

## **IMPACTS ON BUSINESS, PROFESSIONAL REPUTATION, AND PSYCHOLOGICAL HARM**

### **Anne Miles – Hospitalisation and medication by The Alfred**

Unjust psychological harm and unwarranted psychological injury on top of business and reputation impact resulting from misdiagnosis and inappropriate detention.

#### **Impact on my quality of life includes these key areas of concern:**

- 1.** Loss of social relationships
- 2.** Loss of independence
- 3.** Reduced enjoyment of life
- 4.** Chronic depression and extreme stresses as side effects of medication and detainment
- 5.** Loss of professional reputation
- 6.** Loss of business/career opportunities
- 7.** Loss of self-esteem/identity
- 8.** Ongoing treatment needs
- 9.** Loss of ability to work
- 10.** Loss of access to technology/communication
- 11.** Loss of housing stability
- 12.** Loss of financial security
- 13.** Loss of personal freedom
- 14.** Loss of online business assets
- 15.** Loss of business earnings – approx. 12 weeks
- 16.** Loss of future earning capacity
- 17.** Loss of cognitive functioning due to improper medication
- 18.** Public reputation harm and lost momentum across media and social media
- 19.** Health concerns about improper medications – immediate and long term
- 20.** Loss of ability to enter a body building competition as an athlete in training this year
- 21.** Failure to provide access to police as my right, further impacting my safety
- 22.** Cumulative effect of all factors

**Ballpark for impact – per item @ \$42,000 = \$924,000**

**Additional for costs incurred & losses = \$39,800**

**Lost future earnings and new online business earnings TBC**

#### **1. Business Impacts**

<b>Loss of Referral Business:</b> Inability to communicate with clients or partners led to the collapse of	<b>Estimated impact: TBC</b>
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established referral networks, resulting in immediate and ongoing revenue loss	
<b>Online Business Deletion:</b> The deletion of newly launched online business, after six months of preparation, erased most digital assets, intellectual property, and potential income streams	<b>Estimated impact: TBC</b>
<b>Cessation of Marketing Activities:</b> All social media and online marketing efforts halted, causing loss of audience engagement, diminished brand visibility, and a decline in new client acquisition	<b>Estimated impact: TBC</b>
<b>Missed Opportunities:</b> Absence from the business during critical periods meant lost contracts, missed tenders, and inability to respond to new business inquiries. No new sales activity	<b>Estimated impact: TBC</b>
<b>Irretrievable Data Loss:</b> Lack of access to technology prevented backup or transfer of essential business files, client records, and marketing materials on online learning system subscription services	<b>Estimated impact: TBC</b>

## 2. Professional Reputation

<b>Perception of Unreliability:</b> Sudden unavailability without explanation has led clients and colleagues to perceive me as uncharacteristically unreliable or unprofessional, damaging long-term trust and them finding a new provider in my extended absence	
<b>Loss of Industry Standing:</b> Prolonged absence from professional networks and events reduced my visibility and influence within my field	
<b>Negative Word-of-Mouth:</b> Clients unable to reach me likely to have shared negative experiences, further harming my reputation	
<b>Disruption of Business Progression:</b> The interruption in my professional activities stalled career advancement and business advancement and recognition for my work.	

### 3. Psychological Harm

<b>Emotional Distress:</b> The shock of involuntary detention, lack of notice, and inability to manage my affairs contributed to anxiety, helplessness, and distress. Medications with extreme side effects including depression and suicidal thoughts is uncharacteristic	
<b>Sense of Violation:</b> Being denied access to personal belongings, technology, and the outside world caused feelings of powerlessness, loss of autonomy and dignity	
<b>Loss of Identity:</b> The erasure of my business and professional presence online resulted in a profound sense of loss and diminished self-worth	
<b>Isolation:</b> The abrupt cut-off from my professional and social networks exacerbated feelings of loneliness and abandonment	
<b>Trauma from Misdiagnosis:</b> The experience of being misdiagnosed and detained without proper assessment is likely to lead to lasting psychological trauma, including mistrust of medical professionals and fear of recurrence	

FINANCIAL IMPLICATIONS – LOST REVENUE AND COSTS INCURRED

HOSPITALISATION AND MEDICATION IMPACT TO MY BUSINESS AND WELLEBEING

BUSINESS COSTS	COST CENTRE	FINANCIAL	LOST TIME	RELAUNCH RECOVERY	TOTAL MONTH	TOTAL COSTSS
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Online school	LearnWorlds	\$ 65.00	3	2	5	\$325.00
Dropbox and other cloud storage	Google Drive, Dropbox, Proton Drive	\$ 100.00	3	2	5	\$500.00
Insurance	Public liability & Business contents	\$ 90.00	3	2	5	\$450.00
Accounting software	Quickbooks	\$ 60.00	3	2	5	\$300.00
Canva/Design tools	Canva	\$ 20.00	3	2	5	\$100.00
Email and business tools	Proton Drive (Visionary), Email, Pass, VPN	\$ 60.00	3	2	5	\$300.00
Accounting (pro-rata)	Share of tax costs	\$ 167.00	3	2	5	\$835.00
Studio rent	Monthly	\$ 1,090.00	3	2	5	\$5,450.00
Internet	Phone and internet - Belong x 2 phones (business and personal)	\$ 90.00	3	2	5	\$450.00
Office supplies	Various include ink cartridges, mailing	\$ 100.00	3	2	5	\$500.00
Bank fees		\$ 10.00	3	2	5	\$50.00
Marketing costs	Excluded	\$ -	3	2	5	\$0.00
Web hosting	Includes pro-rata for domains (various)	\$ 30.00	3	2	5	\$150.00
Zoom Pro		\$ 28.00	3	2	5	\$140.00
Tech tools	Adobe, PDF convert, HTML/video, Wondershare	\$ 50.00	3	2	5	\$250.00
OUTGOINGS SUMMARY		\$ 1,960.00	3	2	5	\$9,800.00
Per month						\$1,960.00

Referral freelance estimation

\$ 6,000.00	3	2	5	\$30,000.00
Lost Revenue	5 months			\$30,000.00
Costs	5 months costs	\$1,960.00		\$9,800.00
TOTAL ESTIMATED LOSS	(Lost revenue + Costs incurred + recovery time)			\$39,800.00