

GLASS provides information & referrals on lead poisoning & lead contamination prevention & management, with the goal of eliminating lead poisoning globally & protecting the environment from lead. GLASS is run by The LEAD Group Incorporated ABN 25 819 463



Annual Activity Report from GLASS to DEW

1 July 2006 to 30 June 2007

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1. Achievements & Highlights

- Over **80 volunteers** provided GLASS as a service to the public in the report period (see list of names in Acknowledgements section below). The two paid staff provided a highly valuable community service in training/supervision and being referees so that many of these volunteers successfully obtained paid work as a result of their GLASS experience
- Phone bills paid during this time totalled **\$4,524.73**, mostly for the Australia-wide **freecall** line, which also accepts calls from mobiles and messages after hours and when engaged. (See table 1)
- GLASS handled & data-entered **5,990** calls (emails & phone calls) in the 12 months from July 2006 to June 2007. (See figure 3)
- At the end of June 2007 there were **54,634** calls data-entered in our database.
- 41% of GLASS calls in 2007 year to date came from **NSW**, **27% from Overseas** and the rest from interstate (see figure 7)
- GLASS distributed in 2006, **1,306** copies of information products published by the Department of Environment and Heritage (DEH) and the year to date total for 2007 is **901**. (see figure 10)
- Subjects most often discussed in calls in the Financial Year 2006-07 were: lead poisoning **2,858** calls (27% of total call subjects), policy **1,511** (14%), other (eg demolition, smelter/mining communities, asbestos, mercury, etc) **1,219** (12%), service referral **960** (9%), consumer products **913** (9%), environmental testing/sampling **768** (7%) (see table 3)
- In responding to calls, GLASS staff and volunteers added **1,010** information products to the GLASS library database since 1st July 2006, making a total of 9,390 items in the library and no-one has yet refuted the claim that this is the largest lead library on the planet. Most of the library additions in recent years are web-published articles, all of which are now accessible in a fully searchable format at <http://www.lead.org.au/fs-index.html> which links to our SQL database directly.
- For the year July 01 2006 - June 30 2007 there were **242,924** page views on www.lead.org.au by **125,997** visitors from **163** countries. (see figure 1)

2. Telephone Payments

Table 1: Statement of Telephone Payments July 2006 – June 2007

Payments:	to Telstra*	to Optus	Total
Jul 2006	\$235.63	\$70.51	\$306.14
Aug 2006	\$253.39	\$97.49	\$350.88
Sept 2006	\$310.63	\$88.92	\$399.55
Oct 2006	\$280.63	\$50.75	\$331.38
Nov 2006	\$321.84	\$73.01	\$394.85
Dec 2006	\$256.90	\$68.67	\$325.57
Jan 2007	\$307.64	\$68.67	\$376.31
Feb 2007	\$238.53	\$72.05	\$310.58
Mar 2007	\$308.97	\$57.38	\$366.35
Apr 2007	\$430.58	\$71.46	\$502.04
May 2007	\$369.47	\$60.41	\$429.88
Jun 2007	\$375.37	\$55.83	\$431.20
TOTAL	\$3,689.58	\$835.15	\$4,524.73

*payments to Telstra include all directory charges and costs of 1800 626 086.
























3. Service Reporting

The tables and charted Figures 1-9 below are taken from The LEAD Group's Website, www.lead.org.au and the connected GLASS MS SQL database as well as the Excel Shift Roster for volunteers and staff.

The SQL data is analysed by caller's region of origin, lead issue discussed (call subject) and the nature of work (category) of the enquirer as per figures 4 to 9.

In responding to calls, GLASS staff and volunteers added 1,010 information products to the GLASS library database since 1st July 2006, making a total of 9,390 items in the library.

Table 2: Countries Visiting The LEAD Group's Website between 1 July 2006 & 30 June 2007
In order of highest use;

1.	 Australia	57.	 Jordan	113.	 Mauritius
2.	 United States	58.	 Jamaica	114.	 Cayman Islands
3.	 Great Britain (UK)	59.	 Fiji	115.	 Benin
4.	 Canada	60.	 Croatia (Hrvatska)	116.	 Iceland
5.	 India	61.	 Trinidad and Tobago	117.	 Maldives
6.	 New Zealand (Aotearoa)	62.	 Ghana	118.	 Honduras
7.	 Thailand	63.	 Guatemala	119.	 Zambia
8.	 Philippines	64.	 Sudan	120.	 Saint Lucia
9.	 Singapore	65.	 Malta	121.	 Bermuda
10.	 South Africa	66.	 Kuwait	122.	 Suriname
11.	 Malaysia	67.	 Uruguay	123.	 Libya
12.	 Mexico	68.	 Cote D'Ivoire (Ivory Coast)	124.	 Laos
13.	 Saudi Arabia	69.	 Chile	125.	 Somalia
14.	 Ireland	70.	 Bangladesh	126.	 Iraq
15.	 Germany	71.	 Yugoslavia **	127.	 Myanmar
16.	 Netherlands	72.	 Sri Lanka	128.	 Dominica
17.	 Pakistan	73.	 Hungary	129.	 Kyrgyzstan
18.	 Brazil	74.	 Uganda	130.	 Tunisia
19.	 France	75.	 Lebanon	131.	 French Polynesia
20.	 China	76.	 Austria	132.	 Virgin Islands (U.S.)
21.	 Hong Kong	77.	 Cyprus	133.	 Nicaragua
22.	 Korea (South)	78.	 Algeria	134.	 New Caledonia
23.	 Israel	79.	 Bulgaria	135.	 Anguilla
24.	 Belgium	80.	 Papua New Guinea	136.	 Antigua and Barbuda
25.	 Portugal	81.	 Syria	137.	 Grenada
26.	 Slovenia	82.	 Ethiopia	138.	 Saint Kitts and Nevis
27.	 United Arab Emirates	83.	 Slovak Republic	139.	 Macau
28.	 Macedonia	84.	 Ukraine	140.	 Uzbekistan
29.	 Indonesia	85.	 Botswana	141.	 Senegal
30.	 Spain	86.	 Lithuania	142.	 Cuba
31.	 Iran	87.	 Yemen	143.	 Swaziland
32.	 Norway	88.	 Guam	144.	 Martinique
33.	 Egypt	89.	 Bosnia and Herzegovina	145.	 Gibraltar
34.	 Poland	90.	 Estonia	146.	 Aruba
35.	 Italy	91.	 Bahrain	147.	 Netherlands Antilles
36.	 Taiwan	92.	 Venezuela	148.	 Cameroon
37.	 Sweden	93.	 Costa Rica	149.	 Mozambique
38.	 Nigeria	94.	 Togo	150.	 Kazakhstan
39.	 Japan	95.	 Morocco	151.	 Samoa
40.	 Peru	96.	 Panama	152.	 Bahamas
41.	 Turkey	97.	 Latvia	153.	 Vanuatu
42.	 Kenya	98.	 Nepal	154.	 Burkina Faso
43.	 Romania	99.	 Tanzania	155.	 Luxembourg
44.	 Puerto Rico	100.	 Zimbabwe	156.	 Zaire
45.	 Vietnam	101.	 Namibia	157.	 Palestine
46.	 Argentina	102.	 Guyana	158.	 Paraguay
47.	 Colombia	103.	 Brunei Darussalam	159.	 Haiti
48.	 Greece	104.	 Mongolia	160.	 Serbia Montenegro
49.	 Denmark	105.	 Tajikistan	161.	 Micronesia
50.	 Russian Federation	106.	 Ecuador	162.	 French Southern Territories
51.	 Switzerland	107.	 Qatar	163.	 Madagascar
52.	 Czech Republic	108.	 Oman		
53.	 Finland	109.	 Cambodia		
54.	 Barbados	110.	 Belize		
55.	 El Salvador	111.	 Dominican Republic		
56.	 Georgia	112.	 Bolivia		

** .yu domains could be Serbia or Montenegro
Source: David Ratcliffe

Figure 1: Monthly Page Views on www.lead.org.au

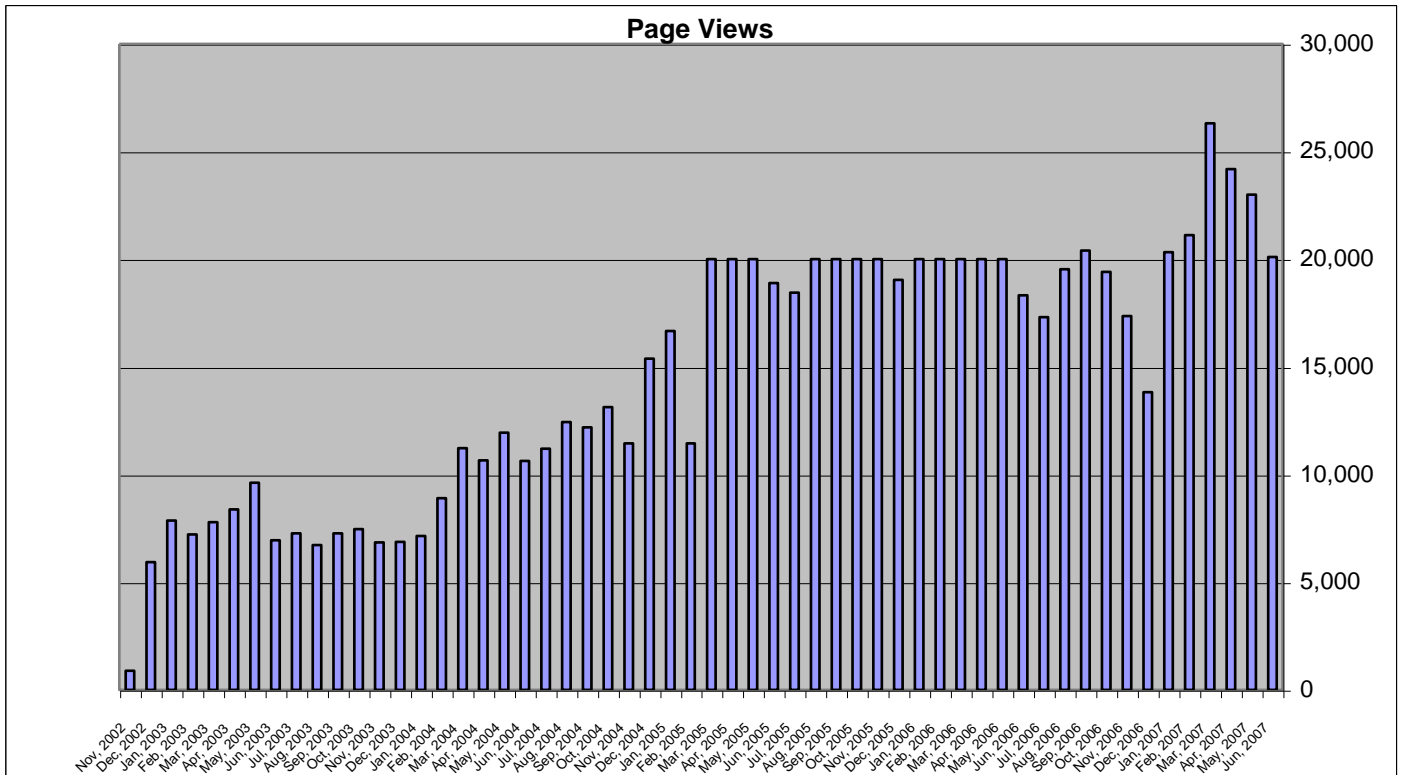


Figure 1: Monthly page views on TLG website. Source: Webmaster David Ratcliffe

The total hits for the 12 months from July 01, 2006 to June 30 2007 was **242,924** page views making a total **819,258** hits since 2002 when the first web counter was installed.

NB: the monthly hit counter obtained from the Free Public Domain allowed only 20,000 hits and then stopped counting. This limit was regularly exceeded from March 2005. In July 2006 we switched to a new counter that counts above 20,000.

Figure 2: Number of Countries Viewing TLG's Website Per Annum

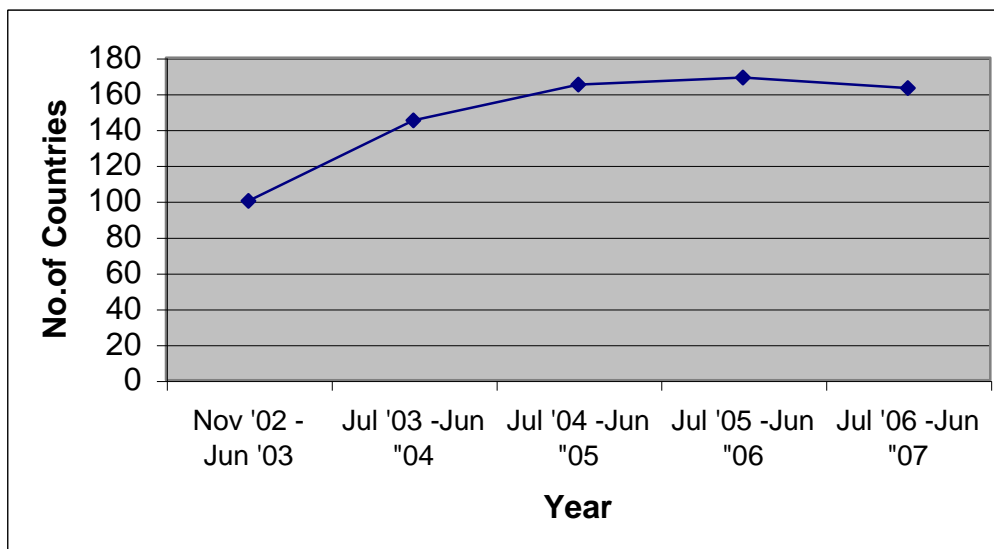


Figure 2: Countries viewing www.lead.org.au per annum.

The number of countries viewing The LEAD Group's (TLG's) website in the 12 months from 1 July 2006 to 30 June 2007 was **163** countries.

Source: David Ratcliffe.

Figure 3: Total Calls Handled by GLASS

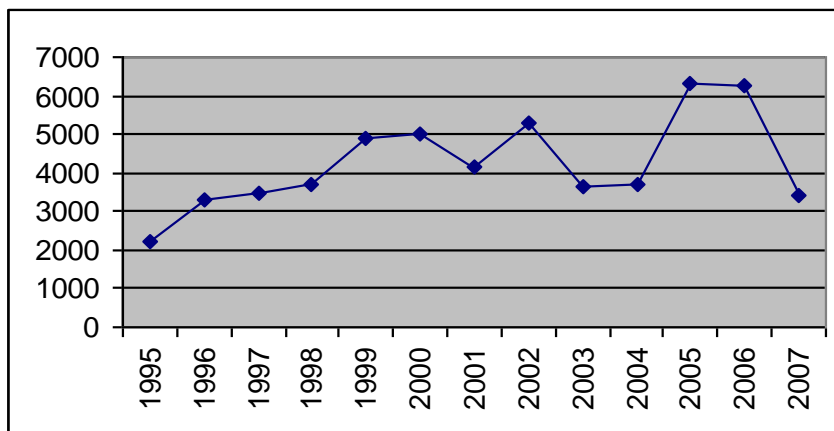


Figure 3: Total calls (phone and email) handled all years to date: is over **55,285**.

For the 12 months July 2006 to June 2007, GLASS staff & volunteers handled & entered **5,978** calls.

Source: GLASS Database

Figure 4: Calls by Subject Per Year.

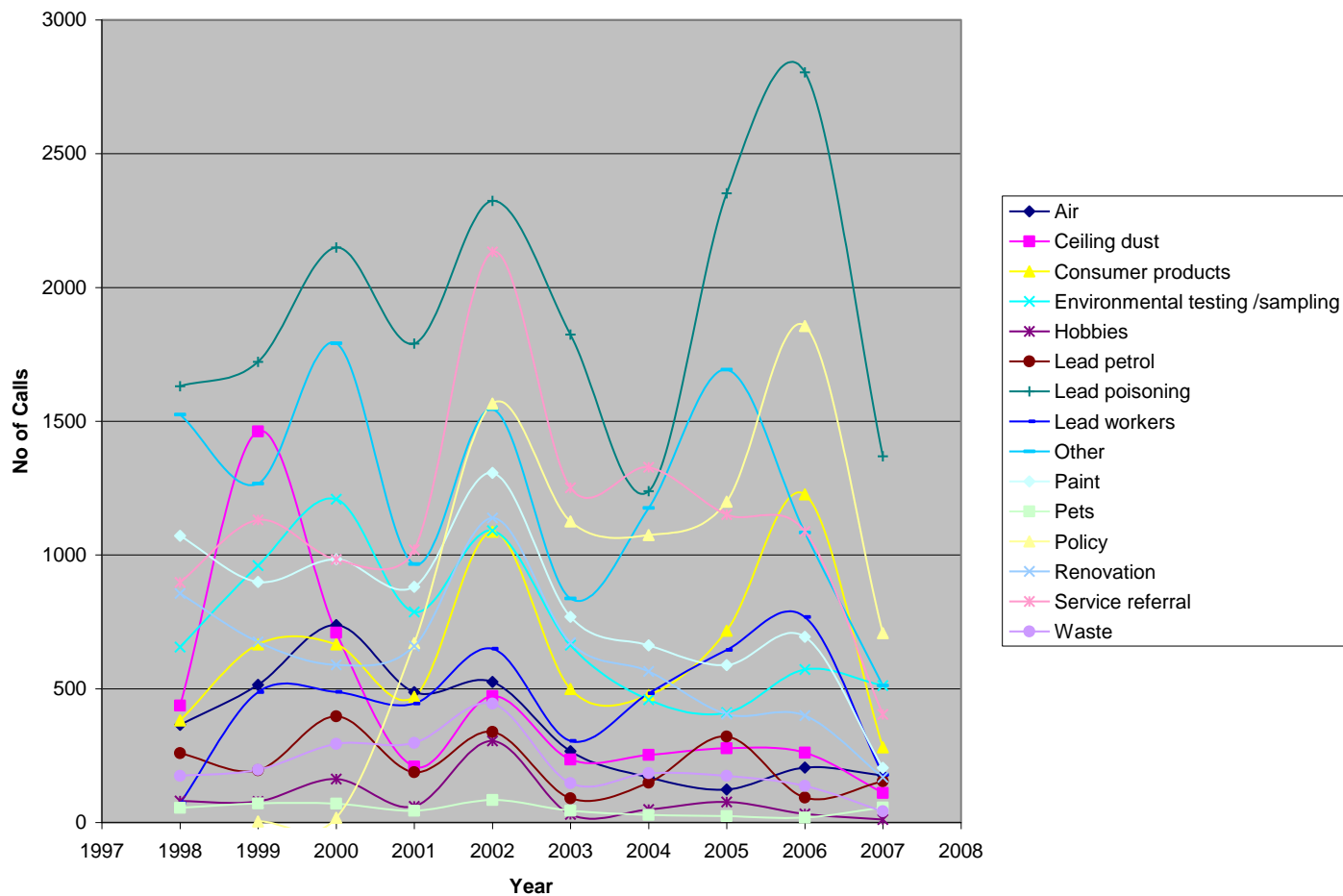


Figure 4: Breakdown of calls by subject per annum. 2007 data is up to 30th June only.

NB: Usually, more than one subject is discussed in a call.

Source: GLASS Database.

Figure 5: Subject as % of Total Call Subjects Since 1998

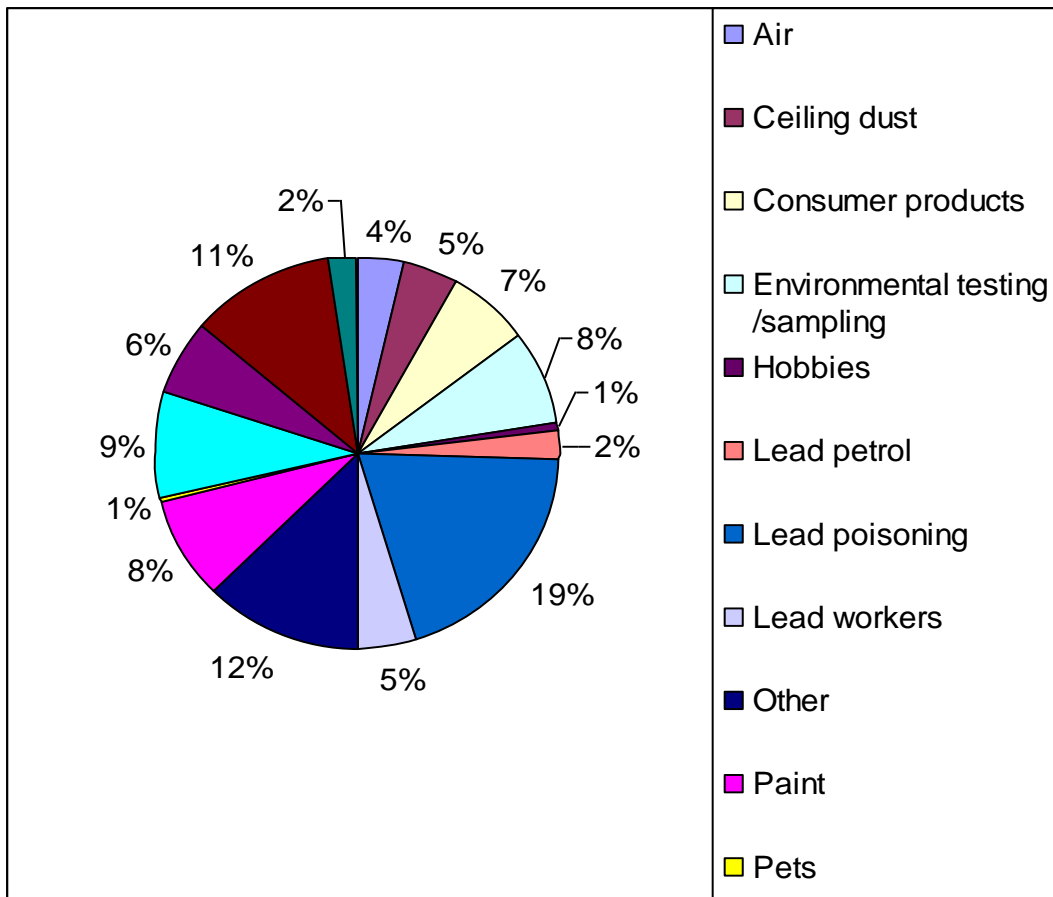


Figure 5: Subject as % of Total Call Subjects per annum, since 1998.

Source: GLASS Database

Table 3: Subjects Discussed In Calls in FY 2006-07

1 July 2006 – 31 Dec 2006	1 Jan 2007 – 30 June 2007	FY 2006-07 Totals
➤ lead poisoning 1,489 calls (27%)	1,369 (28%)	2,858 (27%)
➤ policy 803 (14%)	708 (14%)	1,511 (14%)
➤ other 707 (13%)	512 (10%)	1,219 (12%)
➤ service referral 556 (10%)	404 (8%)	960 (9%)
➤ consumer products 632 (11%)	281 (6%)	913 (9%)
➤ environmental testing/sampling 256 (5%)	512 (10%)	768 (7%)
➤ lead workers 380 (7%)	179 (4%)	559 (5%)
➤ paint 257 (5%)	204 (4%)	461 (4%)
➤ renovation 155 (3%)	169 (3%)	324 (3%)
➤ air 106 (2%)	176 (4%)	282 (3%)
➤ ceiling dust 150 (3%)	110 (2%)	260 (2%)
➤ leaded petrol 40 (1%)	154 (3%)	194 (2%)
➤ waste 46 (1%)	42 (1%)	88 (1%)
➤ pets 6 (0%)	56 (1%)	62 (1%)
➤ hobbies 17 (0%)	11 (0%)	28 (0%).

Source: GLASS Database

Figure 6: Total NSW, Interstate and OS Calls by Year

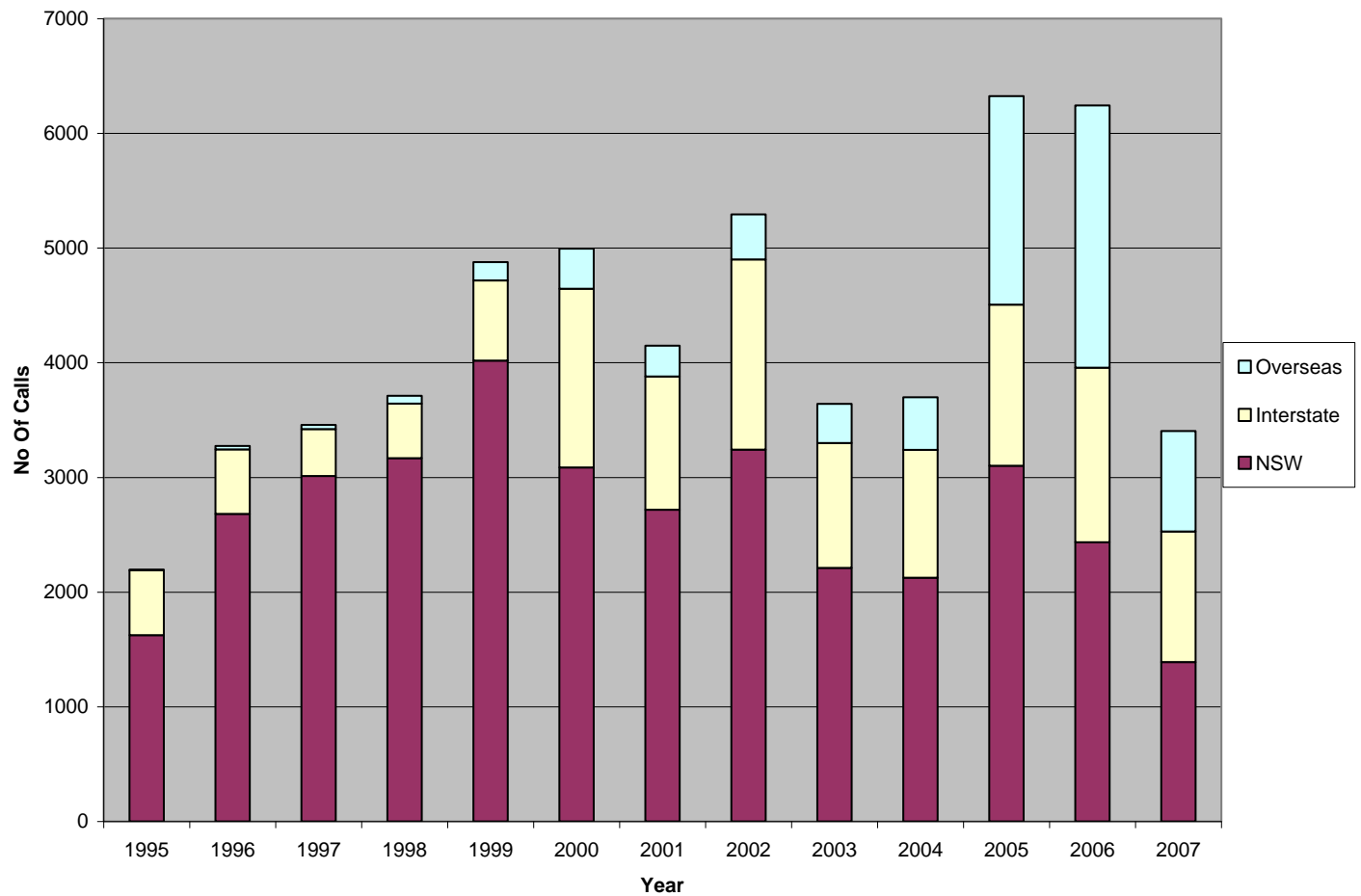


Figure 6: Breakdown by region of origin of caller. Data for 2007 is year to date.

Source: GLASS Database

Figure 7: Total Australian State/Territory and Overseas Calls in 2007 year to date

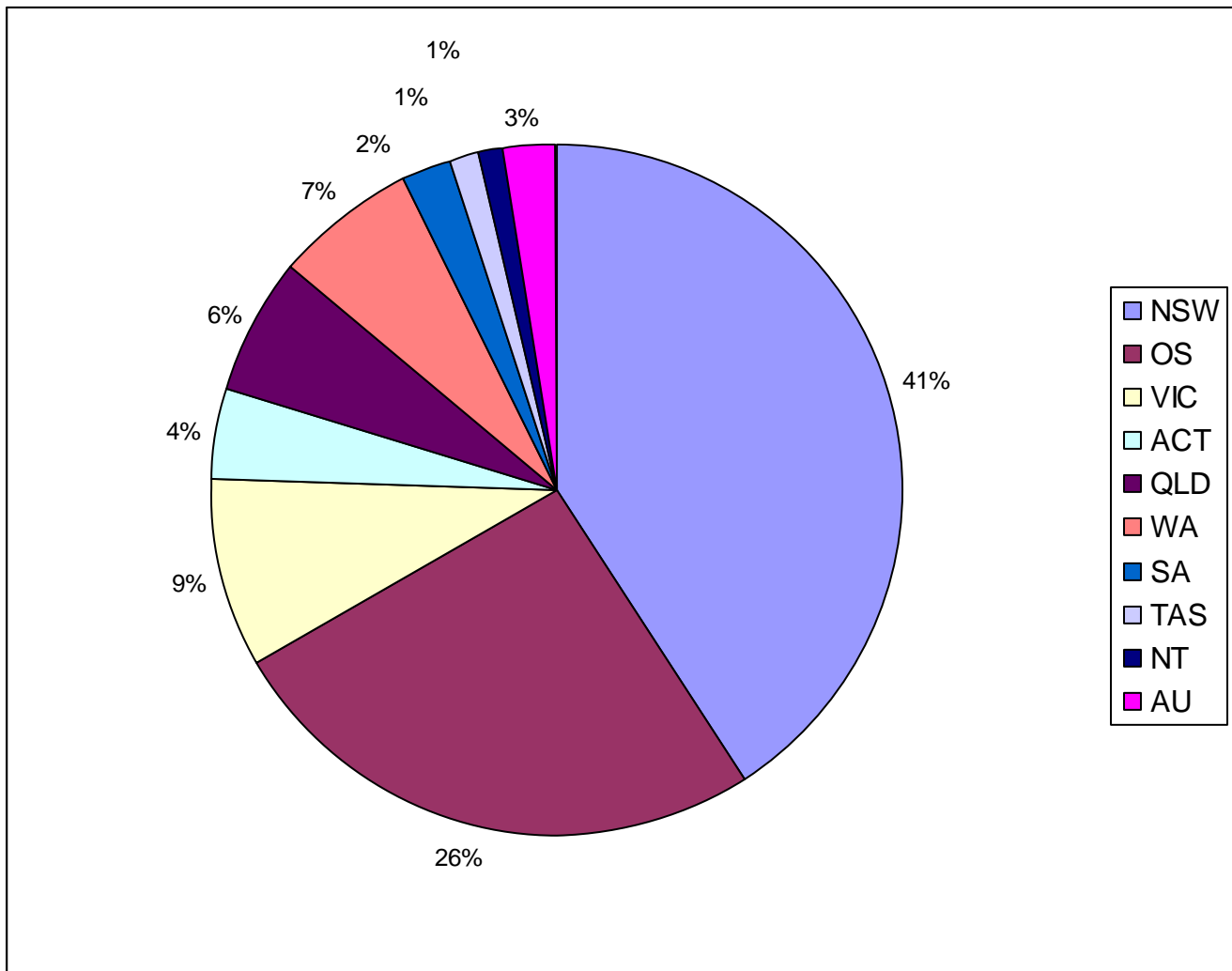


Figure 7: Breakdown of state/territory or overseas origin of **3,405** Calls for 2007 year to date. NB: AU signifies calls from Australia where the state or territory has not been specified by the caller.

Source: GLASS Database.

Figure 8: Calls by Category of Caller by Year

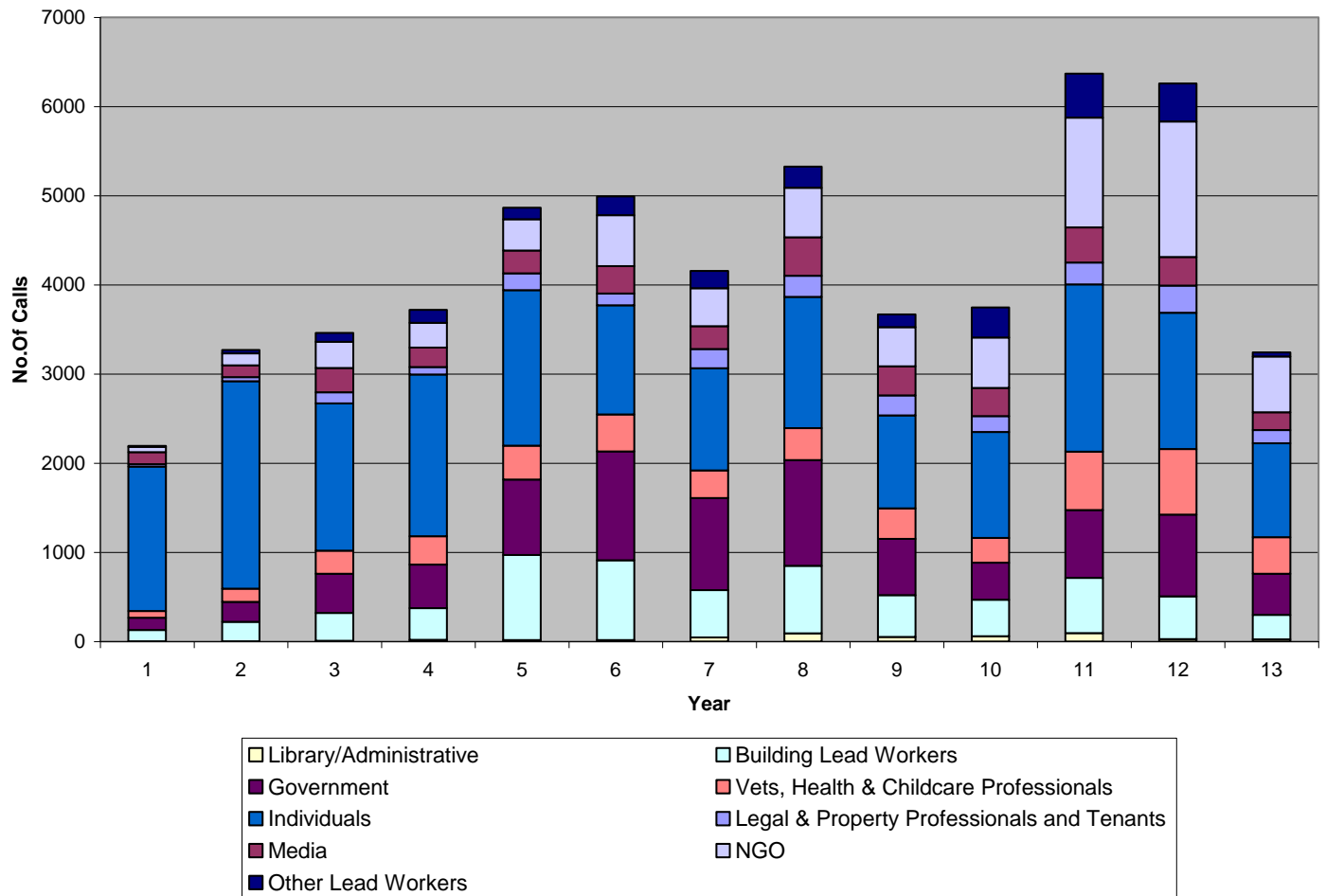


Figure 9: Breakdown by category of caller.

KEY: Year 1 = 1995, etc, Year 13 = 2007. Data for 2007 is year to date. Source: GLASS Database.

Figure 10: DEH Publications Distributed by GLASS (not including in Info Packs)

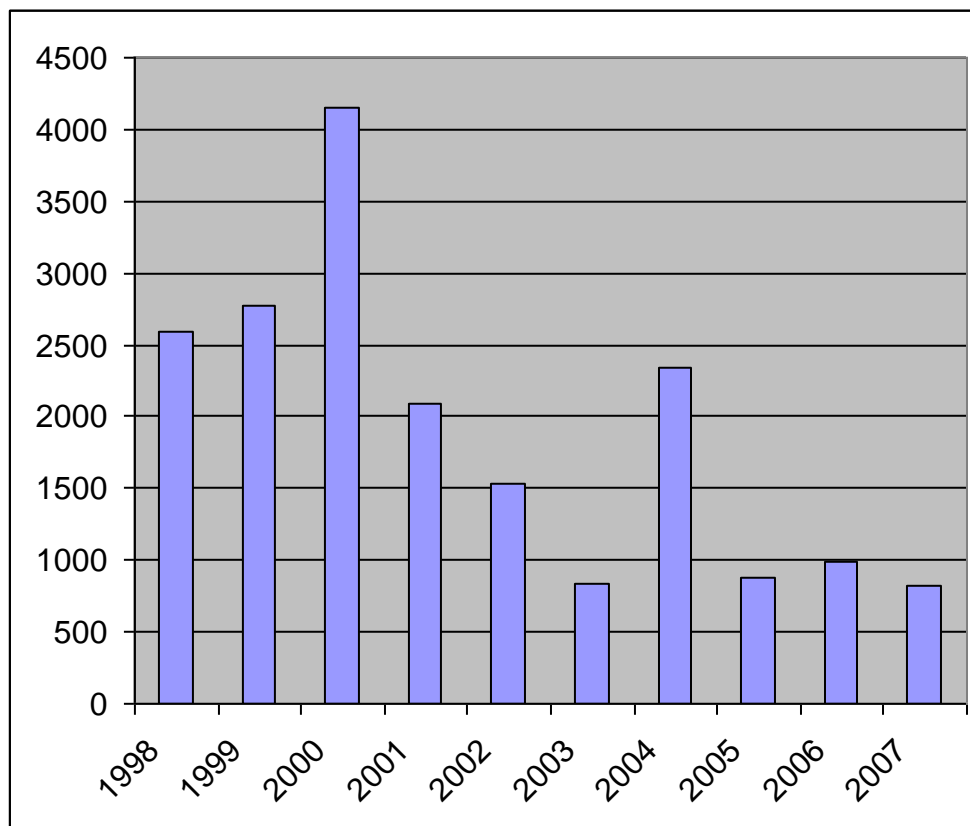


Figure 10: DEH Publications distributed by GLASS (not including in Info Packs).

NB: Data for 2007 is year to date. In 2006 an additional **329** DEH Publications were distributed in Info Packs (making a yearly total of **1,306**) and to date in 2007, a further **81** DEH publications have been distributed in Info Packs (making a year to date total of **901**).

Source: GLASS Database.

4. Acknowledgements

Report Contributors

Report prepared by John Faryna, System Administrator and Biprajyoti Datta, Data-Entry Officer, and Elizabeth O'Brien, Manager, GLASS.

Web data provided by David Ratcliffe, Webmaster, The LEAD Group. Financial data provided by Alex Jewson, Treasurer, The LEAD Group.

Volunteers During FY 2006-7

The following 81 people volunteered at GLASS during Financial Year 2006-07 and their work is highly valued and appreciated:

Ajit Shah, Alex Hopkins, Alusi Wang, Anis Chowdhury, Anne Roberts, Archana Singh, Bindiya Agarwal, Biprajyoti Datta, Bushra Qureshi, Carolyn Dederer, Celine Hsieh, Dan X. Wang, Darryl Watkins, David Ratcliffe, Deepak Kumar, Doug Mill, Elizabeth O'Brien, Ephraim Lu, Eric Lee, Erik Wibowo, Fiona Chisholm, Grace Zhang, Habib Faddoul, Henche Lie, Huma Keriwala, Ian Smith, John Faryna, Jose Ponce, Jude Roseth, Juliana Taniaty, Justin Hales, Katie Fan, Kavita Gaur, Kenvin Huang, Kuldeep Pradhan, Lilani Kanthi Talawatta Muhandiramlage, Ludmila Hayes, Mai Dung, Margaret Butler, Maria Suescun, Mariko Ueda, Marina Ali, Matthew Martusewicz, Michael Tran, Michelle Calvert, Monilka Khanna, Murk Qureshi, Nathan Sapitan, Nicola Smith, Nik Nimpradit, Paryank Sheth, Peck T e h, Prokash Das, Quratulain Qureshi, Rachelle Sullivan, Rani Mariselvam, Ravikulan Jeyarajasingam, Rezwanul Haq, Rina Rathot, Robert Young, Rohit Gupta, Rong Wang, Sadhaka, Sam Ramos, Samantha Zhang, Sandra Palomino, Shahnaj Afroj, Shalina Akter, Sherly Sherly, Shuo Liu, Stephen Shamoos, Subramanian Singaram, Surinder Singh, Suwen He, Terry McCowan, Thalia Oneeglio, Tian Tian, Tracy He, Wendy Evans, Winnie Chang, Zainil Zainuddin.