



WHAT COUNTS AS A NEAR-MISS?

If you noticed it before damage was done, it matters.

A near-miss is any situation where something could have led to cyber harm - but didn't, because someone paused, questioned it or spoke up.

You don't need proof. You don't need to be certain. And you don't need to feel embarrassed.

Near-misses are how risks are caught early.
Near-misses can look like everyday moments

Not all cyber risks look dramatic or obvious. Many near-misses feel small at the time - but they often follow patterns that matter. Here are common examples:

1. An email that didn't feel quite right

- The request seemed urgent or unusual
- The tone didn't match the usual style
- Something felt "off", even if you couldn't explain why
- You paused before acting

✓ **That pause counts.**

2. A request that broke routine

- A payment or detail change outside normal process
- A request to bypass usual checks "just this once"
- Pressure to act quickly or quietly

✓ **Noticing the change matters.**

3. Impersonation that was caught early

- A supplier or colleague didn't sound quite like themselves
- The email or message looked real - but wasn't expected
- A follow-up call revealed something wasn't right

✓ **Catching it early is success, not failure.**

Pause. Probe. Protect.

A near-miss is what happens when culture works.

Pause — something doesn't feel right

Probe — you question it or check

Protect — harm is avoided

That moment of hesitation is cyber resilience in action!



4. A moment where someone spoke up

- A staff member asked for a second opinion
- Someone checked with a colleague or manager
- A team member raised a concern “just in case”

✓ **Speaking up is the point.**

5. A process that almost failed

- Two people nearly approved something without checking
- A control was skipped because of time pressure
- A gap in process was noticed before it was exploited

✓ **Near-misses highlight where systems need strengthening.**

Why near-misses matter

Most cyber incidents don't happen suddenly. They build over time, through:

- Repeated tactics
- Similar requests
- Patterns across different businesses

Reporting near-misses helps:

- Identify emerging threats
- Protect other organisations
- Strengthen processes and culture

✓ **What feels small to one person may be a key piece of a bigger picture.**

Reporting safely

If a near-miss involves:

- Impersonation
- Repeated suspicious behaviour
- Patterns that could affect other businesses

You can report information anonymously to Crime Stoppers SA by calling 1800 333 000 or online at <https://crimestopperssa.com.au>

Pause. Probe. Protect

Cyber security is a shared responsibility

