

Frequently asked questions – general public

FAQs for Angkor Bakery Springbank Plaza, Angkor Bakery Hollywood Plaza and Angkor Bakery Blakes Crossing

What is the issue?

A number of people have become ill with [Salmonella infection](#) after eating Vietnamese rolls (banh mi) at Angkor Bakery Springbank Plaza, Burton; Angkor Bakery Hollywood Plaza, Salisbury Downs; and Angkor Bakery Blakes Crossing, Blakeview.

What are the symptoms of *Salmonella* infection?

Symptoms may include: fever, diarrhoea, loss of appetite, headache, stomach cramps, nausea and vomiting.

Sometimes there may be blood or mucus in the faeces (poo). Dehydration is a serious complication. The illness may be particularly severe in young children, the elderly and people with immune suppression.

I have eaten a Vietnamese roll from an Angkor Bakery, and have not been feeling well. What should I do?

Anyone who has eaten Vietnamese rolls from these bakeries and is feeling unwell with symptoms of *Salmonella* infection should:

- > visit a doctor
- > have a sample taken (a poo pot).

Why is this product the only one affected – don't they make a number of things?

Vietnamese rolls have been implicated in multiple previous *Salmonella* outbreaks around Australia. Identified factors contributing to previous outbreaks include the ingredients used (raw egg 'butter' or garlic butter, undercooked pate or meat), lack of cleaning and sanitising, lack of temperature control of the raw egg butter or a combination of all these factors.

Raw or lightly cooked egg products are one of the main causes of outbreaks in Australia.

As raw egg products are a high risk food they should not be consumed by people who are immunocompromised, very young children or pregnant women.

What do you mean by a "high risk food"?

A high risk food is a food that always carries some risk of contamination with germs, hence the advice about not serving these foods to people who are immunocompromised, very young children or pregnant women. It does not mean that this type of food is always contaminated, but it does have a higher chance of contamination.

What do you mean by "immunocompromised people"?

People who have a weakened immune system are more susceptible to illness, and severe illness, from germs including *Salmonella*, for example elderly people, people with diabetes, people with some cancers or people with suppressed immune systems.



Does this mean I should not be eating any Vietnamese rolls or banh mi?

Not necessarily. At this stage, only Vietnamese rolls from the named Angkor Bakery outlets have been implicated in causing people to become ill with a *Salmonella* infection.

However, Vietnamese rolls often contain raw egg products and pate, and people who are immunocompromised, pregnant women and very young children are not recommended to eat raw egg products or pate.

For more information

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