

# Changes to bus incident reporting to OTSI by phone

March 2023



The Office of Transport Safety Investigations (OTSI) has introduced a revised list of ‘significant’ safety occurrences that bus operators must report to the OTSI Duty Officer immediately by phone.

The following significant safety incidents are to be reported immediately by phone to OTSI on **1800 677 766**:

- a person being fatally injured
- the driver of the bus being incapacitated
- fire or an explosion on the bus
- a failure of the steering or brakes of the bus
- a bus being in motion while not under the effective control of a driver (e.g. bus rollaway)
- a person being caught in the doors of the bus while the bus is in motion
- a collision where the bus requires towing
- a collision where a pedestrian is struck and is seriously injured
- a school child being seriously injured (including children in organised care)
- a child left on a bus unattended, while in organised care
- any other accident or incident likely to generate immediate or intense public interest or concern.

**There is no change to the legislative requirements for what incidents must be reported via the Bus Incident Management Database (BIMD).**

The reporting changes, which take effect from **6 March 2023**, will ensure the OTSI Duty Officer can focus their attention on events that may require OTSI to deploy to a site or undertake other immediate actions. The changes will also help reduce the administrative burden on operators at the time an incident occurs.

For more information on Bus Notifiable Occurrences, please visit [otsi.nsw.gov.au](https://otsi.nsw.gov.au)

## Contact us

**Website:** [otsi.nsw.gov.au](https://otsi.nsw.gov.au)

**General enquiries:** 1800 180 528

**Incident reporting:** 1800 677 766

**Confidential Safety Information Reporting Scheme (CSIRS):** 1800 180 828

**Email:** [transport.safety@otsi.nsw.gov.au](mailto:transport.safety@otsi.nsw.gov.au)

**Address:** Level 17, 201 Elizabeth Street,  
Sydney NSW 2000