

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



Annual Activity Report from GLASS to DEWHA

1 July 2007 to 30 June 2008

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

1. Achievements & Highlights

Annual Activity Report from the Global Lead Advice and Support Service (GLASS) to our only funding agency during FY 2007-08: the Australian federal Department of the Environment, Water, Heritage and the Arts (DEWHA).

- Over **50 volunteers** provided GLASS as a service to the public in the report period (see list of names in Acknowledgements section Table 4 below). The one paid 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 as a result of their GLASS experience
- **We passed the million web page views mark!** For the year July 01 2007 - June 30 2008 there were **278,272** page views on www.lead.org.au by **159,426** visitors from **193** countries (by far the most in any year so far), making a total **1,097,530** hits since 2002. (Figure 1, 2 & Table 2)
- GLASS manager and volunteers handled & data-entered **3,973** calls (emails & phone calls) in the 12 months from July 2007 to June 2008. (See Figure 3)
- At the end of June 2008 there were **58,398** calls data-entered in our database - up from **54,634** at the same time last year.
- 47% of GLASS calls in 2008 year to date came from **NSW**, **22% from Overseas** and the rest from interstate. Of the 2007-08 FY overseas "calls" (mainly emails), **50%** were from the **USA**. Of the **155** calls from countries that were stated in the email, **29** were from **Canada**, **21** each were from **China (PRC)** and **United Kingdom**, **12** were from **Nigeria**, **10** from **Kenya** and **8** from **India** (Figures 6-9).
- GLASS distributed in 2007, **1,334** copies of lead information products published by the Department of the Environment, Water, Heritage and the Arts (DEWHA) and as supplies of printed copies have dwindled, the year to date total for 2008 is **195**. (see Figure 11)
- Subjects most often discussed in calls in 2008 YTD were: policy **974** calls (**22%** of total call subjects), service referral **737** (**16%**), lead poisoning **623** (**14%**), environmental testing/sampling **451** (**10%**), paint **406** (**9%**), renovation **338** (**7%**), lead workers **277** (**6%**), consumer products **230** (**5%**), other (eg demolition, smelter/mining communities, asbestos, mercury, etc) **207** (**4%**), ceiling dust **127** (**3%**) and leaded petrol **89** (**2%**) calls (see Table 3 & Figure 7)
- In responding to calls, GLASS staff and volunteers added **400** information products to the GLASS library database since 1st July 2007, making a total of **9,715** items in the library. No-one has yet refuted the claim that this is the largest publicly-accessible lead library on the planet. Most of the library additions in recent years are web-published articles, all of which are now accessible in a fully searchable format at <http://www.lead.org.au/fs-index.html> which links to our SQL database directly.
- There are now **5,151** entries in our Experts database comprising both individual and organisational expertise in all matters relating to lead, likely this is also the largest lead experts database in the world. **Three international lead experts** joined our **Technical Advisory Board** in the last year (see Table 5)

2. Developments, Delays, and Difficulties

by Ewan McDonnell and Robert Taylor

Prior to the past 12 month period, the wages in the previous grant were divided between the Manager, Elizabeth O'Brien, and a Paid Administrator. The site from which we are delivering services had an outbreak of mould causing chemical sensitivity problems. In the grant period of this report therefore, the Manager was unable to accept a half-wage and still pay for necessary health and safety renovations work environment, meaning that the paid administrative role had to be discontinued.

The reduced data-entry of email records is the direct result of the loss of an administrator due to both reduced paid capacity and the inability to both conduct the required functions of the service (predominantly intense client service) and direct or expand the operations of volunteers to manage email correspondence.

Significant time was also consumed by the manager in supervising the updating, improvement and formal submission of the grant application to the United Nations Environment Program (UNEP). GLASS's requests for letters of recommendation to be obtained by DEWHA staff from the Department of Health and Ageing and the Department of Resources, Energy, and Tourism, have not resulted in confirmation that the necessary letters were forwarded to UNEP and since as yet UNEP has not responded formally to the grant application which would provide wages for 4 staff at GLASS we cannot be sure of the status of the application.

With the Manager's time so heavily taken up with administration and training, significant developments such as the Mt. Isa poisoning and litigation and consequent setting up of the Living with Lead Alliance could not be provided with ongoing proactive information and support.

Therefore, the administrative requirements to secure and maintain funding from DEWHA and UNEP are the biggest challenges facing the organization as it erodes the time available for focusing on GLASS's primary goals, which in turn is the aim of DEWHA in providing funding. For instance during this time period, GLASS republished LEAD Action News but The LEAD Group's Committee decided that they couldn't afford to pay for writing of further editions of the quarterly newsletter from the current grant.

The Manager, given the aims of our organization, believes she should have spent more time on her role as the only community representative on The Advisory Committee on Lead (ACL) of the National Health and Medical Research Council. The ACL began development of a National Public Health Statement on Lead Poisoning on the 12th of May, 2008.

Similarly the Manager represented the global community at the Beijing meeting of the Partnership for Cleaner Fuels and Vehicles of the United Nations Environment Program in April 2008 but has had virtually no time to follow up on the meeting. It remains a disgraceful fact that in 17 countries leaded petrol is still used for road use. All of the world's leaded petrol is made with lead from the Xstrata mine in Mt. Isa.

278,272 Hits have been recorded on our website over the past year whereas the combined population of 262,452,533 people in those 16 countries is directly affected by Australian lead in petrol. Our primary aim is to eliminate lead poisoning and our means is to communicate information at an international level. With 3 additional members of staff we would be able to achieve far more to provide information and advice leading to a lower cost to the community from the ongoing health and community costs due to individual lead intake and lead contaminated environments.

3. Telephone Payments

Table 1: Statement of Telephone Payments+ July 2007 – June 2008

Payments:	to Telstra*	to Optus	Total
Jul 2007	\$249.41	\$48.65	\$298.06
Aug 2007	\$297.06	\$56.21	\$353.27
Sept 2007	\$333.59	\$84.27	\$417.86
Oct 2007	\$338.96	\$42.78	\$381.74
Nov 2007	\$353.18	\$50.62	\$403.80
Dec 2007	\$265.00	\$72.84	\$337.84
Jan 2008	\$87.09	\$109.37	\$196.46
Feb 2008	\$255.33	\$45.66	\$300.99
Mar 2008	\$252.09	\$75.66	\$327.75
Apr 2008	\$218.07	\$68.73	\$386.80
May 2008	\$312.06	\$49.47	\$361.53
Jun 2008	\$237.79	\$73.24	\$311.03
TOTAL			\$3,977.13

+ all payments are exclusive 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.

4. Service Reporting

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 4-11.

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

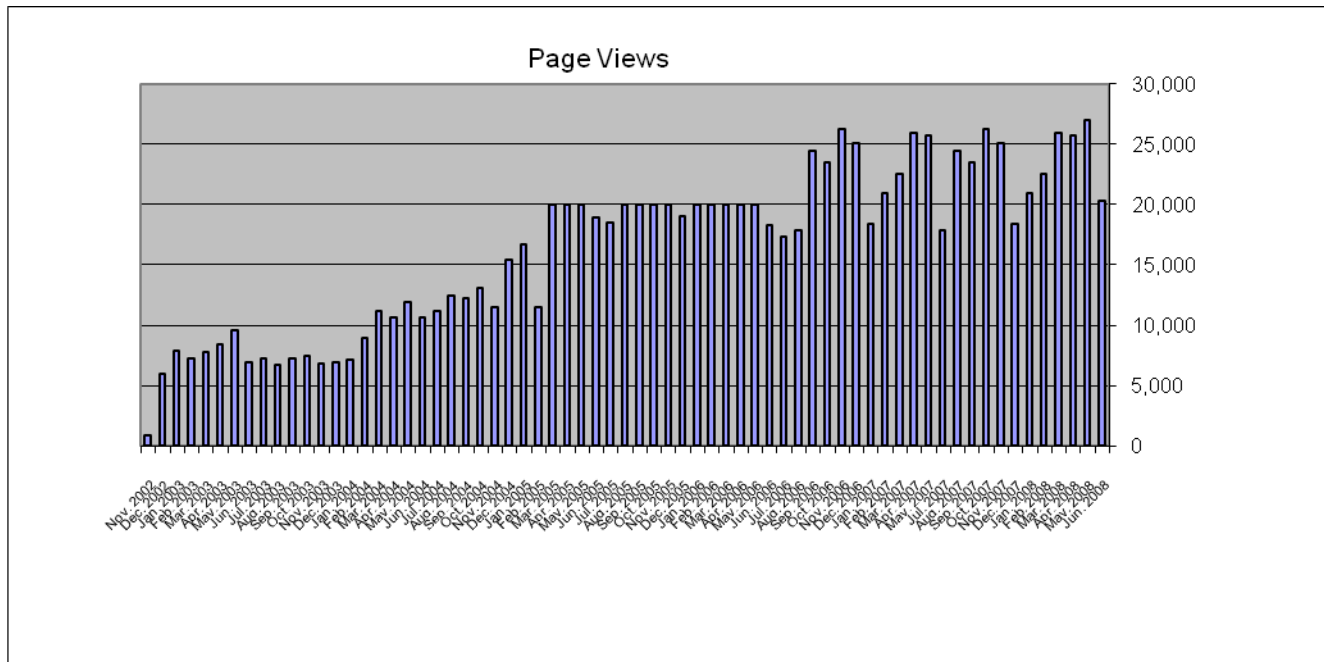


Figure 1: Monthly page views on TLG website. Source: Webmaster David Ratcliffe
The total hits for the 12 months from July 01, 2007 to June 30 2008 was **278,272** page views on www.lead.org.au by **159,426** visitors from **193** countries, making a total **1,097,530** hits since 2002 when the first web counter was installed.

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

Table 2: Countries Visiting The LEAD Group's Website between 1 July 2007 & 30 June 2008 (descending order of web page views)

1. Australia	46. Denmark	90. Costa Rica
2. United States	47. Kenya	91. Mongolia
3. Great Britain (UK)	48. Finland	92. Benin
4. Canada	49. Greece	93. Ethiopia
5. New Zealand (Aotearoa)	50. Puerto Rico	94. Barbados
6. India	51. Guinea	95. Ecuador
7. Philippines	52. Austria	96. Cambodia
8. South Africa	53. Argentina	97. Libya
9. Thailand	54. Cote D'Ivoire (Ivory Coast)	98. Senegal
10. Singapore	55. Slovenia	99. Zimbabwe
11. Malaysia	56. Jamaica	100. Togo
12. Germany	57. Trinidad and Tobago	101. Algeria
13. France	58. Czech Republic	102. Macedonia
14. Hong Kong	59. Seychelles	103. Latvia
15. Italy	60. Vietnam	104. Panama
16. Egypt	61. Russian Federation	105. Grenada
17. Japan	62. Micronesia	106. Brunei Darussalam
18. Brazil	63. Chile	107. Morocco
19. Netherlands	64. Malta	108. Papua New Guinea
20. Mexico	65. Bulgaria	109. Sudan
21. China	66. Ghana	110. Yemen
22. Belgium	67. Colombia	111. Macau
23. Korea (South)	68. Iraq	112. Syria
24. Ireland	69. Kuwait	113. Cuba
25. Pakistan	70. Croatia (Hrvatska)	114. Maldives
26. Spain	71. Samoa	115. Nepal
27. Nigeria	72. Estonia	116. Kazakhstan
28. Poland	73. Uruguay	117. Mauritania
29. Indonesia	74. Qatar	118. Laos
30. Israel	75. Venezuela	119. Guam
31. Turkey	76. Oman	120. Botswana
32. Iran	77. Mauritius	121. Myanmar
33. Gabon	78. Sri Lanka	122. Iceland
34. United Arab Emirates	79. Zambia	123. Aruba
35. Taiwan	80. Bangladesh	124. Bermuda
36. Portugal	81. Somalia	125. Luxembourg
37. Romania	82. Guatemala	126. Serbia
38. Sweden	83. Lithuania	127. Bosnia and Herzegovina
39. Saudi Arabia	84. Fiji	128. El Salvador
40. Slovak Republic	85. Uganda	129. Tunisia
41. Switzerland	86. Tanzania	130. Dominican Republic
42. Jordan	87. Cyprus	131. Belize
43. Norway	88. Ukraine	132. Gambia
44. Peru	89. Tajikistan	
45. Hungary		

- | | | |
|--|-------------------------------|--|
| 133. Eritrea | 155. Belarus | 177. Cocos (Keeling)
Islands |
| 134. Guyana | 156. Honduras | 178. Anguilla |
| 135. Mozambique | 157. Georgia | 179. Liechtenstein |
| 136. Monaco | 158. Netherlands
Antilles | 180. Montenegro |
| 137. Kyrgyzstan | 159. Antigua and
Barbuda | 181. Paraguay |
| 138. Azerbaijan | 160. Moldova | 182. Rwanda |
| 139. Faroes Island | 161. Martinique | 183. Nauru |
| 140. Virgin Islands
(U.S.) | 162. French Polynesia | 184. Afghanistan |
| 141. Namibia | 163. Swaziland | 185. Albania |
| 142. Bahamas | 164. Montserrat | 186. Liberia |
| 143. Vanuatu | 165. Saint Kitts and
Nevis | 187. Virgin Islands
(British) |
| 144. Turks and Caicos
Islands | 166. Tonga | 188. Northern Mariana
Islands |
| 145. Bolivia | 167. Cayman Islands | 189. Congo,
Democratic
Republic of |
| 146. Malawi | 168. Suriname | 190. Palestine |
| 147. Bhutan | 169. Dominica | 191. Haiti |
| 148. New Caledonia | 170. Nicaragua | 192. Madagascar |
| 149. Armenia | 171. Uzbekistan | 193. French Southern
Territories |
| 150. Saint Lucia | 172. Cameroon | |
| 151. Solomon Islands | 173. Guinea-Bissau | |
| 152. Burkina Faso | 174. Angola | |
| 153. Gibraltar | 175. Cook Islands | |
| 154. Saint Vincent and
the Grenadines | 176. Palau | |

Source: David Ratcliffe

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

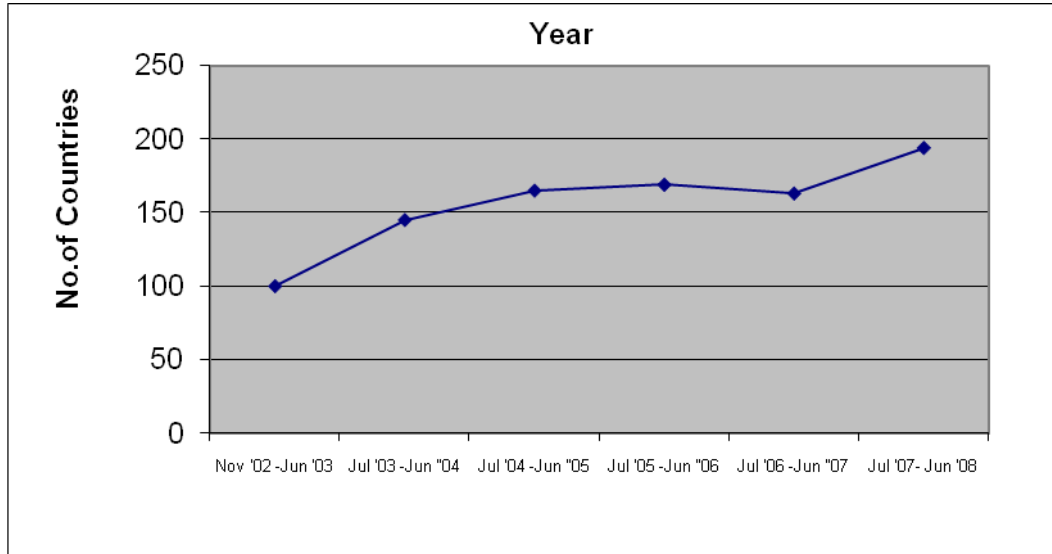


Figure 2: Countries viewing www.lead.org.au per annum. The number of countries viewing The LEAD Group's (TLG's) website in the 12 months from 1 July 2007 to 30 June 2008 was **193** countries.
Source: David Ratcliffe.

Figure 3: Total Calls Handled and Data-Entered by GLASS

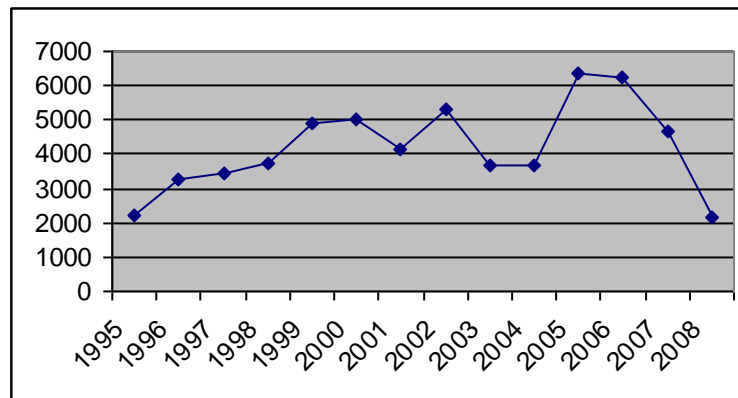


Figure 3: Total calls (phone and email) handled and data-entered all years to date: is over **58,740**. For the 12 months July 2007 to June 2008, GLASS staff & volunteers handled & entered **3,973** calls.
Source: GLASS Database

Figure 4: Calls by Subject Per Year.

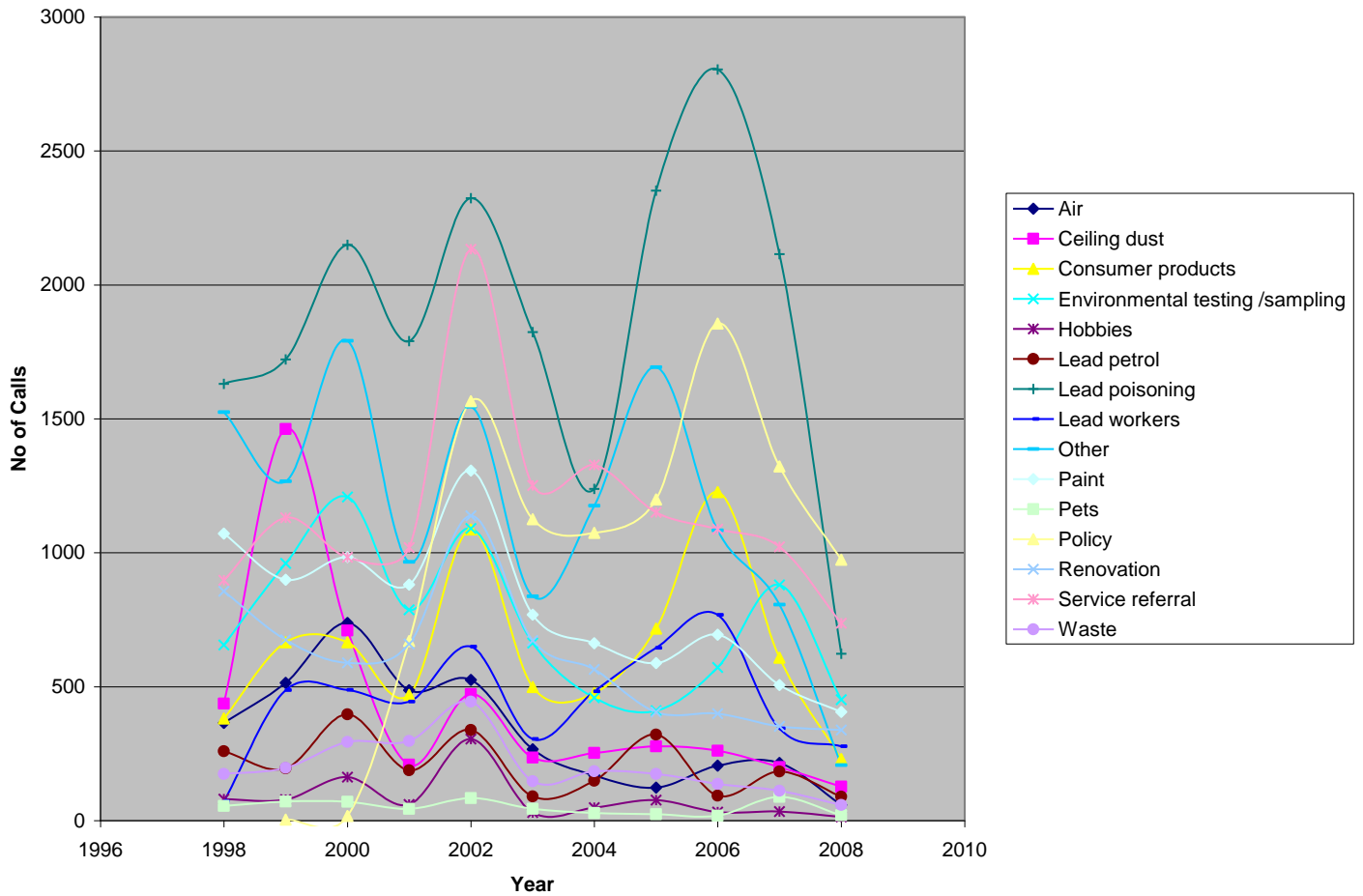


Figure 4: Breakdown of calls by subject per annum. 2008 data is year to date only.

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

Source: GLASS Database.

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

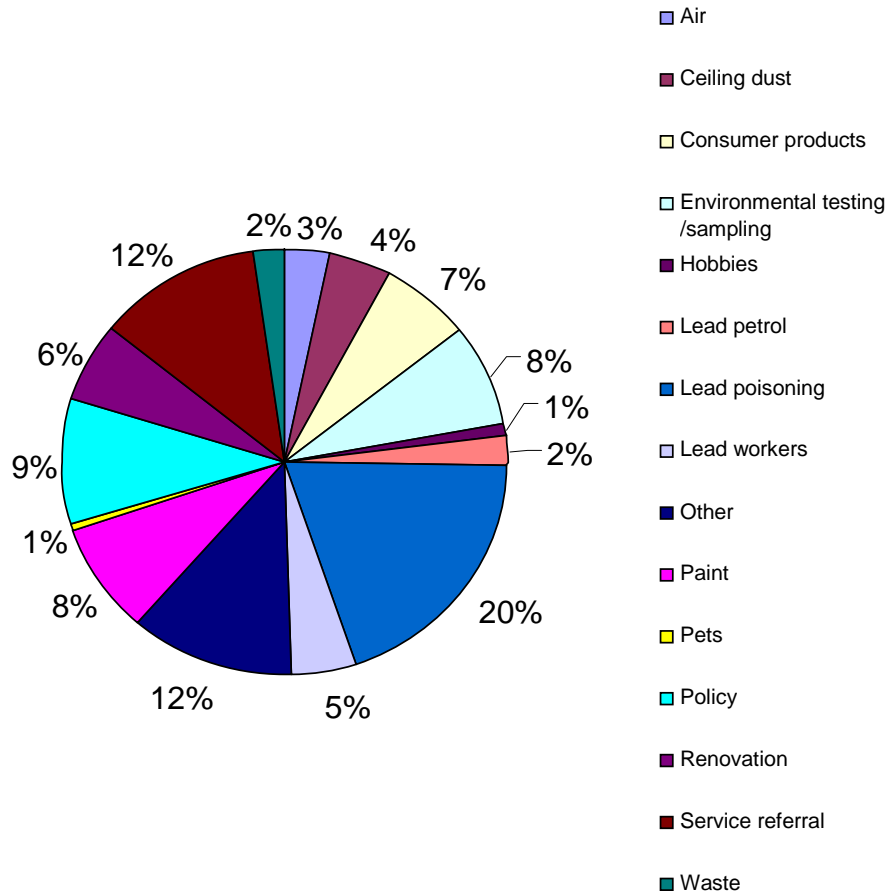


Figure 5: Subject as Percent of Total Call Subjects per annum, since 1998.

Source: GLASS Database

Table 3: Subjects Discussed In Calls in Calendar Years 2007 and YTD 2008

CALL SUBJECTS	2007	2008 YTD
Air	215	58
Ceiling dust	200	127
Consumer products	608	230
Environmental testing/sampling	880	451
Hobbies	34	14
Lead petrol	183	89
Lead poisoning	2115	623
Lead workers	344	277
Other	806	207
Paint	506	406
Pets	88	20
Policy	1322	974
Renovation	352	338
Service referral	1022	737
Waste	111	58

Source: GLASS Database

Figure 6: Subject as % of Total Call Subjects in 2007

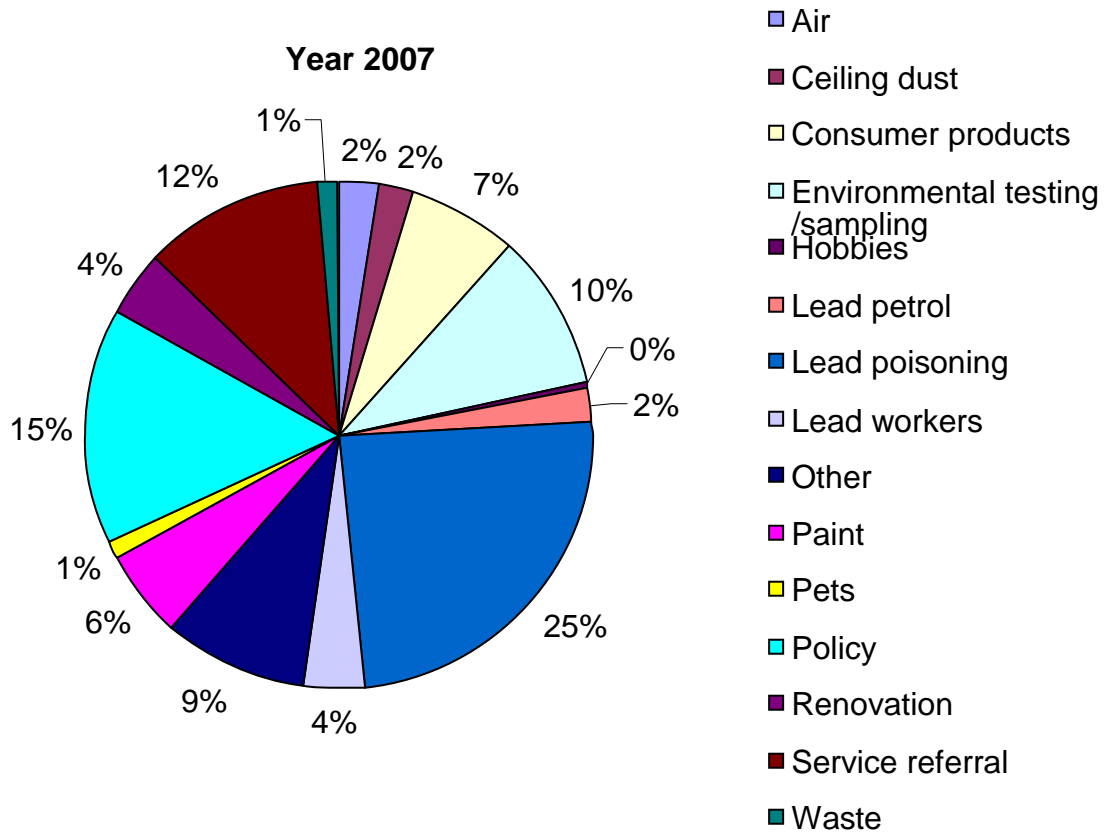


Figure 7: Subject as % of Total Call Subjects in 2008 (YTD)

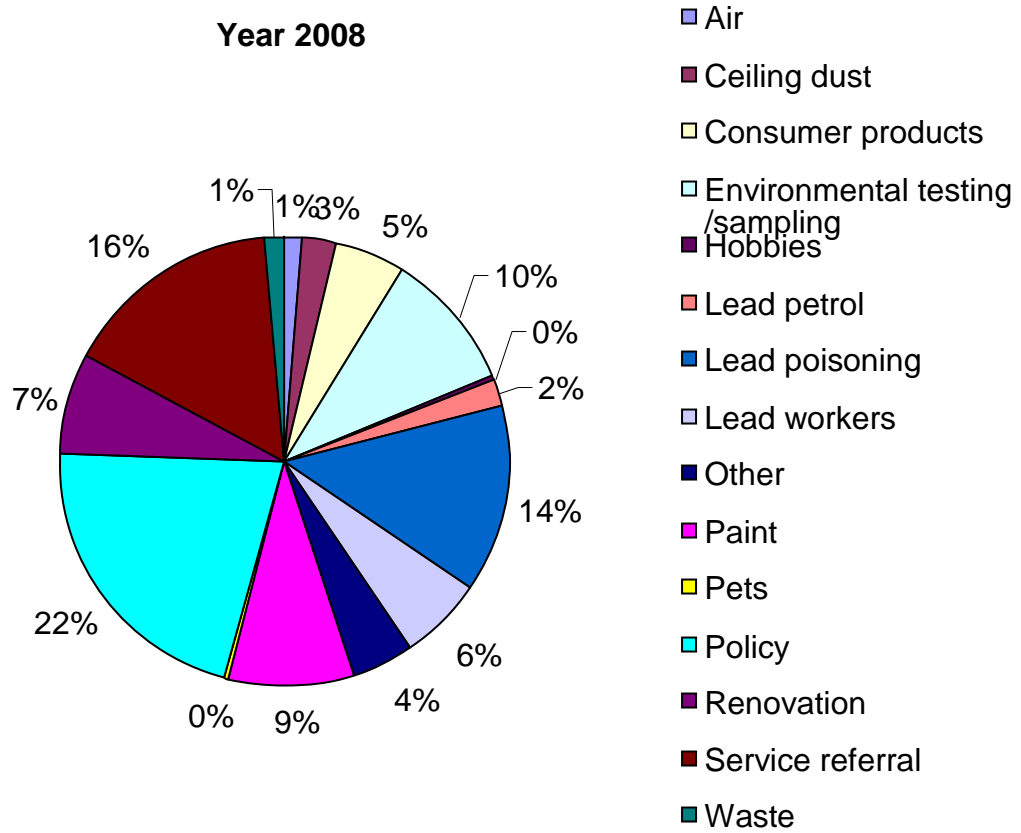


Figure 6: Total NSW, Interstate and OS Calls by Year

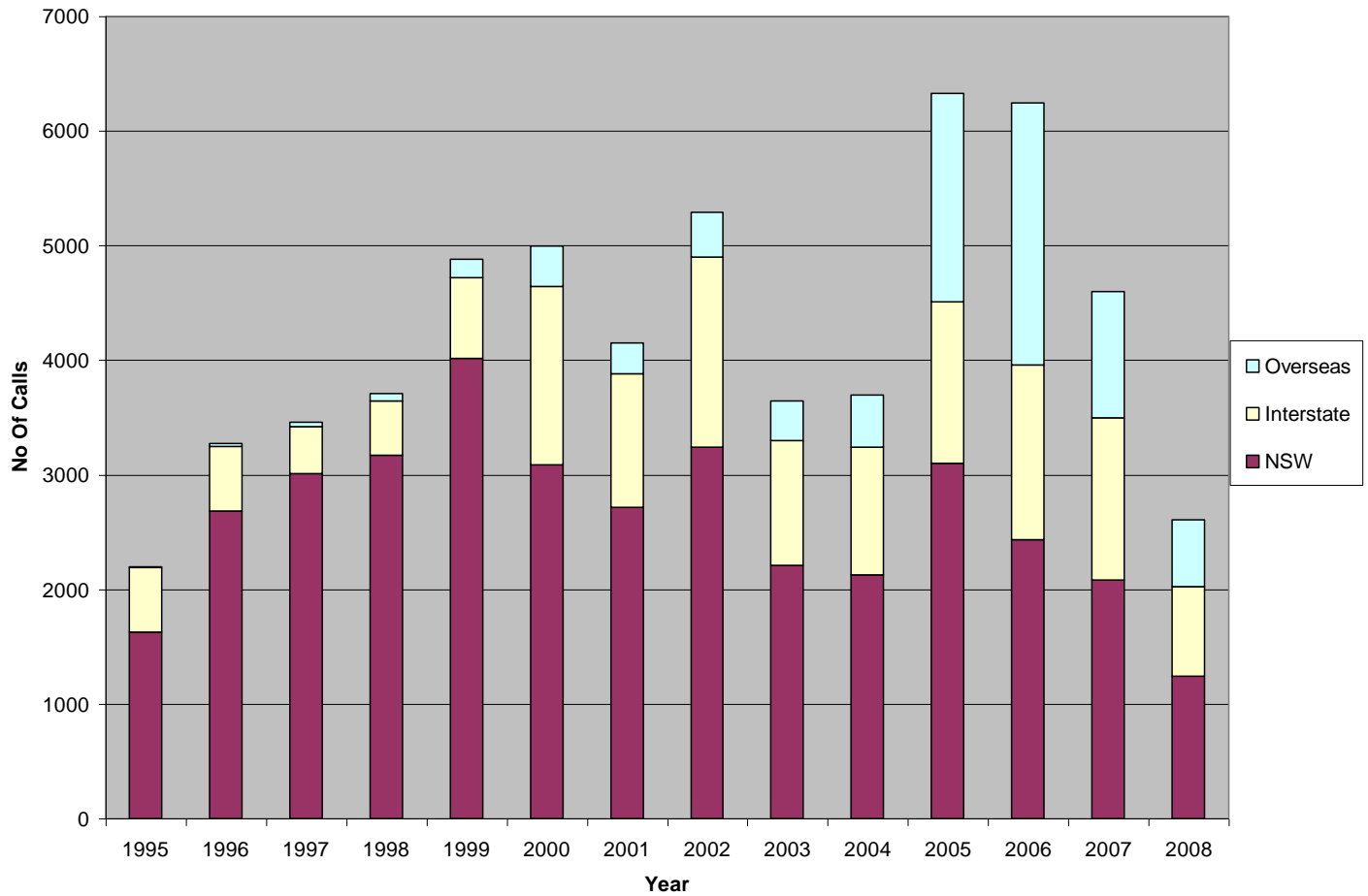


Figure 6: Breakdown by region of origin of caller. Data for 2008 is year to date.

Source: GLASS Database

Figure 7: Total Australian State/Territory and Overseas Calls in 2008 year to date

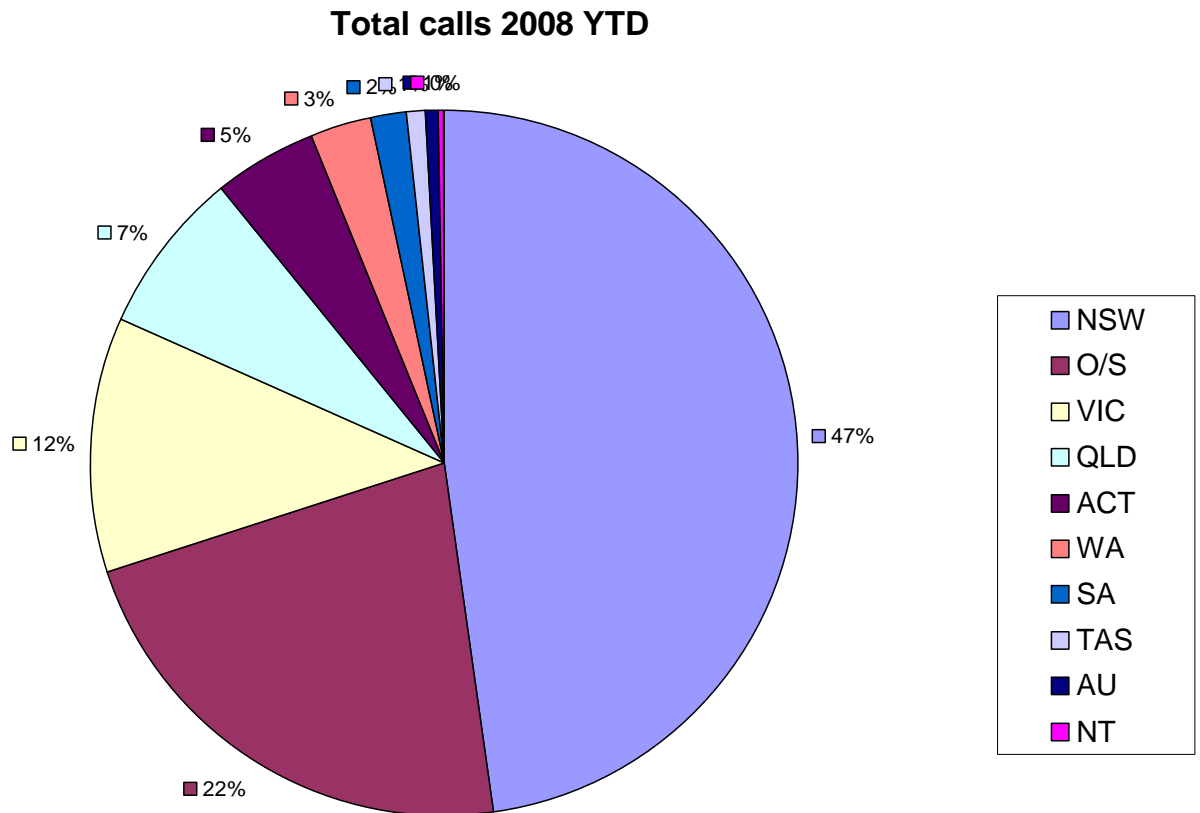


Figure 7: Breakdown of state/territory or overseas origin of **2,607** Calls for 2008 year to date. NB: AU signifies calls from Australia where the state or territory has not been specified by the inquirer.

Source: GLASS Database.

Figure 8: Origin of Overseas Calls in 2007-08 Financial Year

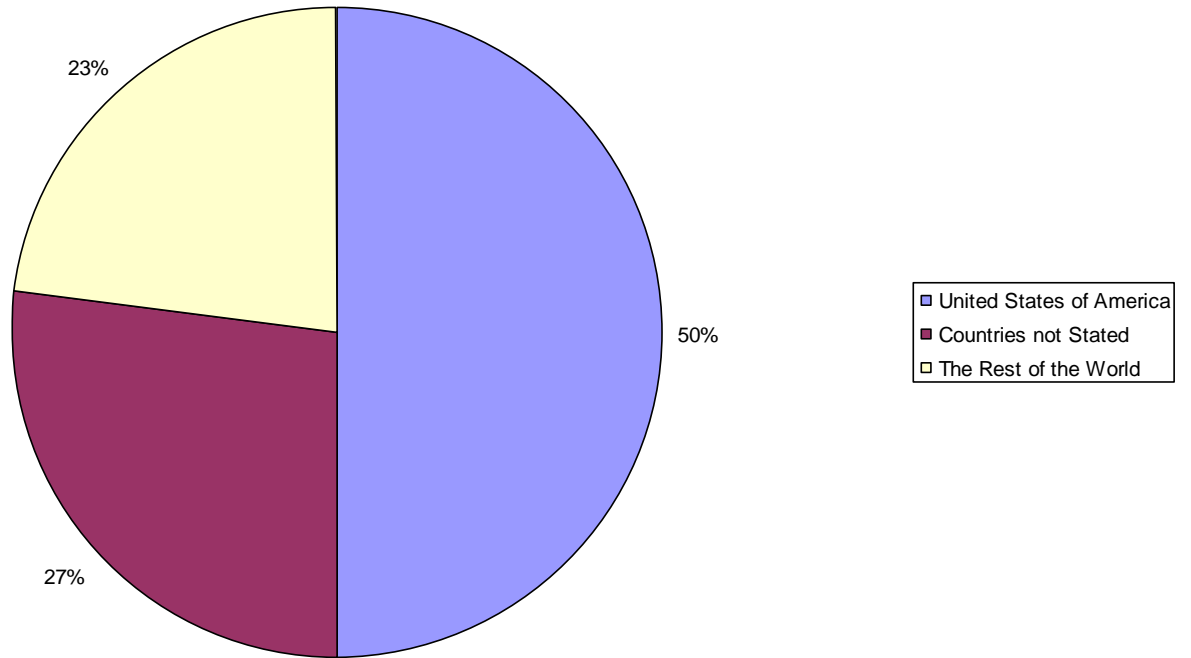


Figure 8: Breakdown of major overseas origin of **672** calls for 2007-08 financial year.

Source: GLASS Database.

Figure 9: Overseas Calls Besides USA and Countries not Stated, in 2007-08 Financial Year

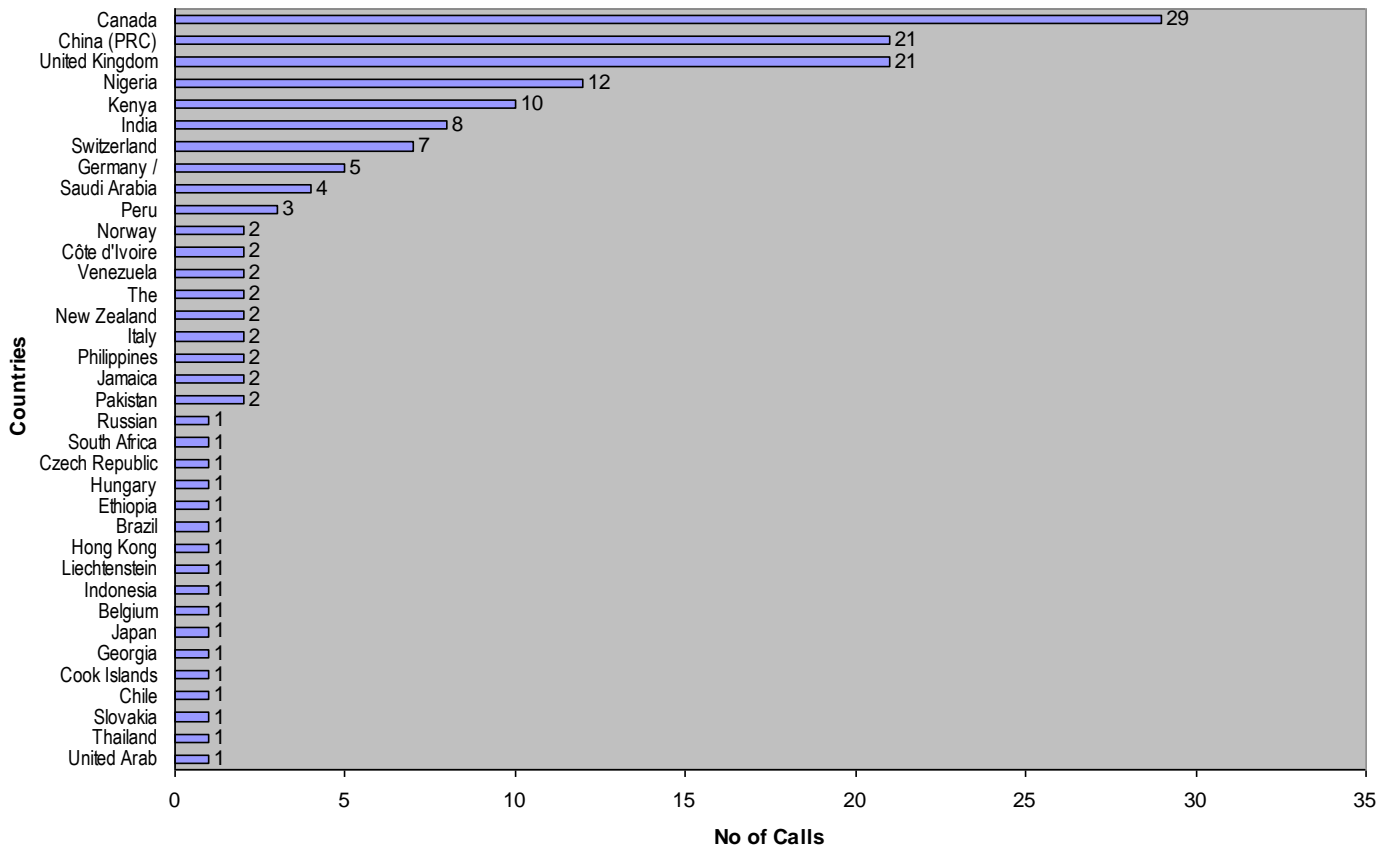


Figure 9: Breakdown of overseas origin of 155 calls besides USA and countries not stated for 2007-08 FY.

NB: The country on the list between Venezuela and New Zealand is The Netherlands.

Source: GLASS Database.

Figure 10: Calls by Category of Caller by Year

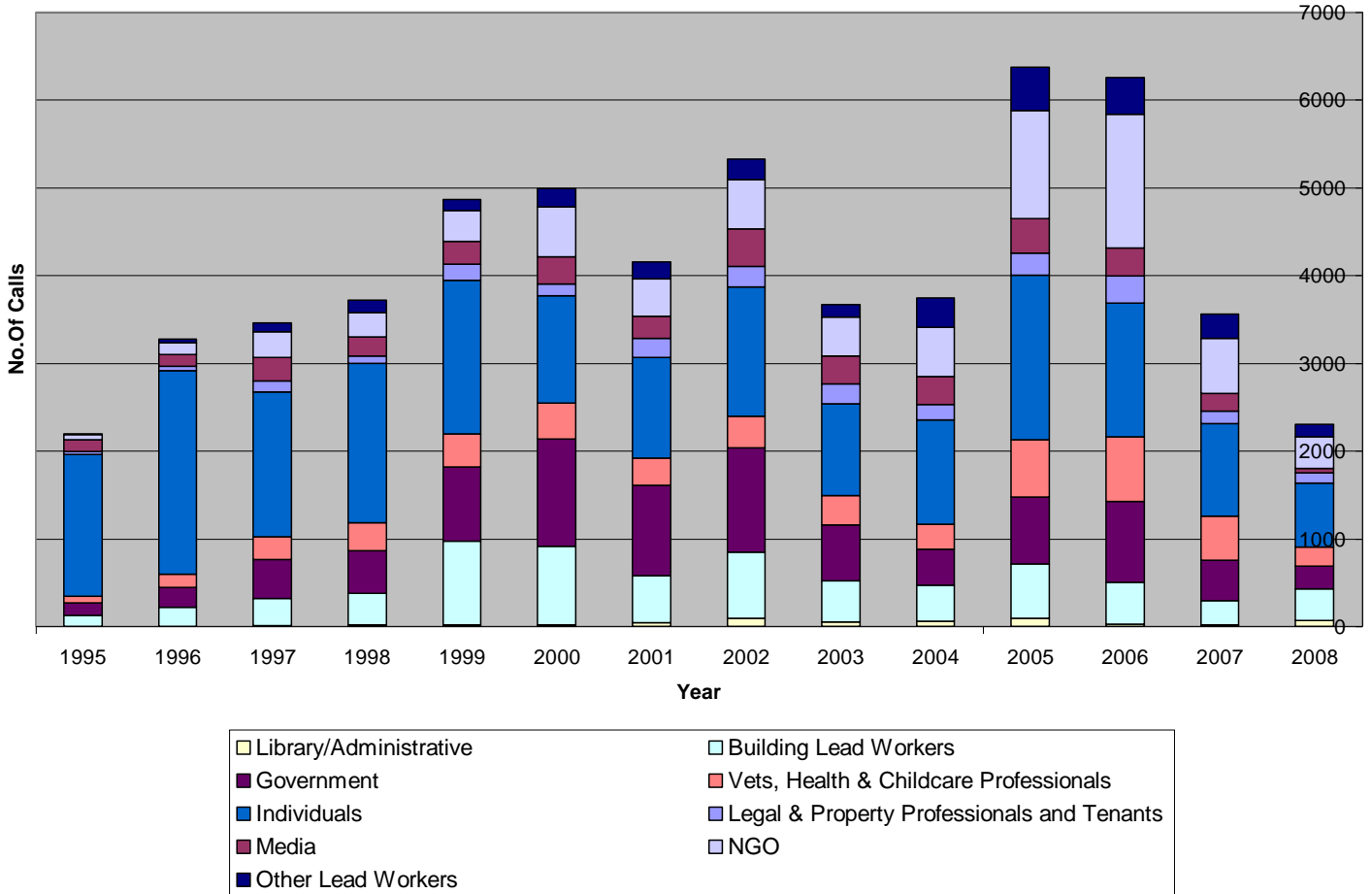


Figure 11: DEWHA Publications Distributed by GLASS (not including in Info Packs)

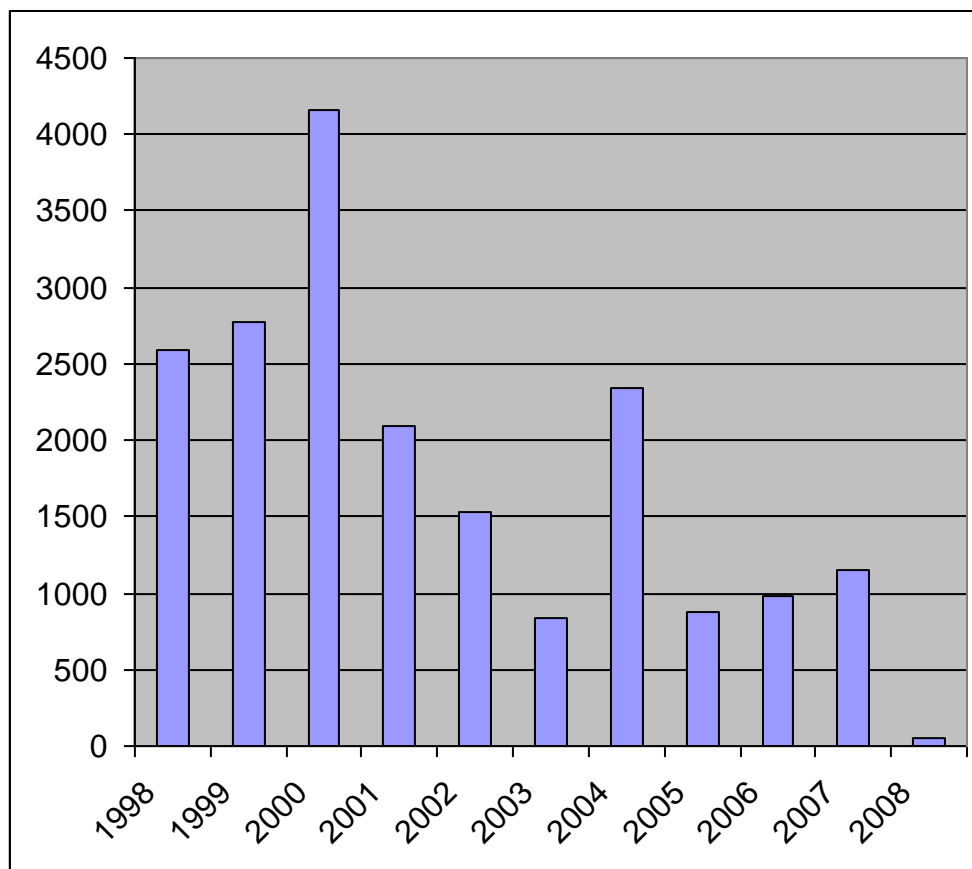


Figure 11: DEWHA Publications distributed by GLASS (not including in Info Packs).

NB: In 2006 an additional **336** DEWHA Publications were distributed in Info Packs (making a yearly total of **1,321**) and in 2007, **177** DEWHA publications have been distributed in Info Packs (making a year to date total of **1,334**). To date in 2008, a further **143** DEWHA publications have been distributed in Info Packs (making a year to date total of **195**)

Source: GLASS Database.

5. Acknowledgements

Report Contributors

Report prepared by John Faryna and Charles Gan, System Administrators, Ewan McDonnell, Information Retrieval Specialist and Director of Communications and Publicity, Robert Taylor, Researcher and Editor, and Elizabeth O'Brien, Manager, GLASS.

Web data provided by David Ratcliffe, Webmaster, The LEAD Group.

Financial data provided by Christine Pollard, Accountant, The LEAD Group.

Volunteers During FY 2007-08

The following people volunteered at GLASS during Financial Year 2007-08 (and if known to the Manager, the non-English speaking background is included in brackets). Their work is highly valued and appreciated.

Table 4: GLASS Volunteers During FY 2007-08

Ajantha Sritharan	Alex Jewson
Alycia Bailey	Anja Pribicevic
Anjulee Sharma	Anne Roberts
Binal Nagar (Hindi)	Biprajyoti Datta (Bangladeshi)
Bob Paino	Cathrine Andreas
Charles Gan	Dan X. Wang (Mandarin)
David Ratcliffe	Dhruvi Bosmiya (Hindi)
Ellie Li (Shanghainese)	Emily Zhu
Ewan McDonnell	Harrison Desmond
Helen Escreza (Tagalog - Philippine)	Hiba Dawod
Hogan Hua Gong	Hong Ma
Dr Hugh Xin-Xi Zhu (Mandarin)	Ian Smith
Jason Raj	Jingyi Theresa Zhao
John Faryna	Jude Roseth
Jun Gong	Kalyani Balabhadrapatruni (Bangladeshi)
Lei Grace Zhang	Lourdes Addison (Tagalog - Philippine)
Mehul Soni	Misha Uppal (Hindi)
Nanthacumaran Kanapathipillai (Sri Lankan)	Naoko Vandeleur (Japanese)
Ngoc Nguyen (Vietnamese)	Noela Whitton
Nusrat Khan (Bangladeshi)	Orlando Aguirre-Lopez (Colombian Spanish)
Patrick Muraguri	Pranap Balasupramaniam (Sri Lankan)
Raj Hiren (German)	Rangarajh Savuntharanayagam (Sri Lankan)
Rong Vicki Liu	Roy Luo
Ruby Guevara Navia (Colombian Spanish)	Rui Zhang
Ryan Kim (Korean)	Samantha Zhang
Sandra Palomino (Peruvian Spanish)	Sangeetha Muthuswamy (Tamil)
Shezina Akhtar	Thanh Hoc (Vietnamese)
Tian Tian	Wenjia Zhang.

[Source: GLASS Excel Shift Roster for volunteers and staff]

Huge thanks go especially to our long-serving web-master David Ratcliffe and the recent work of Dr Hugh Xin-Xi Zhu and Orlando Aguirre-Lopez in translating our information products (including emailed answers to client's questions), from English to Mandarin and Spanish respectively.

We wish Shezina Akhtar all the best with her new baby! All during her pregnancy, Shezina did more data-entry than any other volunteer this year. We have never been as up to date with Data entry since Shezina's maternity leave. Ian Smith and Charles Gan have done a wonderful job of administering our database and keeping our computer network system going, including incorporating three computers kindly donated by Programmed Maintenance Services and a hub donated by Ian Smith. Without Biprajyoti Datta and John Faryna's dedicated work on backups, we could not have the sense of data-security that we have. Recent volunteer Bob Paino has already proven himself to be always helpful and adaptable in taking on very varied tasks.

This report marks a sad farewell to the best LEAD Group Committee member we've ever had – Carol Bodle - who is stepping down after many years of voluntary and extremely well-informed service in managing GLASS. Carol will remain a prized member of our Technical Advisory Board.

The LEAD Group's Technical Advisory Board has expanded to include the following international experts who are prepared to answer queries which arrive at GLASS.

Table 5: International Experts who have joined our Technical Advisory Board

[Occupational Knowledge International](#) **Perry Gottesfeld**, Occupational Knowledge International works to build capacity in developing countries to identify, monitor, and mitigate environmental and occupational exposures to hazardous materials in order to protect public health and the environment. The organization provides technical assistance through partnerships, training, and environmental audit and certification programs, with a commitment to public health tenets, scientific principles and corporate responsibility.

[King Abdulaziz University Hospital](#) **Dr Fatma Zahrani** Assistant Professor of Pediatrics, King Abdulaziz University Hospital in Jeddah, Saudi Arabia who is involved in research on lead levels and poisoning among Saudi children. She has reviewed many articles and devised a plan to conduct primary screening for both the general population and those at risk.

[RECLES Reducing Childhood exposure to lead study](#) **Professor Clement Adebamowo**, BMChB Hons(Jos), FWACS, FACS, DSc (Harvard), Professor of Surgery and Honorary Consultant Surgeon; Director, Institute for Advanced Medical Research and Training, University of Ibadan, Ibadan, Nigeria; Director, Center for Bioethics, Ibadan, Nigeria; Chairman, National Health Research Ethics Committee of Nigeria (NHREC). Clement's work in lead exposure research is centered around the chronic exposure of children to low levels of lead. Working with the research team that includes Professor Sridhar - Professor of Environmental Health, Professor Agbede of Civil Engineering, Architect E. O Adebamowo and others, Clement is studying the amount of lead in the domestic environment and the impact of this on the neurobehavioral characteristics of children. So far, the team have conducted environmental lead level surveys, knowledge, attitude and practice to lead studies, and are proceeding to additional studies on intrauterine exposure to lead, umbilical cord blood lead levels and the lead levels in children in schools and day care centers.

[Source: www.lead.org.au/lk.html#The LEAD Group Technical Advisory Board]