

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 2011 to 30 June 2012

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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.

2. Summary of Results

Toll-free telephone line and email service

- In FY 2011-12 the GLASS manager, administrator and volunteers handled **8717** calls (phone and email) (down from **7,071** in the previous FY). (See Figure 3)
- At the end of June 2012 there were **92,016** calls data-entered in our database - up from **82,442** 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 **4563** calls (mainly emails), from overseas, **64%** were from the **USA**, **32%** were from the rest of the world and **4%** were from countries not-stated. Of the **1446** calls from countries (not including US) that were stated in the email, **279** were from **United Kingdom**, **105** were from **Kenya**, **84** were from the **Philippines**, **75** were from **Indonesia**, **66** were from **India**, **50** were from **Czech Republic** and **46** were from each of **China (PRC)** and **Switzerland**. (Figures 8-11 & Table 4).
- In responding to calls and in an effort to let people know about newly web-published articles, Elizabeth distributed **62,627** copies of library articles to individuals, NGO's, government agencies, building contractors, etc (mostly by email attachment or weblink). This is up from the **56, 810** distributed in the previous FY.

67 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 **2,359.5** hours and David our webmaster worked 1508.75 hours of the **9327.75** 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, 2011 to June 30 2012 was **295,153** page views on www.lead.org.au by **206,518** visitors from **224** countries & territories, making **2,247,570+** page views since 2002 when the first web counter was installed (Figure 1, 2 & Table 2).
- 20 fact sheets, 4 newsletters including 1 PowerPoint presentation and 1 html slide show, 26 reports (see Table 8), as well as numerous additions and updates 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).
- 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, also Indonesian** reports and fact sheets, and **Arabic** fact sheets, and this financial year saw the addition of **Korean, Macedonian, Turkish and Vietnamese** fact sheets, as well as one more fact sheet in each of **Chinese, Spanish and Arabic**.
- In response to phone and email inquirers from around the world, and by handing out info at the UNSW Preventative Strategies Expo and The Cook's River Eco Festival, GLASS staff and volunteers distributed **62,627** library articles, up from **56, 810** distributed in the last FY.
- There are now **5,884** entries in our Experts database (up from **5, 574** 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 researched, written and published online by The LEAD Group always include links to the research and news articles cited, 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. Last financial year, we gave an opportunity to every Australian state and territory government to include links to online government information about lead, in our LEAD Action News vol
- Similarly, our online searchable Short Q&A database in combination with our web-published Detailed Questions and Answers on lead - at <http://www.lead.org.au/q&a/qna.html> - is probably the largest publicly-accessible lead Q&A on the planet. The online searchable Short Q&A database is the result of our lead advice function, whereby we receive emails from around the world and phonecalls mostly from Australia, which contain short questions or questions which can be summarised, which Elizabeth can answer with a short answer – often an answer which refers to existing public information including articles on our own website. If Elizabeth data-enters the inquiry, then she can mark out the summarised Q: and A: in a special format, and these are instantly accessible to our web-users, in our searchable Short Q&A online database available at <http://www.lead.org.au/fs-index.html> which links to our SQL database directly. For the more detailed questions received via the Contact Us Form on our website, the Form allows the enquirer to give permission for their question (and Elizabeth's answer) to be web-published.



After the answer has been emailed to the enquirer, and some time has passed in case the enquirer sends one or more further emails with comments on questions, and questions have been answered, and the incoming and outgoing emails have been data-entered, our SQL Database Manager then writes a Report and edits out any private details like email addresses, enquirers surname or address etc, and prepares the Detailed Q&A for final review by Elizabeth (in case any online articles referred to, have been removed from the web, or changed URLs, etc) and web-publication by our Webmaster, David. In this way Detailed Q&As – which nearly always refer to existing public information on lead - are made available as work-time of Elizabeth allows, and they are an ongoing task for our Webmaster, of repairing broken links as government agencies move or take down the lead information on their websites.

- Our online searchable Library 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 2011-12 Australian inquirers were sent **981** copies of DSEWPaC's publications (up from **734 in FY 2010-11**). The most sent DSEWPac material was again the 2009 3rd edition of "Lead Alert: Six Step Guide to Painting Your Home", **583** copies of this booklet being sent.
- 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 2011 – June 2012

Payments:	to Telstra*	to Vodafone¹	
Jul 2011	\$435.48	\$0	
Aug 2011	\$374.33	\$60.00	
Sept 2011	\$409.00	\$41.23	
Oct 2011	\$330.87	\$27.00	
Nov 2011	\$445.07	\$49.00	
Dec 2011	\$314.48	\$0	
Jan 2012	\$284.31	\$0	
Feb 2012	\$264.47	\$0	
Mar 2012	\$239.45	\$17.63	
Apr 2012	\$299.52	\$0	
May 2012	\$187.21	\$0	
Jun 2012	\$248.35	\$0	
TOTAL	\$3,832.54	\$194.86	\$4,027.40

+ 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.

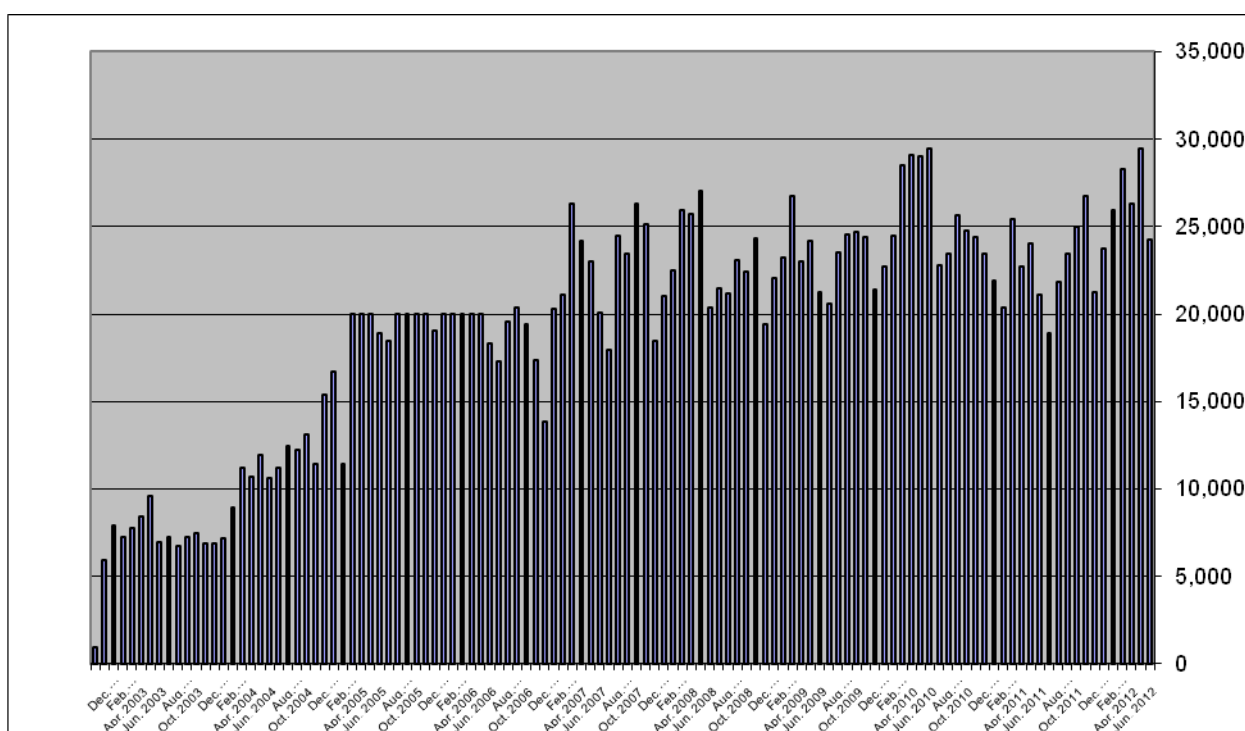
¹Start from January 2011 mobile service provider was changed to Vodafone which was used for the remainder of the FY.

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
Source: David Ratcliffe, Webmaster



The page views for the 12 months from July 01, 2011 to June 30 2012 was **295,153** page views on www.lead.org.au by **206,518** visitors from **224** countries & territories, making **2,247,570+** page views since 2002 when the first web counter was installed.

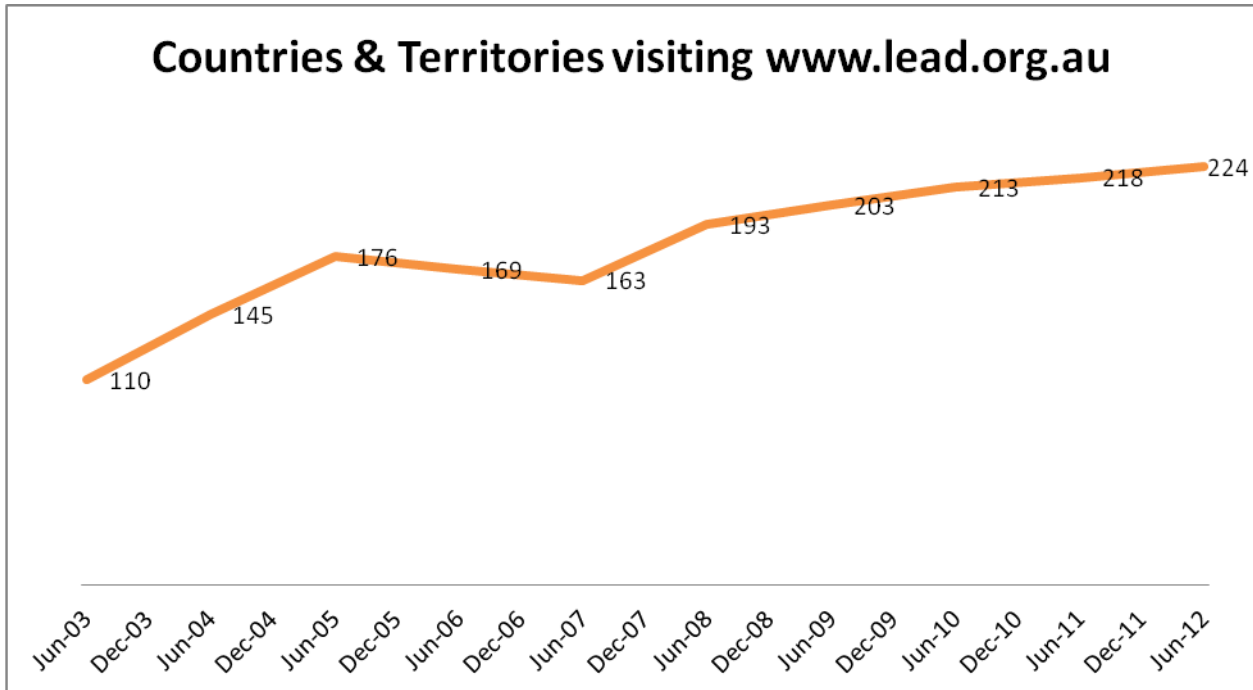
NB: the monthly hit counter obtained from the Free Public Domain allowed only 20,000 page views and then stopped counting. This limit was regularly exceeded from March 2005 in May 2010 all pages were converted to Google Analytics.

Table 2: Countries & Territories Visiting The LEAD Group's Website between 1 July 2011 & 30 June 2012 (Alphabetical order of web page views).

Source: David Ratcliffe, Webmaster

Country not set 2,116	58.	Djibouti	120.	Liberia	182.	Senegal
1. Afghanistan	59.	Dominica	121.	Libya	183.	Serbia
2. Åland Islands	60.	Dominican Republic	122.	Liechtenstein	184.	Seychelles
3. Albania			123.	Lithuania	185.	Singapore
4. Algeria	61.	Ecuador	124.	Luxembourg	186.	Slovak Republic
5. American Samoa	62.	Egypt	125.	Macau	187.	Slovenia
6. Andorra	63.	El Salvador	126.	Macedonia	188.	Solomon Islands
7. Angola	64.	Eritrea	127.	Madagascar	189.	Somalia
8. Anguilla	65.	Estonia	128.	Malawi	190.	South Africa
9. Antigua and Barbuda	66.	Ethiopia	129.	Malaysia	191.	Spain
10. Argentina	67.	European Union	130.	Maldives	192.	Sri Lanka
11. Armenia	68.	Faroes Island	131.	Mali	193.	Sudan
12. Aruba	69.	Fiji	132.	Malta	194.	Suriname
13. Australia	70.	Finland	133.	Marshall Islands	195.	Swaziland
14. Austria	71.	France	134.	Martinique	196.	Sweden
15. Azerbaijan	72.	French Guiana	135.	Mauritania	197.	Switzerland
16. Bahamas	73.	French Polynesia	136.	Mauritius	198.	Syria
17. Bahrain	74.	French Southern Territories	137.	Mexico	199.	Taiwan
18. Bangladesh			138.	Micronesia	200.	Tajikistan
19. Barbados	75.	Gabon	139.	Moldova	201.	Tanzania
20. Belarus	76.	Gambia	140.	Monaco	202.	Thailand
21. Belgium	77.	Georgia	141.	Mongolia	203.	Timor-Leste
22. Belize	78.	Germany	142.	Montenegro	204.	Togo
23. Benin	79.	Ghana	143.	Montserrat	205.	Tonga
24. Bermuda	80.	Gibraltar	144.	Morocco	206.	Trinidad and Tobago
25. Bhutan	81.	Great Britain (UK)	145.	Mozambique	207.	Tunisia
26. Bolivia	82.	Greece	146.	Namibia	208.	Turkey
27. Bosnia and Herzegovina	83.	Greenland	147.	Nauru	209.	Turkmenistan
28. Botswana	84.	Grenada	148.	Nepal	210.	Turks and Caicos Islands
29. Brazil	85.	Guadeloupe	149.	Netherlands		
30. British Indian Ocean Territory	86.	Guam	150.	Netherlands Antilles	211.	Uganda
31. Brunei Darussalam	87.	Guatemala	151.	New Caledonia	212.	Ukraine
32. Bulgaria	88.	Guernsey	152.	New Zealand (Aotearoa)	213.	United Arab Emirates
33. Burkina Faso	89.	Guinea	153.	Nicaragua	214.	United States
34. Burma (Myanmar)	90.	Guinea-Bissau	154.	Niger	215.	Uruguay
35. Burundi	91.	Guyana	155.	Nigeria	216.	Uzbekistan
36. Cambodia	92.	Haiti	156.	Norfolk Island	217.	Vanuatu
37. Cameroon	93.	Honduras	157.	Northern Mariana Islands	218.	Venezuela
38. Canada	94.	Hong Kong		Norway	219.	Vietnam
39. Cape Verde	95.	Hungary	158.	Oman	220.	Virgin Islands (British)
40. Cayman Islands	96.	Iceland	159.	Pakistan	221.	Virgin Islands (U.S.)
41. Chad	97.	India	160.	Palau	222.	Yemen
42. Chile	98.	Indonesia	161.	Palestinian Territories	223.	Zambia
43. China	99.	Iran	162.	Panama	224.	Zimbabwe
44. Christmas Island	100.	Iraq	163.	Papua New Guinea		
45. Cocos (Keeling) Islands	101.	Ireland	164.	Paraguay		
46. Colombia	102.	Isle of Man	165.	Peru		
47. Comoros	103.	Israel	166.	Philippines		
48. Congo, Democratic Republic of	104.	Italy	167.	Poland		
49. Congo, Republic of	105.	Jamaica	168.	Portugal		
50. Cook Islands	106.	Japan	169.	Puerto Rico		
51. Costa Rica	107.	Jersey	170.	Qatar		
52. Cote D'Ivoire (Ivory Coast)	108.	Jordan	171.	Réunion		
53. Croatia (Hrvatska)	109.	Kazakhstan	172.	Romania		
54. Cuba	110.	Kenya	173.	Russian Federation		
55. Cyprus	111.	Kiribati	174.	Rwanda		
56. Czech Republic	112.	Korea (South)	175.	Saint Kitts and Nevis		
57. Denmark	113.	Kosovo	176.	Saint Lucia		
	114.	Kuwait	177.	Saint Vincent and the Grenadines		
	115.	Kyrgyzstan	178.	Samoa		
	116.	Laos		San Marino		
	117.	Latvia	179.	Saudi Arabia		
	118.	Lebanon	180.			
	119.	Lesotho	181.			

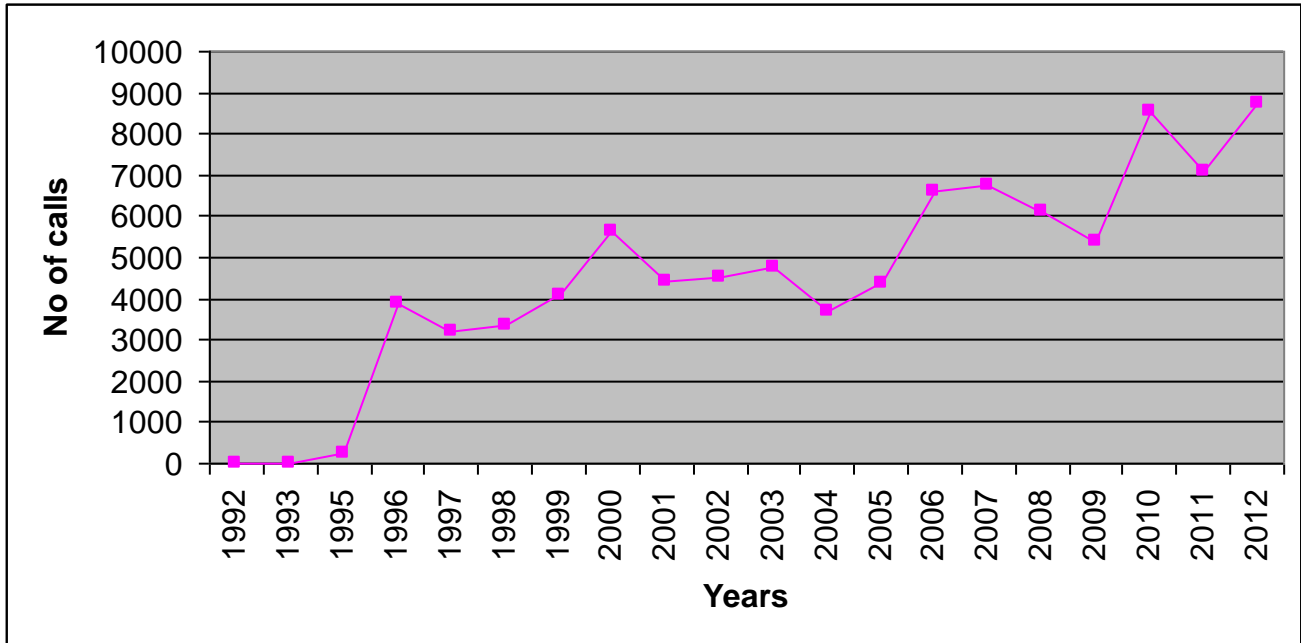
Figure 2: Number of Countries & Territories Viewing www.lead.org.au Per Annum



The number of Countries & Territories visiting The LEAD Group’s (TLG’s) website in the 12 months from 1 July 2011 to 30 June 2012 was **224** Countries & Territories.

Source: David Ratcliffe, Webmaster

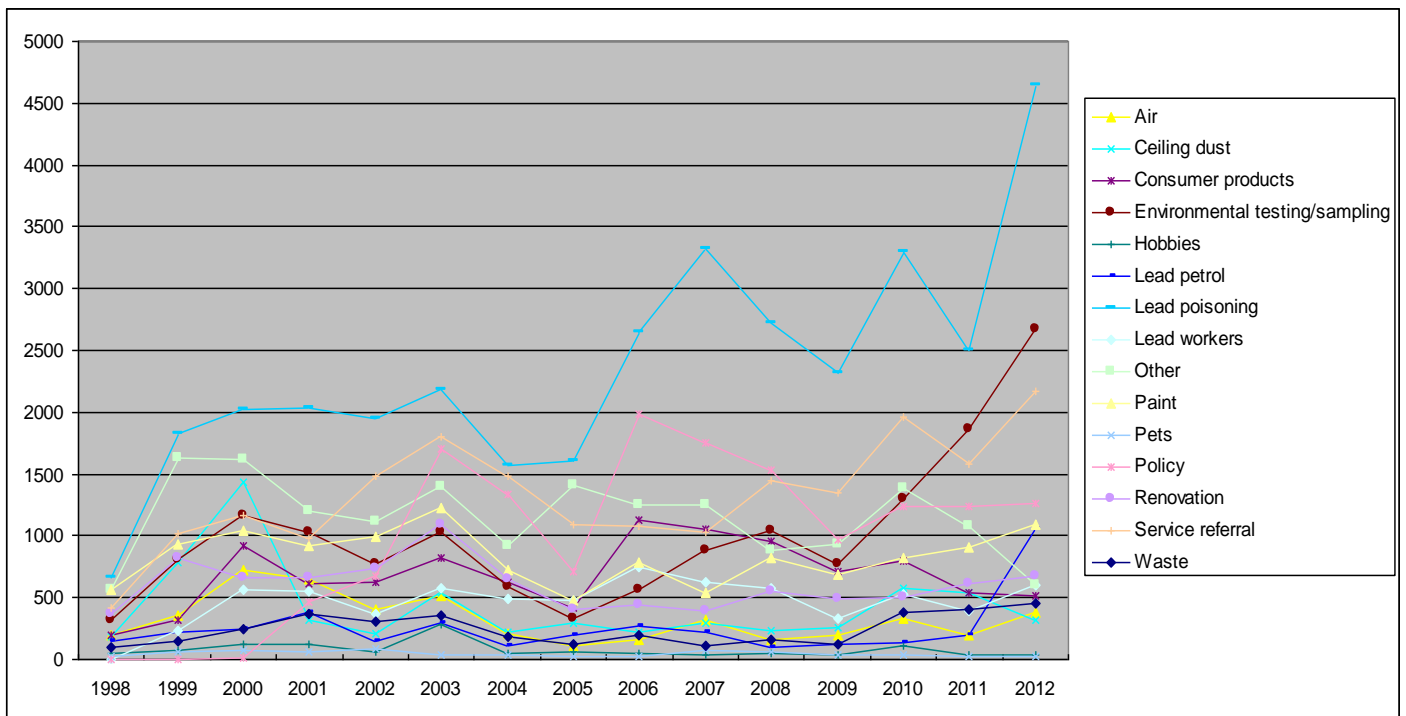
Figure 3: Total Calls Handled by GLASS Per Financial Year



Total calls (phone and email) handled in all years to date is over **91,257**. In FY 2011-12, GLASS staff and volunteers handled **8,717** calls (up from 7,071 in the previous FY).

Source: GLASS Database

Figure 4: Calls by Subject Per Financial Year.

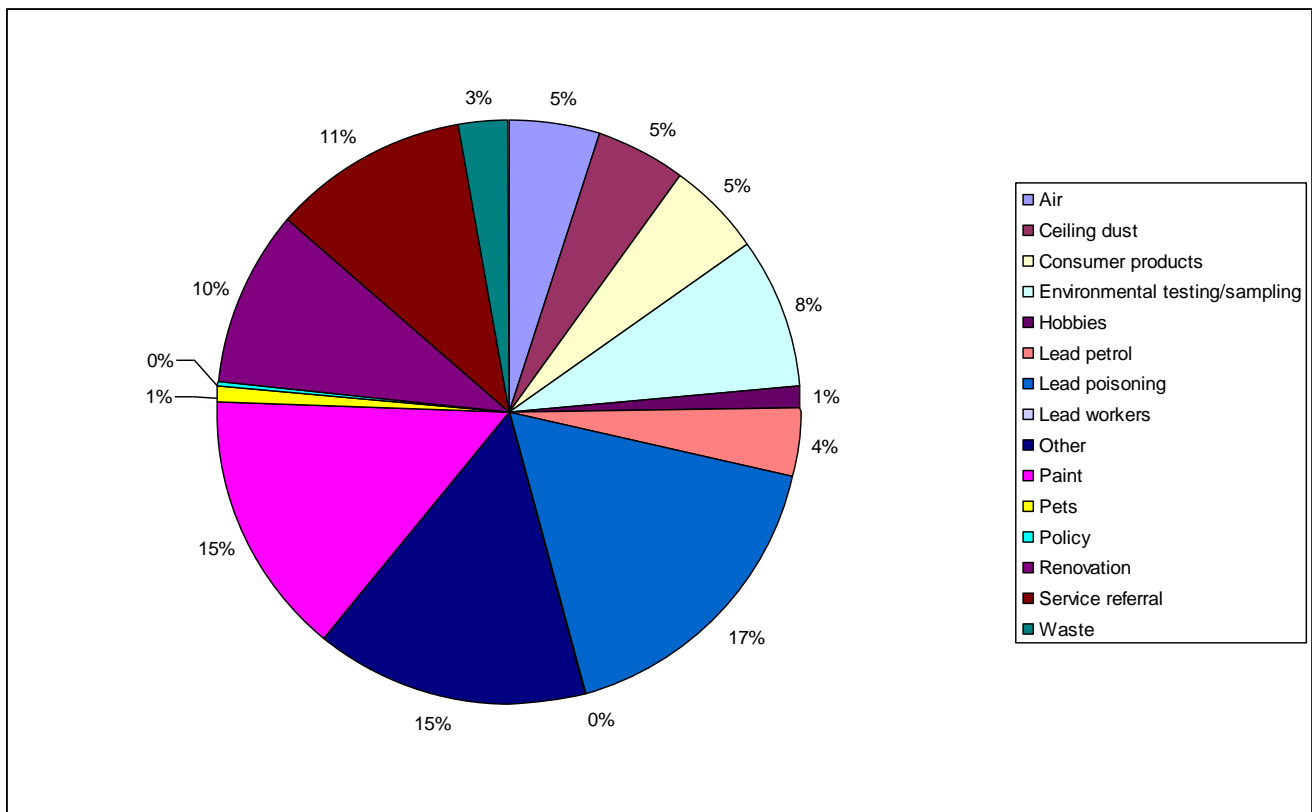


Breakdown of calls by subject per financial year.

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

Source: GLASS Database.

Figure 5: Percentage of Total Calls by Subject Since 1998



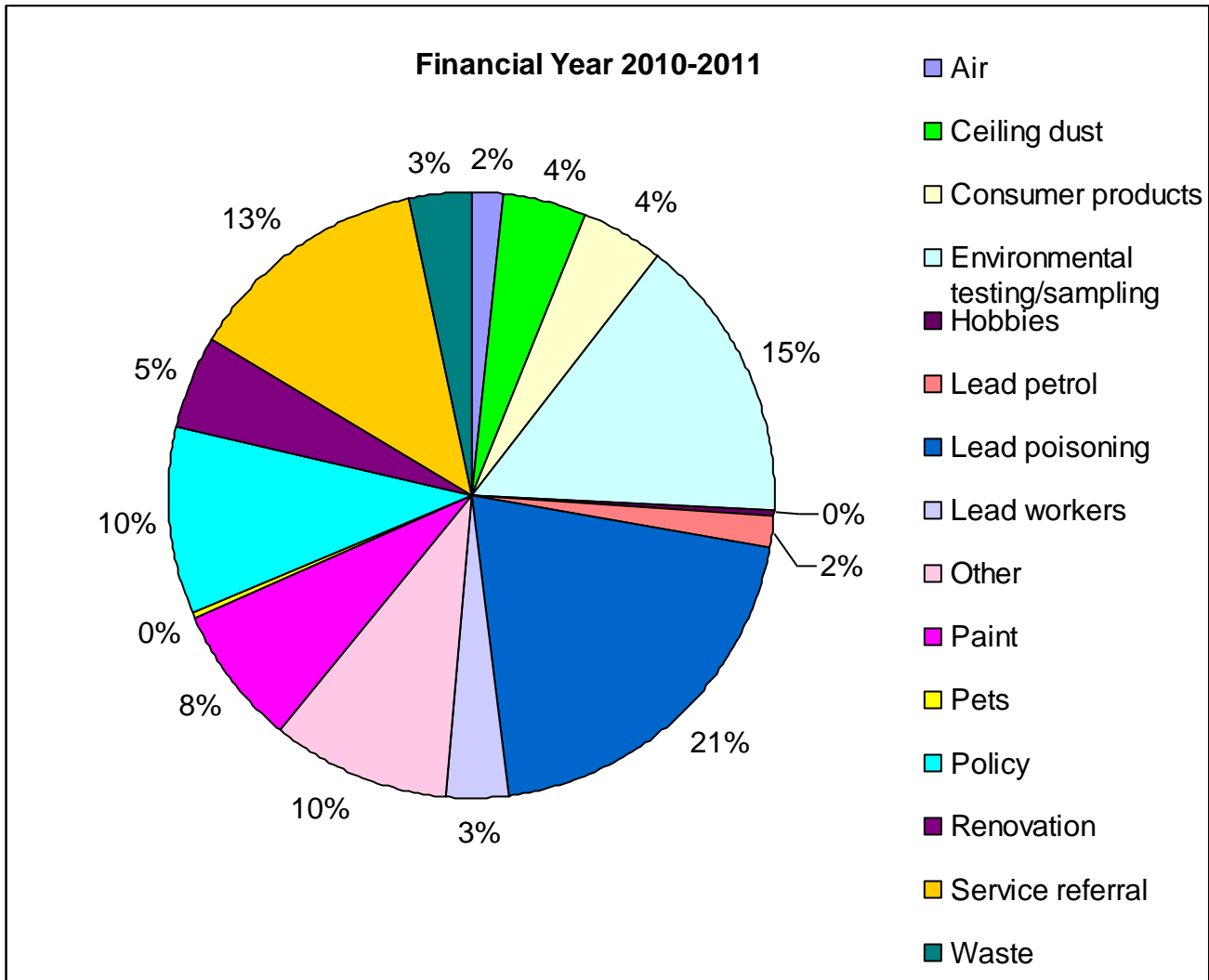
Source: GLASS Database

Table 3: Subjects Discussed In Calls in Financial Year 2010-2011 and 2011-2012

Call Subjects	2010-2011	2011-2012
Lead poisoning	2502	4647
Service referral	1583	2166
Other	1075	599
Environmental testing/sampling	1860	2672
Policy	1239	1263
Paint	905	1085
Consumer products	540	517
Ceiling dust	536	323
Lead workers	394	598
Renovation	609	671
Waste	404	459
Air	198	384
Lead petrol	196	1057
Hobbies	40	33
Pets	24	19

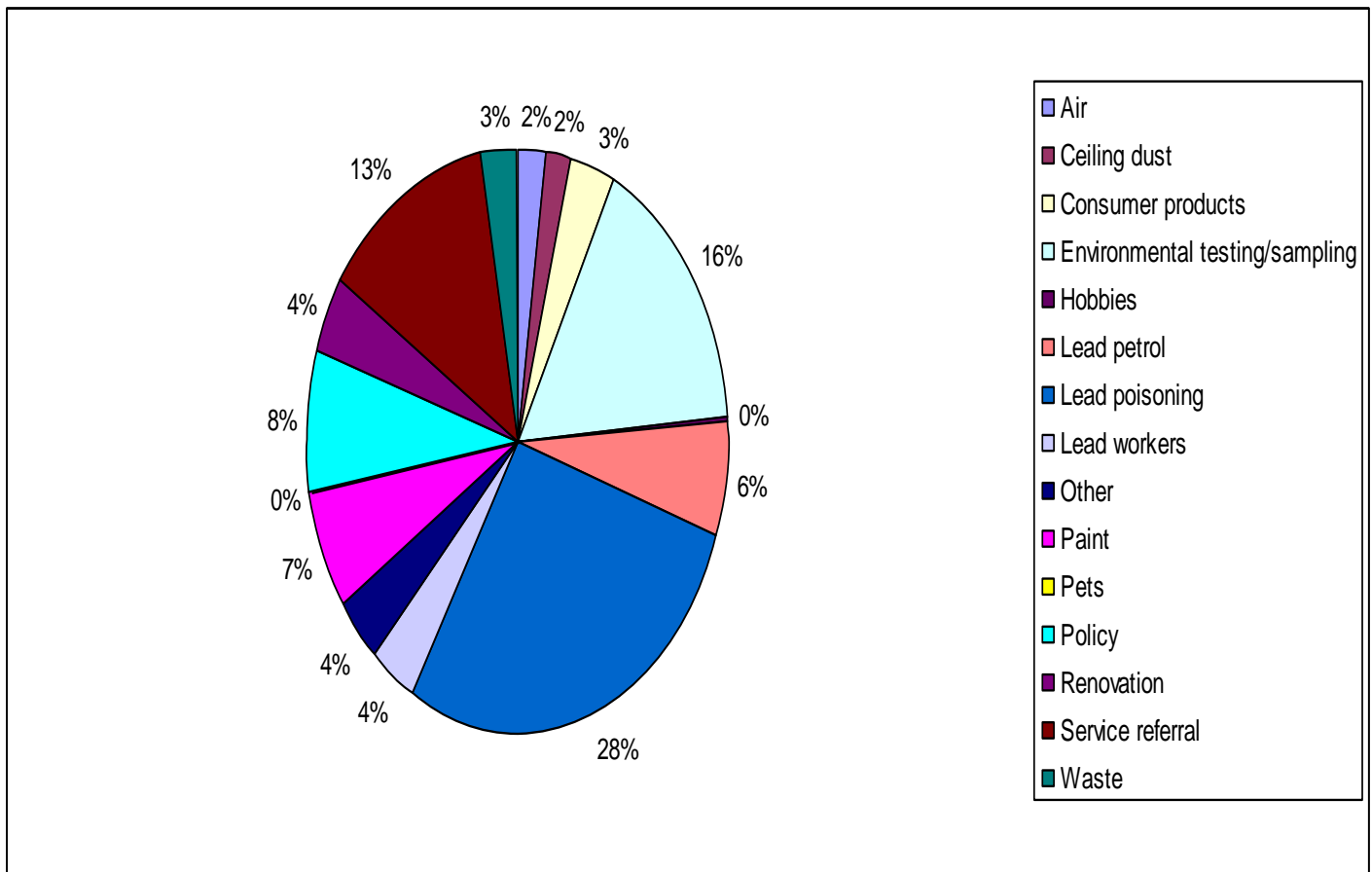
Source: GLASS Database

Figure 6: Percentage of Total Calls by Subject in Financial Year 2010-2011



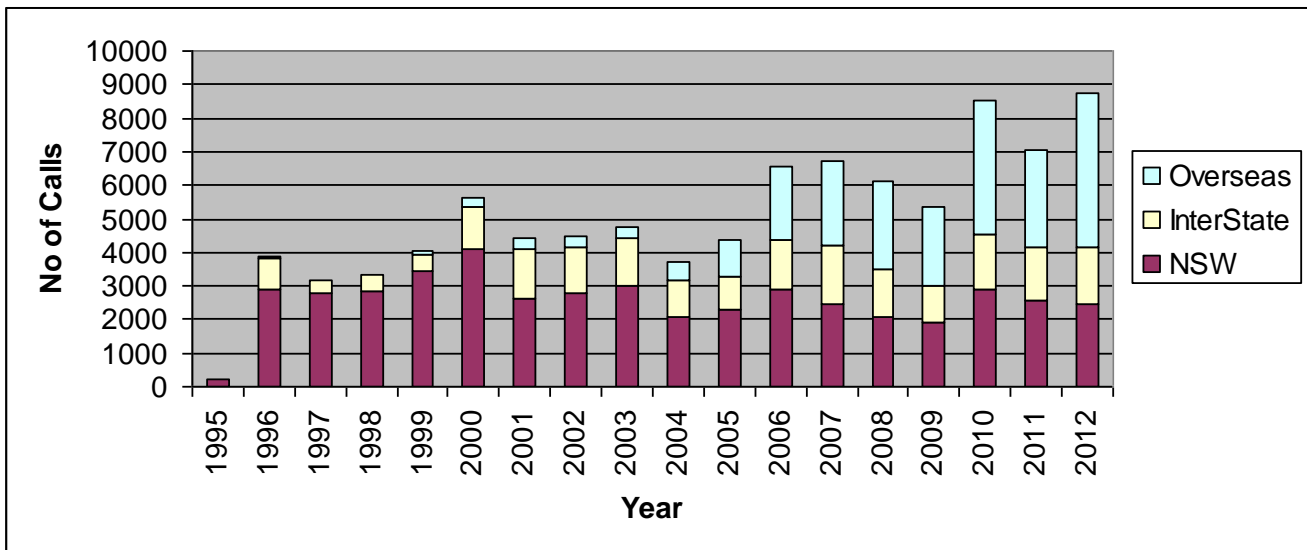
Source: GLASS Database

Figure 7: Percentage of Total Calls by Subject in Financial Year 2011-2012



Source: GLASS Database

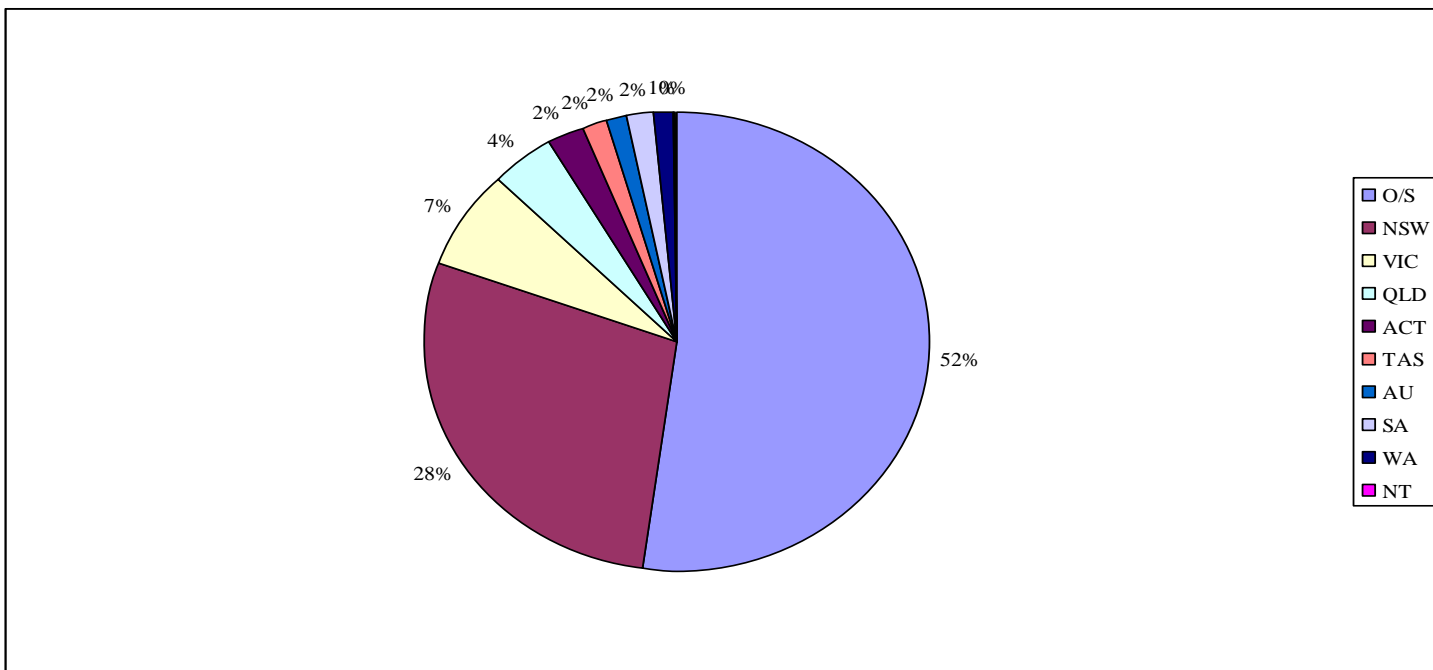
Figure 8: Total NSW, Interstate and Overseas Calls in Financial Years



In FY 2011-12, **19.35%** of calls came from our home state of New South Wales (NSW), **28.36%** came from the rest of Australia (interstate), and **52.27%** came from overseas.

Source: GLASS Database

Figure 9: Total Australian State/Territory and Overseas Calls in Financial Year 2011-2012

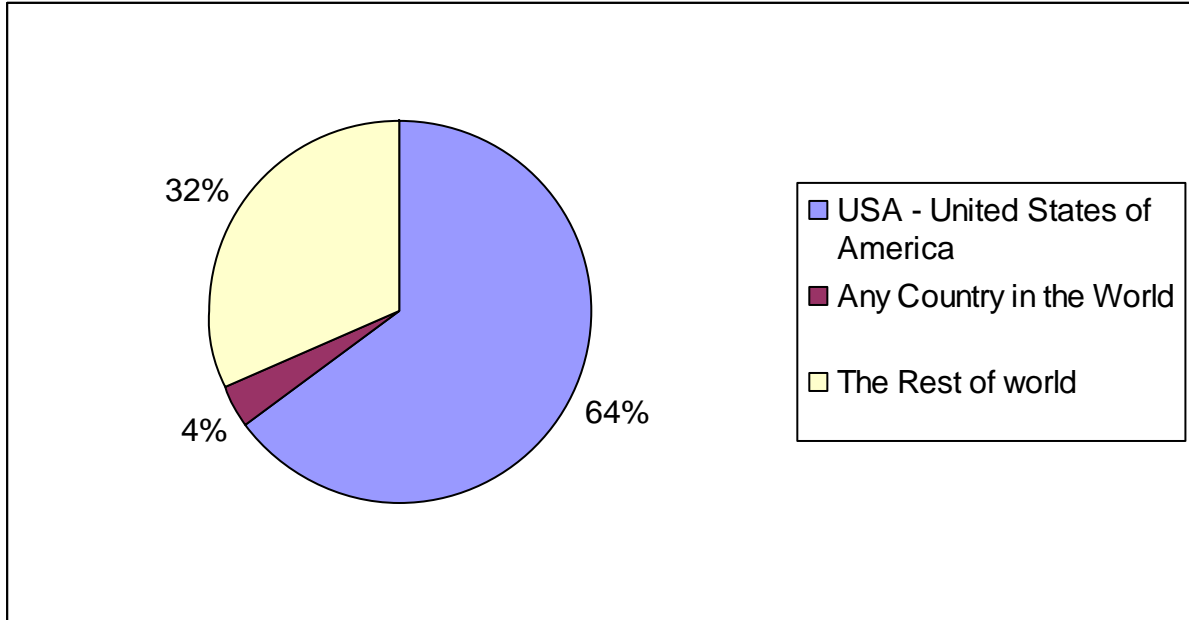


Breakdown of state/territory or overseas origin of 8717 in FY 2011-2012

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 2011-2012 Financial Year

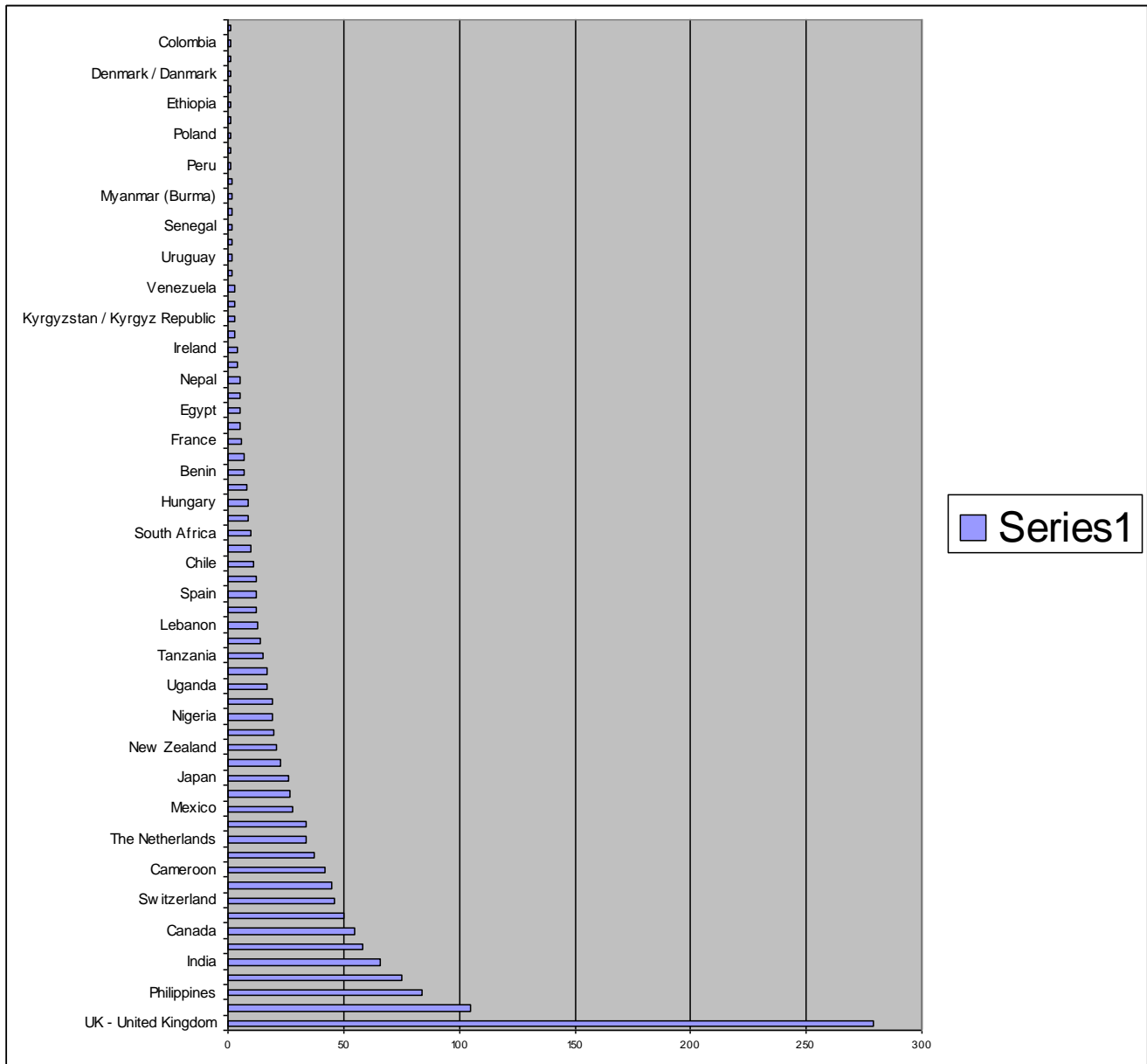


Breakdown of major overseas origin of 4563 calls for 2011-2012 financial year.

Of the **4563** calls (mainly emails), from overseas, **64%** were from the **USA**, **32%** 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 2011-2012 Financial Year



Breakdown of overseas origin of **1446** calls except USA and countries not stated for 2011-2012 FY.

Of the **1446** calls from countries (not including US) that were stated in the email, **279** were from **United Kingdom**, **105** were from **Kenya**, **84** were from the **Philippines**, **75** were from **Indonesia**, **66** were from **India**, **58** were from Pakistan, **56** were from **Canada**, **50** were from **Czech Republic** and **46** were from each of **China (PRC)** and **Switzerland**.

Source: GLASS Database.

Table 4: Overseas Calls in 2011-2012 Financial Year

USA - United States of America	2953
UK - United Kingdom	279
Any Country in the World	167
Kenya	105
Philippines	84
Indonesia	75
India	66
Pakistan	58
Canada	56
Czech Republic	50
China, People's Republic of	46
Switzerland	46
Cameroon	42
Russian Federation	37
The Netherlands	34
Germany / Deutschland	34
Mexico	28
Ghana	27
Japan	26
Malaysia	23
New Zealand	21
Argentina	20
Nigeria	19
Togo	19
Uganda	17
Singapore	17
Tanzania	15
Cook Islands	14
Lebanon	13
Brazil	12
Spain	12
Sri Lanka	12
Chile	11
Laos People's Democratic Republic	10
South Africa	10
Morocco	9
Hungary	9
Belgium	8
Benin	7
Iraq	7
France	6
Sweden	6
Nepal	5



global lead advice
& support service

Cote d'Ivoire (Ivory Coast)	5
Egypt	5
Bangladesh	4
Ireland	4
Hong Kong	3
Kyrgyzstan / Kyrgyz Republic	3
Armenia	3
Venezuela	3
Ukraine	2
Uruguay	2
Saudi Arabia / Kingdom of Saudi Arabia	2
Senegal	2
Mozambique	2
Myanmar (Burma)	2
Palestine / Occupied Palestinian Territory	2
Peru	1
Moldova, Republic of	1
Poland	1
Romania	1
Ethiopia	1
Fiji	1
Denmark / Danmark	1
Cyprus	1
Colombia	1
Italy	1

Source: GLASS Database

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

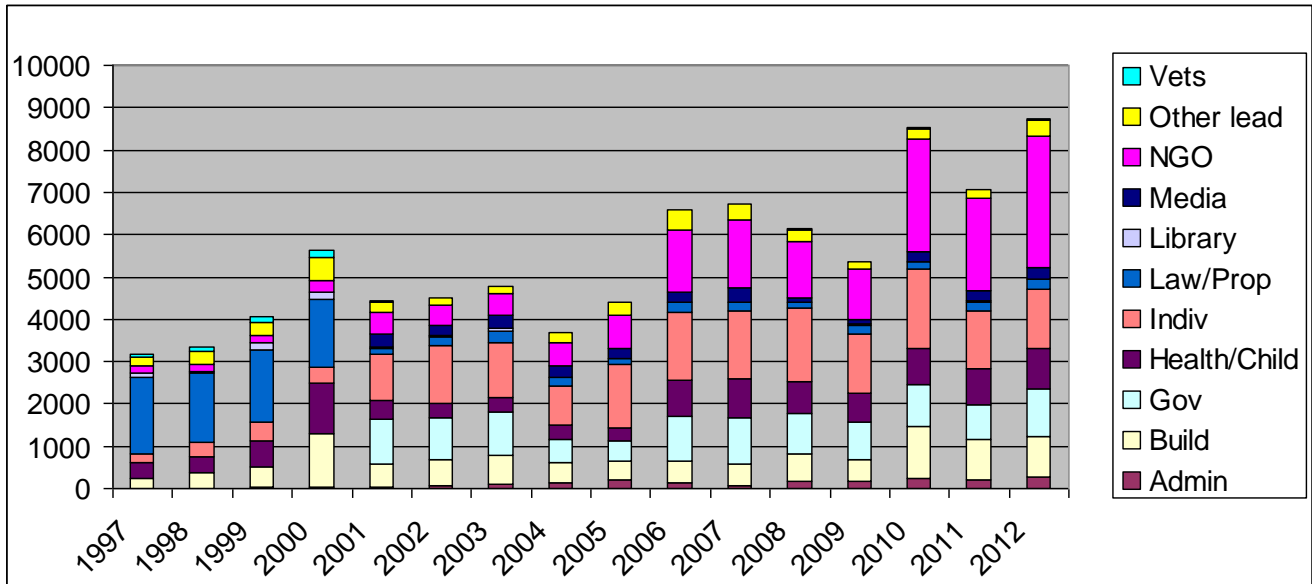
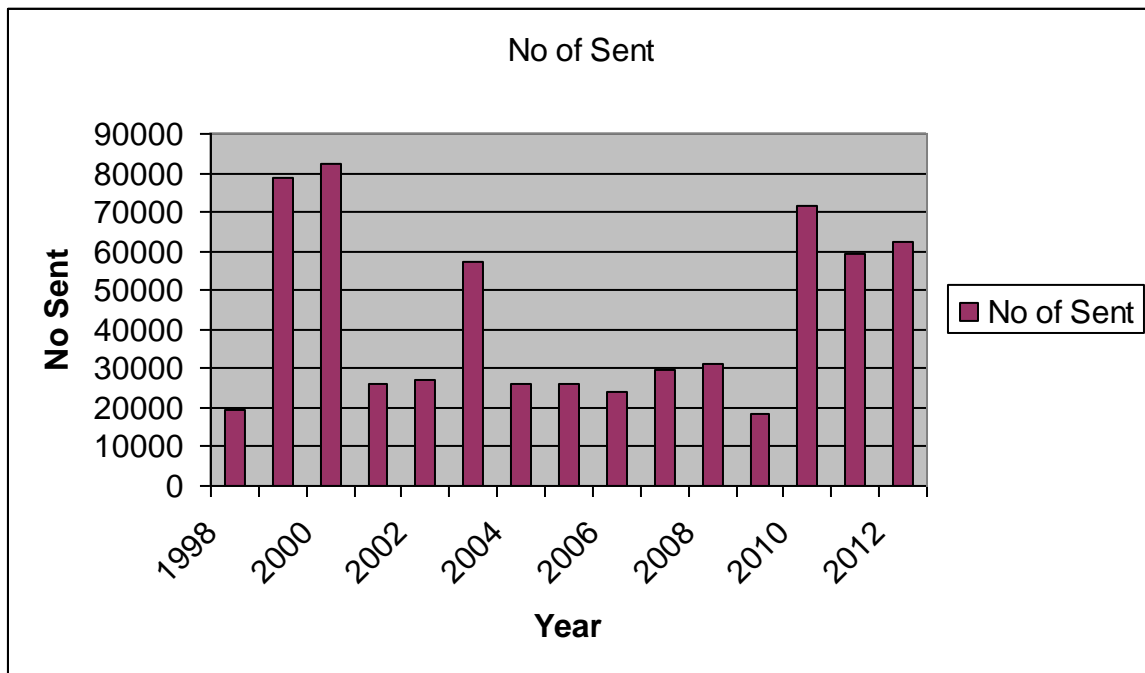


Figure 13: Publications Distributed by GLASS per Financial Year



Source: GLASS Database.

Figure 14: DSEWPac Publications Distributed by GLASS per Financial Year

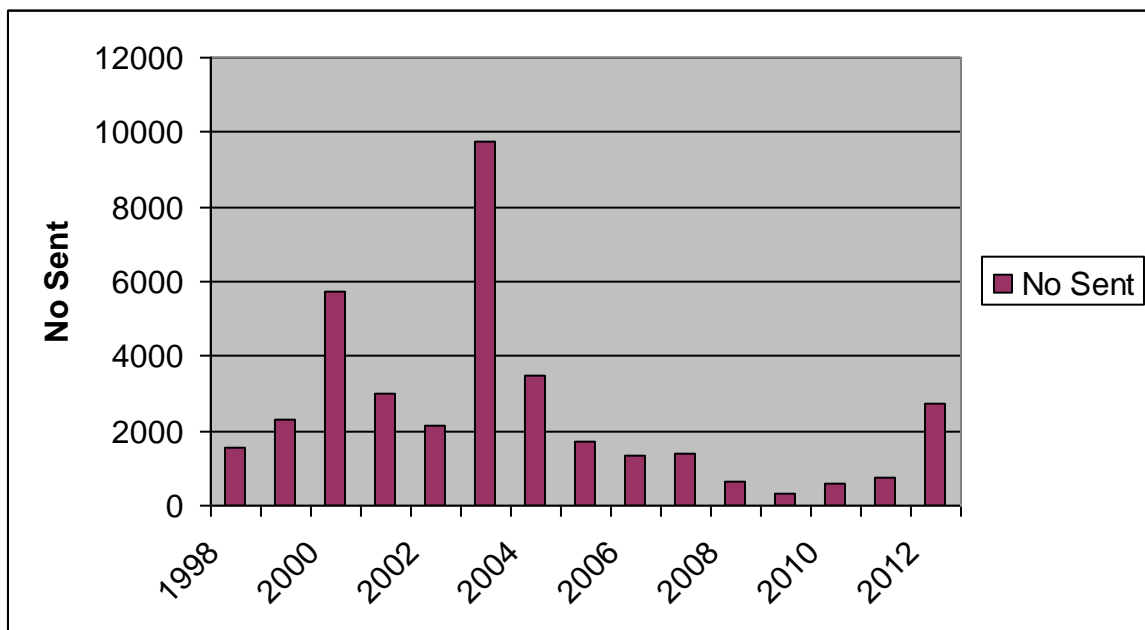


Table 5: Topics of Info Packs and Expert Referrals Distributed by GLASS

0	general info
1	spot test
2	lead assessment
3	abatement
4	blood / doctor
5	teeth / bone
6	foetus
7	HEPA filter
8	water
9	childcare
10	workers / adults
11	hair
12	ADD
13	councils
14	legislation / standards
15	cradle to grave
16	litigation / liability
17	cars and lead
18	ecotoxicology
19	property
20	domestic animals
21	paramedics
22	alternatives
23	nutrition
24	hobbies
25	shooters
26	heavy metals
27	sniffing
28	asbestos
29	waste
30	training
31	government
32	consumers
33	research
34	substitutes
35	media
36	green groups
37	indigenous
38	prevention
39	point source
40	social justice
41	lead companies
42	MPs
43	health groups
44	other toxics

45	parents / cases
46	domestic plants
47	history
48	NESB
49	social change
50	olympics
51	cavity dust
52	air toxics
53	death
54	economics
55	ageing
56	'safe' lead levels
57	Climate Change & Lead
58	skin absorption
59	Lead Comprehensive DIY-Sampling Lab Test Kit
60	Lead Basic DIY-Sampling Lab Test Kit
61	Heavy Metal Comprehensive DIY-Sampling Lab Test Kit
62	Heavy Metal Basic DIY-Sampling Lab Test Kit
63	Gender
64	Avgas - Aviation Fuel
65	Lead Water DIY-Sampling Lab Test Kit
66	Soil & Dust Remediation
67	Lead Single DIY-Sampling Lab Test Kit
97	Administration
98	Response to need
99	Cover letter, sent by post

Source: GLASS Database.

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	67
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
Total	5	3	0	13	2	1	9	1	6	2	1	1	1	1

Source: GLASS Database

Number of each of DSEWPaC publications distributed by GLASS in FY 2011-2012

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); http://www.environment.gov.au/atmosphere/airquality/publications/pubs/leadpaint.pdf ; http://www.lead.org.au Useful Links – Government

47	426	Lead Alert - Painting Your Home?; CEPA;
18	2653	LEAD ALERT FACTS: Lead in Recreational Activities; Environment Australia; http://www.environment.gov.au/atmosphere/airquality/publications/recactivities.html
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; www.environment.gov.au/atmosphere/airquality/publications/leadfs.html
18	6523	LEAD ALERT FACTS: Lead and Your Health; Environment Australia; http://www.environment.gov.au/atmosphere/airquality/publications/health.html
14	2650	LEAD ALERT FACTS: Lead and the Environment; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/environment.html
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; 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;
1	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	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; www.environment.gov.au/atmosphere/airquality/publications/autopaints.html
1	2647	LEAD ALERT FACTS: Lead in House Paint; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/housepaint.html
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	2652	LEAD ALERT FACTS: Lead in Stained Glass; Environment Australia; www.environment.gov.au/atmosphere/airquality/publications/stainedglass.html
734		

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

Fact Sheets

The following 20 fact sheets were web-published at <http://www.lead.org.au/fs-index.html>):

Fact sheets

1. [Alcohol's link to higher lead and iron levels](#)
2. [USA Case Definition of Adult \(including Occupational\) & Child Elevated Blood Lead Levels \(EBLL\)](#)
3. [Low Level Lead Exposure Harms Children - A Renewed Call for Primary Prevention](#)
4. [Occupational Health & Safety Fact Sheet Dangers of lead for roofers](#)
5. [Let's Make Leaded Petrol History - Let's Make Leaded Gasoline History](#)



6. [Lead, Your Health & the Environment-English](#) PDF
[Lead, Your Health & the Environment-Arabic](#) PDF
[Lead, Your Health & the Environment-Chinese](#) PDF
[Lead, Your Health & the Environment - Korean](#) PDF
[Lead, Your Health & the Environment - Macedonian](#) PDF
[Lead, Your Health & the Environment - Spanish](#) PDF
[Lead, Your Health & the Environment - Turkish](#) PDF
[Lead, Your Health & the Environment - Vietnamese](#) PDF
7. [Lead Safe Housekeeping](#) PDF
8. [Old Lead Paint](#) PDF
9. [Working safely with lead](#) PDF
10. [A Renovator's Guide To The Dangers Of Lead](#) (Brochure 30 pages) PDF
11. [A Guide For Health Care Professionals](#) (Brochure 34 pages) PDF
12. [A Guide To Keeping Your Family Safe From Lead](#) (Brochure 20 pages) PDF
13. [Lead Hazard Management In Children's Services](#) (Brochure 15 pages) PDF

Newsletters

Four issues of our newsletter, LEAD Action News volume 12 numbers 1-4 including 1 PowerPoint Presentation, 1 html slide show plus Speech Notes for presentation were web-published at <http://www.lead.org.au/nl.html>

1. LEAD Action News vol 12 No 4, Lead in Consumer Issues and How a Lead-Safe World Could Be Achieved [Contents](#) html
LEAD Action News vol 12 No 4, [Lead in Consumer Issues and How a Lead-Safe World Could Be Achieved](#) PDF
PowerPoint Presentation, [Consumer Products and Lead Exposures: Vision for a Lead-Safe World](#) ppt
Presentation, [Consumer Products and Lead Exposures: Vision for a Lead-Safe World](#) html
Speech Notes for presentation, [Consumer Products and Lead Exposures: Vision for a Lead-Safe World](#) PDF
2. LEAD Action News vol 12 No 3, Lead Poisoning Case Management: Australia compared to the USA
[Contents](#)
LEAD Action News vol 12 No 3, [Lead Poisoning Case Management: Australia compared to the USA](#) PDF
3. LEAD Action News vol 12 No 2, Making leaded petrol history together [Contents](#)
LEAD Action News vol 12 No 2, [Making leaded petrol history together](#) PDF
4. LEAD Action News vol 12 No 1, [Stuttering and other evidence of lead poisoning in families](#) PDF

Reports

The following 26 reports were web-published at <http://www.lead.org.au/reports.html>

1. [PCFV Lead Matrix, \(phase-out of leaded gasoline /petrol\) Links – by Region and Date](#) PDF
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-LAC_200607.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-CEE&CA_200412.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-CEE&CA_200508.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-CEE&CA_200609.pdf
[http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-CEE&CA_200902_\(Pb&S\).pdf](http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-CEE&CA_200902_(Pb&S).pdf)
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-AP_200502.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-AP_200601.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-AP_200808.pdf

- http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-AP_200901.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-SSA_200807.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-SSA_200902.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-SSA_201003.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-MENAWA_200808.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-MENAWA_200901.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-MENAWA_201004.pdf
http://www.lead.org.au/PCFV/PCFV_Lead_Matrix-MENAWA_201101.pdf
2. [Annual Activity Report of GLASS to DSEWPac 2011-2012](#) PDF
 3. [Appendix - Annual Activity Report of GLASS to DSEWPac 2010- 2011](#) PDF
 4. [Chronology of Leaded Gasoline / Leaded Petrol History](#) PDF
 5. [Chronology of Leaded Gasoline / Leaded Petrol History](#) MS Word doc
 6. [Environmental Project Report - Lead-Based Paint](#) PDF
 7. [Environmental Project Report - Lead-Based Paint](#) MS Word doc
 8. [Octel \[now "Innospec"\] Dirtiest factory in UK 1996, ToxCat Vol 2 No 14 1999](#)
 9. [Global Benefits from the Phaseout of Leaded Fuel: Going Unleaded](#) PDF, from JEHv74n5 Dec 2011. Reprinted with permission from the Journal of Environmental Health, December 2011, (Volume 74, Number 5, pp. 8• -14), a publication of the National Environmental Health Association, www.neha.org
 10. [Guilty Octel \[now "Innospec"\] Show No Remorse. UK Spring 1996, ToxCat Vol 2 No 2](#)

Publication of a whole website

The following articles were webpublished at <http://www.lead.org.au/bellsystemleadpoisoning/>

Lead exposure and lead poisoning in the Bell Telephone System

Contains 43 PDF, 3 html, 10 jpg and 1 wmv plus 1 external link.

1. [Lead exposure and lead poisoning in the Bell Telephone System](#) html
2. [Scanned Document Library](#) html
3. [Can lead poisoning cause stuttering?](#) html
4. [A guide to researching a family tree for evidence of previously unrecognized lead poisoning in family members](#) PDF
5. [Blood Lead Levels in a Group of Bell System Employees – 1976 to 1980 NHANES II](#) PDF
6. [Safety Rules](#) PDF
7. [Environmental Impacts of Lead from Paper-Insulated Lead-Covered Cable](#) PDF
8. [Lead Poisoning News](#) PDF
9. [An investigation of circumstances surrounding an alleged case of lead poisoning](#) PDF
10. [Final Report on Investigation of Industrial Uses of Tin-Free and Low-Tin Solder: Part III](#) PDF
11. [the rapidity with which lead oxide forms on the surface of solid 70/30 Bell System rosin-core solder](#) PDF
12. [Soldering video clip](#) wmv
13. [The National Safety Council Ò and lead-safety in the Bell System](#) PDF
14. [Testimony On OSHA'S Proposed Standard For Occupational Exposure To Lead](#) PDF
15. [Bell Canada Safety Manual \(1948\)](#) PDF
16. [Bell of Pennsylvania Safety Manual \(1941\)](#) PDF
17. [Western Electric General Safety Manual; Hawthorne Works \(1946\)](#) PDF
18. [Mountain States Tel. Safety Manual \(1947\)](#) PDF
19. [Western Electric Installation Dept. Safety Code \(1930\)](#) PDF
20. [New England Tel. Safety Code \(1955\)](#) PDF
21. [Western Electric Safety Handbook; Hawthorne Works \(1943\)](#) PDF
22. [Western Electric Wire Products Safety Handbook; Hawthorne Works \(1946\)](#) PDF
23. [Index to contents of Pac Tel. Management Guide to Safety Observations, AT&T Long Lines documents \(below\)](#) PDF
24. [Long Lines safety manual - file 1](#) PDF
25. [Long Lines safety manual - file 2](#) PDF



26. [Long Lines safety manual - file 3](#) PDF
27. [Long Lines safety manual - file 4](#) PDF
28. [Management Guide \(C&P Tel.\) - file 1](#) PDF
29. [Management Guide \(C&P Tel.\) - file 2](#) PDF
30. [Management Guide \(C&P Tel.\) - file 3](#) PDF
31. [Pacific Tel. safety manual - file 1](#) PDF
32. [Pacific Tel. safety manual - file 2](#) PDF
33. [Bell System Practices directive on occupational lead exposure \(1979\)](#) PDF
34. [1925 Tetraethyl Lead Conference pages i - 9](#) PDF
35. [1925 Tetraethyl Lead Conference pages 10-27](#) PDF
36. [1925 Tetraethyl Lead Conference pages 28-45](#) PDF
37. [1925 Tetraethyl Lead Conference pages 46-61](#) PDF
38. [1925 Tetraethyl Lead Conference pages 62-77](#) PDF
39. [1925 Tetraethyl Lead Conference pages 78-93](#) PDF
40. [1925 Tetraethyl Lead Conference pages 94-109](#) PDF
41. [1925 Tetraethyl Lead Conference pages 110-end](#) PDF
42. [National Safety Council constitution and bylaws \(1943\)](#) PDF
43. [Health Practices Pamphlet No. 3, "Lead" \(1942\)](#) PDF
44. [NAS statement on tin conservation \(1941\)](#) PDF
45. [NAS investigation of industrial uses of tin-free and low-tin solders \(1944\)](#) PDF
46. [APHA LEAD Poisoning 1930](#) PDF
47. [APHA Occupational Lead Exposure and Lead Poisoning 1943](#) PDF
48. [Lead Poisoning and Stuttering](#) PDF

Table 9: How New GLASS Clients in FY 2011-12 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	254	LEAD Group web site - www.lead.org.au - including "Form Response " "Membership or Donation form" "
Media_event	160	A letter from The LEAD Group to the organisation of the respondent
WOM	133	LEAD Group (staff/interns, TAB or TLG members, Committee)
Media_event	84	www.globalleadnet.org - Global Lead Network (GLN) set up by AECLP
Media_event	42	GLASS / LEAD Gp Ph No found through a Google Search ie any website which lists the no.
Media_event	32	Plumbism & Autism Network (PAN) webpage - http://groups.yahoo.com/group/Autism-Lead
Media_event	31	GoVolunteer ad on Seek.com (Volunteering Australia) for GLASS data-entry officer etc
Neither	27	Not applicable
Media_event	22	egroup - ipenlistserve of IPEN (International POPs Elimination Network)
Media_event	18	Purchase lead test kit form
Media_event	18	Aust'n Dust Removalists Association website - www.adra.com.au
WOM	18	Dulux
Media_event	16	LEAD Group media release for LANv11n4: "Who will end the leaded petrol death trade?"
WOM	16	World Alliance for Mercury-Free Dentistry (WAMFD)
Media_event	15	LEAD Group media release for UN PCFV mtg: "Ending the leaded petrol era by the end of 2011"
Media_event	15	Eliminating Childhood Lead Toxicity in Australia - A Little is Still Too Much Seminar, Sydney
WOM	15	CIU or DEWHA ex-Environment Australia (EA) [ex - CEPA]
Media_event	12	LEAD Group complaint about Xstrata & Innospec re TEL in leaded petrol, under OECD MNE Guidelines
WOM	12	A colleague (co-worker / workmate / boss) of the caller
Media_event	11	Sign-On Letter to Innospec asking them to cease supplying TEL for MOGAS
Media_event	11	Lead Alert: Six Step Guide to Painting Your Home by EA Third edn 2009
WOM	11	6GPM of PCFV, UNEP Meeting in Beijing, April 10-11, 2008
WOM	11	Friend, family member, etc
WOM	9	Poisons Information NSW
WOM	9	Leadline, LAS NSW, CLAS, LASA or GLASS client
Media_event	8	LEAD Group MEDREL for LANv12n4 Call for more stringent National approach to lead poisoning
Media_event	7	e-waste listserve of IPEN
Media_event	7	LEAD Group Ads/Flyer/Order forms for DIY-Sampling Lead test kits 22/7/09
Media_event	7	GoVolunteer ad on Seek.com (Volunteering Australia) for GLASS data-entry trainer
Media_event	6	Lead Poisoned Adults egroup at http://health.groups.yahoo.com/group/LPAE
Media_event	6	heavy-metals-wg - Heavy Metals Working Group (HMWG) of International POPs Elimination Network (IPEN)

WOM	6	A client of the caller
WOM	6	A LEAD Group volunteer or intern
Media_event	5	Volunteer Search ad for GLASS Case Files Data-Entry Officer on Job Search site: www.seek.com.au
Media_event	5	Adult Blood Lead Epidemiology and Surveillance (ABLES) listserv/egroup run by US CDC
Media_event	4	106.5 FM ad for LRC
Media_event	4	ToxicsDiscussion Egroup set up by National Toxics Network (NTN) on Yahoo
WOM	4	UK NCP (National Contact Point) for OECD MNE Guidelines
WOM	4	Poisons Information, QLD
WOM	4	Doctor / GP
Media_event	3	Lodged Lead Shot and Bullets Support (LLSBS) Group e-group on Yahoo website
Media_event	3	Children's Environmental Health Network (CEHN) cehncommunity & cehnscience Listserv
Media_event	3	Factsheet 38: Lead paint & ceiling dust management - how to do it lead-safely [Info Pack 3]
Media_event	3	Chronology - Making Leaded Petrol History / Making Leaded Gasoline History
Media_event	3	Background Briefing: Lead poisoning: a silent epidemic, ABC Radio National
WOM	3	WorkCover Authority, NSW
WOM	3	Bunnings Hardware
WOM	3	A tenant
WOM	3	Partnership for Cleaner Fuels & Vehicles (PCFV) of UNEP
WOM	3	SEEK Volunteer
WOM	3	Jow Ga Kung Fu Head Academy, Leichhardt, Sydney
WOM	3	OECD Watch, NGO, The Netherlands
Media_event	2	IPEN-RIO+20 LISTSERV
Media_event	2	SEEK Volunteer: Advertisement For English-Chinese Translator, seek.com.au
Media_event	2	ABLES coordinator for the State of Pennsylvania
Media_event	2	LeadWorkers e-group at http://health.groups.yahoo.com/group/LeadWorkers
Media_event	2	Volunteer Search ad for Publicist/Networker at www.jobsearch.gov.au
Media_event	2	Workers Health Centre website www.workershealth.com.au/facts057.html link to TLG website
Media_event	2	Partnership for Cleaner Fuels and Vehicles (PCFV) auspiced by UNEP, Nairobi
Media_event	2	LAS factsheet - ADD
Media_event	2	White Pages - Sydney - online or bookform
Media_event	2	Lead Alert: Six Step Guide to Painting Your Home by EA 2nd edn
Media_event	2	Post-flood renovators at risk of lead poisoning by Ian Townsend, ABC Online News
Media_event	2	Email: Special Appeal: The LEAD Group needs your support for our service June 20-29, 2012
WOM	2	RAID (Rights & Accountability in Development) United Kingdom
WOM	2	UTS Shopfront, Uni of Technology (UTS)
WOM	2	Home Painters Info, c/o Harry Latter & Sons paint contractor
WOM	2	Worldwatch Institute
WOM	2	Strathfield Council Cooks River Eco Festival, Sun 13/11/11



global lead advice
& support service

WOM	2	Evo Building Products, importer and distributor of Wakaflex
WOM	2	Poisons Information, SA
WOM	2	Poisons Information, ACT
WOM	2	Standards Australia including Ceramicware committee CS-094
WOM	2	Other Agency
WOM	2	Health Department, QLD
WOM	2	Poisons Information, VIC
Media_event	1	Lead Safe Fact Sheet - Lead and Home Renovation
Media_event	1	NSW DPWS (Dept of Public Works & Services) tender specifications
Media_event	1	Phone Book - Sydney including directory assistance, online or book form
Media_event	1	2CBA interview / Michelle Calvert
Media_event	1	EA (Environment Australia) web site - www.environment.gov.au
Media_event	1	LAS or LASA or GLASS Media Release - any
Media_event	1	Promotion Calendar
Media_event	1	North Shore Times
Media_event	1	A Current Affair article on the Pasminco Class Action
Media_event	1	LRC - Lead Safe Fact Sheet (any) in English
Media_event	1	Local newspaper name not specified, date not specified.
Media_event	1	Better Homes & Gardens Ch7 segment on lead paint removal
Media_event	1	LASN (Lead Advisory Service News)
Media_event	1	Prime TV Cassandra interview re: Toormina Robin Mosman
Media_event	1	LEAD Gp ad on Volunteering Australia website - www.govolunteer.com.au ; www.volunteer.com.au
Media_event	1	Dr Ben Balzer's postings on Nut-net egroup for dietitians/nutritionists run by Nutrition Australia
Media_event	1	Flyer for the Australian Dust Removalists Association (ADRA)
Media_event	1	Ad for Internship for university student at The LEAD Group on Seek.com
Media_event	1	Dollars & Cents free Supermarket brochure
Media_event	1	LASA Prospectus 2001
Media_event	1	DentalHouse.com.au has link to TLG website dental cavities article & email
Media_event	1	The website of the LEAD Group's webmaster - David Ratcliffe www.zip.com.au/~djrat
Media_event	1	Bounty Pregnancy package [Nappy Bag Book]
Media_event	1	QUESTION AND ANSWER: Lead-Safe Demolition in inner Sydney
Media_event	1	The Autism File Magazine
Media_event	1	ABC Radio Central Coast: Scott Levi's interview of E O'Brien re the end of leaded petrol globally
Media_event	1	LEAD Group Media Release "Spotlight on High Cases of Lead Poisoning in China"
Media_event	1	Specifier Magazine Issue February 1999 re lead paint standard AS4361.2
Media_event	1	LEAD Group entry in the Australian Business Directory
Media_event	1	Australian Dust Removalists Association (ADRA) Member SIGN ON member's vehicle
Media_event	1	LEAD Group Fact Sheet: Nutrients to reduce lead poisoning
Media_event	1	Lead Companies listed on The LEAD Group's website www.lead.org.au/lmcos.html
Media_event	1	Beware of lead poisoning article in Awake! Published in 82 languages
Media_event	1	Heavy Metal Poisoning in an Australian Lead Mining Town LANv10n4
Media_event	1	Subscribe to LEAD Action News form
Media_event	1	Ad for ADRA Ceiling Dust Removalists course 29-30 Mar 2011, on LEAD Gp website

Media_event	1	Master Painters Australia Victoria Lead Test Kits & Info page http://www.mpav.com.au/links.cfm?id=18
Media_event	1	http://groups.yahoo.com/group/BLPAC - Ban Lead in Paint and Cosmetics egroup
Media_event	1	http://health.groups.yahoo.com/group/LPSCs - Lead Point Souce Communities egroup
Media_event	1	SEEK Volunteer: Ad For Advocate for Peru Lead Smelter Community on www.seek.com
Media_event	1	The Toxic Playground: reducing chemical load in childcare centres by Jo Immig, Publ TEC 2000
Media_event	1	DIY renos put flood victims at risk interview of Elizabeth O'Brien, Ch 10 Breakfast Show
Media_event	1	Child lead poisoning warning re post-flood DIY renovation in The Queensland Times
WOM	1	Insurer's chemist tested urea formaldehyde foam insulation
WOM	1	Lifeline Crisis Line referred me to Poisons who referred me
WOM	1	Lifeline Crisis Line 131114 / 13 Help
WOM	1	Moonee Valley City Council, Victoria
WOM	1	Legalwise Seminars, Bondi Junction NSW - Australiawide
WOM	1	I've just always known about you
WOM	1	Southern Sydney Recovery Task (SSRT), NSW
WOM	1	ASOMAT (Aust Soc. for Oral Medicine & Toxicology)
WOM	1	Pollution/Environment Line, NSW EPA/DECC/DECCW
WOM	1	Brisbane City Council (BCC), QLD
WOM	1	Marrickville Council, NSW
WOM	1	CSIRO
WOM	1	Solidarity Choir
WOM	1	A teacher of the LASA/GLASS client
WOM	1	MPA (Master Painters Australia) NSW
WOM	1	NRMA (NSW Roads and Motorists Association)
WOM	1	Australian Institute of Health and Welfare (AIHW)
WOM	1	Dept of Public Works and Services (DPWS), NSW
WOM	1	PHU Central Sydney, NSW
WOM	1	A patient of the GLASS client
WOM	1	Paint Shop
WOM	1	Graduate School of the Environment, Macquarie University
WOM	1	Journalist, the Daily Telegraph newspaper, Sydney, NSW Aust.
WOM	1	Australia's Paint Discount House, Petersham, Regents Pk NSW
WOM	1	An accredited member of GreenPainters
WOM	1	Faculty of Science, Macquarie University
WOM	1	Marrickville Council Sustainability Info Night 30/5/11
WOM	1	DHSV - Department of Human Services, Victoria
WOM	1	Cooks River Strathfield Council Eco Festival, Sun 13/11/11
WOM	1	Xstrata Copper, Queensland
WOM	1	Sydney Analytical Laboratories (SAL), Seven Hills NSW
WOM	1	John Dengate, Media Contact, NSW Dept of Environment & Consn
WOM	1	Wollongong University
WOM	1	IFCS [Intergovernmental Forum on Chemical Safety] c/o WHO
WOM	1	Renewed Metal Technologies (RMT) P/L, Bomen via Wagga Wagga
WOM	1	CRC CARE Pty Ltd Contamination Assessment & Remediation Env
WOM	1	Australian Dust Removalists Association (ADRA) member



WOM	1	NICNAS Nat'al Industrial Chemicals Notific'n & Assess't Sch
WOM	1	Real Estate Agent
WOM	1	Solver Paints, South Australia
WOM	1	Master Painters Australia (MPA) Victoria & Tasmania = MPAV
WOM	1	Centre for Popular Education (CPE), UTS, Sydney

5. Staff

Volunteers and Interns During FY 2011-12

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.volunteersearch.gov.au or <http://www.lead.org.au/volunteer.html>

The following people volunteered at GLASS during Financial Year 2011-12 (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 2011-12

- | | |
|------------------------------|----------------------------------|
| 1. Alex Jewson | 28. Hugh Xinxi Zhu |
| 2. Amy Warwick | 29. Ian Smith |
| 3. Angelito Paguio | 30. Isaac Cheng |
| 4. Anita Liao | 31. Ismael Salazar |
| 5. Andrew Katelaris | 32. Jannatul Ferdous Pradhan |
| 6. Anne Kuepper | 33. Jean-Sylvio Bertrand Echazar |
| 7. Ardhika Wira | 34. Jennifer Pallon |
| 8. Aparna Yeluru | 35. Jessica Onie |
| 9. Bhumika Patel | 36. Joanna Valdes Velasquez |
| 10. Christine Pollard | 37. Joris Van de Ven |
| 11. Chris Winder | 38. Julia Rulli |
| 12. Daniel Kim | 39. Kathy Ngoc Ha |
| 13. Danielle Cooper | 40. Kimberley Howarth |
| 14. David Ratcliffe | 41. Kitty Huang |
| 15. Dario Gutierrez | 42. Le Tra Huong Giang |
| 16. Dennis Ariel Elacio | 43. Leanne Lijun Wang |
| 17. Dimpdy Dutta (Hindi) | 44. Mandy Zhao |
| 18. Ellen X.Q. Xiang | 45. Mele Kuinita Pine |
| 19. Filip Szczepanski | 46. Mike Xiao (Chinese) |
| 20. Flora Yaqing Li | 47. Mira Paounova (Bulgarian) |
| 21. Franky Tham (Indonesian) | 48. Nika Zhalgasbaeva |
| 22. Glen D'Costa | 49. Ning Ma |
| 23. Hilda Mallama | 50. Peter de Rooy |
| 24. Hitesh Lohani (Hindi) | 51. Peter Spiliopoulos |
| 25. Hong Hanna Zuo | 52. Priyanka Mansukh Pan |
| 26. Hong Zuo | 53. Rama Veeraghanta (Hindi) |
| 27. Huan Zhao | 54. Rebecca Chen |



55. Robert Taylor
56. Roger Kilburn
57. Samy Saad, Dr (Arabic)
58. Saritha Sanub
59. Shikha Nepal Subedi
60. Shristi Lohani
61. Sue Gee

62. Susanto Sjaifuddin
63. Wesnaa
64. XueQin Zhang
65. Yan Zheng
66. Yong Juan Chen
67. Zoran Prusac

Source: GLASS Excel Shift Roster for volunteers and staff

Table 11: Total Hours Worked at GLASS During FY 2011-12

Volunteers	logged 2472 hours
Ardhika Wira, Himanshukumar B Patel and Zac Gethin-Damon	logged 2987.5 hours
Full Time Manager (Elizabeth O'Brien)	logged 2359.5 hours
Webmaster (David Ratcliffe)	logged 1508.75 hours
TOTAL HOURS WORKED	9327.75 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 Zac Gethin-Damon 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

1. [Table 12](#): Author, Title, URL & No. of Library Articles distributed by GLASS During FY 2011-12
2. The LEAD Group Incorporated Profit & Loss Statement
3. The LEAD Group Incorporated Balance Sheet

Please see the Appendix following.