

OTSI 2023–24 Plan on a page

Our Purpose	To improve transport safety outcomes in NSW				
Our vision	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
Delivery capability	<ul style="list-style-type: none"> ▶ Deliver clear strategic direction, transparent governance and team alignment through embedding our Business Operating Model, Values and Ways of Working. 	<ul style="list-style-type: none"> ▶ Enhance recruitment and induction practices with a professional development framework to support a diversely skilled team. 	<ul style="list-style-type: none"> ▶ Data-driven and evidence-based decision making and improved project management methodology. 	<ul style="list-style-type: none"> ▶ Robust business management, IT and reporting systems to improve financial and organisational accuracy, efficiency, probity and stability. 	<ul style="list-style-type: none"> ▶ Increase stakeholder engagement and influence by building stronger partnerships and collaboration to enhance OTSI's reputation as a valuable source of transport safety insights.
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 are 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 ▶ Investigation processes are enhanced through use of improved systems 	<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

Values



Be collaborative



Be courageous



Be independent



Be respectful



Make a difference