

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 2010 to 30 June 2011

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# 1. How GLASS Achieved its Objectives

*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.

## **Problems encountered**

The most outstanding problem encountered during the year, apart from the on-going one of having only one person who is responsible, in the end, for everything, has been the breakdown of the server. This has affected our data-entry rate and thus statistical reporting appears down compared to previous years.

In October 2010, the 2004-purchased server's connection to the external hard drive began to become corrupted, affecting the backup files. In December 2010, the server hard drive in the area of the database began to become corrupted, affecting the functioning of the database. We applied to the Department of Sustainability, Environment, Water, Population and Communities, for funding for a replacement server. Our System Administrator and SQL Database Manager, who are volunteers, spent many hours achieving temporary fixes to make the database mostly functional and using a donated backup computer to ensure backup was happening. The grant payment (including \$4000 for the server) arrived on 19/06/2011 and the new server itself arrived shortly after that.

Our System Administrator and SQL Database Manager volunteers, spent many weekends and evenings working with the corrupted server, in order to try to avoid having to pay for the change-out, while still allowing data-entry to be done in business hours. It got to the point where an IT professional had to be called in, and return multiple times to fix problems as they arose. The final "fix" occurred on 16/9/11. This three month period towards the end of the financial year and before the annual report is due, is typically when catch-up data-entry of emails sent and received (including library articles received) and phonecalls recorded in Word during the Financial Year can occur, but we had so many days of non-working database that we are still thousands of entries behind.



IT costs to date have been \$2008.50 (not including the final bills for ensuring functional backing up). We will probably spend at least \$2200 (not subject to GST) on our server change-out, and in the process have lost data-entry time. *These calls, which were handled, will be missing from the statistics, which will give the impression that we had fewer enquiries this year, with less data-entry of emails happening due to computer downtime our clearing house function was significantly impacted leading to far fewer articles being added to the library this year than in any of the past several years* (See complement and enhance the effectiveness of existing public information initiatives in relation to lead abatement in Summary of Results below). *We therefore request a further \$2200 in FY 2011-12 for unavoidable costs for the server change-out.*

Another problem, reported to our funding agency, is increased costs associated with the increasing sale of lead test kits. The advice which we send out with the kits, and on the results of the tests, including 'Info Packs' on specific topics relevant to the results, are all part of the work of GLASS. So we requested moving the costs of postage and stationery of the kits, from The LEAD Group account to the GLASS bank account, and are grateful for the \$1000 extra funding that was granted in anticipation of increased kit sales (and thus postage, etc.).

With three additional paid full-time members of staff, we would be able to achieve far more proactive provision of information and advice and increase the number of overseas and Australian referrers and 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. In May 2011, Elizabeth's doctor ordered her to cut her working hours down to 38 per week, and take a break every hour, in order to prevent pain from too much typing. In response, the Committee decided to hire a part-time Administrator, Ardhika Wira, on a minimum wage taken from our kit sales account, and a commission from each kit sale. The Committee also agreed to pay our GLASS Administrator for an extra three hours per week, to take some load off Elizabeth in her attempts to gain more funding for GLASS, so as to employ a trainee Manager.

## 2. Summary of Results

### *Toll-free telephone line and email service*

- In FY 2010-11 the GLASS manager, administrator and volunteers handled **7,006** calls (phone and email) (down from **8,050** in the previous FY). (See Figure 3)
- At the end of June 2011 there were **82,442** calls data-entered in our database - up from **75,409** at the same time last year.
- **37%** of GLASS calls in 2011 year to date came from **NSW**, **43%** came from **Overseas** and 20% came from **Interstate**. Of the **2924** calls (mainly emails), from overseas, **69%** were from the **USA**, **27%** were from the rest of the world and 4% were from countries not-stated. Of the **785** calls from countries (not including US) that were stated in the email, **57** were from **Kenya**, **55** were from **India**, **50** were from **Canada**, **49** were from **United Kingdom**, **44** were from the **Philippines**, **38** were from **Czech Republic**, **37** were from **Germany**, **35** were from **Indonesia**, **28** were from each of **Switzerland** and **Russian Federation** and **22** were from each of **China (PRC)** and **Malaysia**. (Figures 8-11 & Table 4).
- In responding to calls and in an effort to let people know about newly web-published articles, Elizabeth distributed 56, 810 copies of library articles to individuals, NGO's, government agencies, building contractors, etc (mostly by email attachment or weblink).
- **66 volunteers** 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 **2,641.5** hours and David our webmaster worked **1,342.75** hours of the **9221.45** 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*

- The page views for the 12 months from July 01, 2010 to June 30 2011 was **280,049+** page views on [www.lead.org.au](http://www.lead.org.au) by **166,849+** visitors from **218** countries & territories, making **1,952,417+** page views since 2002 when the first web counter was installed (Figure 1, 2 & Table 2).
- 12 fact sheets, 4 newsletters, 9 reports (see Table 8), as well as numerous additions to the Useful Links page (at <http://www.lead.org.au/lk.html>) and Referrals Lists (at [http://www.lead.org.au/referral\\_lists.html](http://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**, an **Arabic** fact sheet and **Indonesian** reports and fact sheets were also added.
- In response to phone and email inquirers from around the world, and by handing out info at the Sydney EcoXpo and Marrickville Sustainability Night in May, GLASS staff and volunteers distributed **56,810** library articles.



- There are now **5,574** entries in our Experts database (up from **5,474** 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.

### ***Complement and enhance the effectiveness of existing public information initiatives in relation to lead abatement***

- Publications research, written and published online by the web group always include links to the research and news articles and by web-publishing these links in the context of an easy to read accessible article. We are complementing and enhancing existing public information initiatives.
- Our online searchable database continues to be the largest publicly-accessible lead library on the planet. This online searchable library database is the result of our clearing house function, whereby we receive emails from around the world which contain articles and we filter what is sent to us and choose those which are worthy of being added to our lead library. This filtering process is done according to credibility of the author and publisher and whether the article is similar to something we already have, in which case we don't save it to avoid repetition. In this way reliable articles which are accessible in a fully searchable format are available at <http://www.lead.org.au/fs-index.html> which links to our SQL database directly. At the time of writing this report there are **6,843** library articles (searchable by title, author, topic and keyword) about lead accessible via our website (up from **6,225** at the same time last year).

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

- In FY 2010-11 Australian inquirers were sent **734** copies of DSEWPaC's publications (up from **519 in FY 2009-10**). The most sent DSEWPac material was again the 2009 3<sup>rd</sup> edition of "Lead Alert: Six Step Guide to Painting Your Home", **583** copies of this booklet being sent (up from **406 in FY 2009-10**).
- Several pages on The LEAD Group's website link to DSEWPaC Lead Alert booklets and fact sheets

### 3. Telephone Bills

**Table 1: Statement of Telephone Bills July 2010 – June 2011**

<b>Payments:</b>	<b>to Telstra*</b>	<b>to Optus</b>	<b>to Vodafone<sup>1</sup></b>	
Jul 2010	\$426.52	\$48.00	\$0	
Aug 2010	\$393.67	\$0	\$0	
Sept 2010	\$411.39	\$0	\$0	
Oct 2010	\$271.77	\$0	\$0	
Nov 2010	\$276.54	\$0	\$0	
Dec 2010	\$285.76	\$29.09	\$0	
Jan 2011	\$206.16	\$0	\$30.00	
Feb 2011	\$278.75	\$0	\$0	
Mar 2011	\$265.55	\$0	\$60.00	
Apr 2011	\$336.93	\$0	\$0	
May 2011	\$251.46	\$0	\$0	
Jun 2011	\$326.65	\$0	\$60.00	
<b>TOTAL</b>	<b>\$3,731.15</b>	<b>\$77.09</b>	<b>\$150.00</b>	<b>\$3,958.24</b>

+ 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 until January.

<sup>1</sup>In January mobile service provider was changed to Vodafone which was used for the remainder of the FY.

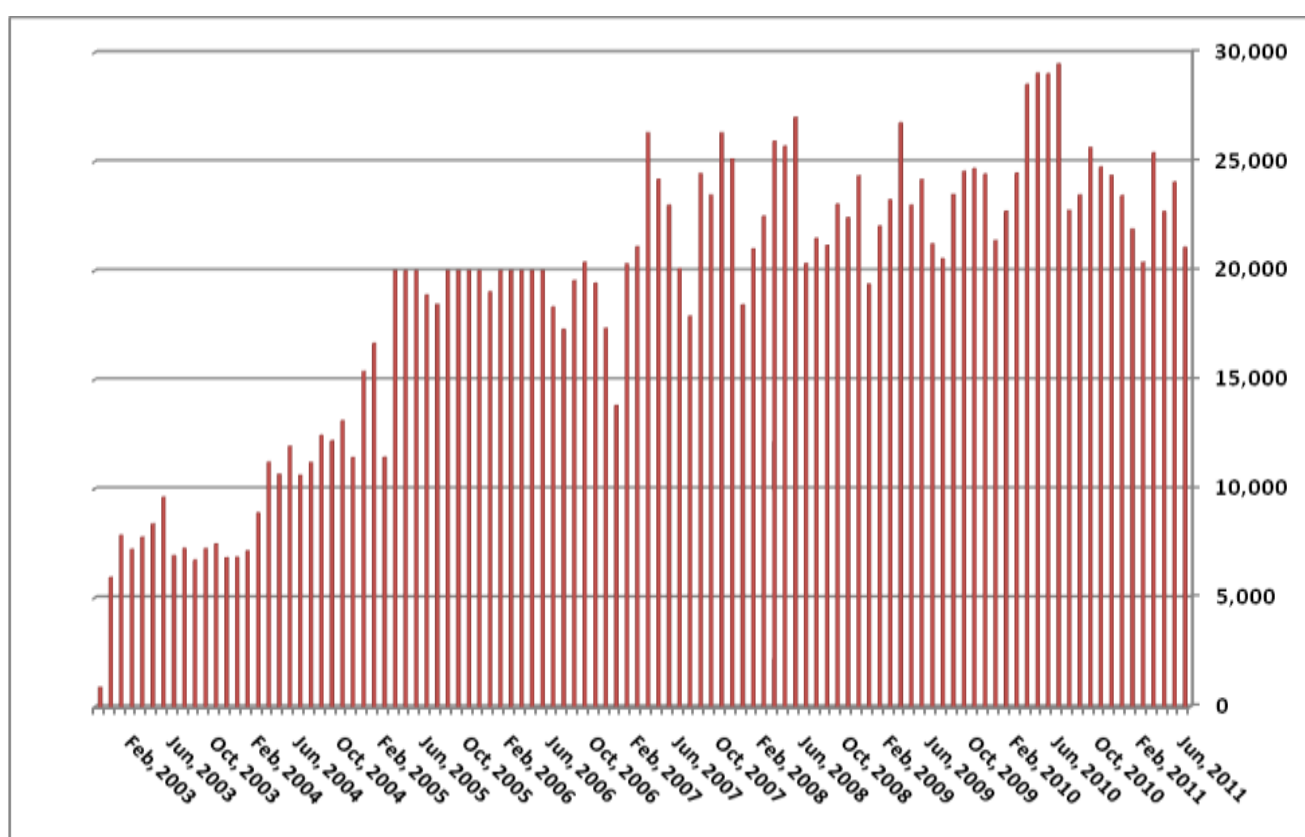
## 4. Results Tables and Figures

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](http://www.lead.org.au)**

Source: David Ratcliffe, Webmaster



The page views for the 12 months from July 01, 2010 to June 30 2011 was **280,049+** page views on [www.lead.org.au](http://www.lead.org.au) by **166,849+** visitors from **218** countries & territories, making **1,952,417+** 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 counted above 20,000.**

**The count for this year is not the full count, the “new counter” unexpectedly closed down in May 2010 and all pages were converted to Google Analytics.**

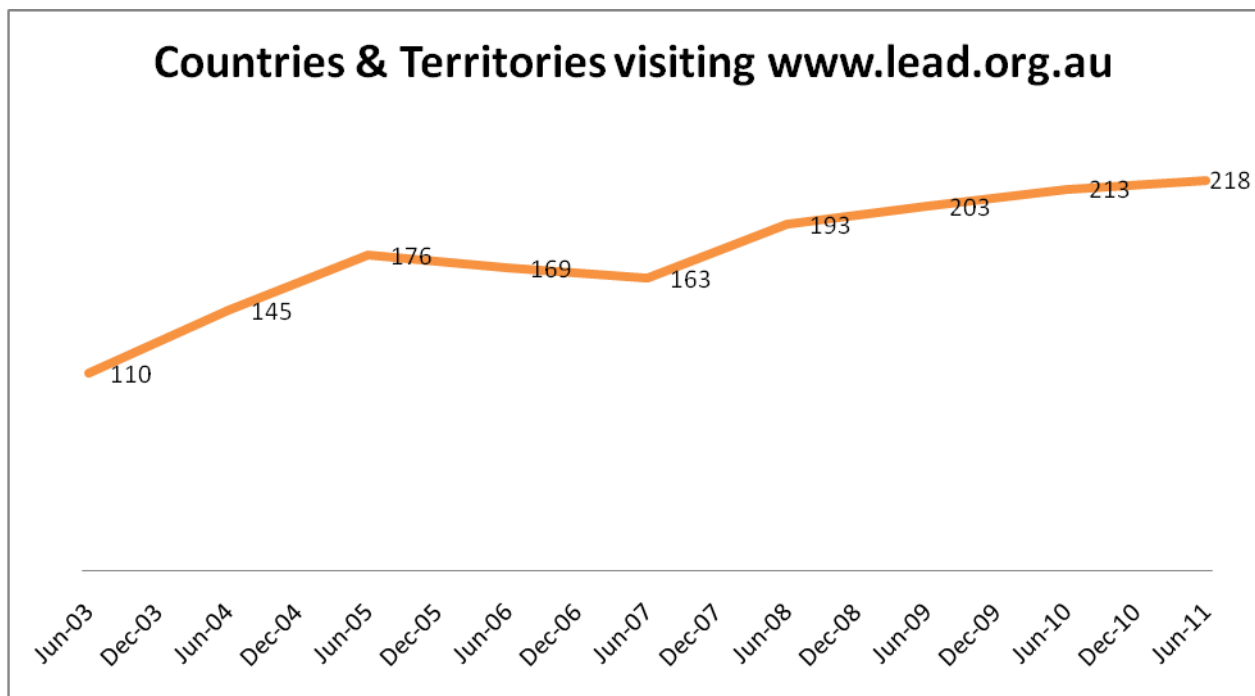
**Table 2: Countries & Territories Visiting The LEAD Group's Website between 1 July 2010 & 30 June 2011 (Alphabetical order of web page views).**

Source: David Ratcliffe, Webmaster

1. Afghanistan	56. Dominican Republic	109. Kosovo	167. Réunion
2. Albania	57. Ecuador	110. Kuwait	168. Romania
3. Algeria	58. Egypt	111. Kyrgyzstan	169. Russian Federation
4. Andorra	59. El Salvador	112. Laos	170. Rwanda
5. Angola	60. Eritrea	113. Latvia	171. Saint Kitts and Nevis
6. Anguilla	61. Estonia	114. Lebanon	172. Saint Lucia
7. Antigua and Barbuda	62. Ethiopia	115. Lesotho	173. Saint Vincent and the Grenadines
8. Argentina	63. European Union	116. Liberia	174. Samoa
9. Armenia	64. Faroes Island	117. Libya	175. Saudi Arabia
10. Aruba	65. Fiji	118. Liechtenstein	176. Senegal
11. Australia	66. Finland	119. Lithuania	177. Serbia
12. Austria	67. France	120. Luxembourg	178. Seychelles
13. Azerbaijan	68. French Guiana	121. Macau	179. Singapore
14. Bahamas	69. French Polynesia	122. Macedonia	180. Slovak Republic
15. Bahrain	70. French Southern Territories	123. Madagascar	181. Slovenia
16. Bangladesh	71. Gabon	124. Malawi	182. Solomon Islands
17. Barbados	72. Gambia	125. Malaysia	183. Somalia
18. Belarus	73. Georgia	126. Maldives	184. South Africa
19. Belgium	74. Germany	127. Mali	185. Spain
20. Belize	75. Ghana	128. Malta	186. Sri Lanka
21. Benin	76. Gibraltar	129. Marshall Islands	187. Sudan
22. Bermuda	77. Great Britain (UK)	130. Martinique	188. Suriname
23. Bhutan	78. Greece	131. Mauritania	189. Swaziland
24. Bolivia	79. Greenland	132. Mauritius	190. Sweden
25. Bosnia and Herzegovina	80. Grenada	133. Mexico	191. Switzerland
26. Botswana	81. Guadeloupe	134. Micronesia	192. Syria
27. Brazil	82. Guam	135. Moldova	193. Taiwan
28. British Indian Ocean Territory	83. Guatemala	136. Monaco	194. Tajikistan
29. Brunei Darussalam	84. Guernsey	137. Mongolia	195. Tanzania
30. Bulgaria	85. Guinea	138. Montenegro	196. Thailand
31. Burkina Faso	86. Guinea-Bissau	139. Montserrat	197. Timor-Leste
32. Burma (Myanmar)	87. Guyana	140. Morocco	198. Togo
33. Cambodia	88. Haiti	141. Mozambique	199. Tonga
34. Cameroon	89. Honduras	142. Namibia	200. Trinidad and Tobago
35. Canada	90. Hong Kong	143. Nauru	201. Tunisia
36. Cape Verde	91. Hungary	144. Nepal	202. Turkey
37. Cayman Islands	92. Iceland	145. Netherlands	203. Turkmenistan
38. Chad	93. India	146. Netherlands Antilles	204. Turks and Caicos Islands
39. Chile	94. Indonesia	147. New Caledonia	205. Uganda
40. China	95. Iran	148. New Zealand (Aotearoa)	206. Ukraine
41. Christmas Island	96. Iraq	149. Nicaragua	207. United Arab Emirates
42. Cocos (Keeling) Islands	97. Ireland	150. Nigeria	208. United States
43. Colombia	98. Isle of Man	151. Norfolk Island	209. Uruguay
44. Comoros	99. Israel	152. Northern Mariana Islands	210. Uzbekistan
45. Congo, Democratic Republic of	100. Italy	153. Norway	211. Vanuatu
46. Congo, Republic of	101. Jamaica	154. Oman	212. Venezuela
47. Cook Islands	102. Japan	155. Pakistan	213. Vietnam
48. Costa Rica	103. Jersey	156. Palau	214. Virgin Islands (British)
49. Cote D'Ivoire (Ivory Coast)	104. Jordan	157. Palestinian Territories	215. Virgin Islands (U.S.)
50. Croatia (Hrvatska)	105. Kazakhstan	158. Panama	216. Yemen
51. Cuba	106. Kenya	159. Papua New Guinea	217. Zambia
52. Cyprus	107. Kiribati	160. Paraguay	218. Zimbabwe
53. Czech Republic	108. Korea (South)	161. Peru	
54. Denmark		162. Philippines	
55. Dominica		163. Poland	
		164. Portugal	
		165. Puerto Rico	
		166. Qatar	



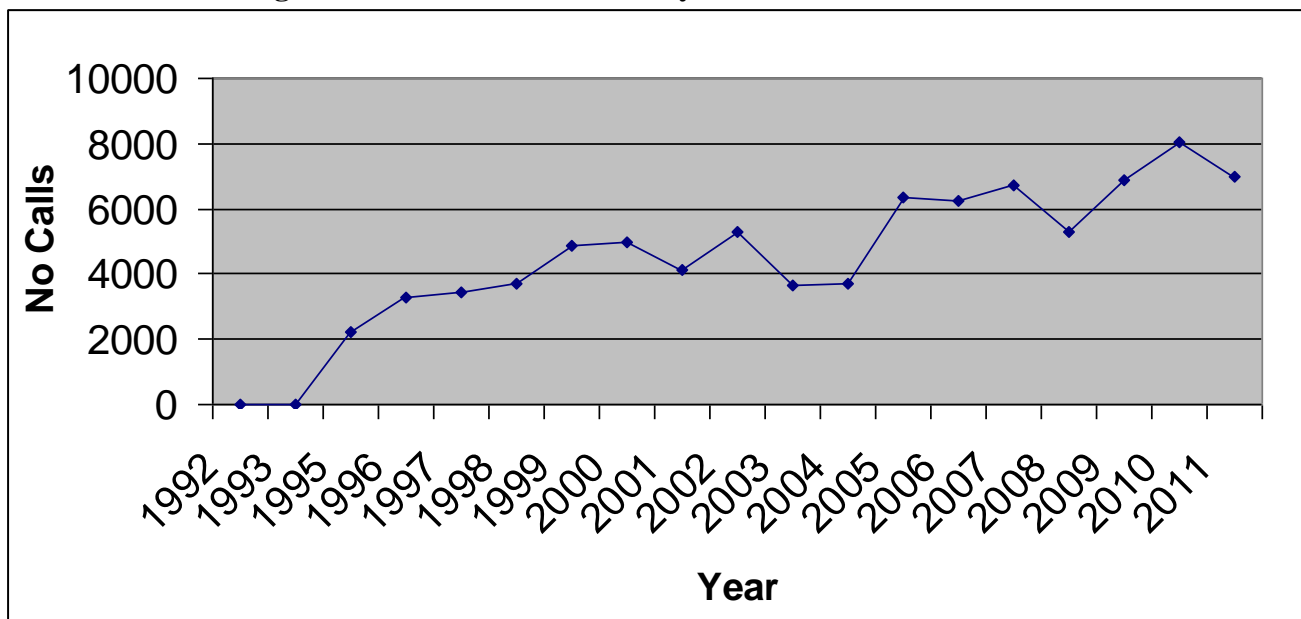
**Figure 2: Number of Countries & Territories Viewing [www.lead.org.au](http://www.lead.org.au) Per Annum**



The number of Countries & Territories visiting The LEAD Group's (TLG's) website in the 12 months from 1 July 2010 to 30 June 2011 was **218** Countries & Territories.

**Source:** David Ratcliffe, Webmaster

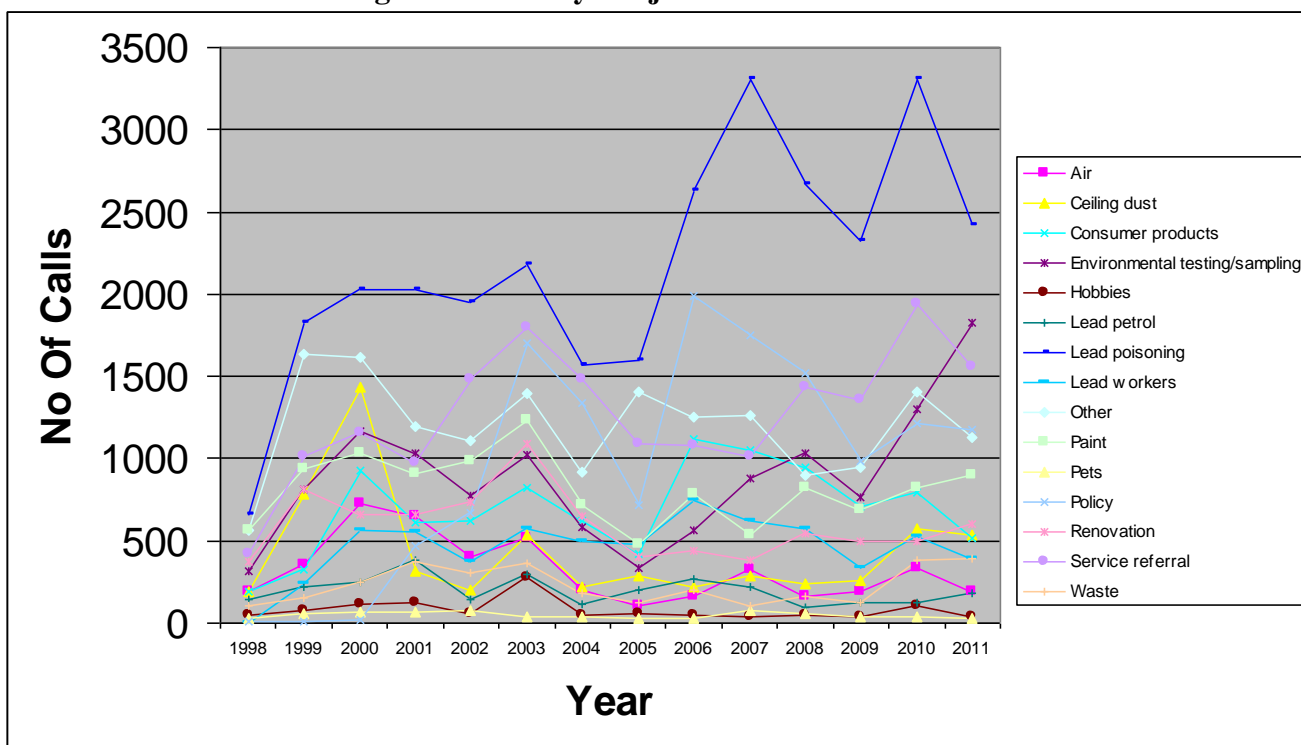
**Figure 3: Total Calls Handled by GLASS Per Financial Year**



Total calls (phone and email) handled in all years to date is over **83,233**. In FY 2010-11, GLASS staff and volunteers handled **7,006** calls (down from **8,050** in the previous FY).

Source: GLASS Database

**Figure 4: Calls by Subject Per Financial Year.**

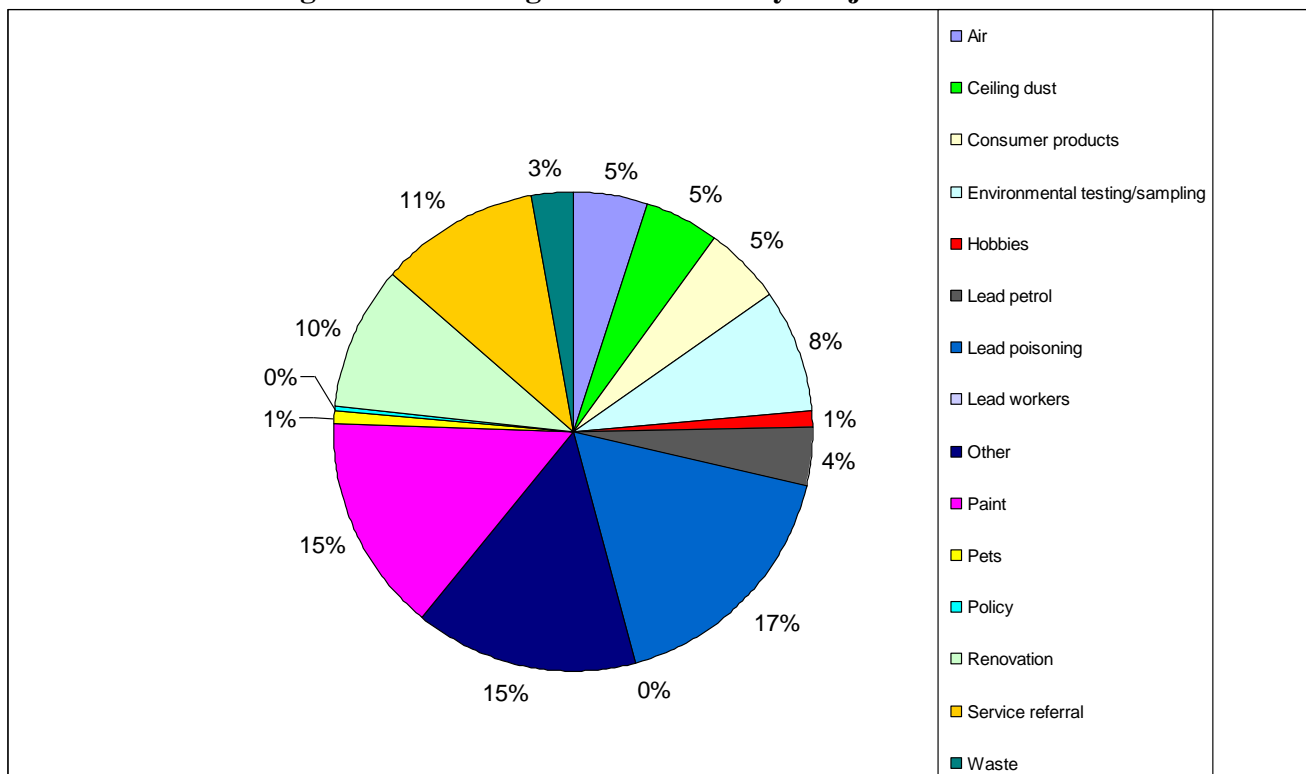


Breakdown of calls by subject per financial year.

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

**Source:** GLASS Database.

**Figure 5: Percentage of Total Calls by Subject Since 1998**



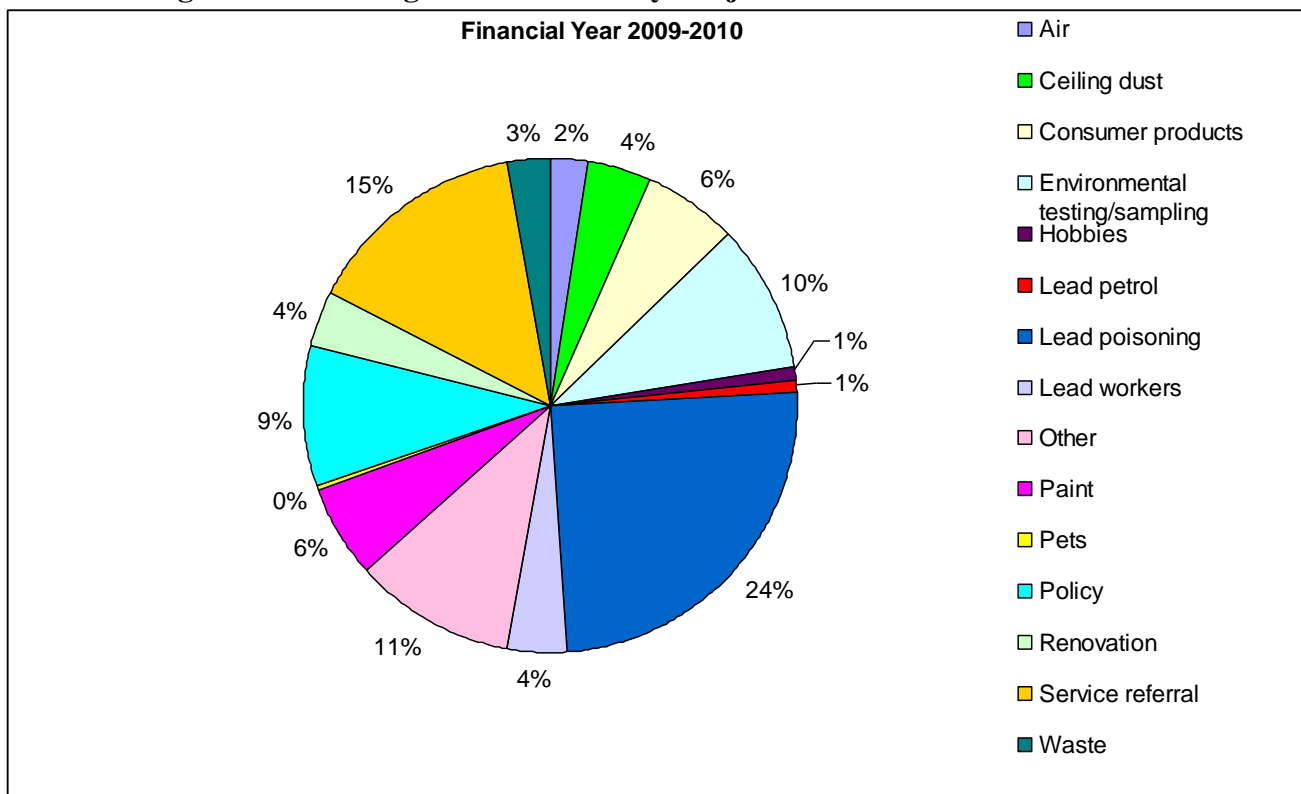
**Source:** GLASS Database

**Table 3: Subjects Discussed In Calls in Financial Year 2009-2010 and 2010-2011**

<b>Call Subjects</b>	<b>2009-2010</b>	<b>2010-2011</b>
Lead poisoning	3308	2423
Service referral	1947	1556
Other	1407	1131
Environmental testing/sampling	1300	1824
Policy	1212	1176
Paint	824	896
Consumer products	800	520
Ceiling dust	571	534
Lead workers	528	391
Renovation	494	607
Waste	383	394
Air	333	187
Lead petrol	128	186
Hobbies	109	39
Pets	37	25

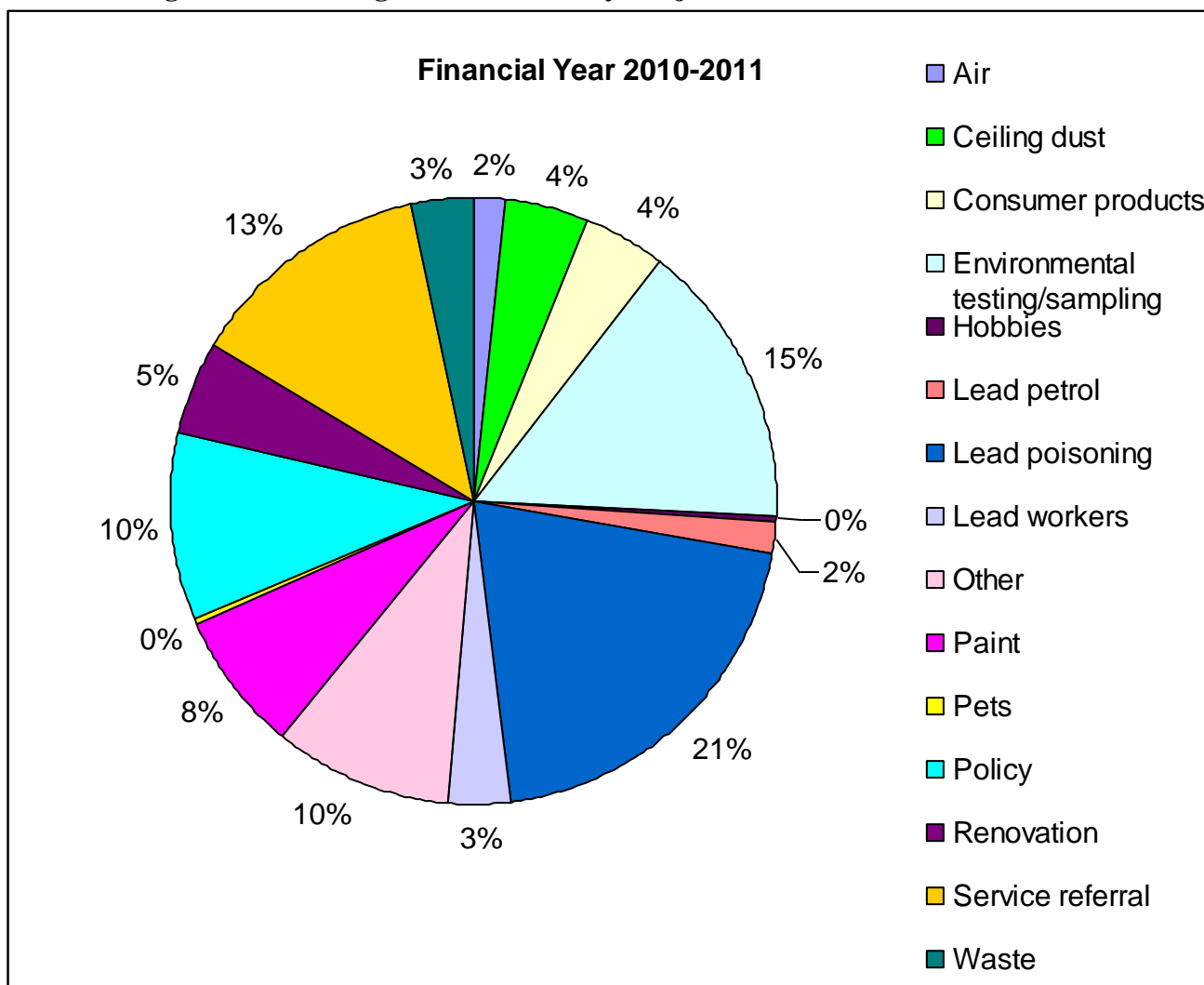
**Source:** GLASS Database

**Figure 6: Percentage of Total Calls by Subject in Financial Year 2009-2010**



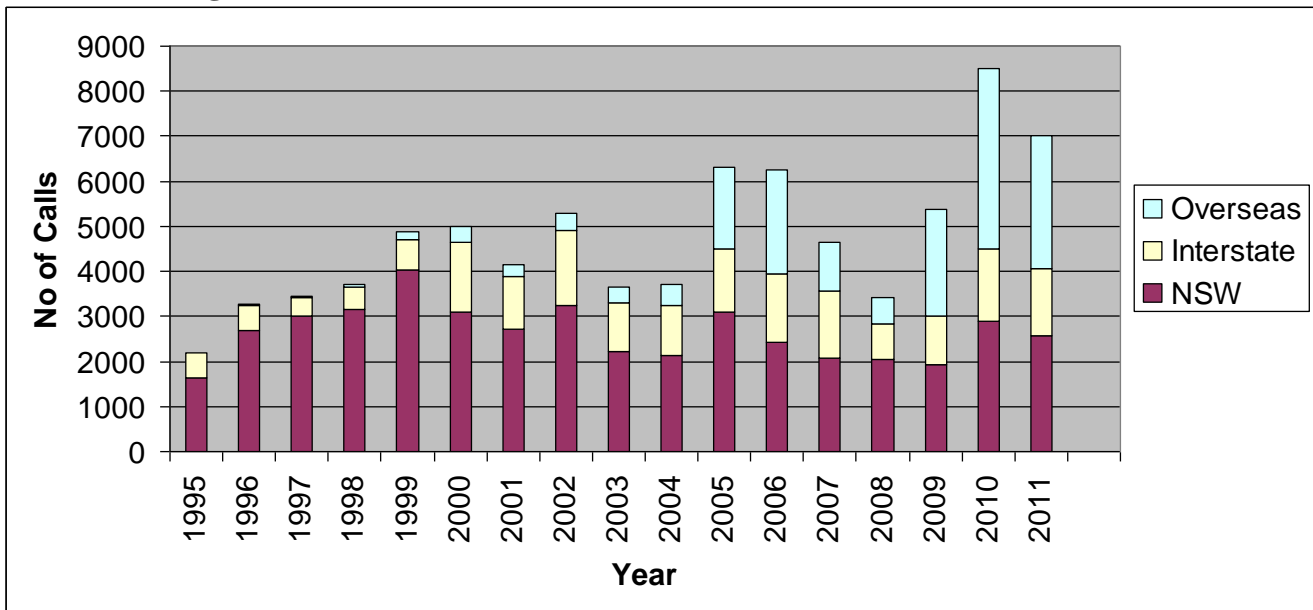
Source: GLASS Database

**Figure 7: Percentage of Total Calls by Subject in Financial Year 2010-2011**



Source: GLASS Database

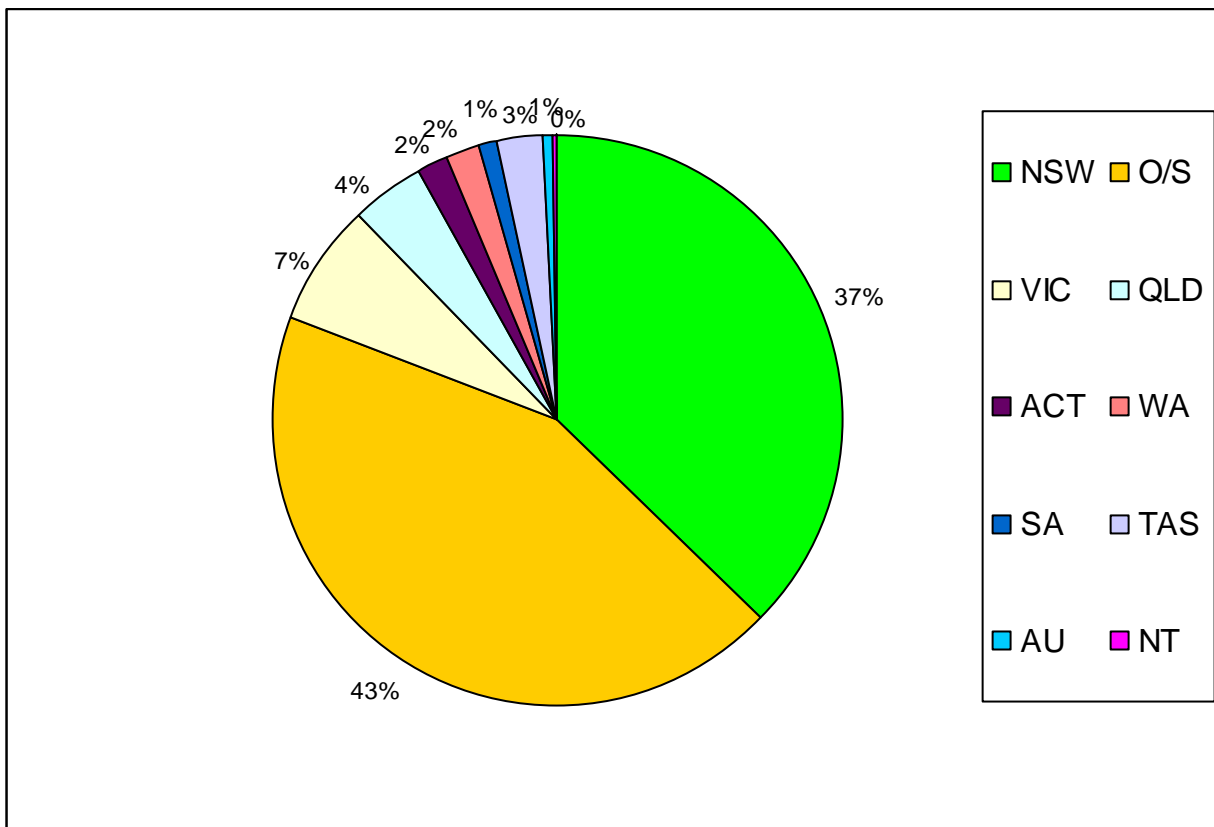
**Figure 8: Total NSW, Interstate and Overseas Calls in Financial Years**



In FY 2010-11, **36.7%** of calls came from our home state of New South Wales (NSW), **21.5%** came from the rest of Australia (interstate), and **41.4%** came from overseas.

Source: GLASS Database

**Figure 9: Total Australian State/Territory and Overseas Calls in Financial Year 2010-2011**

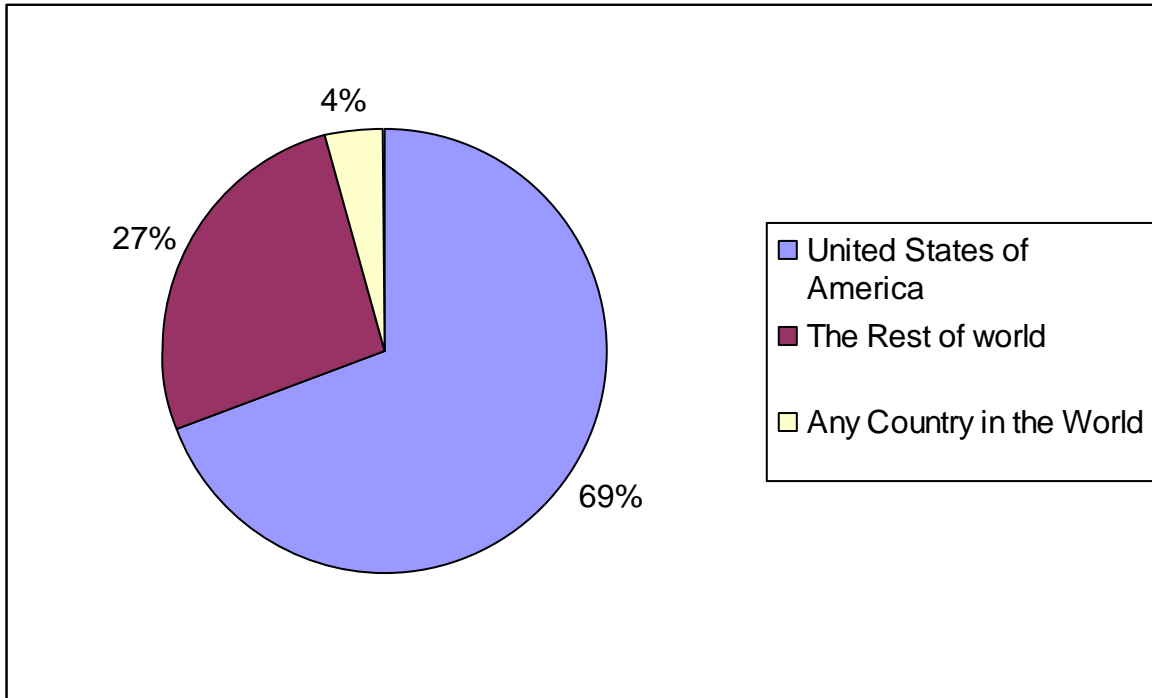


Breakdown of state/territory or overseas origin of 7,006 in FY 2010-2011

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 2010-2011 Financial Year**



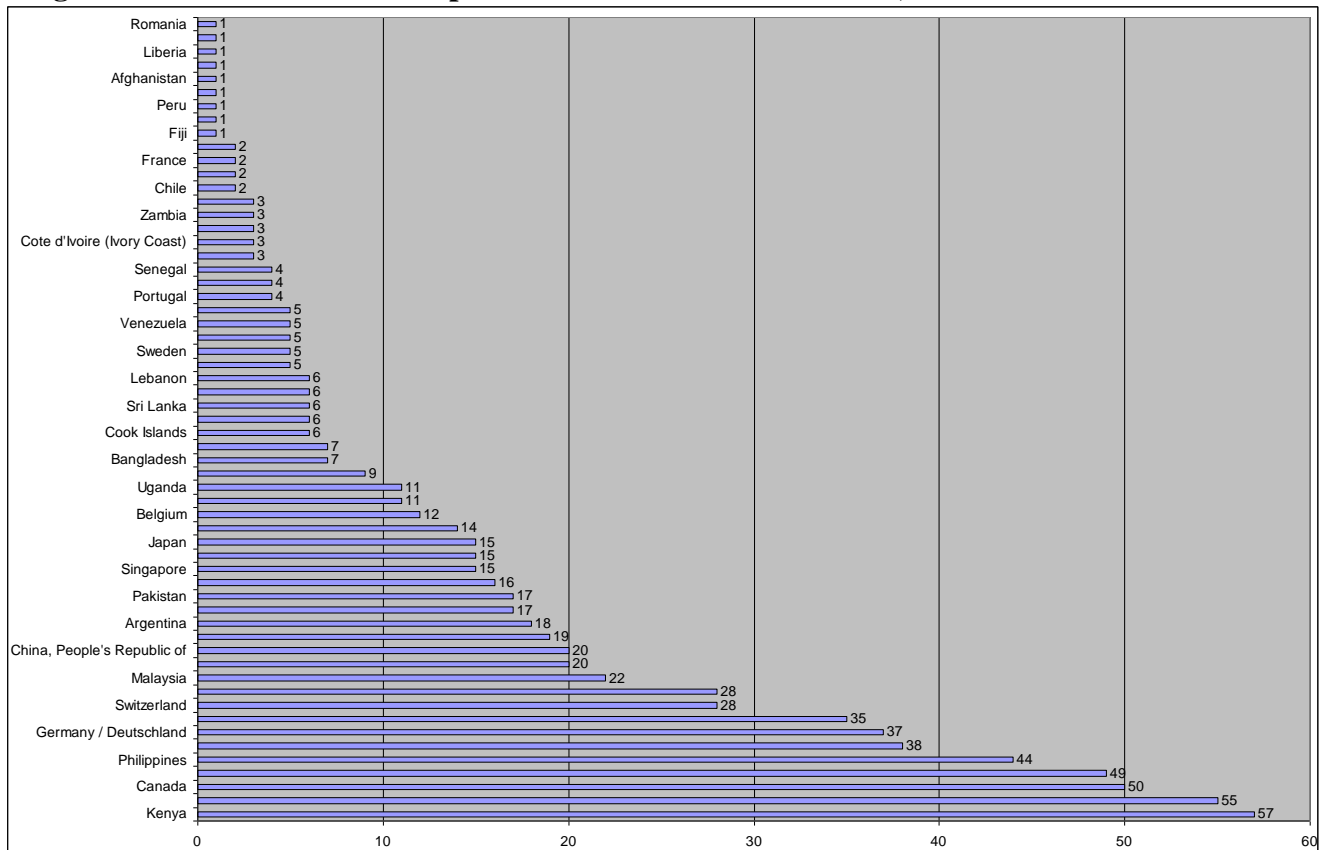
Breakdown of major overseas origin of **2924** calls for 2010-2011 financial year.

. Of the **2924** calls (mainly emails), from overseas, **69%** were from the **USA**, **27%** were from the rest of the world and **4%** were from countries not-stated.

Source: GLASS Database.



**Figure 11: Overseas Calls Except USA and Countries not Stated, in 2010-2011 Financial Year**



Breakdown of overseas origin of **785** calls except USA and countries not stated for 2010-2011 FY. Of the **785** calls from countries (not including US) that were stated in the email, **57** were from **Kenya**, **55** were from **India**, **50** were from **Canada**, **49** were from **United Kingdom**, **44** were from the **Philippines**, **38** were from **Czech Republic**, **37** were from **Germany**, **35** were from **Indonesia**, **28** were from each of **Switzerland** and **Russian Federation** and **22** were from each of **China (PRC)** and **Malaysia**.

Source: GLASS Database.

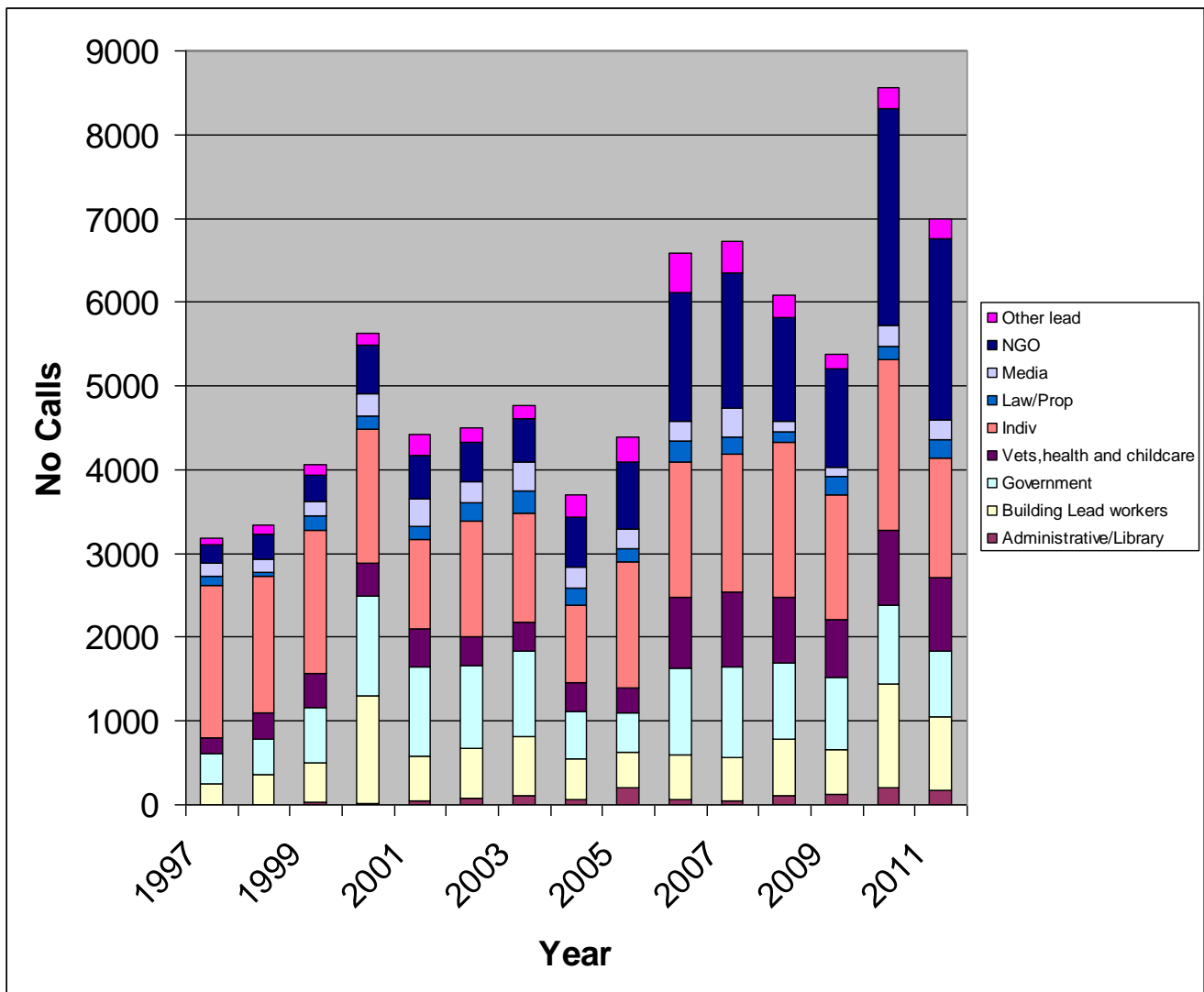
**Table 4: Overseas Calls in 2010-2011 Financial Year**

Country	No of Calls	Country	No of Calls
United States of America	2021	Armenia	3
Any Country in the World	118	Cote d'Ivoire (Ivory Coast)	3
Kenya	57	Israel	3
India	55	Tanzania	3
United Kingdom	49	Zambia	3

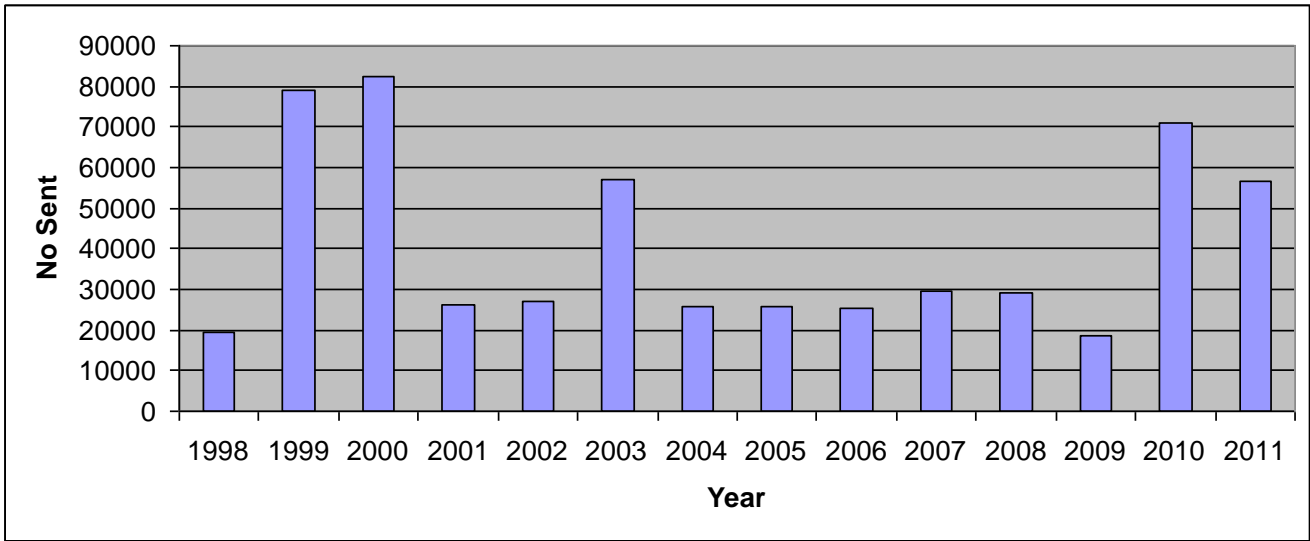
Canada	50	South Africa	2
Philippines	44	Togo	2
Germany / Deutschland	37	Chile	2
Czech Republic	38	France	2
Indonesia	35	Benin	2
Switzerland	28	Uruguay	2
Russian Federation	28	Fiji	1
Malaysia	22	Poland	1
Egypt	19	Peru	1
China, People's Republic of	22	Norway	1
Argentina	18	Afghanistan	1
Cameroon	20	Nigeria	1
New Zealand	17	Kyrgyzstan	1
Brazil	16	Liberia	1
Pakistan	17	Guinea-Bissau	1
		Romania	1
Singapore	15		
The Netherlands	15		
Japan	15		
Morocco	11		
Mexico	14		
Belgium	12		
Spain	7		
Bangladesh	7		
Uganda	7		
Sri Lanka	6		
Lebanon	6		
Sweden	5		
Ireland	5		
Venezuela	5		
Cook Islands	5		
Nepal	5		
Portugal	4		
Ghana	4		
Senegal	4		
Hungary	4		

Source: GLASS Database

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

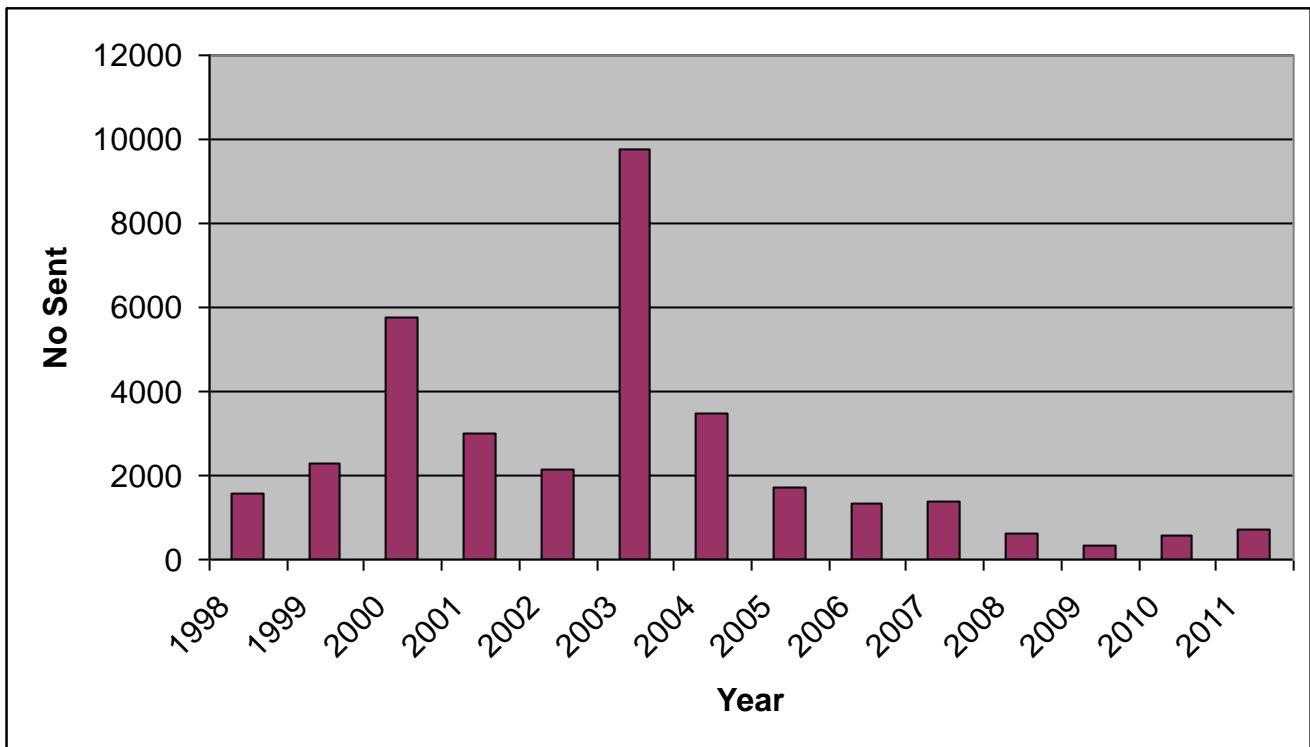


**Figure 13: Publications Distributed by GLASS per Financial Year**



Source: GLASS Database.

**Figure 14: DSEWPaC Publications Distributed by GLASS per Financial Year**



Source: GLASS Database.

Info Pack	Topic	Info Pack	Topic	Info Pack	Topic
0	general info	24	Hobbies	48	non-English info
1	spot test	25	Shooters	49	Social change
2	lead assessment	26	Heavy metals	50	Olympics
3	Abatement	27	Sniffing	51	Cavity dust
4	blood / doctor	28	Asbestos	52	air toxics
5	teeth / bone	29	Waste	53	Death
6	Foetus	30	Training	54	Economics
7	HEPA filter	31	government	55	Ageing
8	Water	32	consumers	56	'safe' lead levels
9	Childcare	33	Research	57	climate change & lead
10	workers / adults	34	substitutes	58	skin absorption
11	Hair	35	Media	59	Lead comprehensive DIY Sample Lab Test Kit
12	ADD	36	green groups	60	Lead Basic DIY Sample Lab Test Kit
13	Councils	37	indigenous	61	Heavy Metal Comprehensive DIY Sampling Lab Test Kit
14	legislation / standards	38	prevention	62	Heavy Metal Basic DIY Sampling Lab Test Kit
15	cradle to grave	39	point source	63	Gender
16	litigation / liability	40	social justice	64	Avgas – Aviation Fuel
17	cars and lead	41	Lead companies	65	Lead Water DIY Sample Lab Test Kit
18	Ecotoxicology	42	MPs	97	Administration
19	Property	43	Health groups	98	response to need
20	domestic animals	44	other toxics	99	cover letter
21	paramedics	45	parents / cases		
22	alternatives	46	domestic plants		
23	Nutrition	47	History		

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

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

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
<b>Total</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>

Source: GLASS Database

**Number of each of DSEWPaC publications distributed by GLASS in FY 2010-2011**

Source: GLASS Database.

Copies Sent	Library ID	Title, Author & URL of publications by what is now called DSEWPC
583	11634	Lead Alert - The Six Step Guide To Painting Your Home - Third Edition; DEWHA (Department of the Environment, Water, Heritage and the Arts, Australia); <a href="http://www.environment.gov.au/atmosphere/airquality/publications/pubs/leadpaint.pdf">http://www.environment.gov.au/atmosphere/airquality/publications/pubs/leadpaint.pdf</a> ; <a href="http://www.lead.org.au">http://www.lead.org.au</a> Useful Links – Government
47	426	Lead Alert - Painting Your Home?; CEPA;
18	2653	LEAD ALERT FACTS: Lead in Recreational Activities; Environment Australia; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/recactivities.html">http://www.environment.gov.au/atmosphere/airquality/publications/recactivities.html</a>
18	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; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/leadfs.html">www.environment.gov.au/atmosphere/airquality/publications/leadfs.html</a>

18	6523	LEAD ALERT FACTS: Lead and Your Health; Environment Australia; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/health.html">http://www.environment.gov.au/atmosphere/airquality/publications/health.html</a>
14	2650	LEAD ALERT FACTS: Lead and the Environment; Environment Australia; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/environment.html">www.environment.gov.au/atmosphere/airquality/publications/environment.html</a>
13	512	Lead Alert - Lead In Paint - Is your house paint flaking or chalking? - English – blue pamphlet with woman; CEPA;
9	2742	[SUPERSEDED] Lead Alert - The Six Step Guide To Painting Your Home – Second Edition; Environment Australia;
5	2651	LEAD ALERT FACTS: Lead in Ceramics; Environment Australia, now called Dept of Environment and Water Resources; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/ceramics.html">http://www.environment.gov.au/atmosphere/airquality/publications/ceramics.html</a>
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;
1	1355	Lead Alert - A Guide For Health Professionals; CEPA - Alperstein, Dr Garth; Taylor, Dr Roscoe and Vimpani, Prof Graham; <a href="http://www.lead.org.au/Lead Alert A Guide For Health Professionals 1994 SCANN ED.pdf">http://www.lead.org.au/Lead Alert A Guide For Health Professionals 1994 SCANN ED.pdf</a>
1	2812	Lead Alert - Painting An Older Home? Does Your Old Paint Contain Lead? Lead Is A Health Hazard [POSTER]; Environment Australia;
1	2649	LEAD ALERT FACTS: Lead in Auto Paints; Environment Australia; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/autopaints.html">www.environment.gov.au/atmosphere/airquality/publications/autopaints.html</a>
1	2647	LEAD ALERT FACTS: Lead in House Paint; Environment Australia; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/housepaint.html">www.environment.gov.au/atmosphere/airquality/publications/housepaint.html</a>
1	2646	LEAD ALERT FACTS: Lead in Marine Paints; Environment Australia; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/marinepaints.html">www.environment.gov.au/atmosphere/airquality/publications/marinepaints.html</a>
1	2648	LEAD ALERT FACTS: Lead in Pottery; Environment Australia; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/pottery.html">www.environment.gov.au/atmosphere/airquality/publications/pottery.html</a>
1	2652	LEAD ALERT FACTS: Lead in Stained Glass; Environment Australia; <a href="http://www.environment.gov.au/atmosphere/airquality/publications/stainedglass.html">www.environment.gov.au/atmosphere/airquality/publications/stainedglass.html</a>
734		

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

### Fact Sheets

GLASS revised the first fact sheet below, , and wrote and translated the remaining 12 fact sheets below, during FY 2010-2011 (text copied from <http://www.lead.org.au/fs-index.html> ):

#### Fact sheets

27. [Countries where Leaded Petrol is Possibly Still Sold for Road Use, As at 17<sup>th</sup> June 2011](#)
61. [Prevention of Exposure to Lead at Work in Indonesia](#)
62. [Mencegah kontak dengan timbal di tempat kerja di Indonesia](#)
63. [How to Protect Your Family from Lead in Indonesia](#)
64. [Bagaimana melindungi keluargamu dari timbal di Indonesia](#)
65. [Cigarette Smoking & Lead Toxicity](#)  
*التدخين والتسمم بالرصاص: صحيفة معلومات*
66. [Medical Evaluation For Lead Exposure](#)



67. [Dangers of a blood lead level above 2 µg/dL and below 10 µg/dL to children](#)
68. [Dangers of a blood lead level above 2 µg/dL and below 10 µg/dL to adults](#)
69. [Biosolids used as fertilizer in China and other countries](#)  
[在中国和其他国家用生物固体作肥料](#)
70. [What are the lead poisoning risks of a lead pellet, bullet or shot lodged in the body?](#)

## Newsletters

Four issues of our newsletter, LEAD Action News volume 11 numbers 1-4 were web-published at <http://www.lead.org.au/nl.html>

1. LEAD Action News vol 11 no 4, [Who will end the leaded petrol death trade?](#) PDF
2. LEAD Action News vol 11 no 3, [China and Rosebery Re-visited](#) PDF
3. LEAD Action News vol 11 no 2, [Rosebery: The view from the ramparts](#) PDF
4. LEAD Action News vol 11 no 1, [The LEAD Group, twenty years on](#) PDF

## Reports

The following 9 reports were web-published at <http://www.lead.org.au/reports.html>

1. [Leaded Vehicular Fuel and the Global Effort to Eliminate Lead Poisoning](#) PDF
2. [The Scuttling of the ex-HMAS Adelaide \(US-built Australian frigate\) at Avoca Beach NSW on 13 April 2011](#) PDF
3. [Model Work Health and Safety Regulations and Codes of Practice Public Comment](#) PDF
4. [Model Australian Public Health Policy](#) PDF
5. [Model Australian Public Health Policy Background](#) PDF
6. [Annual Activity Report of GLASS to DSEWPaC 2009- 2010](#) PDF
7. [Appendix - Annual Activity Report of GLASS to DSEWPaC 2009- 2010](#) PDF
8. [Taylor - Tobacco & Lead Toxicity](#) PDF
9. [The LEAD Group Inc 2010 - Eighteen Year Review of Objectives](#) PDF





**Table 9: How New GLASS Clients in FY 2010-11 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	267	LEAD Group web site - www.lead.org.au - including "Form Response " "Membership Donation form" "
Media_event	140	A letter from The LEAD Group to the organization of the respondent
WOM	112	LEAD Group (staff/interns, TAB or TLG members, Committee)
Media_event	53	www.globalleadnet.org - Global Lead Network (GLN) set up by AECLP
Media_event	48	LEAD Gp medrel INTERNATIONAL SPOTLIGHT ON ARSENIC AND LEAD POISONING in Rosebery Tasmania
Media_event	42	egroup - ipenlistserve of IPEN (International POPs Elimination Network)
Media_event	38	LEAD Group Ads/Flyer/Order forms for DIY-Sampling Lead test kits 22/7/09 Plumbism & Autism Network (PAN) webpage -
Media_event	36	<a href="http://groups.yahoo.com/group/Autism-Lead">http://groups.yahoo.com/group/Autism-Lead</a>
Media_event	26	GLASS / LEAD Gp Ph No found through a Google Search ie any website which lists the no.
WOM	24	Eco Expo / EcoExpo / Eco Xpo / EcoXpo, Moore Park Syd 2011
Media_event	23	GoVolunteer ad on Seek.com (Volunteering Australia) for GLASS data-entry officer etc
WOM	23	Dulux
Media_event	17	Lead Alert: Six Step Guide to Painting Your Home by EA Third edn 2009
Media_event	17	Aust'n Dust Removalists Association website - www.adra.com.au
WOM	17	Friend, family member, etc
Media_event	13	ToxicsDiscussion Egroup set up by National Toxics Network (NTN) on Yahoo
Media_event	13	Scuttling ex-warship off Avoca Beach makes no sense and may not be legal LEAD
WOM	13	Group Media Release
Media_event	12	CIU or ex-Environment Australia (EA) [ex - CEPA]
Media_event	12	GoVolunteer ad on Seek.com (Volunteering Australia) for GLASS data-entry trainer
Neither	12	Not applicable
Media_event	11	White Pages - Sydney - online or bookform
WOM	11	Pollution/Environment Line, NSW EPA/DECC/DECCW
WOM	11	Poisons Information NSW
Media_event	10	Information about SANIP (Sydney Aircraft Noise Insulation Project) on <a href="http://www.lead.org.au">www.lead.org.au</a>
Media_event	10	LEAD Group media release for LANv11n4: "Who will end the leaded petrol death trade?"
Media_event	9	LEAD Group Media Release "Spotlight on High Cases of Lead Poisoning in China"
WOM	8	Marrickville Council Sustainability Info Night 30/5/11
WOM	8	Standards Australia including Ceramicware committee CS-094
Media_event	7	heavy-metals-wg - Heavy Metals Working Group (HMWG) of International POPs Elimination Network (IPEN)
WOM	7	A LEAD Group volunteer or intern
WOM	6	Other Agency
Media_event	5	LEAD Gp MEDIA RELEASE 3/12/10 Radical new policy on prevention of lead poisoning
Media_event	5	Adult Blood Lead Epidemiology and Surveillance (ABLES) listserv/egroup run by US CDC
Media_event	4	Lodged Lead Shot and Bullets Support (LLSBS) Group e-group on Yahoo website
Media_event	4	Lead Poisoned Adults egroup at <a href="http://health.groups.yahoo.com/group/LPAE">http://health.groups.yahoo.com/group/LPAE</a>
Media_event	4	LEAD Gp MEDIA RELEASE - Thu 9th Dec 2010: Overwhelming body of research



	supports TLGs lead policy
Media_event	4 Subscribe to LEAD Action News form Children's Environmental Health Network (CEHN) cehncommunity & cehnscience
Media_event	4 Listserv
WOM	4 Poisons Information, VIC
WOM	4 Poisons Information, QLD
WOM	4 Bunnings Hardware
WOM	4 Insulvac (ceiling dust removalist, member of ADRA)
WOM	4 ActionCOACH - The World's #1 Business Coaching Firm
WOM	4 ECA - Education Centre of Australia, Kent St Sydney
Media_event	3 LAN - Lead Action News (any) Safe Toys Coalition Egroup, run by WECF Germany TO:
Media_event	3 <a href="mailto:safetoys@googlegroups.com">safetoys@googlegroups.com</a> Global Alliance to Eliminate Lead in Paint GAELP (jointly sponsored by UNEP & WHO)
Media_event	3 LeadWorkers e-group at <a href="http://health.groups.yahoo.com/group/LeadWorkers">http://health.groups.yahoo.com/group/LeadWorkers</a> Ad for ADRA Ceiling Dust Removalists course 29-30 Mar 2011, on LEAD Gp
Media_event	3 website
WOM	3 NTN (National Toxics Network)
WOM	3 Graduate School of the Environment, Macquarie University
WOM	3 Other department, NSW
WOM	3 Brisbane City Council (BCC), QLD
Media_event	2 What to Expect When You're Expecting book by Eisenberg
Media_event	2 Green Pages 1998
Media_event	2 Unspecified / unnamed database Workers Health Centre website <a href="http://www.workershealth.com.au/facts057.html">www.workershealth.com.au/facts057.html</a> link to
Media_event	2 TLG website
Media_event	2 LRC Lead Safe web site - <a href="http://www.environment.nsw.gov.au/leadsafe">www.environment.nsw.gov.au/leadsafe</a>
Media_event	2 Margaret Gee's Australian Media Guide
Media_event	2 Volunteer Search ad for The LEAD Group on screen @ CENTRELINK
Media_event	2 Lead dangers for renovators in Sydney Mon Ch 7 News at 6pm
WOM	2 Faculty of Science, Macquarie University
WOM	2 Poisons Information, NT
WOM	2 Lead Alert Pty Ltd
WOM	2 Other, eg MP, Party
WOM	2 Other
WOM	2 A client of the caller
WOM	2 Leadline, LAS NSW, CLAS, LASA or GLASS client
WOM	2 Poisons Information, TAS
WOM	2 A patient of the GLASS client
WOM	2 Anglo Master Chimney Sweeps Pty Ltd. & Anglo Ceiling Sweeps
WOM	2 I've just always known about you
WOM	2 A colleague (co-worker / workmate / boss) of the caller
WOM	2 Dept of Health and Housing (DHHS), Tasmania
WOM	2 Sydney Analytical Laboratories (SAL), Seven Hills NSW
WOM	2 Brisbane City Coun said to call DSEWPac CIU who said to call
WOM	2 World Health Organisation (WHO), Geneva
WOM	2 Jow Ga Kung Fu Head Academy, Leichhardt, Sydney
WOM	2 Pollution Information Tasmania (PIT), FORMED 1ST August 2009
WOM	2 Sampling Technologies Pty Ltd - for XRF testing of toys, etc
WOM	2 Global Alliance to Eliminate Lead in Paint WHO/UNEP Meeting
Media_event	1 The Australian Handyman Magazine



Media_event	1 Pre Purchase Property Report / Building Report
Media_event	1 Yellow Pages - Sydney - online or bookform LEAD Gp media release: Elizabeth O'Brien recognised for outstanding service in
Media_event	1 lead poisoning prevn LEAD Gp ad on Volunteering Australia website - <a href="http://www.govolunteer.com.au">www.govolunteer.com.au</a> ;
Media_event	1 <a href="http://www.volunteer.com.au">www.volunteer.com.au</a>
Media_event	1 Family Handyman (May - June)
Media_event	1 Council LEAD Project (CLP) section of LEAD Group website
Media_event	1 The Investigators, Geoff Surmai Channel 7
Media_event	1 The Glebe - Dangers of Lead Uncovered EPA NSW Website - <a href="http://www.epa.nsw.gov.au">www.epa.nsw.gov.au</a> now called Dept of Environment &
Media_event	1 Conservation (DEC)
Media_event	1 TEC Greenprint Conference
Media_event	1 LEAD Group media release – any 2 Media Releases - "Lead Poisoning Awareness Day (LPAD)" and "Safe Candles for
Media_event	1 LPAD" GoVolunteer ad on Seek.com (Volunteering Australia) for Access/SQL expert/query
Media_event	1 writer Ban Lead in Electronics (BLIE) egroup at <a href="http://groups.yahoo.com/group/Blie/">http://groups.yahoo.com/group/Blie/</a> NOW
Media_event	1 LSEE Lead Safe Elec
Media_event	1 <a href="http://groups.yahoo.com/group/BLPAC">http://groups.yahoo.com/group/BLPAC</a> - Ban Lead in Paint and Cosmetics egroup <a href="http://health.groups.yahoo.com/group/LPSCs">http://health.groups.yahoo.com/group/LPSCs</a> - Lead Point Souce Communities
Media_event	1 egroup
Media_event	1 Flyer for the Australian Dust Removalists Association (ADRA)
Media_event	1 Seek.com ad for Environmental & Occupational Health Researcher (Global)
Media_event	1 GoogleAds for DIY-Sampling Lead test kits from The LEAD Group Inc Volunteer Search ad for GLASS Case Files Data-Entry Officer on Job Search site:
Media_event	1 <a href="http://www.jobsearch.gov.au">www.jobsearch.gov.au</a> Detailed GLASS Questions & Answers on Pb since 2002, at
Media_event	1 <a href="http://www.lead.org.au/q&amp;a/qna.html">http://www.lead.org.au/q&amp;a/qna.html</a> Data-Entry of lead poisoning prevention case files AD on <a href="http://seek.com.au">seek.com.au</a> (Volunteering
Media_event	1 Australia)
Media_event	1 Purchase lead test kit form
Media_event	1 PanIntWorkGroupPestCorp EGROU
Media_event	1 TOXICS GROUPS REJECT MINE / DHHS FINDINGS at <a href="http://mpi.org.au">mpi.org.au</a> Soil tests needed to lower risk of lead poisoning, says expert, SMH 29/9/10 quoting
Media_event	1 Elizabeth O'B
Media_event	1 GLASS, Summer Hill listing on True Local <a href="http://www.truelocal.com.au">www.truelocal.com.au</a> ABC Radio Melbourne Babytalk podcast interview of Elizabeth O'Brien on still
Media_event	1 current dangers of lead Elizabeth O'Brien interviewed by Natalie Jones on ABC Radio Goldfields Kalgoorlie
Media_event	1 re TLG new policy
Media_event	1 LEAD Group Media Release 23/12/2010 re: Lanv11n2 The view from the ramparts
Media_event	1 Protocom - media release distribution company
Media_event	1 Heavy Metal Poisoning in an Australian Lead Mining Town LANv10n4 A factsheet for Australian toy importers and traders [Toy Fair handout, later web-
Media_event	1 published]
Media_event	1 2UE News interview of Prof Mark Taylor re: pesticides was played on 29/9/10
Media_event	1 LEAD Gp Media Release - Re: Killer candles
Media_event	1 ABC Radio - Re: lead poisoning a still current danger
WOM	1 Safe Work / SafeWork Australia
WOM	1 No Ship Action Group (NSAG) at Avoca Beach
WOM	1 Pearl Harbor Naval Shipyard
WOM	1 DHSV - Department of Human Services, Victoria



WOM	1 World Alliance for Mercury-Free Dentistry (WAMFD)
WOM	1 Royal Womens Hospital Melbourne
WOM	1 The interviewee of a journalist doing a story on lead
WOM	1 Toxic Heavy Metals Taskforce Tasmania (THMTT)
WOM	1 Dulux Rep told Mitre 10 salesperson who told me to call GLAS
WOM	1 Pregnancy Advice Line, Australia
WOM	1 CRC CARE Pty Ltd Contamination Assessment & Remediation Env
WOM	1 Midwife or Childbirth Centre
WOM	1 Common Fund for Commodities (CFC)
WOM	1 Ruhr-University Bochum, Germany
WOM	1 Asbestos inspection consultancy
WOM	1 Friends of Erskineville / Erskineville Community Garden
WOM	1 An accredited member of GreenPainters
WOM	1 ACIJ - Australian Centre for Independent Journalism, UTS
WOM	1 SESA - Safety & Environmental Services Australia Pty Ltd
WOM	1 Poisons Info SA said to call CIU who said to call GLASS
WOM	1 Brain-Gut Connection Wrkshp, Embersits, NurtureWorks, Mindd
WOM	1 International Action Network on Small Arms (IANSA)
WOM	1 Paint contractor / Painter
WOM	1 Social Inquiry, Humanities Faculty, UTS, Sydney
WOM	1 NSW Cancer Council
WOM	1 Architect (any)
WOM	1 Locals for Esperance Development (LED)
WOM	1 LEAD Working Committee of the NHMRC - 1st meeting 12/5/08
WOM	1 Real Estate Agent
WOM	1 Poisons Information, WA [Princess Margaret Hospital]
WOM	1 An analysis laboratory (any)
WOM	1 Australian Dust Removalists Association (ADRA) member
WOM	1 NICNAS Nat'al Industrial Chemicals Notific'n & Assess't Sch
WOM	1 Neighbour, resident or rate-payer from client's council area
WOM	1 A tenant
WOM	1 MPI (Mineral Policy Institute)
WOM	1 MPA (Master Painters Australia) NSW
WOM	1 Poisons Information, ACT
WOM	1 Dept of Fair Trading (DoFT), NSW
WOM	1 PHU (Public Health Unit) - any, NSW
WOM	1 ACTA (Australian Chemical Trauma Alliance)
WOM	1 JBS Environmental Services & Technology
WOM	1 APMF (Australian Paint Manufacturers Federation)
WOM	1 Marrickville Council, NSW
WOM	1 Tenants advice / advocacy service / Tenants Advisory Bureau
WOM	1 WattyI Paints
WOM	1 CTI Consultants
WOM	1 Health Department, QLD

## 5. Staff

### Volunteers and Interns During FY 2010-11

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](http://www.seek.com.au) - then click on Seek Volunteer; or [www.volunteerservice.gov.au](http://www.volunteerservice.gov.au) or <http://www.lead.org.au/volunteer.html>

The following people volunteered at GLASS during Financial Year 2010-11 (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 2010-11**

1. Alex Jewson	34. Lilibeth Lofthouse
2. Alexandra Tsounis	35. Mandy Zhao
3. Alisa Nittaya	36. Margaret Etherton
4. Andrew Katelaris	37. Max Xue (Chinese)
5. Anne Kuepper	38. Michelle Calvert
6. Ardhika Wira	39. Mira Paounova (Bulgarian)
7. Ashika Nadan	40. Nantida Ardhan
8. Aung Myin Thu	41. Nisha Moras
9. Chirag Patel (Hindi)	42. Rahela Haque
10. Christine Jung	43. Rashmi Kamalanesan (Sri Lankan)
11. Daniel Yang	44. Rebecca Chen
12. Danielle Cooper	45. Robert Taylor
13. David Ratcliffe	46. Roger Kilburn
14. Deena Kamoda (Hindi)	47. Russel Ng
15. Dharmin Thakkar (Gujarati)	48. Sam Patel (Hindi)
16. Diep Phan	49. Samantha Dupuch (French)
17. Franky Tham (Indonesian)	50. Samy Saad, Dr (Arabic)
18. Frolinsia Tjan	51. Saori Nakamura (Japanese)
19. Fung Kwan Lo (Chinese)	52. Seetha Vijay (Hindi)
20. Hannah Beedham	53. Shasha Li (Chinese)
21. Hanny Tania	54. Shikha Taneja
22. Hitesh Lohani (Hindi)	55. Shobha Jambagi
23. Ian Smith	56. Shristi Lohani
24. Isaac Cheng	57. Skye Theodorou
25. Jaime Lao (Filipino)	58. Stepan Syrkhaev (Russian)
26. Jayapriya Velu	59. Tom Zheng
27. Jeong Hyun Lim (Korean)	60. Waqas Ghori
28. Jigar Patel (Hindi)	61. Yan Lu
29. Joanne Farrely	62. Yan Zheng
30. Jyoti Bapat (Hindi)	63. Yulia Didenko
31. Kate Whittaker	64. Zhu Well Hung (Chinese)
32. Kinner Shah (Hindi)	65. Zoe Linan Han
33. Kobe He	66. Zoe Yin

**Source:** GLASS Excel Shift Roster for volunteers and staff

**Table 11: Total Hours Worked at GLASS During FY 2010-11**

Volunteers	logged <b>4087.40</b> hours
Emma Tao Xu and Zac Gethin-Damon	logged <b>525.5</b> hours
Full Time Manager (Elizabeth O'Brien)	logged <b>2641.5</b> hours
Webmaster (David Ratcliffe)	<b>1342.75</b> hours
Anne Roberts(Editor / Writer / Illustrator)	<b>624.00</b> hours
<b>TOTAL HOURS WORKED</b>	<b>9221.45</b> 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 and Ardhika Wira, Bookkeeper 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 2010-11**

Please see the Appendix following. [GLASS Annual Report to DEWHA 2010-2011 Appendix.pdf](#)