATSB Moss Vale derailment	Rail	
16-Oct-17	Thornton bus fire	Bus	

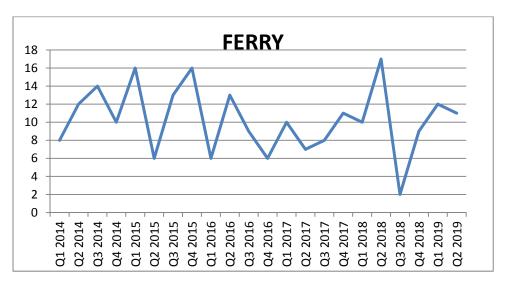


# OTSI ANNUAL STATISTICS 1 JULY 2018 – 30 JUNE 2019 (continued)

### **OTSI INCIDENT NOTIFICATIONS BY MODE**







### **Challenges 2018 - 2019**

Although much has been achieved in its first 14 years of independent operation, there are important challenges which OTSI continues to confront, and seeks to resolve in the year ahead. Some of those challenges include the following:

- ♦ In 2018 2019 OTSI experienced a greater number of deployments and maintained its investigation capability during a period of staff turnover. This is likely to continue with the significant increase in transport services across all modes.
- ♦ Further refine and apply new OTSI processes and procedures to continue to improve its response triggers to achieve further efficiencies and effectiveness.
- Continue to undertake rail safety investigations and maintain our investigation standards. This includes the agreed requirements in the Collaboration Agreement with the ATSB.
- Retain the services of the highly skilled investigators who make up the OTSI team.
- ♦ Engage with industry to enhance the safety of operations, whilst maintaining the OTSI's independent statutory authority status.
- Research and acquire relevant emerging investigative technologies which have the potential to enhance the techniques, practices and procedures employed by OTSI in the conduct of its investigations.
- Understand new technologies introduced by industry such as autonomous vehicles, modern control systems and fire suppression systems.
- ◆ Train new staff and maintain investigator training and competency to match an ever changing transport landscape.
- Development of a new OTSI website to provide improved stakeholder engagement.

### **Management of OTSI Records**

Section12 (2) of the State Records Act, 1998 (NSW) requires The office of Transport Safety Investigations to ensure that a compliant records management program is established and maintained; and to fulfil the obligation to:

- •Make and keep full and accurate records of its activities (s.12(1))
- •Protect its records, ensuring their safe custody and proper preservation (s.11)
- •Make arrangements for monitoring and reporting on the records management program (s.12(4))
- •Keep technology dependent records accessible over time (s.14)

OTSI takes its recordkeeping obligations very seriously and has established a dedicated records management system (Objective) and staff to look after records and information management.

OTSI has established a framework for an effective and compliant records and information management program to manage the life cycle of records and information from creation/collection, capture, maintenance to disposal

### **Stakeholder Engagement**

### **Industry Participants**

In conducting its investigations, OTSI adopts a process in which it initially seeks to establish the facts associated with an incident or accident. Additionally, determine whether the occurrence warrants OTSI to deploy and whether OTSI will investigate. Following deployment a decision is made by the Chief Investigator or Deputy Chief Investigator on the scope of the investigation. OTSI notifies all Directly Involved Parties (DIP) of its intention to investigate and then publishes an Interim Factual Statement, describing what happened, and setting out the Terms of Reference for its investigation.

During the course of the investigation, OTSI works with the nominated representatives of the DIPs to acquire all information that will assist the conduct of the investigation. At the stage where a draft report has been prepared, it is circulated to all DIPs for comment. The purpose of this step in the process is to provide DIPs with the opportunity to contribute to the compilation of the final report by verifying the factual information, scrutinising the analysis, findings and recommendations, and providing any commentary that would enhance the structure, substance, integrity and resilience of the investigation report. The Chief Investigator retains the prerogative as to which matters contained in the responses provided by the DIPs are incorporated in OTSI's final report, and where he rejects any suggested amendment, he may provide feedback through a DIP meeting with the stakeholder.

The final report is then compiled and submitted to the Minister for Transport and Roads for tabling. In the case of rail safety investigations undertaken under the *Transport Safety Investigation Act 2003 (Cth)* on behalf of the ATSB, the investigation system prescribed by the ATSB is adhered to, and the completed report is submitted to the Chief Commissioner of the ATSB for approval and release.

### **Industry Regulators**

OTSI maintains a close working relationship with all the regulators involved in public transport services in NSW. OTSI maintains a sound, cooperative working relationship with the NSW Branch of the Office of National Rail Safety Regulation and with NSW Roads and Maritime Services. The Chief Investigator and Deputy Chief Investigator have regular contact with the regulatory heads and there is frequent contact at officer level.

### **OTSI** in the Global Transport Safety Environment

As with a great number of organisations today, OTSI makes extensive use of the internet to make available to all interested persons the results of its investigations as soon as they are tabled in Parliament by the Minister for Transport and Roads.

The OTSI website provides a valuable resource for professionals reporting on transport safety investigations; for similar investigatory organisations in other parts of Australia and overseas; and for those involved in safety incidents or the reporting of incidents who need access to published investigation outcomes.

OTSI's operations represent a cost effective investment in ensuring the safe operation of the NSW public transport and rail freight industries. While its jurisdiction is currently within NSW, the impact of the work OTSI performs is obvious well beyond NSW borders. Through its operations, OTSI has not only contributed to the delivery of safe and reliable public transport in NSW, it is making a significant contribution towards the understanding of transport accident contributory factors and prevention around the world.

### **Financial Summary Overview**

In 2018 - 19, OTSI received grants and contributions of \$2.8M. OTSI had minor revenue consisting of investment revenue and reimbursements.

The net result showed a deficit of \$79,000. OTSI continues to receive an assurance from Transport for NSW to fund any future fiscal needs to ensure that OTSI is operational.

A detailed account of OTSI's financial performance is contained in the audited financial statements which follow.



# **Chief Investigator of the Office of Transport Safety Investigations**

Annual Financial Statements for the year ended 30 June 2019

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# Chief Investigator of the Office of Transport Safety Investigations Statement by the Chief Investigator

for the year ended 30 June 2019

Pursuant to section 41C (1B) and (1C) (b) of the *Public Finance and Audit Act 1983* and clause 7 of the *Public Finance and Audit Regulation 2015*, I state that:

- (a) The accompanying financial statements have been prepared in accordance with:
  - Applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
  - The requirements of the *Public Finance and Audit Act 1983* and the *Public Finance and Audit Regulation 2015*; and
  - The Treasurer's Directions issued under the Public Finance and Audit Act 1983.
- (b) The financial report exhibits a true and fair view of the financial position as at 30 June 2019 and of its financial performance for the year ended 30 June 2019; and
- (c) There are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.

Michael Quinn Chief Investigator

Date: 17 September 2019

# **Chief Investigator of the Office of Transport Safety Investigations Statement of comprehensive income**

for the year ended 30 June 2019

	Notes	Actual 2019 \$'000	Budget 2019 \$'000	Actual 2018 \$'000
		·	·	·
Expenses excluding losses				
Operating expenses				
Employee related expenses	2(a)	2,244	2,454	2,147
Other operating expenses	2(b)	731	626	694
Depreciation	2(c)	18	25	21
Total expenses excluding losses		2,993	3,105	2,862
Revenue				
Grants and contributions	3(a)	2,809	2,919	2,759
Acceptance by the Crown Entity of employee benefits and other liabilities	3(b)	105	182	69
Total revenue		2,914	3,101	2,828
Net result		(79)	(4)	(34)
Total other comprehensive income		-	-	-
Total comprehensive income		(79)	(4)	(34)

The accompanying notes form part of these financial statements.

# **Chief Investigator of the Office of Transport Safety Investigations Statement of financial position**

for the year ended 30 June 2019

		Actual 2019	Budget 2019	Actual 2018
	Notes	\$'000	\$'000	\$'000
ASSETS				
Current assets	-	040	400	240
Cash and cash equivalents	5	316	193	312
Receivables	6	24	68	20
Total current assets		340	261	332
Non-current assets				
Property, plant and equipment	7(b)	32	55	50
Total non-current assets	. (2)	32	55	50
Total assets		372	316	382
LIABILITIES				
Current liabilities				
Payables	8	155	48	103
Employee benefits	9	385	359	368
Total current liabilities		540	407	471
No. 1 of Pal 1991				
Non-current liabilities				
Total non-current liabilities			-	
Total liabilities		540	407	471
Net assets		(168)	(91)	(89)
EQUITY				
Accumulated funds		(168)	(91)	(89)
Total equity		(168)	(91)	(89)

The accompanying notes form part of these financial statements.

# **Chief Investigator of the Office of Transport Safety Investigations Statement of changes in equity**

for the year ended 30 June 2019

	Accumulated funds	Total equity	
	\$ '000	\$ '000	
Balance at 1 July 2018	(89)	(89)	
Net result for the year	(79)	(79)	
Total comprehensive income for the year	(79)	(79)	
Balance at 30 June 2019	(168)	(168)	
Balance at 1 July 2017	(55)	(55)	
Net result for the year	(34)	(34)	
Total comprehensive income for the year	(34)	(34)	
Balance at 30 June 2018	(89)	(89)	

# **Chief Investigator of the Office of Transport Safety Investigations Statement of cash flows**

for the year ended 30 June 2019

		Actual 2019	Budget 2019	Actual 2018
	Notes	\$'000	\$'000	\$'000
Cash flows from operating activities				
Payments				
Employee related		(2,123)	(2,272)	(2,055)
Other		(746)	(686)	(652)
Total payments		(2,869)	(2,958)	(2,707)
Receipts				
Grants and contributions		2,809	2,919	2,759
Other		64	60	62
Total receipts		2,873	2,979	2,821
Net cash flows from operating activities	14	4	21	114
Cash flows from investing activities				
Purchase of property, plant and equipment		-	(21)	(12)
Net cash flows from investing activities		-	(21)	(12)
Net increase / (decrease) in cash		4	-	102
Opening cash and cash equivalents		312	193	210
Closing cash and cash equivalents	5	316	193	312

The accompanying notes form part of these financial statements.

for the year ended 2019

### 1. Summary of significant accounting policies

#### (a) Reporting entity

The Office of Transport Safety Investigations (the Office) was established on 1 July 2005 as a statutory authority under the Transport Administration Act 1988 as amended. The principal objective of this agency is to conduct investigations into rail and passenger transport accidents or incidents under the *Transport Administration Act 1988* and the *Passenger Transport Act 2014*.

The Office also collaborates with the Australian Transport Safety Bureau (Commonwealth) in undertaking rail safety investigations under the 'Collaboration Agreement for Rail Safety Investigations and Other Matters'.

The Office is a NSW government entity and is controlled by the State of New South Wales, which is the ultimate parent. The Office is a not-for-profit entity (as profit is not its principal objective) and it has no cash generating units.

These financial statements for the year ended 30 June 2019 have been authorised for issue by the Chief Investigator of the Office of Transport Safety Investigations on the date the accompanying Statement was signed.

#### (b) Basis of preparation

The Office's financial statements are general purpose financial statements, which have been prepared on an accrual basis and in accordance with:

- applicable Australian Accounting Standards (which include Australian Accounting Interpretations);
- the requirements of the Public Finance and Audit Act 1983 and Public Finance and Audit Regulation 2015; and
- Treasurer's Directions issued under the Public Finance and Audit Act 1983.

Property, plant and equipment are measured at fair value. Other financial statement items are prepared in accordance with the historical cost convention except where specified otherwise.

The financial statements have been prepared on a going concern basis which assumes that repayment of debts will be met, as and when they fall due, without any intention or necessity to liquidate assets or otherwise wind up operations. It is considered that the going concern basis is appropriate for the following reasons:

- the Office is a NSW Government statutory authority;
- the Office is a budget-dependent agency receiving grants from Transport for NSW to fund cash flows and their cash projections indicate that the Office will pay its debts as and when they fall due; and
- Transport for NSW has issued a letter of comfort to the Office to ensure its ongoing financial viability.

Judgements, key assumptions and estimations which management has made, are disclosed in the relevant notes to the financial statements.

All amounts are rounded to the nearest one thousand dollars and are expressed in Australian currency, which is the Office's presentation and functional currency.

#### (c) Statement of compliance

The financial statements and notes comply with Australian Accounting Standards, which include Australian Accounting Interpretations.

#### (d) Comparative information

Except when an Australian Accounting Standard permits or requires otherwise, comparative information is presented in respect of the previous period for all amounts reported in the financial statements.

for the year ended 30 June 2019

#### 1. Summary of significant accounting policies (cont'd)

#### (e) Accounting for the Goods and Services Tax (GST)

Income, expenses and assets are recognised net of the amount of GST, except that the:

- amount of GST incurred by the Office as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of an asset's cost of acquisition or as part of an item of expense; and
- receivables and payables are stated with the amount of GST included.

Cash flows are included in the Statement of cash flows on a gross basis. However, the GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the Australian Taxation Office are classified as operating cash flows.

#### (f) Changes in accounting policy, including new or revised Australian Accounting Standards

#### (i) Effective for the first time in 2019

The accounting policies applied in 2019 are consistent with those of the previous financial year. AASB 9 *Financial Instruments* (AASB 9), effective for the first time in 2019, had no significant impact on the financial statements.

#### (ii) New Australian Accounting Standards issued but not yet effective

Australian Accounting Standards and Interpretations that have been issued or revised but are not yet effective have not been early adopted in accordance with Treasury mandated policy.

The Office is currently undertaking a detailed assessment of the impact of the following standards:

#### AASB 16 Leases

AASB 16 Leases (AASB 16) is effective from reporting periods commencing on or after 1 January 2019.

For lessees, AASB 16 will result in most leases being recognised on the Statement of Financial Position, as the distinction between operating and finance leases is largely removed. Under the new standard, an asset (the right to use the leased item) and a financial liability to pay rentals are recognised at the commencement of the lease. The only exceptions are short-term and low-value leases. AASB 16 will therefore increase assets and liabilities reported on the Statement of Financial Position. It will also increase depreciation and interest expenses and reduce operating lease rental expenses on the Statement of Comprehensive Income. Expenses recognised in the earlier years of the lease term will be higher as the interest charges will be calculated on a larger lease liability balance. Existing finance leases are not expected to be significantly impacted from the transition to AASB 16.

The Office will adopt AASB 16 on 1 July 2019 through application of the partial retrospective approach, where only the current year is adjusted as though AASB 16 had always applied. Comparative information will not be restated. The Office will also adopt the practical expedient whereby the fair value of the right-of use asset will be the same as the lease liability at 1 July 2019.

Based on the impact assessments the Office has undertaken on currently available information, The Office estimates additional lease liabilities of \$899k and right-of-use assets of \$899k will be recognised as at 1 July 2019 for leases in which the Office is a lessee. Most operating lease expenses will be replaced by depreciation of the right of use asset and interest on the lease liability. The impact on the statement of comprehensive income is expected to be \$15k.

for the year ended 2019

### 1. Summary of significant accounting policies (cont'd)

#### (f) Accounting for the Goods and Services Tax (GST) (cont'd)

#### (ii) New Australian Accounting Standards issued but not yet effective (cont'd)

- AASB 15 Revenue from Contracts with Customers, AASB 2014-5 Amendments to Australian Accounting Standards arising from AASB 15 and AASB 1058 Income of Not-for-Profits
  - AASB 15 Revenue from Contracts with Customers (AASB 15) is effective for reporting periods commencing on or after 1 January. AASB 15 establishes a five-step model to account for revenue arising from contracts with customers. Revenue is recognised when control of goods or services is transferred to the customer at amounts that reflect the consideration to which the Office expects to be entitled in exchange for transferring the goods or services to the customer. Under AASB 118 Revenue (AASB 118), revenue recognition is currently based on when risks and rewards are transferred. The Office's main revenue stream is receiving cluster grant revenue from Transport for NSW.
- AASB 1058 Income of Not-for-profit Entities is effective for reporting periods commencing on or after 1 January
  2019 and will replace most of the existing requirements in AASB 1004 Contributions (AASB 1004). The scope of
  AASB 1004 is now limited mainly to parliamentary appropriations, administrative arrangements and contributions by
  owners. Under AASB 1058, the Office will need to determine whether a transaction is consideration received below
  fair value principally to enable the consolidated entity to further its objectives (accounted for under AASB 1058) or a
  revenue contract with a customer (accounted for under AASB 15).
- The standards will result in the identification of separate performance obligations that will not change the timing of recognition for some revenues, including revenues relating to sales of goods and services and specific purpose grants and subsidies.
- The Office will adopt AASB 15 and AASB 1058 on 1 July 2019 through application of the full retrospective transition approach. Recognition and measurement principles of the new standards will be applied for the current year and comparative year as though AASB 15 and AASB 1058 had always applied.
- The impacts to balances resulting from the adoption of AASB 15 and AASB 1058 have been assessed by the Office as not being significant.

The impact of the following standards in the period of initial application is not expected to be significant:

- AASB 1059 Service Concession Arrangements: Grantors will apply to annual reporting periods beginning on or after 1 January 2020.
- AASB 2018-2 Amendments to Australian Accounting Standards Plan Amendment, Curtailment or Settlement will
  apply to annual reporting periods beginning on or after 1 January 2019.

for the year ended 30 June 2019

#### 2. Expenses excluding losses

#### (a) Employee related expenses

	2019	2018
	\$'000	\$'000
Salaries and wages (including annual leave)	1,874	1,865
Superannuation - defined benefit plans	17	39
Superannuation - defined contribution plans	159	137
Long service leave	87	28
Workers' compensation insurance	38	5
Payroll tax and fringe benefit tax	69	73
Employee related expenses	2,244	2,147

#### (b) Other operating expenses

	2019	2018
	\$'000	\$'000
Auditor's remuneration - audit of financial statements	15	14
Communications	25	22
Other property costs	12	16
Fleet hire and leasing charges including access fees	30	33
General expenses	41	24
Information technology	30	-
Professional service fees	78	92
Office expenses	38	40
Operating lease rental expense	426	434
Travel expenses	36	19
Other operating expenses	731	694

#### **Recognition and measurement**

#### i. Insurance

The Office's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self-insurance for Government agencies.

#### ii. Maintenance

Day-to-day servicing costs or maintenance are charged as expenses as incurred, except where they relate to the replacement of a part or component of an asset, in which case the costs are capitalised and depreciated.

### iii. Operating leases

An operating lease is a lease other than a finance lease. Operating lease payments are recognised as an operating expense in the Statement of comprehensive income on a straight-line basis over the lease term.

#### (c) Depreciation

		2019	2018
	Notes	\$'000	\$'000
Plant and equipment		18	21
Depreciation	7(b)	18	21

Refer to Note 7 for recognition and measurement policies on depreciation.

for the year ended 2019

#### 3. Revenue

#### (a) Grants and contributions

	2019	2018
	\$'000	\$'000
Grant from Transport for NSW	2,809	2,759
Grants and contributions	2,809	2,759

#### (b) Acceptance by the Crown Entity of employee and other liabilities

The following liabilities and/or expenses have been assumed by the Crown Entity:

	2019	2018
	\$'000	\$'000
Superannuation - defined benefit	17	39
Long service leave	87	28
Payroll tax on superannuation	1	2
Acceptance by the Crown Entity of employee benefits and other liabilities	105	69

#### **Recognition and measurement**

Income is measured at the fair value of the consideration or the contribution received or receivable. Comments regarding the accounting policies for the recognition of income are discussed below.

#### i. Grants and contributions

Grants and contributions from other bodies (including grants and donations) are generally recognised as income when the agency obtains control over the assets comprising the grants and contributions. Control over grants and contributions is normally obtained upon the receipt of cash.

### ii. Rendering of services

Revenue from rendering of services is recognised when the service is provided or by reference to the stage of completion.

#### iii. Interest income

Interest income is recognised using the effective interest rate method. The effective interest rate is the rate that exactly discounts the estimated future cash receipts over the expected life of the financial instrument or a shorted period, where appropriate, to the net carrying amount of the financial assets.

#### 4. Program group information

The Office has one program group namely:

#### Program group - Safety and Regulation

Description: This program group covers the mandated function of independently investigating safety incidents in public transport and rail freight.

As the Office has only one program group, details of the Office's expenses, income, assets and liabilities are not required to be produced in the program group statement as this information is already available in the Statement of comprehensive income and Statement of financial position.

for the year ended 30 June 2019

### 5. Cash and cash equivalents

	2019	2018
	\$'000	\$'000
Cash at bank and on hand	316	312
Cash and cash equivalents	316	312

For the purposes of the Statement of cash flows, cash and cash equivalents include cash at bank and cash on hand. Cash and cash equivalent assets recognised in the Statement of financial position are reconciled at the end of the financial year to the Statement of cash flows as follows:

	2019	2018
	\$'000	\$'000
Cash and cash equivalents (per Statement of financial position)	316	312
Closing cash and cash equivalents	316	312

Refer to Note 16 for details regarding credit risk and market risk arising from financial instruments.

#### 6. Receivables

	2019	2018
	\$'000	\$'000
Goods and Services Tax recoverable	10	9
Other receivables	14	11_
Receivables	24	20

At balance date there was no need for an allowance for impairment of receivables (2018: no allowance for impairment of receivables).

Details regarding credit risk, liquidity risk and market risk, including financial assets that are either past due or impaired are disclosed in Note 16.

#### **Recognition and measurement**

#### i. Receivables

Receivables including prepayments are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. Receivables are initially recognised at fair value plus any attributable transaction costs. Trade receivables that do not contain a significant financing component are measured at the transaction price.

#### Subsequent measurement under AASB 9 (from 1 July 2018)

The Office holds receivables with the objective to collect the contractual cash flows and therefore measures them at amortised cost using the effective interest method, less any impairment. Changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

#### Subsequent measurement under AASB 139 (for comparative period ended 30 June 2018)

Subsequent measurement is at amortised cost using the effective interest method, less any impairment. Changes are recognised in the net result for the year when impaired, derecognised or through the amortisation process.

for the year ended 2019

#### 6. Receivables (cont'd)

#### Recognition and measurement (cont'd)

#### ii. Impairment

#### Impairment under AASB 9 (from 1 July 2018)

The Office recognises an allowance for expected credit losses (ECLs) for all debt financial assets not held at fair value through profit or loss. ECLs are based on the difference between the contractual cash flows and the cash flows that the entity expects to receive, discounted at the original effective interest rate.

For trade receivables, the Office applies a simplified approach in calculating ECLs. The entity recognises a loss allowance based on lifetime ECLs at each reporting date. The Office has established a provision matrix based on its historical credit loss experience for trade receivables, adjusted for forward-looking factors specific to the receivable.

#### Impairment under AASB 139 (for comparative period ended 30 June 2018)

Receivables are subject to an annual review for impairment. These are considered to be impaired when there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

The entity first assesses whether impairment exists individually for receivables that are individually significant, or collectively for those that are not individually significant. Further, receivables are assessed for impairment on a collective basis if they were assessed not to be impaired individually.

The amount of the allowance is the difference between the asset's carrying amount and the present value of estimated future cash flows, discounted at the original effective interest rate. The amount of the impairment loss is recognised in the net result for the year.

Any reversals of impairment losses are reversed through the net result for the year, if objectively related to an event occurring after the impairment was recognised. Reversals of impairment losses cannot result in a carrying amount that exceeds what the carrying amount would have been had there not been an impairment loss.

#### 7. Property, plant and equipment

#### (a) Property, plant and equipment

	Leasehold improvements	Plant and equipment	Total
	\$ '000	\$ '000	\$ '000
At 30 June 2019			
At fair value - Gross carrying amount	622	125	747
Accumulated depreciation and impairment	(622)	(93)	(715)
Net carrying amount	-	32	32
At 30 June 2018			
At fair value - Gross carrying amount	622	125	747
Accumulated depreciation and impairment	(622)	(75)	(697)
Net carrying amount	-	50	50

for the year ended 30 June 2019

### 7. Property, plant and equipment (cont'd)

### (b) Reconciliation

At 30 June 2019	Plant and equipment Total		
	Notes	\$ '000	\$ '000
Net carrying amount at start of year		50	50
Depreciation expense	2(c)	(18)	(18)
Net carrying amount at 30 June		32	32

At 30 June 2018	Plant and equipment To		
	Notes	\$ '000	\$ '000
Net carrying amount at start of year		59	59
Additions		12	12
Disposals		(107)	(107)
Depreciation expense	2(c)	(21)	(21)
Depreciation/amortisation write off for disposals		107	107
Net carrying amount at 30 June		50	50

#### **Recognition and measurement**

#### (i) Acquisition of assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by the Office. Cost is the amount of cash or cash equivalents paid or the fair value of the other consideration given to acquire the asset at the time of its acquisition or construction or, where applicable, the amount attributed to that asset when initially recognised in accordance with the requirements of other Australian Accounting Standards.

Assets acquired at no cost or for nominal consideration are initially recognised at their fair value at the date of acquisition. Fair value is the amount for which an asset could be exchanged between knowledgeable, willing parties in an arm's length transaction.

#### (ii) Valuation of assets

The Office's non-specialised assets have short useful lives and are measured at depreciated historical cost which is used as a surrogate for fair value.

#### (iii) Capitalisation threshold

Property, plant, equipment (including computers and related IT equipment) and intangible assets costing \$5,000 and above individually (or forming part of a network costing more than \$5,000) are capitalised.

for the year ended 2019

### 7. Property, plant and equipment (cont'd)

#### Recognition and measurement (cont'd)

#### (iv) Restoration costs

The estimated cost of dismantling and removing an asset and restoring the site is included in the cost of an asset, to the extent it is recognised as a liability. A corresponding provision for make good is also recognised at inception of the lease.

#### (v) Impairment of property, plant and equipment

As a not-for-profit entity with no cash generating units, the Office is effectively exempted from AASB 136 Impairment of Assets and impairment testing of property, plant and equipment and intangible assets. This is because AASB 136 modifies the recoverable amount test to the higher of fair value less the costs to sell and depreciated replacement cost. This means that, for an asset already measured at fair value, impairment can only arise if selling costs are material. Selling costs are regarded as immaterial.

#### (vi) Depreciation

Depreciation is provided for on a straight-line basis for all depreciable assets so as to write off the depreciable amount of each asset as it is consumed over its useful life to the Office. The depreciation rates used are office furniture and equipment (20%) and computer equipment (20%).

#### (vii) Leased assets

Operating lease payments are charged to the Statement of comprehensive income in the periods in which they are incurred. The Office does not have any finance leases.

#### (viii) Fair value hierarchy

A number of the Office's accounting policies and disclosures require the measurement of fair values for financial and non-financial assets and liabilities. When measuring fair value, the valuation technique used maximises the use of relevant observable inputs and minimises the use of unobservable inputs. Under AASB 13, the Office categorises, for disclosure purposes, the valuation techniques based on the inputs used in the valuation techniques as follows:

- Level 1 quoted prices in active markets for identical assets/liabilities that the Office can access at the measurement date.
- Level 2 inputs other than quoted prices included within Level 1 that are observable, either directly or indirectly.
- Level 3 inputs that are not based on observable market data (unobservable inputs).

The Office recognises transfers between levels of the fair value hierarchy at the end of the reporting period during which the change has occurred.

for the year ended 30 June 2019

#### 8. Payables

	2019	2018
	\$'000	\$'000
Creditors	5	24
Accrued expenses	125	75
Other	25	4
Current payables	155	103

Accrued expenses includes accrued salaries and oncosts of \$10k (2018: \$12k). Details regarding credit risk, liquidity risk and market risk are disclosed in note 16.

#### **Recognition and measurement**

Payables represent liabilities for goods and services provided to the entity and other amounts. Short-term payables with no stated interest rate are measured at the original invoice amount where the effect of discounting is immaterial. Payables are financial liabilities at amortised cost, initially measured at fair value, net of directly attributable transaction costs. These are subsequently measured at amortised cost using the effective interest method. Gains and losses are recognised net result when the liabilities are derecognised as well as through the amortisation process.

### 9. Employee benefits

	2019	2018
	\$'000	\$'000
Annual leave	297	276
Employee oncosts	88	92
Current employee benefits	385	368
Annual Leave	297	276
Employee oncosts and accrued salaries	98	104
Aggregate employee benefits and related on-costs	395	380

It is estimated that the provision for annual leave includes an amount of \$51.9k that is expected to be taken after 30 June 2020 (2018: \$66.4k).

#### **Recognition and measurement**

#### i. Salaries and wages, annual leave, sick leave and on-costs

Salaries and wages (including non-monetary benefits) and paid sick leave that are expected to be settled wholly within 12 months after the end of the period in which the employees render the service are recognised and measured at the undiscounted amounts of the benefits.

Annual leave is not expected to be settled wholly before twelve months after the end of the annual reporting period in which the employees render the related service. As such, it is required to be measured at present value in accordance with AASB 119 Employee Benefits (although short-cut methods are permitted). Actuarial advice obtained by Treasury has confirmed that the use of a nominal approach plus the annual leave on annual leave liability (using 7.9% of the nominal value of annual leave) can be used to approximate the present value of the annual leave liability. The Office has assessed the actuarial advice based on the entity's circumstances and has determined that the effect of discounting is immaterial to annual leave.

for the year ended 2019

#### 9. Employee benefits (cont'd)

#### Recognition and measurement (cont'd)

Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

#### ii. Long service leave and superannuation

The Office's liabilities for long service leave and defined benefit superannuation are assumed by the Crown Entity. The Office accounts for the liability as having been extinguished resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of employee benefits and other liabilities".

Long service leave is measured at present value in accordance with AASB 119 Employee Benefits. This is based on the application of certain factors (specified in NSW Treasury Circular 18/13 Accounting for Long Service Leave and Annual Leave) to employees with 5 or more years of service, using current rates of pay. These factors were determined based on an actuarial review to approximate present value.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of the employees' salary. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

#### iii. Consequential on-costs

Consequential costs to employment are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised. This includes outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax.

#### 10. Equity

#### **Recognition and measurement**

Equity comprises accumulated funds which include all current and prior period retained funds.

#### 11. Commitments for expenditure

	2019 \$'000	2018 \$'000
Operating lease commitments		
Future non-cancellable operating lease rentals not provided for and payable:		
Not later than one year	370	493
Later than one year and not later than five years	653	449
Total (including GST)	1,023	942

The Office leases its motor vehicles and office accommodation. Input tax on all commitments estimated at \$93k (2018: \$86k) will be recouped from the Australian Taxation Office. The Office does not have any capital or other expenditure commitments at 30 June 2019 or 30 June 2018.

for the year ended 30 June 2019

#### 12. Contingent liabilities and contingent assets

#### (a) Contingent liabilities

The Office had no contingent liabilities as at 30 June 2019 (2018: nil).

### (b) Contingent assets

The Office has no contingent assets as at 30 June 2019 (2018: nil).

#### 13. Budget review

The budgeted amounts are drawn from the original budgeted financial statements presented to Parliament in respect to the reporting period. Subsequent amendments to the original budget, are not reflected in the budgeted amounts. Major variances between the original budgeted amounts and the actual amounts disclosed in the financial statements are explained below.

#### **Net result**

The net result for the year ended 30 June 2019 was an operating deficit of \$79k which reflects a \$75k variation compared to the budgeted deficit of \$4k. The variation is primarily due to an increase in operating expenses as a result of an increase in rental costs for office accommodation and the cost of developing new website and logo of the Office.

#### **Assets and liabilities**

The Statement of financial position comprises principal assets and liabilities. The major variations compared to the budget were:

- Payables is \$107k higher than the budget mainly due to the timing of payment of the 2018-19 management fee to TfNSW; and
- Actual employee related provision were \$26k higher than the budget due to less than expected reduction in employees' recreation leave.

## 14. Reconciliation of cash flows from operating activities to net result

	2019	2010
	\$'000	\$'000
Net cash inflows / (outflows) from operating activities	4	114
Depreciation and amortisation	(18)	(21)
(Decrease)/increase in receivables	4	(35)
(Increase)/decrease in payables and other liabilities	(52)	(68)
(Increase)/decrease in provisions and employee benefits	(17)	(24)
Reconciliation to net result	(79)	(34)

2010

2040

for the year ended 2019

## 15. Non-cash financing and investing activities

During the period the Office undertook the following non-cash financing and investing activities:

		2019	2018
	Notes	\$'000	\$'000
Employee entitlements and liabilities assumed by the Crown	3(b)	105	69
Non-cash financing activities		105	69
Non-cash financing and investing activities		105	69

#### 16. Financial instruments

The Office's principal financial instruments are outlined below. These financial instruments arise directly from the Office's operations or are required to finance the Office's operations. The Office does not enter into or trade financial instruments, including derivative financial instruments, for speculative purposes.

The Office's main risks arising from financial instruments are outlined below, together with the Office's objectives, policies and processes for measuring and managing risk. Further quantitative and qualitative disclosures are included throughout these financial statements.

The Chief Investigator of the Office of Transport Safety Investigations has overall responsibility for the establishment and oversight of risk management and reviews and agrees policies for managing each of these risks. Risk management policies are established to identify and analyse the risks faced by the Office, to set risk limits and controls and to monitor risks.

(a) Financial instrument categories

(a) I manolal men	J		Carrying amount	Carrying amount
	Note	Category	2019 \$'000	2018 \$'000
	Note	Category	Ψ 000	Ψ 000
Financial assets				
Class:				
Cash and cash equivalents	5	N/A	316	312
Receivables	6	Amortised cost	14	11
			330	323
Financial liabilities				
Class:				
Payables	8	Financial liabilities measured at amortised cost	136	97
			136	97

The above table does not include statutory receivables, payables, prepayments and unearned income as these are not within the scope of AASB 7. The 2019 carrying amounts shown above are under AASB 9 (2018: the carrying amounts are under AASB 139).

for the year ended 30 June 2019

### 16. Financial instruments (cont'd)

#### (a) Financial instrument categories (cont'd)

#### Recognition and measurement

### (i) Derecognition of financial assets and financial liabilities

A financial asset (or, where applicable, a part of a financial asset or part of a group of similar financial assets) is derecognised when the contractual rights to the cash flows from the financial assets expire; or if the Office transfers its rights to receive cash flows from the asset or has assumed an obligation to pay the received cash flows in full without material delay to a third party under a "pass through" arrangement; and either:

- substantially all the risks and rewards have been transferred; or
- · the agency has not transferred substantially all the risks and rewards, but has transferred control.

When the Office has transferred its rights to receive cash flows from an asset or has entered into a pass-through arrangement, it evaluates if, and to what extent, it has retained the risks and rewards of ownership. Where the Office has neither transferred nor retained substantially all the risks and rewards or transferred control, the asset is recognised to the extent of the Office's continuing involvement in the asset.

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled or expires. When an existing financial liability is replaced by another from the same lender on substantially different terms, or the terms of an existing liability are substantially modified, such an exchange or modification is treated as the derecognition of the original liability and the recognition of a new liability. The difference in the respective carrying amounts is recognised in the net result.

#### (b) Credit risk

Credit risk arises when there is the possibility of the Office's debtors defaulting on their contractual obligations, resulting in a financial loss to the Office. The maximum exposure to credit risk is generally represented by the carrying amount of financial assets (net of any allowance for impairment). Credit risk arises from the financial assets of the Office, including cash and receivables. No collateral is held by the Office. The Office has not granted any financial guarantees.

#### Cash

Cash comprises cash on hand and bank balances within the NSW Treasury Banking System.

#### Receivables

Receivables include recoupment from NSW Treasury on employee benefits assumed by Crown and grant receivable from Transport for NSW.

The Office applies the AASB 9 simplified approach to measuring expected credit losses which uses a lifetime expected loss allowance for all debtors. To measure the expected credit losses, receivables have been grouped based on shared credit risk characteristics and the days past due.

Debts which are known to be uncollectable are written off. An allowance for impairment is raised when there is objective evidence that the Office will not be able to collect all amounts due. This evidence includes past experience and current and expected changes in economic conditions and debtor credit ratings. No interest is earned on trade debtors.

The Office is not materially exposed to credit risk as its debtors are minimal as at 30 June 2019.

for the year ended 2019

#### 16. Financial instruments (cont'd)

### (c) Liquidity risk

Liquidity risk is the risk that the Office will be unable to meet its payment obligations when they fall due. The Office's primary source of cash inflows is a grant from Transport for NSW that was initially sourced from the consolidated fund allocation to meet the Office's ongoing operating and capital commitments. The Office is prohibited by Treasury policies and practices from making payments in excess of its revenue, including the grant from Transport for NSW. As such the Office's exposure to liquidity risk is deemed insignificant based on current Treasury policies and practices.

During the current and prior year, there were no defaults of loans payable. No assets have been pledged as collateral. The Office's exposure to liquidity risk is deemed insignificant based on prior periods' data and current assessment of risk.

The liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are unsecured) are settled in accordance with the policy set out in NSW Treasury Circular 11/12 Payments of Accounts. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received. For small business suppliers, where payment is not made within the specified time period, simple interest must be paid automatically unless an existing contract specifies otherwise.

Liquidity is monitored as an ongoing basis, with additional funds sought from Transport for NSW if required. It should be noted that Transport for NSW has issued a letter of comfort to the Office to ensure its ongoing financial viability.

for the year ended 30 June 2019

## 16. Financial instruments (cont'd)

## (c) Liquidity risk (cont'd)

The table below summarises the maturity profile of the reporting entity's financial liabilities, together with the interest rate exposure.

		Interest rate exposure			Maturity dates			
	Weighted Average Effective Int. Rate (%)	Nominal amount \$ '000	Fixed Interest Rate \$ '000	Variable Interest Rate \$ '000	Non-interest bearing \$ '000	< 1 year \$ '000	1 - 5 years \$ '000	> 5 years \$ '000
2019								
Payables	-	136	-	-	136	136	-	-
2018								
Payables	-	97	-	-	97	97	-	-

for the year ended 30 June 2019

## 16. Financial instruments (cont'd)

#### (d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. The Office is not exposed to this class of risk because as reported above its main source of cash inflows is the Consolidated Fund allocations. The Office does not hold financial instruments for trading purposes and as such is not exposed to market or price risks.

## (e) Interest rate risk

Interest rate risk is the risk that the value of the financial instruments will fluctuate due to changes in market interest rates. The Office does not earn interest on its bank balances per the Treasury Banking System policy.

The Office's exposure to interest rate risk is therefore not applicable.

2019	Carrying amount	Net result	-1% Equity	ا Net result	-1% Equity
	\$'000	\$'000	\$'000	\$'000	\$'000
Financial assets					
Cash and cash equivalents	316	-	-	-	-
Receivables	14	-	-	-	-
	330	-	-	-	-
Financial liabilities					
Payables	136	-	-	-	-
	136	-	-	-	-
2018	Carrying amount		-1%	4	-1%
2018	Carrying	Net result		ا Net result	
2018	Carrying	Net result \$'000	-1% Equity \$'000		-1% Equity \$'000
2018	Carrying amount		Equity	Net result	Equity
2018 Financial assets	Carrying amount		Equity	Net result	Equity
	Carrying amount		Equity	Net result	Equity
Financial assets	Carrying amount \$'000		Equity	Net result	Equity
Financial assets Cash and cash equivalents	Carrying amount \$'000		Equity	Net result	Equity
Financial assets Cash and cash equivalents	Carrying amount \$'000	\$'000 - -	Equity \$'000 - -	Net result	Equity
Financial assets Cash and cash equivalents Receivables	Carrying amount \$'000	\$'000 - -	Equity \$'000 - -	Net result	Equity

#### (f) Fair value compared to carrying amount

The carrying values of the Office's financial instruments are deemed to be equivalent to their fair value.

for the year ended 30 June 2019

### 17. Related party disclosure

#### (a) Key management personnel compensation

	2019	2018
	\$'000	\$'000
Short-term employee benefits	548	537
Post-employment benefits	41	40
Other long-term benefits	-	-
Termination benefits	-	-
	589	577

The above compensation excludes long service leave and defined benefit superannuation scheme benefits assumed by the Crown Entity in accordance with NSWTC 16-12 Related party disclosures.

#### (b) Transactions with government related entities during the financial year

During the 2018-19, the Office received grants revenue from Transport for NSW and made property rental payments to Government Property NSW in the normal course of business.

In addition, with regard to staff employed by the Office:

- all long service leave and defined benefit superannuation scheme expenses were assumed by Crown;
- the Pooled Fund holds in trust the investment relating to the closed NSW public sector superannuation schemes; and
- all payroll taxes were paid to the Office of State Revenue.

#### 18. After balance date events

There were no significant events after balance date which impacted on these financial statements.

#### End of audited financial statements



#### INDEPENDENT AUDITOR'S REPORT

#### Chief Investigator of the Office of Transport Safety Investigations

To Members of the New South Wales Parliament

#### Opinion

I have audited the accompanying financial statements of the Chief Investigator of the Office of Transport Safety Investigations (the Office), which comprise the Statement of Comprehensive Income for the year ended 30 June 2019, the Statement of Financial Position as at 30 June 2019, the Statement of Changes in Equity and the Statement of Cash Flows for the year then ended, notes comprising a Statement of Significant Accounting Policies and other explanatory information.

In my opinion, the financial statements:

- give a true and fair view of the financial position of the Office as at 30 June 2019, and of its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards
- are in accordance with section 41B of the Public Finance and Audit Act 1983 (PF&A Act) and the Public Finance and Audit Regulation 2015.

My opinion should be read in conjunction with the rest of this report.

#### **Basis for Opinion**

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under the standards are described in the 'Auditor's Responsibilities for the Audit of the Financial Statements' section of my report.

I am independent of the Office in accordance with the requirements of the:

- Australian Auditing Standards
- Accounting Professional and Ethical Standards Board's APES 110 'Code of Ethics for Professional Accountants' (APES 110).

I have fulfilled my other ethical responsibilities in accordance with APES 110.

Parliament promotes independence by ensuring the Auditor-General and the Audit Office of New South Wales are not compromised in their roles by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General
- mandating the Auditor-General as auditor of public sector agencies
- precluding the Auditor-General from providing non-audit services.

I believe the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Level 19, Darling Park Tower 2, 201 Sussex Street, Sydney NSW 2000
GPO Box 12, Sydney NSW 2001 | t 02 9275 7101 | f 02 9275 7179 | mail@audit.nsw.gov.au | audit.nsw.gov.au

#### Other Information

The Office's annual report for the year ended 30 June 2019 includes other information in addition to the financial statements and my Independent Auditor's Report thereon. The Chief Investigator of the Office is responsible for the other information. At the date of this Independent Auditor's Report, the other information I have received comprise the Statement by the Chief Investigator.

My opinion on the financial statements does not cover the other information. Accordingly, I do not express any form of assurance conclusion on the other information.

In connection with my audit of the financial statements, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work I have performed, I conclude there is a material misstatement of the other information, I must report that fact.

I have nothing to report in this regard.

## The Chief Investigator's Responsibilities for the Financial Statements

The Chief Investigator is responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the PF&A Act, and for such internal control as the Chief Investigator determines is necessary to enable the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error

In preparing the financial statements, the Chief Executive is responsible for assessing the Office's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting, unless it is not appropriate to do so.

#### Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to:

- obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error
- issue an Independent Auditor's Report including my opinion.

Reasonable assurance is a high level of assurance, but does not guarantee an audit conducted in accordance with Australian Auditing Standards will always detect material misstatements. Misstatements can arise from fraud or error. Misstatements are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions users take based on the financial statements.

A description of my responsibilities for the audit of the financial statements is located at the Auditing and Assurance Standards Board website at: <a href="https://www.auasb.gov.au/auditors">www.auasb.gov.au/auditors</a> responsibilities/ar4.pdf. The description forms part of my auditor's report.

My opinion does not provide assurance:

- · that the Office carried out its activities effectively, efficiently and economically
- about the assumptions used in formulating the budget figures disclosed in the financial statements
- about the security and controls over the electronic publication of the audited financial statements on any website where they may be presented
- about any other information which may have been hyperlinked to/from the financial statements.

Somaiya Ahmed

Director, Financial Audit Services

Delegate of the Auditor-General for New South Wales

19 September 2019 SYDNEY

## **Payment of Accounts for Goods and Services**

Aged Analysis at the end of each quarter						
Quarter	Current (i.e. within due date) \$'000	Less than 30 days overdue \$'000	Between 30 and 60 days overdue \$'000	Between 61 and 90 days overdue \$'000	More than 90 days overdue \$'000	
All Suppliers						
September	44.3	0.1	0	0	0	
December	41.6	16.2	0	0	0	
March	0.5	0	0	0	0	
June	1.1	3.6	0	0	0	
Small Business Suppliers						
September	0	0	0	0	0	
December	0	0	0	0	0	
March	0	0	0	0	0	
June	0	0	0	0	0	

Accounts due or paid within each quarter				
Measure	Sept	Dec	Mar	June
All Suppliers				
Number of accounts due for payment	44	43	48	46
Number of accounts paid on time	43	43	47	45
Actual percentage of accounts paid on time (based on number of accounts )	97.73%	100.00%	97.92%	97.83%
Dollar amount of accounts due for payment (\$'000)	168	228	169	189
Dollar amount of accounts paid on time (\$'000)	166	228	166	186
Actual percentage of accounts paid on time (based on \$)	98.81%	100.00%	98.22%	98.41%
Number of payments for interest on overdue accounts	0	0	0	0
Interest paid on overdue accounts	0	0	0	0
Small Business Suppliers				
Number of accounts due for payment	0	1	3	2
Number of accounts paid on time	0	1	3	2
Actual percentage of accounts paid on time (based on number of accounts)	0%	100%	100%	0%
Dollar amount of accounts due for payment (\$'000)	0	2	2	0.2
Dollar amount of accounts paid on time (\$'000)	0	2	2	0.2
Actual percentage of accounts paid on time (based on \$)	0%	100%	100%	100%
Number of payments for interest on overdue accounts	0	0	0	0
Interest paid on overdue accounts	0	0	0	0

## Reporting obligations under the *Government Information Public Access Act 2009* (GIPA)

## Review of proactive release program - Clause 7(a)

Under section 7 of the GIPA Act, agencies must review their programs for the release of government information to identify the kinds of information that can be made publicly available.

OTSI has an ongoing and proactive process and communications function which regularly reviews information for public release through its website, publications and stakeholder events. Reviews during the year to its website reflect any changes within OTSI as well as aligning it with legislative changes under the GIPA Act.

## Number of access applications received - Clause 7(b)

During the reporting period, OTSI received no formal access applications.

Number of refused applications for Schedule 1 information - Clause 7(c) OTSI did not refuse, either wholly or partly, any access applications for the reason that it addressed information referred to in Schedule 1 of the Act (information for which there is conclusive presumption of overriding public interest against disclosure).

## Reporting obligations under the Public Interest Disclosures Act 1994

The Public Interest Disclosure Act 1994, Section 31, requires each public authority to prepare an annual report on obligations under the Act. In accordance with Section 4 of the Public Interest Disclosures Regulation 2011, the following information is provided on public interest disclosures for the period 1 July 2018 to 30 June 2019.

July 2018 - June 2019	
Number of public officials who made Public Interest Disclosures (PIDs)	0
Number of PIDs received	0
Of PIDs received, number primarily about:	
Corrupt conduct	0
Maladministration	0
Serious and substantial waste	0
Government information contravention	0
Local government pecuniary interest contravention	0
Number of PIDs finalised	0

### **Risk Management and Insurance activities**

OTSI has insurance cover for all major assets and significant risks though the NSW Government Self Insurance scheme .This includes full workers compensation, motor vehicle, property, public liability and miscellaneous insurance cover. No claims were lodged in relation to Workers Compensation or any of the other insurance policies held through ICARE Insurance for NSW in 2018 - 2019.

OTSI has regular reviews of its corporate risk management policies and conducts an annual review of its risk register.

## **Principal Legislation**

OTSI exercises functions under the:

- ◆ Transport Administration Act 1988;
- ♦ Passenger Transport Act 2014;
- ♦ Rail Safety Act(Adoption of National Law) 2012,
- ♦ Marine Safety Act 1998 and
- ♦ Regulations made under those Acts.

#### **Credit Card Certification**

OTSI credit card policies and procedures outline conditions for eligibility, usage and management of corporate cards. These are consistent with NSW Government policy as outlined in relevant Treasury circulars and Treasury Directions. OTSI credit cards are used primarily for:

- expenses incurred in connection with travel on official business;
- the purchase of minor stores and services; and
- meeting the cost of official out-of-pocket expenses when investigators are deployed in the field.

OTSI has a credit card policy in use and all expenditure on the cards is subject to monthly reconciliation and authorisation procedures by the cardholder and the Authorising Manager.

### Response to Significant Issues Raised by the Auditor-General

No significant issues for OTSI were raised by the Auditor General during 2018 – 2019.

## **Significant Committees**

OTSI does not participate in any committee activities relative to its role.

## **Grants to Non-Government Organisations**

There were no grants to non-government organisations.

## Legal changes

There were no changes in the Acts and subordinate legislation.

### **Major Works in Progress**

There were no major works undertaken by OTSI in 2018 – 19.

#### **Human Resources**

As at 30 June 2019, OTSI had a total headcount of 10 full time employees

OTSI is staffed by officers with industry and investigative experience in the various transport modes and with qualifications in engineering, safety science, occupational health and safety and accident forensics.

## 2018 - 2019 Staffing:

The following table shows the Office of Transport Safety Investigations headcount compared with the previous three years

		2018 - 19 Total Count			2017 - 18 Total Coun	t		2016 - 17 Total Coun	t		2015 - 16 Total Coun	ıt
Annual Salary	Men	Women	Total	Men	Women	Total	Men	Women	Total	Men	Women	Total
< \$55,000	0	0	0	0	0	0	0	0	0	0	0	
\$55,000 - \$80,000	0	0	0	0	0	0	0	0	0	0	0	
\$80,001 - \$105,000	0	1	1	0	1	1	0	1	1	0	1	1
\$105,001 - 130,000	0	0	0	0	0	0	0	0	0	8	0	8
\$130,001- \$155,000	7	0	7	9	0	9	8	0	8	0	0	
\$155,001-\$180,000	0	0	0	0	0	0	0	0	0	0	0	0
\$180,001 -\$205,000	0	0	0	0	0	0	0	0	0	0	0	
\$205,001 -\$230,000	0	0	1	1	0	1	1	0	1	2	0	2
> \$230,001	2	0	1	1	0	1	1	0	1	1	0	1
TOTAL	9	1	10	11	1	12	10	1	11	11	1	12

Salaries, wages and allowances moved in accordance with the Government's wages policy. Staff employed under the provisions of the Crown Employee's (Public Sector-Salaries 2018) Award received an annual increase of 2.5 per cent from effective 1 July 2018.

## **Senior Executive Reporting**

Band	20	19	2018
	Female	Male	Male
Band 2 (Chief Investigator)		1	1
Band 1 (Deputy Chief Investigator)		1	1
Total	2		2

Band	Range \$	Average remuneration 2019 \$	Average remuneration 2018 \$
Band 2	\$268,001 to \$337,100	337,100	313,050
Band 1	\$187,900 to \$268,000	261,665	255,283

Executive year to date represents 26.7 per cent of overall salaries related expenses for 2018-19.(26.5% in 2017-18)

## **Trends in the Representation of Workforce Diversity Groups**

	% of Total Staff				
EEO Group	Benchmark or Target	2016	2017	2018	2019
Women	50%	9%	9%	9%	9%
Aboriginal people and Torres Strait Islanders	2%				
People whose first language was not English	30%				
People with a disability	12%				
People with a disability requiring work-related adjustment	6%				

## **Multicultural Policies and Service Program**

OTSI is a relatively small agency that does not deliver direct services to the public. OTSI does not have specific policies and procedures on multicultural issues and is not required to develop a relevant plan.

OTSI does, however, recognise the principles of multiculturalism and is aligned to the broader direction of the *The Multicultural NSW Act 2000* (the Act).

In line with these principles OTSI continued with the following activities during 2018 – 19:

- Ensured its recruitment practices are merit-based and not disadvantageous to any specific cultural group,
- Ensured that discrimination is not tolerated in any behaviour or practice in relation to OTSI, and
- Took into consideration cultural needs of our staff and stakeholders in our communication activities.

OTSI recognises that competent service delivery requires us to understand diversity, to confidently manage it, to reflect it and to draw on it. Diversity of people, languages, backgrounds, education and opinions is considered a valuable resource which is available to our investigators. It is valuable in terms of collating information, tasking, deployment and reporting.

Staff needs for cross-cultural training and education will be assessed and appropriate strategies developed to raise the competence, skills and awareness of staff to work with and meet the needs of culturally and linguistically diverse groups within their community.

#### Consultants

OTSI engaged one consultant in the 2018 - 19 financial year at a cost of \$8,195.00 to develop the new OTSI logo.

#### **Land Disposal**

OTSI does not have any land to dispose of.

### **List of Major Assets**

OTSI has no major assets to report against.

## **Research and Development**

No research and development activities undertaken in 2018-2019

#### **Economic or Other Factors**

There were no economic or other factors affecting OTSI's operational objectives in 2018-2019.

#### **Publications**

Apart from the investigation reports that were tabled in Parliament, the only other OTSI publication that was released in 2018 -19 was its Annual Report for 2017 -18.

## **Work Health and Safety**

OTSI is mindful of its obligations under the Work Health and Safety Act 2011 and provides a framework to protect the health, safety and welfare of all workers.

At regular staff meetings, an assessment is made of all operational risks and appropriate measures are implemented to protect the health and safety of all workers. We focus on:

- Ensuring the safe use and handling of goods and substances
- Providing and maintaining safe tools and work gear
- Assessing the workplace layout and provide safe systems of work
- Providing a suitable working environment and facilities
- Having adequate insurance and workers' compensation insurance for all employees.

OTSI has had no employee injuries or prosecutions under the Work Health and Safety Act 2011 during the financial year.

#### **Overseas Travel**

Overseas travel undertaken by one OTSI employee to Sweden to present a report on bus fire investigations in NSW with investigations and statistics conducted and compiled by OTSI. This travel was initiated by invitation of RISE Research Institutes of Sweden at no cost to OTSI.

#### **Consumer Response**

No complaints were received in 2018-2019.

### **Internal Audit and Risk Management Policy**

OTSI has an internal auditor that provides management with independent and objective advice to improve the agency operations. Reports on internal audits conducted are provided to management and the Audit Office of NSW. In May 2016, OTSI was granted an exemption from the requirements of TPP 15-03 - Internal Audit and Risk Management Policy.

## **Digital Information Security Policy Attestation**

As required under the NSW Government policy on Digital Information Security, the Chief Executive provides the following attestation of compliance with the policy.

## Digital Information Security Annual Attestation Statement for the 2018 - 2019 Financial Year for the Office of Transport Safety Investigations

I, Michael Quinn am of the opinion that the Office of Transport Safety Investigations had an Information Security Management System in place during the 2018-2019 financial year that is consistent with the Core Requirements set out in the Digital Information Security Policy for the NSW Public Sector.

The security controls in place to mitigate identified risks to the digital information and digital information systems of Office of Transport Safety Investigations are adequate.

There is no agency under the control of OTSI which is required to develop an independent ISMS in accordance with the NSW Government Digital Information Security Policy.

Mick Quinn

Chief Investigator

### **Annual Report Costs**

The cost of printing and production of the annual report was \$40.

### **Contact Details**

Office of Transport Safety Investigations

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Facsimile: 02 9322 9299

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Confidential Safety Information Reporting Scheme (CSIRS)

PO Box A2616 Sydney South NSW 1235

Level 17, 201 Elizabeth Street Sydney NSW 2001

Email: <a href="mailto:csirs@otsi.nsw.gov.au">csirs@otsi.nsw.gov.au</a>

Telephone: 1800 180 828 Facsimile: 1800 180 528

OTSI's office hours of business are 9am to 5pm Monday to Friday (except public holidays)

OTSI operates on a 24 hour/ seven day basis through a duty system of a rostered Duty Officer and Investigator in Charge. The duty officer can be contacted on:

Telephone: 1800 677 766