

OTSI Strategic Plan 2022–2025



Why we exist	To improve transport safety outcomes in NSW				
Our vision, mission and objectives	To improve safety outcomes and public confidence through independent investigation, sharing safety lessons, and engagement with the transport sector.				
Our commitments	<ul style="list-style-type: none"> • Improve transport safety outcomes by identifying safety issues, and communicating actionable recommendations in a timely manner. • Maintain ongoing regular interaction with transport operators, regulators, and other stakeholders. • Identify whether recommendations are implemented in a timely manner. • Contribute to journey reliability by identifying safety issues that reduce the likelihood of service disruption. 				
Our pillars	Organisational direction, people & culture	The right people with the right skills in the right roles	Investigation & safety strategy enhanced by data & insights	Financial/organisational effectiveness/sustainability	Stronger industry reputation & stakeholder relationships
Outcomes	<ul style="list-style-type: none"> • Improved measures of performance and impact. • Stronger team cohesion, collaboration and values-based culture. • Consistent and effective internal communication. • Clear and concise decision making. 	<ul style="list-style-type: none"> • Enhanced performance and development discussions between managers and direct reports. • Clear development pathways and career engagement. • Clear role responsibilities and annual targets for individual staff. • Stronger individual, team and organisational capability. 	<ul style="list-style-type: none"> • OTSI resources targeted to important safety issues. • Improved data-driven decision making capability and prioritisation. • Production of timely and relevant outputs that inspire safety action. • Collection of valuable insights across industry safety concerns, incidents, and opportunities for improvement. 	<ul style="list-style-type: none"> • Improved financial and organisational accuracy, efficiency, probity and stability. • Improved governance, transparency and data quality and reporting practices. • Increased organisational effectiveness, improved asset management and use of OTSI resources. 	<ul style="list-style-type: none"> • Improved safety focused partnerships. • Improved stakeholder awareness of safety risks. • Increased influence and successful implementation of OTSI recommendations and safety actions. • Enhanced reputation and brand awareness.
Delivery capability	Clear strategic direction setting, transparent governance and team alignment	Effective professional development to support a diversely skilled team	Evidence and data-driven decision making Project management methodology	Robust business management, IT and reporting systems	Stakeholder engagement and influence Partnerships and collaboration
Values	Be Independent	Be Courageous	Be Collaborative	Be Respectful	Make a Difference