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**From:** [REDACTED]  
**Sent:** Thursday, 25 November 2021 12:11  
**To:** Environmental Health  
**Subject:** Re: Food poisoning [REDACTED]  
**Attachments:** Food Poisoning Questionnaire for Emailing.docx

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

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Attached

On Thu, Nov 25, 2021 at 9:20 AM Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)> wrote:

UNOFFICIAL

Hi [REDACTED]

Thank you for sending the questionnaire in. [REDACTED]

Kind Regards

Nicki

**From:** [REDACTED] >  
**Sent:** Wednesday, 24 November 2021 2:11 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** Re: Food poisoning [REDACTED]

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On Tue, Nov 23, 2021 at 9:41 AM Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)> wrote:

OFFICIAL

Dear [REDACTED]

Thank you for contacting the Health Protection Service [REDACTED]  
[REDACTED].

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and some questions about activities you may have done in the last two weeks. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 48 hours before the symptoms appear.

If you would like to send in the questionnaire, one for each of you, please return it to me a Public Health Officer will review and assess your food poisoning questionnaire will be in with contact you.

Kind Regards

Nicki

Environmental Health | Customer Service Officer

Ph: 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate  
25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** [REDACTED] >

**Sent:** Tuesday, 23 November 2021 8:12 AM

**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

**Subject:** Food poisoning [REDACTED]

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## Alleged Food Poisoning Complaint

### Affected Case Contact Details

### Symptoms

	Yes	No	Date	Time of onset
Nausea	Y	<input type="checkbox"/>	22/11/2021	12pm
Stomach cramps	Y	<input type="checkbox"/>	22/11/2021	3pm
Vomiting	Y	<input type="checkbox"/>	22/11/2021	6pm
Fever	Y	<input type="checkbox"/>	22/11/2021	8pm
Headache	Y	<input type="checkbox"/>	22/11/2021	6pm
Diarrhoea	Y	<input type="checkbox"/>	22/11/2021	6pm
	If yes-bloody diarrhoea Yes <input type="checkbox"/> No N			<b>Incubation period</b> hours to V/D
Predominant symptom: Vomiting, Diarrhoea, Sweating, Fainted Twice				
Other symptoms (e.g. tingling) : Fainting				
Still experiencing symptoms? Yes <input type="checkbox"/> No N      Date recovered: 23/11/2021				
Doctor consulted? Yes <input type="checkbox"/> No N      Hospital visited? Yes <input type="checkbox"/> No N				
Date:				
Doctor/Hospital name:			Contact number:	
Type of specimens taken (if any):				
Able/willing to provide a specimen if required:				
If outbreak suspected, obtain <u>and record</u> permission to discuss test result with doctor/hospital)				
Permission granted: Yes/No      Date:      Time:				
Suspected meal eaten: <div style="background-color: black; width: 100px; height: 15px;"></div>				
Date: 20/11/21	Time: 1800	Premises name & address: <div style="background-color: black; width: 150px; height: 15px;"></div>		

**Other persons attending meal/place/event**

Name	Well	Ill	Shared Household Yes/No	Contact details
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		

**Food History**



**Activity History**

Travelled in the last 2 weeks	N
Exposure to private water supply	N
Drink bottled water	Y
Exposure to tank or bore water	N
Exposure to swimming in pool/lake/beach/estuary	Y
Animal exposure (pets, livestock, native)?	N
Gardening exposure (potting soil, etc)	N
Exposure to sewer/contaminated water	N
Work with kids/elderly	N
Food handler	N

**Notes**

Please add any more information that has not already been covered on this form that you think could be important.

---

**From:** Allen, Keeley (Health)  
**Sent:** Thursday, 25 November 2021 13:29  
**To:** Hudson, Lyndell (Health)  
**Subject:** RE: FP likely related to Kim's Donut outbreak

UNOFFICIAL

Thank you!

**From:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Sent:** Thursday, 25 November 2021 1:28 PM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** FW: FP likely related to Kim's Donut outbreak

UNOFFICIAL

Hi Keeley,

The other questionnaire has been sent in.

Lyndell

**From:** Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:26 PM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Subject:** FP likely related to Kim's Donut outbreak

UNOFFICIAL

Hi Lyndell

Just so that we use one single point of contact and sending information, I am sending you the completed FP questionnaires for [REDACTED] that we only received today, you may want to forward to CDC for further investigation to add to the Kim's Donut outbreak that we only received today and realised they ate Kim's donuts for breakfast.

Nicki will collect a main contact for the following reported FP's we received late yesterday (noting it came through the EH inbox with no contact numbers, only emails, hence we still trying to get hold of information):

- [REDACTED]
- [REDACTED]

Lastly, let me know if we should get Keith to make an appointment with the proprietor of Kim's Donut to arrange for an inspection and sit down with him to collect information? Today or tomorrow once we have more information?

Mr Kim's Donuts - 21/000260

Regards



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From: Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
 Sent: Thursday, 25 November 2021 12:21 PM  
 To: Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
 Subject: Alleged Food poisoning from [REDACTED]

UNOFFICIAL

Hi Jenny

Here are the FPQ's from the couple who ate at [REDACTED]

Kind Regards

Nicki

From: [REDACTED]  
 Sent: Tuesday, 23 November 2021 8:12 AM  
 To: HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
 Subject: [REDACTED]

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**From:** Norbart, Nicki (Health)  
**Sent:** Thursday, 25 November 2021 13:32  
**To:** Hudson, Lyndell (Health)  
**Subject:** RE: Possible Food Poisoning - Kim's Donuts

UNOFFICIAL

Sorry. Forgot that bit.

[REDACTED]

**From:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Sent:** Thursday, 25 November 2021 1:31 PM  
**To:** Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
**Subject:** RE: Possible Food Poisoning - Kim's Donuts

UNOFFICIAL

Can you please send me the number that has been provided to you?

**From:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:29 PM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Subject:** RE: Possible Food Poisoning - Kim's Donuts

UNOFFICIAL

I have left a message asking them to call us. The voice message said it was a lady called [REDACTED]. Kim wasn't sure if it was the correct number. He was going through his phones history log trying to identify the number. It may not even be the right one.

**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:26 PM  
**To:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>  
**Subject:** FW: Possible Food Poisoning - Kim's Donuts  
**Importance:** High

UNOFFICIAL

Thanks Nicki

What about the other name and number provided by Kim?

**From:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:23 PM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Subject:** RE: Possible Food Poisoning - Kim's Donuts

## UNOFFICIAL

Hi

[REDACTED] gave me one central contact for each household. She didn't have phone numbers for every individual.

[REDACTED] – 3 people + 2 who felt unwell but no vomiting and diarrhoea.  
[REDACTED] – 2 people  
[REDACTED] – 1 person  
[REDACTED] – 2 people

I will start trying to contact the others who have sent alleged food poisoning emails.

Kind Regards  
Nicki

**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:00 PM  
**To:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Subject:** RE: Possible Food Poisoning - Kim's Donuts

## UNOFFICIAL

Hi Nicki

Can you please urgently provide the name and contact number of the people who are unwell that you have been provided with ([REDACTED] and the other complainant) ?

Thank you  
Lyndell

**From:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 11:56 AM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Subject:** Possible Food Poisoning - Kim's Donuts

## UNOFFICIAL

Hi

I had a call this morning from Kim at Kim's Donuts advising me that he had received two calls about customers being sick from his products. He gave me the contact details for the callers. I have been able to contact one of the customers, the other their phone just rings out.

[REDACTED]

When Kim called he was really upset and concerned about what had happened. He listed all the things he controls with food safety in the shop (staff hygiene, cleaning and sanitising, fresh products and temperature control) and confirms he throws away all their left over products each night. His custard is made from cream, milk and custard powder. He doesn't use raw egg in the products. After the phone call he closed the store, disposed of all products and conducted a deep clean of his store. After receiving another call this morning he closed the shop down. He is hoping to speak to someone who can tell him what to do so he can reopen the shop.

Other than wait for the questionnaires is there anything you would like me to do at this point in time? Would you like me to chase her up this afternoon if I haven't heard from her by a certain time?

Kind Regards

Nicki

**Environmental Health | Customer Service Officer**

Ph: 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

**Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)





**Affected Case Contact Details****Symptoms**

	Yes	No	Date	Time of onset
Nausea	Y	<input type="checkbox"/>	22/11/2021	10am
Stomach cramps	Y	<input type="checkbox"/>	22/11/2021	3pm
Vomiting	Y	<input type="checkbox"/>	22/11/2021	5pm
Fever	Y	<input type="checkbox"/>	22/11/2021	6pm
Headache	<input type="checkbox"/>	N		
Diarrhoea	Y	<input type="checkbox"/>	22/11/2021	5pm
If yes-bloody diarrhoea Yes <input type="checkbox"/> No N				<b>Incubation period</b> hours to V/D
Predominant symptom: Vomiting/Diarrhoea				
Other symptoms (e.g. tingling) : Tingling arms and legs, inability to move, fatigue, dizziness and fainting				
Still experiencing symptoms? Yes Y No <input type="checkbox"/> Date recovered:				
Doctor consulted? Yes <input type="checkbox"/> No N Hospital visited? Yes <input type="checkbox"/> No N				
Date:				
Doctor/Hospital name: Contact number:				
Type of specimens taken (if any):				
Able/willing to provide a specimen if required:				
If outbreak suspected, obtain <u>and record</u> permission to discuss test result with doctor/hospital)				
Permission granted: Yes/No Date: Time:				
Suspected meal eaten: <div style="background-color: black; width: 200px; height: 15px;"></div>				
Date: 19/11/2021	Time: 6pm	Premises name & address: <div style="background-color: black; width: 150px; height: 15px;"></div>		

## Other persons attending meal/place/event

Name	Well	Ill	Shared Household Yes/No	Contact details
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		

## Food History

**Activity History**

Travelled in the last 2 weeks	N
Exposure to private water supply	N
Drink bottled water	Y
Exposure to tank or bore water	N
Exposure to swimming in pool/lake/beach/estuary	N
Animal exposure (pets, livestock, native)?	N
Gardening exposure (potting soil, etc)	N
Exposure to sewer/contaminated water	N
Work with kids/elderly	N
Food handler	N

**Notes**

Please add any more information that has not already been covered on this form that you think could be important.

**From:** Ruthenberg, Jennifer (Health)  
**Sent:** Thursday, 25 November 2021 13:47  
**To:** Allen, Keeley (Health); Hudson, Lyndell (Health)  
**Cc:** Navathe, Shruti  
**Subject:** RE: Food poisoning [REDACTED]

UNOFFICIAL

That would help thank you as we still trying to chase all the others that send info via email.

Regards

Jennifer Ruthenberg | Assistant Director Food Safety and Audit  
 Ph: 02 5124 9256 | Email: [jennifer.ruthenberg@act.gov.au](mailto:jennifer.ruthenberg@act.gov.au)  
 Environmental Health, Health Protection Service, Public Health Protection and Regulation | ACT Health Directorate  
 25 Mulley Street, Holder ACT 2611  
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**From:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:44 PM  
**To:** Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Cc:** Navathe, Shruti <[Shruti.Navathe@act.gov.au](mailto:Shruti.Navathe@act.gov.au)>  
**Subject:** RE: Food poisoning [REDACTED]

UNOFFICIAL

No worries, if you're happy I can email them>

**From:** Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:43 PM  
**To:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Cc:** Navathe, Shruti <[Shruti.Navathe@act.gov.au](mailto:Shruti.Navathe@act.gov.au)>  
**Subject:** RE: Food poisoning [REDACTED]

UNOFFICIAL

Keeley, I will get back to you.



The FP was reported and completed by returned email. Some people prefer to complete it by email.

## Regards

Jennifer Ruthenberg | Assistant Director Food Safety and Audit

Ph: 02 5124 9256 | Email: [jennifer.ruthenberg@act.gov.au](mailto:jennifer.ruthenberg@act.gov.au)

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From: Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>

Sent: Thursday, 25 November 2021 1:34 PM

To: Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>

Cc: Navathe, Shruti <[Shruti.Navathe@act.gov.au](mailto:Shruti.Navathe@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>

Subject: RE: Food poisoning [REDACTED]

UNOFFICIAL

Just quickly, do we have a contact phone number for either of the [REDACTED] complainants? I have an email address for one of them on the form but no mobile numbers.

From: Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>

Sent: Thursday, 25 November 2021 1:17 PM

To: Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>

Cc: Navathe, Shruti <[Shruti.Navathe@act.gov.au](mailto:Shruti.Navathe@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>

Subject: FW: Food poisoning [REDACTED]

UNOFFICIAL

Hi Keeley,

Thanks for you help.

Please see the attached questionnaire and email train.

Thanks

Lyndell

From: Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>

Sent: Thursday, 25 November 2021 12:49 PM

To: Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>

Subject: FW: Food poisoning [REDACTED]

UNOFFICIAL

Still waiting for the other person in the shared household FP questionnaire.

Jennifer Ruthenberg | Assistant Director Food Safety and Audit

Ph: 02 5124 9256 | Email: [jennifer.ruthenberg@act.gov.au](mailto:jennifer.ruthenberg@act.gov.au)

Environmental Health, Health Protection Service, Public Health Protection and Regulation | ACT Health Directorate  
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From: Environmental Health

Sent: Wednesday, 24 November 2021 4:49 PM

To: Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>

Subject: FW: Food poisoning [REDACTED]

UNOFFICIAL

Hi

This is the questionnaire filled in for the complaint from [REDACTED]

Kind Regards

Nicki

From: [REDACTED]

Sent: Wednesday, 24 November 2021 2:11 PM

To: Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>

Subject: Re: Food poisoning [REDACTED]

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On Tue, Nov 23, 2021 at 9:41 AM Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)> wrote:

OFFICIAL

Dear [REDACTED]

Thank you for contacting the Health Protection Service [REDACTED]

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and some questions about activities you may have done in the last two weeks. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 48 hours before the symptoms appear.

If you would like to send in the questionnaire, one for each of you, please return it to me a Public Health Officer will review and assess your food poisoning questionnaire will be in with contact you.

Kind Regards

Nicki

Environmental Health | Customer Service Officer

Ph: 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate  
25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



---

**From:** [REDACTED] >  
**Sent:** Tuesday, 23 November 2021 8:12 AM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Subject:** Food poisoning [REDACTED]



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**From:** Hudson, Lyndell (Health)  
**Sent:** Thursday, 25 November 2021 14:37  
**To:** Allen, Keeley (Health)  
**Cc:** Pingault, Nevada (Health); Ruthenberg, Jennifer (Health); Mirza, Arif (Health)  
**Subject:** Kim's Donuts - questions

## OFFICIAL

Hi Keeley,

Questions and prompts below.

### Donuts

- Are they made daily?
- Variety of donuts and products
- Left overs discarded at end of day or sold following day
- Process of cooking donuts/batter – timed or manual.
- Donut filling – only custard or others
  - Custard –how is it made, stored, used as filling
    - Ingredients
    - Process (mixed with electric mixer/hand, cooling and storage – temp control and shelf life)
    - Piping bag used to fill donuts – single use or reusable, process cleaning bag and nozzles, cleaning nozzle between each donut (whipping with tea towel, paper towel, cloth) refilled or washed between refill and end of day

Any orders of donuts that may have been picked up on exposure date (contact details, donut type, quantity etc)

Egg use – details of eggs and use (batter, fillings, all cooked?)

### General cleaning

- Dish washer – what equipment does not go in the dishwasher (if piping bags go in dishwasher are they on a rack/wire to ensure inside of the bag is clean)
- Sanitiser
- Possible cross contamination – tea towel and cloth use, piping bags,

Is the kitchen used by any other business afterhours or any additional products (moonlighting) not on menu

Thanks for your help.

Lyndell

**Lyndell Hudson | Director, Environmental Health Food Safety**

Ph: 02 5124 6125 | Email: [lyndell.hudson@act.gov.au](mailto:lyndell.hudson@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



25/11/21 2:45 pm

Hi Lyndell, Arif let me know we will have some swabs today. I am about to go and do some work in the lab so will be away from my computer. If an ART is called or there is more information, could you please call me ext 49176 As i have it forwarded to my mobile. Vic is on leave.



Hudson, Lyndell (Health) 25/11/21 2:52 pm

Hi

Not likely to be an ART today - possibly tomorrow. Will give you a call if more info comes in.  
Thanks

25/11/21 4:07 pm

Thanks Lyndell, so is sampling still occurring today? I just want to know whether staff will have to stay back or if I can let them go home



Hudson, Lyndell (Health) 25/11/21 4:23 pm

Yes, there will be swabs coming in today.

25/11/21 4:26 pm

Do you have any idea how many? What time they will arrive? Are they being collected as stat sample? I'm assuming we are just processing for salmonella? could you give me a call please when you have a moment



Hudson, Lyndell (Health) 25/11/21 4:39 pm

Sorry, I am swamped. Tried to call Arif - did not answer.

No stat samples

But need to confirm with Public Health registrar on testing

25/11/21 4:45 pm

I understand. let us know when you can. I just want staff to be able to prepare before samples arrive. We only really do either salmonella or l.mono from swabs- even those we aren't accredited for. Any other testing we would need to just make up a method for as we go.

**From:** [REDACTED]  
**Sent:** Thursday, 25 November 2021 14:50  
**To:** Allen, Keeley (Health)  
**Subject:** Re: Food poisoning complaint - follow up questions  
**Attachments:** image002.png; image001.jpg

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Keeley,

From Mrs Kim's we shared the following flavours [REDACTED]

- nutella
  - original glaze
  - Oreo cheesecake
  - lemon cheesecake
  - jam
  - tiramisu
  - biscoff
- [REDACTED]

Let me know if you have any further questions

Thanks  
[REDACTED]

On Thu, 25 Nov 2021, 2:17 pm Allen, Keeley (Health), <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)> wrote:

**OFFICIAL: Sensitive - Personal Privacy**

Dear [REDACTED],

I am one of the epidemiologists at ACT Health and I am following up your food poisoning complaint. Thank you for taking the time to complete the form.

I have a few further questions for you to help us narrow down what exactly may have caused [REDACTED] to become unwell and to potentially rule out other sources. These questions are specifically regarding meals you ate from food premises in the ACT as dine in or takeaway meals. If you are comfortable, it may be easier to ask

these questions in a 5-10 minute interview over the phone. If you would like to call, my best contact number is (02) 5124 6215 and if you cannot directly reach me, you can call the CDC Information Line on (02) 5124 9213.

If you would prefer email correspondence, we are seeking further clarifications on the following:

- **Mrs Kim Donuts:** which donuts did you eat, and how many of each kind?
  - Mrs Kim Donuts has an extensive menu, which I have included as an image below, and attached.



- **Mrs Kim Donuts:** which donuts did your [REDACTED] eat, and how many of each kind?
- **Mrs Kim Donuts:** I understand that this was a shared meal with others who did not become unwell. How many people in our group ate donuts and were not unwell, do you know which type/s of donuts they ate, and how many of each kind?



I may need to send some follow up emails with some further clarifying points.

Please don't hesitate to contact me if you have any questions. Thank you in advance for all your assistance in this matter, and for proactively reporting this incident.

Best regards,

Keeley

**Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar**

Ph: 5124 6215 | Email: [keeley.allen@act.gov.au](mailto:keeley.allen@act.gov.au)

**Disease Surveillance Unit, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**  
25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



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+ Dark Chocolate Mousse

26

+ Fresh Cream and Jam

+ Lemon Cheesecake

+ Lotus Biscoff Custard

+ Oreo Cheesecake

+ Tiramisu Custard

+ Vanilla Custard

+ Chocolate M&M's (unfilled)

+ Cinnamon (unfilled)

+ Glazed Crunch (unfilled)

+ Glazed Raspberry (unfilled)

+ Jam

+ Nutella

+ Nutella Pods (unfilled)

+ Nutella Kit-Kat (unfilled)

+ Original Glaze (unfilled)

+ Pink M&M's (unfilled)

+ Salted Caramel Filled









**From:** Allen, Keeley (Health)  
**Sent:** Thursday, 25 November 2021 14:51  
**To:** Greenville, Felicity (Health)  
**Subject:** FW: Possible Food Poisoning - Kim's Donuts contacts

UNOFFICIAL

**From:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Sent:** Thursday, 25 November 2021 1:52 PM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** FW: Possible Food Poisoning - Kim's Donuts contacts

UNOFFICIAL

Hi Keeley,

Please see info from Lyndell. May you please attempt follow up with these people?  
 Do you have a blank copy of the food team's questionnaire? If not, could use the WA form or ask Lyndell/Nicki for a blank one. I believe they've already been send the questionnaire via email, but would be better for us to complete over the phone.

Thanks heaps,  
 Nevada

**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:45 PM  
**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>  
**Subject:** Possible Food Poisoning - Kim's Donuts contacts

UNOFFICIAL

Hi Nevada,

Contact details below. Can you please ask Felicity and Keeley to follow up.

Arif will attend the premises this afternoon. I will brief Arif and run through specific questions for him to ask.

Main contact is [REDACTED] who provided one central contact for each household.

[REDACTED] – 3 people + 2 who felt unwell but no vomiting and diarrhoea.  
 [REDACTED] – 2 people  
 [REDACTED] – 1 person  
 [REDACTED] – 2 people

Other complaint's name provided by proprietor (he was not 100% it was the correct name and number)

Nicki has left a message asking to contact us but has not receive a call yet.

Thanks

Lyndell

**From:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:23 PM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Subject:** RE: Possible Food Poisoning - Kim's Donuts

UNOFFICIAL

Hi

[REDACTED] gave me one central contact for each household. She didn't have phone numbers for every individual.

[REDACTED] – 3 people + 2 who felt unwell but no vomiting and diarrhoea.  
 [REDACTED] – 2 people  
 [REDACTED] – 1 person  
 [REDACTED] 2 people

I will start trying to contact the others who have sent alleged food poisoning emails.

Kind Regards

Nicki

**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 1:00 PM  
**To:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Subject:** RE: Possible Food Poisoning - Kim's Donuts

UNOFFICIAL

Hi Nicki

Can you please urgently provide the name and contact number of the people who are unwell that you have been provided with ([REDACTED] and the other complainant) ?

Thank you

Lyndell

**From:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 11:56 AM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Subject:** Possible Food Poisoning - Kim's Donuts

UNOFFICIAL

Hi



I had a call this morning from Kim at Kim's Donuts advising me that he had received two calls about customers being sick from his products. He gave me the contact details for the callers. I have been able to contact one of the customers, the other their phone just rings out.



When Kim called he was really upset and concerned about what had happened. He listed all the things he controls with food safety in the shop (staff hygiene, cleaning and sanitising, fresh products and temperature control) and confirms he throws away all their left over products each night. His custard is made from cream, milk and custard powder. He doesn't use raw egg in the products. After the phone call he closed the store, disposed of all products and conducted a deep clean of his store. After receiving another call this morning he closed the shop down. He is hoping to speak to someone who can tell him what to do so he can reopen the shop.

Other than wait for the questionnaires is there anything you would like me to do at this point in time? Would you like me to chase her up this afternoon if I haven't heard from her by a certain time?

Kind Regards

Nicki

**Environmental Health | Customer Service Officer**

Ph: 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

**Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



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**From:** Environmental Health  
**Sent:** Thursday, 25 November 2021 16:37  
**To:** Hudson, Lyndell (Health)  
**Subject:** RE: [REDACTED] - Food complaint Mrs Kim's Donuts

OFFICIAL

If CDC need assistance chasing people up I am more than happy to help.

This is getting huge and I feel sorry for the guy at the store because at least when I spoke to him this morning he seemed lovely and really concerned.

**From:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Sent:** Thursday, 25 November 2021 4:32 PM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>; Ruthenberg, Jennifer (Health) <Jennifer.Ruthenberg@act.gov.au>  
**Subject:** RE: [REDACTED] - Food complaint Mrs Kim's Donuts

OFFICIAL

Hi Nicki

Thanks for sending this through. I will ask CDC to follow this up.

Lyndell

**From:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 4:30 PM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Subject:** FW: [REDACTED] - Food complaint Mrs Kim's Donuts

OFFICIAL

Hi

Have the phone calls been handed to CDC or would you like me to begin collecting information from these guys?

Kind Regards

Nicki

**From:** HPSReception <[HPSReception@act.gov.au](mailto:HPSReception@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 4:25 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** [REDACTED] - Food complaint Mrs Kim's Donuts

OFFICIAL

Hi team,

Please call [REDACTED]  
[REDACTED]

Re Food complaint Mrs Kim's Donuts  
[REDACTED]

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Services | Public Health, Protection and Regulation

Health System Policy & Research | ACT Health Directorate | ACT Government

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



25/11/21 4:45 pm

I understand. let us know when you can. I just want staff to be able to prepare before samples arrive. We only really do either salmonella or l.mono from swabs- even those we aren't accredited for. Any other testing we would need to just make up a method for as we go.



Hudson, Lyndell (Health) 25/11/21 4:43 pm

Can we run both salmonella and l.mono?

25/11/21 4:50 pm

not from one swab no, we put the whole swab into specific broth to incubate

25/11/21 6:18 pm

Hi Lyndell, did you want to see if Arif could collect any cloths that they have? tea towels/chux/sponges. they have been pretty useful in previous outbreaks



Hudson, Lyndell (Health) 25/11/21 6:19 pm

Hi, yes we have asked him to collect any used tea towels, cloths and piping bags.

25/11/21 6:20 pm

great, thanks



**From:** Greenville, Felicity (Health)  
**Sent:** Thursday, 25 November 2021 17:10  
**To:** Allen, Keeley (Health)  
**Subject:** RE: [REDACTED] - Food complaint Mrs Kim's Donuts

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

I found the form on sharepoint and the menu online so just the names and numbers of who is left to call.

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**  
 25 Mulley Street Holder ACT 2611

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**From:** Greenville, Felicity (Health)  
**Sent:** Thursday, 25 November 2021 4:57 PM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** RE: [REDACTED] - Food complaint Mrs Kim's Donuts

OFFICIAL

Hi Keeley,

I can do some more calls after 6. Are you able to forward me the forms and the name/phone number for the people left to call.

I had to rush out after doing that first call – that I left on your desk, and didn't bring anything with me.

I will also come in to the office tomorrow so can help if needed then too.

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**  
 25 Mulley Street Holder ACT 2611

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**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 4:34 PM  
**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Subject:** FW: [REDACTED] - Food complaint Mrs Kim's Donuts

OFFICIAL

Hello

Please see another complaint regarding Mr Kim's Donuts below.

Can I please leave this with you to follow up?

Thanks  
Lyndell

---

**From:** HPSReception <[HPSReception@act.gov.au](mailto:HPSReception@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 4:25 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** [REDACTED] - Food complaint Mrs Kim's Donuts

OFFICIAL

Hi team,

Please call [REDACTED]  
[REDACTED]

Re Food complaint Mrs Kim's Donuts  
[REDACTED]

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Services | Public Health, Protection and Regulation

Health System Policy & Research | ACT Health Directorate | ACT Government

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**From:** Hudson, Lyndell (Health)  
**Sent:** Thursday, 25 November 2021 17:15  
**To:** Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)  
**Subject:** FW: Public Health Complaint - Mrs Kim's Donuts Kingston

OFFICIAL

Hello

Another complaint with 7 unwell and one presenting to Canberra Hospital.

Lyndell

---

**From:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Sent:** Thursday, 25 November 2021 4:34 PM  
**To:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Cc:** Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
**Subject:** FW: Public Health Complaint - Mrs Kim's Donuts Kingston

OFFICIAL

Lyndell

Another from the EH inbox for CDC forwarding and follow-up.

Regards

Jennifer Ruthenberg | Assistant Director Food Safety and Audit  
 Ph: 02 5124 9256 | Email: [jennifer.ruthenberg@act.gov.au](mailto:jennifer.ruthenberg@act.gov.au)  
 Environmental Health, Health Protection Service, Public Health Protection and Regulation | ACT Health Directorate  
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**From:** Mitchell, Michelle (Health) <[Michelle.Mitchell@act.gov.au](mailto:Michelle.Mitchell@act.gov.au)> On Behalf Of HPS  
**Sent:** Thursday, 25 November 2021 4:31 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** FW: Public Health Complaint - Mrs Kim's Donuts Kingston

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

**From:** [REDACTED] >  
**Sent:** Thursday, 25 November 2021 4:15 PM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Subject:** Public Health Complaint - Mrs Kim's Donuts Kingston

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom it may concern,

[REDACTED]

[REDACTED] after consuming Mrs Kim's Donuts (9/15 Tench St, Kingston ACT 2604) on Saturday 20th December.

[REDACTED]

Unfortunately we did not keep any samples of the product as we fell ill almost 24 hours after consuming the donuts.

I'm happy to provide further information should you require.

Kind Regards,

[REDACTED]



**Affected Case Contact Details****Symptoms**

	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Date	Time of onset
Nausea	<input checked="" type="checkbox"/>	<input type="checkbox"/>	24/11/2021	9:30pm
Stomach cramps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	24/11/2021	9:30pm
Vomiting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	24/11/2021	11:30pm
Fever	<input type="checkbox"/>	<input type="checkbox"/>	25/11/2021	1am
Headache	<input checked="" type="checkbox"/>	<input type="checkbox"/>	25/11/2021	1am
Diarrhoea	<input checked="" type="checkbox"/>	<input type="checkbox"/>	24/11/2021	10:30am
If yes-bloody diarrhoea Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				<b>Incubation period</b> hours to V/D – 24 hrs
Predominant symptom:				
Other symptoms (e.g. tingling) : shaking, hot and cold flushes, weak and sore				
Still experiencing symptoms? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Date recovered:				
Doctor consulted? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Hospital visited? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Date: _____				
Doctor/Hospital name: _____ Contact number: _____				
Type of specimens taken (if any):				
Able/willing to provide a specimen if required:				
If outbreak suspected, obtain <u>and record</u> permission to discuss test result with doctor/hospital)				
Permission granted: Yes/No Date: _____ Time: _____				
Suspected meal eaten: Mrs Kims Donuts				
Date: 23/11/2021	Time: 2pm	Premises name & address: Mrs Kims Donuts Unit 9/15 Tench St Kingston, Canberra, Australian Capital Territory		

Name	Well    Ill	Shared Household Yes/No	Contact details

## Food History

Travelled in the last 2 weeks	no
Exposure to private water supply	no
Drink bottled water	yes
Exposure to tank or bore water	no
Exposure to swimming in pool/lake/beach/estuary	no
Animal exposure (pets, livestock, native)?	no
Gardening exposure (potting soil, etc)	no
Exposure to sewer/contaminated water	no
Work with kids/elderly	no
Food handler	no

**Notes**

Please add any more information that has not already been covered on this form that you think could be important.

I ordered 4 boxes of donuts

3 of those boxes included 12 donuts

And 1 box that contained 6

2 of the boxes of 12 were gifted to 2 different familys, 3 memebers of one family became quite ill and the other family 5/6 became ill

The 2 other boxes were for me and my family in the house hold only 2 of us have become unwell.

I have ordered off mrs kims because and have had no issues at all so might of just been something off in the batch that was made on the previous weekend.

**From:** Allen, Keeley (Health)  
**Sent:** Thursday, 25 November 2021 19:24  
**To:** Environmental Health  
**Cc:** Pingault, Nevada (Health)  
**Subject:** RE: Kims Donut case

Thanks Jenny, I had not received it yet 😊

---

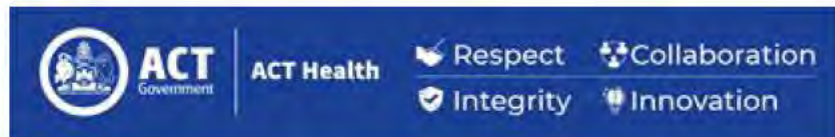
**From:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Sent:** Thursday, 25 November 2021 7:23 PM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Cc:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Subject:** FW: Kims Donut case

Hi Keeley

Forwarding this onto you for Kim's Donut investigation. Not sure if you already received it, but just in case.

Regards

Jennifer Ruthenberg | Assistant Director Food Safety and Audit  
 Ph: 02 5124 9256 | Email: [jennifer.ruthenberg@act.gov.au](mailto:jennifer.ruthenberg@act.gov.au)  
 Environmental Health, Health Protection Service, Public Health Protection and Regulation | ACT Health Directorate  
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---

**From:** [REDACTED]  
**Sent:** Thursday, 25 November 2021 4:52 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:**

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**From:** Allen, Keeley (Health)  
**Sent:** Thursday, 25 November 2021 19:30  
**To:** Greenville, Felicity (Health)  
**Subject:** RE: Donut calls

Thanks Felicity! We will hopefully have a shiny new redcap form tomorrow if we get more people to call.

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Thursday, 25 November 2021 7:28 PM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** RE: Donut calls

Donut flavours

- creme brûlée donut
- jam and glazed with Nutella donut
- creme brûlée and jam donut
- custard and jam donut
- half plain donut with icing on top

Apparently those that ate the crème brulee were much more sick than those who only had jam or plain donut.

I spoke to [REDACTED] who ordered 3 ½ boxes. The 3 boxes of a dozen were a mixture of jam, crème brulee and custard (she thinks vanilla custard). The ½ box was mixed but never got eaten. They disposed of the donuts today 😞. No further diarrhoea but if anyone in house does I requested they go to emergency or GP to arrange a sample.

I also spoke to [REDACTED] and we can take her off the list. She had called Mrs Kim's to make an order for Monday – has not been sick and has not purchased from them recently so a bit of a mix up there.

See you in the morning

Felicity Greenville | Disease Surveillance | Public Health Nurse

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611

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**From:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Sent:** Thursday, 25 November 2021 6:26 PM  
**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Subject:** RE: Donut calls

Thanks Felicity, I have spoken to [REDACTED] and [REDACTED] this evening. I'll start setting up a database to put all the interview notes in.

**From:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 6:10 PM  
**To:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Subject:** RE: Donut calls

Sure. Will make a start now and will try [REDACTED] first.  
 I have contact details for [REDACTED] and [REDACTED] as well from Lyndell so let me know if anyone else calls them otherwise I can try them if I have time.

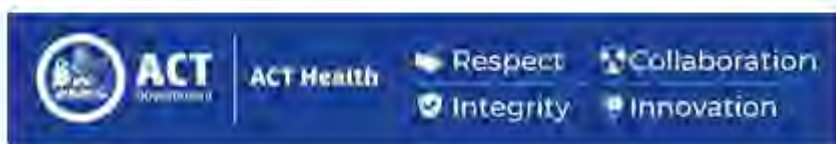
**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

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25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 6:01 PM  
**To:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Subject:** Donut calls

Hi Felicity,

Thank you for being an absolute star! If you have the capacity to call people, we have the below:



There are more complaints, I'm going through what I can now. I don't expect us to get through everyone tonight, maybe just try [REDACTED] if you have capacity to lock down what flavours. It wasn't on the list, but ask about the Cream Brulee flavour and the Dark Chocolate Mousse flavour.

There is an ART tomorrow at 10am, so please come into the office. We got a proper outbreak on our hands!

**Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar**

Ph: 5124 6215 | Email: [keeley.allen@act.gov.au](mailto:keeley.allen@act.gov.au)

**Disease Surveillance Unit, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder ACT 2611

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*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



**From:** Waters, Natasha (Health)  
**Sent:** Thursday, 25 November 2021 19:42  
**To:** Redfern, Jade (Health)  
**Cc:** Wansink, Victoria (Health)  
**Subject:** Outbreak sampling

OFFICIAL: Sensitive

Hi Jade,

Just an update on where we are at with the outbreak sampling.

We have received 10 swab samples this evening, after discussion with Lyndell we are processing all for salmonella.

EH are going out again to the premise tonight, and will be collecting more swabs that we will process for listeria, some cloths/piping bags if they can get them and food samples which we will process for both listeria and salmonella.

We have agreed that EH will hold onto these samples overnight and provide to us in the morning. We will then process first thing.

We will work Friday night and over the weekend to continue the analysis.

I will attend the ART set for Friday at 10am.

Kind regards,

**Natasha Waters (she/her) | Assistant Director Microbiology Unit**

Ph: 5124 9176 | Email: [natasha.waters@act.gov.au](mailto:natasha.waters@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**  
25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*





**From:** Waters, Natasha (Health)  
**Sent:** Thursday, 25 November 2021 19:46  
**To:** #ACT Health, HPS Microbiology  
**Subject:** Outbreak analysis

**Importance:** High

OFFICIAL: Sensitive

HI Micro,

We have received 10 swab samples this evening, after discussion with Lyndell we are processing all for Salmonella.

EH are going out again to the premise tonight, and will be collecting more swabs that we will process for listeria, some cloths/piping bags if they can get them and food samples which we will process for both listeria and salmonella.

We have agreed that EH will hold onto these samples overnight and provide to us in the morning. We will then process first thing.

I will attend the ART set for Friday at 10am.

We will need to work Friday night and over the weekend to continue the analysis. We will need people for Friday night(sample went in at 19:30) then again sat morning, Saturday afternoon, sundy morning, Sunday afternoon.

I can work but do I have any other volunteers? It will be considered overtime.

Kind regards,

**Natasha Waters (she/her) | Assistant Director Microbiology Unit**

Ph: 5124 9176 | Email: [natasha.waters@act.gov.au](mailto:natasha.waters@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

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**ACT**  
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**ACT Health**

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

 Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0362  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Tiramisu AM-0662- A1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPC result	30C_72HR	cfu/g	6,800
E.coli count in food	CON4-PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPN	MPN per gram	4.5
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
*11/30/11/21*


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 NATA Accredited Laboratory Number: 1287

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Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0363  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder, ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Hershey AM-0662- B1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25 g	Not Detected
SPC result	30C_72HR	cfu/g	6,800
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
<i>E.coli</i> count in food	CON4-PP	cfu per gram	<3
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed , NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
 11/11/21


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Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0364  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Cream AM-0662- C1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25 g	Not Detected
SPC result	30C_72HR	cfu/g	920,000*
E.coli count in food	CON4PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPN	MPN per gram	920.0
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed , NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
 30/11/21


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Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: www.health.act.gov.au

ABN: 16 461 147 509

## ANALYSIS REPORT

Sample source: Mrs Kim's Donuts/Kingston  
 ACTGAL No: M21/0365  
 Date collected: 25/11/21  
 Date tested: 26/11/21

Approved by: M. Gorkhali  
 Finalised date: 30/11/21  
 Submitter: A. Mirza  
 Client: Manager Operations Environmental Health.

Clients Address: 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	White Choc AM-0662- D1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPC result	30C_72HR	cfu/g	33,000
E.coli count in food	CON4-PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: \_\_\_\_\_

Milan Gorkhali

Reporting Officer

**E-MAILED**  
 MW 30/11/21



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**ANALYSIS REPORT**

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0366  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** N. Waters  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
Holder. ACT

**SAMPLE COMMENTS****RESULTS**


Test	Method Code	Units	Plain Custard AM-0662-E1
EHO Code			
Salmonella in 25g of food	SALM_MALDI_CON	D/ND in 25 g	Not Detected
SPC result	30C_72HR	cfu/g	12,000
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
<i>E.coli</i> count in food	CON4-PP	cfu per gram	<3
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

**REPORT COMMENT:**

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: 

Natasha Waters  
Reporting Officer

**E-MAILED**  
18/11/21



ACT Health

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: www.health.act.gov.au

ABN: 16 461 147 509

## ANALYSIS REPORT

Sample source: Mrs KMrs Kim's Donuts/Kingston  
 ACTGAL No: M21/0366  
 Date collected: 25/11/21  
 Date tested: 26/11/21

Approved by: M. Gorkhali  
 Finalised date: 30/11/21  
 Submitter: A. Mirza  
 Client: Manager Operations Environmental Health.

Clients Address: 25 Mulley Street.  
 Holder, ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Plain Custard AM-0662- E1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPC result	30C_72HR	cfu/g	12,000
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
E.coli count in food	CON4-PP	cfu per gram	<3
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed , NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: \_\_\_\_\_

Milan Gorkhali

Reporting Officer



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Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0367  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test	Method Code	Units	Cotton Candy Custard AM-0662-F1
EHO Code			
Salmonella in 25g of food	SALM_MALDI_CON	D/ND in 25g	Not Detected
SPC result	30C_72HR	cfu/g	5,600
E.coli count in food	CON4-PP	cfu per gram	<3
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable  
 \* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
*MW 30/11/21*


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## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0362  
 Sample Date: 26/11/21  
 Time of Collection: 7 25 Pm

Analyst: 7P  
 Weighed out by: S-7

## Comment

LIMS results checked:

LIMS checked by reporting officer: (M)  
 30/11/21

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est. Onl y	Init.
M21/0362	1	Tiramisu	AM-0662-A1	-2, -4, -6	60	75	6800	Y/N	
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass Fail	N/A	
Time in: 10:50		PCA Time out: 12:30		Lapsed time: 1:40			N/A	N/A	
PCA Volume: 500ml		N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confir- med tubes	MPN Result	Init.
M21/0362	1	Tiramisu	AM-0662-A1					
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0362	1	Tiramisu	AM-0662-A1	-1	0,0,0	<3	
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0362	1	Tiramisu	AM-0662-A1	-2	0,0	0,0	<50	
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
S. epidermidis ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0362	1	Tiramisu	AM-0662 -A1	-2	0,0	0,0	NA	<50	uw
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	uw

N/A	Lim s No.	Sample description	Sampl e ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Tiramisu	AM- 0662- A1	25g	A	POS/NEG	YES/NO	ISO/NI	
<i>S. hofii</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofii</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0362	1	Tiramisu	AM-0662 -A1	25g	POS/NEG	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0362	1	Tiramisu	AM-0662 -A1	2,0,0	2,0,0	2,0,0	45	uw
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	uw
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	uw

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0362	1	Tiramisu	AM-0662 -A1	-1	0,0	N/A	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

[illegible]

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## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0363  
 Sample Date: 26/11/21  
 Time of Collection: 7:25 Am

Analyst: *Y*  
 Weighed out by: *S*

## Comment

LIMS results checked: *by reporting officer*  
*20/11/21*

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est.Only	Init.
M21/0363	1	Hershey	AM-0662-B1	-2, -4, -6	64	71	6800	Y/N	<i>20/11/21</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass Fail	N/A	<i>20/11/21</i>
Time in: 10:50, 11:10		PCA Time out: 12:30, 14:30		Lapsed time: 1hr 40min, 2hr 20min		N/A	N/A	N/A	
PCA Volume: 500 mL		N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food-MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirmed tubes	MPN Result	Init.
<i>coliforms</i>		<i>incorrect test</i>	<i>5 tubes</i>	<i>10<sup>-1</sup>, 10<sup>-2</sup>, 10<sup>-3</sup></i>				
M21/0363	1	Hershey	AM-0662-B1	0,0,0	0,0,0			
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>20/11/21</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>20/11/21</i>

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0363	1	Hershey	AM-0662-B1	-1	0,0,0	<3	<i>20/11/21</i>
coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>20/11/21</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>20/11/21</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0363	1	Hershey	AM-0662-B1	-2, -3	0,0	0,0	<50	<i>20/11/21</i>
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>20/11/21</i>
S. epidermidis ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>20/11/21</i>

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0363	1	Hershey	AM-0662 -B1	-2, -3	0,0	0,0	NA	<5	uw
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	uw

N/A	Lims No.	Sample description	Sample ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Hershey	AM- 0662- B1	25g	A	POS/NEG	YES/NO	ISO/NI	
<i>S. hofit</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofit</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0363	1	Hershey	AM-0662 -B1	25g	POS/NEG	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0363	1	Hershey	AM-0662 -B1	0,0,0	0,0,0	NA	<1-8	uw
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	uw
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	uw

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0363	1	Hershey	AM-0662 -B1	-1, -2	0,0	N/A	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	



## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0364  
 Sample Date: 26/11/21  
 Time of Collection: 7:25 Am

Analyst:  
 Weighed out by: J. T

## Comment

LIMS results checked: *by reporting officer 30/11/21*

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est. Onl y	Init.
M21/0364	1	Cream	AM-0662- C1	-2, -4, -6 -4	92	<i>spread 725%</i>	920000	Y/N	<i>30/11/21</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass/ Fail	N/A	
A Time in: 10:50, 11:30 PCA Time out: 12:30, 14:30					Lapsed time: 1 hr 40 min		N/A	N/A	
PCA Volume: 500 ml		N/A	N/A	N/A	2 hr 20 min	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0364	1	Cream	AM-0662- C1	<i>uw 29/11</i>				
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0364	1	Cream	AM-0662- C1	-1	0, 0, 0	<3	<i>uw 27/11/21</i>
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>uw</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>uw</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0364	1	Cream	AM-0662- C1	-2, -3 -2	0, 0	0, 0	<50	<i>uw</i>
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>uw</i>
S. epidermidis ALP 16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>uw</i>

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0364	1	Cream	AM-0662 -CI	-2, -3	0,0	0,0	NA	<50	AW
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	AW

N/A	Lims No.	Sample description	Sample ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Cream	AM-0662- CI	25g	A	POS/ NEG	YES/NO	ISO/ NI	
<i>S. hofii</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/ NA	YES/NO/ NA	NA/ ISO/ NI	
<i>S. hofii</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/ NA	YES/ NO/ NA	NA/ ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0364	1	Cream	AM-0662 -CI	25g	POS/ NEG	YES/NO	ISO/ NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/NO	NA/ ISO/ NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0364	1	Cream	AM-0662 -CI	5,5,2	5,5,3	5,5,3	920	AW
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	AW
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	AW

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0364	1	Cream	AM-0662 -CI	-1, -2	0,0	NA	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

Campylobacter in Food CAMP-25GM	Lims No.	Sample Description	Sample ID	Weight Used/ Area Swabbed	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init
M21/0364	1	Cream	AM-0662-C1		POS/ NEG	YES/NO	ISO/ NI	
<i>C. jejuni</i> ALP 61	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	ISO/ NI	
SBA MicroO2 Control	N/A	Pass/ Fail	N/A	N/A	N/A	N/A	N/A	

Moulds PRE14-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Final Result	Init.
M21/0364	1	Cream	AM-0662-C1				
Culture Control	N/A	N/A	N/A	N/A	N/A	N/A	

Yasts CON13-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirmed Count	Final Result	Init.
M21/0364	1	Cream	AM-0662-C1					
<i>S. cerevisiae</i> ALP53	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	



## COLIFORM-CONFIRMATION WORKSHEET (CON3-MPN)

DATE	LIMS No.	LT TUBE		LBGBB		INIT
		Dil	T/No	24 Hr POS/NEG	48 Hr POS/NEG	
27/11/21	M21/0364-1	-1	1	NA	POS	29/11/21
			2	"	POS	
			3	"	POS	
			4	"	POS	
			5	"	POS	
		-2	1	"	POS	
			2	"	POS	
			3	"	POS	
			4	"	POS	
			5	"	POS	
		-3	1	"	POS	
			4	NA	POS	
	K.aerogenes			NA	POS	
	P.aerogenes			NA	NEG	
29/11/21	M21/0364	-3	3	POS	NA	30/11/21
	K.aerogenes			POS	NA	
	P.aerogenes			NEG	NA	

For printed documents, staff are to ensure the Sharepoint Modified Date below is the same as the document in the Sharepoint Library to ensure they are using the current version.

## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0365  
 Sample Date: 26/11/21  
 Time of Collection: 7:25 pm

Analyst: *W*  
 Weighed out by: *S.T*

## Comment

LIMS results checked: *by reporting officer*  
*28/11/21*

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est.Only	Init.
M21/0365	1	White Choc	AM-0662-D1	-2	331	323	33000	Y/N	<i>W</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass/Fail	N/A	<i>W</i>
A Time in: 10:50		PCA Time out: 12:30		Lapsed time: 1hr 40m		N/A	N/A	N/A	
PCA Volume: 500ml		N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirmed tubes	MPN Result	Init.
M21/0365	1	White Choc	AM-0662-D1					
<i>E. coli</i> ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0365	1	White Choc	AM-0662-D1	-1	0,0,0	<3	<i>W</i>
<i>E. coli</i> ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>W</i>
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>W</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0365	1	White Choc	AM-0662-D1	-2	0,0	0,0	<50	<i>W</i>
<i>S. aureus</i> ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>W</i>
<i>S. epidermidis</i> ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>W</i>

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0365	1	White Choc	AM-0662 -D1	-2, -3	0,0	0,0	NA	<50	AW
<i>B. cereus</i> ALP1	N/A	Typical/ Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	AW

N/A	Lims No.	Sample description	Sampl e ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	White Choc	AM- 0662- D1	25g	A	POS/NEG	YES/NO	ISO/NI	
<i>S. hofit</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofit</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0365	1	White Choc	AM-0662 -D1	25g	POS/NEG	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0365	1	White Choc	AM-0662 -D1	0,0,0	0,0,0	NA	<1.8	AW
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	AW
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	AW

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0365	1	White Choc	AM-0662 -D1	-1, -2	0,0	N/A	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

Campylobacter in Food CAMP-25GM	Lims No.	Sample Description	Sample ID	Weight Used/ Area Swabbed	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init
M21/0365	1	White Choc	AM-0662-D1		POS/ NEG	YES/NO	ISO/ NI	
<i>C. jejuni</i> ALP 61	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	ISO/ NI	
SBA MicroO2 Control	N/A	Pass/ Fail	N/A	N/A	N/A	N/A	N/A	

Moulds PRE14-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Final Result	Init.
M21/0365	1	White Choc	AM-0662-D1				
Culture Control	N/A	N/A	N/A	N/A	N/A	N/A	

Yeasts CON13-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirmed Count	Final Result	Init.
M21/0365	1	White Choc	AM-0662-D1					
<i>S. cerevisiae</i> ALP53	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0366  
 Sample Date: 26/11/21  
 Time of Collection: 7:25 pm

Analyst: *JK*  
 Weighed out by: *S.7*

## Comment

LIMS results checked: *by reporting officer*  
*29/11/21*

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est.Only	Init.
M21/0366	1	Plain Custard	AM-0662-E1	-2, -4, -6	113	132	12000	Y/N	<i>29/11</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass/ Fail	N/A	<i>29/11</i>
A Time in: <i>10:54, 11:10</i>		PCA Time out: <i>1hr 40 min</i>		Lapsed time:		N/A	N/A	N/A	
PCA Volume:	<i>500ml</i>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirmed tubes	MPN Result	Init.
M21/0366	1	Plain Custard	AM-0662-E1			<i>N/A</i>	<i>29/11</i>	
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0366	1	Plain Custard	AM-0662-E1	-1	0, 0, 0	<3	<i>27/11/21</i>
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>27/11/21</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>27/11/21</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0366	1	Plain Custard	AM-0662-E1	-2, -3	0, 0	0, 0	<50	<i>27/11/21</i>
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>27/11/21</i>
S. epidermidis ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>27/11/21</i>

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0366	1	Plain Custard	AM-0662 -E1	-2, -3	0,0	0,0	NA	<50	MLU
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	MLU

N/A	Lims No.	Sample description	Sample ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Plain Custard	AM- 0662- E1	258	A	POS (NEG)	YES/NO	ISO/NI	
<i>S. hofit</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofit</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0366	1	Plain Custard	AM-0662- E1	258	POS (NEG)	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0366	1	Plain Custard	AM-0662- E1	0,0,0	0,0,0	NA	<1-3	MLU
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	MLU
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	MLU

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0366	1	Plain Custard	AM-0662- E1	-1, -2	0.0	N/A	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	



Campylobacter in Food CAMP-25GM	Lims No.	Sample Description	Sample ID	Weight Used/ Area Swabbed	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
M21/0366	1	Plain Custard	AM-0662-E1		POS/ NEG	YES/NO	ISO/ NI	
<i>C. jejuni</i> ALP 61	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	ISO/ NI	
SBA MicroO2 Control	N/A	Pass/ Fail	N/A	N/A	N/A	N/A	N/A	

Moulds PRE14-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Final Result	Init.
M21/0366	1	Plain Custard	AM-0662-E1				
Culture Control	N/A	N/A	N/A	N/A	N/A	N/A	

Yasts CON13-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirmed Count	Final Result	Init.
M21/0366	1	Plain Custard	AM-0662-E1					
<i>S. cerevisiae</i> ALP53	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	



## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0367  
 Sample Date: 26/11/21  
 Time of Collection: 7 25 pm

Analyst: *[Signature]*  
 Weighed out by: S.T

## Comment

LIMS results checked:

*by reporting officer @ 29/11/21*

SPC Code:	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est. Only	Init.
30C-72HRS				-2, -4, -6					
M21/0367	1	Cotton Candy Custard	AM-0662-F1	-2	50	63	5600	Y/N	<i>[Signature]</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass/Fail	N/A	<i>[Signature]</i>
PCA Time in: 18:50, 11:10		PCA Time out: 12:30, 14:30		Lapsed time: 1 hr 40 min	N/A	N/A	N/A	N/A	
PCA Volume: 500 ml		N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirmed tubes	MPN Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1	<i>NA</i>	<i>NA</i>			
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1	-1	0, 0, 0	<3	<i>NA</i>
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>NA</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>NA</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1	-2	0, 0	0, 0	<50	<i>NA</i>
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>NA</i>
S. epidermidis ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>NA</i>

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021

*29/11/21*  
*29.11.21*

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir- med Result	Final Count	Init.
M21/0367	1	Cotton Candy Custard	AM-0662 -F1	2,3	0,0	0,0	NA	<50	29/11/21
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	29/11/21

N/A	Lims No.	Sample description	Sampl e ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Cotton Candy Custard	AM- 0662- F1	25g	A	POS/NEG	YES/NO	ISO/NI	
<i>S. hofii</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofii</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662- F1	25g	POS/NEG	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662- F1	0,0,0	0,0,0	NA	<18	
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0367	1	Cotton Candy Custard	AM-0662- F1	-1, -2	0,0	NA	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

Campylobacter in Food CAMP-25GM	Lims No.	Sample Description	Sample ID	Weight Used/ Area Swabbed	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init
M21/0367	1	Cotton Candy Custard	AM-0662-F1		POS/ NEG	YES/NO	ISO/ NI	
<i>C. jejuni</i> ALP 61	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	ISO/ NI	
SBA MicroO2 Control	N/A	Pass/ Fail	N/A	N/A	N/A	N/A	N/A	

Moulds PRE14-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Final Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1				
Culture Control	N/A	N/A	N/A	N/A	N/A	N/A	

Yeasts CON13-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirmed Count	Final Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1					
<i>S. cerevisiae</i> ALP53	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	



**ACT**  
Government  
Health

# Statutory Sampling Form

Health Protection Service  
Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

Sampler Name: Arif Mirza Sampler ID (PHO initial): AM

0662

## Premises Detail

Trading Name: Mil Rami's Bakery Date: 25/11/21 Sample time: 7:25 am/pm  
Sampling conducted with [redacted] File No: 0111/21  
(Circle: Proprietor / Manager / Person in Charge)  
Proprietor: [redacted] Type of Premises: Bakery  
Premises Address: 111 Leach St Kingston

Samples will be divided into three (3) separate parts. One part will be retained by the food business being sampled, one part will be analysed and one part will be stored for future comparison with the other parts.

Sample	Sample type (description)	Temp. (°C at sampling)	Sample Retained
A	Tiramisu	11.5°C	A1: EH fridge A2: EH freezer A3: Proprietor
B	Herrley	12.5°C	B1: EH fridge B2: EH freezer B3: Proprietor
C	Cream	7.5°C	C1: EH fridge C2: EH freezer C3: Proprietor
D	White choc	Room temp.	D1: EH fridge D2: EH freezer D3: Proprietor
E	Plain custard	4.6°C	E1: EH fridge E2: EH freezer E3: Proprietor
F	Cotton Candy Custard	11.6°C	F1: EH fridge F2: EH freezer F3: Proprietor

## Additional Information

- I acknowledge payment in the amount of \$ 30.00 has been made for the above samples.
- I acknowledge I have been informed samples taken may be analysed.
- I acknowledge one part of each sample has been retained by me.

Name: [redacted] Signature: [redacted]

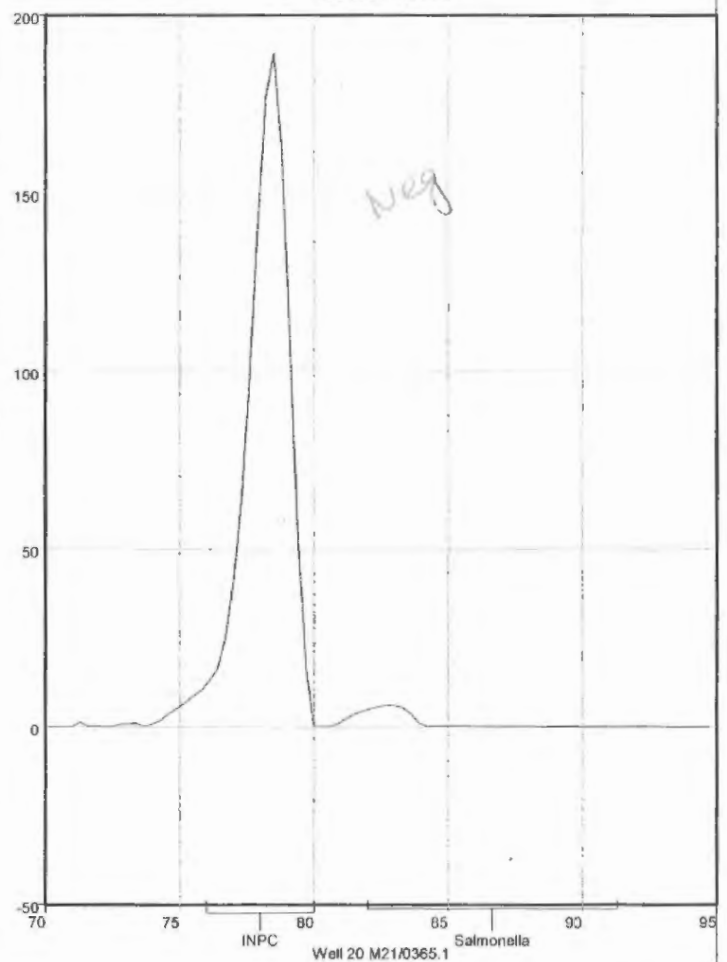
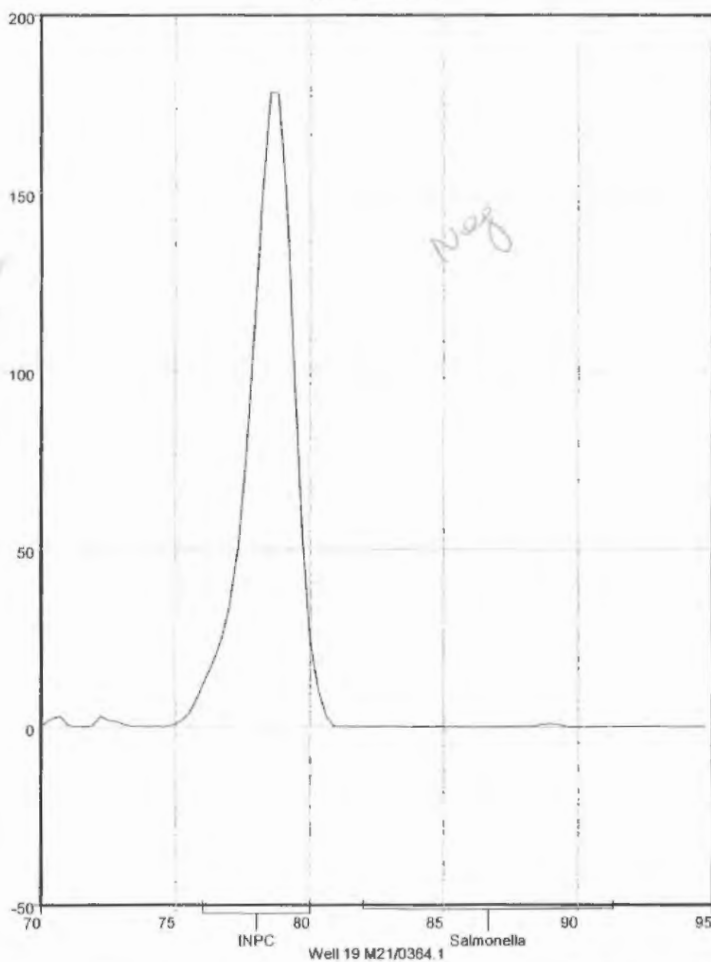
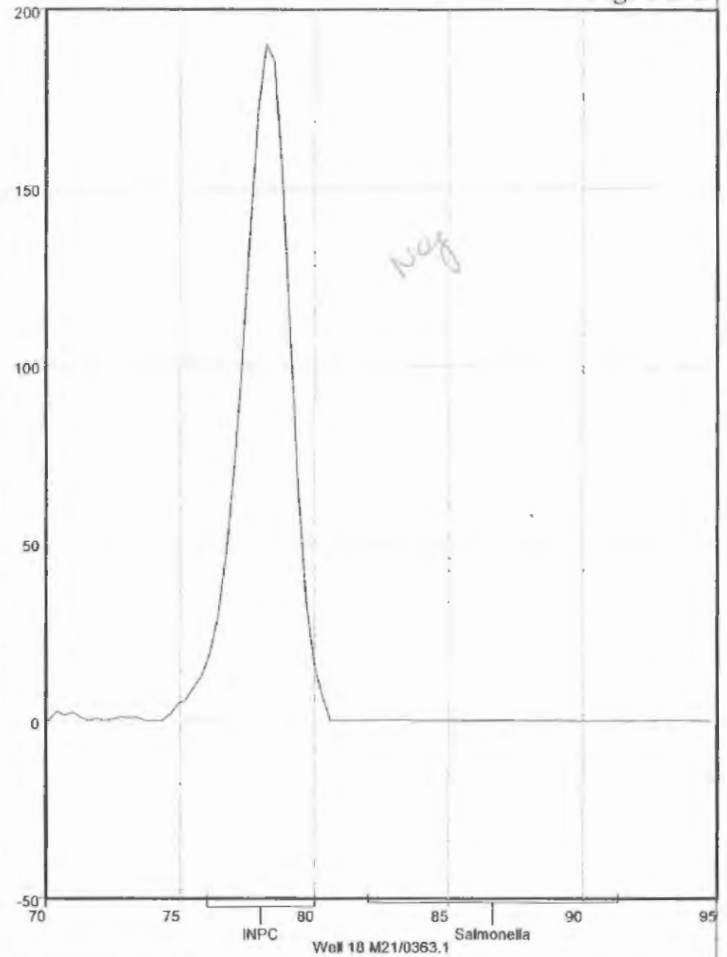
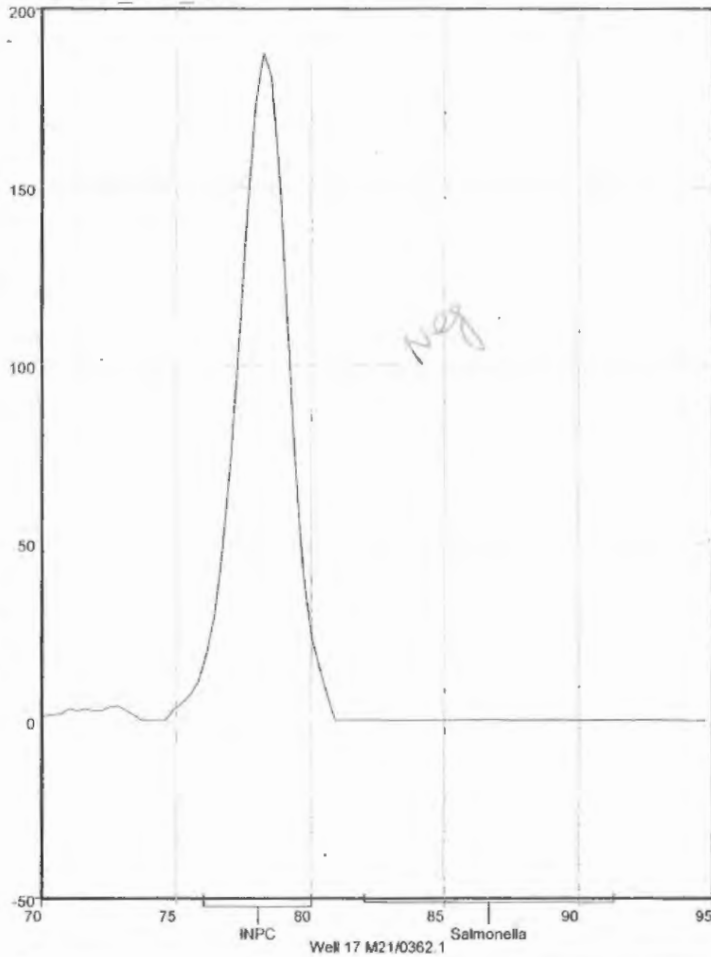
PHO Name: Arif Mirza Signature: [redacted]

Finish time: 5:25 am/pm

## Office use only:

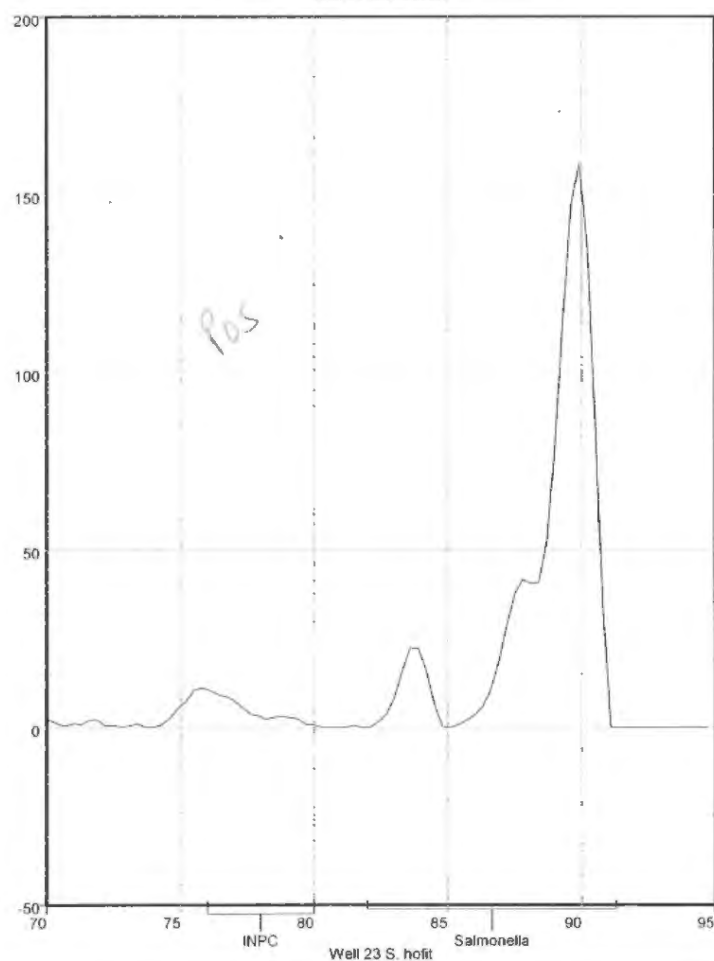
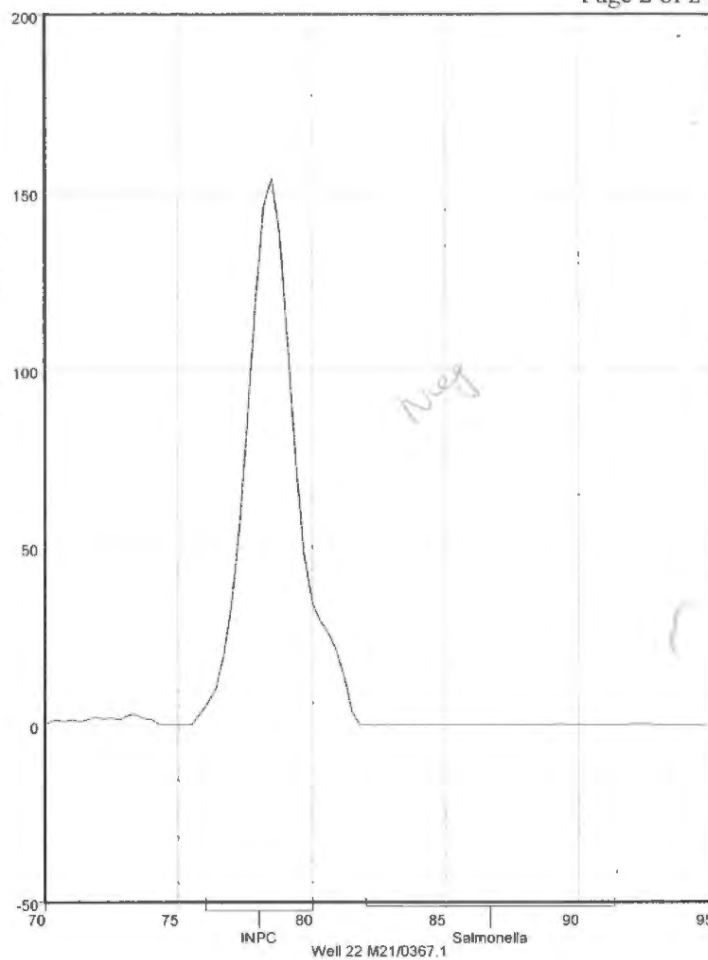
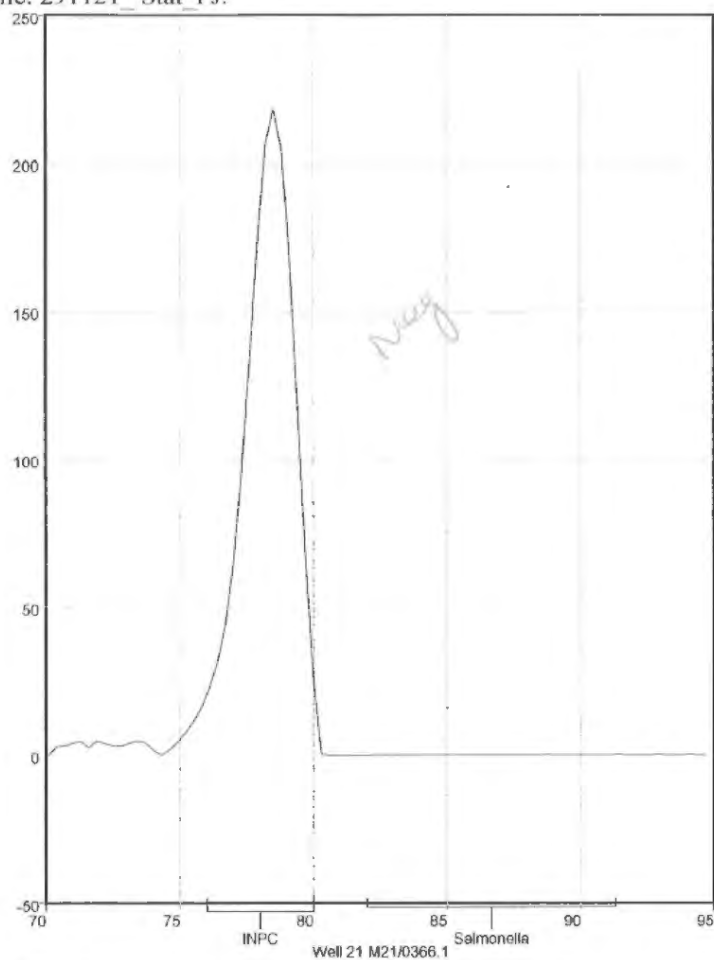
Arrival at the lab: Date: 26/11/2021 Time: 9:35 am/pm

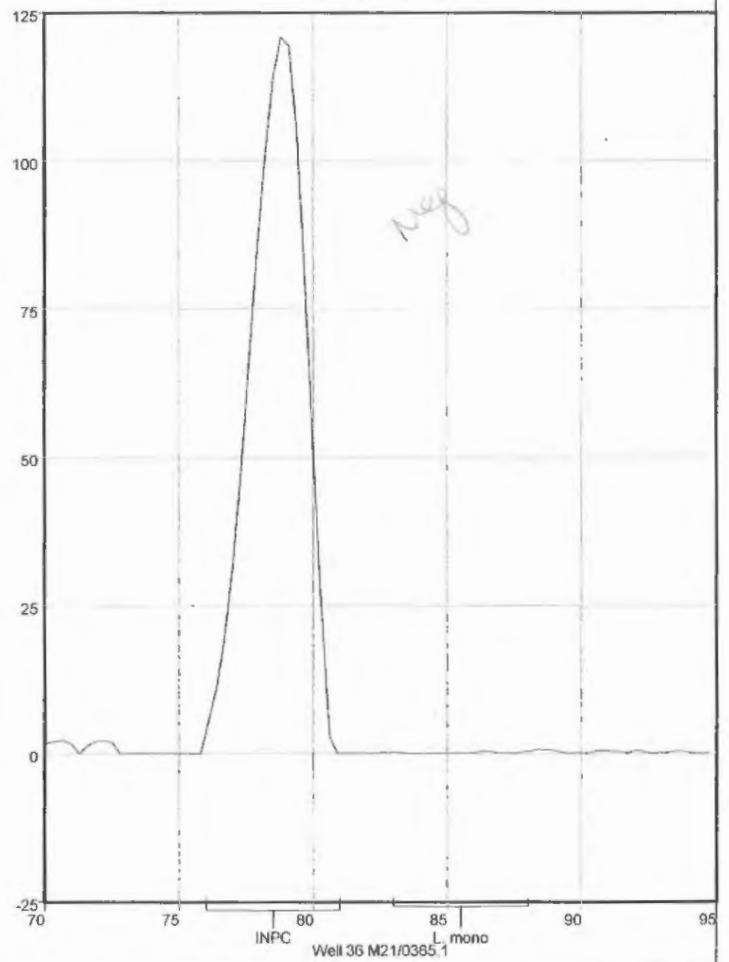
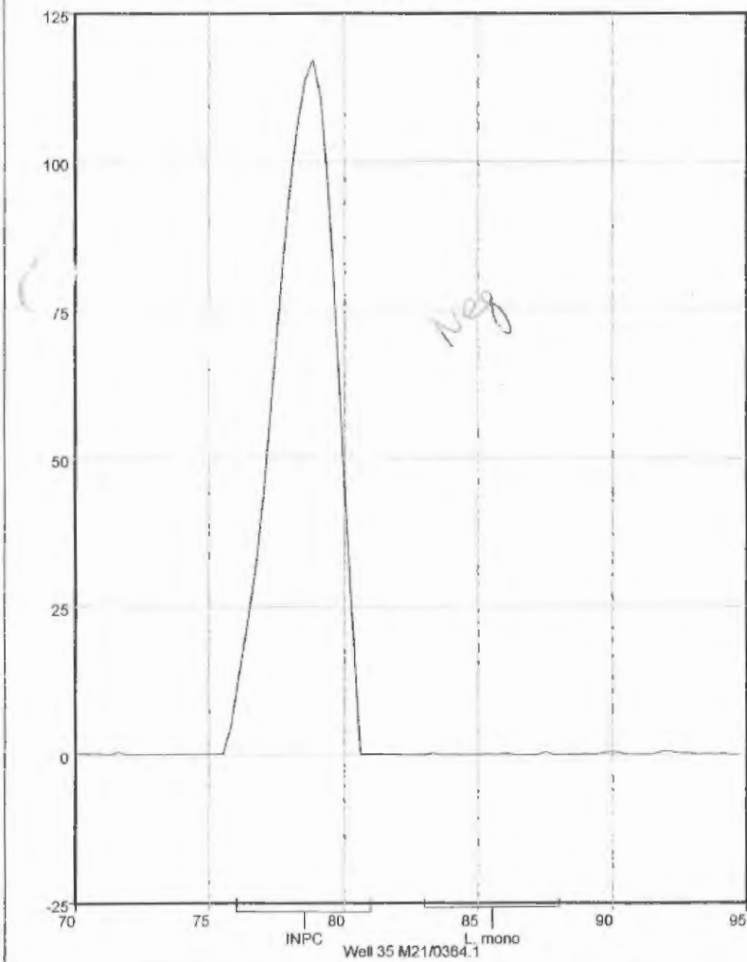
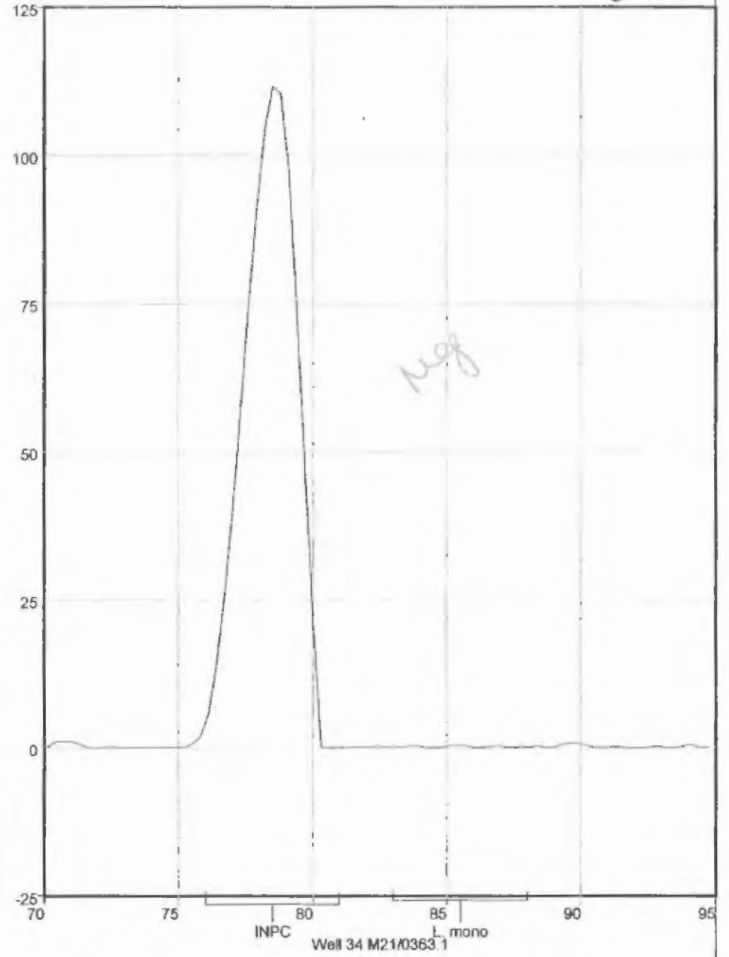
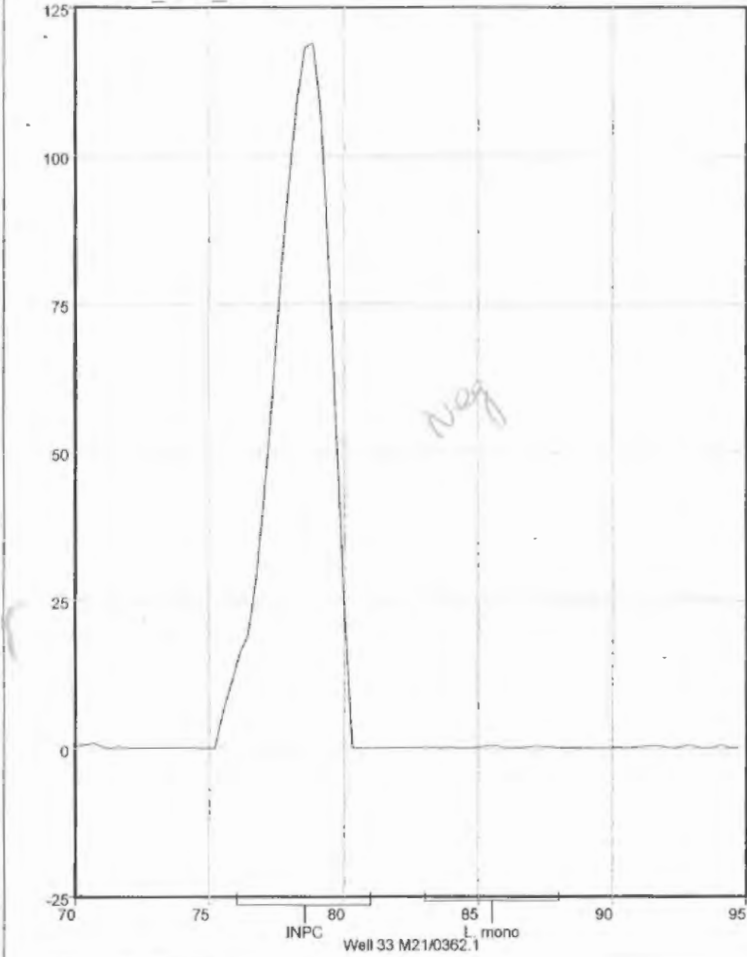
Chain of Custody Complete ☒



File: 291121\_Stat\_PJ.

Page 2 of 2

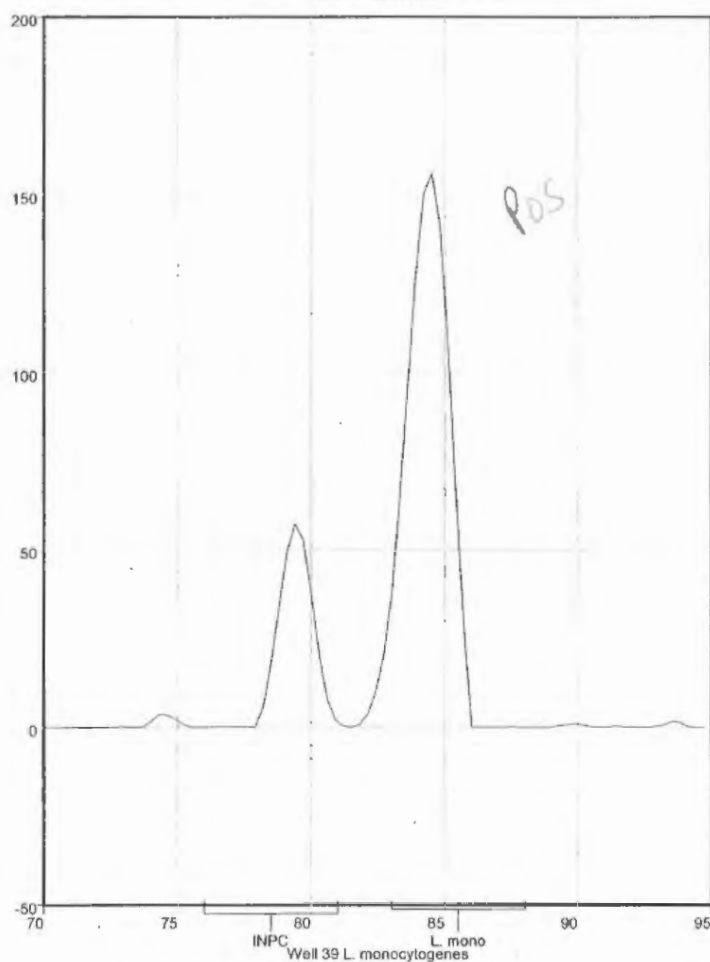
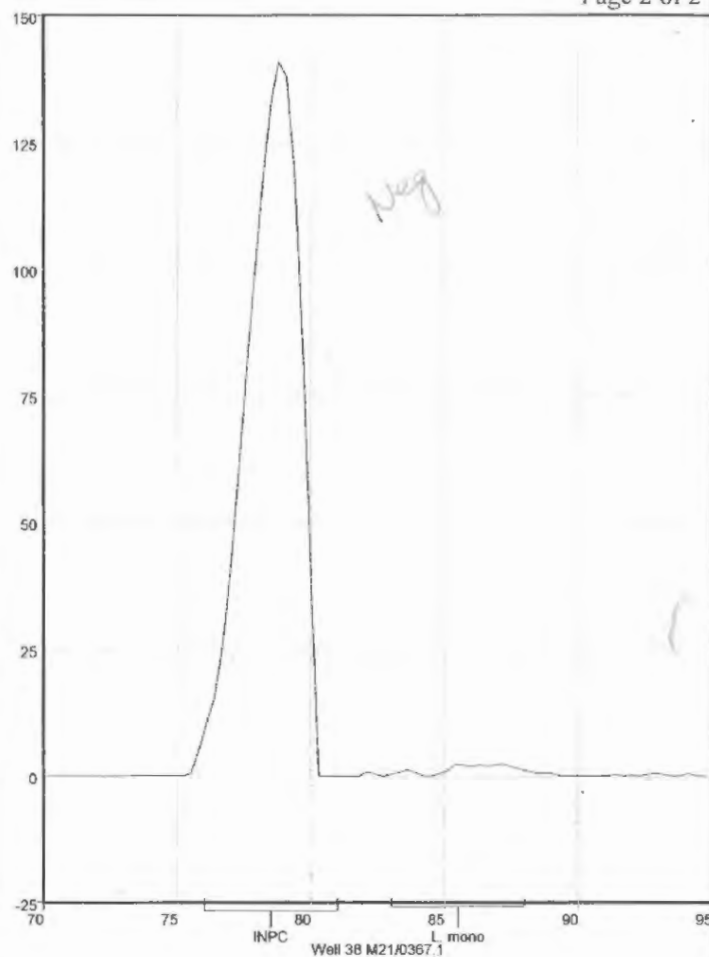
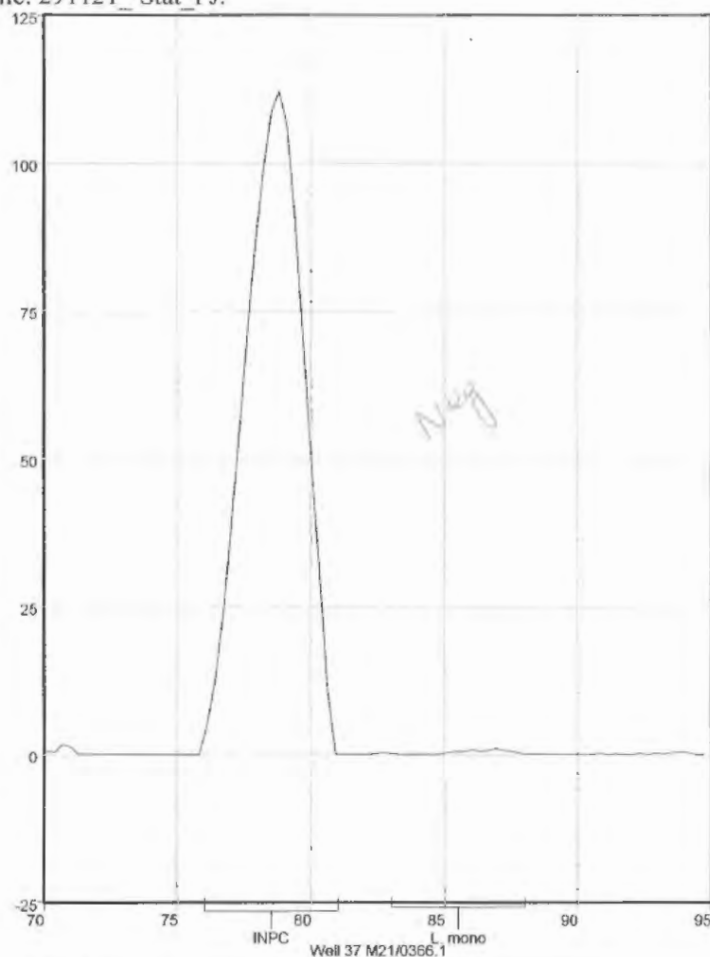




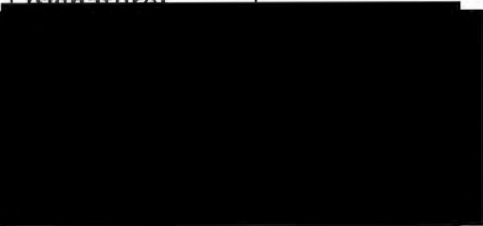


File: 291121\_Stat\_PJ.

Page 2 of 2



## CHAIN OF CUSTODY FORM


Specimen description	Tiramisu - A <sub>1</sub>			
EHO code	AM/0862 - A <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes/No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9.35
		"	26-11-21	11.45
		"	26.11.21	12.15


Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

For printed documents, staff are to ensure the SharePoint Modified Date below is the same as the document in the SharePoint Library to ensure they are using the current version.

## CHAIN OF CUSTODY FORM

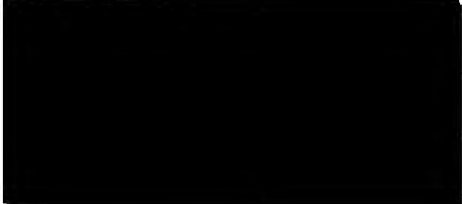
Specimen description	Hershey - B <sub>1</sub>			
EHO code	AM / 0662 - B <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes / <input type="radio"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	12:25

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM


Specimen description	Cream - C <sub>1</sub>			
EHO code	AM / 0662 - C <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes / <input type="radio"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	12:40

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM


Specimen description	Cotton Candy Custard - F <sub>1</sub>			
EHO code	AM / 0662 - F <sub>1</sub>			
Seal intact <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	13:00

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM

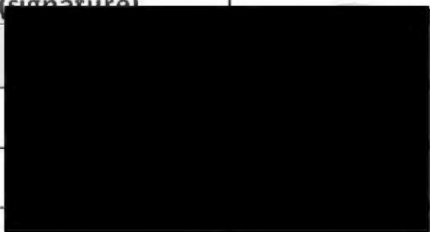
Specimen description	White Choc - D <sub>1</sub>			
EHO code	AM10662 - D <sub>1</sub>			
Seal intact <u>Yes</u> /No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	15:05

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM

Specimen description	Plain Custard - E <sub>1</sub>			
EHO code	AM/0662 - E <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes / <input type="radio"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	13:15

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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TEST MEDIA, SUPPLEMENT and REAGENT TRAILABILITY WORKSHEET LIMS Number: m21/0362, m21/0363, m21/0364, m21/0365, m21/0366, m21/0367

DATE	MEDIA	LOT NUMBER	TIME IN/Int.	TIME OUT/Int.	TIME Int.	TIME OUT/Int.	INC/WB #	QC /Int.	COMMENTS
26/11/21	O.17 Peptone	16/01/2022	N/A					✓	
	HFB	15/01/2022	2:30pm 27/11	14:30m 27/11			37 21	✓	
	BOP	27/02/2022	2:30pm 27/11	14:30m 27/11			1 26/11	✓	
	TSC	15/01/2022	16:00m 27/11	10:05 27/11			#1	✓	
	SBM	4329539 Exp: 27/12/2021						✓	
	BP	15/01/2022	16:00m 27/11	14:25m 27/11	14:35m 27/11	16:15m 28/11	#1	✓	# NW29/11/21
	TBX	19/12/2021	16:00 27/11	14:35m 27/11			#13 26/11	✓	27/11
	MYP	14/01/2022	15:45 27/11	14:37m 27/11	14:50m 27/11	16:30m 28/11	#3	✓	# NW29/11/21
	PCA	4329550 Exp: 15.11.2022	15:45 26/11	15:00 27/11				✓	
	LT	23/02/2022	15:50 26/11	15:00m 27/11	15:40 27/11	16:15m 28/11	#1	Q ✓	# NW29/11/21
27/11/21	MOPS Bleb	29.09.22	15:00 27/11	16:15m 28/11			#1	Q ✓	# NW29/11/21
	Fraser	12/12/21		15:00 27/11			#1-12	✓	moved to inc #12 27/11 NW 30
	BHI	06/12/21	15:25 27/11	18:20m 27/11			#4	✓	# NW29/11/21
	mKtn.	02/12/21		16:15m 28/11			#1-14	✓	moved to inc #14 27/11 NW 30
	RVS	4319659 Exp: 21/12/2021		14:35m 28/11			#5	✓	# NW29/11/21

DATE	SUPPLEMENT/REAGENT/KIT/STAINS	LOT NUMBER	CoA Checked	TIME & DATE ADDED	COMMENTS
26/11/21	Anaerobe F2 GasPak	014725-4 exp: 01-03-22	✓		
	RPF	10143260531 exp: 03/23	✓	12:30 15:00	
	TSC	10143174019 exp: 11/22	✓	12:30 14:45	
	RO H <sub>2</sub> O	29 01 22	N/A		
	Fraser Selective S. media	3293986 exp: 2023/06	✓	27/26/11	
27/11/21	Urease selective Supp.	3000180 exp: 07/22	✓	Added: 23/11/21 UB 23/12/21	
27/11/21	NOVABIO	3262471 exp: 04/2023	✓	added: 27/11/21	

INC = Incubator, WB = Waterbath. \*Total incubation period achieved by programming of incubator. Remaining time in incubator spent under refrigeration/storage condition.

# On this date datalogger checked for recorded time out and correct storage temperature.

For printed documents, staff are to ensure the SharePoint Modified Date below is the same as the document in the SharePoint Library to ensure they are using the current version.

Document ID: ACTGAL-00-0188

SharePoint Modified Date: 8 July 2021

Print Date: 15 November 2021

Page 1 of 1

## ABILITY WORKSHEET LIMS Number:

87

DATE	MEDIA	LOT NUMBER	TIME IN/Int.	TIME OUT/Int.	TIME	INC/WB #	QC /Int.	COMMENTS
27/11/21	LBGBB	16/02/22	15:40aw	09:20aw	29/11	#1	✓aw	taken out prior to 24hrs as all negative
29/11/21	LBGBB	16/02/22	12:15aw	08:55aw	30/11	#1	✓aw	taken out prior to 24hrs as time is positive, but passed as
29/11/21	XCD	lot 4433625 exp 14-01-22	7:13			#1		
	Hekker	lot 4433702 exp 09-02-22	15:55aw					10/11 aw 29/11

[illegible]

INC = Incubator, WB = Waterbath. \*Total incubation period achieved by programming of incubator. Remaining time in incubator spent under refrigeration/storage condition.  
# On this date datalogger checked for recorded time out and correct storage temperature.

### S.1. Food MPN Tables

**Food Table 1:** The Food MPN Table has been prepared from AS 5013.4 and 15 – 2004. MPN FOR USE WITH SINGLE SAMPLE THREE TUBE AND FIVE TUBE TESTS, WITH DILUTIONS CONTAINING 0.1 g, 0.01 g and 0.001 g. at 95% confidence. All unlikely combinations ie. >Category 2 have been removed

Combination of positives	3 tubes per dilution				5 tubes per dilution			
	Category	MPN per gram	95% confidence limits		Category	MPN per gram	95% confidence limits	
0-0-0		<3	0.0	9.4		<1.8	0.0	6.5
0-0-1					2	1.8	0.0	6.5
0-1-0	2	3	0.1	10	2	1.8	0.1	6.5
1-0-0	1	3.6	0.20	17	1	2.0	0.2	9.9
1-0-1	2	7.2	1.2	17	2	4.0	0.7	10
1-1-0	1	7.4	1.3	20	1	6.1	1.7	14
1-2-0	2	11	4.0	35	2	6.1	1.8	14
2-0-0	1	9.2	1.5	35	1	4.5	0.8	14
2-0-1	2	14	4.0	35	2	6.8	1.8	15
2-1-0	1	15	4.0	38	1	6.8	1.9	17
2-1-1	2	20	5.0	38	2	9	2	21
2-2-0	1	21	4.0	47	1	9.2	3.3	22
3-0-0	1	23	5.0	94	1	7.8	2.1	22
3-0-1	1	38	9.0	104	1	11	4.0	22
3-1-0	1	43	9	181	1	11	4.0	25
3-1-1	1	75	17	199	2	14	6.0	34
3-2-0	1	93	15	360	1	14	6.0	34
3-2-1	1	150	30	380	2	17	7.0	39
3-2-2	2	210	30	400	0	20	7.0	39
3-3-0	1	240	40	990	2	17	7.0	39
3-3-1	1	460	90	1980	3	21	7.0	39
3-3-2	1	1100	200	4000	0	24	10	66
3-3-3		>1100				N/G		
4-0-0		-			1	13	4.0	34
4-0-1		-			1	17	5.0	34
4-0-3		-			0	25	10	66
4-1-0		-			1	17	6.0	39
4-1-1		-			1	21	7.0	41
4-2-0		-			1	22	7	48
4-2-1		-			2	26	10	66
4-3-0		-			1	27	10	66
4-3-1		-			2	33	10	66
4-4-0		-			2	34	13	100
5-0-0		-			1	23	7.0	66
5-0-1		-			1	31	10	66
5-1-0					1	33	10	100
5-1-1				-	1	46	14	113
5-1-2				-	2	63	21	149
5-2-0				-	1	49	15	149
5-2-1				-	1	70	22	168
5-2-2				-	2	94	34	220
5-3-0				-	1	79	23	220
5-3-1				-	1	110	30	240
5-3-2				-	1	140	50	350
5-4-0				-	1	130	30	350
5-4-1				-	1	170	60	390
5-4-2				-	1	220	70	440
5-4-3				-	2	280	90	700
5-4-4				-	2	350	110	700
5-5-0				-	1	240	70	700
5-5-1				-	1	350	100	1060
5-5-2				-	1	540	150	1660
5-5-3				-	1	920	230	2530
5-5-4				-	1	1600	400	4600
5-5-5				-		>1600		

Note: This Table does not include all possible combinations of positive tubes. If an MPN tube result is not given by the table then see either the HPO3 or HPO4. The HPO3 or HPO4 can use different tables or [MPNcalc.xls](#) software package to

determine one MPN tube series that are not in the above tables. The results obtained need to be used with care and qualified on the final analysis certificate.


**ACT**  
Government

**ACT Health**

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0362  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Tiramisu AM-0662- A1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPC result	30C_72HR	cfu/g	6,800
E.coli count in food	CON4-PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPN	MPN per gram	4.5
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
 11/30/11/21


Accredited for compliance with ISO/IEC 17025 - Testing  
 This document shall not be reproduced, except in full.  
 Samples tested as received.  
 NATA Accredited Laboratory Number: 1287

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**ACT**  
Government

**ACT Health**

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0363  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder, ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Hershey AM-0662- B1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25 g	Not Detected
SPC result	30C_72HR	cfu/g	6,800
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
<i>E.coli</i> count in food	CON4-PP	cfu per gram	<3
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed , NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
 11/11/21


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**ACT**  
Government

**ACT Health**

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0364  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Cream AM-0662- C1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25 g	Not Detected
SPC result	30C_72HR	cfu/g	920,000*
<i>E.coli</i> count in food	CON4PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPNI	MPN per gram	920.0
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
 30/11/21


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ACT Health

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: www.health.act.gov.au

ABN: 16 461 147 509

## ANALYSIS REPORT

Sample source: Mrs Kim's Donuts/Kingston  
 ACTGAL No: M21/0365  
 Date collected: 25/11/21  
 Date tested: 26/11/21

Approved by: M. Gorkhali  
 Finalised date: 30/11/21  
 Submitter: A. Mirza  
 Client: Manager Operations Environmental Health.

Clients Address: 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	White Choc AM-0662- D1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25 g	Not Detected
SPC result	30C_72HR	cfu/g	33,000
E.coli count in food	CON4-PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: \_\_\_\_\_

Milan Gorkhali

Reporting Officer

**E-MAILED**  
 MW 30/11/21



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**ANALYSIS REPORT**

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0366  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** N. Waters  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
Holder. ACT

**SAMPLE COMMENTS****RESULTS**


Test	Method Code	Units	Plain Custard AM-0662-E1
EHO Code			
Salmonella in 25g of food	SALM_MALDI_CON	D/ND in 25 g	Not Detected
SPC result	30C_72HR	cfu/g	12,000
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
<i>E.coli</i> count in food	CON4-PP	cfu per gram	<3
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

**REPORT COMMENT:**

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: 

Natasha Waters  
Reporting Officer

**E-MAILED**  
16/11/21



ACT Health

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: www.health.act.gov.au

ABN: 16 461 147 509

## ANALYSIS REPORT

Sample source: Mrs KMrs Kim's Donuts/Kingston  
 ACTGAL No: M21/0366  
 Date collected: 25/11/21  
 Date tested: 26/11/21

Approved by: M. Gorkhali  
 Finalised date: 30/11/21  
 Submitter: A. Mirza  
 Client: Manager Operations Environmental Health.

Clients Address: 25 Mulley Street.  
 Holder, ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Plain Custard AM-0662- E1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPC result	30C_72HR	cfu/g	12,000
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
E.coli count in food	CON4-PP	cfu per gram	<3
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: \_\_\_\_\_

Milan Gorkhali

Reporting Officer



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Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0367  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test	Method Code	Units	Cotton Candy Custard AM-0662-F1
EHO Code			
Salmonella in 25g of food	SALM_MALDI_CON	D/ND in 25g	Not Detected
SPC result	30C_72HR	cfu/g	5,600
E.coli count in food	CON4-PP	cfu per gram	<3
L. monocytogenes in food	P_A_LMONO	D/ND in 25g	Not Detected
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
Coag Pos Staph	COAG_POS	cfu/g	<50
B. cereus result	CON6_SP	cfu/g	<50
C. perfringens result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable  
 \* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
 11/30/11/21


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## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0362  
 Sample Date: 26/11/21  
 Time of Collection: 7 25 Pm

Analyst: 7P  
 Weighed out by: S-7

## Comment

LIMS results checked:

LIMS checked by reporting officer: MG  
 30/11/21

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est. Onl y	Init.
M21/0362	1	Tiramisu	AM-0662-A1	-2, -4, -6	60	75	6800	Y/N	
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass Fail	N/A	
Time in: 10:50		PCA Time out: 12:30		Lapsed time: 1:40			N/A	N/A	
PCA Volume: 50ml		N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0362	1	Tiramisu	AM-0662-A1					
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0362	1	Tiramisu	AM-0662-A1	-1	0,0,0	<3	
oli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0362	1	Tiramisu	AM-0662-A1	-2	0,0	0,0	<50	
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
S. epidermidis ALP 16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0362	1	Tiramisu	AM-0662 -A1	-2	0,0	0,0	NA	<50	uw
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	uw

N/A	Lim s No.	Sample description	Sampl e ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Tiramisu	AM- 0662- A1	25g	A	POS/NEG	YES/NO	ISO/NI	
<i>S. hofii</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofii</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0362	1	Tiramisu	AM-0662 -A1	25g	POS/NEG	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0362	1	Tiramisu	AM-0662 -A1	2,0,0	2,0,0	2,0,0	45	uw
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	uw
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	uw

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0362	1	Tiramisu	AM-0662 -A1	-1	0,0	N/A	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

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## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0363  
 Sample Date: 26/11/21  
 Time of Collection: 7:25 Am

Analyst: *Y*  
 Weighed out by: *S*

## Comment

LIMS results checked: *by reporting officer*  
*20/11/21*

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est.Only	Init.
M21/0363	1	Hershey	AM-0662-B1	-2, -4, -6	64	71	6800	Y/N	<i>20/11/21</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass Fail	N/A	<i>20/11/21</i>
Time in: 10:50, 11:10		PCA Time out: 12:30, 14:30		Lapsed time: 1hr 40min, 2hr 20min		N/A	N/A	N/A	
PCA Volume: 500 mL		N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food-MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirmed tubes	MPN Result	Init.
<i>coliforms</i>		<i>incorrect test</i>	<i>5 tubes</i>					
M21/0363	1	Hershey	AM-0662-B1	0,0,0	0,0,0			
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>20/11/21</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>20/11/21</i>

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0363	1	Hershey	AM-0662-B1	-1	0,0,0	<3	<i>20/11/21</i>
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>20/11/21</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>20/11/21</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0363	1	Hershey	AM-0662-B1	-2, -3	0,0	0,0	<50	<i>20/11/21</i>
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>20/11/21</i>
S. epidermidis ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>20/11/21</i>

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0363	1	Hershey	AM-0662 -B1	-2, -3	0,0	0,0	NA	<5	uw
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	uw

N/A	Lims No.	Sample description	Sample ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Hershey	AM- 0662- B1	25g	A	POS/NEG	YES/NO	ISO/NI	
<i>S. hofit</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofit</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0363	1	Hershey	AM-0662 -B1	25g	POS/NEG	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0363	1	Hershey	AM-0662 -B1	0,0,0	0,0,0	NA	<1-8	uw
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	uw
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	uw

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0363	1	Hershey	AM-0662 -B1	-1, -2	0,0	N/A	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0364  
 Sample Date: 26/11/21  
 Time of Collection: 7:25 Am

Analyst:  
 Weighed out by: J. T

## Comment

LIMS results checked: *by reporting officer 30/11/21*

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est. Onl y	Init.
M21/0364	1	Cream	AM-0662- C1	-2, -4, -6 -4	92	<i>spread 725%</i>	920000	Y/N	<i>30/11/21</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass/ Fail	N/A	
A Time in: 10:50, 11:30		PCA Time out: 12:30, 14:30		Lapsed time: 1 hr 40 min		N/A	N/A	N/A	
PCA Volume: 500 ml		N/A	N/A	N/A	2 hr 20 min	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0364	1	Cream	AM-0662- C1	<i>uw 29/11</i>				
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0364	1	Cream	AM-0662- C1	-1	0, 0, 0	<3	<i>uw 27/11/21</i>
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>uw</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>uw</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0364	1	Cream	AM-0662- C1	-2, -3 -2	0, 0	0, 0	<50	<i>uw</i>
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>uw</i>
S. epidermidis ALP 16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>uw</i>

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0364	1	Cream	AM-0662 -CI	-2, -3	0,0	0,0	NA	<50	AW
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	AW

N/A	Lims No.	Sample description	Sample ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Cream	AM-0662- CI	25g	A	POS/ NEG	YES/ NO	ISO/ NI	
<i>S. hofii</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/ NA	YES/ NO/ NA	NA/ ISO/ NI	
<i>S. hofii</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/ NA	YES/ NO/ NA	NA/ ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0364	1	Cream	AM-0662 -CI	25g	POS/ NEG	YES/ NO	ISO/ NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	NA/ ISO/ NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0364	1	Cream	AM-0662 -CI	5,5,2	5,5,3	5,5,3	920	AW
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	AW
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	AW

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0364	1	Cream	AM-0662 -CI	-1, -2	0,0	NA	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

Campylobacter in Food CAMP-25GM	Lims No.	Sample Description	Sample ID	Weight Used/ Area Swabbed	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init
M21/0364	1	Cream	AM-0662-C1		POS/ NEG	YES/NO	ISO/ NI	
<i>C. jejuni</i> ALP 61	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	ISO/ NI	
SBA MicroO2 Control	N/A	Pass/ Fail	N/A	N/A	N/A	N/A	N/A	

Moulds PRE14-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Final Result	Init.
M21/0364	1	Cream	AM-0662-C1				
Culture Control	N/A	N/A	N/A	N/A	N/A	N/A	

Yasts CON13-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirmed Count	Final Result	Init.
M21/0364	1	Cream	AM-0662-C1					
<i>S. cerevisiae</i> ALP53	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

## COLIFORM-CONFIRMATION WORKSHEET (CON3-MPN)

DATE	LIMS No.	LT TUBE		LBGBB		INIT
		Dil	T/No	24 Hr POS/NEG	48 Hr POS/NEG	
27/11/21	M21/0364-1	-1	1	NA	POS	29/11/21
			2	"	POS	
			3	"	POS	
			4	"	POS	
			5	"	POS	
		-2	1	"	POS	
			2	"	POS	
			3	"	POS	
			4	"	POS	
			5	"	POS	
		-3	1	"	POS	
			4	NA	POS	
	K.aerogenes			NA	POS	
	P.aerogenes			NA	NEG	
29/11/21	M21/0364	-3	3	POS	NA	30/11/21
	K.aerogenes			POS	NA	
	P.aerogenes			NEG	NA	

For printed documents, staff are to ensure the Sharepoint Modified Date below is the same as the document in the Sharepoint Library to ensure they are using the current version.



## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0365  
 Sample Date: 26/11/21  
 Time of Collection: 7:25 pm

Analyst: *W*  
 Weighed out by: *S.R*

## Comment

LIMS results checked: *by reporting officer*  
*28/11/21*

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est.Only	Init.
M21/0365	1	White Choc	AM-0662-D1	-2, -4, -6	331	323	33000	Y/N	<i>W</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass/Fail	N/A	<i>W</i>
A Time in: 10:50, 11:10		PCA Time out: 12:30, 2:30		Lapsed time: 1 hr 40 min		N/A	N/A	N/A	
PCA Volume: 500ml		N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirmed tubes	MPN Result	Init.
M21/0365	1	White Choc	AM-0662-D1					
<i>E. coli</i> ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0365	1	White Choc	AM-0662-D1	-1	0, 0, 0	<3	<i>W</i>
<i>E. coli</i> ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>W</i>
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>W</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0365	1	White Choc	AM-0662-D1	-2	0, 0	0, 0	<50	<i>W</i>
<i>S. aureus</i> ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>W</i>
<i>S. epidermidis</i> ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>W</i>

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021



Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0365	1	White Choc	AM-0662 -D1	-2, -3	0,0	0,0	NA	<50	AW
<i>B. cereus</i> ALP1	N/A	Typical/ Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	AW

N/A	Lims No.	Sample description	Sampl e ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	White Choc	AM- 0662- D1	25g	A	POS/NEG	YES/NO	ISO/NI	
<i>S. hofit</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofit</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0365	1	White Choc	AM-0662 -D1	25g	POS/NEG	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0365	1	White Choc	AM-0662 -D1	0,0,0	0,0,0	NA	<1.8	AW
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	AW
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	AW

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0365	1	White Choc	AM-0662 -D1	-1, -2	0,0	N/A	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

Campylobacter in Food CAMP-25GM	Lims No.	Sample Description	Sample ID	Weight Used/ Area Swabbed	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init
M21/0365	1	White Choc	AM-0662-D1		POS/ NEG	YES/NO	ISO/ NI	
<i>C. jejuni</i> ALP 61	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	ISO/ NI	
SBA MicroO2 Control	N/A	Pass/ Fail	N/A	N/A	N/A	N/A	N/A	

Moulds PRE14-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Final Result	Init.
M21/0365	1	White Choc	AM-0662-D1				
Culture Control	N/A	N/A	N/A	N/A	N/A	N/A	

Yeasts CON13-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirmed Count	Final Result	Init.
M21/0365	1	White Choc	AM-0662-D1					
<i>S. cerevisiae</i> ALP53	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0366  
 Sample Date: 26/11/21  
 Time of Collection: 7:25 pm

Analyst: *JK*  
 Weighed out by: *S.7*

## Comment

LIMS results checked: *by reporting officer*  
*29/11/21*

SPC Code: 30C-72HRS	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est.Only	Init.
M21/0366	1	Plain Custard	AM-0662-E1	-2, -4, -6	113	132	12000	Y/N	<i>29/11</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass/ Fail	N/A	<i>29/11</i>
A Time in: <i>10:54, 11:10</i>		PCA Time out: <i>1hr 40 min</i>		Lapsed time:		N/A	N/A	N/A	
PCA Volume:	<i>500ml</i>	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirmed tubes	MPN Result	Init.
M21/0366	1	Plain Custard	AM-0662-E1			<i>N/A</i>	<i>29/11</i>	
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0366	1	Plain Custard	AM-0662-E1	-1	0, 0, 0	<3	<i>27/11/21</i>
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>27/11/21</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>27/11/21</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0366	1	Plain Custard	AM-0662-E1	-2	0, 0	0, 0	<50	<i>29/11/21</i>
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>29/11/21</i>
S. epidermidis ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>29/11/21</i>

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021

Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0366	1	Plain Custard	AM-0662 -E1	-2, -3	0,0	0,0	NA	<50	MLU
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	MLU

N/A	Lims No.	Sample description	Sample ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Plain Custard	AM- 0662- E1	258	A	POS (NEG)	YES/NO	ISO/NI	
<i>S. hofit</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofit</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0366	1	Plain Custard	AM-0662- E1	258	POS (NEG)	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0366	1	Plain Custard	AM-0662- E1	0,0,0	0,0,0	NA	<1-3	MLU
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	MLU
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	MLU

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0366	1	Plain Custard	AM-0662- E1	-1, -2	0.0	N/A	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	

Campylobacter in Food CAMP-25GM	Lims No.	Sample Description	Sample ID	Weight Used/ Area Swabbed	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
M21/0366	1	Plain Custard	AM-0662-E1		POS/ NEG	YES/NO	ISO/ NI	
<i>C. jejuni</i> ALP 61	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	ISO/ NI	
SBA MicroO2 Control	N/A	Pass/ Fail	N/A	N/A	N/A	N/A	N/A	

Moulds PRE14-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Final Result	Init.
M21/0366	1	Plain Custard	AM-0662-E1				
Culture Control	N/A	N/A	N/A	N/A	N/A	N/A	

Yasts CON13-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirmed Count	Final Result	Init.
M21/0366	1	Plain Custard	AM-0662-E1					
<i>S. cerevisiae</i> ALP53	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

## Microbiology Unit Worksheet

## FOOD GENERAL WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0367  
 Sample Date: 26/11/21  
 Time of Collection: 7 25 pm

Analyst: *[Signature]*  
 Weighed out by: S.T

## Comment

LIMS results checked: *by reporting officer @ 29/11/21*

SPC Code:	Lims No.	Sample Description	Sample ID	Dil	Dup 1 Count	Dup 2 Count	Final Count	Est.Only	Init.
30C-72HRS				-2, -4, -6					
M21/0367	1	Cotton Candy Custard	AM-0662-F1	-2	50	63	5600	Y/N	<i>[Signature]</i>
Blank	N/A	N/A	N/A	N/A	N/A	N/A	Pass/Fail	N/A	<i>[Signature]</i>
PCA Time in: 18:50, 11:10		PCA Time out: 12:30, 14:30		Lapsed time: 1 hr 40 min	N/A	N/A	N/A	N/A	
PCA Volume: 500 ml		N/A	N/A	N/A	N/A	N/A	N/A	N/A	

E.coli Food MPN4-CON	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirmed tubes	MPN Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1	<i>NA</i>	<i>NA</i>			
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

E.coli CON4-PP	Lims No.	Sample Description	Sample ID	Dilution	Raw Count	Final Count	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1	-1	0, 0, 0	<3	<i>NA</i>
E. coli ALP5	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>NA</i>
K. aerogenes ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	<i>NA</i>

Coag Positive Staphylococci COAG_POS	Lims No.	Sample description	Sample ID	Dil	Count 24hr	Count 48hr	Final Count	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1	-2	0, 0	0, 0	<50	<i>NA</i>
S. aureus ALP15	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>NA</i>
S. epidermidis ALP16	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	<i>NA</i>

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/2021



Bacillus cereus CON6-SP	Lims No.	Sample Description	Sample ID	Dil.	Count 24hr	Count 48hr	Confir med Result	Final Count	Init.
M21/0367	1	Cotton Candy Custard	AM-0662 -F1	2,3	0,0	0,0	NA	<50	29/11/21
<i>B. cereus</i> ALP1	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	N/A	29/11/21

N/A	Lims No.	Sample description	Sampl e ID	Weight Used	Method Protocol	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
SALM-MALDI- CON									
pH= NA	1	Cotton Candy Custard	AM- 0662- F1	25g	A	POS/NEG	YES/NO	ISO/NI	
<i>S. hofii</i> ALP4 at 37 deg	N/A	Culture Control	N/A	N/A	A	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	
<i>S. hofii</i> ALP4 at 35 deg	N/A	Culture Control	N/A	N/A	NA	POS/ NEG/NA	YES/NO/ NA	NA/ISO/ NI	

Listeria in Meat P_A_LMONO	Lims No.	Sample description	Sample ID	Weight Used	PCR Pooled Screen	Cultural Confirmat ion Performe d	Final Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662- F1	25g	POS/NEG	YES/NO	ISO/NI	
<i>L. mono.</i> ALP10	N/A	Culture Control	N/A	N/A	POS/NEG	YES/NO	NA/ISO/NI	

Coliform Food CON3 -MPN	Lims No.	Sample Description	Sample ID	Tubes POS 24hr	Tubes POS 48hr	Confirme d tubes	MPN Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662- F1	0,0,0	0,0,0	NA	<18	
<i>K. aerogenes</i> ALP62	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
<i>P. aeruginosa</i> ALP11	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	

Clostridium perfringens CON17-PP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirme d Result	Final Count	Init.
M21/0367	1	Cotton Candy Custard	AM-0662- F1	-1, -2	0,0	NA	<5	
<i>C. perfringens</i> ALP55	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	
SBA AnO2 Control	N/A	Pass / Fail	N/A	N/A	N/A	N/A	N/A	



Campylobacter in Food CAMP-25GM	Lims No.	Sample Description	Sample ID	Weight Used/ Area Swabbed	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init
M21/0367	1	Cotton Candy Custard	AM-0662-F1		POS/ NEG	YES/NO	ISO/ NI	
<i>C. jejuni</i> ALP 61	N/A	Culture Control	N/A	N/A	POS/ NEG	YES/ NO	ISO/ NI	
SBA MicroO2 Control	N/A	Pass/ Fail	N/A	N/A	N/A	N/A	N/A	

Moulds PRE14-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Final Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1				
Culture Control	N/A	N/A	N/A	N/A	N/A	N/A	

Yeasts CON13-SP	Lims No.	Sample Description	Sample ID	Dil.	Raw Count	Confirmed Count	Final Result	Init.
M21/0367	1	Cotton Candy Custard	AM-0662-F1					
<i>S. cerevisiae</i> ALP53	N/A	Typical / Non Typical	N/A	N/A	N/A	N/A	N/A	



**ACT**  
Government  
Health

# Statutory Sampling Form

Health Protection Service  
Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

Sampler Name: Arif Mirza Sampler ID (PHO initial): AM

0662

## Premises Detail

Trading Name: Mil Rami's Diner Date: 25/11/21 Sample time: 7:25 am/pm  
Sampling conducted with [redacted] File No: 0111/21  
(Circle: Proprietor / Manager / Person in Charge)  
Proprietor: [redacted] Type of Premises: Bakery  
Premises Address: 111 Leach St Kingston

Samples will be divided into three (3) separate parts. One part will be retained by the food business being sampled, one part will be analysed and one part will be stored for future comparison with the other parts.

Sample	Sample type (description)	Temp. (°C at sampling)	Sample Retained
A	Tiramisu	11.5°C	A1: EH fridge A2: EH freezer A3: Proprietor
B	Herrley	12.5°C	B1: EH fridge B2: EH freezer B3: Proprietor
C	Cream	7.5°C	C1: EH fridge C2: EH freezer C3: Proprietor
D	White choc	Room temp.	D1: EH fridge D2: EH freezer D3: Proprietor
E	Plain custard	4.6°C	E1: EH fridge E2: EH freezer E3: Proprietor
F	Cotton Candy Custard	11.6°C	F1: EH fridge F2: EH freezer F3: Proprietor

## Additional Information

- I acknowledge payment in the amount of \$ 30.00 has been made for the above samples.
- I acknowledge I have been informed samples taken may be analysed.
- I acknowledge one part of each sample has been retained by me.

Name: [redacted] Signature: [redacted]

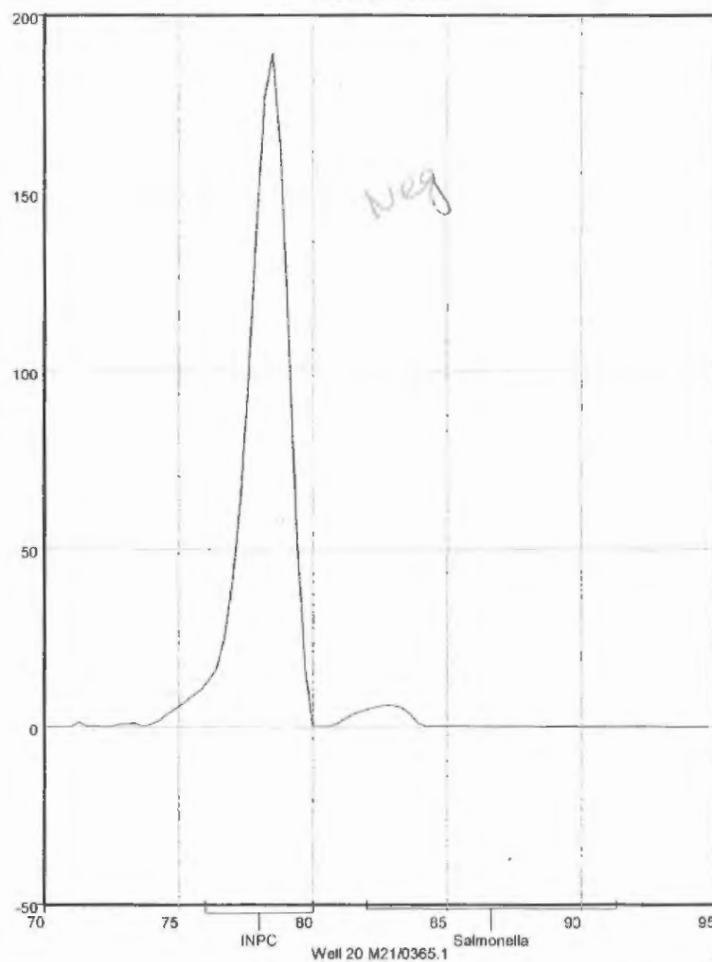
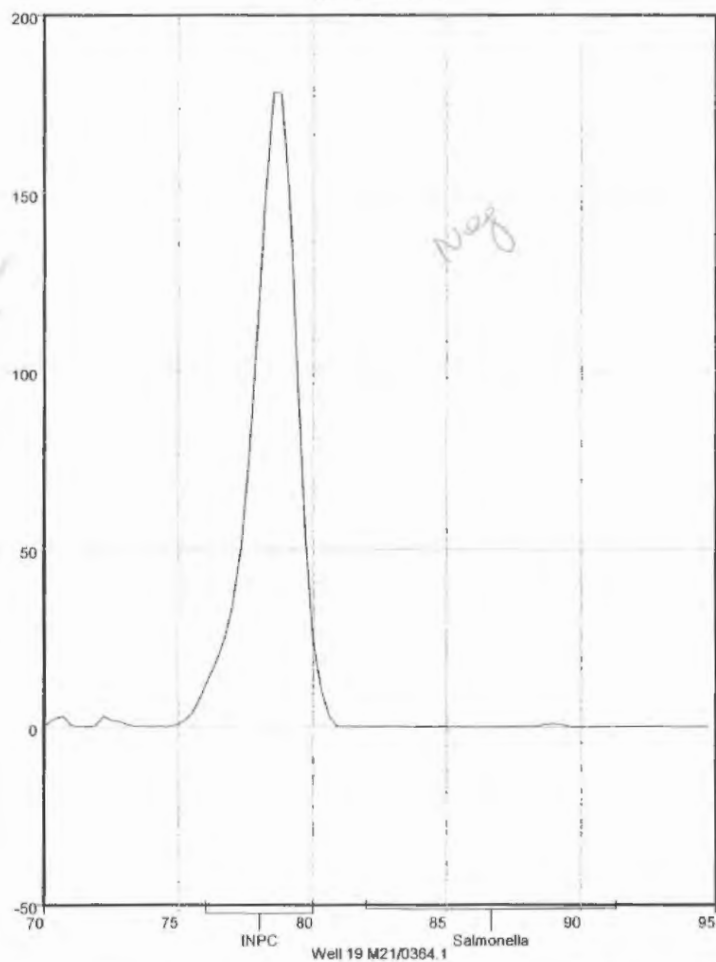
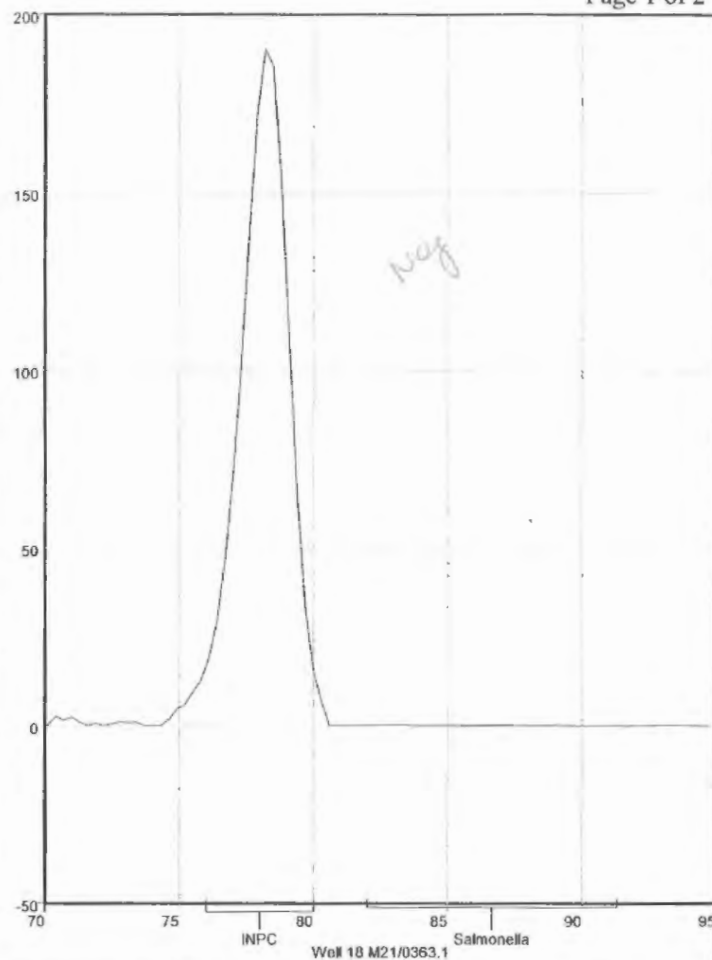
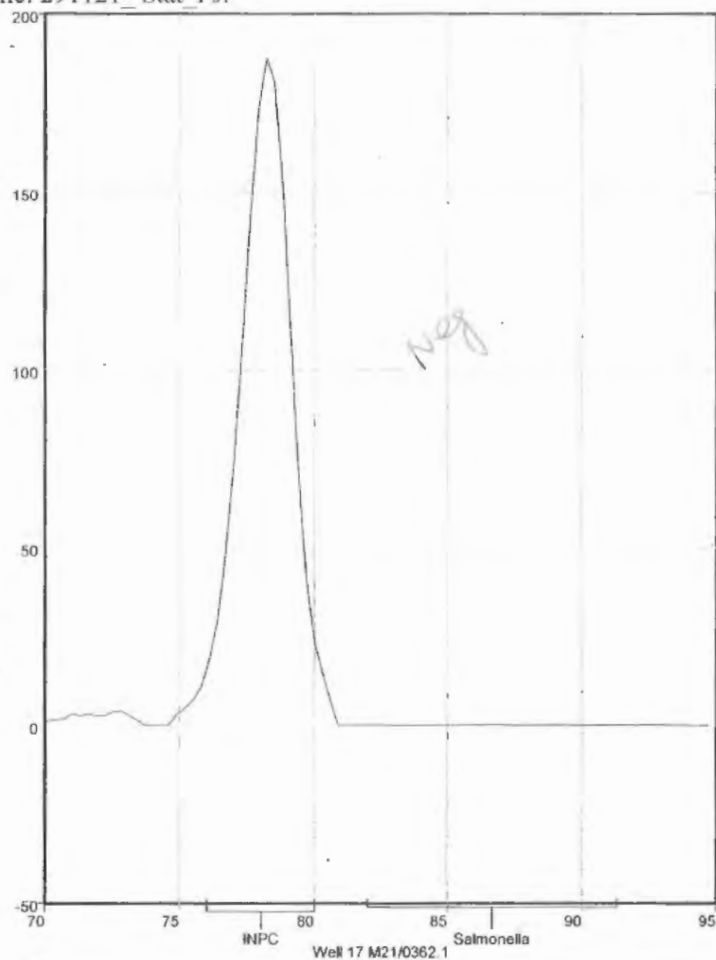
PHO Name: Arif Mirza Signature: [redacted]

Finish time: 5:25 am/pm

## Office use only:

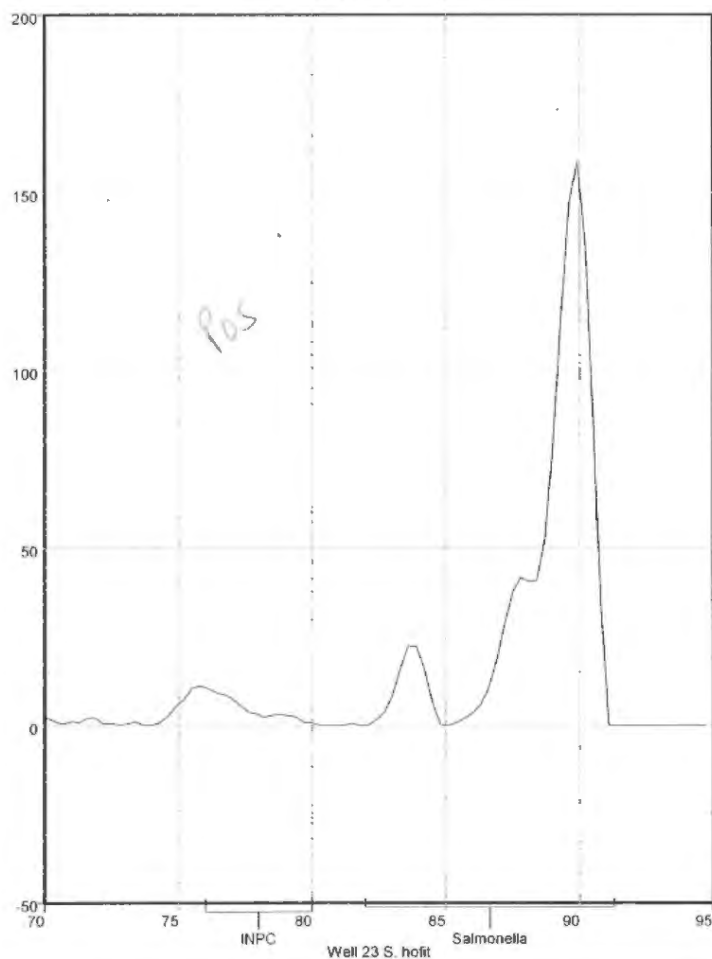
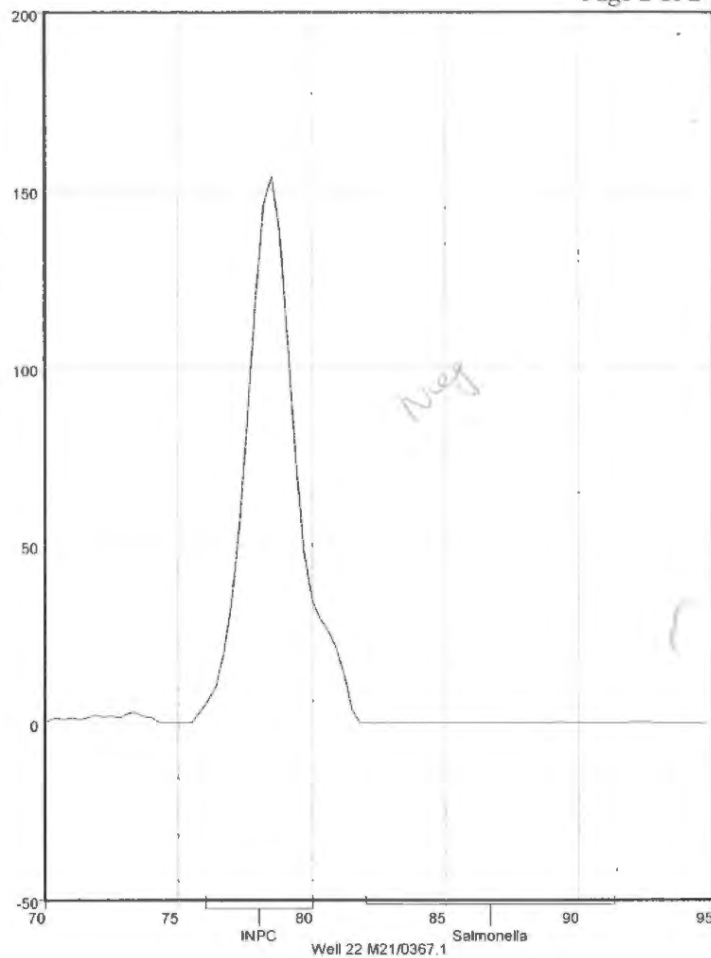
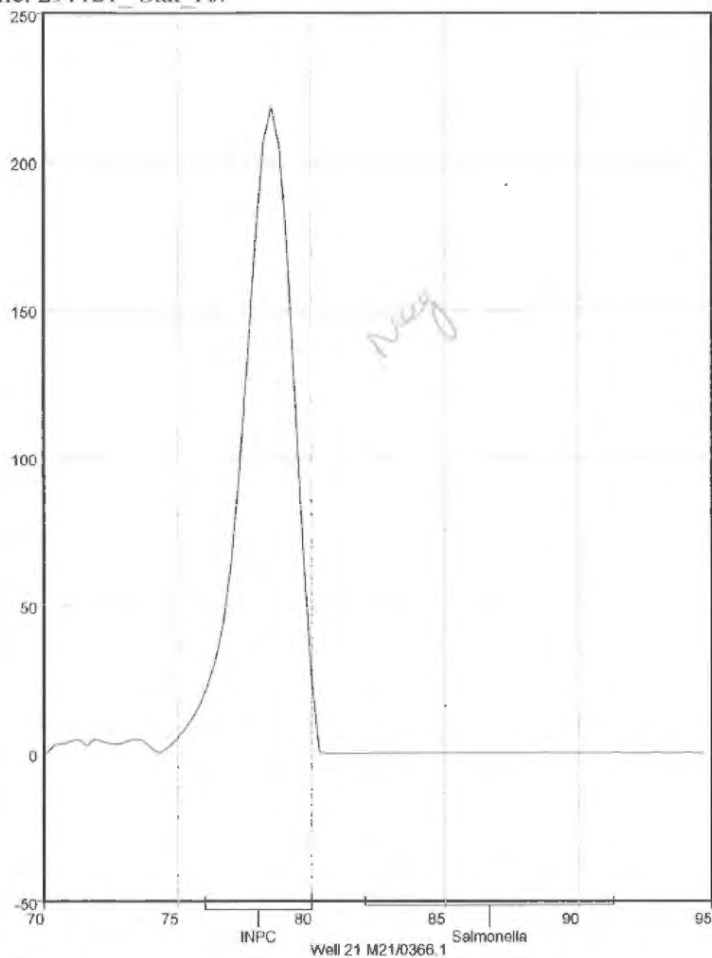
Arrival at the lab: Date: 26/11/2021 Time: 9:35 am/pm

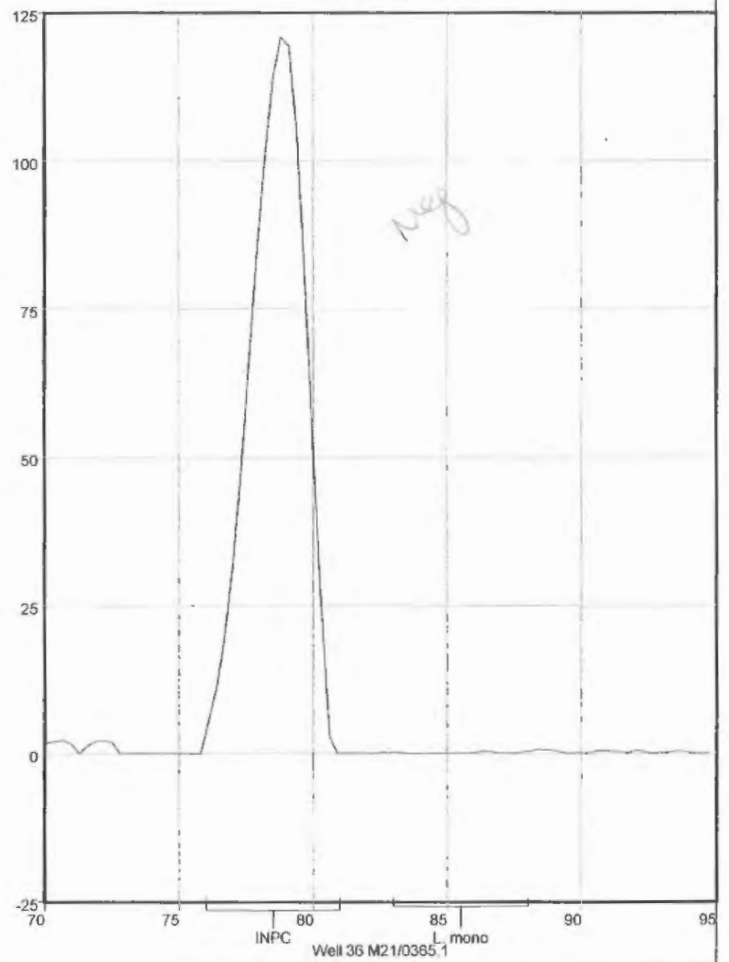
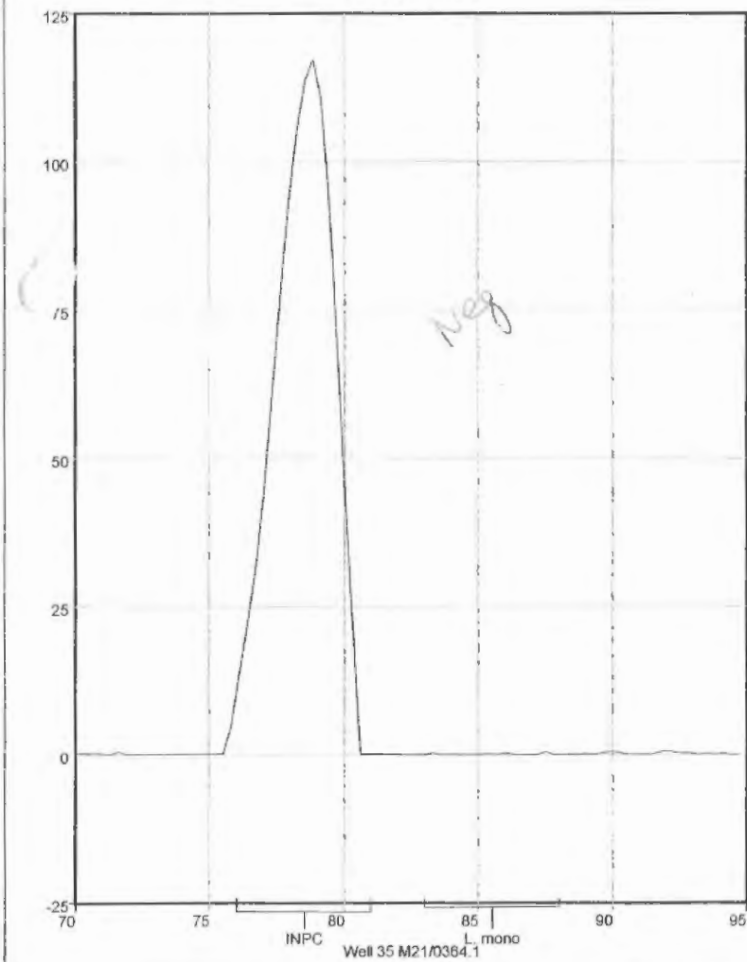
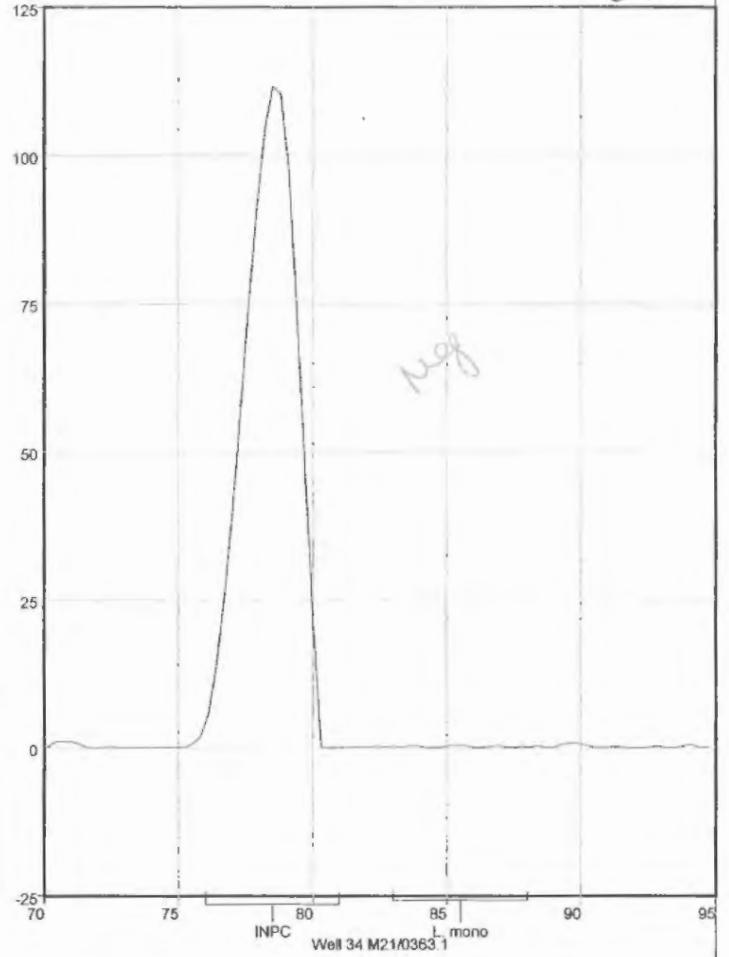
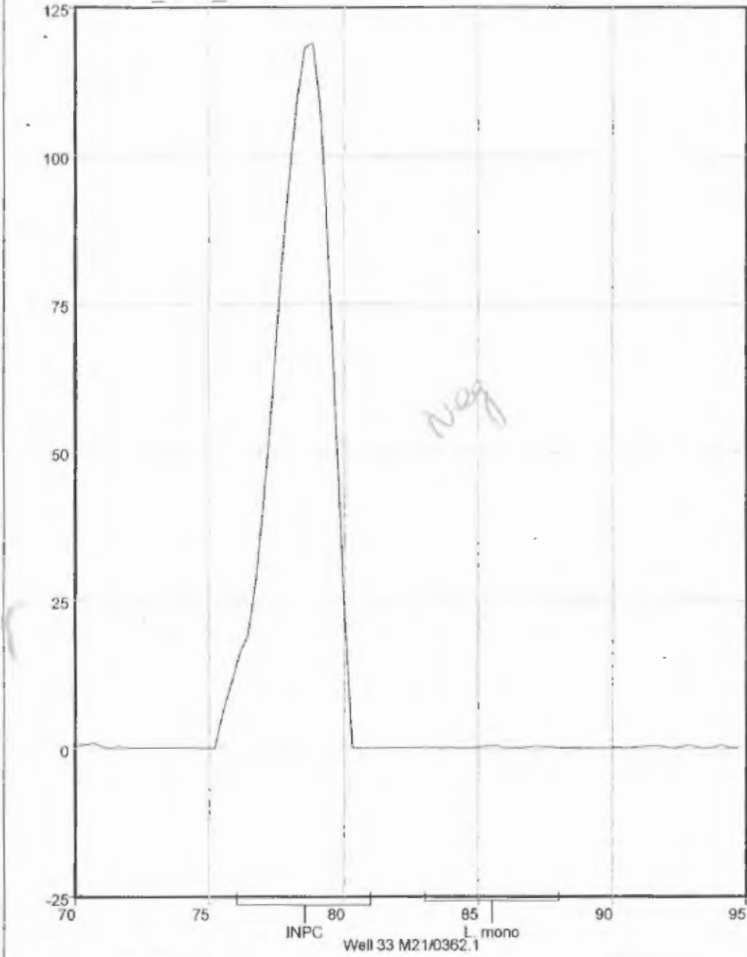
Chain of Custody Complete ☒



File: 291121\_Stat\_PJ.

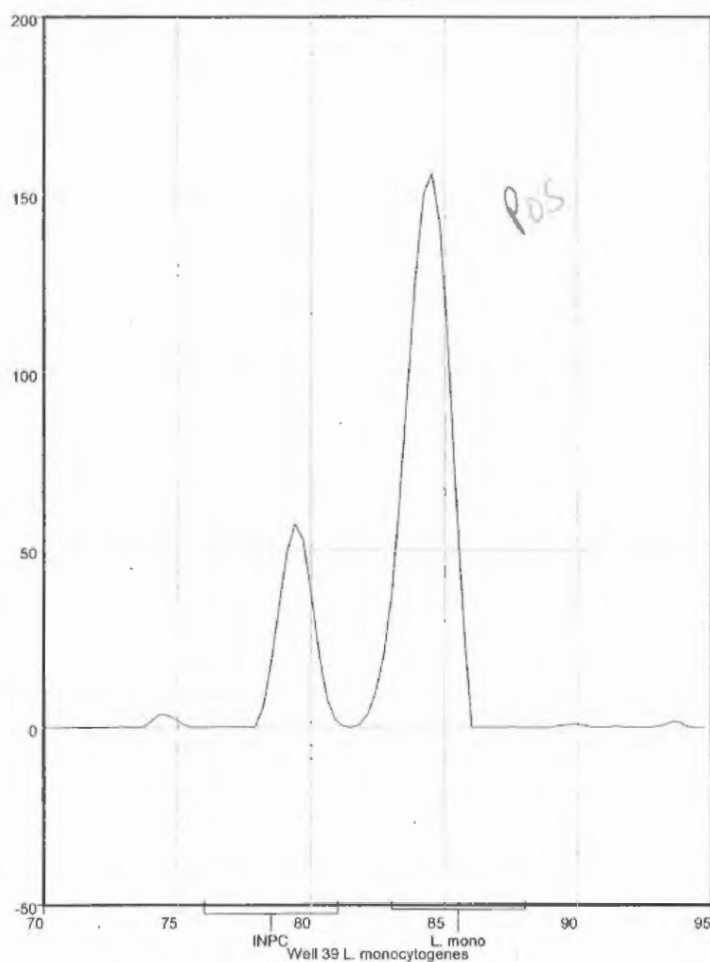
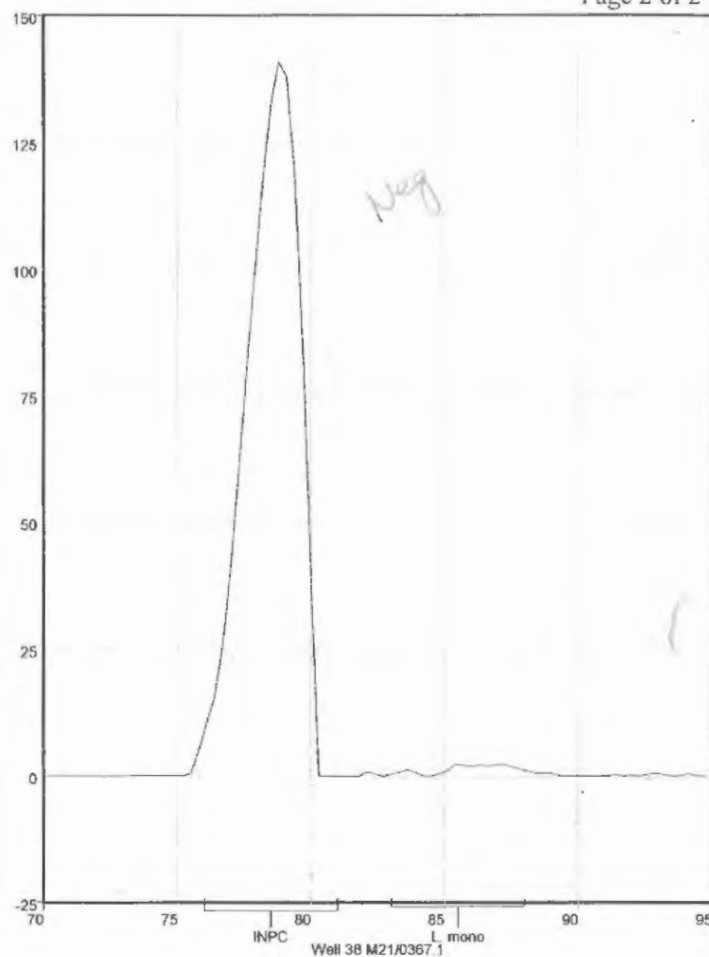
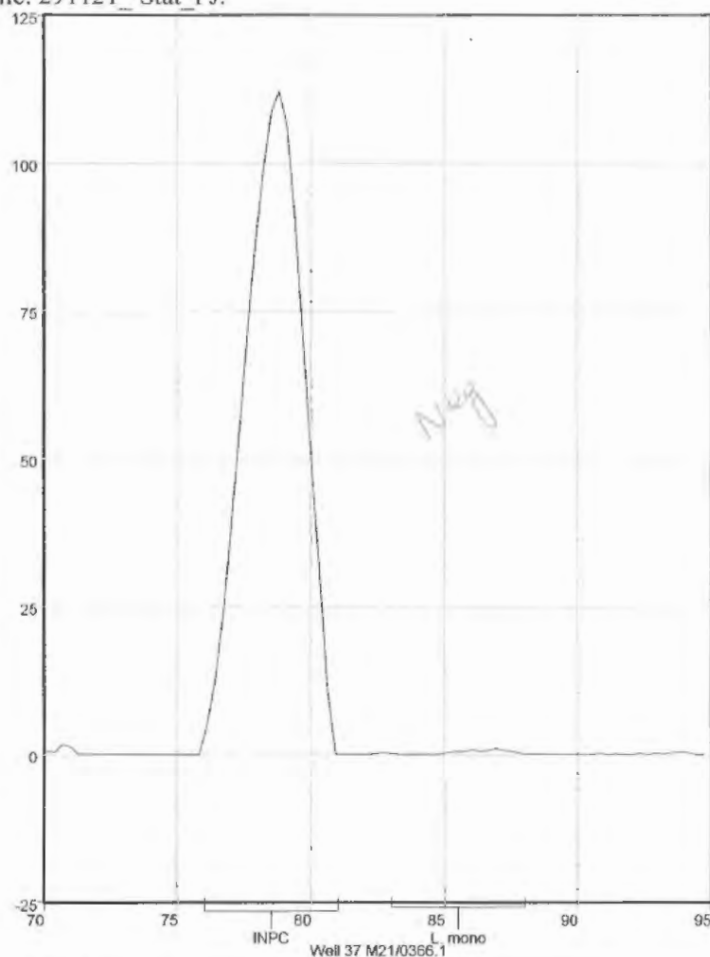
Page 2 of 2



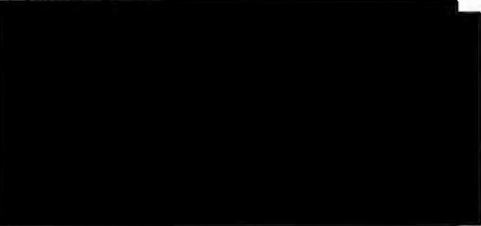


File: 291121\_Stat\_PJ.

Page 2 of 2



## CHAIN OF CUSTODY FORM

Specimen description	Tiramisu - A <sub>1</sub>			
EHO code	AM/0862 - A <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes/No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9.35
		11	26-11-21	11.45
	4	26.11.21	12.15	

Disposal date	14-12-21
Disposal signature	

## Key:

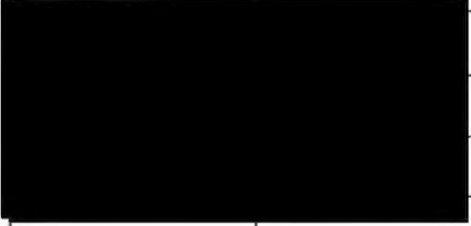
EHO to fill out sections  
highlighted in grey

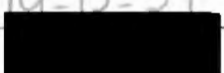
Microbiology staff to fill out  
sections in white

For printed documents, staff are to ensure the SharePoint Modified Date below is the same as the document in the SharePoint Library to ensure they are using the current version.



## CHAIN OF CUSTODY FORM

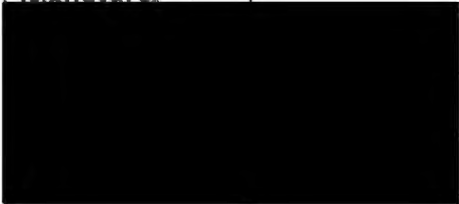
Specimen description	Hershey - B <sub>1</sub>			
EHO code	AM / 0662 - B <sub>1</sub>			
Seal intact	<input checked="" type="radio"/> Yes / <input type="radio"/> No			
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	12:25

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM

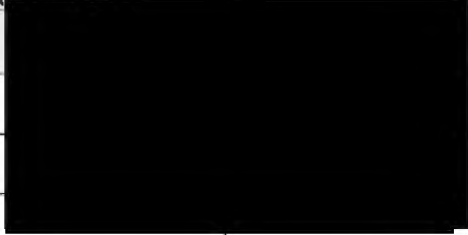
Specimen description	Cream - C <sub>1</sub>			
EHO code	AM / 0662 - C <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes / <input type="radio"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	12:40

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM


Specimen description	Cotton Candy Custard - F <sub>1</sub>			
EHO code	AM / 0662 - F <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes / <input type="radio"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	13:00

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM

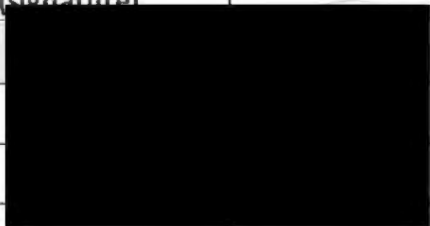
Specimen description	White Choc - D <sub>1</sub>			
EHO code	AM10662 - D <sub>1</sub>			
Seal intact <u>Yes</u> /No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	15:05

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM

Specimen description	Plain Custard - E <sub>1</sub>			
EHO code	AM/0662 - E <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes/No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35
		"	26-11-21	11:45
		"	26-11-21	13:15

Disposal date	14-12-21
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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TEST MEDIA, SUPPLEMENT and REAGENT TRAILABILITY WORKSHEET LIMS Number: m21/0362, m21/0363, m21/0364, m21/0365, m21/0366, m21/0367

DATE	MEDIA	LOT NUMBER	TIME IN/Int.	TIME OUT/Int.	TIME Int.	TIME OUT/Int.	INC/WB #	QC /Int.	COMMENTS
26/11/21	O.17 Peptone	16/01/2022	N/A					✓	
	HFB	15/01/2022	2:30pm 27/11	14:30 27/11			37 27/11	✓	
	BOP	27/02/2022	2:30pm 27/11	14:30 27/11			1 26/11	✓	
	TSC	15/01/2022	16:00 27/11	10:05 27/11			#1	✓	
	SBM	4329539 Exp: 27/12/2021						✓	
	BP	15/01/2022	16:00 27/11	14:25 27/11	14:35 27/11	16:15 28/11	#1	✓	# NW 29/11/21
	TBX	19/12/2021	16:00 27/11	14:35 27/11			#13 26/11	✓	27/11
	MYP	14/01/2022	15:45 27/11	14:37 27/11	14:50 27/11	16:30 28/11	#3	✓	# NW 29/11/21
	PCA	4339550 Exp: 15.11.2022	15:45 26/11	15:00 27/11				✓	
	LT	23/02/2022	15:50 26/11	15:00 27/11	15:40 27/11	16:15 28/11	#1	Q ✓	# NW 29/11/21
27/11/21	MOPS Bleb	29.09.22	15:00 27/11	16:15 28/11			#1	Q ✓	# NW 29/11/21
	Fraser	12/12/21		15:00 27/11			#1-12	✓	moved to inc #12 27/11 NW 10 30
	BHI	06/12/21	15:25 27/11	18:20 27/11			#4	✓	# NW 29/11/21
	mKtn.	02/12/21		16:15 28/11			#1-14	✓	moved to inc #14 27/11 NW 10 30
	RVS	4319659 Exp: 21/12/2021		14:35 28/11			#5	✓	# NW 29/11/21

DATE	SUPPLEMENT/REAGENT/KIT/STAINS	LOT NUMBER	CoA Checked	TIME & DATE ADDED	COMMENTS
26/11/21	Anaerobe F2 GasPak	003023-2 014725-4 exp: 01-03-22	✓		
	RPF	101#3260531 exp: 03/23	✓	12:30 15:00	
	TSC	101#3174019 exp: 11/22	✓	12:30 14:45	
	RO H <sub>2</sub> O	29 01 22	N/A		
	Fraser Selective S. media	3293986 exp: 2023/06	✓	27/26/11	
27/11/21	Urease selective Supp.	3000180 exp: 07/22	✓	Added: 23/11/21 UB 23/12/21	
27/11/21	NOVABIO	3262471 exp: 04/2023	✓	added: 27/11/21	

INC = Incubator, WB = Waterbath. \*Total incubation period achieved by programming of incubator. Remaining time in incubator spent under refrigeration/storage condition.

# On this date datalogger checked for recorded time out and correct storage temperature.

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Document ID: ACTGAL-00-0188

SharePoint Modified Date: 8 July 2021

Print Date: 15 November 2021

Page 1 of 1

TEST MEDIA, SUPPLEMENT and REAGENT TRA BILITY WORKSHEET LIMS Number:

127

[illegible][illegible]

INC = incubator, WB = Waterbath. \*Total incubation period achieved by programming of incubator. Remaining time in incubator spent under refrigeration/storage condition.  
# On this date datalogger checked for recorded time out and correct storage temperature.



### S.1. Food MPN Tables

**Food Table 1:** The Food MPN Table has been prepared from AS 5013.4 and 15 – 2004. MPN FOR USE WITH SINGLE SAMPLE THREE TUBE AND FIVE TUBE TESTS, WITH DILUTIONS CONTAINING 0.1 g, 0.01 g and 0.001 g. at 95% confidence. All unlikely combinations ie. >Category 2 have been removed

Combination of positives	3 tubes per dilution				5 tubes per dilution			
	Category	MPN per gram	95% confidence limits		Category	MPN per gram	95% confidence limits	
0-0-0		<3	0.0	9.4		<1.8	0.0	6.5
0-0-1					2	1.8	0.0	6.5
0-1-0	2	3	0.1	10	2	1.8	0.1	6.5
1-0-0	1	3.6	0.20	17	1	2.0	0.2	9.9
1-0-1	2	7.2	1.2	17	2	4.0	0.7	10
1-1-0	1	7.4	1.3	20	1	6.1	1.7	14
1-2-0	2	11	4.0	35	2	6.1	1.8	14
2-0-0	1	9.2	1.5	35	1	4.5	0.8	14
2-0-1	2	14	4.0	35	2	6.8	1.8	15
2-1-0	1	15	4.0	38	1	6.8	1.9	17
2-1-1	2	20	5.0	38	2	9	2	21
2-2-0	1	21	4.0	47	1	9.2	3.3	22
3-0-0	1	23	5.0	94	1	7.8	2.1	22
3-0-1	1	38	9.0	104	1	11	4.0	22
3-1-0	1	43	9	181	1	11	4.0	25
3-1-1	1	75	17	199	2	14	6.0	34
3-2-0	1	93	15	360	1	14	6.0	34
3-2-1	1	150	30	380	2	17	7.0	39
3-2-2	2	210	30	400	0	20	7.0	39
3-3-0	1	240	40	990	2	17	7.0	39
3-3-1	1	460	90	1980	3	21	7.0	39
3-3-2	1	1100	200	4000	0	24	10	66
3-3-3		>1100				N/G		
4-0-0		-			1	13	4.0	34
4-0-1		-			1	17	5.0	34
4-0-3		-			0	25	10	66
4-1-0		-			1	17	6.0	39
4-1-1		-			1	21	7.0	41
4-2-0		-			1	22	7	48
4-2-1		-			2	26	10	66
4-3-0		-			1	27	10	66
4-3-1		-			2	33	10	66
4-4-0		-			2	34	13	100
5-0-0		-			1	23	7.0	66
5-0-1		-			1	31	10	66
5-1-0					1	33	10	100
5-1-1				-	1	46	14	113
5-1-2				-	2	63	21	149
5-2-0				-	1	49	15	149
5-2-1				-	1	70	22	168
5-2-2				-	2	94	34	220
5-3-0				-	1	79	23	220
5-3-1				-	1	110	30	240
5-3-2				-	1	140	50	350
5-4-0				-	1	130	30	350
5-4-1				-	1	170	60	390
5-4-2				-	1	220	70	440
5-4-3				-	2	280	90	700
5-4-4				-	2	350	110	700
5-5-0				-	1	240	70	700
5-5-1				-	1	350	100	1060
5-5-2				-	1	540	150	1660
5-5-3				-	1	920	230	2530
5-5-4				-	1	1600	400	4600
5-5-5				-		>1600		

Note: This Table does not include all possible combinations of positive tubes. If an MPN tube result is not given by the table then see either the HPO3 or HPO4. The HPO3 or HPO4 can use different tables or [MPNcalc.xls](#) software package to

determine one MPN tube series that are not in the above tables. The results obtained need to be used with care and qualified on the final analysis certificate.



ACT Health

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample run:** Swabs- Outbreak  
**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0359  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.  
**Client Address:** 25 Mulley Street. Holder.  
 Canberra. ACT 2611

**Date collected:** 25/11/21  
**Date received:** 26/11/21  
**Date tested:** 26/11/21  
**Finalised date:** 2/12/21  
**Approved by:** M. Gorkhali

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Swabs-Coolroom chopping board on shelves AM-7372-a	Swabs-Front donut display AM-7372-b	Swabs-Custard mixer in bowl AM-7372-c	Swabs-Inside dough prover AM-7372-d	Swabs-Front display fridge donut trays AM-7372-e
L. monocytogenes in a Swab#	SWAB_LMONO	D / ND per swab	Not Detected #	Not Detected #	Not Detected #	Not Detected #	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**E-MAILED**  
02-12-21

Signature: \_\_\_\_\_

*Milan Gorkhali*

Reporting Officer



Accredited for compliance with ISO/IEC 17025 - Testing

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Samples tested as received.

NATA Accredited Laboratory Number: 1287



ACT Health

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ABN: 16 461 147 509

## ANALYSIS REPORT

<b>Sample run:</b>	Swabs - Outbreak	<b>Date collected:</b>	25/11/21
<b>Sample source:</b>	Mrs Kim's Donuts/Kingston	<b>Date received:</b>	26/11/21
<b>ACTGAL No:</b>	M21/0360	<b>Date tested:</b>	26/11/21
<b>Submitter:</b>	A. Mirza	<b>Finalised date:</b>	2/12/21
<b>Client:</b>	Manager Operations Environmental Health.	<b>Approved by:</b>	M. Gorkhali
<b>Client Address:</b>	25 Mulley Street. Holder. Canberra. ACT 2611		

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Swab - Custard dough mixer whisk AM-7373-b	Swab - Custard mixer bowl + whisk AM-7373-c
L. monocytogenes in a Swab#	SWAB_LMONO	D / ND per swab	Not Detected #	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**E-MAILED**  
02-12-21

Signature: \_\_\_\_\_

*Milan Gorkhali*

Reporting Officer



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Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: www.health.act.gov.au

ABN: 16 461 147 509

## ANALYSIS REPORT

<b>Sample run:</b>	Environmental Swabs and Cloths-Outbreak	<b>Date collected:</b>	25/11/21
<b>Sample source:</b>	Mrs Kim's Donuts/Kingston	<b>Date received:</b>	26/11/21
<b>ACTGAL No:</b>	M21/0361	<b>Date tested:</b>	26/11/21
<b>Submitter:</b>	A. Mirza	<b>Finalised date:</b>	6/12/21
<b>Client:</b>	Manager Operations Environmental Health.	<b>Approved by:</b>	M. Gorkhali
<b>Client Address:</b>	25 Mulley Street. Holder. Canberra. ACT 2611		

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Piping Bag AM-7373-a
L. monocytogenes in a Swab#	SWAB_LMONO	D / ND per swab	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,  
Client Sample Code/Serial Number where applicable.

**E-MAILED**  
06-12-21

Signature:

*Milan Gorkhali*

Reporting Officer



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Samples tested as received.

NATA Accredited Laboratory Number: 1287

## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location Mrs Kims Donuts/Kingston

Job Reference No: M21/0359

Analyst: *CM*

Sample Date: 6.49 26/11/21

Weighed out by: *CM*

Time of Collection: 7:00 PM

Comment: 24/11 on 25/11/21

LIMS checked 02/12/21

*Individual*

L. monocytogenes from Sponge swab	Lims No.	Sample Description	Sample ID	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
M21/0359	1	Swabs-Coolroom chopping board on shelves	AM-7372-a	POS/NEG	YES/NO	ISO/NI	<i>CM</i> 11/12/21
M21/0359	2	Swabs-Front donut display	AM-7372-b	POS/NEG	YES/NO	ISO/NI	
M21/0359	3	Swabs-Custard mixer in bowl	AM-7372-c	POS/NEG	YES/NO	ISO/NI	
M21/0359	4	Swabs-Inside dough prover	AM-7372-d	POS/NEG	YES/NO	ISO/NI	
M21/0359	5	Swabs-Front display fridge donut trays	AM-7372-e	POS/NEG	YES/NO	ISO/NI	
L. mono ALP10	N/A	Culture Control	N/A	POS/NEG	YES/NO	NA/ISO/NI	

*CM*  
24/11/21*CM*  
24/11/21*7P*  
02/12/21

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/21



Sampler: (print) Amir Mirza Date: 25 / 11 / 21 Time: 7:00 am/pm

Person in charge: [Redacted] Current address: [Redacted]

Association with business: Owner. PROPRIETOR: [Redacted]

Business Name: Mrs Kim's Donuts Phone no: [Redacted]

Business Address: 9/15 Tench St SUBURB: Kingston

Applicable ☒ or ☐ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK SURVEY: Investigation / Swabs (As per Proposal)

RS	LS	SR	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F °C	R °C	A	P P	P/S hrs	U/P	DATE
			<u>Piping Bag.</u>		<u>6:59pm.</u>						
<u>Swab</u>			<u>- Custard Dough mixer</u>	<u>whisk</u>	<u>7:01pm</u>						
<u>Swab</u>			<u>- custard mixer bowl + whisk</u>		<u>7:05pm.</u>						

WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments	Country/ State

Observations: Stored in EH evidence fridge.  
25/11/21 8:45pm. 9:12pm AM  
Minimization required: Sample a - Salmonella b & c - Listeria, M.

Phoned results:

EHO: [Redacted]

Date: [Redacted]

Sampler: (sign) [Redacted] Arrival at the lab - Date: 26 / 11 / 2021 Time: 9:40 am/pm



## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location Mrs Kim's Donuts/Kingston

Job Reference No: M21/0360

Analyst: *CM*

Sample Date: 26/11/21

Weighed out by: *CM*

Time of Collection: 7:00 PM

Comment

*bu 25/11/21**LIMS checked 02/12/21*

L. monocytogenes from Sponge swab	Lims No.	Sample Description	Sample ID	PCR Pooled Screen <i>CM</i> <i>29/11</i>	Cultural Confirmation Performed	Final Result	Init.
M21/0360	1	Swab - Custard dough mixer whisk	AM-7373-b	POS/NEG	YES/NO	ISO/NI	<i>CM</i>
M21/0360	2	Swab - Custard mixer bowl + whisk	AM-7373-c	POS/NEG	YES/NO	ISO/NI	<i>CM</i> <i>1/12/21</i>
<i>L. mono</i> <i>ALP10</i>	N/A	Culture Control	N/A	POS/NEG	YES/NO	NA/ISO/NI	<i>CM</i> <i>1/12/21</i>

*CM*  
*29/11/21*  
*1/12/21*

## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0361  
 Sample Date: 26/11/21  
 Time of Collection: 7:00 PM

Analyst: *CM*  
 Weighed out by: *CM*

## Comment

On 25/11/21

LIMS checked: 2/12/21

Individual

L. monocytogenes from Sponge swab	Lims No.	Sample Description	Sample ID	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
Piping							
M21/0361	1	Piping Bag	AM-7373-a	POS/NEG	YES/NO	ISO/NI	
L. no AL. 10	N/A	Culture Control	N/A	POS/NEG	YES/NO	NA/ISO/NI	<i>CM</i> 2/12/21

HF volume used:

Test Sample - 958.3 ml

Control (Piping) - 958.33 ml

*CM*  
26/11/21

\* Control didn't grow on Palcam/Oxford plate

Test repeated on 1/12/21 (Re-subbed from HF to Fraser)

*CM*  
1/12/21  
*RV*  
06/12/21



**ACT**  
Government  
Health

# Health Protection Service

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

137

Sample ID: - *AM* / *7372*

PHO Initial

Date: *25* / *11* / *21* Time: *6:49* am/pm

Person in charge: *[Redacted]* Current address: *[Redacted]*

Association with business: *Owner* PROPRIETOR

Business Name: *MRS Kims Donuts* Phone no: *[Redacted]*

Business Address: *9/15 Tench St* SUBURB: *Kingsford*

Applicable ☒ or ☐ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK SURVEY: *Swabs* (As per Proposal)

RS	LS	SR	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
Swabs	—	—	Coatroom chopping board on shelves						6:49pm		
Swabs	—	—	front donut display						6:52pm		
Swabs	—	—	Custard mixer in bowl						6:53pm		
Swabs	—	—	Inside Dough Prover						6:56pm		
Swabs	—	—	front display fridge donut trays						6:58pm		
WGT (gms/ml)		Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments					Country/ State	

Observations: *Stored in EH evidence fridge*  
*25/11/21 8:45pm*  
Examination required: *9:12pm AM*  
*Listeria M.*

Phoned results:

EHO: \_\_\_\_\_

Date: \_\_\_\_\_

Sampler: (sign) *[Redacted]* Arrival at the lab - Date: *26* / *11* / *2021* Time: *9:40* am/pm

a - Lab Blue - Survey File Yellow - EHO Health Protection Service

## L.MONOCYTOGENES CONFIRMATION WORKSHEET

DATE	LIMS NUMBER	Typical Growth on OXFORD PASCAM		COLONY No.	$\beta$ HAEMOLYSIS along streak line  YES/ NO	CAMP TEST Enhanced zone of $\beta$ Haemolysis at S.aureus R.equi YES/ NO		XYLOSE Negative / Positive	RHAMNOSE Negative / Positive	CONFIRMED RESULT  Present / Absent	INITIAL
		YES/ NO	YES/ NO								
29-11-21	M21/0359-1	NO growth	NO growth							Absent	}
	M21/0359-2	"	"							"	
	M21/0359-3	"	"							"	
	M21/0359-4	"	"							"	
	M21/0359-5	"	"							"	
L mono		yes	yes							NA	

For printed documents, staff are to ensure the SharePoint Modified Date below is the same as the document in the SharePoint Library to ensure they are using the current version.

Doc ID: ACTGAL-00-0177

SharePoint Modified Date: 21 September 2021

Print Date: 26 November 2021 Page 1 of 1

## L.MONOCYTOGENES CONFIRMATION WORKSHEET

DATE	LIMS NUMBER	Typical Growth on		COLONY No.	β HAEMOLYSIS along streak line	CAMP TEST		XYLOSE Negative / Positive	RHAMNOSE Negative / Positive	CONFIRMED RESULT Present / Absent	INITIAL
		OXFORD	PALCAM			Enhanced zone of βHaemolysis at					
		YES/ NO	YES/ NO			S.aureus	R.equi				
						YES/ NO					
29-11-21	M21/0360-1	NO growth	NO growth							Absent	M 1/12/21
	M21/0360-2	"	"							"	
L mono		YES	YES							NA	

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Doc ID: ACTGAL-00-0177

SharePoint Modified Date: 21 September 2021

Print Date: 26 November 2021 Page 1 of 1

## L.MONOCYTOGENES CONFIRMATION WORKSHEET

DATE	LIMS NUMBER	Typical Growth on OXFORD PALCAM		COLONY No.	$\beta$ HAEMOLYSIS along streak line  YES/ NO	CAMP TEST Enhanced zone of $\beta$ Haemolysis at S.aureus R.equi YES/ NO		XYLOSE Negative / Positive	RHAMNOSE Negative / Positive	CONFIRMED RESULT Present / Absent	INITIAL
		YES/ NO	YES/ NO								
29-11-21	M21/0361-1	NO growth	NO growth							Absent	
L. monoc		NO growth	NO growth							Absent	

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Doc ID: ACTGAL-00-0177

SharePoint Modified Date: 21 September 2021

Print Date: 26 November 2021 Page 1 of 1





# BAX SAMPLE TRACKING WORKSHEET

Enter one sample ID number into each square.

These sheets correspond with the PCR rack arrangement

File Name: MICRO (\\PRDFIL005\Share) (M:) BAX > YYYY -> FFS /IFM/ (Stat) Surveys -> 29/11/21 - Stat - PJ

	1	2	3	4	5	6	7	8	9	10	11	12
A			m21/ 0362.1 S		m21/0362.1 L		m21/0359.1 L	21/11 Control Limon Swab	m21/0361.1 L			
B			m21/ 0363.1 S		m21/0363.1 L		m21/0359.2 L	Control Limon Pipette				
C			m21/ 0364.1 S		m21/0364.1 L		m21/0359.3 L					
D			m21/ 0365.1 S		m21/0365.1 L		m21/0359.4 L					
E			m21/ 0366.1 S		m21/0366.1 L		m21/0359.5 L					
F			m21/ 0367.1 S		m21/0367.1 L		m21/0360.1 L					
G			S-HoFit Control		Limon Control (Food)		m21/0360.2 L					
H						21/11 m21/0361.1 Limon Control L (Swab)						

LIMs Number m21/	0362.1, 0363.1, 0364.1 0365.1, 0366.1, 0367.1	0359.1, 0359.2, 0359.3 0359.4, 0359.5, 0360.1 0360.2, 0361.1	0362.1, 0363.1, 0364.1 0365.1, 0366.1, 0367.1
PCR Run			
Target Organism	Ss/morella sp	L. monocytogenes	L. monocytogenes
Date of Lysis	29.11.21	29.11.21	29.11.21
ite PCR	29.11.21	29.11.21	29.11.21
Technologist	JP	JP	JP
Kit Details			
Kit lot # and expiry	11720K 4p: 12/7/2023	02620K 2p: 17/8/2022	02620K 2p: 17/8/2022
Lysis buffer use by date	10.12.21, 17.12.21	11.12.21, 13.12.21	11.12.21
Temperature °C - Check Temperature data logger			
Heat Block 1	36.46°C	—	—
Heat Block 2	96.22°C	56.56°C 96.22°C	96.22°C
Heat block 3	—	56.56°C	56.56°C
Initials	JP	JP	—

Review all melt curves for result validity – examine peak shape, control (INPC) peaks, strength of positive result, placement of peak along temperature (x) axis, baseline (refer to MUQM methods for specific requirements)

Technologist JP (Initial/date) 29/11/21 Reviewed by MW 29/11/21 (Initial/date)

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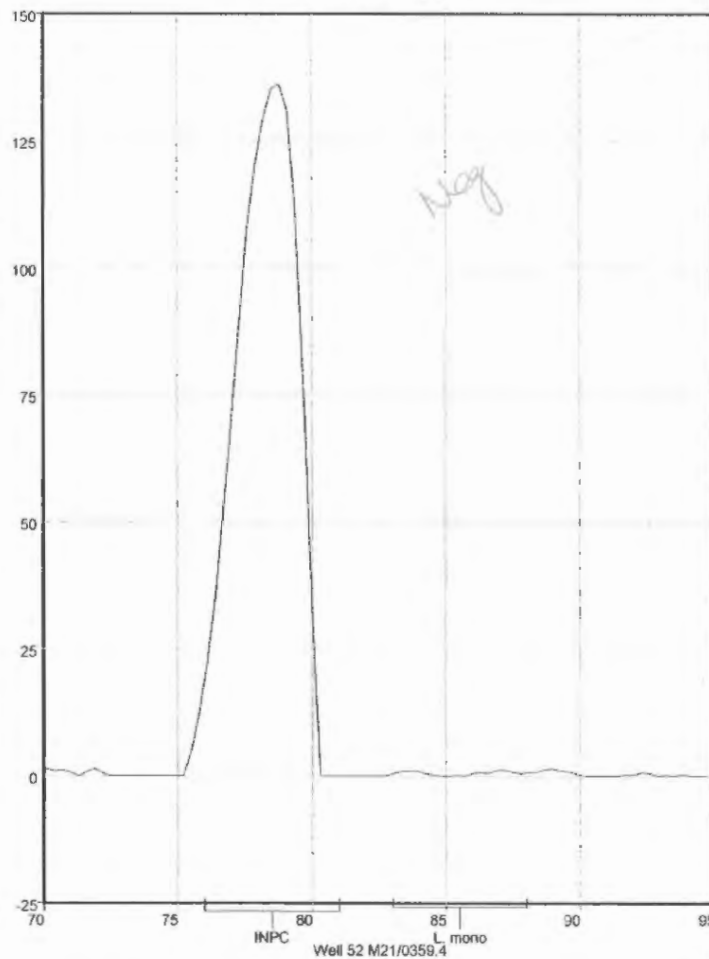
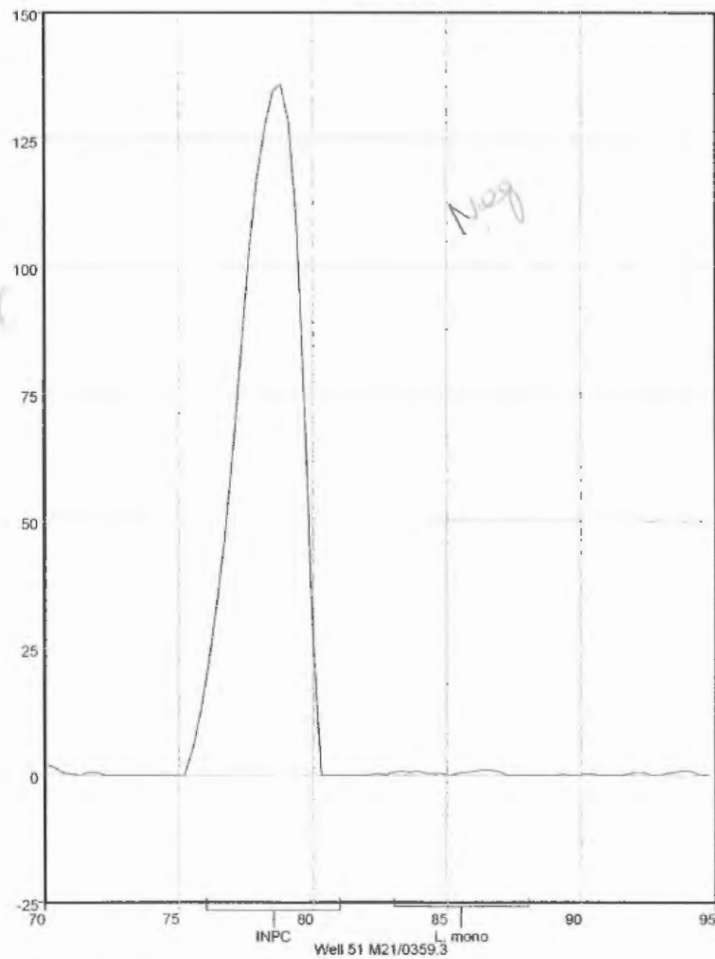
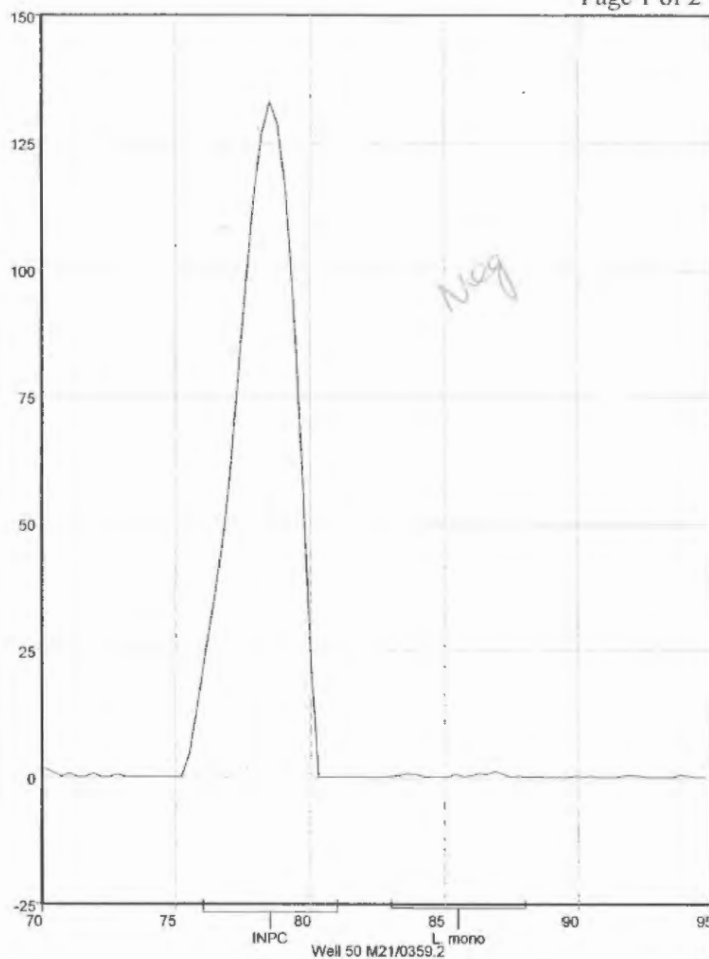
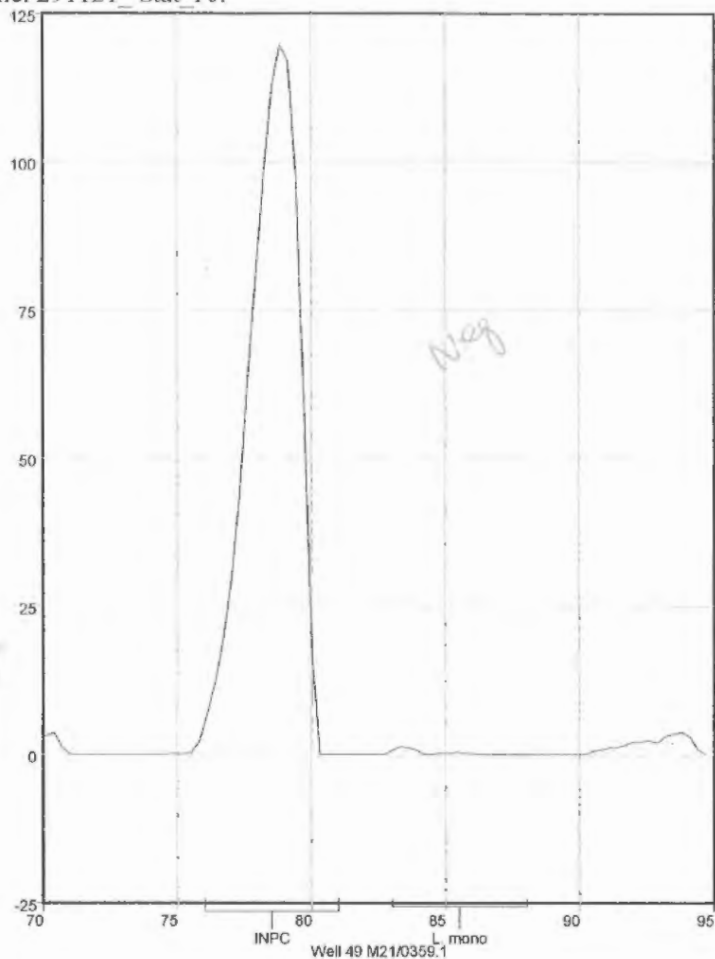
Swabs

143

11/24/21

File: 291121\_Stat\_PJ.

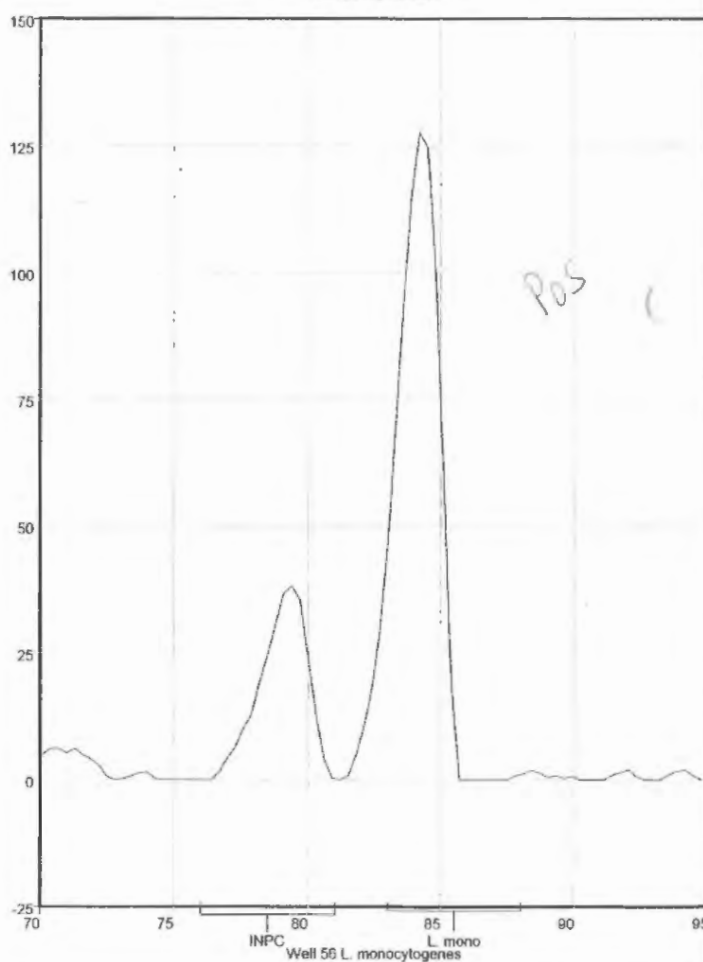
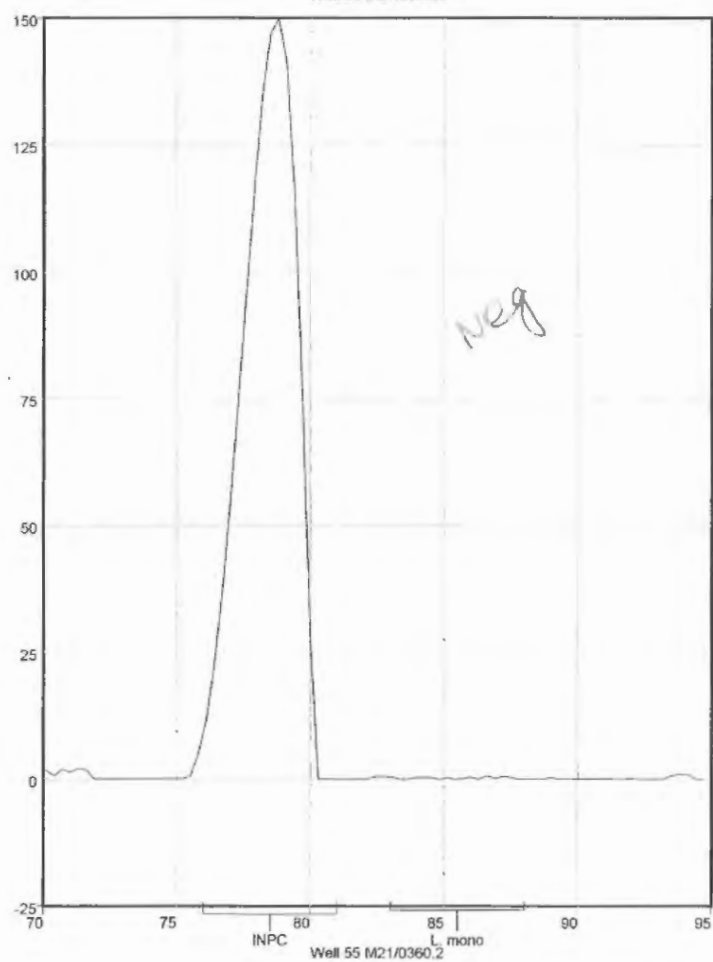
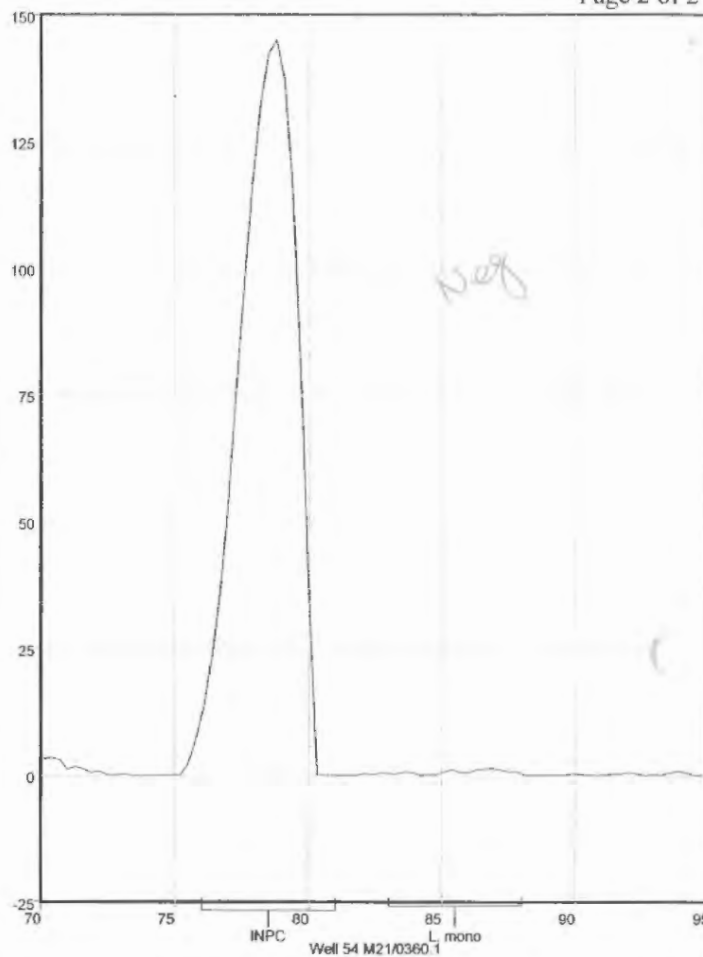
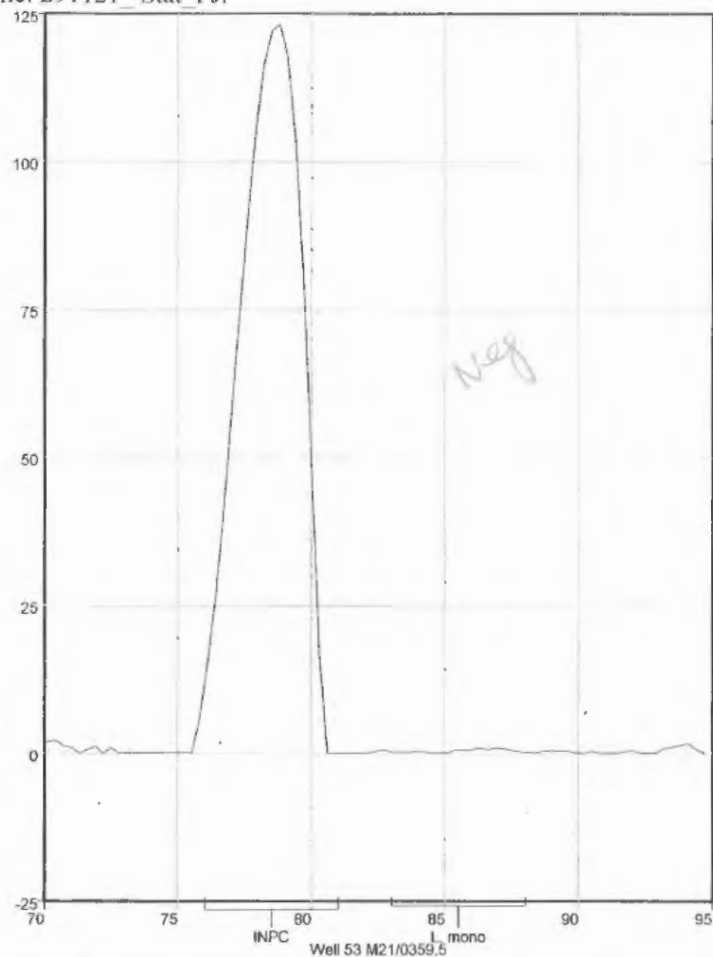
Page 1 of 2



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29/11/21.

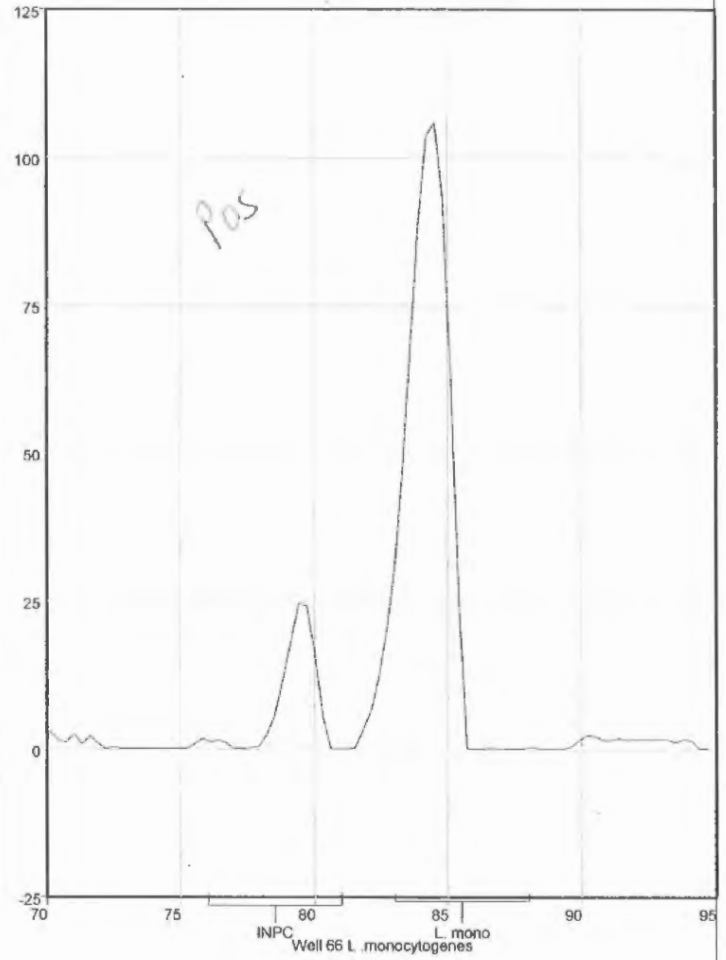
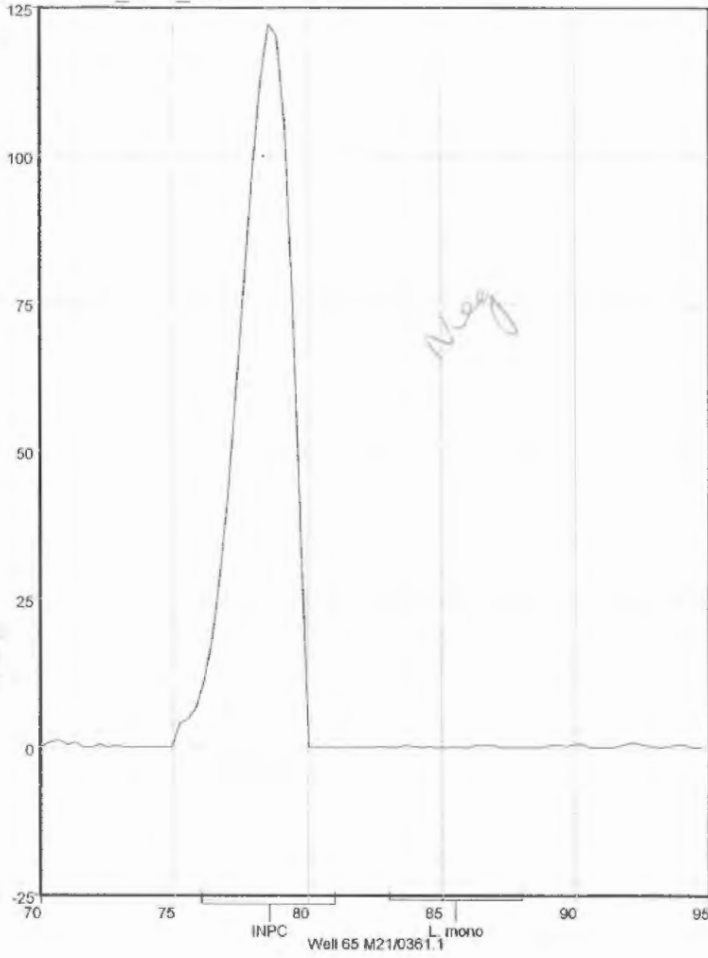
File: 291121 Stat PJ.

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pt 24/11/21

File: 291121\_Stat\_PJ.



## BAX SAMPLE TRACKING WORKSHEET

Enter one sample ID number into each square.

These sheets correspond with the PCR rack arrangement

File Name: MICRO (\\PRDFIL005\Share) (M:) BAX &gt; YYYY -&gt; FFS /IFM/Stat/ Surveys -&gt; 29/11/21 - Stat - PJ

	1	2	3	4	5	6	7	8	9	10	11	12
A			m21/ 0362.1 S		m21/0362.1 L		m21/0359.1 L	29/11 Control L. monoc p. pip		m21/0361.1 L		
B			m21/ 0363.1 S		m21/0363.1 L		m21/0359.2 L					
C			m21/ 0364.1 S		m21/0364.1 L		m21/0359.3 L					
D			m21/ 0365.1 S		m21/0365.1 L		m21/0359.4 L					
			m21/ 0366.1 S		m21/0366.1 L		m21/0359.5 L					
F			m21/ 0367.1 S		m21/0367.1 L		m21/0360.1 L					
G			Schifit Control		L. monoc control (Food)		m21/0360.2 L					
H							m21/0361.1 L. monoc control (Schifit)	29/11				

LIMs Number	m21/	0362.1, 0363.1, 0364.1 0365.1, 0366.1, 0367.1	0359.1, 0359.2, 0359.3 0359.4, 0359.5, 0360.1 0360.2, 0361.1	0362.1, 0363.1, 0364.1 0365.1, 0366.1, 0367.1
PCR Run				
Target Organism		Salmonella sp	L. monocytogenes	L. monocytogenes
Date of lysis		29.11.21	29.11.21	29.11.21
Date PCR		29.11.21	29.11.21	29.11.21
Technologist		JP	JP	JP
Kit Details				
Kit lot # and expiry		11720K Exp: 12/7/2023	02620K Exp: 12/7/2022	02620K Exp: 12/7/2022
Lysis buffer use by date		11.12.21, 13.12.21	11.12.21, 13.12.21	11.12.21
Temperature °C - Check Temperature data logger				
Heat Block 1		36.46°C	—	—
Heat Block 2		96.22°C	56.56°C	96.22°C
Heat block 3		—	56.56°C	56.56°C
Initials		JP	JP	JP

Review all melt curves for result validity – examine peak shape, control (INPC) peaks, strength of positive result, placement of peak along temperature (x) axis, baseline (refer to MUQM methods for specific requirements)

Technologist JP (Initial/date) Reviewed by RW 29/11/21 (Initial/date)

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# TEST MEDIA, SUPPLEMENT and REAGENT TRACEABILITY WORKSHEET LIMS Number: m210359 (1-5) & m210360 (1-2) & m210361 (1-2) 147

DATE	MEDIA	LOT NUMBER	TIME IN/Int.	TIME OUT/Int.	TIME IN/	TIME OUT/Int.	INC/WB #	QC/Int.	COMMENTS
26-11-21	HFB	15-01-21	13:35	14:30			#3	✓	
	Sponge Swab	EZ-10DE-PUR-EZ-14483	NA					NA	
		18-05-22							
27-11-21	MOPS Bleb.	<del>3000180 Exp: 07/22</del>	15:00	16:15			#1	✓	## 18-29/11/21
		29-09-22							
	Fraser	12/12/22	15:00	15:30			#1	✓	Labster more to in 29/11
29-11-21	Palcam	4332452 Exp: 23-12-21	16:25	14:30			#1	✓	
	Oxford	4332460 Exp: 17-12-21						✓	
01-12-21	Fraser	12-12-21	16:40	15:10			#1	✓	(Repeated - HF)
03-12-21	Oxford	4332460 Exp: 17-12-21	15:20	15:20			#1	✓	
	Palcam	4332452 Exp: 23-12-21						✓	

DATE	SUPPLEMENT/REAGENT/KIT/STAINS	LOT NUMBER	CoA Checked	TIME & DATE ADDED	COMMENTS
26-11-21	Lister Fraser Sel. Suppl.	3293986 Exp: 04/2023	✓	26/11/21	
27-11-21	Lister selective Suppl.	3000180 Exp: 07/22	✓	Add: 23/11/21 DB: 23/12/21	

INC = Incubator, WB = Waterbath. \*Total incubation period achieved by programming of incubator. Remaining time in incubator spent under refrigeration/storage condition.  
 # On this date datalogger checked for recorded time out and correct storage temperature.

# Due to control failure of the sample (LIMS m210361 (1-1)) P. 01-7-03

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Document ID: ACTGAL-00-0188

SharePoint Modified Date: 8 July 2021

Print Date: 15 November 2021

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1/12/21


**ACT**  
Government

**ACT Health**

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: www.health.act.gov.au

ABN: 16 461 147 509

## ANALYSIS REPORT

<b>Sample run:</b>	Swabs - Outbreak	<b>Date collected:</b>	25/11/21
<b>Sample source:</b>	Mrs Kim's Donuts/Kingston	<b>Date received:</b>	25/11/21
<b>ACTGAL No:</b>	M21/0357	<b>Date tested:</b>	25/11/21
<b>Submitter:</b>	A. Mirza	<b>Finalised date:</b>	2/12/21
<b>Client:</b>	Manager Operations Environmental Health.	<b>Approved by:</b>	M. Gorkhali
<b>Client Address:</b>	25 Mulley Street. Holder. Canberra. ACT 2611		

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Swab - Washup sink + spring pull handle  AM-7370-a	Swab - Serving tongs  AM-7370-b	Swab - Coolroom chopping board on shelves  AM-7370-c	Swab - Small piping bags  AM-7370-d	Swab - Bench glazing/icing  AM-7370-e
Salmonella spp. sponge swab#	SALM_ENVIRO	D / ND per swab	Not Detected #	Not Detected #	Not Detected #	Not Detected #	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,

Client Sample Code/Serial Number where applicable.

Signature:

Milan Gorkhali

Reporting Officer

**E-MAILED**  
02-12-21




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Samples tested as received.

NATA Accredited Laboratory Number: 1287

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**ACT**  
Government

**ACT Health**

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

<b>Sample run:</b>	Swabs - Outbreak	<b>Date collected:</b>	25/11/21
<b>Sample source:</b>	Mrs Kim's Donuts/Kingston	<b>Date received:</b>	25/11/21
<b>ACTGAL No:</b>	M21/0358	<b>Date tested:</b>	25/11/21
<b>Submitter:</b>	A. Mirza	<b>Finalised date:</b>	2/12/21
<b>Client:</b>	Manager Operations Environmental Health.	<b>Approved by:</b>	M. Gorkhali
<b>Client Address:</b>	25 Mulley Street. Holder. Canberra. ACT 2611		

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Swab - Hand whisks	Swab - Dough mixer with whisks	Swab - Custard filling mixing bowls	Swab - Whisks filling mixer	Swab - Piping bags - custard/cream/mousse
			AM-7371-a	AM-7371-b	AM-7371-c	AM-7371-d	AM-7371-e
Salmonella spp. sponge swab#	SALM_ENVIRO	D / ND per swab	Not Detected #	Not Detected #	Not Detected #	Not Detected #	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,

Client Sample Code/Serial Number where applicable.

Signature:

*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
02-12-21

CM



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Samples tested as received.

NATA Accredited Laboratory Number: 1287

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## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location Mrs Kims Donuts/Kingston

Job Reference No: M21/0357

Sample Date: 25/11/21

Time of Collection: 15:52

Comment

LIMS results checked: JP 02/12/21

Analyst: *JP*Weighed out by: *JP*

Salmonella from a Sponge Swab	Lims No.	Sample Description	Sample ID	Method Protocol B	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
M21/0357	1	Swab - Washup sink + spring pull handle	AM-7370-a	RM/FP	POS/NEG	YES/NO	ISO/NI	
M21/0357	2	Swab - Serving tongs	AM-7370-b	RM/FP	POS/NEG	YES/NO	ISO/NI	
M21/0357	3	Swab - Coolroom chopping board on shelves	AM-7370-c	RM/FP	POS/NEG	YES/NO	ISO/NI	
M21/0357	4	Swab - Small piping bags	AM-7370-d	RM/FP	POS/NEG	YES/NO	ISO/NI	
M21/0357	5	Swab - Bench glazing/icing	AM-7370-e	RM/FP	POS/NEG	YES/NO	ISO/NI	
<i>S. hofit</i> ALP4	N/A	Culture control	N/A	RM/N/A	POS/NEG	YES/NO	NA/ISO/NI	

Date Printed: 25/11/2021

Approved by: MG

Date: 20/01/2021

## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location Mrs Kims Donuts/Kingston

Analyst: *TM*

Job Reference No: M21/0358

Weighed out by: *TM*

Sample Date: 25/11/21

Time of Collection: 15:52

Comment

LIMS results checked: *25.12.21*

Salmonella from a Sponge Swab	Lims No.	Sample Description	Sample ID	Method Protocol B	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
M21/0358	1	Swab - Hand whisks	AM-7371-a	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	
M21/0358	2	Swab - Dough mixer with whisks	AM-7371-b	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	
M21/0358	3	Swab - Custard filling mixing bowls	AM-7371-c	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	
M21/0358	4	Swab - Whisks filling mixer	AM-7371-d	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	<i>TM</i> <i>1/12/21</i>
M21/0358	5	Swab - Piping bags - custard/cream/mousse	AM-7371-e	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	
<i>S. hofti ALP4</i>	N/A	Culture control	N/A	<i>RM/N/A</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>NA/ISO/NI</i>	

Date Printed: 25/11/2021

Approved by: MG

Date: 20/01/2021



**ACT**  
Government  
Health

# Health Protection Service

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

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Sample ID: - AM / 7371  
PHO Initial

Sampler: (print) ARIIF MIRZA + KEFLEY Date: 25/11/2021 Time: 15:52 am pm

Person in charge: [Redacted] Current address: [Redacted]

Association with business Owner PROPRIETOR Keys Holme P.L.

BUSINESS NAME: Mrs M. KIMS DONUTS Phone no: [Redacted]

BUSINESS ADDRESS: 9/15 Tench St. Kingston SUBURB: Kingston

(as applicable ✓ or x or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK) SURVEY: Env. Swabs (As per Proposal)

S	RS	LS	\$R	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
a	Swabs	-		Hand whisks.	- salmonella.							
b	Swabs	-		Dough mixer	with whisker. - salmonella.							
c	Swabs	-		Custard filling mixing bowl	- salmonella.							
d	Swabs	-		Whisks filling mixer	- <del>listeria</del> salmonella							
e	Swabs	-		Piping bags	- custard/cream/mousse - <del>listeria</del> salmonella							
S	WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments	Country/ State						
a												
b												
c												
d												
e												

Observations: .....

Examination required: Salmonella

Sampler: (sign) [Redacted] Arrival at the lab - Date: 25/11/2021 Time: 5:29 am pm

White - Lab Blue - Survey P.H.O. Yellow - EHO Health Protection Service

Phoned results:

EHO: .....

Date: .....



**ACT**  
Government  
Health

# Health Protection Service

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

153

Sample ID: - AM / 7370  
PHO Initial

Sampler: (print) ARIF MIRZA + ICELEY Date: 25 / 11 / 2021 Time: 15:37 am/pm

Person in charge: [Redacted] Current address: [Redacted]  
Association with business: Owner PROPRIETOR: Keys Home P.C

BUSINESS NAME: Mrs. KIMS DONUTS Phone no: [Redacted]

BUSINESS ADDRESS: 9/15 Tench St. Kingston SUBURB: KINGSTON

(as applicable ✓ or ✗ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK) SURVEY: Env. Swab (As per Proposal)

S	RS	LS	\$R	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F °C	R °C	A	P P	P/S hrs	U/P	DATE
a	Swab	-		Washup sink + spring pull handle	Salmonella.							
b	Swab	-		Serving tongs	Salmonella							
c	Swab	-		Cool Room chopping board on shelves	Salmonella.							
d	Swab	-		Small piping bag	Salmonella.							
e	Swab	-		Bench glazing / icing	Salmonella.							
S	WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments						Country/ State	
a												
b												
c												
d												
e												

Observations: .....

Examination required: Salmonella.

Sampler: (sign) [Redacted] Arrival at the lab - Date: 25 / 11 / 2021 Time: 5:29 am/pm

White - Lab Blue - Survey File Yellow - EHO Health Protection Service

Phoned results:

EHO: .....

Date: .....

## SALMONELLA CONFIRMATION SHEET (SALM\_MALDI\_CON)

LIMS Number	Selective Enrichment Broth	XLD		Hektoen		PCA Purity (Yes/No)	MALDI-ToF ID and Score	Initial & Date
		Isolate Number	Growth Description	Isolate Number	Growth Description			
M21/0357-1	RVS		non typical yellow		non typical peach			
	MKTTN		non typical yellow	#1	mostly non typical peach 2x peachy with black centre.	Pure		
M21/0357-2	RVS		non typical yellow		non typical large yellow-peach		See attached	
	MKTTN		non typical yellow	#2	mostly non typical peach 2x peachy with black centre.	Pure	Brubaker Classification	
M21/0357-3	RVS		non typical yellow		tiny peachy non typical.		Reimer Project name	
	MKTTN	#3, #4	some non typical yellow. many small red typical. (no black centre)	#5	some peachy non typical. many small green, dark centre	AT (X3) Pure	211201-stud- Legionella Lm- -Print-PT	1/12/21
M21/0357-4	RVS		large yellow non typical.		non typical peachy	NA		
	MKTTN		large yellow non typical.		non typical peachy.			7/12/21
M21/0357-5	RVS		large yellow non typical.		large yellow tiny peach non typical non typical	NA		02/12/21
	MKTTN		large yellow non typical.		peachy non typical.			
	RVS							
	MKTTN							

## SALMONELLA CONFIRMATION SHEET (SALM\_MALDI\_CON)

LIMS Number	Selective Enrichment Broth	XLD		Hektoen		PCA Purity (Yes/No)	MALDI-ToF ID and Score	Initial & Date
		Isolate Number	Growth Description	Isolate Number	Growth Description			
S. heft + control	RVS		Typical, black		Typical, black	Pure	See attached Broken Results	21
	MKTTN		"		"			
C. freundii	N/A MW 30/11 RVS		Non-typical, yellow		Non-typical, orange-yellow (Salmon)	Pure	Project name 21/201-stal- Legionella complaint-PJ	
	MKTTN							
	RVS							
	MKTTN							
	RVS							
	MKTTN							
	RVS							
	MKTTN							
	RVS							
	MKTTN							
	RVS							
	MKTTN							

For printed documents, staff are to ensure the SharePoint Modified Date below is the same as the document in the SharePoint Library to ensure they are using the current version.

ACTGAL-00-0178 SharePoint Modified Date: 11 January 2021

Print Date: 7 July 2021

Page 1 of 1



## SALMONELLA CONFIRMATION SHEET (SALM\_MALDI\_CON)

LIMS Number	Selective Enrichment Broth	XLD		Hektoen		PCA Purity (Yes/No)	MALDI-ToF ID and Score	Initial & Date
		Isolate Number	Growth Description	Isolate Number	Growth Description			
121/0358.1	RVS		Non-typical, yellow		NO growth			
	MKTTN		NO growth		"			
121/0358.2	RVS		Non-typical, yellow		Non-typical, orange-yellow (Salmon)			
	MKTTN		"		"			
121/0358.3	RVS		Non-typical, yellow		Non-typical, orange-yellow (Salmon)			
	MKTTN		"		"			
121/0358.4	RVS		NO growth		NO growth			
	MKTTN		"		"			
121/0358.5	RVS		NO growth		NO growth			
	MKTTN		Non-typical, yellow		Non-typical, yellow-orange			
S. hofni	RVS		Typical, black		Typical, black			
	MKTTN		"		"			

01-12-21

75  
02-12-21

C. freundii

Non-typical, yellow

Non-typical, yellow-orange  
(Salmon)

## BRUKER MALDI-TOF SAMPLE TRACKING SHEET

LIMS number: M21/0357-1, 2, 3 File name: 412 01-Stat-Regional-Complaint-P3 Method: DT / EDT / FAE  
 Initial: M Date: 1-12-21

	1	2	3	4	5	6	7	8	9	10	11	12
A												
B												
C	<u>M21/0357-1</u> 1	<u>M21/0357-2</u> 2	<u>M21/0357-3</u> 3	4	5	S wofit	C freelander	<u>M21/0357-3</u> (22) # a	# (22) b	# (22) c	# (18) d	# (18) e
D	BTS	L. Pneumo	L. Pneumo	F. bozema - nose	F. bozema							
E												
F												
G												
H												

## Media traceability

BTS date made: 01/12/21 Formic Acid date made: N/A Matrix HCCA date made: 22.11.21

BTS validation position nominated in classification run ☒ 7/01/21

# Bruker Daltonik MALDI Biotyper Classification Results



## Project Info

Project Name: 211201-Stat\_ legionella complaint\_PJ  
 Project Description:  
 Project Owner: Admin@FLEX-PC  
 Project Creation Date/Time: 2021-12-01T15:05:51.100  
 Project Analyte Count: 17  
 Project Type: Development  
 Validation: passed  
 Validation Position: D1:0 ✓ 12/21

## Result Overview

Analyte Name	Analyte ID	Organism (best match)	Score Value	Organism (second best match)	Score Value
C1 (+++) (B)	M210357.1-1	<u>Citrobacter freundii</u>	2.336	<u>Citrobacter freundii</u>	2.334
C2 (+++) (B)	M210357.2-2	<u>Citrobacter freundii</u>	2.325	<u>Citrobacter freundii</u>	2.321
C3 (++)(A)	M210357.3-3	<u>Pseudomonas putida</u>	2.154	<u>Pseudomonas putida</u>	2.012
C4 (++)(B)	M210357.3-4	<u>Pseudomonas putida</u>	2.243	<u>Pseudomonas putida</u>	2.125
C5 (++)(A)	M210357.3-5	<u>Pseudomonas putida</u>	2.272	<u>Pseudomonas putida</u>	2.045
C6 (+++) (A)	S. hofii	<u>Salmonella sp</u>	2.35	<u>Salmonella sp</u>	2.34
C7 (+++) (B)	C. freundii	<u>Citrobacter freundii</u>	2.377	<u>Citrobacter freundii</u>	2.282

<u>C8</u> (-)(C)	M210355.3 (#22) -a	not reliable identification		not reliable identification	
<u>C9</u> (-)(C)	M210355.3 (#22) -b	not reliable identification		not reliable identification	
<u>C10</u> (-)(C)	M210355.3 (#22) -c	not reliable identification		not reliable identification	
<u>C11</u> (-)(C)	M210355.3 (#18) -d	not reliable identification		not reliable identification	
<u>C12</u> (-)(C)	M210355.3 (#18) -e	not reliable identification		not reliable identification	
<u>D1</u> (++)(A)	BTS	<u>Escherichia coli</u>	2.095	<u>Escherichia coli</u>	2.088
<u>D2</u> (++)(A)	L. pneumophila	Legionella pneumophila	2.285	Legionella pneumophila	2.267
<u>D3</u> (++)(A)	L. pneumophila	Legionella pneumophila	2.292	Legionella pneumophila	2.205
<u>D4</u> (+++)(A)	F. bozemanac	Legionella bozemanac	2.007	Legionella bozemanac	2.203
<u>D5</u> (+++)(A)	F. bozemanac	Legionella bozemanac	2.218	Legionella bozemanac	2.286

# BAX SAMPLE TRACKING WORKSHEET

Enter one sample ID number into each square.

These sheets correspond with the PCR rack arrangement

File Name: MICRO (\\PRDFILO05\Share) (M: ) BAX > YYYY -> FFS /IFM/ Stat/ Surveys -> 271121 - Complaint - PJ  
Complaint

	1	2	3	4	5	6	7	8	9	10	11	12
A			m21/0357.1		m21/0358.1							
B			m21/0357.2		m21/0358.2							
C			m21/0357.3		m21/0358.3							
D			m21/0357.4		m21/0358.4							
E			m21/0357.5		m21/0358.5							
F			Control Shelf									
G												
H												

LIMs Number	m21/0357 (1-5) m21/0358 (1-5)			
PCR Run				
Target Organism	SKA/morrel/4 SY			
Date of lysis	27.11.21			
Date PCR	27.11.21			
Technologist	JP			
Kit Details				
Kit lot # and expiry	Lot # 11720K Exp: 18/7/23			
Lysis buffer use by date	11/12/21			
Temperature °C – Check Temperature data logger				
Heat Block 1	36.18 °C			
Heat Block 2	95.96 °C			
Heat block 3	—			
Initials	JP			

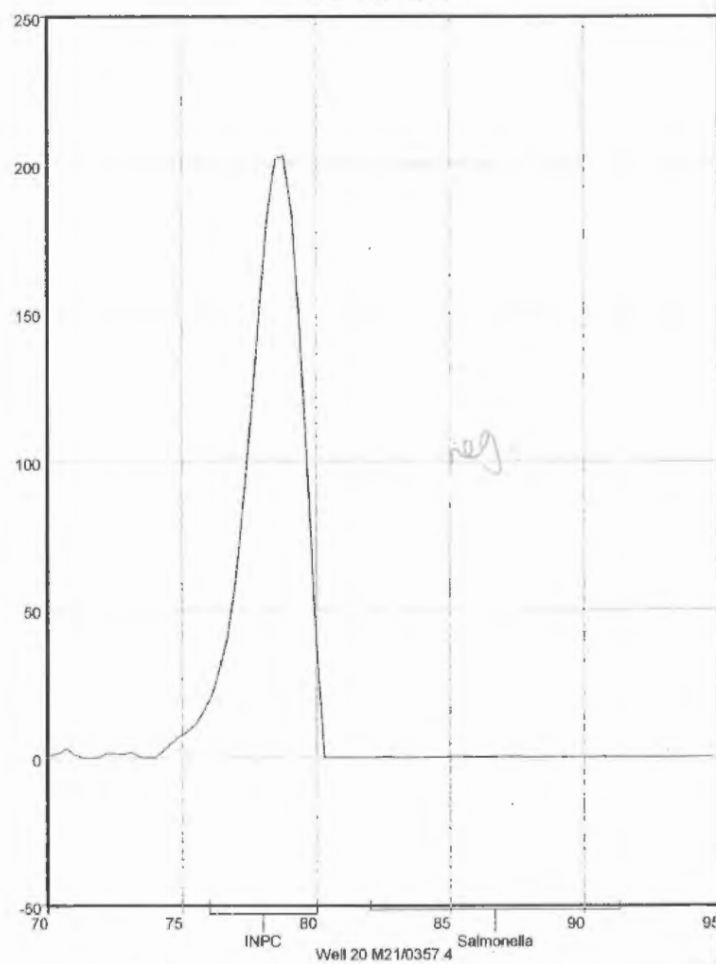
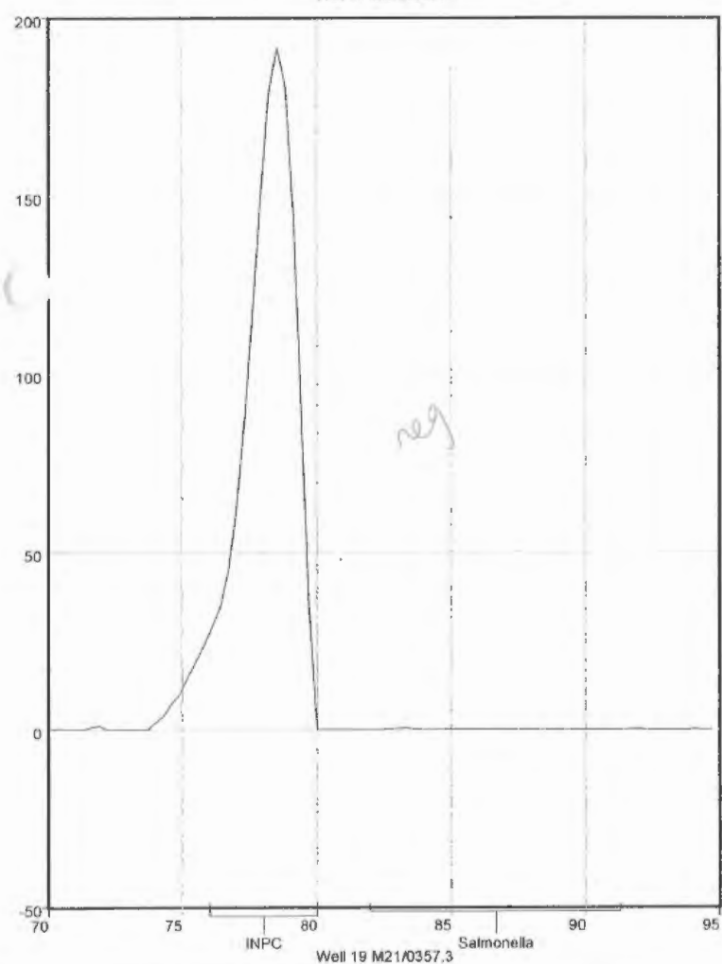
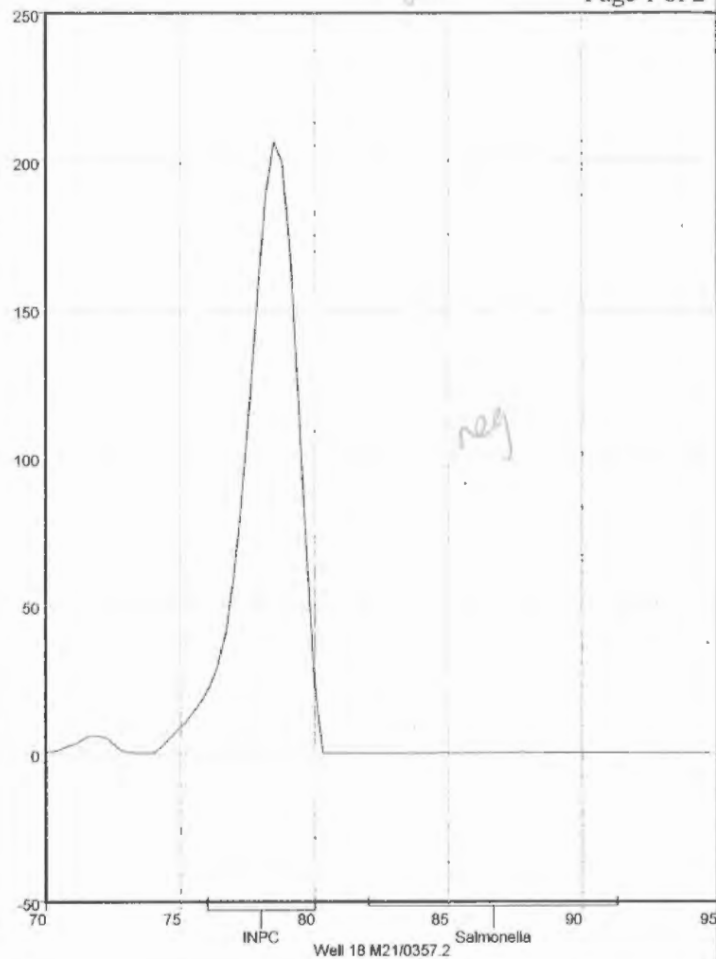
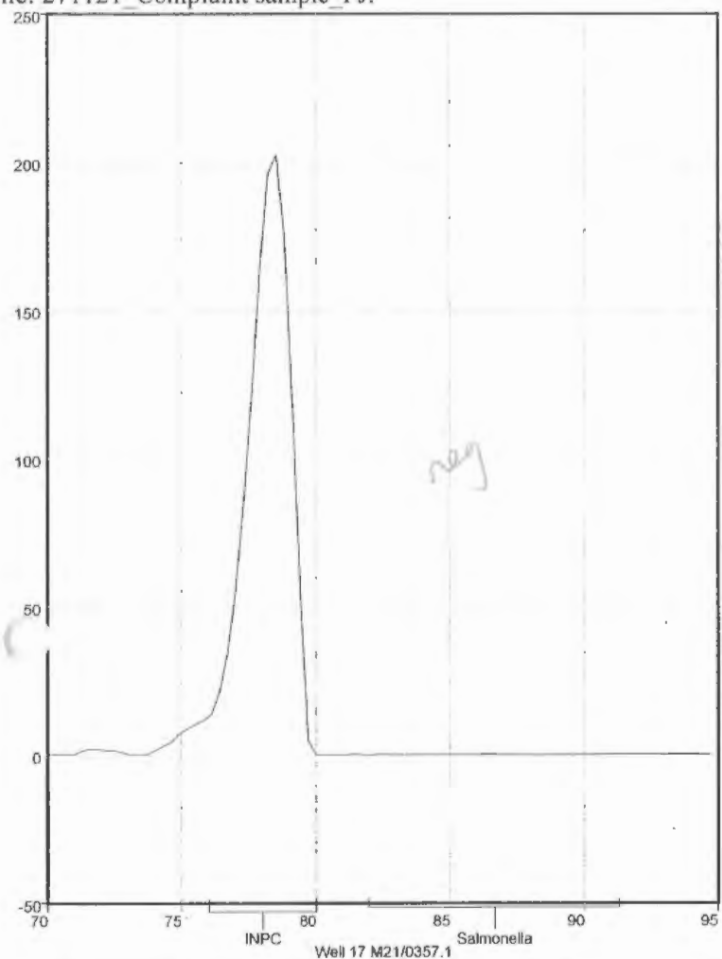
Review all melt curves for result validity – examine peak shape, control (INPC) peaks, strength of positive result, placement of peak along temperature (x) axis, baseline (refer to MUQM methods for specific requirements)

Technologist JP 27/11/21 (Initial/date) Reviewed by ML 27/11/21 (Initial/date)

For printed documents, staff are to ensure the Sharepoint Modified Date below is the same as the document in the Sharepoint Library to ensure they are using the current version.

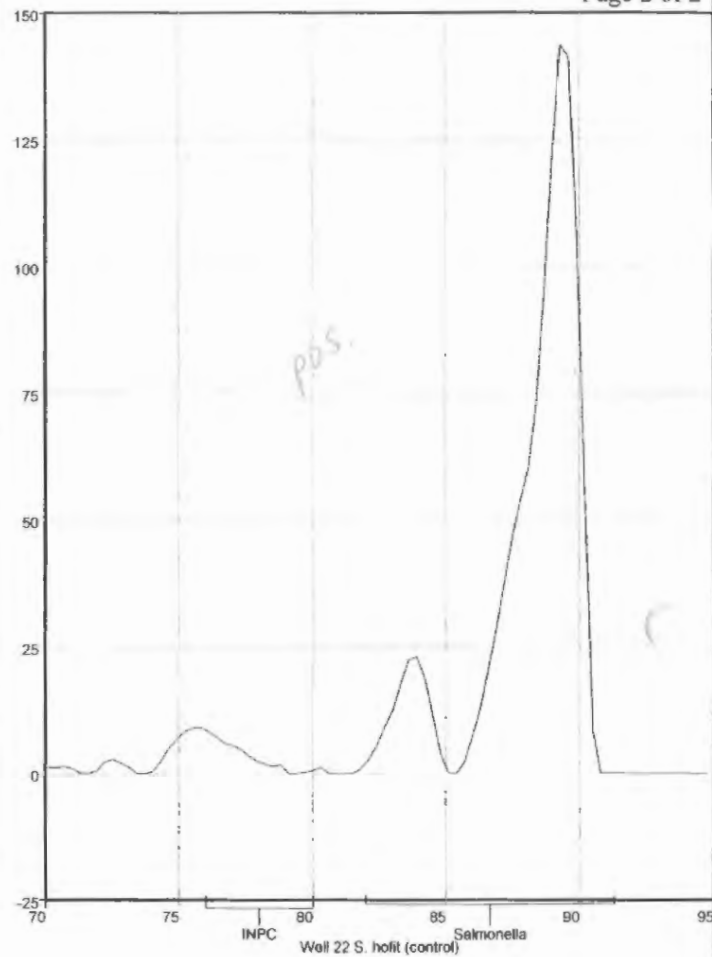
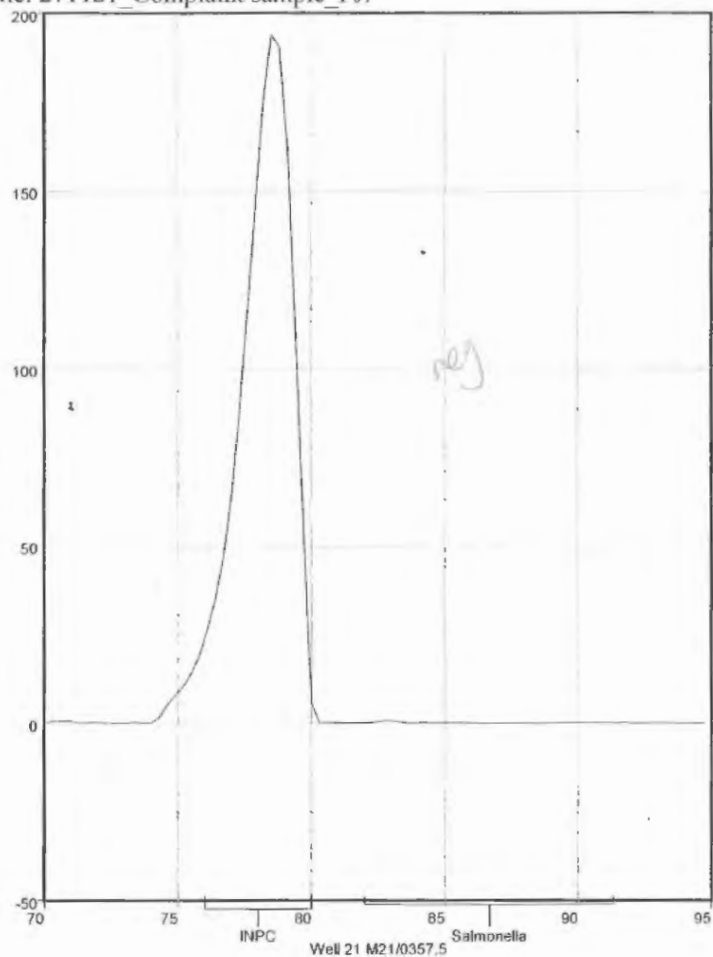
Fil# 271121\_Complaint sample\_PJ.

Page 1 of 2



File: 271121\_Complaint sample\_PJ.

Page 2 of 2



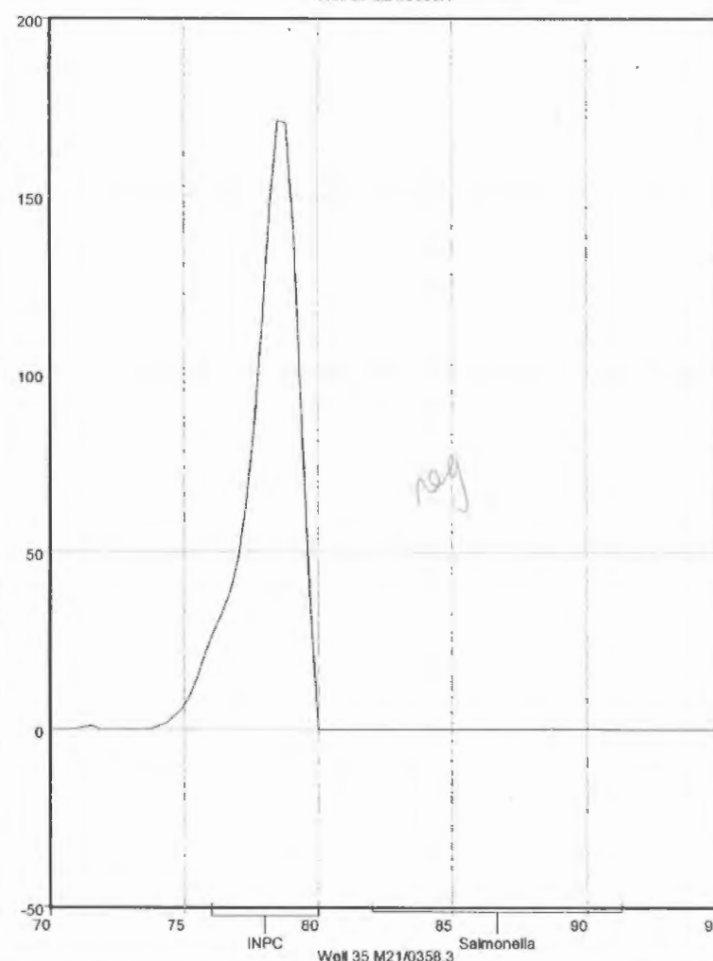
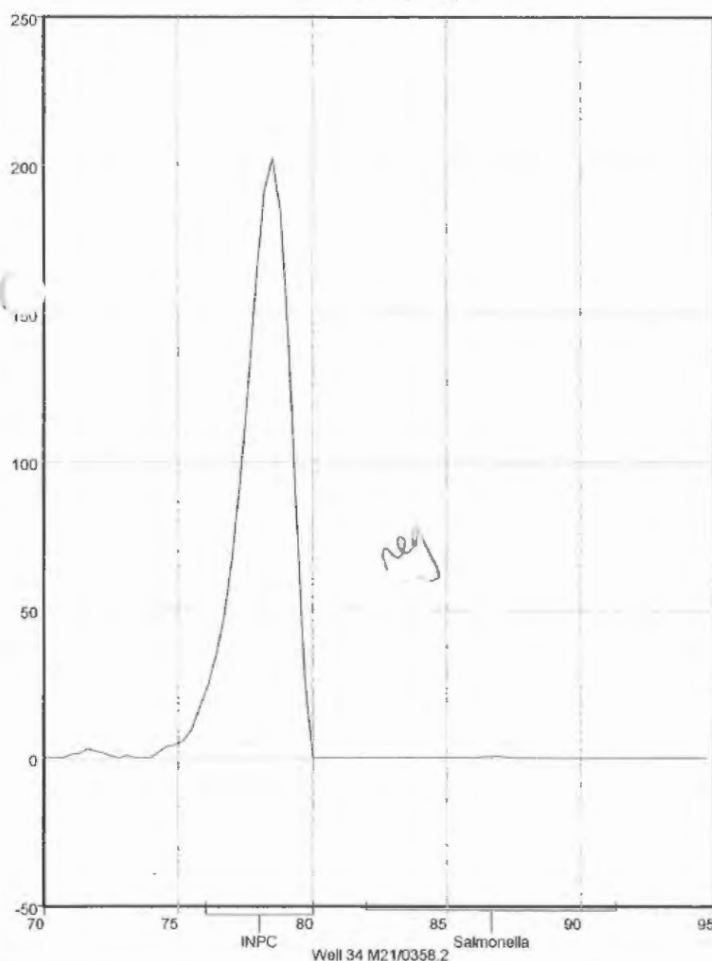
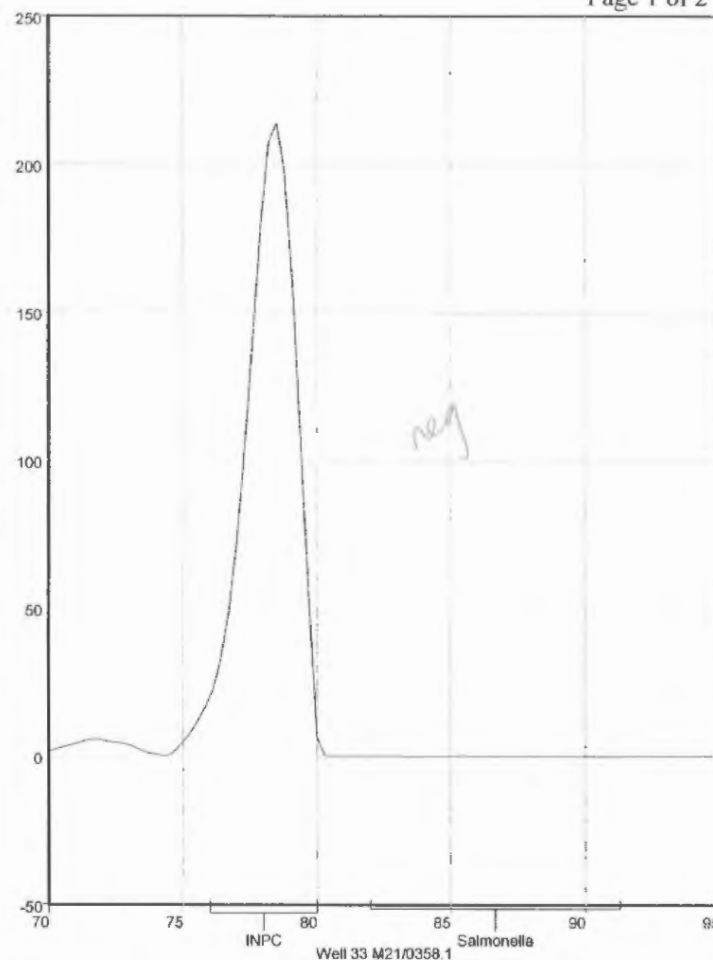
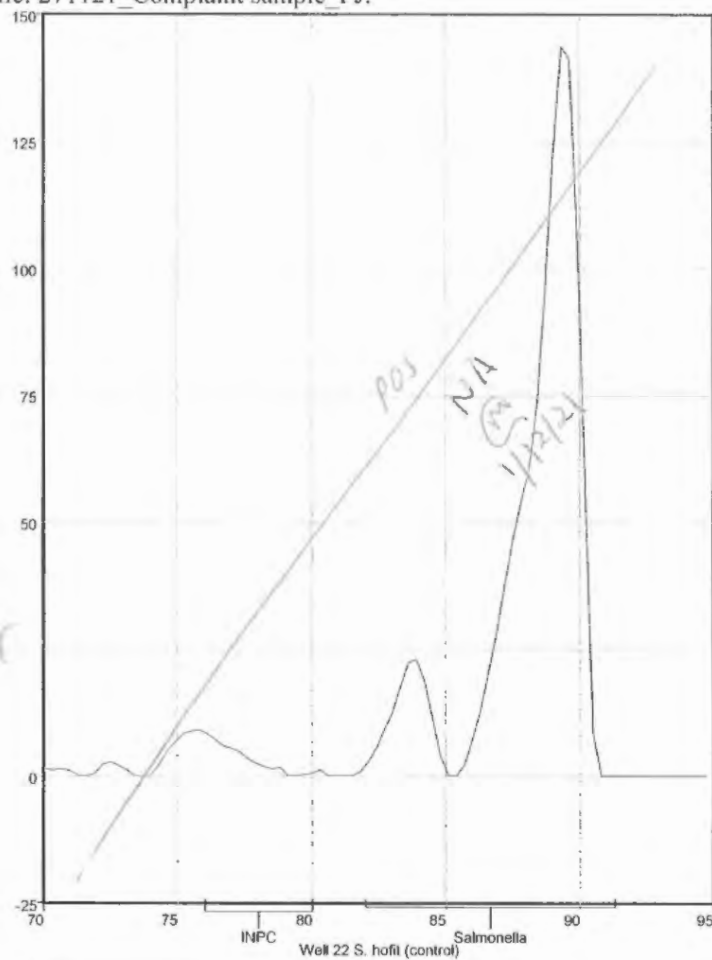
27  
22/11/21



27-11-21

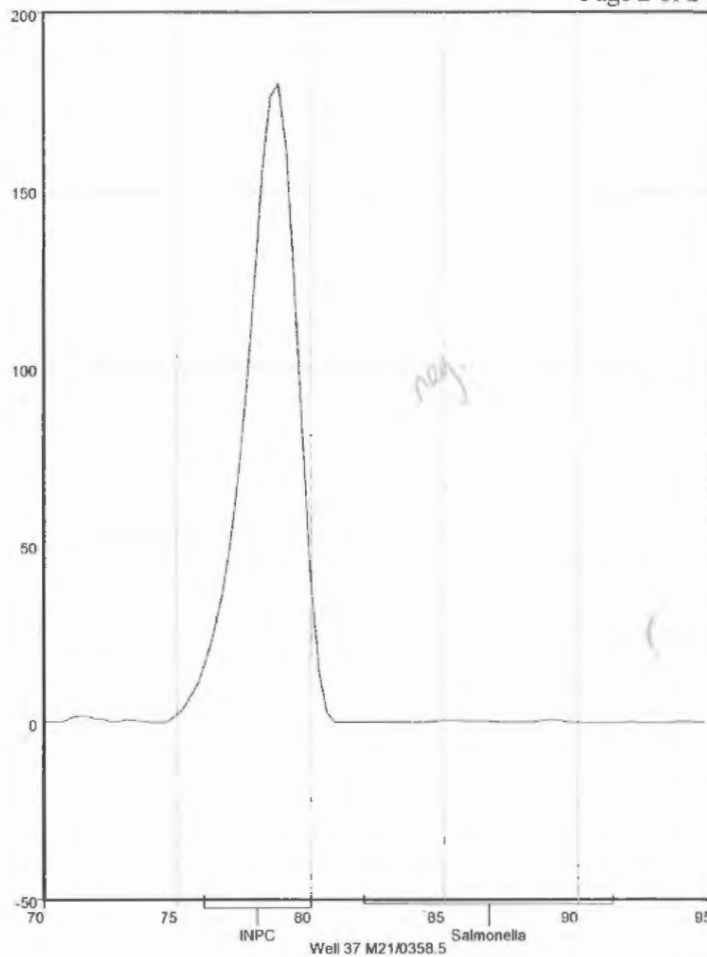
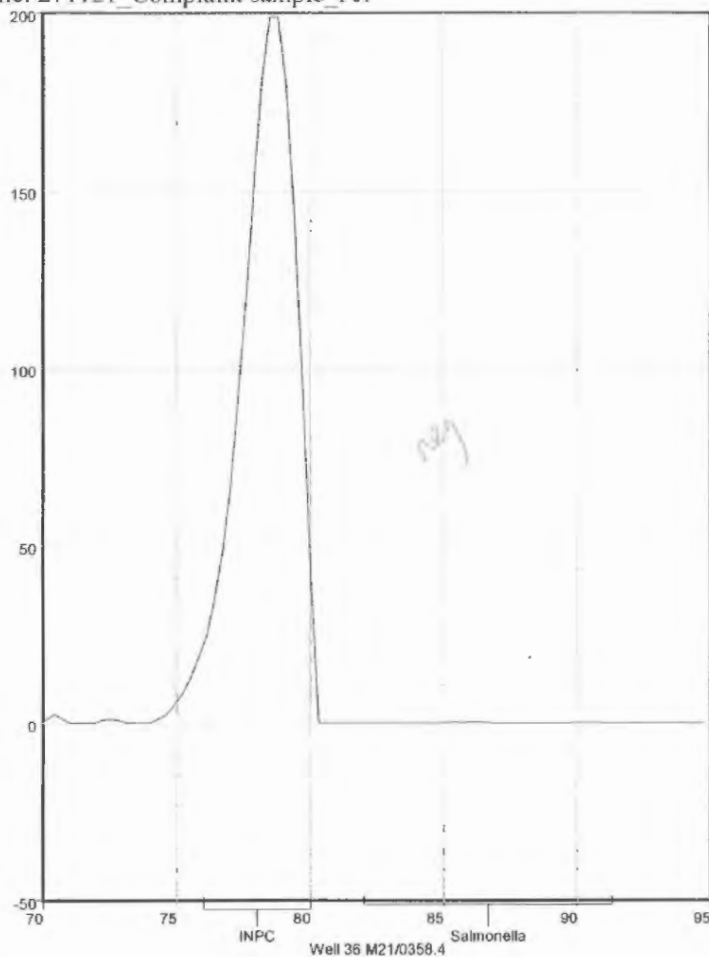
File: 271121\_Complaint sample\_PJ.

Page 1 of 2



File: 271121\_Complaint sample\_PJ.

Page 2 of 2



27-  
02/12/21

# TEST MEDIA, SUPPLEMENT and REAGENT TRACEABILITY WORKSHEET LIMS Number: m21/0357(1-5) & m21/0358(1-5)

165

DATE	MEDIA	LOT NUMBER	TIME IN/Int.	TIME OUT/Int.	TIME IN/	TIME OUT/Int.	INC/WB #	QC /Int.	COMMENTS
25-11-21	BUP.	27-02-22	19:30 MW				#9.	✓ MW.	
	Swabs. (control)	EZ-10DE-PUR EZ-14483-02157. NA.						NA	
26-11-21	BHI.	06-12-21	19:50	22:50	26/11		#4	✓ 26	#4 25/11
	MKtn	02/12/21	19:51	20:00	26/11		#1	✓ 26	#1 25/11
	RUS.	Lot#43/9659 exp 21-12-21.	19:52	26/11			#5	✓ 26	#5 25/11
29-11-21	XLD	lot# 4336305 exp 14-01-22	15:55	15:30	26/11		#1	Q ✓ 26	#1 11/12/21
	Hektoen	lot# 4338902 exp 09-02-22		30/11/21				✓ MW	
30-11-21	PCA	4323686 Exp 20-7-22	16:45	14:20	26/11		#1	✓ 26	
		WB: 18-12-21		1/12/21					
									26-12-21

DATE	SUPPLEMENT/REAGENT/KIT/STAINS	LOT NUMBER	CoA Checked	TIME & DATE ADDED	COMMENTS
26-11-21	NOVOB/OCIN	lot# 3262471 exp 04/2023	✓	OP: 16-11-21 frozen and thawed 26/11/21	
	Iodine for ketathionate	lot# 232625 exp 26-01-22	NA	26-11-21	

INC = Incubator, WB = Waterbath. \*Total incubation period achieved by programming of incubator. Remaining time in incubator spent under refrigeration/storage condition.  
# On this date datalogger checked for recorded time out and correct storage temperature.

[DSD-159739] New Paper File Request Created: 08/12/2021 Updated: 14/12/2021 Resolved: 08/12/2021

Status:	Closed
Project:	Digital Solutions Division
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Request	Priority:	P4
Reporter:	Tashi Choden	Assignee:	Unassigned
Resolution:	Done	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	31 minutes		
Original estimate:	Not Specified		

Attachments:	<input type="checkbox"/> File No.21.4251.pdf <input type="checkbox"/> image001.jpg		
Issue links:	<b>Relates</b> relates to DSD-161369 New Paper File Request Open		
Request participants:	None		
Organizations:	None		
Requestor Name:	Tashi Choden		
Location Details:	25 Mulley Street, Holder ACT 2611		
Location:	HPS Holder		
Urgent:	No		
Recipient's Name:	Milan Gorkhali		
Recipient's Section:	Health Protection Service		
Recipient's Contact Number:	02 51249167		
Recipient's Email:	milan.gorkhali@act.gov.au		
Security Classifications:	Official Sensitive		
Directorate:	ACT Health		
Assignment Group:	Office of the CIO - DSD Legacy Records Management		
Functions:	Public Health Protection		
Activity - Public Health Protection:	Analytical testing		
Suggested File Title:	Microbiology testing - ACT Government Analytical Laboratory - Outbreak Investigation - Mrs Kim's Donuts - Kingston - 2021 <i>add year admendment.</i>		
Internal Use Only:	DSD Digital Records Management		
Phone Number Attribute:	+61 (02) 5124 3933		
ICT Service:	Business System - Support and Maintenance		
Date Range:			

#### Comments

Comment by Automation for Jira [ 08/12/2021 ]

This issue was reported from the portal while the user was not signed into an account.

Comment by Angus Featherstone [ 08/12/2021 ]

New file number 21/4251 created

Comment by Tashi Choden [ 14/12/2021 ]

OFFICIAL

Good Afternoon,

Please find the attached new file request.

We have received this file without 'Year' in the file title. Would you please send me same file with the 'Year' in the file title?

Thank you.

Kind regards

Tashi

**Tashi Choden | Health Services Officer**

Ph: 5124 9182 | Email: [tashi.choden@act.gov.au](mailto:tashi.choden@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation| ACT Health Directorate**  
25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



**From:** Angus Featherstone <[support@act-health.atlassian.net](mailto:support@act-health.atlassian.net)>

**Sent:** Wednesday, 8 December 2021 4:09 PM

**To:** Choden, Tashi (Health) <[Tashi.Choden@act.gov.au](mailto:Tashi.Choden@act.gov.au)>

**Subject:** DSD-159739 **CLOSED** New Paper File Request

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

File No.21.4251.pdf (0.0 kB)

Generated at Tue Dec 14 01:57:10 UTC 2021 by Angus Featherstone using Jira 1001.0.0-SNAPSHOT#100186-sha1:84fa40f06f446c69f2ab52d70c034acfaad432bb.

[DSD-159739] New Paper File Request Created: 08/12/2021 Updated: 08/12/2021

21/4251

**Status:** In Progress  
**Project:** Digital Solutions Division  
**Components:** None  
**Affects versions:** None  
**Fix versions:** None

<b>Type:</b>	Request	<b>Priority:</b>	P4
<b>Reporter:</b>	Tashi Choden	<b>Assignee:</b>	Unassigned
<b>Resolution:</b>	Unresolved	<b>Votes:</b>	0
<b>Labels:</b>	None		
<b>Remaining Estimate:</b>	0 minutes		
<b>Time Spent:</b>	16 minutes		
<b>Original estimate:</b>	Not Specified		

<b>Request participants:</b>	None
<b>Organizations:</b>	None
<b>Requestor Name:</b>	Tashi Choden
<b>Location Details:</b>	25 Mulley Street, Holder ACT 2611
<b>Location:</b>	HPS Holder
<b>Urgent:</b>	No
<b>Recipient's Name:</b>	Milan Gorkhali
<b>Recipient's Section:</b>	Health Protection Service
<b>Recipient's Contact Number:</b>	02 51249167
<b>Recipient's Email:</b>	milan.gorkhali@act.gov.au
<b>Security Classifications:</b>	Official Sensitive
<b>Directorate:</b>	ACT Health
<b>Assignment Group:</b>	Office of the CIO - DSD Legacy Records Management
<b>Functions:</b>	Public Health Protection
<b>Activity - Public Health Protection:</b>	Analytical testing
<b>Suggested File Title:</b>	Microbiology testing - ACT Government Analytical Laboratory - Outbreak Investigation - Mrs Kim's Donuts - Kingston - 2021
<b>Internal Use Only:</b>	DSD Digital Records Management
<b>Phone Number Attribute:</b>	+61 (02) 5124 3933
<b>ICT Service:</b>	Business System - Support and Maintenance
<b>Date Range:</b>	

## Comments

Comment by Automation for Jira [ 08/12/2021 ]

This issue was reported from the portal while the user was not signed into an account.

Generated at Wed Dec 08 04:47:06 UTC 2021 by Angus Featherstone using Jira 1001.0.0-SNAPSHOT#100183-sha1:f6eba4b633dfded3174df386bc995c8e540aebf2.

**Choden, Tashi (Health)**

**From:** Featherstone, Angus (Health)  
**Sent:** Monday, 24 January 2022 9:51 AM  
**To:** Choden, Tashi (Health)  
**Subject:** RE: 'Limited Access To' on File Cover

\* Rem - Limited Sticker.

OFFICIAL

Good morning Tashi,

Thank you for refer to Limited stickers – they can easily removed from front cover file . I will come over to HPS on Tuesday 25 Jan 2022, due to my courier run drop off files at the reception .

Kind regards

*Angus Featherstone | Records Officer*

Records Management

Office of the Chief Information Officer | Digital Solutions Division | ACT Health Directorate

Level 2, 4 Bowes Street

Phillip ACT 2606

Direct Phone 02 512 49974

[www.health.act.gov.au/digital](http://www.health.act.gov.au/digital)



**From:** Choden, Tashi (Health) <Tashi.Choden@act.gov.au>  
**Sent:** Friday, 21 January 2022 4:05 PM  
**To:** Featherstone, Angus (Health) <Angus.Featherstone@act.gov.au>  
**Subject:** FW: 'Limited Access To' on File Cover



**Cc:** Gorkhali, Milan (Health) <[Milan.Gorkhali@act.gov.au](mailto:Milan.Gorkhali@act.gov.au)>

**Subject:** Files came with the 'Limited Access To' sticker

# OFFICIAL

Good morning,

Thank you for sending us with the new files but there are few files we have received with the 'Limited Access To' sticker on the file covers that we have not ordered. Please see below the file numbers which came with that sticker:

- 21/4357
- 21/4406
- 21/4144
- 21/4251

Appreciate if you could create and dispatch those files without above stickers.

Thank you.

Kind regards

Tashi

Tashi Choden | Health Services Officer

Ph: 5124 9182 | Email: [tashi.choden@act.gov.au](mailto:tashi.choden@act.gov.au)

ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



## MRS KIM'S DONUTS

9/15 Tench st Kingston ACT 2604

ABN 86 642 369

Ph 02 6295 3083

Instagram &amp; Facebook @kimsdonutscr

PRO FORMA 25/11/21 20:15:47

12 Almond Caramel

Tartlettes @\$2.50/

@\$2.50/

30.00

Sub Total \$ 27.27

GST \$ 2.73

Total \$ 30.00

Thank you kindly for shopping with MRS KIM'S  
DONUTS We hope to see you soon! :3

Sample ID: - AM / 7373

PHO Initial

Date: 25 / 11 / 21 Time: 7:00 am / pm

Sampler: (print) Ant Mirza

Person in charge: [Redacted]

Current address: [Redacted]

Association with business owner

PROPRIETOR: [Redacted]

BUSINESS NAME: Mrs King Donuts

Phone no: [Redacted]

BUSINESS ADDRESS: 9/15 Tench St

SUBURB: Kingston

(as applicable ✓ or ✗ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK)

SURVEY: Investigation / Sample (As per Proposal)

S	RS	LS	\$R	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
a				Piping Bag.		6:57pm						
b	<u>Swiss</u>			<u>Custard Dough mixer</u>	<u>whisk</u>	7:01pm						
c	<u>Swiss</u>			<u>Custard mixer bowl + whisk</u>		7:04pm						
d												
e												

S	WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments	Country/ State
a						
b						
c						
d						
e						

Observations: Stored in FH evidence fridge

Examination required: Sample a - Salmonella

Sampler: (sign) [Redacted]

Arrival at the lab - Date: 26 / 11 / 2021

Time: 9:40

Phoned results:

EHO: [Redacted]

Date: [Redacted]



**ACT**  
Government  
Health

**Health Protection Service**  
Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

Sample ID: - ..... / 7372

PHO Initial

Sampler: (print) *Aif M. 129*

Date: *25 / 11 / 21* Time: *6:49* am / pm

Person in charge: [REDACTED]

Current address: [REDACTED]

Association with business: *owner*

PROPRIETOR: [REDACTED]

BUSINESS NAME: *MRS Kms Donuts*

Phone no: [REDACTED]

BUSINESS ADDRESS: *9/15 Tench St*

SUBURB: *Kington*

(as applicable ✓ or x or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK)

SURVEY: *Sub 6*

(As per Proposal)

S	RS	LS	\$R	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
a	<i>Swabs</i>	<i>-</i>		<i>Control room chopping board on shelves</i>						<i>6:49pm</i>		
b	<i>Swabs</i>	<i>-</i>		<i>front donut display</i>						<i>6:52pm</i>		
c	<i>Swabs</i>	<i>-</i>		<i>Custard mixer in bowl</i>						<i>6:53pm</i>		
d	<i>Swabs</i>	<i>-</i>		<i>Inside Dough Prover</i>						<i>6:56pm</i>		
e	<i>Swabs</i>	<i>-</i>		<i>front display fridge donut trays</i>						<i>6:58pm</i>		
S	WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments	Country/ State						
a												
b												
c												
d												
e												

Observations: *Stored in EH evidence fridge*

Examination required: *25/11/21 8:45pm*

Phoned results:

EHO: [REDACTED]

Date: [REDACTED]

Sampler: (sign) [REDACTED]

Arrival at the lab - Date: *26 / 11 / 2021*

Time: *9:40* am / pm

White - Lab Blue - Survey File Yellow - EHO Health Protection Service



**ACT**  
Government  
Health

# Health Protection Service

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

Sample ID: - ATM / 7371

PHO Initial

Sampler: (print) ARIIF MIRZA + KEFLEY

Date: 25/11/2021 Time: 15:52 am/pm

Person in charge: [Redacted]

Current address:

Association with business Owner

PROPRIETOR: Kay Holmes P.L.

BUSINESS NAME: Mr. Jims Donuts

Phone no: [Redacted]

BUSINESS ADDRESS: 7/15 Tench St. Kingston

SUBURB: Kingston

(as applicable ☒ or ☐ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK)

SURVEY: Env. Swab

(As per Proposal)

S	RS	LS	\$R	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
a	Swab	-		Hand whisks				-	Salmonella			
b	Swab	-		Dough mixer with whisk				-	Salmonella			
c	Swab	-		Castard filling mixing bowl				-				
d	Swab	-		Whisks filling mixer				-	Listeria			
e	Swab	-		Piping belt - castard/cream/mousse						Listeria		
S	WGT (gms/ml)		Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments					Country/ State	
a												
b												
c												
d												
e												

Observations: Salmonella

Examination required: Salmonella

Phoned results:

EHO: [Redacted]

Date: [Redacted]

Sampler: (sign) [Redacted]

Arrival at the lab - Date: 25/11/2021

Time: 5:29 am/pm

White - Lab Blue - Survey File Yellow - EHO Health Protection Service



**ACT**  
Government  
Health

**Health Protection Service**  
Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

Sample ID: - AM / 7370  
PHO Initial

Sampler: (print) DRIF MIRZA + ICELEY Date: 25 / 11 / 2021 Time: 15:37 am / pm

Person in charge: [Redacted] Current address: [Redacted]  
Association with business: A. Auner PROPRIETOR: Kevin Hume P.C.

BUSINESS NAME: Mrs. KIMS DONOVS Phone no: [Redacted]

BUSINESS ADDRESS: 9/15 Tench St. Kingston SUBURB: KINGSTON

(as applicable ☒ or ☒ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK) SURVEY: Env. Swab (As per Proposal)

S	RS	LS	\$R	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F °C	R °C	A	P P	P/S hrs	U/P	DATE
a	Swab	-		Washup sink + spray pull handle	-							
b	Swab	-		Serving tongs	-							
c	Swab	-		Cool/Yoog chopping board on shelves	-							
d	Swab	-		Small piping bag	-							
e	Swab	-		Bench glazing icing	-							
S	WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments	Country/ State						
a												
b												
c												
d												
e												

Observations: [Redacted]

Examination required: Salmonella

Sampler: (sign) [Redacted] Arrival at the lab - Date: 25 / 11 / 2021 Time: 5:29 am / pm

Phoned results:

EHO: [Redacted]

Date: [Redacted]

White - Lab Blue - Survey File Yellow - EHO Health Protection Service



# Statutory Sampling Form

176  
Health Protection Service  
Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

Sampler Name: Arif Mirza Sampler ID (PHO initial): AM 0662

Premises Detail	
Trading Name: <u>Mr Kim's Donuts</u>	Date: <u>25/11/21</u> Sample time: <u>7:25 am</u> (pm)
Sampling conducted with <u>[redacted]</u>	File No: <u>0111/21</u>
(Circle: Proprietor / Manager / Person in Charge)	
Proprietor: <u>[redacted]</u>	Type of Premises: <u>Bakery</u>
Premises Address: <u>9/15 Tench St Kingston</u>	

Samples will be divided into three (3) separate parts. One part will be retained by the food business being sampled, one part will be analysed and one part will be stored for future comparison with the other parts.

Sample	Sample type (description)	Temp. (°C at sampling)	Sample Retained
A	Tiramisu	11.5°C	A1: EH fridge A2: EH freezer A3: Proprietor
B	Hershey	12.5°C	B1: EH fridge B2: EH freezer B3: Proprietor
C	Cream	7.5°C	C1: EH fridge C2: EH freezer C3: Proprietor
D	White choc	Room temp	D1: EH fridge D2: EH freezer D3: Proprietor
E	Plain custard.	4.6°C	E1: EH fridge E2: EH freezer E3: Proprietor
F	Cotton Candy Custard.	11.6°C	F1: EH fridge F2: EH freezer F3: Proprietor

Additional Information

- I acknowledge payment in the amount of \$ 30.00 has been made for the above samples.
- I acknowledge I have been informed samples taken may be analysed.
- I acknowledge one part of each sample has been retained by me.

Name: [redacted] Signature: [redacted]

PHO Name: Arif Mirza Signature: [redacted] Finish time: 8:25 am/pm

Office use only:
Arrival at the lab: Date: <u>26/11/2021</u> Time: <u>9:35</u> am/pm Chain of Custody Complete <input checked="" type="checkbox"/>



# Premises : Mrs Kims Donuts

Officer: Arif Mirza & Allen Keeley

Inspection Performed on: 25 November 2021



## 2 Piping bags for drying used for filling donuts

179











## 5 Donut fillings

182













Bill To:  
MRS. KIM DONUT  
9/15 TENCH STREET  
KINGSTON ACT NSW 2604  
ACT 2604

Contact

SALES

QTY

1

2

1

1

Ship To:  
MRS. KIM DONUT

Forklift Available: False

Customer Phone #

Customer Mobile #

Invoice To:  
MRS KIM'S DONUTS  
9/15 TENCH ST  
KINGSTON ACT 2604

Invoice To:  
MRS KIMS DONUTS  
9/15 TENCH STREET  
KINGSTON ACT 2604

Tax Invoice No. 00622245

Page 1/1

Date: 12-Nov-21

Reference: kt

Customer: MRSKIMDO

Sales Rep:

Delivery Route:

Terms: 0 Days Default

Product	Description	Units	Price	Discount	GST Total	Final Price	
X23000010	SUGAR CASTER 25KG CSR	1.00	EACH	28.00	.00%	.00	28.00
MANR03	PLAIN FLOUR 12.5KG MANILDRA	15.00	EACH	11.00	.00%	.00	165.00
EOH-LSB6L2	CUSTILLA 15KG PEERLESS	2.00	EACH	99.00	.00%	.00	198.00
CL-L3B6L1	CAKE MARG YELLOW 15KG C&L	1.00	EACH	34.00	.00%	.00	34.00
FF-L6B14L2-2	FILLING LEMON 15KG C&L	1.00	EACH	51.25	.00%	.00	51.25
X1300000710	# FRESH EGG 700G CTN180	5.00	CTN	36.00	.00%	.00	180.00
FERM12341	# FRESH YEAST 12KG FERMEX	1.00	EACH	30.00	.00%	.00	30.00
X1000001410	# FRUIT-KING DURIAN MEAT	1.00	EACH	210.00	.00%	.00	210.00
011221	WITHOUT SEEDS 454G x 12						

PLEASE

Acc Balance: \$ 0.00

Current: .00

30 Days: .00

60 Days: .00

90 Days: .00

170 Days: .00

SPECIALS

- FROZEN GINGER 10KG - \$80/ CARTON

- FACEMASK \$8/ BOX OF (50PCS/ BOX)

- PASTRY PIECES GRAINCORP BUY 10 GET 1 FREE!

Subtotal: 896.25

Freight: 0.00

GST: 0.00

Total: 896.25

PAID: CASH/CHEQUE NOT PAID

Amount: \$.....

Bank Ref: .....

RECEIVED IN GOOD ORDER AND CONDITION

Customer's Signature:

Driver's Signature:

Late / collection fees may be applicable for all payments outside agreed terms.

All goods remain the property of Chan & U until paid for in full. NO CLAIMS RECOGNISED AFTER 48 HOURS FROM DATE OF INVOICE

Arif Mirza & Allen Keeley

Mrs Kims Donuts

25 November 2021

ROPEPELI / DIYET / ETIKA

Tax Invoice

Invoice: 00008886

NX5715

MRS. KIM DONUT

9/15 TECH STREET

KINGSTON ACT NSW 2601

ACT 2601

Contact

Ship To:

MRS. KIM DONUT

9/15 TECH STREET

KINGSTON ACT NSW 2601

ACT 2601

TEL

CALL TEL 1234

SALESPERSON	YOUR NO.	SHIP VIA	COL	PPD	SHIP DATE	TERMS	DATE	PG.
						Net 30th after EOM	22/11/2021	Page 1 of 1
QTY	ITEM NO.	DESCRIPTION	PRICE	UNIT	DISC %	EXTENDED	COD	
1	FULCRE	FULL CREAM MILK POWDER NZMP	\$160.00	25KG		\$160.00	FRE	
1	SOYFLO25	SOY FLOUR 25KG (MANILDRA)	\$48.50	25KG		\$48.50	FRE	
2	SUGCAS	SUGAR CASTER 25KG	\$27.00	25 KG		\$54.00	FRE	
		SMALL PIECES						
1	VANTOP	VANILLA TOPPING 3LT S/SHINEY	\$10.85	3LT		\$10.85	FRE	
1	STRTOP	STRAWBERRY TOPPING 3LT S/SHINEY	\$10.85	3LT		\$10.85	FRE	

RECEIVED IN GOOD

Customer's Signature

☒ PAID: CASH/CHEQUE

Amount: \$ 284.20

☐ NOT PAID

Driver's

SALE AMT.

\$284.20

FREIGHT

\$0.00

GST

\$0.00

TOTAL AMT.

\$284.20

PAID TODAY

\$0.00

IF YOU ARE UNSATISFIED WITH OUR SERVICE, PLEASE

TEXT YOUR COMPLAINTS TO

THANK YOU

BALANCE DUE

\$284.20

All goods remain the property of until paid for in full.

PLEASE CHECK STOCKS CAREFULLY, NO CREDIT WILL BE GIVEN FOR ANY SHORTAGES.

Net 90th after 10th

DESCRIPTION	PRICE	UNIT	DISC %	EXTENDED	COD
POWDER NZMP	\$160.00	25KG		\$160.00	FRE
(MANILDRA)	\$48.50	25KG		\$48.50	FRE
LT S/SHINE	\$27.00	25 KG		\$10.85	FRE

Tax Invoice No. 00622245

Page 1/1

Date 12-Nov-21

Reference

kl

DO

Thi

It

Delivery Note

INVOICE DETAILS

Invoice No.	915537529
Invoice Date	19.08.2021
Customer Ref	190821

RUN 50

BILL TO: 228360

SHIP TO: 228360

MRS KIMS DONUTS  
KEYS HOLME PTY LTD  
unit 9 15 Trench St  
Kingston ACT 2604

MRS KIMS DONUTS  
KEYS HOLME PTY LTD  
unit 9 15 Trench St  
Kingston ACT 2604

REMARKS

Material	Description	Per	Delivered	Qty
4503	DF Cream Thickn'd 2L (6) Bottle	6	18 EA	18 EA
4349	Canberra Milk 3L	6	12 EA	12 EA
4372	Canberra Skim 2L Bottle	9	1 EA	1 EA

NOT PAID

OUR SERVICE

the proper

ULLY, NC

78.694 KG  
TOTAL WEIGHT

31.06  
QTY

Signature on the Proof of Delivery denotes acceptance of total invoice.  
ALL CLAIMS MUST BE MADE WITHIN 7 DAYS OF INVOICE DATE

DCLINKPROD 19.08.2021 02:27:57

PAID: CASH/CHEQUE NOT PAID

Amount: \$

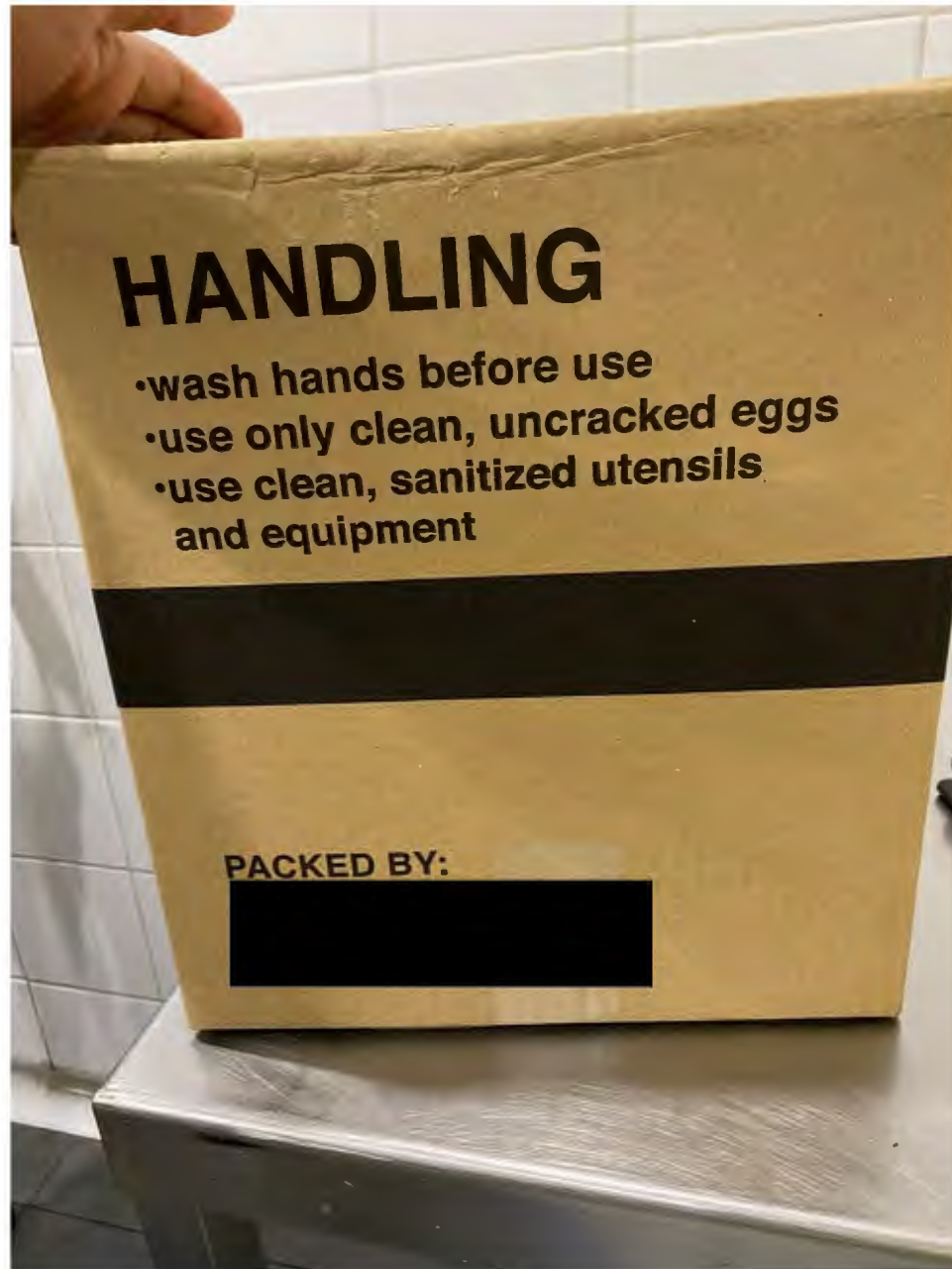
90 Days .00

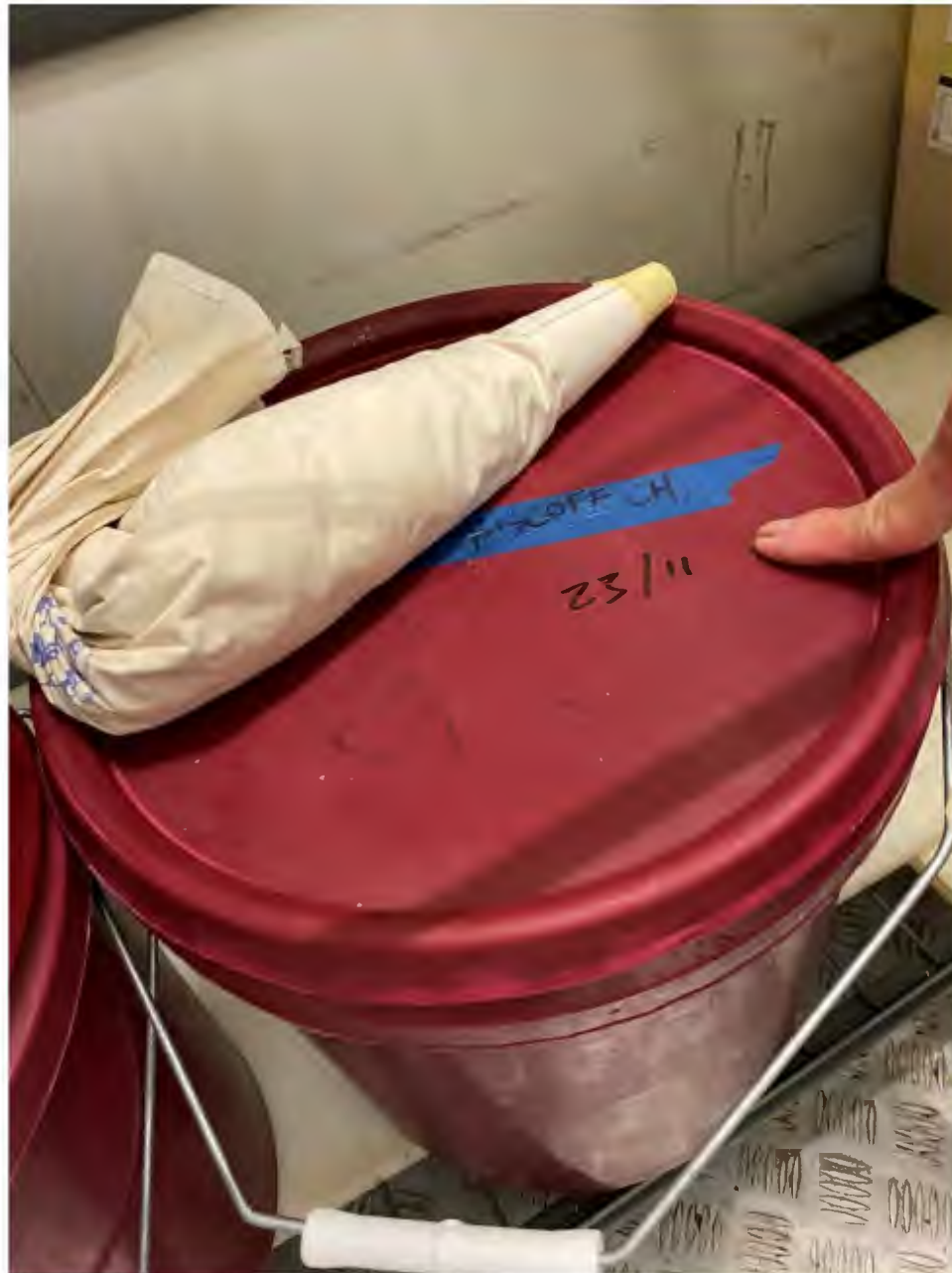
120 Days .00

IN GOOD ORDER AND CONDITION

Signature:





















# Premises : Mrs Kim's Donuts

Officer: Arif Mirza & Keith Rogers

Inspection Performed on: 25 November 2021



## 1 Temp of Tiramisu sampled

197







## 4 Temp of plain custard

200





## 5 Temp of cotton candy custard

201





ACT Health

# Food Premises Inspection Report

This report is a lawful assessment of the food premises against the requirements of the **Food Act 2001 (ACT)** and **Australia New Zealand Food Standards Code**

Business Name	Mrs Kim's Donuts		Reg No	0111/21
Proprietor	KEYS HOLME PTY LTD		Date & Time	Start: 25 Nov 2021 06:29 PM  Finish: 25 Nov 2021 08:42 PM
Premises Address	9/15 Tench Street, KINGSTON ACT 2604		Reason	Complaint
Business/Mobile Phone		Email	Authorised Officer	Arif Mirza
Compliance	<b>Not Applicable</b>			

C=Complies | Mi = Minor Non Compliant | Ma = Major Non Compliant | Cr = Critical Non Compliant | NA=Not Applicable | NO = Not Observed




		Result		Comments
General Requirements				
1	<b>Registration</b> – Is the food business registration current and accurate? [s91, 97 Food Act 2001]	C		
2	<b>Registration conditions</b> – Is the food business complying with any specific registration conditions (if applicable)? [s99 Food Act 2001]	NA		
3	<b>Registration</b> – Is the current certificate of registration displayed? [s98A Food Act 2001]	C		
4	<b>Food Safety Supervisor (FSS)</b> – Does the food business have a current FSS? [s117 Food Act 2001]	C		
5	<b>Food Safety Supervisor (FSS)</b> – Is the FSS's certificate available at the premises? [s19 Food Regulation 2002]	C		
6	<b>Food Safety Program (FSP)</b> – Is a FSP required?	NA		
7	<b>Food Safety Program (FSP)</b> – Is the FSP available at the premises? [s13(2) Food Regulation 2002]	C		
8	<b>Food Safety Program (FSP)</b> – Has a copy been provided to the HPS? [s13(2) Food Regulation 2002]	NA		
Food Handling Controls				
9	<b>Food receipt</b> – Is all food protected from contamination? [Standard 3.2.2 cl 5(1) Food Standards Code]	NO		
10	<b>Food receipt</b> – Are supplier details available for food on the premises and all food items labelled appropriately (with a prescribed name where applicable)? [Standard 3.2.2 cl 5(2) Food Standards Code]	C		
11	<b>Food receipt</b> – Are all practical measures taken to ensure potentially hazardous food is received under temperature control? [Standard 3.2.2 cl 5(3)–(4) Food Standards Code]	C		Owner advised PHF are straight away put in the cool room and deliveries are attended by staff.
12	<b>Food storage</b> – Is all food protected from contamination? [Standard 3.2.2 cl 6(1)(a) Food Standards Code]	C		
13	<b>Food storage</b> – Are food storage conditions appropriate? [Standard 3.2.2 cl 6(1)(b) Food Standards Code]	C		



14	<b>Food storage</b> – Is potentially hazardous food stored under temperature control? [Standard 3.2.2 cl 6(2) Food Standards Code]	C		
15	<b>Food processing</b> – When processing, is all food: <ul style="list-style-type: none"> <li>• safe and suitable;</li> <li>• prevented from being contaminated; and</li> <li>• adequately processed to make safe?</li> </ul> [Standard 3.2.2 cl 7(1) Food Standards Code]	NO		
16	<b>Food processing</b> – Are potentially hazardous ready-to-eat foods out of temperature control for minimum time while being processed?? [Standard 3.2.2 cl 7(2) Food Standards Code]	NO		
17	<b>Food processing</b> – Is potentially hazardous food cooled/reheated correctly? [Standard 3.2.2 cl 7(3) Food Standards Code]	NO		
18	<b>Food display</b> – Is food on display protected from contamination? [Standard 3.2.2 cl 8(1), (4) Food Standards Code]	C		
19	<b>Food display</b> – Do self-service areas have: <ul style="list-style-type: none"> <li>• supervision;</li> <li>• separate utensils; and</li> <li>• protective barriers?</li> </ul> [Standard 3.2.2 cl 8(2) Food Standards Code]	NA		
20	<b>Food display</b> – Is potentially hazardous food displayed under temperature control? [Standard 3.2.2 cl 8(5) Food Standards Code]	C		
21	<b>Food display</b> – If potentially hazardous food is not displayed under temperature control, is there a documented alternate method of compliance? [Standard 3.2.2 cl 25 Food Standards Code]	NA		
22	<b>Food packaging</b> – Is food packaged in a manner that protects it from contamination, using appropriate material? [Standard 3.2.2 cl 9 Food Standards Code]	Mi		Ensure the donut carton boxes are stored covered to prevent any contamination.
23	<b>Food transportation</b> – Is all food protected from contamination during transportation? [Standard 3.2.2 cl 10(a) Food Standards Code]	NA		
24	<b>Food transport vehicles</b> – Are food transport vehicles suitable? [Standard 3.2.3 cl 17 Food Standards Code]	NA		
25	<b>Food transportation</b> – Is all potentially hazardous food transported under temperature control? [Standard 3.2.2 cl 10(b), (c) Food Standards Code]	NA		
26	<b>Food disposal</b> – Is food for disposal kept separately from all other food and in a designated area? [Standard 3.2.2 cl 11(1) Food Standards Code]	NO		
27	<b>Food recall</b> – Is there a documented recall system in place? [Standard 3.2.2 cl 12 Food Standards Code]	NA		
<b>Health and Hygiene Requirements for Food Handlers</b>				
28	<b>Health of food handlers</b> – Do food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition? [Standard 3.2.2 cl 14(1), (2) Food Standards Code]	C		Discussed exclusion period with owner.

29	<b>Hygiene of food handlers</b> – Do food handlers exercise good hygiene practices? [Standard 3.2.2 cl 15(1) Food Standards Code]	NO		Discussed
30	<b>Hand washing</b> – Do food handlers wash their hands before commencing/recommencing work? [Standard 3.2.2 cl 15(2), (3) Food Standards Code]	NO		
31	<b>Hand washing</b> – Do food handlers wash and dry hands thoroughly using designated hand washing facilities? [Standard 3.2.2 cl 15(4) Food Standards Code]	NO		
32	<b>Hand washing</b> – Are the hand washing facilities appropriately located? [Standard 3.2.3 cl 14(1) Food Standards Code]	C		
33	<b>Hand washing</b> – Are the hand washing facilities: <ul style="list-style-type: none"> <li>• permanent fixtures;</li> <li>• provided with a supply of warm running potable water through a single spout;</li> <li>• of an adequate size; and</li> <li>• used only for the washing of hands, arms and faces? [Standard 3.2.3 cl 14(2) Food Standards Code]</li> </ul>	C		
<b>Health and Hygiene Requirements for Food Businesses</b>				
34	<b>Hygiene of food handlers (duties of food businesses)</b> – Does the business have easily accessible hand washing facilities that include: <ul style="list-style-type: none"> <li>• soap;</li> <li>• single use towel; and</li> <li>• a container for used towels?</li> </ul> [Standard 3.2.2 cl 17 Food Standards Code]	C		
35	<b>Health of food handlers (duties of food businesses)</b> – Are actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition? [Standard 3.2.2 cl 16 Food Standards Code]	C		
36	<b>General duties of food businesses</b> – Does the food business take all practical measures to ensure all people within the food business avoid contaminating food? [Standard 3.2.2 cl 18 Food Standards Code]	NO		
<b>Cleaning, Sanitising and Maintenance</b>				
37	<b>Cleanliness</b> – Are the floors, walls and ceilings maintained in a clean condition? [Standard 3.2.2 cl 19(1) Food Standards Code]	C		
38	<b>Cleanliness</b> – Are the fixtures, fittings and equipment maintained in a clean condition? [Standard 3.2.2 cl 19(2) Food Standards Code]	C		
39	<b>Sanitising</b> – Are food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods? [Standard 3.2.2 cl 20 Food Standards Code]	C		Double bowl sink available. Sanitiser available for use. Incharge aware of using the sanitiser.
40	<b>Maintenance</b> – Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order? [Standard 3.2.2 cl 21 Food Standards Code]	C		
41	<b>Thermometer</b> – Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$ ? [Standard 3.2.2 cl 22 Food Standards Code]	C		

42	<b>Single use items</b> – Are single use items protected from contamination and not reused? [Standard 3.2.2 cl 23 Food Standards Code]	NO		Chux are used onsite and was told is not reused.
43	<b>Animals and pests</b> – Is the premises free from animals and pests? [Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]	C		
44	<b>Animals and pests</b> – Does the business take all practical measures to eradicate and prevent the entry and harbourage of pests? [Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]	C		
<b>Design and Construction</b>				
45	<b>General requirements</b> – Is the food premises appropriate for its activities? [Standard 3.2.3 cl 3 Food Standards Code]	C		
46	<b>Water supply</b> – Is there an adequate supply of potable water? [Standard 3.2.3 cl 4 Food Standards Code]	C		
47	<b>Sewage and waste water disposal</b> – Does the premises have an adequate sewage and waste water disposal system? [Standard 3.2.3 cl 5 Food Standards Code]	C		
48	<b>Garbage storage</b> – Does the premises have adequate storage facilities for garbage and recyclable matter? [Standard 3.2.3 cl 6 Food Standards Code]	C		
49	<b>Ventilation</b> – Does the premises have adequate natural or mechanical ventilation? [Standard 3.2.3 cl 7 Food Standards Code]	C		
50	<b>Lighting</b> – Does the premises have sufficient lighting? [Standard 3.2.3 cl 8 Food Standards Code]	C		
51	<b>Floors</b> – Are floors appropriate for the food business' activities? [Standard 3.2.3 cl 10 Food Standards Code]	C		
52	<b>Walls and ceilings</b> – Are walls and ceilings designed and constructed in a way that is appropriate for the food business' activities? [Standard 3.2.3 cl 11 Food Standards Code]	C		
53	<b>Fixtures, fittings and equipment</b> – Are fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable)? [Standard 3.2.3 cl 12 Food Standards Code]	C		
54	<b>Storage facilities</b> – Does the premises have adequate storage facilities? [Standard 3.2.3 cl 15 Food Standards Code]	C		
55	<b>Toilet facilities</b> – Are there adequate toilet facilities available for the use of food handlers? [Standard 3.2.3 cl 16 Food Standards Code]	C		
56	<b>Toilet facilities</b> – Is the toilet fitted with an air lock if it opens to a food preparation area? [Standard 3.2.3 cl 3 Food Standards Code]	NA		
<b>Other</b>				
57	<b>Labelling</b> – Does food labelling comply with the Food Standards Code? [Food Standards Code]	NA		
58	<b>Kilojoule displays</b> – Does the food business display kilojoule information (only applicable to standard food outlets)? [s110–111 Food Act 2001]	NA		
59	<b>Skills and knowledge</b> – Do food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely? [Standard 3.2.2 cl 3 Food Standards Code]	C		

<b>SUMMARY COMMENTS/ACTION TO BE TAKEN</b>			
<p>Inspection carried out on a multiple alleged food poisoning cases reported to the business and then business reported to HPS.</p> <p>First inspection was carried out with Officer Keeley Allen and details were noted. 10 swab samples were taken during the inspection and submitted to Micro lab.</p> <p>After discussion with the Environmental management food samples and more swab samples were also advised to be collected.</p> <p>Donuts are made daily fresh and any left over is thrown out. Cream/custard/glazing fillings are made and stored in cool room for no more than 2 days as advised by the Incharge.</p> <p>Donuts dough is mixed with flour, raw eggs, sugar, milk powder and water and then goes through donut maker balls and then stored prover. Prover is automatic.</p> <p>After proving the donut dough is fried in automatic fryer at 160 degrees Celsius for 3minutes each side. Incharge advised the temperature of frying is timely checked with the probe thermometer. After frying cooled for 30minutes and then toppings/filling/glazing is done and stored in front display fridges.</p> <p>Piping bags sanitised, explained correctly. Piping bags are reused. Seperate piping bags are used for different flavours. Piping bags are stored in coolroom for not more than 2 days. Piping bags are not topped or wiped as advised by the Incharge.</p> <p>Custard and cream filling are prepared using the milk, cream and flavours. Custard prepared is only stored for 2 days in cool room.</p> <p>Chux and tea towel was observed at initial inspection in the premises. Tea towel as advised are used for wiping hands but later said is no often used in premises.</p> <p>Another few swab samples were collected with statutory food samples of custard and cream filings. Total 6 statutory samples of food items, 8 swab samples and 1 piping bag was sampled.</p>			
Please rectify identified non-compliances by the due date. Contact the Officer for any enquiries.			<b>Follow-Up Date:</b> <b>29 Nov 2021</b>
I have read and I understand the contents of this assessment.			
Proprietor/Staff Signature:		Authorised Officer Signature:	
Proprietor/Staff Name:		Authorised Officer Name:	Arif Mirza

## Health Protection Service

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

# Statutory Sampling Form

**ACT**  
Government  
Health

Sampler Name: Arif Mirza Sampler ID (PHO initial): AM.

0662

## Premises Detail

Trading Name: Mrs Kim's Donuts Date: 25/11/21 Sample time: 7:25 am pm  
Sampling conducted with ..... File No: 0111/21  
(Circle: Proprietor / Manager / Person in Charge)  
Proprietor: ..... Type of Premises: Bakery  
Premises Address: 9/15 Teach St Kingston

Samples will be divided into three (3) separate parts. One part will be retained by the food business being sampled, one part will be analysed and one part will be stored for future comparison with the other parts.

Sample	Sample type (description)	Temp. (°C at sampling)	Sample Retained
A	Tiramisu	11.5°C	A1: EH fridge A2: EH freezer A3: Proprietor
B	Herrhey	12.5°C	B1: EH fridge B2: EH freezer B3: Proprietor
C	Cream	7.5°C	C1: EH fridge C2: EH freezer C3: Proprietor
D	White choc	Room temp.	D1: EH fridge D2: EH freezer D3: Proprietor
E	Plain custard.	4.6°C	E1: EH fridge E2: EH freezer E3: Proprietor
F	Cotton Candy Custard.	11.6°C	F1: EH fridge F2: EH freezer F3: Proprietor

## Additional Information

- I acknowledge payment in the amount of \$ 30.00 has been made for the above samples.
- I acknowledge I have been informed samples taken may be analysed.
- I acknowledge one part of each sample has been retained by me.

Name: Arif Mirza Signature: \_\_\_\_\_

PHO Name: Arif Mirza Signature: \_\_\_\_\_

Finish time: 8:25 am/pm

## Office use only:

Arrival at the lab: Date: 26/11/2021 Time: 9:35 am/pm

Chain of Custody Complete ☒



ACT Health

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

**Sample run:** Swabs- Outbreak  
**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0359  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.  
**Client Address:** 25 Mulley Street. Holder.  
 Canberra. ACT 2611

**Date collected:** 25/11/21  
**Date received:** 26/11/21  
**Date tested:** 26/11/21  
**Finalised date:** 2/12/21  
**Approved by:** M. Gorkhali

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Swabs-Coolroom chopping board on shelves AM-7372-a	Swabs-Front donut display AM-7372-b	Swabs-Custard mixer in bowl AM-7372-c	Swabs-Inside dough prover AM-7372-d	Swabs-Front display fridge donut trays AM-7372-e
L. monocytogenes in a Swab#	SWAB_LMONO	D / ND per swab	Not Detected #	Not Detected #	Not Detected #	Not Detected #	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

**E-MAILED**  
02-12-21

Signature: \_\_\_\_\_

*Milan Gorkhali*

Reporting Officer



Accredited for compliance with ISO/IEC 17025 - Testing

This document shall not be reproduced, except in full.

Samples tested as received.

NATA Accredited Laboratory Number: 1287





ACT Health

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

<b>Sample run:</b>	Swabs - Outbreak	<b>Date collected:</b>	25/11/21
<b>Sample source:</b>	Mrs Kim's Donuts/Kingston	<b>Date received:</b>	26/11/21
<b>ACTGAL No:</b>	M21/0360	<b>Date tested:</b>	26/11/21
<b>Submitter:</b>	A. Mirza	<b>Finalised date:</b>	2/12/21
<b>Client:</b>	Manager Operations Environmental Health.	<b>Approved by:</b>	M. Gorkhali
<b>Client Address:</b>	25 Mulley Street. Holder. Canberra. ACT 2611		

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Swab - Custard dough mixer whisk AM-7373-b	Swab - Custard mixer bowl + whisk AM-7373-c
L. monocytogenes in a Swab#	SWAB_LMONO	D / ND per swab	Not Detected #	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,  
Client Sample Code/Serial Number where applicable.

**E-MAILED**  
02-12-21

Signature: \_\_\_\_\_

*Milan Gorkhali*

Reporting Officer



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Samples tested as received.

NATA Accredited Laboratory Number: 1287



ACT Health

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: www.health.act.gov.au

ABN: 16 461 147 509

## ANALYSIS REPORT

<b>Sample run:</b>	Environmental Swabs and Cloths-Outbreak	<b>Date collected:</b>	25/11/21
<b>Sample source:</b>	Mrs Kim's Donuts/Kingston	<b>Date received:</b>	26/11/21
<b>ACTGAL No:</b>	M21/0361	<b>Date tested:</b>	26/11/21
<b>Submitter:</b>	A. Mirza	<b>Finalised date:</b>	6/12/21
<b>Client:</b>	Manager Operations Environmental Health.	<b>Approved by:</b>	M. Gorkhali
<b>Client Address:</b>	25 Mulley Street. Holder. Canberra. ACT 2611		

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Piping Bag AM-7373-a
L. monocytogenes in a Swab#	SWAB_LMONO	D / ND per swab	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,

Client Sample Code/Serial Number where applicable.

**E-MAILED**  
06-12-21

Signature:

  
Milan Gorkhali

Reporting Officer



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Samples tested as received.

NATA Accredited Laboratory Number: 1287

## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location Mrs Kims Donuts/Kingston

Job Reference No: M21/0359

Analyst: *TM*Sample Date: *6:49* 26/11/21Weighed out by: *TM*Time of Collection: *7:00 PM*Comment *24/11 on 25/11/21**LIMS checked 02/12/21*

*Individual*

L. monocytogenes from Sponge swab	Lims No.	Sample Description	Sample ID	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
M21/0359	1	Swabs-Coolroom chopping board on shelves	AM-7372-a	POS/NEG	YES/NO	ISO/NI	
M21/0359	2	Swabs-Front donut display	AM-7372-b	POS/NEG	YES/NO	ISO/NI	
M21/0359	3	Swabs-Custard mixer in bowl	AM-7372-c	POS/NEG	YES/NO	ISO/NI	<i>TM</i> <i>11/12/21</i>
M21/0359	4	Swabs-Inside dough prover	AM-7372-d	POS/NEG	YES/NO	ISO/NI	
M21/0359	5	Swabs-Front display fridge donut trays	AM-7372-e	POS/NEG	YES/NO	ISO/NI	
L. mono ALP10	N/A	Culture Control	N/A	POS/NEG	YES/NO	NA/ISO/NI	

*TM*  
*24/11/21*  
*29/11/21**7P*  
*02/12/21*

Date Printed: 26/11/2021

Approved by: MG

Date: 20/01/21



Sample ID: - AM / 7373

PHO Initial

Date: 25 / 11 / 21 Time: 7:00 am/pm

Person in charge: [Redacted] Current address: [Redacted]

Association with business: Owner. PROPRIETOR: [Redacted]

Business Name: Mrs Kim's Donuts Phone no: [Redacted]

Business Address: 9/15 Tench St SUBURB: Kingston

Applicable ☒ or ☐ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK SURVEY: Investigation / Swabs (As per Proposal)

RS	LS	SR	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
			Piping Bag.		6:59pm.						
Swab			- Custard Dough mixer	whisk	7:01pm						
Swab			- custard mixer bowl + whisk		7:05pm.						
WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments						Country/ State	

Observations: Stored in EH evidence fridge.  
25/11/21 8:45pm. 9:12pm AM  
Minimization required: Sample a - Salmonella b & c - Listeria, M.

Phoned results:

EHO: [Redacted]

Date: [Redacted]

Sampler: (sign) [Redacted] Arrival at the lab - Date: 26 / 11 / 2021 Time: 9:40 am/pm

## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location Mrs Kim's Donuts/Kingston

Job Reference No: M21/0360

Analyst: *CM*

Sample Date: 26/11/21

Weighed out by: *CM*

Time of Collection: 7:00 PM

Comment

*bu 25/11/21**LIMS checked 02/12/21*

L. monocytogenes from Sponge swab	Lims No.	Sample Description	Sample ID	PCR Pooled Screen <i>CM</i> <i>29/11</i>	Cultural Confirmation Performed	Final Result	Init.
M21/0360	1	Swab - Custard dough mixer whisk	AM-7373-b	POS/NEG	YES/NO	ISO/NI	<i>CM</i>
M21/0360	2	Swab - Custard mixer bowl + whisk	AM-7373-c	POS/NEG	YES/NO	ISO/NI	<i>CM</i> <i>1/12/21</i>
<i>L. mono</i> <i>ALP10</i>	N/A	Culture Control	N/A	POS/NEG	YES/NO	NA/ISO/NI	<i>CM</i> <i>1/12/21</i>

*CM*  
*29/11/21*  
*1/12/21*

## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location: Mrs Kim's Donuts/Kingston  
 Job Reference No: M21/0361  
 Sample Date: 26/11/21  
 Time of Collection: 7:00 PM

Analyst: *CM*  
 Weighed out by: *CM*

## Comment

On 25/11/21

LIMS checked: 2/12/21

Individual

L. monocytogenes from Sponge swab	Lims No.	Sample Description	Sample ID	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
Piping							
M21/0361	1	Piping Bag	AM-7373-a	POS/NEG	YES/NO	ISO/NI	
L. no AL. 10	N/A	Culture Control	N/A	POS/NEG	YES/NO	NA/ISO/NI	<i>CM</i> 2/12/21

HF volume used:

Test Sample - 958.3 ml

Control (Piping) - 958.33 ml

*CM*  
26/11/21

\* Control didn't grow on Palcam/Oxford plate

Test repeated on 1/12/21 (Re-subbed from HF to Fraser)

*CM*  
1/12/21  
*RV*  
06/12/21





**ACT**  
Government

Health

**Health Protection Service**

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

215

Sample ID: - AM / 7372

PHO Initial

Date: 25 / 11 / 21

Time: 6:49

am/pm

Person in charge: [Redacted]

Current address: [Redacted]

Association with business: Owner

PROPRIETOR: [Redacted]

Business Name: MRS Kims Donuts

Phone no: [Redacted]

Business Address: 9/15 Tench St

SUBURB: Kingsford

Applicable ☒ or ☐ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK

SURVEY: Swabs

(As per Proposal)

RS	LS	SR	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
			Swabs	—	Coatroom chopping board on shelves				6:49pm		
			Swabs	—	front donut display				6:52pm		
			Swabs	—	Custard mixer in bowl				6:53pm		
			Swabs	—	Inside Dough Prover				6:56pm		
			Swabs	—	front display fidge donut trays				6:58pm		
WGT (gms/ml)			Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments					Country/ State

Observations: Stored in EH evidence fridge

Examination required: 25/11/21 8:45pm

Lisette M.

Phoned results:

EHO: [Redacted]

Date: 9:12pm AM

Sampler: (sign) [Redacted]

Arrival at the lab - Date: 26 / 11 / 2021

Time: 9:40

am/pm

Lab - Blue - Survey File - Yellow - EHO - Health Protection Service

## L.MONOCYTOGENES CONFIRMATION WORKSHEET

DATE	LIMS NUMBER	Typical Growth on OXFORD PALCAM		COLONY No.	$\beta$ HAEMOLYSIS along streak line  YES/ NO	CAMP TEST Enhanced zone of $\beta$ Haemolysis at S.aureus      R.equi YES/ NO		XYLOSE  Negative / Positive	RHAMNOSE  Negative / Positive	CONFIRMED RESULT  Present / Absent	INITIAL
		YES/ NO	YES/ NO								
29-11-21	M21/0359-1	NO growth	NO growth							Absent	}
	M21/0359-2	"	"							"	
	M21/0359-3	"	"							"	
	M21/0359-4	"	"							"	
	M21/0359-5	"	"							"	
L mono		yes	yes							NA	

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## L.MONOCYTOGENES CONFIRMATION WORKSHEET

DATE	LIMS NUMBER	Typical Growth on		COLONY No.	$\beta$ HAEMOLYSIS along streak line  YES/ NO	CAMP TEST		XYLOSE Negative / Positive	RHAMNOSE Negative / Positive	CONFIRMED RESULT Present / Absent	INITIAL
		OXFORD	PALCAM			Enhanced zone of $\beta$ Haemolysis at S.aureus      R.equi YES/ NO					
29-11-21	M21/0360-1	NO growth	NO growth							Absent	} m 1/12/21
	M21/0360-2	"	"							"	
L mono		YES	YES							NA	

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## L.MONOCYTOGENES CONFIRMATION WORKSHEET

DATE	LIMS NUMBER	Typical Growth on OXFORD PALCAM		COLONY No.	$\beta$ HAEMOLYSIS along streak line  YES/ NO	CAMP TEST Enhanced zone of $\beta$ Haemolysis at S.aureus      R.equi YES/ NO		XYLOSE Negative / Positive	RHAMNOSE Negative / Positive	CONFIRMED RESULT Present / Absent	INITIAL
		YES/ NO	YES/ NO								
29-11-21	M21/0361-1	NO growth	NO growth							Absent	
L-mono		NO growth	NO growth							Absent	

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Print Date: 26 November 2021 Page 1 of 1

## L.MONOCYTOGENES CONFIRMATION WORKSHEET

\* m21/0361.1 - Repeated

DATE	LIMS NUMBER	Typical Growth on		COLONY No.	β HAEMOLYSIS along streak line	CAMP TEST		XYLOSE Negative / Positive	RHAMNOSE Negative / Positive	CONFIRMED RESULT Present / Absent	INITIAL
		OXFORD	PALCAM			Enhanced zone of βHaemolysis at S.aureus      R.equi YES/ NO					
		YES/ NO	YES/ NO		YES/ NO						
03.12.21	m21/0361.1	NO	NO	N/A	N/A	N/A	N/A	N/A	N/A	Absent	} 7/6/21
	L. monocytogenes	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	} 06/12/21
											} 06/12/21
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# BAX SAMPLE TRACKING WORKSHEET

Enter one sample ID number into each square.

These sheets correspond with the PCR rack arrangement

File Name: MICRO (\\PRDFIL005\Share) (M:) BAX > YYYY -> FFS /IFM/ (Stat) Surveys -> 29/11/21 - Stat - PJ

	1	2	3	4	5	6	7	8	9	10	11	12
A			m21/ 0362.1 S		m21/0362.1 L		m21/0359.1 L	21/11 Control Limon Swab	m21/0361.1 L			
B			m21/ 0363.1 S		m21/0363.1 L		m21/0359.2 L	Control Limon Pipette				
C			m21/ 0364.1 S		m21/0364.1 L		m21/0359.3 L					
D			m21/ 0365.1 S		m21/0365.1 L		m21/0359.4 L					
E			m21/ 0366.1 S		m21/0366.1 L		m21/0359.5 L					
F			m21/ 0367.1 S		m21/0367.1 L		m21/0360.1 L					
G			S-HoFit Control		Limon Control (Food)		m21/0360.2 L					
H						21/11 m21/0361.1 Limon Control L (Swab)						

LIMs Number m21/	0362.1, 0363.1, 0364.1 0365.1, 0366.1, 0367.1	0359.1, 0359.2, 0359.3 0359.4, 0359.5, 0360.1 0360.2, 0361.1	0362.1, 0363.1, 0364.1 0365.1, 0366.1, 0367.1
PCR Run			
Target Organism	Ss/morella sp	L. monocytogenes	L. monocytogenes
Date of Lysis	29.11.21	29.11.21	29.11.21
ite PCR	29.11.21	29.11.21	29.11.21
Technologist	JP	JP	JP
Kit Details			
Kit lot # and expiry	11720K 4/12/2023	02620K 2/12/2022	02620K 2/12/2022
Lysis buffer use by date	10.12.21, 17.12.21	11.12.21, 13.12.21	11.12.21
Temperature °C - Check Temperature data logger			
Heat Block 1	36.46°C	—	—
Heat Block 2	96.22°C	56.56°C 96.22°C	96.22°C
Heat block 3	—	56.56°C	56.56°C
Initials	JP	JP	—

Review all melt curves for result validity – examine peak shape, control (INPC) peaks, strength of positive result, placement of peak along temperature (x) axis, baseline (refer to MUQM methods for specific requirements)

Technologist JP (Initial/date) 29/11/21 Reviewed by JP (Initial/date) 29/11/21

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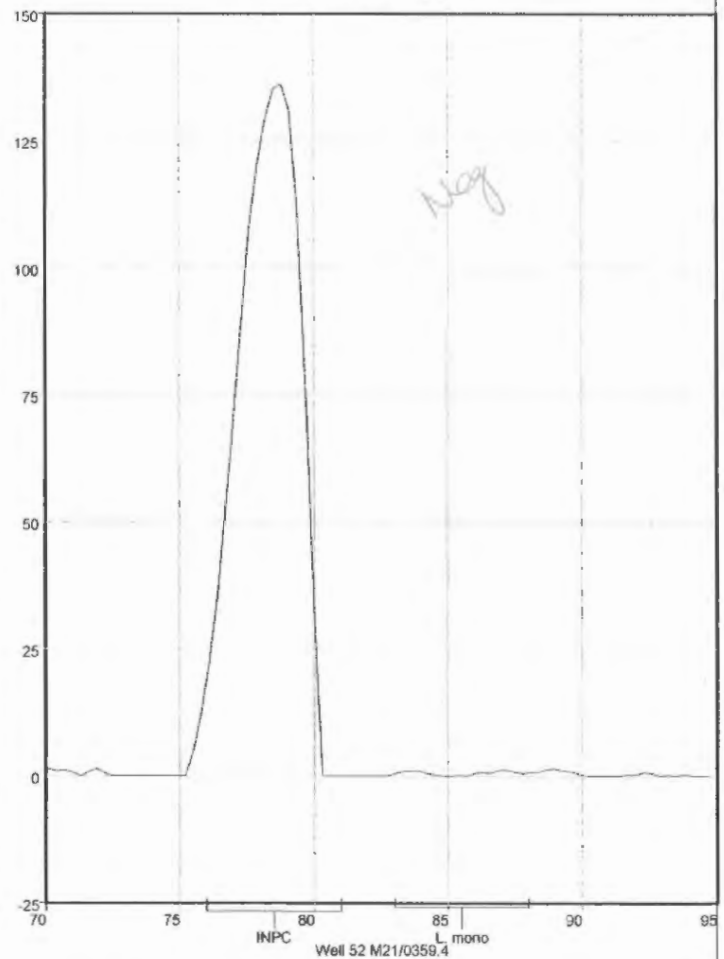
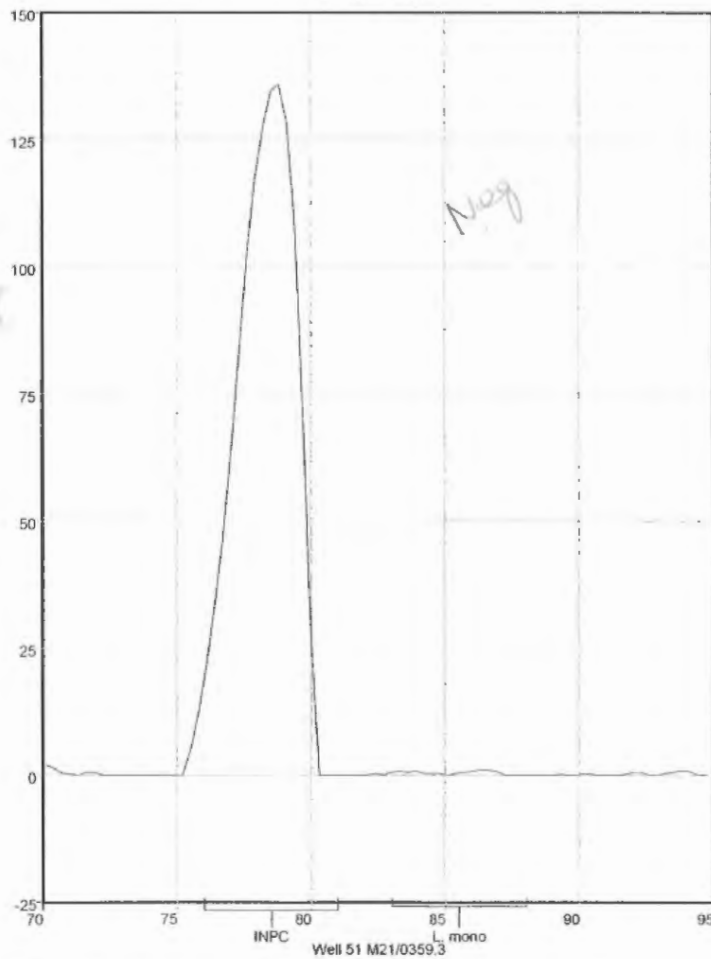
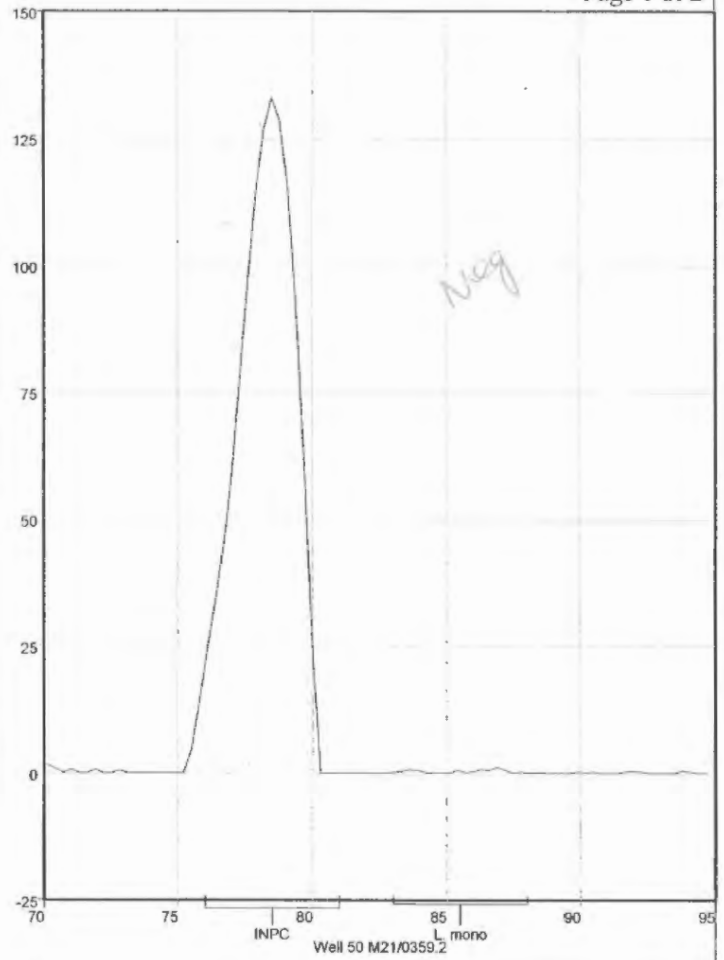
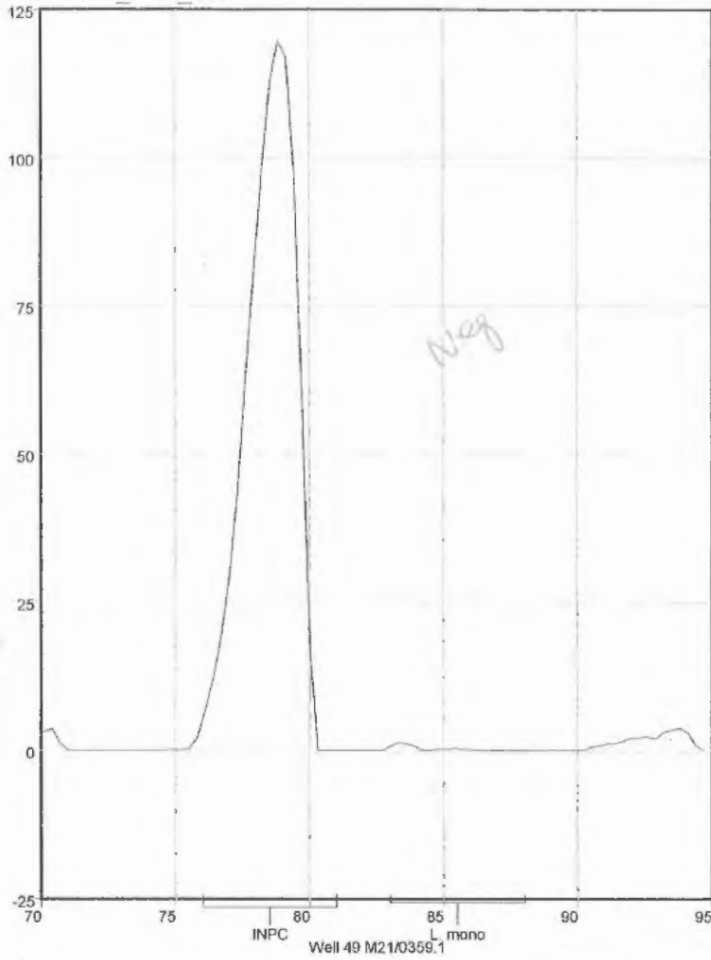
Swabs

221

11/24/21

File: 291121\_Stat\_PJ.

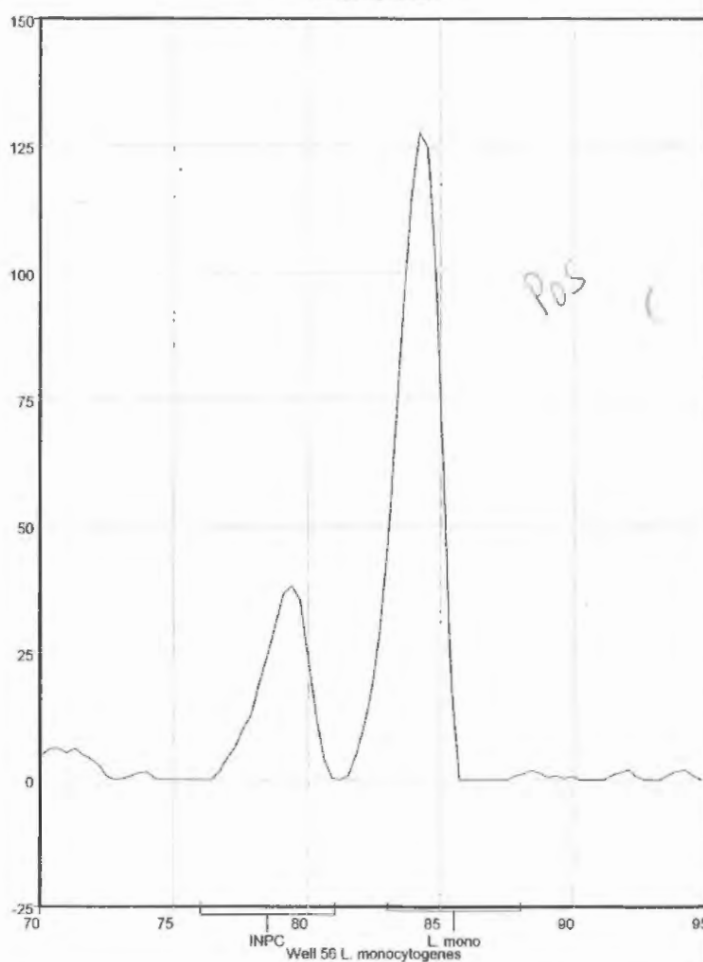
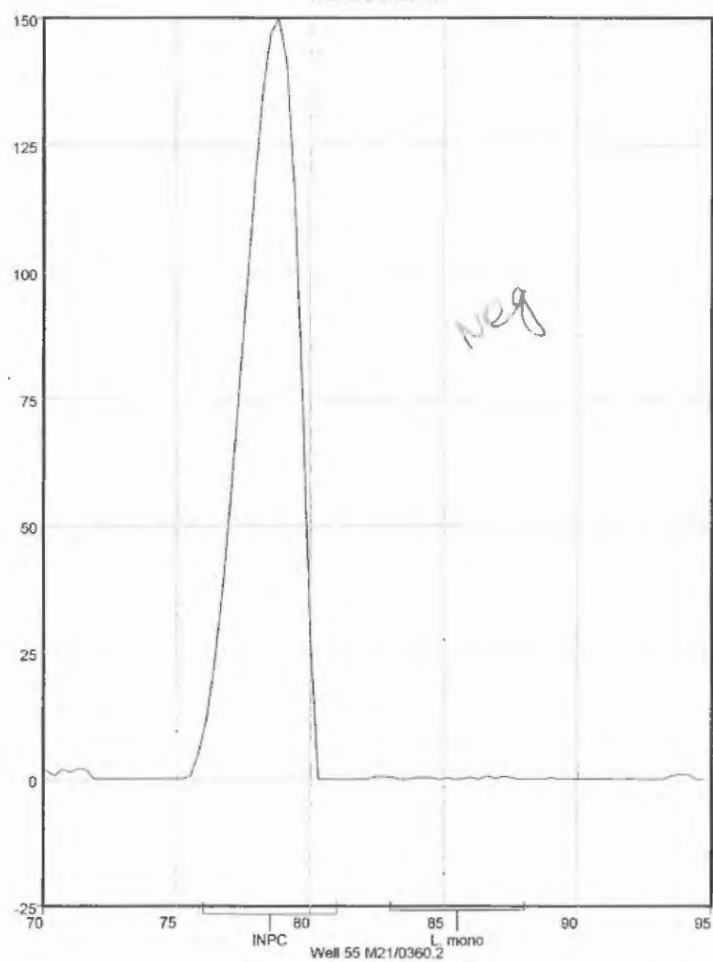
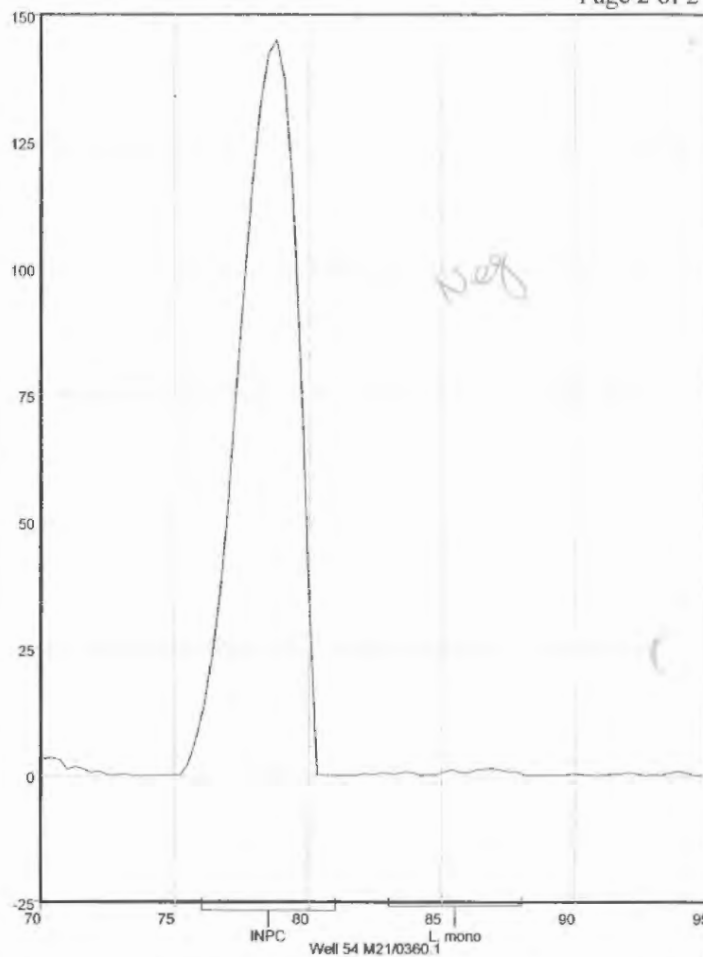
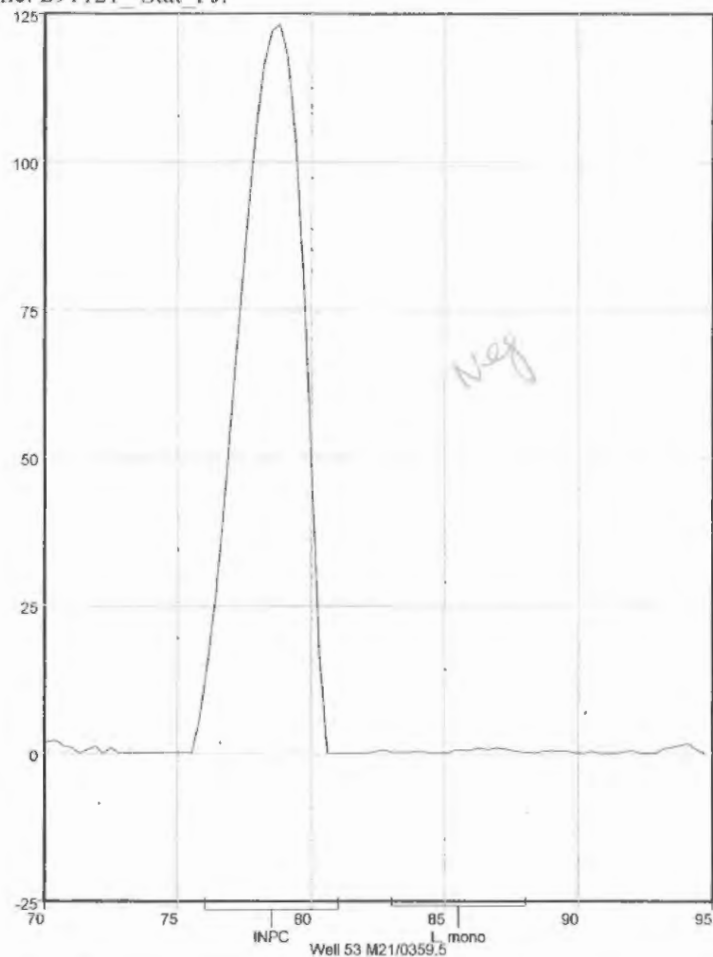
Page 1 of 2



ms  
29/11/21.

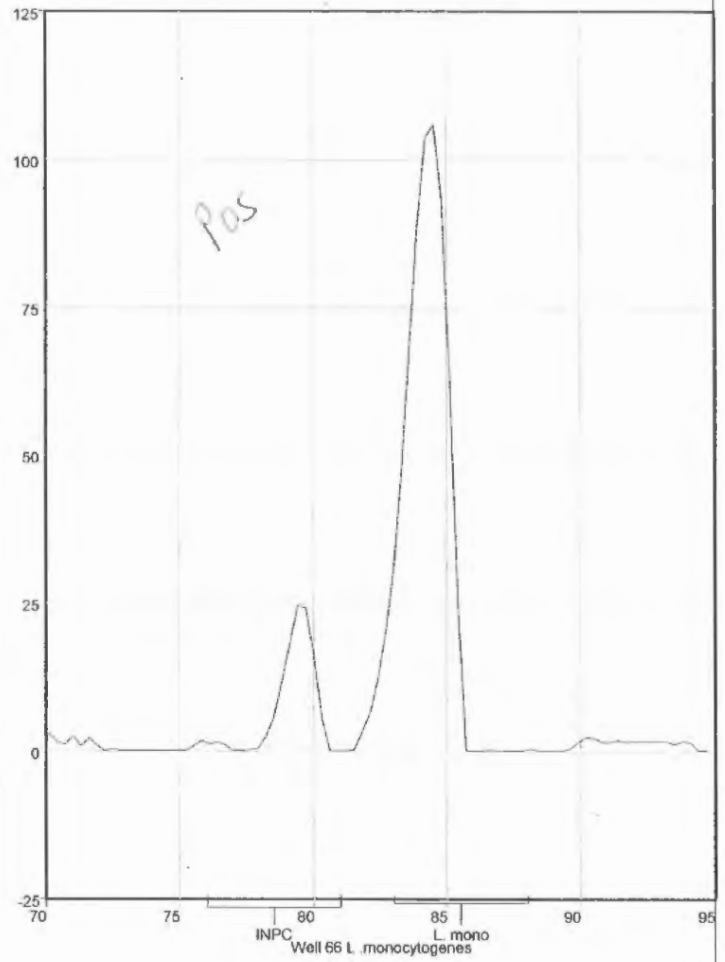
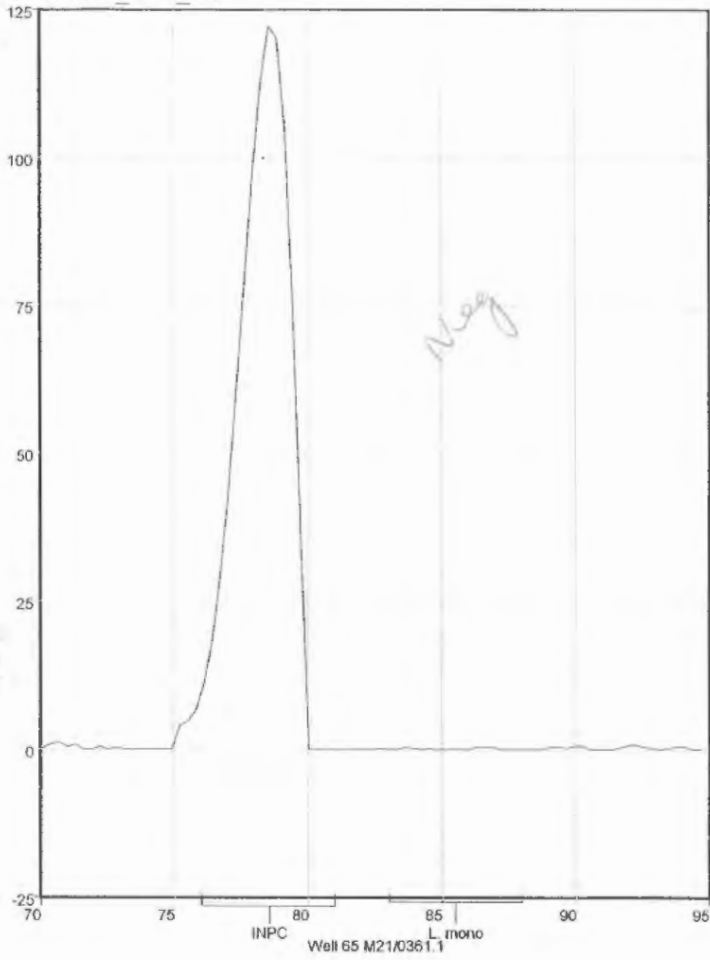
File: 291121 Stat PJ.

Page 2 of 2



run 24/11/21

File: 291121\_Stat\_PJ.



## BAX SAMPLE TRACKING WORKSHEET

Enter one sample ID number into each square.

These sheets correspond with the PCR rack arrangement

File Name: MICRO (\\PRDFIL005\Share) (M:) BAX &gt; YYYY -&gt; FFS /IFM/Stat/ Surveys -&gt; 29/11/21 - Stat - PJ

	1	2	3	4	5	6	7	8	9	10	11	12
A			m21/ 0362.1 S		m21/0362.1 L		m21/0359.1 L	29/11 Control L. monoc p. pip		m21/0361.1 L		
B			m21/ 0363.1 S		m21/0363.1 L		m21/0359.2 L					
C			m21/ 0364.1 S		m21/0364.1 L		m21/0359.3 L					
D			m21/ 0365.1 S		m21/0365.1 L		m21/0359.4 L					
			m21/ 0366.1 S		m21/0366.1 L		m21/0359.5 L					
F			m21/ 0367.1 S		m21/0367.1 L		m21/0360.1 L					
G			Schifit Control		L. monoc Control (Food)		m21/0360.2 L					
H							m21/0361.1 L. monoc Control (S. aureus)	29/11				

LIMs Number	m21/	0362.1, 0363.1, 0364.1 0365.1, 0366.1, 0367.1	0359.1, 0359.2, 0359.3 0359.4, 0359.5, 0360.1 0360.2, 0361.1	0362.1, 0363.1, 0364.1 0365.1, 0366.1, 0367.1
PCR Run				
Target Organism		S. enteritidis sp	L. monocytogenes	L. monocytogenes
Time of lysis		29.11.21	29.11.21	29.11.21
Plate PCR		29.11.21	29.11.21	29.11.21
Technologist		JP	JP	JP
Kit Details				
Kit lot # and expiry		11720K Exp: 12/7/2023	02620K Exp: 12/7/2022	02620K Exp: 12/7/2022
Lysis buffer use by date		11.12.21, 12.12.21	11.12.21, 13.12.21	11.12.21
Temperature °C - Check Temperature data logger				
Heat Block 1		36.46°C	—	—
Heat Block 2		96.22°C	56.56°C 96.22°C	96.22°C
Heat block 3		—	56.56°C	56.56°C
Initials		JP	JP	JP

Review all melt curves for result validity – examine peak shape, control (INPC) peaks, strength of positive result, placement of peak along temperature (x) axis, baseline (refer to MUQM methods for specific requirements)

Technologist JP (Initial/date)Reviewed by RW 29/11/21 (Initial/date)

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DATE	MEDIA	LOT NUMBER	TIME IN/Int.	TIME OUT/Int.	TIME IN/	TIME OUT/Int.	INC/WB #	QC /Int.	COMMENTS
26-11-21	HFB	15-01-21	13:35M	14:30 7/11			#3	✓M	
	Sponge Swab	EZ-10DE-PUR-EZ-1483	NA					NA.	
		18-05-22							
27-11-21	IMOPS Bieb.	<del>11/21/101#3000180 Exp: 07/22</del>	15:00 27/11	16:15 22/11			#1	✓M	*# 18-25/11/21
		29-09-22							
	Fraser	12/12/22	15:00 27/11	15:30 29/11			#1	✓M	Labster moved to in 29/11
29-11-21	Palcam	4332452 Exp: 23-12-21	16:25	14:30 01/12/21			#1	✓M	
	Oxford	4332460 Exp: 17-12-21	✓M	✓M 01/12/21				✓M	
01/12									
1-12-21	Fraser	12-12-21	16:40 M	15:10 3/12			#1	✓M	(Repeated - HFB)
03-12-21	Oxford	4332460 Exp: 17-12-21	15:20 3/12	15:20 3/12			#1	✓M	
	Palcam	4332452 Exp: 23-12-21						✓M	04/12/21

DATE	SUPPLEMENT/REAGENT/KIT/STAINS	LOT NUMBER	CoA Checked	TIME & DATE ADDED	COMMENTS
26-11-21	Liste Fraser Sel. suppl.	3293986 Exp: 04/2023	✓	M 26/11/21	
27-11-21	Liste selective Suppl.	3000180 Exp: 07/22	✓	Add: 23/11/21 DB: 23/12/21	

INC = Incubator, WB = Waterbath. \*Total incubation period achieved by programming of incubator. Remaining time in incubator spent under refrigeration/storage condition.  
# On this date datalogger checked for recorded time out and correct storage temperature.

# Due to control failure of the sample (LIMS m21/0361-1) Piping bag

1/12/21


**ACT**  
Government

**ACT Health**

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: www.health.act.gov.au

ABN: 16 461 147 509

## ANALYSIS REPORT

<b>Sample run:</b>	Swabs - Outbreak	<b>Date collected:</b>	25/11/21
<b>Sample source:</b>	Mrs Kim's Donuts/Kingston	<b>Date received:</b>	25/11/21
<b>ACTGAL No:</b>	M21/0357	<b>Date tested:</b>	25/11/21
<b>Submitter:</b>	A. Mirza	<b>Finalised date:</b>	2/12/21
<b>Client:</b>	Manager Operations Environmental Health.	<b>Approved by:</b>	M. Gorkhali
<b>Client Address:</b>	25 Mulley Street. Holder. Canberra. ACT 2611		

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Swab - Washup sink + spring pull handle  AM-7370-a	Swab - Serving tongs  AM-7370-b	Swab - Coolroom chopping board on shelves  AM-7370-c	Swab - Small piping bags  AM-7370-d	Swab - Bench glazing/icing  AM-7370-e
Salmonella spp. sponge swab#	SALM_ENVIRO	D / ND per swab	Not Detected #	Not Detected #	Not Detected #	Not Detected #	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,

Client Sample Code/Serial Number where applicable.

Signature:

Milan Gorkhali

Reporting Officer

**E-MAILED**  
02-12-21




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Samples tested as received.

NATA Accredited Laboratory Number: 1287

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**ACT**  
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**ACT Health**

# ACT Government Analytical Laboratory

Howard Florey Centenary House, 25 Mulley Street, Holder ACT 2611

Locked Bag 5005, Weston Creek ACT 2611

Phone: (02) 5124 9305 Fax: (02) 5124 9270

Website: [www.health.act.gov.au](http://www.health.act.gov.au)

ABN: 16 461 147 509

## ANALYSIS REPORT

<b>Sample run:</b>	Swabs - Outbreak	<b>Date collected:</b>	25/11/21
<b>Sample source:</b>	Mrs Kim's Donuts/Kingston	<b>Date received:</b>	25/11/21
<b>ACTGAL No:</b>	M21/0358	<b>Date tested:</b>	25/11/21
<b>Submitter:</b>	A. Mirza	<b>Finalised date:</b>	2/12/21
<b>Client:</b>	Manager Operations Environmental Health.	<b>Approved by:</b>	M. Gorkhali
<b>Client Address:</b>	25 Mulley Street. Holder. Canberra. ACT 2611		

### SAMPLE COMMENTS:

### RESULTS:

Test	Method Code	Units	Swab - Hand whisks  AM-7371-a	Swab - Dough mixer with whisks  AM-7371-b	Swab - Custard filling mixing bowls  AM-7371-c	Swab - Whisks filling mixer  AM-7371-d	Swab - Piping bags - custard/crea m/mousse  AM-7371-e
Salmonella spp. sponge swab#	SALM_ENVIRO	D / ND per swab	Not Detected #	Not Detected #	Not Detected #	Not Detected #	Not Detected #

### REPORT COMMENT:

[NA] = Not Applicable (Test Not Performed), \* = Estimate only

# = NATA accreditation does not cover the performance of this test.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,

Client Sample Code/Serial Number where applicable.

**Signature:**
*Milan Gorkhali*

Reporting Officer

**E-MAILED**  
02-12-21




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Samples tested as received.

NATA Accredited Laboratory Number: 1287

## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location Mrs Kims Donuts/Kingston

Job Reference No: M21/0357

Sample Date: 25/11/21

Time of Collection: 15:52

Comment

LIMS results checked: JP 02/12/21

Analyst: *JP*Weighed out by: *JP*

Salmonella from a Sponge Swab	Lims No.	Sample Description	Sample ID	Method Protocol B	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
M21/0357	1	Swab - Washup sink + spring pull handle	AM-7370-a	RM/FP	POS/NEG	YES/NO	ISO/NI	
M21/0357	2	Swab - Serving tongs	AM-7370-b	RM/FP	POS/NEG	YES/NO	ISO/NI	
M21/0357	3	Swab - Coolroom chopping board on shelves	AM-7370-c	RM/FP	POS/NEG	YES/NO	ISO/NI	
M21/0357	4	Swab - Small piping bags	AM-7370-d	RM/FP	POS/NEG	YES/NO	ISO/NI	
M21/0357	5	Swab - Bench glazing/icing	AM-7370-e	RM/FP	POS/NEG	YES/NO	ISO/NI	
<i>S. hofit</i> ALP4	N/A	Culture control	N/A	RM/N/A	POS/NEG	YES/NO	NA/ISO/NI	

Date Printed: 25/11/2021

Approved by: MG

Date: 20/01/2021

## Microbiology Unit Worksheet

## SPONGE SWAB WORKSHEET

Sample Location Mrs Kims Donuts/Kingston

Analyst: *TM*

Job Reference No: M21/0358

Weighed out by: *TM*

Sample Date: 25/11/21

Time of Collection: 15:52

Comment

LIMS results checked: *25.12.21*

Salmonella from a Sponge Swab	Lims No.	Sample Description	Sample ID	Method Protocol B	PCR Pooled Screen	Cultural Confirmation Performed	Final Result	Init.
M21/0358	1	Swab - Hand whisks	AM-7371-a	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	
M21/0358	2	Swab - Dough mixer with whisks	AM-7371-b	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	
M21/0358	3	Swab - Custard filling mixing bowls	AM-7371-c	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	
M21/0358	4	Swab - Whisks filling mixer	AM-7371-d	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	<i>TM</i> <i>1/12/21</i>
M21/0358	5	Swab - Piping bags - custard/cream/mousse	AM-7371-e	<i>RM/FP</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>ISO/NI</i>	
<i>S. hofti ALP4</i>	N/A	Culture control	N/A	<i>RM/N/A</i>	<i>POS/NEG</i>	<i>YES/NO</i>	<i>NA/ISO/NI</i>	

Date Printed: 25/11/2021

Approved by: MG

Date: 20/01/2021



**ACT**  
Government  
Health

# Health Protection Service

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

Sample ID: - AM / 7371

PHO Initial

Date: 25 / 11 / 2021 Time: 15:52 am/pm

Sampler: (print) ARIIF MIRZA + KEELLY

Person in charge: [Redacted] Current address: [Redacted]

Association with business Owner

PROPRIETOR: Key Holmes P.L

BUSINESS NAME: Mrs. KIMS DONUTS

Phone no: [Redacted]

BUSINESS ADDRESS: 9/15 Tench St. Kingston

SUBURB: Kingston

(as applicable ☒ or ☐ or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK)

SURVEY: Env. Swabs

(As per Proposal)

S	RS	LS	\$R	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
a	Swabs	-		Hand whisks.	- salmonella.							
b	Swabs	-		Dough mixer	with whisker. - salmonella.							
c	Swabs	-		Custard filling mixing bowl	- salmonella.							
d	Swabs	-		Whisks	filling mixer - salmonella							
e	Swabs	-		Piping bags	- custard/cream/mousse - salmonella							
S	WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments	Country/ State						
a												
b												
c												
d												
e												

Observations: [Redacted]

Examination required: Salmonella

Sampler: (sign) [Redacted]

Arrival at the lab - Date: 25 / 11 / 2021

Time: 5:29

am/pm

White - Lab Blue - Survey File Yellow - EHO Health Protection Service

230

Phoned results:

EHO: [Redacted]

Date: [Redacted]



**ACT**  
Government  
Health

# Health Protection Service

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

231

Sample ID: - AM / 7370  
PHO Initial

Sampler: (print) ARIF MIRZA + ICELEY Date: 25 / 11 / 2024 Time: 15:37 am/pm

Person in charge: [Redacted] Current address: [Redacted]

Association with business Owner PROPRIETOR: Keys Home P.C

BUSINESS NAME: Mrs. KIMS DONUTS Phone no: [Redacted]

BUSINESS ADDRESS: 9/15 Tench St. Kingston SUBURB: KINGSTON

(as applicable ✓ or x or N/A or Cross out below- DO NOT LEAVE SECTIONS BLANK) SURVEY: Env. Swab (As per Proposal)

S	RS	LS	\$R	Sample variety (eg. Batlow, or Toffee)	Sample name (eg. Apples)	F°C	R °C	A	P P	P/S hrs	U/P	DATE
a	Swab	-		Washup sink + spring pull handle	salmonella.							
b	Swab	-		Serving tongs	salmonella							
c	Swab	-		Cool room chopping board on shelves	salmonella.							
d	Swab	-		Small piping bag	salmonella.							
e	Swab	-		Bench glazing / icing	salmonella.							
S	WGT (gms/ml)	Lot No.	L	OK or Fault (Write corresponding no.)	Manufacturer details etc. (name & city, phone no.) If products is nonpackaged, write ingredients or comments	Country/ State						
a												
b												
c												
d												
e												

Observations: .....

Examination required: Salmonella.

Sampler: (sign) [Redacted] Arrival at the lab - Date: 25 / 11 / 2024 Time: 5:29 am/pm

White - Lab Blue - Survey File Yellow - EHO Health Protection Service

Phoned results:

EHO: .....

Date: .....

## SALMONELLA CONFIRMATION SHEET (SALM\_MALDI\_CON)

LIMS Number	Selective Enrichment Broth	XLD		Hektoen		PCA Purity (Yes/No)	MALDI-ToF ID and Score	Initial & Date
		Isolate Number	Growth Description	Isolate Number	Growth Description			
M21/0357-1	RVS		non typical yellow		non typical peach			
	MKTTN		non typical yellow	#1	mostly non typical peach 2x peachy with black centre.	Pure		
M21/0357-2	RVS		non typical yellow		non typical large yellow-peach		See attached	
	MKTTN		non typical yellow	#2	mostly non typical peach 2x peachy with black centre.	Pure	Brubaker Classification	
M21/0357-3	RVS		non typical yellow		tiny peachy non typical.		Reimer Project name	
	MKTTN	#3, #4	some non typical yellow. many small red typical. (no black centre)	#5	some peachy non typical. many small green, dark centre	AT (X3) Pure	211201-stud- Legionella Lm- Purified - PJ	1/12/21
M21/0357-4	RVS		large yellow non typical.		non typical peachy	NA		
	MKTTN		large yellow non typical.		non typical peachy.			7/12/21
M21/0357-5	RVS		large yellow non typical.		large yellow tiny peach non typical non typical	NA		02/12/21
	MKTTN		large yellow non typical.		peachy non typical.			
	RVS							
	MKTTN							

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## SALMONELLA CONFIRMATION SHEET (SALM\_MALDI\_CON)

LIMS Number	Selective Enrichment Broth	XLD		Hektoen		PCA Purity (Yes/No)	MALDI-ToF ID and Score	Initial & Date
		Isolate Number	Growth Description	Isolate Number	Growth Description			
S. heft + control	RVS		Typical, black		Typical, black	Pure	See attached Broken Results	21
	MKTTN		"		"			
C. freundii	N/A MW 30/11 RVS		Non-typical, yellow		Non-typical, orange-yellow (Salmon)	Pure	Project name 21/201-stal- Legionella complaint-PJ	
	MKTTN							
	RVS							
	MKTTN							
	RVS							
	MKTTN							
	RVS							
	MKTTN							
	RVS							
	MKTTN							
	RVS							
	MKTTN							

## SALMONELLA CONFIRMATION SHEET (SALM\_MALDI\_CON)

LIMS Number	Selective Enrichment Broth	XLD		Hektoen		PCA Purity (Yes/No)	MALDI-ToF ID and Score	Initial & Date
		Isolate Number	Growth Description	Isolate Number	Growth Description			
121/0358.1	RVS		Non-typical, yellow		NO growth			
	MKTTN		NO growth		"			
121/0358.2	RVS		Non-typical, yellow		Non-typical, orange-yellow (Salmon)			
	MKTTN		"		"			
121/0358.3	RVS		Non-typical, yellow		Non-typical, orange-yellow (Salmon)			
	MKTTN		"		"			
121/0358.4	RVS		NO growth		NO growth			
	MKTTN		"		"			
121/0358.5	RVS		NO growth		NO growth			
	MKTTN		Non-typical, yellow		Non-typical, yellow-orange			
S. hofii	RVS		Typical, black		Typical, black			
	MKTTN		"		"			

01-12-21

75  
02-12-21

C. freundii

Non-typical, yellow

Non-typical, yellow-orange  
(Salmon)

## BRUKER MALDI-TOF SAMPLE TRACKING SHEET

LIMS number: M21/0357-1, 2, 3 File name: 412 01-Stat-1 legionella complaint - P3 Method: DT / EDT / FAE  
 Initial: M Date: 1-12-21

	1	2	3	4	5	6	7	8	9	10	11	12
A												
B												
C	<u>M21/0357-1</u> 1	<u>M21/0357-2</u> 2	<u>M21/0357-3</u> 3	4	5	S wofit	C freelander	<u>M21/0357-3</u> (22) # a	# (22) b	# (22) c	# (18) d	# (18) e
D	BTS	L. Pneumo	L. Pneumo	F. bozema - nose	F. bozema							
E												
F												
G												
H												

## Media traceability

BTS date made: 01/12/21 Formic Acid date made: N/A Matrix HCCA date made: 22.11.21

BTS validation position nominated in classification run ☒ 7/01/21

# Bruker Daltonik MALDI Biotyper Classification Results



## Project Info

Project Name: 211201-Stat\_ legionella complaint\_PJ  
 Project Description:  
 Project Owner: Admin@FLEX-PC  
 Project Creation Date/Time: 2021-12-01T15:05:51.100  
 Project Analyte Count: 17  
 Project Type: Development  
 Validation: passed  
 Validation Position: D1:0 ✓ 12/21

## Result Overview

Analyte Name	Analyte ID	Organism (best match)	Score Value	Organism (second best match)	Score Value
C1 (+++) (B)	M210357.1-1	<u>Citrobacter freundii</u>	2.336	<u>Citrobacter freundii</u>	2.334
C2 (+++) (B)	M210357.2-2	<u>Citrobacter freundii</u>	2.325	<u>Citrobacter freundii</u>	2.321
C3 (++)(A)	M210357.3-3	<u>Pseudomonas putida</u>	2.154	<u>Pseudomonas putida</u>	2.012
C4 (++)(B)	M210357.3-4	<u>Pseudomonas putida</u>	2.243	<u>Pseudomonas putida</u>	2.125
C5 (++)(A)	M210357.3-5	<u>Pseudomonas putida</u>	2.272	<u>Pseudomonas putida</u>	2.045
C6 (+++) (A)	S. hofii	<u>Salmonella sp</u>	2.35	<u>Salmonella sp</u>	2.34
C7 (+++) (B)	C. freundii	<u>Citrobacter freundii</u>	2.377	<u>Citrobacter freundii</u>	2.282

<u>C8</u> (-)(C)	M210355.3 (#22) -a	not reliable identification		not reliable identification	
<u>C9</u> (-)(C)	M210355.3 (#22) -b	not reliable identification		not reliable identification	
<u>C10</u> (-)(C)	M210355.3 (#22) -c	not reliable identification		not reliable identification	
<u>C11</u> (-)(C)	M210355.3 (#18) -d	not reliable identification		not reliable identification	
<u>C12</u> (-)(C)	M210355.3 (#18) -e	not reliable identification		not reliable identification	
<u>D1</u> (++)(A)	BTS	<u>Escherichia coli</u>	2.095	<u>Escherichia coli</u>	2.088
<u>D2</u> (++)(A)	L. pneumophila	Legionella pneumophila	2.285	Legionella pneumophila	2.267
<u>D3</u> (++)(A)	L. pneumophila	Legionella pneumophila	2.292	Legionella pneumophila	2.205
<u>D4</u> (+++)(A)	F. bozemanac	Legionella bozemanac	2.007	Legionella bozemanac	2.203
<u>D5</u> (+++)(A)	F. bozemanac	Legionella bozemanac	2.218	Legionella bozemanac	2.286

# BAX SAMPLE TRACKING WORKSHEET

Enter one sample ID number into each square.

These sheets correspond with the PCR rack arrangement

File Name: MICRO (\\PRDFILO05\Share) (M: ) BAX > YYYY -> FFS /IFM/ Stat/ Surveys -> 271121 - Complaint - PJ  
Complaint

	1	2	3	4	5	6	7	8	9	10	11	12
A			m21/0357 .1		m21/0358 .1							
B			m21/0357 .2		m21/0358 .2							
C			m21/0357 .3		m21/0358 .3							
D			m21/0357 .4		m21/0358 .4							
E			m21/0357 .5		m21/0358 .5							
F			Control S-hdfr									
G												
H												

LIMs Number	m21/0357 (1-5) m21/0358 (1-5)			
PCR Run				
Target Organism	SKA/morrel/4 SY			
Date of lysis	27.11.21			
Date PCR	27.11.21			
Technologist	JP			
Kit Details				
Kit lot # and expiry	Lot # 11720K Exp: 18/7/23			
Lysis buffer use by date	11/12/21			
Temperature °C – Check Temperature data logger				
Heat Block 1	36.18 °C			
Heat Block 2	95.96 °C			
Heat block 3	—			
Initials	JP			

Review all melt curves for result validity – examine peak shape, control (INPC) peaks, strength of positive result, placement of peak along temperature (x) axis, baseline (refer to MUQM methods for specific requirements)

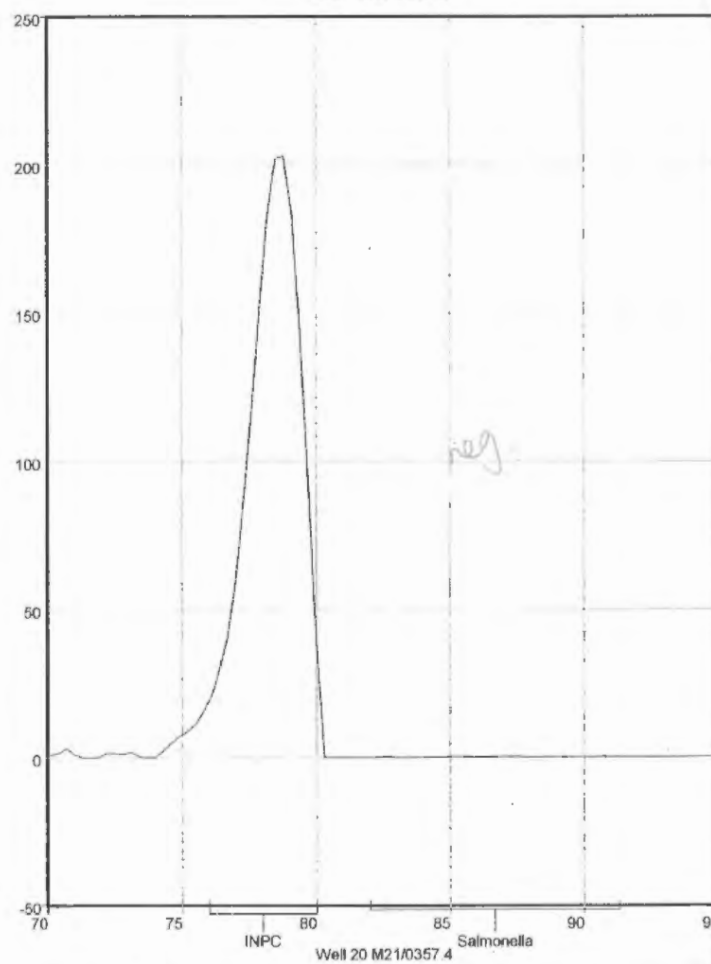
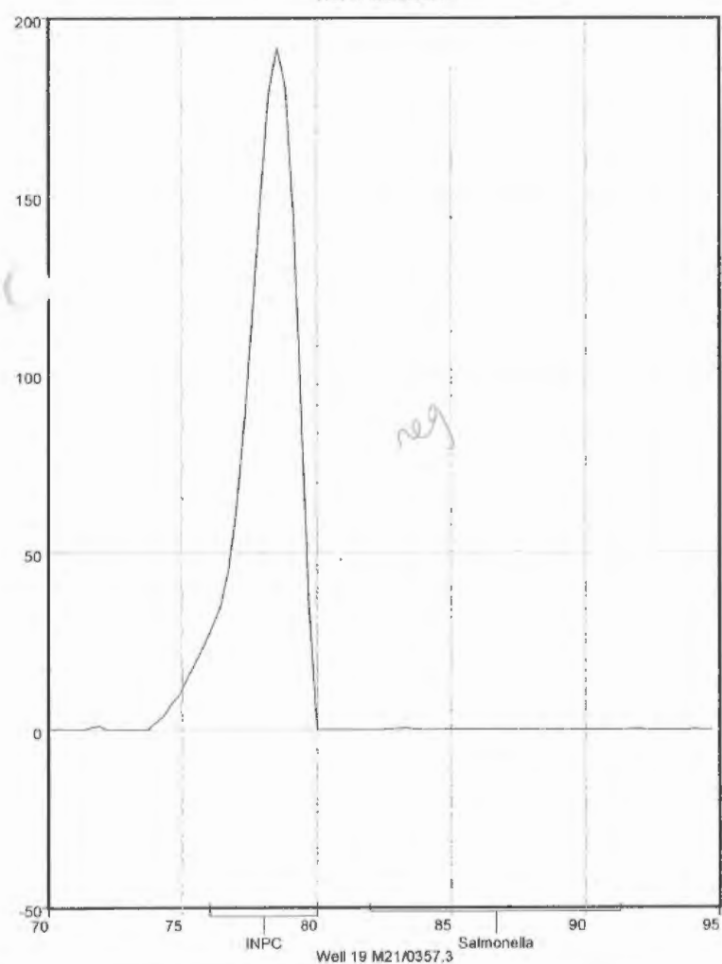
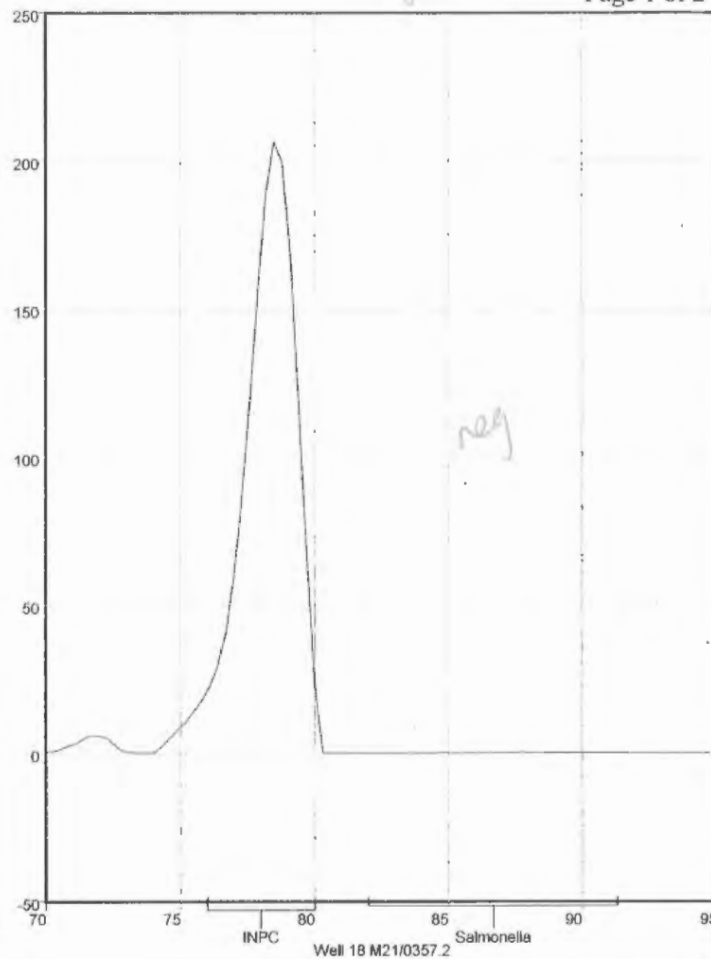
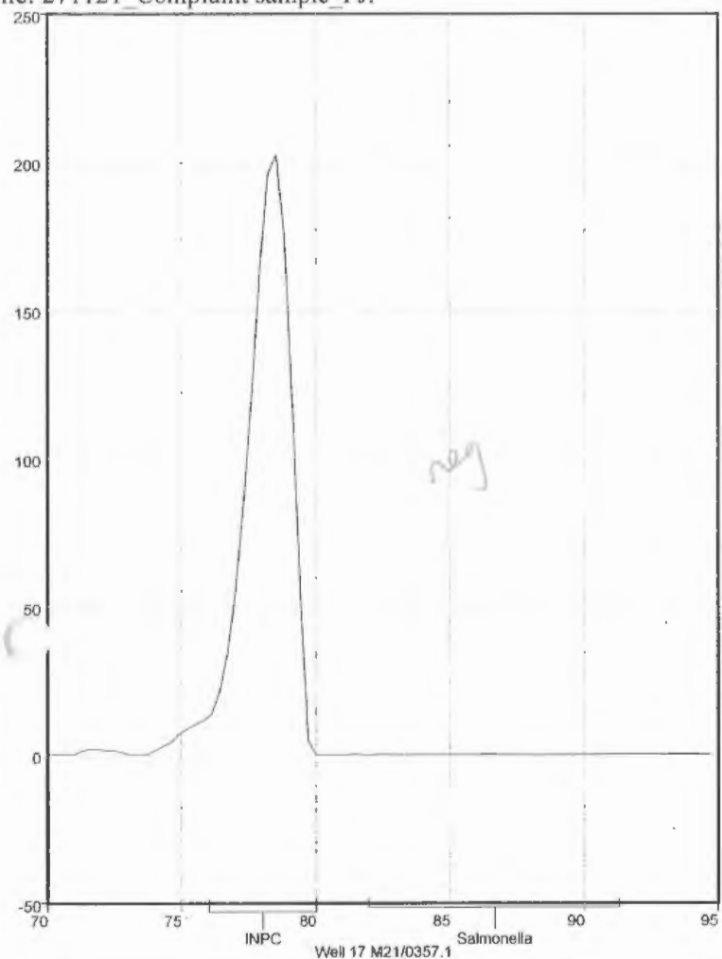
Technologist JP 27/11/21 (Initial/date) Reviewed by ML 27/11/21 (Initial/date)

For printed documents, staff are to ensure the Sharepoint Modified Date below is the same as the document in the Sharepoint Library to ensure they are using the current version.



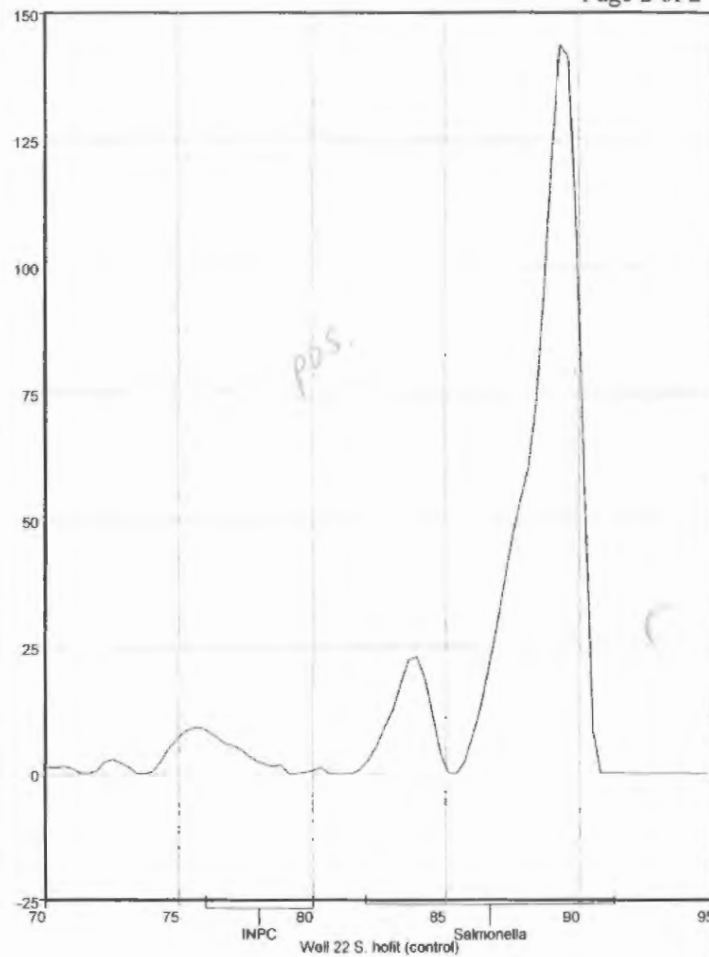
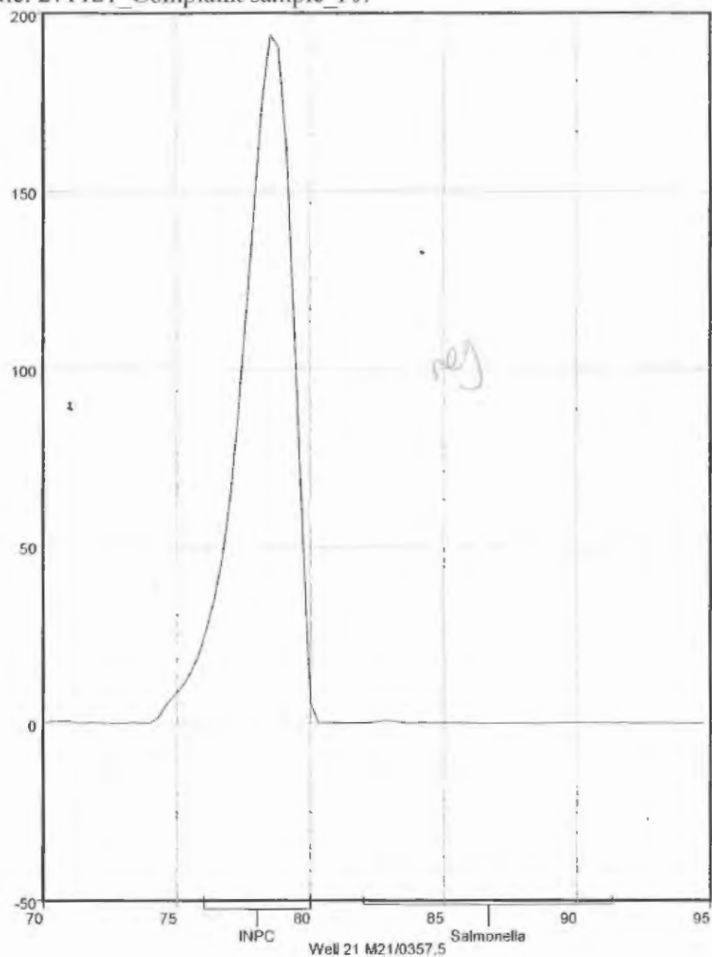
Fil# 271121\_Complaint sample\_PJ.

Page 1 of 2



File: 271121\_Complaint sample\_PJ.

Page 2 of 2

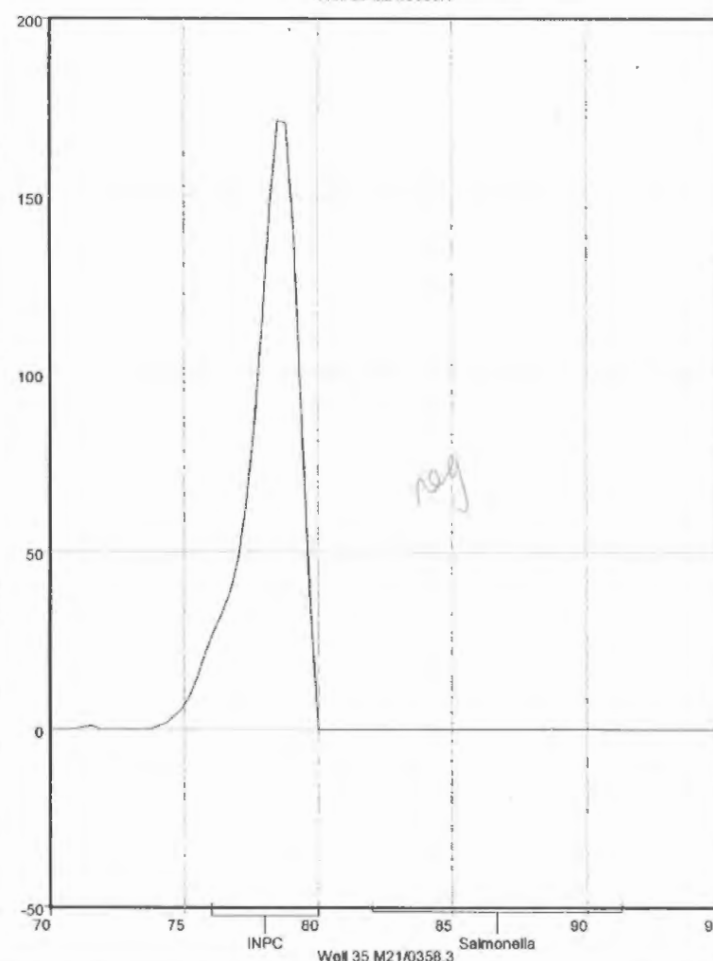
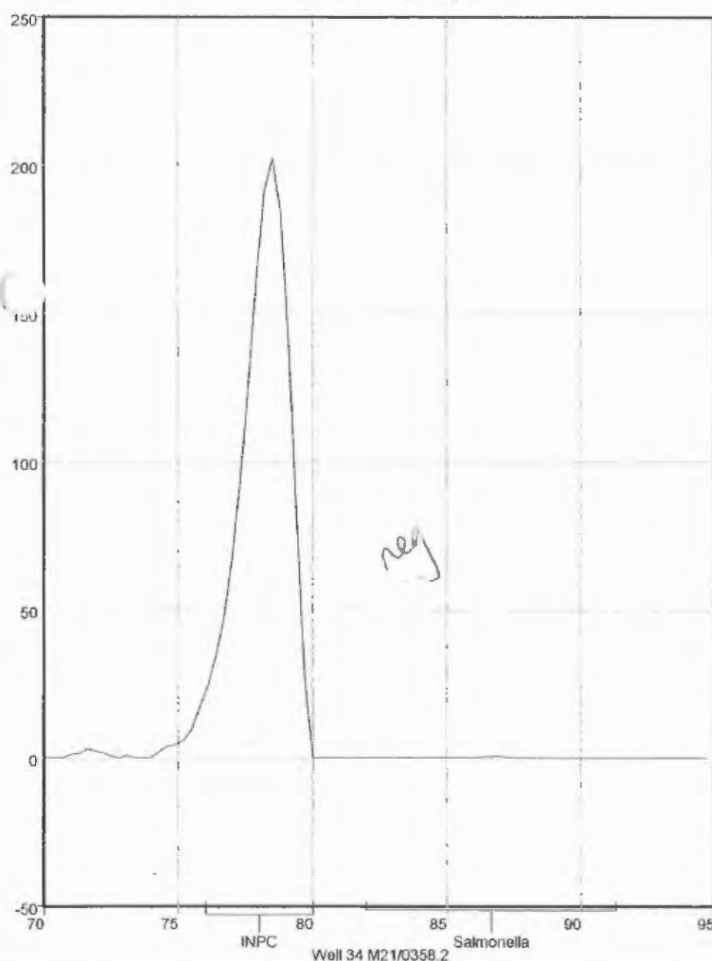
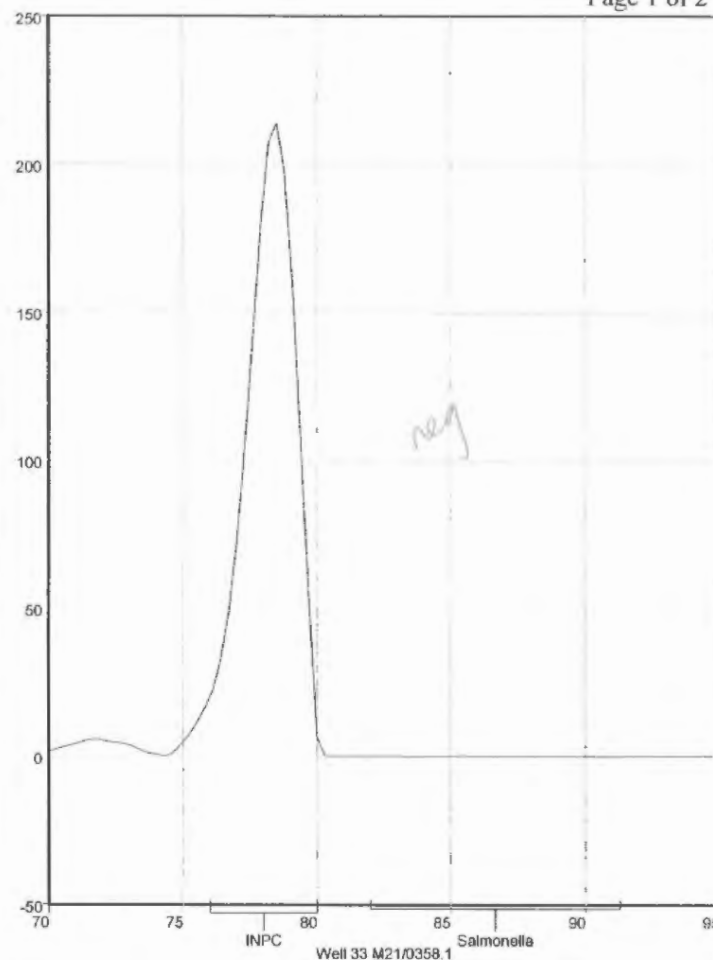
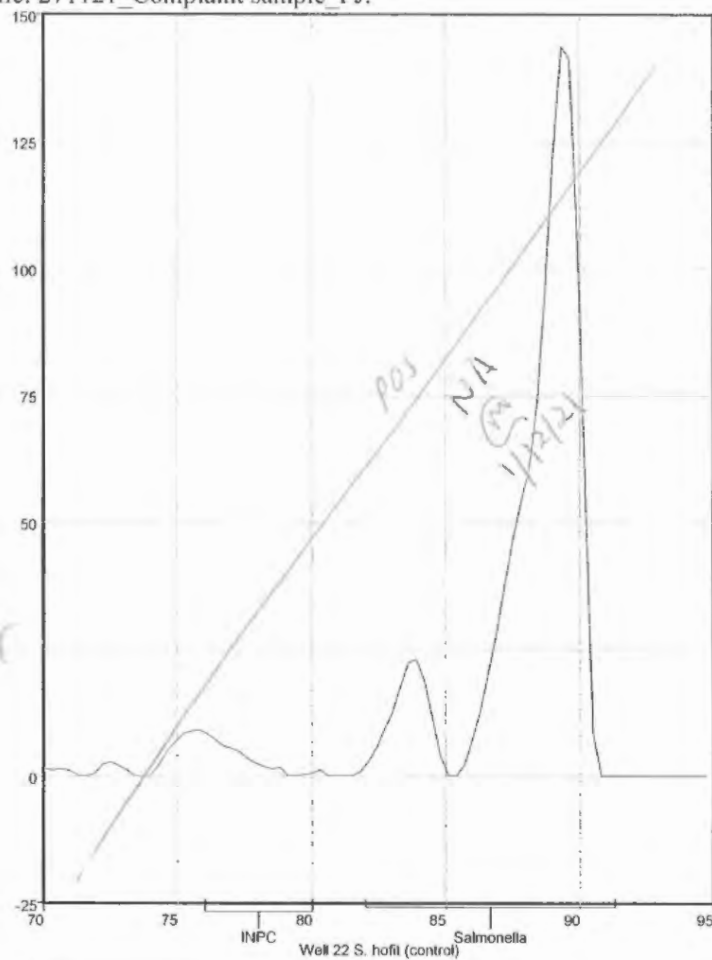


27  
22/11/21

27-11-21

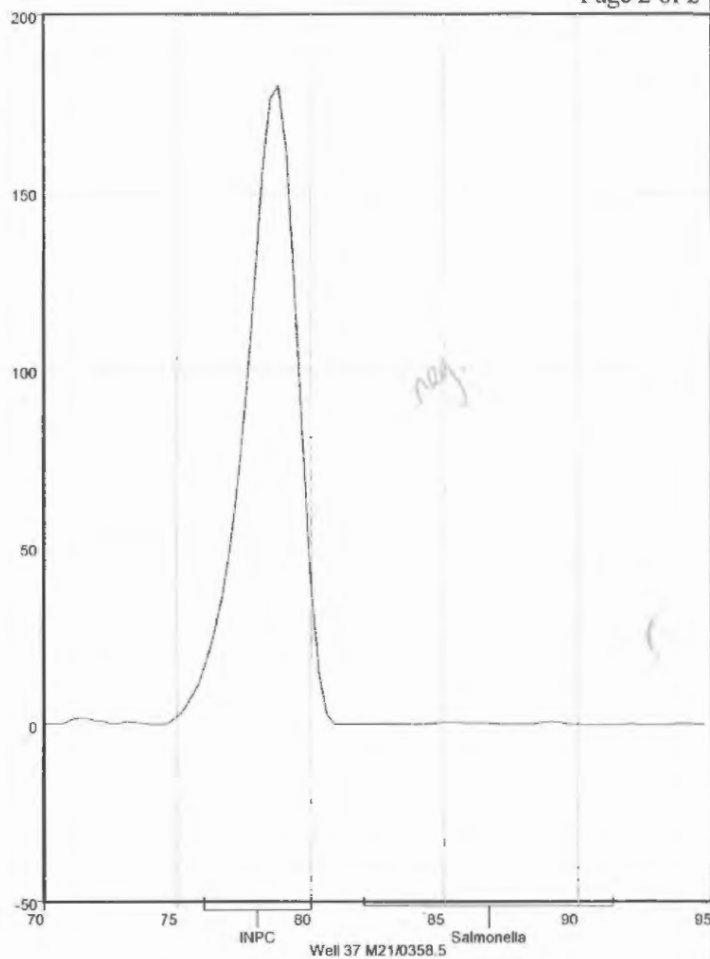
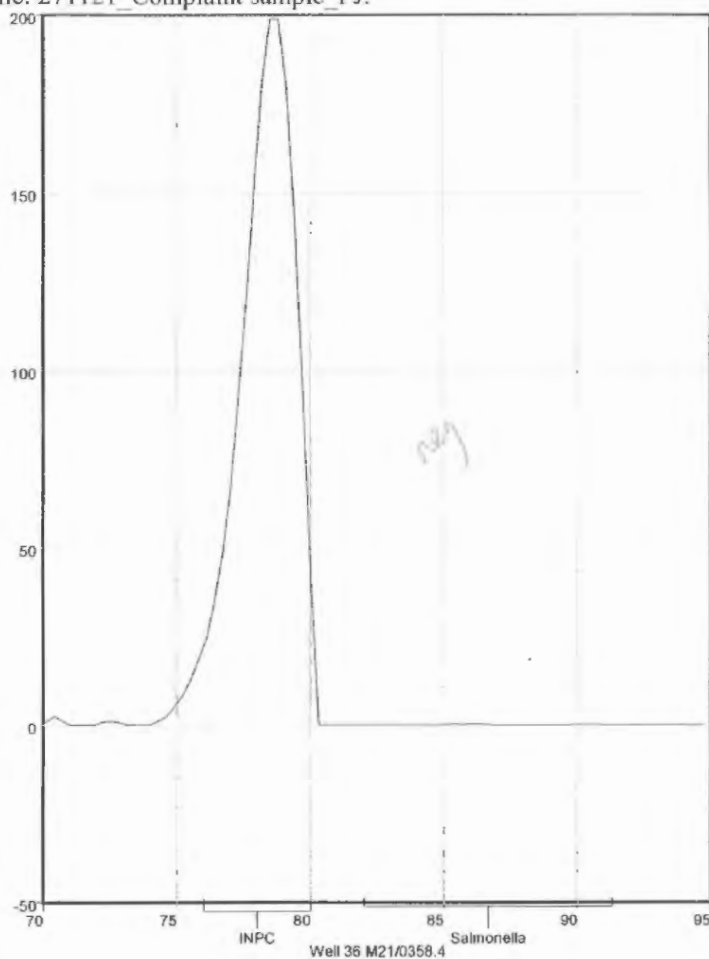
File: 271121\_Complaint sample\_PJ.

Page 1 of 2



File: 271121\_Complaint sample\_PJ.

Page 2 of 2



27-  
02/12/21

# TEST MEDIA, SUPPLEMENT and REAGENT TRACEABILITY WORKSHEET LIMS Number: m21/0357(1-5) & m21/0358(1-5)

243

DATE	MEDIA	LOT NUMBER	TIME IN/Int.	TIME OUT/Int.	TIME IN/	TIME OUT/Int.	INC/WB #	QC /Int.	COMMENTS
25-11-21	BUP.	27-02-22.	19:30 MW.				#9.	✓ MW.	
	Swabs. (control)	EZ-10DE-PUR EZ-14483-02157. NA.						NA	
26-11-21	BHI.	06-12-21.	19:50	22:50	26/11		#4	✓ 26	#4 25/11
	MKtn	02/12/21.	19:51	20:00	26/11		#1	✓ 25	
	RUS.	Lot#43/9659 exp 21-12-21.	19:52	26/11			#5	✓ 26	*#5 27/11
29-11-21	XLD	lot# 4336305 exp 14-01-22	15:55	25:30	29/11		#1	Q ✓ 29	11/12/21
	Hektoen	lot# 4338902 exp 09-02-22		30/11/21				✓ MW	
30-11-21	PCA	4323686 Exp 20-7-22	16:45	14:20	21/12/21		#1	✓ 21	
		WB: 18-12-21							22-12-21



DATE	SUPPLEMENT/REAGENT/KIT/STAINS	LOT NUMBER	CoA Checked	TIME & DATE ADDED	COMMENTS
26-11-21	NOVOB/OCIN	lot# 3262471 exp 04/2023	✓	OP: 16-11-21 frozen and thawed 26/11/21	
	Iodine for ketathionate	lot# 232625 exp 26-01-22	NA	26-11-21	

INC = Incubator, WB = Waterbath. \*Total incubation period achieved by programming of incubator. Remaining time in incubator spent under refrigeration/storage condition.  
# On this date datalogger checked for recorded time out and correct storage temperature.

[DSD-159739] New Paper File Request Created: 08/12/2021 Updated: 14/12/2021 Resolved: 08/12/2021

Status: Closed  
 Project: Digital Solutions Division  
 Components: None  
 Affects versions: None  
 Fix versions: None

Type: Request Priority: P4  
 Reporter: Tashi Choden Assignee: Unassigned  
 Resolution: Done Votes: 0  
 Labels: None  
 Remaining Estimate: 0 minutes  
 Time Spent: 31 minutes  
 Original estimate: Not Specified

Attachments:  File No.21.4251.pdf  image001.jpg  
 Issue links: **Relates**  
 relates to DSD-161369 New Paper File Request Open  
 Request participants: None  
 Organizations: None  
 Requestor Name: Tashi Choden  
 Location Details: 25 Mulley Street,  
 Holder  
 ACT 2611  
 Location: HPS Holder  
 Urgent: No  
 Recipient's Name: Milan Gorkhali  
 Recipient's Section: Health Protection Service  
 Recipient's Contact Number: 02 51249167  
 Recipient's Email: milan.gorkhali@act.gov.au  
 Security Classifications: Official Sensitive  
 Directorate: ACT Health  
 Assignment Group: Office of the CIO - DSD Legacy Records Management  
 Functions: Public Health Protection  
 Activity - Public Health: Analytical testing  
 Priority: **add year admendment.**  
 Suggested File Title: Microbiology testing - ACT Government Analytical Laboratory - Outbreak Investigation - Mrs Kim's Donuts - Kingston - 2021  
 Internal Use Only: DSD Digital Records Management  
 Phone Number Attribute: +61 (02) 5124 3933  
 ICT Service: Business System - Support and Maintenance  
 Date Range:

#### Comments

Comment by Automation for Jira [ 08/12/2021 ]

This issue was reported from the portal while the user was not signed into an account.

Comment by Angus Featherstone [ 08/12/2021 ]

New file number 21/4251 created

Comment by Tashi Choden [ 14/12/2021 ]

OFFICIAL

Good Afternoon,

Please find the attached new file request.

We have received this file without 'Year' in the file title. Would you please send me same file with the 'Year' in the file title?

Thank you.



Kind regards

Tashi

**Tashi Choden | Health Services Officer**

Ph: 5124 9182 | Email: [tashi.choden@act.gov.au](mailto:tashi.choden@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation| ACT Health Directorate**  
25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

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**From:** Angus Featherstone <[support@act-health.atlassian.net](mailto:support@act-health.atlassian.net)>

**Sent:** Wednesday, 8 December 2021 4:09 PM

**To:** Choden, Tashi (Health) <[Tashi.Choden@act.gov.au](mailto:Tashi.Choden@act.gov.au)>

**Subject:** 📎 DSD-159739 **CLOSED** New Paper File Request

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

File No.21.4251.pdf 📎 (0.0 kB)

Generated at Tue Dec 14 01:57:10 UTC 2021 by Angus Featherstone using Jira 1001.0.0-SNAPSHOT#100186-sha1:84fa40f06f446c69f2ab52d70c034acfaad432bb.

[DSD-159739] New Paper File Request Created: 08/12/2021 Updated: 08/12/2021

21/4251

**Status:** In Progress

**Project:** Digital Solutions Division

**Components:** None

**Affects versions:** None

**Fix versions:** None

<b>Type:</b>	Request	<b>Priority:</b>	P4
<b>Reporter:</b>	Tashi Choden	<b>Assignee:</b>	Unassigned
<b>Resolution:</b>	Unresolved	<b>Votes:</b>	0
<b>Labels:</b>	None		
<b>Remaining Estimate:</b>	0 minutes		
<b>Time Spent:</b>	16 minutes		
<b>Original estimate:</b>	Not Specified		

<b>Request participants:</b>	None
<b>Organizations:</b>	None
<b>Requestor Name:</b>	Tashi Choden
<b>Location Details:</b>	25 Mulley Street, Holder ACT 2611
<b>Location:</b>	HPS Holder
<b>Urgent:</b>	No
<b>Recipient's Name:</b>	Milan Gorkhali
<b>Recipient's Section:</b>	Health Protection Service
<b>Recipient's Contact Number:</b>	02 51249167
<b>Recipient's Email:</b>	milan.gorkhali@act.gov.au
<b>Security Classifications:</b>	Official Sensitive
<b>Directorate:</b>	ACT Health
<b>Assignment Group:</b>	Office of the CIO - DSD Legacy Records Management
<b>Functions:</b>	Public Health Protection
<b>Activity - Public Health Protection:</b>	Analytical testing
<b>Suggested File Title:</b>	Microbiology testing - ACT Government Analytical Laboratory - Outbreak Investigation - Mrs Kim's Donuts - Kingston - 2021
<b>Internal Use Only:</b>	DSD Digital Records Management
<b>Phone Number Attribute:</b>	+61 (02) 5124 3933
<b>ICT Service:</b>	Business System - Support and Maintenance
<b>Date Range:</b>	

## Comments

Comment by Automation for Jira [ 08/12/2021 ]

This issue was reported from the portal while the user was not signed into an account.

Generated at Wed Dec 08 04:47:06 UTC 2021 by Angus Featherstone using Jira 1001.0.0-SNAPSHOT#100183-  
sha1:f6eba4b633dfded3174df386bc995c8e540aebf2.

**Choden, Tashi (Health)**

---

**From:** Featherstone, Angus (Health)  
**Sent:** Monday, 24 January 2022 9:51 AM  
**To:** Choden, Tashi (Health)  
**Subject:** RE: 'Limited Access To' on File Cover

\* Rem -d Limited Sticker.

OFFICIAL

Good morning Tashi,

Thank you for refer to Limited stickers – they can easily removed from front cover file . I will come over to HPS on Tuesday 25 Jan 2022, due to my courier run drop off files at the reception .

Kind regards

*Angus Featherstone | Records Officer*

Records Management

Office of the Chief Information Officer | Digital Solutions Division | ACT Health Directorate

Level 2, 4 Bowes Street

Phillip ACT 2606

Direct Phone 02 512 49974

[www.health.act.gov.au/digital](http://www.health.act.gov.au/digital)



**From:** Choden, Tashi (Health) <Tashi.Choden@act.gov.au>  
**Sent:** Friday, 21 January 2022 4:05 PM  
**To:** Featherstone, Angus (Health) <Angus.Featherstone@act.gov.au>  
**Subject:** FW: 'Limited Access To' on File Cover

**Cc:** Gorkhali, Milan (Health) <[Milan.Gorkhali@act.gov.au](mailto:Milan.Gorkhali@act.gov.au)>

**Subject:** Files came with the 'Limited Access To' sticker

# OFFICIAL

Good morning,

Thank you for sending us with the new files but there are few files we have received with the 'Limited Access To' sticker on the file covers that we have not ordered. Please see below the file numbers which came with that sticker:

- 21/4357
- 21/4406
- 21/4144
- 21/4251

Appreciate if you could create and dispatch those files without above stickers.

Thank you.

Kind regards

Tashi

Tashi Choden | Health Services Officer

Ph: 5124 9182 | Email: [tashi.choden@act.gov.au](mailto:tashi.choden@act.gov.au)

ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

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**From:** Waters, Natasha (Health)  
**Sent:** Friday, 26 November 2021 08:56  
**To:** Jennings, Verity (Health)  
**Cc:** Gorkhali, Milan (Health)  
**Subject:** RE: Food Samples - Outbreak - Mrs Kim's Donuts

**OFFICIAL: Sensitive**

Thanks Verity, I will make sure we get set-up for E.coli for the food samples today and we can discuss any other necessary testing at the ART. I really appreciate you letting me know.

Kind regards,

**Natasha Waters (she/her) | Assistant Director Microbiology Unit**

Ph: 5124 9176 | Email: [natasha.waters@act.gov.au](mailto:natasha.waters@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**  
 25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

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**From:** Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Sent:** Thursday, 25 November 2021 8:15 PM  
**To:** Waters, Natasha (Health) <Natasha.Waters@act.gov.au>  
**Subject:** Food Samples - Outbreak - Mrs Kim's Donuts  
**Importance:** High

**OFFICIAL: Sensitive**

Hi Natasha,

We will catch up tomorrow, but just to ensure I do not get side tracked and miss the opportunity, just sending you a quick email.

We are thinking it may be worthwhile doing some *E.Coli* samples. If I recall, we can't do this for swabs?.. but if we could add it for the food samples that would be appreciated.

Would be great to discuss on your thoughts. We will likely go over in the ART too, but as noted above, I didn't want to miss any op to bring it up if you get started early.

Thank you,

**Verity Jennings | Assistant Director Food Safety | Food Safety Auditor**

Pronoun *she / her*

Ph: 02 5124 6124 / [REDACTED] | Email: [verity.jennings@act.gov.au](mailto:verity.jennings@act.gov.au)

Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

*This email and any of its attachments may be confidential. If you are not the intended recipient please notify the sender and delete immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.*



**From:** Allen, Keeley (Health)  
**Sent:** Friday, 26 November 2021 09:24  
**To:** Gomez, Algreg (Health); Greenville, Felicity (Health); Pingault, Nevada (Health)  
**Cc:** Marmor, Alexandra (Health)  
**Subject:** RE: Food poisoning REDCap form - review Friday AM

OFFICIAL

Thanks Al!

**From:** Gomez, Algreg (Health) <Algreg.Gomez@act.gov.au>  
**Sent:** Friday, 26 November 2021 9:20 AM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Cc:** Marmor, Alexandra (Health) <Alexandra.Marmor@act.gov.au>  
**Subject:** RE: Food poisoning REDCap form - review Friday AM

OFFICIAL

Hi Keeley,

Well done on getting this on such a short turnaround.

Looks good! I've just updated two fields which had incorrect datediff calculation but everything else straight forward.

One thing to note is that of the field for the 'types of donuts eaten' are in checkboxes. It's a bit of a pain to analyse when exported raw (without manipulation) or if working with R (if you're using an API).

With thanks,  
 Al

**Algreg Gomez | Master of Philosophy in Applied Epidemiology (MAE) Scholar**  
 Email: [algreg.gomez@act.gov.au](mailto:algreg.gomez@act.gov.au) | Phone: 02 5124 9055 | Alternative Email: [HECC.Epi@act.gov.au](mailto:HECC.Epi@act.gov.au)  
 Epidemiology and Case Investigation, Operations Branch, COVID-19 Response Division  
 Public Health Emergency Coordination Centre | Health Emergency Control Centre  
 Public Health, Protection and Regulation | ACT Health Directorate | ACT Government  
 ACT Health Directorate – Level 3, 2-6 Bowes Street Phillip ACT 2606  
[health.act.gov.au](http://health.act.gov.au) | [www.covid19.act.gov.au](http://www.covid19.act.gov.au)



**From:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Sent:** Thursday, 25 November 2021 9:55 PM  
**To:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Gomez, Algreg (Health) <[Algreg.Gomez@act.gov.au](mailto:Algreg.Gomez@act.gov.au)>  
**Cc:** Marmor, Alexandra (Health) <[Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)>  
**Subject:** Food poisoning REDCap form - review Friday AM

OFFICIAL

Hi guys,

I have put together a REDCap project for the Ms Kims food poisoning outbreak investigation. I have overwritten the general food poisoning complaint form (sorry AI, I will need another new project created) as I cannot create projects on the external server.

You should be able to access the project here: [Food Business Complaint - Ms Kims | REDCap \(act.gov.au\)](#)

I've kept the fields that we have been using today for consistency in our data collection, and start working on a revamped food business complaint form for future calls.

I'll be putting in the data I have from the paper/Word form I have access to as a practice run. Please review the form in the morning and let me know if you want any changes, or if you have any suggestions.

Best,  
Keeley

**Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar**

Ph: 5124 6215 | Email: [keeley.allen@act.gov.au](mailto:keeley.allen@act.gov.au)

**Disease Surveillance Unit, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

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---

**From:** Allen, Keeley (Health)  
**Sent:** Friday, 26 November 2021 11:33  
**To:** Ting, Chang (Health)  
**Cc:** Digital Solutions Support (Health)  
**Subject:** Urgent - New redcap user request

Good morning,

Can we please have a new REDCap user set up on the external server? This is an urgent request as we need this person to interview cases associated with an active foodborne outbreak and they will be the on call contact over the weekend.

Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

User: keith.rogers

Project: Food Business Complaint - Ms Kims

REDCap server: external

Please let me know if you need further information from me.

Best,  
Keeley

**Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar**

Ph: 5124 6215 | Email: [keeley.allen@act.gov.au](mailto:keeley.allen@act.gov.au)

**Disease Surveillance Unit, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder ACT 2611

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**From:** Mirza, Arif (Health)  
**Sent:** Friday, 26 November 2021 12:20  
**To:** [REDACTED]  
**Subject:** Further information request - Mrs Kims Donuts - 26/11/2021  
**Attachments:** Statutory sample receipt.pdf

**OFFICIAL**

Hi [REDACTED]

I am following up on yesterday's inspection and require a few pieces of information as detailed below to assist in further investigation of the complaint.

Can you please provide the below in detail at the earliest.

1. Provide staff list working onsite from Friday 19 November 2021 to Monday 22 November 2021.
2. Can you provide the contact details of the [REDACTED] on Saturday 20 November 2021.
3. Provide detail cleaning procedure of the custard/cream piping bags and other equipment's and food contact surfaces.
4. Provide number of donuts sold by Friday 19 November 2021 to Monday 22 November 2021.

As a precautionary measure it is advised to undertake cleaning and sanitising of the premises thoroughly due to the current outbreak investigation. Please see the below guidance on cleaning and sanitising:

[Guide for food businesses: Clean-up guidance for Listeria monocytogenes detection in food \(health.vic.gov.au\)](https://www.health.vic.gov.au/guide-for-food-businesses-clean-up-guidance-for-listeria-monocytogenes-detection-in-food)

I have attached the statutory sampling receipt for your reference.

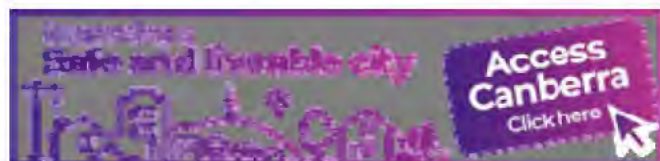
Please do not hesitate to contact me if you have any questions.

Kind regards,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate  
 25 Mulvey Street, Holder, ACT 2611 | [health.act.gov.au](https://www.health.act.gov.au)



## Health Protection Service

Howard Florey Centenary House,  
25 Mulvey Street, Holder ACT 2611  
Locked Bag 5005, Weston Creek ACT 2611  
Phone: (02) 6205 1700 Fax: (02) 6205 1705

**ACT**  
Government  
Health

# Statutory Sampling Form

Sampler Name: Arif Mirza Sampler ID (PHO initial): AM.

0662

**Premises Detail**

Trading Name: Mrs Kim's Donuts Date: 25/11/21 Sample time: 7:25 am pm  
Sampling conducted with [REDACTED] File No: 0111/21  
(Circle: Proprietor / Manager / Person in Charge)  
Proprietor: [REDACTED] Type of Premises: Bakery  
Premises Address: 9/15 Teach St Kingston

Samples will be divided into three (3) separate parts. One part will be retained by the food business being sampled, one part will be analysed and one part will be stored for future comparison with the other parts.

Sample	Sample type (description)	Temp. (°C at sampling)	Sample Retained
A	Tiramisu	11.5°C	A1: EH fridge A2: EH freezer A3: Proprietor
B	Hershey	12.5°C	B1: EH fridge B2: EH freezer B3: Proprietor
C	Cream	7.5°C	C1: EH fridge C2: EH freezer C3: Proprietor
D	White choc	Room temp.	D1: EH fridge D2: EH freezer D3: Proprietor
E	Plain custard.	4.6°C	E1: EH fridge E2: EH freezer E3: Proprietor
F	Cotton Candy Custard.	11.6°C	F1: EH fridge F2: EH freezer F3: Proprietor

**Additional Information**

- I acknowledge payment in the amount of \$ 30.00 has been made for the above samples.
- I acknowledge I have been informed samples taken may be analysed.
- I acknowledge one part of each sample has been retained by me.

Name: [REDACTED] Signature: [REDACTED]

PHO Name: Arif Mirza Signature: [REDACTED]

Finish time: 8:25 am/pm

**Office use only:**

Arrival at the lab: Date: 26/11/2021 Time: 9:35 am/pm

Chain of Custody Complete ☒



---

**From:** Norbart, Nicki (Health)  
**Sent:** Friday, 26 November 2021 12:25  
**To:** Jennings, Verity (Health)  
**Subject:** RE: Mrs Kim's Donuts - email from the business 25/11/21  
**Attachments:** Urgent - [REDACTED] Ph [REDACTED]

OFFICIAL

Hi

They called reception. I have attached the email from them to call them but that was the only written correspondence I have had from them

Kind Regards

Nicki.

**From:** Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Sent:** Friday, 26 November 2021 12:21 PM  
**To:** Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
**Cc:** Ruthenberg, Jennifer (Health) <Jennifer.Ruthenberg@act.gov.au>  
**Subject:** Mrs Kim's Donuts - email from the business 25/11/21

OFFICIAL

Hi,

Can you please send me the original email from Mrs Kim's Donuts 25/11/21.

The email from yesterday where they advised they have received complaints. I cannot find it.

Thank you,

**Verity Jennings | Assistant Director Food Safety | Food Safety Auditor**

Pronoun *she / her*

Ph: 02 5124 6124 / [REDACTED] | Email: [verity.jennings@act.gov.au](mailto:verity.jennings@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

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**From:** HPSReception  
**Sent:** Thursday, 25 November 2021 09:18  
**To:** Environmental Health  
**Subject:** Urgent - [REDACTED] Ph [REDACTED]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

OFFICIAL

Hi team,

Please call [REDACTED] from Mrs Kim's Donuts at Kingston  
Ph [REDACTED]

Please call as customers have reported back to them, that they have felt unwell after eating there.

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Services | Public Health, Protection and Regulation

Health System Policy & Research | ACT Health Directorate | ACT Government

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



**From:** Ruthenberg, Jennifer (Health)  
**Sent:** Friday, 26 November 2021 14:56  
**To:** Jennings, Verity (Health); Hudson, Lyndell (Health)  
**Subject:** RE: Mrs Kim's google review

OFFICIAL

Bit dangerous to accuse a business on social media without any evidence. He should be careful.

Jennifer Ruthenberg | Assistant Director Food Safety and Audit  
 Ph: 02 5124 9256 | Email: [jennifer.ruthenberg@act.gov.au](mailto:jennifer.ruthenberg@act.gov.au)  
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 25 Mulley Street, Holder ACT 2611  
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**From:** Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Sent:** Friday, 26 November 2021 2:39 PM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>  
**Subject:** FW: Mrs Kim's google review

OFFICIAL

An online review identified by CDC.

**From:** Marmor, Alexandra (Health) <[Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)>  
**Sent:** Friday, 26 November 2021 2:08 PM  
**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>  
**Cc:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Subject:** Mrs Kim's google review

OFFICIAL

## Mrs Kim's Donuts

9/15 Tench St, Kingston ACT

4.4 ★★★★★ 42 reviews



Local Guide · 116 reviews · 28 photos

★★★★★ 21 hours ago **NEW**

Donuts tasted pretty great...although probably not worth the horrific food poisoning I suffered as a result of eating them. Currently aware of at least 5 other patrons who ate here on the weekend of the 20th November who became very ill (at least 2 of which required hospitalisation).

Pros:

Tastes nice

Nicely presented

Great for weight loss (I lost nearly 3 kilos in 48 hours!)

Cons:

You might actually die



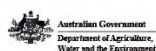
Alexandra Marmor | Epidemiologist | Surveillance Coordinator

Phone: 02 5124 9210 | Email: [Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)

Communicable Disease Control | Health Protection Service | Population Health | ACT Health | ACT Government

25 Mulvey Street, Holder ACT 2611 | [health.act.gov.au/hps](http://health.act.gov.au/hps)

---- I am not at work on Tuesdays or on Wednesday afternoons ----



Antibiotics  
Antivirals  
Antifungals  
Antiparasitics

**Antimicrobial resistance** remains a serious and long-term threat to human and animal health worldwide as bacteria and viruses become resistant to antimicrobial treatments.





**From:** Mirza, Arif (Health)  
**Sent:** Friday, 26 November 2021 16:58  
**To:** Jennings, Verity (Health)  
**Subject:** RE: Mrs Kims Donuts

OFFICIAL

Hi Verity,

Had a phone conversation with proprietor [REDACTED]

1. Advised proprietor to keep records if thorough cleaning and sanitising of premises is undertaken as noted in previous email to proprietor. Email will be sent for confirmation.
2. As advised by proprietor business traded till Wednesday 24 November 2021 till 6pm.
3. Proprietor was not able to provide the exact numbers of different flavour of donuts sold since Friday 19 November 2021. However, he advised approximately the following number of different flavours of donuts were sold since Saturday 20 November 2021
  - Saturday – 1200 donuts
  - Sunday – 800 donuts
  - Monday to Wednesday - 400-500 donuts each day

Please let me know if anything else required.

Thank you,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

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 25 Mulvey Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



**From:** Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Sent:** Friday, 26 November 2021 3:59 PM  
**To:** Mirza, Arif (Health) <Arif.Mirza@act.gov.au>  
**Subject:** RE: Mrs Kims Donuts

OFFICIAL

Thank you for your work and attention on this matter Arif.

A couple of items in furtherance to your email to the Proprietor:

- Can you please ask them to provide confirmation of the Listeria clean – it places a little more responsibility on them to actually undertake and is important for our records to demonstrate we have requested it be completed.
- Thank you for asking them about the number of donuts. If possible it would be great to get the number of donuts sold by flavour.
- Getting a list of the donut flavours sold over the week – this came out of a recent discussion with Nevada.
- Confirming what date the business voluntarily ceased trading. Did they trade Monday-Wednesday?

Thank you,

**Verity Jennings | Assistant Director Food Safety | Food Safety Auditor**

Pronoun *she / her*

Ph: 02 5124 6124 / [REDACTED] | Email: [verity.jennings@act.gov.au](mailto:verity.jennings@act.gov.au)

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**From:** Mirza, Arif (Health) <[Arif.Mirza@act.gov.au](mailto:Arif.Mirza@act.gov.au)>

**Sent:** Friday, 26 November 2021 2:55 PM

**To:** Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>

**Subject:** Mrs Kims Donuts

**OFFICIAL**

Hi Verity,

I had a phone conversation with proprietor of Mrs Kims Donuts. Below are the points discussed with him and responses from proprietor.

1. **Piping bags used for custard/cream filling** – Cleaning and sanitising process asked and explained as same as during the inspection. Bags are soaked in hot soapy water for few minutes and then washed in running water and then soaked in sanitiser. I have discussed about the sanitiser not being used often as the same bottle was available from the food business registration date. I have asserted the use of sanitiser on daily basis on all food contact surfaces. I have also advised on moving the cleaned piping bags hunged over/near the wash sink for drying as it's a wet area and the bags are cloth material easily absorbing moisture. Advised on using the single use disposable piping bags for all piping items but proprietor advised plastic is slippery for custard fillings and prefer to use reusable cloth piping bags. Advise provided that ensure the reusable piping bags used are thoroughly cleaned and sanitised every time it is used.
2. **Equipment relocation** – Advised equipment stored under the sink to be stored appropriately where there is less likely hood of contamination. Custard mixer on bench advised to relocate in another area but proprietor does not want to move from there. He reckons it has been sitting there and used like that several times. Recommended to move the small custard mixer next to the dough mixer due to likelihood of cross contamination of raw eggs from dough kneading. He advised he will have to find a place to move or will move at a little away from dough mixer.
3. **Chopping boards in cool room** – Advised to replace the chopping boards in cool room. He is reluctant to replace them and advised that they are also cleaned and sanitised and not used for any food processing/cutting other than storing on shelves for items like custard/creams buckets etc.
4. **Egg handling process** – Proprietor advised [REDACTED] that he and [REDACTED] only handles the dough making process for donuts no other staff does that. Eggs are cracked in measuring jugs and then added in dough

mixer with flour and other ingredients. Eggs are not separate and used whole. Hands washing is done after handling eggs as advised by proprietor, upon asking.

5. Advised on full cleaning and sanitising of the premises, equipments and food contact surfaces as attached in email.

Email attached was also sent for other details.

He requested if he can start trading again, advised it is up to your (business) discretion whether to operate or not.

Let me know if I have missed anything or would like to add any other information.

Thanks,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

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**From:** Pingault, Nevada (Health)  
**Sent:** Friday, 26 November 2021 17:38  
**To:** Jennings, Verity (Health); Hudson, Lyndell (Health); Bvirakare, Faith (Health); Ruthenberg, Jennifer (Health)  
**Cc:** Allen, Keeley (Health)  
**Subject:** faecal results for [REDACTED]

OFFICIAL

Hi Food team,

Just had a call from the lab to say that specimens submitted by [REDACTED] and [REDACTED] were positive for norovirus.

I think this one was foodborne. The 2 groups had not eaten together in the previous week and their onsets are consistent. I don't think someone was sick in the family prior and was responsible for transmission.

Verity, interesting that the [REDACTED] restaurant cases were exposed on 20/11 and our donut cases were exposed on 20/11 and 21/11. Do we know if anyone who works at Mrs Kim's also works at another food business?

Cheers,  
Nevada

**Dr Nevada Pingault** PhD, FASM, MAIMS

Manager, Disease Surveillance

Ph: 5124 6254 | Email: [nevada.pingault@act.gov.au](mailto:nevada.pingault@act.gov.au)

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Day	1 <sup>st</sup> set swabs	2 <sup>nd</sup> set swabs	Food samples	Piping bag	Staff
<b>Lims#</b>	M21/0357 and M21/0358 <b>10 samples</b>	M21/0359 and M21/0360 <b>7 samples</b>	M21/0362-367 <b>6 samples</b>	M21/0361.1 <b>1 sample</b>	
<b>Thursday evening</b>	Processed time in: 19:30 salmonella only	Not yet received	Not yet received	Not received yet	
<b>Friday Day</b>		L. mono only	L. mono Salmonella E. coli SPC Bacillus C. perfringens Staph Coliforms	L. mono only	
<b>Friday evening</b>	BUP> BHI, Mktn, RVS.	none	none	none	PJ & TC 7:15pm
<b>Saturday Morning</b>	BHI- lysing, put on PCR	Take out Mops/fraser from fridge to prepare	L.mono: Take out Mops/fraser, BHI/RVS/MKtn/ LGBBG from fridge to prepare,	Take out Mops/fraser from fridge to prepare	NW & PJ 8:30
<b>Saturday afternoon</b>	Read PCR. Call Keith rogers with results. EH Oncall - <span style="background-color: black; color: black;">[REDACTED]</span> <span style="background-color: black; color: black;">[REDACTED]</span> Streak XLD/Hektoen out	HFB to Fraser and mops	BUP to BHI and RVS/Mktn HFB to Mops/fraser Check TSC, MYP, BP, LT,	HFB to Fraser and mops	NW & PJ 2pm, <b>latest 2:30 in the incubator, so lysis can be done 8:30</b>
<b>Sunday Morning</b>		Lyse mops, start PCR	Lyse mops, and BHI start PCR	Lyse mops, start PCR	NW & SB 8:30am.

<b>Sunday Afternoon</b>	Pick typical colonies for plating onto PCA for purity from Hektoen/XLD. (Regardless of PCR result)	Read PCR – results to Keith Rogers. EH Oncall - [REDACTED]	Read PCR listeria and salmonella.	Read PCR – results to Keith Rogers. EH Oncall - [REDACTED]	NW & PJ
-----------------------------	--	--	-----------------------------------	--	---------

Acute Response Team (ART) – Meeting Outcomes	
ART Chair:	Dr Sally Singleton
Incident Name:	Potential Food Borne Illness outbreak - Mrs Kim's Donuts
First ART Date:	26 November 2021, 10:00hrs
Attendees:	<u>Health Protection Service:</u> <u>HPS Food:</u> Keith Rogers, Verity Jennings, Jenny Ruthenberg, Keeley Allen, Arif Mirza <u>HPS ACTGAL Microbiology Lab:</u> Natasha Waters <u>HPS Communicable Disease Control:</u> Nevada Pingault, Al Gomez <u>HPS HEMU:</u> Sam Kelly <u>HECC:</u> Dr. Sally Singleton, Dr. Maggie Wilson, Melody Christenson
No. of Confirmed Cases:	25 cases across 3 networks. Not all ACT residents – some in Griffith NSW and Sydney NSW from individual who purchased multiple boxes as gifts.
Pathogen:	Nil confirmed at present. <i>Norovirus, Listeria or E.coli</i> suspected due presentation of illnesses.
Suspected Cause:	Ingestion of donuts purchased from Mrs. Kim's Donuts on Sat 20 and Sun 21 Nov 2021
Background:	<p><b>Situation (precis)</b>            Food business notified HPS Food team 25/11/21 upon receipt of complaints from public about food poisoning arising from donuts purchased from this premises over the weekend 20 – 21 November 2021. This food business is a combination of eat-in and take away and illness has since been reported by both customer types. It does not sell to other businesses.</p> <p>Members of the HPS food team attended the premises on 25/11/21 and conducted an inspection during which environmental sampling, food product sampling and seizure of equipment for sampling occurred. These samples are currently in the ACTGAL microbiology lab undergoing testing.</p> <p>CDC have interviewed 7/25 cases using gastro illness case questionnaire form and supplementary known donut varieties available for purchase on 20-21. Case investigation continues and faecal sampling is being requested from those with active or recently ceased (within 24-48hrs) diarrhoea.</p> <p><b>Situational update:</b></p> <ul style="list-style-type: none"> <li>Approx. 11.30hrs 25/11/2021, HPS was notified by the proprietor of several alleged food poisoning complaints related to Mrs. Kim's Donuts.</li> <li>One complainant had purchased multiple boxes of donuts as gifts. At least one member of each house gifted a box of donuts has become unwell. Interstate households impacted, with ongoing illness reported in Griffith and Sydney, NSW.</li> </ul>

- Two complaints received about separate groups of people were confirmed to have also eaten products purchased from Mrs. Kim's Donuts.
- All complaints received to date are about donuts purchased 20 and 21 November 2021. No other date/s implicated at present.
- The food business is currently voluntarily closed and not accepting [REDACTED] orders, no previous order information is available to the business themselves.

#### Inspection and Sampling

- The food business was inspected at approximately 1530hrs, and HPS staff reattended at approximately 1800hrs.
- During the inspection the premises appeared compliant for cleaning procedures and temperature control of cold foods.
- Compliance with storage times was unconfirmed due to date labels missing from some storage containers, although staff advised 2 days storage only.
- Staff have designated activities during preparation; with separate staff for each activity, such as dough preparation and custard or filling preparation. Dough making is kept separate from other activities in premises in separate mixing bowls. Many processes are automated.
- No food preparation nor serving staff have reported being unwell, however, [REDACTED] advised they had previously vomited in conversation with the proprietor. (0600hrs 20/11/21)
- Sampling occurred during these visits with six food samples, 17 environmental swab samples, and one piping bag taken from the premises.
- No cloths or tea towels were removed for sampling as none were present.

#### ACTGAL Sample Testing

- Samples are currently being tested for range of potential pathogens, 10 environmental samples and piping bag to be tested for *Salmonella spp*, 7 environmental swabs to be tested for *Listeria*.
- Initial results to be available Saturday 27/11/2021. Positive results will require confirmatory testing.
- Food samples to be tested for *Salmonella*, *Listeria*, *E.coli*, SPC, *Clostridium perfringens*, *Staph.a*, *Bacillus* and coliforms (hygiene indicator).
- Will ensure approval for weekend staffing through appropriate processes. Currently seeking people to work over weekend (2 per shift).


	<p>CDC/Epi/OzFoodNet</p> <ul style="list-style-type: none"> <li>• CDC have conducted phone interviews (gastro investigation form) with seven out of 25 reported cases been interviewed to date. 25 cases have reported diarrhoea symptoms. One case reported that they had attended ED.</li> <li>• Median age 30yo, median duration of symptoms 28hrs (24-36hrs), 100% reported vomiting and diarrhoea.</li> <li>• Initial analysis of interview responses indicates the crème brulee donut, the cream and jam donut and the chocolate mousse donut may be implicated.</li> <li>• Initial analysis of symptoms is suggestive of three pathogens: <i>Norovirus</i>, <i>Listeria</i> and <i>E.Coli</i> as all fit the incubation period and symptom onset and duration.</li> <li>• Faecal sampling of active and recently ceased cases is encouraged.</li> </ul> <p><b>Actions to be completed:</b></p> <p><u>CDC:</u></p> <ul style="list-style-type: none"> <li>• Obtain faecal samples from currently or recently symptomatic cases if possible.</li> <li>• Continue case questionnaires with known cases.</li> <li>• Consider active case finding via data from [REDACTED] – PHP/PHR to follow up options.</li> </ul> <p><u>ACTGAL:</u></p> <ul style="list-style-type: none"> <li>• Organise staffing to complete analysis process.</li> <li>• Advise preliminary results to on-call Food Team staff and CHO when available.</li> </ul> <p><u>HPS Food / PHRaP</u></p> <ul style="list-style-type: none"> <li>• Prepare summary of actions as talking points for Health Media if required as response (not proactive broadcast). Verity to follow up with Vojkan and Victor for awareness</li> <li>• Advise premises of <i>Listeria</i> cleaning requirement and provision of advice to premises of this cleaning style . Premises to provide written confirmation of completion.</li> <li>• Notify CDC, MO and CHO On-call of pathogen if/when identified.</li> <li>• REDCap Access for completion of any additional food interviews over weekend to be arranged by CDC team members.</li> </ul> <p><u>Public Health Physician/Registrar</u></p> <ul style="list-style-type: none"> <li>• Brief CHO and D/CHO of this ART and actions.</li> <li>• Follow up re option to request information from [REDACTED] re: orders from this premises for the period of Friday 19 November to Monday 22 November 2021 for purpose of case investigation.</li> <li>• Provide pathology request forms for CDC as required.</li> </ul> <p><u>HEMU</u></p> <ul style="list-style-type: none"> <li>• Draft ART outcomes and organise future ARTs as indicated – <b>Sam Kelly and Melody Christensen</b></li> </ul>
--	--





<b>Control Measures to Date:</b>	<ul style="list-style-type: none"><li>• Acute Response Team meeting convened to review the incident and to identify any further steps and lessons.</li></ul>
<b>Samples Obtained:</b>	six food samples, 17 environmental swab samples, and one piping bag
<b>Lab Advice:</b>	TBC
<b>ART Summary prepared by:</b>	Sam Kelly and Melody Christensen (HEMU/HECC Planning)
<b>Next ART:</b>	ART #2 – 29 November 2021 at 1000hrs

## CHAIN OF CUSTODY FORM

Specimen description	Hershey - B <sub>1</sub>			
EHO code	AM / 0662 - B <sub>1</sub>			
Seal intact	<input checked="" type="radio"/> Yes / <input type="radio"/> No			
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9.35

Disposal date	
Disposal signature	

Key:
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

For printed documents, staff are to ensure the SharePoint Modified Date below is the same as the document in the SharePoint Library to ensure they are using the current version.

## CHAIN OF CUSTODY FORM


Specimen description	Tiramisu - A <sub>1</sub>			
EHO code	AM / 0862 - A <sub>1</sub>			
Seal intact	(Yes/No)			
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
[REDACTED]	[REDACTED]	Microbiological testing	26-11-21	9:35

Disposal date	
Disposal signature	

Key:
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

For printed documents, staff are to ensure the SharePoint Modified Date below is the same as the document in the SharePoint Library to ensure they are using the current version.

## CHAIN OF CUSTODY FORM


Specimen description	Cream - C <sub>1</sub>			
EHO code	AM / 0662 - C <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes / <input type="radio"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35

Disposal date	
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM


Specimen description	White Choc - D <sub>1</sub>			
EHO code	AM/0662 - D <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes <input type="radio"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35

Disposal date	
Disposal signature	

Key:
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM

Specimen description	Plain Custard - E <sub>1</sub>			
EHO code	AM/0662 - E <sub>1</sub>			
Seal intact	(Yes/No)			
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35


Disposal date	
Disposal signature	

Key:
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

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## CHAIN OF CUSTODY FORM

Specimen description	Cotton Candy Custard - F <sub>1</sub>			
EHO code	AM / 0662 - F <sub>1</sub>			
Seal intact <input checked="" type="radio"/> Yes / <input type="radio"/> No				
Received From (signature)	Received By (signature)	Purpose of transfer	Date	Time
		Microbiological testing	26-11-21	9:35

Disposal date	
Disposal signature	

<b>Key:</b>
EHO to fill out sections highlighted in grey
Microbiology staff to fill out sections in white

For printed documents, staff are to ensure the SharePoint Modified Date below is the same as the document in the SharePoint Library to ensure they are using the current version.

**From:** Singleton, Sally (Health)  
**Sent:** Saturday, 27 November 2021 09:45  
**To:** Health Media; Martin, Victor (Health); Benson, Andrew (Health); Jennings, Verity (Health)  
**Cc:** Stefanovic, Vojkan (Health); Hudson, Lyndell (Health); SupportHPS  
**Subject:** RE: Request for media points - Mrs Kim's Donuts - Suspected Food Poisoning Outbreak - File Number 0111/21

OFFICIAL: Sensitive

Thanks Angie,  
 Happy to review if/as useful,  
 Sally

**From:** Health Media <HealthMedia@act.gov.au>  
**Sent:** Saturday, 27 November 2021 9:40 AM  
**To:** Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Cc:** Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>  
**Subject:** Re: Request for media points - Mrs Kim's Donuts - Suspected Food Poisoning Outbreak - File Number 0111/21

Just letting you know that we have had a media inquiry and I am awaiting an email from the [REDACTED].

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---

**From:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>  
**Sent:** Friday, November 26, 2021 2:59 pm  
**To:** Health Media; Benson, Andrew (Health); Jennings, Verity (Health)  
**Cc:** Stefanovic, Vojkan (Health); Hudson, Lyndell (Health); SupportHPS; Singleton, Sally (Health)  
**Subject:** FW: Request for media points - Mrs Kim's Donuts - Suspected Food Poisoning Outbreak - File Number 0111/21

Dear Andrew,

Please see below for medial TPs in the event you receive media enquiries over the week end.

Verity, could you please make sure the on-call EH, CDC and HEMU have access to this material.

Victor

---

**From:** Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Sent:** Friday, 26 November 2021 2:52 PM  
**To:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>  
**Cc:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Christensen, Tory (Health) <[Tory.Christensen@act.gov.au](mailto:Tory.Christensen@act.gov.au)>; Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Subject:** FW: Request for media points - Mrs Kim's Donuts - Suspected Food Poisoning Outbreak - File Number 0111/21  
**Importance:** High

Hi Victor,

Acknowledge and apologies for the delay in sending this through.

As discussed, we are investigating a suspected food poisoning outbreak from Mrs Kim's Donuts. An ART has been formed. At the time of the ART:

- Approximately 25 suspected cases
- Food safety inspected the food business 25/11/21
- Collected food and environmental samples 25/11/21 – these are with ACTGAL for progression
- ETA on samples is various – 27/11 for initial swab samples for Salmonella, Sunday for predictive foods and swabs (various tests), Monday for predictive Listeria
- Seven (7) suspected cases have been interviewed by CDC
- Foods implicated to date were purchased from the business on the 20<sup>th</sup> and 21<sup>st</sup> November 2021
- No evidence (to current) that foods purchased post these dates were/are affected
- The food business is not under a formal closure and there is presently no evidence to warrant a closure – noting the investigation is ongoing
- Food safety is working with the business, providing ongoing food safety advice
- CDC is continuing to contact suspected cases
- Public Health Registrar is following up on whether [REDACTED] can be contacted for order details to proactively support tracing
- On-call CDC, CHO and EH have all been notified
- Mrs Kim's Donuts is located in Kingston
- Next ART meeting scheduled for Monday 29/11/21 at 10am

The following media points are proposed for Health Media. Thank you to Tory, Vojkan, and Nevada for their assistance. These are intended as responsive communication only. We are not proposing any proactive media at this time.

1. On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.
2. Reports are that the symptoms of the illness are primarily diarrhoea and vomiting and ACT Health is unaware of any hospitalisations in relation to this matter **[fact check at the time of release]**.
3. ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.
4. Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.

Thank you,

**Verity Jennings | Assistant Director Food Safety | Food Safety Auditor**

Pronoun *she / her*

Ph: 02 5124 6124 / [REDACTED] | Email: [verity.jennings@act.gov.au](mailto:verity.jennings@act.gov.au)

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**From:** Rogers, Keith (Health)  
**Sent:** Saturday, 27 November 2021 11:27  
**To:** Hudson, Lyndell (Health); Jennings, Verity (Health); Ruthenberg, Jennifer (Health)  
**Subject:** RE: if you get phone calls related to Mrs Kim's Donuts over the weekend

OFFICIAL

Hi Lyndell, Verity, Jenny

For Information Only on Monday morning

Spoken with Felicity Greenville (PH Nurse on-call) who has advised a couple of positive stool samples have returned Norovirus from people who consumed Kim's Donuts.

Cheers  
Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

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**From:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Sent:** Friday, 26 November 2021 5:10 PM  
**To:** Rogers, Keith (Health) <Keith.Rogers@act.gov.au>; Hose, Janet (Health) <Janet.Hose@act.gov.au>  
**Subject:** if you get phone calls related to Mrs Kim's Donuts over the weekend

OFFICIAL

Hi Janet and Keith,

With the sizeable foodborne outbreak we're currently investigating linked to Mrs Kim's Donuts, you may get phone calls from complainants over the weekend.

If you do, please take their contact details and then call Felicity Greenville (our public health nurse, on call for covid infection control) on [REDACTED] and she will interview them. Please don't give out her number 😊

Thank you,  
Nevada

**Dr Nevada Pingault** PhD, FASM, MAIMS

Manager, Disease Surveillance

Ph: 5124 6254 | Email: [nevada.pingault@act.gov.au](mailto:nevada.pingault@act.gov.au)

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**From:** Rogers, Keith (Health)  
**Sent:** Saturday, 27 November 2021 17:35  
**To:** Hudson, Lyndell (Health); Jennings, Verity (Health); Ruthenberg, Jennifer (Health)  
**Subject:** FW: Mrs Kims Donuts

OFFICIAL: Sensitive - Personal Privacy

FYI Monday morning.

Kind regards

Keith Rogers | Senior Public Health Officer / Food Safety Auditor

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611

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---

**From:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>  
**Sent:** Saturday, 27 November 2021 4:42 PM  
**To:** Waters, Natasha (Health) <[Natasha.Waters@act.gov.au](mailto:Natasha.Waters@act.gov.au)>  
**Cc:** Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)>; Wilson, Maggie (Health) <[Maggie.Wilson@act.gov.au](mailto:Maggie.Wilson@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>  
**Subject:** RE: Mrs Kims Donuts

OFFICIAL: Sensitive - Personal Privacy

Hi Natasha,  
Thanks for the update.

I have not had any update that the Noro that were on the general CDC report for yesterday – but I think that CDC would have noted/flagged if they were known to be linked to the Mrs Kim's Donuts update.

As discussed on phone just now – happy for the remainder of the analysis to hold over until Monday,  
Kind regards,  
Sally

---

**From:** Waters, Natasha (Health) <[Natasha.Waters@act.gov.au](mailto:Natasha.Waters@act.gov.au)>  
**Sent:** Saturday, 27 November 2021 4:30 PM  
**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>  
**Cc:** Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)>  
**Subject:** Mrs Kims Donuts

OFFICIAL: Sensitive – Personal Privacy

Hi Sally,



So far the results we have are:

**1<sup>st</sup> set of swabs ( salmonella)**

All negative by PCR- cultural confirmation to follow

**2<sup>nd</sup> set of swabs ( l. mono)**

PCR will be able to be run tomorrow

**Food samples:**

<5 cfu/g *C. perfringens* – final result

<3cfu.g *E.coli*- final result

*Bacillus cereus* and Coagulase positive staph results are also looking negative, but final check will be done tomorrow. Coliforms: 2 of the samples have some follow-up work to do performed (Tirimisu and Cream). Others are looking negative, but final check will be performed tomorrow. Salmonella PCR and L. mono PCR will be performed tomorrow.

I told Keith the result on the phone, and he mentioned that there were two confirmed norovirus from faeces. Were these from Mrs Kim's donuts patients? Keith wasn't sure. I also heard there were confirmed noro from [REDACTED]

If noro *has* been confirmed in patients linked to Mrs Kims Donuts, do you still require us to come into work tomorrow to continue processing? Or could we continue processing on Monday?

If possible could you give me a call on the number below, it is forwarded to my mobile. If I don't hear from you we will come in on Sunday to continue.

Kind regards,

**Natasha Waters (she/her) | Assistant Director Microbiology Unit**

Ph: 5124 9176 | Email: [natasha.waters@act.gov.au](mailto:natasha.waters@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder ACT 2611

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*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



**From:** Singleton, Sally (Health)  
**Sent:** Sunday, 28 November 2021 10:46  
**To:** Greenville, Felicity (Health)  
**Cc:** Rogers, Keith (Health); Environmental Health; Hudson, Lyndell (Health); Pingault, Nevada (Health); Waters, Natasha (Health)  
**Subject:** RE: Mrs Kim's Donuts

OFFICIAL: Sensitive

Hi Felicity,  
 FYI for Keith/Natasha/Nevada also

Thanks for the chat on the phone just now 😊

As discussed, useful for us to know that we have had stool samples positive for Norovirus in individuals who had eaten donuts (I wasn't aware yet – and my apologies to Natasha re not knowing this when we spoke yesterday, we had both attributed to a different food venue!).

Also noted re additional report of potential impacts from donuts purchased on Weds – this is still prior to EH Inspection/actions on Thursday, and from the information that we have re potential noro + self resolving symptoms we are not identifying immediate public health actions/messaging - so no need for urgent interviews of these additional reports today.

Appropriate to wait until tomorrow to complete further interviews, and worth considering options for a ?survey if there are indeed large numbers of people reporting potentially being unwell associated with the order of 192 donuts.

Kind regards,  
 Sally

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Sunday, 28 November 2021 10:17 AM  
**To:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>  
**Subject:** Mrs Kim's Donuts

OFFICIAL: Sensitive

Hi Sally,

Are you working today? Environmental Health have forwarded me 7 further complaints related to Mrs Kim's donuts this morning for follow up – of concern is that some of the complaints relate to purchases on Wednesday 24<sup>th</sup> November, so not limited to purchase on the weekend 20/21 as previously thought.

Also, in case you are not already aware we have had 2 stool samples positive for Norovirus from the same family who ate donuts last Saturday 20/11. [REDACTED] on ACT Path.

Al Gomez had volunteered to help with interviews over the weekend if required so given the number of complaints received overnight I will ask him to assist.

While there are 7 complaints – one of them was regarding an order of 192 donuts so there may be a lot of cases from that and another identifies 11 people, although some complaints may be connected.

Do you still want stool samples collected if possible – given onset for some was Thursday/Friday for the purchases on Wed we may still have symptomatic cases?

Feel free to call on my mobile to discuss [REDACTED]

I will get started on the interviews.

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

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25 Mulley Street Holder ACT 2611

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**From:** ACT Health Office of the Chief Health Officer  
**Sent:** Monday, 29 November 2021 09:02  
**To:** Coleman, Kerryn (Health); Johnston, Vanessa (Health)  
**Cc:** ACT Health Office of the Chief Health Officer  
**Subject:** FW: [REDACTED] media enquiry  
**Attachments:** Re: Request for media points - Mrs Kim's Donuts - Suspected Food Poisoning Outbreak - File Number 0111/21

Just FYI from over weekend, in case you get asked while doing any other media.

**From:** Moroney, Rebecca (Health) <Rebecca.L.Moroney@act.gov.au> **On Behalf Of** SupportHPS  
**Sent:** Monday, 29 November 2021 9:00 AM  
**To:** ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>  
**Subject:** FW: [REDACTED] media enquiry

OFFICIAL

Hi OCHO

See below from Health Media for your info / tracking etc, as it doesn't look like it was sent to you.

Attached is an email train where Victor has sent Health Media some pre-emptive media dot points IN CASE they received enquiries.

They did, so this is where HM got their dot points from below.

I will check with Verity that she is fact checking re hospitalisations .

Let me know if any dramas ?

Thank you – Bec 😊

**Rebecca Moroney (she/her) | Executive Assistant to Executive Branch Manager, Health Protection Service**

Ph: 5124 9252 | Email: [ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)

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**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Monday, 29 November 2021 8:47 AM  
**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Cc:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>  
**Subject:** FW: [REDACTED] media enquiry

OFFICIAL

Hi everyone,

I've had a media inquiry this morning from [REDACTED] (online).

How can I get a **fact check about hospitalisations?**

Seeking your agreement/update with regards to the following dot points – did anything change over the weekend? I have seen a bit of chatter on social media about this issue, and we've had one direct message through social media from a family who had been unwell from Tuesday.

Angie

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.

Reports are that the symptoms of the illness are primarily diarrhoea and vomiting and ACT Health is unaware of any hospitalisations in relation to this matter **[fact check at the time of release]**.

ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.

Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.

**From:** [REDACTED]  
**Sent:** Monday, 29 November 2021 8:39 AM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** [REDACTED] media enquiry

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,  
 My name is [REDACTED] I'm a journalist with [REDACTED]. We've just got a few queries about a potential mass food poisoning event in Canberra.

We've heard reports of multiple people contracting food poisoning from Mrs Kim's donuts in Kingston.

I'm wondering if there's a representative available from ACT Health to comment on the following:

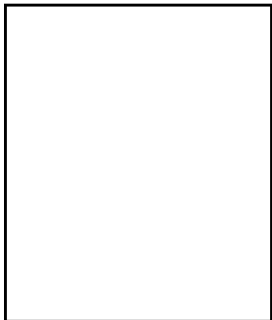
- 1) Are you aware of people reporting food poisoning from this shop?
- 2) Has ACT health made contact with the store to find the cause of the food poisoning?

It's for a digital story, so a written statement would work fine.

Any help with a comment on this would be much appreciated! Our deadline is ASAP, but COB today would be our latest.

Many thanks,  
 [REDACTED]

[REDACTED]



We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.



**From:** Health Media  
**Sent:** Saturday, 27 November 2021 09:40  
**To:** Martin, Victor (Health); Benson, Andrew (Health); Jennings, Verity (Health)  
**Cc:** Stefanovic, Vojkan (Health); Hudson, Lyndell (Health); SupportHPS; Singleton, Sally (Health)  
**Subject:** Re: Request for media points - Mrs Kim's Donuts - Suspected Food Poisoning Outbreak - File Number 0111/21

Just letting you know that we have had a media inquiry and I am awaiting an email from the [REDACTED]

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**From:** Martin, Victor (Health) <Victor.Martin@act.gov.au>  
**Sent:** Friday, November 26, 2021 2:59 pm  
**To:** Health Media; Benson, Andrew (Health); Jennings, Verity (Health)  
**Cc:** Stefanovic, Vojkan (Health); Hudson, Lyndell (Health); SupportHPS; Singleton, Sally (Health)  
**Subject:** FW: Request for media points - Mrs Kim's Donuts - Suspected Food Poisoning Outbreak - File Number 0111/21

Dear Andrew,

Please see below for medial TPs in the event you receive media enquiries over the week end.  
 Verity, could you please make sure the on-call EH, CDC and HEMU have access to this material.  
 Victor

**From:** Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Sent:** Friday, 26 November 2021 2:52 PM  
**To:** Martin, Victor (Health) <Victor.Martin@act.gov.au>  
**Cc:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Christensen, Tory (Health) <Tory.Christensen@act.gov.au>; Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Subject:** FW: Request for media points - Mrs Kim's Donuts - Suspected Food Poisoning Outbreak - File Number 0111/21  
**Importance:** High

**OFFICIAL: Sensitive**

Hi Victor,

Acknowledge and apologies for the delay in sending this through.

As discussed, we are investigating a suspected food poisoning outbreak from Mrs Kim's Donuts. An ART has been formed. At the time of the ART:

- Approximately 25 suspected cases
- Food safety inspected the food business 25/11/21
- Collected food and environmental samples 25/11/21 – these are with ACTGAL for progression
- ETA on samples is various – 27/11 for initial swab samples for Salmonella, Sunday for predictive foods and swabs (various tests), Monday for predictive Listeria
- Seven (7) suspected cases have been interviewed by CDC
- Foods implicated to date were purchased from the business on the 20<sup>th</sup> and 21<sup>st</sup> November 2021
- No evidence (to current) that foods purchased post these dates were/are affected
- The food business is not under a formal closure and there is presently no evidence to warrant a closure – noting the investigation is ongoing
- Food safety is working with the business, providing ongoing food safety advice
- CDC is continuing to contact suspected cases
- Public Health Registrar is following up on whether [REDACTED] can be contacted for order details to proactively support tracing
- On-call CDC, CHO and EH have all been notified
- Mrs Kim's Donuts is located in Kingston
- Next ART meeting scheduled for Monday 29/11/21 at 10am

The following media points are proposed for Health Media. Thank you to Tory, Vojkan, and Nevada for their assistance. These are intended as responsive communication only. We are not proposing any proactive media at this time.

1. On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.
2. Reports are that the symptoms of the illness are primarily diarrhoea and vomiting and ACT Health is unaware of any hospitalisations in relation to this matter ***[fact check at the time of release]***.
3. ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.
4. Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.

Thank you,

**Verity Jennings | Assistant Director Food Safety | Food Safety Auditor**

Pronoun *she / her*

Ph: 02 5124 6124 / [REDACTED] | Email: [verity.jennings@act.gov.au](mailto:verity.jennings@act.gov.au)

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**From:** HPSReception  
**Sent:** Monday, 29 November 2021 09:06  
**To:** Environmental Health  
**Subject:** [REDACTED] Food poisoning

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL



Re: Food poisoning

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Services | Public Health, Protection and Regulation

Health System Policy & Research | ACT Health Directorate | ACT Government

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



**From:** Greenville, Felicity (Health)  
**Sent:** Monday, 29 November 2021 09:07  
**To:** Allen, Keeley (Health)  
**Subject:** FW: Food Poisoning - Mrs Kim's Donuts

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

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25 Mulley Street Holder ACT 2611

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**From:** Rogers, Keith (Health) <Keith.Rogers@act.gov.au> **On Behalf Of** Environmental Health  
**Sent:** Sunday, 28 November 2021 9:36 AM  
**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Subject:** FW: Food Poisoning - Mrs Kim's Donuts

OFFICIAL

Hi Felicity

For action as discussed. This is the one may have significant number of people to contact.

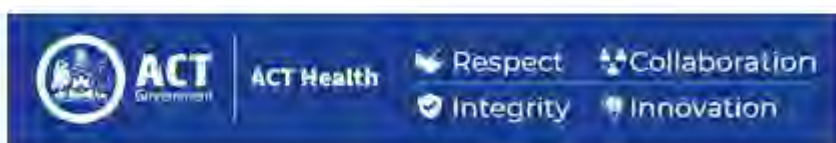
Thanks,  
Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

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25 Mulley Street Holder ACT 2611

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**From:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Sent:** Saturday, 27 November 2021 5:44 PM

**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>

**Subject:** FW: Food Poisoning - Mrs Kim's Donuts

OFFICIAL

Lametred Jones | Administration Officer

Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au)

Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611

[health.act.gov.au](http://health.act.gov.au)

**From:** [REDACTED]

**Sent:** Saturday, 27 November 2021 2:43 PM

**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

**Subject:** Food Poisoning - Mrs Kim's Donuts

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon,

On Wednesday 24th November I purchased [REDACTED]

[REDACTED] I have tried to contact the owners but all their social media has been shut down.

Business details: Mrs Kim's Donuts - 9/15 Trench Street Kingston

My details: [REDACTED]

Regards,

[REDACTED]

**From:** Greenville, Felicity (Health)  
**Sent:** Monday, 29 November 2021 09:08  
**To:** Allen, Keeley (Health)  
**Subject:** FW: Mrs. Kim Donuts Food Poisoning Complaint

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**  
25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Rogers, Keith (Health) <Keith.Rogers@act.gov.au> **On Behalf Of** Environmental Health  
**Sent:** Sunday, 28 November 2021 9:44 AM  
**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Subject:** FW: Mrs. Kim Donuts Food Poisoning Complaint

OFFICIAL

I Felicity

For action as discussed. These people consulted GP – potentially samples collected?

Thanks,  
Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

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25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Sent:** Saturday, 27 November 2021 5:55 PM



**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** FW: Mrs. Kim Donuts Food Poisoning Complaint

OFFICIAL

Lametred Jones | Administration Officer

Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au)

Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611

[health.act.gov.au](http://health.act.gov.au)

**From:** [REDACTED] >

**Sent:** Friday, 26 November 2021 8:08 PM

**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

**Subject:** Mrs. Kim Donuts Food Poisoning Complaint

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good Evening,

I would like to file a report for Mrs. Kim's Donut (apparently closed down now) for food poisoning.

[REDACTED]  
[REDACTED] I read up [REDACTED] and the [REDACTED] and there seems to be a significant number of people affected.

[REDACTED]

Regards,

[REDACTED]

**From:** Greenville, Felicity (Health)  
**Sent:** Monday, 29 November 2021 09:09  
**To:** Allen, Keeley (Health)  
**Subject:** FW: Food poisoning?

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**  
25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Rogers, Keith (Health) <Keith.Rogers@act.gov.au> **On Behalf Of** Environmental Health  
**Sent:** Sunday, 28 November 2021 8:07 PM  
**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Subject:** FW: Food poisoning?

OFFICIAL

I Felicity

For action as discussed. Another one.

Thanks,  
Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**  
25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Sent:** Sunday, 28 November 2021 3:25 PM

**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>

**Subject:** FW: Food poisoning?

OFFICIAL

Lametred Jones | Administration Officer

Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au)

Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611

[health.act.gov.au](http://health.act.gov.au)

**From:** [REDACTED]

**Sent:** Saturday, 27 November 2021 8:52 PM

**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

**Subject:** Food poisoning?

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi. On Thursday night just gone I had what I thought was food poisoning starting around 8pm. [REDACTED]

[REDACTED] ate half of a mrs kims donut from Kingston [REDACTED]. The donuts were bought Tuesday evening and refrigerated at home the whole time.

I'm letting u know as I now understand a number of people got food poisoning from Mrs kims products this week and thought it might be useful information.

I don't have a sample left sorry.

Regards. [REDACTED]

Sent from my Galaxy

**From:** Greenville, Felicity (Health)  
**Sent:** Monday, 29 November 2021 09:09  
**To:** Allen, Keeley (Health)  
**Subject:** FW: Gastro incident - Kingston Mrs Kim's Donuts

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**  
25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Rogers, Keith (Health) <Keith.Rogers@act.gov.au> **On Behalf Of** Environmental Health

**Sent:** Sunday, 28 November 2021 9:48 AM

**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>

**Subject:** FW: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

I Felicity

For action as discussed. Family group. This is the last I have at present. I will check the inbox throughout the day and contact you if further received.

Thanks,  
Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**  
25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



-----Original Message-----

From: HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

Sent: Saturday, 27 November 2021 5:56 PM

To: Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>

Subject: FW: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

Lametred Jones | Administration Officer

Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au) Business Management Service, Health Protection Service,  
Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611 [health.act.gov.au](http://health.act.gov.au)

-----Original Message-----

From: [REDACTED] >

Sent: Friday, 26 November 2021 9:57 PM

To: HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

Subject: Gastro incident - Kingston Mrs Kim's Donuts

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

I would like to report that my family and I bought donuts from the Mrs Kim's donut shop last Saturday. Afterwards we all became extremely, extremely ill [REDACTED]

If you have any advice about this possible food poisoning incident, please let me know.

Thank you.

[REDACTED]

Sent from my iPhone

**From:** Greenville, Felicity (Health)  
**Sent:** Monday, 29 November 2021 09:09  
**To:** Allen, Keeley (Health)  
**Subject:** FW: Mrs Kim's donuts Kingston

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Rogers, Keith (Health) <Keith.Rogers@act.gov.au> **On Behalf Of** Environmental Health

**Sent:** Sunday, 28 November 2021 8:06 PM

**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>

**Cc:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

**Subject:** FW: Mrs Kim's donuts Kingston

OFFICIAL

I Felicity

For action as discussed. Still forwarding to you unless there is someone else that should receive these to undertake the questionnaires tomorrow?

Thanks,  
 Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)





**From:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Sent:** Sunday, 28 November 2021 3:24 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** FW: Mrs Kim's donuts Kingston

OFFICIAL

Lametred Jones | Administration Officer  
Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au)  
Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611  
[health.act.gov.au](http://health.act.gov.au)

**From:** [REDACTED]  
**Sent:** Saturday, 27 November 2021 7:41 PM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Subject:** Mrs Kim's donuts Kingston

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon

I ate a donut from Mrs Kim's donuts on Tuesday and on Wednesday [REDACTED]

Can you please advise if I should seek further assistance?

---

**From:** Greenville, Felicity (Health)  
**Sent:** Monday, 29 November 2021 09:10  
**To:** Allen, Keeley (Health)  
**Subject:** FW: Kim's donuts - gastro outbreak

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

Felicity Greenville | Disease Surveillance | Public Health Nurse  
Ph: (02) 5124 9214 | Email: felicity.greenville@act.gov.au Communicable Disease Control, Health Protection Service,  
Public health, Protection & Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611  
health.act.gov.au

-----Original Message-----

From: Rogers, Keith (Health) <Keith.Rogers@act.gov.au> On Behalf Of Environmental Health  
Sent: Sunday, 28 November 2021 8:08 PM  
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
Subject: FW: Kim's donuts - gastro outbreak

OFFICIAL

I Felicity

For action as discussed. And a further without a contact number.

Thanks,  
Keith

Keith Rogers | Senior Public Health Officer / Food Safety Auditor  
Ph: 5124 9122 / [REDACTED] | Email: keith.rogers@act.gov.au Environmental Health, Health Protection Service,  
Public Health, Protection and Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611  
health.act.gov.au

-----Original Message-----

From: HPS <HPS@act.gov.au>  
Sent: Sunday, 28 November 2021 3:26 PM  
To: Environmental Health <EnvironmentalHealth@act.gov.au>  
Subject: FW: Kim's donuts - gastro outbreak

OFFICIAL

Lametred Jones | Administration Officer

Phone: 02 5124 9700 | Email: lametred.jones@act.gov.au Business Management Service, Health Protection Service,  
Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611 health.act.gov.au

-----Original Message-----

From: [REDACTED]

Sent: Sunday, 28 November 2021 12:42 AM

To: HPS <HPS@act.gov.au>

Subject: Kim's donuts - gastro outbreak

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi ACT health,

Just writing to say that I was affected by the gastro outbreak at Kim's donuts in kingston last weekend. Has the source been identified? Please let me know if we need to take further action to protect our health.

Warmly,

[REDACTED]

**From:** Marmor, Alexandra (Health)  
**Sent:** Monday, 29 November 2021 09:16  
**To:** Gomez, Algreg (Health); Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health); Stefanovic, Milica (Health)  
**Subject:** RE: Gastro syndromic surveillance

OFFICIAL

Hi Al  
 around 2am daily

**From:** Gomez, Algreg (Health) <Algreg.Gomez@act.gov.au>  
**Sent:** Monday, 29 November 2021 9:12 AM  
**To:** Marmor, Alexandra (Health) <Alexandra.Marmor@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>  
**Subject:** RE: Gastro syndromic surveillance

OFFICIAL

Thanks for this Alex.

How often is the dashboard refreshed?

Fyi, there is a thread on [REDACTED] that discussed the donut shop and cases of gastro.

With thanks,  
 Al

Algreg Gomez | Master of Philosophy in Applied Epidemiology (MAE) Scholar  
 Email: [algreg.gomez@act.gov.au](mailto:algreg.gomez@act.gov.au) | Phone: 02 5124 9055 | Alternative Email: [HECC.Epi@act.gov.au](mailto:HECC.Epi@act.gov.au)  
 Epidemiology and Case Investigation, Operations Branch, COVID-19 Response Division  
 Public Health Emergency Coordination Centre | Health Emergency Control Centre  
 Public Health, Protection and Regulation | ACT Health Directorate | ACT Government  
 ACT Health Directorate – Level 3, 2-6 Bowes Street Phillip ACT 2606  
[health.act.gov.au](http://health.act.gov.au) | [www.covid19.act.gov.au](http://www.covid19.act.gov.au)



**From:** Marmor, Alexandra (Health) <[Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)>  
**Sent:** Monday, 29 November 2021 9:06 AM  
**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Stefanovic, Milica (Health) <[Milica.Stefanovic@act.gov.au](mailto:Milica.Stefanovic@act.gov.au)>; Gomez, Algreg (Health) <[Algreg.Gomez@act.gov.au](mailto:Algreg.Gomez@act.gov.au)>  
**Subject:** Gastro syndromic surveillance

OFFICIAL

Small (relative) peak in gastro presentations on 24<sup>th</sup>

# Communicable Disease Control Syndromic Dashboard

Version 1.1 Last refreshed on: 24/11/2021



**ACT**  
Government

**ACT Health**

**Syndrome:**

Gastro Like Illness

**Syndrome:**

**Gastro Like Illness**

**Presentations for Select Date Range**

2

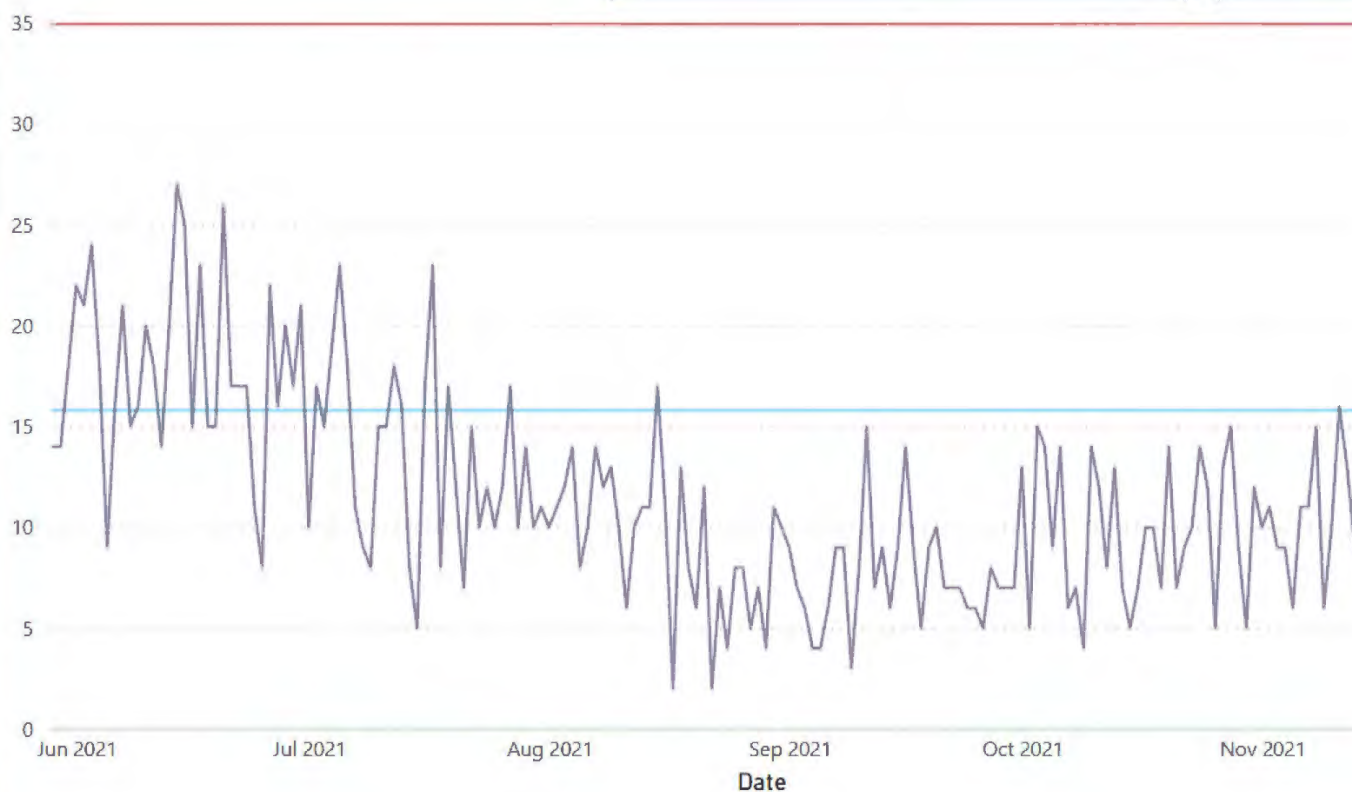
Community Presentations

17

ED Presentations

**Legend**

Average Presentations  
Lower Control Limit  
Total Presentations  
Upper Control Limit



Alexandra Marmor | Epidemiologist | Surveillance Coordinator

Phone: 02 5124 9210 | Email: [Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)

Communicable Disease Control | Health Protection Service | Population Health | ACT Health | ACT Government

25 Mulley Street, Holder ACT 2611 | [health.act.gov.au/hps](http://health.act.gov.au/hps)

--- I am not at work on Tuesdays or on Wednesday afternoons ---



Antibiotics  
Antivirals  
Antifungals  
Antiparasitics

**Antimicrobial resistance** remains a serious and long-term threat to human and animal health worldwide as bacteria and viruses become resistant to antimicrobial treatments.



**From:** Allen, Keeley (Health)  
**Sent:** Monday, 29 November 2021 09:31  
**To:** Greenville, Felicity (Health)  
**Subject:** RE: Mrs Kim's Donuts

OFFICIAL

Thanks Felicity,

I think this person is the best one to ask about the details of the work function:

- Which staff member did the purchasing
- What flavour/s they ordered

We can let [REDACTED] know that we have an online survey ready to go for her staff to complete if [REDACTED] is happy to distribute it. We just want to talk to the person who ordered the donuts to confirm a few details before we finalise the survey.

Thank you for being a GEM!

Best,  
 Keeley

---

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Monday, 29 November 2021 9:08 AM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** FW: Mrs Kim's Donuts  
**Importance:** High

OFFICIAL

Felicity Greenville | Disease Surveillance | Public Health Nurse

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)




---

**From:** Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)> **On Behalf Of** Environmental Health  
**Sent:** Sunday, 28 November 2021 9:43 AM  
**To:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Cc:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>  
**Subject:** FW: Mrs Kim's Donuts  
**Importance:** High

## OFFICIAL

Hi Felicity

This is one of the many emails that has come through HPS inbox for action as discussed.

This is a work group – potentially more than the 11 people noted in the email.

PLEASE NOTE the different date of purchase which means that illness may not have been limited to the weekend 20/21<sup>st</sup> Nov. I think this may need to be investigated if there is any ongoing risk so flagged with Sally (CC'd).

Note also that it has hit social media so tomorrow we may get an influx of calls.

Thanks,  
Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

**Sent:** Saturday, 27 November 2021 5:48 PM

**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>

**Subject:** FW: Mrs Kim's Donuts

## OFFICIAL

**Lametred Jones | Administration Officer**

Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au)

**Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611

[health.act.gov.au](http://health.act.gov.au)

**From:** [REDACTED]

**Sent:** Friday, 26 November 2021 4:44 PM

**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

**Subject:** Mrs Kim's Donuts

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.



Mrs Kim's Donuts  
9/15 Tench Street, Kingston, ACT 2604

[REDACTED]

Per the below recent review it's possible unsafe food practices were going on for days.

[REDACTED]

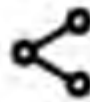
Contact email as supplied phone number [REDACTED].

Thanks

[REDACTED]

[Overview](#)[Menu](#)[Reviews](#)

and all ones but I've also had a b  
is slightly leathery.



Local Guide · 116 reviews · 28 pt



17 hours ago

**NEW**

Donuts tasted pretty great...although  
the horrific food poisoning I suffered  
them. Currently aware of at least 5  
here on the weekend of the 20th N

**From:** Pingault, Nevada (Health)  
**Sent:** Monday, 29 November 2021 09:41  
**To:** Greenville, Felicity (Health); Stefanovic, Milica (Health); Allen, Keeley (Health)  
**Cc:** Marmor, Alexandra (Health)  
**Subject:** RE: Norovirus notifications

OFFICIAL

Thanks Felicity, very interesting.

They've changed their info again – I had asked EH to clarify what date they ate [REDACTED] as between the respondents, 19<sup>th</sup>, 20<sup>th</sup>, and 21<sup>st</sup> were listed. They clarified it was Sat the 20<sup>th</sup>, now they're saying 19<sup>th</sup>...

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Monday, 29 November 2021 9:34 AM  
**To:** Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Cc:** Marmor, Alexandra (Health) <Alexandra.Marmor@act.gov.au>  
**Subject:** RE: Norovirus notifications

OFFICIAL

I have spoken to the [REDACTED] and confirmed they did eat Mrs Kim's Donuts on Saturday 20<sup>th</sup>. They ate at [REDACTED] restaurant on Friday evening 19<sup>th</sup>.  
 4 family members provided stool sample – all 4 positive for Norovirus.

Felicity Greenville | Disease Surveillance | Public Health Nurse

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate  
 25 Mulley Street Holder ACT 2611  
[health.act.gov.au](http://health.act.gov.au)



**From:** Stefanovic, Milica (Health) <[Milica.Stefanovic@act.gov.au](mailto:Milica.Stefanovic@act.gov.au)>  
**Sent:** Friday, 26 November 2021 6:20 PM  
**To:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>  
**Subject:** Norovirus notifications

OFFICIAL

Hi all,

Please note that we received 2 Norovirus notifications – one has no clinical notes included and the one say 'Food Poisoning'. I saved them in the OzFoodNet follow up folder [REDACTED] for your attention.

Regards,  
Milica

Milica Stefanovic | Surveillance Officer

Ph: (02) 5124 9245 | Email: [Milica.Stefanovic@act.gov.au](mailto:Milica.Stefanovic@act.gov.au)

**Communicable Disease Control Section | Health Protection Service | Public Health, Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Marmor, Alexandra (Health)  
**Sent:** Monday, 29 November 2021 09:44  
**To:** Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health); Stefanovic, Milica (Health); Allen, Keeley (Health)  
**Subject:** RE: Draft donut survey

OFFICIAL

done!

**From:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Sent:** Monday, 29 November 2021 9:37 AM  
**To:** Marmor, Alexandra (Health) <Alexandra.Marmor@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** RE: Draft donut survey

OFFICIAL

Hi Alex,

Thanks for putting this together so quickly! It looks great.

If available, it would be good to list the specific donuts like you've done. We'll see if the person that ordered the donuts has a list of what was ordered to narrow down what we ask. If we can't find out what was ordered, might be better to have donut groupings.

One small thing, if you select donuts yes, and other, it doesn't come up with a specify field.

I like the way you've done the symptom / onset section – with onset of D&V. Maybe remove the onset time of fever? On the off chance they had fever and not D&V, we wouldn't normally count them as a case.

Thanks again,  
 Nevada

**From:** Marmor, Alexandra (Health) <[Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)>  
**Sent:** Monday, 29 November 2021 9:15 AM  
**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Stefanovic, Milica (Health) <[Milica.Stefanovic@act.gov.au](mailto:Milica.Stefanovic@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Subject:** Draft donut survey

OFFICIAL

Hi all

Here's a draft shorter form for cases to complete via link in email or SMS

<https://redcap.link/fawwukk0>



## Questions

- do we need to now exactly which donuts they ate, or enough to aggregate into custard, jam, other squishy filling, iced/glazed and plain?
- are we happy just to know onset of first symptom, or need to know onset of each symptom?

cheers

Alex

---

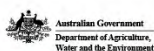
Alexandra Marmor | Epidemiologist | Surveillance Coordinator

Phone: 02 5124 9210 | Email: [Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)

Communicable Disease Control | Health Protection Service | Population Health | ACT Health | ACT Government

25 Mulley Street, Holder ACT 2611 | [health.act.gov.au/hps](http://health.act.gov.au/hps)

---- I am not at work on Tuesdays or on Wednesday afternoons ----



Antibiotics  
Antivirals  
Antifungals  
Antiparasitics

**Antimicrobial resistance** remains a serious and long-term threat to human and animal health worldwide as bacteria and viruses become resistant to antimicrobial treatments.



**From:** Hudson, Lyndell (Health)  
**Sent:** Monday, 29 November 2021 09:50  
**To:** SupportHPS; Health Media; Singleton, Sally (Health); Martin, Victor (Health); Jennings, Verity (Health)  
**Cc:** Stefanovic, Vojkan (Health); ACT Health Office of the Chief Health Officer  
**Subject:** RE: [REDACTED] media enquiry  
**Categories:** 7. For info/ actioned

OFFICIAL

Hi

Will discuss this at the ART at 10am.

Confirmation of hospitalisation is usually through the public health physicians/CDC.

Lyndell

**From:** Moroney, Rebecca (Health) <Rebecca.L.Moroney@act.gov.au> **On Behalf Of** SupportHPS  
**Sent:** Monday, 29 November 2021 9:02 AM  
**To:** Health Media <HealthMedia@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Cc:** Stefanovic, Vojkan (Health) <Vojkan.Stefanovic@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>  
**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Adding in OCHO

Verity – are you the person to get this for Angie ?

Thank you – Bec 😊

**Rebecca Moroney (she/her) | Executive Assistant to Executive Branch Manager, Health Protection Service**

Ph: 5124 9252 | Email: [ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)

**Business Management Services, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Monday, 29 November 2021 8:47 AM  
**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Cc:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>  
**Subject:** FW: [REDACTED] media enquiry



## OFFICIAL

Hi everyone,

I've had a media inquiry this morning from [REDACTED] (online).

How can I get a **fact check about hospitalisations**?

Seeking your agreement/update with regards to the following dot points – did anything change over the weekend? I have seen a bit of chatter on social media about this issue, and we've had one direct message through social media from a family who had been unwell from Tuesday.

Angie

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.

Reports are that the symptoms of the illness are primarily diarrhoea and vomiting and ACT Health is unaware of any hospitalisations in relation to this matter **[fact check at the time of release]**.

ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.

Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.

**From:** [REDACTED] >

**Sent:** Monday, 29 November 2021 8:39 AM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>

**Subject:** [REDACTED] media enquiry

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

My name is [REDACTED] I'm a journalist with [REDACTED]. We've just got a few queries about a potential mass food poisoning event in Canberra.

We've heard reports of multiple people contracting food poisoning from Mrs Kim's donuts in Kingston.

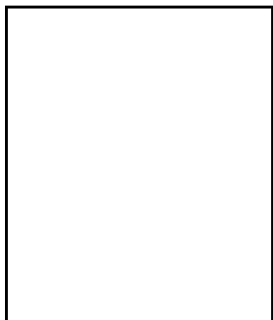
I'm wondering if there's a representative available from ACT Health to comment on the following:

- 1) Are you aware of people reporting food poisoning from this shop?
- 2) Has ACT health made contact with the store to find the cause of the food poisoning?

It's for a digital story, so a written statement would work fine.

Any help with a comment on this would be much appreciated! Our deadline is ASAP, but COB today would be our latest.

Many thanks,



M

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

Acute Response Team (ART) – Meeting Outcomes	
ART Chair:	Dr Sally Singleton
Incident Name:	Potential Food Borne Illness outbreak - Mrs Kim's Donuts
Meeting date: 29 November 2021 10:00hrs	
First ART Date:	26 November 2021, 10:00hrs
Attendees:	<u>Health Protection Service:</u> <u>HPS Public Health</u> Dr. Philippa Binns <u>HECC:</u> Dr. Sally Singleton, Dr. Maggie Wilson, <u>HPS Food:</u> Keith Rogers, Verity Jennings, Keeley Allen, Arif Mirza, Lyndell Hudson <u>HPS ACTGAL Microbiology Lab:</u> Natasha Waters <u>HPS Communicable Disease Control:</u> Nevada Pingault, Al Gomez <u>HPS HEMU:</u> Rhian Blackwell
No. of Confirmed Cases:	33 case interviews completed across multiple purchasees. Not all ACT residents – some in Griffith NSW and Sydney NSW. Potential further cases being added today
Pathogen:	Suspecting Norovirus – Listeria still being investigated
Suspected Cause:	Ingestion of donuts purchased from Mrs. Kim's Donuts
Background:	<p><b>Situation (precis)</b>            Food business notified HPS Food team upon receipt of complaints from public on Thursday 25 November about food poisoning arising from donuts purchased from this premises over the weekend 20 – 21 November 2021. This food business is a combination of eat-in and take away. It does not report selling to other businesses.</p> <p>Members of the HPS food team attended the premises on Thursday 25 November and conducted an inspection during which environmental sampling, food product sampling and seizure of equipment for sampling occurred. These samples are currently in the ACTGAL microbiology lab undergoing testing.</p> <p><b>Situational update:</b></p> <p>Food complaints had been received earlier in the week attributed by the complainants to a meal eaten at [REDACTED] – specimen pots provided and came back positive for norovirus and none of the cases from [REDACTED] had noted eating donuts in initial interview.</p> <p>Further investigation showed that all positive cases from [REDACTED] also ate donuts from Kim's. [REDACTED] had decided to voluntarily close post EH site visit and inspection, as inspection noted multiple improvements required.</p>

**Public Health Physician**

██████ data – consideration of whether public health proportionate to request personal data. Discussion with DCHO, agreed on information we had to Friday afternoon, not indicated to request this data.

**ACTGAL**

Spoken to MDU, no NATA accredited analysis for norovirus

Adelaide lab does have methods to test from some food types (berries etc), but potentially unable to get from the food type. Advised against it due to high cost and low yield outcomes.

Analysis completed over the weekend

- L Mono PCR being run today
- Clostridium NEGATIVE
- e-coli NEGATIVE
- bacillus NEGATIVE
- coagulase staph NEGATIVE

2 samples have coliforms in them (tiramisu and cream), follow up work continuing. Salmonella and listeria PCR running today, results by approx. 16:00 (including piping bag)

**HPS Food team**

- Faecal sample pots provided to two cases – unable to confirm whether have obtained samples for both cases yet.
- 1 x ED presentation reported, but no further noted with hospital presentations at this time
- Reports received by HPS email of persons consuming product on Wednesday are now ill. Noting that the cream was prepared on Wednesday. Exact date of purchase vs symptoms TBC on case interview.
- No fresh egg products in cream fillings – only in the dough

**Media update**

- General media points had been developed but not used as yet. Generalised 'food businesses have a responsibility to...' points, noting positive cases had been noted from 'a premise'. Not required, however further follow up to be completed today in conjunction with CHS media team, based on request from media outlet this morning.

**Inspection update**

- Proprietor to give more details, gained staff list from Friday-Monday. Contact details for ████████ requested.
- Full cleaning requested, and support docs of what this means supplied. Unsure of done yet.
- ?? same bottle still onsite (minimal use) of food grade cleaning sanitiser as the initial registration and opening...
- Further visit required to confirm processes RE: sanitising, cleaning, cross contamination management
- Hand Hygiene - Inspection noted nil obvious issues, but not operating so unable to observe practices. Use of gloves apparent. Toilet facilities onsite, but unsure about specifics staff toilet etc.

**Trading and risk**

	<ul style="list-style-type: none"> <li>• Donuts sold <ul style="list-style-type: none"> <li>○ Saturday approx. 1200</li> <li>○ Sunday approx. 800</li> <li>○ Mon-Wed approx. 400-500</li> </ul> </li> <li>• Traded til 6 pm Monday to Wednesday</li> <li>• Checking cross over of other businesses with staff (dual staffing), No staff reported illness and no staff reporting working in other locations.</li> </ul> <p>Closure and cleaning</p> <ul style="list-style-type: none"> <li>• Unclear whether there was trading on Friday (shop front closed, but potentially filling orders)</li> <li>• There was no specific advice to close business, but advice provided for listeria clean.</li> <li>• No evidence for clean completion provided as yet.</li> </ul> <p><b><u>Presentation:</u></b></p> <p>34 total. 3 were not unwell, however were in groups related to those impacted. Allegedly more coming today.</p> <ul style="list-style-type: none"> <li>• Diarrhoea – 27</li> <li>• Vomiting – 24</li> <li>• Fever – 16</li> </ul> <p>From time eating to time onset (hours),</p> <ul style="list-style-type: none"> <li>• median 32</li> <li>• early 22</li> <li>• max 48</li> </ul> <p><b>Actions to be completed:</b></p> <p><b>ACTGAL</b></p> <ul style="list-style-type: none"> <li>• Continuing testing</li> </ul> <p><b>EH Food team</b></p> <ul style="list-style-type: none"> <li>• Liaise with Health and CHS media in respect to hospitalisations as query from media has been received</li> <li>• Screening food poisoning complaints that were received over the weekend and share with CDC team for further action</li> <li>• Caveat brief – Required? Or still investigating... Lyndell to check if required.</li> <li>• Revisit the premises today with view to the following: <ul style="list-style-type: none"> <li>○ Confirm processes around cleaning, cross contamination etc</li> <li>○ education about hand hygiene and discussion about 'false sense of security' with gloves.</li> <li>○ Review staff toilets, public toilets, cleaning processes and procedures</li> <li>○ Discard foodstuffs in cool rooms.</li> <li>○ Discuss that there may be no reason to remain closed</li> <li>○ Extend staffing investigation to staff from Thursday onwards</li> </ul> </li> </ul> <p><b>CDC:</b></p> <ul style="list-style-type: none"> <li>• Follow up additional case interviews and/or survey for additional cases reported</li> <li>• Stool samples to be requested for those symptomatic or recently recovered</li> <li>• Considering a nested case-control study</li> </ul>
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	<b>Pip Binns</b> <ul style="list-style-type: none"> <li>Apply for provider number to assist with path forms etc for future investigations.</li> </ul> <b>HEMU</b> <ul style="list-style-type: none"> <li>ART #3 actions update 30 Nov post 11:30</li> </ul>	
<b>Control Measures to Date:</b>	<ul style="list-style-type: none"> <li>Acute Response Team meeting convened to review the incident and to identify any further steps and lessons.</li> </ul>	
<b>Samples Obtained:</b>	Swabs - Outbreak Swabs - Outbreak  Swabs - Outbreak Swabs - Outbreak Swabs - Outbreak Swabs - Outbreak Swabs - Outbreak Swabs - Outbreak Swabs - Outbreak  Swabs - Outbreak  Swabs- Outbreak Swabs- Outbreak Swabs- Outbreak Swabs- Outbreak Swabs- Outbreak Swabs - Outbreak Swabs - Outbreak Environmental Swabs and Cloths- Outbreak Food Outbreak Food Outbreak Food Outbreak Food Outbreak Food Outbreak Food Outbreak	Swab - Washup sink + spring pull handle Swab - Serving tongs Swab - Coolroom chopping board on shelves Swab - Small piping bags Swab - Bench glazing/icing Swab - Hand whisks Swab - Dough mixer with whisks Swab - Custard filling mixing bowls Swab - Whisks filling mixer Swab - Piping bags - custard/cream/mousse Swabs-Coolroom chopping board on shelves Swabs-Front donut display Swabs-Custard mixer in bowl Swabs-Inside dough prover Swabs-Front display fridge donut trays Swab - Custard dough mixer whisk Swab - Custard mixer bowl + whisk  Piping Bag Tiramisu Hershey Cream White Choc Plain Custard Cotton Candy Custard
<b>Lab Advice:</b>	TBC	
<b>ART Summary prepared by:</b>	Rhian Blackwell - HEMU	
<b>Next ART:</b>	ART #3 – 30 November 2021 TBC	

**From:** Pingault, Nevada (Health)  
**Sent:** Monday, 29 November 2021 11:03  
**To:** Allen, Keeley (Health); Greenville, Felicity (Health); Gomez, Algreg (Health)  
**Subject:** FW: FP complaints today

**Importance:** High

OFFICIAL

Hi team,

I asked Keith to send all complaints through, not just those specific for Mrs Kims. Can we do a triage question first up to check if the complaint is related to Mrs Kims, and if not then do the generic food poisoning complaint form?

Thank you,  
 Nevada

---

**From:** Rogers, Keith (Health) <Keith.Rogers@act.gov.au>  
**Sent:** Monday, 29 November 2021 10:49 AM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>; Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
**Cc:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** FP complaints today  
**Importance:** High

OFFICIAL

Hi Nicki

Please send all food poisoning reports/email/calls received today to all three: Nevada, Felicity and Keeley (cc'd) to ensure they are not missed.

Kind regards

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)





**From:** Allen, Keeley (Health)  
**Sent:** Monday, 29 November 2021 11:18  
**To:** Gomez, Algreg (Health)  
**Subject:** FW: Food poisoning suspected

OFFICIAL

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Monday, 29 November 2021 9:06 AM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** FW: Food poisoning suspected

OFFICIAL

Felicity Greenville | Disease Surveillance | Public Health Nurse

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)> **On Behalf Of** Environmental Health  
**Sent:** Sunday, 28 November 2021 9:33 AM  
**To:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Subject:** FW: Food poisoning suspected

OFFICIAL

Hi Felicity

For action as discussed. This is the one that could have left overs?

Please email Sally also as I don't think she is aware of noro link to this business.

Thanks,  
 Keith

Keith Rogers | Senior Public Health Officer / Food Safety Auditor

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Sent:** Saturday, 27 November 2021 5:43 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** FW: Food poisoning suspected

OFFICIAL

Lametred Jones | Administration Officer  
Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au)  
Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611  
[health.act.gov.au](http://health.act.gov.au)

**From:** [REDACTED]  
**Sent:** Saturday, 27 November 2021 4:12 PM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Subject:** Food poisoning suspected

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

On Friday 26th November I became very suddenly and violently ill. [REDACTED]  
[REDACTED]

I suspect it was Mrs Kims Donuts in Kingston after reading online from others experiencing problems after eating there too.

[REDACTED]

My number is [REDACTED] if you have any questions.

Thanks,  
[REDACTED]

**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 11:48  
**To:** Hudson, Lyndell (Health)  
**Subject:** FW: FM message Kim's donuts

OFFICIAL

Hi there – here is the email trail for the social DM

**From:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>  
**Sent:** Sunday, 28 November 2021 12:19 PM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Cc:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Rogers, Keith (Health) <Keith.Rogers@act.gov.au>; Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** RE: FM message Kim's donuts

OFFICIAL

Hi Angie,  
 Some minor edits suggested below.  
 cc'ing Felicity and Roger (CDC and EHealth) for awareness,  
 Kind regards,  
 Sally

*Hi [REDACTED], thanks for your message. If you are still unwell, you should seek health advice from your GP. To report your experience you can email the Health Protection Service at [hps@act.gov.au](mailto:hps@act.gov.au), or call 5124 9700..*

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Sunday, 28 November 2021 12:06 PM  
**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>  
**Subject:** FW: FM message Kim's donuts

OFFICIAL

Hi Sally  
 We've had a direct message on social media see below – Does this response look ok?:

*Hi [REDACTED], thanks for your message. If you are still unwell, you should seek health advice from your GP. Alternatively, you can call the Health Protection Service to let them know about your experiences on 5124 9700 or email to [hps@act.gov.au](mailto:hps@act.gov.au).*

**From:** Dineen, Madeline <[Madeline.Dineen@act.gov.au](mailto:Madeline.Dineen@act.gov.au)>  
**Sent:** Sunday, 28 November 2021 11:30 AM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** FM message Kim's donuts

OFFICIAL

Hiya 😊

Just flagging this FB DM [REDACTED] has sent:

[REDACTED]

Hi ACT health, I was at Kim's donuts in kingston last weekend and became really sick with gastro symptoms on Tuesday. I think we've been advised to contact you?

Thanks,  
Maddy

---

**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 11:48  
**To:** Hudson, Lyndell (Health)  
**Subject:** FW: Mrs Kim's Donuts

OFFICIAL

Lyndell, we will need to send the same response to [REDACTED] also – he contacted me sat but then pulled back and said Monday was fine.  
thanks

**From:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>  
**Sent:** Saturday, 27 November 2021 10:33 AM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Cc:** Wilson, Maggie (Health) <Maggie.Wilson@act.gov.au>  
**Subject:** RE: Mrs Kim's Donuts

Thanks Angie,  
Sally

**From:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Sent:** Saturday, 27 November 2021 10:05 AM  
**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>  
**Subject:** Fwd: Mrs Kim's Donuts

I think we've been let off the hook today Sally.

Get [Outlook for iOS](#)

---

**From:** [REDACTED]  
**Sent:** Saturday, November 27, 2021 10:03 am  
**To:** Health Media  
**Subject:** Mrs Kim's Donuts

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning Angie

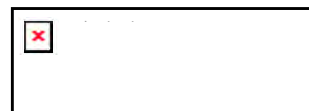
Thanks for getting back to me (and apologies for disturbing your weekend).

I was contacting you regarding multiple reports on social media of a food poisoning incident which apparently occurred at Mrs Kim's Donuts in Kingston last week (around 24 November).

Since first phoning you, I have heard that Mrs Kim's is open today (although their social media accounts are offline), so it was probably overblown.

If ACT Health has been made aware of an incident/s at Mrs Kim's, could you let me know on Monday, please?

Regards



E. [Redacted]  
[Redacted]  
[Redacted]



---

**From:** Allen, Keeley (Health)  
**Sent:** Monday, 29 November 2021 11:52  
**To:** [REDACTED]  
**Subject:** Following up food poisoning complaint

Dear [REDACTED]

Thank you for notifying us of your recent gastrointestinal illness. We have a few further questions for you to further our investigations. Please call the CDC Information Line of **(02) 5124 9213** and ask to speak to Keeley Allen or Felicity Greenville.

We look forward to speaking with you soon.

Best regards,  
Keeley

**Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar**

Ph: 5124 6215 | Email: [keeley.allen@act.gov.au](mailto:keeley.allen@act.gov.au)

**Disease Surveillance Unit, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



---

**From:** Allen, Keeley (Health)  
**Sent:** Monday, 29 November 2021 11:58  
**To:** [REDACTED]  
**Subject:** Following up food poisoning complaint

Dear [REDACTED]

Thank you for notifying us of your recent gastrointestinal illness. We have a few further questions for you to further our investigations. Please call the CDC Information Line of **(02) 5124 9213** and ask to speak to Keeley Allen or Felicity Greenville.

We look forward to speaking with you soon.

Best regards,  
Keeley

**Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar**

Ph: 5124 6215 | Email: [keeley.allen@act.gov.au](mailto:keeley.allen@act.gov.au)

**Disease Surveillance Unit, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



**From:** Singleton, Sally (Health)  
**Sent:** Monday, 29 November 2021 12:05  
**To:** Hudson, Lyndell (Health); SupportHPS; Health Media; Jennings, Verity (Health)  
**Cc:** ACT Health Office of the Chief Health Officer; Binns, Philippa (Health); Wilson, Maggie (Health)  
**Subject:** RE: [REDACTED] media enquiry  
**Categories:** 7. For info/ actioned

OFFICIAL

Thanks Lyndell,  
 Reads well and agree re removing the reference to hospitalisations – noting that it is very hard to establish this! (but we have not formed a concern).

In case there is a request for a statement re any actions for the general public, we could also add the phrasing below?

Lyndell/Nevada, please check that I have the right phrasing about what to do/who to contact in yellow highlight below 😊

thanks!

Sally

If anyone is experiencing symptoms that they are concerned about, they should seek health advice from their regular healthcare provider.

If people would like to report food-related complaints or concerns, they can contact the Health Protection Service at [hps@act.gov.au](mailto:hps@act.gov.au), or call 5124 9700.

*Dr Sally Singleton* | Public Health Physician

Email: [Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)

**Health Protection Service | Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611



**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Monday, 29 November 2021 11:57 AM  
**To:** SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Cc:** ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>  
**Subject:** RE: [REDACTED] media enquiry  
**Importance:** High

OFFICIAL

Hi Bec

For Victor's clearance please.

Following ART#2 at 10am today it was agreed to remove the reference to hospitalisations.

*On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.*

*Reports are that the symptoms of the illness are primarily diarrhoea and vomiting. ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.*

*Food businesses have food safety responsibilities under the Food Act 2001. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.*

Thank you  
Lyndell

---

**From:** Moroney, Rebecca (Health) <[Rebecca.L.Moroney@act.gov.au](mailto:Rebecca.L.Moroney@act.gov.au)> **On Behalf Of** SupportHPS  
**Sent:** Monday, 29 November 2021 9:02 AM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Cc:** Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>  
**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Adding in OCHO  
 Verity – are you the person to get this for Angie ?

Thank you – Bec 😊

**Rebecca Moroney (she/her) | Executive Assistant to Executive Branch Manager, Health Protection Service**  
 Ph: 5124 9252 | Email: [ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)  
**Business Management Services, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**  
 25 Mulley St, Holder, ACT 2611  
[health.act.gov.au](http://health.act.gov.au)




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**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Monday, 29 November 2021 8:47 AM  
**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Cc:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>  
**Subject:** FW: [REDACTED] media enquiry

OFFICIAL

Hi everyone,  
 I've had a media inquiry this morning from [REDACTED] (online).

How can I get a **fact check about hospitalisations?**

Seeking your agreement/update with regards to the following dot points – did anything change over the weekend? I have seen a bit of chatter on social media about this issue, and we've had one direct message through social media from a family who had been unwell from Tuesday.

Angie

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.

Reports are that the symptoms of the illness are primarily diarrhoea and vomiting and ACT Health is unaware of any hospitalisations in relation to this matter **[fact check at the time of release]**.

ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.

Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.

**From:** [REDACTED] >  
**Sent:** Monday, 29 November 2021 8:39 AM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** [REDACTED] media enquiry

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,  
 My name is [REDACTED], I'm a journalist with [REDACTED]. We've just got a few queries about a potential mass food poisoning event in Canberra.

We've heard reports of multiple people contracting food poisoning from Mrs Kim's donuts in Kingston.

I'm wondering if there's a representative available from ACT Health to comment on the following:

- 1) Are you aware of people reporting food poisoning from this shop?
- 2) Has ACT health made contact with the store to find the cause of the food poisoning?

It's for a digital story, so a written statement would work fine.

Any help with a comment on this would be much appreciated! Our deadline is ASAP, but COB today would be our latest.

Many thanks,  
 [REDACTED]

[REDACTED]

M: 

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

**From:** Norbart, Nicki (Health)  
**Sent:** Monday, 29 November 2021 12:06  
**To:** Jennings, Verity (Health)  
**Cc:** Hudson, Lyndell (Health)  
**Subject:** RE: Mrs Kim's Donuts: food poisoning 1

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

OFFICIAL

I haven't seen anything from her but it could be someone either Keith or CDC have spoken to directly.

-----Original Message-----

From: Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
 Sent: Monday, 29 November 2021 12:04 PM  
 To: Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
 Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
 Subject: FW: Mrs Kim's Donuts: food poisoning  
 Importance: High

OFFICIAL

Hi Nicki,

Is this a person who has already complained?

Thank you,

Verity Jennings | Assistant Director Food Safety | Food Safety Auditor Pronoun she / her  
 Ph: 02 5124 6124 / [REDACTED] | Email: verity.jennings@act.gov.au Environmental Health, Health Protection  
 Service, Public Health, Protection and Regulation | ACT Health Directorate  
 25 Mulley Street Holder ACT 2611  
 health.act.gov.au

This email and any of its attachments may be confidential. If you are not the intended recipient please notify the sender and delete immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

-----Original Message-----

From: Environmental Health <EnvironmentalHealth@act.gov.au>  
 Sent: Monday, 29 November 2021 10:20 AM  
 To: Environmental Health <EnvironmentalHealth@act.gov.au>  
 Subject: FW: Mrs Kim's Donuts: food poisoning

OFFICIAL

Hi

Do we have any standard responses for this type of email yet?



Kind Regards  
Nicki

-----Original Message-----

From: [REDACTED]  
Sent: Saturday, 27 November 2021 10:54 AM  
To: HPS <HPS@act.gov.au>  
Cc: [REDACTED] >  
Subject: Mrs Kim's Donuts: food poisoning

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom it may concern,

It appears a majority customers of Mrs Kim's donuts in Kingston have fallen ill with horrific food poisoning in the past week. To my knowledge the shop front is now closed and all social media and contacts have been erased for the business.

I'm not sure what action can be taken, but it's extremely disappointing to not even be issued an apology.

Kind Regards,  
[REDACTED]

**From:** Allen, Keeley (Health)  
**Sent:** Monday, 29 November 2021 12:09  
**To:** Gomez, Algreg (Health)  
**Subject:** FW: Mrs Kim's donuts

OFFICIAL

This lovely lady had a brief chat with Felicity yesterday [REDACTED]. We'll be really interested in the flavours she did eaten as it sounds like this person didn't have a filled donut.

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Monday, 29 November 2021 9:07 AM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** FW: Mrs Kim's donuts

OFFICIAL

I spoke to this one briefly [REDACTED] but have not interviewed

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**  
 25 Mulley Street Holder ACT 2611  
[health.act.gov.au](http://health.act.gov.au)



**From:** Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)> **On Behalf Of** Environmental Health  
**Sent:** Sunday, 28 November 2021 9:35 AM  
**To:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Subject:** FW: Mrs Kim's donuts

OFFICIAL

Hi Felicity

For action as discussed. This one doesn't have a sample but they didn't eat cream or custard donut varieties so EH team would be interested to find out what product they ate (almost all the products have cream or custard).

Thanks,  
 Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**  
 25 Mulley Street Holder ACT 2611  
[health.act.gov.au](http://health.act.gov.au)



**From:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Sent:** Saturday, 27 November 2021 5:44 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** FW: Mrs Kim's donuts

OFFICIAL

Lametred Jones | Administration Officer  
 Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au)  
 Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate  
 25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611  
[health.act.gov.au](http://health.act.gov.au)

**From:** [REDACTED] >  
**Sent:** Saturday, 27 November 2021 2:15 PM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Subject:** Mrs Kim's donuts

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon

I would like to put in a complaint against Mrs Kim's donuts in Kingston (9/15 Tench St, Kingston ACT 2604).

Last week I ended up with food poisoning after eating their donuts. [REDACTED] The donuts I purchased did not contain custard or cream (as I am unable to eat anything with possible raw egg).

[REDACTED] currently states that they are permanently closed. However, I've heard that they are currently open.

Products were bought on Saturday 20 Nov 2021 at 9am. No sample of the food purchased is available.

You can contact me for further information on [REDACTED] or via my email [REDACTED].

If you have any information in what the contamination was, it would be great to know [REDACTED]

Thanks

**From:** Jennings, Verity (Health)  
**Sent:** Monday, 29 November 2021 12:10  
**To:** Hudson, Lyndell (Health)  
**Subject:** FYI Only - direct social media enquiry over the weekend FW: FM message Kim's donuts

OFFICIAL

FYI

**From:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>  
**Sent:** Sunday, 28 November 2021 12:19 PM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Cc:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Rogers, Keith (Health) <Keith.Rogers@act.gov.au>; Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** RE: FM message Kim's donuts

OFFICIAL

Hi Angie,  
 Some minor edits suggested below.  
 cc'ing Felicity and Roger (CDC and EHealth) for awareness,  
 Kind regards,  
 Sally

*Hi [REDACTED] thanks for your message. If you are still unwell, you should seek health advice from your GP. To report your experience you can email the Health Protection Service at [hps@act.gov.au](mailto:hps@act.gov.au), or call 5124 9700..*

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Sunday, 28 November 2021 12:06 PM  
**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>  
**Subject:** FW: FM message Kim's donuts

OFFICIAL

Hi Sally  
 We've had a direct message on social media see below – Does this response look ok?:

*Hi [REDACTED] thanks for your message. If you are still unwell, you should seek health advice from your GP. Alternatively, you can call the Health Protection Service to let them know about your experiences on 5124 9700 or email to [hps@act.gov.au](mailto:hps@act.gov.au).*

**From:** Dineen, Madeline <[Madeline.Dineen@act.gov.au](mailto:Madeline.Dineen@act.gov.au)>  
**Sent:** Sunday, 28 November 2021 11:30 AM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** FM message Kim's donuts

OFFICIAL

Hiya 😊

Just flagging this [REDACTED] DM [REDACTED] has sent:

[REDACTED]

Hi ACT health, I was at Kim's donuts in kingston last weekend and became really sick with gastro symptoms on Tuesday. I think we've been advised to contact you?

Thanks,  
Maddy

**From:** Martin, Victor (Health)  
**Sent:** Monday, 29 November 2021 12:11  
**To:** Health Media; Drake, Angie (Health)  
**Cc:** SupportHPS; Singleton, Sally (Health); Hudson, Lyndell (Health); Jennings, Verity (Health); ACT Health Office of the Chief Health Officer  
**Subject:** FW: FOR URGENT CLEARANCE - FW: [REDACTED] media enquiry re Donuts  
**Importance:** High  
**Categories:** 7. For info/ actioned

Dear Angie,

See approved material below. Victor

**From:** Moroney, Rebecca (Health) <Rebecca.L.Moroney@act.gov.au> **On Behalf Of** SupportHPS  
**Sent:** Monday, 29 November 2021 12:02 PM  
**To:** Martin, Victor (Health) <Victor.Martin@act.gov.au>  
**Cc:** SupportHPS <ED-HPS-support@act.gov.au>  
**Subject:** FOR URGENT CLEARANCE - FW: [REDACTED] media enquiry re Donuts  
**Importance:** High

OFFICIAL

Hi Victor – **for your clearance** – ART agreed to remove the reference to hospitalisations

*On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.*

*Reports are that the symptoms of the illness are primarily diarrhoea and vomiting. ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.*

*Food businesses have food safety responsibilities under the Food Act 2001. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.*

Thank you – Bec 😊

**Rebecca Moroney (she/her) | Executive Assistant to Executive Branch Manager, Health Protection Service**

Ph: 5124 9252 | Email: [ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)

**Business Management Services, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Monday, 29 November 2021 11:57 AM

**To:** SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>

**Cc:** ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>

**Subject:** RE: [REDACTED] media enquiry

**Importance:** High

OFFICIAL

Hi Bec

For Victor's clearance please.

Following ART#2 at 10am today it was agreed to remove the reference to hospitalisations.

*On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.*

*Reports are that the symptoms of the illness are primarily diarrhoea and vomiting. ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.*

*Food businesses have food safety responsibilities under the Food Act 2001. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.*

Thank you  
Lyndell

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**From:** Moroney, Rebecca (Health) <[Rebecca.L.Moroney@act.gov.au](mailto:Rebecca.L.Moroney@act.gov.au)> **On Behalf Of** SupportHPS

**Sent:** Monday, 29 November 2021 9:02 AM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>

**Cc:** Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>

**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Adding in OCHO  
Verity – are you the person to get this for Angie ?

Thank you – Bec 😊

**Rebecca Moroney (she/her) | Executive Assistant to Executive Branch Manager, Health Protection Service**

Ph: 5124 9252 | Email: [ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)

**Business Management Services, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)





**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media

**Sent:** Monday, 29 November 2021 8:47 AM

**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>

**Cc:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>

**Subject:** FW: [REDACTED] media enquiry

OFFICIAL

Hi everyone,

I've had a media inquiry this morning from [REDACTED] (online).

How can I get a **fact check about hospitalisations**?

Seeking your agreement/update with regards to the following dot points – did anything change over the weekend? I have seen a bit of chatter on social media about this issue, and we've had one direct message through social media from a family who had been unwell from Tuesday.

Angie

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.

Reports are that the symptoms of the illness are primarily diarrhoea and vomiting and ACT Health is unaware of any hospitalisations in relation to this matter **[fact check at the time of release]**.

ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.

Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.

**From:** [REDACTED]

**Sent:** Monday, 29 November 2021 8:39 AM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>

**Subject:** [REDACTED] media enquiry

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

My name is [REDACTED], I'm a journalist with [REDACTED]. We've just got a few queries about a potential mass food poisoning event in Canberra.

We've heard reports of multiple people contracting food poisoning from Mrs Kim's donuts in Kingston.

I'm wondering if there's a representative available from ACT Health to comment on the following:

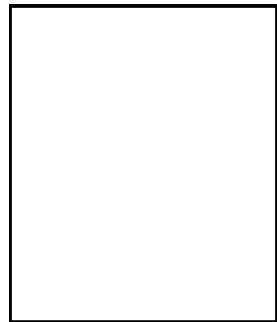
- 1) Are you aware of people reporting food poisoning from this shop?
- 2) Has ACT health made contact with the store to find the cause of the food poisoning?

It's for a digital story, so a written statement would work fine.

Any help with a comment on this would be much appreciated! Our deadline is ASAP, but COB today would be our latest.

Many thanks,

[REDACTED]



[REDACTED]  
[REDACTED]

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

---

**From:** Hudson, Lyndell (Health)  
**Sent:** Monday, 29 November 2021 12:23  
**To:** Ruthenberg, Jennifer (Health)  
**Cc:** Norbart, Nicki (Health)  
**Subject:** FW: Mrs Kims Donuts

UNOFFICIAL

Hi Jen

FYI so you are across all issues.

---

**From:** Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
**Sent:** Monday, 29 November 2021 12:12 PM  
**To:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Jennings, Verity (Health) <Verity.Jennings@act.gov.au>; Rogers, Keith (Health) <Keith.Rogers@act.gov.au>  
**Subject:** Mrs Kims Donuts

UNOFFICIAL

Hi

I have made a folder under the EH Inbox for Mrs Kims Donuts. I thought any emails that have been forwarded on or dealt with can go in there to get them out of the Inbox. Anything still in the Inbox, the assumption is going to be that it hasn't been looked at.

Kind Regards

Nicki

Environmental Health | Customer Service Officer

Ph: 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Jennings, Verity (Health)  
**Sent:** Monday, 29 November 2021 12:25  
**To:** Hudson, Lyndell (Health); Mirza, Arif (Health)  
**Subject:** RE: Further information questions - Mrs Kims Donuts

OFFICIAL

Additional notes in blue. Thank you

**From:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Sent:** Monday, 29 November 2021 12:16 PM  
**To:** Mirza, Arif (Health) <Arif.Mirza@act.gov.au>  
**Cc:** Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Subject:** RE: Further information questions - Mrs Kims Donuts  
**Importance:** High

OFFICIAL

Hi Arif

Thank you for putting together the questions. I have made some additions below.

1. Staff working onsite – Provide list of staff worked from Friday 19 till 25 November 2021.
  - Any additional staff who serve at front of house or with prep / over peak times / weekends
  - Any additional staff who prep and pack large orders (any additional help with order of 192 donuts)
  - Are there any other staff member who come in to help cleaning or prep after hours.
  - Anyone called in sick or advised recently sick (symptoms) – if sick are they willing to provide a sample?
  - Any in-house delivery drivers?
  - Try for any specificity on staff jobs in the provision of the staff who worked. What job/task functions did they have?
2. Cleaning of the premises – Is it done daily? Who does the cleaning? When is it done? What is cleaned (areas, equipments etc)? What is used (chemicals)? Items used for cleaning and any items reused? (this has been already asked but I will put this again as use of sanitiser was an issue later identified and will be discussed)  
 Contact details for any contracting agency if applicable
3. Toilet onsite –
  - Do staff and customers use same toilet
  - How often is toilet cleaned / When is it cleaned
  - Who does the cleaning? (additional staff or father/son)
  - What is used for cleaning / Is it separate to other cleaning items in food preparation / Are any products used for cleaning used in food preparation areas as well.

**Note** if food preparation staff is conducting cleaning, what are they doing after cleaning toilets, e.g. washing hands properly and which sink is used?

  - They probably will say NO, but I will just put this questions, Is the toilet cleaning staff called for serving/preparation of food if business starts to get busy?
  - Has any vomit had to be cleaned from within the toilets/premises in since Tues 23 Nov

If questions about reopening

- Confirmation deep cleaning has been done – specifically identify bleach for cleans
- No food been prepared onsite in cool room/or otherwise premade in-house since outbreak

- No food handlers that are unwell with symptoms are working/preparing/handling food

Confirmation of the above would suggest there is no ongoing imminent risk to public health and able to reopen if they choose.

Thank you

From: Mirza, Arif (Health) <[Arif.Mirza@act.gov.au](mailto:Arif.Mirza@act.gov.au)>  
Sent: Monday, 29 November 2021 11:54 AM  
To: Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
Subject: Further information questions - Mrs Kims Donuts

OFFICIAL

Hi Lyndell,

Please see below further questions in regards to the outbreak at Mrs Kims Donuts.

1. Staff working onsite – Provide list of staff worked from Friday 19 till 25 November 2021. Are there any other staff member working at front of kitchen for serving / cleaning of the dining areas.
  2. Cleaning of the premises – Is it done daily? Who does the cleaning? When is it done? What is cleaned (areas, equipments etc)? What is used (chemicals)? Items used for cleaning and any items reused? (this has been already asked but I will put this again as use of sanitiser was an issue later identified and will be discussed)
  3. Toilet onsite – How often is toilet cleaned? When is it cleaned? Who does the cleaning? What is used for cleaning? Is it separate to other cleaning items in food preparation? Are any products used for cleaning used in food preparation areas as well.  
Note if food preparation staff is conducting cleaning, what are they doing after cleaning toilets, e.g. washing hands properly and which sink is used?
- They probably will say NO, but I will just put this questions, Is the toilet cleaning staff called for serving/preparation of food if business starts to get busy?

Please let me know if I am missing or would like to add something else.

Thanks,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate  
25 Mulvey Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



**From:** Pingault, Nevada (Health)  
**Sent:** Monday, 29 November 2021 13:09  
**To:** Greenville, Felicity (Health); Hudson, Lyndell (Health); Allen, Keeley (Health)  
**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Thanks Felicity and Keeley 😊

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Monday, 29 November 2021 1:00 PM  
**To:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Yes. [REDACTED] completed an email complaint, however, did not provide a phone number. Keeley has emailed her requesting she call CDC to provide further information.

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>  
**Sent:** Monday, 29 November 2021 12:52 PM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Thanks Lyndell!

Felicity and Keeley – have you had any contact with this person already? If not, may you please add them to the list of people to reach out to.

Cheers,  
 Nevada

**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Monday, 29 November 2021 12:36 PM  
**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>;



Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>

**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Hello

The attached email has details on the direct complaint referred to the media team.

Angie also said there was "chat: over the Canberra notice board but nothing specific.

Lyndell

**From:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>

**Sent:** Monday, 29 November 2021 11:08 AM

**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>;

Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>

**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Thanks Lyndell – could we please ask for more info on the social media chatter Angie is referring to and ask for details of the direct complaint so we can follow up?

We've seen posts on [REDACTED] and [REDACTED] but wondering about any other sources of info.

Cheers,

Nevada

**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>

**Sent:** Monday, 29 November 2021 10:05 AM

**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>;

Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>

**Subject:** FW: [REDACTED] media enquiry

OFFICIAL

FYI

**From:** Moroney, Rebecca (Health) <[Rebecca.L.Moroney@act.gov.au](mailto:Rebecca.L.Moroney@act.gov.au)> **On Behalf Of** SupportHPS

**Sent:** Monday, 29 November 2021 9:02 AM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>

**Cc:** Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>

**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Adding in OCHO

Verity – are you the person to get this for Angie ?

Thank you – Bec 😊

Rebecca Moroney (she/her) | Executive Assistant to Executive Branch Manager, Health Protection Service



Ph: 5124 9252 | Email: [ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)

Business Management Services, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media

**Sent:** Monday, 29 November 2021 8:47 AM

**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>

**Cc:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; Stefanovic, Vojkan (Health) <[Vojkan.Stefanovic@act.gov.au](mailto:Vojkan.Stefanovic@act.gov.au)>;

Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>

**Subject:** FW: [REDACTED] media enquiry

OFFICIAL

Hi everyone,

I've had a media inquiry this morning from [REDACTED] (online).

How can I get a **fact check about hospitalisations?**

Seeking your agreement/update with regards to the following dot points – did anything change over the weekend? I have seen a bit of chatter on social media about this issue, and we've had one direct message through social media from a family who had been unwell from Tuesday.

Angie

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.

Reports are that the symptoms of the illness are primarily diarrhoea and vomiting and ACT Health is unaware of any hospitalisations in relation to this matter **[fact check at the time of release]**.

ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.

Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.

**From:** [REDACTED]

**Sent:** Monday, 29 November 2021 8:39 AM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>

**Subject:** [REDACTED] media enquiry

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

My name is [REDACTED] I'm a journalist with [REDACTED]. We've just got a few queries about a potential mass food poisoning event in Canberra.

We've heard reports of multiple people contracting food poisoning from Mrs Kim's donuts in Kingston.

I'm wondering if there's a representative available from ACT Health to comment on the following:

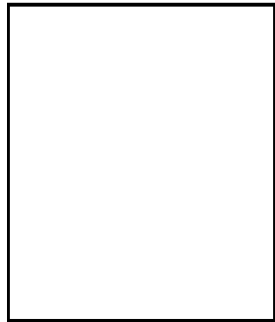
- 1) Are you aware of people reporting food poisoning from this shop?
- 2) Has ACT health made contact with the store to find the cause of the food poisoning?

It's for a digital story, so a written statement would work fine.

Any help with a comment on this would be much appreciated! Our deadline is ASAP, but COB today would be our latest.

Many thanks,

[REDACTED]



[REDACTED]

M: [REDACTED]

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 11:48  
**To:** Hudson, Lyndell (Health)  
**Subject:** FW: FM message Kim's donuts

OFFICIAL

Hi there – here is the email trail for the social DM

**From:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>  
**Sent:** Sunday, 28 November 2021 12:19 PM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Cc:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Rogers, Keith (Health) <Keith.Rogers@act.gov.au>; Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** RE: FM message Kim's donuts

OFFICIAL

Hi Angie,  
 Some minor edits suggested below.  
 cc'ing Felicity and Roger (CDC and EHealth) for awareness,  
 Kind regards,  
 Sally

*Hi [REDACTED], thanks for your message. If you are still unwell, you should seek health advice from your GP. To report your experience you can email the Health Protection Service at [hps@act.gov.au](mailto:hps@act.gov.au), or call 5124 9700..*

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Sunday, 28 November 2021 12:06 PM  
**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>  
**Subject:** FW: FM message Kim's donuts

OFFICIAL

Hi Sally  
 We've had a direct message on social media see below – Does this response look ok?:

*Hi [REDACTED], thanks for your message. If you are still unwell, you should seek health advice from your GP. Alternatively, you can call the Health Protection Service to let them know about your experiences on 5124 9700 or email to [hps@act.gov.au](mailto:hps@act.gov.au).*

**From:** Dineen, Madeline <[Madeline.Dineen@act.gov.au](mailto:Madeline.Dineen@act.gov.au)>  
**Sent:** Sunday, 28 November 2021 11:30 AM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** FM message Kim's donuts

OFFICIAL

Hiya 😊

Just flagging this [REDACTED] DM [REDACTED] has sent:

[REDACTED]

Hi ACT health, I was at Kim's donuts in kingston last weekend and became really sick with gastro symptoms on Tuesday. I think we've been advised to contact you?

Thanks,  
Maddy

**From:** Ruthenberg, Jennifer (Health)  
**Sent:** Monday, 29 November 2021 13:18  
**To:** Jennings, Verity (Health); Norbart, Nicki (Health)  
**Subject:** RE: Mrs Kims Donuts

UNOFFICIAL

Hi Verity

The only ones I know about that we were still waiting on info were:

- Cases alleged they got sick from [REDACTED]
- The family that dined at an Indian restaurant
- The one person that reported FP on Friday but couldn't get hold of.

Nicki, not sure where you have moved all of these to, but if you can please add them to your list for CDC.

Thank you

Jennifer Ruthenberg | Assistant Director Food Safety and Audit  
 Ph: 02 5124 9256 | Email: [jennifer.ruthenberg@act.gov.au](mailto:jennifer.ruthenberg@act.gov.au)  
 Environmental Health, Health Protection Service, Public Health Protection and Regulation | ACT Health Directorate  
 25 Mulley Street, Holder ACT 2611  
[health.act.gov.au](http://health.act.gov.au)



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**From:** Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Sent:** Monday, 29 November 2021 1:11 PM  
**To:** Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Ruthenberg, Jennifer (Health) <Jennifer.Ruthenberg@act.gov.au>  
**Cc:** Rogers, Keith (Health) <Keith.Rogers@act.gov.au>  
**Subject:** RE: Mrs Kims Donuts  
**Importance:** High

UNOFFICIAL

Hi All,

Nicki/Jenny - Can we please collate the following for sending to CDC (Nevada, Keeley and Felicity):

- Any food poisoning complaints since and including Monday 22 November 2021 – these are to be sent to CDC for screening against Mrs Kims. CDC will refer them back to EH if they do not seem related to the Mrs Kim's outbreak.

Nicki:

- Any new email complaints are to be sent to Nevada, Keeley and Felicity. Please keep a record of the sent email in the Mrs Kim's folder in the EH inbox please so we have tracking
- Any phone calls received – please collect contact details and forward to Nevada, Keeley and Felicity – keep the sent email in the Mrs Kim's folder
- Any existing emails that are unclear if they are an existing complainant of not (such as the example attached), please forward to Nevada, Keeley and Felicity noting it is unclear on whether it is an existing or new potential case. Keep the sent email in the Mrs Kim's folder
- Any emails that are known existing cases/complaints for Mrs Kims requesting follow up information – please create a subfolder in the Mrs Kim's folder labelled as "requests for info". We will review action required on this depending on if we receive any and, if so, how many are coming in.

Please feel free to add anything I might have missed. Open for discussion or ideas on this, but thought it would be best to get a process going. We will need to look at records storage for comms, but if we have them all in set places for now we can follow this up later.

Thank you,

**Verity Jennings | Assistant Director Food Safety | Food Safety Auditor**

Pronoun *she / her*

Ph: 02 5124 6124 / [REDACTED] | Email: [verity.jennings@act.gov.au](mailto:verity.jennings@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

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**From:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>

**Sent:** Monday, 29 November 2021 12:12 PM

**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>; Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)>

**Subject:** Mrs Kims Donuts

**UNOFFICIAL**

Hi

I have made a folder under the EH Inbox for Mrs Kims Donuts. I thought any emails that have been forwarded on or dealt with can go in there to get them out of the Inbox. Anything still in the Inbox, the assumption is going to be that it hasn't been looked at.

Kind Regards

Nicki

**Environmental Health | Customer Service Officer**

Ph: 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

**Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)





---

**From:** Norbart, Nicki (Health)  
**Sent:** Monday, 29 November 2021 12:06  
**To:** Jennings, Verity (Health)  
**Cc:** Hudson, Lyndell (Health)  
**Subject:** RE: Mrs Kim's Donuts: food poisoning

OFFICIAL

I haven't seen anything from her but it could be someone either Keith or CDC have spoken to directly.

-----Original Message-----

From: Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
Sent: Monday, 29 November 2021 12:04 PM  
To: Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
Subject: FW: Mrs Kim's Donuts: food poisoning  
Importance: High

OFFICIAL

Hi Nicki,

Is this a person who has already complained?

Thank you,

Verity Jennings | Assistant Director Food Safety | Food Safety Auditor Pronoun she / her  
Ph: 02 5124 6124 / [REDACTED] | Email: verity.jennings@act.gov.au Environmental Health, Health Protection  
Service, Public Health, Protection and Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611  
health.act.gov.au

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-----Original Message-----

From: Environmental Health <EnvironmentalHealth@act.gov.au>  
Sent: Monday, 29 November 2021 10:20 AM  
To: Environmental Health <EnvironmentalHealth@act.gov.au>  
Subject: FW: Mrs Kim's Donuts: food poisoning

OFFICIAL

Hi

Do we have any standard responses for this type of email yet?

Kind Regards  
Nicki

-----Original Message-----

From: [REDACTED]

Sent: Saturday, 27 November 2021 10:54 AM

To: HPS <HPS@act.gov.au>

Cc: [REDACTED]

Subject: Mrs Kim's Donuts: food poisoning

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom it may concern,

It appears a majority customers of Mrs Kim's donuts in Kingston have fallen ill with horrific food poisoning in the past week. To my knowledge the shop front is now closed and all social media and contacts have been erased for the business.

I'm not sure what action can be taken, but it's extremely disappointing to not even be issued an apology.

Kind Regards,

[REDACTED]

**From:** Gomez, Algreg (Health)  
**Sent:** Monday, 29 November 2021 13:27  
**To:** Greenville, Felicity (Health); Allen, Keeley (Health)  
**Subject:** RE: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

Thanks Felicity – I should be available 3.30pm onwards 😊

With thanks,  
 AI

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Monday, 29 November 2021 1:23 PM  
**To:** Gomez, Algreg (Health) <Algreg.Gomez@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** RE: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

I have not done this one yet. Need to action a few other things first but could ask the VMU team to help if AI is busy with COVID

Felicity Greenville | Disease Surveillance | Public Health Nurse

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Gomez, Algreg (Health) <[Algreg.Gomez@act.gov.au](mailto:Algreg.Gomez@act.gov.au)>  
**Sent:** Monday, 29 November 2021 1:21 PM  
**To:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Cc:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Subject:** RE: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

I like it!

Would you like me to get onto this one? Happy to wait if Felicity have just attempted.

I might need to review a couple of covid clusters to keep Tim happy 😊.

With thanks,  
 AI

**Algreg Gomez | Master of Philosophy in Applied Epidemiology (MAE) Scholar**

Email: [algreg.gomez@act.gov.au](mailto:algreg.gomez@act.gov.au) | Phone: 02 5124 9055 | Alternative Email: [HECC.Epi@act.gov.au](mailto:HECC.Epi@act.gov.au)

Epidemiology and Case Investigation, Operations Branch, COVID-19 Response Division

Public Health Emergency Coordination Centre | Health Emergency Control Centre

Public Health, Protection and Regulation | ACT Health Directorate | ACT Government

ACT Health Directorate – Level 3, 2-6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au) | [www.covid19.act.gov.au](http://www.covid19.act.gov.au)



**From:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>

**Sent:** Monday, 29 November 2021 1:16 PM

**To:** Gomez, Algreg (Health) <[Algreg.Gomez@act.gov.au](mailto:Algreg.Gomez@act.gov.au)>

**Cc:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>

**Subject:** FW: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

We got a family.

We'll want a redcap form for everyone who was around the donut consumption, including those who were sick or may not have eaten one (for the non-eaters, they are our proxy for the no one in the family was infectious at the time of chomping down).

**From:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>

**Sent:** Monday, 29 November 2021 9:09 AM

**To:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>

**Subject:** FW: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)> **On Behalf Of** Environmental Health

**Sent:** Sunday, 28 November 2021 9:48 AM

**To:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>

**Subject:** FW: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

I Felicity

For action as discussed. Family group. This is the last I have at present. I will check the inbox throughout the day and contact you if further received.

Thanks,  
Keith

**Keith Rogers | Senior Public Health Officer / Food Safety Auditor**

Ph: 5124 9122 / [REDACTED] | Email: [keith.rogers@act.gov.au](mailto:keith.rogers@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



-----Original Message-----

From: HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

Sent: Saturday, 27 November 2021 5:56 PM

To: Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>

Subject: FW: Gastro incident - Kingston Mrs Kim's Donuts

OFFICIAL

**Lametred Jones | Administration Officer**

Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au) Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611 [health.act.gov.au](http://health.act.gov.au)

-----Original Message-----

From: [REDACTED]

Sent: Friday, 26 November 2021 9:57 PM

To: HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

Subject: Gastro incident - Kingston Mrs Kim's Donuts

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

I would like to report that my family and I bought donuts from the Mrs Kim's donut shop last Saturday. Afterwards we all became extremely, extremely ill [REDACTED]

If you have any advice about this possible food poisoning incident, please let me know.

Thank you.



Sent from my iPhone

---

**From:** Environmental Health  
**Sent:** Monday, 29 November 2021 13:58  
**To:** Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)  
**Cc:** Hudson, Lyndell (Health); Rogers, Keith (Health)  
**Subject:** FW: [REDACTED] Food Poisoning

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

Hi

Here is a food poisoning call that came through reception.

Kind Regards  
Nicki

---

**From:** HPSReception <HPSReception@act.gov.au>  
**Sent:** Monday, 29 November 2021 12:53 PM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** [REDACTED] Food Poisoning

OFFICIAL

Hi team,

[REDACTED]

Admitted to hospital Friday with Food Poisoning

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Services | Public Health, Protection and Regulation

Health System Policy & Research | ACT Health Directorate | ACT Government

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611 | [health.act.gov.au](http://health.act.gov.au)





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**From:** Environmental Health  
**Sent:** Monday, 29 November 2021 14:00  
**To:** Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)  
**Cc:** Hudson, Lyndell (Health); Rogers, Keith (Health)  
**Subject:** FW: [REDACTED]

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

Hi

Here is another one from this morning.

Kind Regards  
Nicki

---

**From:** Carswell, Kay (Health) <Kay.Carswell@act.gov.au>  
**Sent:** Monday, 29 November 2021 9:48 AM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** [REDACTED]

OFFICIAL

[REDACTED] rang back from this morning to say another colleague was also ill.

[REDACTED]

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Services | Public Health, Protection and Regulation

Health System Policy & Research | ACT Health Directorate | ACT Government

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---

**From:** Environmental Health  
**Sent:** Monday, 29 November 2021 14:02  
**To:** Greenville, Felicity (Health); Allen, Keeley (Health); Pingault, Nevada (Health)  
**Cc:** Hudson, Lyndell (Health); Rogers, Keith (Health)  
**Subject:** FW: [REDACTED] Food Poisoning

OFFICIAL

Hi

Here is another food poisoning call from this morning.

Kind Regards  
Nicki

---

**From:** HPSReception <HPSReception@act.gov.au>  
**Sent:** Monday, 29 November 2021 9:34 AM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** [REDACTED] Ph [REDACTED] Food Poisoning

OFFICIAL

Please call [REDACTED]  
[REDACTED]

[REDACTED] have been violently sick with food poisoning

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

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---

**From:** Environmental Health  
**Sent:** Monday, 29 November 2021 14:04  
**To:** Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)  
**Cc:** Hudson, Lyndell (Health); Rogers, Keith (Health)  
**Subject:** FW: Ph Call - [REDACTED]

OFFICIAL

Hi

This was in the inbox from Friday but I think it has already been picked up. Just sending it through in case it hasn't.

Kind Regards  
Nicki

**From:** HPS <HPS@act.gov.au>  
**Sent:** Friday, 26 November 2021 1:57 PM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** Ph Call - [REDACTED]

OFFICIAL

[REDACTED] would like to report food poisoning.

Lametred Jones | Administration Officer

Phone: 02 5124 9700 | Email: [lametred.jones@act.gov.au](mailto:lametred.jones@act.gov.au)

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---

**From:** Environmental Health  
**Sent:** Monday, 29 November 2021 14:05  
**To:** Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)  
**Cc:** Hudson, Lyndell (Health); Rogers, Keith (Health)  
**Subject:** FW: Message from Unknown sender [REDACTED]  
**Attachments:** VoiceMessage.wav

OFFICIAL

Hi

We received a voice mail message this morning for this one.

Kind Regards  
Nicki

**From:** HPSReception <HPSReception@act.gov.au>  
**Sent:** Monday, 29 November 2021 10:08 AM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** FW: Message from Unknown sender [REDACTED]

OFFICIAL

[REDACTED]  
Ph [REDACTED]

Report Food Poisoning

**From:** Cisco Unity Connection Messaging System <[unityconnection@act.gov.au](mailto:unityconnection@act.gov.au)>  
**Sent:** Monday, 29 November 2021 10:06 AM  
**To:** HPSReception <[HPSReception@act.gov.au](mailto:HPSReception@act.gov.au)>  
**Subject:** Message from Unknown sender [REDACTED]

---

**From:** Environmental Health  
**Sent:** Monday, 29 November 2021 14:15  
**To:** de Guzman, Georgette (Health)  
**Subject:** RE: Outbreak - Kim's Donuts

OFFICIAL

Hi

Half our team and the CDC team are all onto it. They have been doing it since last week 😊

Thank you for passing on the message.

---

**From:** HPS <HPS@act.gov.au>  
**Sent:** Monday, 29 November 2021 1:59 PM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** Outbreak - Kim's Donuts

OFFICIAL

Hi Nicki

Someone just called to let us know that there is a food poisoning outbreak at Kim's Donuts.

It's been posted on social media (facebook) page.

Kind regards,

Georgette - Administration Officer

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

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[health.act.gov.au](http://health.act.gov.au)



**From:** Martin, Victor (Health)  
**Sent:** Monday, 29 November 2021 14:29  
**To:** Health Media; SupportHPS; Singleton, Sally (Health); Hudson, Lyndell (Health); Jennings, Verity (Health); ACT Health Office of the Chief Health Officer  
**Subject:** RE: [REDACTED] media enquiry  
**Categories:** 7. For info/ actioned

Approved.

Victor

**From:** Drake, Angie (Health) <Angie.Drake@act.gov.au> **On Behalf Of** Health Media  
**Sent:** Monday, 29 November 2021 1:31 PM  
**To:** Martin, Victor (Health) <Victor.Martin@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Jennings, Verity (Health) <Verity.Jennings@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>  
**Subject:** FW: [REDACTED] media enquiry  
**Importance:** High

OFFICIAL

Hi everyone,  
 MO has amended our response as below.  
 Victor can you please provide your final clearance for this version.  
 Thanks  
 Angie

**From:** Webber, James <[James.Webber@act.gov.au](mailto:James.Webber@act.gov.au)>  
**Sent:** Monday, 29 November 2021 1:28 PM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** RE: [REDACTED] media enquiry

Thanks Angie, amended response OK to go:

## Response

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business. Reported symptoms included diarrhoea and vomiting.

ACT Health is investigating these reports and is working with the food business to ensure they are providing safe food.

ACT Public Health Officers undertake routine and proactive compliance activities with food business to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community.

ENDS

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Monday, 29 November 2021 12:28 PM  
**To:** Webber, James <[James.Webber@act.gov.au](mailto:James.Webber@act.gov.au)>  
**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Hi James

Just running this by you before I send back to [REDACTED]

We've had two media inquiries about Mr Kims donuts and possible food poisoning ([REDACTED] and [REDACTED]). Below is the suggested response from HPS.

*On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.*

*Reports are that the symptoms of the illness are primarily diarrhoea and vomiting. ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.*

*Food businesses have food safety responsibilities under the Food Act 2001. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.*

Let me know if you're ok for me to forward this on.

Thanks

Angie

**From:** [REDACTED] >  
**Sent:** Monday, 29 November 2021 8:39 AM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** [REDACTED] media enquiry

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

My name is [REDACTED], I'm a journalist with [REDACTED]. We've just got a few queries about a potential mass food poisoning event in Canberra.

We've heard reports of multiple people contracting food poisoning from Mrs Kim's donuts in Kingston.

I'm wondering if there's a representative available from ACT Health to comment on the following:

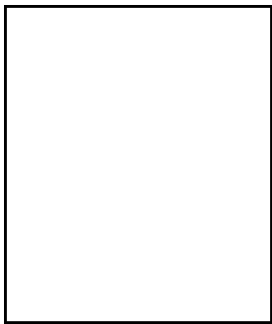
- 1) Are you aware of people reporting food poisoning from this shop?
- 2) Has ACT health made contact with the store to find the cause of the food poisoning?

It's for a digital story, so a written statement would work fine.

Any help with a comment on this would be much appreciated! Our deadline is ASAP, but COB today would be our latest.

Many thanks,





We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

**From:** Binns, Philippa (Health)  
**Sent:** Monday, 29 November 2021 14:40  
**To:** Marmor, Alexandra (Health); Singleton, Sally (Health)  
**Cc:** Pingault, Nevada (Health); Stefanovic, Milica (Health); Allen, Keeley (Health); Greenville, Felicity (Health); Crane, Rachael (Health)  
**Subject:** RE: Clinician alert - stool testing for possible foodborne illness

OFFICIAL

Thanks Alex.

Reads clearly and simply.

I've made some minor suggestions in tracked changes for you to consider, but not absolutely necessary. Saved in the same place.

Cheers

Pip

---

**From:** Marmor, Alexandra (Health) <Alexandra.Marmor@act.gov.au>  
**Sent:** Monday, 29 November 2021 2:26 PM  
**To:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>  
**Cc:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Crane, Rachael (Health) <Rachael.Crane@act.gov.au>  
**Subject:** Clinician alert - stool testing for possible foodborne illness

Hi Sally and Pip

We have drafted an alert for GPs and ED and Walk-in Centre clinicians to encourage collection of stool samples from patients presenting with possible foodborne illness.

Would you mind checking this before we send it up the line please?

cheers  
 Alex

---

Alexandra Marmor | Epidemiologist | Surveillance Coordinator

Phone: 02 5124 9210 | Email: [Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)

Communicable Disease Control | Health Protection Service | Population Health | ACT Health | ACT Government

25 Mulley Street, Holder ACT 2611 | [health.act.gov.au/hps](http://health.act.gov.au/hps)

---- I am not at work on Tuesdays or on Wednesday afternoons ----



**From:** Allen, Keeley (Health)  
**Sent:** Monday, 29 November 2021 14:46  
**To:** Sgouros, Fotis (Health)  
**Subject:** FW: Food poisoning complaint last week - Mrs Kim's

UNOFFICIAL

<https://redcap-prod-web-lb.internal.health.act.gov.au/redcap/index.php?action=myprojects>

**From:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Sent:** Monday, 29 November 2021 2:00 PM  
**To:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Cc:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Rogers, Keith (Health) <Keith.Rogers@act.gov.au>  
**Subject:** FW: Food poisoning complaint last week - Mrs Kim's

UNOFFICIAL

Hi

Here is another call to us for a food poisoning citing Mrs Kim's.

Kind Regards  
 Nicki

**From:** Wade, Elif (Health) <[Elif.Wade@act.gov.au](mailto:Elif.Wade@act.gov.au)> **On Behalf Of** HPS  
**Sent:** Monday, 29 November 2021 12:48 PM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** Food poisoning complaint last week - Mrs Kim's

Hi,

[REDACTED] called this morning to put a complaint [REDACTED] food poisoning last week at Mrs Kim's donut shop in Kingston. Her telephone number is [REDACTED]. She said that she is certain that it was the donuts and she heard similar complaints about this venue from other people as well.

Thanks and regards,

[Elif \(she/her\) | Administration Service Officer](#)

Phone: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

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**From:** Environmental Health  
**Sent:** Monday, 29 November 2021 15:02  
**To:** Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)  
**Cc:** Hudson, Lyndell (Health)  
**Subject:** FW: Food Poisonings [REDACTED]

OFFICIAL

Hi

This call just came through from reception.

Kind Regards  
Nicki

---

**From:** HPSReception <HPSReception@act.gov.au>  
**Sent:** Monday, 29 November 2021 3:01 PM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** Food Poisonings [REDACTED]

OFFICIAL

Hi team,

[REDACTED]  
Ph [REDACTED]

Would like to report [REDACTED] unwell after eating at Mrs Kim's Donuts the weekend before last.

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Services | Public Health, Protection and Regulation

Health System Policy & Research | ACT Health Directorate | ACT Government

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**From:** Greenville, Felicity (Health)  
**Sent:** Monday, 29 November 2021 16:29  
**To:** Stefanovic, Milica (Health)  
**Cc:** Allen, Keeley (Health)  
**Subject:** RE: call again - free now

OFFICIAL

Thanks we will call her back

**Felicity Greenville | Disease Surveillance | Public Health Nurse**

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>

**Sent:** Monday, 29 November 2021 4:28 PM

**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>

**Cc:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

**Subject:** RE: call again - free now

OFFICIAL

Hi,

[REDACTED] just called re: donut place. Her contact number is [REDACTED]. You or Keely sent her an email asking her to call you.

Cheers,  
Milica

**Milica Stefanovic | Surveillance Officer**

Ph: (02) 5124 9245 | Email: [Milica.Stefanovic@act.gov.au](mailto:Milica.Stefanovic@act.gov.au)

**Communicable Disease Control Section | Health Protection Service | Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>

**Sent:** Monday, 29 November 2021 4:25 PM

**To:** Stefanovic, Milica (Health) <[Milica.Stefanovic@act.gov.au](mailto:Milica.Stefanovic@act.gov.au)>

**Subject:** call again - free now

OFFICIAL

Felicity Greenville | Disease Surveillance | Public Health Nurse

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

**Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate**

25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Waters, Natasha (Health)  
**Sent:** Monday, 29 November 2021 16:34  
**To:** Singleton, Sally (Health); Wilson, Maggie (Health); Jennings, Verity (Health); Mirza, Arif (Health); Rogers, Keith (Health); Pingault, Nevada (Health); Gilbert, Felicity (Health); Allen, Keeley (Health); Gomez, Algreg (Health); Ruthenberg, Jennifer (Health); Hudson, Lyndell (Health); Binns, Philippa (Health); Blackwell, Rhian (Health)  
**Subject:** PCR Results for Mrs Kims Donuts/ Kingston

OFFICIAL: Sensitive – Personal Privacy

Hi all,

All six food samples have returned a negative PCR for *L. monocytogenes* and *Salmonella* spp.

All seven (2<sup>nd</sup> set) swabs have returned negative PCR *L. monocytogenes*. Cultural confirmation steps will continue for these samples.

Piping bag sample is PCR negative for *L. monocytogenes*. Cultural confirmation steps will continue for this sample.

I will send the formal reports through once the analysis is finalised.

Kind regards,

**Natasha Waters (she/her) | Assistant Director Microbiology Unit**

Ph: 5124 9176 | Email: [natasha.waters@act.gov.au](mailto:natasha.waters@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**  
25 Mulley St, Holder ACT 2611  
[health.act.gov.au](http://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*





**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 16:53  
**To:** Hudson, Lyndell (Health)  
**Cc:** Singleton, Sally (Health); SupportHPS; Martin, Victor (Health); Jennings, Verity (Health); ACT Health Office of the Chief Health Officer  
**Subject:** FW: FM message Kim's donuts  
**Attachments:** Food business  
**Categories:** 7. For info/ actioned

## OFFICIAL

Hi Lyndell – just following up about the social chatter over the weekend.

There was a post on [REDACTED] on [REDACTED] but this is a private group with 15,800 members so quite large.

The post I located has 61 comments – I've now taken some screen shots and have attached most of the comments other than the basic shares.

[https://www.\[REDACTED\]](https://www.[REDACTED])

Here is a thread from three days ago with people complaining about food poisoning.

[https://www.\[REDACTED\]](https://www.[REDACTED])

Regards,

Hayden

**From:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>  
**Sent:** Sunday, 28 November 2021 12:19 PM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Cc:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)>; Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** RE: FM message Kim's donuts

## OFFICIAL

Hi Angie,  
 Some minor edits suggested below.  
 cc'ing Felicity and Roger (CDC and EHealth) for awareness,  
 Kind regards,  
 Sally

Hi [REDACTED] thanks for your message. If you are still unwell, you should seek health advice from your GP. *To report your experience* you can email the Health Protection Service at [hps@act.gov.au](mailto:hps@act.gov.au), or call 5124 9700..

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Sunday, 28 November 2021 12:06 PM

**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>

**Subject:** FW: FM message Kim's donuts

OFFICIAL

Hi Sally

We've had a direct message on social media see below – Does this response look ok?:

Hi [REDACTED] thanks for your message. If you are still unwell, you should seek health advice from your GP. Alternatively, you can call the Health Protection Service to let them know about your experiences on 5124 9700 or email to [hps@act.gov.au](mailto:hps@act.gov.au).

---

**From:** Dineen, Madeline <[Madeline.Dineen@act.gov.au](mailto:Madeline.Dineen@act.gov.au)>

**Sent:** Sunday, 28 November 2021 11:30 AM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>

**Subject:** FM message Kim's donuts

OFFICIAL

Hiya 😊

Just flagging this [REDACTED] DM [REDACTED] has sent:

[REDACTED]

Hi ACT health, I was at Kim's donuts in kingston last weekend and became really sick with gastro symptoms on Tuesday. I think we've been advised to contact you?


Thanks,  
Maddy

---

**From:** [REDACTED]  
**Sent:** Monday, 29 November 2021 16:42  
**To:** Drake, Angie (Health)  
**Subject:** Food business

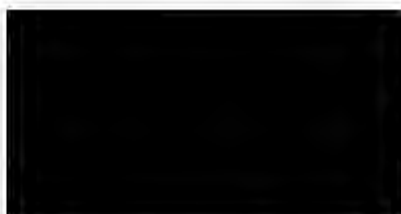
CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.



2 d · 



1 d Like Reply



20 h Like Reply




**bought  
some on 20 Nov and by  
Monday 22 Nov we were  
both gravely ill.**







2 d · 



**closed?!**

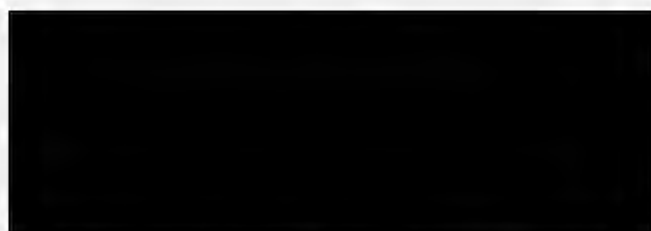
2 d Like Reply



**We had their donuts last Saturday. We were all very very sick on Sunday night and Monday.**

2 d Like Reply

1




1 d Like Reply

1






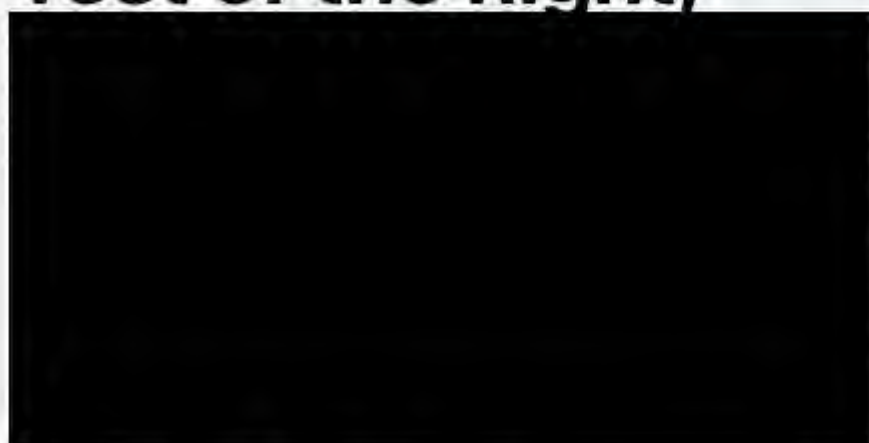
2 d · 

**managed some dry  
crackers and some  
hot chips Thursday  
evening and Friday  
too it easy, first  
decent meal  
yesterday. I'm  
hearing so many  
people have been  
affected. I LOVED  
their doughnut and  
raved to everyone**



2 d · 

**about 5pm I have  
violently sick for the  
rest of the night,**



1 d Like Reply



**oh  
you poor thing! My  
time line is similar,  
but I could eat by  
Wednesday night.**



2 d ·

**if some people are in hospital it's serious, don't take a chance go to a walk in centre or your Dr. Take care... drink heaps of water.**

1 d Like Reply

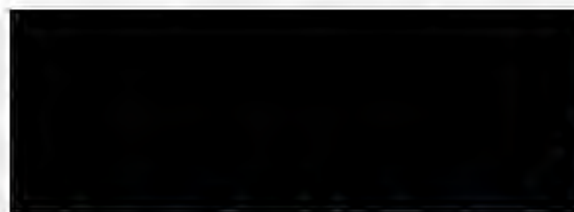
**yep, had them around mid arvo on Monday and**








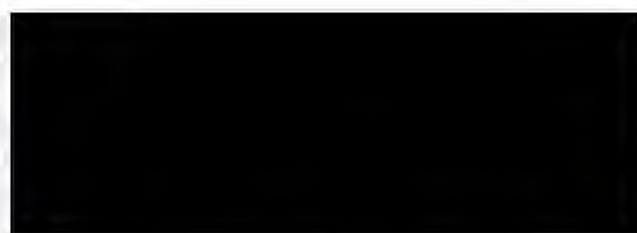
2 d ·

name reply

**if you  
check the rates for  
different bacteria for  
different food  
poisoning you will  
see some can take  
up to 72 hrs to  
produce symptoms...  
hope you feel better  
soon. I had a delayed  
reaction to salami in  
a [REDACTED] never had  
it again...**



2 d · 



2 d Like Reply



**I love this place and had them a few times now, got two on Monday and on Tuesday I was SSSOOO sick... sad that it was from the doughnuts 🙄**

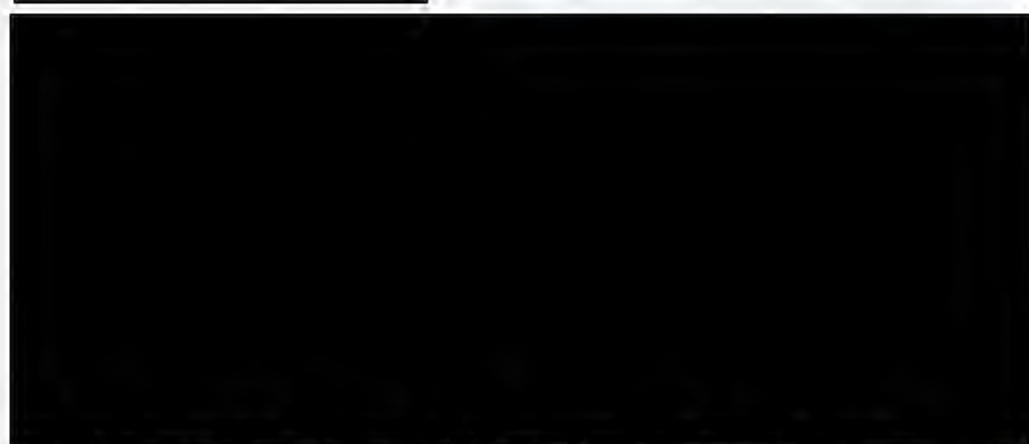

2 d Like Reply




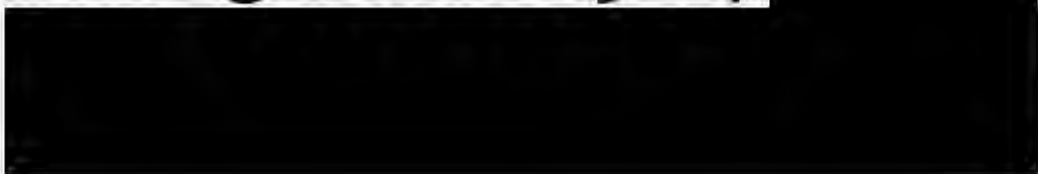







2 d · 

shame really because we'd had them on many occasions previously and were fine; alas, this time was a particularly unpleasant experience with the three of us being violently ill; 





2 d · 

**Such a shame because  
they were delicious.  
Hopefully they will  
investigate, fix the issue  
and reopen!**

2 d Like Reply

19 😱😭



**such a  
shame they were really  
good**

2 d Like Reply

1



Write a reply...





Regards  
Angie Drake



---

**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 16:58  
**To:** Webber, James  
**Subject:** FW: Mrs. Kim's Donut Shop Food Poisoning

OFFICIAL

Just providing a heads on this issue:

We've now provided this response to [REDACTED].

Possible we may get a morning call. Cheers  
Angie

**From:** Drake, Angie (Health) **On Behalf Of** Health Media  
**Sent:** Monday, 29 November 2021 4:54 PM  
**To:** [REDACTED]  
**Subject:** RE: Mrs. Kim's Donut Shop Food Poisoning

OFFICIAL

Hi [REDACTED]

As discussed, please find a response to your inquiry – attributable to a **Government spokesperson**.

#### Response

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business. Reported symptoms included diarrhoea and vomiting.

ACT Health is investigating these reports and is working with the food business to ensure they are providing safe food.

ACT Public Health Officers undertake routine and proactive compliance activities with food business to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community.

ENDS

**From:** [REDACTED]  
**Sent:** Monday, 29 November 2021 4:52 PM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** Mrs. Kim's Donut Shop Food Poisoning

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi there,

Just following up from a phone call on Mrs. Kim's donut shop having a food poisoning outbreak?

Any information you have on this would be greatly appreciated!

Kind regards,

[REDACTED]

--

[REDACTED]

Journalist

Australian Community Media

M [REDACTED]

A Level 1, 121 Marcus Clarke Street (Childers St entrance),

Canberra, ACT, 2601

W [www.canberratimes.com.au](http://www.canberratimes.com.au)



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**From:** Gomez, Algreg (Health)  
**Sent:** Monday, 29 November 2021 17:04  
**To:** Marmor, Alexandra (Health); Allen, Keeley (Health); Greenville, Felicity (Health); Pingault, Nevada (Health)  
**Cc:** Sgouros, Fotis (Health)  
**Subject:** RE: Donut FP catch up - AI actions

UNOFFICIAL

Tim will contact you Alex.

With thanks,  
 AI

**Algreg Gomez | Master of Philosophy in Applied Epidemiology (MAE) Scholar**

Email: [algreg.gomez@act.gov.au](mailto:algreg.gomez@act.gov.au) | Phone: 02 5124 9055 | Alternative Email: [HECC.Epi@act.gov.au](mailto:HECC.Epi@act.gov.au)

Epidemiology and Case Investigation, Operations Branch, COVID-19 Response Division

Public Health Emergency Coordination Centre | Health Emergency Control Centre

Public Health, Protection and Regulation | ACT Health Directorate | ACT Government

ACT Health Directorate – Level 3, 2-6 Bowes Street Phillip ACT 2606

[health.act.gov.au](http://health.act.gov.au) | [www.covid19.act.gov.au](http://www.covid19.act.gov.au)



**From:** Marmor, Alexandra (Health) <Alexandra.Marmor@act.gov.au>  
**Sent:** Monday, 29 November 2021 4:54 PM  
**To:** Gomez, Algreg (Health) <Algreg.Gomez@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Cc:** Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>  
**Subject:** RE: Donut FP catch up - AI actions

UNOFFICIAL

Thanks AI!

do you have a username and password we could use for SMS Broadcast?

thanks  
 Alex

**From:** Gomez, Algreg (Health) <[Algreg.Gomez@act.gov.au](mailto:Algreg.Gomez@act.gov.au)>  
**Sent:** Monday, 29 November 2021 4:51 PM  
**To:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Marmor, Alexandra (Health) <[Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)>  
**Cc:** Sgouros, Fotis (Health) <[Fotis.Sgouros@act.gov.au](mailto:Fotis.Sgouros@act.gov.au)>  
**Subject:** Donut FP catch up - AI actions

UNOFFICIAL



Hi all.

#### Messaging Options:

1. SMS Broadcast:
  - Checked with Tim regarding SMS Broadcast and he said it should be fine if you'd like to use that platform.
  - Pro: Easy to use. Data team has access. Only require phone number and blurb/link to public facing survey. Although it will remove duplicate for example, if a family >2 has one mobile number for all members.
2. Message Media
  - HEMU should have accounts for this – touch base with Rhian Blackwell.
3. Twillio
  - Pro: AI can set this up. REDCap can be set up for to screen for non-mobile/home phone/invalid numbers to distribute via email instead.
  - Cons: Will require approval from DSD, and take time for formal approval.

Contact from COVID Media is not aware of a [REDACTED] company account.

With thanks,  
AI

**Algreg Gomez | Master of Philosophy in Applied Epidemiology (MAE) Scholar**

Email: [algreg.gomez@act.gov.au](mailto:algreg.gomez@act.gov.au) | Phone: 02 5124 9055 | Alternative Email: [HECC.Epi@act.gov.au](mailto:HECC.Epi@act.gov.au)

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[health.act.gov.au](http://health.act.gov.au) | [www.covid19.act.gov.au](http://www.covid19.act.gov.au)



---

**From:** Norbart, Nicki (Health)  
**Sent:** Monday, 29 November 2021 17:13  
**To:** Allen, Keeley (Health)  
**Subject:** RE: [REDACTED]

UNOFFICIAL

Thanks for letting me know. I think [REDACTED] has since called too asking for someone to call them. I sent this email on a little while ago.

**From:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Sent:** Monday, 29 November 2021 3:53 PM  
**To:** Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Subject:** RE: [REDACTED]

UNOFFICIAL

Thanks Nicki, we have spoken to him.

**From:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>  
**Sent:** Monday, 29 November 2021 3:33 PM  
**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Subject:** [REDACTED]

UNOFFICIAL

Hi

I recently sent through an email for a food poisoning report from a gentleman called [REDACTED]. He just called again and is confirming [REDACTED] unwell. His number is [REDACTED].

He would like to speak to someone about it.

Thank you  
Nicki

**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 17:21  
**To:** Singleton, Sally (Health); SupportHPS; Martin, Victor (Health); Hudson, Lyndell (Health)  
**Cc:** ACT Health Office of the Chief Health Officer; Jennings, Verity (Health)  
**Subject:** FW: Number of people ill from Mrs Kim's

OFFICIAL

Hi Sally/Victor

A follow up question for the [REDACTED]. Sorry – not sure if we would normally provide this information?

Thanks  
Angie

**From:** [REDACTED]  
**Sent:** Monday, 29 November 2021 5:18 PM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Subject:** Number of people ill from Mrs Kim's

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi there,

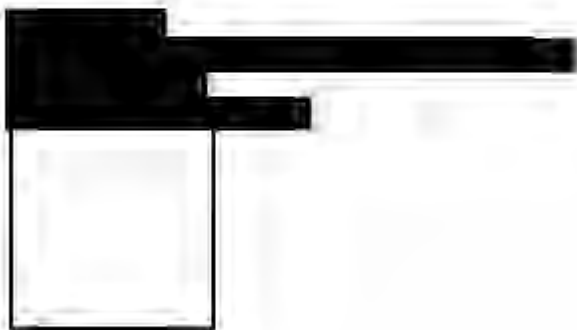
Just enquiring on the number of people who have become ill from the donut shop?

Kind regards,

[REDACTED]

--

Journalist  
Australian Community Media



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**From:** Pingault, Nevada (Health)  
**Sent:** Monday, 29 November 2021 17:23  
**To:** Allen, Keeley (Health)  
**Subject:** FW: Your scan (Scan to My Email)  
**Attachments:** scan\_naomi clarke\_2021-11-24-10-10-00.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

Here it is, we won't add listeria to any others obviously 😊

---

**From:** Clarke, Naomi (Health) <Naomi.Clarke@act.gov.au>  
**Sent:** Wednesday, 24 November 2021 10:11 AM  
**To:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Subject:** FW: Your scan (Scan to My Email)

OFFICIAL

Hi Nevada

See path slip attached. Sorry for delay – I forgot my provider number and then had to faff around with logins to retrieve it 😊

Cheers  
Naomi

---

**From:** Clarke, Naomi (Health) <[naomi.clarke@act.gov.au](mailto:naomi.clarke@act.gov.au)>  
**Sent:** Wednesday, 24 November 2021 10:10 AM  
**To:** Clarke, Naomi (Health) <[Naomi.Clarke@act.gov.au](mailto:Naomi.Clarke@act.gov.au)>  
**Subject:** Your scan (Scan to My Email)

## PATIENT DETAILS

Your Ref / UR No.:

Surname:

Given Names:

Address:

State:

DOB

SEX

Postcode:

## TESTS REQUESTED

WARD CLINIC

URGENT ☐

faecal M/L/S  
faecal viral  
studies

FASTED ☐

NON FASTED ☐

## CLINICAL DETAILS including DRUG DOSAGE - To be completed

? food  
poisoning

## DOCTORS MUST COMPLETE REQUESTING DOCTOR (Please Print)

Surname & Initial:

N CLARKE

Contact No. / Pager:

Provider No.

4199956F

Signature:

Request Date: 24/11/24

## ADDITIONAL COPY OF REPORT TO

Dr.:

Dr.:

Suburb / Town:

Suburb / Town:

Fax:

Fax:

## MEDICARE ASSIGNMENT FORM

(Section 20A of the Health Insurance ACT 1973)

MEDICARE

NUMBER

IRN

## PATIENT'S SIGNATURE AND DATE

MEDICARE ASSIGNMENT: I offer to assign my right to benefits to the approved pathology practitioner who will render the requested pathology service(s) and any eligible pathologist determinable service(s) established as necessary by the practitioner.

Patient Signature:

Date:

PRACTITIONERS USE ONLY (Reason patient cannot sign)

## Office Use Only

COAG

SERUM

LI HEP

EDTA

FLUORIDE

YELLOW TOP

OTHER

Signed

## COLLECTOR TO COMPLETE FOLLOWING DECLARATION & SIGN

Truly by signing below, the practitioner is certifying the request was taken from the patient named above and has obtained the consent of the patient by direct inquiry and by inspection of the patient's file, immediately upon the blood being drawn. (Initial the statement)

Signature

Print Name

Date

Time

Spec

Was or will the patient be, at the time of the service or when the specimen is obtained, a hospital in-patient out-patient?

Please tick ☒

yes: no

(a) Private patient in a private hospital or approved day hospital facility

☐ ☐

(b) Private patient in a recognised hospital

☐ ☐

(c) A public patient in a recognised hospital

☐ ☐

(d) Outpatient of a recognised hospital

☐ ☐

## Indigenous Status

Are you of Aboriginal or Torres Strait Islander origin?

☐ Aboriginal but not Torres Strait Islander origin

☐ Neither Aboriginal nor Torres Strait Islander origin

☐ Torres Strait Islander but not Aboriginal origin

☐ Both Aboriginal and Torres Strait Islander origin

☐ Not stated / Inadequately described

Your doctor has recommended that you use ACT Pathology. You are free to choose your own pathology provider. However, if your doctor has specified a particular pathologist on clinical grounds a Medicare rebate will only be payable if that pathologist performs the service. You should discuss this with your doctor.

---

**From:** Stefanovic, Milica (Health)  
**Sent:** Monday, 29 November 2021 17:51  
**To:** Allen, Keeley (Health); Bailey, Pauline (Health); Banks, Carolyn (Health); Binns, Philippa (Health); Coleman, Kerry (Health); Crane, Rachael (Health); Dugdale, Paul (Health); English, Karin (Health); Greenville, Felicity (Health); Harris, Miranda (Health); Hose, Janet (Health); Hosick, Cate (Health); Howard, Chloe (Health); Huet, Jodie (Health); Huggett, Romaine (Health); Hundy, Rebecca (Health); Johnston, Vanessa (Health); Kelly, Sam (Health); Kingsbury, Alison (Health); MacMinn, Ethan (Health); Marmor, Alexandra (Health); Martin, Victor (Health); Passaris, Irene (Health); Pingault, Nevada (Health); Polkinghorne, Ben (Health); Singleton, Sally (Health); Sloan-Gardner, Timothy (Health); Smythe, Julia (Health); Stefanovic, Milica (Health); Stuckey, Chelsea (Health); Wilson, Maggie (Health)  
**Subject:** CDC Nightly Report - Monday 29 November 2021

OFFICIAL



Regards,  
Milica

**Milica Stefanovic | Surveillance Officer**

Ph: (02) 5124 9245 | Email: [Milica.Stefanovic@act.gov.au](mailto:Milica.Stefanovic@act.gov.au)

**Communicable Disease Control Section | Health Protection Service | Public Health, Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 18:30  
**To:** Spencer, Jo (Health)  
**Subject:** RE: Number of people ill from Mrs Kim's

OFFICIAL

Jo – Draft

Hi [REDACTED]

We are still looking into this. Case investigation is continuing. We're looking at clusters of groups including families. We are expecting more information tomorrow and we will share it with you then.

Sorry I can't be more specific this evening but the investigation is still ongoing.

**From:** [REDACTED]  
**Sent:** Monday, 29 November 2021 5:18 PM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Subject:** Number of people ill from Mrs Kim's

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi there,

Just enquiring on the number of people who have become ill from the donut shop?

Kind regards,

[REDACTED]

--

[REDACTED]  
Journalist  
Australian Community Media

M [REDACTED]  
A Level 1, 121 Marcus Clarke Street (Childers St entrance),  
Canberra, ACT, 2601  
W [www.canberratimes.com.au](http://www.canberratimes.com.au)



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**From:** Allen, Keeley (Health)  
**Sent:** Monday, 29 November 2021 18:52  
**To:** Greenville, Felicity (Health); Sgouros, Fotis (Health); Pingault, Nevada (Health); Gomez, Algreg (Health)  
**Cc:** Marmor, Alexandra (Health)  
**Subject:** For review Tuesday AM - public facing food poisoning investigation REDCap

Hi team,

I have put together a general investigation form for members of the public to enter information about their Mrs Kim's experience when they are not associated with a large group.

The intention is we can email/SMS this survey when we receive a complaint through reception, and we can send this on to people named by others.

You can access the survey at the QR code and link below.



<https://redcap.link/1d7p75wn>

Let me know if you would like any changes made in the AM, ideally before the ART, so we are ready to start sending in the morning.

Best,  
Keeley

**Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar**

Ph: 5124 6215 | Email: [keeley.allen@act.gov.au](mailto:keeley.allen@act.gov.au)

**Disease Surveillance Unit, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder ACT 2611

[health.act.gov.au](https://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



**From:** Webber, James  
**Sent:** Monday, 29 November 2021 19:11  
**To:** Health Media  
**Cc:** Spencer, Jo (Health)  
**Subject:** Re: Number of people ill from Mrs Kim's

Revised response ok to go:

*There are more than 60 people reporting illness and investigations are continuing.*

Get [Outlook for iOS](#)

**From:** Drake, Angie (Health) <Angie.Drake@act.gov.au> on behalf of Health Media <HealthMedia@act.gov.au>  
**Sent:** Monday, November 29, 2021 6:51:34 PM  
**To:** Webber, James <James.Webber@act.gov.au>  
**Cc:** Spencer, Jo (Health) <Jo.Spencer@act.gov.au>  
**Subject:** FW: Number of people ill from Mrs Kim's

OFFICIAL

James, we propose the following response – please let me know if you're ok with this.

Hi [REDACTED]

*There are more than 60 people with investigations continuing. We anticipate to have more information tomorrow.*  
 thanks

**From:** [REDACTED]  
**Sent:** Monday, 29 November 2021 5:18 PM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Subject:** Number of people ill from Mrs Kim's

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Hi there,

Just enquiring on the number of people who have become ill from the donut shop?

Kind regards,

[REDACTED]

--

Journalist  
 Australian Community Media

M [REDACTED]  
 A Level 1, 121 Marcus Clarke Street (Childers St entrance),  
 Canberra, ACT, 2601

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**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 19:14  
**To:** [REDACTED]  
**Cc:** Health Media  
**Subject:** RE: Number of people ill from Mrs Kim's

OFFICIAL

Hi [REDACTED]

*There are more than 60 people reporting illness and investigations are continuing*

*Thanks*

**From:** [REDACTED]  
**Sent:** Monday, 29 November 2021 5:18 PM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Subject:** Number of people ill from Mrs Kim's

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi there,

Just enquiring on the number of people who have become ill from the donut shop?

Kind regards,

[REDACTED]

--

Journalist  
Australian Community Media

M [REDACTED]

A Level 1, 121 Marcus Clarke Street (Childers St entrance),  
Canberra, ACT, 2601

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not secure, therefore Australian Community Media does not accept legal responsibility for the contents of this message or attached files.

**From:** Drake, Angie (Health) on behalf of Health Media  
**Sent:** Monday, 29 November 2021 19:21  
**To:** [REDACTED]; Health Media  
**Subject:** RE: Number of people ill from Mrs Kim's

OFFICIAL

Hi [REDACTED]

I also meant to send this fact sheet as well which provides important information about food safety.

<https://www.health.act.gov.au/sites/default/files/2019-01/Foodborne%20disease.pdf>

thanks

Angie

**From:** [REDACTED]  
**Sent:** Monday, 29 November 2021 5:18 PM  
**To:** Health Media <HealthMedia@act.gov.au>  
**Subject:** Number of people ill from Mrs Kim's

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi there,

Just enquiring on the number of people who have become ill from the donut shop?

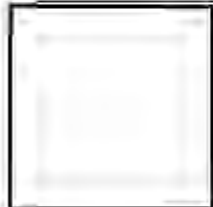
Kind regards,

[REDACTED]

--

Journalist  
Australian Community Media

M [REDACTED]  
A Level 1, 121 Marcus Clarke Street (Childers St entrance),  
Canberra, ACT, 2601  
W [www.canberratimes.com.au](http://www.canberratimes.com.au)



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**From:** Coleman, Kerry (Health)  
**Sent:** Monday, 29 November 2021 19:32  
**To:** Drake, Angie (Health)  
**Subject:** Re: Notice about food borne illness outbreak - media

It's not ideal just providing a largish number (for canberra anyway) without the wrap around context which could be provided tomorrow... frustrating!

Thanks Angie

K

---

**From:** Drake, Angie (Health) <Angie.Drake@act.gov.au>  
**Sent:** Monday, November 29, 2021 6:49:17 PM  
**To:** Martin, Victor (Health) <Victor.Martin@act.gov.au>; Coleman, Kerry (Health) <Kerry.Coleman@act.gov.au>; Lopa, Liz (Health) <Liz.Lopa@act.gov.au>  
**Cc:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Spencer, Jo (Health) <Jo.Spencer@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>  
**Subject:** RE: Notice about food borne illness outbreak - media

**OFFICIAL**

Victor and all

The Minister's office has advised that most local media are already aware of this issue and would like to provide a number this evening.

They are comfortable with saying "more than 60 people with investigations continuing"

This is with a view to pulling together more information following the ART meeting tomorrow.

I anticipate we may get calls from media in the morning and I will be in touch if this is the case.

Regards

Angie

---

**From:** Martin, Victor (Health) <Victor.Martin@act.gov.au>  
**Sent:** Monday, 29 November 2021 6:43 PM  
**To:** Coleman, Kerry (Health) <Kerry.Coleman@act.gov.au>; Lopa, Liz (Health) <Liz.Lopa@act.gov.au>  
**Cc:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Spencer, Jo (Health) <Jo.Spencer@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>  
**Subject:** RE: Notice about food borne illness outbreak - media  
**Importance:** High

Hi Kerry, the business has closed voluntarily and has conducted a deep clean with HPS advice – they have not recommenced trade as they have asked for "an all clear" which we are not in a position to give. I understand from Nevada this evening, that there are two instances of possible secondary transmission.

Victor

---

**From:** Coleman, Kerry (Health) <[Kerry.Coleman@act.gov.au](mailto:Kerry.Coleman@act.gov.au)>  
**Sent:** Monday, 29 November 2021 6:36 PM  
**To:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Lopa, Liz (Health) <[Liz.Lopa@act.gov.au](mailto:Liz.Lopa@act.gov.au)>  
**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)>; Spencer, Jo (Health) <[Jo.Spencer@act.gov.au](mailto:Jo.Spencer@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Binns, Philippa (Health) <[Philippa.Binns@act.gov.au](mailto:Philippa.Binns@act.gov.au)>  
**Subject:** Re: Notice about food borne illness outbreak - media

Thanks Victor

Team - is there an ongoing risk of exposure here, or are these cases with onset attributable to a previous exposure period?

K

**From:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>

**Sent:** Monday, November 29, 2021 6:34:29 PM

**To:** Lopa, Liz (Health) <[Liz.Lopa@act.gov.au](mailto:Liz.Lopa@act.gov.au)>; Coleman, Kerry (Health) <[Kerry.Coleman@act.gov.au](mailto:Kerry.Coleman@act.gov.au)>

**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)>; Spencer, Jo (Health) <[Jo.Spencer@act.gov.au](mailto:Jo.Spencer@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Binns, Philippa (Health) <[Philippa.Binns@act.gov.au](mailto:Philippa.Binns@act.gov.au)>

**Subject:** FW: Notice about food borne illness outbreak - media

Hi Liz, Kerry,

For noting. Further media enquiries likely in relation to a food borne illness associated with Kym's Doughnuts in Kingston – working assessment: noro virus based on patient stool samples. As of COB today, 65 cases with further cases investigations pending.

Further ART scheduled for tomorrow at 10am. Proposal to prepare/release public statement on status of case investigations, reference fact sheet on food safety and precautions to be taken if symptomatic.

requestion tonight addressed with response below and indication of further information tomorrow.

Note email below to Access Canberra noting possibility of regulatory measures.

Victor Martin

**From:** Martin, Victor (Health)

**Sent:** Monday, 29 November 2021 5:56 PM

**To:** Pryce, David <[David.Pryce@act.gov.au](mailto:David.Pryce@act.gov.au)>; McKinnon, Margaret <[Margaret.McKinnon@act.gov.au](mailto:Margaret.McKinnon@act.gov.au)>

**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>

**Subject:** Notice about food borne illness outbreak - media

**Importance:** High

Hi David, Margaret,

Kym's Doughnuts (KD) in Kingston is the subject of an ongoing food borne illness outbreak investigation -suspected noro virus related.

There is growing media interest in the story. See below for a preliminary response to those enquires.

KD is not currently under investigation for food safety breaches

Victor Martin

**From:** Martin, Victor (Health)

**Sent:** Monday, 29 November 2021 2:29 PM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>; ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>

**Subject:** RE: media enquiry

Approved.

Victor

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media

**Sent:** Monday, 29 November 2021 1:31 PM

**To:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>; ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>

**Subject:** FW: media enquiry

**Importance:** High

OFFICIAL

Hi everyone,

MO has amended our response as below.

Victor can you please provide your final clearance for this version.

Thanks

Angie

**From:** Webber, James <[James.Webber@act.gov.au](mailto:James.Webber@act.gov.au)>

**Sent:** Monday, 29 November 2021 1:28 PM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>

**Subject:** RE: media enquiry

Thanks Angie, amended response OK to go:

**Response**

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business. Reported symptoms included diarrhoea and vomiting.

ACT Health is investigating these reports and is working with the food business to ensure they are providing safe food.

ACT Public Health Officers undertake routine and proactive compliance activities with food business to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community.

ENDS

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media

**Sent:** Monday, 29 November 2021 12:28 PM

**To:** Webber, James <[James.Webber@act.gov.au](mailto:James.Webber@act.gov.au)>

**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Hi James

Just running this by you before I send back to [REDACTED]

We've had two media inquiries about Mr Kims donuts and possible food poisoning ([REDACTED] and [REDACTED]). Below is the suggested response from HPS.

*On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.*

*Reports are that the symptoms of the illness are primarily diarrhoea and vomiting. ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.*

*Food businesses have food safety responsibilities under the Food Act 2001. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.*

Let me know if you're ok for me to forward this on.

Thanks

Angie

**From:** [REDACTED]

**Sent:** Monday, 29 November 2021 8:39 AM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>

**Subject:** [REDACTED] media enquiry

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

My name is [REDACTED]. I'm a journalist with [REDACTED]. We've just got a few queries about a potential mass food poisoning event in Canberra.

We've heard reports of multiple people contracting food poisoning from Mrs Kim's donuts in Kingston.

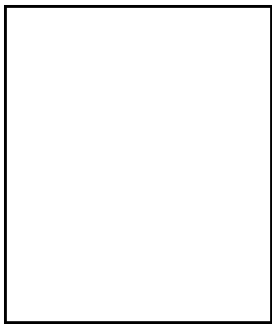
I'm wondering if there's a representative available from ACT Health to comment on the following:

1. Are you aware of people reporting food poisoning from this shop?
2. Has ACT health made contact with the store to find the cause of the food poisoning?

It's for a digital story, so a written statement would work fine.

Any help with a comment on this would be much appreciated! Our deadline is ASAP, but COB today would be our latest.

Many thanks,



We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

**From:** Johnston, Vanessa (Health)  
**Sent:** Monday, 29 November 2021 20:41  
**To:** Singleton, Sally (Health); Binns, Philippa (Health); Coleman, Kerry (Health)  
**Cc:** Pingault, Nevada (Health); Allen, Keeley (Health); Martin, Victor (Health); Hudson, Lyndell (Health); Waters, Natasha (Health); ACT Health, HPSOps; Redfern, Jade (Health)  
**Subject:** Re: Mrs. Kim's Donut Shop Food Poisoning

OFFICIAL

Thanks Sally

**Vanessa Johnston | Public Health Specialist | Deputy Chief Health Officer**

Ph: 5124 9455 | Email: [vanessa.johnston@act.gov.au](mailto:vanessa.johnston@act.gov.au)

**Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>

**Sent:** Monday, 29 November 2021 18:39

**To:** Johnston, Vanessa (Health) <Vanessa.Johnston@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>; Coleman, Kerry (Health) <Kerry.Coleman@act.gov.au>

**Cc:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Waters, Natasha (Health) <Natasha.Waters@act.gov.au>; ACT Health, HPSOps <ACTHealthHPSOps@act.gov.au>; Redfern, Jade (Health) <Jade.Redfern@act.gov.au>

**Subject:** FW: Mrs. Kim's Donut Shop Food Poisoning

OFFICIAL

FYI/for awareness Vanessa and Kerry,

A quick summary noting I'm on a day off tomorrow and I'm mindful of increasing media interest in the Mrs Kim's food outbreak.

Pip is across – and EH/CDC/ACTGAL are all over it of course!

Key details/actions:

- EH/CDC notified by food business "Mrs Kim's Donuts" (eat in + take away premises) on Thursday 25 November that they had received complaints about diarrhoea/vomiting from doughnuts purchased Sat 20 + Sat 21
- EH did inspection Thursday 25 afternoon and collected swabs/food samples
- Likely pathogen Norovirus
  - 4x people with faecal samples showing Norovirus (initially tested after self-reporting exposure at a different food business, but on repeat interview identified eating doughnuts from Mrs Kim's)
  - ACTGAL have not had any evidence of listeria nor salmonella. Cannot test swabs/food samples for Norovirus.
- No known unwell staff members at food business, EH were planning to repeat inspection/follow up questions about this again today
- CDC completing interviews with anyone identified from complaints received/social networks who are also unwell:
  - At 10am this morning, had interviewed 33 people who were unwell following eating doughnuts purchased 20/21<sup>st</sup>
    - 27/33 diarrhoea, 24/33 vomiting, 16/33 fever
    - One reported attending ED
    - Median incubation 32 (range 22-48hrs)



- Median duration of illness 42hrs
- Further interviews planned today - @Pingault, Nevada (Health) and @Allen, Keeley (Health) will be able to provide a summary of the number of confirmed unwell people we are now aware of/days affected tomorrow (I understand likely increased!)
- Possible reports of additional illness from doughnuts purchased on other days (prior to inspection on Thurs) - TBC
- NB store reports numbers of donuts sold on sat 20: 1200, sun 21: 800, Mon-Weds: approx. 400 per day → so could be big numbers
- CDC have circulated an alert to GPs/ED/WiC to encourage collection of stool samples if people present with possible foodborne illness
- Health Media team responding to queries with holding lines as agreed with HPS

Kind regards,  
Sally

**From:** Drake, Angie (Health) <Angie.Drake@act.gov.au> **On Behalf Of** Health Media

**Sent:** Monday, 29 November 2021 4:57 PM

**To:** Martin, Victor (Health) <Victor.Martin@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>

**Cc:** ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

**Subject:** FW: Mrs. Kim's Donut Shop Food Poisoning

OFFICIAL

Hi all – just letting you know that the [REDACTED] have now asked about this issue and I have provided the standard response.

Just a heads up in case we receive a morning media call.

**Victor** can you please confirm who I should contact if I receive a morning radio call?

Thanks  
Angie

**From:** Drake, Angie (Health) **On Behalf Of** Health Media

**Sent:** Monday, 29 November 2021 4:54 PM

**To:** [REDACTED] >

**Subject:** RE: Mrs. Kim's Donut Shop Food Poisoning

OFFICIAL

Hi [REDACTED]  
As discussed, please find a response to your inquiry – attributable to a **Government spokesperson**.

#### Response

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business. Reported symptoms included diarrhoea and vomiting.

ACT Health is investigating these reports and is working with the food business to ensure they are providing safe food.

ACT Public Health Officers undertake routine and proactive compliance activities with food business to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community.

ENDS

**From:** [REDACTED]

**Sent:** Monday, 29 November 2021 4:52 PM

**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>

**Subject:** Mrs. Kim's Donut Shop Food Poisoning

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi there,

Just following up from a phone call on Mrs. Kim's donut shop having a food poisoning outbreak?

Any information you have on this would be greatly appreciated!

Kind regards,

[REDACTED]

--

[REDACTED]

Journalist

Australian Community Media



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Reference	Description	Sample Description	Sample Date	Sample No.	EHO's code No. for sample	
M21/0357	Swabs - Outbreak	Swab - Washup sink + spring pull handle	25/11/21	1	AM-7370-a	Swabs for salmonella
M21/0357	Swabs - Outbreak	Swab - Serving tongs	25/11/21	2	AM-7370-b	Swabs for salmonella
M21/0357	Swabs - Outbreak	Swab - Coolroom chopping board on shelves	25/11/21	3	AM-7370-c	Swabs for salmonella
M21/0357	Swabs - Outbreak	Swab - Small piping bags	25/11/21	4	AM-7370-d	Swabs for salmonella
M21/0357	Swabs - Outbreak	Swab - Bench glazing/icing	25/11/21	5	AM-7370-e	Swabs for salmonella
M21/0358	Swabs - Outbreak	Swab - Hand whisks	25/11/21	1	AM-7371-a	Swabs for salmonella
M21/0358	Swabs - Outbreak	Swab - Dough mixer with whisks	25/11/21	2	AM-7371-b	Swabs for salmonella
M21/0358	Swabs - Outbreak	Swab - Custard filling mixing bowls	25/11/21	3	AM-7371-c	Swabs for salmonella
M21/0358	Swabs - Outbreak	Swab - Whisks filling mixer	25/11/21	4	AM-7371-d	Swabs for salmonella
M21/0358	Swabs - Outbreak	Swab - Piping bags - custard/cream/mousse	25/11/21	5	AM-7371-e	Swabs for salmonella
M21/0359	Swabs- Outbreak	Swabs-Coolroom chopping board on shelves	25/11/21	1	AM-7372-a	Swabs for L. monocytogenes
M21/0359	Swabs- Outbreak	Swabs-Front donut display	25/11/21	2	AM-7372-b	Swabs for L. monocytogenes
M21/0359	Swabs- Outbreak	Swabs-Custard mixer in bowl	25/11/21	3	AM-7372-c	Swabs for L. monocytogenes
M21/0359	Swabs- Outbreak	Swabs-Inside dough prover	25/11/21	4	AM-7372-d	Swabs for L. monocytogenes
M21/0359	Swabs- Outbreak	Swabs-Front display fridge donut trays	25/11/21	5	AM-7372-e	Swabs for L. monocytogenes
M21/0360	Swabs - Outbreak	Swab - Custard dough mixer whisk	25/11/21	1	AM-7373-b	Swabs for L. monocytogenes
M21/0360	Swabs - Outbreak	Swab - Custard mixer bowl + whisk	25/11/21	2	AM-7373-c	Swabs for L. monocytogenes
M21/0361	Environmental Swab Piping Bag		25/11/21	1	AM-7373-a	L. monocytogenes
M21/0362	Food Outbreak	Tiramisu	25/11/21	1	AM-0662-A1	
M21/0363	Food Outbreak	Hershey	25/11/21	1	AM-0662-B1	
M21/0364	Food Outbreak	Cream	25/11/21	1	AM-0662-C1	
M21/0365	Food Outbreak	White Choc	25/11/21	1	AM-0662-D1	
M21/0366	Food Outbreak	Plain Custard	25/11/21	1	AM-0662-E1	
M21/0367	Food Outbreak	Cotton Candy Custard	25/11/21	1	AM-0662-F1	

**From:** Mirza, Arif (Health)  
**Sent:** Tuesday, 30 November 2021 08:25  
**To:** [REDACTED]  
**Subject:** Further information questions - Mrs Kims Donuts  
**Importance:** High

**OFFICIAL**

Hi [REDACTED]

Thanks for your time today over the phone. Can you please provide and confirm the following information requested below:

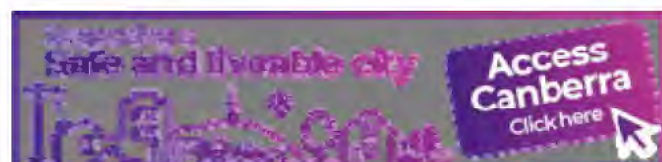
1. Part time staff working onsite – As discussed can you please confirm no extra staff was working onsite from Friday 19 November till Thursday 25 November 2021.
  - Can you please provide details of part time staff working onsite (Name, phone number, email) as you have mentioned that part time staff works when required.
  - Any additional staff who prep and pack large orders other than part time staff (any additional help with order of 192 donuts)
  - Are there any other staff member who come in to help cleaning or prep after hours.
2. Cleaning of the premises – Is it done daily? Who does the cleaning? When is it done? What is cleaned (areas, equipments etc)? What is used (chemicals)? Items used for cleaning and any items reused?  
 Also, can you please confirm deep cleaning of the premises has been done as requested in earlier email and a written record is available.
3. Toilet onsite –
  - Do staff and customers use same toilet
  - How often is toilet cleaned / When is it cleaned
  - Who does the cleaning?
  - What is used for cleaning / Is it separate to other cleaning items in food preparation / Are any products used for cleaning used in food preparation areas as well.
  - Is the toilet cleaning staff called for serving/preparation of food if business starts to get busy?

Thanks,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

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**From:** [REDACTED]  
**Sent:** Tuesday, 30 November 2021 08:36  
**To:** Mirza, Arif (Health)  
**Subject:** Re: Further information request - Mrs Kims Donuts - 26/11/2021

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Arif,

Once again I am sending you the responses to your questions.

1. [REDACTED] and [REDACTED]
2. Unable to be obtained at this moment.
3. Piping bags procedures are as follows. Piping bag is cleaned thoroughly with hot water and dishwashing liquid. Each individual one is cleaned and rinsed. Then they are placed in a bucket filled with sanitising solution which consists of a mixture of warm to hot water and commercial sanitiser or household bleach and left to sit for 5 minutes before emptying the bucket and then rinsing them using the pre rinse tap spray and hung on the hooks to dry. Piping bags are kept for no longer than 2 days. The same procedure is used for kitchen equipment such as spoons, scrapers, knives etc. They are cleaned using hot water and cleaning liquid followed by a rinse and then left in a bucket with hot or warm water and sanitising solution. Kitchen equipment is cleaned and sanitised daily and is performed after each use . Surfaces are cleaned using a wet chux to clean and wipe any dirty surfaces to remove visible leftover residue proceeded by sanitisation using commercial sanitiser stored in a spray. This procedure occurs after the completion of every task. Sinks are sanitised daily by ensuring they are dry and then they are wiped with a chux and sanitising solution or bleach if available. All chux are disposed at the end of day when used. Kitchen staff clean and sanitise equipment and work surfaces on an everyday basis.
4. Number of donuts sold is not known. I misread this question. That number may exceed 1000 pieces

I hope that this has helped. Please let us know how we can assist further

----- Original Message -----

On Friday, 26 Nov, 2021 At 12:20 PM, Mirza, Arif (Health)<Arif.Mirza@act.gov.au> wrote:

**OFFICIAL**

Hi [REDACTED],

I am following up on yesterdays inspection and require few information as detailed below to assist in further investigation of the complaint.

Can you please provide the below in detail at the earliest.

1. Provide staff list working onsite from Friday 19 November 2021 to Monday 22 November 2021.

2. Can you provide the contact details of the [REDACTED] on Saturday 20 November 2021.
3. Provide detail cleaning procedure of the custard/cream piping bags and other equipment's and food contact surfaces.
4. Provide number of donuts sold by Friday 19 November 2021 to Monday 22 November 2021.

As a precautionary measure it is advised to undertake cleaning and sanitising of the premises thoroughly due to the current outbreak investigation. Please see the below guidance on cleaning and sanitising:

[Guide for food businesses: Clean-up guidance for Listeria monocytogenes detection in food \(health.vic.gov.au\)](https://www.health.vic.gov.au/guide-for-food-businesses-clean-up-guidance-for-listeria-monocytogenes-detection-in-food)

I have attached the statutory sampling receipt for your reference.

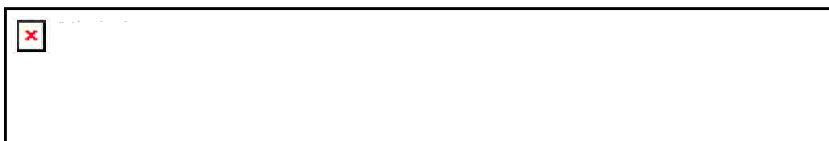
Please do not hesitate to contact me if you have any questions.

Kind regards,

**Arif Mirza | Public Health Officer**

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

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**From:** [REDACTED]  
**Sent:** Tuesday, 30 November 2021 08:40  
**To:** Mirza, Arif (Health)  
**Subject:** Re: Further information request - Mrs Kims Donuts - 26/11/2021

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Arif,  
I should clarify, we use dedicated chux for cleaning and sanitising to ensure the process is kept separate. So one chux for cleaning and one for sanitising

----- Original Message -----

On Friday, 26 Nov, 2021 At 12:20 PM, Mirza, Arif (Health)<Arif.Mirza@act.gov.au> wrote:

OFFICIAL

Hi [REDACTED],

I am following up on yesterdays inspection and require few information as detailed below to assist in further investigation of the complaint.

Can you please provide the below in detail at the earliest.

1. Provide staff list working onsite from Friday 19 November 2021 to Monday 22 November 2021.
2. Can you provide the contact details of the [REDACTED] on Saturday 20 November 2021.
3. Provide detail cleaning procedure of the custard/cream piping bags and other equipment's and food contact surfaces.
4. Provide number of donuts sold by Friday 19 November 2021 to Monday 22 November 2021.

As a precautionary measure it is advised to undertake cleaning and sanitising of the premises thoroughly due to the current outbreak investigation. Please see the below guidance on cleaning and sanitising:

[Guide for food businesses: Clean-up guidance for Listeria monocytogenes detection in food \(health.vic.gov.au\)](https://www.health.vic.gov.au/guidance-for-food-businesses-clean-up-guidance-for-listeria-monocytogenes-detection-in-food)

I have attached the statutory sampling receipt for your reference.

Please do not hesitate to contact me if you have any questions.

Kind regards,

**Arif Mirza | Public Health Officer**

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

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**From:** Pingault, Nevada (Health)  
**Sent:** Tuesday, 30 November 2021 08:50  
**To:** Martin, Victor (Health); Hudson, Lyndell (Health); Drake, Angie (Health)  
**Subject:** dot points for prevention of ongoing norovirus spread

**OFFICIAL**

Hi Victor,

As discussed last night, here are the dot points to consider using in a media release for prevention of ongoing spread of gastro:

- Do not go to work or school for at least 24 hours after symptoms have finished, or 48 hours if you work in or attend a high risk setting, such as healthcare, residential care or child-care, or handle food as part of your job.
- Wash your hands thoroughly with soap and water after going to the toilet. If soap is not available, use alcohol based hand rub.
- Avoid preparing or handling food for other people until symptoms have resolved. If you must prepare or handle food, thoroughly wash your hands beforehand with soap and water to reduce the risk of spreading the infection to others.
- After an episode of diarrhoea or vomiting, clean contaminated hard surfaces (for example floors and toilets) immediately using detergent and hot water. Then disinfect surfaces using a bleach-based product diluted according to the manufacturer's instructions.

Cheers,  
Nevada

**Dr Nevada Pingault** PhD, FASM, MAIMS

Manager, Disease Surveillance

Ph: 5124 6254 | Email: [nevada.pingault@act.gov.au](mailto:nevada.pingault@act.gov.au)

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Acute Response Team (ART) – Meeting Outcomes	
ART Chair:	Dr Philippa Binns
Incident Name:	Potential Food Borne Illness outbreak - Mrs Kim's Donuts
Meeting date: 30 November 2021 10:00hrs	
First ART Date:	26 November 2021, 10:00hrs
Attendees:	<p><u>Health Protection Service:</u>  <u>HPS Public Health</u> Dr. Philippa Binns  <u>HECC:</u>  <u>HPS Food:</u> Keith Rogers, Verity Jennings, Arif Mirza,  <u>HPS ACTGAL Microbiology Lab:</u> Natasha Waters  <u>HPS Communicable Disease Control:</u> Keeley Allen, Nevada Pingault, Al Gomez  <u>HPS HEMU:</u> Rhian Blackwell, Sam Kelly  <u>HPS VMU:</u> Fodi Sgouris</p>
No. of Confirmed Cases:	147 case interviews completed across multiple purchasees. 98 confirmed cases, Not all ACT residents Potential further cases being added today
Pathogen:	Suspecting Norovirus
Suspected Cause:	Ingestion of donuts purchased from Mrs. Kim's Donuts
Background:	<p><b>Situation (precis)</b>          Food business notified HPS Food team upon receipt of complaints from public on Thursday 25 November about food poisoning arising from donuts purchased from this premises over the weekend 20 – 21 November 2021. This food business is a combination of eat-in and take away. It does not report selling to other businesses.</p> <p>Members of the HPS food team attended the premises on Thursday 25 November and conducted an inspection during which environmental sampling, food product sampling and seizure of equipment for sampling occurred. These samples are currently in the ACTGAL microbiology lab undergoing testing.</p> <p><b>Situational update:</b></p> <p>Significant increase in complaints and case numbers since last ART. Concern RE: nil public comms or media from ACT Health as social media commentary surrounding the issue has been identified.</p> <p><b>Public Health Physician</b></p> <ul style="list-style-type: none"> <li>Apply for provider number to assist with path forms etc for future investigations. COMPLETED</li> </ul> <p>CDC          Previous action items</p>

- Follow up additional case interviews and/or survey for additional cases reported. Ongoing
- Stool samples to be requested for those symptomatic or recently recovered. Ongoing COMMS to GPs, hospital WiCs requesting stool samples for anyone presenting with current D&V
- Considering a nested case-control study. Ongoing

#### Epidemiology Update

- Dates of interest confirmed – 20-24 November inclusive.
- As at 08:00 this am. Interviewed or survey responses received from 147 people
  - 98 people report being ill
  - Information from 94/98 people recorded.
    - 51 male
    - 43 female
    - Median 31 years of age
    - Noted 2 x consumers Early 90's late 80s (neither noted as RACF residents)
    - Symptoms
      - 84% Diarrhoea
      - 67% Vomiting
      - 57% Fevers
  - Some NSW residents noted in takeaways and catering - (NSW Health notified 30/11/21).
- Majority of purchases were 'take aways' (117)
- Noted to also include
  - 2 small morning teas at federal departments
  - Catering for training day with 192 servings provided
  - [REDACTED]

#### Items consumed (redcap raw data)

- 100% ate donut – unwell
  - 82% filled
  - 12% unfilled
  - 6% unrecorded at this time
- Some overlap of both
- Tarts reported to have been eaten as well, but most likely not made onsite.

#### Redcap and data collection

- Recap form being sent out for cohort information gathering (morning teas etc)
- General complaints form setup for phone calls or emails.

#### Stool samples

- 5 provided, 4 positive
- [REDACTED] – unclear number or results at this stage.
- Still reviewing survey results for people with symptoms or resolved in last 24hrs to provide stool samples.
- Comms going out to GPs, hospitals and WiCs to gather samples where possible.

	<p><b>ACTGAL</b></p> <ul style="list-style-type: none"> <li>• All six food samples have returned a negative PCR for <i>L. monocytogenes</i> and <i>Salmonella</i> spp.</li> <li>• All seven (2<sup>nd</sup> set) swabs have returned negative PCR <i>L. monocytogenes</i>. Cultural confirmation steps will continue for these samples.</li> <li>• Piping bag sample is PCR negative for <i>L. monocytogenes</i>. Cultural confirmation steps will continue for this sample.</li> <li>• Formal reports will be sent through once the analysis is finalised.</li> <li>• Food analysis completed</li> <li>• 2 samples with coliforms have low numbers</li> </ul> <p><b>HPS Food team</b></p> <p>Previous ACTION items</p> <ul style="list-style-type: none"> <li>• Liaise with Health and CHS media in respect to hospitalisations as query from media has been received. COMPLETED. Not using hospital presentation data</li> <li>• Screening food poisoning complaints that were received over the weekend and share with CDC team for further action. ONGOING</li> <li>• Caveat brief – Required? Or still investigating... Lyndell to check if required. Ongoing. Advised that discussions with DDG Liz Lopa have commenced Through HPS EBM. Await further information and requirements from Victor Martin</li> <li>• Revisit the premises today with view to the following: COMPLETED. Noting Proprietor NOT onsite, but interstate. <ul style="list-style-type: none"> <li>○ Confirm processes around cleaning, cross contamination etc. Ongoing</li> <li>○ education about hand hygiene and discussion about ‘false sense of security’ with gloves. Ongoing</li> <li>○ Review staff toilets, public toilets, cleaning processes and procedures Ongoing</li> <li>○ Discard foodstuffs in cool rooms. COMPLETED</li> <li>○ Discuss that there may be no reason to remain closed. Ongoing</li> <li>○ Extend staffing investigation to staff from Thursday onwards. Ongoing</li> </ul> </li> </ul> <p>Update</p> <ul style="list-style-type: none"> <li>• Visit 29/11/21 <ul style="list-style-type: none"> <li>○ Business closed since last Thursday 25/11, still closed awaiting advice from HPS team</li> <li>○ Proprietor interstate, but contacted by phone</li> <li>○ Staffing – Proprietor, [REDACTED] and part time staff. Over the key period, proprietor reports it was only proprietor and son onsite working. Proprietor states both have been well.</li> <li>○ Proprietor [REDACTED] alternate between roles (dough making, filling, decorating and FOH)</li> <li>○ ?? Family members of the proprietor [REDACTED] unwell, not investigated.</li> <li>○ No customers noted to be unwell by business</li> </ul> </li> </ul> <p>Trading and risk</p> <ul style="list-style-type: none"> <li>• During inspection, front display had products on display.</li> </ul>
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	<ul style="list-style-type: none"> <li>Revised numbers of production over period in question – revised DOWN, but no records available to confirm.</li> <li>Number of staff (proprietor [REDACTED]) do not add up to the workload required for preparation, serving, barista duties over the period of interest. Could call customers to confirm how many people onsite. CDC action item</li> </ul> <p>Closure and cleaning</p> <ul style="list-style-type: none"> <li>Cleaning and sanitising details have been provided. Same process used across premises, still no evidence they have completed the recommended bleach cleaning.</li> <li>Toilet investigation – only for staff use.</li> <li>Toilet cleaning question asked (when, who, method) – awaiting information</li> </ul> <p>Media update</p> <ul style="list-style-type: none"> <li>29/11 General holding points given to ABC media. Nothing more specific as yet</li> <li>Meeting at 18:00 29/11/21 with Angie Drake (Health Media), Victor Martin (HPS EBM), Lyndell Hudson (EH) and Nevada Pingault (CDC) <ul style="list-style-type: none"> <li>Suspected there would be a press query and requested Victor to speak. Victor declined and provided media talking points.</li> <li>Reports of public concerns and negative feedback to ACT Health – public finding out about outbreak from social media not from ACT Health</li> <li>Complexities noted in respect to enforcement concerns. Unable to continue with enforcement if publicly named in certain forums.</li> <li>Email to CHO/Liz Lopa. Plan to prepare media and public statement</li> </ul> </li> </ul>
<p><u><b>Actions to be completed:</b></u></p>	<p>EH Food team</p> <ul style="list-style-type: none"> <li>Verity to update Lyndell to lead development of media statements with PHRaP, Health media for EBM/CHO clearance.</li> <li>Were family members unwell and if so, were they at the premise at all? Investigate and liaise with CDC with outcome</li> <li>Liaise with CDC to confirm whether staffing query outcome requires further interviews (confirmation if other staff were indeed onsite).</li> <li>Chase response in respect to cleaning and sanitising details. The information has been provided, general cleaning processes have been provided, still no evidence they have completed the recommended bleach cleaning.</li> <li>Toilet cleaning question (process, who and how often) asked – awaiting information</li> <li>Maintain voluntary closure</li> <li>Once cleaning, confirmation of staff health etc completed, EH have no further reason to note continued closure</li> <li>Provide ART dot point summary of site investigation</li> </ul> <p>ACTGAL –</p>





	<ul style="list-style-type: none"> <li>• Awaiting authorised results – Will send out once complete</li> <li>• Authorisation of food results, continuation of analysis on swabs and piping bag</li> </ul> <p>CDC –</p> <ul style="list-style-type: none"> <li>• To call selection of customers to investigate reports of how many staff were onsite. Numbers of staff business have reported do not add up to the workload</li> <li>• COMMS to GPs, hospital WiCs requesting stool samples for anyone presenting with current D&amp;V</li> </ul>																																																
<b>Control Measures to Date:</b>	<ul style="list-style-type: none"> <li>• Acute Response Team meeting convened to review the incident and to identify any further steps and lessons.</li> </ul>																																																
<b>Samples Obtained:</b>	<table border="0"> <tr> <td>Swabs - Outbreak</td><td>Swab - Washup sink + spring pull handle</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Serving tongs</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Coolroom chopping board on shelves</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Small piping bags</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Bench glazing/icing</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Hand whisks</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Dough mixer with whisks</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Custard filling mixing bowls</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Whisks filling mixer</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Piping bags - custard/cream/mousse</td></tr> <tr> <td>Swabs- Outbreak</td><td>Swabs-Coolroom chopping board on shelves</td></tr> <tr> <td>Swabs- Outbreak</td><td>Swabs-Front donut display</td></tr> <tr> <td>Swabs- Outbreak</td><td>Swabs-Custard mixer in bowl</td></tr> <tr> <td>Swabs- Outbreak</td><td>Swabs-Inside dough prover</td></tr> <tr> <td>Swabs- Outbreak</td><td>Swabs-Front display fridge donut trays</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Custard dough mixer whisk</td></tr> <tr> <td>Swabs - Outbreak</td><td>Swab - Custard mixer bowl + whisk</td></tr> <tr> <td>Environmental Swabs and Cloths-Outbreak</td><td>Piping Bag</td></tr> <tr> <td>Food Outbreak</td><td>Tiramisu</td></tr> <tr> <td>Food Outbreak</td><td>Hershey</td></tr> <tr> <td>Food Outbreak</td><td>Cream</td></tr> <tr> <td>Food Outbreak</td><td>White Choc</td></tr> <tr> <td>Food Outbreak</td><td>Plain Custard</td></tr> <tr> <td>Food Outbreak</td><td>Cotton Candy Custard</td></tr> </table>	Swabs - Outbreak	Swab - Washup sink + spring pull handle	Swabs - Outbreak	Swab - Serving tongs	Swabs - Outbreak	Swab - Coolroom chopping board on shelves	Swabs - Outbreak	Swab - Small piping bags	Swabs - Outbreak	Swab - Bench glazing/icing	Swabs - Outbreak	Swab - Hand whisks	Swabs - Outbreak	Swab - Dough mixer with whisks	Swabs - Outbreak	Swab - Custard filling mixing bowls	Swabs - Outbreak	Swab - Whisks filling mixer	Swabs - Outbreak	Swab - Piping bags - custard/cream/mousse	Swabs- Outbreak	Swabs-Coolroom chopping board on shelves	Swabs- Outbreak	Swabs-Front donut display	Swabs- Outbreak	Swabs-Custard mixer in bowl	Swabs- Outbreak	Swabs-Inside dough prover	Swabs- Outbreak	Swabs-Front display fridge donut trays	Swabs - Outbreak	Swab - Custard dough mixer whisk	Swabs - Outbreak	Swab - Custard mixer bowl + whisk	Environmental Swabs and Cloths-Outbreak	Piping Bag	Food Outbreak	Tiramisu	Food Outbreak	Hershey	Food Outbreak	Cream	Food Outbreak	White Choc	Food Outbreak	Plain Custard	Food Outbreak	Cotton Candy Custard
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<b>Lab Advice:</b>	TBC																																																
<b>ART Summary prepared by:</b>	Rhian Blackwell - HEMU																																																
<b>Next ART:</b>	ART #4 – 1 December 2021 10:00hrs																																																

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**From:** Environmental Health  
**Sent:** Tuesday, 30 November 2021 13:28  
**To:** Norbart, Nicki (Health)  
**Subject:** FW: Mrs Kim's Donuts: food poisoning

OFFICIAL

Hi Nicki,

I note this email is still in the main EH inbox, has it been sent to CDC yet for initial follow up?

Thank you,

Verity Jennings | Assistant Director Food Safety | Food Safety Auditor Pronoun she / her  
Ph: 02 5124 6124 / [REDACTED] | Email: verity.jennings@act.gov.au Environmental Health, Health Protection  
Service, Public Health, Protection and Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611  
health.act.gov.au

This email and any of its attachments may be confidential. If you are not the intended recipient please notify the sender and delete immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

-----Original Message-----

From: HPS <HPS@act.gov.au>  
Sent: Saturday, 27 November 2021 5:45 PM  
To: Environmental Health <EnvironmentalHealth@act.gov.au>  
Subject: FW: Mrs Kim's Donuts: food poisoning

OFFICIAL

Lametred Jones | Administration Officer  
Phone: 02 5124 9700 | Email: lametred.jones@act.gov.au Business Management Service, Health Protection Service,  
Public Health, Protection & Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611 health.act.gov.au

-----Original Message-----

From: [REDACTED]  
Sent: Saturday, 27 November 2021 10:54 AM  
To: HPS <HPS@act.gov.au>  
Cc: [REDACTED]  
Subject: Mrs Kim's Donuts: food poisoning

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom it may concern,

It appears a majority customers of Mrs Kim's donuts in Kingston have fallen ill with horrific food poisoning in the past week. To my knowledge the shop front is now closed and all social media and contacts have been erased for the business.

I'm not sure what action can be taken, but it's extremely disappointing to not even be issued an apology.

Kind Regards,

[REDACTED]

---

**From:** Environmental Health  
**Sent:** Tuesday, 30 November 2021 14:10  
**To:** Allen, Keeley (Health); Greenville, Felicity (Health); Pingault, Nevada (Health)  
**Cc:** Hudson, Lyndell (Health)  
**Subject:** FW: Possible Food Poisoning - Mrs Kim [SEC=OFFICIAL]

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

Hi

We just received this through the hps inbox.

Kind Regards  
Nicki

**From:** Mitchell, Michelle (Health) <Michelle.Mitchell@act.gov.au> **On Behalf Of** HPS  
**Sent:** Tuesday, 30 November 2021 1:55 PM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** FW: Possible Food Poisoning - Mrs Kim [SEC=OFFICIAL]

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

**From:** [REDACTED]  
**Sent:** Tuesday, 30 November 2021 1:53 PM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Cc:** [REDACTED]  
**Subject:** Possible Food Poisoning - Mrs Kim [SEC=OFFICIAL]

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi

[REDACTED] ordered a box of 6 donuts from Mrs Kim on Saturday 20 November 2021 via [REDACTED] which we ate during the day.

On Sunday afternoon,

[REDACTED]

The next day we both felt extremely unwell.

[REDACTED]

Regards

[REDACTED]

[REDACTED]

---

**From:** Environmental Health  
**Sent:** Tuesday, 30 November 2021 14:11  
**To:** Allen, Keeley (Health); Greenville, Felicity (Health); Pingault, Nevada (Health)  
**Cc:** Hudson, Lyndell (Health)  
**Subject:** FW: [REDACTED]

OFFICIAL

Hi

Justin called to report eating at Mrs Kim's Donuts.

Kind Regards  
Nicki

---

**From:** HPSReception <HPSReception@act.gov.au>  
**Sent:** Tuesday, 30 November 2021 1:49 PM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** [REDACTED]

OFFICIAL

Hi team,

[REDACTED]

Was also sick for a week with gastro after eating at Mrs Kim's Donuts.

Kind Regards,

**Kay Carswell | Admin Officer, Business Management Services**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Health Protection Services | Public Health, Protection and Regulation

Health System Policy & Research | ACT Health Directorate | ACT Government

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



---

**From:** Binns, Philippa (Health)  
**Sent:** Tuesday, 30 November 2021 14:28  
**To:** Hudson, Lyndell (Health)  
**Cc:** Singleton, Sally (Health); Blackwell, Rhian (Health)  
**Subject:** RE: Kim's Donuts - ART 4 Reschedule

OFFICIAL

Hi Lyndell,  
I only work Monday and Tuesday, so Sally will be the contact for tomorrow.  
I can see from her calendar that she has a meeting at midday, so with her more efficient chairing than mine, I'm sure 11.30 would be OK. Otherwise 2pm looks like it is free.  
I think it is best if you are present as we missed you today!  
Cheers  
Pip

---

**From:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Sent:** Tuesday, 30 November 2021 2:24 PM  
**To:** Binns, Philippa (Health) <Philippa.Binns@act.gov.au>  
**Cc:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Blackwell, Rhian (Health) <Rhian.Blackwell@act.gov.au>  
**Subject:** Kim's Donuts - ART 4 Reschedule

OFFICIAL

Hi Philippa,

Any chance we can reschedule the ART for tomorrow from 10:00am to a time suitable after 11.30am?

Noting today's discussion it may be useful if I can attend however happy to send a delegate to brief me after the meeting.

Thanks

Lyndell Hudson | Director, Environmental Health Food Safety

Ph: 02 5124 6125 | Email: [lyndell.hudson@act.gov.au](mailto:lyndell.hudson@act.gov.au)

Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate

25 Mulley Street, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)





**From:** Mirza, Arif (Health)  
**Sent:** Tuesday, 30 November 2021 14:34  
**To:** Hudson, Lyndell (Health)  
**Cc:** Jennings, Verity (Health)  
**Subject:** Draft Interview invite letter - Mrs Kim's Donuts  
**Attachments:** Interview invite - Mrs Kims Donuts.docx

OFFICIAL

Hi Lyndell,

Please see the attached Mrs Kim's Donuts draft interview invite letter for review.

Thanks,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate  
25 Mulvey Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)





To

Director –

Dear

**Mrs Kim's Donuts, 9/15 Tench Street, Kingston, ACT 2604**

The Health Protection Service requires further information on the food business operations on the matter of recent outbreak linked to the food business Mrs Kim's Donuts in Kingston.

The Health Protection Service would like to invite you to attend an interview in relation to above food business matter stated. The interview is proposed to be conducted at the Health Protection Service, 25 Mulley Street Holder, at 9:30am on Thursday 2 December 2021.

The interview will be recorded and you will be provided a copy of the recording before leaving. A transcript will be provided at a later date.

Attendance at the interview is optional. If you attend, you may be accompanied by a legal advisor or any other support you consider necessary. If you require an interpreter please advise of your preferred language or dialect to enable the service to be provided.

If you wish to attend the interview, the Health Protection Service requests you advise if the date and time is acceptable. Please contact Arif Mirza on (02) 5124 9700 or [REDACTED] before 3:00PM on Wednesday 1 December 2021 if you wish to attend the interview, require an interpreter or discuss this matter further.

Director Environmental Health Food  
Health Protection Service

Date: Tuesday 30 November 2021

**From:** Greenville, Felicity (Health)  
**Sent:** Tuesday, 30 November 2021 15:18  
**To:** Allen, Keeley (Health)  
**Subject:** Donut flavours

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

OFFICIAL

Hi,  
[REDACTED] thinks there are also caramilk custard and strawberry custard flavour, and [REDACTED] said there was a Watermelon one the week before but may have been specials, not regular flavour.

Felicity Greenville | Disease Surveillance | Public Health Nurse

Ph: (02) 5124 9214 | Email: [felicity.greenville@act.gov.au](mailto:felicity.greenville@act.gov.au)

Communicable Disease Control, Health Protection Service, Public health, Protection & Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



---

**From:** Hudson, Lyndell (Health) <lyndell.hudson@act.gov.au>  
**Sent:** Tuesday, 30 November 2021 15:25  
**To:** Hudson, Lyndell (Health)  
**Subject:** Interview Invite  
**Attachments:** Mrs Kims Donuts Interview Invite.pdf



Director – [REDACTED]

Dear [REDACTED]

**Mrs Kim's Donuts, 9/15 Tench Street, Kingston, ACT 2604**

The Health Protection Service requires further information on the food business operations on the matter of a recent outbreak linked to the food business Mrs Kim's Donuts.

The Health Protection Service would like to invite you to attend an interview in relation to above food business matter stated. The interview is proposed to be conducted at the Health Protection Service, 25 Mulley Street Holder, at 9:30am on Thursday 2 December 2021.

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[REDACTED]  
Director Environmental Health Food  
Health Protection Service

30 November 2021

---

**From:** Jennings, Verity (Health)  
**Sent:** Tuesday, 30 November 2021 15:28  
**To:** Greenville, Felicity (Health)  
**Subject:** RE: Mrs Kim's Donuts: food poisoning

OFFICIAL

Thank you.  
Greatly appreciated.

Verity

-----Original Message-----

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
Sent: Tuesday, 30 November 2021 3:25 PM  
To: Jennings, Verity (Health) <Verity.Jennings@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
Cc: Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
Subject: RE: Mrs Kim's Donuts: food poisoning

OFFICIAL

Hi Verity,  
I can't see their names in redcap so we will add them to the list and give them a call.

Felicity Greenville | Disease Surveillance | Public Health Nurse  
Ph: (02) 5124 9214 | Email: felicity.greenville@act.gov.au Communicable Disease Control, Health Protection Service,  
Public health, Protection & Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611  
health.act.gov.au

-----Original Message-----

From: Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
Sent: Tuesday, 30 November 2021 3:18 PM  
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
Cc: Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>  
Subject: FW: Mrs Kim's Donuts: food poisoning

OFFICIAL

Hi Team,

EH received the email below from [REDACTED] with a cc to [REDACTED]

The email is not expressly clear if they have had food poisoning, but it seems likely.

EH can send a reply email asking if they have been ill and for their contact details; however we thought it prudent to check with CDC first to ensure they are not customer's you have already engaged with?

Alternatively, if you have a standard email that you have been sending for these email concerns, it would be appreciated if you could action directly if they are not existing cases.

Thank you,

Verity Jennings | Assistant Director Food Safety | Food Safety Auditor Pronoun she / her  
Ph: 02 5124 6124 / [REDACTED] | Email: verity.jennings@act.gov.au Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611  
health.act.gov.au

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-----Original Message-----

From: HPS <HPS@act.gov.au>  
Sent: Saturday, 27 November 2021 5:45 PM  
To: Environmental Health <EnvironmentalHealth@act.gov.au>  
Subject: FW: Mrs Kim's Donuts: food poisoning

OFFICIAL

Lametred Jones | Administration Officer  
Phone: 02 5124 9700 | Email: lametred.jones@act.gov.au Business Management Service, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate  
25 Mulley Street Holder ACT 2611, Locked Bag 5005 Weston Creek ACT 2611 health.act.gov.au

-----Original Message-----

From: [REDACTED] >  
Sent: Saturday, 27 November 2021 10:54 AM  
To: HPS <HPS@act.gov.au>  
Cc: [REDACTED] >  
Subject: Mrs Kim's Donuts: food poisoning

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To whom it may concern,

It appears a majority customers of Mrs Kim's donuts in Kingston have fallen ill with horrific food poisoning in the past week. To my knowledge the shop front is now closed and all social media and contacts have been erased for the business.

I'm not sure what action can be taken, but it's extremely disappointing to not even be issued an apology.



Kind Regards,

[REDACTED]

**From:** Binns, Philippa (Health)  
**Sent:** Tuesday, 30 November 2021 15:32  
**To:** Hudson, Lyndell (Health)  
**Cc:** Pingault, Nevada (Health); Jennings, Verity (Health)  
**Subject:** RE: Notice about food borne illness outbreak - media

OFFICIAL

Thanks Lyndell 😊

---

**From:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Sent:** Tuesday, 30 November 2021 3:04 PM  
**To:** Binns, Philippa (Health) <Philippa.Binns@act.gov.au>  
**Cc:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Jennings, Verity (Health) <Verity.Jennings@act.gov.au>  
**Subject:** RE: Notice about food borne illness outbreak - media

OFFICIAL

Hi Pip

No other information other than what Nevada provided at the ART this morning as she was also in the discussion. I've just spoken with Nevada and will speak with Victor following a chat with the media team.

I have confirmed with the media team and no further enquiries have been made today.

I will keep you updated.

Thanks  
 Lyndell

---

**From:** Binns, Philippa (Health) <[Philippa.Binns@act.gov.au](mailto:Philippa.Binns@act.gov.au)>  
**Sent:** Tuesday, 30 November 2021 2:30 PM  
**To:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Cc:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>  
**Subject:** FW: Notice about food borne illness outbreak - media

OFFICIAL

Hi Lyndell,

We weren't sure at the ART this morning what discussions you had had with Victor regarding his comment "Proposal to prepare/release public statement on status of case investigations, reference fact sheet on food safety and precautions to be taken if symptomatic."

I haven't heard anything further about media interest today.

Thanks for letting us know progress.

Cheers  
Pip

---

**From:** Coleman, Kerry (Health) <[Kerry.Coleman@act.gov.au](mailto:Kerry.Coleman@act.gov.au)>  
**Sent:** Monday, 29 November 2021 7:27 PM  
**To:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Lopa, Liz (Health) <[Liz.Lopa@act.gov.au](mailto:Liz.Lopa@act.gov.au)>  
**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)>; Spencer, Jo (Health) <[Jo.Spencer@act.gov.au](mailto:Jo.Spencer@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Binns, Philippa (Health) <[Philippa.Binns@act.gov.au](mailto:Philippa.Binns@act.gov.au)>  
**Subject:** Re: Notice about food borne illness outbreak - media

Fabulous thanks Victor....

---

**From:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>  
**Sent:** Monday, November 29, 2021 6:43 pm  
**To:** Coleman, Kerry (Health); Lopa, Liz (Health)  
**Cc:** Hudson, Lyndell (Health); Drake, Angie (Health); Spencer, Jo (Health); Pingault, Nevada (Health); Binns, Philippa (Health)  
**Subject:** RE: Notice about food borne illness outbreak - media

Hi Kerry, the business has closed voluntarily and has conducted a deep clean with HPS advice – they have not recommenced trade as they have asked for “an all clear” which we are not in a position to give. I understand from Nevada this evening, that there are two instances of possible secondary transmission.

Victor

---

**From:** Coleman, Kerry (Health) <[Kerry.Coleman@act.gov.au](mailto:Kerry.Coleman@act.gov.au)>  
**Sent:** Monday, 29 November 2021 6:36 PM  
**To:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; Lopa, Liz (Health) <[Liz.Lopa@act.gov.au](mailto:Liz.Lopa@act.gov.au)>  
**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)>; Spencer, Jo (Health) <[Jo.Spencer@act.gov.au](mailto:Jo.Spencer@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Binns, Philippa (Health) <[Philippa.Binns@act.gov.au](mailto:Philippa.Binns@act.gov.au)>  
**Subject:** Re: Notice about food borne illness outbreak - media

Thanks Victor

Team - is there an ongoing risk of exposure here, or are these cases with onset attributable to a previous exposure period?  
K

---

**From:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>  
**Sent:** Monday, November 29, 2021 6:34:29 PM  
**To:** Lopa, Liz (Health) <[Liz.Lopa@act.gov.au](mailto:Liz.Lopa@act.gov.au)>; Coleman, Kerry (Health) <[Kerry.Coleman@act.gov.au](mailto:Kerry.Coleman@act.gov.au)>  
**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)>; Spencer, Jo (Health) <[Jo.Spencer@act.gov.au](mailto:Jo.Spencer@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Binns, Philippa (Health) <[Philippa.Binns@act.gov.au](mailto:Philippa.Binns@act.gov.au)>  
**Subject:** FW: Notice about food borne illness outbreak - media

Hi Liz, Kerry,

For noting. Further media enquiries likely in relation to a food borne illness associated with Kym's Doughnuts in Kingston – working assessment: noro virus based on patient stool samples. As of COB today, 65 cases with further cases investigations pending.

Further ART scheduled for tomorrow at 10am. Proposal to prepare/release public statement on status of case investigations, reference fact sheet on food safety and precautions to be taken if symptomatic.

requestion tonight addressed with response below and indication of further information tomorrow.

Note email below to Access Canberra noting possibility of regulatory measures.

Victor Martin

**From:** Martin, Victor (Health)  
**Sent:** Monday, 29 November 2021 5:56 PM  
**To:** Pryce, David <[David.Pryce@act.gov.au](mailto:David.Pryce@act.gov.au)>; McKinnon, Margaret <[Margaret.McKinnon@act.gov.au](mailto:Margaret.McKinnon@act.gov.au)>  
**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Subject:** Notice about food borne illness outbreak - media  
**Importance:** High

Hi David, Margaret,

Kym's Doughnuts (KD) in Kingston is the subject of an ongoing food borne illness outbreak investigation -suspected noro virus related.

There is growing media interest in the story. See below for a preliminary response to those enquires.

KD is not currently under investigation for food safety breaches

Victor Martin

**From:** Martin, Victor (Health)  
**Sent:** Monday, 29 November 2021 2:29 PM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>; ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>  
**Subject:** RE: [REDACTED] media enquiry

Approved.

Victor

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Monday, 29 November 2021 1:31 PM  
**To:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>; ACT Health Office of the Chief Health Officer <[ACTHealthOCHO@act.gov.au](mailto:ACTHealthOCHO@act.gov.au)>  
**Subject:** FW: [REDACTED] media enquiry  
**Importance:** High

OFFICIAL

Hi everyone,  
 MO has amended our response as below.  
 Victor can you please provide your final clearance for this version.  
 Thanks  
 Angie

**From:** Webber, James <[James.Webber@act.gov.au](mailto:James.Webber@act.gov.au)>  
**Sent:** Monday, 29 November 2021 1:28 PM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** RE: [REDACTED] media enquiry

Thanks Angie, amended response OK to go:

## Response

On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business. Reported symptoms included diarrhoea and vomiting.

ACT Health is investigating these reports and is working with the food business to ensure they are providing safe food.

ACT Public Health Officers undertake routine and proactive compliance activities with food business to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community.

ENDS

**From:** Drake, Angie (Health) <[Angie.Drake@act.gov.au](mailto:Angie.Drake@act.gov.au)> **On Behalf Of** Health Media  
**Sent:** Monday, 29 November 2021 12:28 PM  
**To:** Webber, James <[James.Webber@act.gov.au](mailto:James.Webber@act.gov.au)>  
**Subject:** RE: [REDACTED] media enquiry

OFFICIAL

Hi James

Just running this by you before I send back to [REDACTED]

We've had two media inquiries about Mr Kims donuts and possible food poisoning ([REDACTED] and [REDACTED]). Below is the suggested response from HPS.

*On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.*

*Reports are that the symptoms of the illness are primarily diarrhoea and vomiting. ACT Health is investigating these reports and is working with the food business to ensure they are meeting their responsibility to provide safe food.*

*Food businesses have food safety responsibilities under the Food Act 2001. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.*

Let me know if you're ok for me to forward this on.

Thanks

Angie

**From:** [REDACTED] >  
**Sent:** Monday, 29 November 2021 8:39 AM  
**To:** Health Media <[HealthMedia@act.gov.au](mailto:HealthMedia@act.gov.au)>  
**Subject:** [REDACTED] media enquiry

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning,

My name is [REDACTED] I'm a journalist with [REDACTED]. We've just got a few queries about a potential mass food poisoning event in Canberra.

We've heard reports of multiple people contracting food poisoning from Mrs Kim's donuts in Kingston.

I'm wondering if there's a representative available from ACT Health to comment on the following:

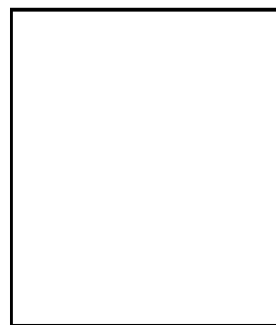
1. Are you aware of people reporting food poisoning from this shop?
2. Has ACT health made contact with the store to find the cause of the food poisoning?

It's for a digital story, so a written statement would work fine.

Any help with a comment on this would be much appreciated! Our deadline is ASAP, but COB today would be our latest.

Many thanks,

[REDACTED]



[REDACTED]  
[REDACTED]

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

**From:** Binns, Philippa (Health)  
**Sent:** Tuesday, 30 November 2021 16:15  
**To:** Hudson, Lyndell (Health)  
**Subject:** RE: Draft Media statement - review

OFFICIAL

Thanks Lyndell,

That all looks good.

Can you confirm the dates of interest please, as I thought it was 20-24<sup>th</sup> inclusive?

Also, I think if we are putting out a statement then we should mention if there have been any hospital admissions.

Many thanks

Pip

**From:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Sent:** Tuesday, 30 November 2021 3:44 PM  
**To:** Binns, Philippa (Health) <Philippa.Binns@act.gov.au>  
**Subject:** Draft Media statement - review  
**Importance:** High

OFFICIAL

Hi Pip

Nevada let me know that it was agreed by the ART that a media statement should be made.

I have drafted the below based off yesterdays media and other emails with information provided.

I thought I would get your input before putting it out to CDC and then to Victor for agreement/approval.

Can you please review the below and amend if required?

Thank you  
 Lyndell

*On 25 November 2021, ACT Health became aware of reports of a number of people becoming ill after consuming food from a Canberra food business.*

*Reports are that the symptoms of the illness are primarily diarrhoea and vomiting. ACT Health is investigating these reports, with over 100 people confirming they became unwell after consuming food from the business between 17 December – 22 December 2021. Public Health Officers are working with the food business to ensure they are meeting their responsibility to provide safe food.*

*If anyone is experiencing symptoms that they are concerned about, they should seek health advice from their regular healthcare provider. A reminder that if you are experiencing symptoms:*

- *Do not go to work or school for at least 24 hours after symptoms have finished, or 48 hours if you work in or attend a high risk setting, such as healthcare, residential care or child-care, or handle food as part of your job.*
- *Wash your hands thoroughly with soap and water after going to the toilet. If soap is not available, use alcohol based hand rub.*



- *Avoid preparing or handling food for other people until symptoms have resolved. If you must prepare or handle food, thoroughly wash your hands beforehand with soap and water to reduce the risk of spreading the infection to others.*
- *After an episode of diarrhoea or vomiting, clean contaminated hard surfaces (for example floors and toilets) immediately using detergent and hot water. Then disinfect surfaces using a bleach-based product diluted according to the manufacturer's instructions.*

*Food businesses have food safety responsibilities under the Food Act 2001. ACT Health Public Health Officers undertake routine and proactive compliance activities with food business to ensure the safety of the ACT community.*

*If people would like to report food-related complaints or concerns, they can contact the Health Protection Service at [hps@act.gov.au](mailto:hps@act.gov.au), or call 5124 9700.*

**Lyndell Hudson | Director, Environmental Health Food Safety**

Ph: 02 5124 6125 | Email: [lyndell.hudson@act.gov.au](mailto:lyndell.hudson@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** Binns, Philippa (Health)  
**Sent:** Tuesday, 30 November 2021 16:51  
**To:** Pingault, Nevada (Health); Allen, Keeley (Health)  
**Subject:** Are you free now to chat with Victor and me?

OFFICIAL

*Dr Philippa Binns | Public Health Physician*

Email: [philippa.binns@act.gov.au](mailto:philippa.binns@act.gov.au)

Mob: [REDACTED]

**Health Protection Service | Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611

[health.act.gov.au](http://health.act.gov.au)

----- Please note my usual days of work are Monday and Tuesday -----

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and region.*



**From:** Pingault, Nevada (Health)  
**Sent:** Tuesday, 30 November 2021 16:58  
**To:** Martin, Victor (Health); Allen, Keeley (Health); Singleton, Sally (Health); Binns, Philippa (Health)  
**Cc:** Benson, Andrew (Health); SupportHPS; Hudson, Lyndell (Health)  
**Subject:** RE: Approval: Draft Media Statement for Mrs Kim's Donut

**OFFICIAL**

Sorry Victor, I was in a meeting when you called.

I don't think we'd need to advise this, I don't think people would likely be freezing donuts, especially filled ones?

Kind regards,  
 Nevada

---

**From:** Martin, Victor (Health) <Victor.Martin@act.gov.au>  
**Sent:** Tuesday, 30 November 2021 4:52 PM  
**To:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>  
**Cc:** Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Subject:** FW: Approval: Draft Media Statement for Mrs Kim's Donut  
**Importance:** High

Dear Colleagues,

Do we need to give ppl advice to dispose of any food purchased from Kim's doughnuts or is this risk disappearingly small?

Victor

---

**From:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Sent:** Tuesday, 30 November 2021 4:28 PM  
**To:** Martin, Victor (Health) <[Victor.Martin@act.gov.au](mailto:Victor.Martin@act.gov.au)>  
**Cc:** Benson, Andrew (Health) <[Andrew.Benson@act.gov.au](mailto:Andrew.Benson@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Binns, Philippa (Health) <[Philippa.Binns@act.gov.au](mailto:Philippa.Binns@act.gov.au)>; SupportHPS <[ED-HPS-support@act.gov.au](mailto:ED-HPS-support@act.gov.au)>  
**Subject:** Approval: Draft Media Statement for Mrs Kim's Donut  
**Importance:** High

**OFFICIAL**

Hi Victor,

Discussions at the ART today were in favour of a media statement. I have discussed and flagged the draft statement with the media team.

I have not named the business as I am concerned this would impact any future/potential prosecution.

If you support a media statement can you please approve and send to the CHO.

Happy to discuss.

Lyndell

*ACT Health is investigating reports of a number of people becoming ill after consuming food from a Canberra business.*

*Reported symptoms include diarrhoea and vomiting. More than 100 people have confirmed that they became unwell after consuming food from the business between 20 November – 24 November 2021. ACT Health is working with the food business to ensure they are meeting their responsibility to provide safe food.*

*If anyone is experiencing symptoms that they are concerned about, they should seek health advice from their regular healthcare provider. ACT Health also takes this opportunity to remind people that if you are experiencing symptoms:*

- *Do not go to work or school for at least 24 hours after symptoms have finished, or 48 hours if you work in or attend a high risk setting, such as healthcare, residential care or child-care, or handle food as part of your job.*
- *Wash your hands thoroughly with soap and water after going to the toilet. If soap is not available, use alcohol based hand rub.*
- *Avoid preparing or handling food for other people until symptoms have resolved. If you must prepare or handle food, thoroughly wash your hands beforehand with soap and water to reduce the risk of spreading the infection to others.*
- *After an episode of diarrhoea or vomiting, clean contaminated hard surfaces (for example floors and toilets) immediately using detergent and hot water. Then disinfect surfaces using a bleach-based product diluted according to the manufacturer's instructions.*

*Food businesses have food safety responsibilities under the Food Act 2001. ACT Health undertake routine and proactive compliance activities with food businesses to ensure the safety of the ACT community.*

*If people would like to report food-related complaints or concerns, they can contact the Health Protection Service at [hps@act.gov.au](mailto:hps@act.gov.au), or call 5124 9700.*

END::

**Lyndell Hudson | Director, Environmental Health Food Safety**

Ph: 02 5124 6125 | Email: [lyndell.hudson@act.gov.au](mailto:lyndell.hudson@act.gov.au)

**Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate**

25 Mulley Street, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)



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**From:** Norbart, Nicki (Health)  
**Sent:** Tuesday, 30 November 2021 17:45  
**To:** Pingault, Nevada (Health)  
**Subject:** RE: Food Poisoning Report

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

UNOFFICIAL

I didn't ask precisely about donuts though I did ask though if she had eaten out or ordered anything from any other cafes such as cake shops. She said she hadn't.

I wasn't sure how specific we were meant to be when talking to them. I had been told late last week when talking to people not to directly ask about donuts unless they mentioned them.

---

**From:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Sent:** Tuesday, 30 November 2021 5:30 PM  
**To:** Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Cc:** Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>  
**Subject:** RE: Food Poisoning Report

UNOFFICIAL

Thanks Nicki, did you ask her whether she had eaten donuts in the 3 days before onset?

If not, we'll follow up in the morning.

Cheers,  
Nevada

---

**From:** Norbart, Nicki (Health) <[Nicki.Norbart@act.gov.au](mailto:Nicki.Norbart@act.gov.au)>  
**Sent:** Tuesday, 30 November 2021 5:24 PM  
**To:** Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Subject:** Food Poisoning Report

UNOFFICIAL

Hi

I took a call today from a lady who suspects she has food poisoning. I took the FPQ as I had her on the phone and at his point she did not mention Mrs Kim's Donuts. I indicated that someone may call her for some more details and she was happy with that. She is also happy to supply a sample if requested.

Kind Regards

Nicki

# Alleged Food Poisoning Complaint

457

Date of interview: 30/11/21	Interviewer: Nicki Norbart	Start time: 4:30pm
<b>Call outcomes</b> C1 No answer C2 – No answer message left C3 – Refusal C4 - Interviewed		<b>Attempts</b> <b>Date / Time</b> 1 ____/____/____ 2 ____/____/____ 3 ____/____/____

## Affected Case Contact Details

## Symptoms

	Yes	No	Date	Time of onset
Nausea	<input checked="" type="checkbox"/>	<input type="checkbox"/>	27/11/21	12am
Stomach cramps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	27/11/21	12am
Vomiting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	27/11/21	12am till 29/11/21
Fever	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Headache	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Diarrhoea	<input checked="" type="checkbox"/>	<input type="checkbox"/>	27/11/21	12pm (Once)
If yes-bloody diarrhoea Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				<b>Incubation period</b> 3 hours to V/D
Predominant symptom: Stomach Pains				
Other symptoms (e.g. tingling) : Burping				
Still experiencing symptoms? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			Date recovered:	
Doctor consulted? Yes <input type="checkbox"/> No <input type="checkbox"/> Date: 4am 28/11/21			Hospital visited? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Contact number:	
Doctor/Hospital name:				
Type of specimens taken (if any): No Able/willing to provide a specimen if required: Yes If outbreak suspected, obtain <u>and record</u> permission to discuss test result with doctor/hospital) Permission granted: Yes/No Date: Time:				
Suspected meal eaten: Hot Pot, Mixed Vegetables, Tofu (Tofu tasted sour)				
Date: 26/11/21	Time: 9pm	Premises name & address: <div style="background-color: black; width: 200px; height: 20px;"></div>		

## Other persons attending meal/place/event

Name	Well	Ill	Shared Household Yes/No	Contact details
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		

**Note:** Establish if affected people live together. Establish if anyone in household suffered similar symptoms up to two weeks prior. If 5 or more family members are sick or 2 or more unrelated people are sick, inform your supervisor to discuss potential outbreak declaration.

## Food History



## Activity History

Travelled in the last 2 weeks	No
Exposure to private water supply	No
Drink bottled water	No
Exposure to tank or bore water	No
Exposure to swimming in pool/lake/beach/estuary	No
Animal exposure (pets, livestock, native)?	No
Gardening exposure (potting soil, etc)	Yes
Exposure to sewer/contaminated water	No
Work with kids/elderly – obtain details Inform Supervisor	No
Food handler – obtain details Inform Supervisor	No

## Notes

  
No routine inspection has been completed.



Signature : Nicki Norbart

Date : 30/11/21

Finish Time: 5pm

**From:** Waters, Natasha (Health)  
**Sent:** Tuesday, 30 November 2021 17:48  
**To:** Wansink, Victoria (Health); Gorkhali, Milan (Health)  
**Subject:** FW: PCR Results for Mrs Kims Donuts/ Kingston  
**Attachments:** M21-0364-[R00].pdf; M21-0367-[R00].pdf; M21-0363-[R00].pdf; M21-0362-[R00].pdf; M21-0365-[R01].pdf; M21-0366-[R01].pdf; M21-0367-[R00].pdf

**OFFICIAL: Sensitive – Personal Privacy**

Kind regards,

**Natasha Waters (she/her) | Assistant Director Microbiology Unit**

Ph: 5124 9176 | Email: [natasha.waters@act.gov.au](mailto:natasha.waters@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**  
 25 Mulley St, Holder ACT 2611

[health.act.gov.au](http://health.act.gov.au)

*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



**From:** Waters, Natasha (Health)  
**Sent:** Tuesday, 30 November 2021 5:36 PM  
**To:** Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Wilson, Maggie (Health) <Maggie.Wilson@act.gov.au>; Jennings, Verity (Health) <Verity.Jennings@act.gov.au>; Mirza, Arif (Health) <Arif.Mirza@act.gov.au>; Rogers, Keith (Health) <Keith.Rogers@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Gilbert, Felicity (Health) <Felicity.Gilbert@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Gomez, Algreg (Health) <Algreg.Gomez@act.gov.au>; Ruthenberg, Jennifer (Health) <Jennifer.Ruthenberg@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>; Blackwell, Rhian (Health) <Rhian.Blackwell@act.gov.au>  
**Subject:** RE: PCR Results for Mrs Kims Donuts/ Kingston

**OFFICIAL: Sensitive – Personal Privacy**

Hi All, Please find attached finalised report for the food samples.

Kind regards,

**Natasha Waters (she/her) | Assistant Director Microbiology Unit**

Ph: 5124 9176 | Email: [natasha.waters@act.gov.au](mailto:natasha.waters@act.gov.au)

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**From:** Waters, Natasha (Health)

**Sent:** Monday, 29 November 2021 4:34 PM

**To:** Singleton, Sally (Health) <[Sally.Singleton@act.gov.au](mailto:Sally.Singleton@act.gov.au)>; Wilson, Maggie (Health) <[Maggie.Wilson@act.gov.au](mailto:Maggie.Wilson@act.gov.au)>; Jennings, Verity (Health) <[Verity.Jennings@act.gov.au](mailto:Verity.Jennings@act.gov.au)>; Mirza, Arif (Health) <[Arif.Mirza@act.gov.au](mailto:Arif.Mirza@act.gov.au)>; Rogers, Keith (Health) <[Keith.Rogers@act.gov.au](mailto:Keith.Rogers@act.gov.au)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>; Gilbert, Felicity (Health) <[Felicity.Gilbert@act.gov.au](mailto:Felicity.Gilbert@act.gov.au)>; Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>; Gomez, Algreg (Health) <[Algreg.Gomez@act.gov.au](mailto:Algreg.Gomez@act.gov.au)>; Ruthenberg, Jennifer (Health) <[Jennifer.Ruthenberg@act.gov.au](mailto:Jennifer.Ruthenberg@act.gov.au)>; Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>; Binns, Philippa (Health) <[Philippa.Binns@act.gov.au](mailto:Philippa.Binns@act.gov.au)>; Blackwell, Rhian (Health) <[Rhian.Blackwell@act.gov.au](mailto:Rhian.Blackwell@act.gov.au)>

**Subject:** PCR Results for Mrs Kims Donuts/ Kingston

**OFFICIAL: Sensitive – Personal Privacy**

Hi all,

All six food samples have returned a negative PCR for *L. monocytogenes* and *Salmonella* spp.

All seven (2<sup>nd</sup> set) swabs have returned negative PCR *L. monocytogenes*. Cultural confirmation steps will continue for these samples.

Piping bag sample is PCR negative for *L. monocytogenes*. Cultural confirmation steps will continue for this sample.

I will send the formal reports through once the analysis is finalised.

Kind regards,

**Natasha Waters (she/her) | Assistant Director Microbiology Unit**

Ph: 5124 9176 | Email: [natasha.waters@act.gov.au](mailto:natasha.waters@act.gov.au)

**ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate**

25 Mulley St, Holder ACT 2611

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*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*



## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0362  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali

**Finalised date:** 30/11/21

**Submitter:** A. Mirza

**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Tiramisu AM-0662- A1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPCresult	30C_72HR	cfu/g	6,800
<i>E.coli</i> count in food	CON4-PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPN	MPN per gram	4.5
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature:



*Milan Gorkhali*

Reporting Officer



**ANALYSIS REPORT**

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0363  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
Holder. ACT

**SAMPLE COMMENTS****RESULTS**

Test EHO Code	Method Code	Units	Hershey AM-0662- B1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPCresult	30C_72HR	cfu/g	6,800
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
<i>E.coli</i> count in food	CON4-PP	cfu per gram	<3
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

**REPORT COMMENT:**

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,  
Client Sample Code/Serial Number where applicable.

**Signature:**



*Milan Gorkhali*

Reporting Officer

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0364  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali

**Finalised date:** 30/11/21

**Submitter:** A. Mirza

**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
 Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test EHO Code	Method Code	Units	Cream AM-0662- C1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPCresult	30C_72HR	cfu/g	920,000*
<i>E.coli</i> count in food	CON4-PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPN	MPN per gram	920.0
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: \_\_\_\_\_

*Milan Gorkhali*

Reporting Officer



**ANALYSIS REPORT**

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0365  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
Holder. ACT

**SAMPLE COMMENTS****RESULTS**


Test EHO Code	Method Code	Units	White Choc AM-0662- D1
Salmonella in 25g of food	SALM_MALDI_C ON	D/ND in 25g	Not Detected
SPCresult	30C_72HR	cfu/g	33,000
<i>E.coli</i> count in food	CON4_PP	cfu per gram	<3
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

**REPORT COMMENT:**

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location,  
Client Sample Code/Serial Number where applicable.

**Signature:** 

*Milan Gorkhali*

Reporting Officer



**ANALYSIS REPORT**

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0366  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** N. Waters  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
Holder. ACT

**SAMPLE COMMENTS****RESULTS**

Test EHO Code	Method Code	Units	Plain Custard AM-0662- E1
Salmonella in 25g of food	SALM_MALDI_CON	D/ND in 25g	Not Detected
SPCresult	30C_72HR	cfu/g	12,000
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
<i>E.coli</i> count in food	CON4_PP	cfu per gram	<3
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

**REPORT COMMENT:**

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: \_\_\_\_\_

*Natasha Waters*  
Reporting Officer

## ANALYSIS REPORT

**Sample source:** Mrs Kim's Donuts/Kingston  
**ACTGAL No:** M21/0367  
**Date collected:** 25/11/21  
**Date tested:** 26/11/21

**Approved by:** M. Gorkhali  
**Finalised date:** 30/11/21  
**Submitter:** A. Mirza  
**Client:** Manager Operations Environmental Health.

**Clients Address:** 25 Mulley Street.  
Holder. ACT

### SAMPLE COMMENTS

### RESULTS

Test	Method Code	Units	Cotton Candy Custard AM-0662-F1
<b>EHO Code</b>			
Salmonella in 25g of food	SALM_MALDI_CON	D/ND in 25g	Not Detected
SPCresult	30C_72HR	cfu/g	5,600
<i>E.coli</i> count in food	CON4_PP	cfu per gram	<3
<i>L. monocytogenes</i> in food	P_A_LMONO	D/ND in 25g	Not Detected
Coliform MPN in Food	CON3_MPN	MPN per gram	<1.8
Coag Pos Staph	COAG_POS	cfu/g	<50
<i>B. cereus</i> result	CON6_SP	cfu/g	<50
<i>C. perfringens</i> result	CON17_PP	cfu/g	<5

### REPORT COMMENT:

P/A = Presence/ absence, NI = Not Isolated, ISO = isolated, [N/A] Test Not Performed, NA = Not Applicable

\* = estimated count only.

Client Provided Data Fields: Sample Description, Date/Times Sampled, Date of Disinfection, Use by Date, Location, Client Sample Code/Serial Number where applicable.

Signature: \_\_\_\_\_

*Milan Gorkhali*

Reporting Officer



To

Director –

Dear

**Mrs Kim's Donuts, 9/15 Tench Street, Kingston, ACT 2604**

The Health Protection Service requires further information on the food business operations on the matter of recent outbreak linked to the food business Mrs Kim's Donuts in Kingston.

The Health Protection Service would like to invite you to attend an interview in relation to above food business matter stated. The interview is proposed to be conducted at the Health Protection Service, 25 Mulley Street Holder, at 9:30am on Thursday 2 December 2021.

The interview will be recorded and you will be provided a copy of the recording before leaving. A transcript will be provided at a later date.

Attendance at the interview is optional. If you attend, you may be accompanied by a legal advisor or any other support you consider necessary. If you require an interpreter please advise of your preferred language or dialect to enable the service to be provided.

If you wish to attend the interview, the Health Protection Service requests you advise if the date and time is acceptable. Please contact Arif Mirza on (02) 5124 9700 or [REDACTED] before 3:00PM on Wednesday 1 December 2021 if you wish to attend the interview, require an interpreter or discuss this matter further.

Director Environmental Health Food  
Health Protection Service

Date: Tuesday 30 November 2021