

Table 1: Passengers of the Ruby Princess on the 8 to 19 March 2020 voyage

	Submitter	Submission date
1.	Confidential	23 April 2020
2.	John Macrae	1 May 2020
3.	Graeme Lake	8 May 2020
4.	John Fillery & Pat Caddy	12 May 2020
5.	Name Withheld	19 May 2020
6.	Lynda and John McGrath	19 May 2020
7.	Kim Walters	19 May 2020
8.	Name Withheld	19 May 2020
9.	Confidential	19 May 2020
10.	Paul Malliate	19 May 2020
11.	Jesse Walker	19 May 2020
12.	Name Withheld	19 May 2020
13.	Name Withheld	19 May 2020
14.	Timothy Squires	19 May 2020
15.	Keith Gibbs	19 May 2020
16.	Name Withheld	19 May 2020
17.	Peter Connolly	19 May 2020
18.	Name Withheld	19 May 2020
19.	Elisa McCafferty	19 May 2020
20.	Name Withheld	20 May 2020
21.	Michelle Kelly	20 May 2020
22.	John King	20 May 2020
23.	Confidential	20 May 2020
24.	Confidential	20 May 2020
25.	Pauline Bryant	20 May 2020
26.	Kamla Harricharan	20 May 2020
27.	Name Withheld	20 May 2020
28.	Name Withheld	20 May 2020
29.	James Heinzer	20 May 2020
30.	Thelma Home	20 May 2020

31.	William Ford	20 May 2020
32.	Michael Bliss	20 May 2020
33.	Name Withheld	20 May 2020
34.	Frederick Jackson	20 May 2020
35.	Name Withheld	20 May 2020
36.	Confidential	20 May 2020
37.	Penelope Claxton	20 May 2020
38.	Rhonda Stevens	20 May 2020
39.	Name Withheld	20 May 2020
40.	Confidential	20 May 2020
41.	Confidential	20 May 2020
42.	Name Withheld	21 May 2020
43.	Lynda Cryer	21 May 2020
44.	Karen Jacobs	21 May 2020
45.	Terence Cryer	21 May 2020
46.	Name Withheld	21 May 2020
47.	Name Withheld	21 May 2020
48.	Timothy John Clarke	21 May 2020
49.	Confidential	21 May 2020
50.	Confidential	21 May 2020
51.	Rona Dobrin	21 May 2020
52.	Stephen Plescia	21 May 2020
53.	Nadine Aida Blair	21 May 2020
54.	Patricia Catt	21 May 2020
55.	Name Withheld	21 May 2020
56.	Name Withheld	21 May 2020
57.	Jennifer and Peter Smith	21 May 2020
58.	Name Withheld	21 May 2020
59.	Gail Goode	21 May 2020
60.	Helen Heidenreich	21 May 2020
61.	Colin and Pauline Atkinson	21 May 2020
62.	Keith Muller	21 May 2020
63.	Confidential	22 May 2020
64.	Name Withheld	22 May 2020
65.	Debra Peters	22 May 2020
66.	Name Withheld	22 May 2020

67.	Confidential	22 May 2020
68.	Name Withheld	22 May 2020
69.	Name Withheld	22 May 2020
70.	John & Christine Wane	22 May 2020
71.	Trevor Potter	22 May 2020
72.	Name Withheld	22 May 2020
73.	Dick Wegener	23 May 2020
74.	Confidential	23 May 2020
75.	Janette Moore	23 May 2020
76.	Name Withheld	23 May 2020
77.	Lynne Carpenter	24 May 2020
78.	Malvina Miron	25 May 2020
79.	Name Withheld	25 May 2020
80.	Name Withheld	25 May 2020
81.	Name Withheld	25 May 2020
82.	Harry McDonald	25 May 2020
83.	Name Withheld	25 May 2020
84.	Name Withheld	26 May 2020
85.	Richard and Coral Peachey	26 May 2020
86.	Name Withheld	26 May 2020
87.	Haylee Spencer	26 May 2020
88.	Name Withheld	27 May 2020
89.	Deborah Hystek	27 May 2020
90.	Alwyn Johnson	27 May 2020
91.	Confidential	27 May 2020
92.	Name Withheld	28 May 2020
93.	Jane (aka Mia) Manson	28 May 2020
94.	Margrete Hamence	28 May 2020
95.	Confidential	28 May 2020
96.	Lutz Gobrecht	29 May 2020
97.	Gregory Mitchell and Dawn King	29 May 2020
98.	Name Withheld	29 May 2020
99.	Confidential	29 May 2020
100.	Name Withheld	30 May 2020
101.	Martyn Morris	30 May 2020

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 1 May 2020 4:41:27 PM

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**First name** John

**Surname** Macrae

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** On 8 March 2020, I arrived at the Overseas Terminal at Circular Quay with my partner at about 11:30 a.m. We were on a queue to board the ship when, at about 12 noon, we were advised that officials of the NSW Department of Health were aboard the ship and that we would not be allowed to board the ship until they gave their approval for that to occur. We were told to go away and have lunch and return later. We did that and were allowed to board the ship at about 5 p.m. We were not told what the officials had been doing on the ship. While we were waiting at Circular Quay we were told by people who we talked to that some passengers had been taken away in ambulances from the ship when it docked from its previous cruise that morning. We would like to know whether any of those passengers had COVID-19 because that would indicate that SARS-CoV-2 was already circulating on the ship when we first boarded it and would account for the five hour delay boarding the ship imposed by NSW Health Department officials while they carried out whatever it was that they did. My partner and I were infected with COVID-19 while we were on the Ruby Princess cruise. My symptoms developed on the morning of 20 March 2020. My partner and I were tested for COVID-19 infection on the afternoon of 20 March 2020. My result, obtained on the evening of 24 March 2020, was positive and my partner's result was negative. My partner's symptoms developed on the afternoon of 22 March 2020. She had another test on 25 March 2020 and was found to

be positive. Before we disembarked from the ship, we were advised both by an announcement and by means of a document that the Australian Government required us to travel home directly and undergo quarantine at home for 14 days. My partner and I observed that requirement. On TV, the Minister for Health Brad Hazard claimed that passengers from the Ruby Princess were not observing that requirement. He didn't specify whether he believed that none of the passengers were observing the requirement or that only some were not observing it. I would like to know on what evidence he based his claim and what proportion of passengers he believed did not observe the requirement.

I have heard a statement on TV that passengers travelling home from the Ruby Princess were responsible for the spread of COVID-19 around Australia. I think that statement is misleading. Of the 2700+ passengers who travelled home from the Ruby Princess on 19 March 2020, about 2000 were uninfected and were therefore unable to infect anyone else. Approximately 700 passengers were infected with COVID-19 and not all of them would have been able to infect someone else on that day. The time interval from the day that infection occurs to the day when symptoms develop is typically five days. Only in the last two of these five days does the viral load in an infected person reach a level where they are infectious to other people. This means that infected passengers from the Ruby Princess whose symptoms only developed on 22, 23 or 24 March 2020 would not infect anyone else when they were travelling home on 19 March 2020, assuming that they could reach home on that day. For example, my partner tested negative for COVID-19 on 20 March 2020 and only developed symptoms on 22 March 2020. It is unlikely that she could have infected anyone as she travelled home. On 19 March 2020, we travelled home by public transport. On the B1 bus from Wynyard to Mona Vale, we unexpectedly met one of my grandsons. We were seated and he was standing about 1 metre away. We talked to him about the cruise while the bus travelled from Wynyard to Neutral Bay, where he alighted. When I discovered that I had COVID-19, I advised him to be tested for infection. He did so and his test result was negative. My conclusion is that not everyone who travelled home with COVID-19 infection on 19 March 2020 infected someone else. I think that the proportion of other Australians infected by Ruby Princess passengers can be estimated from data gathered by NSW Public Health Units. Also, for each infected passenger, the Public Health Units have obtained the date on which their symptoms developed. This enables them to determine the approximate date on which each of them became infected during the cruise

and will help to determine when SARS-CoV-19 was brought onto the ship by a passenger or passengers or whether it may have been circulating on the ship when the passengers first boarded it.

I am glad that passengers were allowed to leave the ship when it docked on 19 March 2020. If we had been quarantined on the ship for several days, the experience of what happened on the Diamond Princess docked in Yokohama and also of what happened to crew of the Ruby Princess when it was docked in Port Kembla shows that many more passengers would have become infected. Perhaps twice or even three times as many passengers than 700 would have become infected. This outcome is surely worse than the risk that some proportion of the 700 infected passengers infected some other travellers while travelling home.

**Attachment 1**

**Attachment 2**

**Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 8 May 2020 8:12:07 AM

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**First name** Graeme

**Surname** Lake

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** We arrived at terminal at 10am on the 8march to book on our luggage we were never told about why the holdup. We didnt board the ship until after 6pm but was only told they were waiting for permission to board. At no time were we aware of any sickness on the cruise prior,if i

had known we would have cancelled and gone home. AT NO time during the cruise did we get any info that people were sick . I took my wife on her birthday holiday which was going to be 2 cruises together and thinking the cruise was only going to NZ did not think it was a problem for covid 19. My wife didnt deserve to die because of very poor management and it has now broken my family forever and we can never get over this and yes Im very angry

**Attachment 1**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 12 May 2020 4:02:02 PM

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<b>First name</b>	John and Pat
<b>Surname</b>	Fillery and Caddy
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Phone
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	<p>We were passengers on the Ruby Princess from 8th March to 19th March 2020. Our Stateroom was Aloha 520. We have done 57 cruises for 778 nights, having cruised on 11 Princess ships, boarding at 13 different ports. As such, we are very familiar with boarding procedures and time of boarding, which usually commences around 11.30am/12 noon. On this occasion we were amongst the first 200 or so to board, at around 5.30pm. The reason given for this delay was that NSW Health Dept officials were on board whilst the ship underwent a thorough clean, under the supervision of those officials.</p> <p>During a conversation with a senior Crew member we were told that around 80 passengers were refused permission to board because of where they had come from or travelled through. Likewise 2 Crew members from Italy.</p> <p>We did not visit the Medical Centre, and were unaware that some passengers were in isolation as has been reported on our News. The only indication of illness on board was after leaving Napier when we entered a lift in which there were 2 people, one in a wheelchair, both wearing face masks. On asking why, we were told that it was just ordinary influenza.</p> <p>On the afternoon before arrival in Sydney Commodore Pomata announced over the PA that we were going to speed up and arrive early, at 1am, and that we were going to be medically checked and it could be mid-day before disembarkation was allowed to commence, .</p> <p>No checks were made and we disembarked at around</p>

9.15am. presumably because NSW Health or Australian Border Force had given permission for us to leave.

**Attachment 1**

**Attachment 2**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 9:33:13 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I visited the medical centre multiple times on board the Ruby and have just finished a 12 page statement for NSW police.  
I would be happy to share with you the things I saw on my visits to the medical centre and other things NSW police found to be of concern.

**Attachment 1**

**Attachment 2**

**Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 9:44:20 AM

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**First name** Lynda and John

**Surname** McGrath

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** [REDACTED]

**Attachment 1**

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**Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 9:45:44 AM

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**First name** Kim

**Surname** Walters

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I was a passenger onboard the ruby princess from the 08/03/2020. While waiting to catch a plane back to Tasmania on the 20/03/2020 i received a phone call from NSW health saying i had covid19 after having a swab taken onboard the ruby princess and was told to stay where my self and my husband were and an ambulance was coming to get us. On the 21/03/2020 i was admitted to Royal Prince Alfred hospital with respiratory/and fever. Which eventually they put me in an induced coma for 25 days. My husband has had a statement taken by NSW detective Jabe Sanchez.

**Attachment 1**

**Attachment 2**

**Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 9:46:36 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** NSW Health held up embarking on our cruise by 5 hours, almost 3000 people crammed on the dock for 5 hours! Unacceptable! Why did NSW Health not do health checks before embarking, why did NSW Health not take temperature checks prior to embarking? The crew & captain did a fantastic job for the circumstances. Border Force info was dropped to our rooms daily. After all this "pandemic" is a simple cold, not even deadly. The constant changes by government authorities daily made life very difficult on board, not knowing if we could get home, trying to change flights & the cost to do this was distressing. The captain announced repeatedly that unwell passengers were to report to the hospital, those people were isolated in their rooms. The doctors were flat out. What are you doing about The Ovation of the Seas? Why is this not in the news & being investigated?

**Attachment 1**

**Attachment 2**

**Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 9:50:04 AM

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**First name** Paul

**Surname** Malliate

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** It was obvious that quite a few people on the ship had flu like symptoms.

I suspect (and in fact know for a fact) that, despite numerous requests from shipboard staff, many of those with such symptoms were reluctant to come forward or to openly disclose their condition, for fear of being totally quarantined in their cabin during the cruise and/or even worse causing a Diamond Princess type scenario, with everyone being locked in on an infectious ship.

However, I also do know that many of those people were intending to submit themselves for immediate testing/quarantining upon arrival back in Sydney - and we were encouraged in that view by our awareness that NSW Health had been so diligent in taking all precautions to clear the ship and its disembarking passengers on 8th March, prior to our cruise embarkation/departure.

As such, we were all very surprised and totally bewildered when on arrival into port, there were no testing/clearance arrangements in place and not even a basic temperature check. The only health request we received (as advised by Princess) was that we had to self isolate for 14 days once we arrived home.

Something definitely did go very wrong.

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 10:02:04 AM

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<b>First name</b>	Jesse
<b>Surname</b>	Walker
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	<p>The Officers and Crew of the Ruby Princess performed well in a very difficult situation. None of us had ever experienced anything like this and, under the circumstances, they did everything they could do to keep the passengers safe. Everyday in the newsletter we were reminded about personal hygiene, not to use the public restrooms unless absolutely necessary, and to report to the ship Doctor should we have respiratory issues. Compared to previous cruises, the amount and depth of cleaning was much higher on this cruise. We were provided the guidelines from the Australian government regarding disembarking and self quarantining for 14 days if remaining in Australia and in our hotel should we be on a flight out the next day. I have copies of these documents if you need them; however, these should be in the documents of record on the ship. To be totally transparent we do own approximately 100 shares of CCL stock; however, this is simply to receive the \$100 on board credit when we sail with any of the CCL brands. We took personal responsibility for our health and the health of any individual with whom we had contact. We are both over 65 and have not had any COVID-19 issues after our cruise.</p>

**Attachment 1**

**Attachment 2**

### **Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 10:22:40 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I fell sick on the Ruby Princess and was required to attend the Medical Centre multiple times. I was advised to self-isolate for part of the trip and was tested for Influenza A, B and C-19. I am happy to discuss my experience further if required.

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 10:46:26 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** My husband [REDACTED] who was also on Ruby Princess 10 March - 19 March passed away April 28, 2020. His causes of death as listed on his death certificate were severe acidosis, respiratory failure, nosocomial pneumonia, and prolonged ventilator.

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 10:52:58 AM

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**First name** Timothy

**Surname** Squires

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Both my wife and I contracted the virus with symptoms shortly after returning home. My symptoms were not as dramatic as my wife's symptoms. She was hospitalized for 10 days but thankfully not placed on a ventilator. We both have been tested and now have the antibodies.  
We feel that Princess cruise lines needed to do more to inform people in a way that would not cause panic but would have protected us and kept us informed.

**Attachment 1**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 10:56:26 AM

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**First name** Keith

**Surname** Gibbs

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Following direction from the Australian government and Princess corporate, the ship's captain advised that our cruise would be cut short after Napier since Ruby Princess was directed to return immediately to Australia. The captain advised all passengers that more information would be made available to us in due course. My wife was not able to make any flight changes safely until this follow up confirmed arrival time was made on Tuesday. We were to disembark around noon on Thursday, March 19. With this knowledge, my wife was able to rebook our flights to Rockhampton.

I attended the purser's desk to notify air travel changes, while my wife sought to ensure we would receive the correct luggage tags for the new, and now later, disembarkation time. There were long queues of stressed passengers at the purser's desk.

Although neither my wife Anna nor myself had cause to visit the medical centre, and because I were only at the purser's desk to organise changes to our transport details, I thought it unusual to hear the following statement from a male officer behind the counter:

"We are not looking for that information right now" and as I was leaving, he added "we can be thankful we have no infection on board"

Later I thought how out of context his statement was,

since I had never asked about infections on board.

The following day, Tuesday, there was a public announcement made for anyone with flu-like symptoms to visit the medical centre.

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 11:03:02 AM

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**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

My wife and I both tested positive of COVID -19 shortly after we returned home from Sydney Australia. I was admitted to the hospital due to really bad cough and fever on April 2, 2020. My wife was fortunate and she recovered from her sickness in three weeks time.

Our major concern was that Ruby Princess failed to inform us that there were cases of COVID-19 on the ship immediate prior to our boarding of Ruby Princess on March 8, 2020. We were not able to make our decision not to board the ship at the time.

In addition, there were no mention of potential infection on the ship prior to our disembarkation on March 19, 2020. We were told to go to our hotel before our schedule flight home (Canada) on March 22, 2020.

In our opinion, Ruby Princess did not perform their due diligence to insure safety of the passengers and workers on Ruby Princess. They failed badly and should be held responsible for those affected and/or those who were unknowingly infected on board of the ship.

Regards,

[REDACTED]

**Attachment 1**

## **Attachment 2**

## **Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 11:25:56 AM

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**First name** Peter

**Surname** CONNOLLY

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I and my wife Marguerite except on 2 occasions ate from the buffet at the back of the ship. We ate once in the anytime dining room and once in the restaurant with the \$30 cover charge. We were not at any time told of the possible presence of Covid 19 aboard. We were offered the chance to attend the medical rooms if we were in any way ill or had cold or flu like symptoms. My wife and I sort of semi-isolated in our cabin as we are not joiner inners of the activities or people who attach to groups. Our interest was in the scenery and the shore activities. We were not made aware of any of the medical issues prior to or during our departure from the ship. Marguerite and I were tested the following day at John Hunter Hosp and I was found to be Negative and Marguerite found to be Positive. We subsequently had many interactions with NSW health and served our isolations as required by NSW health.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name





**From:** [no-reply@dpc.nsw.gov.au@mg2.dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au@mg2.dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 11:58:27 AM

---



**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** My husband [REDACTED] and I were on the Ruby dates as above. On evening of 19th March, back in our cabin I had a sudden onset of an extremely sore throat. We were informed the med center was not open until 0700. We went there just after 0700, there was a sign to indicate we may have to wait as their was a "medical emergency" A male nurse spoke to me in the "waiting room" and asked what the problem was, so I informed him of my sore throat. Interestingly he asked if I "needed" to see a doctor and I said "no" he took my temp which was normal and gave me some throat lozenges and panadol. ( in hindsight the nurse should have had my throat checked by a Dr given the symptoms of the virus) So we had to fly back to NZ at 1730 on 19th so we had time up our sleeves. Once at the airport and we were at check in we were asked about our health. They would not let me fly until I had seen the Sydney airport Dr. The Dr gave me some antibiotics which we were able to get at the airport and a clearance to travel on the basis of my having an acute medically treatable condition. He checked my lungs and took my temp, both OK. While we waited the many hours for our flight I developed the most horrendous amount of nasal mucous, just constant, using multiple tissues. We arrived at ChCh airport and I was taken to the temporary med center and a nurse took my temp which was 39.2 which threw them into a minor panic. We were at the airport an extra 1 1/2 hrs and a check of my temp indicated it had returned to normal ( being

in the enclosed area of the plain may have elevated it)  
So we went home and and self isolated for the two weeks and my nasal symptoms plus coughing abated after about nine days. I contacted our GP by ph on 24th and explained my situation, due to our self isolation I was not advised to get swabbed. I had no chest pain or difficulty breathing.  
My husband was pretty much symptom free.....we slept in separate bed for the two weeks and undertook other precautionary sanitisation.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 3:31:13 PM

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**First name** Elisa

**Surname** McCafferty

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I would like to talk about the lack of information from Princess/Carnival and why the cruise was permitted to go ahead when there was the suspicion of sickness on the previous cruise when all cruises after ours was cancelled.

Also about the way we were disembarked with no checking of passports and the avoidance of interaction from the NSW Health and BorderForce staff who were visible on site.

Finally, about how this has affected myself and my family, and my business.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 6:43:15 PM

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**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

After leaving Napier, we were encouraged by messages over the ship's audio system to report any respiratory symptoms or suspected fever. These messages were broadcasted frequently. I developed a cough and so attended the medical centre the morning of 18th March. I was not concerned as it was just a dry cough and I didn't have a sore throat or other symptoms, but just wanted to do the right thing. A male nurse asked me about my symptoms (there were a number of other people there too who were reporting symptoms) and took my temperature. He told me I had a fever and would need to stay to see the doctor. I was seen by a female doctor who checked my temperature and confirmed that I had a mild fever. She also asked me about my respiratory symptoms. The doctor asked me if I could please self isolate in my cabin and asked me to use room service for meals and asked me to ask that the steward leave the food at the cabin door. She also advised me that I may not be able to leave the ship when it docked in Sydney the next day and said that she was waiting on advice from NSW health. She also let me know that she would need to let NSW health know about my symptoms. I asked what was likely to happen and she said that she suspected that passengers with both respiratory symptoms and a fever may need to stay on board for 4 days so that we could be tested for Corona virus and get the results back. She told me that the ship may have to anchor somewhere outside of Sydney Harbour while waiting for the test results but once the ship

received these and if the tests were negative, Princess cruise would ensure that I was assisted to get safely back to Adelaide.

I fully expected not to be allowed to leave the ship the next day based on what the doctor told me, but, the next morning there was a typed letter under the cabin door saying that NSW health had been notified about my reported symptoms and that I was to wear the mask provided until I arrived home. There was a small bag hanging from the other side of the door with a mask in it and a small bottle of sanitizer.

I sat out on deck to have some breakfast and to keep away from others and then put my mask back on. I continued to wear the mask all the way home. My husband and I noted that there were quite a number of bags like the one I was given, hanging from cabin doors when we were going to breakfast but when we were waiting to disembark and also on the bus on the way to the airport we hardly saw anyone wearing a mask. A lot of people on the bus were coughing a lot. Whilst on board and after leaving Napier we were also told via the ship's audio on a regular basis that we would need to self isolate when we arrived home and it was explained what this meant. Although we were never told that there were possibly passengers with suspected Corona Virus on board (I think this would have caused mass panic amongst passengers), we were certainly made aware that things had changed in the world since leaving on our cruise. We thought the level of hygiene on the ship was very good but noticed it increased more in the last few days, with crew constantly wiping everything down all the time. In the opinion of myself and my husband, we felt that the Ruby Princess crew kept us as well informed as they could.

I was tested at the Royal Adelaide Hospital almost a week later as I still had a cough and nausea and had become extremely fatigued.. Fortunately I was tested as negative for Corona Virus (but positive for influenza A) and I am now fully recovered. My husband remained symptom free throughout the cruise and afterwards as well.

**Attachment 1**

**Attachment 2**

**Attachment 3**

<b>Do you agree to your submission being published?</b>	I agree to my submission being published anonymously
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**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 6:46:41 PM

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**First name** Michelle

**Surname** Kelly

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I felt the Commodore of the Ruby Princess deliberately withheld information from the passengers. We were not informed that anyone was sick onboard or that anyone was in quarantine, but I think he knew.

We were never informed that people had been tested for Covid 19.

We were encouraged to meet in small spaces when off the ship people were socially distancing.

I only ever saw crew cleaning shared spaces during the day twice.

The lifts were always packed with sick people. It was the buttons in there that needed cleaning, not the handrails!

The serving of food by crew in the buffet restaurant was introduced after a couple of days and then relaxed before the end of the cruise.

The advice given was once we had disembarked to travel to our HOME- and isolate for 14 days... we could use what ever transport to get there and then isolate.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name published?

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 8:09:20 PM

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**First name** John

**Surname** King

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** The day of embarkation (Sunday 8th March), we received messages continually delaying embarkation. We were supposed board the ship at 2pm, however we were informed that it would delayed. We then received a message to come to the pier (at 2pm) and on arrival, we were informed that boarding was still delayed. Along with other passengers we remained on the pier (crowded, sitting together) until boarding at 7pm. During this wait time, there were rumours of there being passengers on the previous cruise that were unwell. We finally boarded the ship, in the dark, herded like sheep, in trust that the ship had been given clearance for us to board, and that it was safe for us to travel.

During the course of the trip, we were not aware of any illness on board or anyone presenting as positive to Covid-19. There did not seem to be any crew member doing any extra cleaning of any part of the ship (i.e. hand rails, lifts or in public areas), however our cabin was cleaned during the day. It was apparent that there were a number of people who were coughing on board the ship, particularly in lifts.

On the fifth day my wife, Rosalie King, developed a cough. By this time the ship had turned around and we were returning to Sydney where we disembarked and made our way to the airport to return to Perth.

On the day that we were informed that we would be returning to Australia, the chairman of Princess Cruises made an announcement to people who were travelling on Princess Cruises why it was terminating,



and apologising for the inconvenience. She also announced that Princess Cruises would refund 50% of the ticket cost and a ticket for a 50% reduction on a future cruise.

Prior to disembarkation, we were informed that Australia was closing her borders due to the increased occurrence of Covid-19 across the world, and the captain stated that if he wanted to get his passengers back to Australia in time then he had to come straight away. There was no indication that the passengers on board needed to be concerned for their own health.

The night before disembarkation we were instructed to put our bags out and they were collected.

From 9am on Thursday 19th March, we were instructed to wait in a bar, awaiting for our allocated number to be called. We completed a border force card which was taken from us when we were finally allowed to leave the ship. We were told there were buses or taxis to the airport and we were instructed to 'collect our bags and move away from the terminal area'. We were surprised that there was no health check, i.e. temperature and that we were just allowed to leave.

We were told that we could go home and to self-isolate and we did not have to stay in Sydney to do so, and that the 3 days (since the announcement from the captain that we would be returning to Australia) on the ship was counted as self isolation time.

Following our return to Perth, we went in to self-isolation, however due to the continued cough, my wife contacted the W.A. Health Dept. and was granted permission to leave the house to attend the clinic at Sir Charles Gardiner Hospital for testing on Friday 20th March. She did this and immediately returned home. The following day Rosalie was informed that she was positive to Covid-19 and as such I went also to be tested, also receiving a positive result. Five days later, I was admitted to Sir Charles Gardiner Hospital seriously ill with pneumonia and delirium.

I remained in hospital until Wednesday 13th May, having been transferred to Osborne Park Rehab Hospital from Sir Charles Gardiner. I am rehabilitating at home, in the care of my wife and family, and with assistance from health professionals from the hospitals.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your** I agree to my submission being published in my name

**submission being  
published?**

CONFIDENTIAL SUBMISSION

CONFIDENTIAL SUBMISSION

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 19 May 2020 11:43:50 PM

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<b>First name</b>	Pauline
<b>Surname</b>	Bryant
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	<p>I received a request for information Re police investigation, but it was just on what happened on the Ruby Princess. Nothing on NSW health or boarder force.</p> <p>It has been very stressful watching all the media reports re the Ruby which in many parts were liars. The information provided on board from NSW health, and given to us again when we disembarked, was for us to isolate for 14 days when we arrive home. We were allowed to catch buses/trains etc to our homes. Media reports that this was Ruby Princess info. This was not the case.</p> <p>Also we now know that not everyone quarantined when they arrived home, causing outbreaks. Also media reported that Sydney Ports did not know the ship would arrive early morning.....passengers knew for two days.....and how did we get into the harbour without a pilot.</p> <p>On disembarking there were no customs, when we left the ship it was straight thru with no stops. We were expecting to have the COVID 19 test completed at least.</p> <p>The ship had a organised disembarking as per usual. We did not leave until 9.30 (media reported we were hurried off).</p> <p>I look forward to the commission putting a end to the media reports and get to the truth with a fair hearing with the presentation of all the facts.</p>

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name published?

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 2:24:12 AM

---



**First name** Kamla

**Surname** Harricharan

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** It was broadcast on the intercom that any one who has a fever or flu like symptoms to visit the ship's doctor but it was not mandatory. My husband and I were on this vessel at that time but we were very careful not to use the pool or saunas. and or being in a crowd as we are both seniors . We were both quarantine in the hotel for 3 days before embarking on our flight to Canada. After we arrive home we had an additional 14 days quarantine period. Our cabin was [REDACTED] which was cleaned as usual and this was maintained throughout our stay. I think that the crew did their best to keep the spirits up for the passengers and was diligent in food areas for passengers to use the hand sanitizers and cleaning of tables.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 3:14:32 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Once the cruise was cancelled and we arrived back in Sydney we were off within minutes no waiting to disembark no checks made. We spent 12 hours at the airport mixing with other tourists and civilians. Upon arriving home in the UK I lost my sense of smell and taste had a temperature and felt generally unwell. I feel we have been duped into going on a cruise that should never have sailed. We should have been denied boarding.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously



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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 3:27:05 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** We didn't know anything about a positive case on board. I noticed the extra sanitizing that was taking place onboard....wiping down wall, hand rails, doors, etc. and bathroom doors being left open so you wouldn't have to touch them. I think it was about 7 days into our voyage that we were on a wait and see schedule as to completing the voyage. We were told we'd be updated daily as to whether or not we'd be sent back to Australia. We had 2 or 3 days that we had the okay to continue. And then we were told we had to turn back. We had a questionnaire to fill out as to our health at the time. That's all. Then after we docked, we collected our luggage and boarded a bus to take us to the airport. Nothing was done at the airport as far as taking our temperature or anything else.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 3:30:23 AM

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**First name** James

**Surname** Heinzer

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** No temperature screening was conducted before or during the cruise by myself or my wife, Barbara, and we both came down with CV-19 after the cruise.

Once in the elevator of the Ruby Princess we met a couple that was coming from the level on the ship where the ship's medical facilities were located. We asked the couple why they were going to the ship's medical facility. They responded that there temperatures were being taken twice a day because they had flown through Singapore before boarding the ship. We were amazed at hearing that news since Princess had announced before the cruise that such passengers with similar previous travel were to be denied boarding.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 5:02:29 AM

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<b>First name</b>	Thelma
<b>Surname</b>	Horne
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	<p>I booked this holiday for myself and my Partner Christopher Dibb who I believe you have already been in contact with.</p> <p>We were told our cruise on the Ruby Princess would commence on Sunday the March and we would be embarking around 10.30am.</p> <p>When we arrived at around 9.00am on the 8th March 2020 we were informed there was a delay in embarking because the ship was being cleaned but no one was told what for. We hung around all day and finally returned to the ship to try to embark as it was by now 7.00pm and we were tired of wandering around and hungry. We returned to the ship who dealt with our ID etc. We went aboard and all seemed OK but I overheard some crew saying that the ship had passed its check and was clean as were the 4 crew members who had originally been diagnosed with COVID -19 who they had been told were clean.</p> <p>Apart from overhearing a few relevant conversations (there were only 2 or 3) we had not problems until it was announced that the ship had to turn around and return to Sydney harbour by Thursday morning.</p> <p>Nothing more was said and apart from some guests complaining the ship immediately turned around and went back to Sydney and did arrive Thursday morning around 6.00am.</p> <p>On the Wednesday evening Chris and I had gone down to the dining hall for dinner as usual. When I arrived I realised I had forgotten my glasses. I told Chris and departed to return to our state room to pick</p>

up my glasses.

The dining was on Deck 5 and our stateroom was deck 11. I called a lift, one came and I got into it alone. I pressed for it to go too deck 11 but it stopped at deck 7 and a lady in a wheel chair pushed by a waiter and two other men got in. I was horrified as I knew about COVID-19 and this woman looked as if she was dying her face was white and white could be, with beads of sweat all over her. I immediately told them to stop the lift and let me out but it was too late it had taken off. It stopped at deck 11 and I jumped out. I held the lift and said to the waiter that he should not be pushing this woman in a wheelchair in a public place. Did she have COVID one of the men said No but she had normal flu. Not Covid. I asked if he had this in writing by which time the lift took off never to be seen again. What was wrong with her I don't know for sure but I suspect she had CODID-19 as she had many symptoms.

The following morning we were packing our cases and we left our stateroom to go to breakfast before disembarking and to my horror the door of the stateroom opposite ours in the same corridor was being taken apart and all that was left was a piece of material hanging down. I asked the steward what was happening and he ignored me, another steward said "they found it in her suitcase". What they found I do not know for sure but guess it was COVID. I was not affected but both of us were ill when we returned home. Chris had many symptoms but recovered quite quickly. No attachments.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 6:04:24 AM

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**First name** William

**Surname** Ford

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I was diagnosed with pneumonia on April 2, 2020. Was hospitalized on April 3, 2020 and tested positive for the corona virus. Spent 4 days in the hospital on IV antibiotics and hydroxychloroquine. My spouse, Cynthia Simmons, was tested positive also without complications. I was tested two days in a row negative on April 21, 2020. Cynthia was tested negative on May 5, 2020.  
I submitted the questionnaire for the NSW Police Force.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 6:59:04 AM  
**Attachments:** [Commission-report.docx](#)

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**First name** Michael

**Surname** Bliss

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** As passengers not from Australia, we are grateful for being invited to help with this inquiry, especially since we were probably the first to seek medical consultation regarding the Coronavirus. A detailed account of our experiences is attached as it is too long to fit in this box.  
We still do not know if we have had Covid-19 as immunity tests are only just about to be made available in the UK, but we continue in isolation as much as possible.  
We will be pleased to provide any further information required, preferably by email, as we are only available from 7.00 pm to 9.00 am Sydney time.

**Attachment 1** Commission-report.docx - [Download File](#)

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

My wife and I arrived for the cruise, completed a Heath Declaration Form and were taken to the Medical Reception Area because we had travelled via Singapore Airport from the UK. We were tested for temperature and when asked to confirm that we did not have any the symptoms of coronavirus. Later, the medical team called our names amongst those to board the ship, the remainder were going home as they had been in countries having the coronavirus.

The following morning my wife woke with a sore throat and I had a runny nose. As these were symptoms of Coronavirus which we were asked about before boarding, we reported to the Medical Centre. We were put into isolation and as that might be for the duration of the cruise we were moved to a cabin with a balcony for fresh air and improved views. Room service brought our orders and stewards in protective clothing cleaned our cabin twice daily and removed food trays etc, for special cleaning.

On the 3<sup>rd</sup> day after twice daily medical checks, including for flu, in our cabin, it was concluded that we just had colds and were allowed out and to visit New Zealand, provided we avoided others to prevent spreading our colds.

Days later my wife returned to the medical centre concerning her throat and was giving antibiotics which worked so proving infection, rather than virus. We were very impressed with the service we received from the Medical Centre, the amount of hygiene precautions around the ship and the amount of information brought to our cabins to prevent any spread of the virus in case it was on the ship.

After the cruise was cut short, we were all told that we would be medically checked when leaving the ship at Sydney and possibly another health declaration. We were surprised when the evening before arrival we were given departure details with no such checks, although we had no reason to believe that anyone on board had the virus. We have been quite staggered by all that has occurred since, but after hearing about and experiencing all the effects of the virus here in the UK, we are not surprised that the virus spread so quickly around the ship with no social distancing on the ship or on the way home.

Michael and Jenny Bliss

19 May 2020

Southampton, UK

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 7:52:02 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** The ship never informed us of the virus while we were on board. It wasn't until I returned that I received the first email stating there were passengers with Covid-19. I came down with symptoms two days after getting home. I was told by my Dr I did not qualify for a test. This past week I finally had a blood test for the antibody testing. I was informed today I tested positive. I'm grateful that my case was tolerable, but it's pretty unsettling to think how I was kept in the dark on the ship.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously



**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 10:57:01 AM

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**First name** Frederick

**Surname** Jackson

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Health issues on previous cruise and I believe on that cruise they were stopped from visiting ports because of health problems. Some crew waiters serving in restaurant in our evening meal were coughing a lot. Both myself and my wife Julie Jackson caught the virus about 7 days after we left the ship and were in separate hospitals, I was in RNSH and Julie was in Northern Beaches Hospital. spent a month in hospital. now home still under care, but now clear of Covid-19

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 11:05:53 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I, [REDACTED] was a passenger on the vessel "Ruby Princess", from March 8, 2020 onward to March 19, 2020, together with my wife, [REDACTED].

Vessel embarkation was, as most involved parties are probably aware of, delayed.

In the end, after approval of the local responsible authorities, ( so we were told via PA- system) embarkation commenced in a rather rushed affair, to be considered perhaps controlled chaos.

At all times though, Princess Cruise employees were professional, helpful and constantly guiding us.

On board the ship, we were welcomed by crew and advised where we needed to go to find our cabin. We never encountered any further issues at the time. The cruise proceeded as planned, with an obvious delay.

Approximately on March 15, 2020, some announcements were made by the "Commodore" of the ship, in regards to probable itinerary alterations due to the rapidly developing global health crisis ( COVID-19).

Initial announcements by the "C" stated that the ship was ordered to return to Sydney. We were told that any further pertinent developments would be transmitted to all passengers immediately.

A further announcement was made a while later, declaring that the ship could proceed as originally

planned and to terminate the cruise in Sydney on March 21, 2020.

This was followed by a further announcement a day later, that the ship was now ordered to return Sydney after all. Two stops in New Zealand were to be missed.

This decision was made by Princess Cruises, according to the ship's operator announcements. It was solely based on the developing COVID-19 crisis and not severe weather. There was a mentioning of a potential storm system, which the crew was monitoring.

Arriving in Sydney, very early on March 19, 2020, we were asked to disembark the ship. This was conducted rapidly but well organized. No health checks, no passport inspections. We ended up on a bus and were transferred to the airport.

P.s.

- During the cruise, health declaration forms were circulated, which had to be returned.
- During the cruise, announcements were made, asking any passenger with symptoms of fever or respiratory issues to report to the medical centre.
- We were never informed of any positive COVID 19 passengers.
- Personally, we did not develop any symptoms during our time on the ship.
- Neither of us experienced any symptoms after arriving back home during our self quarantine.

**Attachment 1**

**Attachment 2**

**Attachment 3**

<b>Do you agree to your submission being published?</b>	I agree to my submission being published anonymously
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CONFIDENTIAL SUBMISSION

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 12:36:32 PM

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<b>First name</b>	Penelope
<b>Surname</b>	Claxton
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	<p>The first communication I recieved about the risk of COVID 19 in relation to my cruise came from Princess Cruises via my travel agent on 26/02/20. The advice recieved stated anyone who had been to or transited through HongKong Macau or China would not be allowed to board the ship.</p> <p>On March 5th Princess emailed me directly to advise that anyone cruising between March 9th and May 31st was able to cancel any cruise booked and would be able to claim a 100% cruise credit for any cruise departing before Dec 31st 2021. This email did not cover my cruise as we were due to leave on March 8th. I assumed that if we cancelled the money we paid would be lost.</p> <p>I live just outside of Sydney and was given an initial boarding time of 1600 hours on March 8th 2020. Before leaving home I received a text at 10:04 am advising boarding was to be delayed as the previous cruise was still disembarking. Texts continued throughout the day, with a text at 12:19 stating that passengers were to arrive at the terminal at their original scheduled boarding time to book in would then be asked to leave the terminal and return for boarding. When we arrived on the concourse it was full of people standing waiting. At 4pm we booked in and then waited in a bar close by. At 5:15 and 5:30 we received the following texts:</p> <p>Ruby Princess has yet to be given approval to embark by NSW Public Health. Guests are encouraged to</p>

leave the terminal, have dinner locally in the area. We will send SMS updates when we know more. We thank you for your patience and understanding

Ruby Princess has been given clearance to commence embarkation. As the outside terminal area is now congested and to help us facilitate the embarkation process we ask guests who have checked in to leave and enjoy the surrounding area for dinner as Customs and Security will take time and patience to board all guests. Guests can return and be onboard by 9pm. Revised sail time is now 10pm. We thank you again for your patience and understanding

We boarded at 7pm, once the crowds started to clear. The cruise was uneventful. All eating areas had hand sanitiser at the entrances. A crew member prevented anyone entering unless they used the sanitiser. Communal toilet areas all had sanitiser available. I did not see any evidence of sickness on board at all. I saw no one coughing or with flu like symptoms. The ship travelled to New Zealand.

The ship arrived in Dunedin, Akaroa and Wellington, where we disembarked.

Mid- cruise we were asked to fill out a health declaration for the planned arrival in Auckland several days later.

We arrived in Napier.. I did not disembark at this port. An hour after leaving Napier the Captain informed us that the ship was to return to Sydney as Australia was about to close its borders. The return trip took three days at sea. We had been advised that the revised schedule meant arrival at 7am on March 19th and that clearance to leave the ship would happen at around midday after the ship was inspected by NSW Health. We were advised that our isolation commenced on the day we left Napier and that once we had returned home we were to self isolate until Sunday March 29th. The day before we were due to arrive in Sydney an announcement in the late afternoon, from the Captain, advised we had been given an earlier slot to dock and would be speeding up to meet the new deadline of 0100 hours.

The following day we docked. My ticket for disembarkation required I wait in the Wheelhouse Bar until instructed to leave the ship. There were several people wearing masks in this area, one or two of these people looked and sounded unwell.

On disembarkation I walked off the ship, collected my bags from an allocated baggage drop and walked out of the terminal. There were no officers present from Border Control and I was not required to show my Passport. My luggage was not checked. On leaving the terminal I was handed a leaflet from the Australian Government advising that the quarantine period was

14 days. I returned home with my two travel companions after being collected by a friend. My wife and I then isolated for 14 days.

NSW Health contacted me by way of a text survey while I was isolated. The communication was sporadic and did not work. On several occasions after I keyed in the date I was informed that I had filled out the survey and nothing else was required. It was then impossible to do anything else. When I was allowed to progress a question asked if I was well, with a yes or no response. No other details were requested. The survey stopped well before my isolation period did. Several weeks after my isolation concluded I was scheduled to have minor surgery. I have for many years been prone to a cough when my throat is dry, this was not a new symptom. Knowing that I would be fasting I discussed this with the anaesthetist due to carry out the procedure and was advised I should be tested for COVID 19 as a precaution. The test returned positive. Blood was subsequently taken and I have been informed that the likely source of infection was the Ruby Princess, I have since undertaken a second period of isolation.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 2:21:37 PM

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**First name** Rhonda

**Surname** Stevens

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** for a week prior to our departure from Sydney we received several emails advising that our embarkation n 8/3 wold be longer than normal as we were all going to be given a full medical before boarding the Ruby Princess. During the morning of the 8/3 we also received numerous text messages changing our boarding time as they were cleaning the ship from top to bottom. We presumed this was normal procedure. We were also advised that we could have lunch out and keep our receipts fr reimbursement once we set sail which would be several hours later than expected.

There were no medicals done at all before boarding. We were also not informed about the ill passengers that were on the ruby princess that docked on the morning of 8/3. I can assure you that had we been advised I probably would not have gone on our cruise as I have Parkinson's and am in a high risk category.

We also received an email about 1 day before our departure date advising that anyone who was sailing from 9/3 onwards could cancel within 24 hours and get a full refund if they did not want to travel. We were not given that opportunity as we had less than 24 hours before we sailed. They definitely knew that there was a problem otherwise why would they offer this option.

also on the day of our disembarkation i was having a shower in our cabin. i opened the "clean " face washer that had been delivered to our cabin the night before



and it was covered in dry faeces or dried blood. I was disgusted. This was my 7th cruise and i had never had any problems with the lack of cleanliness before. I did report it to the cabin steward but he didnt understand what I was saying so Immediately on my return home I rang Princess and reported this incident.

We were not aware of any sickness on our ship until the Saturday when we received a call, text and email from Princess and the health dept. I must admit they were very thorough and sent me a text to fill in questionnaire each day and the health nurse rang every 2nd day to check on me because of my Parkinsons.

I do have all the texts and messages that were sent to me from the Health Dept. etc.

We were also advised to self isolate for 14 days when we got home . Every night under our cabin doors we were given paperwork about how to isolate. I still have a couple of those letters. When they are showing the Ruby Princess disembarking in Sydney please advise the authorities to stop showing the queues of people leaving the ship. The film that is being broadcast is taken on the 8/3 not 19/3

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 2:22:55 PM

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**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

My husband [REDACTED] attended the medical centre on the evening of the 18th March. He had a high temperature with flu like symptoms. A nasal and throat swab was taken. I was also checked by a nurse, temperature blood pressure, at the time I had no symptoms and felt well. We were both issued with a mask and a medication oseltamivir phosphate. We were both quarantined to our cabin.

We arrived early morning in Sydney harbour. We recieved a phone call from services and advised to stay in our cabin until called.

I'm not sure of the time, a member of the cabin crew arrived and took us to the wheel house bar. We were with all the quarantined passengers. We were then told we could all disembark.

I am a practise nurse and the infection control representative for the [REDACTED] Medical Centre. I presumed that the swab results had returned and we were safe to disembark.

I was surprised there was no NSW health or border control. The terminal was empty.

We caught a taxi to the airport, waiting with many cruise passenger for our flight to Adelaide. My husband was very unwell, and I had started to feel unwell. When we arrived in Adelaide we were both unwell.

On the 20th March we recieved a call from NSW health advising us we may have been in contact with someone her had Covid 19. I presumed that was my husband. I asked them if my husband result was

positive. They were surprised at my comment, and said they would chase up his swab result. The next 4 day and the same phone call and reply. We attended our local hospital on the 20th March for a covid 19 swab, with the result being influenza A. My husband recieved a text message from NSW health 7 days later to inform him his swab result was negative.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 6:29:52 PM

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**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

I did not get ill on the cruise.  
A few observations of the cruise  
I feel an important point that should be noted is that there was no social distancing whatsoever in Sydney prior to departure. Arriving at the airport on 8 March I do not recall any indication or mention of coronavirus measures. Around Circular Quay Sydneysiders were crammed in restaurants and bars and the Rocks market was packed. There were no indications anywhere in Sydney that there was a pandemic looming. Sydneysiders and Australians boarding the ship seemed to have no sense of social distancing or even an awareness of the virus.

Once on board at the safety briefing we were told to avoid physical contact - handshaking hugs etc however many people chose to ignore the advice and even on the last morning of disembarkation I was horrified to see Australians hugging each other goodbye - saying great to meet you and hope we catch up in the future.

On board we were given so much written information about general health advisories and specific coronavirus advisories. Prior to disembarkation we were given at least five pieces of paper form ABF and NSW Health with advisories for homeward travel and self isolation.

There was far less obvious signs of illness on this cruise than on most other cruises ( 26) I have been

on. For example a cruise I did from Melbourne from 18 December 2019 - 2 Jan 2020 there was so much obvious cold/flu like symptoms. We now know there was obviously illness on board but it was not apparent to me. Possibly those who were ill were either self or mandatory isolated in their cabins ? In all my cruises there are not any announcements about the no of ill , injured or deceased passengers on board or nor would I expect there to be unless it was a known infectious outbreak on the ship.

There were signs of extra sanitation throughout the cruise - I noticed all the usual cleaning of handrails elevator boards . I noticed all stateroom corridor walls were sanitised every evening ( maybe other times ? but I did not see that).

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 8:37:57 PM

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**First name** Lynda

**Surname** Cryer

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** My husband and I arrived at Circular Quay at around 11.45 on 8/3, ready to embark Ruby Princess. We were very surprised to see lots of people hanging around. When we got nearer the terminal building we discovered that passengers from the previous cruise were still disembarking. When we asked the reason for the delay, we were told that health checks were being carried out on passengers and crew. We were very surprised at this, as we had disembarked Queen Mary 2 at Circular Quay two days earlier on 6/3, without any health checks. The cruise continued as normal, although we found some residents in New Zealand avoided shaking hands. We had to return to Sydney after our call in Napier. We had booked our own flights and had had confirmation from BA that our flight on 21/3 was going ahead as scheduled. We booked 2 nights at the same hotel we had stayed in pre-cruise. On 19/3, after booking into the hotel, we had a walk around Sydney and went for meal in Darling harbour in the evening. We were horrified the next day to receive an email informing us of cases of Covid 19 in disembarking passengers. The hotel had been informed and confined us to our room on 20/3, which was not a pleasant experience. We had no symptoms of coronavirus and flew home the next day as we could not afford to stay for 2 weeks and were running short of medication. I feel badly let down by NSW Health Authority as I think Ruby Princess should not have been allowed to sail on 8/3 but having done so, I feel health checks should have been carried out



and no-one allowed to disembark until results were known.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name published?

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 20 May 2020 9:21:34 PM

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**First name** Karen

**Surname** Jacobs

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Princess provided extra hand sanitizing stations at all dining areas and around the ship with staff encouraging all to use them. Public bathrooms had signs reminding us to wash with soap and water for an extended period of time. Daily we received written documents in our cabins with instructions about how to prevent the spread of respiratory infections and with suggestions about self-isolation especially for 14 days after returning home. We were unable to get flights home until 2 days after disembarkation, and Princess instructed us to take a cab to the hotel they provided and self-isolate in our room using room service and then leave right before our flights taking a cab to the airport all of which Princess promises reimbursement. We followed these instructions to the letter.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 12:47:36 AM

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**First name** Terence

**Surname** Cryer

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** My wife, Lynda Cryer, and I disembarked Queen Mary 2 on 6th March 2020 and experienced no problems whatsoever with regard to the disembarkation process. We then stayed two nights in a hotel adjacent to Darling Harbour before making our way back to the Overseas Passenger Cruise Terminal on Sunday 8th March 2020.

On arrival at the Cruise terminal at approximately 11:45 am, we were met with masses of people waiting to board Ruby Princess. We were told that all the passengers disembarking the ship were being checked by Health Officials and embarkation was delayed until 17:00 hours.

When we did finally manage to board the ship, I asked a crew member if the delay was due to Norovirus, to which he replied by saying that the delay was due to a health inspection and the ship had scored 100%.

A bit later, all passengers underwent the mandatory safety drill, which for my wife and was in the Casino area, whereupon I asked one of the assistant Cruise Directors, who was also from England, if the Health check was due to Norovirus, but he denied this and told me that there was no problem on board and the check had found nothing, yet all disembarking passengers from the previous cruise were being individually screened! At no time during the cruise on Ruby Princess was my wife and I told that there were passengers, who were suspected of having Covid-19 symptoms.

When the ship was ordered to return back to Sydney,

two days early, we tried to alter our return flight back to the UK, which was on 21st March 2020, but were unable to change this as it was so close to the day of departure. We went to the Purser's desk on board Ruby Princess and explained our problem, but was told by the officer not to bother changing our departure arrangements. As such we were able to book a room at the same hotel that we stayed in initially, but were shocked when we received an email from NSW Health Authorities saying that Covid-19 had been found on Ruby Princess and all passengers were deemed as having 'close contact and should isolate for 14 days. We were confined to our room and had to use room service. On Sunday 21st March 2020, we met our return flight to the UK, as our medication was running out and the cost of remaining for a further 14 days was far too expensive. I have to say that on the day of disembarkation, I was wakened very early in the morning, so put the TV in the cabin on and saw that there were three Ambulances on the dockside. But none of the Ambulance crews had any PPE on, so I just thought that it was a routine Medical evacuation. Having read all the various information which has been distributed from the Australian Authorities and Princess Cruise Lines, I have to say that now being aware of Covid-19 being found on the cruise immediately before that my wife and I boarded the ship, I do feel that the ship should not have been allowed to sail, or delay sailing until ALL embarking passengers had been screened for Covid-19. One final thing I have to point out is that on the day of disembarkation from Ruby Princess, both my wife and I were amazed that there were no Health Officials screening any of the disembarking passengers, given that Covid-19 had been confirmed on the immediate previous cruise. I hasten to add that my wife and I did self-isolate for 14 days on return home and neither of us displayed any of the symptoms for Covid-19. I do feel that my wife and I have been 'let down' by the Master and crew on board Ruby Princess, as surely they must have been aware that Covid-19 had been found on the previous cruise and passengers on our cruise were displaying respiratory problems, yet at no time was this made aware to my wife or I. However, I acknowledge that the final decision to make such an announcement must be 'cleared' with Princess Cruise Lines, who must take the final responsibility in this case.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 1:21:05 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** On march 8, as we waited to board the ship, I became aware of how many passengers were elderly and how incredibly abusive it was to have us wait so long at the dock. We were told to go have a bite to eat and come back at 5pm, 4 hours past the scheduled time to board.  
As difficult as it may have been to cancel the cruise by the powers that be, my thought then and now is that is exactly what should have been done. Health of passengers over bottom line. So sorry so many got sick and 22 died. Totally unnecessary lose of life.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 6:20:05 AM

---



**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

Although I was not tested, I believe I had a mild case of Covid 19 the week after disembarkation, due to temporary loss of smell, headache, body ache and mild fever.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?**

I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 7:11:56 AM  
**Attachments:** [letter-6-March.pdf](#)

---



**First name** Timothy John

**Surname** Clarke

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Myself and my wife Helen Jane Clarke were in cabin [REDACTED] we have already submitted a statement to NSW police and in that statement covered the health checks we had prior to getting on board due to the fact we had a short transit stop in Singapore, then on the 15th March we were asked to go to the Medical Center onboard twice a day to have our temperature taken.

We would like to add to our statement that around the 17th March, during our morning visit to the medical center they were setting up an extra waiting area, then later they made a call for anyone feeling unwell to attend the medical center.

I have attached an email we received on the 6th March from Princess Cruises, it states that anyone from now can swap there cruise to FCC, unfortunately we had to give 3 days notice so it actually started from sailings on the 9th March onwards, we have always thought if people had the option many would have though going on a cruse was not safe and I'm sure we wouldn't have sailed, by the 12th March Princess Cruises had to cancel all sailings probably due to thousands of people taking the FCC offer.

**Attachment 1** letter-6-March.pdf - [Download File](#)

**Attachment 2**



### **Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name published?

From: Princess Cruises [info@em.princess.com](mailto:info@em.princess.com)  
Subject: Booking #CV5M9N New cancellation  
policy changes  
Date: 6 Mar 2020 at 07:31:29  
To: [REDACTED]

[Click](#) to view online.



March 5, 2020

Dear Helen,

We continue to implement increased monitoring, screening and sanitation protocols to protect the health of our guests, crew and the residents of the destinations we serve. Our measures are designed to be flexible to adapt to changing conditions and recommended best practices. For your reference, you can read our [Guest Travel Advisory](#).

Nevertheless, we know you have questions about your upcoming cruise. Princess would like to share some policy updates that provide options and flexibility should you want to reschedule your currently booked vacation that sails between now and May 31, 2020.

- Sailings departing between March 9 and April 3\*: booked guests can cancel up to 3 days prior to departure, receive a Future Cruise Credit for 100% of the cancellation fee amount, and move your booking to any voyage that departs by December 31, 2021.
- Sailings departing between April 4 and May 31\*: booked guests can cancel by March 31, 2020, receive a Future Cruise Credit for 100% of the cancellation fee amount, and move your booking to any voyage that departs by December 31, 2021.

\*Date of departure is from the start date of your cruise or cruisetour, whichever is earlier.

If you choose to keep your booking as currently scheduled for departures between March 9 and May 31, you will receive the following Onboard Credit amounts:

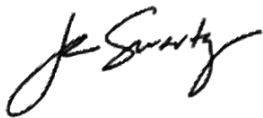
- \$100 USD/ \$150 AUD per cabin for 3 and 4 day cruises
- \$150 USD / \$225 AUD per cabin for 5 day cruises
- \$200 USD / \$300 AUD per cabin for 6 day and longer cruises

For our guests booked on Crown Princess Mediterranean itineraries, we are finalizing some itinerary changes and a special offer that we will be sharing early next week.

Please note that Future Cruise Credits will automatically be applied to each guest's Captain's Circle account after they have cancelled. The Future Cruise Credit will not be available instantly and may take up to 10 business days to be processed. Guests with Princess Vacation Protection should file a claim via [www.aontravelclaim.com](http://www.aontravelclaim.com) in the first instance.

We appreciate your loyalty and look forward to welcoming you onboard.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jan Swartz', with a stylized, cursive script.

Jan Swartz

CONFIDENTIAL SUBMISSION

CONFIDENTIAL SUBMISSION

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 7:46:35 AM

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<b>First name</b>	Rona
<b>Surname</b>	Dobrin
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	<p>My husband and myself were some of the unsuspecting passengers who got the Virus on the cruise that left Sydney On 8/3/2020. If there was Coronavirus on board the cruise prior to our cruise why weren't we told. Why weren't we informed that some passengers were suspected of having contacted the Virus on our cruise. My husband and myself were tested when we got home as a safety Precaution because we had heard on TV that there was Coronavirus on board the Ruby Princess Cruise that we had been on. We didn't have a clue that we had caught the virus till we were tested at St Vincent's on Saturday morning. We recieved the results on Saturday Evening. We had started self isolation at home as we were told to do but we had to break that to go and get tested so we then had to start the isolation again. We would not have gone on that cruise if we had known that the cruise prior to our one had been honest. Even if, when we were ready to board on the 8/3 we wouldn't have boarded that ship. The only message I got was too say Boarding was delayed for 'cleaning'. That was because they had 'novovirus' on the previous cruise which was not true it was Coronavirus.</p>

**Attachment 1**

**Attachment 2**

### **Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au@mg2.dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au@mg2.dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 7:53:47 AM

---



**First name** Stephen

**Surname** Plescia

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Regretfully prior to boarding we were never informed they were detailing for COVID 19 as there were passengers on the previous cruise with the FLU like symptoms. There was never any Medical clearance prior to boarding after being made to wait almost the entire day while the ship was being cleaned???. During the journey they kept reassuring all passengers there were no virus issues on board. We were never encouraged to distance or take any extra precautions until the country of NZ closed their ports and we were informed the ship would be going directly back to the port of Sydney, Leaving us a 3 day journey back during which they continued to have large gatherings in the main piazza, including a appreciation celebration for the staff, crew, officers and guest for doing such an amazing job. literally thousands attended this event, which is where I believe the source of the virus spread exponentially. The morning of dis-embarking was crazy as passengers and others raced to get off the ship for various unexpected travel arrangements. I have never been moved off any vessel so quickly in all my years of sailing. And then to be told the ship had been cleared over night and there was no passport control seemed very odd to us. Our pass ports were never tendered when we exited the ship. Additionally we found out later passengers were removed via ambulance due to health reasons after all the passengers were off the vessel, Strange generally the ill are moved first and passengers often are made



to wait. Again they couldn't wait to get us off the vessel.

Regretfully, after taking a common transport to the airport hotel unknowingly we may have infected numerous other NSW residents. Within several hours of being off the vessel my self and my spouse began developing symptoms. As we have numerous challenges trying to get flights out & back to the states we just pressed forward with no medical assistance. There was no medical screening at the airport or customs check. We boarded and after our extended journey back we arrived home exhausted and not well. We sought testing immediately it was determined we were positive for COVID19

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 9:33:00 AM

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**First name** Nadine Aida

**Surname** Blair

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** We have all ready submitted a report on our experience. I would like to update you. My husband Phil William Blair and I got tested for Covid 19 antibodies and we are negative. We received the results today May 20,2020. The test was taken May 14, 2020.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 10:25:01 AM

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**First name** Patricia

**Surname** Catt

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** As it has since come to light that there were possible problems with Covid-19 cases known to the NSW Dept of Health on the Ruby Princess cruise prior to ours, then we should never have been given clearance to board on 8/3/2020. Upon dis-embarkation on 19/3/2020 we were expecting health checks, which did not happen. We were given an information sheet regarding isolation & then received a call from NSW Dept of Health on 21/3/2020 to check we were ok. Luckily we have continued to stay well. At no time was it suggested that we be tested as a precaution. At no time were we informed whilst on board that there was a suspected problem. We do, however, believe that had we not disembarked on 19/3/2020, the outcome could have been much worse, as was with the Diamond Princess.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 1:03:03 PM

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**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

At no time were passengers advised that there was suspected cases of Covid 19 that would have allowed us to take precautions.

No extra cleaning: wiping hand rails. doors etc, no extra vigilance in the buffet-----passengers were still able to serve themselves with everyone handling the tongs.

Hand sanitisers, although around the ship appeared to be of optional use except in the dining rooms and buffet where crew watched as passengers used them before entering .

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?**

I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 1:35:36 PM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** We were delayed about 6 hours in embarking on the 8th March and received text message that the delay was in waiting for clearance by public health. At mandatory muster we were advised on health precautions including hand washing and sanitising and where possible to use stateroom toilets rather than public ones. At dinner we were aware of several American passengers coughing. We were also aware of continuous cleaning of hand rails and other surfaces. Three nights before arriving back in Sydney we saw a lady collapse and medical officers arrive. The next morning we heard an announcement that any one with respiratory or flu like symptoms to report to medical officers. In the kids club there was a boy named [REDACTED] who had a dreadful cold and was repeatedly asked to use tissues and wash his hands, but not separated or banned from attending. He said his dad was a big boss on the ship and he was from the Phillipines and could not go to school as they were closed due to the virus. This was at the beginning of the cruise. In Napier we took a bus tour and the lady driver had a bad cough and she said she was surprised how healthy we were as the people on a previous bus tour from the previous cruise all had coughs and she joked that's where she got hers from. When we arrived in Sydney we saw some other passengers wearing masks, which was a surprise as we had not seen them before, and had been told it

was a clean ship.

We were also surprised at how quickly we were ushered through the terminal by border security without any customs checks. These officers were also wearing masks.

We were told to go home and self isolate for 14 days.

On Saturday 21 March I became ill and spent three days in bed. I had a Covid test four days later and it was negative. However my daughter and two grandchildren who live with me and were also on the cruise had tests on 26th because they had also developed symptoms, and they all tested positive.

My cousin, who was also on the cruise and lives in UK Returned home and also had the virus.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 2:23:43 PM

---



<b>First name</b>	Jennifer and Peter
<b>Surname</b>	Smith
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	<p>While the cruise ship operators no doubt have a case to answer, we believe that the most significant error in this matter was the decision to allow passengers to disembark. We also believe that this decision must have been taken by either NSW Health or Federal Border Force authorities. It must have been known by authorities that there were persons on board with the symptoms of Coronavirus. The ship docked at 2:00am and passengers were due to begin disembarkation around 8:00am. This left plenty of time to confirm the need to keep passengers on board. In our own case, we were allotted 8:30am as our time to commence mustering in advance of disembarkation. We considered it amazing that from this time until we collected our baggage, passed through customs and immigration and stepped out onto the terminal took no more than 15 minutes. We had prepared our customs declarations to hand in and had our passports ready for inspection. The declarations were collected but the passports were not inspected and were not taken from us at all. This has never happened to us on any other return from overseas travel. Unless the Australian authorities were lied to and acted accordingly, we feel that any blame for mishandling should be attributed to them. We cannot speak highly enough of the ship's efforts to provide a safe atmosphere with the provision of information and hand wash. Staff continually reminded passengers of the need to wash hands and use sanitisers. Sanitising material was more than amply supplied at entrances to eating areas, gathering</p>

points such as the theatre and at toilets. I need to point out that on at least 3 occasions I saw men use toilet facilities and ignore both washing and hand sanitiser equipment. The old adage of leading a horse to water seems more than appropriate. People such as these negate the good efforts of the operators. On another angle of people not complying, Jennifer and I returned from a day out in Wellington NZ only to realise that Jennifer had changed purses and didn't have any Government issued ID on her. We were going to declare this and make arrangements to go to our room to retrieve the ID. As it turned the NZ Government official did no more than board the bus and wish a good afternoon. No ID at all was checked. Although we were made aware of the need to self isolate, we believe that by being allowed to disembark, we could well have infected others. This has distressed us since we arrived home as we encountered a number of persons on our way from Sydney to Thirroul. By being allowed to disembark, the true seriousness of the situation did not sink in until later.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name



**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 5:01:20 PM

---



**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Phone

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

I am writing as you asked to hear from anyone who attended the Medical Centre on the Ruby Princess. I went to see the Cruise Doctor (Lise Von Watzdorf MD) on the afternoon on the 13th March, 2020 to ask for a repeat prescription of an antibiotic my GP had prescribed for me prior to the cruise as the infection I was suffering from hadn't completely cleared. The charges for this consultation came to a total of \$248.57, and my visit went like this: I went to the Medical Centre as soon as we returned from our excursion in Akaroa at approximately 4.30pm. I had to wait quite some time to see the Doctor (about an hour and a half) as there were a couple of other patients before me. One lady was wearing a medical mask and appeared quite unwell with what looked to me like a head cold/flu symptoms, so I kept my distance from her. Another couple came in and the lady said she had heard there was a bit of sickness onboard as people had sniffles and colds. I did not meet anyone who seemed to be suffering like that. After this lady spoke the nurse, she was asked to put on a medical mask too but after she saw the Doctor, she was no longer required to wear it. Another man came in with a skin problem on his leg and went ahead of me. Because I was only there for a repeat prescription other people with more pressing issues saw the Doctor and I waited for my turn. I can supply a copy of my account if required.

We did not hear any announcements stating the ship was returning to Sydney because there were sick

people onboard and we hadn't heard that any passengers were ill enough to be confined to their cabins. In fact we believed the Ruby Princess had no Corona virus onboard although we had heard about it happening in Australia on the television in our room, also that both Australia and New Zealand were closing their borders and we thought that's why we hurried back to Sydney. We had also seen on television that there was a deep low pressure system between Norfolk Island and the North of New Zealand causing big seas and we assumed that we were also avoiding this weather system and felt very relieved about that. Before we embarked on the cruise on the 8th March, disembarked at Dunedin in New Zealand and again when we returned to Sydney on the 19th March, we filled out the required Health Declaration Form. We believed we would be health tested before we boarded and at the end of the cruise but that did not happen. Disembarkation went like clockwork and was well organised by Princess Cruises.

**Attachment 1**

**Attachment 2**

**Attachment 3**

<b>Do you agree to your submission being published?</b>	I agree to my submission being published anonymously
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**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 5:13:25 PM

---



**First name** Gail

**Surname** Goode

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** AS we embarked on March 8th, we were given a form to complete regarding our current health and our temperature was taken. We were watching Sky News from Australia on the ship so we knew there were problems in Australia. Although did not receive any information about the Coronavirus being on the ship, I had a sore throat and a chest cough on Tuesday March 17th and I went to the hospital to report my symptoms. I did not have a temperature, but thought if I reported my symptoms they would check me before I left the ship on the Thursday. There were only about 3 people sitting in the reception area, which seated around 8 and there was no one at the desk. I waited a few minutes and I assume a doctor came out. He was about 50 and dressed in green scrubs so I guessed he was a doctor and not a nurse. I told him why I was there and he asked me for my name and cabin number. He wrote it down on a post it note and placed it on the desk. As walked out I had the feeling that when I left he was going to throw the details away. We got back to Sydney on March 19th and I was in hospital with the Coronavirus on March 20th.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name published?

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 5:53:21 PM

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**First name** Helen

**Surname** Heidenreich

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** My husband Keith and I were passengers on the Ruby Princess from the 8th March to 19th March 2020. When we arrived back in Bundaberg on the 20th March we heard on the news that there were passengers on board the Ruby that had tested positive to (COVID-19). We then contacted our Doctors, requesting to be tested for Coronavirus. Keith's test returned a Positive result and mine was negative. As we were already in isolation after returning from being in an overseas country it wasn't until the 16th April, 2020 before Keith was given a clearance letter from a Dr. Page who works with the Wide Bay Hospital and Health Services. I had to wait a further two weeks after Keith received his clearance letter and didn't come out of isolation until the 30th of April. I was in isolation for 6 weeks. I also would like to tell the Commission that as there was delay in boarding the Ruby on the 8th March. We were waiting for a clearance from NSW health Department, I feel the Ruby Princess should never of sailed out of Sydney on the 8th March we should of all been told to go home.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 6:47:30 PM

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**First name** COLIN and PAULINE

**Surname** ATKINSON

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** We were asked to report to the Medical Room approximately 5 days before we disembarked at Sydney. We went both morning and night and both had our temperatures taken. When we asked the reason for this the Medical Person was quite vague and said that the Australian Authorities had asked for this to be done. We assumed it was because we had travelled via Singapore on our way to Sydney. When we went to the Medical Room there were several people with masks on and when one lowered his he was promptly told to put it back on quickly. We were never told the boat had the virus.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 21 May 2020 11:42:12 PM

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**First name** KEITH

**Surname** MULLER

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Regretfully prior to boarding we were never informed they were detailing for COVID 19 as there were passengers on the previous cruise with the FLU like symptoms. There was never any Medical clearance prior to boarding after being made to wait almost the entire day while the ship was being cleaned???. During the journey they kept reassuring all passengers there were no virus issues on board. We were never encouraged to distance or take any extra precautions until the country of NZ closed their ports and we were informed the ship would be going directly back to the port of Sydney, Leaving us a 3 day journey back during which they continued to have large gatherings in the main piazza, including a appreciation celebration for the staff, crew, officers and guest for doing such an amazing job. literally thousands attended this event, which is where I believe the source of the virus spread exponentially. The morning of dis-embarking was crazy as passengers and others raced to get off the ship for various unexpected travel arrangements. I have never been moved off any vessel so quickly in all my years of sailing. And then to be told the ship had been cleared overnight and there was no passport control seemed very odd to us. Our pass ports were never tendered when we exited the ship. Additionally we found out later passengers were removed via ambulance due to health reasons after all the passengers were off the vessel, Strange generally the ill are moved first and passengers often are made



to wait. Again they couldn't wait to get us off the vessel.

Regretfully, after taking a common transport to the airport hotel unknowingly we may have infected numerous other NSW residents. Within several hours of being off the vessel myself and my spouse began developing symptoms. As we have numerous challenges trying to get flights out & back to the states we just pressed forward. There was no medical screening at the airport or at customs check. We boarded the plane and after our extended journey back, we arrived home exhausted and not well. We sought testing immediately; it was determined we were positive for COVID19.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

CONFIDENTIAL SUBMISSION

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 22 May 2020 2:52:29 AM

---



**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** First of all, we had a wonderful trip. We got home safely, even though we had to purchase our own tickets because the ones that Ruby Princess purchased for us were not satisfactory, and at that point, we just wanted to be able to get home. We have not be reimbursed for those tickets. We had a fabulous time and neither one of us, luckily, got ill.

At no time did we have any idea that anyone on the ship was sick. We talked to the cruise director several times and mentioned that we felt safe. I don't know if he had any knowledge of the sick people on board. They always had people at the entrances of any food establishments making sure everyone used hand sanitizer, and encourage people to wash their hands and try to use their own bathrooms, instead of the ones out and about on the ship. We noticed that there were a lot of workers wiping down hand rails continuously and as always the ship was very clean. I feel like the Ruby Princess did all they could at the time. I don't think anyone knew how bad this all would get.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 22 May 2020 4:06:55 AM

---



**First name** Debra

**Surname** Peters

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I did not see any passengers or crew members who appeared to be sick during our cruise. I saw crew members wiping down stair rails and tables frequently. Both my husband and myself became sick within 2 days of returning home. I recovered at home but my husband was hospitalized and died 11 days later. He did have prior lung condition.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 22 May 2020 7:19:54 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** \* Why wasn't the passengers tested before we went on the ship for flu like symptoms?  
\* What kind of questions do you have for me

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 22 May 2020 11:18:20 AM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Because NSW Health delayed releasing the ship for boarding on 8th March, we believed the ship was totally clean of any virus. Our temperature was checked as we boarded.  
Two days into the cruise our host at a special luncheon was Mr Charles Verwaal, the Hotel General Manager. He informed us that 80 people had been denied boarding because of where they had been prior to the cruise. This again gave us confidence that the ship was clean.  
Princess continually reminded passengers to observe constant hand washing and sanitising. We were also asked to report to the Medical Centre if we experienced flu-like symptoms.  
All passengers were required to fill in Questionnaires for the New Zealand Government.  
Princess provided us with Australian Government Department of Health COVID-19 Information for international travellers and Australian Border Force Messaging to Cruise Ship Passengers.  
Three days before docking in Sydney Princess warned passengers that it would probably take up to 6 hours after docking in Sydney before we would be able to disembark as we would all be checked by authorities. This did not happen. Disembarkation commenced at the usual time and, without our Passports being processed, we were able to leave the terminal. We just had to hand in our Declaration cards to Customs. Having completed more than 60 cruises, we actually felt there was less coughing and sneezing on this



cruise than is the norm.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 22 May 2020 4:54:44 PM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** We believe that the Cruise before us must of had Covid 19 on board.  
  
Now knowing this the relevant bodies should never allowed us on the Cruise ship.  
As far as the ship was concerned they kept us informed as to what was going on in Australia.  
While we were on the Cruise.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 22 May 2020 5:22:07 PM

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**First name** John & Christine

**Surname** Wane

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Chris attended the clinic on 13/5/20 following a fall at Akaroa & received treatment from a male nurse for her hand.  
John attended the clinic on 18/5/20 for motion sickness which caused dizziness. Was treated by doctor Zaeem Dalvie who ran various tests . I received an injection of stematil & stematil tablets as well. Symptoms were resolved.  
There were other passengers on the other side of the clinic receiving attention.  
We were happy with the attention we received.  
Crew were friendly & helpful,  
There is a problem with crowding of passengers in the restaurants & common areas like atriums .

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 22 May 2020 8:35:28 PM

---



**First name** Trevor

**Surname** Potter

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Firstly it was a very traumatic experience, the cruise, bus trips, aircraft flights and subsequent 14 day isolation. The crew were trying very hard to ensure everyone sanitised and the ship was kept clean. My wife had reason to visit the medical centre and the doctor and nursing staff were most caring. Embarkation was a shambles and the authorities should have taken a more dominant role. Disembarking was hasty and no health checks were conducted. We were aware of the dangers and kept clear of crowded areas. We are not going on more cruises and have bought a caravan!!

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 22 May 2020 9:01:43 PM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** On March 11th I was taken to the Medical Centre after vomiting all day in spite of being injected earlier in our cabin. Once there I was put on a drip for some time as well as having tests taken. The medical staff were extremely efficient and friendly. After this I felt much improved having been diagnosed with gastroenteritis. All staff and crew were great cleaning constantly. We were very surprised to disembark after only completing a short form from then on doing as we pleased before our flight home

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Saturday, 23 May 2020 6:48:54 AM

---



**First name** Dick

**Surname** Wegener

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I felt that communications were completely transparent during the cruise. The only challenge that I had was understanding the commodore during his announcements. I think that his accent was not something we were used to. I was told where the medical facilities were located on the ship but, I never needed the facilities. The crew were very upbeat, as usual. We were able to get out of Sydney after one night.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Saturday, 23 May 2020 1:33:12 PM

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**First name** Janette

**Surname** Moore

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** My husband and I were on the 8-19 March cruise. We were happy with the service provided by the crew. We saw no changes in hygiene practices from other cruises we had been on and felt this was sufficient at the time  
The day before we returned to Sydney we went to the medical centre to pick up face masks to wear for our journey home but were told by someone in a uniform at the passenger terminal in Sydney that it wasn't necessary to wear them. We saw no unusual activity at the medical centre on board  
We were informed via announcements and information sheets provided in the cabin about what we would need to do when we got home ie isolation  
It would appear my husband contracted the virus on board. He did not display symptoms until we returned home and passed away on 3/4

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name



**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Saturday, 23 May 2020 2:12:45 PM

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**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Commissioner Bret Walker  
Ruby Princess Enquiry  
[REDACTED]  
23rd May 2020

Dear Mr Walker

1. My wife, [REDACTED] and I boarded the Ruby Princess on 8th March 2020 to go on a cruise around New Zealand.
2. Previously, Princess Cruises had advised us they were aware of the COVID-19 virus and had indicated that any travellers who had been in certain areas would not be allowed on board and that enhanced screening at check-in would be carried out – see attachment 2020-03-06.
3. Later, we were advised that increased procedures were designed to be flexible for changing conditions – see 2020-03-06.
4. Our allotted boarding time was delayed. Apparently, an email had been sent home advising us of the delay but we missed it because we were on the way to the ship. There was a massive crowd waiting to board, with contradictory announcements being made and staff did not seem to be fully informed of the situation. We were not aware at the time that sick passengers had disembarked from the ship just before we boarded.
5. Eventually, we were checked by Border Force and boarded the ship but do not recall any Health checks

being carried out.

6. We have travelled on numerous Ocean and River Cruises and on these, we would use the steps rather than the lifts to get some exercise. However, this time we were cautious because of the reports of the virus on the Cruise Ship in Japan and on the US Aircraft Carrier, so we used the lifts, instead of the stairs with the potentially virus risky handrails. Unlike many, we avoided touching the lift buttons with our fingers. We also frequently used our personal hand sanitiser and regularly washed our hands.

7. Staff on board were doing an excellent job of ensuring passengers used the sanitisers before entering the restaurants. We heard a couple of passengers coughing badly and another group had to move and have their area cordoned off and cleaned after one of them vomited. On another occasion I spoke to a passenger who was touching different stacks of plates to see if they were cold enough for her salad!

8. Our disembarkation was the smoothest and quickest we recall in a long time. No temperature checks or health checks, no Passport or baggage checks – quite the opposite to when we disembarked the ship that had the Sars virus years ago. We did indeed think that the Australian authorities and Princess wanted us off the Ruby Princess and home ASAP, so there would not be a repeat of the Cruise Ship situation in Japan – see Border Force & Ship getting passengers back home and Border Force, passengers OK to go home page 1 & 2.

9. During our Self Isolation at home we were lucky to eventually find a company in Artarmon that delivered us some food to Hornsby. Woolworths to its credit, later came to the rescue also, labelling us as “Vulnerable” because I’m on Immunotherapy and my wife has a heart problem.

10. In the weeks/months following our disembarkation from the ship, I have been sickened by the campaign to make the Ruby Princess a scapegoat for the spread of the COVID-19 virus. Politicians, TV Newsreaders, a Radio Shop Jock and hence the public have been blaming the ship, rather than the authorities for the overall responsibility of a ship in harbour – see 2020-05-07a. When I mentioned to a shopkeeper that I was on the Ruby Princess 2 months earlier, he retreated down the aisle, despite me wearing a mask and saying he was a bigger threat to me than vice versa. The public certainly fell for the diversion of overall responsibility.

11. When the cruise was cut short and headed for Sydney, we were advised we had to be back by the Sunday night to comply with an Australian Government direction. However, we were not advised on the return that there was sickness on board and

were not advised to take extra care. See Border Force page 1, to advise if suspected COVID-19 aboard, also Border Force page 2, advises Aust. Govt monitoring.  
12. The Cruise was a relaxing holiday celebrating my 75th Birthday, which seems to have been overlooked by the virus crisis. However, it is now apparent our lives were put at risk when the Health Dept did not ban us from boarding the ship in the first place. We now believe that the ship should have been given a thorough sanitization before we were allowed on board – not just a couple of hours rushed cleaning.

Additional information is shown on the following attachments: -

1. Health Dept Aust Govt. Info for International travellers
2. Health Dept Aust Govt. Isolation Guide page 1 and page 2
3. 2020-03-22a – Princess confirms virus cases & 14 days isolation

Regards

3 files attached,

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously



## Information for international travellers

There is currently a global outbreak of novel coronavirus (COVID-19).

Symptoms of COVID-19 are similar to other respiratory illnesses and can include fever, sore throat, cough, tiredness and shortness of breath. This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets. Go to [www.health.gov.au/covid19-travellers](http://www.health.gov.au/covid19-travellers) for the list of high risk countries and information sheets.

## Who is required to stay at home?

All travellers must isolate for a period of 14 days after they have entered Australia. If you need to transit domestically, you may complete this transit and then begin your precautionary 14 day self-isolation period. If you have a layover, you must remain in the airport or self-isolate in your accommodation for the transit period. Refer to the 'Isolation guidance' information sheet for further information.

If you have returned from a country or region that is at higher risk for COVID-19, you may also be required to undergo enhanced health screening on arrival in Australia.

## What do I do if I am sick right now?

If you are experiencing symptoms of COVID-19, let a member of the airline or ship crew know now. If you are in the airport or seaport contact a biosecurity officer now.

## What do I do if I get sick while in Australia?

If you become unwell, you must:

- Stay in your home or hotel.
- Isolate yourself from others and use a separate bathroom if available.
- Put on a surgical mask if you are near other people. If you don't have one, cover your cough and sneeze.
- Wash your hands frequently with soap and water and use alcohol-based hand rub.
- Call a doctor and tell them your recent travel history.

If you have serious symptoms such as difficulty breathing, call 000, ask for an ambulance and notify the ambulance officers of your recent travel history.

## How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene is the best defence against most viruses:

- Wash your hands frequently with soap and water, including before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).

## More information

For the latest advice, information and resources, go to [www.health.gov.au](http://www.health.gov.au)

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of each state or territory public health agency is available at [www.health.gov.au/state-territory-contacts](http://www.health.gov.au/state-territory-contacts)

If you have concerns about your health, speak to a doctor.  
Information for international travellers – Version 2 (15/03/2020)  
Novel coronavirus (COVID-19)





## Isolation guidance

If you have returned to Australia from overseas, or been in close contact with a confirmed case of coronavirus, special restrictions apply. This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets at [www.health.gov.au/covid19-resources](http://www.health.gov.au/covid19-resources)

## Who needs to isolate?

All people who arrive in Australia from midnight 15 March 2020, or think they may have been in close contact with a confirmed case of coronavirus, are required to self-isolate for 14 days.

## Stay at home or in your hotel

When travelling home or to your hotel to start isolation use personal transport, such as a car, to minimise exposure to others. If you need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), follow the precautions outlined in the public transport guide at [www.health.gov.au/covid19-resources](http://www.health.gov.au/covid19-resources)

During the 14 days of isolation, you must stay at home or in your hotel and don't go to public places including work, school, childcare, university or public gatherings. Only people who usually live with you should be in the home. Do not see visitors. If you are in a hotel, avoid contact with other guests or staff.

*Where to go?* *get* *star*  
If you are well, there is no need to wear surgical masks at home. Ask others who are not in isolation to get food and necessities for you. If you must leave home, such as to seek medical care, wear a surgical mask. If you don't have a mask, take care to not cough or sneeze on others. For more information about when to wear a mask, visit: [www.health.gov.au/covid19-resources](http://www.health.gov.au/covid19-resources)

## Monitor symptoms

When in isolation, monitor yourself for symptoms including fever, cough, sore throat, tiredness or shortness of breath. Other possible symptoms include chills, body aches, runny nose and muscle pain.

## What do I do if I get sick?

If you develop symptoms (fever, a cough, sore throat, tiredness or shortness of breath) within 14 days of returning to Australia, or within 14 days of last contact of a confirmed case, you should arrange to see your doctor for urgent assessment.

You should telephone the health clinic or hospital before you arrive and tell them your travel history or that you have been in contact with a confirmed case of coronavirus.

You must remain isolated either in your home, hotel or a healthcare setting until public health authorities inform you it is safe for you to return to your usual activities.

## How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene and keeping your distance from others when you are sick is the best defence against most viruses. You should:

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).



- Exercise personal responsibility for social distancing measures.

## Going outside

If you live in a private house, it is safe for you to go into your garden or courtyard. If you live in an apartment or are staying in a hotel, it is also safe for you to go into the garden but you should wear a surgical mask to minimise risk to others and move quickly through any common areas.

## Advice for others living with you

Others that live with you are not required to be isolated unless they meet one of the isolation criteria outlined above. If you develop symptoms and are suspected to have coronavirus, they will be classified as close contacts and will need to be isolated.

## Cleaning

To minimise the spread of any germs you should regularly clean surfaces that are frequently touched such as door handles, light switches, kitchen and bathroom areas. Clean with household detergent or disinfectant.

## Managing the 14 day isolation

Being in isolation can be stressful and boring. Suggestions include:

- Keep in touch with family members and friends via telephone, email or social media.
- Learn about coronavirus and talk with others.
- Reassure young children using age-appropriate language.
- Where possible, keep up normal daily routines, such as eating and exercise.
- Arrange to work from home.
- Ask your child's school to supply assignments or homework by post or email.
- Do things that help you relax and use isolation as an opportunity to do activities you don't usually have time for.

## More information

For the latest advice, information and resources, go to [www.health.gov.au](http://www.health.gov.au)

Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at [www.health.gov.au/state-territory-contacts](http://www.health.gov.au/state-territory-contacts)

If you have concerns about your health, speak to your doctor.

**From:** [Princess Cruises](#)  
**To:** [REDACTED]  
**Subject:** Important Health Advisory  
**Date:** Sunday, 22 March 2020 3:03:58 PM

Please read the following important notice regarding your cruise. [Click](#) to view online.



## IMPORTANT HEALTH ADVISORY

*Ruby Princess - Voyage R007*

Dear Princess Guest:

We are reaching out to provide you with an update regarding your recent cruise on *Ruby Princess*.

An email was recently sent by the New South Wales, Australia Ministry of Health (NSW Health) to guests that sailed on *Ruby Princess*'s voyage that arrived in Sydney on 19 March 2020. NSW Health has been advised that several guests on your cruise have been diagnosed with COVID-19. These guests were diagnosed after disembarking but were likely infectious while on the ship. As a guest that travelled on this voyage, you are considered a **close contact**.

Please [click here](#) to view a document from NSW Health giving direction on the action you need to take.

Please be assured that the health, safety, and well-being of all guests and crew are our absolute priority. If you have experienced any symptoms of acute respiratory illness with fever, chills, or cough since your return home, please immediately contact your medical provider.

Thank you for taking the time to read this important information.

Sincerely,

Princess Cruises

*Notice: This is an automated email; please do not reply as this mailbox is not monitored.*

[Privacy Statement](#)

PC0138PH

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Sunday, 24 May 2020 10:27:20 AM

---



**First name** lynne

**Surname** carpenter

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** boarding took longer than usual, but princess reassured us that they where cleaning  
i came down sick on the 12th march but did not go to medical, i told the people on the desk that i had got a cough and sore throat, they said it was the air conditioning, so i took there word that i was fine, when we disembarked the crew where really good, making sure that we where fine, after leaving the ship how ever, was a different story, there was no checking to see if anyone was sick, like having a cough, sore throat or temperature, lucky for me i was wearing a mask, we handed in our cards to customs and that was it.  
there was no one there from health or the police  
no one there checking us  
it was like we did not exist  
Princess did everything right it was the nsw health authorities that let us down

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name



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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Monday, 25 May 2020 8:08:59 AM

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**First name** Malvina

**Surname** Miron

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Phone

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** It was wrong to let us go to the ship in first place and keep all activities with so many people together Bring is to Sidney and let us go...I was sick For 1 mans nearly with very consistent I did not have temperature and have not help My partner was sick too I can't get get my refund the website the give in the ship das not work..,

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Monday, 25 May 2020 8:16:25 AM

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**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

Neither my wife or myself had covid19 . we were on deck 5

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?**

I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Monday, 25 May 2020 4:08:00 PM

---



**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

My husband and I were passengers on Ruby Princess 8 March to 19 March 2020. We disembarked in Sydney 19th March and flew to Adelaide, then traveled home to Whyalla via private car on 20th March. We both started to have COVID-19 symptoms from 21st March (possible earlier symptoms but we did not realise our symptoms were COVID related) We were tested on Monday 23rd March with positive result confirmed 24th March. I ([REDACTED]) was hospitalised in Whyalla 26th-28th March. Then RFDS medical transfer to Royal Adelaide Hospital from 29th March - 3rd April. Return RFDS to Whyalla 3rd April. Further Home Isolation with daily Hospital at Home contact until 13th April. Medical Clearance 13th April. [REDACTED] also very sick was isolated at home for this time with local General Practitioner contact and SA Health phone contact. He received Medical Clearance 15th April.

While on the cruise we did witness some extra cleaning of public areas and we were provided with information on hand washing and extra sanitisation stations were evident. However we do feel that we were not provided with relevant information as to any potential infections on board. At all times we were under the belief that there was no one sick on the ship.

We dined nightly table [REDACTED] in the Michelangelo dining room. we now believe that our head waiter [REDACTED] may have been sick, he was sweating on a number of occasions towards the end of the cruise, he

contributed this to motion sickness.

Princess cruises did not give us the option to cancel before the cruise and all pre cruise emails and notices indicated that it was safe, with no risk and additional safety procedures would be followed.

Before disembarking we were provide with information on self isolating when we returned home, also information indicating that we were able to travel home to our place of permanent residence. (Whyalla South Australia)

Regards

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Monday, 25 May 2020 4:16:29 PM  
**Attachments:** [Emergency-Notification-XP4KCW.pdf](#)  
[Police-Statement-May-2020.pdf](#)

---



**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** As a submission, I have attached a Police Report made by me for the investigation by NSW Police Force: State Crime Command, Strike Force BAST into the circumstances in which there have been a number of reported deaths and some 600 people infected with the Covid-19 virus from the Cruise ship Ruby Princess 8 March to 19 March.  
The email was sent by Detective Senior Constable Scott Johnson from New South Wales Police, on 7 May 2020.

**Attachment 1** Emergency-Notification-XP4KCW.pdf - [Download File](#)

**Attachment 2** Police-Statement-May-2020.pdf - [Download File](#)

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously



## STATEMENT OF A WITNESS

**In the matter of:** Strike Force BAST  
**Place:** State Crime Command  
**Date:** 7 May 2020

**Name:** [REDACTED]

### STATES:

1. This statement made by me accurately sets out the evidence that I would be prepared, if necessary, to give in court as a witness. The statement is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I will be liable to prosecution if I have wilfully stated in it anything that I know to be false, or do not believe to be true.
2. I am 68 years of age, born [REDACTED]
3. I was married in 1970 to my husband [REDACTED] and we have 2 adult children, [REDACTED]  
[REDACTED] We have resided [REDACTED] in the ACT, [REDACTED] since 1994.
4. In 1968, I completed year 10-school certificate. After finishing school, I worked as a Student Nurse until marrying in 1970. I commenced full time work when our youngest turned 12 in 1984. I worked as an Administration Assistant at the National Party Secretariat in Barton ACT. After many years there I resigned and worked at various employment through an Agency. My last position was with Geoscience Australia from 2004 until 2011 before retiring that year.
5. My husband and I travelled on the Ruby Princess to celebrate our 50<sup>th</sup> wedding anniversary (14 March 2020). We booked our cruise through the travel agency, Two for One Rewards [REDACTED]  
[REDACTED] Our Consultant was David CARTER.
6. We travelled to Sydney by Murrays Coaches departing at 9.00am on 8 March 2020, arriving at Central Railway Station at approximately 12.15pm and then travelled to Circular Quay by train. We then walked a short distance to the Overseas Passenger Terminal where the Ruby Princess was docked.

Witness: Sally Vasili  
Sally VASILIS

Signature: [REDACTED]

**Statement of [REDACTED]**  
**In the matter of Strike Force BAST**

7. We arrived at the ship to find that boarding was on hold but were not advised by any employee of either the ship or government agency as to why we couldn't board. We were hearing different people say that the delay was due to the ship doing extra cleaning and health checks. We presumed that this was so due to the Japanese/Diamond Princess problem several weeks prior.
8. On embarkation we were not health checked with a thermometer but, instead, filled out a health card, which we presented to the check-in counter at the Terminal. For information, we were sent a Travel Advisory from Princess Cruises by email on 29 February 2020 (see note at end of statement) that we would be late embarking due to more stringent health checks, but that didn't seem to happen.
9. We were on board around 6.12pm as I sent my sister a message at that time. At no stage were we advised by any staff member or government agency as to why we were late boarding. There was no indication that the virus was on the ship prior to our boarding, however, we were advised to wash hands frequently. We were constantly sanitising our hands on entering and exiting the food areas. Each sanitising station was diligently staffed.
10. Once on board we also had a Safety Drill where [REDACTED] and I were crowded into the Explorers Lounge that was to be our designated area in case of an emergency. We were there for about 30-45 minutes.
11. Prior to boarding the ship both my husband and I were well. I suffer from Fibromyalgia and Polymyalgia, two autoimmune diseases, over the past 19 years. My husband has recently been diagnosed with Prostate Cancer for which he was to be operated on 30 April 2020. That date was postponed to the 11 May 2020 due to both of us testing positive for the Covid-19 on our return. Due to [REDACTED] impending operation we would not have travelled if we were told there was Covid-19 cases on the previous voyage that docked that morning.
12. My doctor is [REDACTED]  
[REDACTED]
13. Our balcony cabin was on deck 14, [REDACTED] which is on the starboard side near the stern.

Witness: *Sally Vasins*  
*Sally Vasins*

Signature: [REDACTED]



**Statement of [REDACTED]**  
**In the matter of Strike Force BAST**

14. We had not organised any tours in New Zealand as we had been there many times before. Our main activity in each port was to go into the town/city centres by pre-arranged bus, wander around, have morning and afternoon tea as well as lunch. Our first port of call was Dunedin on 12 March, Akaroa on 13 March. On our visit to Wellington on 14 March we went to the Te Papa Museum where we spent about 3-4 hours. Our last port of call was Napier on 15 March. That night when everyone was on-board, the Commodore announced that the cruise would be cut short as he had been advised that New Zealand had closed its borders therefore we were to return to our departure port, Sydney. We did not know who advised him to return to Sydney, his company Princess Cruises or Australian authorities. I do know that there were several messages from Jan Swartz, the Group President of Princess Cruises and Carnival Australia that we watched on the on-board TV saying that the Company was disappointed that our cruise had been cut short.
15. Our activities on the ship revolved around the Explorers Lounge (deck 7), Club Fusion (deck 7) and Princess Theatre (deck 6) where we watched on-board performances. We mainly dined in the Michelangelo Dining Room on deck 5 where we were placed with different people each night, although some of the time we dined alone. We also visited the buffet area, Café Caribe and Horizon Court for lunch, which were both on deck 15. Each day we had coffee at the International Café on deck 5. We participated in the ship's Trivia contests held in Club Fusion each day.
16. We did sit with a people for dining, performances and trivia but we only knew them by their first name.
17. Joel was our cabin attendant who we saw every day. Joel welcomed us and came into our room and showed us how everything worked in the cabin. To my recollection he did not mention the medical centre, how to contact or the process of alerting medical staff for assistance.
18. There were no other directives other than washing hands
19. [REDACTED] and I were not aware of the virus on the ship, only the outbreak on the Diamond Princess off the coast of Japan. We knew about the outbreak on the Diamond Princess by news reports before we embarked.

Witness: *Sally Vasile*  
*Sally Vasile*

Signature: [REDACTED]



**Statement of [REDACTED]**  
**In the matter of Strike Force BAST**

20. Neither [REDACTED] nor I had flu symptoms on the ship other than I had a headache on the day before docking but did not seek medical attention. When I realised I had the symptoms I was at home and the ship was still docked in Sydney.
21. Neither [REDACTED] nor I were aware of any announcement by the Commodore or any other crew about Covid-19 (Coronavirus) other than we were returning to Sydney on 19 March due to the border closure in New Zealand.
22. We were not aware of any known cases of Covid-19 (Coronavirus) on the ship. We were aware that there were a few people sea sick but that is normal on a cruise.
23. The Ruby Princess returned to Sydney in the early hours of Thursday 19 March 2020.
24. As I am a Platinum member of the cruise line, [REDACTED] and I were segregated from the main body of passengers with other Platinum members and above waiting to disembark. We were in Club Fusion on deck 7 where they had refreshments.
25. Instructions for disembarking were pretty standard for cruise lines. We filled out a disembarkation notice a few days prior and were then allotted a colour and number. When your colour and number were called you proceed to the disembarking deck. However it seemed to us that the normal procedure for disembarkation was not adhered to after that. We did not show our passports, and we only had our latest completed health card to hand in to, I presumed, was border control – they were wearing masks.
26. After disembarking we were given a notice advising to self isolate on returning home. We collected our luggage, visited the toilets at Circular Quay and then took the tram just outside the Circular Quay terminal. We reached Central Railway Station where our coach company has their offices. We were able to get on an earlier coach than we had booked. We left Sydney at 10am.
27. The Murrays coach was an express, which means it did not go via the International Airport to collect other passengers. There were only about 8 or so other passengers on the coach - one couple from the Ruby Princess, another couple from the Ovation of the Seas and then a few others as well as the driver. On arriving in Canberra, my sister, [REDACTED] met us and drove us home. We went

Witness: [Signature]  
Sally Vasilis

Signature: [Signature]  
Kristine Anne INCHER

**Statement of** Kristine Anne INCHER  
**In the matter of** Strike Force BAST

via the Fyshwick markets to get some vegetables and milk and then went home. A few days later, she contracted the virus due to being in direct contact with us. This was terribly worrying for us as [REDACTED] has a chronic lung illness, Chronic Obstructive Pulmonary Disease.

28. As I look back, I started getting symptoms on the ship on Wednesday as I had quite a bad headache. I did not think anything of it, so just took some medication. I had the headache again on the way home on the coach. By Friday I had a cough and felt unwell and asked [REDACTED] to take me to the drive through Covid-19 testing station at Epic (Canberra's showgrounds). Whilst waiting to drive in [REDACTED] asked if he needed to get tested as well, the lab technician said if I had it [REDACTED] will get it, which he did. On Sunday 22 March I was contacted by ACT Health to advise I had a positive test and to stay in quarantine. [REDACTED] was tested 4 days later and tested positive despite having no symptoms. We were quarantined from [REDACTED] test date for 14 days. I then had another swab after the isolation period and that tested positive. An ACT Health doctor advised me the next day that they classed me as negative and said the test picks up minute dead viruses. [REDACTED] hospital, National Capital Private Hospital, had to provide 3 more negative swabs before he was allowed to have his operation [REDACTED]

Note: Travel Advisory from Princess Cruises taken from the email of 28 February 2020:

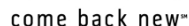
**COVID-19 (CORONAVIRUS) TRAVEL ADVISORY**

We are closely monitoring the situation with COVID-19 (coronavirus) and our medical experts are working with global health authorities. As a precaution anyone who has travelled from or through mainland China, Macau, Hong Kong, South Korea or any other area subject to government lockdown or quarantine (including airport transits), or has had contact with a suspected or confirmed case of COVID-19 within 14 days of the start of this cruise will not be allowed to board the ship. If this applies to you or your client, please contact us with proof of this travel for a full refund of the amount paid to Princess Cruises. All guests will be subject to pre-boarding health reporting and enhanced screening at check-in. Guest passports will be scanned to verify compliance. False responses on forms will result in immediate debark at the next opportunity, and you may face legal consequences. Due to changing events, it is possible that entry requirements for the countries on your cruise may change on short notice and your itinerary may be modified or some may be required to stay on board. We may change requirements to safeguard our guests and crew.

Witness: *Sally Vassil*

*Sally Vassil*

Signature: [REDACTED]



## February 28, 2020

Dining Request: **Anytime Dining / Confirmed**

We are closely monitoring the situation with COVID-19 (coronavirus) and our medical experts are working with global health authorities. As a precaution, anyone who has traveled from or through mainland China, Macau, Hong Kong, South Korea or any other area subject to government lockdown or quarantine (including airport transits), or has had contact with a suspected or confirmed case of COVID-19 within 14 days of the start of this cruise will not be allowed to board the ship. If this applies to you or your client, please contact us with proof of this travel for a full refund of the amount paid to Princess Cruises. All guests will be subject to pre-boarding health reporting and enhanced screening at check-in. Guest passports will be scanned to verify compliance. False responses on forms will result in immediate debark at the next opportunity, and you may face legal consequences. Due to changing events, it is possible that entry requirements for the countries on your cruise may change on short notice and your itinerary may be modified or some guests may be required to stay on board. We may change requirements to safeguard our guests and crew.

**Thank you for your attention to this notification.**

## PASSENGERS

Name:		r		Totals
Middle Name:				
Age:				
Member Number:				
Air:	No	No		
Air City:				

## BOOKING ITINERARY

Date	Description	Start	End	Date	Description	Start	End
Mar 08	No Transfer To Ship			Mar 15	Napier	7:00AM	4:00PM
Mar 08	Sydney		6:45PM	Mar 16	Tauranga	8:15AM	7:30PM
	Check-In 12:30pm-5:45pm			Mar 17	Auckland	7:00AM	6:00PM
	See Travel Summary For Nz			Mar 18	Bay Of Islands	7:00AM	5:00PM
	Visa Info And Check In Times				Water Shuttle Required		
Mar 09	At Sea				Wheelchair Access Limited		
Mar 10	At Sea			Mar 19	At Sea		
Mar 11	Fiordland National P	7:00AM	4:00PM	Mar 20	At Sea		
	Scenic Cruising			Mar 21	Sydney	6:00AM	
Mar 12	Dunedin (Port Chalme	8:00AM	6:00PM	Mar 21	No Transfer From Ship		
Mar 13	Akaroa	8:00AM	6:00PM				
	Water Shuttle Required						
	Wheelchair Access Limited						
Mar 14	Wellington	8:00AM	6:00PM				

**IMPORTANT NOTICE:** Upon booking the Cruise, each Passenger explicitly agrees to the terms of the Passage Contract ([https://www.princess.com/legal/passage\\_contract/pcl.html](https://www.princess.com/legal/passage_contract/pcl.html)). Please read all sections carefully as they affect the passenger's legal rights, particularly with respect to cancellation, the provision of medical care and the Carrier's liability and your right to sue.

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Monday, 25 May 2020 5:33:23 PM  
**Attachments:** [govt-inquiry-may-2020.doc](#)

---



**First name** HARRY

**Surname** MCDONALD

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** There are toe point my wife and myself would like to comment.

The knowledge, decisions and actions of Ruby Princess crew, medical staff and the ship operator, Princess Cruises, with respect to cases or potential cases of respiratory infections on the ship;

Communications by Commonwealth and NSW Government agencies to passengers disembarking the Ruby Princess

**Attachment 1** govt-inquiry-may-2020.doc - [Download File](#)

**Attachment 2** attachments-1.zip - [Download File](#)

**Attachment 3** attachments-2.zip - [Download File](#)

**Do you agree to your submission being published?** I agree to my submission being published in my name

### **The Special Commission of Inquiry into the Ruby Princess**

On 15 April 2020, the Special Commission of Inquiry into the Ruby Princess was established. The Special Commission is led by Commissioner Bret Walker SC. The Commissioner must report to the NSW Premier and the NSW Governor by 14 August 2020.

The terms of reference for the Special Commission require the Commissioner to inquire into and report on:

- **The knowledge, decisions and actions of Ruby Princess crew, medical staff and the ship operator, Princess Cruises, with respect to cases or potential cases of respiratory infections on the ship;**
- ~~The information provided to, communications between, and decisions and actions of Commonwealth and NSW agencies; Not relevant to our input~~
- ~~Policies and protocols applied by Princess Cruises and Commonwealth and NSW Government agencies with respect to managing suspected or potential COVID-19 cases; Not relevant to our input~~
- **Communications by Commonwealth and NSW Government agencies to passengers disembarking the Ruby Princess; and**
- ~~Any other related matters that the Commissioner considers appropriate.~~  
Too early to tell

In conducting the Inquiry, the Commissioner is to have regard to the global COVID-19 pandemic as well as: the departure of the Ruby Princess from 8 March 2020 and the ensuing voyage; the docking and disembarkation of the Ruby Princess on 19 March 2020; and Subsequent efforts to diagnose and treat, and to contain the community transmission of COVID-19 by, Ruby Princess passengers.

You have received this email because you or your family member were a passenger on the Ruby Princess voyage that departed from Sydney on 8 March 2020.

### **Call for submissions**

On 24 April 2020, the Commission made a public call for submissions in relation to the terms of reference set out above. The purpose of this email is to ensure that all passengers from the 8-19 March 2020 voyage are aware of the call for submissions by the Commission. The Commission is particularly interested in hearing from passengers who visited the ship's medical centre during the voyage.

If you would like to make a submission, **please do not reply to this email**. Instead, please visit the Commission website and make a submission via the online form: <https://www.rubyprincessinquiry.nsw.gov.au/submissions/> Submissions are due by **Friday 29 May 2020**. If you have already made a submission or provided information to the Commission, please disregard this email. Additionally, please note that if you have made a statement to the NSW Police Force in relation to your travel on the Ruby Princess, it will be provided to the Commission.

If you would like further information about the Commission please visit our website: <https://www.rubyprincessinquiry.nsw.gov.au/>

Jennifer Hoy  
Senior Solicitor Assisting



**The Special Commission of Inquiry into the Ruby Princess**

[www.rubyprincessinquiry.nsw.gov.au](http://www.rubyprincessinquiry.nsw.gov.au)

Harry & Carmen McDonald

Our cabin was Baja deck [REDACTED] on Ruby Princess Voyage R007

The following personal submission provides information, through attachments and opinions on;

**•The knowledge, decisions and actions of Ruby Princess crew, medical staff and the ship operator, Princess Cruises, with respect to cases or potential cases of respiratory infections on the ship;**

**•Communications by Commonwealth and NSW Government agencies to passengers disembarking the Ruby Princess**

There were delays in boarding on the 8<sup>th</sup> Mar. It was not clear what the reasons were and some rumours around sick disembarking passengers, thorough cleaning, and NSW health providing a final clearance approval. In the end we had about 3 hour delay and the announcement was that NSW health had given clearance for boarding.

We noted many items of advice related to hygiene announce and reinforced by cruise staff. The hygiene factors were strongly emphasized getting on-board and throughout the cruise with many key messages. This was more assertive than we had experienced on other previous cruises.

No shaking hands

No hugging

Avoiding the public toilets – if you did then you didn't need to operate the door handles as the doors were open

Instructions on how to effectively clean hands (20 secs)

Instructions on how to cough hygienically, e.g. into sleeve, and prevent any droplets carrying into the public space

Using sanitiser each time you went to any meal areas in the dining rooms or the smorgasbord. There was always cruise staff nearby to challenge any passengers going into these areas without using the sanitiser.

There was continuous routine cleaning of the handrails and common contact points around the ship. This same scrutiny had been observed on previous cruises, but more linked to preventing norovirus

On one of the shore excursion days we asked one of the waiters at our designated restaurant what they did that day. We were usually interested to know whether they

were able to get off the ship. They responded indicating that all staff had to complete a public health and safety training.

On another day of shore excursion in our conversation with the cabin steward advised that during the day the ship would be conducting thorough disinfection. Not sure how local or widespread.

Prior to boarding we had to complete personal health declaration, indicating that we were healthy, had not travelled to certain destinations (known covid hotspots) and had not been in contact with any covid cases. During the cruise we completed at least one other similar declaration, however the later declarations included additional locations – like Seattle and some other parts of US.

There were some Announcements near the end of the cruise for people who had not previously presented to the doctor, and had any symptoms no matter how slight to visit the medical centre and see the doctor.

When we were heading back from Napier towards Sydney – many Govt handouts, information sheets and announcements about self isolation were delivered to our cabin much in the same way as the normal daily bulletins.

‘Australian Govt Dept of Health - Novel Coronavirus’

‘Australian Govt Dept of Health - Coronavirus Disease) (COVID-19), Isolation Guidance version 12(15/03/2020)’

‘Australian Border Force – Restrictions On Entry To Australia Relating to COVID-19 For Cruise Ships’

‘Australian Border Force – Advice To Cruise Ship Passengers’

‘Australian Border Force- Messaging To Cruise Ship Passengers.’

We read through these and understood that we would need to self isolate.

We did not observe any sick passengers. However there were many elderly passengers seemingly with existing ailments. There were no obvious rumours floating around the ship about passengers with covid sickness.

The relevant copies of this information plus some other emails and information are included as attachment1 and attachment 2 zip files.

When we disembarked we expected to see government health officials and some preliminary for m of checking – e.g. temperature checks.

There were passport checks only– we picked up our luggage and bussed to Sydney airport. The distances between the cruise terminal to the bus and for the bus to airport were all short. We were travelling on Virgin which was a late change organised by the cruise ship, due to changed departure date. Virgin had a check in facility at the cruise terminal so the luggage was taken care of all the way through to Perth. There was no wandering around at the cruise terminal or in the vicinity of the cruise terminal. Neither was there a lot of contact with others beside those involved in transiting us.

We arrived home and self quarantined for two weeks.

Further documentation was received both from NSW health and WA health departments.

We received two email messages from NSW health - on the 20th Mar to report to a covid clinic because we were seen as covid contact risk by virtue of the being on the Ruby Princess. We both attended the Fiona Stanley covid clinic on the 20<sup>th</sup> Mar, We were interviewed and the medical staff found no symptoms and then advised us to enjoy and complete the quarantine.

We also received a follow up email on the 22<sup>nd</sup> Mar wanting confirmation that we had received the 20<sup>th</sup> Mar email

From the 25<sup>th</sup> Mar to 29<sup>th</sup> Mar inclusive we both also received email surveys from NSW health checking for symptoms of the virus. In all cases we responded in the negative.

We also received an advice from the WA Health Dept on the 22<sup>nd</sup> Mar advising of the quarantining requirements and duration including an end date. (Self-quarantine in Western Australia to prevent the spread of COVID-19)

We were surprised when watching some current affairs programs that some passengers declared that the cruise staff had not received any messages about self isolation. All bulletins were delivered direct to cabins. Some general announcements broadcast also reinforced the border security and isolation requirements.



**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Monday, 25 May 2020 8:44:22 PM

---



**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Phone

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

My friend Heather [REDACTED] and myself were passengers on the Ruby Princess between March 8th and March 19th 2020. We both became ill on the cruise with flu-like symptoms of cough, fever and muscular pain. My friend became sick before I did and called the ship's medical centre to report her symptoms. She was told to come down to the medical centre for review but told the staff that she did not feel comfortable presenting in person in case she was contagious, nevertheless she was asked to present. She was swabbed for what we found out later was Influenza, told she just had a cold and charged a fee which was later refunded- she queried self isolation but was told that it was unnecessary. When I became ill with the same symptoms, I did not notify the medical centre because of my friend's experience- in other words, we felt that the staff had been unconcerned about these symptoms and so reporting that I was also ill would not have been of much benefit. As we were nearing the end of the cruise, I was contacted by a member of the medical team and asked to report to the medical centre for assessment. My temperature was taken and I was swabbed for what I learned later was Influenza. Both my friend and I were surprised that the response to our illness was quite casual. When we disembarked in Sydney, we were amazed that we were allowed to leave the ship without a temperature check or filling out a health form. We knew that we had to self-isolate on returning home but were concerned about using public transport, the only

alternative being to call our families who have young children and we were unwilling to expose them to possible infection. We kept our distance from others on the journey home, I was still feeling quite unwell. We decided to get tested for Covid 19 several days later and thankfully tested negative for Corona virus but positive for Influenza A. In summary, I feel that in the light of the covid 19 epidemic, we should have isolated in our cabins instead of joining the crowds of people in many areas of the ship and we would have done this had we been advised to do so

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 26 May 2020 9:40:46 AM

---



**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

I sent an email to [REDACTED]@police.nsw.gov.au regarding our experience on the Ruby Princess.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?**

I agree to my submission being published anonymously

**From:** [REDACTED]  
**To:** [Ruby Princess Inquiry](#)  
**Subject:** Re: Special Commission of Inquiry into the Ruby Princess - call for submissions from passengers  
**Date:** Saturday, 23 May 2020 10:42:12 AM

---

Dear sir or madam,

I guess my wife and I started becoming uneasy about the cruise a week or so before the departure date of the ship with the ongoing news re the covid-19 virus.

However we were given assurances by Ruby Princess that more intensive health checks would be given to all passengers prior to boarding.

As it turned out this more intensive health check was simply to be given a sheet of paper with a number of related questions and corresponding yes and no answers.

Once on board we realized that there were some passengers on board with some form of respiration health issue. (the odd coughing from time to time including one cabin boy)

In regard to the medical centre I went there twice. On the first day at sea to obtain sea sickness medication for my wife and the same reason on the morning of the second last day at sea.

The first visit was uneventful however on the second visit I noticed some six or more people seated in the reception area all of these people were wearing face masks. One lady in particular looked very distressed.

I exited that room with some speed and as I entered the lobby area adjacent to the medical centre I couldn't help from noticing that staff were setting up a number of tables with blue cloth on top as if they were expecting a number of people to arrive.?

I have been on seven ship cruises and never experienced such an organised quick departure from the ship and terminal area.

What was particularly noticeable was that all border security staff were wearing face masks.

While we had to show passports and hand in customs declaration forms, the security staff were only interested in the collection of the declaration forms, no one looked at the passports.

We were quickly moved to the taxi departure area where there was no waiting.

Yours faithfully

Richard and Coral Peachey

---

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

From: "Ruby Princess Inquiry" <enquiries@rubyprincessinquiry.nsw.gov.au>

To:

Sent: Tuesday, 19 May, 2020 At 9:16 AM

Subject: Special Commission of Inquiry into the Ruby Princess - call for submissions from passengers

Dear Sir or Madam

### **The Special Commission of Inquiry into the Ruby Princess**

On 15 April 2020, the Special Commission of Inquiry into the Ruby Princess was established. The Special Commission is led by Commissioner Bret Walker SC. The Commissioner must report to the NSW Premier and the NSW Governor by 14 August 2020.

The terms of reference for the Special Commission require the Commissioner to inquire into and report on:

- The knowledge, decisions and actions of Ruby Princess crew, medical staff and the ship operator, Princess Cruises, with respect to cases or potential cases of respiratory infections on the ship;
- The information provided to, communications between, and decisions and actions of Commonwealth and NSW agencies;
- Policies and protocols applied by Princess Cruises and Commonwealth and NSW Government agencies with respect to managing suspected or potential COVID-19 cases;
- Communications by Commonwealth and NSW Government agencies to passengers disembarking the Ruby Princess; and
- Any other related matters that the Commissioner considers appropriate.

In conducting the Inquiry, the Commissioner is to have regard to the global COVID-19 pandemic as well as: the departure of the Ruby Princess from 8 March 2020 and the ensuing voyage; the docking and disembarkation of the Ruby Princess on 19 March 2020; and

subsequent efforts to diagnose and treat, and to contain the community transmission of COVID-19 by, Ruby Princess passengers.

You have received this email because you or your family member were a passenger on the Ruby Princess voyage that departed from Sydney on 8 March 2020.

### **Call for submissions**

On 24 April 2020, the Commission made a public call for submissions in relation to the terms of reference set out above. The purpose of this email is to ensure that all passengers from the 8-19 March 2020 voyage are aware of the call for submissions by the Commission. The Commission is particularly interested in hearing from passengers who visited the ship's medical centre during the voyage.

If you would like to make a submission, **please do not reply to this email**. Instead, please visit the Commission website and make a submission via the online form: <https://www.rubyprincessinquiry.nsw.gov.au/submissions/>. Submissions are due by **Friday 29 May 2020**. If you have already made a submission or provided information to the Commission, please disregard this email. Additionally, please note that if you have made a statement to the NSW Police Force in relation to your travel on the Ruby Princess, it will be provided to the Commission.

If you would like further information about the Commission please visit our

website: <https://www.rubyprincessinquiry.nsw.gov.au/>

Jennifer Hoy

Senior Solicitor Assisting

**The Special Commission of Inquiry into the Ruby Princess**

[www.rubyprincessinquiry.nsw.gov.au](http://www.rubyprincessinquiry.nsw.gov.au)

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 26 May 2020 11:34:40 AM

---



**First name** [REDACTED]

**Surname** [REDACTED]

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I unfortunately contracted COVID-19 as a consequence of being a passenger on Ruby Princess cruise #R007 which departed Sydney 8/3/20, after many hours delay. We were informed the ship had been cleared to sail by the authorities. We were never informed of any outbreaks of COVID-19 on board during our cruise. We were reminded of hand-washing, use of sanitising gel at all food areas and to use own bathrooms in preference to public facilities, by the daily newsletter. There were increasing numbers of passengers coughing during the cruise, from which we tried to distance ourselves- difficult to achieve in a confined area. Australian Sky news was broadcast constantly on the tv in our cabin with information concerning COVID-19 around the world, no information directly from on board. I spent 13 days(25/3/-7/4/20) in ICU Port Macquarie Base Hospital under treatment, very unwell with COVID-19. My husband, [REDACTED] (who fortunately didn't contract the virus) and I feel Carnival Cruises should have cancelled the cruise and they didn't demonstrate their duty of care to their passengers.

**Attachment 1**

**Attachment 2**

**Attachment 3**



**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Tuesday, 26 May 2020 12:43:50 PM

---



**First name** Haylee

**Surname** spencer

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Hi iam not shore what I meant to say.  
I did get the convid-19 on the 2/4/2020 after I been on the ruby princess . I feel very upset about the whole situation about this ship. I heard so meny stories though out the this time, my life is still recoving, from the covid -19 mentally , and my body . This ship has done so meny wrongs as I been told. But I was treated like I was on a holiday though out the 11 days. Even to the point of getting home. My husband and I did the 14 days isolation as we been told from the ship. But than I came ill , my life has now change with my health and mental health from this ship.  
About this horrible situation , I be only got photos, Of happy memories of this holiday . I feel so wrong about what Ruby princess has done. But I was glad I was home thinking I was safe not knowing that the ship had convid -19 pople on board . We were told on the 20/3/2020 so my husband and I went to get tested . We were both neg but we still the 14 days . 2/4/22020 I was very ill. I had a ward at home call viral ward from Brisbane Royal Women Hostipal. We not once were told that our ship was in trouble with the convid-19 while we were on the ship . If you need any more info from me let me know.

**Attachment 1**

**Attachment 2**

### **Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name published?

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 27 May 2020 11:36:13 AM

---



<b>First name</b>	[REDACTED]
<b>Surname</b>	[REDACTED]
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	<p>I felt unwell after a day ashore in Wellington, so went to the ships medical centre where nasal swabs were taken. These swabs tested positive for flu. I was prescribed Tamiflu, given cough mixture told to wear a mask and remain in isolation until temperature is normal. To take Panadol 4 hourly. As leaving medical centre I was called back and told authorities required further testing. More swabs were taken to be sent ashore for testing.</p> <p>Temperature to be taken twice daily. I was told swab negative for corona virus but to remain isolated and wear mask. I was in isolation for 3 days.</p> <p>During remainder of cruise our room was thoroughly cleaned, And all linen changed by 2 special staff who wore masks and took extra care.</p> <p>On disembarkation I was given a mask and hand sanitiser to use on my way home to self isolate for 14 days Subsequently one person we were travelling with returned a positive result, we went to be tested but were refused as had no symptoms. We were disappointed by this as we thought testing was the right thing to do. we were then tested with results proving negative.</p>
<b>Attachment 1</b>	D81F1388-DD4C-4A12-8B7E-E1E27B08D798.jpeg - <a href="#">Download File</a>
<b>Attachment 2</b>	AE3BB411-25D6-47F4-8F9F-D09312696DDE.jpeg - <a href="#">Download File</a>

**Attachment 3**

BF48259A-E3F5-4B63-87E0-3157135E7C05.jpeg -  
[Download File](#)

**Do you agree to your submission being published?** I agree to my submission being published anonymously

INVOICE NO

## RUBY PRINCESS MEDICAL CENTER

VISIT DATE

Mar 14, 2020

FOLIO

PATIENT NAME

CABIN

CRUISE NAME

TREATING PHYSICIAN

R007

Dalvie, Zaeem MD

PATIENT ADDRESS

Australia

BILL PREPARER

CHARGE DATE

SETTLEMENT TYPE

POLICY NUMBER

Matthee, Johan Wilhelm RN

Mar 14, 2020 17:42 UTC+13:00

FOLIO

--

TOTAL PROFESSIONAL SERVICES

TOTAL MEDICATIONS

TOTAL SUPPLIES

TAX

TOTAL CHARGES

\$171.00

\$148.77

\$41.78

\$0.00

\$361.55

SKU

CPT

PROFESSIONAL SERVICE

PRICE

QTY

TOTAL

90711

--

Influenza A&amp;B Test

\$42.00

1

\$42.00

91630

--

Doctor - Consultation, Office Hours - Level 1: Low to Moderate Complexity

\$129.00

1

\$129.00

SKU

MEDICATION

PRICE

QTY

TOTAL

MED150154

Oseltamivir Phosphate Capsule 75mg

\$12.48

10

\$124.80

DEL0759

Dextromethorphan Hbr + Guaifenesin Syrup 20mg/200mg

\$23.97

1

\$23.97

SKU

SUPPLY

PRICE

QTY

TOTAL

54

Influenza A&amp;B Testing Supplies

\$41.78

1

\$41.78

FINAL DIAGNOSIS

J10 - Influenza due to identified seasonal influenza virus

M/V RUBY PRINCESS

MAR 15 2020

SENIOR NURSE



Attention: Molecular Diagnostics  
To: Wellington SCL (WN)  
  
Level 5, SCB  
Wellington Hospital  
Riddiford Street, Newtown  
WELLINGTON SOUTH 6021

Copies to: Sendaways at SCL  
Wellington  
Wellington SCL (WN)

Patient name: [REDACTED]

NHI: [REDACTED]  
Date of Birth: [REDACTED]  
Age: [REDACTED]  
Sex: Male

Requestor:  
Healthcare Facility:  
Ward:

ESR reference: [REDACTED]

Referring Lab #:  
Date Collected: 14 March 2020  
Sample Type: Swab  
Sample Site:  
Date Received: 14 March 2020

#### Respiratory Virus Identification

<u>Test</u>	<u>Result</u>
rRT-PCR: SARS-CoV-2 E gene	Not Detected
rRT-PCR: SARS-CoV-2 RdRP gene	Not Detected

#### Report comments

COVID-19 coronavirus was not detected in this sample. Please note nose and/or throat swabs are inferior specimens to lower respiratory tract samples and this result does not completely exclude infection. Please send us a repeat sample if COVID-19 is still suspected based on clinical grounds.

Reported by:

Enquiries: [REDACTED]  
Phone: [REDACTED]  
Email: [REDACTED]

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 27 May 2020 1:01:14 PM

---



**First name** Deborah

**Surname** Hystek

**Email address** [REDACTED]

**Phone number** [REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** I began feeling unwell on the Wednesday 18th March 2020. Had a bad headache and a scratchy throat, an announcement was made that if you were feeling unwell with a fever, sore throat or headache to go down to the medical facility and get checked out. I did this there were a lot of people on deck 4 (Medical) when I went down mid morning, they took my details and symptoms and checked my temperature. I did not have a fever so they nurse told me the head sister would call me if she felt I needed checking on but he didn't see a need. I told him I was not going to let this spoil my last day and had plans to meet up with some new friends for lunch and the trivia in the afternoon.

I went back to my cabin unconcerned because we were all led to believe there was no COVID on the ship, I took some Panadol ordered coffee and settled in for a rest as I did not sleep well the previous night. After a short nap I went in search of my friend for lunch. The sister did phone our cabin whilst I was not there but spoke to my husband who was resting. It was quite a rough voyage on that day and he was feeling a little seasick. I found a spot in the middle of the ship that was quite steady and had some herbal tea and some sun from the window.

I feel so let down by both Ruby Princess and the Health Department. There was an announcement made that those who had gone to the medical centre would be checked by the Health Department before



disembarkment the next day. Needless to say, as you know, that did not happen and we were shuffled off that ship and through customs very very quickly.

My husband and I both ended up very ill and in hospital with Covid 19, we feel let down by all concerned especially Carnival Shipping. I hope that you are able to get to the bottom of the debacle of this cruise and find ways to never let this happen again. Money should never ever be put before customers health and safety. As yet we have not had the refund promised by Princess Cruises.

Thank you for this opportunity, we are trusting that we will not be forgotten or let down again.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

**From:** [no-reply@dpc.nsw.gov.au@mg2.dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au@mg2.dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Wednesday, 27 May 2020 4:38:35 PM

---



<b>First name</b>	Alwyn
<b>Surname</b>	Johnson
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	Other
<b>What would you like to tell the Commission?</b>	<p>The Ruby Princess should never have sailed on 8 March 2020.</p> <p>The Ruby Princess should have cancelled the cruise weeks before the 2700 passengers were allowed on board on 8 March 2020. The cruise should have been cancelled and the 2,700 passengers given a full refund.</p> <p>The Diamond Princess cruise ship was in lockdown in Yokohama since 5 February 2020 with 712 confirmed cases of the COVID-19 virus after an outbreak swept across the vessel in February.</p> <p>12 passengers died from the outbreak.</p> <p>The 712 confirmed cases from that vessel do not include infections discovered amongst passengers after they had gone home. 36 Americans were infected by the time they had arrived home in the United States.</p> <p>Princess Cruises is a cruise line owned by Carnival Corporation. Hence the Ruby Princess and the Diamond Princess are both owned by the same company.</p> <p>Carnival Corporation had first-hand knowledge of the Diamond Princess lockdown that had occurred on 5 February 2020, 34 days before 2,700 passengers were allowed on board the Ruby Princess.</p>

To make matters worse not all the 2,700 passengers on board the Ruby Princess were from Australia; approximately 1,000 had recently flown to Australia from all parts of the globe. In addition the 1,100 crew members were from 50 different countries.

The ship has cramped living quarters for its 1,100 crew, with as many as 5 crew members in tiny cabin accommodation. The perfect breeding ground for germs and serious diseases. How can cruise ships guarantee cleanliness when crew members are forced to live in poor conditions and with huge language barriers to overcome amongst the 50 different nationalities?

Cruise ships should never be allowed in Australian waters until crew members can be given living conditions that are acceptable to Australian standards. Cruise ships are not environmentally friendly and many Carnival Corporation cruise ships have been heavily fined for dumping oil, sewage, plastic and grey water in the world's oceans.

Yours faithfully

Alwyn Johnson

A black rectangular redaction box covering the signature of Alwyn Johnson.

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

CONFIDENTIAL SUBMISSION

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 28 May 2020 8:04:05 PM

---



**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

We went to board Ruby Princess on the early afternoon of 8th March 2020, and were told to return later. Arriving late afternoon, we filled in a small slip of paper that included our point of origin and any countries visited in the previous 14 days. Because we had a 90 minute transit at Singapore on the BA flight from London to Sydney, we were asked to wait before boarding. We were taken to a crowded room in the embarkation building, and told to wait again and to give the slip of paper to a member of the medical staff. At this time, there would have been up to a hundred people in a small space, some of whom said they had been waiting for two to three hours. There were few, if any, unoccupied seats. We had to ask for water to be brought as it was so hot.

After half an hour or more, a man came to the desk on the far side of the room and began to look through slips of paper placed there. We had to push through people in order to take ours to him. He separated the papers into groups and then left, telling people to wait until the nurse arrived. During this time, more and more people arrived in the packed waiting area.

After another half hour or so, the nurse arrived. By then, I would estimate that there were about 150 people waiting. She looked at the papers and called a group forward by name. We were two of them, so we lined up in a tightly packed queue in front of the desk and between the seats. As we reached her, she took our temperatures and checked the written information. We were then told to wait on the other side of a set of

folding screens, but still in the same space. This was an even smaller area with no chairs. About sixty people waited for another hour or so before being told that we would be allowed on the ship. Those who were left on the other side were told they could not embark. This was presumably because their point of origin, or the places they had travelled to during the last 14 days, were considered high risk for coronavirus.

My wife is a retired Practice Nurse, and I am a retired GP. We were shocked at the way this triage had been conducted. People considered high risk and low risk had been allowed to mingle in a tightly packed environment for several hours. Even when we were separated it was within the same area. We were all there long enough, and close enough, for transmission to have occurred from those deemed to be high risk to those who were subsequently allowed to embark.

There was also no attempt at privacy in asking people questions in front of the entire room. It would have been far better for a trained individual to look at each slip of paper on arrival and outside both waiting areas, and then for people to have been directed into completely separate areas immediately.

During the voyage, we were told via public announcements that there were no coronavirus cases on board. Passengers were invited to visit the medical facilities if they had a high temperature or cough. On two occasions, the entertainment director actually announced on the PA that Ruby Princess was "the safest place on the planet".

During the final dinner, the chefs and kitchen staff paraded into the dining room with a baked alaska. The diners were then asked to show their appreciation by waving their napkins above their heads. We did not do this as we thought waving napkins could easily spread further any airborne virus.

On leaving the ship, passengers were simply asked whether they had experienced any symptoms. As we had not, we were allowed to leave. Those who answered 'yes' were asked to speak to two people at a desk. This means of triage relied entirely on the honesty of people leaving the ship, many of whom would have been stressed and quite naturally very keen to return home. We were given a sheet of paper instructing us to self-isolate in a hotel until our flight home, which we did. At no point during the voyage was any public acknowledgement made that there were cases of coronavirus on board. The first we knew of cases on board was two days later when we received an e-mail from the New South Wales health authorities.

## **Attachment 2**

## **Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published anonymously

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 28 May 2020 7:07:27 AM

---



<b>First name</b>	Jane (aka Mia)
<b>Surname</b>	Manson
<b>Email address</b>	[REDACTED]
<b>Phone number</b>	[REDACTED]
<b>Preferred means of contact</b>	Email
<b>What is your submission based on?</b>	I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020
<b>What would you like to tell the Commission?</b>	I presented to the medical centre with a high temperature, racing heart rate and flu-like symptoms. [REDACTED]
<b>Attachment 1</b>	[REDACTED]
<b>Attachment 2</b>	
<b>Attachment 3</b>	
<b>Do you agree to your submission being published?</b>	I agree to my submission being published in my name



**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Thursday, 28 May 2020 6:17:50 AM

---



**First name** Margrete

**Surname** Hamence

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** My husband and I became unwell a couple of days after getting off the ship we were tested for COVID the tests came back negative, my husband and I a few days later again were tested as we had the majority of the symptoms of COVID, sore throat, slight temperature and a cough, again tested negative. My husband after a couple of weeks was okay his sore throat comes and goes however I am still unwell 2 months later sore throat, cough, tight chest, can't sleep and tired. I have had a 3rd test for COVID again negative and I have just had many other tests scans, blood tests, swabs etc and am waiting on the results. i have had various antibiotics to try and knock this thing over without success. Are there other passengers that have had the symptoms of the virus, tested negative and are still sick?

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name

CONFIDENTIAL SUBMISSION

**From:** [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au) on behalf of [no-reply@dpc.nsw.gov.au](mailto:no-reply@dpc.nsw.gov.au)  
**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 29 May 2020 2:16:05 AM

---



**First name** Lutz

**Surname** Gobrecht

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Am 08.03.2020 wollten wir um 11:00 Uhr an Bord gehen. Das Schiff zu betreten wurde uns untersagt, da sie noch mit Reinigungsarbeiten beschäftigt waren. Unser Koffer durften wir abgeben und im Terminal gelagert. Bis 18:00 Uhr durften wir bzw. alle Passagiere nicht an Bord. Als Entschädigung bekamen wir eine Gutschrift je 50 US \$. Am 19.03.2020 sind wir 2 Tage früher von Bord gegangen und mit einem Bus zum Flughafen gebracht worden. Ansonsten gab es keine weiteren Informationen von der Schiffsbesatzung.

Mit freundlichen Grüßen  
Architekt Dipl. Ing.  
Lutz Gobrecht

**Attachment 1**

**Attachment 2**

**Attachment 3**

**Do you agree to your submission being published?** I agree to my submission being published in my name



The Special Commission of Inquiry into the Ruby Princess

Decipha Security

29 MAY 2020

Screened

[Home](#) / Submissions

GPO Box 5341.

SYDNEY NSW 2001.

## Submissions

Passengers of the Ruby Princess between 24 February 2020 and 19 March 2020 and other persons with information or documents relevant to the Commission's terms of reference are invited to make a submission via the online form below. The deadline for public submissions is 29 May 2020.

All submissions provided by the deadline will be considered by the Commission. The Commission staff will contact you to seek further information if required.

Please note that the Commission cannot manage individual complaints in relation to the matters that are the subject of the inquiry. Please refer to the Commission's website for general information and updates regarding the Commission's work.

If you are unable to use the form below, you may call the Commission on (02) 9228 5795.

First name

Required

Gregory John MITCHELL and Dawn Elizabeth KING

Surname

Required

MITCHELL and KING

Email address

Required

Phone number

Required

Preferred means of contact

Required

- ☐ Phone  
☒ Email

What is your submission based on?

Required

- ☐ I was a passenger on the Ruby Princess cruise ship between 24 February 2020 and 8 March 2020  
☒ I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020  
☐ Other

What would you like to tell the Commission?

Required

SEE ATTACHED: "Input to the Commission"

Are there any documents you would like to provide to the Commission

Attachment 1

## **Input to the Commission:**

In spite of constant cruise announcements by Carnival as to the importance of the health and welfare of its passengers and crew this has not been borne out by subsequent revelations.

Upon reflection, matters of concern include:

1. The President of Carnival, Jan Swartz, personal advice of 5 March, 2020 of " New cancellation policy changes" (by email, dated 6 March 2020, 6.31 PM) of options to reschedule currently booked vacations that sail between March 9 (by virtue of 3 days prior notice) and May 31, 2020 and receive a Future Cruise Credit for 100% of the cancellation fee amount for any voyage departing by Dec. 31, 2021. As our New Zealand Cruise was scheduled to depart on March 8, 2020 it effectively precluded the application of this offer to our cruise. A thorough investigation of the health considerations known to Carnival in respect of the Ruby Princess and r of its other ships when determining the dates for the implementation of this new cancellation policy may serve to illuminate a disregard for the welfare of passengers and crews.
2. We were informed on boarding by cabin crew that the stopover in Sydney on March 8 2020 was accompanied by the rotation/termination/commencement of a considerable number of crew from/to numerous international destinations. This raises the question as to the sufficiency of the time available for the appropriate health assessments of the departing/incoming crew in the prevailing circumstances.
3. We detected an accumulation of dust, fluff and personal items (hairpin, etc) from earlier occupants within our cabin that suggested the failure to undertake the proper cabin cleaning procedures.
4. During breakfast in the Horizons Buffett, Dawn inquired as to the absence of one of the regular table attendants the previous morning. The woman attendant replied that she was sick, but felt somewhat better this day. This belied her appearance and left Dawn feeling somewhat anxious and concerned for the welfare of the attendant and herself.



Attachment 2

No file chosen

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Attachment 3

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*Alfred Chen*  
26/5/2020

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Friday, 29 May 2020 8:15:44 PM

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**First name**

[REDACTED]

**Surname**

[REDACTED]

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

As we were waiting to embark the Ruby Princess on the 8 March there were rumours that the ship had to be cleaned from the previous voyage. Instead of embarking at midday on the 8 March we were eventually on the ship at approx. 18.30hrs. We did not sail in the end until approx 22.30hrs. Of course there were lots of further rumours why we were so late being allowed onto the ship. We did not have to visit the Medical Centre onboard and were surprised that the enhanced screening that we had been advised would be involved before embarkation on 8 March only comprised a few additional questions on a medical questionnaire rather than the body temperature check and mouth swab which we would have thought to be reasonable precautions in the circumstances. Half way during our shortened cruise we met some medical/nurse person in uniform in the corridor on our deck but do not know the reason for their attendance. Our disembarkation on the 19 March was also a shambles. We had the feeling that the captain and crew could not get the passengers fast enough off the ship. We left the ship at approx. 08.00 and while we waiting for our transport to Sydney airport near the ship we noticed that the crew had already started cleaning balcony, banisters on the balcony etc. and obviously the cabins as well. Many passengers had not even left the ship. On return to England my wife contacted our doctor's surgery because she had developed flu like symptoms and was told that she probably had Coronavirus but has

subsequently recovered.

**Attachment 1**

**Attachment 2**

**Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Saturday, 30 May 2020 12:06:37 PM

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**First name**



**Surname**



**Email address**



**Phone number**



**Preferred means of contact**

Email

**What is your submission based on?**

I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?**

It's probably too late now for this submission but I'd like to say that we saw nothing inappropriate. We are not sick, never have been sick from COVID 19 and don't plan to be. I do want to say that I'm sorry all of this happened and that we are all suffering from this in some way. Sydney is a beautiful city and I wish we had been able to see more of it.

**Attachment 1**

**Attachment 2**

**Attachment 3**

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**To:** [Ruby Princess Submissions](#)  
**Subject:** Ruby Princess web submission  
**Date:** Saturday, 30 May 2020 8:53:58 PM

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**First name** Martyn

**Surname** Morris

**Email address**

[REDACTED]

**Phone number**

[REDACTED]

**Preferred means of contact** Email

**What is your submission based on?** I was a passenger on the Ruby Princess cruise ship between 8 March 2020 and 19 March 2020

**What would you like to tell the Commission?** Initially, my wife and I were surprised that the cruise went ahead in view of the escalation of events surrounding the pandemic and in light of what had happened to the Diamond Princess. We were very late boarding the cruise on 8th March; it was absolute chaos in the terminal. We were asked to complete a health form and as we had transited through Singapore three days earlier, we had to have our temperature tested, although we learned this from fellow passengers, not Princess, Health or terminal staff. We were directed to an area behind a screen along with around 200 or so people in a confined area, some of whom were wearing face masks. We were held there for around 2 hours. A solitary nurse undertook the testing and we were then directed to wait behind another screen, another confined area, without explanation. Some people were not directed to the second area. We waited some considerable time and I overheard someone telling the people in the original area that they would not be allowed to board, but would instead be taken to a hotel. No one, at any time, kept us informed as to what was happening and why. We were then allowed to board. We were astounded to learn that 158 passengers on the previous Ruby cruise were ill when they arrived back in Sydney, although we were not told about this by the crew or Princess; we later learned this from news items. Had we been made aware of this, we would have taken the decision not to board. In the cabin there was the usual notice regarding

preventing the spread of infection - influenza and norovirus. However, we commented to each other that there was no obvious effort to encourage social distancing; in fact it was the opposite: constant encouragement to attend large gatherings for on-board events - lifts were often full to capacity, which we avoided, and venues such as Crooners Bar full with tables and chairs in close proximity. We tried very carefully to choose tables furthest apart. The self-service restaurant was always full and the staff were cleaning tables, chairs and surrounding surfaces and handrails with the same cloth and cleaning solution. Even on our way back to Sydney following curtailment of the cruise, the entertainment team organised a dance production in the atrium piazza and literally hundreds of passengers gathered, crowding around us, even on the stairs, whilst we were sitting at a table where we were hoping to quietly read a book. Throughout the cruise we spent a lot of time in our cabin to isolate ourselves away from gatherings and watching the news items on the cabin television. A week following embarkation we received a telephone call from the ship's doctor advising that as we had transited Singapore we were required to attend the medical centre to have our temperature tested twice daily for fourteen days, but as we had transited ten days earlier, we only had to do this for the remaining four days. When we attended, there were a number of people sitting, wearing masks, without any attempt of segregation or isolation. Part of the way around New Zealand we were advised that due to coronavirus Princess were suspending all new sailings for 60 days, but we were to be allowed to continue. We considered that if it was unsafe for new sailings, it was unsafe for our cruise to continue. However, after we left Napier, New Zealand closed its borders and we were unable to dock at the remaining ports of call. We were told that we would have to return to Sydney immediately, shortening the cruise by two days. Two days before we docked in Sydney we visited the Customer Services desk to discuss changing our flights home, we were told by the Customer Services Assistant that there was no coronavirus on board the ship. We thanked her for telling us and that it was good to know. However, this was not the case and we have learned that hundreds of people have been infected and a number have sadly died. Disembarkation went ahead as normal. When we arrived home on 20 March I switched on my phone and there was a message from NSW Government Health advising us that there were cases of Covid-19 on board Ruby Princess and we were considered a close contact. We were told to remain at home for 14 days and to contact our local public health authority to

advise them of the circumstances. My wife began feeling unwell on our flight home and I began feeling unwell the following day. We therefore contacted our NHS111 service. We were both asked a series of questions and were told that it was 'highly likely' that we had contracted Covid-19. However, we were told that testing was only being carried out on hospital patients. My wife was very ill for 4 weeks suffering from typical symptoms of the virus and I was ill for 10 days. Hospitalization was, luckily, unnecessary. In conclusion, we consider that the cruise should never have gone ahead. Princess should have been more aware of what was happening throughout the world following what happened to the Diamond Princess and more proactive in its actions to prevent the spread of the virus. They were negligent in their duty of care towards their crew and passengers, sadly with serious consequences. Whilst we are grateful for the gesture of a refund of the basic cost of the cruise, we are disappointed that no one from the cruise company has enquired after our wellbeing.

**Attachment 1**

**Attachment 2**

**Attachment 3**

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