**Incident Category & Type Definitions**

**Safety**

Hazard – A situation or thing that has the potential to harm a person.

Near Miss – an unintentional incident that could have caused damage, injury, or death, but was narrowly avoided.

Incident – an unintended event that disturbs normal operations.

Psychological – A belief that you have been threatened, punished, or humiliated for speaking up with ideas, questions, concerns or mistakes.

First Aid – The immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers.

Medical Treatment – An injury or disease that resulted in a certain level of treatment (not first aid) given by a physician or other medical personnel under standing orders of a physician.

Lost Time – Is something that results in a fatality, permanent disability or time lost from work.

Restrictive Practice – any practice or intervention that has the effect of restricting the rights or freedom of movement of a consumer.

**Quality**

Complaint – A statement that something is unsatisfactory or unacceptable

Process Error – an error arising from the faulty implementation of planned implementation methods.

Audit – Non-Conformances from WHS & IM Audits

Supplier Error – an error arising from the wrong charges / or supply of goods.

Medication Error – Any preventable event that may cause or lead to inappropriate medication use or omission.

**Environment**

Environmental – an occurrence or set of circumstances, because of which pollution (air, water, noise, or land) or an adverse environmental impact has occurred, is occurring, or is likely to occur.

**Security**

Property Damage – Damage to work or personal property

Theft – the act of dishonestly taking something that belongs to someone else and keeping it.

Trespass – To enter someone’s land or property without permission