
From: Hudson, Lyndell (Health)
Sent: Wednesday, 1 December 2021 07:51
To: Norbart, Nicki (Health)
Subject: FW: Food Poisoning- [REDACTED]

Follow Up Flag: Follow up
Flag Status: Completed

UNOFFICIAL

Hi Nicki

Just making sure this one does not slip through.

If you have not done so already please process as usual.

Thanks
Lyndell

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Monday, 29 November 2021 5:57 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Food Poisoning- [REDACTED]

UNOFFICIAL

Hi Nicki,

[REDACTED]

Could you please follow up with her via phone or email.
Thank you

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



From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Monday, 29 November 2021 3:58 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Food Poisoning- [REDACTED]

UNOFFICIAL

Hi

I have been trying to contact these people since they emailed on Thursday. We only got their number late on Thursday and they wanted us to call after 6pm on Friday which we didn't.

They may be linked to Mrs Kim's.

Kind Regards
Nicki

From: Environmental Health
Sent: Friday, 26 November 2021 9:23 AM
To: [REDACTED] >
Subject: RE: Food Poisoning- [REDACTED]

UNOFFICIAL

Hi [REDACTED]

Thank you.

Were you one of the two who came down ill? Do you have the contact number for those who were ill as we would like to talk to them as well.

Kind Regards

Nicki

From: [REDACTED] >
Sent: Thursday, 25 November 2021 5:04 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Re: Food Poisoning- [REDACTED]

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.

[REDACTED]

Regards,
[REDACTED]

On Thu, 25 Nov 2021 at 2:06 pm, Environmental Health <EnvironmentalHealth@act.gov.au> wrote:

OFFICIAL

Dear [REDACTED]

I am hoping to contact you regarding your complaint about the [REDACTED] restaurant you ate at in Braddon. Is it possible to call you and have a talk about it?

Kind Regards

Nicki

From: [REDACTED] >
Sent: Tuesday, 23 November 2021 9:22 PM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning- [REDACTED]

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.

Dear Admin,

[REDACTED]

[REDACTED]

[REDACTED]

Looking forward to hearing from you.

Regards,

[REDACTED]

--

[REDACTED]

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

--

[REDACTED]

From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Wednesday, 1 December 2021 08:43
To: Environmental Health
Subject: FW: Mrs Kim's Donuts Food Poisoning

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 1 December 2021 7:35 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.

Hi,

[REDACTED]

Unfortunately, we don't have a sample of the food, as it took 24 hours to have an effect.


We would be very grateful if you could look into this, as we have heard from many other people that they have also gotten food poisoning from here. [REDACTED]

Our contact details are:

[REDACTED]

[REDACTED]

[REDACTED]



Thank you so much.

Kind Regards,



From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Wednesday, 1 December 2021 08:44
To: Environmental Health
Subject: FW: Food poisoning Mrs.Kims donuts

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 7:18 AM
To: HPS <HPS@act.gov.au>
Subject: Food poisoning Mrs.Kims 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

[REDACTED] cases of food poisoning after eating at Mrs Kim's donuts and wanted to report myself as an additional case. I ate from Mrs Kim's donuts on Sunday 24 November and then within 24 hours became incredibly ill [REDACTED]

Thank you
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 1 December 2021 09:15
To: Marmor, Alexandra (Health)
Cc: Allen, Keeley (Health); Greenville, Felicity (Health)
Subject: Re: Further information for food poisoning complaint - [REDACTED]

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,

Thanks for the support and advice [REDACTED]

[REDACTED] They are also unable to specifically identify which donuts they had - it was a box of mixed six donuts with different custard and chocolate cream fillings. They were eaten over Wednesday and Thursday and symptoms began on Friday. The donuts were bought on Tuesday.

Cheers

[REDACTED]

On 29 Nov 2021, at 5:43 pm, Marmor, Alexandra (Health) <Alexandra.Marmor@act.gov.au> wrote:

Dear [REDACTED]

thanks for your time on the phone today.

Could you please 'reply all' when you reply, as I am not at work on Tuesdays.

When you speak with your parents, could you please clarify (for each of them


- The time the donuts were eaten
- the time that the vomiting started
- which donuts were eaten (see the list)

It is a long list! So if it is too tricky, just letting us know of they were plain, iced/glazed, jam or filled with a custard or chocolate filling it will help.

Cinnamon
 Glazed Crunch
 Glazed Raspberry
 Original Glaze
 Pink M&Ms
 Dark Chocolate Mousse
 Jam
 Creme Brulee
 Cream and Jam
 Lemon Cheesecake
 Oreo Cheesecake

Biscoff Custard
 Tiramisu Custard
 Vanilla Custard
 Chocolate M&Ms
 Nutella
 Nutella Pods
 Nutella KitKat
 Salted Caramel
 Cotton Candy Custard
 Biscoff Milky Bar Gold
 Ferrero Rocher
 Taro Custard
 Biscoff Cheesecake
 Mars Bar
 Snickers
 Cookies and Cream
 Boston Cream
 Mango Custard
 Pistacho_custard
 Cheesecake_crumble

Here is a link to our gastro factsheet <https://health.act.gov.au/sites/default/files/2018-10/Viral%20Gastroenteritis.pdf>

 We will be in contact tomorrow to
 arrange the details

kind regards
 Alex

Alexandra Marmor | Epidemiologist | Surveillance Coordinator
 Phone: 02 5124 9210 | Email: 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

---- I am not at work on Tuesdays or on Wednesday afternoons ----

<image001.jpg>

 This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient,
 please notify the sender and delete all copies of this transmission along with any attachments immediately. You
 should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Environmental Health
Sent: Wednesday, 1 December 2021 09:28
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food poisoning Mrs.Kims donuts

OFFICIAL

Hi

This email also came in this morning.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 7:18 AM
To: HPS <HPS@act.gov.au>
Subject: Food poisoning Mrs.Kims 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

[REDACTED] cases of food poisoning after eating at Mrs Kim's donuts and wanted to report myself as an additional case. I ate from Mrs Kim's donuts on Sunday 24 November and then within 24 hours became incredibly ill [REDACTED]
[REDACTED]

Thank you
[REDACTED]

From: Environmental Health
Sent: Wednesday, 1 December 2021 09:29
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts Food Poisoning

OFFICIAL

Hi

This one has is also commenting on Mrs Kim's Donuts.

Kind Regards
Nicki

-----Original Message-----

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 7:35 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.

Hi,

[REDACTED]

Unfortunately, we don't have a sample of the food, as it took 24 hours to have an effect.


We would be very grateful if you could look into this, as we have heard from many other people that they have also gotten food poisoning from here [REDACTED]

Our contact details are:

[REDACTED]

[REDACTED]

[REDACTED]



Thank you so much.

Kind Regards,



From: Environmental Health
Sent: Wednesday, 1 December 2021 09:30
To: Greenville, Felicity (Health); Allen, Keeley (Health); Pingault, Nevada (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food Poisoning Complaint

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

Here is another one that mentions Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 7:56 AM
To: HPS <HPS@act.gov.au>
Subject: 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.

Hello there,

On the 20th and 21st of November I had purchased donuts from Mrs Kim's Donuts. I have put their details below but this was for their shop in Kingston.

[REDACTED]

Unfortunately I threw out the remainder of the food as at the time I did not think to peruse this further.

If needing to contact me please reply to me on this email address.

Kind Regards,

[REDACTED]
Additional comment actions

- [KEYS HOLME PTY LTD](#)
- 86 642 369 917
- Trading as [MRS KIM'S DONUTS](#)

<https://www.health.act.gov.au/about-our-health-system/population-health/public-health-complaints>

Upvote 13 Downvote
Reply

From: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 09:32
To: Environmental Health
Cc: Hudson, Lyndell (Health); Pingault, Nevada (Health); Greenville, Felicity (Health)
Subject: RE: Possible (?) food poisoning

OFFICIAL

Hi Nicki,

As this one doesn't mention Mrs Kims Donuts, and it's later than the window for the outbreak we're investigating, can this go to the Food Safety team for a BAU food poisoning complaint?

Thank you for your help.

Best,
keeley

-----Original Message-----

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Wednesday, 1 December 2021 9:26 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: Possible (?) food poisoning

OFFICIAL

Hi

This email was received this morning via the HPS inbox.

Kind Regards
Nicki

-----Original Message-----

-----Original Message-----

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 6:17 AM
To: HPS <HPS@act.gov.au>
Subject: Possible (?) 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,

[REDACTED]

[REDACTED]

[REDACTED]

Kind regards,

[REDACTED]

Sent from my iPhone

From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Wednesday, 1 December 2021 09:37
To: Environmental Health
Subject: FW: Food Poisoning - Mrs Kim's donuts in Kingston ACT [SEC=UNOFFICIAL]

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 9:31 AM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning - Mrs Kim's donuts in Kingston ACT [SEC=UNOFFICIAL]

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.

UNOFFICIAL

Good Morning,

I've just read the article released by [REDACTED] regarding food poisoning reported last week from Mrs Kim's donuts in Kingston.

[REDACTED]

I have eaten from this establishment many times before without any issues. There could have been a one-off contamination that has caused this outbreak but I don't feel like they have been negligence in the past nor intentional negligence on this occasion. I am hopeful they can come out of this on the better side and re-open as per normal.

If you need any further details, please don't hesitate to reach out.

Many Thanks,

[REDACTED]

UNOFFICIAL

Please Note: The information contained in this e-mail message and any attached files may be confidential information and may also be the subject of legal professional privilege. If you are not the intended recipient, any use, disclosure or copying of this e-mail is unauthorised. If you have received this e-mail by error please notify the sender immediately by reply e-mail and delete all copies of this transmission together with any attachments.

From: Environmental Health
Sent: Wednesday, 1 December 2021 09:39
To: Greenville, Felicity (Health); Allen, Keeley (Health); Pingault, Nevada (Health)
Subject: FW: Food Poisoning - Mrs Kim's donuts in Kingston ACT [SEC=UNOFFICIAL]

OFFICIAL

Hi

Here is another email regarding people having eaten at Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED]
Sent: Wednesday, 1 December 2021 9:31 AM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning - Mrs Kim's donuts in Kingston ACT [SEC=UNOFFICIAL]

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.

UNOFFICIAL

Good Morning,

I've just read the article released by [REDACTED] regarding food poisoning reported last week from Mrs Kim's donuts in Kingston.

[REDACTED]

I have eaten from this establishment many times before without any issues. There could have been a one-off contamination that has caused this outbreak but I don't feel like they have been negligence in the past nor intentional negligence on this occasion. I am hopeful they can come out of this on the better side and re-open as per normal.

If you need any further details, please don't hesitate to reach out.

Many Thanks,

[REDACTED]

UNOFFICIAL

Please Note: The information contained in this e-mail message and any attached files may be confidential information and may also be the subject of legal professional privilege. If you are not the intended recipient, any use, disclosure or copying of this e-mail is unauthorised. If you have received this e-mail by error please notify the sender immediately by reply e-mail and delete all copies of this transmission together with any attachments.

From: [REDACTED]
Sent: Wednesday, 1 December 2021 09:39
To: Mirza, Arif (Health)
Subject: Re: Interview invite for further information - Mrs Kims Donuts - 30/11/2021

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 will not be available for this interview

----- Original Message -----

On Tuesday, 30 Nov, 2021 At 4:48 PM, Mirza, Arif (Health)<Arif.Mirza@act.gov.au> wrote:

OFFICIAL

Hi [REDACTED],

Thank you for your time over the phone to discuss the preliminary sampling results.

As discussed, please see attached a formal invitation to an interview to discuss matters of food business operation at Mrs Kims Donuts.

Can you please confirm your attendance to the interview by responding to this email.

If you have any questions please feel free to give me a call.

Kind regards,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: arif.mirza@act.gov.au

Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate
25 Mulley Street, Holder, ACT 2611 | health.act.gov.au



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.



[REDACTED]
Director – KEYS HOLME PTY LTD

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.

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 to confirm your attendance, require an interpreter or discuss this matter further.

[REDACTED]
Director Environmental Health Food
Health Protection Service

30 November 2021

From: Environmental Health
Sent: Wednesday, 1 December 2021 09:40
To: Pingault, Nevada (Health); Allen, Keeley (Health); Allen, Keeley (Health)
Subject: FW: Food Poisoning - Mrs. Kim's Doughnuts (Kingston)

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

Here is another email regarding people having eaten at Mrs Kim's Donuts.

Kind Regards
Nicki

From: Mitchell, Michelle (Health) <Michelle.Mitchell@act.gov.au> **On Behalf Of** HPS
Sent: Wednesday, 1 December 2021 9:37 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food Poisoning - Mrs. Kim's Doughnuts (Kingston)

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 9:13 AM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning - Mrs. Kim's Doughnuts (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] norovirus like symptoms since eating
doughnuts from Mrs. Kim's doughnuts (in Kingston)

[REDACTED]

[REDACTED]

[REDACTED]

I was made aware of this “cluster” of illness through a friend that had also fallen ill after purchasing doughnuts from the same location on the same day.

[REDACTED]

I can be contacted on this email or the via the following details, if further information is required.

[REDACTED]

From: Environmental Health
Sent: Wednesday, 1 December 2021 09:48
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

This call was taken by BMS this morning.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Wednesday, 1 December 2021 9:42 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL

[REDACTED]

[REDACTED] is the office manager and purchased 30 donuts from Mrs Kim's Donuts on Wednesday for a morning tea, 4 known people became ill.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Environmental Health
Sent: Wednesday, 1 December 2021 09:49
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food Poisoning complaint at Kim's Donuts, Kingston

UNOFFICIAL

Hi

This call was also received by BMS this morning.

Kind Regards
Nicki

From: Wade, Elif (Health) <Elif.Wade@act.gov.au> **On Behalf Of** HPS
Sent: Wednesday, 1 December 2021 9:44 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Food Poisoning complaint at Kim's Donuts, Kingston

Hi,

Mr [REDACTED] called about food poisoning complaint at Kim's Donuts in Kingston.

His telephone number is [REDACTED].

As requested, I told him related department will get in touch with him.

Thanks and regards,

Elif (she/her) | Administration Service Officer

Phone: 02 5124 9700 | Email: hps@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



From: Drake, Angie (Health)
Sent: Wednesday, 1 December 2021 09:51
To: Pingault, Nevada (Health); Martin, Victor (Health); Hudson, Lyndell (Health)
Subject: RE: Mrs Kim's article in [REDACTED]

OFFICIAL

I've asked Benno to get the article and I'll send it over
thanks

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 9:43 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: Mrs Kim's article in [REDACTED]

OFFICIAL

Hi Angie,

We've heard this morning that the [REDACTED] has run an article about the outbreak at Mrs Kim's (business named). It's a subscription only article, may you please send us a copy of the article?
Apparently they've quoted the number we provided and associated it with the food business. A bit naughty, they've got the association right, but who's to say we weren't investigating another large outbreak...

We've got another lot of complaints come through this morning, probably in response to the article.

Thank you,
Nevada

Dr Nevada Pingault PhD, FASM, MAIMS
Manager, Disease Surveillance
Ph: 5124 6254 | Email: nevada.pingault@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



From: Environmental Health
Sent: Wednesday, 1 December 2021 10:04
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food Poisoning Complaint at Kim's Donuts

UNOFFICIAL

Hi

██████ called through BMS this morning to report a food poisoning from Mrs Kim's Donuts.

Kind Regards
Nicki

From: Wade, Elif (Health) <Elif.Wade@act.gov.au> **On Behalf Of** HPS
Sent: Wednesday, 1 December 2021 10:00 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Food Poisoning Complaint at Kim's Donuts

Hi

Mr ████████ called about the issue. He said that he had had food poisoning on 20 November ████████

His number is ████████.

Thanks and regards,

[Elif \(she/her\) | Administration Service Officer](#)

Phone: 02 5124 9700 | Email: hps@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



From: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 10:19
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or **cdc@act.gov.au**

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Wednesday, 1 December 2021 10:24
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



Thank you for providing the contact details for [REDACTED] and [REDACTED]. We will be emailing them separately to access the questionnaire.

If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Greenville, Felicity (Health)
Sent: Wednesday, 1 December 2021 10:24
To: Pingault, Nevada (Health); Allen, Keeley (Health)
Subject: Norovirus testing

OFFICIAL

Hi Nevada,

Any word from Karina if they received the sample from Capital Path for [REDACTED] It doesn't come up on the results page but it might not since sent from another lab.

Just wondering if I need to chase up.

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



From: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 10:29
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by [REDACTED] as someone who shared food with them from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Huggett, Romaine (Health)
Sent: Wednesday, 1 December 2021 10:29
To: Pingault, Nevada (Health); Allen, Keeley (Health); Marmor, Alexandra (Health); Greenville, Felicity (Health)
Cc: Evans, Raleigh (Health); Sgouros, Fotis (Health); Howard, Chloe (Health); Stuckey, Chelsea (Health)
Subject: FW: Article in Canberra Times - re food poisoning.

Follow Up Flag: Follow up
Flag Status: Completed

FYI

Romaine Huggett | Public Health Officer | Infection Control
Phone: 02 5124 9235 | Mobile: [REDACTED]
romaine.huggett@act.gov.au
Health Protection Service | Public Health, Protection and Regulation | ACT Health
Phone: 02 5124 9235 | Mobile: [REDACTED]
25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611
health.act.gov.au

From: Moroney, Rebecca (Health) <Rebecca.L.Moroney@act.gov.au> **On Behalf Of** SupportHPS
Sent: Wednesday, 1 December 2021 10:23 AM
To: Huggett, Romaine (Health) <Romaine.Huggett@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Article in Canberra Times - re food poisoning.

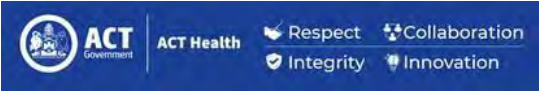
OFFICIAL

Hi Romaine and Lyndell

For your information.

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
Business Management Services, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate
25 Mulley St, Holder, ACT 2611
health.act.gov.au



From: Health Media <HealthMedia@act.gov.au>
Sent: Wednesday, 1 December 2021 10:19 AM
To: SupportHPS <ED-HPS-support@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Article in Canberra Times - re food poisoning.

OFFICIAL

Here you go:

ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints

[Olivia Ireland](#)

[Top Stories](#)



ACT Health is investigating Mrs Kim's after 60 people reported falling ill after eating there. Picture: Elesä Kurtz
ACT Health is investigating a Kingston donut shop after more than 60 people complained of food poisoning after eating there.

Mrs Kim's opened on July 8 and became a popular takeaway option for locked down Canberrans, selling up to 1000 donuts a day.

But the business has now been closed following reports of gastro symptoms from customers who consumed food from the premises.

ACT Health said investigations were under way into the business after it was notified last Thursday.

The small business has taken down its Facebook, Instagram and Uber Eats profiles.

ACT Health plans to work with the business to ensure it is providing safe food. It is unknown when, or if, Mrs Kim's plans to reopen.

"ACT public health officers undertake routine and proactive compliance activities with food businesses to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community," a government spokesperson said.

Mrs Kim's has been contacted for comment.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Moroney, Rebecca (Health) <Rebecca.L.Moroney@act.gov.au> **On Behalf Of** SupportHPS
Sent: Wednesday, 1 December 2021 10:15 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Article in Canberra Times - re food poisoning.

OFFICIAL

Hi Team

There is article in the Canberra Times today about food poisoning from Mrs Kims Donuts – are you able to send me a copy I can share with our Food Safety and Infection Control teams so they know what is out in the public ? They are already getting calls.

(I am now going to also send an email to MediaMonitoring@act.gov.au to ask Victor to be added to the Isentia daily media reports)

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

Business Management Services, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulvey St, Holder, ACT 2611

health.act.gov.au



From: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 10:32
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by [REDACTED] as someone who shared food with them from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Wednesday, 1 December 2021 10:41
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with your family members so they can each complete the questionnaire, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Stefanovic, Milica (Health) on behalf of ACT Health, Communicable Diseases
Sent: Wednesday, 1 December 2021 11:16
To: Allen, Keeley (Health); Greenville, Felicity (Health)
Subject: FW: Food Poisoning Investigation [SEC=OFFICIAL]

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL: Sensitive - Personal Privacy

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 11:11 AM
To: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>
Subject: RE: Food Poisoning Investigation [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.

OFFICIAL

Thanks Keeley, [REDACTED]. From what I can gather, it was the filled donuts that were the issue.
[REDACTED]

Appreciate your prompt action on this matter.

Many Thanks,

[REDACTED]

OFFICIAL

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Wednesday, 1 December 2021 10:45 AM
To: [REDACTED] >
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED], and anyone else who may have eaten with you from Mrs Kim's Donuts, even if they have been well.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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.



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Please Note: The information contained in this e-mail message and any attached files may be confidential information and may also be the subject of legal professional privilege. If you are not the intended recipient, any use, disclosure or copying of this e-mail is unauthorised. If you have received this e-mail by error please notify the sender immediately by reply e-mail and delete all copies of this transmission together with any attachments.

From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Wednesday, 1 December 2021 11:23
To: Environmental Health
Subject: FW: Food poisoning- mrs Kim's donuts

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

-----Original Message-----

From: [REDACTED] >

Sent: Wednesday, 1 December 2021 11:02 AM

To: HPS <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.

Hi,

I ate a chocolate cream filled donut from Mrs Kim's donuts on Wed 24 Nov at about 1030. I became sick on Thursday evening [REDACTED]

[REDACTED]

[REDACTED]

Sent from my iPhone

From: Environmental Health
Sent: Wednesday, 1 December 2021 11:25
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Subject: FW: Food poisoning- mrs Kim's donuts

OFFICIAL

Hi

I have received this from the HPS inbox.

Kind Regards
Nicki

-----Original Message-----

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 11:02 AM
To: HPS <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.

Hi,

I ate a chocolate cream filled donut from Mrs Kim's donuts on Wed 24 Nov at about 1030. I became sick on Thursday evening [REDACTED]

[REDACTED]

[REDACTED]

Sent from my iPhone

From: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 11:34
To: [REDACTED]
Subject: RE: Food poisoning- mrs Kim's donuts

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for your time on the phone today.

As we discussed, we have set up a survey for you and your colleagues regarding the catering from Mrs Kim's Donuts last Wednesday 24 November 2021. Please fill in the short questionnaire at the link below. All information is kept confidential and is only used for the purposes of this food poisoning investigation. Please forward on the link if you have other colleagues who also ate at the event on Wednesday and who may have missed [REDACTED] email.

<https://redcap.link/zg4ss9zn>

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Mitchell, Michelle (Health) on behalf of HPS
Sent: Wednesday, 1 December 2021 11:36
To: Environmental Health
Subject: FW: FOOD POISONING COMPLAINT - MRS KIMS DONUTS 23/11/21

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 11:34 AM
To: HPS <HPS@act.gov.au>
Subject: FOOD POISONING COMPLAINT - MRS KIMS DONUTS 23/11/21

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.

Hello,

I would like to make a complaint about ;

MRS KIMS DONUTS

Delivered through [REDACTED]

Food poisoning

Bought 6 donuts on 23/11/21 between 3 people

1st person started feeling sick 24/11/21

2nd and 3rd person started feeling sick 25/11/21

Lastest about 4 days – [REDACTED]

Contact details; [REDACTED]

We did not keep a sample of the food, it was all consumed

Thankyou

Kind Regards,

[REDACTED]

[REDACTED]

From: Environmental Health
Sent: Wednesday, 1 December 2021 11:48
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: FOOD POISONING COMPLAINT - MRS KIMS DONUTS 23/11/21

OFFICIAL

Hi

Here is a report for 3 people who were ill from the donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 11:34 AM
To: HPS <HPS@act.gov.au>
Subject: FOOD POISONING COMPLAINT - MRS KIMS DONUTS 23/11/21

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.

Hello,

I would like to make a complaint about ;

MRS KIMS DONUTS

Delivered through [REDACTED]
Food poisoning

Bought 6 donuts on 23/11/21 between 3 people

1st person started feeling sick 24/11/21

2nd and 3rd person started feeling sick 25/11/21

Lastest about 4 days – [REDACTED]

Contact details; [REDACTED]
We did not keep a sample of the food, it was all consumed

Thankyou

Kind Regards,



From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Wednesday, 1 December 2021 12:15
To: Environmental Health
Subject: FW: Mrs Kim's donuts

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 12:14 PM
To: HPS <HPS@act.gov.au>
Cc: [REDACTED]
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.

Hello,

[REDACTED] donuts from Mrs Kim's donuts on the afternoon of Tuesday 23rd November. We both became terribly sick but have since mostly recovered.

Is there anything else that we should be aware of with this food poisoning?

Thank you,
[REDACTED]

From: Environmental Health
Sent: Wednesday, 1 December 2021 12:22
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Subject: FW: Mrs Kim's donuts

OFFICIAL

Hi

Here is another email with details of Mrs Kims Donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 12:14 PM
To: HPS <HPS@act.gov.au>
Cc: [REDACTED] >
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.

Hello,

[REDACTED] donuts from Mrs Kim's donuts on the afternoon of Tuesday 23rd November. We both became terribly sick but have since mostly recovered.

Is there anything else that we should be aware of with this food poisoning?

Thank you,
[REDACTED].

From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Wednesday, 1 December 2021 12:29
To: Environmental Health
Subject: FW: Food Poisoning at Mrs Kim's Donuts

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

-----Original Message-----

From: [REDACTED] >

Sent: Wednesday, 1 December 2021 12:19 PM

To: HPS <HPS@act.gov.au>

Subject: Food Poisoning at 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.

Hello,

I would like to complain about a food poisoning incident from Mrs Kim's Donuts, 9/15 Tench St, Kingston. [REDACTED]

[REDACTED] severely ill later that week.

Thanks,

[REDACTED]

From: Environmental Health
Sent: Wednesday, 1 December 2021 12:30
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food Poisoning at Mrs Kim's Donuts

OFFICIAL

Hi

Here is another email that came in for Mrs Kim's Donuts.

Kind Regards
Nicki

-----Original Message-----

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 12:19 PM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning at 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.

Hello,

I would like to complain about a food poisoning incident from Mrs Kim's Donuts, 9/15 Tench St, Kingston. [REDACTED]
[REDACTED] severely ill later that week.

Thanks,
[REDACTED]

From: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 12:58
To: [REDACTED]
Subject: Food Poisoning Investigation - catered morning tea at [REDACTED]

Dear [REDACTED],

Thank you for your time on the phone today.

We would appreciate your help in distributing the short questionnaire below to anyone who attended the morning tea at [REDACTED] on Wednesday 24 November 2021, even if they were not ill. All details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. I have included a short blurb about the questionnaire as well if that would help with the distribution.

If anyone has questions, they can contact Keeley or Felicity at ACT Health on **5124 9213**.

Good afternoon,

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint.

<https://redcap.link/zutimegi>



Even if you were well after eating the food from Mrs Kim's, giving us information about what you ate can help identify which food (if any) may have been responsible for the illness in others.

If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au.

Thank you again for all your assistance in this matter.

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Environmental Health
Sent: Wednesday, 1 December 2021 13:12
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Here are the details of a lady who called regarding Mrs Kim's Donuts.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Wednesday, 1 December 2021 1:10 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL

[REDACTED]

[REDACTED] became very ill after eating them.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services
Ph: 02 5124 9700 | Email: 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



| Acute Response Team (ART) – Meeting Outcomes | |
|---|--|
| ART Chair: | Dr Sally Singleton |
| Incident Name: | Potential Food Borne Illness outbreak - Mrs Kim's Donuts |
| Meeting date: 1 December 2021 14:00hrs ART #4 | |
| First ART Date: | 26 November 2021, 10:00hrs |
| Attendees: | <p><u>Health Protection Service:</u> HPS Public Health Dr Sally Singleton</p> <p><u>HECC:</u> HPS Food: Keith Rogers, Verity Jennings, Arif Mirza, Lyndell Hudson HPS ACTGAL Microbiology Lab: Natasha Waters, Victoria Wansink HPS Communicable Disease Control: Keeley Allen, Nevada Pingault, Al Gomez HPS HEMU: Rhian Blackwell, Sam Kelly HPS VMU: Fodi Sgouri</p> |
| No. of Confirmed Cases: | 184 case interviews/surveys completed across multiple purchases. 131 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>Situation (precis) 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>Situational update:</p> <p>Media ([REDACTED]) ran story on the outbreak. No information or business names gathered from ACT Health. Has noted an increase in complaints from public to HPS.</p> <p>EH Food team Previous action items</p> <ul style="list-style-type: none"> • Verity to update Lyndell to lead development of media statements with PHRaP, Health media for EBM/CHO clearance. COMPLETED – now working to develop 'info' and news items. See action items. • Were family members unwell and if so, were they at the premise at all? Investigate and liaise with CDC with outcome. <i>Ongoing</i> – Unknown, unable to discuss but information requested. |

| | |
|--|--|
| | <ul style="list-style-type: none"> • Liaise with CDC to confirm whether staffing query outcome requires further interviews (confirmation if other staff were indeed onsite). • 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. Proprietor states completed, but unable to have conversation to confirm the processes and steps taken • Toilet cleaning question (process, who and how often) asked – awaiting information. <i>COMPLETED</i> Provided in writing, staff clean toilet, staff only. Done on separate schedule to food production. • Maintain voluntary closure. <i>Ongoing</i>. Reported that premise voluntarily closed prior to reports/issues being reported. HPS have NOT closed the premise, so cannot 'clear' the premise • Once cleaning, confirmation of staff health etc completed, EH have no further reason to note continued closure. <i>Noted</i> • Provide ART dot point summary of site investigation. Outstanding <p>Update Visit 01/12/21</p> <ul style="list-style-type: none"> • Formal interview proposed and accepted by proprietors for 1/12/21, then declined on the back of media reports and other concerns. Proprietor stating still interstate <p>Trading and risk</p> <ul style="list-style-type: none"> • Not currently trading. <p>Closure and cleaning</p> <ul style="list-style-type: none"> • Arif conversation with [REDACTED] Planning to meet onsite, or at HPS. They are happy to meet onsite and make arrangements to meet on Friday or early next week. Notification from midday 2/12/21. • Proprietor pushing for HPS clearance prior to reopening <p>Media update</p> <ul style="list-style-type: none"> • Public awareness has been noted due to [REDACTED] and Social media. • HPS had agreed NOT to provide name of business, unsure where the name was gathered. • Requests from media to HPS on Monday were provided the blanket statement about food safety in Canberra Businesses. • Unsure any benefits of ACT Health statements at this time in respect to business specifics. • Public awareness RE: food handling, gastro symptoms and treatment, general hand hygiene, not attending work etc to be placed on website as news item. <p>ACTGAL – Previous action items</p> <ul style="list-style-type: none"> • Awaiting authorised results – Will send out once complete. • Authorisation of food results, continuation of analysis on swabs and piping bag. <i>Ongoing</i> Piping bag and swab samples ongoing. <p>Update</p> <ul style="list-style-type: none"> • Nil further updates • Question from EH RE: use of noted coliforms in results – can they be used in part of education and information to food business. Noting no clear |
|--|--|



| | |
|---|--|
| | <p>'safe' levels noted. Could be indicative of a hand hygiene or cleaning issue, however if it was due to hand hygiene etc, it would usually be noted to be across more samples – Wansink.</p> <p>CDC</p> <p>Previous action items</p> <ul style="list-style-type: none"> 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. <i>Completed</i> – Customers report multiple staff onsite. COMMS to GPs, hospital WiCs requesting stool samples for anyone presenting with current D&V. <i>Completed</i> Sent 'up the line' through HPS EBM, no further advice received. <p>Update</p> <ul style="list-style-type: none"> 100% purchases between 20-24 November, no changes to date range <ul style="list-style-type: none"> 100% report eating at least a donut 84% filling donut of any flavour 184 people interviewed and surveyed <ul style="list-style-type: none"> 83 by phone, the rest on surveys Surveys being set to those complaining via email. 5 cohorts, 1 extra since last update. 131/184 are ill <ul style="list-style-type: none"> Illness reported from 21-27 November (checking consumption dates) Duration of illness average 24-48 hours <ul style="list-style-type: none"> 83% Diarrhoea 71% Vomiting 55% Fevers Further reports of illness still being received <p>Presentations.</p> <ul style="list-style-type: none"> 1 GP presentation then to Qbn hospital. Stool sample, but no viral studies completed Stool samples sent out, 1 x return, 1 x waiting, 2 x unable to pass 4 positive cases related to the [REDACTED] Kims cross over family group [REDACTED] samples to be followed up 1 x case tested through Capital pathology, viral testing negative. CDC requested sample sent to ACT pathology due to different processes. Agreed, but no confirmation as yet. <p>NSW – advised on NSW residents and noted. No updates</p> |
| <p><u>Actions to be completed:</u></p> | <p>EH Food team</p> <ul style="list-style-type: none"> Planning to meet onsite, or at HPS. They are happy to meet onsite, and make arrangements to meet on Friday or early next week. Notification from midday 2/12/21. Public awareness with media team RE: food handling, gastro symptoms and treatment, general hand hygiene, not attending work etc to be placed on website as news item. <p>ACTGAL –</p> <ul style="list-style-type: none"> Ongoing awaiting results from cultures |



| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------------|---|------------------|----------------------|------------------|---|------------------|--------------------------|------------------|----------------------------|------------------|--------------------|------------------|--------------------------------|------------------|-------------------------------------|------------------|-----------------------------|------------------|---|-----------------|--|-----------------|---------------------------|-----------------|-----------------------------|-----------------|---------------------------|-----------------|--|------------------|----------------------------------|------------------|-----------------------------------|---|------------|---------------|----------|---------------|---------|---------------|-------|---------------|------------|---------------|---------------|---------------|----------------------|
| | <p>CDC –</p> <ul style="list-style-type: none"> Continue interviews/surveys with new cases/complainants received Where possible, following up with surveys, noting still receiving data and large volume incoming. Follow up [REDACTED] results | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Control Measures to Date: | <ul style="list-style-type: none"> Acute Response Team meeting convened to review the incident and to identify any further steps and lessons. Voluntary closure of premises Swabs and analysis of samples Interviews/surveys and stool samples from customers Media statement including health hygiene messages Alert to send to GP, ED, WiC re collecting faecal specimens if people present with symptoms of possible food poisoning Advice given to premises about additional cleaning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Samples Obtained: | <table> <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 |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lab Advice: | TBC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ART Summary prepared by: | Rhian Blackwell - HEMU Cleared by Dr Sally Singleton | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Next ART: | ART #5 – Awaiting further updates from business/HPS. Placeholder for Monday 6 December to be sent and used if required | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Wednesday, 1 December 2021 14:07
To: Environmental Health
Subject: FW: Mrs Kim's donuts complain

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 2:04 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's donuts complain

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.

Dear Sir/Madam,

I am writing this letter to bring to your notice about my experience with the order I made with Mrs Kim's donuts in Kingston [REDACTED]. I bought some donuts on last Wednesday, 24th Nov, after eating them, I fell extremely ill. [REDACTED]

[REDACTED] I am highly disappointed with their food. Please take an investigation. You can contact me any time if got any questions.

Thank you

Kind regards

[REDACTED] iPhone

From: Environmental Health
Sent: Wednesday, 1 December 2021 14:14
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donut's - 20th November

OFFICIAL

Hi

This email was received today from 2 affected people who ate at Mrs Kim's Donuts.

Kind Regards
Nicki

-----Original Message-----

From: Mitchell, Michelle (Health) <Michelle.Mitchell@act.gov.au> On Behalf Of HPS
Sent: Wednesday, 1 December 2021 2:09 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Mrs Kim's Donut's - 20th November

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

-----Original Message-----

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 1:18 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's Donut's - 20th November

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 have seen reports today, confirming cases of people encountering food poisoning from the above place and date.

[REDACTED]

Kind Regards,

[REDACTED]

From: Environmental Health
Sent: Wednesday, 1 December 2021 14:15
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's donuts complain

OFFICIAL

Hi

This email is reporting 3 people affected by Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 2:04 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's donuts complain

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.

Dear Sir/Madam,

I am writing this letter to bring to your notice about my experience with the order I made with Mrs Kim's donuts in Kingston [REDACTED]. I bought some donuts on last Wednesday, 24th Nov, after eating them, I fell extremely ill.

[REDACTED] I am highly disappointed with their food. Please take an investigation. You can contact me any time if got any questions.

Thank you

Kind regards

[REDACTED] iPhone

From: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 15:27
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with your family members so they can each complete the questionnaire, even if they were well after eating from Mrs Kim's Donuts. If you are able to fill in a separate survey for each of your children, that would be greatly appreciated. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Environmental Health
Sent: Wednesday, 1 December 2021 15:55
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi


This gentleman just called through to reception to report eating at Mrs Kim's Donuts.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Wednesday, 1 December 2021 3:52 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL



 purchased donuts from Mrs Kim's Donuts on Tuesday 23/11/21, and became ill overnight.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Singleton, Sally (Health)
Sent: Wednesday, 1 December 2021 16:00
To: Benson, Andrew (Health); Hudson, Lyndell (Health); Pingault, Nevada (Health); Martin, Victor (Health); Binns, Philippa (Health)
Cc: ACT Health Office of the Chief Health Officer; Wilson, Maggie (Health); Drake, Angie (Health)
Subject: RE: Approval: Draft Media Statement for Mrs Kim's Donut

Categories: 7. For info/ actioned

OFFICIAL

Thanks Benno,
 That's reasonable – we just wanted to clarify.
 Kind regards,
 Sally

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 3:32 PM
To: Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Wilson, Maggie (Health) <Maggie.Wilson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Approval: Draft Media Statement for Mrs Kim's Donut

OFFICIAL

Hi Sally

We really were just planning on using this on the website so that people who might be looking for the information can find it.

Given there doesn't appear to be ongoing risk I don't think it is particularly useful to proactively share (either traditional media or social media).

Benno

Andrew Benson | Senior Director, Media
 Ph: [REDACTED] | Email: andrew.benson@act.gov.au
 Communication and Government Relations | ACT Health Directorate
 Level 5, 6 Bowes Street Phillip ACT 2606
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) <Sally.Singleton@act.gov.au>
Sent: Wednesday, 1 December 2021 2:39 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Wilson, Maggie (Health) <Maggie.Wilson@act.gov.au>
Subject: RE: Approval: Draft Media Statement for Mrs Kim's Donut

OFFICIAL

Hi All,

I've incorporated all the updates from below. I don't think we should name the business.

Agree with good perspective raised from CDC re importance of opportunity to remind people about not attending work/school when symptomatic and general food handling/hygiene advice.

@Benson, Andrew (Health) question from us all from ART just now - when we say text for the ACT health website, does that mean social media as well?

Do we have a pre-existing social media tile or similar with key points around not attending work/school for 24hrs, or 48hrs if a food handling/healthcare/childcare setting?

Kind regards,

Sally

Proposed text for ACT Health website:

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 purchasing food from the business between 20 and 24 November 2021. ACT Health is working with the food business to ensure any identified non-compliance is rectified and there is no ongoing risk to the public.

If anyone is experiencing symptoms they are concerned about CAN HEALTH MEDIA PLEASE CHECK STANDARD LINE HERE FOR CONSISTENCY?, they should seek health advice from their regular healthcare provider. ACT Health also takes this opportunity to remind people that if you are experiencing diarrhoea or vomiting:

- 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, or call 5124 9700.

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Wednesday, 1 December 2021 12:53 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>
Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Wilson, Maggie (Health) <Maggie.Wilson@act.gov.au>
Subject: RE: Approval: Draft Media Statement for Mrs Kim's Donut

OFFICIAL

Hi Victor

I have updated in **green**.

Lyndell

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 12:15 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Wilson, Maggie (Health) <Maggie.Wilson@act.gov.au>
Subject: RE: Approval: Draft Media Statement for Mrs Kim's Donut

OFFICIAL

Hi Victor,

Pip is off today, so cc'ing Sally and Maggie. Given that it is now in the [REDACTED], is it ok to still just be referring to a food business?

Please see my suggested edits below in **blue**.

Cheers,
 Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Wednesday, 1 December 2021 11:15 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Subject: FW: Approval: Draft Media Statement for Mrs Kim's Donut
Importance: High

Dear Nevada, Philippa, Lyndell,

Could I please ask you to address Kerry's **questions in red** on the proposed material below.

Victor

From: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Sent: Wednesday, 1 December 2021 11:12 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: SupportHPS <ED-HPS-support@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Subject: FW: Approval: Draft Media Statement for Mrs Kim's Donut
Importance: High

OFFICIAL

Hi Benno and Victor

Please see Kerryn's comments below.

Thanks

Jude

Judith Colquhoun | PA to Vanessa Dal Molin
 Executive Support Team
COVID-19 Response
Office of the Chief Health Officer
Short days – Tuesdays and Thursdays

ACT Health | ACT Government
 Level 3 2-6 Bowes Street Woden ACT 2606
 GPO Box 825 Canberra ACT 2601
Ph: (02) 512 49830 | **Email:** judith.colquhoun@act.gov.au
health.act.gov.au



From: Coleman, Kerryn (Health) <Kerryn.Coleman@act.gov.au>
Sent: Wednesday, 1 December 2021 11:04 AM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Subject: RE: Approval: Draft Media Statement for Mrs Kim's Donut

OFFICIAL

Thanks – some questions in yellow and red...

I agree re just putting on website.

Can u confirm there is no ongoing risk – as discussed yesterday afternoon with Victor re people having foodstuffs frozen etc... we may need to include a statement along the lines of there is no ongoing risk to public health ... otherwise this statement just raises more questions. Is there any more detail we would be happy to include?
 K

Kerryn

Public Health, Protection and Regulation | **ACT Health Directorate**
PH 5124 9442 | **MOB** [REDACTED]
 25 Mulley Street, HOLDER ACT 2611 | GPO Box 825, Canberra City ACT 2601
 E Kerryn.coleman@act.gov.au W <https://health.act.gov.au/>

From: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Sent: Wednesday, 1 December 2021 10:40 AM
To: Coleman, Kerry (Health) <Kerry.Coleman@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Subject: FW: Approval: Draft Media Statement for Mrs Kim's Donut

OFFICIAL

Hi Kerry,
 For clearance please.
 Thanks,
 Tracey

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, December 1, 2021 10:39 AM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: FW: Approval: Draft Media Statement for Mrs Kim's Donut

OFFICIAL

Hi there OCHO, for CHO approval please.

I have discussed with Victor and we think the best approach for this at the moment is to put this on our website as a news item rather than releasing as a public health alert to media.

This is because there is no longer any serious concern about people consuming the affected product given the time passed since the issue occurred.

Proposed text for ACT Health website:

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 purchasing consuming food from the business between 20 and 24 November 2021. ?did they consume food on these dates or become ill on these dates? They purchased food inclusive of those dates. ACT Health is working with the food business to ensure any identified non-compliance is rectified and there is no ongoing risk to the public. they are meeting their responsibility to provide safe food this is a bit awkward... can we look at a previous wording or ask rad how we have previously stated this. (Checked with Rad previous wording used).

If anyone is experiencing symptoms they are concerned about we have a general statement about if anyone concerned to seek health advice need to align with – can you check and confirm this sentence is Sally's wording I think, they should seek health advice from their regular healthcare provider. ACT Health also takes this opportunity to remind people that if you are experiencing diarrhoea or vomiting:

- 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, or call 5124 9700.

Thanks

Benno

Andrew Benson | Senior Director, Media

Ph: [REDACTED] | Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Tuesday, 30 November 2021 7:17 PM

To: Health Media <HealthMedia@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>; 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>

Subject: RE: Approval: Draft Media Statement for Mrs Kim's Donut

Dear Andrew, Angie,

Approved for release.

Victor Martin

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

Sent: Tuesday, 30 November 2021 4:55 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; 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>

Subject: RE: Approval: Draft Media Statement for Mrs Kim's Donut

OFFICIAL

Hi

Depends if you want to name the business and food type.

We have not had any reports of illness post 24 November, it is unlikely there are any donuts remaining from this time.

Lyndell

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>

Sent: Tuesday, 30 November 2021 4:28 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>; SupportHPS <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 diarrhoea or vomiting:

- 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, or call 5124 9700.

END::

Lyndell Hudson | Director, Environmental Health Food Safety

Ph: 02 5124 6125 | Email: 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



From: Pingault, Nevada (Health)
Sent: Wednesday, 1 December 2021 16:00
To: Benson, Andrew (Health); Drake, Angie (Health); Hudson, Lyndell (Health); Martin, Victor (Health)
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Andrew,

We are now up to over 100 cases related to Mrs Kims, plus a handful of other food poisoning complaints that may not be related to this food business.

Lyndell, Victor – are you keen to provide updated case numbers?

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 3:41 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Nevada,

I have spoken to the CT and made it very clear that ACT Health hasn't confirmed any particular business as being involved.

They are really just using our information and other publicly available information to piece together their story.

They have asked for an update on how many reports of illness we have had. I have made it clear that any number I might be able to give them would include reports that might not be related to any particular business.

Can we get an updated number on reported food poisoning?

The response could go like this:

ACT Health is currently investigating ?? potential cases of food poisoning.

Andrew Benson | Senior Director, Media
Ph [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 2:09 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: Re: Mrs Kim's article in Canberra Times

OFFICIAL

Yes they all referred to Mrs Kims in the inquiry.

But we didn't confirm or deny – we provided the cleared (3 lined) response. I'm not sure if there was another way to do it.]

Perhaps we could have opened up with a – we can neither confirm or deny the name of the business

Get [Outlook for iOS](#)

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, December 1, 2021 12:19:09 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Thanks Angie!

Can I please check – did we respond to a media enquiry from Canberra Times, where the Canberra Times specifically referred to Mrs Kim's in the enquiry?

The way the article reads, it looks like we've gone to the media and named the food business and I think this will have a knock on effect to the environmental investigation.

We have had further complaints this AM, with most people referencing seeing the article.

Cheers,
Nevada

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 10:30 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Very basic – they just based it on our info from Monday.

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 10:18 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

It's a bit buried on their website but here's the copy.

ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints

[Olivia Ireland](#)

[Top Stories](#)



ACT Health is investigating Mrs Kim's after 60 people reported falling ill after eating there. Picture: Elesa Kurtz

ACT Health is investigating a Kingston donut shop after more than 60 people complained of food poisoning after eating there.

Mrs Kim's opened on July 8 and became a popular takeaway option for locked down Canberrans, selling up to 1000 donuts a day.

But the business has now been closed following reports of gastro symptoms from customers who consumed food from the premises.

ACT Health said investigations were under way into the business after it was notified last Thursday.

The small business has taken down its Facebook, Instagram and Uber Eats profiles.

ACT Health plans to work with the business to ensure it is providing safe food. It is unknown when, or if, Mrs Kim's plans to reopen.

"ACT public health officers undertake routine and proactive compliance activities with food businesses to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community," a government spokesperson said.

Mrs Kim's has been contacted for comment.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 9:50 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Benno are you able to get the article on this?

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 9:43 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

We've heard this morning that the Canberra Times has run an article about the outbreak at Mrs Kim's (business named). It's a subscription only article, may you please send us a copy of the article?
Apparently they've quoted the number we provided and associated it with the food business. A bit naughty, they've got the association right, but who's to say we weren't investigating another large outbreak...

We've got another lot of complaints come through this morning, probably in response to the article.

Thank you,
Nevada

Dr Nevada Pingault PhD, FASM, MAIMS
Manager, Disease Surveillance
Ph: 5124 6254 | Email: nevada.pingault@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



From: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 16:12
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting this food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you may have experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone one who shared food with you from Mrs Kim's Donuts, even if they were well after eating. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Wednesday, 1 December 2021 16:20
To: Wansink, Victoria (Health)
Subject: FW: Mrs Kim's Donuts ART #5 PLACEHOLDER
Attachments: Mrs Kim's Donuts ART #5 PLACEHOLDER.ics

OFFICIAL

For your attendance, as I will be on leave.

Kind regards,

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

Ph: 5124 9176 | Email: 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

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: Norbart, Nicki (Health)
Sent: Wednesday, 1 December 2021 16:23
To: Environmental Health
Subject: FW: Food Poisoning Report
Attachments: Food Poisoning Questionnaire_ [REDACTED].doc

Categories: EH HP4

UNOFFICIAL

Hi

CDC have confirmed it is not from Mrs Kim's Donuts.

Would you like this raised as a complaint?

Kind Regards
Nicki

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Wednesday, 1 December 2021 4:16 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Norbart, Nicki (Health) <Nicki.Norbart@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

I can confirm this complainant did not eat donuts in the 3 days before onset. We'll be passing this complainant back to the Food Safety team.

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>
Sent: Tuesday, 30 November 2021 5:24 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: 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 this 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

| | | |
|---|----------------------------|--|
| Date of interview: 30/11/21 | Interviewer: Nicki Norbart | Start time: 4:30pm |
| Call outcomes C1 No answer C3 – Refusal C2 – No answer message left C4 - Interviewed | | Attempts Date / Time 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"/> | | | | Incubation period 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"/> | | | Hospital visited? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | |
| Date: 4am 28/11/21 | | | | |
| Doctor/Hospital name: | | | Contact number: | |
| 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: | | | | |

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: Allen, Keeley (Health)
Sent: Wednesday, 1 December 2021 16:28
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: ACT Health Office of the Chief Health Officer
Sent: Wednesday, 1 December 2021 16:42
To: Coleman, Kerryn (Health)
Cc: ACT Health Office of the Chief Health Officer
Subject: For noting - FW: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Kerryn

For your noting only.

Thanks

Jude

Judith Colquhoun | PA to Vanessa Dal Molin
Executive Support Team
COVID-19 Response
Office of the Chief Health Officer
Short days – Tuesdays and Thursdays

ACT Health | ACT Government
Level 3 2-6 Bowes Street Woden ACT 2606
GPO Box 825 Canberra ACT 2601
Ph: (02) 512 49830 | Email: judith.colquhoun@act.gov.au
health.act.gov.au



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Wednesday, 1 December 2021 4:36 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

Yes, approved for release.

OCHO, could you please provide to Kerryn for noting.

Victor

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 4:35 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Thanks Victor,

Is that approved to send?

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Wednesday, 1 December 2021 4:31 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times
Importance: High

Hi Andrew, Angiem

"As at 3:00pm on 1 December 2021, approximately 130 people have been identified as experiencing similar symptoms that may be attributable to the same source. Symptoms have generally resolved after 48 hours."
END::

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 4:08 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Yes we can say that (actual figure at last count was 131 cases!).

And yes, can say that symptoms have generally resolved after 48 hours.

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Wednesday, 1 December 2021 4:05 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

Hi Nevada, can we say "Approximately 100 people have been identified as experiencing similar symptoms that may be attributable to the same source."

Can we say that symptoms have generally resolved after X hours/days? V

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 4:00 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Andrew,

We are now up to over 100 cases related to Mrs Kims, plus a handful of other food poisoning complaints that may not be related to this food business.

Lyndell, Victor – are you keen to provide updated case numbers?

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 3:41 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Nevada,

I have spoken to the CT and made it very clear that ACT Health hasn't confirmed any particular business as being involved.

They are really just using our information and other publicly available information to piece together their story.

They have asked for an update on how many reports of illness we have had. I have made it clear that any number I might be able to give them would include reports that might not be related to any particular business.

Can we get an updated number on reported food poisoning?

The response could go like this:

ACT Health is currently investigating ?? potential cases of food poisoning.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 2:09 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: Re: Mrs Kim's article in Canberra Times

OFFICIAL

Yes they all referred to Mrs Kims in the inquiry.

But we didn't confirm or deny – we provided the cleared (3 lined) response. I'm not sure if there was another way to do it.]

Perhaps we could have opened up with a – we can neither confirm or deny the name of the business

Get [Outlook for iOS](#)

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, December 1, 2021 12:19:09 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Thanks Angie!

Can I please check – did we respond to a media enquiry from Canberra Times, where the Canberra Times specifically referred to Mrs Kim's in the enquiry?

The way the article reads, it looks like we've gone to the media and named the food business and I think this will have a knock on effect to the environmental investigation.

We have had further complaints this AM, with most people referencing seeing the article.

Cheers,
Nevada

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 10:30 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Very basic – they just based it on our info from Monday.

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 10:18 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

It's a bit buried on their website but here's the copy.

ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints

[Olivia Ireland](#)

[Top Stories](#)



ACT Health is investigating Mrs Kim's after 60 people reported falling ill after eating there. Picture: Elesa Kurtz

ACT Health is investigating a Kingston donut shop after more than 60 people complained of food poisoning after eating there.

Mrs Kim's opened on July 8 and became a popular takeaway option for locked down Canberrans, selling up to 1000 donuts a day.

But the business has now been closed following reports of gastro symptoms from customers who consumed food from the premises.

ACT Health said investigations were under way into the business after it was notified last Thursday.

The small business has taken down its Facebook, Instagram and Uber Eats profiles.

ACT Health plans to work with the business to ensure it is providing safe food. It is unknown when, or if, Mrs Kim's plans to reopen.

"ACT public health officers undertake routine and proactive compliance activities with food businesses to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community," a government spokesperson said.

Mrs Kim's has been contacted for comment.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606

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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 9:50 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Benno are you able to get the article on this?

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 9:43 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

We've heard this morning that the Canberra Times has run an article about the outbreak at Mrs Kim's (business named). It's a subscription only article, may you please send us a copy of the article?

Apparently they've quoted the number we provided and associated it with the food business. A bit naughty, they've got the association right, but who's to say we weren't investigating another large outbreak...

We've got another lot of complaints come through this morning, probably in response to the article.

Thank you,
Nevada

Dr Nevada Pingault PhD, FASM, MAIMS

Manager, Disease Surveillance

Ph: 5124 6254 | Email: nevada.pingault@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



From: Stefanovic, Milica (Health) on behalf of ACT Health, Communicable Diseases
Sent: Wednesday, 1 December 2021 16:53
To: Allen, Keeley (Health); Greenville, Felicity (Health)
Subject: FW: Food poisoning investigation
Attachments: 1201_1.jpg

OFFICIAL

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 4:08 PM
To: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>
Subject: Re: Food poisoning investigation

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 finish the form already.

And I show you my purchase on that day.

This purchase form my card.

Thanks

[REDACTED] iPhone

----- Original -----

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Date: Wed, Dec 1, 2021 3:38 PM
To: [REDACTED]
Subject: Re: Food poisoning investigation

OFFICIAL: Sensitive – Personal Privacy

Good afternoon,

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with your family members so they can each complete the questionnaire, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on 5124 9213 or cdc@act.gov.au

Best regards,

Keeley

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

Ph: 5124 6215 | Email: 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

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.



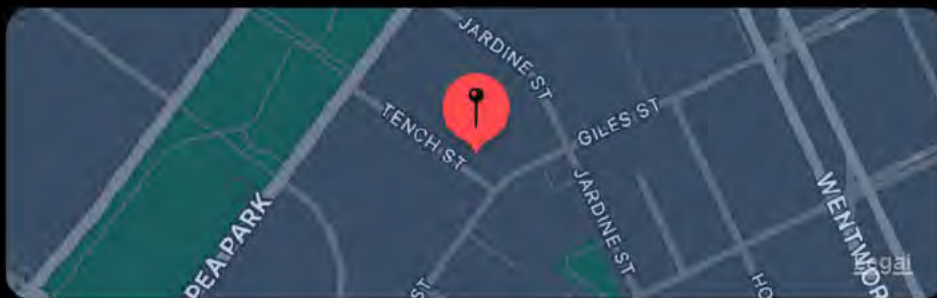
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.



Mrs Kim's Donuts

Food & Drink > Dessert

-\$15.00

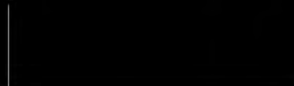


TRANSACTION DETAILS

[? Something not right?](#)

Date Wednesday, 24 Nov 2021

Card used



Address Kingston ACT

REFERENCE

Appears As Mrs Kims Donuts Kingston

Merchant information is provided by **Look Who's Charging**. Found a mistake or missing information with these merchant details? [Send them a message](#)

Food Safety Summary Investigation Notes in Response to ART Questions

Food Business Trading Name: Mrs Kim's Donuts

File no: 21/000260

Premises Address: 9/15 Tench Street, Kingston, ACT 2604

Public Health Officer Contact: Arif Mirza

Business closure

- Business voluntarily closed 25 Nov 2021 – current (01 Dec 2021)
- Business is awaiting formal clearance from ACT Health to re-open. Food Safety requires further information from the business on staff illness and bleach cleaning

Inspection and sample collection

- Inspection of the business occurred 25 Nov 2021
- 24 samples collected (17 environmental swabs, six (6) food, one (1) piping bag). Detailed list is attached in ART minutes

Food units sold

- Business advises records are not maintained. Flavour and exact number of donuts sold is not able to be supplied
- Business initially approximated 1200 doughnuts Sat, 800 Sun, 400-500 on weekdays. Later revised to say this may exceed 1000 pieces sold but this was unclear if this was per/day or for the period of interest

Staff Illness

- Business reports only two staff members working at the business within the period of interest
- No staff illness reported
- Staff family illness has been unable to be established
- No vomit reported to have occurred on the premises within the period of interest
- Business initially advised [REDACTED] (Saturday delivery) had been ill but was not physically ill (vomiting) onsite. Additional details of [REDACTED] was requested but has not been supplied

Onsite Toilets

- Business advises toilets are only used by staff
- Cleaning is undertaken by either or both of the two staff members reported to have been working during the period of interest

- Cleaning is undertaken end of day as the last cleaning activity. Bleach is used on the toilet, commercial sanitiser for other surfaces.
- No toilet cleaning equipment is used for other cleaning activities

General Cleaning and Sanitising

- Business provided information on general cleaning and sanitising processes using hot water, detergent, sanitiser and/or bleach solution.
- Sanitiser use was further questioned based on bulk supply being the same bottle and comparable to the bottle at the time of registration
- General food safety advice was supplied for relocation of some equipment to decrease risk of cross-contamination
- Bleach clean requested Friday 26 Nov 2021. Escalated evidence required for bleach clean Monday 29 Nov 2021. Onsite follow up now required and planned but delayed due to business reducing their willingness to engage with Food Safety

Sample results

- Piping bag cream returned a marginal Coliform count using the Compendium of Microbiological Criteria for Food (2018)
- General food safety information will be provided to the business on cleaning, sanitising, hand hygiene and temperature control.

Formal Interview

- A request for formal interview was issued to the Proprietor on the 30 Nov 2021. Although the Proprietor initially agreed to the interview, he subsequently declined on the 01 Dec 2021
- Further engagement with the business/Proprietor has been requested outside of a formal interview process, however an agreed date/time has been unable to be confirmed

Information current as at 17:30pm 01 December 2021

From: HPS
Sent: Wednesday, 1 December 2021 20:31
To: Environmental Health
Subject: FW: Mrs Kim's Donuts

Follow Up Flag: Follow up
Flag Status: Completed

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

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 4:49 PM
To: HPS <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,

My family ate at Mrs Kim's donuts on Saturday 20 November.

[REDACTED]

[REDACTED]

[REDACTED] read news reports about Mrs Kim's donuts.

[REDACTED]

[REDACTED]

[REDACTED]

My phone number is [REDACTED].

I am happy to produce my bank statement and drs reports.

Kind regards

[Redacted]

From: HPS
Sent: Wednesday, 1 December 2021 20:34
To: Environmental Health
Subject: FW: Mrs Kim's Donuts - (Suspected) Incident of Food Poisoning

Follow Up Flag: Follow up
Flag Status: Completed

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

From: [REDACTED]
Sent: Wednesday, 1 December 2021 6:33 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's Donuts - (Suspected) Incident of 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.

Good evening,

I have been reading more and more articles, on social media, about the recent issues involving Mrs Kim's Donuts, of 6/15 Tench Street, KINGSTON ACT 2604.

On Saturday, November 20th [REDACTED] purchased a dozen assorted donuts from Mrs Kim's.

[REDACTED]

Unfortunately, while not all donuts were consumed, for obvious reasons - due to the negative experience, which left a bad taste in our mouths (no pun intended) in more ways than one - we disposed of them in our weekly rubbish collection.

My contact details are:

NAME:

[REDACTED]

ADDRESS:

[REDACTED]

MOBILE:

[REDACTED]

EMAIL:

[REDACTED]

Kind regards,

[REDACTED]

From: HPS
Sent: Wednesday, 1 December 2021 20:34
To: Environmental Health
Subject: FW: Ms Kim's Donuts - food poisoning

Follow Up Flag: Follow up
Flag Status: Completed

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

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 5:37 PM
To: HPS <HPS@act.gov.au>
Subject: Ms 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.

Hi Health Protection Service

I understand you've received a number of complaints about food poisoning from Ms Kim's Donuts in Kingston, and I thought I would share my experience, if it assists your inquiries.

I ate a donut from Ms Kim's Donuts on Sunday 21 November and became very sick on Monday 22 November. [REDACTED]

I did not keep a sample of the food.

You can reach me on my mobile at [REDACTED] or by reply email if I can assist further. I would appreciate it if you would please keep my contact details confidential.

Kind regards
[REDACTED]

From: HPS
Sent: Wednesday, 1 December 2021 20:36
To: Environmental Health
Subject: FW: Complaint - Mrs Kim's donuts

Follow Up Flag: Follow up
Flag Status: Completed

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: Wednesday, 1 December 2021 7:40 PM
To: HPS <HPS@act.gov.au>
Subject: Complaint - 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 there,

I would like to lodge a complaint against Mrs Kim's Donuts (9/15 Tench St, Kingston ACT 2604). I heard that others who dined there had also fallen ill via the news.

[REDACTED]

I would like to be kept updated via email if there is any development to this case please.

Kind regards,
[REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 09:17
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Complaint - Mrs Kim's donuts

OFFICIAL

Hi

Please find details below of an email received re: Mrs Kim's Donuts.

Kind Regards
Nicki

-----Original Message-----

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 7:40 PM
To: HPS <HPS@act.gov.au>
Subject: Complaint - 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 there,

I would like to lodge a complaint against Mrs Kim's Donuts (9/15 Tench St, Kingston ACT 2604). I heard that others who dined there had also fallen ill via the news.

[REDACTED]

I would like to be kept updated via email if there is any development to this case please.

Kind regards,
[REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 09:18
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts - (Suspected) Incident of Food Poisoning

OFFICIAL

Hi

Please find details below of an email received re: Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 6:33 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's Donuts - (Suspected) Incident of 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.

Good evening,

I have been reading more and more articles, on social media, about the recent issues involving Mrs Kim's Donuts, of 6/15 Tench Street, KINGSTON ACT 2604.

On Saturday, November 20th [REDACTED]

[REDACTED]

Unfortunately, while not all donuts were consumed, for obvious reasons - due to the negative experience, which left a bad taste in our mouths (no pun intended) in more ways than one - we disposed of them in our weekly rubbish collection.

My contact details are:

NAME:

[REDACTED]

ADDRESS:

[REDACTED]

MOBILE:

[REDACTED]

EMAIL:

[REDACTED]

Kind regards,

[REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 09:19
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Ms Kim's Donuts - food poisoning

OFFICIAL

Hi

Please find details below of an email received re: Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Wednesday, 1 December 2021 5:37 PM
To: HPS <HPS@act.gov.au>
Subject: Ms 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.

Hi Health Protection Service

I understand you've received a number of complaints about food poisoning from Ms Kim's Donuts in Kingston, and I thought I would share my experience, if it assists your inquiries.

I ate a donut from Ms Kim's Donuts on Sunday 21 November and became very sick on Monday 22 November [REDACTED]
[REDACTED]

I did not keep a sample of the food.

You can reach me on my mobile at [REDACTED] or by reply email if I can assist further. I would appreciate it if you would please keep my contact details confidential.

Kind regards
[REDACTED]

From: HPS
Sent: Thursday, 2 December 2021 09:28
To: Environmental Health
Subject: FW: [SEC=UNOFFICIAL]

Follow Up Flag: Follow up
Flag Status: Completed

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

From: [REDACTED] >
Sent: Thursday, 2 December 2021 7:32 AM
To: HPS <HPS@act.gov.au>
Subject: Fw: [SEC=UNOFFICIAL]

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 saw the [REDACTED] article regarding Mrs Kim's donuts and wanted to get in touch. [REDACTED]
[REDACTED]
[REDACTED]

I'm not sure if this is helpful, but thought I should notify anyway.

Thanks,

[REDACTED]

M: [REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 09:30
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food poisoning - 21 November

OFFICIAL

Hi

Please find details below of an email received re: Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Thursday, 2 December 2021 7:20 AM
To: HPS <HPS@act.gov.au>
Subject: Food poisoning - 21 November

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 Team

I have seen a few new reports of food poisoning from Mrs Kim's donut store in Kingston. I was at the shop on Sunday 21 November and we subsequently fell really really unwell between Tuesday 23 November and Thursday 25 November. [REDACTED]

Apologies for the late reporting.

Please let me know if you need any more information.

Kind regards

[REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 09:31
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: [SEC=UNOFFICIAL]

OFFICIAL

Hi

Please find details below of an email received re: Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Thursday, 2 December 2021 7:32 AM
To: HPS <HPS@act.gov.au>
Subject: Fw: [SEC=UNOFFICIAL]

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 saw the [REDACTED] article regarding Mrs Kim's donuts and wanted to get in touch. [REDACTED]
[REDACTED]
[REDACTED]

I'm not sure if this is helpful, but thought I should notify anyway.

Thanks,

[REDACTED]

M: [REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 09:32
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food poisoning - Mrs Kims

OFFICIAL

Hi

Please find details below of an email received re: Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Thursday, 2 December 2021 7:34 AM
To: HPS <HPS@act.gov.au>
Subject: Food poisoning - Mrs Kims

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.

Hello,

I think I'm another case of food poisoning from Mrs Kims.

I bought a donut from Mrs Kims around lunch time on Monday 22/11 and ate it soon after. Symptoms started Tuesday evening [REDACTED]
[REDACTED]

Happy to give more information if needed - [REDACTED]

Regards,
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 09:34
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food Poisoning Concern - [REDACTED]

OFFICIAL

Hi

This email does not mention Mrs Kim's Donuts but I sending it through for assessment in the first instance.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Thursday, 2 December 2021 8:13 AM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning Concern - [REDACTED]

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.

From: Allen, Keeley (Health)
Sent: Thursday, 2 December 2021 09:54
To: Greenville, Felicity (Health); Pingault, Nevada (Health)
Subject: RE: Positive norovirus Mrs Kim's

OFFICIAL: Sensitive - Personal Privacy



From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 9:52 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: Positive norovirus Mrs Kim's

OFFICIAL: Sensitive - Personal Privacy

Hi,
[REDACTED] sample has come back positive for norovirus – see attached.

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



From: Sgouros, Fotis (Health)
Sent: Thursday, 2 December 2021 10:04
To: Allen, Keeley (Health)
Subject: RE: SMS surveys sent

OFFICIAL: Sensitive – Personal Privacy

That's great, hopefully should take some workload off you guys! Let me know if there are any more 😊

Kind regards

Foti Sgouros | Immunisation Program Support Officer
Health Protection Service | Public Health, Protection and Regulation | ACT Health
PH: 02 51249251 |
25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston
Creek, ACT, 2611
E Fotis.Sgouros@act.gov.au W health.act.gov.au



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Wednesday, 1 December 2021 4:58 PM
To: Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>
Subject: SMS surveys sent

OFFICIAL: Sensitive - Personal Privacy

Hi Foti,

Just letting you know I have sent a SMS to [REDACTED] and [REDACTED] following your interview with [REDACTED]. I think we have covered everyone for now, I will let you know in the morning if there are any more people to call.

Best,
Keeley

Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 10:18
To: [REDACTED]
Subject: Food poisoning investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 10:20
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 10:27
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with any you ate this food with so they can each complete the questionnaire, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 10:30
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with your family and friends who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 10:32
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Greenville, Felicity (Health)
Sent: Thursday, 2 December 2021 10:36
To: Pingault, Nevada (Health); Allen, Keeley (Health)
Subject: Emailing: Path result Mrs Kim's case
Attachments: Path result Mrs Kim's case.pdf

OFFICIAL: Sensitive - Personal Privacy

Hi Nevada,

This is [REDACTED] result from Capital. Negative for Norovirus but aeromonas and Dientamoeba detected ??????

Felicity

Your message is ready to be sent with the following file or link attachments:

Path result Mrs Kim's case

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

From: Allen, Keeley (Health)
Sent: Thursday, 2 December 2021 10:36
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

You are correct, the team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. Please also send the link and QR code to your friend you described in your email. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 10:41
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED] and anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Mitchell, Michelle (Health) on behalf of HPS
Sent: Thursday, 2 December 2021 10:47
To: Environmental Health
Subject: FW: Mrs Kim Doughnuts food poisoning

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

From: [REDACTED]
Sent: Thursday, 2 December 2021 10:41 AM
To: HPS <HPS@act.gov.au>
Subject: Re: Mrs Kim Doughnuts 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.

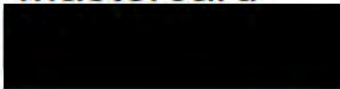
Hi Team,

Apologies, but looks like I got the date mixed up - the Saturday I meant was 20th Nov 2021 and the weekdays following as given in the original mail.

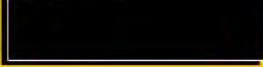
I went through my bank statements and phone and found these.



Mastercard

[Account info](#)[Account settings](#)

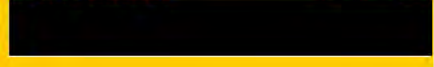
Credit limit



Available



Total pending



Balance

Show

Recent transactions

or jump to



Aug 21

Sep 21

Oct 21

Nov 21

Dec 21



mrs

[Advanced search](#)

Date

Transaction details

Amount

20 Nov 2021

MRS KIMS DONUTS KINGSTON
ACT

- \$15.00



Thanks,
[REDACTED]

~~~~~

On Thursday, 2 December 2021, 10:21:01 am AEDT, [REDACTED] > wrote:

Hi Team,

[REDACTED] food poisoning after consuming doughnuts from Mrs Kim doughnuts.

[REDACTED]

[REDACTED]

I do not have a sample of the food.

My details are:

[REDACTED]  
[REDACTED]  
[REDACTED].

Thanks,  
[REDACTED]

---

**From:** Environmental Health  
**Sent:** Thursday, 2 December 2021 10:53  
**To:** Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)  
**Cc:** Hudson, Lyndell (Health)  
**Subject:** FW: Mrs Kims Donuts complaint

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

UNOFFICIAL

Hi

This email came through mentioning Mrs Kim's Donuts.

Kind Regards  
Nicki

---

**From:** [REDACTED] >  
**Sent:** Thursday, 2 December 2021 10:41 AM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Subject:** Mrs Kims Donuts complaint

UNOFFICIAL

Hello

Please add me to the list of complainants for the Mrs Kims Donuts Kingston food poisoning outbreak.

I bought donuts and ate them on Sunday 21<sup>st</sup> November, I was very sick with food poisoning [REDACTED]  
[REDACTED]  
[REDACTED]

I didn't save any of the donuts and didn't know what the source of my illness was until it was publicised in the [REDACTED]  
[REDACTED]  
[REDACTED]

Thanks

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**IMPORTANT NOTICE**

The information contained in this email and any attachments is for the intended recipient only. It may contain material of a confidential nature relating to the operations of the [REDACTED], or its clients, contractors or stakeholders. Information of this nature may be subject to the provisions of the

*Freedom of Information Act 2016, Public Sector Management Act 1994, Health Records (Privacy and Access) Act 1997, Children and Young People Act 2008, Housing Assistance Act 2007 and/or the Crimes Act 1900.* Any person who inappropriately discloses this information may be subject to disciplinary/criminal proceedings under any of these Acts. If you have received this email in error, please notify the sender and then delete this transmission and any attachments.

---

**From:** Allen, Keeley (Health)  
**Sent:** Thursday, 2 December 2021 11:03  
**To:** Sgouros, Fotis (Health)  
**Subject:** FW: Mrs Kim's Donuts

OFFICIAL

Hi Foti,

Are you able to call [REDACTED] to take down the details for her and her family? We have some of the information already, and it sounds like we may have a discharge summary/doctor's report.

If [REDACTED] knows the details for all 3 people, I'm happy for you to just speak with her.

In addition to the regular interview questions, we want to confirm:

- Was a stool sample taken when they were at the hospital?
- Dates of births for all three of family members
- Any other samples taken (e.g. did the hospital take blood, urine etc.)?
- Did they go to a GP as well? And if so, any stool samples taken.

Thank you for your help! Let me know if you have any questions

---

**From:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Sent:** Thursday, 2 December 2021 9:19 AM  
**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>  
**Subject:** FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please find details below of an email received re: Mrs Kim's Donuts.

Kind Regards  
Nicki

---

**From:** [REDACTED]  
**Sent:** Wednesday, 1 December 2021 4:49 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,

My family ate at Mrs Kim's donuts on Saturday 20 November.

[REDACTED]

[REDACTED]

[REDACTED] read news reports about  
Mrs Kim's donuts.

[REDACTED]

[REDACTED]

[REDACTED]

My phone number is [REDACTED]

I am happy to produce my bank statement and drs reports.

Kind regards

[REDACTED]

---

**From:** Greenville, Felicity (Health)  
**Sent:** Thursday, 2 December 2021 11:11  
**To:** Allen, Keeley (Health); Pingault, Nevada (Health)  
**Cc:** Stefanovic, Milica (Health)  
**Subject:** RE: [REDACTED] stool testing

OFFICIAL

So, [REDACTED] positive result was for FOB (faecal occult blood) which is why it didn't come up on our portal as we can only see limited results. Apparently they ran the wrong test – the request did say culture and viral study. Capital path advised they will still try and run the requested tests but I am not sure if it is too long since the sample was collected.

I also enquired about the sample for [REDACTED] that we requested be transferred to ACT path for viral PCR and they instead sent it to their lab in Queensland for PCR viral and is still pending. They have promised to fax both lots of results when available.

Milica – can you please keep an eye out for any faeces viral study results/culture that come through on the fax over the next couple of days. Names are

**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:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Sent:** Thursday, 2 December 2021 9:53 AM  
**To:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Subject:** FW: [REDACTED] stool testing

OFFICIAL

Hi felicity,

I don't know which lab this went to (hopefully Capital?). Are you able to use your magic powers to see if we can find out what [REDACTED] was positive for?

Thank you 😊

Keeley

---

**From:** Marmor, Alexandra (Health) <[Alexandra.Marmor@act.gov.au](mailto:Alexandra.Marmor@act.gov.au)>  
**Sent:** Thursday, 2 December 2021 8:50 AM  
**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)>; Pingault, Nevada (Health) <[Nevada.Pingault@act.gov.au](mailto:Nevada.Pingault@act.gov.au)>

Subject: [REDACTED] stool testing

OFFICIAL

Hi Keeley

I spoke with the team Dr (Dr [REDACTED]).

stool tests for

- [REDACTED] (which has some kind of positive result)
- [REDACTED] (no result yet)

She also gave a pot to [REDACTED] but thinks it unlikely she submitted a specimen

She said that [REDACTED] didn't eat the donuts but licked a knife used to cut them

cheers

Alex

---

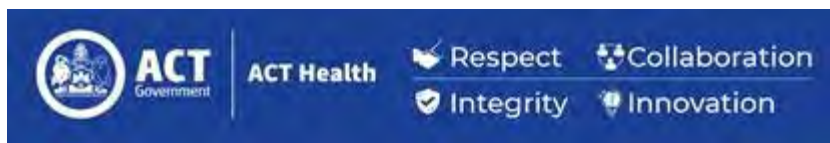
Alexandra Marmor | Epidemiologist | Surveillance Coordinator

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:** Greenville, Felicity (Health)  
**Sent:** Thursday, 2 December 2021 11:11  
**To:** Allen, Keeley (Health)  
**Cc:** Pingault, Nevada (Health)  
**Subject:** RE: Mrs Kim Doughnuts food poisoning

OFFICIAL

Will do

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:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Sent:** Thursday, 2 December 2021 11:00 AM  
**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Cc:** Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>  
**Subject:** RE: Mrs Kim Doughnuts food poisoning

OFFICIAL

I think we need the full 3 day history [REDACTED] and some questions about anyone ill at home/school for this one to try and rule out anything else. May also be good to confirm if anyone had managed to provide a sample.

The incubation period and illness duration look like noro, so it could be related, but it may have also come from another source.

If you can call them using the Food Safety teams general food poisoning complaint form that would be great.

---

**From:** Greenville, Felicity (Health) <[Felicity.Greenville@act.gov.au](mailto:Felicity.Greenville@act.gov.au)>  
**Sent:** Thursday, 2 December 2021 10:55 AM  
**To:** Allen, Keeley (Health) <[Keeley.Allen@act.gov.au](mailto:Keeley.Allen@act.gov.au)>  
**Subject:** FW: Mrs Kim Doughnuts food poisoning

OFFICIAL

The dates on this are a week before our exposure period.  
How do you want to manage this one? Also sounds like person to person transmission for the parents

Felicity Greenville | Disease Surveillance | Public Health Nurse

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



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

**Sent:** Thursday, 2 December 2021 10:44 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)>

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

**Subject:** FW: Mrs Kim Doughnuts food poisoning

OFFICIAL

Hi

This email was send to HPS regarding Mrs Kim's Donuts.

Kind Regards  
 Nicki

**From:** [REDACTED] >

**Sent:** Thursday, 2 December 2021 10:21 AM

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

**Subject:** Mrs Kim Doughnuts 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 Team,

[REDACTED] food poisoning after consuming doughnuts from Mrs Kim doughnuts.

I do not have a sample of the food.

My details are:

[REDACTED]

Thanks,

[REDACTED]

**From:** Greenville, Felicity (Health)  
**Sent:** Thursday, 2 December 2021 11:15  
**To:** Allen, Keeley (Health)  
**Subject:** RE: Mrs Kim Donut's complaint - [REDACTED]

UNOFFICIAL

I can do it

**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:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Sent:** Thursday, 2 December 2021 10:51 AM  
**To:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Subject:** FW: Mrs Kim Donut's complaint - [REDACTED]

UNOFFICIAL

Hi Felicity,

Just confirming if you are able to follow this person up today? If not, We can throw this one at Foti.

Thank you again 😊

Keeley

---

**From:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Sent:** Thursday, 2 December 2021 9:41 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)>  
**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Subject:** FW: Mrs Kim Donut's complaint - [REDACTED]

UNOFFICIAL

Hi

Please find details for another case from Mrs Kim's Donuts.

Kind Regards  
 Nicki

---

**From:** Wade, Elif (Health) <[Elif.Wade@act.gov.au](mailto:Elif.Wade@act.gov.au)> **On Behalf Of** HPS  
**Sent:** Thursday, 2 December 2021 9:34 AM  
**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Subject:** Mrs Kim Donut's complaint - [REDACTED]

Hi

Ms [REDACTED] called to report that she [REDACTED] had a minor food poisoning due to Mrs Kim's Donuts one week ago. Her telephone number is [REDACTED]

Thanks and regards,

[Elif \(she/her\) | Administration Service Officer](#)

Phone: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@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:** Environmental Health  
**Sent:** Thursday, 2 December 2021 11:47  
**To:** Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)  
**Cc:** Hudson, Lyndell (Health)  
**Subject:** FW: Donut Food Poisoning Reported

OFFICIAL

Hi

Please see details below of caller regarding Donut food poisoning.

Kind Regards  
Nicki

---

**From:** HPS <HPS@act.gov.au>  
**Sent:** Thursday, 2 December 2021 11:43 AM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** Donut Food Poisoning Reported

OFFICIAL

Hello

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** Allen, Keeley (Health)  
**Sent:** Thursday, 2 December 2021 11:49  
**To:** Greenville, Felicity (Health)  
**Subject:** RE: Mrs Kim Doughnuts food poisoning

OFFICIAL

Happy to email them 😊

---

**From:** Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>  
**Sent:** Thursday, 2 December 2021 11:14 AM  
**To:** Allen, Keeley (Health) <Keeley.Allen@act.gov.au>  
**Subject:** FW: Mrs Kim Doughnuts food poisoning

OFFICIAL

Just saw this – Keeley will you email them given the change in dates or do you still want me to call them (happy to if needed)

**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:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>  
**Sent:** Thursday, 2 December 2021 10:52 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)>  
**Cc:** Hudson, Lyndell (Health) <[Lyndell.Hudson@act.gov.au](mailto:Lyndell.Hudson@act.gov.au)>  
**Subject:** FW: Mrs Kim Doughnuts food poisoning

OFFICIAL

Hi

This is a change of details to a complaint sent through to you this morning.

Kind Regards  
Nicki

---

**From:** [REDACTED] >  
**Sent:** Thursday, 2 December 2021 10:41 AM

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



Subject: Re: Mrs Kim Doughnuts 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 Team,


Apologies, but looks like I got the date mixed up - the Saturday I meant was 20th Nov 2021 and the weekdays following as given in the original mail.



I went through my bank statements and phone and found these.




 **Mastercard**  
[Redacted] [Account info](#) [Account settings](#) 

| Credit limit | Available  | Total pending | Balance    |
|--------------|------------|---------------|------------|
| [Redacted]   | [Redacted] | [Redacted]    | [Redacted] |

Show **Recent transactions** or jump to

 Aug 21 Sep 21 Oct 21 Nov 21 Dec 21

 [Advanced search](#) 

| Date  | Transaction details           | Amount    |
|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-----------|
| 20 Nov 2021                                                                              |  MRS KIMS DONUTS KINGSTON ACT | - \$15.00 |





Thanks,  
[REDACTED]

~~~~~

On Thursday, 2 December 2021, 10:21:01 am AEDT, [REDACTED] > wrote:

Hi Team,

[REDACTED] food poisoning after consuming doughnuts from Mrs Kim doughnuts.

[REDACTED]

[REDACTED]

I do not have a sample of the food.

My details are:

[REDACTED]
[REDACTED]
[REDACTED]

Thanks,
[REDACTED]

From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Thursday, 2 December 2021 12:09
To: Environmental Health
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

From: [REDACTED] >
Sent: Thursday, 2 December 2021 12:07 PM
To: HPS <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.

Hi,

I'm another Canberra person hit with the bug from Mrs Kim's Donuts. Purchased 6 donuts on Sunday 21/11/21. Vomiting and diarrhoea from approx 11pm Monday 22/11/21 till 7am Tuesday 23/11/21.

Do you require anything further from me?

Thanks,

[REDACTED]

From: Martin, Victor (Health)
Sent: Thursday, 2 December 2021 12:18
To: ACT Health Office of the Chief Health Officer; GovernmentBusinessHealth
Cc: Hudson, Lyndell (Health); Pingault, Nevada (Health); Kingsbury, Alison (Health); Singleton, Sally (Health); SupportHPS
Subject: FW: QTB Food Poisoning Outbreak
Attachments: QTB Food Poisoning Outberak Dec 2021.docx

Importance: High

Dear OCHO for urgent CHO clearance.

Victor

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 2 December 2021 11:23 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: SupportHPS <ED-HPS-support@act.gov.au>; Smith, Cathie (Health) <Cathie.Smith@act.gov.au>
Subject: QTB Food Poisoning Outbreak

OFFICIAL

Hi Victor

Please see attached the QTB as requested.

Please let me know if you would like changes.

Thanks
Lyndell

Minister: Health
Cleared as correct and accurate as at: 2/12/2021
By Executive Director: Victor Martin
Telephone: 5124 9262
Action Officer: Lyndell Hudson
Telephone: 5124 6125

ISSUE: Food Poisoning Outbreak

Context

ACT Health has been investigating a food poisoning incident with a number of people becoming ill after consuming food from a Canberra food business.

Key Talking Points

- As at 11:00am on 2 December 2021, approximately 150 people have been identified by ACT Health as experiencing similar symptoms that may be attributable to the same source.
- Individuals became ill after consuming food purchased from a Canberra food business between 20 and 24 November 2021.
- Reports are that symptoms of the illness were primarily diarrhoea and vomiting and have generally resolved after 48 hours.
- ACT Health is working with the business to ensure they meet their food safety responsibilities under the Food Act.
- The business elected to close to undertake cleaning.
- There is no continuing risk associated with the food business.
- However, anyone experiencing symptoms of diarrhoea or vomiting should always take precautions including:
 - washing their hands thoroughly after going to the toilet or vomiting;
 - cleaning any affected surfaces with a bleach solution taking care to follow the manufacturer's instructions on dilution; and
 - avoid preparing food for others and if this is not possible, the person should wash their hands thoroughly before doing so.
- If anyone is experiencing symptoms they are concerned about they should seek advice from their regular healthcare provider.

Media Dot Points

- Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health undertakes 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, or call 5124 9700.

Background

On 25 November 2021, ACT Health became aware of reports of people becoming ill after consuming food from a Canberra food business.

From: Environmental Health
Sent: Thursday, 2 December 2021 12:23
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

This email came through referring to having eaten at Mrs Kim's Donuts.

Kind Regards
Nicki

From: [REDACTED]
Sent: Thursday, 2 December 2021 12:07 PM
To: HPS <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.

Hi,

I'm another Canberra person hit with the bug from Mrs Kim's Donuts. Purchased 6 donuts on Sunday 21/11/21. Vomiting and diarrhoea from approx 11pm Monday 22/11/21 till 7am Tuesday 23/11/21.

Do you require anything further from me?

Thanks,

[REDACTED]

From: Jennings, Verity (Health)
Sent: Thursday, 2 December 2021 12:24
To: Norbart, Nicki (Health)
Subject: RE: Food poisoning [REDACTED]

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Great, 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.

From: Environmental Health <EnvironmentalHealth@act.gov.au>

Sent: Thursday, 2 December 2021 12:21 PM

To: Jennings, Verity (Health) <Verity.Jennings@act.gov.au>

Subject: RE: Food poisoning [REDACTED]

OFFICIAL

Hi

The original email says I sent it on but I cannot for the life of me find anything in the sent folders.

I have sent it to CDC again for review.

Kind Regards
Nicki

From: Environmental Health <EnvironmentalHealth@act.gov.au>

Sent: Thursday, 2 December 2021 11:08 AM

To: Environmental Health <EnvironmentalHealth@act.gov.au>

Subject: FW: Food poisoning [REDACTED]

OFFICIAL

Hi Nicki,

Has this been forwarded to CDC yet?

The date for the [REDACTED] (presuming they mean Nov) is within the Mrs Kim's outbreak period.

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.

From: HPSReception <HPSReception@act.gov.au>

Sent: Wednesday, 1 December 2021 11:58 AM

To: Environmental Health <EnvironmentalHealth@act.gov.au>

Subject: Food poisoning [REDACTED]

OFFICIAL

Hi team,

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Allen, Keeley (Health)
Sent: Thursday, 2 December 2021 12:29
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 12:31
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 12:40
To: [REDACTED]
Subject: Food Poisoning Investigation
Attachments: Food Poisoning Questionnaire.docx

OFFICIAL: Sensitive - Personal Privacy

Good afternoon,

I am following up on your food poisoning complaint regarding the [REDACTED].

We would like to collect some more information from you regarding what you ate and the symptoms you may have experienced. Please complete the attached food poisoning questionnaire and return to environmentalhealth@act.gov.au at your earliest convenience. Your details are kept confidential and are only used for the purpose of this investigation.

Thank you for your assistance.

Best regards,
Keeley

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

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

25 Mulley St, Holder ACT 2611

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.



Affected Case Contact Details

| | | | |
|--|------|---|--|
| Surname: | | First name: | |
| Address: | | | |
| Email: | | Contact number: | |
| Date of Birth: | Age: | Gender: Male <input type="checkbox"/> Female <input type="checkbox"/> If child, parent name | |
| Occupation: If occupation involves preparing food, working with young children or caring for the elderly/ill, you must not return to work until they have been symptom free for 48 hours. | | | |

Symptoms

| | Yes | No | Date | Time of onset |
|---|---|--------------------------|--|---------------|
| Nausea | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Stomach cramps | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Vomiting | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Fever | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Headache | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Diarrhoea | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | If yes-bloody diarrhoea Yes <input type="checkbox"/> No <input type="checkbox"/> | | | |
| Predominant symptom: | | | | |
| Other symptoms (e.g. tingling) : | | | | |
| Still experiencing symptoms? Yes <input type="checkbox"/> No <input type="checkbox"/> | | | Date recovered: | |
| Doctor consulted? Yes <input type="checkbox"/> No <input type="checkbox"/> | | | Hospital visited? Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Date: | | | | |
| Doctor/Hospital name: | | | Contact number: | |
| Type of specimens taken (if any): | | | | |
| Able/willing to provide a specimen if required: | | | | |
| Suspected meal eaten: | | | | |
| Date: | Time: | Premises name & address: | | |

| 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"/> | | |
| | <input type="checkbox"/> | <input type="checkbox"/> | | |

Food History

| Date | Time | Place | Food |
|-----------------------|-----------|-------|------|
| Day of illness | Breakfast | | |
| M/T/W/T/F/S | Lunch | | |
| ____/____ | Dinner | | |
| | Snack | | |
| Day before illness | Breakfast | | |
| M/T/W/T/F/S | Lunch | | |
| ____/____ | Dinner | | |
| | Snack | | |
| 2 days before illness | Breakfast | | |
| M/T/W/T/F/S | Lunch | | |
| ____/____ | Dinner | | |
| | Snack | | |
| 3 days before illness | Breakfast | | |
| M/T/W/T/F/S | Lunch | | |
| ____/____ | Dinner | | |
| | Snack | | |

Activity History

| | |
|---|--|
| Travelled in the last 2 weeks | |
| Exposure to private water supply | |
| Drink bottled water | |
| Exposure to tank or bore water | |
| Exposure to swimming in pool/lake/beach/estuary | |
| Animal exposure (pets, livestock, native)? | |
| Gardening exposure (potting soil, etc) | |
| Exposure to sewer/contaminated water | |
| Work with kids/elderly – If yes, where do you work? | |
| Food handler – If yes, where do you work? | |

Notes

| | |
|-------------|----------------------------|
| | |
| Signature : | Date : Finish Time: |

From: Allen, Keeley (Health)
Sent: Thursday, 2 December 2021 13:02
To: Greenville, Felicity (Health)
Subject: RE: Stool specimen collection kit drop off for Mrs Kim's case

OFFICIAL: Sensitive - Personal Privacy

I have the path form, we'll be sweet.

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 12:57 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>; Evans, Raleigh (Health) <Raleigh.Evans@act.gov.au>
Subject: RE: Stool specimen collection kit drop off for Mrs Kim's case

OFFICIAL: Sensitive - Personal Privacy

Great. Thank you

You have a copy of the path form?

Maybe just call her before you leave so she knows you are on your way. I am about to email her so will mention it will be just after 2pm.

I got the impression she is not going out anywhere, poor thing

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Thursday, 2 December 2021 12:54 PM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>; Evans, Raleigh (Health) <Raleigh.Evans@act.gov.au>
Subject: RE: Stool specimen collection kit drop off for Mrs Kim's case

OFFICIAL: Sensitive - Personal Privacy

I'm happy to do it, I'll be leaving about 2pm. Do you want be to call her to arrange logistics?

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 12:51 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>; Evans, Raleigh (Health) <Raleigh.Evans@act.gov.au>
Subject: Stool specimen collection kit drop off for Mrs Kim's case

OFFICIAL: Sensitive - Personal Privacy

Hi all,

I just spoke to [REDACTED] who is still experiencing diarrhoea and is willing to provide a stool sample. She lives in [REDACTED] and is at home.

Address: [REDACTED]

Phone: [REDACTED]

Is anyone in a position to be able to drop off a specimen collection kit and path form today?

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



From: Environmental Health
Sent: Thursday, 2 December 2021 13:09
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please find below some details for a Mrs Kim's customer.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 12:34 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL

Ph [REDACTED]
Email: [REDACTED]

[REDACTED] purchased donuts from Mrs Kim's Donuts for morning tea Sunday 21/11/21, and became ill Monday.

[REDACTED] will contact later

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



ACT Health



Respect



Collaboration



Integrity



Innovation

From: Allen, Keeley (Health)
Sent: Thursday, 2 December 2021 13:21
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED], and anyone else who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 2 December 2021 13:24
To: Greenville, Felicity (Health); Pingault, Nevada (Health)
Subject: Emails handover

Hi Felicity and Nevada,

I have responded to all the emails we have received up until 1:20pm. Aside from the Mrs Kim's Donuts complaints, I have left a voicemail with the [REDACTED] food complaint with the general HPS line and emailed the [REDACTED] general complaint. I need to do so additional data entry and reach out to the named contacts of survey respondents.

Felicity, are you able to email the surveys to new complainants for the rest of the afternoon?

If you cannot get to then, no worries, I can send them when I get [REDACTED]. Just let me know which ones you are/are not able to reach.

Best,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 13:27
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 2 December 2021 13:28
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 2 December 2021 13:29
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 2 December 2021 13:31
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 2 December 2021 13:32
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 2 December 2021 13:34
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 2 December 2021 13:35
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 2 December 2021 13:40
To: Mead, Sarah (Health); Pingault, Nevada (Health)
Subject: RE: Mrs Kim's Donuts in Kingston closes amid widespread reports of food poisoning | [REDACTED]

OFFICIAL

Thanks Sarah!

From: Mead, Sarah (Health) <Sarah.Mead@act.gov.au>
Sent: Thursday, 2 December 2021 1:37 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Mrs Kim's Donuts in Kingston closes amid widespread reports of food poisoning | [REDACTED]

OFFICIAL

From: Sarah Mead [REDACTED] >
Sent: Thursday, 2 December 2021 1:36 PM
To: Mead, Sarah (Health) <Sarah.Mead@act.gov.au>
Subject: Mrs Kim's Donuts in Kingston closes amid widespread reports of food poisoning | [REDACTED]

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.

[REDACTED]

[REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 13:53
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donut reporting

UNOFFICIAL

Hi

██████ called to report food poisoning from Mrs Kim's Donuts.

Kind Regards
Nicki

From: Wade, Elif (Health) <Elif.Wade@act.gov.au> **On Behalf Of** HPS
Sent: Thursday, 2 December 2021 1:46 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donut reporting

Hi,

██████ called to report that she had had food poisoning from the Mrs Kim's Donut.

Her email address is ████████████████████
Her phone number is ████████████████████

Thanks and regards,

Elif (she/her) | Administration Service Officer

Phone: 02 5124 9700 | Email: hps@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



From: Environmental Health
Sent: Thursday, 2 December 2021 13:56
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: [REDACTED] from Mrs Kim's Donuts

OFFICIAL

Hi

This caller mentions Mrs Kim's but he ate [REDACTED].

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 1:43 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: [REDACTED] from Mrs Kim's Donuts

OFFICIAL

[REDACTED]

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services
Ph: 02 5124 9700 | Email: 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



From: Drake, Angie (Health)
Sent: Thursday, 2 December 2021 14:04
To: Pingault, Nevada (Health); Hudson, Lyndell (Health); Martin, Victor (Health)
Cc: Health Media
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

I've just asked Benno to assist with this.
thanks

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 2 December 2021 1:42 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

There's a follow up article today. May you please send this through too?

Thank you,
Nevada

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 10:30 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Very basic – they just based it on our info from Monday.

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 10:18 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

It's a bit buried on their website but here's the copy.

ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints

[Olivia Ireland](#)

[Top Stories](#)



ACT Health is investigating Mrs Kim's after 60 people reported falling ill after eating there. Picture: Elesa Kurtz
 ACT Health is investigating a Kingston donut shop after more than 60 people complained of food poisoning after eating there.

Mrs Kim's opened on July 8 and became a popular takeaway option for locked down Canberrans, selling up to 1000 donuts a day.

But the business has now been closed following reports of gastro symptoms from customers who consumed food from the premises.

ACT Health said investigations were under way into the business after it was notified last Thursday.

The small business has taken down its Facebook, Instagram and Uber Eats profiles.

ACT Health plans to work with the business to ensure it is providing safe food. It is unknown when, or if, Mrs Kim's plans to reopen.

"ACT public health officers undertake routine and proactive compliance activities with food businesses to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community," a government spokesperson said.

Mrs Kim's has been contacted for comment.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] | Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate
 Level 5, 6 Bowes Street Phillip ACT 2606

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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 9:50 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Benno are you able to get the article on this?

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 9:43 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

We've heard this morning that the Canberra Times has run an article about the outbreak at Mrs Kim's (business named). It's a subscription only article, may you please send us a copy of the article?
Apparently they've quoted the number we provided and associated it with the food business. A bit naughty, they've got the association right, but who's to say we weren't investigating another large outbreak...

We've got another lot of complaints come through this morning, probably in response to the article.

Thank you,
Nevada

Dr Nevada Pingault PhD, FASM, MAIMS
Manager, Disease Surveillance
Ph: 5124 6254 | Email: nevada.pingault@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



From: Mitchell, Michelle (Health) on behalf of HPS
Sent: Thursday, 2 December 2021 14:08
To: Environmental Health
Subject: FW: Mrs Kim's Donut Outbreak

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

-----Original Message-----

From: [REDACTED] >
Sent: Thursday, 2 December 2021 2:05 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's Donut 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.

Good Afternoon,

Just wanted to contact you and advise that I was another case of food poisoning as a result of eating donuts from Mrs Kim's. The doughnuts were purchased on Saturday the 20th November and symptoms began at 2am on Tuesday the 23rd November.

[REDACTED]

Can you please give me updates on the investigation into this outbreak? Has anyone been able to contact the company?

Thanks,

[REDACTED]

Sent from my iPhone

From: Greenville, Felicity (Health)
Sent: Thursday, 2 December 2021 14:43
To: Pingault, Nevada (Health); Allen, Keeley (Health)
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Oh dear. This explains why people I have spoken to today are so concerned it is salmonella or listeria.

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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 2 December 2021 2:13 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Thursday, 2 December 2021 2:10 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

ACT Health aware of 130 possible doughnut gastro cases

[Olivia Ireland](#)
[Top Stories](#)



Mrs Kim's Donuts in Kingston has been closed. Picture: Elesa Kurtz

The potential food poisoning outbreak from [a Kingston doughnut shop](#) has increased to 130 reports alleging salmonella symptoms. Possible victims of Mrs Kim's Donuts are beginning to come forward, sharing symptoms of vomiting, diarrhoea, dehydration and abdominal pain that has even led to hospitalisations.

Dylan Hayne was a customer who bought a six pack of doughnuts for his partner Olivia Corkery's birthday on Wednesday, November 24, which they believe is what caused them to become severely ill.

"We felt fine for a few days, but at 2am on Friday I woke up to severe vomiting and it started for Olivia a few hours later at 8am," Mr Hayne said.

"For days we had really bad food poisoning with dehydration, migraines, a lot of vomiting and diarrhoea. We couldn't drink any water or keep food down until dinner a few days ago on Monday 29. It was agonising for both of us.

"We connected the dots it was likely the doughnut restaurant because it was the only thing both Olivia and myself had eaten together and we saw other people post their experience from the same place in a Canberra forum."

The couple had travelled to Sydney before symptoms to visit family for the first time in months, which Olivia said was ruined.

"I was really mad, because I'd organised a dinner with my friends, they were all eating and drinking while I couldn't because I was so sick, I just wanted to have a good birthday," Ms Corkery said.

"The restaurant could have at least shut down and apologised to people who reported symptoms earlier because it possibly could have prevented us from getting sick later.

"We have had no contact from the business, they just completely disappeared which makes us feel the restaurant doesn't care they possibly made hundreds of people sick."

READ MORE

- [More than 60 complain of food poisoning after visiting south Canberra eatery](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [How to prevent food poisoning in hot weather](#)

Mrs Kim's sold up to 1000 doughnuts a day during lockdown, which raises speculation from customers on how many more Canberrans have experienced symptoms.

The small business has taken down its Facebook, Instagram and Uber Eats profiles with no answer from their phone number.

Mrs Kim's has been contacted for comment.

Other people have reported suffering more extreme symptoms that led to being admitted in the emergency ward, including stomach pain, vomiting and fevers.

Reports of vomiting every five to 10 minutes for several hours that led to a loss of consciousness and sleeping on the bathroom floor also occurred.

The only way customers like Mr Hayne and Ms Corkery were able to understand why they all got sick was through one common link of eating doughnuts at the same shop.

ACT Health confirmed some people had been treated at hospital and is running an ongoing investigation, interviewing each claim of food poisoning.

"As at 3pm on December 1, 2021, approximately 130 people have been identified as experiencing similar symptoms that may be attributable to the same source. Symptoms have generally resolved after 48 hours," a government spokesperson said.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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) <Angie.Drake@act.gov.au>
Sent: Thursday, 2 December 2021 1:59 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 2 December 2021 1:42 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

There's a follow up article today. May you please send this through too?

Thank you,
Nevada

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 10:30 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Very basic – they just based it on our info from Monday.

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 10:18 AM

To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

It's a bit buried on their website but here's the copy.

ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints

[Olivia Ireland](#)

[Top Stories](#)



ACT Health is investigating Mrs Kim's after 60 people reported falling ill after eating there. Picture: Elesa Kurtz
ACT Health is investigating a Kingston donut shop after more than 60 people complained of food poisoning after eating there.

Mrs Kim's opened on July 8 and became a popular takeaway option for locked down Canberrans, selling up to 1000 donuts a day.

But the business has now been closed following reports of gastro symptoms from customers who consumed food from the premises.

ACT Health said investigations were under way into the business after it was notified last Thursday.

The small business has taken down its Facebook, Instagram and Uber Eats profiles.

ACT Health plans to work with the business to ensure it is providing safe food. It is unknown when, or if, Mrs Kim's plans to reopen.

"ACT public health officers undertake routine and proactive compliance activities with food businesses to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community," a government spokesperson said.

Mrs Kim's has been contacted for comment.

Andrew Benson | Senior Director, Media
Ph [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 9:50 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Benno are you able to get the article on this?

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 9:43 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

We've heard this morning that the Canberra Times has run an article about the outbreak at Mrs Kim's (business named). It's a subscription only article, may you please send us a copy of the article?
Apparently they've quoted the number we provided and associated it with the food business. A bit naughty, they've got the association right, but who's to say we weren't investigating another large outbreak...

We've got another lot of complaints come through this morning, probably in response to the article.

Thank you,
Nevada

Dr Nevada Pingault PhD, FASM, MAIMS
Manager, Disease Surveillance
Ph: 5124 6254 | Email: nevada.pingault@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



From: Environmental Health
Sent: Thursday, 2 December 2021 14:49
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donut Outbreak

OFFICIAL

Hi

Please note below email regarding Mrs Kim's Donuts.

Kind Regards
Nicki

-----Original Message-----

From: [REDACTED] >
Sent: Thursday, 2 December 2021 2:05 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's Donut 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.

Good Afternoon,

Just wanted to contact you and advise that I was another case of food poisoning as a result of eating donuts from Mrs Kim's. The doughnuts were purchased on Saturday the 20th November and symptoms began at 2am on Tuesday the 23rd November.

[REDACTED]

Can you please give me updates on the investigation into this outbreak? Has anyone been able to contact the company?

Thanks,

[REDACTED]

Sent from my iPhone

From: Environmental Health
Sent: Thursday, 2 December 2021 14:51
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Complaint on Mrs Kim's Donut

UNOFFICIAL

Hi

Please see below for details on Mrs Kim's Donut case.

Kind Regards
Nicki

From: Wade, Elif (Health) <Elif.Wade@act.gov.au> **On Behalf Of** HPS
Sent: Thursday, 2 December 2021 2:20 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Complaint on Mrs Kim's Donut

Mr [REDACTED] called to report a food poisoning due to Mrs Kim's donut.

His email address [REDACTED]
His phone number is [REDACTED]

Thanks and regards,

[Elif \(she/her\) | Administration Service Officer](#)

Phone: 02 5124 9700 | Email: hps@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



From: Environmental Health
Sent: Thursday, 2 December 2021 14:52
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Donut Food Poisoning

OFFICIAL

Hi

Please see below for details on Mrs Kim's Donut case.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 2:34 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Donut Food Poisoning

OFFICIAL

Hello

[REDACTED]

[REDACTED]

[REDACTED]

Regards
Alex

From: Environmental Health
Sent: Thursday, 2 December 2021 14:52
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kims donuts at Kingston

OFFICIAL

Hi

Please see below for details on Mrs Kim's Donut case.

Kind Regards
Nicki

-----Original Message-----

From: [REDACTED] >
Sent: Thursday, 2 December 2021 2:25 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kims donuts at 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 just wanted to let you know [REDACTED]

[REDACTED]
By Monday we were feeling unwell and by Monday evening most of us were vomiting and had other gastro type symptoms. We were all well again within 2 -3 days.

[REDACTED]
Kind regards,

[REDACTED]

From: Environmental Health
Sent: Thursday, 2 December 2021 15:10
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Here is another call regarding Mrs Kim's Donuts.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 3:01 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL

[REDACTED]
Email: [REDACTED]

Purchased donuts from Mrs Kim's Donuts on Saturday 20/11/21 and was the only one to become ill out of the 6 people to consume the donuts. She did however have a fresh cream and jam donut as she does love Mrs Kim's donuts.

Looking back on her calendar she had purchased donuts from Mrs Kim's Donuts back 18/10/21 and was ill the wednesday and thursday after.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Benson, Andrew (Health)
Sent: Thursday, 2 December 2021 15:29
To: Pingault, Nevada (Health); Drake, Angie (Health)
Cc: Hudson, Lyndell (Health); Martin, Victor (Health)
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Absolutely, I'll get them to remove the "salmonella symptoms" reference.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 2 December 2021 3:18 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Benno,

This article is making reference to Salmonella, highlighted below. Very poor reporting. Is there anything you can do to get them to change this? Also a bit leading to have the links to an historical outbreak.

We've now got people contacting us concerned about having Salmonella or Listeria and having to refute this article.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Thursday, 2 December 2021 2:10 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

ACT Health aware of 130 possible doughnut gastro cases

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston has been closed. Picture: Elesa Kurtz

The potential food poisoning outbreak from [a Kingston doughnut shop](#) has increased to 130 reports alleging salmonella symptoms. Possible victims of Mrs Kim's Donuts are beginning to come forward, sharing symptoms of vomiting, diarrhoea, dehydration and abdominal pain that has even led to hospitalisations.

Dylan Hayne was a customer who bought a six pack of doughnuts for his partner Olivia Corkery's birthday on Wednesday, November 24, which they believe is what caused them to become severely ill.

"We felt fine for a few days, but at 2am on Friday I woke up to severe vomiting and it started for Olivia a few hours later at 8am," Mr Hayne said.

"For days we had really bad food poisoning with dehydration, migraines, a lot of vomiting and diarrhoea. We couldn't drink any water or keep food down until dinner a few days ago on Monday 29. It was agonising for both of us.

"We connected the dots it was likely the doughnut restaurant because it was the only thing both Olivia and myself had eaten together and we saw other people post their experience from the same place in a Canberra forum."

The couple had travelled to Sydney before symptoms to visit family for the first time in months, which Olivia said was ruined.

"I was really mad, because I'd organised a dinner with my friends, they were all eating and drinking while I couldn't because I was so sick, I just wanted to have a good birthday," Ms Corkery said.

"The restaurant could have at least shut down and apologised to people who reported symptoms earlier because it possibly could have prevented us from getting sick later.

"We have had no contact from the business, they just completely disappeared which makes us feel the restaurant doesn't care they possibly made hundreds of people sick."

READ MORE

- [More than 60 complain of food poisoning after visiting south Canberra eatery.](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [How to prevent food poisoning in hot weather](#)

Mrs Kim's sold up to 1000 doughnuts a day during lockdown, which raises speculation from customers on how many more Canberrans have experienced symptoms.

The small business has taken down its Facebook, Instagram and Uber Eats profiles with no answer from their phone number.

Mrs Kim's has been contacted for comment.

Other people have reported suffering more extreme symptoms that led to being admitted in the emergency ward, including stomach pain, vomiting and fevers.

Reports of vomiting every five to 10 minutes for several hours that led to a loss of consciousness and sleeping on the bathroom floor also occurred.

The only way customers like Mr Hayne and Ms Corkery were able to understand why they all got sick was through one common link of eating doughnuts at the same shop.

ACT Health confirmed some people had been treated at hospital and is running an ongoing investigation, interviewing each claim of food poisoning.

"As at 3pm on December 1, 2021, approximately 130 people have been identified as experiencing similar symptoms that may be attributable to the same source. Symptoms have generally resolved after 48 hours," a government spokesperson said.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] | Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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) <Angie.Drake@act.gov.au>
Sent: Thursday, 2 December 2021 1:59 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 2 December 2021 1:42 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

There's a follow up article today. May you please send this through too?

Thank you,
Nevada

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 10:30 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Very basic – they just based it on our info from Monday.

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 10:18 AM

To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

It's a bit buried on their website but here's the copy.

ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints

[Olivia Ireland](#)

[Top Stories](#)



ACT Health is investigating Mrs Kim's after 60 people reported falling ill after eating there. Picture: Elesa Kurtz
ACT Health is investigating a Kingston donut shop after more than 60 people complained of food poisoning after eating there.

Mrs Kim's opened on July 8 and became a popular takeaway option for locked down Canberrans, selling up to 1000 donuts a day.

But the business has now been closed following reports of gastro symptoms from customers who consumed food from the premises.

ACT Health said investigations were under way into the business after it was notified last Thursday.

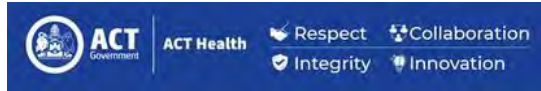
The small business has taken down its Facebook, Instagram and Uber Eats profiles.

ACT Health plans to work with the business to ensure it is providing safe food. It is unknown when, or if, Mrs Kim's plans to reopen.

"ACT public health officers undertake routine and proactive compliance activities with food businesses to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community," a government spokesperson said.

Mrs Kim's has been contacted for comment.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 9:50 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Benno are you able to get the article on this?

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 9:43 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

We've heard this morning that the Canberra Times has run an article about the outbreak at Mrs Kim's (business named). It's a subscription only article, may you please send us a copy of the article?
Apparently they've quoted the number we provided and associated it with the food business. A bit naughty, they've got the association right, but who's to say we weren't investigating another large outbreak...

We've got another lot of complaints come through this morning, probably in response to the article.

Thank you,
Nevada

Dr Nevada Pingault PhD, FASM, MAIMS
Manager, Disease Surveillance
Ph: 5124 6254 | Email: nevada.pingault@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



From: Gorkhali, Milan (Health)
Sent: Thursday, 2 December 2021 16:58
To: Mirza, Arif (Health)
Cc: Hudson, Lyndell (Health); Jennings, Verity (Health); Environmental Health
Subject: Swabs- outbreak reports
Attachments: M21-0357-[R00].pdf; M21-0360-[R00].pdf; M21-0359-[R00].pdf; M21-0358-[R00].pdf
Categories: EH HP4

OFFICIAL: Sensitive

Hi Arif,

Please find attached analysis reports of the environmental swab samples submitted on 25/11/21 and 26/11/21.

Please note: The analysis report of the "Piping bag" sample is yet to be issued. The testing is in progress.

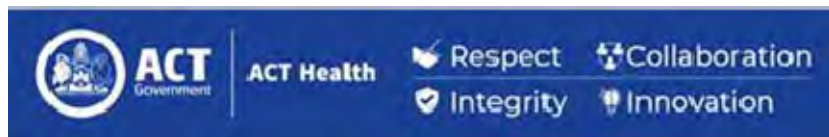
Thank you.

Kind regards,

Milan Gorkhali | Senior Microbiologist

Phone: 02 5124 9167 | Email: milan.gorkhali@act.gov.au

Health Protection Service | Public Health, Protection and Regulation | ACT Health | ACT Government
25 Mulley Street, Holder ACT 2611 | Health.act.gov.au/hps



ANALYSIS REPORT

Sample run: Swabs - Outbreak
Sample source: Mrs Kim's Donuts/Kingston
ACTGAL No: M21/0357
Submitter: A. Mirza
Client: Manager Operations Environmental Health.
Client Address: 25 Mulley Street. Holder.
Canberra. ACT 2611

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

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

ANALYSIS REPORT

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

Signature: _____

Milan Gorkhali

Reporting Officer

ANALYSIS REPORT

| | | | |
|------------------------|---|------------------------|-------------|
| Sample run: | Swabs- Outbreak | Date collected: | 25/11/21 |
| Sample source: | Mrs Kim's Donuts/Kingston | Date received: | 26/11/21 |
| ACTGAL No: | M21/0359 | Date tested: | 26/11/21 |
| Submitter: | A. Mirza | Finalised date: | 2/12/21 |
| Client: | Manager Operations Environmental Health. | Approved by: | M. Gorkhali |
| Client Address: | 25 Mulley Street. Holder. Canberra. ACT 2611 | | |

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.

Signature: _____

Milan Gorkhali

Reporting Officer

ANALYSIS REPORT

Sample run: Swabs - Outbreak
Sample source: Mrs Kim's Donuts/Kingston
ACTGAL No: M21/0358
Submitter: A. Mirza
Client: Manager Operations Environmental Health.
Client Address: 25 Mulley Street. Holder.
Canberra. ACT 2611

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

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/crea m/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

From: Environmental Health
Sent: Thursday, 2 December 2021 16:59
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Here is another contact citing Mrs Kim's Donuts for potential food poisoning.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 4:57 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL



Purchased donuts from Mrs Kim's Donuts on Saturday 20/11/21 and become ill.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Environmental Health
Sent: Thursday, 2 December 2021 17:32
To: Environmental Health
Subject: RE: Mrs Kim's Donuts

Follow Up Flag: Follow up
Flag Status: Completed

Categories: Awaiting information

OFFICIAL

Hi Nicki

You can ask CDC for the completed questionnaires, but it will also be good to know why they suspect [REDACTED] and what is their exact concerns/complaint they have for [REDACTED]

Regards

Jennifer Ruthenberg | Assistant Director Food Safety and Audit
 Ph: 02 5124 9256 | Email: 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



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: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 2 December 2021 3:13 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Would you like me to ask CDC for a copy of the questionnaire when it is complete?

I have not had any other complaints from [REDACTED] yet.

Kind Regards
 Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 2:37 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

For whoever phoned [REDACTED], I have now spoken to her. They did eat donuts on either the 22nd or 23rd. If this is the cause of their illness it appears [REDACTED] have had person-person transmission as they became sick later and did not eat donuts.

[REDACTED] is still concerned it may be from [REDACTED] who ate [REDACTED] got sick whereas not all who ate donuts got sick. She will complete the Mrs Kim's donut questionnaire, however, would like her concerns regarding the [REDACTED] noted. I said I would notify the food team of her concerns in case of other complaints. She does not require follow up unless food team wish to investigate.

Cheers,

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



From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 2 December 2021 1:43 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please see below for details of a caller for Mrs Kim's Donuts.

Kind Regards
 Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 1:25 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL

Email: [REDACTED]

Returned missed call from us, [REDACTED] rang yesterday (1/12/21)

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Environmental Health
Sent: Thursday, 2 December 2021 17:43
To: Greenville, Felicity (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Could we please receive a copy of the food poisoning questionnaire once it is returned as well as any comments they make about why they believe it to be [REDACTED]

Kind Regards
 Nicki

From: Environmental Health
Sent: Thursday, 2 December 2021 3:12 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Would you like me to ask CDC for a copy of the questionnaire when it is complete?

I have not had any other complaints from [REDACTED] yet.

Kind Regards
 Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 2:37 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

For whoever phoned [REDACTED], I have now spoken to her. They did eat donuts on either the 22nd or 23rd. If this is the cause of their illness it appears [REDACTED] have had person-person transmission as they became sick later and did not eat donuts.

[REDACTED] is still concerned it may be from [REDACTED] who ate [REDACTED] got sick whereas not all who ate donuts got sick. She will complete the Mrs Kim's donut questionnaire, however, would like her concerns regarding the [REDACTED] noted. I said I would notify the food team of her concerns in case of other complaints. She does not require follow up unless food team wish to investigate.

Cheers,

Felicity Greenville | Disease Surveillance | Public Health Nurse
 Ph: (02) 5124 9214 | Email: felicity.greenville@act.gov.au



From: Environmental Health <EnvironmentalHealth@act.gov.au>

Sent: Thursday, 2 December 2021 1:43 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please see below for details of a caller for Mrs Kim's Donuts.

Kind Regards

Nicki

From: HPSReception <HPSReception@act.gov.au>

Sent: Thursday, 2 December 2021 1:25 PM

To: Environmental Health <EnvironmentalHealth@act.gov.au>

Subject: Mrs Kim's Donuts

OFFICIAL

[REDACTED]
[REDACTED]
Email: [REDACTED]

Returned missed call from us, [REDACTED] rang yesterday (1/12/21)

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Benson, Andrew (Health)
Sent: Thursday, 2 December 2021 17:45
To: [REDACTED]
Cc: Health Media
Subject: RE: Food poisoning

OFFICIAL

Hi [REDACTED]

Here is your update as discussed.

As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours.

Cheers

Benno

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Benson, Andrew (Health)
Sent: Wednesday, 1 December 2021 5:25 PM
To: [REDACTED]
Cc: Health Media <HealthMedia@act.gov.au>
Subject: Food poisoning

OFFICIAL

Hi [REDACTED]

Attributable to an ACT Health spokesperson.

As at 3pm on 1 December 2021, approximately 130 people have been identified as experiencing similar symptoms that may be attributable to the same source. Symptoms have generally resolved after 48 hours.

Could you also change the existing line in your earlier article to be:

ACT Health is working with the food business to ensure they are meeting their responsibility to provide safe food.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] | Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Thursday, 2 December 2021 19:39
To: Greenville, Felicity (Health)
Subject: RE: Mrs Kim's Donuts

OFFICIAL

Thank you Felicity 😊

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 2:37 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

For whoever phoned [REDACTED], I have now spoken to her. They did eat donuts on either the 22nd or 23rd. If this is the cause of their illness it appears [REDACTED] had person-person transmission as they became sick later and did not eat donuts.

[REDACTED] is still concerned it may be from [REDACTED] who ate [REDACTED] got sick whereas not all who ate donuts got sick. She will complete the Mrs Kim's donut questionnaire, however, would like her concerns regarding the [REDACTED] noted. I said I would notify the food team of her concerns in case of other complaints. She does not require follow up unless food team wish to investigate.

Cheers,

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



From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 2 December 2021 1:43 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please see below for details of a caller for Mrs Kim's Donuts.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 1:25 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL



Returned missed call from us, [REDACTED] rang yesterday (1/12/21)

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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





Question Time Brief

GBC21/786

Portfolio/s:Health

ISSUE: Food Poisoning Outbreak

Issue

ACT Health Directorate (ACTHD) has been investigating a food poisoning incident with a number of people becoming ill after consuming food from a Canberra food business.

Key Talking Points

- As at 11:00am on 2 December 2021, approximately 150 people have been identified by ACTHD as experiencing similar symptoms that may be attributable to the same source.
- Individuals became ill after consuming food purchased from a Canberra food business between 20 and 24 November 2021.
- Reports are that symptoms of the illness were primarily diarrhoea and vomiting and have generally resolved after 48 hours.
- ACTHD is working with the business to ensure they meet their food safety responsibilities under the Food Act.
- The business elected to close to undertake cleaning.
- There is no continuing risk associated with the food business.
- However, anyone experiencing symptoms of diarrhoea or vomiting should always take precautions including:
 - washing their hands thoroughly after going to the toilet or vomiting;
 - cleaning any affected surfaces with a bleach solution taking care to follow the manufacturer's instructions on dilution; and
 - avoid preparing food for others and if this is not possible, the person should wash their hands thoroughly before doing so.
- If anyone is experiencing symptoms they are concerned about they should seek advice from their regular healthcare provider.

Media Dot Points

- Food businesses have food safety responsibilities under the *Food Act 2001*. ACT Health undertakes 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, or call 5124 9700.

Background

On 25 November 2021, ACT Health became aware of reports of people becoming ill after consuming food from a Canberra food business.

From: [REDACTED]
Sent: Friday, 3 December 2021 08:33
To: Allen, Keeley (Health)
Subject: RE: Food Poisoning Query [SEC=UNOFFICIAL] [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.

OFFICIAL

Hi Keeley,

[REDACTED]

Hope that's all you need otherwise you can call me on [REDACTED]
[REDACTED]



I noticed the missed calls once I got home, I was tied up in engagements yesterday and figured I would get in touch today but here you are 😊

Thanks,

[REDACTED]

[REDACTED]

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Thursday, 2 December 2021 7:38 PM
To: [REDACTED] >
Cc: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Food Poisoning Query [SEC=UNOFFICIAL]

 **EXTERNAL EMAIL:** Do not click any links or open any attachments unless you trust the sender and know the content is safe. 

OFFICIAL

Hi [REDACTED],

Thank you for reaching out. I can confirm that both of your survey submissions have been recorded despite the timing out troubles.

We did just have one quick question, we have two slightly different onset times for your illness. You may have a few missed calls from ACT Health regarding this matter. Did your illness start at 9pm or 11pm?

Thank you for taking the initiative to get in contact with us.

Best regards,
Keeley

From: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au> **On Behalf Of** ACT Health, Communicable Diseases
Sent: Thursday, 2 December 2021 2:17 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: FW: Food Poisoning Query [SEC=UNOFFICIAL]

OFFICIAL

From: [REDACTED]
Sent: Thursday, 2 December 2021 2:03 PM
To: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>
Subject: Food Poisoning Query [SEC=UNOFFICIAL]

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.

UNOFFICIAL

Hi team,

I've tried to complete this questionnaire twice (received through [REDACTED], sent by Keeley Allen):

Please share the link and QR code with [REDACTED] and anyone else who may have eaten with you from Mrs Kim's Donuts, even if they have been well.

<https://redcap.link/ucm8lu06>



However once I select submit, the page times out (stays frozen on a *working* pop up).

I'm happy to provide answers in the body of an email if that helps?

Reply email here is best otherwise I can call after hours?

Thanks,



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments 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, 3 December 2021 08:58
To: Greenville, Felicity (Health)
Subject: RE: Mrs Kim's emails

OFFICIAL

You are a GEM! Thank you!

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 7:45 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: Mrs Kim's emails

OFFICIAL

Hi,
I have emailed everyone from this afternoon so we are up to date at the moment.
Have a good night.

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



From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 09:03
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Friday, 3 December 2021 09:05
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Friday, 3 December 2021 09:06
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Greenville, Felicity (Health)
Sent: Friday, 3 December 2021 09:22
To: Pingault, Nevada (Health); Allen, Keeley (Health)
Subject: RE: New article

Thanks.

There are a few duplicate entries in Redcap from the people entering their own info but pretty sure Keeley is on to that.

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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:15 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: New article

I'll ask media again, I was hoping they would automatically be sending them through.

Also, on the drive in this morning, this was on the news. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

We need to anticipate all our info will be FOI'd by the lawyers, so need to make sure everything epidemiological is as water tight as possible.

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Friday, 3 December 2021 9:12 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: New article

If anyone has a copy of the article they can share I would like to read it – I don't have a subscription

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:



From reading my bootleg translated version online, sounds like they interviewed a lawyer for this article.

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

Ph: 5124 6215 | Email: 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

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: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Friday, 3 December 2021 09:25
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food poisoning complaint - Ms Kim's Donuts - 20 November 2021

Hello,

Please see below re Ms Kim's donut complaint.

Thanks,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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



From: Mitchell, Michelle (Health) <Michelle.Mitchell@act.gov.au> **On Behalf Of** HPS
Sent: Friday, 3 December 2021 9:22 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food poisoning complaint - Ms Kim's Donuts - 20 November 2021

Hi

for you to action please.

Kind Regards

Victoria

From: [REDACTED] >
Sent: Friday, 3 December 2021 8:46 AM
To: HPS <HPS@act.gov.au>
Subject: Food poisoning complaint - Ms Kim's Donuts - 20 November 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.

Hello

I understand a number of people have reported illness after eating at Ms Kim's Donuts in Kingston.

On Saturday 20 November I bought my family 18 donuts of various flavours for an afternoon tea. [REDACTED]

I don't believe any other family members were affected so we suspect not all flavours were contaminated.

Unfortunately we don't have any samples left.

Please add our names to any investigation and please reach out if you need any further information.

[REDACTED]

Cheers

[REDACTED]

(and [REDACTED] and [REDACTED])

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Friday, 3 December 2021 09:30
To: Greenville, Felicity (Health); Allen, Keeley (Health); Pingault, Nevada (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's

Good morning,

Please see below, for Mrs Kim's Donuts.

Thanks,

Kate Groeschel | Public Health Officer
Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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: Mitchell, Michelle (Health) <Michelle.Mitchell@act.gov.au> On Behalf Of HPS
Sent: Friday, 3 December 2021 9:12 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Mrs Kim's

Hi

for you to action please.

Kind Regards

Victoria

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 2 December 2021 7:42 PM
To: HPS <HPS@act.gov.au>
Subject: 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 emailing to report that myself and a few family members got food poisoning from Mrs Kim's donuts, bought on November 20.

The names were:

[REDACTED]



I understand that a full investigation probably won't be done because the business is closed but I just wanted to report the details.

Let me know if you need any more info.

Thanks 

Sent from my iPhone

From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 09:33
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED] and anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 09:35
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] and anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Friday, 3 December 2021 09:35
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts - food poisoning/gastro

Hello,

Please see below for Mrs Kim's Donuts.

Thanks,

Kate Groeschel | Public Health Officer
 Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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: Mitchell, Michelle (Health) <Michelle.Mitchell@act.gov.au> On Behalf Of HPS
 Sent: Friday, 3 December 2021 9:11 AM
 To: Environmental Health <EnvironmentalHealth@act.gov.au>
 Subject: FW: Mrs Kim's Donuts - food poisoning/gastro

Hi

for you to action please.

Kind Regards

Victoria

-----Original Message-----

From: [REDACTED] >
 Sent: Thursday, 2 December 2021 6:56 PM
 To: HPS <HPS@act.gov.au>
 Subject: Mrs Kim's Donuts - food poisoning/gastro

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.

Dear ACT Health,

I recently read the media articles regarding Mrs Kim's Donuts and the food poisoning/gastro.

On Sunday, 21 November, I bought donuts from Mrs Kim's and became extremely ill the following day, Monday, 22 November. I [REDACTED]

I understand a number of people may have also become ill during the same time; which explains how I became so unwell all of a sudden.

Please let me know if you need any further details.

Kind regards,

A solid black rectangular box used to redact the sender's name or signature.

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Friday, 3 December 2021 09:36
To: Greenville, Felicity (Health); Allen, Keeley (Health); Pingault, Nevada (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hello,

Please see below for Mrs Kim's Donuts.

Thanks,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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



From: HPSReception <HPSReception@act.gov.au>
Sent: Friday, 3 December 2021 9:35 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL



Had Mrs Kim's Donuts on Sunday 20/11/21 and become ill.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 09:37
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED], and anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 09:38
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 09:40
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Greenville, Felicity (Health)
Sent: Friday, 3 December 2021 09:45
To: Allen, Keeley (Health)
Subject: RE: [REDACTED] from Mrs Kim's Donuts

OFFICIAL

I couldn't get a hold of him on the phone so emailed to ask if he ate from Mrs Kim's [REDACTED]. Waiting to hear back but can try to call him again.

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:43 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: [REDACTED] from Mrs Kim's Donuts

OFFICIAL

Hi Felicity,

Just double checking that we spoke to/emailed this man with the two food poisoning complaints?

Best,
 Keeley

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 2 December 2021 1:56 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: [REDACTED] from Mrs Kim's Donuts

OFFICIAL

Hi

This caller mentions Mrs Kim's [REDACTED]

Kind Regards
 Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 1:43 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: [REDACTED] from Mrs Kim's Donuts

OFFICIAL

[REDACTED]

Purchased [REDACTED] from Mrs Kim's Donuts on Saturday and was sick for 2 days.
He thought nothing about this until reading about Mrs Kim's Donuts in the newspaper today.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 09:52
To: Pingault, Nevada (Health); Greenville, Felicity (Health)
Subject: RE: Another Mrs Kim's article

Can do!

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:46 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Keeley and Felicity,

Here's the article.

Benno's asked for updated case numbers at noon – Keeley, are you able to accommodate that please? Let me know if it is not possible.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately ??? people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

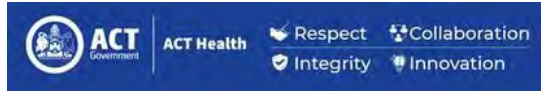
"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:18 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:



Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 10:03
To: Pingault, Nevada (Health); Greenville, Felicity (Health)
Subject: RE: Media statement - [REDACTED]

And this tweet:

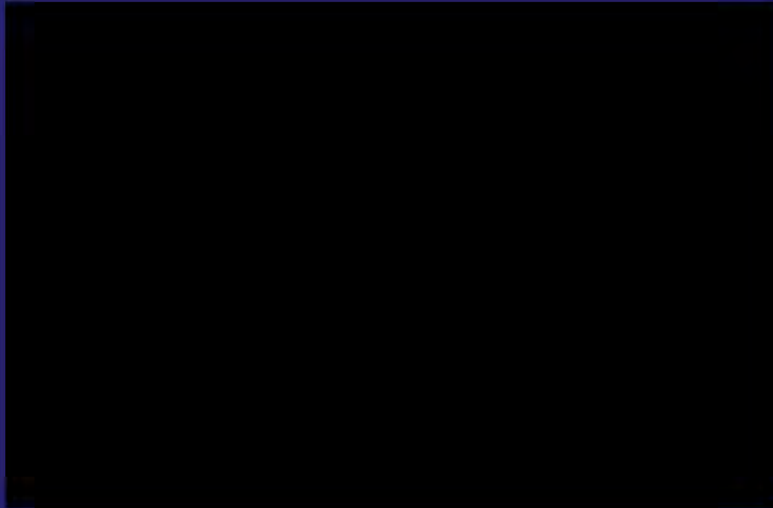
Not exactly sure what [REDACTED] is.

...

#Food #Poisoning #Victims of Mrs Kim's donuts urged to get legal advice

food-poisoning...

#Act #Bank #Compensation # #Health
#Investigation #Kingston #Law #Loss #Outbreak
#Purchase #Recovery #



11:18 am · 2 Dec 2021 · Posts

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:58 AM

To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>

Subject: RE: Media statement -

Wow! Thanks for finding this.

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:56 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: Media statement - [REDACTED]

Saw this one pop up on a google search

Food poisoning victims of Mrs Kim's donuts urged to get legal advice

Posted on 02 Dec 2021

[Share this:](#)

Canberrans who have suffered from food poisoning linked to a Kingston donut shop may have legal rights for redress, personal injury lawyer says.

Slater and Gordon Public Liability and Medical Law Principal Liam Casey said people affected may be entitled to compensation, particularly for pain and suffering, if they were struck down by food poisoning.

"Thankfully, most people who contract food poisoning are likely to make a full recovery and are not left with any permanent impairment, however, a claim can still be made for compensation even in those cases," he said.

"Food poisoning is an awful illness to experience and can lead to other related health complications. I have seen severe cases arising from previous outbreaks in the ACT where our clients have had lengthy periods of time off work and mounting medical expenses from ongoing symptoms."

Mr Casey said consumers would need to prove that they had contracted food poisoning from eating donuts from the shop under investigation by the ACT Health, such as providing a receipt of purchase, a bank statement or producing evidence of checking-in at the shop.

"I urge anyone affected by this outbreak firstly to seek urgent medical attention by visiting their GP," Mr Casey said.

"But if they suffered food poisoning and have incurred any out-of-pocket expenses such as medical bills and loss of income, for example, they should seek legal advice regarding whether a personal injury claim can be pursued."

Media Contact:
Andrea Petrie on 0428 994 937

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Friday, 3 December 2021 10:28
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food Poisoning at Mrs Kims Donuts

OFFICIAL

Hello,

Another Mrs Kim's donuts for you.

Thanks,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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: Mitchell, Michelle (Health) <Michelle.Mitchell@act.gov.au> On Behalf Of HPS
Sent: Friday, 3 December 2021 10:13 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food Poisoning at Mrs Kims Donuts

OFFICIAL

Hi

for you to action please.

Kind Regards

Michelle

-----Original Message-----

From: [REDACTED] >
Sent: Friday, 3 December 2021 9:51 AM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning at Mrs Kims 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,

I've recently noticed the media reporting surrounding Mrs Kims donuts and wanted to add myself and two friends to the increasingly growing list of people who became unwell.

On Monday 21 November at about 5:30pm, [REDACTED]
[REDACTED]

[REDACTED] These continued throughout Wednesday and concluded the following morning.

We do not have samples of the food.

Kind regards,
[REDACTED]
[REDACTED]

From: Martin, Victor (Health)
Sent: Friday, 3 December 2021 10:29
To: Benson, Andrew (Health); Pingault, Nevada (Health); Drake, Angie (Health); Hudson, Lyndell (Health)
Subject: RE: Mrs Kim's article in Canberra Times

Importance: High

Thanks Andrew, I note that we spoke by phone yesterday afternoon and I approved the material below.

Victor

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Thursday, 2 December 2021 2:46 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Thanks Nevada,

Victor, for approval please.

Update for CT and [REDACTED]

As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours.

And for [REDACTED]

As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November.

ACT Health continues to investigate these reports.

Reported symptoms, including diarrhoea and vomiting, have generally resolved after 48 hours.

ACT health undertakes 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.

Andrew Benson | Senior Director, Media
Ph [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 2 December 2021 2:27 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Benno,

Have made a few minor changes, struck through and in red, below.

If we are going to put a date range, we need to be clear these are the dates purchased, rather than consumed or illness onset.

Cheers,

Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Thursday, 2 December 2021 2:20 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Thanks. In that case, please see update for CT and [REDACTED]

As at 2pm on ~~1~~ 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same ~~source~~ business between 20 and 25~~4~~ November. Symptoms have generally resolved after 48 hours.

And for [REDACTED]

As at 2pm on ~~1~~ 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same ~~source~~ business between 20 and 25~~4~~ November.

ACT Health continues to investigate these reports.

Reported symptoms, including diarrhoea and vomiting, have generally resolved after 48 hours.

ACT health undertakes 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.

It would be great to apply a date range to this just to be clear that this doesn't appear to be an ongoing issue.

Thanks

Benno

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 2 December 2021 2:08 PM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Benno,

We're up to 169 ill people linked to this outbreak.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Thursday, 2 December 2021 1:58 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Nevada,

Can we please get an update on numbers for today.

Benno

Andrew Benson | Senior Director, Media
Ph [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Wednesday, 1 December 2021 4:31 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times
Importance: High

Hi Andrew, Angiem

"As at 3:00pm on 1 December 2021, approximately 130 people have been identified as experiencing similar symptoms that may be attributable to the same source. Symptoms have generally resolved after 48 hours."
END::

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 4:08 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Yes we can say that (actual figure at last count was 131 cases!).

And yes, can say that symptoms have generally resolved after 48 hours.

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Wednesday, 1 December 2021 4:05 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

Hi Nevada, can we say "Approximately 100 people have been identified as experiencing similar symptoms that may be attributable to the same source."

Can we say that symptoms have generally resolved after X hours/days? V

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 4:00 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Andrew,

We are now up to over 100 cases related to Mrs Kims, plus a handful of other food poisoning complaints that may not be related to this food business.

Lyndell, Victor – are you keen to provide updated case numbers?

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 3:41 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Nevada,

I have spoken to the CT and made it very clear that ACT Health hasn't confirmed any particular business as being involved.

They are really just using our information and other publicly available information to piece together their story.

They have asked for an update on how many reports of illness we have had. I have made it clear that any number I might be able to give them would include reports that might not be related to any particular business.

Can we get an updated number on reported food poisoning?

The response could go like this:

ACT Health is currently investigating ?? potential cases of food poisoning.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 2:09 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: Re: Mrs Kim's article in Canberra Times

OFFICIAL

Yes they all referred to Mrs Kims in the inquiry.

But we didn't confirm or deny – we provided the cleared (3 lined) response. I'm not sure if there was another way to do it.]

Perhaps we could have opened up with a – we can neither confirm or deny the name of the business

Get [Outlook for iOS](#)

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, December 1, 2021 12:19:09 PM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

Thanks Angie!

Can I please check – did we respond to a media enquiry from Canberra Times, where the Canberra Times specifically referred to Mrs Kim's in the enquiry?

The way the article reads, it looks like we've gone to the media and named the food business and I think this will have a knock on effect to the environmental investigation.

We have had further complaints this AM, with most people referencing seeing the article.

Cheers,
Nevada

From: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 10:30 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Very basic – they just based it on our info from Monday.

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Wednesday, 1 December 2021 10:18 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>
Subject: RE: Mrs Kim's article in Canberra Times

OFFICIAL

It's a bit buried on their website but here's the copy.

ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints

[Olivia Ireland](#)

[Top Stories](#)



ACT Health is investigating Mrs Kim's after 60 people reported falling ill after eating there. Picture: Elesa Kurtz

ACT Health is investigating a Kingston donut shop after more than 60 people complained of food poisoning after eating there.

Mrs Kim's opened on July 8 and became a popular takeaway option for locked down Canberrans, selling up to 1000 donuts a day.

But the business has now been closed following reports of gastro symptoms from customers who consumed food from the premises.

ACT Health said investigations were under way into the business after it was notified last Thursday.

The small business has taken down its Facebook, Instagram and Uber Eats profiles.

ACT Health plans to work with the business to ensure it is providing safe food. It is unknown when, or if, Mrs Kim's plans to reopen.

"ACT public health officers undertake routine and proactive compliance activities with food businesses to ensure they are meeting their obligations under the Food Act 2001 for the safety of the community," a government spokesperson said.

Mrs Kim's has been contacted for comment.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] | Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606

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) <Angie.Drake@act.gov.au>
Sent: Wednesday, 1 December 2021 9:50 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: Mrs Kim's article in Canberra Times

OFFICIAL

Benno are you able to get the article on this?

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Wednesday, 1 December 2021 9:43 AM
To: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: Mrs Kim's article in Canberra Times

OFFICIAL

Hi Angie,

We've heard this morning that the Canberra Times has run an article about the outbreak at Mrs Kim's (business named). It's a subscription only article, may you please send us a copy of the article?
Apparently they've quoted the number we provided and associated it with the food business. A bit naughty, they've got the association right, but who's to say we weren't investigating another large outbreak...

We've got another lot of complaints come through this morning, probably in response to the article.

Thank you,
Nevada

Dr Nevada Pingault PhD, FASM, MAIMS
Manager, Disease Surveillance
Ph: 5124 6254 | Email: nevada.pingault@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



From: Singleton, Sally (Health)
Sent: Friday, 3 December 2021 10:34
To: Hudson, Lyndell (Health); Pingault, Nevada (Health)
Cc: Blackwell, Rhian (Health); Binns, Philippa (Health)
Subject: RE: ART - Mrs Kim's Monday

OFFICIAL

No problems – let's do a short meeting at 1pm.
 Kind regards,
 Sally

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Friday, 3 December 2021 9:35 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Singleton, Sally (Health) <Sally.Singleton@act.gov.au>
Cc: Blackwell, Rhian (Health) <Rhian.Blackwell@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>
Subject: RE: ART - Mrs Kim's Monday

OFFICIAL

Hi

I just spoke with Victor and he would like the ART to go ahead Monday so I can run through my line of questioning before going onsite.

Would be good if we can move it a bit earlier (even 1pm).

Thanks
 Lyndell

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:27 AM
To: Singleton, Sally (Health) <Sally.Singleton@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Cc: Blackwell, Rhian (Health) <Rhian.Blackwell@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>
Subject: RE: ART - Mrs Kim's Monday

OFFICIAL

Hi Sally,

Tuesday is fine with me also. I think at this point the EH on-site meeting is of most importance and it will give Keeley a little breathing room to tidy up the data.

[REDACTED] were on the radio this morning about this, so, while I'm sure we always have FOI-able quality info, we need to be particularly diligent with this investigation.

Cheers,
 Nevada

From: Singleton, Sally (Health) <Sally.Singleton@act.gov.au>
Sent: Friday, 3 December 2021 8:46 AM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health)

<Nevada.Pingault@act.gov.au>

Cc: Blackwell, Rhian (Health) <Rhian.Blackwell@act.gov.au>; Binns, Philippa (Health) <Philippa.Binns@act.gov.au>

Subject: RE: ART - Mrs Kim's Monday

OFFICIAL

Hi Lyndell,

It makes sense to move the ART to Tuesday morning – unless [@Pingault, Nevada \(Health\)](#) and the team have extra things to report on Monday?

I've included Pip on this reply – either of us will be able to chair on mon/tues.

Kind regards,

Sally

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

Sent: Friday, 3 December 2021 8:40 AM

To: Singleton, Sally (Health) <Sally.Singleton@act.gov.au>

Cc: Blackwell, Rhian (Health) <Rhian.Blackwell@act.gov.au>

Subject: ART - Mrs Kim's Monday

OFFICIAL

Hi Sally

I have an onsite meeting at Mrs Kim's on Monday at 3pm.

Not sure if you would like to move the ART scheduled at 2pm on Monday to Tuesday or happy to have another catch up following my meeting.

Thanks

Lyndell Hudson | Director, Environmental Health Food Safety

Ph: 02 5124 6125 | Email: 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



From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 10:35
To: [REDACTED]
Subject: Food Poisoning Investigation - Follow up question.

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for raising your food poisoning complaint and completing the questionnaire online.

Your response mentioned that you had the donuts at a work meeting. We have a few follow up questions for you.

In regards to the work meeting:

- What is the name of the business where the meeting took place?
- How many people attended?
- How many people ate the donuts?
- We ordered the donuts? We would like to get in contact with them to discuss the ordering process.

You may have a few missed calls from me but I am happy for you to respond either via email or a call.

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 10:36
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED], and anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Chand, Avinesh
Sent: Friday, 3 December 2021 10:45
To: Martin, Victor (Health)
Subject: RE: Mrs Kim's Donuts - possible class action

Thank you for the update Victor. I have also updated Lisa Manzoney internally.

Regards
Avinesh

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 3 December 2021 10:17 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>
Cc: ACT Health Governance and Risk <ACTHealth.GovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Lopa, Liz (Health) <Liz.Lopa@act.gov.au>
Subject: Mrs Kim's Donuts - possible class action
Importance: High

Dear Avinesh,

For noting and further to our conversation earlier in the week about Mrs Kim's Donuts. The food borne illness outbreak associated with the business is likely to be the subject of a class action involving affected members of the community. [REDACTED] is now calling for affected people to make contact with them in relation to the issue (see media below).

HPS has been engaging with the business and they are clear that our responses to media have not provided their business' details.

The business has remained closed since we attended last week and we have now arranged to visit the business at 3pm next Monday to describe the results of scientific analysis and to reiterate our advice about cleaning and hygiene generally and so that we can be satisfied that the cleaning undertaken has eliminated the risk.

My colleague, Lyndell Hudson, Direction – Environmental Health, Food is preparing a draft outline of matters to be discussed with the Business which will be shared with other ACTHD colleagues ahead of the next scheduled Acute Response Team meeting on Monday 6 December at 2pm.

I will continue to keep you apprised of significant developments likely to present a legal issue.

Victor Martin

Victor Hugo Martin | Executive Branch Manager, Health Protection Service

Ph: 5124 9262 | Email: Victor.Martin@act.gov.au

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

25 Mulley St, Holder, ACT

health.act.gov.au



Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] | Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:18 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,

Nevada

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

Sent: Friday, 3 December 2021 9:08 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: New article

We have another article:

[REDACTED]

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

Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 11:41
To: [REDACTED]
Cc: ACT Health, Communicable Diseases
Subject: RE: Food Poisoning Investigation

OFFICIAL

Dear [REDACTED],

My apologies, that was meant for you and I had the wrong name at the top of the email. Thank you for letting me know, and for completing the questionnaire so promptly.

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au> **On Behalf Of** ACT Health, Communicable Diseases
Sent: Friday, 3 December 2021 11:16 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: FW: Food Poisoning Investigation

OFFICIAL

From: [REDACTED] >
Sent: Friday, 3 December 2021 10:44 AM
To: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>
Subject: Re: Food Poisoning Investigation

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.

Thanks Keeley,

Not sure if the name on the email was meant to be [REDACTED]. I've completed the form and will pass it on to [REDACTED] and [REDACTED]

Kind regards,
[REDACTED]

On 3 Dec 2021, at 10:36 am, Allen, Keeley (Health) <Keeley.Allen@act.gov.au> wrote:

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED], and anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>

<image001.png>

If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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.

<image002.jpg>

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to

any other person.

From: [REDACTED]
Sent: Friday, 3 December 2021 12:03
To: Health Media
Subject: Media Enquiry - 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 putting a request through enquiring on the number of food poisoning cases all possibly linked to the same restaurant.

I was also hoping to get an idea on whether ACT Health will be releasing anything soon on what caused the outbreak?

If I could have this by 5.00pm today that would be great.

Happy to chat about it at any time on [REDACTED].

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



The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Australian Community Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Australian Community Media does not accept legal responsibility for the contents of this message or attached files.

From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 12:05
To: Greenville, Felicity (Health)
Subject: RE: Another Mrs Kim's article

I bet we can, this is just people who filled in a form. There was one group of 8 people. At least 200 cases of gross out there.

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Friday, 3 December 2021 12:04 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Another Mrs Kim's article

Can we make 200 by end of day??

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 11:56 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Another Mrs Kim's article

As at 11:55am, we are still approximately 190. Ill persons in REDCap: **194**, Total interviewed/surveyed: **255**

From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 11:02 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Another Mrs Kim's article

As at 11am, approximately 190 people have reported being ill

Ill persons in REDCap: **192**
 Total interviewed/surveyed: **253**

The numbers are still growing

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:46 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Keeley and Felicity,

Here's the article.

Benno's asked for updated case numbers at noon – Keeley, are you able to accommodate that please? Let me know if it is not possible.

Cheers,
 Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately ??? people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:18 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

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

Sent: Friday, 3 December 2021 9:08 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: New article

We have another article:

[REDACTED]

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

Ph: 5124 6215 | Email: 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

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: Pingault, Nevada (Health)
Sent: Friday, 3 December 2021 12:05
To: Allen, Keeley (Health); Greenville, Felicity (Health)
Subject: RE: Another Mrs Kim's article

Thanks Keeley – I gave them ~190 as the total

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 11:56 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Another Mrs Kim's article

As at 11:55am, we are still approximately 190. Ill persons in REDCap: **194**, Total interviewed/surveyed: **255**

From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 11:02 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Another Mrs Kim's article

As at 11am, approximately 190 people have reported being ill

Ill persons in REDCap: **192**
Total interviewed/surveyed: **253**

The numbers are still growing

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:46 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Keeley and Felicity,

Here's the article.

Benno's asked for updated case numbers at noon – Keeley, are you able to accommodate that please? Let me know if it is not possible.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately ??? people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:18 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:



Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 12:06
To: Greenville, Felicity (Health)
Subject: RE: Complaint on Mrs Kim's Donut

UNOFFICIAL

Thank you 😊

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Friday, 3 December 2021 12:05 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Complaint on Mrs Kim's Donut

UNOFFICIAL

Ok. His English was not the best so might give him a chance to respond to the email but if he doesn't call in the next couple hours I will call him back.

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 11:50 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>; Evans, Raleigh (Health) <Raleigh.Evans@act.gov.au>
Cc: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Complaint on Mrs Kim's Donut

UNOFFICIAL

Hi Felicity,

I called him as his survey response indicated that he had eaten the food at a work meeting and was trying to get some details about the work function from him.

Are we able to call him back to confirm when/where the work meeting was, number of attendees, number of sick people and, if it's more than 10 people or so, who ordered the donuts so we can get further details/survey distribution?

I did also send him an email about this so it hopefully isn't a total surprise to him.

Best,
Keeley

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Friday, 3 December 2021 11:30 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>; Evans, Raleigh (Health) <Raleigh.Evans@act.gov.au>
Cc: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: FW: Complaint on Mrs Kim's Donut

UNOFFICIAL

Hi team,

I took a phone call from this gentleman just now. He stated he was returning our call but I wasn't sure who called him. I was assuming it was a request for a stool specimen given he states he is still symptomatic. If it was for another reason please follow up with him and let me know.

He is willing to provide a stool sample and states still having loose bowel motions.

Is there capacity to drop a specimen kit to [REDACTED] for him?

His address is [REDACTED]. Contact number [REDACTED].

He is aware to drop the specimen at Gungahlin ACT Path tomorrow morning between 8:30-12:30 if able to provide a sample.

Cheers,

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



From: Greenville, Felicity (Health)
Sent: Thursday, 2 December 2021 4:13 PM
To: [REDACTED]
Subject: FW: Complaint on Mrs Kim's Donut

UNOFFICIAL

Good afternoon [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you.

Could you please complete this short questionnaire. You can access the questionnaire at the link, or via the QR code. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint.

Please share the link and QR code with any friends or family who shared a meal with you from Mrs Kim's Donuts, even if they have been well.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Kind regards,

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



From: Wade, Elif (Health) <Elif.Wade@act.gov.au> **On Behalf Of** HPS
Sent: Thursday, 2 December 2021 2:20 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Complaint on Mrs Kim's Donut

Mr [REDACTED] called to report a food poisoning due to Mrs Kim's donut.

His email address [REDACTED]
His phone number is [REDACTED]

Thanks and regards,

Elif (she/her) | Administration Service Officer

Phone: 02 5124 9700 | Email: hps@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



From: Martin, Victor (Health)
Sent: Friday, 3 December 2021 12:26
To: Pingault, Nevada (Health); Benson, Andrew (Health); Drake, Angie (Health)
Cc: Hudson, Lyndell (Health)
Subject: RE: Another Mrs Kim's article

Approved. Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 11:31 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,
Please see below updated case numbers.
Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.
Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.
I suggest adding to our response a line that reiterates that we have not named any particular business.
So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks
Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)
[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:18 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] hat was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,

Nevada

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

Sent: Friday, 3 December 2021 9:08 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: New article

We have another article:

[REDACTED]

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

Ph: 5124 6215 | Email: 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

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: Benson, Andrew (Health)
Sent: Friday, 3 December 2021 12:37
To: Health Media
Subject: FW: Food poisoning update

OFFICIAL

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Benson, Andrew (Health)
Sent: Friday, 3 December 2021 12:35 PM
To: [REDACTED]
Subject: Food poisoning update

OFFICIAL

Hi [REDACTED]

As discussed.

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Cheers

Benno

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Friday, 3 December 2021 13:54
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Health complaint: Kims Donuts Kingston

OFFICIAL

Hello,

Another Mrs Kim's Donuts.

Thanks,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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



From: HPS <HPS@act.gov.au>
Sent: Friday, 3 December 2021 1:24 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Health complaint: Kims Donuts Kingston

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

From: [REDACTED] >
Sent: Friday, 3 December 2021 11:58 AM
To: HPS <HPS@act.gov.au>
Subject: Health complaint: Kims 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 morning

I purchased a dozen donuts from Kims Donuts in Kingston on Saturday 20 November. [REDACTED]
[REDACTED]

By 2am Monday 22 November, I was extremely ill with gastrointestinal symptoms. [REDACTED]
[REDACTED]
[REDACTED]

We did not keep any samples of the donuts.

I can be contacted at this email address, or at [REDACTED].

Kind regards
[REDACTED]
[REDACTED]

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Friday, 3 December 2021 13:55
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food poisoning complaint

OFFICIAL

Hello,

And another Mrs Kim's donuts.

Thanks,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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



From: HPS <HPS@act.gov.au>
Sent: Friday, 3 December 2021 1:29 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food poisoning complaint

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

From: [REDACTED] >
Sent: Friday, 3 December 2021 12:35 PM
To: HPS <HPS@act.gov.au>
Subject: 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.

Hi there,

I had food poisoning on Tuesday 23 November 2021. I ate donuts from Mrs Kim's Donuts in Kingston on Sunday 21 November and believe it's linked to my food poisoning. [REDACTED]

[REDACTED] Most of my symptoms resolved after 48 hours however, I still have some lingering symptoms (tiredness etc).

After I saw salmonella cases from Mrs Kim's Donuts in the news yesterday, I thought it was important to report my food poisoning.

Please do not hesitate to contact me if you have any questions or require any further information. My phone number is [REDACTED].

Kind regards,

[REDACTED]

From: Allen, Keeley (Health)
Sent: Friday, 3 December 2021 15:04
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED] who ate the donuts with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on 5124 9213 or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 15:06
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Friday, 3 December 2021 15:07
To: Greenville, Felicity (Health)
Subject: RE: Complaint on Mrs Kim's Donut

UNOFFICIAL

Thanks Felicity, I can see that [REDACTED] has responded. Thank your for following this up 😊

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Friday, 3 December 2021 2:58 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Complaint on Mrs Kim's Donut

UNOFFICIAL

Hi keeley,
 I spoke to [REDACTED] again.

[REDACTED] 5 people ate donuts. 3 got sick

[REDACTED] ordered the donuts.

He has added the email and phone number of the other 2 (including [REDACTED]) who were sick to the questionnaire and assumed they would automatically get sent the survey (has this been done/, if not I can forward it to them).
 I have asked him to forward it to the people who did not get sick but ate the donuts that are not listed.

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 11:50 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>; Evans, Raleigh (Health) <Raleigh.Evans@act.gov.au>
Cc: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Complaint on Mrs Kim's Donut

UNOFFICIAL

Hi Felicity,

I called him as his survey response indicated that he had eaten the food at a work meeting and was trying to get some details about the work function from him.

Are we able to call him back to confirm when/where the work meeting was, number of attendees, number of sick people and, if it's more than 10 people or so, who ordered the donuts so we can get further details/survey distribution?

I did also send him an email about this so it hopefully isn't a total surprise to him.

Best,
Keeley

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Friday, 3 December 2021 11:30 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Sgouros, Fotis (Health) <Fotis.Sgouros@act.gov.au>; Evans, Raleigh (Health) <Raleigh.Evans@act.gov.au>
Cc: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: FW: Complaint on Mrs Kim's Donut

UNOFFICIAL

Hi team,

I took a phone call from this gentleman just now. He stated he was returning our call but I wasn't sure who called him. I was assuming it was a request for a stool specimen given he states he is still symptomatic. If it was for another reason please follow up with him and let me know.

He is willing to provide a stool sample and states still having loose bowel motions.

Is there capacity to drop a specimen kit to [REDACTED] for him?

His address is [REDACTED]. Contact number [REDACTED].

He is aware to drop the specimen at Gungahlin ACT Path tomorrow morning between 8:30-12:30 if able to provide a sample.

Cheers,

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



From: Greenville, Felicity (Health)
Sent: Thursday, 2 December 2021 4:13 PM
To: [REDACTED]
Subject: FW: Complaint on Mrs Kim's Donut

UNOFFICIAL

Good afternoon Mr [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you.

Could you please complete this short questionnaire. You can access the questionnaire at the link, or via the QR code. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint.

Please share the link and QR code with any friends or family who shared a meal with you from Mrs Kim's Donuts, even if they have been well.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Kind regards,

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



From: Wade, Elif (Health) <Elif.Wade@act.gov.au> **On Behalf Of** HPS

Sent: Thursday, 2 December 2021 2:20 PM

To: Environmental Health <EnvironmentalHealth@act.gov.au>

Subject: Complaint on Mrs Kim's Donut

Mr [REDACTED] called to report a food poisoning due to Mrs Kim's donut.

His email address [REDACTED]

His phone number is [REDACTED]

Thanks and regards,

Elif (she/her) | Administration Service Officer

Phone: 02 5124 9700 | Email: hps@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



From: [REDACTED] >
Sent: Friday, 3 December 2021 15:08
To: Allen, Keeley (Health)
Subject: Re: Food Poisoning Investigation - Follow up question.

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,

Sorry that I missed your call.

In regards to your questions,

Our business name is [REDACTED] and only 5 of us took the donuts. It was not a meeting but just a workplace with around 8 people in the office that day.

I will forward them the survey.
 [REDACTED]

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, December 3, 2021 10:34 AM
To: [REDACTED] >
Subject: Food Poisoning Investigation - Follow up question.

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for raising your food poisoning complaint and completing the questionnaire online.

Your response mentioned that you had the donuts at a work meeting. We have a few follow up questions for you.

In regards to the work meeting:

- What is the name of the business where the meeting took place?
- How many people attended?
- How many people ate the donuts?
- We ordered the donuts? We would like to get in contact with them to discuss the ordering process.

You may have a few missed calls from me but I am happy for you to respond either via email or a call.

Best regards,
 Keeley

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

Ph: 5124 6215 | Email: 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

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.



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments 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, 3 December 2021 16:20
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Friday, 3 December 2021 16:23
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Friday, 3 December 2021 16:26
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Friday, 3 December 2021 16:29
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Friday, 3 December 2021 16:36
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Friday, 3 December 2021 16:37
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Sunday, 5 December 2021 09:01
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Kim's Donuts Food Poisoning

OFFICIAL

Good morning,

Please see below regarding Mrs Kim's Donuts.

Kind regards,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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



From: HPS <HPS@act.gov.au>
Sent: Saturday, 4 December 2021 4:15 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: 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

From: [REDACTED] >
Sent: Saturday, 4 December 2021 8:57 AM
To: HPS <HPS@act.gov.au>
Subject: 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.

Hi

I purchased 6 donuts on 20/11/21. [REDACTED]

[REDACTED]

I have only recently become aware of an outbreak and I thought i should report it.

Name: [REDACTED]

Ph: [REDACTED]

Address: [REDACTED]

[Sent from Yahoo Mail for iPhone](#)

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Sunday, 5 December 2021 09:04
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food poisoning or similar illness

OFFICIAL

Good morning,

Please see below regarding Mrs Kim's Donuts.

Kind regards,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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



From: HPS <HPS@act.gov.au>
Sent: Saturday, 4 December 2021 4:14 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food poisoning or similar illness

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

From: [REDACTED] >
Sent: Friday, 3 December 2021 9:35 PM
To: HPS <HPS@act.gov.au>
Subject: Food poisoning or similar illness

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.

Hello

I saw some news reports of donut shop "Mrs Kim's donuts" in Kingston being linked to cases of food poisoning.

[REDACTED], and between us ate 6 donuts on 24 November 2021 (around 0930).

[REDACTED]

[REDACTED]

We did not keep a sample of the food as we were not aware of the cause at the time.

[REDACTED]

[REDACTED]

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Sunday, 5 December 2021 09:04
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food Poisoning victim - Mrs Kim Donut Kingston

Importance: High

OFFICIAL

Good morning,

Please see below regarding Mrs Kim's Donuts.

Kind regards,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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



From: HPS <HPS@act.gov.au>
Sent: Saturday, 4 December 2021 4:14 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food Poisoning victim - Mrs Kim Donut Kingston
Importance: High

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

From: [REDACTED] >
Sent: Friday, 3 December 2021 9:56 PM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning victim - Mrs Kim Donut Kingston
Importance: High

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 the protective health director,

Dear sir / madam,

I recently consumed foods from Mrs Kim Donut at Kingston and became violently ill

[REDACTED]

[REDACTED]

Yours anticipation,

[REDACTED]

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Sunday, 5 December 2021 09:05
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's - complaint

OFFICIAL

Good morning,

Please see below regarding Mrs Kim's Donuts.

Kind regards,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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: Saturday, 4 December 2021 4:14 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Mrs Kim's - complaint

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: Friday, 3 December 2021 8:57 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's - 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.

I would like to advise, given your current investigation, [REDACTED] suffered vomiting & stomach cramps after purchasing a donut from Mrs Kim's on 24 November.

Kind regards



Sent from my iPhone

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Sunday, 5 December 2021 09:06
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food poisoning report

OFFICIAL

Good morning,

Please see below regarding Mrs Kim's Donuts.

Kind regards,

Kate Groeschel | Public Health Officer

Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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



From: HPS <HPS@act.gov.au>
Sent: Saturday, 4 December 2021 4:08 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food poisoning report

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

From: [REDACTED] >
Sent: Friday, 3 December 2021 5:28 PM
To: HPS <HPS@act.gov.au>
Subject: Food poisoning report

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.

I would like to report suspected food poisoning from donuts purchased from Mrs Kim's in Kingston on Monday November 22nd. [REDACTED] bought a mixed box of donuts to my house and we shared them [REDACTED]. On Wednesday afternoon & evening [REDACTED] and I started to feel very unwell. [REDACTED] My symptoms continued until Friday afternoon when they slowly started to improve.

[REDACTED]

[REDACTED]

[REDACTED]

Please contact me if you need a more detailed report.

[REDACTED]

From: Groeschel, Kate (Health) on behalf of Environmental Health
Sent: Sunday, 5 December 2021 09:06
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mr Kim's donuts

OFFICIAL

Good morning,

Please see below regarding Mrs Kim's Donuts.

Kind regards,

Kate Groeschel | Public Health Officer
Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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: Saturday, 4 December 2021 4:10 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Mr Kim's donuts

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: Friday, 3 December 2021 8:00 PM
To: HPS <HPS@act.gov.au>
Subject: Mr 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.

Hello

I'm just reporting some more cases of food poisoning from Mr Kim's Donuts.

My family and I ate some on 20 November 2021. My

The 5 people who were affected were:

Myself

.

Thank you

Sent from my iPhone

From: [REDACTED]
Sent: Monday, 6 December 2021 07:23
To: Allen, Keeley (Health)
Subject: Re: Food Poisoning Investigation - follow up questions

Follow Up Flag: Follow up
Flag Status: Completed

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,

In regards to your additional questions;

[REDACTED]

[REDACTED]

On Fri, 3 Dec 2021 at 12:58 pm, Allen, Keeley (Health) <Keeley.Allen@act.gov.au> wrote:

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

I am following up on your food poisoning complaint made on Saturday. Thank you for all your assistance in distributing the questionnaire amongst your colleagues.

I have a few quick questions for you to assist us in our investigations. I apologise if you have provided this information already.

[REDACTED]

Thank you in advance for your assistance.

Best regards,

Keeley

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

Ph: 5124 6215 | Email: 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

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.



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Allen, Keeley (Health)
Sent: Monday, 6 December 2021 08:05
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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, 6 December 2021 08:06
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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, 6 December 2021 08:11
To: Pingault, Nevada (Health); Hudson, Lyndell (Health); Greenville, Felicity (Health)
Subject: Updated food poisoning numbers: Approximately 200 ill

OFFICIAL: Sensitive

Good morning,

I am offline for the morning. Below is an update on the food poisoning complaints associated with Mrs Kim's Donuts. These numbers do not include the seven emails that came in over the weekend.

As at 8am Monday 6 December
Number of people interviewed/surveyed: 263
Number of people ill: 204

Best,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Greenville, Felicity (Health)
Sent: Monday, 6 December 2021 09:27
To: Environmental Health; Pingault, Nevada (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: RE: Suspected contaminated tinned tuna

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Good morning,
 I gave them a quick call this morning and they have not consumed donuts so will pass this one back to EH for follow up.
 Cheers,

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: Groeschel, Kate (Health) <Kate.Groeschel@act.gov.au> On Behalf Of Environmental Health
 Sent: Sunday, 5 December 2021 9:12 AM
 To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Suspected contaminated tinned tuna

OFFICIAL

Good morning,

Please see below regarding a suspected food poisoning. Mrs Kim's Donuts aren't mentioned so please advise if you need EH to investigate.

Kind regards,

Kate Groeschel | Public Health Officer
 Ph: 5124 9092 Mob: [REDACTED] | Email: kate.groeschel@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: Saturday, 4 December 2021 4:08 PM

To: Environmental Health <EnvironmentalHealth@act.gov.au>

Subject: FW: Suspected contaminated tinned tuna

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: Friday, 3 December 2021 5:26 PM

To: HPS <HPS@act.gov.au>

Subject: Suspected contaminated tinned tuna

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]

Thank you

--

[REDACTED]

From: Environmental Health
Sent: Monday, 6 December 2021 09:42
To: Greenville, Felicity (Health); Allen, Keeley (Health); Pingault, Nevada (Health)
Subject: FW: Food Poisoning Donuts

OFFICIAL

Hi

These details were taken by BMS this morning in relation to the Mrs Kim's Donuts outbreak.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Monday, 6 December 2021 9:15 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Food Poisoning Donuts

OFFICIAL

FYI

[REDACTED]

[REDACTED]

[REDACTED]

From: Environmental Health
Sent: Monday, 6 December 2021 11:03
To: Greenville, Felicity (Health); Allen, Keeley (Health); Pingault, Nevada (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donuts FW: Message from Unknown sender ([REDACTED])
Attachments: VoiceMessage.wav

OFFICIAL

Hi

BMS took this call this morning regarding the Mrs Kim's Donut outbreak.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Monday, 6 December 2021 10:58 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts FW: Message from Unknown sender ([REDACTED])

OFFICIAL

[REDACTED]

Purchased donuts from Mrs Kim's Donuts on Monday 21/11/21 sharing them [REDACTED] and become ill wednesday.

[REDACTED] may have already contacted us.

From: Cisco Unity Connection Messaging System <unityconnection@act.gov.au>
Sent: Monday, 6 December 2021 9:58 AM
To: HPSReception <HPSReception@act.gov.au>
Subject: Message from Unknown sender ([REDACTED])

From: Gorkhali, Milan (Health)
Sent: Monday, 6 December 2021 12:46
To: Mirza, Arif (Health)
Cc: Hudson, Lyndell (Health); Environmental Health
Subject: Piping Bag sample analysis report
Attachments: M21-0361-[R00].pdf

OFFICIAL: Sensitive

Hi Arif,

Please find attached analysis report of the piping bag sample submitted on 26/11/21.

Kind regards,

Milan Gorkhali | Senior Microbiologist

Phone: 02 5124 9167 | Email: milan.gorkhali@act.gov.au

Health Protection Service | Public Health, Protection and Regulation | ACT Health | ACT Government
25 Mulley Street, Holder ACT 2611 | Health.act.gov.au/hps



ANALYSIS REPORT

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

Signature: _____

Milan Gorkhali

Reporting Officer

From: Greenville, Felicity (Health)
Sent: Monday, 6 December 2021 12:59
To: Pingault, Nevada (Health); Allen, Keeley (Health)
Subject: FW: FW: Mrs Kim's donuts Kingston
Attachments: image001.jpg

OFFICIAL

[REDACTED] I am not sure what else she is referring to
[REDACTED] was our contact from [REDACTED]

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



From: [REDACTED] >
Sent: Monday, 6 December 2021 9:03 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: Re: FW: 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.

Hi Felicity

[REDACTED]

[REDACTED]

On Mon, 29 Nov 2021, 12:52 pm Greenville, Felicity (Health), <Felicity.Greenville@act.gov.au> wrote:

OFFICIAL

Dear [REDACTED]

Thank you for notifying us of your recent gastrointestinal illness. I could not get a hold of you on the phone number provided. We have a few questions for you to further our investigations. Please call the CDC Information Line on **(02) 5124 9213** and ask to speak to Keeley Allen or Felicity Greenville.

We look forward to speaking with you soon.

Best regards,

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



From: [REDACTED] >
Sent: Saturday, 27 November 2021 7:41 PM
To: HPS <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 [REDACTED]

[REDACTED] were ill and I have heard that this may be a problem.

Can you please advise if I should seek further assistance?

[REDACTED]

[REDACTED]

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

| Acute Response Team (ART) – Meeting Outcomes | |
|---|--|
| ART Chair: | Dr Sally Singleton |
| Incident Name: | Potential Food Borne Illness outbreak - Mrs Kim's Donuts |
| Meeting date: 6 December 2021 13:00hrs ART #5 | |
| First ART Date: | 26 November 2021, 10:00hrs |
| Attendees: | <p><u>Health Protection Service:</u> HPS Public Health Dr Sally Singleton, Dr Philippa Binns</p> <p><u>HECC:</u> HPS Food: Keith Rogers (hand over from field), Verity Jennings, Arif Mirza, Lyndell Hudson</p> <p><u>HPS ACTGAL Microbiology Lab:</u> Report tabled previous ART</p> <p><u>HPS Communicable Disease Control:</u> Keeley Allen, Nevada Pingault, Al Gomez</p> <p><u>HPS HEMU:</u> Rhian Blackwell, Sam Kelly</p> |
| No. of Confirmed Cases: | 260 case interviews/surveys completed across multiple purchases. 210 confirmed cases, Not all ACT residents |
| Pathogen: | NOROVIRUS |
| Suspected Cause: | Ingestion of donuts purchased from Mrs. Kim's Donuts 20-24 November. |
| Background: | <p>Situation (precis) 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 have undergone testing. No significant findings (see summary at end of document)</p> <p>Situational update:</p> <p>Environmental Health have planned onsite meeting at premises this afternoon. Purpose of today's ART Meeting is to give update from weekend and CDC providing update from results gathered from stool samples submitted by symptomatic cases.</p> <p>TO NOTE – [REDACTED] Lawyers are calling for any consumers to build a civil case against business. ACT Health Legal team involved and aware.</p> <p>EH Food team Previous action items finalised with updates below.</p> <ul style="list-style-type: none"> • Proprietor in hospitality for 30+ years in baked goods. <ul style="list-style-type: none"> ○ Meeting onsite this afternoon. ○ Has requested copies of results and has engaged legal advice. |

- EH team to talk proprietor through the results to ensure clear understanding of the meanings of results.
- Worked in industry and near [REDACTED] bakery when the [REDACTED] outbreak occurred – proprietor is focused on concerned about salmonella.
- Proprietor will be cautioned (using informal supporting language) this afternoon prior to discussion.
 - Clear evidence that business is the common point of contact
 - Noting reports of other food handlers and servers onsite.
 - Going through cleaning procedures to ensure the cleaning has been done to standard
 - Reviewing the food handling practices as the potential point of entry
 -
- Proprietor has declined formal meeting at HPS
- To be offered option of interpreter during ongoing investigations and communications.
 - ACT Health EH to continue offering interpreter services at all interviews and meetings.

ACTGAL

Previous action items finalised through current updates. Nil further.

- Results as previously reported.

CDC

Previous action items finalised through current updates

- Approximately 260 consumers interviewed
 - Date range remains 21-24 November 2021
 - 210/260 report illness
 - 100% of those reporting illness consumed donuts from the premises
 - Symptoms profile
 - Median age 31 years
 - Age range 4 years – 91 years
 - 85% Diarrhoea
 - 73% Vomiting
 - No blood in stools reported
- Consumers interviewed report having presented to ED for symptom management, however unclear of the number hospitalised.
- Unconfirmed report 1 x hospitalised and significantly unwell due to event, but still investigating.
- Stool samples.
 - Overview – Further 3 positive samples from separate households and social groups (including initial sample requested to be sent from capital to ACT – ART #3) received over the weekend.
- Following completion of investigation, feedback report to be sent from HPS to all consumers (via email). To be confirmed through normal business in conjunction with CDC, EH input and Health Media team



| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------------------|---|------------------|----------------------|------------------|---|------------------|--------------------------|------------------|----------------------------|------------------|--------------------|------------------|--------------------------------|------------------|-------------------------------------|------------------|-----------------------------|------------------|---|-----------------|--|-----------------|---------------------------|-----------------|-----------------------------|-----------------|---------------------------|-----------------|--|------------------|----------------------------------|------------------|-----------------------------------|---|------------|---------------|----------|---------------|---------|---------------|-------|---------------|------------|---------------|---------------|---------------|----------------------|
| <u>Actions to be completed:</u> | <p>EH Food team</p> <ul style="list-style-type: none"> Onsite meeting with premises afternoon 6 December 2021 <p>ACTGAL</p> <ul style="list-style-type: none"> Nil further <p>CDC</p> <ul style="list-style-type: none"> Ongoing surveys and comms as identified. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Control Measures to Date: | <ul style="list-style-type: none"> Acute Response Team meeting convened to review the incident and to identify any further steps and lessons. Voluntary closure of premises Swabs and analysis of samples Interviews/surveys and stool samples from customers Media statement including health hygiene messages Alert to send to GP, ED, WiC re collecting faecal specimens if people present with symptoms of possible food poisoning Advice given to premises about additional cleaning | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Samples Obtained: | <table> <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 |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Lab Advice: | TBC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ART Summary | <p>Rhian Blackwell – HEMU</p> <p>Cleared by Dr Sally Singleton</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Next ART: | ART #6 – Summary ART to lead into BAU processes to finalise and continue. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

From: Mirza, Arif (Health)
Sent: Monday, 6 December 2021 14:09
To: Hudson, Lyndell (Health)
Subject: FW: Further information questions - Mrs Kims Donuts

OFFICIAL

FYI

From: [REDACTED]
Sent: Wednesday, 1 December 2021 9:37 AM
To: Mirza, Arif (Health) <Arif.Mirza@act.gov.au>
Subject: Re: Further information questions - Mrs Kims 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 Arif,
 [REDACTED] and [REDACTED] working on site.

Question 2, only [REDACTED] and [REDACTED] use toilets, no customers use toilets.

Toilets are cleaned daily at very end of the day using commercial sanitiser for windows, sink and surface. Bleach/ White King is used for the bowl and the toilet itself.

Toilets are cleaned at the very end before leaving premises. [REDACTED] and [REDACTED] share these duties. Dedicated paper towels and chux are used to clean the toilets and are disposed of after the toilets are cleaned and are never used for any other duties or areas.

Cleaning and sanitising is performed daily. Service area, dining hall is sanitised during opening hours using commercial sanitiser while the cabinets when they are switched off during closing hours are sanitised inside using commercial sanitiser. The internal glass, stainless steel interiors, the slots for each tray, the filters are removed, cleaned and sanitised using commercial grade sanitiser. Chairs, tables and benches in the dining hall are sanitised using a spray and a chux, the counter, the exterior of display cabinets, the sink and benches in the service area, the POS terminal and eftpos terminal are all sanitised during business hours.

Kitchen and cool room are cleaned and sanitised first. Any piping bags, equipment, buckets used for cream storage, trays, work benches, sink, mixer bowls, whisks, bowls are cleaned first. Floors are mopped with warm water and bleach, walls are cleaned and sanitised, the bakers delight storage boards in the coolroom are sanitised, the inside of the coolroom is mopped. Doughnut moulder, spiral mixer and mixing bowl as well as lid, hook and control panels and exterior as well as those of the fryer are sanitised using commercial sanitising liquid. Inside of the retard prover is sanitised and mopped and then the front door and exterior as well as control panel is sanitised. Then the front of house area and dining hall is cleaned and sanitised, coffee machine, POS, eftpos, inside of the display cabinets and sink and benches are all sanitised using commercial sanitising liquid. Utensils and coffee machine parts are cleaned and left in a bucket of bleach or sanitising liquid with warm water for 5 minutes. The final place to be cleaned and sanitised are the toilets. Materials used for cleaning and sanitisation of toilets are immediately disposed.

Friday 26/11

Buckets and lids for storage of custards and creams are cleaned and sanitised

Piping bags are cleaned and sanitised

Kitchen utensils cleaned and sanitised

Double bowl kitchen sink pre rinse taps and surrounding bench are cleaned and sanitised.

Bench with planetary mixer, mixing bowl and whisk as well as control panels and the sink and tap are dried and sanitised

Storage boards inside cool room are sanitised
Hand wash basin dried, towel and soap dispenser all sanitised

Containers inside store room are cleaned with cleaning liquid and sanitised using commercial sanitiser.
Benches located inside store room are sanitised.
All containers and shelves inside storage sanitised
Freezer door, exterior and control panels sanitised

Main display cabinet as well as ambient sanitised inside and outside
Service counter, POS terminal, cash drawer, phone, all cavities located on service side counter sanitised
Drinks boxes pulled out and shelves sanitised
Shelves in the service area are cleared and sanitised
Tables, chairs, benches in dining hall sanitised
Dining hall mopped using bleach and hot water solution
Performed by [REDACTED]

Doughnut moulder (tray emptied, cleaned and sanitised), doughnut fryer, spiral mixer (bowl and hook), retard prover (mopped inside) are sanitised
Large planetary mixer whisk, bowl, exterior are cleaned and sanitised
Kitchen floors mopped using bleach
Kitchen benches and tables mopped
All storage containers sanitised
Cool room mopped and doors and handles sanitised
Bowls, buckets and containers containing preparations and ingredients cleaned and sanitised with commercial sanitiser

Sink in service area
Coffee machine trays, baskets as well as all items in coffee station are cleaned and sanitised
Spoons, knives all put in a bucket of water and bleach
Coffee machine itself is sanitised
Shelves of all benches are cleared and are sanitised
Drinks fridge sanitised
Duties performed
Handwash basin and towel rack and soap dispenser sanitised.
Tongs placed in a bucket of water and bleach left for 5 minutes
Milkshake machine, blender, milkshake flavour bottles all cleaned and sanitised

Ladies and men's toilets cleaned and sanitised by [REDACTED] Toilet bowl cleaned (using toilet brush and bleach), surface of toilets cleaned, bathroom mirrors (paper), sinks, urinals (toilet brush and bleach used). Toilet were cleaned using bleach.

Toilet floors and entrance mopped using bleach hot water solution. Chux and paper towels disposed after cleaning.

performed by [REDACTED]

Saturday 27/11

Doubling up and trying to sanitise areas which were missed
Storage boards inside cool room are sanitised
Hand wash basin dried, towel and soap dispenser all sanitised
Cool room compressor unit exterior sanitised
All containers and shelves inside storage sanitised
Freezer door, exterior and control panels sanitised

Kitchen utensils cleaned and sanitised
Double bowl kitchen sink pre rinse taps and surrounding bench are cleaned and sanitised

Bench with planetary mixer, mixing bowl and whisk as well as control panels and the sink and tap are dried and sanitised

Kitchen wall tiles sanitised

Containers inside store room are cleaned with cleaning liquid and sanitised using commercial sanitiser.

Benches located inside store room are sanitised.

Doughnut moulder, doughnut fryer lid and panels, spiral mixer (bowl and hook), retard prover (mopped inside) are sanitised

Kitchen floors mopped using bleach and hot water

Kitchen benches and tables wiped down and sanitised

All storage containers sanitised

Cool room mopped and doors and handles sanitised

Service area mopped using hot water and bleach

Main display cabinet as well as ambient sanitised inside and outside again for safe measure

Service counter, POS terminal, cash drawer, phone, all cavities located on service side counter sanitised again

Shelves sanitised

Shelves in the service area are sanitised

Tables, chairs, benches in dining hall sanitised

Dining hall swept and mopped using bleach and hot water solution

Service area mopped by [REDACTED]

Benches in service area sanitised by [REDACTED]

Lightswitches on all premises sanitised

Door handles of all entrances inside premises sanitised

Toilets cleaned and sanitised by [REDACTED]

Urinals and toilet bowls as well as seats, buttons, lids are sanitised using bleach

Mirrors cleaned using window cleaner followed by sanitised

Entrances are mopped as well as the toilet floors

Completed by [REDACTED]

Main display cabinet as well as ambient sanitised inside and outside

Service counter, POS terminal, cash drawer, phone, all cavities located on service side counter sanitised

Drinks boxes pulled out and shelves sanitised

Shelves in the service area are cleared and sanitised

Tables, chairs, benches in dining hall sanitised

Performed by [REDACTED]

Sink in service area

Coffee machine trays, baskets as well as all items in coffee station are cleaned and sanitised

Spoons, knives all put in a bucket of water and bleach

Coffee machine itself is sanitised

Shelves of all benches are cleared and are sanitised

Drinks fridge sanitised

Duties performed

Handwash basin and towel rack and soap dispenser sanitised.

Tongs placed in a bucket of water and bleach left for 5 minutes

Milkshake machine, blender, milkshake flavour bottles all cleaned and sanitised

The commercial sanitiser which I believe we showed you on site as well. Household bleach (White King) is also used.

OFFICIAL Hi [REDACTED] Thanks for your time today over the phone. Can you please provide and confirm the following information requested below: 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. 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. 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] [REDACTED] | Email: arif.mirza@act.gov.au Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate
25 Mulley Street, Holder, ACT 2611 | health.act.gov.au

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Norbart, Nicki (Health)
Sent: Monday, 6 December 2021 15:39
To: Allen, Keeley (Health)
Subject: RE: Food poisoning complaint - 19 November 2021 Mrs Kims Donuts Kingston

OFFICIAL

Of course.

I hope you feel better soon.

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Monday, 6 December 2021 2:46 PM
To: Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>
Subject: RE: Food poisoning complaint - 19 November 2021 Mrs Kims Donuts Kingston

OFFICIAL

Hi Nicki,

I went home with a bad headache so I can get it to you in the morning if that is alright?

Best,
Keeley

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Monday, 6 December 2021 2:22 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Food poisoning complaint - 19 November 2021 Mrs Kims Donuts Kingston

OFFICIAL

Hi

Thank you for passing that on.

Could you please let me know where the questionnaire is so I can review it?

Kind Regards
Nicki

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Monday, 6 December 2021 2:04 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Food poisoning complaint - 19 November 2021 Mrs Kims Donuts Kingston

OFFICIAL

Hi team,

I have spoken this complainant. They ate donuts about 2 hours before becoming unwell. No diarrhoea/vomiting. They are excluded from this outbreak, but I have completed the regular food poisoning investigation interview.

Best,
Keeley

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Monday, 6 December 2021 1:42 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>
Subject: FW: Food poisoning complaint - 19 November 2021 Mrs Kims Donuts Kingston

OFFICIAL

Hi

BMS received another email regarding the Mrs Kim's Donuts outbreak.

Kind Regards
Nicki

From: [REDACTED] <[om](#)>
Sent: Monday, 6 December 2021 12:32 PM
To: HPS <HPS@act.gov.au>
Subject: Food poisoning complaint - 19 November 2021 Mrs Kims 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.

Hello,

I wish to advise of food poisoning at Mrs Kims Donuts at 9/15 Tench St in Kingston - I understand an investigation is underway and additional information may assist in pinpointing the cause of the contamination. I purchased donuts with [REDACTED] on Friday 19 November at about 5pm (I do not have the receipt but the purchase is recorded on my bank statement) and we ate them later that evening [REDACTED]

[REDACTED] We did not keep any of the food, and did not put in a complaint initially as we did not realise that there is an avenue to do that with ACT Health, and only learnt that recently. I hope this information assists and happy to provide any other information if I can.

Thank you,

[REDACTED]

From: Greenville, Felicity (Health)
Sent: Monday, 6 December 2021 16:22
To: Pingault, Nevada (Health); Allen, Keeley (Health)
Subject: Pathology results Mrs Kim's

OFFICIAL

In case tomorrow's ART is after I have finished here are the numbers for pathology results for norovirus

I have reviewed **10** pathology results from stool samples for cases related to Mrs Kim's Donuts.

7 samples have detected Norovirus

4 of these belong to the same family - date of donut consumption **20th** November

The other **3** cases are unconnected – dates of consumption **20th**, **22nd** & **24th** November

The remaining 3 cases who tested negative for norovirus (2 of these were antigen tests through Capital, 1 was with ACT path)

One of these has had a sample sent to Qld for norovirus PCR test – pending. The same case also had Aeromonas and Dientamoeba detected on PCR test. No other samples tested positive for anything else other than norovirus.

All results have been saved in the outbreak folder

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 Mulvey Street Holder ACT 2611

health.act.gov.au



From: Greenville, Felicity (Health)
Sent: Monday, 6 December 2021 16:58
To: Allen, Keeley (Health)
Subject: Mrs Kim's dates

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL: Sensitive

Hi Keeley,

I just had another case who states she ordered donuts through [REDACTED] on Saturday 27th November. She has the [REDACTED] receipt and will complete the questionnaire shortly.

It does look like they were trading that weekend and products still contaminated.

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



From: HPS
Sent: Monday, 6 December 2021 22:42
To: Environmental Health
Subject: FW: Mrs Kim's food poisoning

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Lametred Jones | Team Leader
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: Monday, 6 December 2021 10:26 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's 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.

I write [REDACTED] ill with what we suspect was Mrs Kim's food poisoning.
We purchased 5 donuts from Mrs Kim's on Saturday 20 November. [REDACTED]

[REDACTED] Some have suggested the custard or the cream however [REDACTED] said that she did not eat any with custard or cream but still fell ill.

If possible I would like to get more information as to what the suspected ingredient was that has caused so many to become ill.

Kind regards
[REDACTED]

Sent from my iPad

Summary of onsite meeting with propretor

Food Business Trading Name: Mrs Kim's Donuts

File no: 21/000260

Premises Address: 9/15 Tench Street, Kingston, ACT 2604

Date: Monday 6 December 2021

Public Health Officers: Lyndell Hudson & Arif Mirza

1. At approximately 15:05hrs on Monday 6 December 2021 arrived at Mrs Kims Donuts premises for onsite meeting with the propretor for further information on food safety, cleaning, hygiene, staff working onsite, staff illness and to discuss the results of sampling collected on Thursday 25 November 2021.
2. Business incharge [REDACTED] and [REDACTED] was onsite during the meeting. Business starts daily food preparation from approximately 4:30am and opens for trading at 8:00am. Food preparation is conducted by [REDACTED] and [REDACTED] only.
3. Donuts dough is prepared by [REDACTED] and [REDACTED] does all the donut filling/piping mostly. Disposable gloves are used during the dough preparation, donut frying and generally for donut filling/piping.
4. Each doughnut is handled individually during filling/piping.
5. White chocolate is prepared by melting commercial chocolate pellets with water. Scoop was found left in the white chocolate bag and not cleaned daily. Advised on ensuring the scoop is left out and cleaned and sanitised daily.
6. Sample results of swabs, food and piping bag was discussed with the propretor and provided with the copy of the results. Cross contamination risks and information on cases and links to the business was discussed.
7. Business advised two casual staff worked on separate days, [REDACTED] worked on Saturday 20 November 2021 from 10am to 6pm shift and [REDACTED] worked on Sunday 21 November 2021 from 10am to 6pm shift. Both staff have not reported any illness as advised by incharge.
8. Both causal staff ([REDACTED] & [REDACTED]) only work at front service, serving donuts and coffee. Front staff use tongs to handle donuts. Gloves are only used during cleaning at front of house and dining tables.
9. Propretor confirmed that on Saturday 20 November 2021 at least 1200 donuts were sold.
Business opened on Saturday 27 November 2021 for half day.
10. No vomit or diarrhoea reported from [REDACTED] or [REDACTED] in last two weeks or more from the incident period or during the incident period.
11. Cleaning of the premises is carried out by [REDACTED] and [REDACTED] only. Commercial bleach is used with 2.5ml/5 litres hot water solution. Disposable chux used for cleaning of different areas of the kitchen. Two steps, first cleaning with hot soap water and then sanitising of the kitchen areas and equipments. New sanitiser 5 litre bottle was also available with spray bottles.
12. Business has advised that they intend to remain close until Christmas and may consider reopening next year if not earlier if not advised by ACT Health on opening. Advised to propretor that business has not been directed to remain close and further investigation is still ongoing on the outbreak.

From: Environmental Health
Sent: Tuesday, 7 December 2021 09:23
To: Mirza, Arif (Health)
Subject: RE: FW: Mrs Kim's donuts Kingston

OFFICIAL

Thanks. I'll check with her.

From: Mirza, Arif (Health) <Arif.Mirza@act.gov.au>
Sent: Tuesday, 7 December 2021 9:07 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: RE: FW: Mrs Kim's donuts Kingston

OFFICIAL

Hi Nicki,

I am not sure if CRMS event has been raised for Mrs Kims Donuts. But it is definitely not assigned to me if it has been entered in CRMS. You can assign to me once you confirm with Lyndell.

Thanks,
Arif

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Monday, 6 December 2021 5:42 PM
To: Mirza, Arif (Health) <Arif.Mirza@act.gov.au>
Subject: FW: FW: Mrs Kim's donuts Kingston

OFFICIAL

Hi

Have you been working to a complaint for the outbreak or has an event not been raised yet?

I couldn't see one but didn't want to double up without checking with you.

Kind Regards
Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Monday, 6 December 2021 4:52 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: FW: Mrs Kim's donuts Kingston

OFFICIAL

Good afternoon,

the Mrs Kim's outbreak?

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 Mulvey Street Holder ACT 2611

health.act.gov.au



From: [REDACTED] >
Sent: Monday, 6 December 2021 9:03 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: Re: FW: 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.

Hi Felicity

[REDACTED]

[REDACTED]

On Mon, 29 Nov 2021, 12:52 pm Greenville, Felicity (Health), <Felicity.Greenville@act.gov.au> wrote:

OFFICIAL

Dear [REDACTED]

Thank you for notifying us of your recent gastrointestinal illness. I could not get a hold of you on the phone number provided. We have a few questions for you to further our investigations. Please call the CDC Information Line on (02) 5124 9213 and ask to speak to Keeley Allen or Felicity Greenville.

We look forward to speaking with you soon.

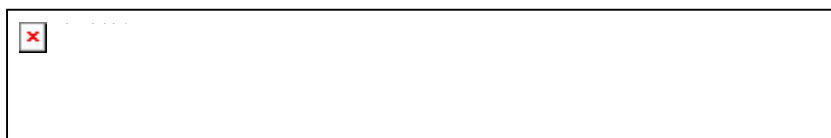
Best regards,

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



From: [REDACTED] >

Sent: Saturday, 27 November 2021 7:41 PM

To: HPS <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 [REDACTED]

[REDACTED] and I have heard that this may be a problem.

Can you please advise if I should seek further assistance?

[REDACTED]



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Environmental Health
Sent: Tuesday, 7 December 2021 09:25
To: Pingault, Nevada (Health); Allen, Keeley (Health); Greenville, Felicity (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Food Poisoning/Contamination - [REDACTED]

OFFICIAL

Hi

An email came in late last night regarding the Mrs Kim's Donuts outbreak.

Kind Regards
Nicki

From: [REDACTED] >
Sent: Monday, 6 December 2021 9:57 PM
To: HPS <HPS@act.gov.au>
Subject: Food Poisoning/Contamination - [REDACTED]

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 put in a complaint for food poisoning/contamination. Details are as follows:

Mrs Kims Donuts - 9/15 Tench Street, Kingston ACT 2604

I purchased donuts on the 22 Nov 21 and became extremely unwell on the afternoon of the 23 Nov 21. [REDACTED]

[REDACTED]

I did not keep a sample of the food due to eating the donut.

Kind Regards,

[REDACTED]

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 9:26 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's food poisoning

Kind Regards
Nicki

From: [REDACTED] >
Sent: Monday, 6 December 2021 10:26 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's food poisoning

I write [REDACTED] ill with what we suspect was Mrs Kim's food poisoning. We purchased 5 donuts from Mrs Kim's on Saturday 20 November. [REDACTED]

[REDACTED] Some have suggested the custard or the cream however [REDACTED] said that she did not eat any with custard or cream but still fell ill.

If possible I would like to get more information as to what the suspected ingredient was that has caused so many to become ill.

Kind regards

[REDACTED]

Sent from my iPad

From: Allen, Keeley (Health)
Sent: Tuesday, 7 December 2021 10:23
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Tuesday, 7 December 2021 10:37
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Tuesday, 7 December 2021 10:39
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Tuesday, 7 December 2021 10:40
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Greenville, Felicity (Health)
Sent: Tuesday, 7 December 2021 10:56
To: Stefanovic, Milica (Health)
Cc: Pingault, Nevada (Health); Allen, Keeley (Health)
Subject: RE: Positive Norovirus path report received

UNOFFICIAL

Thank Milica. That is great.
One more positive norovirus result to support the investigation.

This is the sample that Capital path sent to Qld for PCR testing instead of to ACT path as requested. At least it got done and again – was negative on antigen test but positive with PCR test.

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



From: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>
Sent: Tuesday, 7 December 2021 10:49 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: Positive Norovirus path report received

UNOFFICIAL

Hi, we received a positive Norovirus report for [REDACTED]. I saved it in your folder.

Milica

Milica Stefanovic | Surveillance Officer

Ph: (02) 5124 9245 | Email: 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



From: Allen, Keeley (Health)
Sent: Tuesday, 7 December 2021 11:04
To: Greenville, Felicity (Health); Pingault, Nevada (Health)
Subject: RE: Pathology results Mrs Kim's

OFFICIAL

Thank you Felicity 😊

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Tuesday, 7 December 2021 11:03 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Pathology results Mrs Kim's

OFFICIAL

Updated to reflect the new result

Pathology results for norovirus

We have reviewed 10 pathology results from stool samples for cases related to Mrs Kim's Donuts.
8 samples have detected Norovirus
4 of these belong to the same extended family - date of donut consumption **20th** November
The other **4** cases are unconnected – dates of donut consumption **20th, 22nd, 23rd & 24th** November

The remaining 2 cases did not have norovirus or any other organism detected

One of the positive cases also had Aeromonas and dientamoeba detected on PCR test. No other samples tested positive for anything other than norovirus.

All results have been saved in the outbreak folder

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



From: Environmental Health
Sent: Tuesday, 7 December 2021 11:38
To: Allen, Keeley (Health)
Subject: RE: Mrs Kim's Donuts

OFFICIAL

Thank you.

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 7 December 2021 11:37 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Cc: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

We have completed a Mrs Kim's Donuts specific questionnaire, I do not believe we have recorded the [REDACTED] details separately.

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 11:36 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

Hi

Was there a questionnaire returned by [REDACTED]

Kind Regards
 Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 2:37 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

For whoever phoned [REDACTED], I have now spoken to her. They did eat donuts on either the 22nd or 23rd. If this is the cause of their illness it appears [REDACTED] have had person-person transmission as they became sick later and did not eat donuts.

[REDACTED] is still concerned it may be from [REDACTED] who ate [REDACTED] got sick whereas not all who ate donuts got sick. She will complete the Mrs Kim's donut questionnaire, however, would like her concerns regarding the [REDACTED] noted. I said I would notify the food team of her concerns in case of other complaints. She does not require follow up unless food team wish to investigate.

Cheers,

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



From: Environmental Health <EnvironmentalHealth@act.gov.au>

Sent: Thursday, 2 December 2021 1:43 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please see below for details of a caller for Mrs Kim's Donuts.

Kind Regards

Nicki

From: HPSReception <HPSReception@act.gov.au>

Sent: Thursday, 2 December 2021 1:25 PM

To: Environmental Health <EnvironmentalHealth@act.gov.au>

Subject: Mrs Kim's Donuts

OFFICIAL



Returned missed call from us, [REDACTED] rang yesterday (1/12/21)

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Environmental Health
Sent: Tuesday, 7 December 2021 11:39
To: Allen, Keeley (Health)
Subject: RE: Food compliant

OFFICIAL

Thank you.

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 7 December 2021 11:36 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: RE: Food compliant

OFFICIAL

I have not spoken to [REDACTED], I used the details in the initial complaint for screening to exclude them from the outbreak.

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 11:34 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Food compliant

OFFICIAL

So sorry, I meant [REDACTED].

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 7 December 2021 11:21 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: RE: Food compliant

OFFICIAL

Hi Nicki,

This is [REDACTED] questionnaire.

Let me know if you have any further questions.

Best,
Keeley

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 11:20 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Food compliant

OFFICIAL

Hi

Thank you for that.

Do you have a questionnaire for [REDACTED]?

Kind Regards
Nicki

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 7 December 2021 10:11 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Food compliant

OFFICIAL

Hi Nicki,

We'll be passing this one back to the Environmental Health team. I spoke to [REDACTED] of this complainant yesterday – they are both reporting a less than 2 hour incubation period (which isn't plausible for this outbreak), and are outside of the outbreak time frame.

I have attached the interview I took for [REDACTED] – they did not have any diarrhoea or vomiting and all symptoms experienced resolved by the morning.

Let me know if you have any questions.

Best,
Keeley

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 9:28 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Food compliant

OFFICIAL

Hi

I am not sure if this one is within the outbreak timeframe but they cite the donuts so have sent it to you for initial assessment.

Kind Regards
Nicki

From: HPS <HPS@act.gov.au>
Sent: Monday, 6 December 2021 7:26 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food compliant

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

From: [REDACTED] >

Sent: Monday, 6 December 2021 5:08 PM

To: HPS <HPS@act.gov.au>

Subject: Food compliant

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 the Health Department.

Hi my name is [REDACTED].

This is my public health complaint about Mrs Kim's Donuts, 9/15 Tench St, Kingston ACT 2604.

I purchased to donuts from Mrs Kim's Donuts on Friday the 19 of November this year.

I began to feel ill about 30min after eating the donuts. [REDACTED]

[REDACTED]
My phone number is [REDACTED]

Email- [REDACTED]

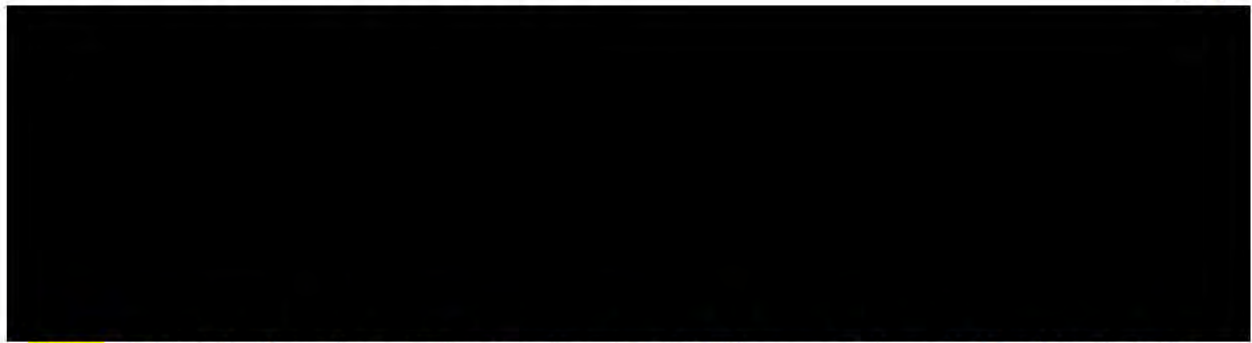
Address [REDACTED]

[REDACTED]
Rind regards, [REDACTED]

| | | |
|---|---------------------------|--|
| Date of interview: 6/12/2021 | Interviewer: Keeley Allen | Start time: 13:52 |
| Call outcomes C1 No answer C2 – No answer message left C3 – Refusal C4 - Interviewed | | Attempts Date / Time 1 / / 2 / / 3 / / |

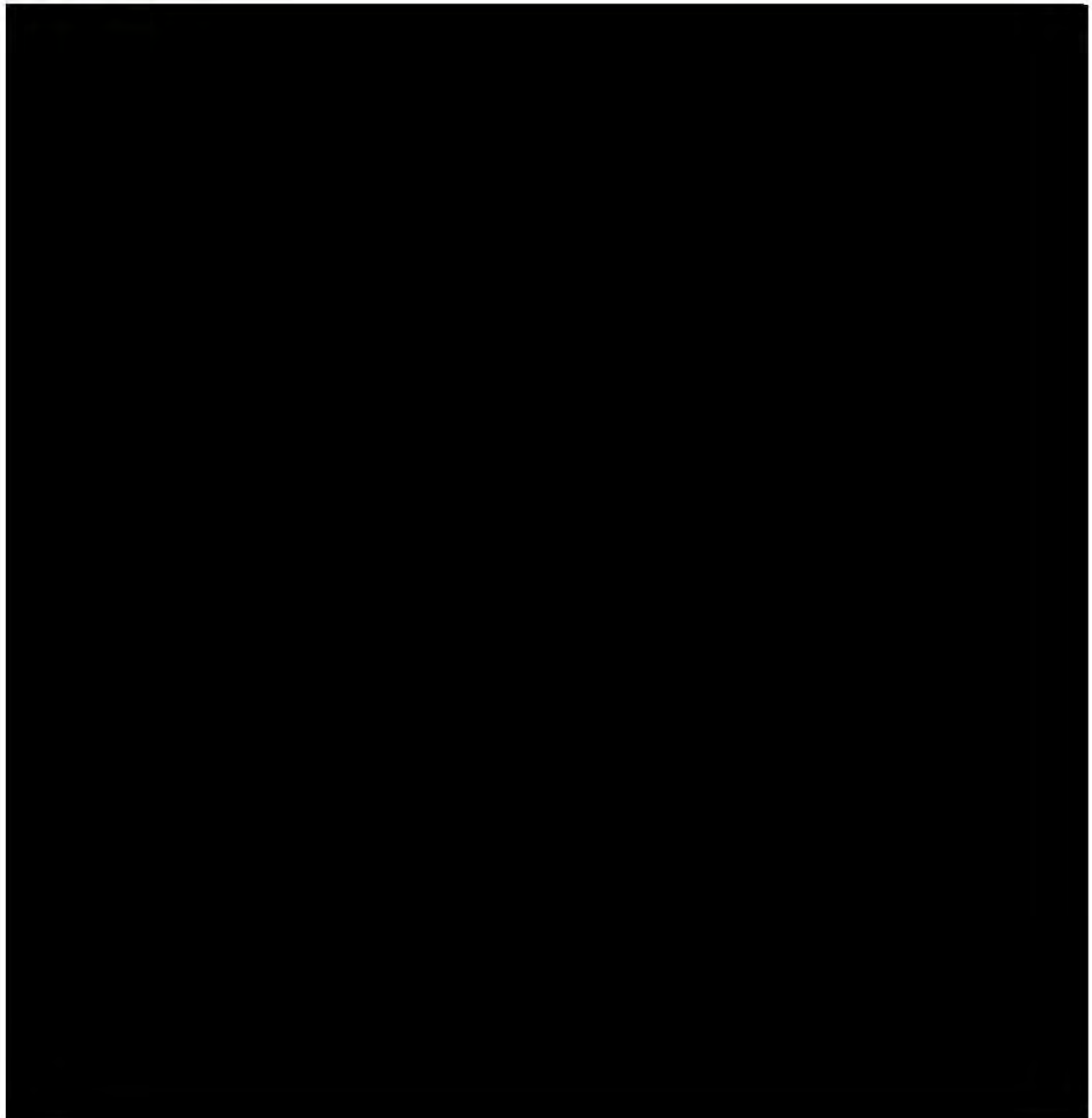
Affected Case Contact Details**Symptoms**

| | Yes | No | Date | Time of onset |
|---|-----------|----------------------|---|--------------------------|
| Nausea | No | | | |
| Stomach cramps | Yes | | 19/11/2021 | 9pm |
| Vomiting | No | | | |
| Fever | Yes | | 19/11/2021 | 9pm |
| Headache | No | | | |
| Diarrhoea | No | | | |
| | | | | Incubation period |
| | | | | hours to V/D |
| Predominant symptom: Cramping | | | | |
| Other symptoms (e.g. tingling) : | | | | |
| Still experiencing symptoms? No | | | Date recovered: 20/11/2021 | |
| Doctor consulted? No | | Hospital visited? No | | |
| 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: Pistachio Cream donut | | | | |
| Date: 19/11/2021 | Time: 5pm | | Premises name & address: Mrs Kim's Donuts | |



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 | |
| Exposure to private water supply | |
| Drink bottled water | |
| Exposure to tank or bore water | |
| Exposure to swimming in pool/lake/beach/estuary | |
| Animal exposure (pets, livestock, native)? | |
| Gardening exposure (potting soil, etc) | |
| Exposure to sewer/contaminated water | |
| Work with kids/elderly – obtain details Inform Supervisor | No |
| Food handler – obtain details Inform Supervisor | No |

Notes

No Diarrhoea/vomiting, time from suspected food product to illness was ~2 hours.

Not considered to be part of the Mrs Kim's Outbreak.

Signature :

Date :

Finish Time:

| | | |
|--|---------------------------|---|
| Date of interview: 6/12/2021 | Interviewer: Keeley Allen | Start time: 13:52 |
| Call outcomes C1 No answer C3 – Refusal | | Attempts Date / Time 1 ____/____/____ 2 ____/____/____ 3 ____/____/____ |
| C2 – No answer message left C4 - Interviewed | | |

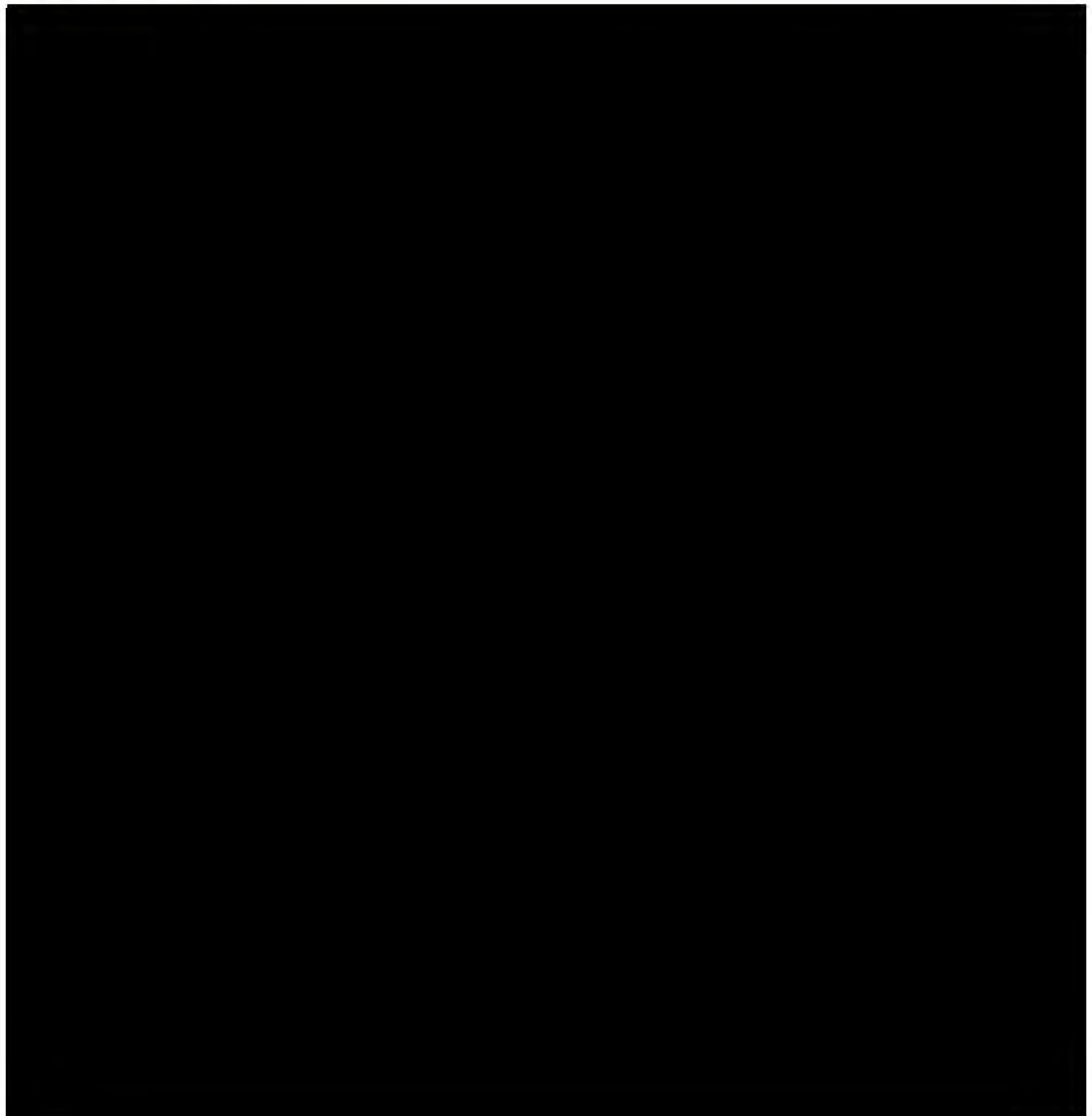
Affected Case Contact Details**Symptoms**

| | Yes | No | Date | Time of onset |
|---|-----------|---|----------------------------|-------------------|
| Nausea | No | | | |
| Stomach cramps | Yes | | 19/11/2021 | 9pm |
| Vomiting | No | | | |
| Fever | Yes | | 19/11/2021 | 9pm |
| Headache | No | | | |
| Diarrhoea | No | | | |
| | | | | Incubation period |
| | | | | hours to V/D |
| Predominant symptom: Cramping | | | | |
| Other symptoms (e.g. tingling) : | | | | |
| Still experiencing symptoms? No | | | Date recovered: 20/11/2021 | |
| Doctor consulted? No | | Hospital visited? No | | |
| 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: Pistachio Cream donut | | | | |
| Date: 19/11/2021 | Time: 5pm | Premises name & address: Mrs Kim's Donuts | | |



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 | |
| Exposure to private water supply | |
| Drink bottled water | |
| Exposure to tank or bore water | |
| Exposure to swimming in pool/lake/beach/estuary | |
| Animal exposure (pets, livestock, native)? | |
| Gardening exposure (potting soil, etc) | |
| Exposure to sewer/contaminated water | |
| Work with kids/elderly – obtain details Inform Supervisor | No |
| Food handler – obtain details Inform Supervisor | No |

Notes

No Diarrhoea/vomiting, time from suspected food product to illness was ~2 hours.

Not considered to be part of the Mrs Kim's Outbreak.

Signature :

Date :

Finish Time:

From: Allen, Keeley (Health)
Sent: Tuesday, 7 December 2021 12:09
To: Environmental Health
Subject: RE: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Hello,

I have not heard back about [REDACTED].

Best,
Keeley

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 11:58 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Hi Keeley

Sorry to be so annoying. We are just trying to get started on the ones that are not the donuts.

Did you hear back from the person from the [REDACTED]?

Kind Regards
Nicki

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Thursday, 2 December 2021 12:40 PM
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Good afternoon,

I am following up on your food poisoning complaint regarding the [REDACTED] Woden.

We would like to collect some more information from you regarding what you ate and the symptoms you may have experienced. Please complete the attached food poisoning questionnaire and return to environmentalhealth@act.gov.au at your earliest convenience. Your details are kept confidential and are only used for the purpose of this investigation.

Thank you for your assistance.

Best regards,
Keeley

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

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

25 Mulley St, Holder ACT 2611

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: Hudson, Lyndell (Health)
Sent: Tuesday, 7 December 2021 12:28
To: Environmental Health
Subject: RE: FW: Mrs Kim's donuts Kingston

OFFICIAL

Hi Nicki,

No additional number given for an ART.

Please provide the event number (presuming this is a complaint reference).

Thanks
Lyndell

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 11:09 AM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: FW: Mrs Kim's donuts Kingston

OFFICIAL

Hi

Have you responded to this one?

Do we give them the event number or do these sorts of 'large' outbreaks get a different id once an ART is raised?

Kind Regards
Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Monday, 6 December 2021 4:52 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: FW: Mrs Kim's donuts Kingston

OFFICIAL

Good afternoon,

[REDACTED]

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



From: [REDACTED] >
Sent: Monday, 6 December 2021 9:03 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: Re: FW: 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.

Hi Felicity

[REDACTED]

[REDACTED]

On Mon, 29 Nov 2021, 12:52 pm Greenville, Felicity (Health), <Felicity.Greenville@act.gov.au> wrote:

OFFICIAL

Dear [REDACTED]

Thank you for notifying us of your recent gastrointestinal illness. I could not get a hold of you on the phone number provided. We have a few questions for you to further our investigations. Please call the CDC Information Line on **(02) 5124 9213** and ask to speak to Keeley Allen or Felicity Greenville.

We look forward to speaking with you soon.

Best regards,

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



From: [REDACTED] >
Sent: Saturday, 27 November 2021 7:41 PM
To: HPS <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 [REDACTED]
[REDACTED]

Can you please advise if I should seek further assistance?

[REDACTED]

[REDACTED]

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Environmental Health
Sent: Tuesday, 7 December 2021 14:27
To: Greenville, Felicity (Health)
Subject: RE: FW: Mrs Kim's donuts Kingston

OFFICIAL

Hi Felicity

[REDACTED]

Kind Regards
Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Monday, 6 December 2021 4:52 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: FW: Mrs Kim's donuts Kingston

OFFICIAL

Good afternoon,

[REDACTED]

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



From: [REDACTED] >
Sent: Monday, 6 December 2021 9:03 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: Re: FW: 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.

Hi Felicity

On Mon, 29 Nov 2021, 12:52 pm Greenville, Felicity (Health), <Felicity.Greenville@act.gov.au> wrote:

OFFICIAL

Dear [REDACTED]

Thank you for notifying us of your recent gastrointestinal illness. I could not get a hold of you on the phone number provided. We have a few questions for you to further our investigations. Please call the CDC Information Line on **(02) 5124 9213** and ask to speak to Keeley Allen or Felicity Greenville.

We look forward to speaking with you soon.

Best regards,

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



From: [REDACTED] >
Sent: Saturday, 27 November 2021 7:41 PM
To: HPS <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 [REDACTED]
[REDACTED]

Can you please advise if I should seek further assistance?

[REDACTED]

[REDACTED]

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Norbart, Nicki (Health)
Sent: Tuesday, 7 December 2021 14:51
To: Mirza, Arif (Health)
Subject: RE: FW: Mrs Kim's donuts Kingston

OFFICIAL

Hi

I have just raised a complaint for Mrs Kim's. A bit late !!

I am not sure what should have been attached due to CDC also being involved in this. I left it brief for the important information to be added by yourself.

Kind Regards
Nicki

From: Mirza, Arif (Health) <Arif.Mirza@act.gov.au>
Sent: Tuesday, 7 December 2021 9:07 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: RE: FW: Mrs Kim's donuts Kingston

OFFICIAL

Hi Nicki,

I am not sure if CRMS event has been raised for Mrs Kims Donuts. But it is definitely not assigned to me if it has been entered in CRMS. You can assign to me once you confirm with Lyndell.

Thanks,
Arif

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Monday, 6 December 2021 5:42 PM
To: Mirza, Arif (Health) <Arif.Mirza@act.gov.au>
Subject: FW: FW: Mrs Kim's donuts Kingston

OFFICIAL

Hi

Have you been working to a complaint for the outbreak or has an event not been raised yet?

I couldn't see one but didn't want to double up without checking with you.

Kind Regards
Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Monday, 6 December 2021 4:52 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Hudson, Lyndell (Health)

<Lyndell.Hudson@act.gov.au>

Subject: FW: FW: Mrs Kim's donuts Kingston

OFFICIAL

Good afternoon,

[REDACTED] regarding the Mrs Kim's outbreak?

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



From: [REDACTED] >

Sent: Monday, 6 December 2021 9:03 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>

Subject: Re: FW: 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.

Hi Felicity

[REDACTED]

[REDACTED]

On Mon, 29 Nov 2021, 12:52 pm Greenville, Felicity (Health), <Felicity.Greenville@act.gov.au> wrote:

OFFICIAL

Dear [REDACTED]

Thank you for notifying us of your recent gastrointestinal illness. I could not get a hold of you on the phone number provided. We have a few questions for you to further our investigations. Please call the CDC Information Line on (02) 5124 9213 and ask to speak to Keeley Allen or Felicity Greenville.

We look forward to speaking with you soon.

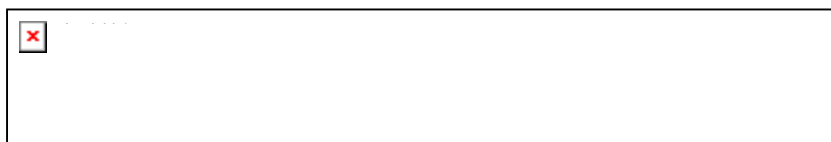
Best regards,

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



From: [REDACTED] >

Sent: Saturday, 27 November 2021 7:41 PM

To: HPS <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 [REDACTED]
[REDACTED]

Can you please advise if I should seek further assistance?

[REDACTED]

[REDACTED]

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

| Acute Response Team (ART) – Meeting Outcomes | |
|---|---|
| ART Chair: | Dr Philippa Binns |
| Incident Name: | Potential Food Borne Illness outbreak - Mrs Kim's Donuts |
| Meeting date: 7 December 2021 15:30hrs ART #6 | |
| 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> <u>HPS Food:</u> Arif Mirza, Lyndell Hudson <u>HPS ACTGAL Microbiology Lab:</u> Natasha Waters, Victoria Wansink <u>HPS Communicable Disease Control:</u> Keeley Allen <u>HPS HEMU:</u> Rhian Blackwell, Sam Kelly |
| No. of Confirmed Cases: | 282 case interviews/surveys completed across multiple purchases. 222 confirmed symptomatic cases, Not all ACT residents |
| Pathogen: | NOROVIRUS |
| Suspected Cause: | Ingestion of donuts purchased from Mrs. Kim's Donuts 20-24 November. |
| Background: | <p>Situation (precis)</p> <p>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 have undergone testing. No significant findings (see summary at end of document)</p> <p>Situational update:</p> <p>Environmental Health have completed onsite meeting at premises afternoon. Purpose of today's ART Meeting is to give update from onsite meeting and conclude the ART process.</p> <p>EH Food team</p> <ul style="list-style-type: none"> Onsite meeting 6/12 <ul style="list-style-type: none"> Proprietor [REDACTED] attending meeting. Planning to stay closed til after Christmas, however EH team noted equipment onsite being serviced. Reports of people knocking on door wanting to purchase during closed period Did trade on Saturday 27th November for half a day. Confronted by member of the public, so they closed for the day. |



| | |
|---------------------------------|--|
| | <ul style="list-style-type: none"> ○ Follow up questions regarding reports of female staff working onsite <ul style="list-style-type: none"> ▪ 2 x female staff working weekends. 1 shift each Saturday and Sunday 10am – 6pm ▪ Proprietor reports that [REDACTED] had advised not to say anything as they didn't want the staff implicated in the investigation as they are [REDACTED] and [REDACTED] ○ Proprietor [REDACTED] both denied any illness or family illness during or in the lead up to the incident • Investigation results discussed with Proprietor [REDACTED] in respect to the indication of contamination <ul style="list-style-type: none"> ○ Focussed on white chocolate. ○ Investigated the food handling, noted that the white chocolate is delivered by the bag as small choc bits. ○ Found an old metal scoop in the bag which appeared to have not been cleaned in the standard 'wash up' process of kitchen appliances and utensils ○ Educated on exposure roots, outlined salmonella and noted not listeria or salmonella in results ○ Educated RE: Norovirus, types of transmission ○ Proprietor [REDACTED] still adamant that neither were sick leading up to dates, during or after. ○ EH reported that [REDACTED] demeanour appeared to change when line of questioning moved towards personal illness. ○ Living arrangements – [REDACTED] • Discussed cooking methods <ul style="list-style-type: none"> ○ [REDACTED] noted wearing gloves – not disclosed originally. ○ Process notes that EACH handles each donut in cooking, filling and decorating process. • Toilets <ul style="list-style-type: none"> ○ Staff only use toilets and done out of service time • Legal <ul style="list-style-type: none"> ○ Proprietor catching up with lawyers today. ○ Proprietor was cautioned, and again offered interpreter to ensure clear information. ○ Proprietor has noted they will engage interpreter if requiring legal input. • Ongoing plan <ul style="list-style-type: none"> ○ Remain closed over Christmas, and then reviewing whether they have means to open ○ Clarified that ACTHD have not forced the closure, so opening is up to them ○ Recommended that [REDACTED] complete food safety training (currently only proprietor) ○ No reason for EH to go back onsite with this event. Only visit with regular inspection schedule ○ ACTHD Media notification RE: broad information on norovirus management and safe food handling practices |
| <u>Actions to be completed:</u> | <p>EH Food team</p> <ul style="list-style-type: none"> • Liaise with CDC team to finalise report and submit. |



| | |
|----------------------------------|---|
| | <ul style="list-style-type: none">• EH to note to HEMU when the outbreak summary report is completed, and HEMU <ul style="list-style-type: none">• After receiving notification of completed report, facilitate an AAR on the processes and include learnings as input to the ART SOP review. |
| Control Measures to Date: | <ul style="list-style-type: none">• Acute Response Team meeting convened to review the incident and to identify any further steps and lessons.• Voluntary closure of premises• Swabs and analysis of samples• Interviews/surveys and stool samples from customers• Media statement including health hygiene messages• Alert to send to GP, ED, WiC re collecting faecal specimens if people present with symptoms of possible food poisoning• Advice given to premises about additional cleaning• Site visit to review outcomes, results and process |
| Samples Obtained: | Multiple lab samples – Noted in previous ART minutes |
| Lab Advice: | TBC |
| ART Summary | Rhian Blackwell – HEMU. Cleared by Dr Philippa Binns |
| Next ART: | Nil further ARTs. |

From: Allen, Keeley (Health)
Sent: Tuesday, 7 December 2021 16:36
To: Greenville, Felicity (Health)
Subject: RE: Message from Unknown sender [REDACTED]

OFFICIAL

I have spoken to [REDACTED].

From: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au> **On Behalf Of** ACT Health, Communicable Diseases
Sent: Tuesday, 7 December 2021 4:16 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: FW: Message from Unknown sender [REDACTED]

OFFICIAL

Hi lovely ladies,

Please find the attached voicemail for your attention. It's in relation to Mrs Kim's Donuts.

Regards,
Milica

Milica Stefanovic | Surveillance Officer

Ph: (02) 5124 9245 | Email: 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



From: Cisco Unity Connection Messaging System <unityconnection@act.gov.au>
Sent: Tuesday, 7 December 2021 4:03 PM
To: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>
Subject: Message from Unknown sender [REDACTED]

From: Stefanovic, Milica (Health)
Sent: Tuesday, 7 December 2021 16:39
To: Allen, Keeley (Health)
Subject: RE: Please call [REDACTED]

OFFICIAL

Great, thanks. Sorry for the messy message, I was 'multifunctional' and I missed a word – but you understood 😊.

Cheers,
 Milica

Milica Stefanovic | Surveillance Officer

Ph: (02) 5124 9245 | Email: 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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 7 December 2021 4:36 PM
To: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Please call [REDACTED]

OFFICIAL

Thanks Milica, I have spoken to [REDACTED] and [REDACTED]

From: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>
Sent: Tuesday, 7 December 2021 4:28 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: Please call [REDACTED]

OFFICIAL

Hi Keeley,

I tried to put [REDACTED] (hopefully the spelling is right 🤪) to you, but you must be on another call. Could you please call [REDACTED] on [REDACTED]? I wasn't quite sure if Felicity was working or she finished around 3pm.

Cheers,
 Milica

Milica Stefanovic | Surveillance Officer

Ph: (02) 5124 9245 | Email: Milica.Stefanovic@act.gov.au

Communicable Disease Control Section | Health Protection Service | Public Health, Protection and Regulation | ACT Health Directorate



From: Wansink, Victoria (Health)
Sent: Tuesday, 7 December 2021 17:05
To: Waters, Natasha (Health)
Subject: RE: After Action review AAR Notes - Mrs Kims Donuts

OFFICIAL: Sensitive - Personal Privacy

You're wonderful.
 Thank you!

Dr Victoria Wansink (she/her) | Director Microbiology

Ph: 5124 9168 | Email: victoria.wansink@act.gov.au

ACT Government Analytical Laboratory, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate
 Howard Florey Centenary House, Ngunnawal Country, 25 Mulley St, Holder ACT 2611
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) <Natasha.Waters@act.gov.au>
Sent: Tuesday, 7 December 2021 5:03 PM
To: Wansink, Victoria (Health) <Victoria.Wansink@act.gov.au>
Subject: After Action review AAR Notes - Mrs Kims Donuts

OFFICIAL: Sensitive – Personal Privacy

Hi Vic,

I have put some notes in for After action review [REDACTED]

They are very much just in conversational wording, so will need to be fixed up prior to meeting, but I just thought I would put there while fresh in my head and as it may occur while I am on leave. I have also put a snip in of the communication with Lyndell so its easy to find at the time.

Kind regards,

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

Ph: 5124 9176 | Email: 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

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.



Notes for Mrs Kims After Action Review (AAR)

- Communication could have been better. Micro was called to say that swabs would be taken, but Arif didn't have any information, so we couldn't get any answers to Questions- expected number of samples? What were we testing for? Symptoms so we could think about what we could test for. Then when contacted Lyndell later we found out Arif had gone onsite. It would be nice to be notified that this was occurring and so expected timeframe for samples to arrive back at lab. We are happy to organise staff to stay back, but needed to be sure they were actually sampling. Also giving us the heads up to get ready without any knowledge of what for isn't really heads up. If conversation about onsets, and food types etc happening upstairs, perhaps a mini ART can occur so the lab can prepare as best we can.
- EH should be prepared for food sampling at all times, even if no food expected onsite
- Cloth should have been collected
- Cloths and swabs should be collected as stat samples in outbreaks. Means we have chain of custody.
- HPO4 invited to ART, forwarded to HPO5, then meeting moved while HPO4 on leave. Need to ensure that someone from each area attends. (Someone to check the acceptance of meeting at the beginning?) This has occurred numerous times for micro.
-
-

From: Environmental Health
Sent: Wednesday, 8 December 2021 11:50
To: Environmental Health
Subject: RE: Mrs Kim's Donuts

OFFICIAL

Hi Nicki

We have insufficient information to determine if it was [REDACTED] We haven't had any other complaints from [REDACTED] Fyshwick.

We will put them on our routine list, but for now, just make a note and monitor if we received any further complaints.

Regards

Jennifer Ruthenberg | Assistant Director Food Safety and Audit
Ph: 02 5124 9256 | Email: 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



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: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 4:10 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

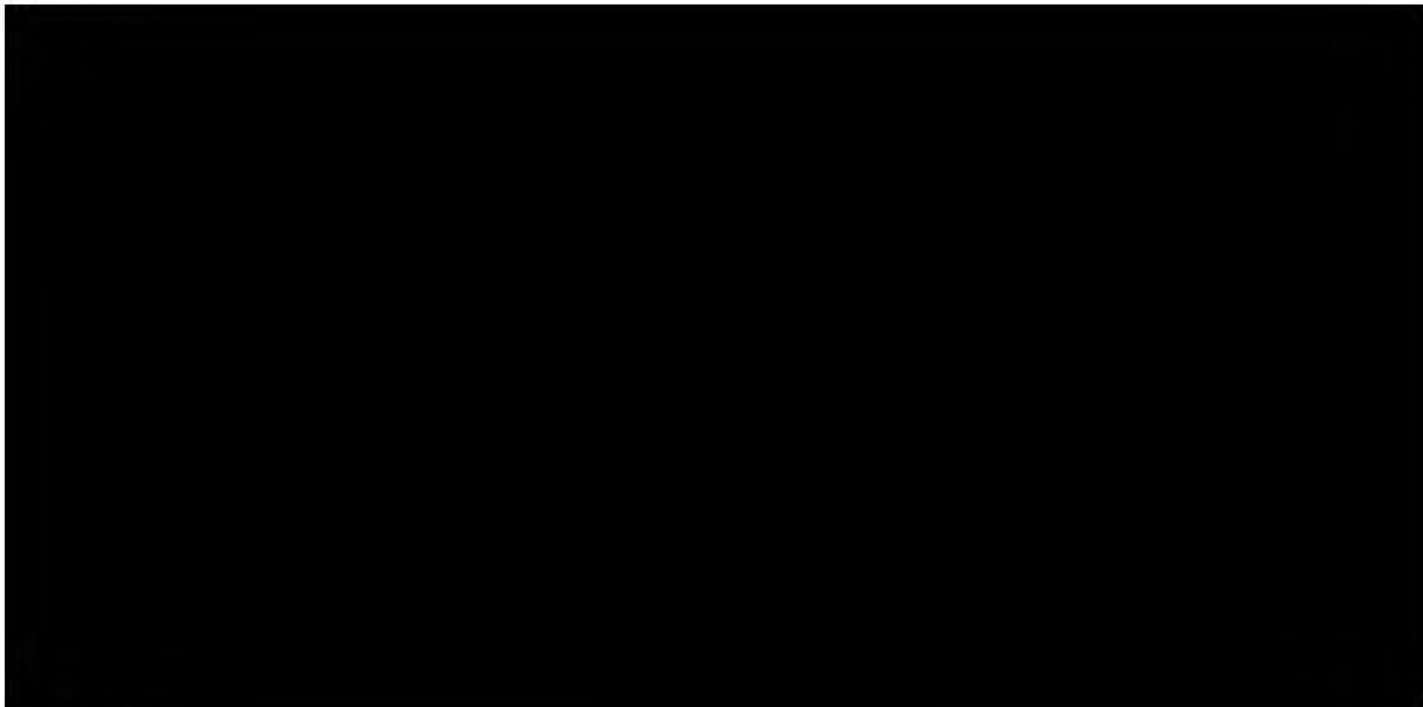
I was just chasing this one up at the same time as you guys were chatting and sending emails about it. Hence the email I sent just now. 😊

Nicki

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 4:07 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

Hi



Kind Regards
Nicki

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 2 December 2021 5:32 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

Hi Nicki

You can ask CDC for the completed questionnaires, but it will also be good to know why they suspect [REDACTED] and what is their exact concerns/complaint they have for [REDACTED]?

Regards

Jennifer Ruthenberg | Assistant Director Food Safety and Audit
Ph: 02 5124 9256 | Email: 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





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: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 2 December 2021 3:13 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Would you like me to ask CDC for a copy of the questionnaire when it is complete?

I have not had any other complaints from [REDACTED] Fyshwick yet.

Kind Regards
 Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 2:37 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

For whoever phoned [REDACTED] I have now spoken to her. They did eat donuts on either the 22nd or 23rd. If this is the cause of their illness it appears [REDACTED] have had person-person transmission as they became sick later and did not eat donuts.

[REDACTED] is still concerned it may be from [REDACTED] who ate [REDACTED] got sick whereas not all who ate donuts got sick. She will complete the Mrs Kim's donut questionnaire, however, would like her concerns regarding the [REDACTED] noted. I said I would notify the food team of her concerns in case of other complaints. She does not require follow up unless food team wish to investigate.

Cheers,

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



From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 2 December 2021 1:43 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please see below for details of a caller for Mrs Kim's Donuts.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 1:25 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL



Returned missed call from us, [REDACTED] rang yesterday (1/12/21)

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Environmental Health
Sent: Wednesday, 8 December 2021 11:54
To: Environmental Health
Subject: RE: Food compliant

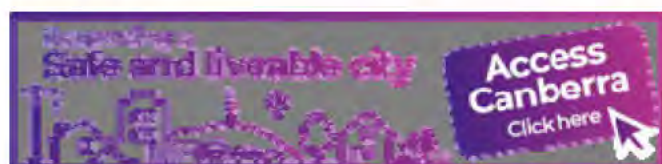
OFFICIAL

Hi Nicki

No other suspected food business mentioned in the food history. NFA required unless they provide more detail on any other suspected food/business.

Regards

Jennifer Ruthenberg | Assistant Director Food Safety and Audit
 Ph: 02 5124 9256 | Email: 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



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: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 4:37 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food compliant

OFFICIAL

Hi

This food complaint was sent to CDC for initial assessment. They report it isn't related to the outbreak and provided us with the FPQ that they filled out with her. Once they determined it wasn't related they didn't do a FPQ with her

Kind Regards
 Nicki

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 7 December 2021 10:11 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Food compliant

OFFICIAL

Hi Nicki,

We'll be passing this one back to the Environmental Health team. I spoke to the [REDACTED] of this complainant yesterday – they are both reporting a less than 2 hour incubation period (which isn't plausible for this outbreak), and are outside of the outbreak time frame.

I have attached the interview I took for the [REDACTED] – they did not have any diarrhoea or vomiting and all symptoms experienced resolved by the morning.

Let me know if you have any questions.

Best,
Keeley

From: Environmental Health <EnvironmentalHealth@act.gov.au>

Sent: Tuesday, 7 December 2021 9:28 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Food compliant

OFFICIAL

Hi

I am not sure if this one is within the outbreak timeframe but they cite the donuts so have sent it to you for initial assessment.

Kind Regards
Nicki

From: HPS <HPS@act.gov.au>

Sent: Monday, 6 December 2021 7:26 PM

To: Environmental Health <EnvironmentalHealth@act.gov.au>

Subject: FW: Food compliant

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

From: [REDACTED]

Sent: Monday, 6 December 2021 5:08 PM

To: HPS <HPS@act.gov.au>

Subject: Food compliant

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 the Health Department.

Hi my name is [REDACTED].

This is my public health complaint about Mrs Kim's Donuts, 9/15 Tench St, Kingston ACT 2604.

I purchased to donuts from Mrs Kim's Donuts on Friday the 19 of November this year.

[REDACTED]
My phone number is [REDACTED]

Email- [REDACTED]


Address [REDACTED]

[REDACTED]
Kind regards, [REDACTED]

| | | |
|---|---------------------------|--|
| Date of interview: 6/12/2021 | Interviewer: Keeley Allen | Start time: 13:52 |
| Call outcomes C1 No answer C2 – No answer message left C3 – Refusal C4 - Interviewed | | Attempts Date / Time 1 / / 2 / / 3 / / |

Affected Case Contact Details**Symptoms**

| | Yes | No | Date | Time of onset |
|---|-----------|----------------------|---|--------------------------|
| Nausea | No | | | |
| Stomach cramps | Yes | | 19/11/2021 | 9pm |
| Vomiting | No | | | |
| Fever | Yes | | 19/11/2021 | 9pm |
| Headache | No | | | |
| Diarrhoea | No | | | |
| | | | | Incubation period |
| | | | | hours to V/D |
| Predominant symptom: Cramping | | | | |
| Other symptoms (e.g. tingling) : | | | | |
| Still experiencing symptoms? No | | | Date recovered: 20/11/2021 | |
| Doctor consulted? No | | Hospital visited? No | | |
| 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: Pistachio Cream donut | | | | |
| Date: 19/11/2021 | Time: 5pm | | Premises name & address: Mrs Kim's Donuts | |



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 | |
| Exposure to private water supply | |
| Drink bottled water | |
| Exposure to tank or bore water | |
| Exposure to swimming in pool/lake/beach/estuary | |
| Animal exposure (pets, livestock, native)? | |
| Gardening exposure (potting soil, etc) | |
| Exposure to sewer/contaminated water | |
| Work with kids/elderly – obtain details Inform Supervisor | No |
| Food handler – obtain details Inform Supervisor | No |

Notes

No Diarrhoea/vomiting, time from suspected food product to illness was ~2 hours.

Not considered to be part of the Mrs Kim's Outbreak.

Signature :

Date :

Finish Time:

From: Hudson, Lyndell (Health)
Sent: Wednesday, 8 December 2021 13:57
To: Martin, Victor (Health)
Cc: SupportHPS
Subject: Mrs Kim Donuts - EH investigation.

OFFICIAL

Hi Victor
Is the below what you were after?

The Environmental Health Food team conducted an onsite food safety inspection and collected a number of food and environmental swabs.
The business has been corporative in assisting with the investigation and no further action is proposed at this time.

Thanks

Lyndell Hudson | Director, Environmental Health Food Safety

Ph: 02 5124 6125 | Email: 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



From: HPSReception
Sent: Thursday, 9 December 2021 10:05
To: Environmental Health
Subject: [REDACTED] Mrs Kim's Donuts

Follow Up Flag: Follow up
Flag Status: Completed

OFFICIAL

Hi team,

[REDACTED] own Mrs Kim's Donuts

After some sort of press release from ACT Health that they can put on social media to assure the public their donuts are safe to eat

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Norbart, Nicki (Health)
Sent: Thursday, 9 December 2021 10:30
To: Hudson, Lyndell (Health)
Subject: RE: Mrs Kims Donuts

UNOFFICIAL

She said it was [REDACTED] who said [REDACTED]. Her contact number is [REDACTED]

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 10:25 AM
To: Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>
Subject: RE: Mrs Kims Donuts

UNOFFICIAL

Thanks Nicki

Did Kaye say who it was that called – proprietor or family member.

From: Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>
Sent: Thursday, 9 December 2021 10:02 AM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: Mrs Kims Donuts

UNOFFICIAL

Hi

Kaye took a call from the guys at Mrs Kims Donuts and are they are looking for a press release to put on their social media pages to say they are okay to reopen.

Kind Regards
Nicki

From: Mirza, Arif (Health)
Sent: Thursday, 9 December 2021 11:01
To: Hudson, Lyndell (Health)
Subject: Call from Mrs Kim's Donuts

OFFICIAL

Hi Lyndell,

As discussed today, please see the contact of [REDACTED] (Mob: [REDACTED]) [REDACTED] of owner of Mrs Kim's Donuts in Kingston. [REDACTED] contacted me yesterday around 5:07pm in regards to the Mrs Kim's Donuts and requested if ACT Health can provide a food safety approval/statement for business to reopen again.

I advised her that I will discuss the request with the Environment management and can provide further information to the business directly. [REDACTED] requested who she can speak to in regards to the Mrs Kim's Donuts, so I had advised her to contact Health Protection Service on (02) 5124 9700.

Also, Nicki advised that front office have received a call today from [REDACTED] most likely on above matter.

Please let me know if you need any further details.

Thanks,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] Email: arif.mirza@act.gov.au

Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate
25 Mulley Street, Holder, ACT 2611 | health.act.gov.au



From: Allen, Keeley (Health)
Sent: Thursday, 9 December 2021 11:03
To: Pingault, Nevada (Health)
Subject: RE: Another Mrs Kim's article

Here are the dot points as at 10:30am 9/12/2021

- Total interviewed/surveyed: 291
- Total reporting illness after consuming a Mrs Kim's Donut: 224
 - This is variable we have been reporting throughout
- Total reporting diarrhoea and/or vomiting after consuming a Mrs Kim's Donut: 209
 - This is the more specific case definition
- Median time from eating the food product to illness onset: 39 hours
- Median duration illness: 42 hours
- Symptom profile:
 - Diarrhoea (83% of ill people), vomiting (78% of ill people) – often together
 - Other symptoms reported include abdominal pain (71%), body aches and pains (56%), headache (58%), and fever (55%).
 - No reports on blood in stool
- 100% of ill people reported eating a donut
- A variety of donut types were consumed:
 - 90% of ill people reported eating a donut with any kind of filling
 - 20% of people reported eating a donut with no filling
 - This does not sum to 100% as some people ate multiple donuts.

I'm doing some more tidying now, let me know if you have any questions or if there is something else I should touch on.

Best,
Keeley

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 10:22 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Another Mrs Kim's article

I'm assuming asap. Don't worry about types of donuts, I can just say a variety were consumed.

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Thursday, 9 December 2021 10:21 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Another Mrs Kim's article

I'll be able to do the dot points, the types of donuts may talk a little while as I need to do a bit of cleaning. When do we need this back?

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 10:19 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Keeley,

Can you please give me some dot points for the below request?

- Case number
- Total number interviewed/surveyed
- Summary of symptoms
- Median incubation and duration
- Number of specimens positive

Don't worry about any analytical stuff for this request. We can just say a variety of donuts eaten by cases, statistical analysis of associations pending or similar.

Many thanks,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 10:00 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health)

<Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 7 December 2021 1:02 PM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Tuesday, 7 December 2021 12:50 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

Andrew Benson | Senior Director, Media

Ph [REDACTED] | Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 11:31 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

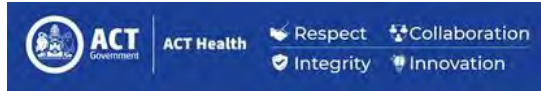
"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:18 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:



Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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: Thursday, 9 December 2021 11:05
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED]

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with you colleague and anyone else who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 9 December 2021 11:37
To: Greenville, Felicity (Health)
Subject: RE: Mrs Kim's Donuts

OFFICIAL

No worries

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 9 December 2021 11:36 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

I emailed her the form and requested she fill it in. not sure if she has

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Thursday, 9 December 2021 11:25 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

Hi Felicity,

Did we fill in a REDCap form for these guys? If they were sick on the 23rd/24th/25th they'd meet the case definition.

Thanks,
 Keeley

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 2 December 2021 2:37 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

For whoever phoned [REDACTED], I have now spoken to her. They did eat donuts on either the 22nd or 23rd. If this is the cause of their illness it appears [REDACTED] have had person-person transmission as they became sick later and did not eat donuts.

[REDACTED] is still concerned it may be from [REDACTED] who ate [REDACTED] got sick whereas not all who ate donuts got sick. She will complete the Mrs Kim's donut questionnaire, however, would like her concerns regarding the [REDACTED] noted. I said I would notify the food team of her concerns in case of other complaints. She does not require follow up unless food team wish to investigate.

Cheers,

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



From: Environmental Health <EnvironmentalHealth@act.gov.au>

Sent: Thursday, 2 December 2021 1:43 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please see below for details of a caller for Mrs Kim's Donuts.

Kind Regards

Nicki

From: HPSReception <HPSReception@act.gov.au>

Sent: Thursday, 2 December 2021 1:25 PM

To: Environmental Health <EnvironmentalHealth@act.gov.au>

Subject: Mrs Kim's Donuts

OFFICIAL

Ph [REDACTED]

Email: [REDACTED]

Returned missed call from us, [REDACTED] rang yesterday (1/12/21)

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Allen, Keeley (Health)
Sent: Thursday, 9 December 2021 11:50
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint. I sincerely apologise for the delay in our response.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED] and anyone else who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 9 December 2021 12:15
To: Greenville, Felicity (Health)
Subject: RE: Food poisoning complaint: Mrs Kim's Donuts

Awesome, thanks Felicity. You are a GEM 😊

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 9 December 2021 12:15 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Food poisoning complaint: Mrs Kim's Donuts

I just spoke to her. I had missed her. She wasn't able to do the questionnaire over the phone but will do it later this afternoon when she gets home [REDACTED]

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Thursday, 9 December 2021 11:46 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Food poisoning complaint: Mrs Kim's Donuts

I can't find [REDACTED] in REDCap. Thank you for giving her a call.

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 9 December 2021 11:45 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Food poisoning complaint: Mrs Kim's Donuts

I emailed [REDACTED], but can't see an email from me to [REDACTED].
 Her name is familiar – is she already in Redcap. Otherwise I can call her now

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Thursday, 9 December 2021 11:19 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Food poisoning complaint: Mrs Kim's Donuts

I've done it 😊

I'm going through all the emails to check if people have responded or not and to send out reminders. Did you email [REDACTED] (we go that one Monday 6/12) and [REDACTED] (we received that on Thursday 2/12)?

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 9 December 2021 11:17 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Food poisoning complaint: Mrs Kim's Donuts

Do you want me to follow this one up/email?

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



From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 9 December 2021 10:38 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Food poisoning complaint: Mrs Kim's Donuts

Hi

BMS received an email regarding Mrs Kim's Donuts.

Kind Regards
 Nicki

From: HPS <HPS@act.gov.au>
Sent: Thursday, 9 December 2021 9:05 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: FW: Food poisoning complaint: Mrs Kim's Donuts

Hi Team

For your action.

Kind Regards

Victoria Schmahl (She/Her) | Health Protection Service

RESPECT | INTEGRITY | COLLABORATION | INNOVATION

From: [REDACTED]

Sent: Wednesday, 8 December 2021 9:21 PM

To: HPS <HPS@act.gov.au>

Subject: Food poisoning complaint: 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 ACT Health,

I would like to make a complaint about suspected food poisoning after consuming donuts from Mrs Kim's Donuts. Further details are included below:

Name of the business: Mrs Kim's Donuts

Address: 9/15 Tench Street, Kingston, ACT, 2604

Nature of public health issue: I purchased a box of six donuts from Mrs Kim's Donuts on Tuesday 23 November 2pm

Regards

[REDACTED]

From: Allen, Keeley (Health)
Sent: Thursday, 9 December 2021 12:34
To: Pingault, Nevada (Health)
Subject: RE: Another Mrs Kim's article

Thanks Nevada 😊

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 12:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 10:00 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 7 December 2021 1:02 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Tuesday, 7 December 2021 12:50 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 11:31 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

Olivia Ireland

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:18 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:



Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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: Thursday, 9 December 2021 12:44
To: Greenville, Felicity (Health)
Subject: RE: Food Poisoning

UNOFFICIAL

Excellent, I was getting confused by the [REDACTED] part. [REDACTED] most definitely is in REDCap.

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Thursday, 9 December 2021 12:44 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Food Poisoning

UNOFFICIAL

I phoned them – [REDACTED]. He had already been spoken to.
It is the [REDACTED]

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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Thursday, 9 December 2021 12:36 PM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: FW: Food Poisoning

UNOFFICIAL

Did we manage to get onto this person? I can't find them in REDCap.

From: Norbart, Nicki (Health) <Nicki.Norbart@act.gov.au>
Sent: Monday, 29 November 2021 2:25 PM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>;
Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Rogers, Keith (Health) <Keith.Rogers@act.gov.au>
Subject: Food Poisoning

UNOFFICIAL

Hi

██████ had a message left on her phone for a food poisoning. She isn't sure if the number they left was ██████████ or ██████████. They didn't leave their name.

Kind Regards
Nicki

From: Allen, Keeley (Health)
Sent: Thursday, 9 December 2021 13:08
To: [REDACTED]
Subject: Reminder: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

I hope this email finds you well. I understand my colleague Felicity has been in contact with you last week.

This is a reminder for [REDACTED] to complete the short questionnaire below regarding your recent food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Thursday, 9 December 2021 13:31
To: Greenville, Felicity (Health)
Subject: RE: Mrs Kim's Donuts

OFFICIAL

I'll send [REDACTED] an email now.

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Thursday, 9 December 2021 1:30 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's Donuts

OFFICIAL

Hi

BMS took a call regarding the outbreak. The details are below.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 9 December 2021 1:02 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL

[REDACTED] rang as her daughter [REDACTED] was very sick for a week
Ph [REDACTED]
Email: [REDACTED]

[REDACTED] ate donuts from Mrs Kim's Donuts on Saturday 20/11/21 and become very ill.
I said I believe they had closed the inquiry and that I couldn't discuss the results but I would pass on their details.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Allen, Keeley (Health)
Sent: Thursday, 9 December 2021 13:35
To: [REDACTED]
Subject: Food poisoning investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire on [REDACTED] it may be easier for her to complete the questionnaire. All details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with [REDACTED], even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on 5124 9213 or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: HPS
Sent: Thursday, 9 December 2021 14:16
To: Environmental Health
Subject: FW: Mrs Kim's Donut - Food Poisoning

Follow Up Flag: Follow up
Flag Status: Completed

Hi Team

For your action.

Kind Regards

Victoria Schmahl (She/Her) | Health Protection Service RESPECT | INTEGRITY | COLLABORATION | INNOVATION

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 9 December 2021 2:12 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's Donut - 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,

I recently heard about the food poisoning outbreak at Mrs Kim's Donuts. I believe it has been closed but wanted to let someone know that [REDACTED] had food poisoning from the donuts so you had a full picture of how many people were affected. I had a donut from Mrs Kim's Donuts on Monday 22 Nov [REDACTED]

[REDACTED] Just wanted to report this for the overall picture of the number of people affected.

Thanks,

[REDACTED]
Sent from my iPhone

From: Environmental Health
Sent: Thursday, 9 December 2021 14:18
To: Pingault, Nevada (Health); Greenville, Felicity (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kim's Donut - Food Poisoning

Hi

Here is an email that came through the HPS inbox referring to the outbreak.

Kind regards
Nicki

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 9 December 2021 2:12 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kim's Donut - 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,

I recently heard about the food poisoning outbreak at Mrs Kim's Donuts. I believe it has been closed but wanted to let someone know that [REDACTED] had food poisoning from the donuts so you had a full picture of how many people were affected. I had a donut from Mrs Kim's Donuts on Monday 22 Nov [REDACTED]

[REDACTED] Just wanted to report this for the overall picture of the number of people affected.

Thanks,

[REDACTED]

Sent from my iPhone

From: Martin, Victor (Health)
Sent: Thursday, 9 December 2021 15:25
To: Hudson, Lyndell (Health)
Subject: RE: Confirmation to Mr's Kim's Donuts

Importance: High

Thanks Lyndell, small changes. Victor

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 3:20 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Confirmation to Mr's Kim's Donuts

UNOFFICIAL

Hi Victor

Can you please review the below email. Are you happy for me to send?

Thanks

Hello

As discussed, the Health Protection Service (HPS) has been investigating a food poisoning outbreak that has identified a link with donuts purchased between 20 and 24 November 2021.

You have confirmed that all requests made by HPS to you have been completed. I acknowledge your cooperation in assisting with the investigation. No further action is proposed by the Health Protection Service at this time.

As you elected to close your business there is no restriction preventing you from reopening and commencing trade.

Lyndell Hudson | Director, Environmental Health Food Safety

Ph: 02 5124 6125 | Email: 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



From: Allen, Keeley (Health)
Sent: Thursday, 9 December 2021 15:28
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint. Our investigation is still ongoing and we would appreciate you providing any details you can on what you and your parents ate and the symptoms you experienced.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with [REDACTED] and anyone else who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. Alternatively, please complete a form for each of your parents as well as for yourself. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 9 December 2021 15:57
To: [REDACTED]
Subject: RE: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

This is a reminder to complete the short questionnaire people in regards to your food poisoning complaint at the link or QR code below.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 2 December 2021 10:32 AM
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for reaching out and reporting your food poisoning complaint.

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts and we have a few more questions for you about what you ate and the details of the symptoms you experienced.

Please complete this short questionnaire. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

Please share the link and QR code with anyone who ate the food with you, even if they were well after eating from Mrs Kim's Donuts. The information each person can provide can help identify which specific food (if any) may have been responsible for their illness.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Thursday, 9 December 2021 17:18
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

The team at Communicable Disease Control at ACT Health Directorate are investigating a number of complaints of illness following eating food from Mrs Kim's Donuts.

Your name and contact details were provided to us by someone we have spoken to as part of this investigation as potentially sharing food from Mrs Kim's Donuts. We have a few questions for you about what you ate and the symptoms you may have experienced.

Please complete this short questionnaire, even if you have been well. Your details will be kept confidential, and only used for the purposes of investigating the food poisoning complaint. You can access the questionnaire at the link, or via the QR code.

<https://redcap.link/ucm8lu06>



If you have any questions, please contact ACT Health Communicable Disease Control on **5124 9213** or cdc@act.gov.au

Best regards,
Keeley

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

Ph: 5124 9213

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

25 Mulley St, Holder ACT 2611

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: Martin, Victor (Health)
Sent: Friday, 10 December 2021 10:29
To: Blackwell, Rhian (Health); Kelly, Sam (Health)
Subject: FW: Another Mrs Kim's article

Importance: High

Hi HEMU,

Forwarding the below given your interest in the matter – no connection with Summer Heat Plan in last line. Victor

From: Martin, Victor (Health)
Sent: Friday, 10 December 2021 10:27 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 4:48 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article
Sorry for slow response Victor, all good from me too.

Thank you,

Nevada

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 3:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks

Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 3:20 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business.

The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Once,

Victor Martin

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 2:16 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 12:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,

Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 9 December 2021 10:00 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 7 December 2021 1:02 PM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,

Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Tuesday, 7 December 2021 12:50 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

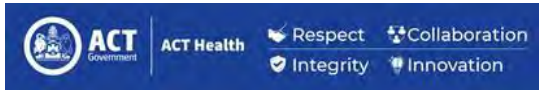
Andrew Benson | Senior Director, Media

Ph [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 11:31 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,

Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 3 December 2021 9:41 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:18 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,

Nevada

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

Sent: Friday, 3 December 2021 9:08 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: New article

We have another article:

[REDACTED]

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

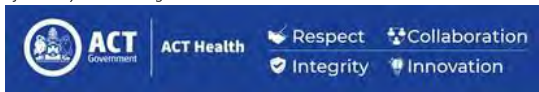
Ph: 5124 6215 | Email: keeley.allen@act.gov.au

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

25 Mulley St, Holder ACT 2611

health.act.gov.au

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: Chand, Avinesh
Sent: Friday, 10 December 2021 11:09
To: Martin, Victor (Health)
Subject: RE: Another Mrs Kim's article

Thanks Victor. I had given John a heads up and although he is on leave today he said that he would keep an eye out for your email. The media release looks fine to me but I have sent an email to John to ask him to cast his eye over it given his claims and liability expertise.

We will come back to you soon.

Regards

Avinesh

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:59 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Henry, John <John.Henry@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Avinesh, John,

ACT Health proposes to release the statement below to media following a number of requests for further details about the food illness outbreak. Could I please ask you to review the material and advise if there are any particular concerns. The material has been prepared in consultation with ACT Health Media and once you have provided clearance, we will alert the Minister's office before the material is released.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business. As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Very happy to discuss.

Victor Martin

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 10 December 2021 10:41 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor,

I have made a couple of very minor edits but have also added the highlighted words in the last paragraph.

In regards to the change to the first line, is this really necessary. The previous line was preferable from my perspective (if "epidemiologists at ACT Health have investigated" then "ACT Health has investigated" is accurate isn't it?).

Otherwise happy with the below:

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

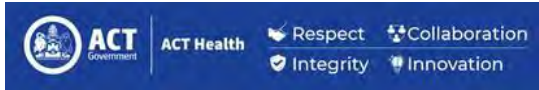
Andrew Benson | Senior Director, Media

Ph [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Friday, 10 December 2021 10:27 AM

To: Health Media <HealthMedia@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 4:48 PM

To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Sorry for slow response Victor, all good from me too.

Thank you,

Nevada

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

Sent: Thursday, 9 December 2021 3:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks

Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 9 December 2021 3:20 PM

To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of it regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business.

The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Once,

Victor Martin

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

Sent: Thursday, 9 December 2021 2:16 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 12:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 9 December 2021 10:00 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks
Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 7 December 2021 1:02 PM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Tuesday, 7 December 2021 12:50 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 11:31 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,

Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 3 December 2021 9:41 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately **190** people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media

Ph [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:18 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,

Nevada

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

Sent: Friday, 3 December 2021 9:08 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: New article

We have another article:

[REDACTED]

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

Ph: 5124 6215 | Email: 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

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: Benson, Andrew (Health)
Sent: Friday, 10 December 2021 11:25
To: Martin, Victor (Health)
Subject: RE: Another Mrs Kim's article

Thanks Victor,

Yeah, I figured there was some internal reason for doing it. I was just wondering what relevance there was for our external audiences? Does it make a difference it to them which area of ACT health investigated? There might be a perfectly valid reason I just don't understand what it is.

Cheers

Benno

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
health.act.gov.au



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

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:52 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article

Thanks Andrew, including 'epi's in ACTH' is intended to distinguish the functions of CDC and Environmental Health Food Safety.

I will progress urgently to ACTGS now.
V

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 10 December 2021 10:41 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor,

I have made a couple of very minor edits but have also added the highlighted words in the last paragraph.

In regards to the change to the first line, is this really necessary. The previous line was preferable from my perspective (if "epidemiologists at ACT Health have investigated" then "ACT Health has investigated" is accurate isn't it?).

Otherwise happy with the below:

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Andrew Benson | Senior Director, Media
Ph [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:27 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 4:48 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Sorry for slow response Victor, all good from me too.

Thank you,
Nevada

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 3:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks
Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 3:20 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Once,

Victor Martin

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

Sent: Thursday, 9 December 2021 2:16 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 12:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 10:00 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 7 December 2021 1:02 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Tuesday, 7 December 2021 12:50 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 11:31 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:18 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:

[REDACTED]

Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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: Purdue, Brett (Health)
Sent: Friday, 10 December 2021 12:13
To: Martin, Victor (Health)
Subject: RE: Another Mrs Kim's article

OFFICIAL

Good morning Victor,

My one comment/suggestion would be in relation to this statement:

The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

I'd imagine the community (and perhaps even media) sentiment in response would be "Why not?" or questioning if the decision to take no further action is tied to the fact that the business was cooperative.

My suggestion would be to offer a small degree of reasoning for not taking further action, something along the lines of:

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation, however due to the nature of both Norovirus and the food products involved no conclusive evidence of a breach of the Act or the Food Standard Code could be identified, and therefore no further action is proposed at this time.

or

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business but even with the cooperation of the business could not identify any conclusive evidence to warrant regulatory action at this time.

Some thoughts for your consideration.

Brett Purdue | Senior Director, Legal Policy
Health Protection Service | ACT Health Directorate
Ph: 02 5124 9209 | Mobile: [REDACTED]

*Please note, if I send you an email outside reasonable work hours I'm doing so because it's convenient for me.
In the spirit of encouraging work life balance I look forward to a response if appropriate at a time that suits you.*



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:59 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Henry, John <John.Henry@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealth.GovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Avinesh, John,

ACT Health proposes to release the statement below to media following a number of requests for further details about the food illness outbreak. Could I please ask you to review the material and advise if there are any particular concerns. The material has been prepared in consultation with ACT Health Media and once you have provided clearance, we will alert the Minister's office before the material is released.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This is particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the

Australian Government Health Direct website: [Food safety | healthdirect](#)
END::

Very happy to discuss.

Victor Martin

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 10 December 2021 10:41 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor,

I have made a couple of very minor edits but have also added the highlighted words in the last paragraph.

In regards to the change to the first line, is this really necessary. The previous line was preferable from my perspective (if "epidemiologists at ACT Health have investigated" then "ACT Health has investigated" is accurate isn't it?).

Otherwise happy with the below:

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:27 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 4:48 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Sorry for slow response Victor, all good from me too.

Thank you,
Nevada

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 3:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks
Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 3:20 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Once,

Victor Martin

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 2:16 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 12:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 10:00 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 7 December 2021 1:02 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Tuesday, 7 December 2021 12:50 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 11:31 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] | Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:18 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

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

Sent: Friday, 3 December 2021 9:08 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: New article

We have another article:

[REDACTED]

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

Ph: 5124 6215 | Email: 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

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, 13 December 2021 12:34
To: Pingault, Nevada (Health)
Subject: RE: Another Mrs Kim's article

If we need updated numbers at as 12pm 13/12:

- 303 people interviewed or surveyed
- 233 reporting illness

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Monday, 13 December 2021 11:12 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article

Thank you Avinesh, We will arrange for final clearance of the material below.

Benno, as discussed, could I please ask for you to arrange release through OCHO for the A/g CHO to clear and through Fiona Barbaro.

Victor Martin

From: Chand, Avinesh <Avinesh.Chand@act.gov.au>
Sent: Monday, 13 December 2021 9:38 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: FW: Another Mrs Kim's article
Importance: High

Dear Victor

Apologies for not getting back to you on this on Friday. John Henry and I have both reviewed this draft release and we don't have any issues with it from a legal point of view.

Regards
Avinesh

Avinesh Chand | Practice Leader, Revenue and Regulation | ACT Government Solicitor
☎ 02 6205 3481 | 📠 02 6207 0630 | DX 5602 Canberra | 📮 PO Box 260 Civic Square ACT 2608
www.actgs.act.gov.au

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:59 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Henry, John <John.Henry@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Avinesh, John,

ACT Health proposes to release the statement below to media following a number of requests for further details about the food illness outbreak. Could I please ask you to review the material and advise if there are any particular concerns. The material has been prepared in consultation with ACT Health Media and once you have provided clearance, we will alert the Minister's office before the material is released.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation. HPS has determined that no further action will be taken at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Very happy to discuss.

Victor Martin

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 10 December 2021 10:41 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

I have made a couple of very minor edits but have also added the highlighted words in the last paragraph.

In regards to the change to the first line, is this really necessary. The previous line was preferable from my perspective (if "epidemiologists at ACT Health have investigated" then "ACT Health has investigated" is accurate isn't it?).

Otherwise happy with the below:

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:27 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 4:48 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Sorry for slow response Victor, all good from me too.

Thank you,
Nevada

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 3:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks
Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 3:20 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Once,

Victor Martin

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

Sent: Thursday, 9 December 2021 2:16 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 12:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 9 December 2021 10:00 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health)

<Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 7 December 2021 1:02 PM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Tuesday, 7 December 2021 12:50 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 11:31 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 3 December 2021 9:41 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:18 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:



Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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, 13 December 2021 13:25
To: [REDACTED]
Subject: Following up: food poisoning investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for completing the short questionnaire regarding your illness following eating a food product from Mrs Kim's Donut.

I was reviewing your response and noticed you became unwell on Friday 19 November, and purchased/ate the food on Saturday 20 November. I wanted to confirm if these details were correct.

I have left you a voicemail but I am happy for you to respond via email if you prefer. If you would like to call, you can speak to me or my colleague Felicity on **(02) 5124 9213**.

Thank you for your assistance in this investigation.

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Benson, Andrew (Health)
Sent: Monday, 13 December 2021 14:38
To: Martin, Victor (Health); Chand, Avinesh
Cc: Drake, Angie (Health); Allen, Keeley (Health); Stones, Rebecca (Health); Kingsbury, Alison (Health); Pingault, Nevada (Health); Hudson, Lyndell (Health); Health Media; ACT Health Governance and Risk; ACT Health Office of the Chief Health Officer; Purdue, Brett (Health)
Subject: RE: Another Mrs Kim's article

No worries Victor, I'll get something up to the CHO by tomorrow morning.

Cheers

Benno

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Monday, 13 December 2021 11:12 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article

Thank you Avinesh, We will arrange for final clearance of the material below.

Benno, as discussed, could I please ask for you to arrange release through OCHO for the A/g CHO to clear and through Fiona Barbaro.

Victor Martin

From: Chand, Avinesh <Avinesh.Chand@act.gov.au>
Sent: Monday, 13 December 2021 9:38 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: FW: Another Mrs Kim's article
Importance: High

Dear Victor

Apologies for not getting back to you on this on Friday. John Henry and I have both reviewed this draft release and we don't have any issues with it from a legal point of view.

Regards
Avinesh

Avinesh Chand | Practice Leader, Revenue and Regulation | ACT Government Solicitor
☎ 02 6205 3481 | 📠 02 6207 0630 | 📍 DX 5602 Canberra | 📧 PO Box 260 Civic Square ACT 2608
www.actgs.act.gov.au

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:59 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Henry, John <John.Henry@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Avinesh, John,

ACT Health proposes to release the statement below to media following a number of requests for further details about the food illness outbreak. Could I please ask you to review the material and advise if there are any particular concerns. The material has been prepared in consultation with ACT Health Media and once you have provided clearance, we will alert the Minister's office before the material is released.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation. HPS has determined that no further action will be taken at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Very happy to discuss.

Victor Martin

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 10 December 2021 10:41 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor,

I have made a couple of very minor edits but have also added the highlighted words in the last paragraph.

In regards to the change to the first line, is this really necessary. The previous line was preferable from my perspective (if "epidemiologists at ACT Health have investigated" then "ACT Health has investigated" is accurate isn't it?).

Otherwise happy with the below:

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:27 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 4:48 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Sorry for slow response Victor, all good from me too.

Thank you,
Nevada

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 3:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks
Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 3:20 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Once,

Victor Martin

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

Sent: Thursday, 9 December 2021 2:16 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 12:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 10:00 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 7 December 2021 1:02 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Tuesday, 7 December 2021 12:50 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 11:31 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

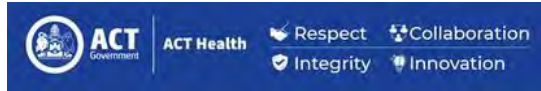
"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:18 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:



Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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: Kingsbury, Alison (Health)
Sent: Tuesday, 14 December 2021 13:03
To: Purdue, Brett (Health); Martin, Victor (Health); Hudson, Lyndell (Health)
Subject: RE: Another Mrs Kim's article

Follow Up Flag: Follow up
Flag Status: Flagged

OFFICIAL

Hi All,

Keeley is just checking the lasted case numbers for the media release, be with you soon.

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Sent: Tuesday, 14 December 2021 12:54 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article

OFFICIAL

I've made an attempt to revise/strengthen the proposed response (see below).
It would need to be fact-checked by CDC and EH to ensure that I have accurately conveyed the actions taken by the HPS and the science. There's also a chance that our media-liaison team might consider it verbose.

What action was taken/why wasn't any action taken against the business?

Proposed response:

The Health Protection Service conducted multiple site visits of the business epidemiologically linked to the Norovirus food-borne illness outbreak. During these visits swabs of surfaces and samples of food were taken, the food hygiene practices of the business was assessed, and overall compliance with food safety requirements scrutinised. However, a definitive cause of the outbreak could not be established, which is not unexpected as Norovirus can be spread in many different ways and it is often very difficult to establish after the fact how it was introduced into and spread through contaminated products.

As the Health Protection Service was unable to prove that the outbreak was due to the practices of the business, and as the business was cooperative throughout the investigation, further regulatory action is not considered to be warranted at this time.

Brett Purdue | Senior Director, Legal Policy
Health Protection Service | ACT Health Directorate
Ph: 02 5124 9209 | Mobile: [REDACTED]

*Please note, if I send you an email outside reasonable work hours I'm doing so because it's convenient for me.
In the spirit of encouraging work life balance I look forward to a response if appropriate at a time that suits you.*



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Tuesday, 14 December 2021 11:14 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Alison, Lyndell, Brett,

The attached is in clearance through OCHO. Could I please ask you to review and amend Andrew Benson's proposed response to the anticipated follow-up question. I think the proposed response will need some work.

Victor

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Tuesday, 14 December 2021 11:05 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor

Here's the final version (with a headline).

I will send this through to the OCHO shortly and we should be able to get it out today.

The question I expect to get is:

What action was taken/why wasn't any action taken against the business?

Proposed response:

Norovirus can be spread in many different ways and it can be difficult to establish after the fact how it was introduced into and spread through the contaminated products. The investigation, including site inspections, did not find any cause for further action ~~under the Food Safety Act~~.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Monday, 13 December 2021 11:12 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article

Thank you Avinesh, We will arrange for final clearance of the material below.

Benno, as discussed, could I please ask for you to arrange release through OCHO for the A/g CHO to clear and through Fiona Barbaro.

Victor Martin

From: Chand, Avinesh <Avinesh.Chand@act.gov.au>
Sent: Monday, 13 December 2021 9:38 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: FW: Another Mrs Kim's article
Importance: High

Dear Victor

Apologies for not getting back to you on this on Friday. John Henry and I have both reviewed this draft release and we don't have any issues with it from a legal point of view.

Regards
Avinesh

Avinesh Chand | Practice Leader, Revenue and Regulation | ACT Government Solicitor
☎ 02 6205 3481 | 📠 02 6207 0630 | DX 5602 Canberra | 📧 PO Box 260 Civic Square ACT 2608
www.actgs.act.gov.au

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:59 AM
To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Henry, John <John.Henry@act.gov.au>
Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealth.GovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Avinesh, John,

ACT Health proposes to release the statement below to media following a number of requests for further details about the food illness outbreak. Could I please ask you to review the material and advise if there are any particular concerns. The material has been prepared in consultation with ACT Health Media and once you have provided clearance, we will alert the Minister's office before the material is released.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation. HPS has determined that no further action will be taken at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Very happy to discuss.

Victor Martin

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 10 December 2021 10:41 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor,

I have made a couple of very minor edits but have also added the highlighted words in the last paragraph.

In regards to the change to the first line, is this really necessary. The previous line was preferable from my perspective (if "epidemiologists at ACT Health have investigated" then "ACT Health has investigated" is accurate isn't it?).

Otherwise happy with the below:

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This is particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Andrew Benson | Senior Director, Media
Ph: [REDACTED] | Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Friday, 10 December 2021 10:27 AM
To: Health Media <HealthMedia@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 4:48 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Sorry for slow response Victor, all good from me too.

Thank you,
Nevada

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 3:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks
Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 3:20 PM
To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Once,

Victor Martin

From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Thursday, 9 December 2021 2:16 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 9 December 2021 12:22 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 9 December 2021 10:00 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: RE: Another Mrs Kim's article
Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 7 December 2021 1:02 PM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Tuesday, 7 December 2021 12:50 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

Andrew Benson, Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 11:31 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Friday, 3 December 2021 9:41 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesia Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise.

ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#).

Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media
Ph: [REDACTED] Email: andrew.benson@act.gov.au
Communication and Government Relations | ACT Health Directorate
Level 5, 6 Bowes Street Phillip ACT 2606
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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 3 December 2021 9:18 AM
To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Friday, 3 December 2021 9:08 AM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: New article

We have another article:



Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar
Ph: 5124 6215 | Email: 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

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.





Media release

14 December 2021

Food illness outbreak investigation completed

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus.

Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business.

The business assisted the Health Protection Service with its investigation. HPS has determined that no further action will be taken at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This is particularly important in the lead-up to, and throughout, the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

Statement ends

Media contact:

Health Media M: 0403 344 080

E: healthmedia@act.gov.au

ACT Government | Directorate name



GPO Box 158, Canberra ACT 2601



04xx xxx xxx



www.xxx.act.gov.au

From: Allen, Keeley (Health)
Sent: Tuesday, 14 December 2021 13:19
To: [REDACTED]
Subject: RE: Following up food poisoning investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for your speedy reply.

I just need to confirm the date in November you purchased, ate, and became unwell. Did all three events happen on the same day in November, or on different days in November?

Best regards,
 Keeley

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

Ph: 5124 6215 | Email: 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

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: [REDACTED]
Sent: Tuesday, 14 December 2021 1:17 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: Re: Following up food poisoning investigation

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.

YES NOVEMBER

----- Original Message -----

From: "Allen, Keeley (Health)" <Keeley.Allen@act.gov.au>

To: [REDACTED]

Sent: Tuesday, 14 Dec, 2021 At 1:15 PM

Subject: Following up food poisoning investigation

Dear [REDACTED],

Thank you for taking the time to complete the food poisoning investigation questionnaire. I hope you are feeling better now.

I was reviewing your response and wanted to confirm the date provided are correct:

- Date purchased: 24-12-2021 (I believe this may have meant to be Wednesday 24 November 2021)
- Date eaten: 08-12-2021 15:00 (this appears to be the date the survey was completed)
- Date symptoms started: 24-11-2021 21:16
- Dates hospitalised: 24-11-2021 to 26-11-2021

It would be a great assistance to our investigations if you can confirm the correct dates. If you have any questions, you can email me back, or speak with Felicity or me on **(02) 5124 9213**.

Thank you again for your assistance.

Best regards,

Keeley

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

Ph: 5124 6215 | Email: 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

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.



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Kingsbury, Alison (Health)
Sent: Tuesday, 14 December 2021 13:52
To: Hudson, Lyndell (Health); Martin, Victor (Health); Purdue, Brett (Health)
Subject: RE: Another Mrs Kim's article

Follow Up Flag: Follow up
Flag Status: Flagged

Support Lyndell's comments or we could say Health Protection Services throughout.

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Tuesday, 14 December 2021 1:42 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi

To add my two cents....

With singling out epidemiologists of ACT Health it alludes that EH or the lab were not involved. It may seem minor but for the EH food team who contributed this may be disheartening.

Perhaps we can add

As part of its regulatory responsibilities, the Environmental Health Food Safety team ~~the Health Protection Service~~ conducted onsite inspections in response to reports of illness linked to the business.

Lyndell

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Tuesday, 14 December 2021 1:08 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Victor,

Keeley has updated the numbers as at midday Monday 13th Dec below.

Comms may not want to change but the illness duration is median not average. It's not a huge deal for the general public but data lovers know the difference.

Regards

Alison

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 14 December 2021 1:04 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Alison,

I think this looks fine. Technically, we reported a **median** illness duration and incubation period, not an average. However, I'm not sure that it is a major issue.

If we need updated numbers at as 12pm 13/12:

- 302 people interviewed or surveyed
- 233 reporting illness

A small editorial note: we say HPS and Health Protection Services throughout, maybe it should just say Health Protection Services throughout?

Let me know if you have any questions.

Best,

Keeley

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Tuesday, 14 December 2021 12:00 PM

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

Subject: FW: Another Mrs Kim's article

Hi Keeley,

I have been asked to review this communications about Mrs Kim's, can you have a look for epi accuracy as well.

Thanks

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Tuesday, 14 December 2021 11:14 AM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>

Subject: FW: Another Mrs Kim's article

Hi Alison, Lyndell, Brett,

The attached is in clearance through OCHO. Could I please ask you to review and amend Andrew Benson's proposed response to the anticipated follow-up question. I think the proposed response will need some work.

Victor

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Tuesday, 14 December 2021 11:05 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor

Here's the final version (with a headline).

I will send this through to the OCHO shortly and we should be able to get it out today.

The question I expect to get is:

What action was taken/why wasn't any action taken against the business?

Proposed response:

Norovirus can be spread in many different ways and it can be difficult to establish after the fact how it was introduced into and spread through the contaminated products. The investigation, including site inspections, did not find any cause for further action ~~under the Food Safety Act~~.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Monday, 13 December 2021 11:12 AM

To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>

Subject: RE: Another Mrs Kim's article

Thank you Avinesh, We will arrange for final clearance of the material below.

Benno, as discussed, could I please ask for you to arrange release through OCHO for the A/g CHO to clear and through Fiona Barbaro.

Victor Martin

From: Chand, Avinesh <Avinesh.Chand@act.gov.au>

Sent: Monday, 13 December 2021 9:38 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealthGovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer

<ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>

Subject: FW: Another Mrs Kim's article

Importance: High

Dear Victor

Apologies for not getting back to you on this on Friday. John Henry and I have both reviewed this draft release and we don't have any issues with it from a legal point of view.

Regards

Avinesh

Avinesh Chand | Practice Leader, Revenue and Regulation | ACT Government Solicitor
☎ 02 6205 3481 | 📠 02 6207 0630 | DX 5602 Canberra | 📮 PO Box 260 Civic Square ACT 2608
www.actgs.act.gov.au

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Friday, 10 December 2021 10:59 AM

To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Henry, John <John.Henry@act.gov.au>

Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealth.GovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Avinesh, John,

ACT Health proposes to release the statement below to media following a number of requests for further details about the food illness outbreak. Could I please ask you to review the material and advise if there are any particular concerns. The material has been prepared in consultation with ACT Health Media and once you have provided clearance, we will alert the Minister's office before the material is released.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business. As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation. HPS has determined that no further action will be taken at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Very happy to discuss.

Victor Martin

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 10 December 2021 10:41 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

I have made a couple of very minor edits but have also added the highlighted words in the last paragraph.

In regards to the change to the first line, is this really necessary. The previous line was preferable from my perspective (if "epidemiologists at ACT Health have investigated" then "ACT Health has investigated" is accurate isn't it?).

Otherwise happy with the below:

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Andrew Benson | Senior Director, Media

Ph [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Friday, 10 December 2021 10:27 AM

To: Health Media <HealthMedia@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 4:48 PM

To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Sorry for slow response Victor, all good from me too.

Thank you,

Nevada

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

Sent: Thursday, 9 December 2021 3:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks

Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 9 December 2021 3:20 PM

To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business. As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of it regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Once,

Victor Martin

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

Sent: Thursday, 9 December 2021 2:16 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 12:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,
Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 9 December 2021 10:00 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks
Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 7 December 2021 1:02 PM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Tuesday, 7 December 2021 12:50 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks

Benno

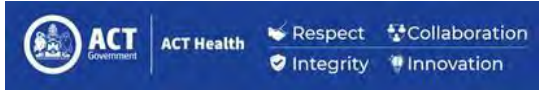
Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 11:31 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,

Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 3 December 2021 9:41 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and [REDACTED] please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks

Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:18 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,

Nevada

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

Sent: Friday, 3 December 2021 9:08 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: New article

We have another article:

[REDACTED]

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

Ph: 5124 6215 | Email: 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

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: Environmental Health
Sent: Tuesday, 14 December 2021 15:36
To: Jennings, Verity (Health)
Subject: RE: [REDACTED] FW: Mrs Kim's Donuts

OFFICIAL

When you say to 'record it in the CRMS spreadsheet', do you mean raise an complaint?

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Tuesday, 7 December 2021 3:35 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: [REDACTED] FW: Mrs Kim's Donuts

OFFICIAL

Hi Nicki,

Can you place a comment on the applicable [REDACTED] file noting the complaint but that there was a link to an known existing outbreak at a different premises (do not name the other business on the [REDACTED] file).

Please also record in the CRMS spreadsheet noting the complaint about the [REDACTED] but that it was referred to CDC and a link to the Mrs Kim's outbreak noted.

If we received any other complaints for the [REDACTED] then we will action. Otherwise please just record as above (this was discussed with LH last week).

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.

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 7 December 2021 11:37 AM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Cc: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Mrs Kim's Donuts

OFFICIAL

We have completed a Mrs Kim's Donuts specific questionnaire, I do not believe we have recorded the [REDACTED] details separately.

From: Environmental Health <EnvironmentalHealth@act.gov.au>
 Sent: Tuesday, 7 December 2021 11:36 AM
 To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
 Subject: RE: Mrs Kim's Donuts

OFFICIAL

Hi

Was there a questionnaire returned by [REDACTED]?

Kind Regards
 Nicki

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
 Sent: Thursday, 2 December 2021 2:37 PM
 To: Environmental Health <EnvironmentalHealth@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
 Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
 Subject: RE: Mrs Kim's Donuts

OFFICIAL

For whoever phoned [REDACTED], I have now spoken to her. They did eat donuts on either the 22nd or 23rd. If this is the cause of their illness it appears [REDACTED] have had person-person transmission as they became sick later and did not eat donuts.

[REDACTED] is still concerned it may be from [REDACTED] who ate [REDACTED] got sick whereas not all who ate donuts got sick. She will complete the Mrs Kim's donut questionnaire, however, would like her concerns regarding the [REDACTED] noted. I said I would notify the food team of her concerns in case of other complaints. She does not require follow up unless food team wish to investigate.

Cheers,

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 Mulvey Street Holder ACT 2611

health.act.gov.au



From: Environmental Health <EnvironmentalHealth@act.gov.au>
 Sent: Thursday, 2 December 2021 1:43 PM
 To: Pingault, Nevada (Health) <Nevada.Pingault@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: FW: Mrs Kim's Donuts

OFFICIAL

Hi

Please see below for details of a caller for Mrs Kim's Donuts.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Thursday, 2 December 2021 1:25 PM
To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Mrs Kim's Donuts

OFFICIAL

Ph [REDACTED]
Email: [REDACTED]

Returned missed call from us, [REDACTED] rang yesterday (1/12/21)

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Allen, Keeley (Health)
Sent: Wednesday, 15 December 2021 09:46
To: [REDACTED]
Subject: RE: Follow up: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for your response. I greatly appreciate your assistance.

Best regards,
Keeley

From: [REDACTED]
Sent: Tuesday, 14 December 2021 6:10 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: Re: Follow up: Food Poisoning Investigation

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 Allen

The details you have are correct except for when I started to feel unwell.

[REDACTED]

Thanks for following up.

[REDACTED]

[REDACTED]

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Monday, December 13, 2021 1:49:17 PM
To: [REDACTED]
Subject: Follow up: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for taking the time to complete the short questionnaire regarding our food poisoning investigation.

I have been reviewing your response and just wanted to confirm these details are correct:

- Date purchased: Saturday 20 November
- Ate donuts: Sunday 21 November
- Date started to feel unwell: Saturday 4 December
- Date stopped feeling unwell: Monday 22 November

I am happy for you to reply to this email, or if you would like to speak with someone you can call me or my colleague Felicity on **(02) 5124 9213**.

Thank you for your assistance in this investigation.

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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.



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Kingsbury, Alison (Health)
Sent: Thursday, 16 December 2021 08:43
To: Martin, Victor (Health)
Subject: RE: Another Mrs Kim's article

Hi,
 Yes, I am working from home today, happy to discuss when you are free.
 Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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

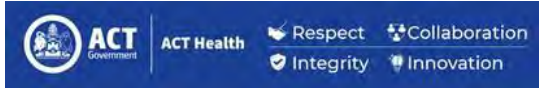


From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 16 December 2021 8:16 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article
 Could we discuss please. Victor

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Wednesday, 15 December 2021 9:43 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article
 Hi Victor,

I spoke with Nevada and Keeley and they mentioned that they were planning to write a letter to the affected people as per Nevada's practice in WA. Can we use the more detailed letter instead of a generic statement?

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Sent: Tuesday, 14 December 2021 1:42 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi
 To add my two cents....
 With singling out epidemiologists of ACT Health it alludes that EH or the lab were not involved. It may seem minor but for the EH food team who contributed this may be disheartening.
 Perhaps we can add

As part of its regulatory responsibilities, the Environmental Health Food Safety team ~~the Health Protection Service~~ conducted onsite inspections in response to reports of illness linked to the business.

Lyndell

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Tuesday, 14 December 2021 1:08 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Victor,
 Keeley has updated the numbers as at midday Monday 13th Dec below.
 Comms may not want to change but the illness duration is median not average. It's not a huge deal for the general public but data lovers know the difference.
 Regards
 Alison
 Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 14 December 2021 1:04 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Alison,

I think this looks fine. Technically, we reported a **median** illness duration and incubation period, not an average. However, I'm not sure that it is a major issue.

If we need updated numbers at as 12pm 13/12:

- 302 people interviewed or surveyed
- 233 reporting illness

A small editorial note: we say HPS and Health Protection Services throughout, maybe it should just say Health Protection Services throughout?

Let me know if you have any questions.

Best,

Keeley

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Tuesday, 14 December 2021 12:00 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Keeley,

I have been asked to review this communications about Mrs Kim's, can you have a look for epi accuracy as well.

Thanks

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Tuesday, 14 December 2021 11:14 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>
Subject: FW: Another Mrs Kim's article

Hi Alison, Lyndell, Brett,

The attached is in clearance through OCHO. Could I please ask you to review and amend Andrew Benson's proposed response to the anticipated follow-up question. I think the proposed response will need some work.

Victor

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Sent: Tuesday, 14 December 2021 11:05 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: RE: Another Mrs Kim's article

Hi Victor

Here's the final version (with a headline).

I will send this through to the OCHO shortly and we should be able to get it out today.

The question I expect to get is:

What action was taken/why wasn't any action taken against the business?

Proposed response:

Norovirus can be spread in many different ways and it can be difficult to establish after the fact how it was introduced into and spread through the contaminated products. The investigation, including site inspections, did not find any cause for further action ~~under the Food Safety Act~~.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

health.act.gov.au



I acknowledge the traditional custodians of the ACT, the Nggunawal people.

I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Monday, 13 December 2021 11:12 AM

To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealth.GovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>

Subject: RE: Another Mrs Kim's article

Thank you Avinesh, We will arrange for final clearance of the material below.

Benno, as discussed, could I please ask for you to arrange release through OCHO for the A/g CHO to clear and through Fiona Barbaro.

Victor Martin

From: Chand, Avinesh <Avinesh.Chand@act.gov.au>

Sent: Monday, 13 December 2021 9:38 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealth.GovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>

Subject: FW: Another Mrs Kim's article

Importance: High

Dear Victor

Apologies for not getting back to you on this on Friday. John Henry and I have both reviewed this draft release and we don't have any issues with it from a legal point of view.

Regards

Avinesh

Avinesh Chand | Practice Leader, Revenue and Regulation | ACT Government Solicitor

☎ 02 6205 3481 | 📠 02 6207 0630 | 📍 DX 5602 Canberra | 📧 PO Box 260 Civic Square ACT 2608

www.actgs.act.gov.au

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Friday, 10 December 2021 10:59 AM

To: Chand, Avinesh <Avinesh.Chand@act.gov.au>; Henry, John <John.Henry@act.gov.au>

Cc: Drake, Angie (Health) <Angie.Drake@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; ACT Health Governance and Risk <ACTHealth.GovernanceandRisk@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Avinesh, John,

ACT Health proposes to release the statement below to media following a number of requests for further details about the food illness outbreak. Could I please ask you to review the material and advise if there are any particular concerns. The material has been prepared in consultation with ACT Health Media and once you have provided clearance, we will alert the Minister's office before the material is released.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business.

As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#)

Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation. HPS has determined that no further action will be taken at this time.

The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This is particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Very happy to discuss.

Victor Martin

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 10 December 2021 10:41 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Health Media <HealthMedia@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

I have made a couple of very minor edits but have also added the highlighted words in the last paragraph.

In regards to the change to the first line, is this really necessary. The previous line was preferable from my perspective (if "epidemiologists at ACT Health have investigated" then "ACT Health has investigated" is accurate isn't it?).

Otherwise happy with the below:

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business. As at 9 December 2021, 291 people had been interviewed and/or surveyed, of which 224 had reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#). Affected people reported consuming food purchased between 20 and 24 November 2021. On average, people became ill about 39 hours after consuming the food, with symptoms lasting on average about 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted the Health Protection Service with its investigation and no further action is proposed at this time. The community, including food businesses, is reminded to take care to prepare and cook food safely to help prevent illness. This particularly important in the lead up to and throughout the summer holiday period, which usually sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](#)

END::

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Friday, 10 December 2021 10:27 AM

To: Health Media <HealthMedia@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Benno, keen to clear this to you today so I can get ACTGS clearance before release today?

Others, please note change to first line to address an identified sensitivity.

Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 4:48 PM

To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Sorry for slow response Victor, all good from me too.

Thank you,

Nevada

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

Sent: Thursday, 9 December 2021 3:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi,

All good, thanks

Lyndell

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 9 December 2021 3:20 PM

To: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Stones, Rebecca (Health) <Rebecca.Stones@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Another Mrs Kim's article

Dear Nevada, Lyndell,

Could you please confirm you are satisfied that my changes. Once confirmed, Angie/Benno, could you please review and indicate you are happy so I can run the settled material past our ACT Government Solicitor colleagues.

START::

Epidemiologists at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business. As at 9 December 2021, 291 people have been interviewed and/or surveyed, of which 224 have reported illness. On the basis of these surveys, ACT Health has assessed the illness as being associated with norovirus. Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). See the link for a fact sheet on Norovirus Gastroenteritis [Norovirus Gastroenteritis.pdf \(act.gov.au\)](#).

Affected people report consuming food purchased between 20 and 24 November 2021. On average, people became ill approximately 39 hours after consuming the food, with symptoms lasting on average approximately 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

As part of its regulatory responsibilities, the Health Protection Service conducted onsite inspections in response to reports of illness linked to the business. The business assisted HPS with its investigation and no further action is proposed at this time.

The community is reminded to take care to prepare and cook food safely to help prevent illness. This is all the more important in the lead up to and throughout the Summer holiday period which sees an increase in food-borne illness. Advice on food safety is available on the Australian Government Health Direct website: [Food safety | healthdirect](https://www.healthdirect.gov.au/food-safety)

END::

Once,

Victor Martin

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

Sent: Thursday, 9 December 2021 2:16 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Cc: Drake, Angie <Angie.Drake@iconwater.com.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: FW: Another Mrs Kim's article

Hi Victor,

I have put together some general food safety info. Is this what you were after?

Taking care to prepare and cook food safely is important in preventing illness. Food needs to be stored, handled and cooked carefully and at temperatures that avoid the spread and growth of bacteria that can make you sick.

Cold food should be stored at or below 5°C as soon as possible after purchase to prevent the growth of bacteria that cause food poisoning. The 'temperature danger zone' for food safety is between 5°C and 60°C. Bacteria can't grow easily at temperatures outside of this zone.

It's important to wash and dry your hands and equipment between preparing different foods.

You should wash and dry your hands:

- before starting to prepare food
- after touching raw meat, fish, eggs, or vegetables with soil on them
- after using the toilet
- after blowing your nose
- after touching an animal
- after touching any sores or cuts

Drying your hands is very important. Bacteria can be transferred in the moisture of damp hands. Don't handle food if you're sick with an infection, diarrhoea or vomiting, or for 48 hours after your symptoms disappear.

Cooking food properly and to the right temperature reduces the risk of food poisoning. Always cook meats all the way through, until the juices run clear. Make sure there is no pink left in mince or sausages. Keep food steaming hot until you serve it.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 9 December 2021 12:22 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Victor,

Here is a summary from Keeley's data:

ACT Health is investigating an outbreak of norovirus linked to consumption of donuts from Mrs Kim's donut store in Kingston. To date, 291 people have been interviewed/surveyed, of which 224 have reported illness. People became ill approx. 39 hours after consuming donuts purchased between 20/11 and 24/11, with symptoms lasting approx. 42 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. A variety of donuts were consumed by ill people, analysis of interview data is ongoing.

Happy for this to be word-smithed as needed.

Over to you Lyndell!

Cheers,

Nevada

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 9 December 2021 10:00 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: RE: Another Mrs Kim's article

Importance: High

Dear Nevada, Lyndell,

As discussed, could I please ask you to draw together a couple of sentences that summarise the current Epi assessment to include in a public statement.

The Epi assessment would be followed by a short statement in relation to the EH-Food investigation (below) and some generic dot points about the importance of food safety in the community and in food businesses (Lyndell, is there any material on this ready to go that we could use here?).

The approach proposed is that once we have prepared the information and cleared with Health Media, we pause to allow ACT Government Solicitor to review and approve before release.

EH- Food contribution.

The Health Protection Service conducted onsite food safety inspections as part of its normal response. The business assisted HPS with the investigation and no further action is proposed at this time.

Thanks
Victor

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 7 December 2021 1:02 PM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

We're up to 222 cases as of 11am today.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Tuesday, 7 December 2021 12:50 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Nevada,

Can I get another update on numbers today please?

Thanks
Benno

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 11:31 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Hi Benno,

Please see below updated case numbers.

Cheers,
Nevada

From: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>

Sent: Friday, 3 December 2021 9:41 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: RE: Another Mrs Kim's article

Here you go. They are making it sound like we have told them it is Mrs Kim's when we most definitely have not.

Can I get an update on numbers at noon to send through to the CT and RiotACT please (would like to get this out of the way before our Christmas lunch.

I suggest adding to our response a line that reiterates that we have not named any particular business.

So:

As at noon on 3 December 2021, approximately 190 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours. Please note that ACT Health has not at this stage named or confirmed any particular business as being involved.

Thanks
Benno

Mrs Kim's doughnuts linked to 170 gastro cases: ACT Health

[Olivia Ireland](#)

[Top Stories](#)



Mrs Kim's Donuts in Kingston. Picture: Elesa Kurtz

The [gastro outbreak linked to a Kingston doughnut shop](#) could become Canberra's largest as reports of illness continue to rise. ACT Health has been notified of 170 complaints of people falling [ill after consuming food from Mrs Kim's Donuts](#). Victims have shared their experiences of suffering vomiting, diarrhoea, dehydration and abdominal pain.

ACT Health said 170 people had now reported experiencing similar symptoms after eating food from the shop purchased between November 20 and 24.

A spokesman said symptoms had generally cleared after 48 hours.

READ MORE

- [ACT Health aware of 130 possible doughnut gastro cases](#)
- [Copa Brazilian restaurant found not guilty over mass food poisoning](#)
- [ACT Health investigates food poisoning at Mrs Kim's donuts in Kingston after 60 complaints](#)

The public liability law principal from Slater and Gordon, Liam Casey, said those affected may be entitled to compensation, with victims of the alleged outbreak beginning to seek legal options.

"We have had multiple people come forward so I will be having preliminary conferences with them soon and I'm expecting a lot more over the next few weeks," Mr Casey said.

"When you have an outbreak that seems to involve this many people all seemingly making a complaint after eating at a particular establishment that evidence is reasonably compelling.

"In terms of our investigations they're going to start at this particular business and obviously we're going to be guided to some degree by the ACT Health findings, especially with what they deem to be the cause of the outbreak."

ACT Health continues to investigate this case and is actively involved with all stakeholders of the outbreak.

"As at 2pm on 2 December 2021, approximately 170 people have been identified as experiencing similar symptoms that may be attributable to purchasing food from the same business between 20 and 24 November. Symptoms have generally resolved after 48 hours," a government spokesperson said.

The number of alleged cases overtakes Copa Brazilian restaurant, where 161 were poisoned by bad aioli in 2013. An ACT Health investigation traced it back to raw eggs from a Victorian supplier and the [restaurant was cleared of allegations of selling unsafe food](#). At the time, this was regarded as the largest salmonella outbreak in Canberra's history.

Andrew Benson | Senior Director, Media

Ph: [REDACTED] Email: andrew.benson@act.gov.au

Communication and Government Relations | ACT Health Directorate

Level 5, 6 Bowes Street Phillip ACT 2606

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: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 3 December 2021 9:18 AM

To: Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Drake, Angie (Health) <Angie.Drake@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: Another Mrs Kim's article

Hi Benno and Angie,

May you please send us a copy of the latest Mrs Kim's article?

Also heard it on the radio this AM. There was a lawyer from [REDACTED] that was encouraging people affected to contact them and they've already spoken to a number of complainants...

Thank you,

Nevada

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

Sent: Friday, 3 December 2021 9:08 AM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: New article

We have another article:

[REDACTED]

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

Ph: 5124 6215 | Email: 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

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: Thursday, 16 December 2021 09:30
To: Pingault, Nevada (Health)
Subject: Draft summary report letter
Attachments: Draft letter-211216.docx

Hi Nevada,

Attached is a draft letter for people we have interviewed/surveyed as part of this outbreak. I'd love your editorial touch.

If you want the case number instead of the illness number, 215 reported vomiting/diarrhoea and 18 reported a milder illness.

I can put together the email addresses for complainants on Monday if we're happy to wait until then .

I have pinched the noro routes of transmission from our factsheet and I was envisaging sending the factsheet with the letter. I did notice we have an old phone number on the factsheet, not sure if that's an issue.

Best,
Keeley

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

Ph: 5124 6215 | Email: 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

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.



To [name]
[email address]

Dear [name]

Foodborne Illness Outbreak Investigation Completed - November 2021

Epidemiologists and Environmental Health Officers at ACT Health have investigated a food-borne illness outbreak linked to consumption of food purchased from a Canberra food business. Thank you for participating in this food poisoning investigation.

Over the course of this investigation ACT Health interviewed or surveyed 301 individuals. A total of 231 reported illness after consuming a product from the Canberra food business. The median time from consuming the food to becoming ill was 33 hours, with a median symptom duration of 48 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported.

All individuals reporting illness consumed a donut between Saturday 20 November and Wednesday 24 November 2021. Eating a donut with a cream or custard was found to be statistically associated with vomiting and/or diarrhoea, however a number of people who only ate unfilled donuts, or ate a donut with a different filling, were also unwell.

On the basis of these findings, ACT Health has assessed the illness as being associated with norovirus. A total of 8 stool specimens from affected individuals were positive for norovirus.

Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). Norovirus is highly infectious and is spread from the vomit or faeces of an infected person. Infection can occur from close person to person contact, consuming contaminated food or drink (often contaminated as a result of poor food handling or poor hand washing), or contact with contaminated objects or surfaces (such as door and tap handles).

Norovirus can be passed on to others who are in close contact with a sick person. This outbreak includes 8 likely cases of secondary transmission among household members.

Name
Title
Business Area
Business Address
Date

From: Environmental Health
Sent: Monday, 20 December 2021 10:50
To: Greenville, Felicity (Health); Pingault, Nevada (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Health complaint for Mrs Kim's Doughnuts

OFFICIAL

Hi

Here is an email advising us of having eaten donuts from Mrs Kim's.

Kind Regards
Nicki

-----Original Message-----

From: [REDACTED]
Sent: Sunday, 19 December 2021 9:28 PM
To: HPS <HPS@act.gov.au>
Subject: Health complaint for Mrs Kim's Doughnuts

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 wanted to make a complaint regarding Mrs Kim's doughnut shop at 15 Tench st Kingston.

I purchased two doughnuts on Monday 22nd November 2021 and on Tuesday 23rd I had horrible food poisoning,

[REDACTED]

I understand there were many people affected and wanted to make sure the amount of people who got sick have been counted.

My details are:

[REDACTED]

Kind regards,

[REDACTED]

Sent from my iPhone

From: Martin, Victor (Health)
Sent: Tuesday, 21 December 2021 08:53
To: Hudson, Lyndell (Health); Purdue, Brett (Health)
Cc: Pingault, Nevada (Health); Kingsbury, Alison (Health); Benson, Andrew (Health); Health Media
Subject: FW: For CHO approval - FW: Letter to Mrs Kim's outbreak cases

Hi Lyndell, Brett,

Could we please discuss Kerryn's comment this morning to allow this to be progressed today.

Cheers, Victor

From: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Sent: Tuesday, 21 December 2021 8:49 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>
Subject: FW: For CHO approval - FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Good morning Victor/HPS

Please see Kerryn's comment below.

Thanks

Jude

Judith Colquhoun | PA to Vanessa Dal Molin
 Executive Support Team
COVID-19 Response
Office of the Chief Health Officer
Short days – Tuesdays and Thursdays

ACT Health | ACT Government
 Level 3 2-6 Bowes Street Woden ACT 2606
 GPO Box 825 Canberra ACT 2601
Ph: (02) 512 49830 | **Email: judith.colquhoun@act.gov.au**
health.act.gov.au



From: Coleman, Kerryn (Health) <Kerryn.Coleman@act.gov.au>
Sent: Monday, 20 December 2021 6:32 PM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Subject: RE: For CHO approval - FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks this seems fine, but I do wonder if something a little bit more is needed in the last para – its good to say that the business cooperated, but is there anything else we can add around no major safety issues were identified, some minor improvements were suggested – or something like that??

K

Kerryn

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

PH 5124 9442 | MOB [REDACTED]

25 Mulley Street, HOLDER ACT 2611 | GPO Box 825, Canberra City ACT 2601

E Kerryn.coleman@act.gov.au W <https://health.act.gov.au/>

From: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Sent: Monday, 20 December 2021 9:45 AM

To: Coleman, Kerryn (Health) <Kerryn.Coleman@act.gov.au>

Cc: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Subject: For CHO approval - FW: Letter to Mrs Kim's outbreak cases

Importance: High

OFFICIAL

Hi Kerryn

Email chain from Victor – document for your approval.

Thanks

Jude

Judith Colquhoun | PA to Vanessa Dal Molin

Executive Support Team

COVID-19 Response

Office of the Chief Health Officer

Short days – Tuesdays and Thursdays

ACT Health | ACT Government

Level 3 2-6 Bowes Street Woden ACT 2606

GPO Box 825 Canberra ACT 2601

Ph: (02) 512 49830 | Email: judith.colquhoun@act.gov.au

health.act.gov.au



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Friday, 17 December 2021 3:57 PM

To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear OCHO,

For Kerry's approval next Monday.

For Kerry's awareness, Vanessa Johnston recommended we take this approach rather than a public statement. This approach achieves the same outcome sought through a public statement in that it ensures that those in the community most affected are made aware of the outcomes of our epi investigation.

Happy to discuss.

Victor Martin

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Friday, 17 December 2021 2:39 PM

To: SupportHPS <ED-HPS-support@act.gov.au>

Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Bec,

This letter is for Victor's clearance following amendments to the letter.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 17 December 2021 12:10 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

I've made a few changes – deleted the part about statistical association – if we can't say donuts then it makes the statement ambiguous and then moved the sentence about purchase dates higher up in the letter.

I'd prefer not to give them an option to ask for extra info, most of the epi info is in the letter. People may want more info on the EH investigation, maybe leave to Lyndell to see if they want to provide a contact?

Cheers,
Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 3:58 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Victor.

I will discuss with Nevada and get back to you in the morning.
 Regards
 Alison

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 16 December 2021 3:41 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Hi all,

I made a very small handful of changes. I note that we haven't included a generic 'If you would like to know more about... do this..' type sent. Alison, Could you please clear before I send up to VJ for final clearance.

VHM

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 11:23 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Cc: SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor and Lyndell,

CDC would like to send the attached letter to the people we interviewed for the investigation into the gastro outbreak associated with Mrs Kim's Donuts.

Nevada has attached the draft, for any additional input from the EH Food team.

One query I have is whether we name the business in the letter or not, given the previously drafted statement where we did not name the business I will leave this to your discretion Victor.

Once you are both happy with it Keeley will send it out to all responders to our survey via email.

Regards
Alison

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 16 December 2021 10:29 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

Keeley is a star and drafted a letter yesterday, I'll check it today.

We've had a dog emergency last night, so I'll leave the office at 1130 and WFH for the rest of the day and maybe tomorrow depending on what happens.

Cheers,
Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 10:25 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Victor is happy for us to send a letter as you had previously discussed to the cases interviewed for the Mrs Kim's outbreak. He asked if we could have it to him by Monday for clearance to send Monday pm.
I know Keeley is off for 2 days, is there something I can do to assist with the drafting?

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



To [name]
[email address]

Dear [name]

Foodborne Illness Outbreak Investigation - November 2021

Epidemiologists and Public Health Officers at ACT Health investigated a foodborne illness outbreak linked to consumption of food purchased from a Canberra food business. Thank you for your assistance with this investigation.

ACT Health interviewed or surveyed 301 individuals. A total of 231 people reported illness after consuming food purchased from the business. All people reporting illness purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.

The median incubation period, which is the time from consuming the food to becoming ill, was 33 hours; with a median symptom duration of 48 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. The incubation period, symptoms and duration of illness was consistent with infection with norovirus. Specimens collected from affected individuals were positive for norovirus.

Norovirus is a common virus that causes gastroenteritis (inflammation of the stomach and intestines). Norovirus is highly infectious and is spread from the vomit or faeces of an infected person. Infection can occur from close person-to-person contact, consuming contaminated food or drink (often contaminated as a result of poor food handling or poor hand washing), or contact with contaminated objects or surfaces (such as door and tap handles).

As part of its regulatory responsibilities, Public Health Officers conducted onsite inspections in response to reports of illness linked to the business. The business assisted officers with their investigation. No further action in relation to the business is proposed at this time.

Thank you again for your assistance.

Dr Kerryn Coleman
Chief Health Officer
ACT Health Directorate

20 December 2021

From: Allen, Keeley (Health)
Sent: Tuesday, 21 December 2021 11:08
To: Pingault, Nevada (Health); Kingsbury, Alison (Health)
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Sure, happy to avoid that mail merge 😊

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 11:07 AM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Keeley!

Yes, happy for all go in one email in the bcc. Can you please delete the name section from the top of the letter, as we won't address individually?

Cheers,
 Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 11:05 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Yep, I'm on it now.

Nevada, are you happy for me to bcc in all our complainants to one email, or should they each receive a separate email? I'll put some draft email text together in the next couple of hours.

Best,
 Keeley

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Tuesday, 21 December 2021 10:54 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

OFFICIAL

Hi Nevada and Keeley,

The letter to those surveyed regarding the Mrs Kim's outbreak has been approved by Victor following Kerry's request for amendment.

Could we send this today please.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Tuesday, 21 December 2021 10:04 AM

To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear Jude,

We have amended the letter to address Kerryn's request. We have taken the approach of including some generic information on food safety inspections. Please provide to Kerryn for noting.

We will go ahead and send the correspondence now.

Thanks

Victor Martin

From: Martin, Victor (Health)

Sent: Friday, 17 December 2021 3:57 PM

To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear OCHO,

For Kerryn's approval next Monday.

For Kerryn's awareness, Vanessa Johnston recommended we take this approach rather than a public statement. This approach achieves the same outcome sought through a public statement in that it ensures that those in the community most affected are made aware of the outcomes of our epi investigation.

Happy to discuss.

Victor Martin

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Friday, 17 December 2021 2:39 PM

To: SupportHPS <ED-HPS-support@act.gov.au>

Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Bec,

This letter is for Victor's clearance following amendments to the letter.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 17 December 2021 12:10 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

I've made a few changes – deleted the part about statistical association – if we can't say donuts then it makes the statement ambiguous and then moved the sentence about purchase dates higher up in the letter.

I'd prefer not to give them an option to ask for extra info, most of the epi info is in the letter. People may want more info on the EH investigation, maybe leave to Lyndell to see if they want to provide a contact?

Cheers,

Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 3:58 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Victor.

I will discuss with Nevada and get back to you in the morning.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 16 December 2021 3:41 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Hi all,

I made a very small handful of changes. I note that we haven't included a generic 'If you would like to know more about... do this..' type sent. Alison, Could you please clear before I send up to VJ for final clearance.

VHM

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 11:23 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Cc: SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor and Lyndell,

CDC would like to send the attached letter to the people we interviewed for the investigation into the gastro outbreak associated with Mrs Kim's Donuts.

Nevada has attached the draft, for any additional input from the EH Food team.

One query I have is whether we name the business in the letter or not, given the previously drafted statement where we did not name the business I will leave this to your discretion Victor.

Once you are both happy with it Keeley will send it out to all responders to our survey via email.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 16 December 2021 10:29 AM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

Keeley is a star and drafted a letter yesterday, I'll check it today.

We've had a dog emergency last night, so I'll leave the office at 1130 and WFH for the rest of the day and maybe tomorrow depending on what happens.

Cheers,

Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 10:25 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Victor is happy for us to send a letter as you had previously discussed to the cases interviewed for the Mrs Kim's outbreak. He asked if we could have it to him by Monday for clearance to send Monday pm.

I know Keeley is off for 2 days, is there something I can do to assist with the drafting?

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



To [name]
[email address]

Dear [name]

Foodborne Illness Outbreak Investigation - November 2021

Epidemiologists and Public Health Officers at ACT Health investigated a foodborne illness outbreak linked to consumption of food purchased from a Canberra food business. Thank you for your assistance with this investigation.

ACT Health interviewed or surveyed 301 individuals. A total of 231 people reported illness after consuming food purchased from the business. All people reporting illness purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.

The median incubation period, which is the time from consuming the food to becoming ill, was 33 hours; with a median symptom duration of 48 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. The incubation period, symptoms and duration of illness was consistent with infection with norovirus. Specimens collected from affected individuals were positive for norovirus.

Norovirus is a common virus that causes gastroenteritis (inflammation of the stomach and intestines). Norovirus is highly infectious and is spread from the vomit or faeces of an infected person. Infection can occur from close person-to-person contact, consuming contaminated food or drink (often contaminated as a result of poor food handling or poor hand washing), or contact with contaminated objects or surfaces (such as door and tap handles).

As part of its regulatory responsibilities, Public Health Officers conduct onsite inspections in response to reports of illness linked to a food business. In this case, the business assisted officers with their investigation. These inspections normally include interviews with owners and staff, review of food preparation, storage and hygiene practices. Officers also collect samples of food and take swabs from food preparation areas for analysis. No further action in relation to the business is proposed at this time.

Thank you again for your assistance.

Dr Kerry Coleman
Chief Health Officer
ACT Health Directorate

21 December 2021

From: Allen, Keeley (Health)
Sent: Tuesday, 21 December 2021 12:38
To: Pingault, Nevada (Health)
Subject: RE: Letter to Mrs Kim's outbreak cases
Attachments: Feedback report email list.xlsx

OFFICIAL

Thanks Nevada 😊 I've attached the email list and it is saved here:

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 12:14 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Keeley,

Looks good to me.

It looks like I can send from the CDC inbox, if you send me through an email list I can send it.

Thank you,
 Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 11:32 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Below is the draft email text, let me know if this is alright. I've also attached the approved letter without the name section for a final once over and the noro factsheet.

If we could send this from the CDC inbox that would be ideal. However, I believe Milica is the only person who can do that and I do not want to add undue stress on her workload. Alternatively, I can send it from my inbox and set up direct replies to the CDC inbox.

Good afternoon,

Thank you for your assistance in ACT Health's recent foodborne illness investigation. ACT Health has now completed our investigation and we have attached a short report summarising our findings.

In summary:

- ACT Health interviewed or surveyed 301 individuals.
- A total of 231 people reported illness after consuming food purchased from the business.

- All people reporting illness to ACT Health purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.
- The incubation period, symptoms and duration of illness was consistent with infection with norovirus.

Norovirus is a common virus that causes gastroenteritis and is highly infectious. We have attached factsheet with further information about norovirus.

Thank you again for your assistance and we hope you stay well through the festive season.

Best regards,

Communicable Disease Control.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 21 December 2021 11:07 AM

To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Keeley!

Yes, happy for all go in one email in the bcc. Can you please delete the name section from the top of the letter, as we won't address individually?

Cheers,
Nevada

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

Sent: Tuesday, 21 December 2021 11:05 AM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Yep, I'm on it now.

Nevada, are you happy for me to bcc in all our complainants to one email, or should they each receive a separate email? I'll put some draft email text together in the next couple of hours.

Best,
Keeley

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Tuesday, 21 December 2021 10:54 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

OFFICIAL

Hi Nevada and Keeley,

The letter to those surveyed regarding the Mrs Kim's outbreak has been approved by Victor following Kerry's request for amendment.

Could we send this today please.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Tuesday, 21 December 2021 10:04 AM

To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear Jude,

We have amended the letter to address Kerry's request. We have taken the approach of including some generic information on food safety inspections. Please provide to Kerry for noting.

We will go ahead and send the correspondence now.

Thanks

Victor Martin

From: Martin, Victor (Health)

Sent: Friday, 17 December 2021 3:57 PM

To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear OCHO,

For Kerry's approval next Monday.

For Kerryn's awareness, Vanessa Johnston recommended we take this approach rather than a public statement. This approach achieves the same outcome sought through a public statement in that it ensures that those in the community most affected are made aware of the outcomes of our epi investigation.

Happy to discuss.

Victor Martin

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Friday, 17 December 2021 2:39 PM
To: SupportHPS <ED-HPS-support@act.gov.au>
Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Bec,

This letter is for Victor's clearance following amendments to the letter.

Regards
 Alison

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 17 December 2021 12:10 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

I've made a few changes – deleted the part about statistical association – if we can't say donuts then it makes the statement ambiguous and then moved the sentence about purchase dates higher up in the letter.

I'd prefer not to give them an option to ask for extra info, most of the epi info is in the letter. People may want more info on the EH investigation, maybe leave to Lyndell to see if they want to provide a contact?

Cheers,
 Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 3:58 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Victor.

I will discuss with Nevada and get back to you in the morning.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 16 December 2021 3:41 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Hi all,

I made a very small handful of changes. I note that we haven't included a generic 'If you would like to know more about... do this..' type sent. Alison, Could you please clear before I send up to VJ for final clearance.

VHM

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 11:23 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Cc: SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor and Lyndell,

CDC would like to send the attached letter to the people we interviewed for the investigation into the gastro outbreak associated with Mrs Kim's Donuts.

Nevada has attached the draft, for any additional input from the EH Food team.

One query I have is whether we name the business in the letter or not, given the previously drafted statement where we did not name the business I will leave this to your discretion Victor.

Once you are both happy with it Keeley will send it out to all responders to our survey via email.

Regards
Alison

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 16 December 2021 10:29 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

Keeley is a star and drafted a letter yesterday, I'll check it today.

We've had a dog emergency last night, so I'll leave the office at 1130 and WFH for the rest of the day and maybe tomorrow depending on what happens.

Cheers,
Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 10:25 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Victor is happy for us to send a letter as you had previously discussed to the cases interviewed for the Mrs Kim's outbreak. He asked if we could have it to him by Monday for clearance to send Monday pm.
I know Keeley is off for 2 days, is there something I can do to assist with the drafting?

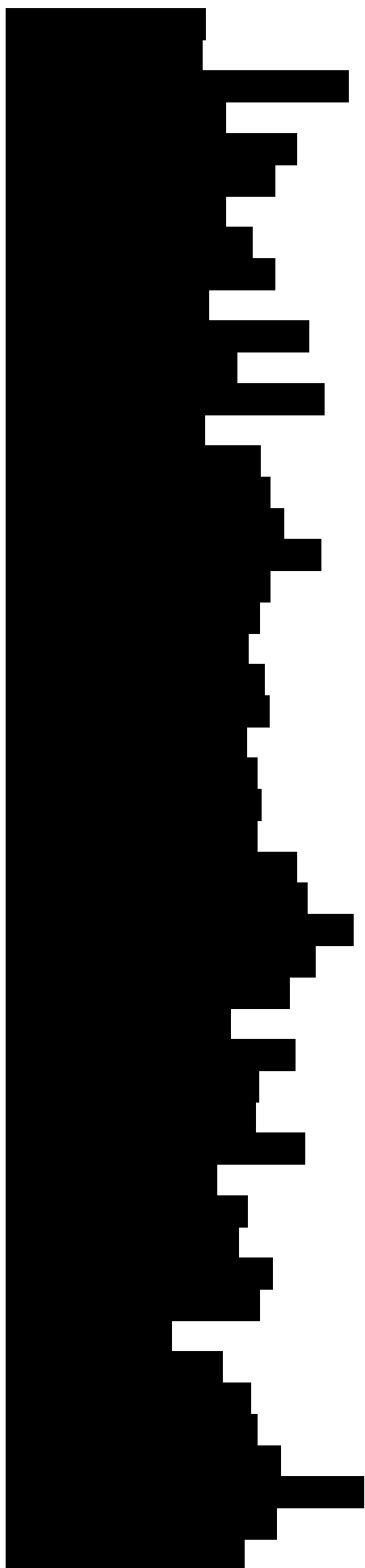
Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@act.gov.au
Public Health, Protection and Regulation | ACT Health Directorate
25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611
health.act.gov.au

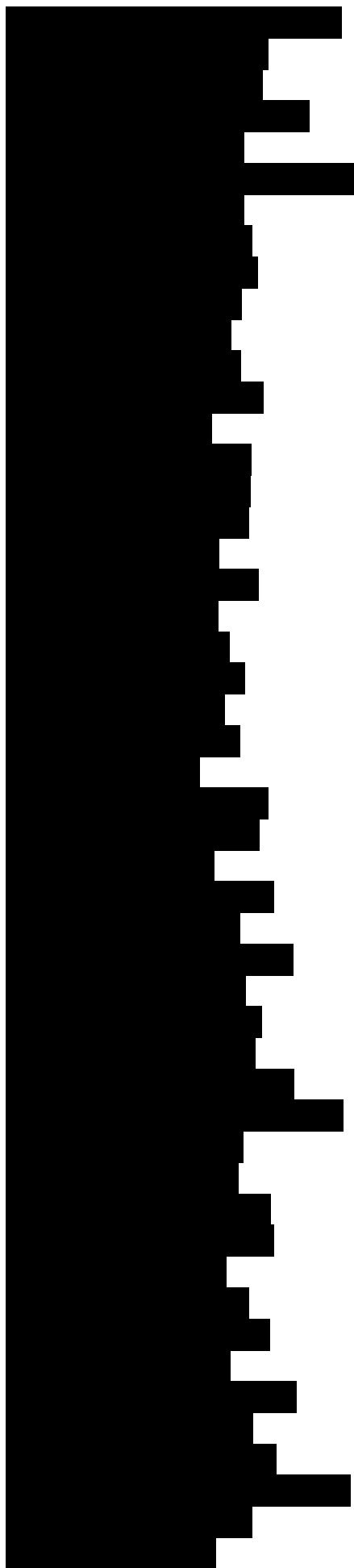


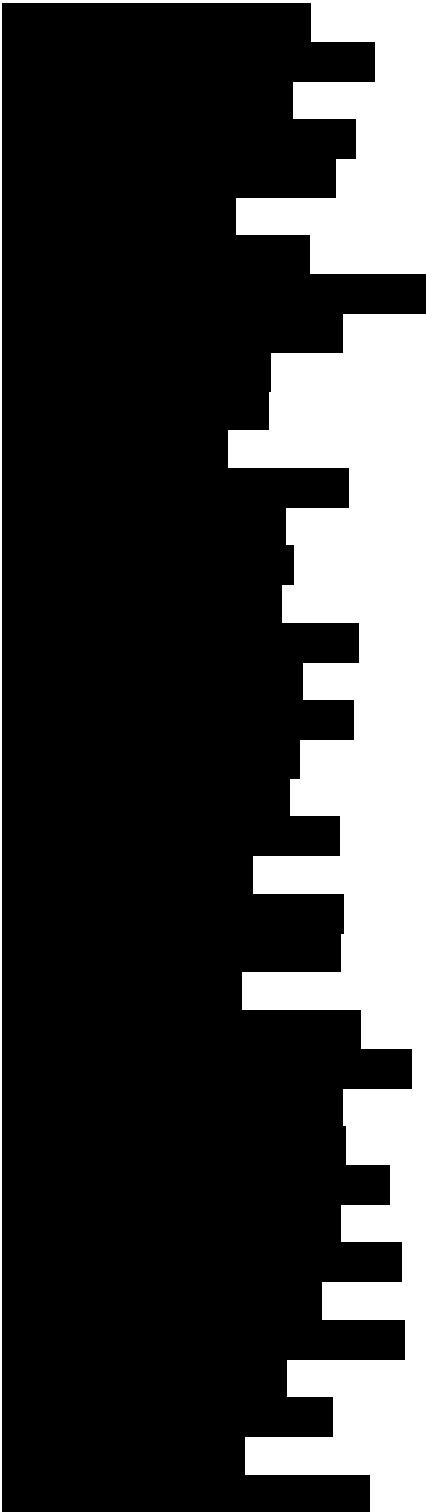
Email list

[REDACTED]

[REDACTED]







Foodborne Illness Outbreak Investigation - November 2021

Epidemiologists and Public Health Officers at ACT Health investigated a foodborne illness outbreak linked to consumption of food purchased from a Canberra food business. Thank you for your assistance with this investigation.

ACT Health interviewed or surveyed 301 individuals. A total of 231 people reported illness after consuming food purchased from the business. All people reporting illness purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.

The median incubation period, which is the time from consuming the food to becoming ill, was 33 hours; with a median symptom duration of 48 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. The incubation period, symptoms and duration of illness was consistent with infection with norovirus. Specimens collected from affected individuals were positive for norovirus.

Norovirus is a common virus that causes gastroenteritis (inflammation of the stomach and intestines). Norovirus is highly infectious and is spread from the vomit or faeces of an infected person. Infection can occur from close person-to-person contact, consuming contaminated food or drink (often contaminated as a result of poor food handling or poor hand washing), or contact with contaminated objects or surfaces (such as door and tap handles).

As part of its regulatory responsibilities, Public Health Officers conduct onsite inspections in response to reports of illness linked to a food business. In this case, the business assisted officers with their investigation. These inspections normally include interviews with owners and staff, review of food preparation, storage and hygiene practices. Officers also collect samples of food and take swabs from food preparation areas for analysis. No further action in relation to the business is proposed at this time.

Thank you again for your assistance.

Dr Kerryn Coleman
Chief Health Officer
ACT Health Directorate

21 December 2021

Norovirus gastroenteritis

What is norovirus?

Norovirus is a very common virus that causes gastroenteritis (inflammation of the stomach and intestines). Common names used for gastroenteritis due to norovirus are 'gastric flu' or 'stomach flu', 'winter vomiting' and 'viral gastro'. It is highly contagious and often causes outbreaks, particularly in aged care facilities, childcare centres, schools and hospitals. Outbreaks can occur at any time of the year but are more common during winter and into spring.

What are the symptoms?

Illness caused by norovirus usually starts suddenly and causes vomiting and diarrhoea. Vomiting can be frequent and is more common in children. Other symptoms may include: nausea, abdominal pain, muscle aches, headaches, tiredness, and mild fever.

Symptoms of norovirus illness usually begin about 24 to 48 hours after ingestion of the virus, but they can appear as early as 12 hours after exposure. Illness generally lasts for one to three days. Dehydration is the most common complication of norovirus gastroenteritis.

How is it spread?

Norovirus is highly infectious and is spread from the vomit or faeces of an infected person. People are usually infectious from when their symptoms start until at least two days (48 hours) after the symptoms stop.

Infection can occur from:

- close person to person contact, for example shaking hands with someone who has been sick and has the virus on their hands;
- direct contact with the vomit or faeces of an infected person;
- contact with contaminated objects or surfaces (such as door and tap handles);
- consuming contaminated food or drink (often contaminated as a result of poor food handling or poor hand washing);
- inhaling virus particles that have remained in the air after a person has vomited; or
- consuming oysters and other shellfish that have been contaminated with norovirus.

Who is at risk of infection?

Norovirus can affect anyone. The illness is generally mild but if people are unable to drink enough fluids to replace what they lose through vomiting and diarrhoea, dehydration can become a problem. Infants, young children, the elderly and disabled persons are at greatest risk of dehydration.

How is it diagnosed?

Diagnosis is based on a person's symptoms and testing is not usually required. During outbreaks, it may be important to do testing to identify exactly what is causing people's illness in order to guide public health responses (and exclude non-viral causes). This involves testing samples of faeces.

How is it treated?

People with norovirus infection should rest and ensure they drink enough fluids. Most people will recover without complications. Oral rehydration solutions (available from the chemist) are specially formulated to rapidly replace lost fluid and maintain electrolyte (salts) balance. Norovirus infection can be serious for those who have difficulty replacing fluids and salts lost through vomiting and diarrhoea. Antibiotics will not help, because they fight bacteria, not viruses like norovirus.

How can norovirus gastroenteritis be prevented?

The most effective way of preventing norovirus gastroenteritis is to practice good hand washing. This is achieved by washing hands thoroughly using soap and running water for at least 10 seconds, followed by drying hands with a clean towel. This should be done before preparing food and before eating, after using the toilet, after changing nappies, after assisting someone with diarrhoea and/or vomiting, and after cleaning up body fluid spills.

What should I do if I have norovirus gastroenteritis symptoms to prevent spreading it to others?

While you have gastroenteritis symptoms, and for the 48 hours after the symptoms have resolved, it is important to keep your hands clean by washing them often and thoroughly. You should also avoid preparing food for people during this time.

Immediately remove and wash any clothes or bedding contaminated with vomit or diarrhoea using detergent and hot water. Clean contaminated surfaces (for example benches, floors and toilets) immediately using detergent and hot water. Then disinfect surfaces using a bleach-based product diluted according to the manufacturer's instructions.

Do people need to be excluded from school or work?

Anyone with vomiting or diarrhoea should rest at home and not attend work, school or childcare, or visit a hospital or residential care facility, until vomiting and diarrhoea have stopped for 48 hours. During this time they should not prepare food for others, or care for patients, children or the elderly.

Outbreaks due to norovirus

Outbreaks of norovirus gastroenteritis increase during winter and are common in settings such as aged care facilities, childcare centres and hospitals. Under the *Public Health Act 1997*, outbreaks of two or more cases of vomiting and/or diarrhoea in 24 hours should be notified to the Health Protection Service (HPS). HPS staff will be able to provide advice on controlling the outbreak.

Need more information?

For more information on norovirus gastroenteritis contact your doctor or call the Health Protection Service, Communicable Disease Control Information Line during business hours on **(02) 6205 2155**.

Communicable Disease Control Section at Health Protection Service is responsible for the investigation and surveillance of notifiable or infectious conditions in the ACT in order to control or prevent their spread in the community. This includes the promotion of immunisation, education and other strategies that help to limit the spread of diseases.

Acknowledgement

Heymann DL, 2015, Control of Communicable Diseases Manual, 20th edition.

Centers for Disease Control and Prevention, *Norovirus*, 2018. www.cdc.gov/norovirus

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.health.act.gov.au/accessibility

www.health.act.gov.au | Phone: 132281 | Publication No HPS-00-0368

© Australian Capital Territory, Canberra, October 2018

From: HPS
Sent: Tuesday, 21 December 2021 13:46
To: Environmental Health
Subject: FW: Mrs Kims Donuts

Hi Team

For your action.

Kind Regards

Victoria Schmahl (She/Her) | Manager | Health Protection Service
RESPECT | INTEGRITY | COLLABORATION | INNOVATION

From: [REDACTED]
Sent: Tuesday, 21 December 2021 12:40 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kims 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.

Hello,
On 23 November, [REDACTED]. I stopped at Mrs Kims Donuts on the way home. [REDACTED] I experienced the horrible gastric complaint that seems to have troubled many customers at that time. [REDACTED]
[REDACTED] I looked for a way to report this online, but only found this email. My apologies if this is not the appropriate channel.

Kind regards,
[REDACTED]

From: Allen, Keeley (Health)
Sent: Tuesday, 21 December 2021 13:55
To: Greenville, Felicity (Health); Pingault, Nevada (Health)
Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

Nevada has been emailing from the CDC inbox, so I think an email with the report is good to go with the explanation that we had gained all the necessary information from her?

-----Original Message-----

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Tuesday, 21 December 2021 1:54 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

Is this [REDACTED] ?

I think we have a paper form for [REDACTED] provided all the required info.

Keeley are you forwarding the email to her now?

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: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 1:51 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

Hi Nevada,

I believe Felicity interviewed [REDACTED]. I believe we had made a few call attempts and it rang out, but I cannot be certain.

We have a REDCap form for [REDACTED] based on the information [REDACTED] provided.

-----Original Message-----

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 1:46 PM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

Hi Keeley,

This is one that the email bounced for, happy coincidence she emailed just now!

Do you or Felicity have any info about [REDACTED] re claiming no contact from us?

Cheers,
Nevada

-----Original Message-----

From: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au> On Behalf Of ACT Health, Communicable Diseases
Sent: Tuesday, 21 December 2021 1:43 PM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>;
Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: FW: Subject: foodborne illness outbreak investigation summary

OFFICIAL

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, 21 December 2021 1:37 PM
To: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>
Subject: Subject: foodborne illness outbreak investigation summary

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 provided information to a staff member regarding food poisoning I suffered from Mrs Kim's Donuts (consumed 20/11/21).

I was interviewed over the phone and never received information following the investigation.

I also provided contact information on behalf [REDACTED] but he was never contacted by ACT health. Could you please provide me with a report of the findings.

Kind Regards,
[REDACTED]

From: Allen, Keeley (Health)
Sent: Tuesday, 21 December 2021 13:57
To: Pingault, Nevada (Health); Greenville, Felicity (Health)
Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

It is [REDACTED] from [REDACTED] she is the same [REDACTED].

-----Original Message-----

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 1:57 PM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

Hi Felicity,

If we can confirm that the reason [REDACTED] didn't get contacted was because she provided all the required info, then I'll respond back.

I'm not sure if it is [REDACTED], she only gives her name as [REDACTED]?

Thanks!
 Nevada

-----Original Message-----

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Tuesday, 21 December 2021 1:54 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

Is this [REDACTED]?

I think we have a paper form for [REDACTED] provided all the required info.
 Keeley are you forwarding the email to her now?

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: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 1:51 PM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>

Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

Hi Nevada,

I believe Felicity interviewed [REDACTED]. I believe we had made a few call attempts and it rang out, but I cannot be certain.

We have a REDCap form for [REDACTED] based on the information [REDACTED] provided.

-----Original Message-----

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 21 December 2021 1:46 PM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: RE: Subject: foodborne illness outbreak investigation summary

OFFICIAL

Hi Keeley,

This is one that the email bounced for, happy coincidence she emailed just now!

Do you or Felicity have any info about [REDACTED] re claiming no contact from us?

Cheers,
Nevada

-----Original Message-----

From: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au> On Behalf Of ACT Health, Communicable Diseases

Sent: Tuesday, 21 December 2021 1:43 PM

To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>;

Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: FW: Subject: foodborne illness outbreak investigation summary

OFFICIAL

-----Original Message-----

From: [REDACTED]

Sent: Tuesday, 21 December 2021 1:37 PM

To: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>

Subject: Subject: foodborne illness outbreak investigation summary

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 provided information to a staff member regarding food poisoning I suffered from Mrs Kim's Donuts (consumed 20/11/21).

I was interviewed over the phone and never received information following the investigation.

I also provided contact information on behalf [REDACTED] but he was never contacted by ACT health. Could you please provide me with a report of the findings.

Kind Regards,



From: Martin, Victor (Health)
Sent: Tuesday, 21 December 2021 14:30
To: McKinnon, Gabrielle; Springett, Emily
Cc: Hudson, Lyndell (Health)
Subject: RE: Letter to Mrs Kim's outbreak cases

Oh yes. Apologies. Victor.

From: McKinnon, Gabrielle <Gabrielle.McKinnon@act.gov.au>
Sent: Tuesday, 21 December 2021 2:27 PM
To: Springett, Emily <Emily.Springett@act.gov.au>; Martin, Victor (Health) <Victor.Martin@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor
I think this might be sent to me by mistake?
Cheers
Gabrielle

From: Springett, Emily <Emily.Springett@act.gov.au>
Sent: Tuesday, 21 December 2021 12:41 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; McKinnon, Gabrielle <Gabrielle.McKinnon@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Noted, thanks

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Tuesday, 21 December 2021 11:30 AM
To: McKinnon, Gabrielle <Gabrielle.McKinnon@act.gov.au>; Springett, Emily <Emily.Springett@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Hi Margaret, Emily,

For noting, please see attached a copy of a letter that will go out today to people affected by the food-borne illness outbreak associated with Mrs Kim's doughnuts.

Victor Martin

From: Martin, Victor (Health)
Sent: Tuesday, 21 December 2021 10:04 AM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear Jude,

We have amended the letter to address Kerryn's request. We have taken the approach of including some generic information on food safety inspections. Please provide to Kerryn for noting.

We will go ahead and send the correspondence now.

Thanks

Victor Martin

From: Martin, Victor (Health)

Sent: Friday, 17 December 2021 3:57 PM

To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear OCHO,

For Kerryn's approval next Monday.

For Kerryn's awareness, Vanessa Johnston recommended we take this approach rather than a public statement. This approach achieves the same outcome sought through a public statement in that it ensures that those in the community most affected are made aware of the outcomes of our epi investigation.

Happy to discuss.

Victor Martin

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Friday, 17 December 2021 2:39 PM

To: SupportHPS <ED-HPS-support@act.gov.au>

Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Bec,

This letter is for Victor's clearance following amendments to the letter.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@act.gov.au

Public Health, Protection and Regulation | ACT Health Directorate

25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 17 December 2021 12:10 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

I've made a few changes – deleted the part about statistical association – if we can't say donuts then it makes the statement ambiguous and then moved the sentence about purchase dates higher up in the letter.

I'd prefer not to give them an option to ask for extra info, most of the epi info is in the letter. People may want more info on the EH investigation, maybe leave to Lyndell to see if they want to provide a contact?

Cheers,
Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 3:58 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Victor.

I will discuss with Nevada and get back to you in the morning.

Regards
Alison

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 16 December 2021 3:41 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Hi all,

I made a very small handful of changes. I note that we haven't included a generic 'If you would like to know more about... do this...' type sent. Alison, Could you please clear before I send up to VJ for final clearance.

VHM

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 11:23 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Cc: SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor and Lyndell,

CDC would like to send the attached letter to the people we interviewed for the investigation into the gastro outbreak associated with Mrs Kim's Donuts.

Nevada has attached the draft, for any additional input from the EH Food team.

One query I have is whether we name the business in the letter or not, given the previously drafted statement where we did not name the business I will leave this to your discretion Victor.

Once you are both happy with it Keeley will send it out to all responders to our survey via email.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 16 December 2021 10:29 AM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

Keeley is a star and drafted a letter yesterday, I'll check it today.

We've had a dog emergency last night, so I'll leave the office at 1130 and WFH for the rest of the day and maybe tomorrow depending on what happens.

Cheers,
Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 10:25 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Victor is happy for us to send a letter as you had previously discussed to the cases interviewed for the Mrs Kim's outbreak. He asked if we could have it to him by Monday for clearance to send Monday pm.
I know Keeley is off for 2 days, is there something I can do to assist with the drafting?

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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

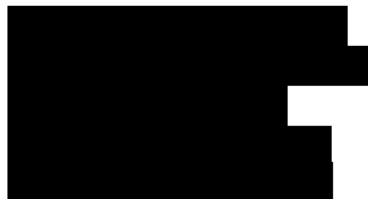


From: Allen, Keeley (Health)
Sent: Tuesday, 21 December 2021 14:45
To: Pingault, Nevada (Health)
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

These emails should be ready to go, I'm just trying to contact the last two now.



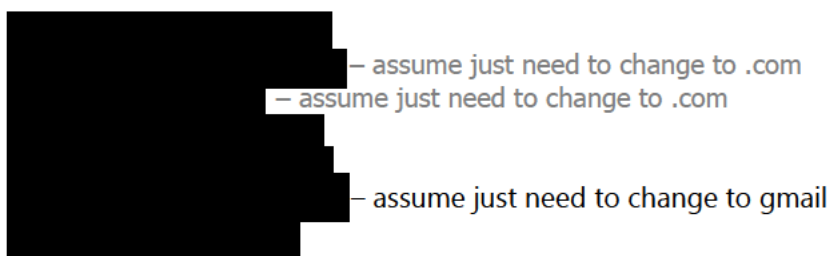
Based on Felicity's email and their REDCap record, we can confirm to [REDACTED] that we had received all of the necessary information regarding [REDACTED] consumption and illness for the foodborne illness investigation.

Best,
Keeley

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 1:17 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

...but with a few delivery failures. May you please check these email addresses?



thank you,
Nevada

From: Pingault, Nevada (Health)
Sent: Tuesday, 21 December 2021 1:07 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Done!

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 12:38 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Nevada 😊 I've attached the email list and it is saved here:

[REDACTED]

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 12:14 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Keeley,

Looks good to me.

It looks like I can send from the CDC inbox, if you send me through an email list I can send it.

Thank you,
Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 11:32 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Below is the draft email text, let me know if this is alright. I've also attached the approved letter without the name section for a final once over and the noro factsheet.

If we could send this from the CDC inbox that would be ideal. However, I believe Milica is the only person who can do that and I do not want to add undue stress on her workload. Alternatively, I can send it from my inbox and set up direct replies to the CDC inbox.

Good afternoon,

Thank you for your assistance in ACT Health's recent foodborne illness investigation. ACT Health has now completed our investigation and we have attached a short report summarising our findings.

In summary:

- ACT Health interviewed or surveyed 301 individuals.
- A total of 231 people reported illness after consuming food purchased from the business.
- All people reporting illness to ACT Health purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.
- The incubation period, symptoms and duration of illness was consistent with infection with norovirus.

Norovirus is a common virus that causes gastroenteritis and is highly infectious. We have attached factsheet with further information about norovirus.

Thank you again for your assistance and we hope you stay well through the festive season.

Best regards,

Communicable Disease Control.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 21 December 2021 11:07 AM

To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Keeley!

Yes, happy for all go in one email in the bcc. Can you please delete the name section from the top of the letter, as we won't address individually?

Cheers,
Nevada

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

Sent: Tuesday, 21 December 2021 11:05 AM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Yep, I'm on it now.

Nevada, are you happy for me to bcc in all our complainants to one email, or should they each receive a separate email? I'll put some draft email text together in the next couple of hours.

Best,
Keeley

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Tuesday, 21 December 2021 10:54 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

OFFICIAL

Hi Nevada and Keeley,

The letter to those surveyed regarding the Mrs Kim's outbreak has been approved by Victor following Kerry's request for amendment.

Could we send this today please.

Regards
Alison

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Tuesday, 21 December 2021 10:04 AM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Dear Jude,

We have amended the letter to address Kerry's request. We have taken the approach of including some generic information on food safety inspections. Please provide to Kerry for noting.

We will go ahead and send the correspondence now.

Thanks

Victor Martin

From: Martin, Victor (Health)
Sent: Friday, 17 December 2021 3:57 PM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Dear OCHO,

For Kerry's approval next Monday.

For Kerry's awareness, Vanessa Johnston recommended we take this approach rather than a public statement. This approach achieves the same outcome sought through a public statement in that it ensures that those in the community most affected are made aware of the outcomes of our epi investigation.

Happy to discuss.

Victor Martin

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Friday, 17 December 2021 2:39 PM
To: SupportHPS <ED-HPS-support@act.gov.au>
Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Bec,

This letter is for Victor's clearance following amendments to the letter.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 17 December 2021 12:10 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

I've made a few changes – deleted the part about statistical association – if we can't say donuts then it makes the statement ambiguous and then moved the sentence about purchase dates higher up in the letter.

I'd prefer not to give them an option to ask for extra info, most of the epi info is in the letter. People may want more info on the EH investigation, maybe leave to Lyndell to see if they want to provide a contact?

Cheers,

Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 3:58 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Victor.

I will discuss with Nevada and get back to you in the morning.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 16 December 2021 3:41 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Hi all,

I made a very small handful of changes. I note that we haven't included a generic 'If you would like to know more about... do this..' type sent. Alison, Could you please clear before I send up to VJ for final clearance.

VHM

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 11:23 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Cc: SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor and Lyndell,

CDC would like to send the attached letter to the people we interviewed for the investigation into the gastro outbreak associated with Mrs Kim's Donuts.

Nevada has attached the draft, for any additional input from the EH Food team.

One query I have is whether we name the business in the letter or not, given the previously drafted statement where we did not name the business I will leave this to your discretion Victor.

Once you are both happy with it Keeley will send it out to all responders to our survey via email.

Regards

Alison

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 16 December 2021 10:29 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

Keeley is a star and drafted a letter yesterday, I'll check it today.

We've had a dog emergency last night, so I'll leave the office at 1130 and WFH for the rest of the day and maybe tomorrow depending on what happens.

Cheers,
 Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 10:25 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Victor is happy for us to send a letter as you had previously discussed to the cases interviewed for the Mrs Kim's outbreak. He asked if we could have it to him by Monday for clearance to send Monday pm.
 I know Keeley is off for 2 days, is there something I can do to assist with the drafting?

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Allen, Keeley (Health)
Sent: Tuesday, 21 December 2021 14:54
To: Pingault, Nevada (Health)
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

[REDACTED]

Just one more outstanding.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 1:17 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

...but with a few delivery failures. May you please check these email addresses?

[REDACTED] – assume just need to change to .com
[REDACTED] – assume just need to change to .com
[REDACTED] – assume just need to change to gmail

thank you,
Nevada

From: Pingault, Nevada (Health)
Sent: Tuesday, 21 December 2021 1:07 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Done!

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 12:38 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Nevada 😊 I've attached the email list and it is saved here:

[REDACTED]

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 12:14 PM

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

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Keeley,

Looks good to me.

It looks like I can send from the CDC inbox, if you send me through an email list I can send it.

Thank you,
Nevada

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

Sent: Tuesday, 21 December 2021 11:32 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Below is the draft email text, let me know if this is alright. I've also attached the approved letter without the name section for a final once over and the noro factsheet.

If we could send this from the CDC inbox that would be ideal. However, I believe Milica is the only person who can do that and I do not want to add undue stress on her workload. Alternatively, I can send it from my inbox and set up direct replies to the CDC inbox.

Good afternoon,

Thank you for your assistance in ACT Health's recent foodborne illness investigation. ACT Health has now completed our investigation and we have attached a short report summarising our findings.

In summary:

- ACT Health interviewed or surveyed 301 individuals.
- A total of 231 people reported illness after consuming food purchased from the business.
- All people reporting illness to ACT Health purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.
- The incubation period, symptoms and duration of illness was consistent with infection with norovirus.

Norovirus is a common virus that causes gastroenteritis and is highly infectious. We have attached factsheet with further information about norovirus.

Thank you again for your assistance and we hope you stay well through the festive season.

Best regards,

Communicable Disease Control.

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Tuesday, 21 December 2021 11:07 AM

To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>; Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Keeley!

Yes, happy for all go in one email in the bcc. Can you please delete the name section from the top of the letter, as we won't address individually?

Cheers,
 Nevada

From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 11:05 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Yep, I'm on it now.

Nevada, are you happy for me to bcc in all our complainants to one email, or should they each receive a separate email? I'll put some draft email text together in the next couple of hours.

Best,
 Keeley

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Tuesday, 21 December 2021 10:54 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

OFFICIAL

Hi Nevada and Keeley,

The letter to those surveyed regarding the Mrs Kim's outbreak has been approved by Victor following Kerry's request for amendment.

Could we send this today please.

Regards
 Alison

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Tuesday, 21 December 2021 10:04 AM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Dear Jude,

We have amended the letter to address Kerry's request. We have taken the approach of including some generic information on food safety inspections. Please provide to Kerry for noting.

We will go ahead and send the correspondence now.

Thanks

Victor Martin

From: Martin, Victor (Health)
Sent: Friday, 17 December 2021 3:57 PM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Dear OCHO,

For Kerry's approval next Monday.

For Kerry's awareness, Vanessa Johnston recommended we take this approach rather than a public statement. This approach achieves the same outcome sought through a public statement in that it ensures that those in the community most affected are made aware of the outcomes of our epi investigation.

Happy to discuss.

Victor Martin

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Friday, 17 December 2021 2:39 PM
To: SupportHPS <ED-HPS-support@act.gov.au>
Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Bec,

This letter is for Victor's clearance following amendments to the letter.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 17 December 2021 12:10 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

I've made a few changes – deleted the part about statistical association – if we can't say donuts then it makes the statement ambiguous and then moved the sentence about purchase dates higher up in the letter.

I'd prefer not to give them an option to ask for extra info, most of the epi info is in the letter. People may want more info on the EH investigation, maybe leave to Lyndell to see if they want to provide a contact?

Cheers,

Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 3:58 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Victor.

I will discuss with Nevada and get back to you in the morning.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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

From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 16 December 2021 3:41 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Hi all,

I made a very small handful of changes. I note that we haven't included a generic 'If you would like to know more about... do this..' type sent. Alison, Could you please clear before I send up to VJ for final clearance.

VHM

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 11:23 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Cc: SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor and Lyndell,

CDC would like to send the attached letter to the people we interviewed for the investigation into the gastro outbreak associated with Mrs Kim's Donuts.

Nevada has attached the draft, for any additional input from the EH Food team.

One query I have is whether we name the business in the letter or not, given the previously drafted statement where we did not name the business I will leave this to your discretion Victor.

Once you are both happy with it Keeley will send it out to all responders to our survey via email.

Regards
 Alison

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Thursday, 16 December 2021 10:29 AM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

Keeley is a star and drafted a letter yesterday, I'll check it today.

We've had a dog emergency last night, so I'll leave the office at 1130 and WFH for the rest of the day and maybe tomorrow depending on what happens.

Cheers,
 Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 10:25 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Victor is happy for us to send a letter as you had previously discussed to the cases interviewed for the Mrs Kim's outbreak. He asked if we could have it to him by Monday for clearance to send Monday pm.
 I know Keeley is off for 2 days, is there something I can do to assist with the drafting?

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Allen, Keeley (Health)
Sent: Tuesday, 21 December 2021 15:01
To: Stefanovic, Milica (Health)
Cc: Pingault, Nevada (Health); Greenville, Felicity (Health)
Subject: RE: Incoming donut calls - collecting email addresses

Yes 😊

From: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>
Sent: Tuesday, 21 December 2021 3:01 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Cc: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: RE: Incoming donut calls - collecting email addresses

I will, no worries at all.

I guess the guy who just called re: email address was [REDACTED] ?

Cheers,
Milica

Milica Stefanovic | Surveillance Officer

Ph: (02) 5124 9245 | Email: 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



From: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Sent: Tuesday, 21 December 2021 2:51 PM
To: Stefanovic, Milica (Health) <Milica.Stefanovic@act.gov.au>
Cc: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Subject: Incoming donut calls - collecting email addresses

Hi Milica,

We are sending out the summary report for the donuts investigation. You may receive a call from [REDACTED] or [REDACTED] this afternoon. We just want to confirm their best email addresses as the email address we have on record has bounced back and we've probably may a typo along the way.

Let me know if you hear from them, but we don't need to speak with them.

Thank you for your help!

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

Ph: 5124 6215 | Email: 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

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: Tuesday, 21 December 2021 15:07
To: Greenville, Felicity (Health)
Subject: RE: Food Poisonings [REDACTED] Ph [REDACTED]

OFFICIAL

If you could that would be amazing.

From: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Sent: Tuesday, 21 December 2021 3:06 PM
To: Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Food Poisonings [REDACTED] Ph [REDACTED]
Importance: High

OFFICIAL

I only have this email regarding [REDACTED] – do you want me to phone her and get an email address?

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



From: Environmental Health <EnvironmentalHealth@act.gov.au>
Sent: Monday, 29 November 2021 4:50 PM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Kerrie McLeod <[REDACTED]>;
Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: Food Poisonings [REDACTED] Ph [REDACTED]
Importance: High

OFFICIAL

Hi

This call just came through from reception.

Kind Regards
Nicki

From: HPSReception <HPSReception@act.gov.au>
Sent: Monday, 29 November 2021 4:48 PM

To: Environmental Health <EnvironmentalHealth@act.gov.au>
Subject: Food Poisonings [REDACTED] Ph [REDACTED]

OFFICIAL

[REDACTED] from Sydney
Ph: [REDACTED]

[REDACTED] rang being concerned that [REDACTED] concerns were not taken seriously, and she is the one who purchased 18 donuts from Mrs Kim's Donuts. [REDACTED] had 6 donuts without cream, [REDACTED] took 6 each with cream and shared them [REDACTED]). I believe I spoke to [REDACTED] this morning and passed on his details but [REDACTED] is still recovering and may not have managed to make a report.

Kind Regards,

Kay Carswell | Admin Officer, Business Management Services

Ph: 02 5124 9700 | Email: 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



From: Martin, Victor (Health)
Sent: Tuesday, 21 December 2021 15:18
To: Chand, Avinesh; Henry, John
Cc: Purdue, Brett (Health); Hudson, Lyndell (Health)
Subject: FW: Letter to Mrs Kim's outbreak cases
Attachments: Outbreak investigation feedback_171221.docx

Importance: High

Dear Avinesh, John,

For noting, the decision has been made to send the attached material in the form of a letter sent to affected people rather than as a media statement. A copy will also be provided to the proprietor of the business for them to note its content and the results of the food illness outbreak.

Kind regards and happy holidays.

Victor Martin

From: Martin, Victor (Health)
Sent: Tuesday, 21 December 2021 10:04 AM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Dear Jude,

We have amended the letter to address Kerryn's request. We have taken the approach of including some generic information on food safety inspections. Please provide to Kerryn for noting.

We will go ahead and send the correspondence now.

Thanks

Victor Martin

From: Martin, Victor (Health)
Sent: Friday, 17 December 2021 3:57 PM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Dear OCHO,

For Kerryn's approval next Monday.

For Kerryn's awareness, Vanessa Johnston recommended we take this approach rather than a public statement. This approach achieves the same outcome sought through a public statement in that it ensures that those in the community most affected are made aware of the outcomes of our epi investigation.

Happy to discuss.

Victor Martin

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Friday, 17 December 2021 2:39 PM
To: SupportHPS <ED-HPS-support@act.gov.au>
Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Bec,

This letter is for Victor's clearance following amendments to the letter.

Regards
 Alison

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Friday, 17 December 2021 12:10 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

I've made a few changes – deleted the part about statistical association – if we can't say donuts then it makes the statement ambiguous and then moved the sentence about purchase dates higher up in the letter.

I'd prefer not to give them an option to ask for extra info, most of the epi info is in the letter. People may want more info on the EH investigation, maybe leave to Lyndell to see if they want to provide a contact?

Cheers,
 Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 3:58 PM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Victor.

I will discuss with Nevada and get back to you in the morning.

Regards
 Alison

Alison Kingsbury
 Senior Director Communicable Disease Control
 Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Thursday, 16 December 2021 3:41 PM
To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Hi all,

I made a very small handful of changes. I note that we haven't included a generic 'If you would like to know more about... do this..' type sent. Alison, Could you please clear before I send up to VJ for final clearance.

VHM

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 11:23 AM
To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>
Cc: SupportHPS <ED-HPS-support@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor and Lyndell,

CDC would like to send the attached letter to the people we interviewed for the investigation into the gastro outbreak associated with Mrs Kim's Donuts.

Nevada has attached the draft, for any additional input from the EH Food team.

One query I have is whether we name the business in the letter or not, given the previously drafted statement where we did not name the business I will leave this to your discretion Victor.

Once you are both happy with it Keeley will send it out to all responders to our survey via email.

Regards
Alison

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 16 December 2021 10:29 AM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

Keeley is a star and drafted a letter yesterday, I'll check it today.

We've had a dog emergency last night, so I'll leave the office at 1130 and WFH for the rest of the day and maybe tomorrow depending on what happens.

Cheers,
Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 10:25 AM

To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Subject: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Victor is happy for us to send a letter as you had previously discussed to the cases interviewed for the Mrs Kim's outbreak. He asked if we could have it to him by Monday for clearance to send Monday pm.
I know Keeley is off for 2 days, is there something I can do to assist with the drafting?

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



To [name]
[email address]

Dear [name]

Foodborne Illness Outbreak Investigation - November 2021

Epidemiologists and Public Health Officers at ACT Health investigated a foodborne illness outbreak linked to consumption of food purchased from a Canberra food business. Thank you for your assistance with this investigation.

ACT Health interviewed or surveyed 301 individuals. A total of 231 people reported illness after consuming food purchased from the business. All people reporting illness purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.

The median incubation period, which is the time from consuming the food to becoming ill, was 33 hours; with a median symptom duration of 48 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. The incubation period, symptoms and duration of illness was consistent with infection with norovirus. Specimens collected from affected individuals were positive for norovirus.

Norovirus is a common virus that causes gastroenteritis (inflammation of the stomach and intestines). Norovirus is highly infectious and is spread from the vomit or faeces of an infected person. Infection can occur from close person-to-person contact, consuming contaminated food or drink (often contaminated as a result of poor food handling or poor hand washing), or contact with contaminated objects or surfaces (such as door and tap handles).

As part of its regulatory responsibilities, Public Health Officers conduct onsite inspections in response to reports of illness linked to a food business. In this case, the business assisted officers with their investigation. These inspections normally include interviews with owners and staff, review of food preparation, storage and hygiene practices. Officers also collect samples of food and take swabs from food preparation areas for analysis. No further action in relation to the business is proposed at this time.

Thank you again for your assistance.

Dr Kerry Coleman
Chief Health Officer
ACT Health Directorate

21 December 2021

From: Environmental Health
Sent: Tuesday, 21 December 2021 15:18
To: Pingault, Nevada (Health); Allen, Keeley (Health)
Cc: Hudson, Lyndell (Health)
Subject: FW: Mrs Kims Donuts

Hi

This email came through to the EH Inbox today.

Kind Regards
Nicki

From: [REDACTED]
Sent: Tuesday, 21 December 2021 12:40 PM
To: HPS <HPS@act.gov.au>
Subject: Mrs Kims 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.

Hello,
On 23 November, [REDACTED] I stopped at
Mrs Kims Donuts on the way home.
[REDACTED]
[REDACTED] I looked for a way to
report this online, but only found this email. My apologies if this is not the appropriate channel.

Kind regards,
[REDACTED]

From: Moroney, Rebecca (Health) on behalf of SupportHPS
Sent: Tuesday, 21 December 2021 15:23
To: Martin, Victor (Health); SupportHPS
Cc: Kingsbury, Alison (Health); Pingault, Nevada (Health); Hudson, Lyndell (Health); ACT Health Office of the Chief Health Officer; Allen, Keeley (Health)
Subject: RE: Letter to Mrs Kim's outbreak cases
Attachments: Outbreak investigation feedback_171221.docx

OFFICIAL

Hi Nevada , all
 attached has Kerrryns e-sig on it.
 (Please ensure this is not distributed as a word doc 😊)

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

Business Management Services, Health Protection Service, Public Health, Protection & Regulation | ACT Health Directorate

25 Mulley St, Holder, ACT 2611

health.act.gov.au



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>
Sent: Tuesday, 21 December 2021 3:16 PM
To: SupportHPS <ED-HPS-support@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: Letter to Mrs Kim's outbreak cases
Importance: High

Dear Bec,

Could you please attach Kerryn' electronic signature to a MS Word version to Nevada, Alison and Keeley for this letter to be sent out to affected people as a PDF.

Cheers.

Victor Martin

From: Martin, Victor (Health)
Sent: Tuesday, 21 December 2021 10:04 AM
To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>
Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Purdue, Brett (Health) <Brett.Purdue@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear Jude,

We have amended the letter to address Kerryn's request. We have taken the approach of including some generic information on food safety inspections. Please provide to Kerryn for noting.

We will go ahead and send the correspondence now.

Thanks

Victor Martin

From: Martin, Victor (Health)

Sent: Friday, 17 December 2021 3:57 PM

To: ACT Health Office of the Chief Health Officer <ACTHealthOCHO@act.gov.au>

Cc: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>; Health Media <HealthMedia@act.gov.au>; Benson, Andrew (Health) <Andrew.Benson@act.gov.au>; SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Dear OCHO,

For Kerryn's approval next Monday.

For Kerryn's awareness, Vanessa Johnston recommended we take this approach rather than a public statement. This approach achieves the same outcome sought through a public statement in that it ensures that those in the community most affected are made aware of the outcomes of our epi investigation.

Happy to discuss.

Victor Martin

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Friday, 17 December 2021 2:39 PM

To: SupportHPS <ED-HPS-support@act.gov.au>

Cc: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Bec,

This letter is for Victor's clearance following amendments to the letter.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@act.gov.au

Public Health, Protection and Regulation | ACT Health Directorate

25 Mulley Street, HOLDER ACT 2611 | Locked Bag 5005, Weston Creek, ACT, 2611



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Friday, 17 December 2021 12:10 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

I've made a few changes – deleted the part about statistical association – if we can't say donuts then it makes the statement ambiguous and then moved the sentence about purchase dates higher up in the letter.

I'd prefer not to give them an option to ask for extra info, most of the epi info is in the letter. People may want more info on the EH investigation, maybe leave to Lyndell to see if they want to provide a contact?

Cheers,
Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 3:58 PM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Thanks Victor.

I will discuss with Nevada and get back to you in the morning.

Regards
Alison

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



From: Martin, Victor (Health) <Victor.Martin@act.gov.au>

Sent: Thursday, 16 December 2021 3:41 PM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>; Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Cc: Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

Importance: High

Hi all,

I made a very small handful of changes. I note that we haven't included a generic 'If you would like to know more about... do this..' type sent. Alison, Could you please clear before I send up to VJ for final clearance.

VHM

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Sent: Thursday, 16 December 2021 11:23 AM

To: Martin, Victor (Health) <Victor.Martin@act.gov.au>; Hudson, Lyndell (Health) <Lyndell.Hudson@act.gov.au>

Cc: SupportHPS <ED-HPS-support@act.gov.au>

Subject: FW: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Victor and Lyndell,

CDC would like to send the attached letter to the people we interviewed for the investigation into the gastro outbreak associated with Mrs Kim's Donuts.

Nevada has attached the draft, for any additional input from the EH Food team.

One query I have is whether we name the business in the letter or not, given the previously drafted statement where we did not name the business I will leave this to your discretion Victor.

Once you are both happy with it Keeley will send it out to all responders to our survey via email.

Regards

Alison

Alison Kingsbury

Senior Director Communicable Disease Control

Ph: 5124 9255 | Email: alison.kingsbury@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



From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>

Sent: Thursday, 16 December 2021 10:29 AM

To: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>

Subject: RE: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Alison,

Keeley is a star and drafted a letter yesterday, I'll check it today.

We've had a dog emergency last night, so I'll leave the office at 1130 and WFH for the rest of the day and maybe tomorrow depending on what happens.

Cheers,
Nevada

From: Kingsbury, Alison (Health) <Alison.Kingsbury@act.gov.au>
Sent: Thursday, 16 December 2021 10:25 AM
To: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Subject: Letter to Mrs Kim's outbreak cases

OFFICIAL

Hi Nevada,

Victor is happy for us to send a letter as you had previously discussed to the cases interviewed for the Mrs Kim's outbreak. He asked if we could have it to him by Monday for clearance to send Monday pm.
I know Keeley is off for 2 days, is there something I can do to assist with the drafting?

Alison Kingsbury
Senior Director Communicable Disease Control
Ph: 5124 9255 | Email: alison.kingsbury@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



To [name]
[email address]

Dear [name]

Foodborne Illness Outbreak Investigation - November 2021

Epidemiologists and Public Health Officers at ACT Health investigated a foodborne illness outbreak linked to consumption of food purchased from a Canberra food business. Thank you for your assistance with this investigation.


ACT Health interviewed or surveyed 301 individuals. A total of 231 people reported illness after consuming food purchased from the business. All people reporting illness purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.

The median incubation period, which is the time from consuming the food to becoming ill, was 33 hours; with a median symptom duration of 48 hours. Diarrhoea, vomiting and/or abdominal pain were the most common symptoms reported. The incubation period, symptoms and duration of illness was consistent with infection with norovirus. Specimens collected from affected individuals were positive for norovirus.

Norovirus is a common virus that causes gastroenteritis (inflammation of the stomach and intestines). Norovirus is highly infectious and is spread from the vomit or faeces of an infected person. Infection can occur from close person-to-person contact, consuming contaminated food or drink (often contaminated as a result of poor food handling or poor hand washing), or contact with contaminated objects or surfaces (such as door and tap handles).

As part of its regulatory responsibilities, Public Health Officers conduct onsite inspections in response to reports of illness linked to a food business. In this case, the business assisted officers with their investigation. These inspections normally include interviews with owners and staff, review of food preparation, storage and hygiene practices. Officers also collect samples of food and take swabs from food preparation areas for analysis. No further action in relation to the business is proposed at this time.

Thank you again for your assistance.



Dr Kerry Coleman
Chief Health Officer
ACT Health Directorate
21 December 2021

From: Allen, Keeley (Health)
Sent: Tuesday, 21 December 2021 15:28
To: [REDACTED]
Subject: Food Poisoning Investigation

OFFICIAL: Sensitive - Personal Privacy

Dear [REDACTED],

Thank you for your email. I have just tried to give you a call, but I am happy to correspond via email.

I just wanted to confirm the timing of events in your email. It would assist us to understand the date and time each of the following started:

- Purchasing the donut: 23 November 2021 (we are also interested in the time of day)
- Eating the donut:
- Symptoms started:
- When you were able to provide the stool sample:

Please let us know what food and/or drink you consumed from the business, if you remember.

Thank you again for your assistance in this matter.

Best regards,
Keeley

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

Ph: 5124 6215 | Email: 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

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: Tuesday, 21 December 2021 16:52
To: Pingault, Nevada (Health); Greenville, Felicity (Health)
Subject: RE: foodborne illness outbreak investigation summary

OFFICIAL

Thanks Nevada!

From: Pingault, Nevada (Health) <Nevada.Pingault@act.gov.au>
Sent: Tuesday, 21 December 2021 4:03 PM
To: Greenville, Felicity (Health) <Felicity.Greenville@act.gov.au>; Allen, Keeley (Health) <Keeley.Allen@act.gov.au>
Subject: FW: foodborne illness outbreak investigation summary

OFFICIAL

This is my response to [REDACTED]...

From: Pingault, Nevada (Health) **On Behalf Of** ACT Health, Communicable Diseases
Sent: Tuesday, 21 December 2021 4:02 PM
To: [REDACTED]
Subject: RE: foodborne illness outbreak investigation summary

OFFICIAL

Hi [REDACTED],

Thank you for your follow up email. The role of the Department of Health is to investigate the cause and source of the outbreak and as such cannot provide advice on civil litigation or compensatory matters.

If you would like to pursue this aspect further we advise that you contact the food business directly or seek legal advice.

Kind regards,
Nevada

Dr Nevada Pingault PhD, FASM, MAIMS
Director, Disease Surveillance
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



From: [REDACTED]
Sent: Tuesday, 21 December 2021 1:34 PM

To: ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au>

Subject: Re: foodborne illness outbreak investigation summary

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.

Is there a lawsuit or compensation or anything happening from this!!! [REDACTED]

On Tue, 21 Dec 2021 at 1:06 pm, ACT Health, Communicable Diseases <ACTHealthCommunicableDis@act.gov.au> wrote:

OFFICIAL

Good afternoon,

Thank you for your assistance in ACT Health's recent foodborne illness investigation. ACT Health has now completed the investigation and attached is a short report summarising the findings.

In summary:

- ACT Health interviewed or surveyed 301 individuals.
- A total of 231 people reported illness after consuming food purchased from the business.
- All people reporting illness to ACT Health purchased food from the business between Saturday 20 November and Wednesday 24 November 2021.
- The incubation period, symptoms and duration of illness were consistent with infection with norovirus.

Norovirus is a virus that causes gastroenteritis and is highly infectious. We have attached factsheet with further information about norovirus.

Thank you again for your assistance and we hope you stay well through the festive season.

Best regards,

ACT Health, Communicable Disease Control

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Allen, Keeley (Health)
Sent: Wednesday, 22 December 2021 09:48
To: Kingsbury, Alison (Health)
Cc: Pingault, Nevada (Health)
Subject: Food Poisoning summary letter sent.

Hi Alison,

Nevada sent the summary letter yesterday from the CDC inbox. It was sent with the norovirus factsheet.

We have 41 people who we do not have an email address from. We cannot send an attachment via text message, and we do not have the resources to call everyone without an email address.

Best,
Keeley

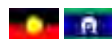
Keeley Allen (she/her) | M. Phil (Applied Epidemiology) Scholar

Ph: 5124 6215 | Email: 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



I acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands and waters of Australia, and the Ngunnawal and Ngambri people as the traditional custodians of the land in the ACT and surrounding NSW. I value the continuing contribution of their culture to this region and pay my respects to Elders past and present.

