



Frequently asked questions:

Cryptosporidiosis text messaging service

Cryptosporidiosis is a common cause of gastroenteritis (“gastro”) and is caused by a germ (parasite) *Cryptosporidium*. *Cryptosporidium* can live for long periods in water, food, soil, or on surfaces that have been contaminated with infected stool (“poo”), and is not killed by the normal chlorine levels in swimming pools. The parasite is shed in stool for weeks after diarrhoea has stopped. Outbreaks of cryptosporidiosis can develop in places like swimming pools or childcare centers, or from consuming contaminated food and water.

To improve the early identification and management of outbreaks, the North Eastern Public Health Unit (NEPHU) will send a text message to people living in north eastern Melbourne who have received a positive test result for cryptosporidiosis. The text message will provide advice on how to reduce further spread and will contain a link to a survey which will collect information on potential sources of the infection.

1. Why have I been sent a text message about cryptosporidiosis?

You have received this text message because your stool test was positive for cryptosporidiosis. The message includes your name so you can be sure it is intended for you. Laboratories are required to share this information with the North Eastern Public Health Unit (NEPHU) under the Victorian Public Health and Wellbeing Act 2008.

2. How can I provide feedback on the text message and survey?

You may be invited to complete an online evaluation survey about the text message and survey. Feedback can also be provided at any time by emailing healthprotection.nephu@austin.org.au.

3. Will I receive a phone call?

If you don't submit the survey, you may be contacted by phone as part of the usual process.

If you have completed the survey, NEPHU may call you for if information is needed to assist with the outbreak investigation.

4. How will my privacy be protected?

Any information you provide is for the purpose of investigating the cause of your illness and preventing further cases.

All information is confidential and protected by legislation; it is only shared where necessary with authorised relevant parties.



Find more information:

For more information, please see:

- [Cryptosporidiosis - Better Health Channel](#)
- [Better Health Channel – Healthy Swimming](#)



We acknowledge the Traditional Custodians of the land and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.