

The Global Lead Advice and Support Service (GLASS) provides information and referrals on lead poisoning and lead contamination prevention and management, with the goal of eliminating lead poisoning globally and protecting the environment from lead.

GLASS is run by The LEAD Group Incorporated ABN 25 819 463 114



global lead advice
& support service

Annual Activity Report of GLASS (Global Lead Advice & Support Service) to DSEWPaC (Department of Sustainability, Environment, Water, Population & Communities) 1 July 2009 to 30 June 2010

Incorporating the Progress Activity Report for 1 July 2009 to 31 January 2010

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1. How GLASS Achieved its Objectives – what we did and how we did it

by Elizabeth O'Brien and Anne Roberts

The objectives, as laid down by the funding body, were achieved by The LEAD Group administering the Global Lead Advice and Support Service (GLASS), thereby informing the public about the dangers represented by lead and how to ameliorate them, via provision of the following services (see Summary of Results below):

- a toll-free telephone line and email service – see Table 1 and Figures 3-5, Table 3, Figures 6-11, Table 4, and Figure 12
- internet-based activities for the community to seek information about lead and lead abatement techniques and to maintain an online library database on lead issues – see Figures 1 and 2 and Tables 2, 8, 9 and 12;
- complement and enhance the effectiveness of existing public information initiatives in relation to lead abatement – see Tables 8 and 9; and
- assist in the national distribution of materials produced by the Department of Sustainability, Environment, Water, Population & Communities about lead-based paint and any other lead issues – see Figures 13 and 14 and Tables 5, 6 and 7.

How we develop information for web-publishing consists of:

- *Gathering information*

GLASS has become the nexus of a network for the purposes of researching, receiving, exchanging and passing on information about lead. The LEAD Group's egroups and egroups which we belong to, have, over the past 6 years become increasingly important avenues for gathering information (and for disseminating the information we write). Every time Elizabeth is asked a question she can't answer, she either refers to experts from our Technical Advisory Board or other experts already in our database, or asks an egroup, or contacts someone else who then becomes a client and may be added as an expert (depending on their level of knowledge). Experts may be commissioned to write an answer (or a whole article or fact sheet) which is then usually web-published.

- *Putting information together for dissemination to the public*

From the information we research and the queries we receive, that is, what we research ourselves, what people *tell* us and what people *ask* us, we develop ideas for fact sheets, reports, slide shows and LEAD Action News articles. Who compiles the publications? These are compiled by the Manager, Elizabeth O'Brien, part-time researchers, commissioned writers, editors, interns and volunteers. When an intern comes from overseas, we take the opportunity to utilize their experience of their home country to write information about lead in their country.

Information management

Every client, how they heard about us, every call (phone call or email) is recorded in the database, as is every library addition, expert / referral and the subjects of calls and categories of clients (callers) and where they are. Most phone calls are answered and recorded by Elizabeth and most emails are recorded by volunteers and answered by Elizabeth. Data-entry of library acquisitions is done by most researchers and most volunteers. Elizabeth writes, commissions or supervises the writing of all new publications. Editing is contracted out to Anne Roberts whenever we can afford to do so. The web-master makes all changes to the website.



Discussion

We consider that GLASS has achieved the objectives in our funding contract, in that we have carried out all the prescribed activities. However, there is a difficulty in that the activities are open-ended. That is, what we're required to do expands, *because* we do it – we put more information online and we receive more inquiries. And the cycle goes on: 1.6m people have benefited from our online information since 2002 and callers in over 75,000 calls have benefited directly since 1995.

Not everyone at risk of lead poisoning, is aware of the danger. Our service is sought out by people who are already aware that exposure to lead is a danger to health. Yet, to achieve the overall objective of informing the public about the dangers of lead and how to ameliorate them, there is a major role for pro-active information dissemination about lead and for more links on other websites to our website. We do not have the staff to disseminate information pro-actively to those people who have a lead problem but don't know it, let alone to those countries with massive lead pollution problems and relatively little in the way of effective or enforced regulations to manage them.

The number of calls from New South Wales (NSW) has increased dramatically between FY 2008-09 and 2009-10 (up nearly **1,000 calls** from **1,914** to **2,912**) and we suspect this is because our website, located in NSW, has far more information about lead on it than any NSW government website.

Having no expert fund-raiser on the staff, we need help from DSEWPaC to convince the NSW government, Australian government and other national governments and multi-national organisations to co-fund our service or fund their own NGO's to use our service as a model. The work of GLASS would be so much more effective if governments across the globe also ran media education campaigns to inform people and direct people to our service, especially through links on government websites. We have included in this report, the results of our data-entering how every new client heard about GLASS in FY 2009-10 (see Table 9 below). The data demonstrates that our website is the most common way for people to hear about us and, while we have a good spread of media events (publications, websites, radio programs etc) and health professionals, building contractors, universities and government agencies referring inquirers to us, the number of overseas referrers needs to increase drastically.

With three additional paid full-time members of staff, we would be able to achieve far more to provide information and advice and increase the number of overseas referrers and overseas website links to our website. Reducing the incidence of lead exposure and its negative impacts, would lead to a lower cost to the community from the ongoing health and community costs. It simply is not possible for one person, in this case the Manager - to carry out and supervise all this activity WITHOUT putting in an average of 55 hours per working week (the grant is insufficient to cover overtime pay). (See Table 11) Four staff would be optimal but there is a desperate need to have another manager in the training phase so that Elizabeth can, in time, take the long service and annual leave she has accrued, and the service can continue to operate. We have on our Technical Advisory Board, the perfect candidate for this role, Michelle Calvert, but despite numerous funding applications to Australia and overseas, have not yet been able to secure the funds for more staff.



2. Summary of Results

Toll-free telephone line and email service

- The GLASS manager, administrator and volunteers data-entered **9,806** “calls” (emails & phone calls) in the 12 months from July 2009 to June 2010, compared to **7,177** the year before (See Figure 3). The number of calls handled in FY 2009-10 was **8,511** (up from **5,377** the year before) but an extra **1,295** emails received or sent in previous Financial Years, were also data-entered in the report period.
- At the end of June 2010 there were **75,409** calls data-entered in our database - up from **65,575** at the same time last year.
- **34%** of GLASS calls in 2010 year to date came from **NSW**, **47%** came from **Overseas** and **19%** came from **Interstate**. Of the **4009** calls (mainly emails), from overseas, **76%** were from the **USA**, **21%** were from the rest of the world and **3%** were from countries not-stated. Of the **864** calls from countries (not including US) that were stated in the email, **127** from **India**, **111** were from **Canada**, **107** were from **United Kingdom**, **47** were from **Argentina**, **45** were from **Kenya**, **42** were from **Pakistan**, **41** were from **Nigeria** and **34** were from **China (PRC)** (Figures 8-11 & Table 4).
- In responding to calls, GLASS staff and volunteers added **2044** (way up from **1213** last year) information products to the GLASS library database since 1st July 2009, making a total of **12,972**, up from **10,928** items in the library up to June 2009. No-one has yet refuted the claim that this is the largest publicly-accessible 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 www.lead.org.au/fs-index.html which links to our SQL database directly. At the time of writing this report there are **6,225** library articles (searchable by title, author, topic and keyword) about lead accessible via our website (up from **4,404** at the same time last year).
- In responding to calls and in an effort to let people know about newly web-published articles, Elizabeth distributed **70,907** copies of library articles to individuals, NGO's, government agencies, building contractors, etc (mostly by email attachment or weblink).
- **125 volunteers** (up from **100** last year) provided GLASS as a service to the public in the report period (see list of names in Staff section Table 10 below). The one full-time staff member, Manager, Elizabeth O'Brien, provided a highly valuable community service in training/supervision and being a referee so that many of these volunteers successfully obtained paid work or scholarships as a result of their GLASS experience. Elizabeth worked **2645.75** hours and David our webmaster worked **1,354** hours of the nearly **10,500** total hours worked in the year (See Table 11).

Internet-based activities for the community / filling the gaps and increasing the understanding of public information on lead

- For the year July 01 2009 - June 30 2010 there were **302,450** page views on www.lead.org.au by **193,218** visitors from **213** countries (by far the most visitors in any year so far), making a total **1,672,388+** page views since 2002 (Figure 1, 2 & Table 2).
- 19 fact sheets, 4 newsletters, 16 reports (see Table 8), a Conference presentation (at www.lead.org.au/bblp/Climate_Change/index.htm) and 18 months worth of detailed Questions and Answers were web-published (at www.lead.org.au/q&a/qna.html) as well as



numerous additions to the Useful Links page (at www.lead.org.au/lk.html) and Referrals Lists (at www.lead.org.au/referral_lists.html).

- The LEAD Group’s website now has fact sheets, media releases and newsletters in the 3 top languages used on the internet, **English, Chinese and Spanish. And an Indonesian media release was also added in FY 2009-10.**
- In response to phone and email inquirers from around the world, Elizabeth distributed **9,711** library articles.
- There are now **5,474** entries in our Experts database (up from **5,283** at the same time last year) comprising both individual and organisational expertise in all matters relating to lead, likely this is also the largest lead experts database in the world.

Assist in the national distribution of Lead Alert materials by the DSEWPaC

- Australian inquirers were sent **519** copies of DSEWPaC’s publications, including **406** copies of the 2009 3rd edition of “Lead Alert: Six Step Guide to Painting Your Home”. This booklet is the first to be published in the “Lead Alert” series in nearly 9 years. We have added it to three new Info Packs - all the Info Packs that are normally sent by post.
- Several pages on The LEAD Group’s website link to DSEWPaC Lead Alert booklets and fact sheets
- The LEAD Group web-published the out-of-print guide for doctors published by the Commonwealth Environment Protection Agency (CEPA – now called DSEWPaC) in 1994, called “Lead Alert: A Guide For Health Professionals” at www.lead.org.au/Lead_Alert_A_Guide_For_Health_Professionals_1994_SCANNED.pdf



3. Telephone Bills

Table 1: Statement of Telephone Bills+ July 2009 – June 2010

Payments:	to Telstra*	to Optus
Jul 2009	\$318.65	\$0
Aug 2009	\$263.66	\$0
Sept 2009	\$290.86	\$30.00
Oct 2009		\$27.00
Nov 2009	\$597.42	\$0
Dec 2009	\$372.47	\$0
Jan 2010	\$460.32	\$0
Feb 2010	\$374.57	\$30.00
Mar 2010	\$387.24	\$0
Apr 2010	\$238.96	\$55.00
May 2010	\$401.26	\$0
Jun 2010	\$426.52	\$0
TOTAL		\$4273.93

+ all payments are inclusive of GST.

* payments to Telstra include all directory charges and costs of 1800 626 086 - the Australia-wide **freecall** line, which also accepts calls from mobiles and messages after hours and when engaged.

One pre-paid Optus mobile was operational throughout the year.

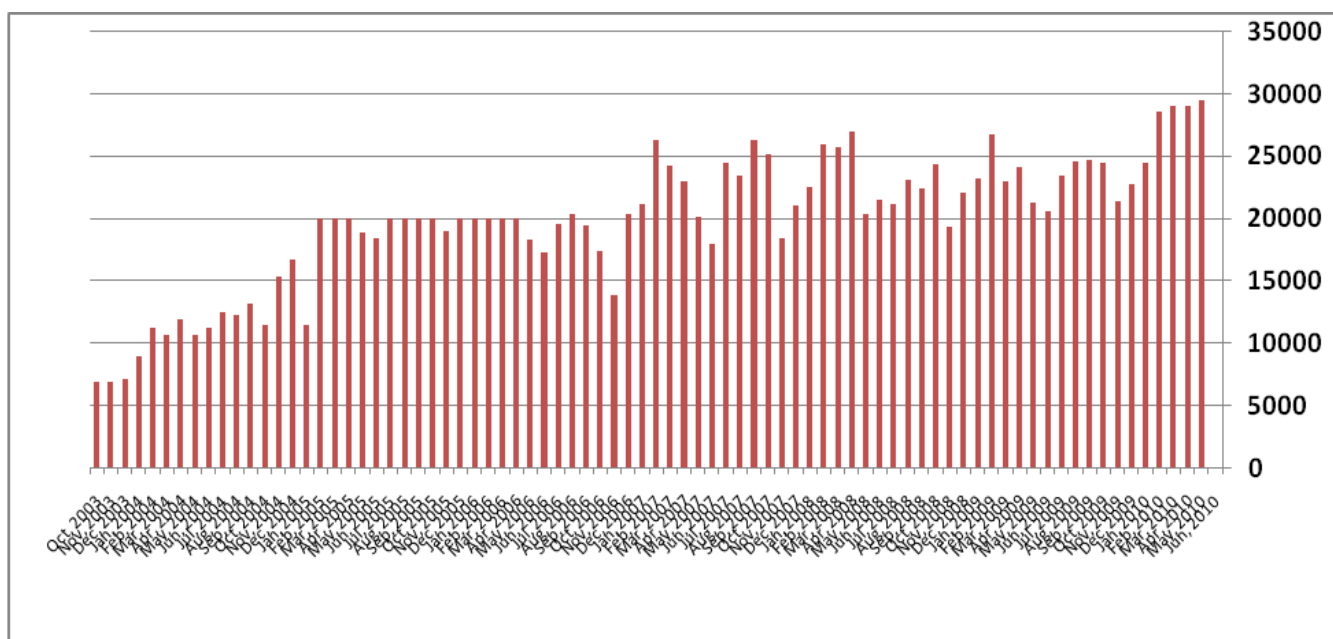
4. Results Tables and Figures

The Tables and charted Figures below are from The LEAD Group’s WebMaster and the GLASS MS SQL database as well as the Excel Shift Roster for volunteers and staff.

The SQL data is analysed by caller’s country of origin, Australian state or territory, lead issue discussed (call subject) and the category of the enquirer as per Figures 3-13.

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

Source: David Ratcliffe, Webmaster



The total page views for the 12 months from July 01, 2009 to June 30 2010 was **302,450** page views on www.lead.org.au by **193,218** visitors from **213** countries & territories, making **1,672,388+** page views since 2002 when the first web counter was installed.

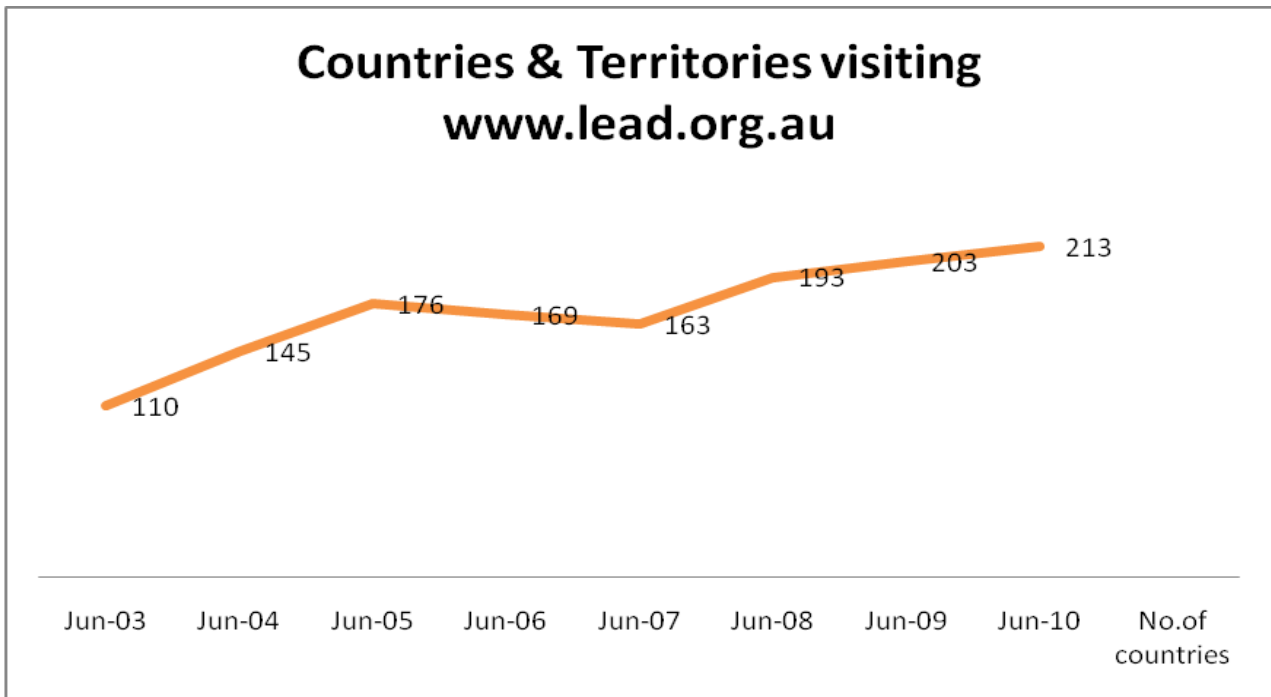
NB: the monthly hit counter obtained from the Free Public Domain allowed only 20,000 page views and then stopped counting. This limit was regularly exceeded from March 2005. In July 2006 we switched to a new counter that counts above 20,000.

Table 2: Countries & Territories Visiting The LEAD Group's Website between 1 July 2009 & 30 June 2010 (Alphabetical order of web page views).

Source: David Ratcliffe, Webmaster

1. Afghanistan	55. Egypt	109. Latvia	166. Rwanda
2. Albania	56. El Salvador	110. Lebanon	167. Saint Kitts and Nevis
3. Algeria	57. Eritrea	111. Lesotho	168. Saint Lucia
4. Andorra	58. Estonia	112. Liberia	169. Saint Vincent and the Grenadines
5. Angola	59. Ethiopia	113. Libya	170. Samoa
6. Anguilla	60. European Union	114. Liechtenstein	171. Saudi Arabia
7. Antigua and Barbuda	61. Faroes Island	115. Lithuania	172. Senegal
8. Argentina	62. Fiji	116. Luxembourg	173. Serbia
9. Armenia	63. Finland	117. Macau	174. Seychelles
10. Aruba	64. France	118. Macedonia	175. Singapore
11. Australia	65. France	119. Madagascar	176. Slovak Republic
12. Austria	66. French Polynesia	120. Malawi	177. Slovenia
13. Azerbaijan	67. French Southern Territories	121. Malaysia	178. Solomon Islands
14. Bahamas	68. Gabon	122. Maldives	179. Somalia
15. Bahrain	69. Gambia	123. Mali	180. South Africa
16. Bangladesh	70. Georgia	124. Malta	181. Spain
17. Barbados	71. Germany	125. Martinique	182. Sri Lanka
18. Belarus	72. Ghana	126. Mauritania	183. Sudan
19. Belgium	73. Gibraltar	127. Mauritius	184. Suriname
20. Belize	74. Great Britain (UK)	128. Mexico	185. Swaziland
21. Benin	75. Greece	129. Micronesia	186. Sweden
22. Bermuda	76. Greenland	130. Moldova	187. Switzerland
23. Bhutan	77. Grenada	131. Monaco	188. Syria
24. Bolivia	78. Guadeloupe	132. Mongolia	189. Taiwan
25. Bosnia and Herzegovina	79. Guam	133. Montenegro	190. Tajikistan
26. Botswana	80. Guatemala	134. Montserrat	191. Tanzania
27. Brazil	81. Guernsey	135. Morocco	192. Thailand
28. British Indian Ocean Territory	82. Guinea	136. Mozambique	193. Togo
29. Brunei Darussalam	83. Guinea-Bissau	137. Myanmar (Burma)	194. Tonga
30. Bulgaria	84. Guyana	138. Namibia	195. Trinidad and Tobago
31. Burkina Faso	85. Haiti	139. Nauru	196. Tunisia
32. Cambodia	86. Honduras	140. Nepal	197. Turkey
33. Cameroon	87. Hong Kong	141. Netherlands	198. Turkmenistan
34. Canada	88. Hungary	142. Netherlands Antilles	199. Turks and Caicos Islands
35. Cape Verde	89. Iceland	143. New Caledonia	200. Uganda
36. Cayman Islands	90. India	144. New Zealand (Aotearoa)	201. Ukraine
37. Chile	91. Indonesia	145. Nicaragua	202. United Arab Emirates
38. China	92. Iran	146. Nigeria	203. United States
39. Christmas Island	93. Iraq	147. Norfolk Island	204. Uruguay
40. Cocos (Keeling) Islands	94. Ireland	148. Northern Mariana Islands	205. Uzbekistan
41. Colombia	95. Isle of Man	149. Norway	206. Vanuatu
42. Congo, Democratic Republic of	96. Israel	150. Oman	207. Venezuela
43. Congo, Republic of	97. Italy	151. Pakistan	208. Vietnam
44. Cook Islands	98. Jamaica	152. Palau	209. Virgin Islands (British)
45. Costa Rica	99. Japan	153. Palestinian Territories	210. Virgin Islands (U.S.)
46. Cote D'Ivoire (Ivory Coast)	100. Jersey	154. Panama	211. Yemen
47. Croatia (Hrvatska)	101. Jordan	155. Papua New Guinea	212. Zambia
48. Cuba	102. Kazakhstan	156. Paraguay	213. Zimbabwe
49. Cyprus	103. Kenya	157. Peru	
50. Czech Republic	104. Korea (South)	158. Philippines	
51. Denmark	105. Kosovo	159. Poland	
52. Dominica	106. Kuwait	160. Portugal	
53. Dominican Republic	107. Kyrgyzstan	161. Puerto Rico	
54. Ecuador	108. Laos	162. Qatar	
		163. Réunion	
		164. Romania	
		165. Russian Federation	

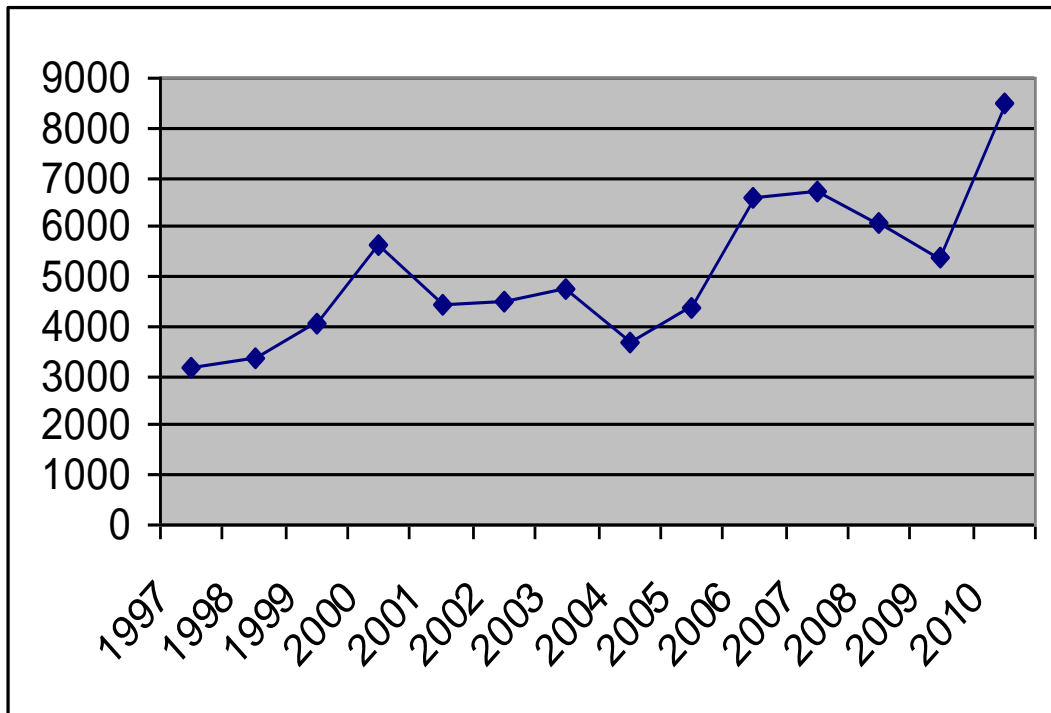
Figure 2: Number of Countries & Territories Viewing www.lead.org.au Per Annum



The number of Countries & Territories visiting The LEAD Group’s (TLG’s) website in the 12 months from 1 July 2009 to 30 June 2010 was **213** Countries & Territories.

Source: David Ratcliffe, Webmaster

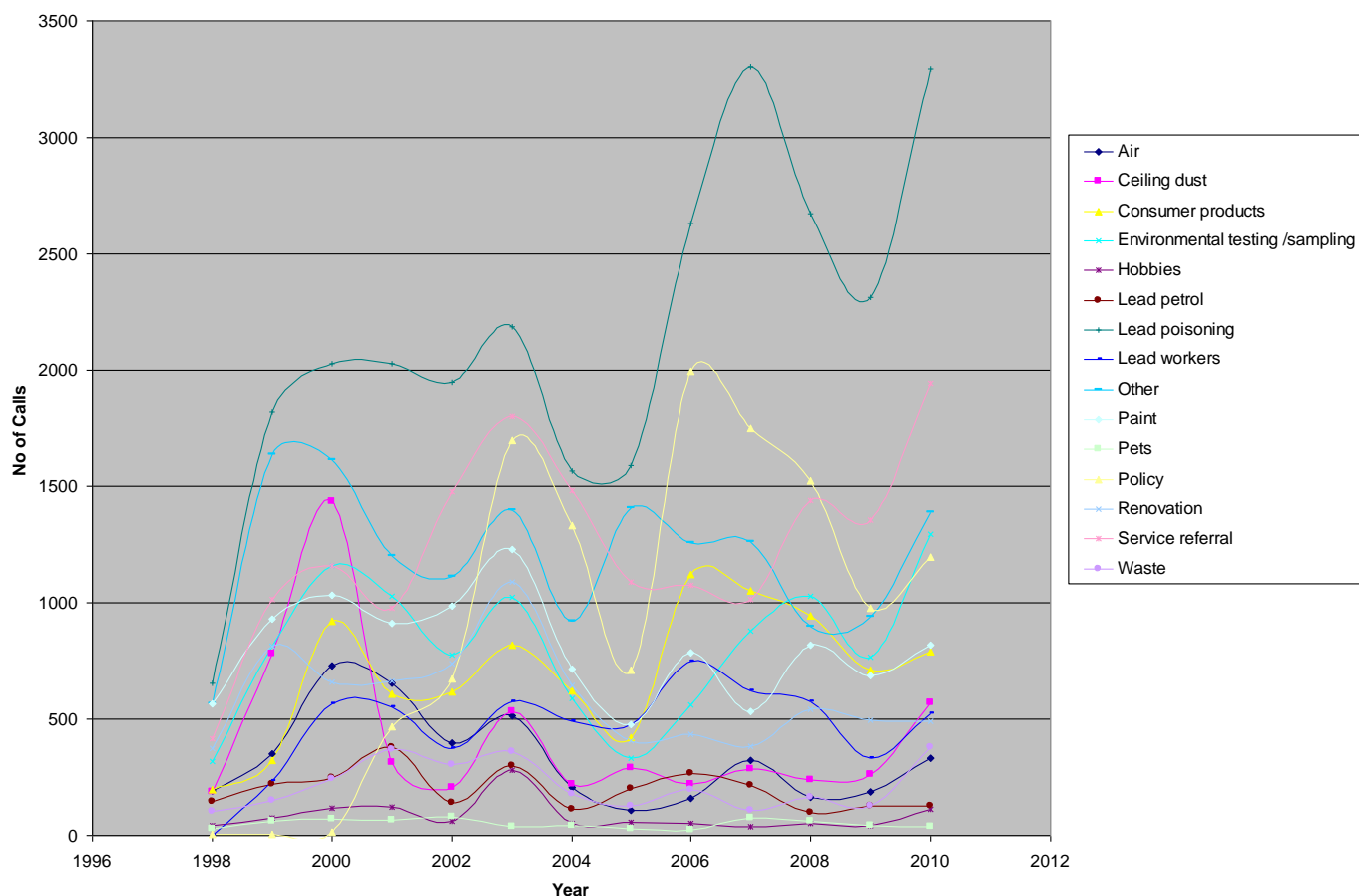
Figure 3: Total Calls Handled by GLASS Per Financial Year



Total calls (phone and email) handled in all years to date is over **75,374**. In FY 2009-10, GLASS staff and volunteers handled **8,511** calls (up from **5,377** in the previous FY). For the 12 months July 2009 to June 2010, GLASS staff & volunteers data-entered **9,806** calls (up from **7,177** calls data-entered last year).

Source: GLASS Database

Figure 4: Calls by Subject Per Financial Year.

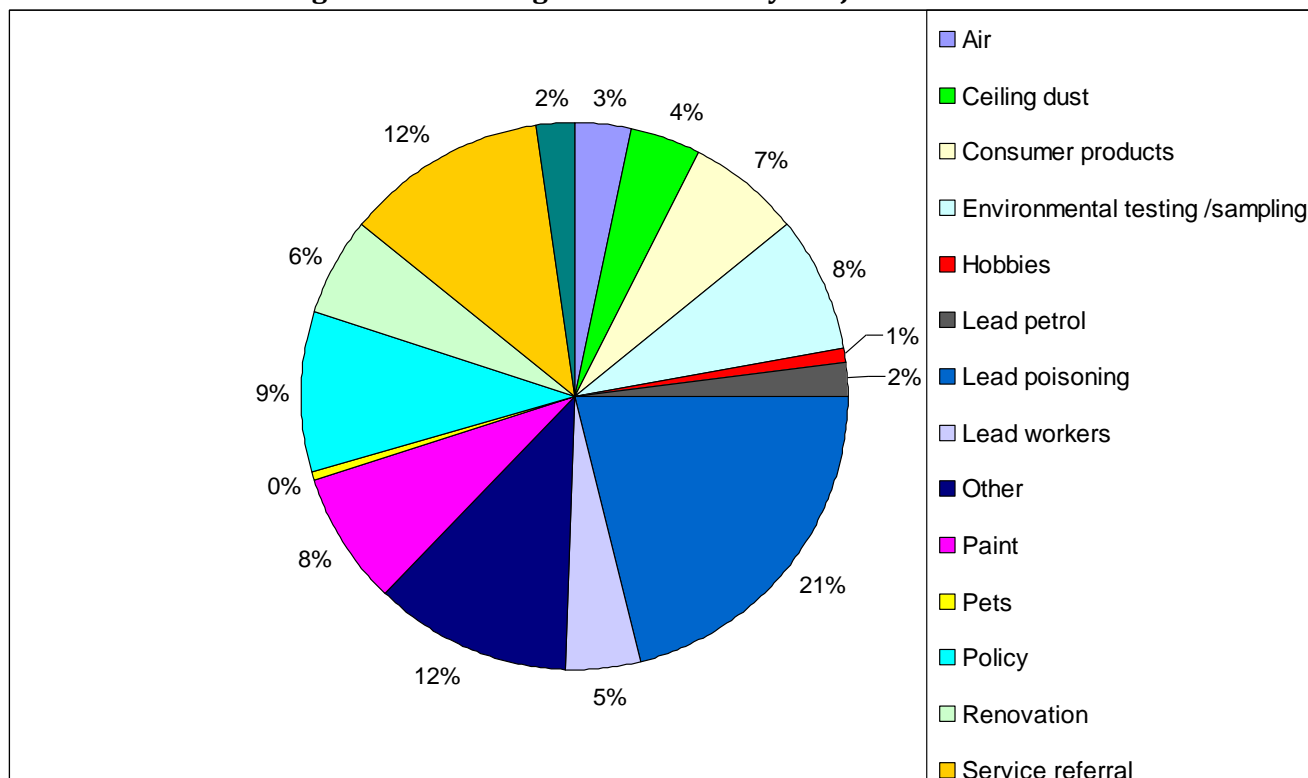


Breakdown of calls by subject per financial year.

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

Source: GLASS Database.

Figure 5: Percentage of Total Calls by Subject Since 1998



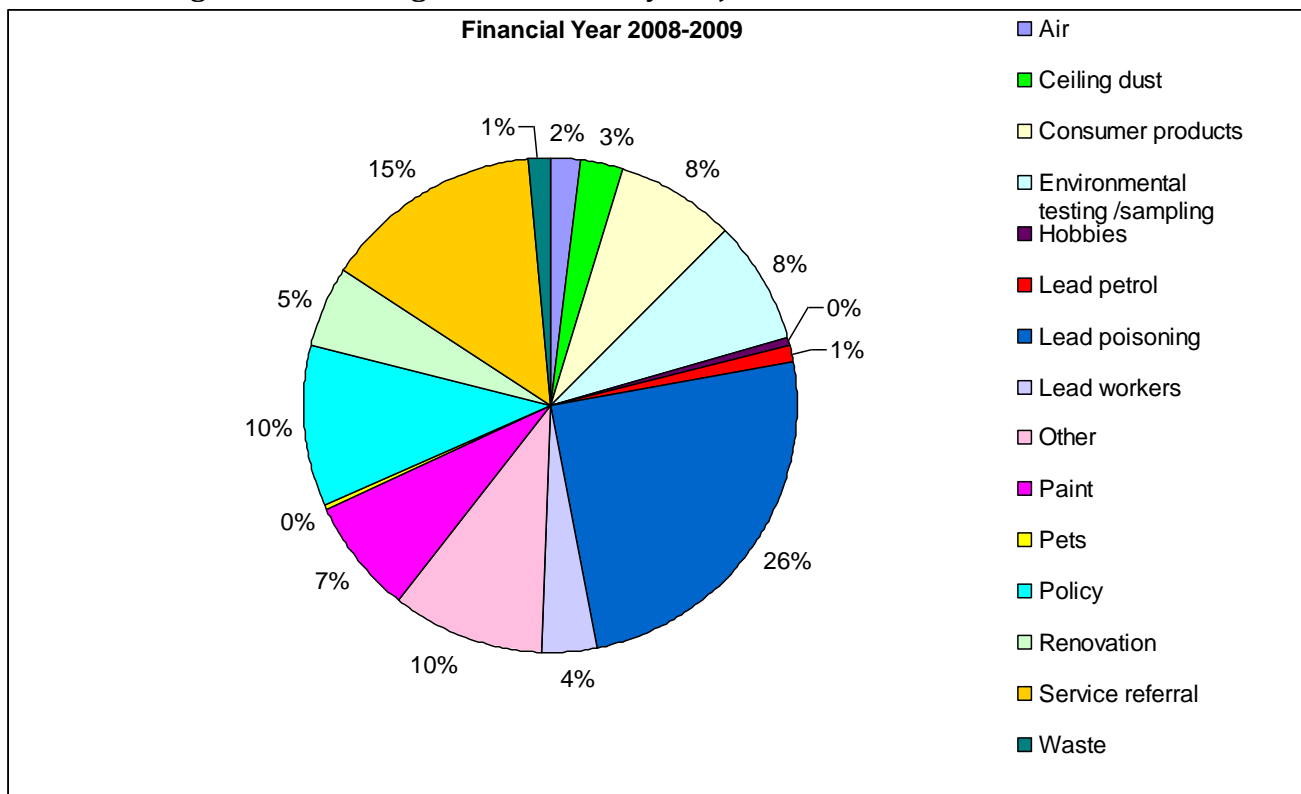
Source: GLASS Database

Table 3: Subjects Discussed In Calls in Financial Year 2008-2009 and 2009-2010

Call Subjects	2008-2009	2009-2010
Lead poisoning	2313	3293
Service referral	1359	1941
Other	941	1390
Environmental testing/sampling	766	1294
Policy	977	1199
Paint	687	819
Consumer products	710	793
Ceiling dust	261	570
Lead workers	334	522
Renovation	494	489
Waste	125	379
Air	189	332
Lead petrol	125	128
Hobbies	41	110
Pets	40	37

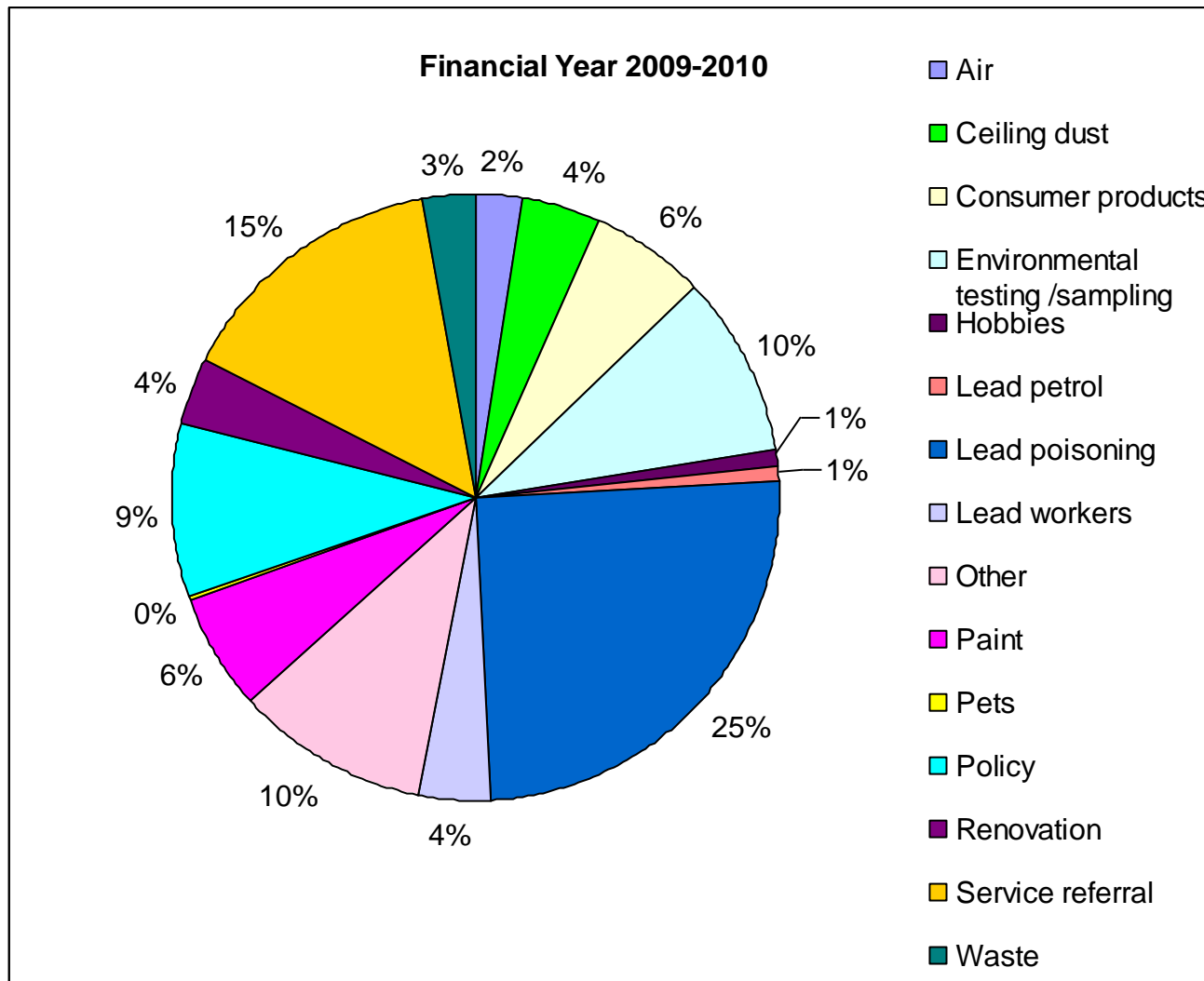
Source: GLASS Database

Figure 6: Percentage of Total Calls by Subject in Financial Year 2008-2009



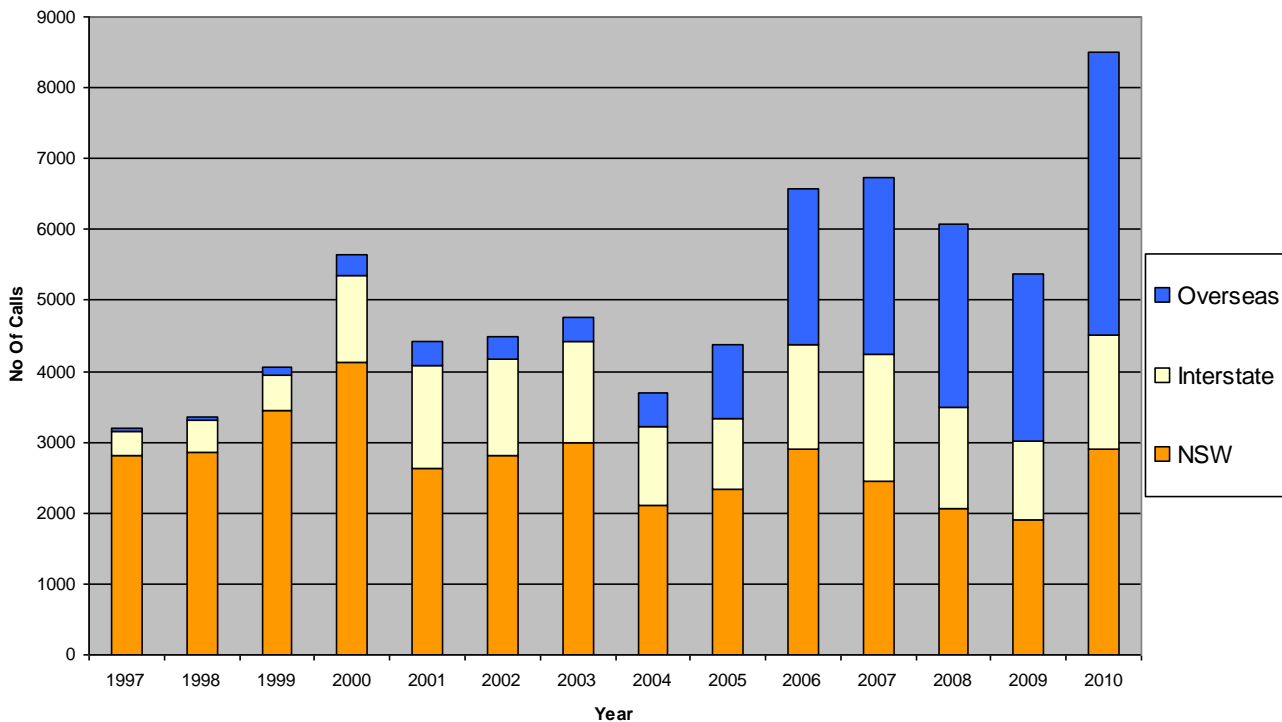
Source: GLASS Database

Figure 7: Percentage of Total Calls by Subject in Financial Year 2009-10



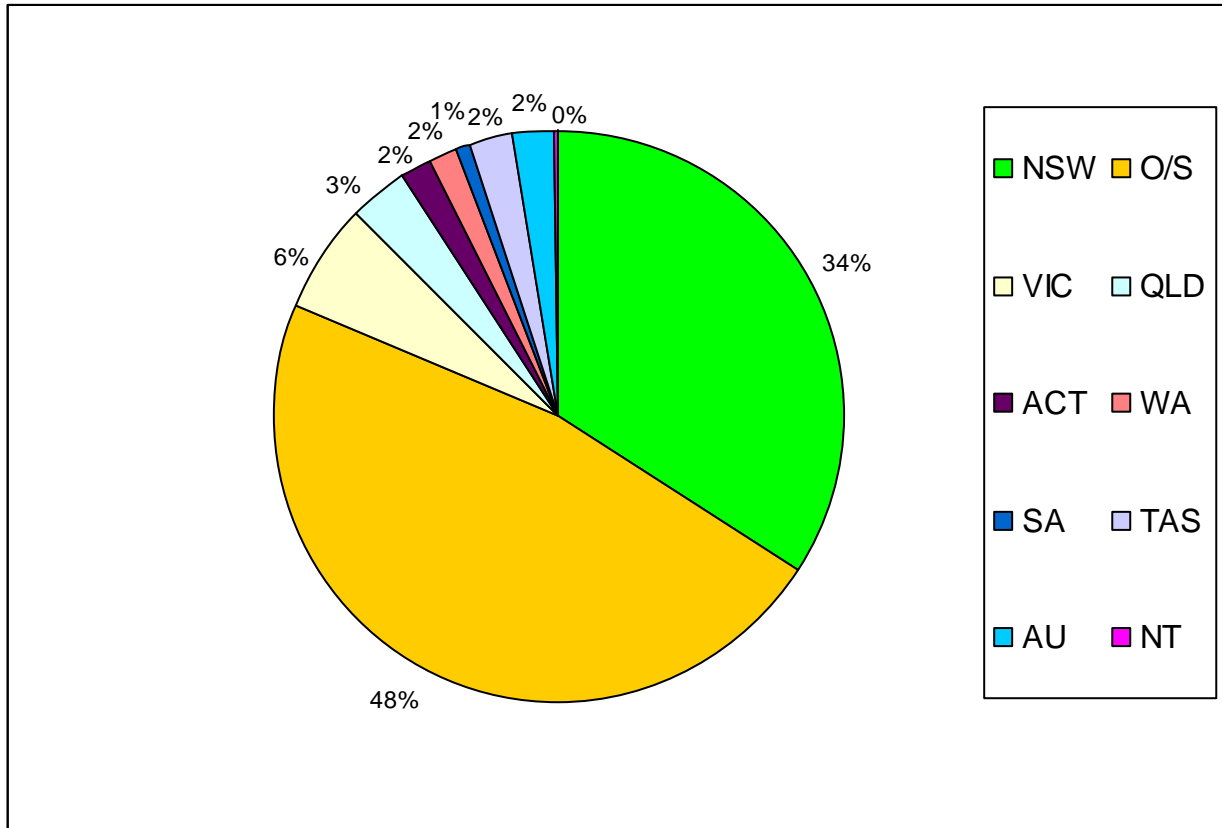
Source: GLASS Database

Figure 8: Total NSW, Interstate and Overseas Calls in Financial Years



Source: GLASS Database

Figure 9: Total Australian State/Territory and Overseas Calls in Financial Year 2009-2010

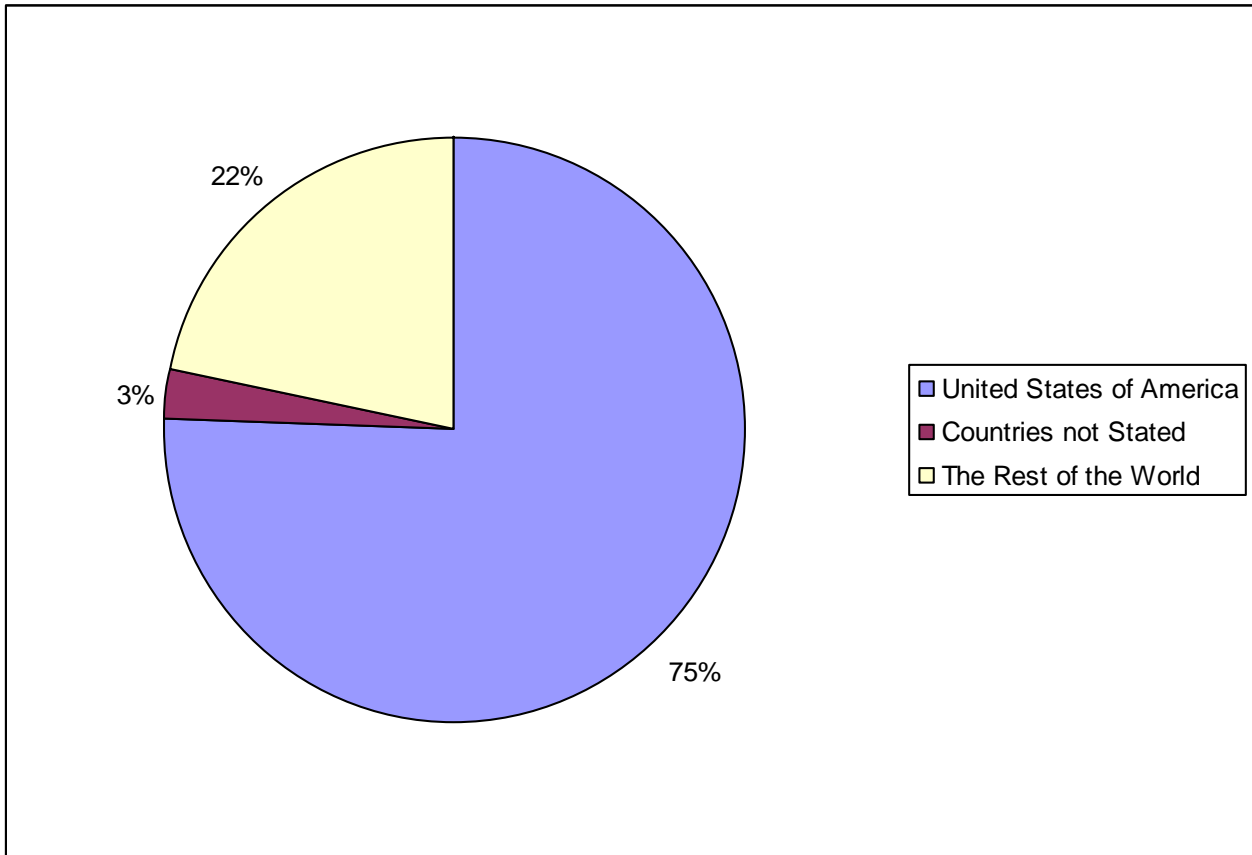


Breakdown of state/territory or overseas origin of 8,511 in FY 2009-2010

NB: AU signifies calls from Australia where the state or territory has not been specified by the inquirer.

Source: GLASS Database.

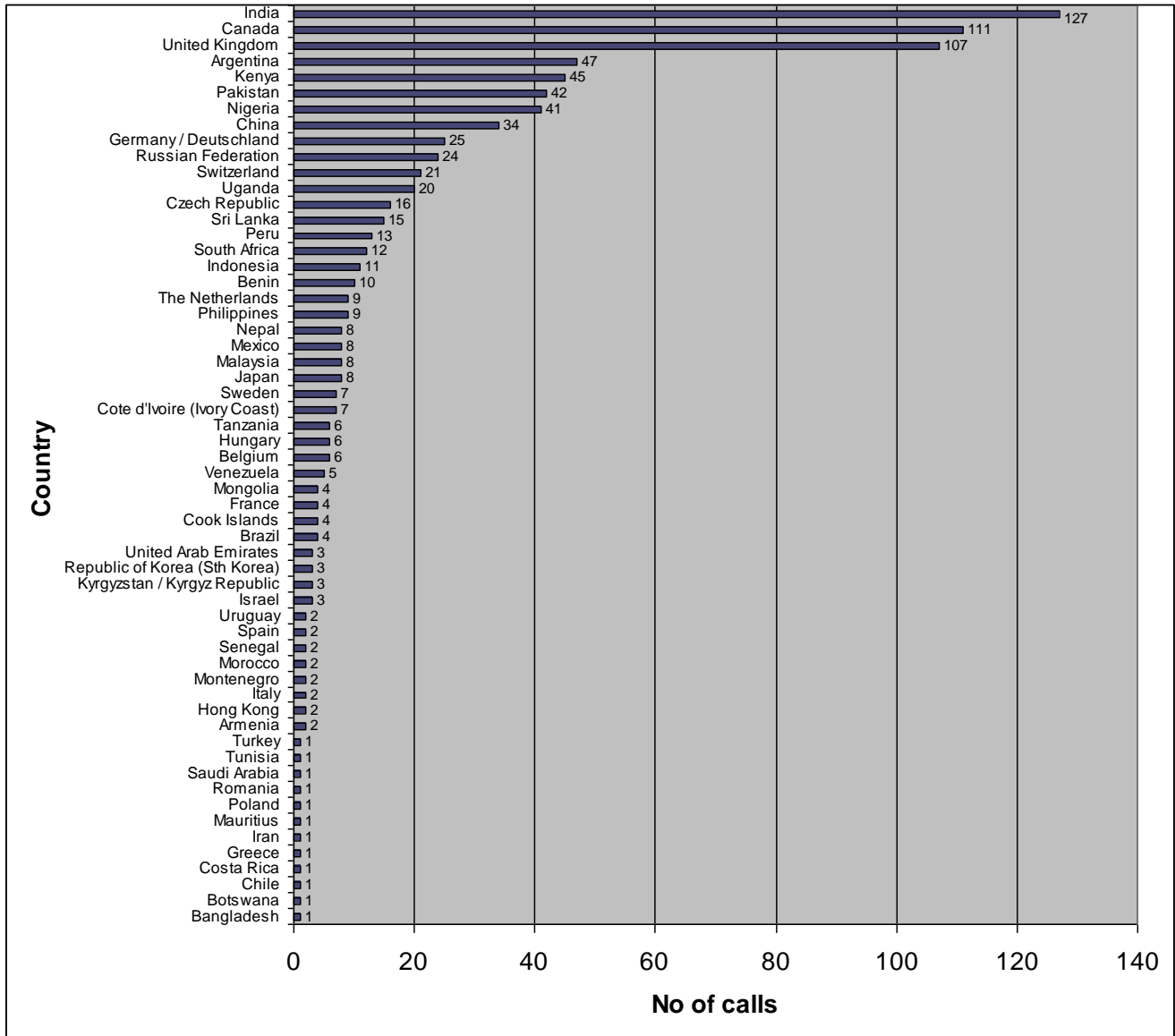
Figure 10: Origin of Overseas Calls in 2009-2010 Financial Year



Breakdown of major overseas origin of **4011** calls for 2009-2010 financial year.

Source: GLASS Database.

Figure 11: Overseas Calls Except USA and Countries not Stated, in 2009-2010 Financial Year



Breakdown of overseas origin of **864** calls except USA and countries not stated for 2009-2010 FY.

Source: GLASS Database.

Table 4: Overseas Calls in 2009-2010 Financial Year

Country	No of Calls	Country	No of Calls
United States of America	3032	Tanzania	6
India	127	Venezuela	5
Any Country in the World	113	Brazil	4
Canada	111	Cook Islands	4
United Kingdom	107	France	4
Argentina	47	Mongolia	4
Kenya	45	Israel	3
Pakistan	42	Kyrgyzstan / Kyrgyz Republic	3
Nigeria	41	Republic of Korea (Sth Korea)	3
China	34	United Arab Emirates	3
Germany / Deutschland	25	Armenia	2
Russian Federation	24	Hong Kong	2
Switzerland	21	Italy	2
Uganda	20	Montenegro	2
Czech Republic	16	Morocco	2
Sri Lanka	15	Senegal	2
Peru	13	Spain	2
South Africa	12	Uruguay	2
Indonesia	11	Bangladesh	1
Benin	10	Botswana	1
Philippines	9	Chile	1
The Netherlands	9	Costa Rica	1
Japan	8	Greece	1
Malaysia	8	Iran	1
Mexico	8	Mauritius	1
Nepal	8	Poland	1
Cote d'Ivoire (Ivory Coast)	7	Romania	1
Sweden	7	Saudi Arabia	1
Belgium	6	Tunisia	1
Hungary	6	Turkey	1

Source: GLASS Database

Figure 12: Number of Calls by Category Per Financial Year
Source: GLASS Database

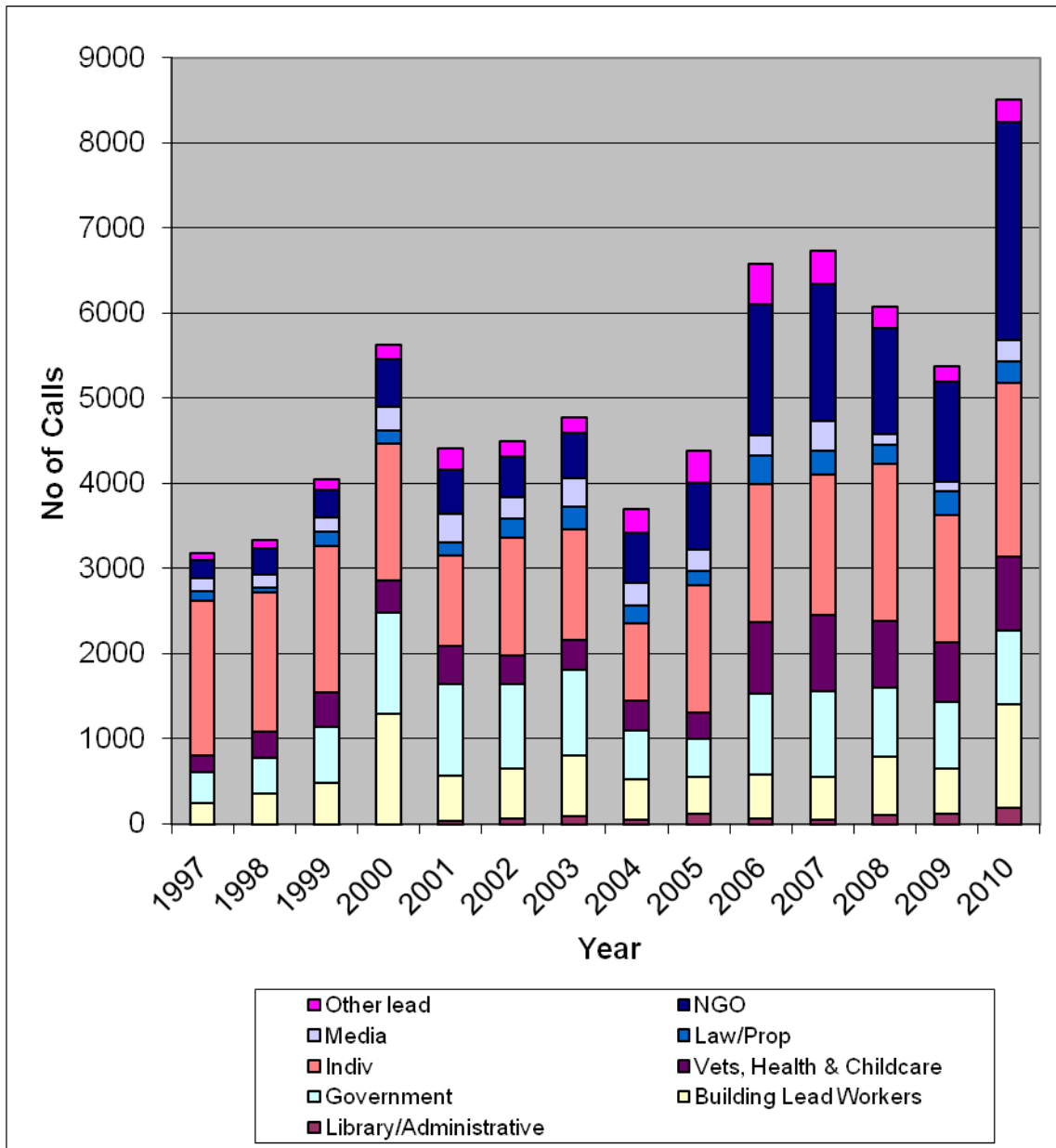
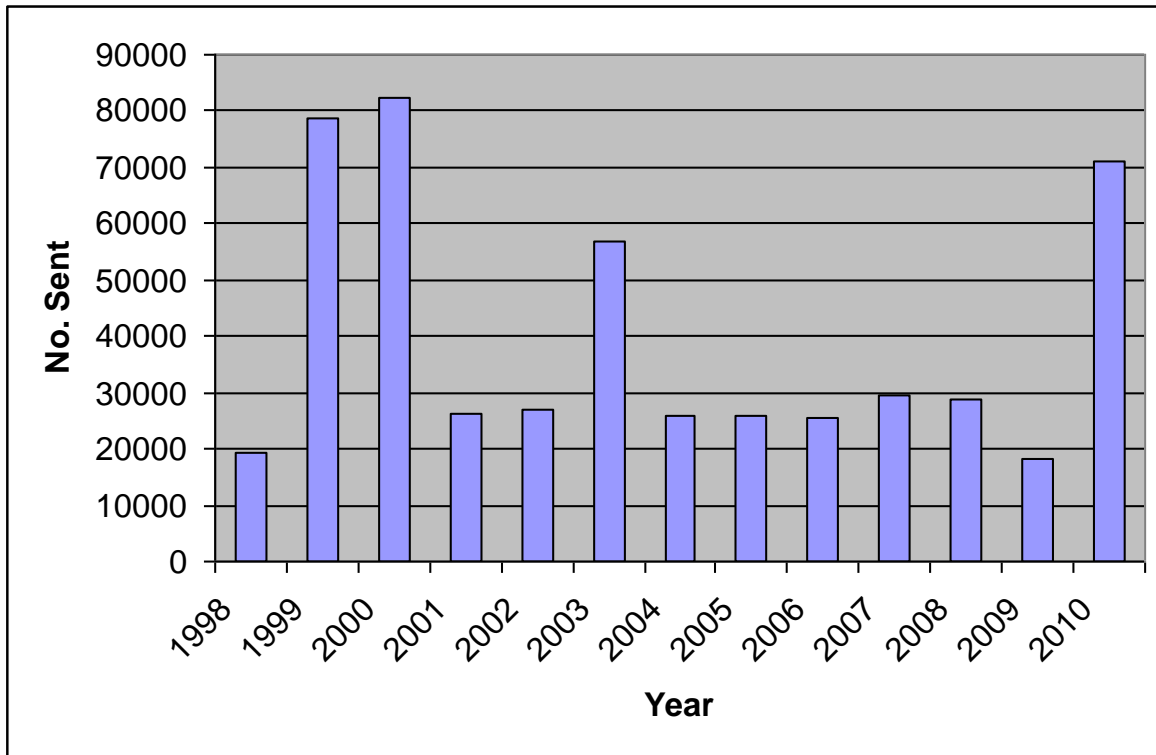
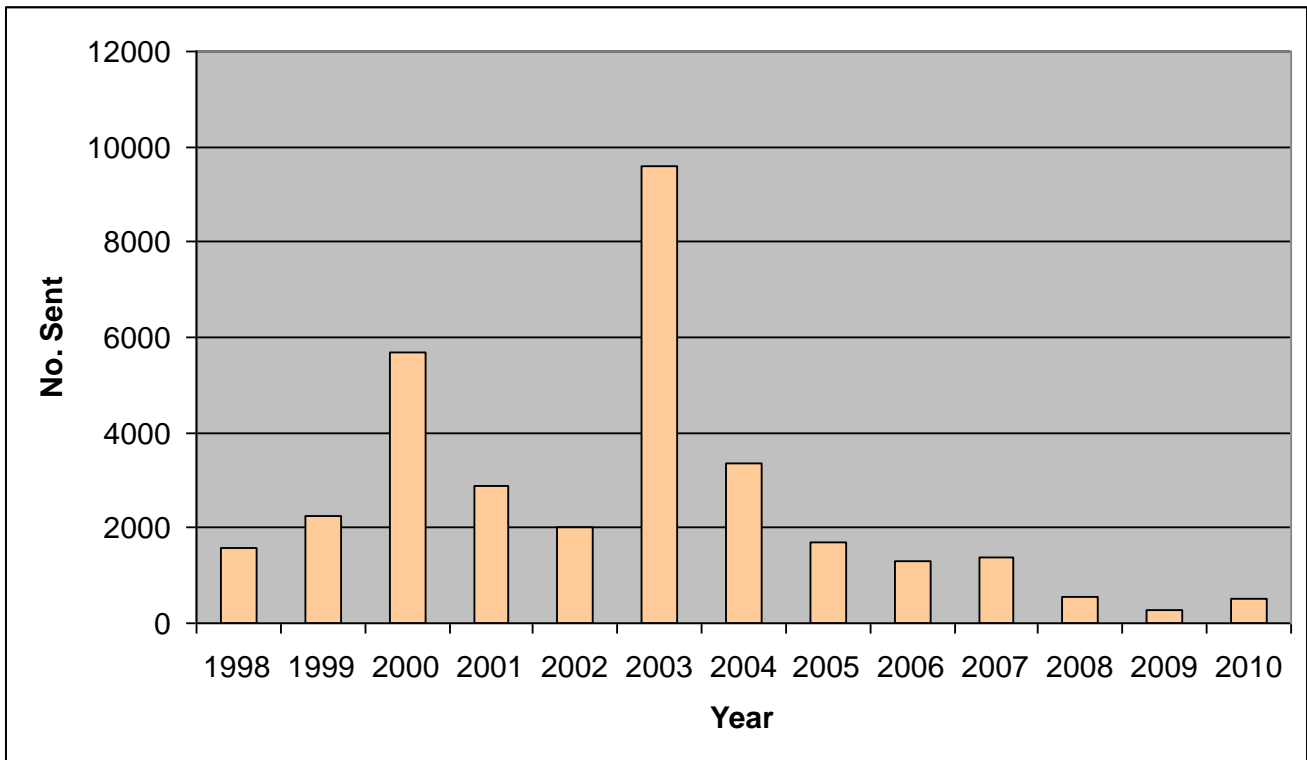


Figure 13: Publications Distributed by GLASS per Financial Year



Source: GLASS Database.

Figure 14: DSEWPac Publications Distributed by GLASS per Financial Year



Source: GLASS Database.

Table 5: Topics of Info Packs and Expert Referrals Distributed by GLASS

Info Pack	Topic	Info Pack	Topic	Info Pack	Topic
0	general info	21	paramedics	43	Health groups
1	spot test	22	alternatives	44	other toxics
2	lead assessment	23	Nutrition	45	parents / cases
3	Abatement	24	Hobbies	46	domestic plants
4	blood / doctor	25	Shooters	47	history
5	teeth / bone	26	heavy metals	48	non-English info
6	Foetus	27	Sniffing	49	Social change
7	HEPA filter	28	Asbestos	50	Olympics
8	Water	29	Waste	51	Cavity dust
9	Childcare	30	Training	52	air toxics
10	workers / adults	31	government	53	Death
11	Hair	32	consumers	54	economics
12	ADD	33	Research	55	ageing
13	Councils	34	substitutes	56	'safe' lead levels
14	legislation / standards	35	media	57	climate change & lead
15	cradle to grave	36	green groups	58	skin absorption
16	litigation / liability	37	indigenous	59	Lead comprehensive DIY Sample Lab Test Kit
17	cars and lead	38	prevention	60	Lead Basic DIY Sample Lab Test Kit
18	Ecotoxicology	39	point source	65	Lead Water DIY Sample Lab Test Kit
19	Property	40	social justice	97	administration
20	domestic animals	41	lead companies	98	response to need
		42	MPs	99	cover letter

**Table 6: Library ID No. of DSEWPC Publications & the Info Pack Numbers which contain them
DSEWPaC LID**

Library ID	Topic Area of the Info Packs which contain DSEWPaC Publications												
	0	3	4	13	17	19	24	29	38	48	59	60	65
1036										Y			
1037										Y			
1086	Y												
1087							Y						
1123					Y								
2646				Y			Y						
2647		Y		Y									
2648				Y			Y						
2649				Y			Y						
2650	Y			Y			Y		Y				
2651				Y			Y		Y				
2652				Y			Y						
2653	Y			Y			Y		Y				
2742		Y		Y		Y			Y				
2812				Y									
3807							Y						
4332								Y					
4388					Y								
5105	Y			Y					Y				
6523	Y			Y					Y				
11634		Y		Y		Y			Y		Y	Y	Y
Total	5	2	0	12	2	1	9	1	6	2	1	1	1

Source: GLASS Database

Table 7: Number of each of DSEWPaC publications distributed by GLASS in FY 2009-10

Copies Sent	LibraryID	Title, Author & URL of publications by what is now called DSEWPaC
406	11634	Lead Alert - The Six Step Guide To Painting Your Home - Third Edition (2009); DEWHA (Department of the Environment, Water, Heritage and the Arts, Australia); http://www.environment.gov.au/atmosphere/airquality/publications/pubs/leadpaint.pdf ; http://www.lead.org.au Useful Links - Government
41	2742	[SUPERSEDED] Lead Alert - The Six Step Guide To Painting Your Home - Second Edition; Environment Australia;
14	2653	LEAD ALERT FACTS: Lead in Recreational Activities; Environment Australia; http://www.environment.gov.au/atmosphere/airquality/publications/recactivities.html
13	5105	LEAD ALERT Fact Sheet: LEAD - What is Lead? How Does Lead Affect Your Health? How Much of a Problem is Lead in Australia? What are we doing to Manage Lead?; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/leadfs.html
13	6523	LEAD ALERT FACTS: Lead and Your Health; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/health.html
9	2650	LEAD ALERT FACTS: Lead and the Environment; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/environment.html
8	512	Lead Alert - Lead In Paint - Is your house paint flaking or chalking? - English - blue pamphlet with woman; CEPA;
6	2651	LEAD ALERT FACTS: Lead in Ceramics; Environment Australia, now called Dept of Environment and Water Resources; http://www.environment.gov.au/atmosphere/airquality/publications/ceramics.html
2	915	An overview of the health effects of lead - From: Reducing lead exposure in Australians. Final report pp 13-19; Greene, Deni; Berry, Prof Mike; Garrard, Dr Jan;
2	1355	Lead Alert - A Guide For Health Professionals; CEPA - Alperstein, Dr Garth; Taylor, Dr Roscoe and Vimpani, Prof Graham; http://www.lead.org.au/Lead_Alert_A_Guide_For_Health_Professionals_1994_SCANNED.pdf
1	2646	LEAD ALERT FACTS: Lead in Marine Paints; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/marinepaints.html
1	2648	LEAD ALERT FACTS: Lead in Pottery; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/pottery.html
1	2649	LEAD ALERT FACTS: Lead in Auto Paints; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/autopaints.html
1	2652	LEAD ALERT FACTS: Lead in Stained Glass; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/stainedglass.html
1	4332	Safe Handling Of Organochlorine Pesticides On Farms; Scheduled Wastes Management Group;

519 [TOTAL]

Source: GLASS Database.

Table 8: Web-published information about lead and lead abatement

Fact Sheets

GLASS revised the first three fact sheets below, web-published an out-of-print Lead Alert booklet, and wrote and translated the remaining 16 fact sheets below, during FY 2009-10 (text copied from www.lead.org.au/fs-index.html):

27. [Countries where Leaded Petrol is Possibly Still Sold for Road Use, As at 10th May 2010](#)
37. [Lead in ceiling dust](#)
38. [Lead paint & ceiling dust management - how to do it lead-safely](#)
45. [Do-It-Yourself-Lead-Safe-Test-Kits-flyer](#)
46. [Blood lead testing: who to test, when, and how to respond to the result](#)
47. [Dangers of a blood lead level above 2 µg/dL and below 10 µg/dL to both adults and children](#) PDF
48. [Lead Exposure & Alzheimer's Disease: Is There A Link?](#)
49. [In CHINA - Blood lead testing: who to test, when, and how to respond to the result](#)
[在中国血铅测试：谁应该去检查，什么时候，如何对待不同的测试结果](#)
50. [Why you should have your ceiling dust removed before you take advantage of the Australian government's Energy Efficient Homes Package: Insulation Program](#)
51. [Alperstein et al Lead Alert - A Guide For Health Professionals 1994](#) PDF
52. [Ceiling Dust WorkCover Guide Lee Schreiber Final Nov 1999](#) PDF
53. [What can I do about climate change AND lead?](#)
54. [The Need for Expert Clinical Assessments in Diagnosis Of Heavy Metal Poisoning](#)
55. [Why you should have your ceiling dust removed before you have insulation installed](#)
56. [Thirty Thought-Starters on Ceiling Void Dust in Homes](#)
57. [Pectin: Panacea for both lead poisoning and lead contamination](#)
58. [Nutrients that reduce lead poisoning June 2010](#) PDF
59. [Lead poisoning and menopause](#) PDF
60. [Fact sheet For Schoolkids From Professor Knowlead About Lead](#)PDF

Newsletters

Four issues of our newsletter, LEAD Action News volume 10 numbers 1-4 were web-published at www.lead.org.au/nl.html

1. LEAD Action News vol 10 no 4, [Heavy Metal Poisoning in an Australian Lead Mining Town – the View from the Trenches](#) PDF
2. LEAD Action News vol 10 no 3, [Lead in China, pesticides, cancer & vision: plus lead testkit videos - the work of a Summer of interns](#) PDF
3. LEAD Action News vol 10 no 2, [Food, Nutrition and Lead Absorption](#) PDF
4. LEAD Action News vol 10 no 1, [Food, Water and Lead Contamination](#) PDF

Reports

The following 16 reports were web-published at <http://www.lead.org.au/reports.html>

1. [Keracunan Timbal di Indonesia](#) PDF
2. [Lead Poisoning in Indonesia](#) PDF
3. [Toxicity of lead from bullets](#) PDF
4. [Povey Research Model Lead in Consumer Products Regulation 20100728](#) PDF
5. [Legislation: The World's Best and Worst Practice Regulating Lead in Paint](#) PDF



6. [Eco-Ethics International-Kenya Chapter - Car Battery Recycling - A Hotspot For Lead Poisoning In Mombasa Kenya](#) PDF
7. [Toxic Heavy Metals Taskforce Tasmania Critique Of Toxicology Reports 20100415](#) PDF
8. [Toxic Heavy Metals Taskforce Tasmania Proposals For Action On Heavy Metal Contamination And Health Risks In Rosebery](#) PDF
9. [Toxic Heavy Metals Taskforce Tasmania Critique of DHHS EPA Seepage Report 200911](#) PDF
10. [Toxic Heavy Metals Taskforce pamphlet Reducing your exposure in Rosebery 20091102](#) PDF
11. [The LEAD Group President's Report Presented at the Annual General Meeting 30 October 2009](#)
12. [GLASS Annual Report to DEWHA 2008-2009](#) PDF
13. [GLASS Annual Report to DEWHA 2008-2009 Appendix](#) PDF
14. [TAS DHHS Dr Roscoe Taylor's response to Rosebery residents' request to quash Seepage Water Report 20090923](#) PDF
15. [Rosebery residents' request to Dr Roscoe Taylor to quash Seepage Water Report 20090706](#) PDF
16. [Tas PEHS&EPA Investigation into Concerns Regarding Seepage Water in Rosebery ExecSum 20090402](#) PDF

Table 9: How New GLASS Clients in FY 2009-10 Heard About Us

“Heard by” types are either “Media Event” or “Word-of-Mouth” (WOM). NB: some clients were contacted by GLASS in our efforts to locate answers to other clients’ questions.

Type	No.	How the Client Heard About GLASS
Media_event	246	LEAD Group web site - www.lead.org.au - including "Form Response"
Media_event	179	A letter from The LEAD Group to the organisation of the respondent
Media_event	151	www.globalleadnet.org - Global Lead Network (GLN) set up by AECLP
WOM	82	LEAD Group (LASA staff, TAB members, TLG members, Committee)
Media_event	64	egroup - ipenlistserve of IPEN (International POPs Elimination Network)
Media_event	48	Plumbism & Autism Network (PAN) webpage - http://groups.yahoo.com/group/Autism-Lead
Media_event	48	LEAD Group Ads/Flyer/Order forms for DIY-Sampling Lead test kits 22/7/09
Media_event	36	GoVolunteer ad on Seek.com (Volunteering Australia) for GLASS data-entry officer etc
Media_event	29	Aust'n Dust Removalists Association website - www.adra.com.au
WOM	28	Dulux
Media_event	24	GLASS / LEAD Gp Ph No found through a Google Search ie any website which lists the no.
Media_event	19	Ad for Internship for university student at The LEAD Group on Seek.com
Media_event	19	heavy-metals-wg - Heavy Metals Working Group (HMWG) of International POPs Elimination Network (IPEN)
Media_event	18	ToxicsDiscussion Egroup set up by National Toxics Network (NTN) on Yahoo
WOM	18	Friend, family member, etc
Media_event	13	2CBA interview / Michelle Calvert on 23/11/97
WOM	13	Community Information Unit (CIU) or DSEWPC previously called DEWHA, Environment Australia (EA), CEPA
Media_event	12	GoVolunteer ad on Seek.com (Volunteering Australia) for GLASS Email data-entry trainer
Media_event	11	Information about SANIP (Sydney Aircraft Noise Insulation Project) on www.lead.org.au
Media_event	11	BioMedical Autism Egroup
Media_event	11	Lead Alert: Six Step Guide to Painting Your Home by EA Third edn 2009
Media_event	11	Global Alliance to Eliminate Lead in Paint GAELP (jointly sponsored by UNEP & WHO)
WOM	11	Poisons Information NSW
Media_event	10	SEEK Volunteer: Ad For Advocate for Peru Lead Smelter Community on www.seek.com
Media_event	10	biomedicalautismgroup - Biomedical Autism Group
WOM	10	A LEAD Group volunteer
Media_event	9	Volunteer Search ad for GLASS Case Files Data-Entry Officer on Job Search site: www.jobsearch.gov.au
Media_event	8	GoVolunteer ad on Seek.com (Volunteering Australia) for LPP information/research officer for emails
Media_event	8	GoVolunteer ad on Seek.com (Volunteering Australia) for Office Manager "Boss of Everything"

Media_event	8	White Pages - Sydney - online or bookform
WOM	8	Global Alliance to Eliminate Lead in Paint WHO/UNEP Meeting
Media_event	7	Children's Environmental Health Network (CEHN) cehncommunity & cehnscience Listserv
Media_event	6	Margaret Gee's Australian Media Guide
Media_event	6	Medrel from GLASS 21&23 Dec What do governments need to do about Climate Change AND Lead Poisoning?
WOM	6	Poisons Information, QLD
Media_event	5	Lead Poisoned Adults egroup at http://health.groups.yahoo.com/group/LPAE
WOM	5	Save our Precinct from Overdevelopment based in Bondi Junction, NSW
WOM	5	A tenant
WOM	5	Graduate School of the Environment, Macquarie University
WOM	5	Pollution Information Tasmania (PIT), FORMED 1ST August 2009
Media_event	4	Adult Blood Lead Epidemiology and Surveillance (ABLES) listserv/egroup run by US CDC
Media_event	4	Leaded Kids egroup webpage - http://health.groups.yahoo.com/group/LeadedKids
Media_event	4	GoVolunteer ad on Seek.com (Volunteering Australia) for PR, Grants, Sponsorship & Marketing Director
Media_event	4	DIY Comprehensive & Basic Test Kit flyer at http://www.lead.org.au/clp/products/lead-test-kits.html
Media_event	4	LAN – LEAD Action News (any)
Media_event	4	Lead Alert: Six Step Guide to Painting Your Home by EA 2nd edn
Media_event	4	LeadWorkers e-group at http://health.groups.yahoo.com/group/LeadWorkers
Media_event	4	GLASS & NRCLPI presentation on Lead and Climate Change at SDPI Conference in Islamabad, Pakistan
WOM	4	Sustainable Development Policy Institute (SDPI), Pakistan
WOM	4	Leadline, LAS NSW, CLAS, LASA or GLASS client
WOM	4	Poisons Information, VIC
WOM	4	Other Agency
Media_event	3	Unspecified / unnamed database
Media_event	3	LEAD Gp ad on Volunteering Australia website - www.govolunteer.com.au ; www.volunteer.com.au
Media_event	3	DIY GUY Chris Maher's article on Sydney Ceiling Dust, Sunday Telegraph Homeowner section, p4
Media_event	3	Lodged Lead Shot and Bullets Support (LLSBS) Group e-group on Yahoo website
Media_event	3	Tufts University Lead and Health E-List - initiated by Dr Mark Pokras
Media_event	3	Data-Entry of lead poisoning prevention case files AD on seek.com.au (Volunteering Australia)
WOM	3	Environment Line previously called Pollution Line, NSW DECCW prev. called EPA, DECC
WOM	3	Caller answered: "I've just always known about you"
WOM	3	NTN (National Toxics Network)
WOM	3	Insulvac (ceiling dust removalist, member of ADRA)
Media_event	2	NHMRC going nowhere on Australian blood lead levels - babies & baby boomers still not protected
Media_event	2	Database held by DEH of organisations involved in review of the National Pollutant

Inventory (NPI)		
Media_event	2	Media Monitors Australia Pty. Ltd media release broadcast list
Media_event	2	LEAD ALERT: Lead In the Environment - Fact Sheet by Env't Australia
Media_event	2	GLASS details on www.goodcompany.com.au seeking professional volunteers
Media_event	2	GoVolunteer ad on Seek.com (Volunteering Australia) for Access/SQL expert/query writer
Media_event	2	WorkCover (NSW) publication
Media_event	2	Environment Australia's Air Toxics Program Committee Contact List
Media_event	2	Council LEAD Project (CLP) section of LEAD Group website
Media_event	2	Purchase lead test kit form
Media_event	2	Four dead insulators are just the tip of the iceberg ADRA / Insulvac media release 23/2/10
Media_event	2	Shopfront add for UTS - Lead Regulation Internship
Media_event	2	Safe Toys Coalition Egroup, run by WECF [Women in Europe for a Common Future] Germany
Media_event	2	e-waste listserve of IPEN
WOM	2	Programmed Maintenance Services (PMS)
WOM	2	Complete Envirotest/mining OHS consultancy, Kalgoorlie WA
WOM	2	Internship Worldwide, Artarmon NSW Australia
WOM	2	A colleague (co-worker / workmate / boss) of the caller
WOM	2	IFCS [Intergovernmental Forum on Chemical Safety] c/o WHO
WOM	2	Poisons Information, SA
WOM	2	International Action Network on Small Arms (IANSA)
WOM	2	WorkCover Authority, NSW
WOM	2	JBS Environmental Services & Technology
Media_event	1	2CBA interview / Michelle Calvert
Media_event	1	Pregnancy Care Booklet / NSW Health
Media_event	1	Is your yard lead safe?
Media_event	1	LRC - Lead Safe Fact Sheet Lead, Your Health & the Environment
Media_event	1	Today Show Channel 9
Media_event	1	CLAS/LAS/LASA/GLASS factsheet (any)
Media_event	1	Bounty Pregnancy package [Nappy Bag Book]
Media_event	1	KidSafe website c/o Westmead Children's Hosp www.chw.edu.au/parents/safety/lead_poisoning.htm
Media_event	1	Residential Tenancy Tribunal Web site "Renting and Lead" Factsheet
Media_event	1	Local Heroes: Aust'n crusades from the environmental frontline book edited by Dr Kath McPhillips
Media_event	1	LEAD Group pet factsheet: "Lead poisoned pets and your family"
Media_event	1	Environment Health Centre VIC
Media_event	1	LASN (Lead Advisory Service News)
Media_event	1	Nice & Easy website
Media_event	1	Health Department Calendar
Media_event	1	I've seen so many articles over the years - I don't know where I first heard about you
Media_event	1	Tenants Rights Factsheet "Renting & Lead" by Tenants Advice Advocacy Service

Network of NSW		
Media_event	1	Volunteer Search ad for The LEAD Group on screen @ CENTRELINK
Media_event	1	Volunteer Search ad for Publicist/Networker at www.jobsearch.gov.au
Media_event	1	James Hardy asbestos story on 60 Minutes, 7:30pm Sunday Ch 9
Media_event	1	Lead Safety Folder from Leichhardt Council
Media_event	1	GoVolunteer ad on Seek.com (Volunteering Australia) for Event Organiser/Promoter ILPAW
Media_event	1	Workers Health Centre website www.workershealth.com.au/facts057.html link to TLG website
Media_event	1	Could your child's learning difficulties or behavioural problems be caused by lead poisoning? FACTSHEET
Media_event	1	Paul Barry's report on Boolaroo Pasmenco Samantha Cook tragedy, A Current Affair
Media_event	1	Article about lead in water listing GLASS ph no. in Nature & Health Magazine, Feb 2007
Media_event	1	Fix It DIY book by James McGregor, Allen & Unwin Publishers, to be published sometime in 2007
Media_event	1	Tighter laws urged after recall of toys, GoldCoast.com.au re EOB & Mattel Chinese Pb toy recall
Media_event	1	NTN [National Toxics Network] egroup
Media_event	1	Volunteer Search ad for Office Manager at www.jobsearch.gov.au
Media_event	1	www.lead.org.au/submission_to_nsw_dipnr.html re: Wagga lead acid battery plant proposed by RMT
Media_event	1	http://health.groups.yahoo.com/group/LPSCs - Lead Point Source Communities egroup
Media_event	1	Detailed GLASS Questions & Answers on Pb since 2002, at http://www.lead.org.au/q&a/qna.html
Media_event	1	Time for ban on export of Australian lead for petrol MEDREL http://www.lead.org.au/mr/20080406.html
Media_event	1	Listings & description of work of EOB & The LEAD Group at WWW.WiserEarth.org
Media_event	1	GoogleAds for DIY-Sampling Lead test kits from The LEAD Group Inc
Media_event	1	Building inspection by Brett Ireland, Menai, NSW
Media_event	1	Pretty Skies - Pretty Poisonous re heavy metals in Fireworks http://www.lead.org.au/mr/24-12-99.html
Media_event	1	Volunteer Search ad for LEAD Group Committee Member at www.jobsearch.gov.au
Media_event	1	Factsheet 38: Lead paint & ceiling dust management - how to do it lead-safely [Info Pack 3]
Media_event	1	Community Development Support Expenditure (CDSE) application from The LEAD Group
Media_event	1	Furniture Removals - do you want to link to our Charity's website?
Media_event	1	Toxic mining exports need Oz mining tax income to be managed safely always
Media_event	1	A factsheet for Australian toy importers and traders [Toy Fair handout, later web-published]
Media_event	1	Subscribe to LEAD Action News form
Media_event	1	Beware of lead poisoning article in Awake! Published in 82 languages
Media_event	1	nutritionandmultisystemillness egroup - Nutrition and Multi System Illness E-group
Media_event	1	Australia Class on Profile Page of Facebook
WOM	1	Camden Aerodrome History Hut Association Incorporated

WOM	1	Toxic Heavy Metals Taskforce Tasmania
WOM	1	ALSPAC - the Avon Longitudinal Study of Parents and Children
WOM	1	MotherSafe (NSW mothers) Royal Hospital for Women, Randwick
WOM	1	Partnership for Cleaner Fuels & Vehicles (PCFV) of UNEP
WOM	1	Dulux said to call CIU (DSEWPC) who said to call
WOM	1	Commonwealth Rehabilitation Service (CRS), Ashfield
WOM	1	A patient of the GLASS client
WOM	1	A student of the GLASS client
WOM	1	Asbestos inspection consultancy
WOM	1	Adult Migrant Education Service (AMES) ESL class teacher
WOM	1	IPEN - International POPs Elimination Network, Toxic-Free
WOM	1	Environmental Protection Agency (EPA), Queensland
WOM	1	Brisbane City Council (BCC), QLD
WOM	1	Tenants advice / advocacy service / Tenants Advisory Bureau
WOM	1	Building Contractor (any builder)
WOM	1	CTI Consultants
WOM	1	A client of the caller
WOM	1	The Greens, NSW
WOM	1	Rotary Project 1997
WOM	1	Doctor / GP
WOM	1	Volunteering NSW (Volunteer Centre)
WOM	1	Workplace Health & Safety, QLD
WOM	1	ACTU (Australian Council of Trade Unions)
WOM	1	Standards Australia
WOM	1	Newcastle Herald Contact
WOM	1	Poisons Information, ACT
WOM	1	Australian Dust Removalists Association (ADRA) member
WOM	1	ABC Radio
WOM	1	Attic Vac ceiling dust removal company
WOM	1	Poisons Information, WA [Princess Margaret Hospital]
WOM	1	Brisbane City Council said to call DEWHA CIU who said to call
WOM	1	SHPCM, Faculty of Medicine, Uni of New South Wales (UNSW)
WOM	1	Brain-Gut Connection Wrkshp, Embersits, NurtureWorks, Mindd

5. Staff

Volunteers and Interns During FY 2009-10

Any one who wishes to contribute to our effort at lead education while expanding their resumés and work experience should contact us at 1800 626 086 or check out The LEAD Group's volunteer job ads at www.seek.com.au - then click on Seek Volunteer; or www.volunteerservice.gov.au or www.lead.org.au/volunteer.html

The following people volunteered at GLASS during Financial Year 2009-10 (and if known to us, the non-English speaking background is included in brackets). Their work is highly valued and appreciated.

Table 10: GLASS Volunteers and Interns During FY 2009-10

1	Adit Patel	35	Gilbert Dawood
2	Adrian Widjonarko (Indonesian)	36	Han Kwak
3	Amar Multani	37	Hanny Tania
4	Anne Kuepper	38	Helene Vettas
5	Arpita Saha (Hindi)	39	Himanshukumar Patel
6	Aylin Salt	40	Hiugh Xinxi Zhu
7	Bert Pereira (Venezuelan Spanish)	41	Ian Russell Lee
8	Bhavika Patel (Hindi)	42	Ian Smith
9	Brian Chow	43	Iman Hegazi (Arabic)
10	Brice Xu (Mandarin)	44	Isaac Cheng
11	Cecillia Linuwihadi (Indonesian)	45	Isabel Almentrades
12	Chido Mpofo	46	Janak Rani Sachdeva
13	Chie Au	47	Jane Liang
14	Christine Welsh	48	Jayapriya Velu
15	Cynthia Xin Han	49	Jeong Hyun Lim (Vietnamese)
16	Daisy Shu (Mandarin)	50	Jia Niu (Mandarin)
17	Dana Lintea	51	John Faryna
18	Danyi Hong (Mandarin)	52	John McCafferty
19	David Ratcliffe	53	Jude Roseth
20	Dhirendra Panambalana	54	Justin Walker
21	Diem Doan	55	Kate Zhang (Mandarin)
22	Dilshoh Aliev (Uzbek)	56	Katrina Meng
23	Dongbeom Kwak	57	Kinner Shah
24	Dr Rachna Singh	58	Kobe He (Cantonese)
25	Dymphna Povey	59	Lavanya Podugu
26	Ellen Tao	60	Lin Gan
27	Ellie Li (Mandarin)	61	Linda Fernandez
28	Farabi Ibne	62	Maggie Li
29	Farideh Jafari	63	Mallee Li
30	Floza Beker	64	Maria Mavridis
31	Fung Kwan Lo (Cantonese)	65	Marija Petkovic
32	Gaoli (Vicki) Huang (Mandarin)	66	Marvi Qureshi
33	Gary Yau	67	Mehrnoosh Johnstone
34	Gayani Vaz Gunawardena	68	Mira Paounova

69	Mohammad Abdur Rahim	98	Shikha Thakur
70	Monica Maharjan	99	Shreedevi Bandi
71	Murk Bashir	100	Shreya Patel
72	Nantida Ardharn	101	Shristi Lohani (Nepalese)
73	Natalie Kempers	102	Skye Theodorou
74	Natalie Newman	103	Soane Lomu
75	Nimisha Barot	104	Sofia Shvarts
76	Orlando Aguirre-Lopez	105	Subo Srikanan
77	Patricia Bekiaris	106	Suherni Suherni
78	Paul Pittas	107	Sweetie Dhawan
79	Phuong Hoang	108	Sydenham Angel (Malaysian)
80	Pinky Sutaria	109	Tahamina Haq
81	Pratheepa Kandaswamy	110	Tamal Joy
82	Priyanka Mankar	111	Tamal Shahriar Joy (Bangladeshi)
83	Punit Kaur	112	Tejaswini Deshpande
84	Rebecca Bodel	113	Teng Li
85	Reena Akhtar	114	Thomas Gao (Mandarin)
86	Rina Adiecha	115	Tiffany Wu (Mandarin)
87	Robert Taylor	116	Tom Armstrong
88	Rosiana Dewi	117	Tripti Nama
89	Rushi Patel	118	Vanathy Raveendran
90	Sabrina Wong	119	Vicki Huang
91	Sadhaka	120	Vrunda Rabade
92	Sally Wu (Mandarin)	121	Woei Donq WOON
93	Sandy Bradner	122	Xiao Qin (Katrina) Meng
94	Sathin Shrestha	123	Yan Lu (Mandarin)
95	Seung Jin Lee	124	Yimin (Ted) Ji (Mandarin)
96	Shamima Khan	125	Zoe Linan Han (Mandarin)
97	Shasha LI		

Source: GLASS Excel Shift Roster for volunteers and staff

Table 11: Total Hours Worked at GLASS During FY 2009-10

Volunteers and Part-Time Writers/Editors	logged 6122.90 hours
Full Time Manager (Elizabeth O'Brien)	logged 2645.75 hours
Webmaster (David Ratcliffe)	1,354 hours
Part-Time Administrator (Emma Tao Xu)	logged 345.75 hours

TOTAL HOURS WORKED **10,468.40 hours**

Source: Staff Roster, Manager and Administrator's Timesheet & David Ratcliffe.



6. Acknowledgements

Report Contributors

Web data provided by David Ratcliffe, Webmaster, The LEAD Group. Financial data provided by Christine Pollard, Accountant for The LEAD Group. Report prepared by **Elizabeth O'Brien and Anne Roberts** using SQL queries written by Ian Smith, **Mira Paounova, Anne Kuepper**, Himanshukumar Patel and Bhargav Patel, and Excel spreadsheets designed by **Emma Tao Xu and Alex Jewson**.

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7. Disclaimer

The views expressed herein are not necessarily the views of the Australian Government, and the Australian Government does not accept responsibility for any information or advice contained herein.

8. Appendix

[Table 12: Author, Title and URL & No. of Library Articles distributed by GLASS During FY 2009-10](#)