

WELLINGTON

Zoo



WELLINGTON ZOO

ANNUAL REPORT

2018 / 2019

Highlights

Saving Animals in the Wild



Support **14 conservation partners** around the world with expertise and funding



504 injured native animals treated at The Nest Te Kōhanga



\$594,415 which is 7.6% OPEX contributed directly to field conservation

Connect People and Animals



252,973 people visited the Zoo, our second highest visitation ever



Successful launch of **new Chimpanzee habitat**, loved by visitors and Chimpanzees



New Capybara habitat and a Capybara Close Encounter introduced

People Love and Support the Zoo



1,758 neighbours joined us for Neighbours' Night; busiest ever Valentine's Night and Zoo Late Nights



13,335 visitors over Open Weekend donated \$26,747.70 for conservation



Wellington Free Ambulance donated a retired ambulance to help us save wildlife

Lead the Way



Achieved carbonZero certification for the **sixth year running**



Inaugural winners of the World Association of Zoos and Aquariums (WAZA) Environmental Sustainability Award



Achieved accreditation again for **positive animal welfare** from the Zoo and Aquarium Association Australasia (ZAA)

Contents

- 6. Trust Chair Report
- 8. Chief Executive Report
- 11. Save Animals in the Wild
- 25. Connect People with Animals
- 43. People Love and Support the Zoo
- 59. Lead the Way
- 82. Independent Auditor's Report
- 86. Financial Statements



Me Tiaki, Kia Ora!

Wellington Zoo is the Zoo with the biggest heart: a creative, innovative and progressive zoo that exists to create value for our community and to solve social and environmental problems. We have local and global influence in animal welfare, sustainability initiatives, community engagement and conservation outcomes.

Wellington Zoo has renewed our strategy for 2019-23. We have been successful with our strategic outcomes since 2006 and are now in the process of setting the new frontier for our strategy. The strategy integrates Te Ao Māori, the Global United Nations Sustainable Development Goals (SDGs) and the key strategic focus areas for the Zoo over the coming five years. The strategy outlines the why, how and what of our work, reflects the SDG materiality research undertaken with Enviro-Mark Solutions and the Te Ao Māori approach embarked on with Neavin Broughton from Taranaki Whānui ki Te Upoko o Te Ika.

Me Tiaki, Kia Ora

Wellington Zoo is a team of powerfully passionate individuals who are champions for the welfare of all animals - within and beyond the boundaries of the Zoo. We are supported by a community that actively takes part in our commitment to caring for and saving species locally, nationally and globally. We live by the kaupapa Me Tiaki, Kia Ora! We must look after our environment so all things will flourish. It is up to us collectively to make a difference for animals and the wild places they call home.

Global UN Sustainable Development Goals (SDGs)

We have been working with Enviro-Mark Solutions on a potential SDG certification pilot programme. This process involved stakeholder communication, staff workshops and intensive reviews of our current sustainability work to come up with a materiality matrix to help us develop our strategy going forward. The SDGs we'll focus on are: Life on Land, Life below Water, Sustainable Cities and Communities, Quality Education, Climate Action and Responsible Consumption and Production. These goals were identified as the most important for the Zoo to be active in across all of our stakeholder groups including visitors and Zoo staff. These goals will provide the basis for work plans in the new Zoo strategy.



Trust Chair Report

The new Wellington Zoo five year strategy 2019-23 blends the major outcomes for the Zoo into key areas - it embraces our role as a community organisation, the capital city Zoo and as an organisation that values its people. Using the inspiration of Atua and Māori concepts we are able to define our kaupapa over the coming five years - Hinengaro, Wairua, Whānau, Tinana and Oranga. It is an exciting vision for the Zoo and creates a strategic context for our kaupapa *Me Tiaki, Kia Ora!*

Wellington Zoo's strategy seeks to take us into a new realm, building on our successes of the past few years. We will be using the Zoo's rebuilt physical platform to unlock the potential for Wellington Zoo to be seen as a leader and trusted voice in the conservation of species, engagement with community, excellence in animal welfare and sustainability outcomes. We have a global vision with local action so that we can be change makers for a better planet for people and animals.

We have, again, met or exceeded most of our organisational targets in 2018-19 but the real value is what our people create for our communities. The Zoo is a community place and we have welcomed our community with open arms and aroha in line with our organisational value of Manaakitanga. As you read the annual report you will be inspired by the passion and commitment of our people and by the many achievements of our progressive zoo.

I would like to express my thanks for the dedication of our Trustees in embracing the work of the Zoo. The Trustees work in partnership with the Zoo team to ensure Wellington Zoo achieves its goals. Our Board is keen and motivated for the Zoo to achieve success across all facets of our work. I want to pay respects to our Trustee, Sue Paterson ONZM who sadly passed away in 2018. We loved working with Sue and she was a special part of our Zoo whānau.

As we move into 2019-20 we are ambitious for the next five years of our new strategy and to continue to achieve. Our flagship animal hospital, The Nest Te Kōhanga, is 10 years old in 2019 and we will celebrate with The Nestival in December. Our team is professional and world leading and we will continue to develop our people, provide the very best care for our animals and embrace our community so that we can, together, care for animals, people and the planet. Me Tiaki, Kia Ora!



Craig Ellison
Chair, Wellington Zoo Trust

Chief Executive Report

Wellington Zoo has embraced opportunities and risen to challenges in 2018-19. Wellington Zoo Trust met or exceeded 20 of the 21 targets we set ourselves for 2018-19.

We welcomed 252,973 visitors this year, our second highest visitation ever, and we appreciate how important community support is for our success. We supported our 14 conservation partners from New Zealand and across the globe to save animals in the wild and our state of the art animal hospital, The Nest Te Kōhanga, cared for many endangered native animals. Our professional team have worked in the field for conservation and contributed their expertise to support our conservation partners at the coalface to save species. We achieved carbonZero certification in October, for the sixth consecutive year, demonstrating our continued commitment to minimising the Zoo's environmental impact. We were over the moon to win the inaugural World Association of Zoos and Aquariums (WAZA) Environmental Sustainability Award, at the 73rd Annual WAZA Conference in October.

Wellington Zoo has again been recognised for promoting positive animal welfare by achieving Accreditation from the Zoo and Aquarium Association Australasia (ZAA). Accreditation means an organisation has high standards of welfare for all animals in its care, and is involved in conservation, education and research. This year we have welcomed new animals to the Zoo, many of whom are endangered in the wild, notably the arrival of a male Cotton Top Tamarin and Sunny, the male Giraffe. However, we also felt the sadness of losing our last four Hamadryas Baboons. In February the extremely difficult decision was made to euthanise the group of four male Hamadryas Baboons at Wellington Zoo due to the breakdown of their social group. Another heartfelt loss this year was Sean, our male Sun Bear. Sean was one of the earliest Bear rescues for Free the Bears and came to live at Wellington Zoo in 2004.

The Chimpanzee Park redevelopment opened in December 2018 and provides an improved habitat for our iconic Chimpanzees, as well as engaging viewing opportunity for visitors. Many of the new features inside the habitat were carefully sourced, reflecting the Zoo's commitment to sustainability. We are grateful to Pub Charity for granting \$500,000 which has supported the extensive upgrade of the Chimpanzee habitat this year.

We have been well supported this year by our funders and supporters and this is greatly appreciated. As we strive to achieve our goals, we must grow our funding base through sound business practice and funding support. As a charitable trust this is always our greatest challenge. This year Wellington Free Ambulance generously donated a retired ambulance to the Zoo. It will be fitted out with equipment to transport Zoo animals to The Nest Te Kōhanga for treatment. Wellington Community Trust's donation of \$303,500 has allowed us to provide more critical veterinary equipment in The Nest Te Kōhanga.

As we prepare to start 2019-20 I am excited for what we have planned for Wellington Zoo. We will be planning for a habitat for Snow Leopards which will complete the Asia precinct. Snow Leopards are a climate change litmus test species, as their natural habitat is subject to the impacts of global warming. We look forward to increasing our conservation medicine research and continuing to grow the professionalism of our people.

We thank everyone who has supported Wellington Zoo in 2018-19 by visiting, by partnering with us, volunteering or in whatever way you have helped us. We will be striving to ensure that next year brings success for our zoo as we again embrace opportunities and rise to our challenges. Me Tiaki, Kia Ora!



Karen Fifield MNZM
Chief Executive, Wellington Zoo Trust



Saving Animals in the Wild

SUPPORT LOCAL AND GLOBAL CONSERVATION PROGRAMMES

Our Conservation Partners

Wellington Zoo is proud to continue to support 14 global and national conservation partners who work with the endangered, critically endangered, and cornerstone species we care for at Wellington Zoo. Each partner also has strong ties to their local communities and works with people who share habitats with these animals to help save them in the wild. We support these partners through funding support from the Wellington Zoo Conservation Fund, and knowledge sharing and network building through their relationships with Wellington Zoo.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Number of Field Conservation Projects supported for threatened (NZ) endangered or critically endangered (global) species	9	8	✓	9
% of OPEX directly contributed to field conservation*	7.6%	5%	✓	6.6%

*This measure uses the Zoo Aquarium Association (ZAA) Australasia Framework to measure direct contributions to field conservation.

Conservation Partner Map



- 1 **Kea Conservation Trust**, New Zealand
- 2 **Madagascar Fauna and Flora Group**, Madagascar
- 3 **Proyecto Titi**, Colombia
- 4 **Golden Lion Tamarin Association**, Brazil
- 5 **WildCats Conservation Alliance**, Asia and Europe
- 6 **Save the Tasmanian Devil Program**, Australia
- 7 **Fauna and Flora International**, Vietnam
- 8 **Red Panda Network**, Nepal
- 9 **Jane Goodall Institute**, New Zealand
- 10 **West Coast Penguin Trust**, New Zealand
- 11 **Free the Bears**, Cambodia, Laos, Vietnam
- 12 **TRAFFIC**, South East Asia
- 13 **Cheetah Outreach**, South Africa
- 14 **Wild Welfare**, worldwide

“ **The Save the Tasmanian Devil Program is proud to work with our Ambassador Program partners at Wellington Zoo for the conservation of our iconic Tasmanian devil. Wellington Zoo have not only contributed via the care of Ambassador animals but they have also provided staff to work on in-situ conservation projects in Tasmania as well as providing funding for facilities that allows for the successful export of devils internationally. The Save the Tasmanian Devil Program is grateful for the support of Wellington Zoo and we look forward to further collaborations in the future.** ”

David Schaap, Save the Tasmanian Devil Program

We also supported the work of our global Zoo and Aquarium colleagues by contributing funds to help respond to emergency situations. This year, we contributed funds to enable the rescue of Flamingo chicks from Kamfers Dam in South Africa, when they were threatened by a severe drought.

We were thrilled to open our new Chimpanzee habitat in December 2018 with messages of support from partners Dr Jane Goodall DBE and Kim Carstensen, Managing Director of FSC. They highlighted the connection between the animals we care for and conservation and sustainability at Wellington Zoo.

Wellington Zoo Conservation Fund

We raise funds for the Wellington Zoo Conservation Fund through a portion of income from the Zoo’s Close Encounters and Zoo Crew memberships, Open Weekend entry fees and donations. The Fund helps finance projects managed by our conservation partners. It also gives our staff the opportunity to contribute to these conservation projects in New Zealand and overseas, through fieldwork and sharing their expertise. Through the conservation fund, staff time and other operational expenditure, most notably in The Nest Te Kōhanga, we have contributed 7.6% of our annual OPEX directly to field conservation this year.

Staff conservation champions

Each year, all permanent staff at Wellington Zoo are invited to apply for Conservation Fund Staff Grants to support the work of our conservation partners in the field. They give support and expertise while learning about the challenges and opportunities our partners face working to save animals in the wild. This year we've had Zoo staff working locally and around the globe.

7 members of staff received Conservation Fund grants



Jeff Lewis
Save the Tasmanian Devil
Program, Tasmania

Jeff, Herbivore and Bird Keeper, spent time on Maria Island (east of Tasmania) surveying the Tasmanian Devil population. The Tasmanian Devils on Maria Island came from the insurance population bred in Australian zoos to ensure a disease-free population on the Island. Jeff also worked in Tasmanian Devil holding facilities in Tasmania, assisting with animal care and veterinary work.



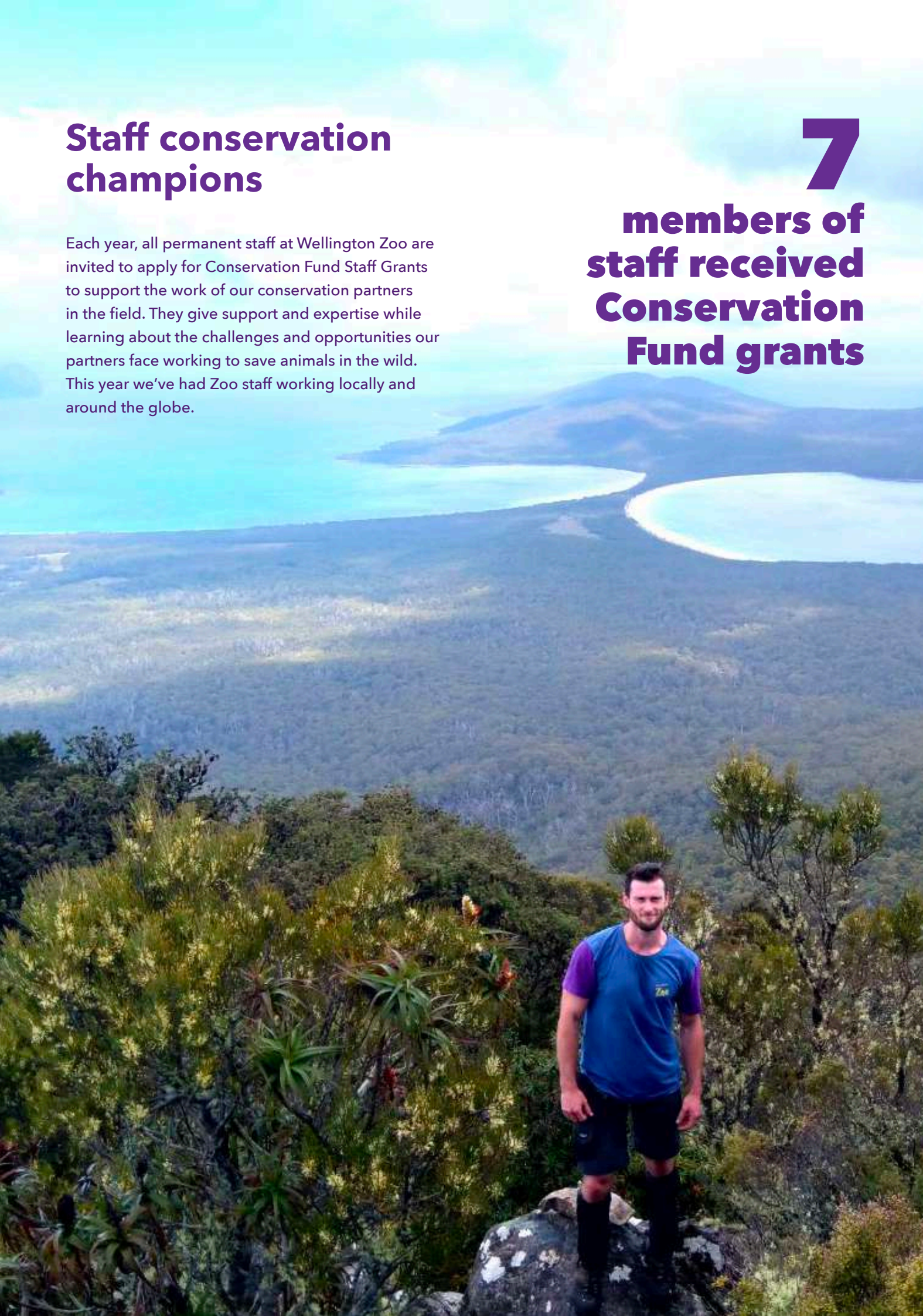
Amy Saunders
Free the Bears, Laos

Amy Saunders, Carnivore Keeper, worked in Laos with Free the Bears. Amy helped the keepers with their daily husbandry tasks, making enrichment for the Bears or helping with conditioning of the animals. She also supported work revamping the Bear nursery with new enrichment items and helped check the health of a rescued Moon Bear.



Anna McKenzie-Pollock
Department of Conservation,
Victoria University of
Wellington, University of
Otago, Maud Island

Anna McKenzie-Pollock, Community Engagement Advisor, spent a week on Maud Island assisting with population research on the Maud Island Frog. Anna spent four to five hours each night looking for signs of the frog which is only 11-50mm in size. Anna and the team found 286 frogs in total over five nights of surveying.





Melissa Williamson
Jane Goodall Institute,
Senegal

Melissa Williamson, Veterinary Technician, went to West Africa to assist Jane Goodall Institute Spain focusing on ecological surveys, identification and habituation (getting Chimpanzees used to certain humans doing research without disturbing them) of Chimpanzee groups.



**Craig Pritchard
and Baukje Lenting**
Department of
Conservation, Whenua
Hou (Codfish Island)

Craig Pritchard, Manager Wildlife Health Services, and Baukje Lenting, Senior Veterinarian, gave veterinary and wider assistance for the 2019 Kākāpō breeding season. More than 70 chicks hatched in a bumper season.

At the Invercargill hand-rearing facility, they gave veterinary support to Kākāpō chicks and general rearing assistance such as feeding and health checks. On Whenua Hou (Codfish Island), their range of work included monitoring adult birds and chicks in the wild, supporting chick treatment in the hospital facility and microchipping chicks for permanent identification.



Danni Rae
Madagascar Fauna and Flora
Group, Madagascar

Danni Rae, Carnivore Keeper, spent three weeks in the field with the Madagascar Fauna and Flora Group. She conducted an ecological fauna study at Ivoloina Zoological Park to establish what native species were present in the Park's forests and to identify any introduced species inside the Park.



Zoo Team

Department of Conservation (DOC),
Matiu Somes Island, Wellington Harbour

19 of our people were involved in seven trips from November to May, partnering with DOC on search and survey work for Wellington Green Geckos. 16 Zoo staff were trained in Gecko handling and search techniques. This staff training will also benefit Zoo staff participating in other field conservation projects.

A Ngahere Gecko was sighted, one of the first sightings since their initial release in 2012. Zoo staff collated data on seven confirmed sightings of Wellington Green Geckos since 2013; this identified five separate individuals, which confirms this species' presence on the Island. We installed monitoring equipment and will continue to work with DOC monitoring Geckos on the Island.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) in the Zoo's collection	31	27	✓	27





504

injured native animals treated at The Nest Te Kōhanga

Saving native species at The Nest Te Kōhanga

The Nest Te Kōhanga is the Zoo's state of the art animal hospital where both Zoo animals and injured native wildlife are treated by our experienced veterinarian team. It's the hub for native wildlife care in the Wellington region. This year we treated 504 injured native animals, 65% of which were able to be released back into the wild.

Native wildlife treatment included the following:

Kārearea New Zealand Falcon

A Kārearea New Zealand Falcon from the Wairarapa was treated for spinal trauma and referred for longer term rehabilitation at Massey University's Wildbase recovery centre. It was then successfully released back to the wild.

Rowi Kiwi

A Rowi Kiwi from Franz Josef was treated at The Nest Te Kōhanga for bacterial meningitis. It was sent back to a Kiwi crèche for further rehabilitation and then on to a monitored soft release on the West Coast.

Giant Storm Petrel

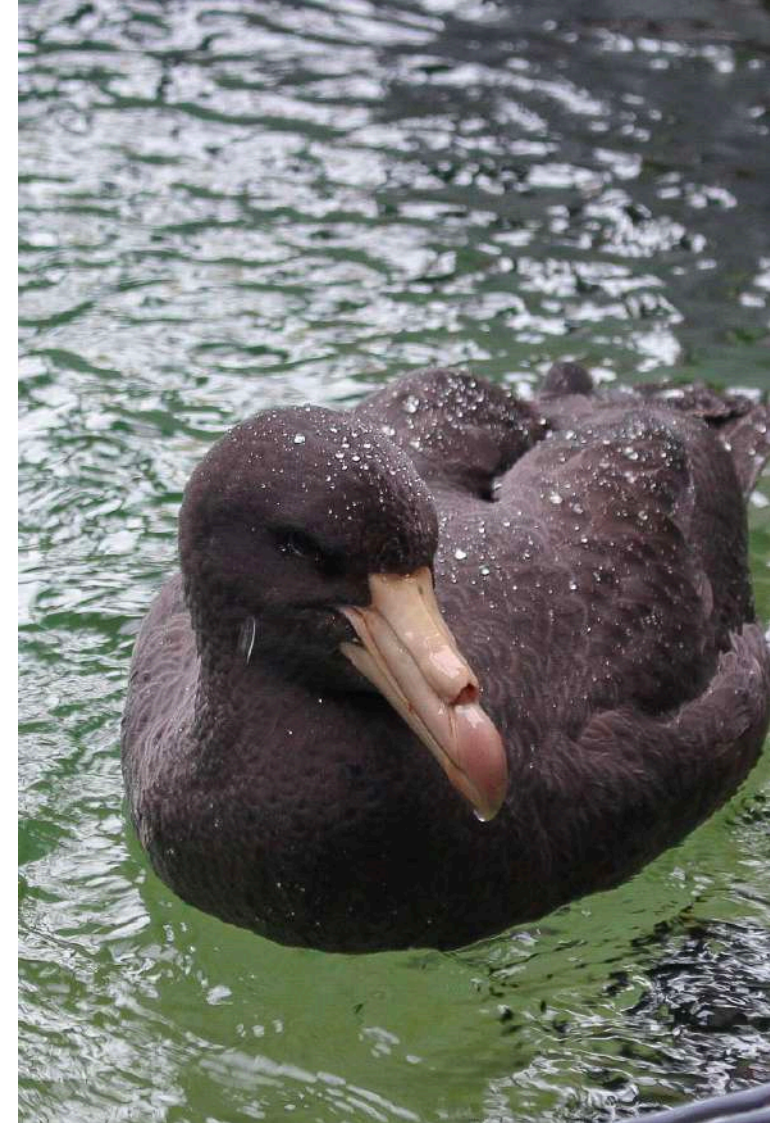
A Giant Storm Petrel was successfully treated and rehabilitated and returned to Cook Strait with help from the Maritime division of the New Zealand Police.

Wellington Green Geckos

Some Wellington Green Geckos were health checked and treated. One was released on Mana Island after its quarantine clearance.

Tawaki Fiordland Crested Penguin

A Tawaki Fiordland Crested Penguin from Westport was referred to the Zoo for treatment of a foot injury in October 2018.



The Nest Te Kōhanga partnerships

The importance of key conservation and wildlife health partnerships are crucial to our clinical and research success at Wellington Zoo. We are fortunate to have strong collaborative partnerships. Some of our interactions this year with these partners are outlined below:

Department of Conservation

Kākāpō

Wildlife Health Services Manager, Craig Pritchard, and Senior Veterinarian Baukje Lenting, were both involved with providing veterinary support to Kākāpō on Whenua Hou (Codfish Island) and at the Kākāpō chick rearing facility in Invercargill, as outlined in the conservation section. Veterinary Technician support from Wellington Zoo has also been provided to a number of unwell Kākāpō who are suffering from a fungal disease called Aspergillosis, three Veterinary Technicians from Wellington Zoo worked with the team at Auckland Zoo to help treat these sick animals.

Grand and Otago Skinks

Zoo staff were involved in disease screening an insurance population of Western Grand Skinks and Western Otago Skinks, as part of a plan to release these endangered Skinks back to a protected wild habitat. They were released into the wild in December 2018.

Pacific Radiology

Pacific Radiology performed CT scans on the following animals:

Brown Kiwi - for a chronic beak injury.

Female Capybara - to image her abdominal organs and hind limbs.

Male Hamadryas Baboon - to investigate seizures.

Shingleback Skink - to investigate reproductive tract and gut abnormalities.

SPCA

Dr Megan Jolly, Fixed Term Veterinarian, ran a learning session on wild bird handling and transportation for SPCA inspectors-in-training as part of their induction.

Zealandia

Wildlife health services were provided for the following species from Zealandia:

Kākā

Tieke Saddleback

Kāruhiruhi Pied shag

Wellington Green Geckos

Tuatara

Toutouwai Robin

Little Spotted Kiwi

“ The Nest Te Kōhanga and the wider Wellington Zoo community are invaluable partners for Zealandia. They provide insights and expertise that directly contribute to conservation of Wellington wildlife on a day to day basis. Their cutting-edge care of sick and injured wildlife in particular has meant the survival of many Kākā, Shags, Tuatara and other animals that may not have made it. We are thrilled to work alongside the Zoo to get better outcomes for nature. ”

Danielle Shanahan, Director,
ZEALANDIA Centre for People and Nature

Massey University/Wildbase

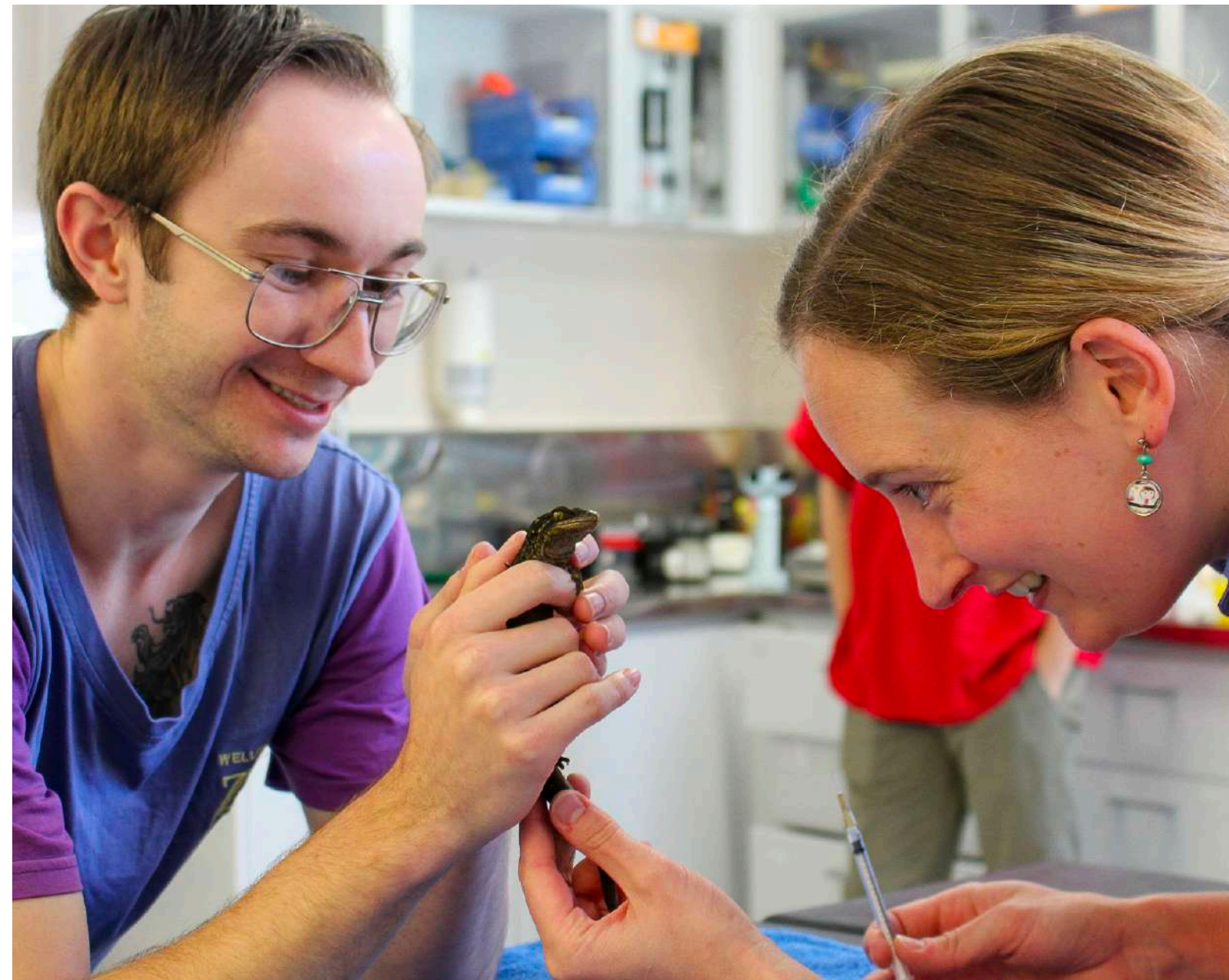
Wellington Zoo continues to appreciate the knowledge sharing and specialist support for a number of clinical cases this year from Massey University and Wildbase. Our collaboration is also linked through our successful veterinary residency Masterate programme.

NIWA

Wellington Zoo loaned a capnograph (an anaesthetic monitoring device) to a NIWA-led project in Antarctica for monitoring anaesthesia in large pinnipeds, as part of a larger study in which Weddell Seals were anaesthetised to place cameras and tracking devices to examine their foraging and diving habits.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Percentage of native patients successfully released to the wild after treatment in The Nest Te Kōhanga (TNTK)*	65%	70%	✗	76%

*% of animals successfully treated after being admitted into TNTK post 72 hour triage period. This past year we had a higher proportion of patients presenting with complex clinical needs, that despite us persisting with treatment were unable to be saved. Our measure of 70% is ambitious, and many wildlife hospitals globally focus on a 50% release rate.



LEAD SCIENCE AND RESEARCH PROJECTS

Research projects

Wellington Zoo works with New Zealand and overseas universities and other partners on research projects that contribute to the global understanding of wildlife welfare.

Major Histocompatibility Complex (MHC)

Detection in Cheetahs: Massey University

Project examined whether MHC contributes to how Cheetahs choose their mates.

Feline Gastrointestinal Flora: Massey University

We are cooperating on this research by Dr Nick Cave.

Anaesthesia Effects on Zoo Animals: Massey University

Nigel Dougherty is one of our current Masterate Residents. He has used Zoo animal anaesthesia data for this project and his Master's publication.

Other research projects include:

- Logistics and medical aspects of translocating Ngahere Geckos from a proposed mine expansion site to an off-shore island with Ecogecko consultants and DOC

Other research projects include:

- Mycobacterium pinnipedii tuberculosis in marine mammals in New Zealand [Massey University]
- Causes of adult mortality in two populations of NZ Sea Lions [Massey University]
- A toxicology study on Kiwi faecal samples with the Institute of Environmental Science and Research (ESR)
- Provided faecal samples from herbivorous Zoo animals to Plant and Food Research to increase understanding of how dietary fibre from plants is used by human gut microbiota.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Participate in zoo-based research projects and paper publication	10	10	✓	6



BUILD COMMUNITY ACTION FOR WILDLIFE

World Environment Day planting

For World Environment Day in June our people rolled up their sleeves and planted 80 native plants within the Zoo grounds. The trees were planted right next to the area near Manchester Street where we've established a restoration site by clearing the site and planting seedlings. The restoration site is currently flourishing, so we have spread our native plantings out around this original site.

Kids' Day Out Wellington Botanic Garden

Our Learning Experience Team was part of Kids' Day Out at the Botanic Garden in September, along with other conservation organisations from around the capital. We had a stand with activities for kids, giveaways and the chance to encounter a native Wētā.

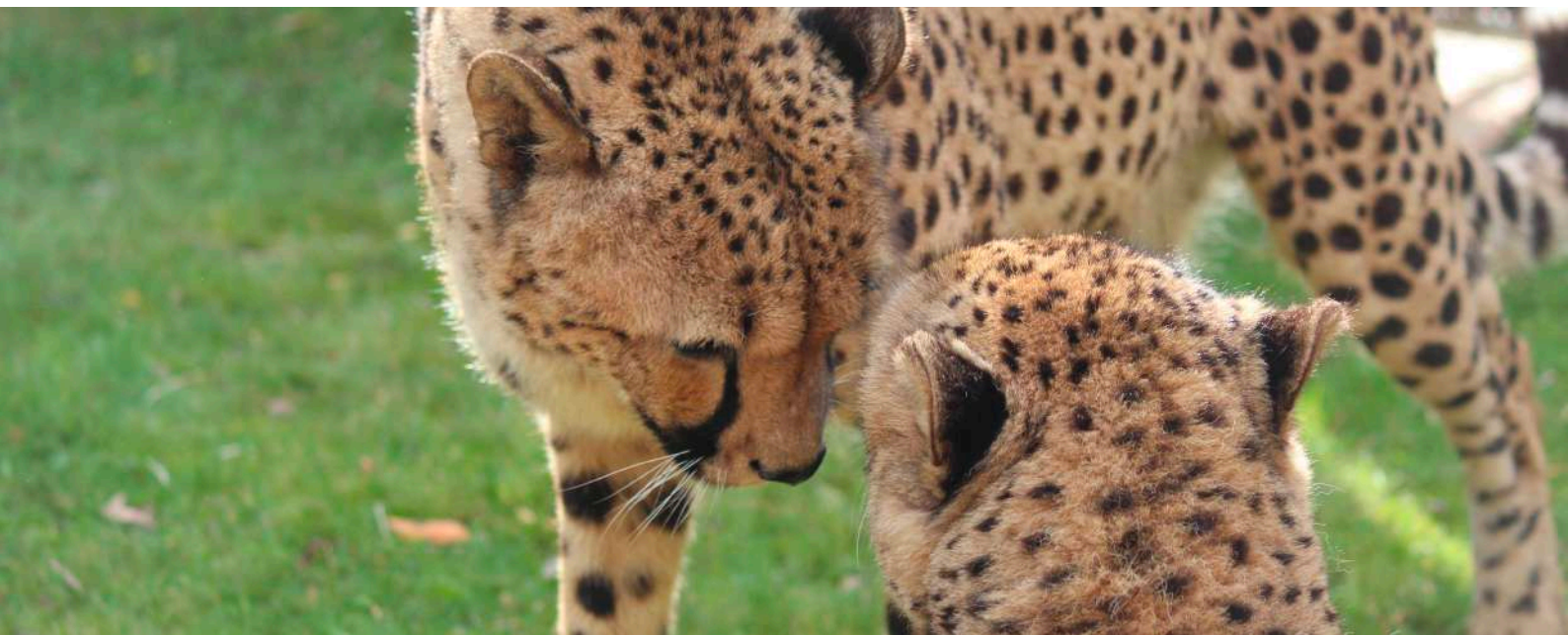
Forest Stewardship Council (FSC)

FSC is a global, non-profit organisation that sets environmental and social standards for sustainably managed forests. FSC-certified products are guaranteed to come from a responsibly-managed forest and supply chain.

We have a strong partnership with FSC and continue to advocate for them throughout the Zoo in all our channels including social media, Zoo signage and animal talks, and through our choice of suppliers in both the materials we source, and the sustainable products we sell in our shop.

Conservation and Environment Victoria University of Wellington (VUW) Careers Day

Representatives from different areas of the Zoo highlighting careers across the organisation were present at Victoria University of Wellington's (VUW) Conservation and Environment Careers Day. They brought along props, games, brochures and chatted with students and answered questions about career options and volunteering at Wellington Zoo.





Connect People with Animals

DESIGN CREATIVE AND EXCITING MESSAGE-DRIVEN EXPERIENCES

Building our future Zoo

Chimpanzee Habitat Upgrade

Wellington Zoo celebrated the grand opening of our revamped Chimpanzee habitat by Mayor of Wellington Justin Lester in December. Visitors were treated to an opening weekend celebration to highlight all things Chimpanzee.

The Chimpanzee habitat is the most significant capital project in the Zoo since Meet the Locals He Tuku Aroha in 2015. Construction began in July 2018 and was completed in December. The upgrade has provided increased environmental complexity for Chimpanzees; gives our visitors improved viewing opportunities and enables us to share the important story of their conservation and care in new ways.

We worked closely with habitat designers and our in-house animal behaviour experts. The new features in the outdoor habitat aim to improve the Chimpanzees' wellbeing and encourage natural behaviours through environmental complexity.

For example, high steel nests for climbing and surveying reflect that Chimpanzees are arboreal. Trees and vegetation immerse them into the habitat, and they're now calling to each other more, an increase in this natural behaviour.

Another feature is the new visitor area and playground at the bottom of the habitat. The immersive glass viewing area and conservation messages help visitors connect with Chimpanzees and understand how they can help Chimpanzees in the wild. The new children's playground is parallel play, designed to mirror elements of the new habitat and for children to explore and play like Chimpanzees.

Building awareness of Chimpanzees' status in the wild was further supported by a video message from Dr Jane Goodall DBE. Wellington Zoo proudly partners with the Jane Goodall Institute NZ. Kim Carstensen, Director General of FSC also sent us a video message in support of our new Chimpanzee habitat highlighting the choice of FSC timber in protecting wild Chimpanzee habitats.

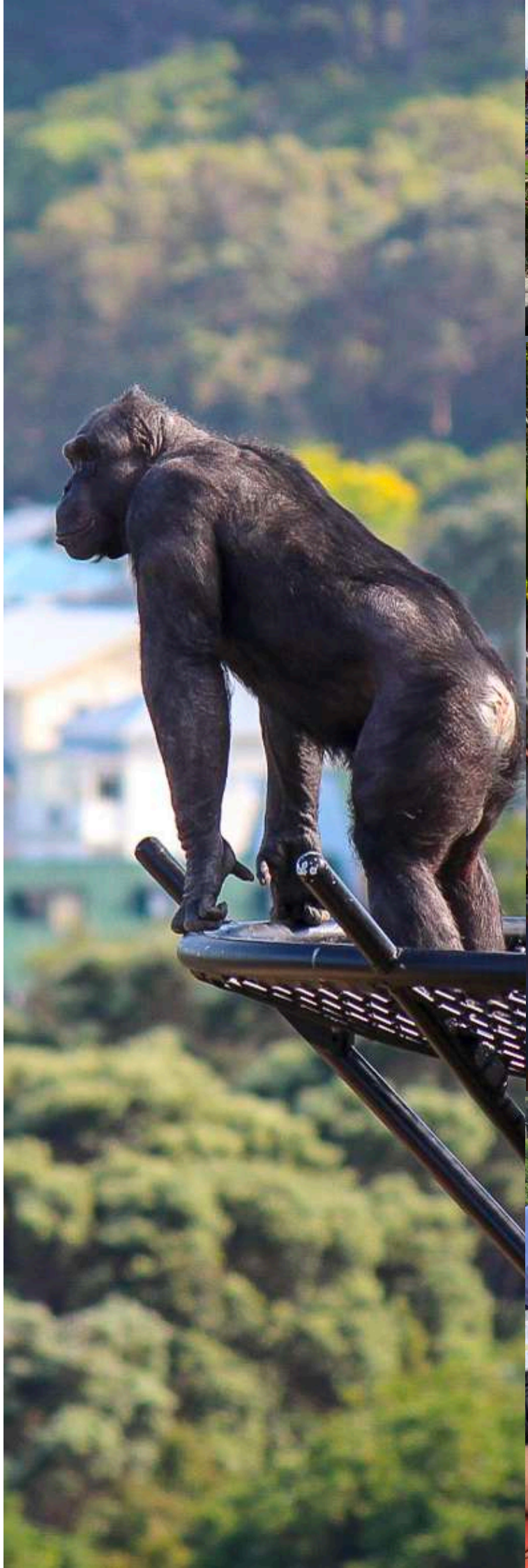
Many of the new features inside the habitat were carefully sourced, reflecting the Zoo's commitment to sustainability. For example, hammocks were made from recycled fire hose from Fire and Emergency, ropes came from C3 and Centreport, and additional poles were sourced from Wellington Cable Car Company and Transpower. The poles from the Wellington Cable Car Company were poles previously used to hold up the city's trolley bus network of wires.

Wellington Zoo has worked with our partner, Weta Digital, to create a video that's now played at the Chimpanzee habitat. This tells the story of how Weta Digital observed the Zoo's Chimpanzees over time to enable them to create their incredibly lifelike digitally rendered Chimpanzees in the Planet of the Apes films.

We acknowledge Wellington City Council and Pub Charity Limited for their generous financial support to upgrade the Chimpanzee habitat.

“ I hope that this new exhibit along with new materials will help visitors to understand Chimpanzees better and I hope that they are inspired to help some of the Jane Goodall Institute's programmes in Africa conserving wild Chimpanzee populations. ”

Dr Jane Goodall DBE



Capybara habitat and Close Encounter

The Capybaras moved to a new habitat this year. The new area has better grazing opportunities for the Capybaras and a large body of water in which they can swim - a purpose built pond was installed for them in the new space.

They have covered shelters and even a heated rock for winter. Visitor experience was carefully considered in construction of this new habitat with large glass panes allowing smaller children to get a good view of the Capybaras.

We were excited to introduce a new Close Encounter with Capybaras in early 2019. This has proved immensely popular, with nearly 200 experiences pre-purchased before bookings were available. A special Close Encounter space was designed in their new habitat. Participants in Capybara Close Encounters get close to the animals and scratch them with a special scratching stick, which the Capybaras enjoy.

10% from all Capybara Close Encounters goes to the Wellington Zoo Conservation Fund, through this fund we actively support a range of conservation projects to help animals that live in the same home range as Capybaras.



MAXIMISE CONNECTION WITH ANIMALS

This year Wellington Zoo joined in national and international celebrations of our environment and animals.

Celebrating DOC Conservation Week

Wellington Zoo held a Conservation Week event on the weekend of 22 and 23 September. The theme for Conservation Week was Threatened Species. Our event focused on the native species Wellington Zoo helps support through the Wellington Zoo Conservation Fund, caring for them in the Zoo and the partners we support.

Visitors could learn about Kororā Little Blue Penguin adaptations through a blubber glove activity, make enrichment for Kea, match feathers to bird species and make camouflaged reptiles.

World Chimpanzee Day

Wellington Zoo celebrated World Chimpanzee Day to celebrate this incredible species, their endangered situation in the wild and what we can do to help them. Wellington Zoo cares for the second largest Chimpanzee community in Australasia.

World Chimpanzee Day was on Saturday 14 July; the anniversary of Dr Jane Goodall DBE's arrival in what is now Gombe Stream National Park to study Chimpanzees in the wild. We had a range of activities for visitors over the weekend including making some behavioural enrichment (physical or mental stimulation) for the Chimpanzees to enjoy; and, discovering how the FSC helps to protect animal habitats, like the homes of wild Chimpanzees.

San Diego Zoo Kids

San Diego Zoo Kids is a global initiative that creates zoo-based content for children who spend long periods of time in hospital. San Diego Zoo approached Wellington Zoo to participate in this programme with Wellington Children's Hospital.

San Diego Zoo and Wellington Zoo created special Wellington Zoo based content highlighting our work with native animals and our commitment to the five domains of animal welfare. The Wellington Zoo stories will be shown at Wellington Children's Hospital and children's hospitals worldwide that subscribe to the channel (eight countries so far).

New animal arrivals and breeding programmes

A number of different animals came into our care this year. We also had success with regional and international breeding programmes at the Zoo.

The majority of our new animals came from other zoos, as part of Wellington Zoo's participation in regional and international breeding programmes. This ensures a healthy and genetically diverse population of animals in human care.

For each new animal that arrives here or moves to another zoo, we contribute 5% of the transport cost to our partner organisation TRAFFIC South East Asia to help combat illegal wildlife trade.

Sumatran Tigers

The Sumatran Tiger breeding plan has progressed with Bashii the male Sumatran Tiger being habituated to the main Tiger habitat and off visitor view den area where the Tigers will be introduced to one another. This is key in ensuring both Tigers are comfortable in the environment and with each other in close proximity before protected or full introductions are started. All behaviours observed from both Tigers have been very positive and the plan is to move onto protected contact introductions as the next stage.

Goliath Bird Eating Tarantulas

We started a breeding programme for Goliath Bird Eating Tarantulas last year, the first ever in Australasia. While mating was successful, unfortunately both egg sacs produced were destroyed by the female Tarantula. The programme will continue next year.

Sunny the Giraffe

In May we welcomed Sunny, a young male Giraffe, from a zoo in Australia. Sunny arrived here as part of the regionally managed Giraffe programme and will hopefully breed with our young female Zuri when he is older. Giraffes need to live in herds, so his introduction to our two female Giraffes, Zahara and Zuri, introduces a different dynamic into this family group.

Cotton Top Tamarins

We also welcomed to the Zoo this year a critically endangered male Cotton Top Tamarin from Singapore Zoo to be introduced to our female Celeste. This male was named Soto, by Proyecto Titi, our conservation partner that works with Cotton Top Tamarins in the wild. Soto is named after one of their long term staff members who has spent 25 years in the forests of Colombia studying these tiny monkeys.

Bees

Our beehives have been re-queened with varroa-resistant queen bees to enable a healthy population of bees to breed across the three hives on site.

Dingos

A pair of Dingo puppies arrived at the Zoo in November. Blue and Kiah will hopefully contribute to the regional Dingo breeding programme when they become old enough. Another Australian addition is Dash the Tasmanian Devil who came to us from Dreamworld as part of the Save the Tasmanian Devil Program and the international efforts to sustain an insurance population in Zoos in Australia and around the world to help save Tasmanian Devils in the wild.



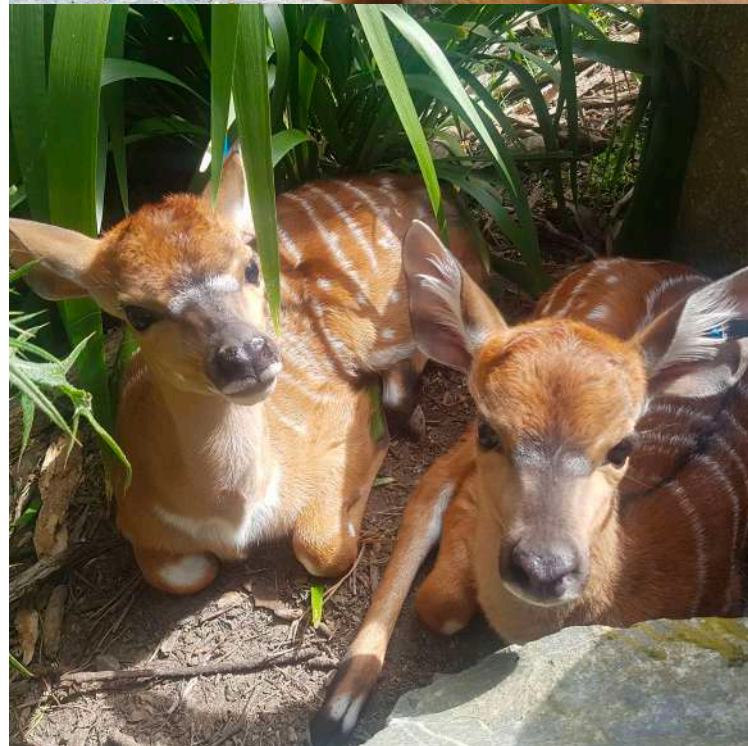
“ Many animal species face the threat of extinction in the wild. Wellington Zoo is involved in various international breeding programmes to help reduce this threat and protect species like the critically endangered Sumatran Tiger and Cotton Top Tamarin, as well as many others. ”

Simon Eyre, Wellington Zoo Animal Science Manager

Notable newborns

A large number of Capybara pups were born this year, and they proved to be a huge hit with both visitors and staff. Five male Capybaras born at Wellington Zoo will soon go to Taronga Zoo, Sydney as part of a regionally managed species programme.

We also welcomed the birth of nine Meerkat pups and four Nyala calves. Some of the Meerkats have since gone to Brooklands Zoo and the Nyala will soon go to Gibbs Wildlife Conservancy.



Animal Farewells

Lions Malik and Zulu to Auckland Zoo

Male Lions Malik and Zulu have moved to Auckland Zoo. Malik and Zulu were born at Auckland Zoo and have resettled well into their new home, gaining a whole new community of fans, as they have quickly become much loved by Auckland Zoo's visitors. Wellington Zoo's female lions continue to live at the Zoo.

Sean the Sun Bear

Sean the Sun Bear was a much loved part of Wellington Zoo's whānau. He was euthanised after his health deteriorated. Our Animal Care and Veterinary teams assessed that his multiple medical problems were compromising his welfare and significantly affecting his quality of life.

Over the last 14 years Sean has been an amazing advocate for his wild cousins. He has helped us share the story of his rescue in Cambodia and our work with conservation partner, Free the Bears.

Sean was one of the earliest bear rescues for Free the Bears. He was rescued from outside a shop in Cambodia in 1997. Free the Bears and the Department of Forests and Wildlife (Cambodia) sent Sean and two rescued female Bears to Perth Zoo in 1998, to establish a regional conservation breeding programme.

Sean came to Wellington Zoo in 2004 to breed with the Zoo's female Bear, Chomel. Chomel gave birth to Sasa in 2006. Sasa still lives at the Zoo, and is doing well as Sun Bears are naturally solitary animals.

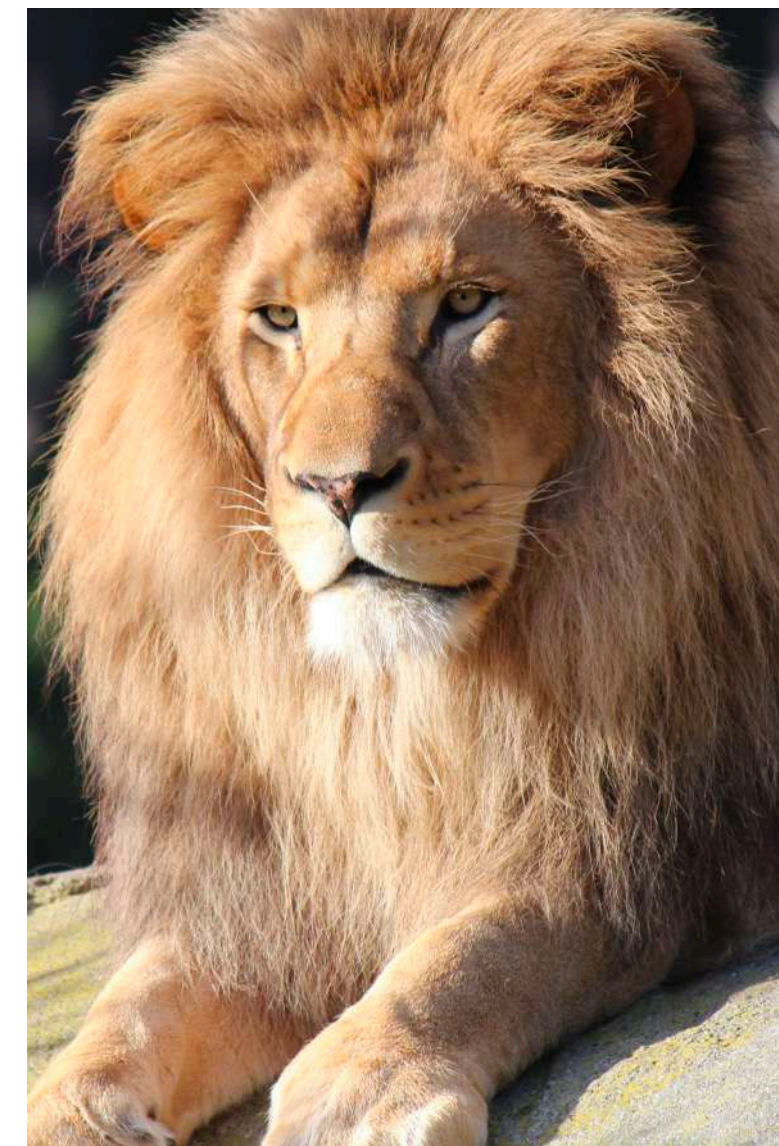
Hamadryas Baboons

In February the extremely difficult decision was made to euthanise the group of four male Hamadryas Baboons at Wellington Zoo.

A breakdown in their social structure meant their welfare was being significantly compromised, with serious fighting causing injury and high levels

of anxiety. After exhausting other options and extensive international research, lengthy discussions with our Animal Care, Animal Science and veterinary teams and other animal welfare experts including our Animal Welfare Committee, we are certain this was the most humane action we could have taken. Baboons are a social primate and the breakdown made their situation untenable.

We sadly said goodbye to a number of other Zoo animals this year including an Ostrich, a male Dingo, two Servals, a Spider Monkey and two Tasmanian Devils. Unfortunately all of these animals suffered age related or ongoing illnesses or injuries that could not be effectively treated by our expert veterinary team without compromising the animal's welfare.



Close Encounters

Wellington Zoo gives visitors the opportunity to get up close and personal with Meerkats, Lions, Lemurs, Red Pandas, Giraffe, Cheetah and, from this year, Capybaras. This year 5,265 visitors enjoyed the privilege of meeting our animals and their carers up close.

Close Encounters are an opportunity for visitors to meet an animal, learn more about them from those who care for them, and understand what can be done to help them in the wild. 10% of proceeds from Close Encounters goes to the Wellington Zoo Conservation Fund.

Visitors loved getting closer with our Lions in their Close Encounters but as the Lions become more advanced in age we have made the decision to no longer offer these Close Encounters.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
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People participating in Animal Close Encounters	5,265	4,000	✓	4,411
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5,265
visitors participated
in Close Encounters

ENSURE A HOLISTIC APPROACH TO THE NEW ZOO EXPERIENCE

Learning

Our Learning Experience Team provides unique experiences in both formal and informal learning across the Zoo.

By giving opportunities to learn about our amazing animals, their habitats and the role of progressive zoos, we help students and visitors discover what they can do to care for the natural world.

We run formal learning sessions on topics including environmental science, conservation, zoology, animal physiology, and animal nutrition. Our Visitor Rangers and Animal Care teams deliver informal learning every day through animal talks, Close Encounters and by engaging with visitors and answering their questions.

Learning experiences at Wellington Zoo

We hold a Learning Experience Outside the Classroom (LEOTC) contract with the Ministry of Education. We provide Science, Technology, and Maths-based experiences. This year we welcomed a record breaking 12,016 students through our LEOTC experiences.

We've been collaborating with Victoria University of Wellington (VUW) on research that will boost the learning experiences of our younger visitors. First, a VUW research team from the Infant and Child Cognition Lab is trialling a study at the Zoo, focusing on how children think about animals and how that helps them develop empathy with animals and humans.

Secondly, the Teaching and Learning Research Initiative with VUW is a group of schools and LEOTC providers investigating learning experiences in informal learning settings.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Number of students participating in LEOTC sessions	12,016	10,500	✓	10,414



All education staff have been thoroughly professional and enthusiastic with our students on all visits to the zoo. The lessons have been well pitched and informative.

Pete Bell, Newlands College

School Holiday programmes

This year 1,448 children participated across all of our School Holiday programmes. The most popular sessions were Animal Ambulance, Zoo Detectives and Zoo Keeper Apprentice.

Our regular School Holiday Programmes remain popular. This year we also trialled a new pre-Christmas School Holiday Programme, with 123 children attending to help parents with the week between the end of the school year and Christmas. In addition, we ran a 'Zoo Day Out' for two of the primary school teacher strike days.

Zoo Sleepovers

Our Night Rangers are talented storytellers who bring the dusk and dawn alive for our Zoo Sleepover participants, when no one else is around except for animals. They run engaging activities for these visitors, combining conservation and animal care with fun and adventure. This year over 2,490 people experienced the magic of the Zoo after dark and at sunrise.

Kiwi Guardians

Since March 2016, more kids and their families have been exploring New Zealand's outdoors through DOC and Toyota's Kiwi Guardians programme. Since last year 658 children have signed up to be Kiwi Guardians through Wellington Zoo.



The Warehouse Zoofari

The nationwide The Warehouse Zoofari programme provides funding for low decile schools to bring their students to zoos across New Zealand. Money is raised in store at The Warehouse through customer donations and Wellington Zoo, along with Auckland Zoo, Hamilton Zoo and Orana Wildlife Park welcome kids for conservation based learning sessions from across New Zealand.

We are giving Kiwi kids their first Zoo experience. This year 31 participating schools and 2,221 students from Wellington and the lower North Island from Hawke's Bay to Taranaki enjoyed Zoo-based conservation learning sessions or Zoo sleepovers.

“ I can't thank you enough for giving us this wonderful opportunity to come and visit the zoo. We come from a community that faces some harsh challenges and having the chance to bring all of my kids [to Wellington Zoo] was just amazing. The view of Wellington while walking down the pathway from the giraffes was breathtaking. I can't express how grateful I am to you for selecting our classroom. ”

The Warehouse Zoofari School visit teacher



2,221
students participated
in The Warehouse
Zoofari



Wellington Zoo Bush Builders

This environmental literacy programme is designed to help urban students discover the wonder of the world around them, at school and home. We aim to empower them, with knowledge and practical skills, to take action for the environment.

Eight schools from Wellington City, Upper Hutt and Porirua participated in Bush Builders programmes this year. Students then took action with projects such as restoration planting, weeding, bird strike prevention (window art) and planting for rongoā Māori.



Sustainable Business Seminar

In March we were pleased to host Year 12 Business Studies students for a learning seminar based on one of our core values - a 'strong green furry heart'. The Zoo's Chief Executive, along with some of our business and sustainability experts, spoke about economic, social and environmental sustainability to 141 students from Hutt Valley High School, Wellington College and Scots College.



People Love and Support the Zoo

MORE PEOPLE SUPPORT THE ZOO AND DO MORE

Special events and record attendances

This year we welcomed 252,973 visitors, which represents our second highest visitation ever. This is an increase of 3,272 visitors on 2017/18 and 8,553 ahead of target.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Increase total visitation	252,973	244,420	✓	249,701

Zoo Twilights

Once again, visitors had the opportunity to enjoy late nights at the Zoo on Fridays in March. We welcomed 2,053 visitors over five evenings, which is over 75% higher than last year's record year. We extended our half price entry fee offer to all visitors this year, and visitors made the most of the opportunity to see the Zoo after hours.

Valentine's Night

Love was in the air as we achieved the highest visitor attendance to date for our Valentine's Night event. 847 adult visitors enjoyed warm weather, live music and themed talks.

Open Weekend

Open Weekend was held on 18 and 19 May, again in conjunction with Zealandia. It's a fantastic opportunity for people to visit the Zoo for just \$2. It continues to be the most highly attended event on our calendar, and is an important event for us to ensure the Zoo remains accessible to our community. Tip Top supported us by scooping ice creams for \$2 donations. Total visitor attendance over the weather-friendly weekend was 13,335 and \$26,747.70 was raised for the Wellington Zoo Conservation Fund.

252,973

people visited
the Zoo, our
second
highest
visitation
ever



Neighbours' Night

We hosted our 14th annual Neighbours' Night in January. This event is about giving back to our local community. We invited our Newtown neighbours, including Wellington City Council housing tenants, to visit the Zoo for free after hours. We welcomed nearly 1,800 people from our diverse Newtown community. Our visitors enjoyed animal talks, a sausage sizzle and warm weather.

We were grateful for the help of Wellington City Council volunteers, Zoo staff and volunteers, Trade Me, staff from local MP Paul Eagle's office and Victoria University students. New World Newtown generously donated food and supplies, and members of their team pitched in to help us cook the barbecue for this community event. Predator Free Newtown was also there, giving away free traps. Frucor Suntory and Tip Top donated drinks and ice creams respectively for the evening.

Winter Wednesdays

We again offered discounted entry on Wednesdays in August, to provide another visitation accessibility initiative for our community. We saw 2,437 visitors over the five Wednesdays in August, despite having rain on most of the Wednesdays.

Free passes for Victoria University of Wellington (VUW)

As part of our partnership with VUW, we provided general admission passes to first year Victoria University students and new faculty and staff to welcome them to the University, and Wellington, and to encourage them to visit and learn more about the work we do and how they can help save animals in the wild. We gave 3,000 single entry passes to students, and 250 family entry passes to new faculty and staff.



“ **Neighbours’ Night is a celebration of what it means to be part of Newtown. It’s about inclusion, diversity, culture and recognition. As a locally owned and operated store in the heart of Newtown, we see the event as a perfect way for us to connect with our community, give something back and thank everyone for their support. It’s a privilege to partner with Wellington Zoo for this awesome event and we look forward to many more to come!** ”

Mark Troup-Paul, Owner-Operator, New World Newtown

Volunteers

Volunteer Support

Wellington Zoo is extremely grateful for the wonderful contribution of our volunteers. We have around 77 volunteers across the Zoo, although this number fluctuates throughout the year. We have 23 volunteers helping in The Nest Te Kōhanga, 42 working with the Animal Care and Science team and 12 with the Community Engagement team.

Our volunteers connect people with animals, role model conservation and sustainability action, and build love and support for the animals and the Zoo.

They play an important role in supporting all of us to provide the highest standards of animal care and welfare, helping staff with day-to-day activities, animal health and rehabilitation and visitor engagement.

Volunteer Development

We continue to help volunteers develop their skills in visitor engagement and behavioural enrichment. To recognise Volunteer Week, and the contribution our volunteers make to the Zoo, we held a thank you morning tea for our volunteers in June.

We contributed support for Volunteer Gabriel Fergus to go to the Perth Zoo Docent Association’s Volunteers in Zoos Conference, in Perth, to present about the importance of volunteers in zoos for connecting visitors with animals and ensuring visitors have the best day possible. She included anecdotes from experiences volunteering at Wellington Zoo, in particular turning bad days for visitors into good days.

“ **I came here to make things better for the animals and for the people and I think I accomplish that each week, it’s been great and I wouldn’t change it at all.** ”

Wellington Zoo volunteer



Volunteer Engagement Survey

Every year we conduct an engagement survey with our volunteers to make sure we can track what we’re doing well and identify areas for growth and improvement. 27% of our volunteers completed the survey and reported 76% satisfaction with our Volunteer Programme which is slightly higher than the 75% reported in 2018.

85% were happy with the support and guidance given and 80% satisfied with the Zoo communications.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Volunteer engagement survey	complete	complete	✓	complete



Memberships

Zoo Crew Memberships

We're grateful for the support of our Zoo Crew whānau. Zoo Crew members are our most regular visitors, and love and understand the important work of the Zoo. 10% from every Zoo Crew membership goes to the Wellington Zoo Conservation Fund to save wildlife and wild places. We have put a concerted effort into growing the number of our Zoo Crew members this year and have implemented a number of initiatives including advertising on social media; encouraging Zoo Crew members to bring friends along to special events and we've updated the look and feel of the membership cards (including members being able to choose their animal for the front of their cards). These efforts have proven successful with an increase of 11% members year on year and we now have our largest ever community of Zoo Crew members.

Visitor Improvements

Wellington Zoo Visitor Survey

Each week we survey a selection of our visitors about their experience at the Zoo. Our highest marks are often reserved for our Zoo staff and this year was no exception. We surveyed 480 visitors and they rated us 9.1 out of 10 for overall experience 9.3 out of 10 for overall impression of our staff.

“Totally natural environment- very well cared for animals. Great place to visit and support.”

Visitor Review, Facebook

23z Bus Trial

In July, the review of Wellington bus routes meant there was no longer a direct bus to the Zoo from the City. After speaking with Wellington City and Regional Councillors, we worked with the Greater Wellington Regional Council to trial a bus the 23z. It runs directly from the Railway Station to the Zoo once an hour during the day.

The trial bus has been well used by visitors. Prior to the trial route, approximately 6% of visitors were using the bus to get to the Zoo. With the new route, approximately 12% of visitors are using the bus to get to the Zoo.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Measure visitor feedback and satisfaction	9.1	8.5	✓	9.2

480 visitors were surveyed in 18/19 Financial year

POSITION THE NEW ZOO IN THE COMMUNITY

Media Coverage

The media is an important way to tell Wellington Zoo stories to our community. The community's perception and understanding of our work in conservation, animal care and sustainability is very important to us.

We have a high profile and receive a lot of media coverage. Here are some story highlights from the past year:

- The opening of our upgraded Chimpanzee habitat received wide media coverage. It included The Dominion Post front page, the 6pm news on both TVNZ and TV3, a live cross on TVNZ's breakfast along with radio and other press.
- A reporter from The Dominion Post spent a day behind the scenes with us, resulting in a double page article about the Zoo and its purpose in today's society.

- Our Capybara babies were quickly famous across major news outlets. Also, The Spinoff blogger Emily Writes (a die-hard Capybara fan) wrote some humorous posts and did a preview Close Encounter.
- Our donation box was stolen which resulted in much news coverage and an outpouring of support, with a number of businesses donating replacement money.
- TVNZ's kids programme Fanimals filmed four segments about our animals, which included some great messaging about conservation.
- Baboon euthanasia received wide media interest, it was a complex story to cover and explain.





Social media

This year our social media following grew to 45,974 on Facebook, 8,614 Twitter followers, 8,285 Instagram followers and 677 LinkedIn followers. These numbers are all increases on last year. Our continuous audience growth is important as our social media channels are a key way of sharing our stories with the community.

Some high social media reaches this year:

- Our Kea starred in our single most popular Facebook post for the year, a video of Kea enrichment. It reached a whopping 312,600 people; our largest reach for a single post ever.
- We greeted two litters of Capybara pups this year, and they were extremely popular with our community. Three Facebook updates on the pups saw a combined reach of over 294,000 over three posts.
- Our Facebook post explaining the euthanasia of our Baboons received very high engagement. We attempted to respond to every question asked, which was appreciated by those commenting, including some who did not support the Zoo's decision.
- We saw 121,600 impressions for our Tweeted contribution to the Valentine's Day Pun Off hashtag on Twitter, almost 25 times our next highest impression this year.

- Instagram enables us to effectively share our visually interesting content. Along with standard posts, we started using Instagram stories. Our top Instagram post was about Sunny, our new young male Giraffe from Australia, settling into his new habitat. This got a huge reach of 29,941.
- We have increased our use of LinkedIn this year, to reach an audience that's weighted towards professionals in zoo and related areas of work. Our top-performing post was the video of our collaboration with Weta Digital for the new Chimpanzee habitat.

Website

We're always looking to improve the experience people have with our website. It's often the first port of call when people want information about the Zoo. This year, a large user experience audit led to recommendations from users and our agency, Wunderman Thompson, for improvement. As a result, we've completed new site architecture and menu design to make information more findable. Next year will see us reviewing content and online purchase processes.

DRIVE FINANCIAL SUCCESS

Maintaining a progressive zoo like ours requires significant investment. We need to provide the highest level of animal welfare and meet the needs of our visitors and community. As a social enterprise, we apply robust business principles to help achieve our social and environmental mission. We have continued to increase our share of Zoo operating costs since becoming a charitable trust in 2003; this year to 57%.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Percentage of operating costs generated by the Trust	57%	56%	✓	58.4%
Ratio of Trust generated income as percentage of WCC grant	134%	127%	✓	129.25%
Average income per visitor from Trust generated revenue	\$17.53	\$17.21	✓	\$16.77
Average WCC subsidy per visitor	\$13.12	\$13.58	✓	\$12.98
WCC full subsidy per visitor*	\$20.73	\$21.73	✓	\$20.71

*This KPI is generated by WCC and is not controlled by the Trust. It includes depreciation and shared services costs, CCO team costs, insurance, CAPEX interest and the OPEX grant.

Retail performance

Retail revenue surpassed \$400,000 for the fourth year in a row. We were thrilled when the Zoo's locally printed conservation colouring and activity book (FSC certified) won the 'Best Product category with turnover under \$1 million dollars' at the 2018 Museum Shops Association of Australia & New Zealand (MSAANZ) Retail Recognition Awards.

Sustainability in retail

The Zoo Shop has continued to grow its focus on carefully selected products that are sourced from socially and environmentally responsible suppliers and manufacturers. More than 60% of our stock is sustainably sourced, up from nearly 50% in 2017/18. We have also introduced a quarterly retail sustainability e-newsletter and begun a collaboration with Taronga Zoo, Sydney to share ideas, initiatives and plans to procure retail products sustainably.

Venues

Venues operations were realigned to sit with the Sales and Service team in October. This provided improved resourcing to facilitate all three facets of our Venues operation; booking administration, sales, and service delivery. Following this, we introduced a new competitive pricing model for meetings and events and enhanced our focus on providing unique and sustainable venues for guests.

Events and Functions

Our venues team worked closely with organisations in Wellington to highlight the Zoo as a great location for both small and large off-site meetings, functions and conferences. A streamlined pricing and catering model for meetings, our most popular venue experience this year, made coordination easier for all parties involved, and extra experiences such as bespoke Zoo tours or talks from members of the Zoo team elevate the experience.



“ We had a fabulous day at the Zoo last Wednesday and our staff really appreciated being able to get out and wander around the zoo, some had never been and really love the place and environment Wellington has created around animal conservation. It was also really special to be able to see one of the Tigers in for a health check-up, not something you see often. ”

Wellington Zoo Venues guest

Grants

We're very grateful for the financial support we receive from Zoo partners and supporters.

In 2018/19 Wellington Zoo was grateful to receive:

- \$135,000 from Lottery Environment and Heritage Fund, and \$36,000 from Stout Trust, to support developing a Wellington Green Gecko breeding facility at the Zoo using the old veterinary hospital.
- \$10,000 from Thomas George Macarthy Trust and \$5,000 from J & A Mauger Trust to support the Zoo's learning programmes.
- \$9,767 from Koala Trust and \$10,000 from Brian Whiteacre to support native species care in The Nest Te Kōhanga.
- \$2,000 from Pelorus Trust and \$4,170 from the Wellington Community Trust to replace visitor engagement display screens in the Zoo.
- \$8,911 from One Foundation to support Zoo Educator and Visitor Ranger Salaries; \$4,000 from Nikau Foundation to support Reptile Keeper salaries; and \$2,000 each from Anstiss-Garland and Winton and Margaret Bear Charitable Trust to support Zoo Veterinary Staff and Zoo Educator salaries.

Support from our Partners

Pub Charity

In 2017/18, Pub Charity donated \$500,000 which has supported the extensive upgrade of the Chimpanzee habitat this year.

Wellington Community Trust (WCT)

In 2017/18, WCT donated \$303,500 for veterinary equipment in The Nest Te Kōhanga. This year, we used it to purchase critical medical equipment that supports our care of native and Zoo species. It will also allow us to lead the way in animal treatment.

This equipment included:

- Two capnographs: monitoring tools for use during anaesthesia.
- An endoscope stack: has a camera for looking down throats and in ears.
- A portable ultrasound machine: enables the Vet team to treat animals in their habitat. For example, ultrasounds this year on our pregnant Capybara and a Tarantula.
- Two incubators: helps injured and sick wildlife, particularly avian patients.
- A microscope with a TV attachment: the TV attachment will be a valuable aid for both professional and visitor learning.





We also intend to purchase a ventilator, additional portable x-ray equipment, and a new TV screen for visitor engagement. Our two ultrasounds machines that were replaced by the new single portable ultrasound machine were donated to a medical group in the Solomon Islands through a group called Take My Hands.

Wellington Free Ambulance

Wellington Free Ambulance generously donated a retired ambulance to the Zoo. It will be fitted out with equipment to transport Zoo animals to The Nest Te Kōhanga for treatment. This will support the welfare of our animals and improve staff health and safety when transporting animals for veterinary treatment.

Weta Digital

We celebrated our long partnership with a video designed by Weta Digital. This video is showing at the Chimpanzee habitat viewing area. It showcases Weta Digital's work to capture the essence of Chimpanzees over the years and Wellington Zoo's work to care for them and save Chimpanzees in the wild.

Tip Top

Tip Top continues to be a valued partner. Tip Top supported us with ice creams and ice blocks during Open Weekend, at Neighbours' Night and at the Partner, Sponsor and Stakeholder function in October. Open Weekend ice creams raised over \$1,400 for the Wellington Zoo Conservation Fund.

Frucor Suntory

We worked with Frucor Suntory to install three water fountains to help us continue to reduce single use plastics in the Zoo. They donated juices to Neighbours' Night and continue to focus on supplying low-sugar and sugar-free drinks for sale.

“ We’re delighted to be helping another iconic Wellington organisation by donating one of our retired ambulances to Wellington Zoo. Our vehicles lead adventurous lives, treating and transporting thousands of patients over the years, so to see it continue to help others, is something we’re really proud of. The team of vets at The Nest Te Kōhanga do such great work and knowing they now have a purpose built animal ambulance to help with urgent transfers ensures safe and timely care, something we’re very familiar with. ”

Mike Grant, Wellington Free Ambulance, Chief Executive

Engagement with our Partners

We put substantial focus on engaging with our sponsors and partners this year, to help them and our community connect with the work we do. We were really pleased with the range and level of engagement achieved. Some examples of this work are:

Partner, Sponsor and Stakeholder function: this successful evening included a panel discussion about how to build sustainable relationships, facilitated by our General Manager Business and Partnerships, Daniel Warsaw, with three key partners participating: Inger Perkins, West Coast Penguin Trust Manager; Georgie Ferrari,

Wellington Community Trust Chief Executive Officer; and Bronwyn Clayden, The Warehouse Community Project Manager. Following the panel discussion, visitors enjoyed a cocktail hour. It was very well received by all attendees. We look forward to running on-going stakeholder functions every 18 months.

Department of Conservation (DOC) staff family days: we invited DOC families to visit the Zoo on two Sundays. We aimed to facilitate a deeper understanding of our work and how we support conservation among DOC staff. In total 241 staff and their families visited.

Wellington City Council staff family days: almost 400 WCC staff and families visited the Zoo across two weekend days.

Wellington City New World and Newtown New World: continue to sell our reusable Wellington Zoo tote bags in their stores. This is a great way to showcase the Wellington Zoo brand alongside a retailer that's taking sustainability measures in its business. All proceeds from these sales are represented in our overall retail revenue.

Victoria University of Wellington (VUW) alumni function: VUW hosted an after-hours Halloween-themed function Saturday 27 October. This arose from our Memorandum of Understanding with VUW. It was a great opportunity to engage with over 260 alumni and their families. Some received Zoo memberships as prizes. The evening included a variety of Halloween-themed animal talks, crafts and activities in Kamala's, and Zoo Crew Membership prizes for the best costumes!

Volunteer Days: we welcomed 10 recent graduates from the Ministry for Primary Industries in September and over 20 employees from Business NZ in May and four employees from Tip Top in July. We also had Kaine Thompson from Wellington City Council's Chief Executive Office do a volunteer day with his team. These volunteer days were a great opportunity for our partners to contribute to, and learn more about, the work we do.

Partners and Supporters

Anstiss-Garland Charitable Trust
Brian Whiteacre Trust
Clemenger BBDO
ComplyWith
DOT Loves Data
Frucor Suntory
J & A Mauger Trust
Koala Trust
Lottery Environment and Heritage
New Zealand Coach Services
Nikau Foundation
NZME
One Foundation
Pacific Radiology
Pelorus Trust
Stout Trust
The Holdsworth Charitable Trust
The Warehouse
Think Turf
Thomas George Macarthy Trust
Tip Top
Umbrellar
Victoria University of Wellington
Wellington Community Trust
Wellington Free Ambulance
Weta Digital
Winton and Margaret Bear Charitable Trust

Anstiss-Garland Charitable Trust

Brian Whiteacre Charitable Trust
Managed by Public Trust

CLEMENGERBBDO



DOT loves data



J & A Mauger Trust

Koala Trust



Nikau Foundation

NZME NEW ZEALAND MEDIA AND ENTERTAINMENT



Pacific Radiology

Pelorus Trust



stout trust

The Holdsworth Charitable Trust

the warehouse // where everyone gets a bargain

ThinkTurf



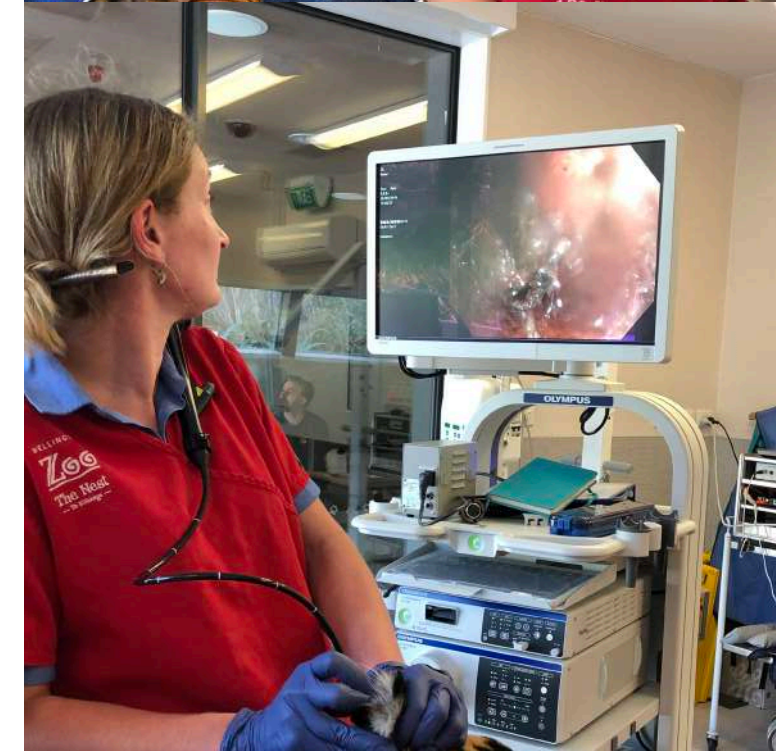
Winton and Margaret Bear Charitable Trust

“ The Wellington Community Trust Board were looking for iconic projects and causes in the Wellington region to make significant donations to. Wellington Zoo was an obvious choice. The WCT Board were surprised to learn that animals at The Nest Te Kōhanga were having operations and procedures with outdated equipment made originally for humans. The purchase of fit for purpose medical equipment for the animals made sense and we know it will contribute to the overall well-being of not just the animals at the Zoo, but the many 100s of animals that are brought in from around the region for urgent medical attention. ”

Roger Palairt, Chair of the Board, Wellington Community Trust Board

Charities of Choice

Ronald McDonald House Wellington and Wellington Children's Hospital are our two charities of choice. We have been supplying them with transferable family Zoo Crew membership passes for a number of years so both children receiving treatment and their families can visit the Zoo.





Lead the Way

MODEL SUSTAINABLE BEHAVIOURS

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Maintain carboNZero certification	Achieved	Achieved	✓	Achieved

Certification was achieved in October 2018 for the 2017/18 financial year

carboNZero certification

We achieved carboNZero certification in October, for the sixth consecutive year, demonstrating our continued commitment to minimising the Zoo's environmental impact.

Over the past six years we've implemented a range of initiatives to cut back on our power use and waste generation. This year's efforts included switching to New Zealand's first carboNZero certified electricity company (Ecotricity); upgrading to LED lights and sensors throughout the Zoo to reduce power consumption; adding another electric vehicle to our fleet; and installing new solar panels on the Reptile Breeding Facility.

We're planning more changes next year to reduce the Zoo's carbon emissions. These include increasing the number of EV vehicles on site and working with WCC to install an EV charging station outside the Zoo. We'll review our on-site visitor and staff waste management strategy. We'll also start working towards more solar energy generation sites.

“ Being an environmentally sustainable organisation is not an end goal - it's a journey of ongoing choices and improvement. Lowering our carbon emissions and our impact on the planet is about securing the future, for animals, the environment, and ourselves. ”

Karen Fifield MNZM, Chief Executive, Wellington Zoo

Sixth

year in a row for
achieving
carbonNZero
certification

Climate Leaders' Coalition

Wellington Zoo are proud to be signatories to the Climate Leaders' Coalition, a group of organisations committed to reducing emissions in New Zealand through leadership and collaboration. Through our carboNZero certification Wellington Zoo is committed to continuing to reducing our emissions to ensure a better future for all of us.

WAZA Inaugural Sustainability Award

We were over the moon to win the inaugural World Association of Zoos and Aquariums (WAZA) Environmental Sustainability Award, at the 73rd Annual WAZA Conference in October.

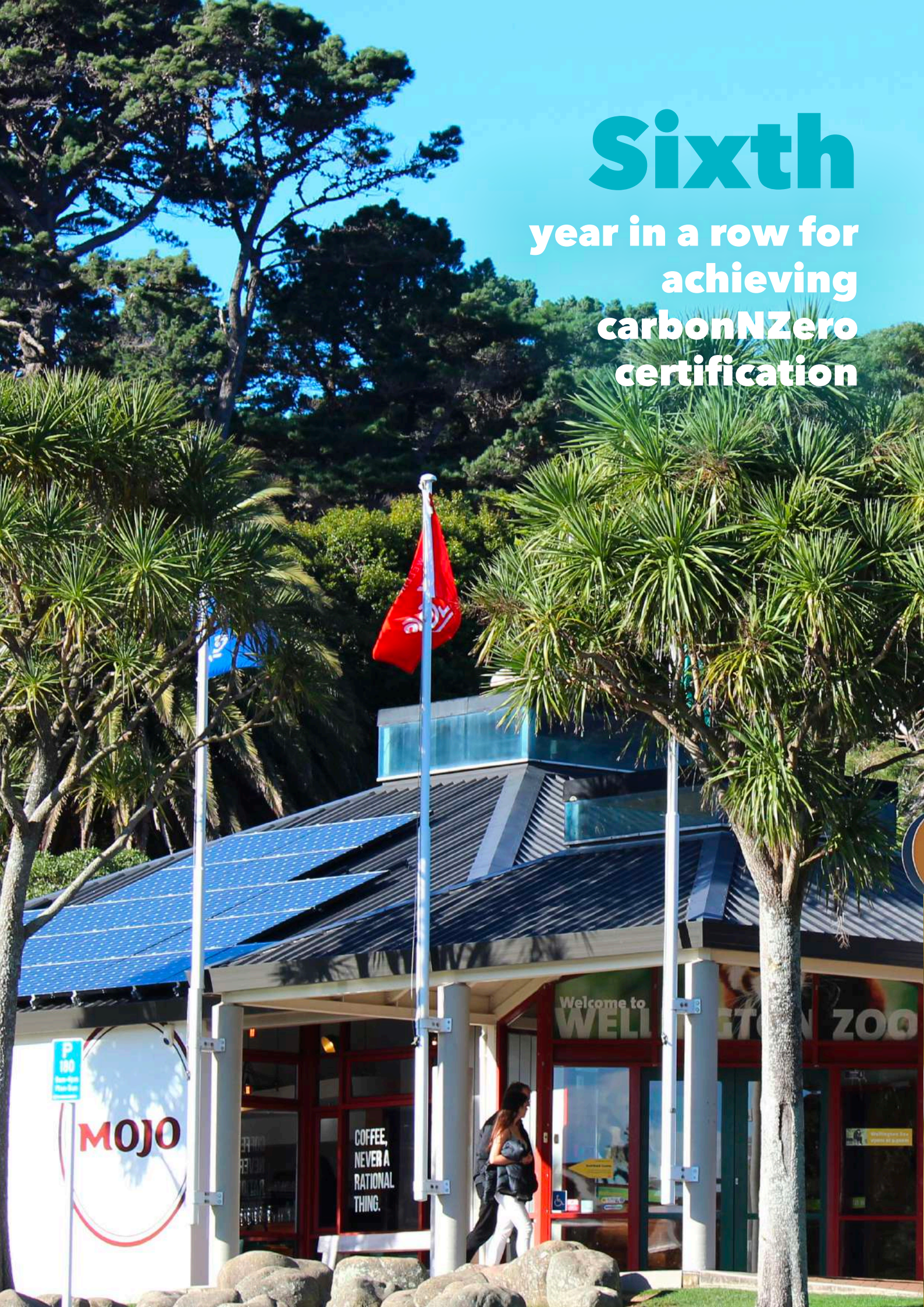
Karen Fifield MNZM, Chief Executive accepted the award from WAZA President and Zoos Victoria Chief Executive, Dr Jenny Gray at the award ceremony in Bangkok. WAZA represents the collective, global voice of zoos, aquariums, sanctuaries and wildlife parks. It guides and supports its members in animal care and welfare, environmental education and global conservation.

We are so proud to have received global recognition for our leading work in sustainability and reducing environmental impacts. The Award

will enable us to share our sustainability journey even more widely, with the aim of inspiring other organisations and businesses to examine their own sustainability practices.

“ The Zoo had an outstanding application for this award due to their unwavering, long-standing commitment to environmental sustainability. Wellington Zoo has been invited to share their sustainability story with other institutions on several occasions, and this has inspired other zoos, aquariums, and businesses to look at sustainability within their own organisations. ”

WAZA Council member, Mike Barclay



WAZA Sustainability strategy

Wellington Zoo Chief Executive Karen Fifield MNZM has been appointed as the Writing Team Leader for developing a sustainability strategy for the World Zoo and Aquarium Association, *Protecting our Planet*. Karen is co-ordinating a global writing group with representatives from Zoos and Aquariums across the world to develop the strategy based around the 17 United Nations Sustainable Development Goals. General Manager Communication, Experience and Conservation, Amy Hughes, is also on the writing group. This strategy will be discussed by members at the 2019 WAZA Conference.

Sustainably caring for our asset

Wellington Zoo Trust intends to develop a detailed Asset Management Plan (AMP) to ensure the ongoing maintenance and renewal of the Zoo asset and that we are executing our obligations under the WCC Contract for Services. The AMP will enable the Zoo to manage asset lifecycles for a whole-of-life approach with due consideration given to WCC and Zoo joint objectives, stakeholder needs, level of service and risks. The AMP will provide assurance of funding required to cover existing and future asset renewals and avoid critical failure of ageing infrastructure assets, update any assets not fit for purpose and resolve any potential Health and Safety issues and the associated reputational risk these issues could bring.

This year we upgraded our old animal hospital to create a new Reptile Breeding Facility. To support this energy intensive building we installed double-glazing and new insulation throughout, LED lights and energy efficient heat pumps and most importantly installed a 3.6kW solar array on the new roof. This project is a good example of how forward

planning of capital development and renewals can facilitate the long-term reduction in carbon emissions in the Zoo's operation.

Snow Leopards planning and detailed design work will begin in 2019-20. Initial concept designs have been completed, so the detailed design work will be looking at fleshing out the animal housing and welfare aspects, developing immersive visitor viewing areas and analysing any technical requirements we will need to address in the old Sun Bear habitat structure. The construction phase of the project is projected in the Wellington City Council's long-term plan in years 3 and 4, meaning construction is likely to start in late 2021.

Staff and sustainability

Chief Executive, Karen Fifield MNZM, was a finalist in the Sustainability Superstar category of the 2018 Sustainable Business Network national awards.

Wellington Zoo's staff Green Team has been educating itself and the wider Zoo team on efforts to minimise waste and water usage over the past year. The team visited the Waste Management plant to find out where our recycling goes, with a staff learning session following this to help engage all Zoo staff with the complexities of waste and recycling. We also hosted Wellington Water for a staff learning session on water conservation.



SDGs with Enviro-Mark Solutions

We have been working with Enviro-Mark Solutions on a potential United Nations Sustainable Development Goals (SDGs) certification pilot programme. This process involved stakeholder communication, staff workshops and intensive reviews of our current sustainability work to come up with a materiality matrix to help us develop our strategy going forward. The SDGs we will focus on are: Life on Land, Life below Water, Sustainable Cities and Communities, Quality Education, Climate Action and Responsible Consumption and Production. These goals were identified as the most important for the Zoo to be active in across all of our stakeholder groups including visitors and Zoo staff. These goals will provide the basis for work plans in the new Zoo strategy.

The SDGs, in force January 2016, build on the United Nation's Millennium Development Goals. They are 17 interconnected goals that together are a universal call to action to end poverty, protect the planet and ensure all people enjoy peace and prosperity. The aim is for governments, supported by the UN, to integrate SDGs into their national plans and policies.



Qualmark Enviro Gold

In 2019, we once again retained our Qualmark Enviro Gold certification in the Sustainable Tourism category. Qualmark's evaluation criteria recognise businesses that are motivated to protect what makes New Zealand unique and special. These revised criteria focus on environment, people, and health and safety; the framework used by Tourism New Zealand. We have achieved Qualmark Enviro Gold certification since 2009.

Qualmark has broadened the scope of its evaluation criteria to recognise those businesses that are focused on protecting what makes New Zealand unique and special. Your award can be proudly displayed as evidence that Wellington Zoo is committed to protecting our beautiful natural environment, enhancing connections with our local communities, whilst also delivering a quality, safe experience for all visitors.

Grant Ward - National Account Manager, Qualmark New Zealand



The Formary

We were proud to host the Associate Minister for the Environment, Hon Eugenie Sage, and The Formary at the Zoo in September, when the Associate Minister formally launched The Formary's New Zealand Textile Reuse Programme.

The Formary, a Wellington-based company, works with end-of-life textiles from organisations and corporates around the world. They transform and repurpose this waste, placing it back into the supply chain. In 2017, we replaced Wellington Zoo uniforms and worked with The Formary to redistribute the old uniforms into the community for a second life. This year The Formary received 311 garments from us, and we will continue to work with them in the future.

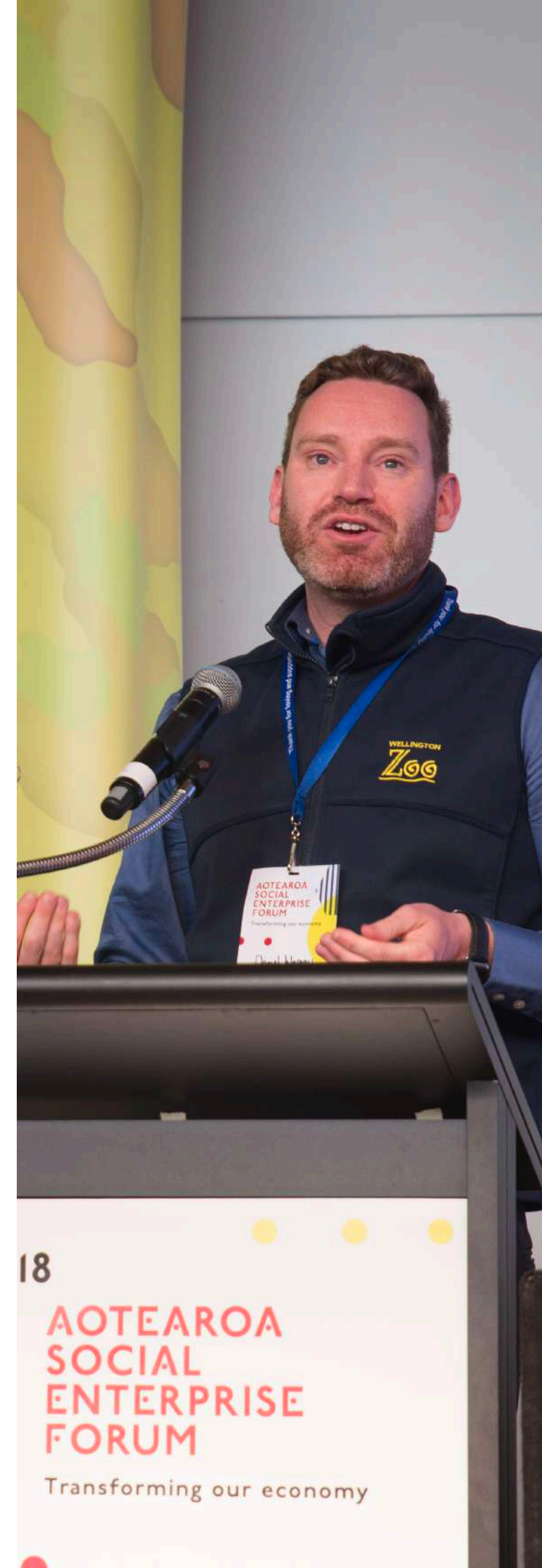
Aotearoa Social Enterprise Forum

Wellington Zoo was proud to host the Ākina Foundation's Aotearoa Social Enterprise Forum, with 300 guests from social enterprises, in October. The aim of these fora is to connect and grow collective impact. This year's theme was 'transforming our economy'.

We are a social enterprise as we are in a unique position to influence the relationships between people and nature. We create value for our community by working for a better future, and by working together we can help to protect wildlife and wild places. We were thrilled to be part of this Forum, to learn from other organisations working with their communities around New Zealand.

“ We chose to host the Aotearoa Social Enterprise forum at Wellington Zoo in 2018. This was in recognition of the Zoo being a social enterprise that's done a lot of work in sustainability in the community and overseas. Making a value-driven choice with this strong venue partnership really paid off; it added another dimension to the event and an amazingly positive vibe! ”

Helene Malandain, Director for Places and Network, Ākina Foundation



MoU with Canberra and Singapore

In September, Wellington Zoo signed a Memorandum of Understanding (MoU) with the National Zoo and Aquarium (Canberra) and Wildlife Reserves Singapore. Its objective is to promote education and information-sharing across the three organisations. The MoU focuses on collaboration for conservation, animal welfare, and sustainability.

We've agreed to eight key activities, including: staff exchanges; sharing a range of information; partnering in conservation projects; cooperating on staff training; and, conducting joint workshops on animal welfare.

Our relationship with the National Zoo and Aquarium (Canberra) was recognised by Andrew Barr, the Chief Minister of the Australian Capital, who visited Wellington Zoo this year. At the Sister Cities New Zealand conference in March, Amy Hughes, General Manager Communication, Experience and Conservation, presented on our MoU with the two overseas organisations.

Mojo

Our café partner Mojo have introduced new single origin coffees this year, and has aligned the places where the coffee is harvested with animals we care for at the Zoo. 15% of the proceeds from the new coffee will be donated to the Wellington Zoo Conservation Fund.

Mojo launched Again Again cups in its Wellington and Auckland cafes this year, including Mojo Zoo. Again Again is a cup-lending system to eliminate single-use waste. These takeaway cups can be handed in or used again at any participating cafe. Having Again Again cups available at Mojo Cafe in Wellington Zoo visibly demonstrates our shared values in protecting the planet.



EXCELLENCE IN ANIMAL CARE

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	Achieved	✓	Achieved

Accreditation visit successfully completed in February 2019 (formally adopted by ZAA Board at its May meeting).

ZAA Accreditation

Wellington Zoo has again been recognised for promoting positive animal welfare by achieving Accreditation from the Zoo and Aquarium Association Australasia (ZAA). Accreditation means an organisation has high standards of welfare for all animals in its care.

ZAA members are assessed for Animal Welfare Accreditation every three years, a process that incorporates the latest in animal welfare science. ZAA has a progressive, science-based approach to animal welfare through application of the Five Domains Model of Animal Welfare.

We were assessed on the four physical domains of nutrition, environment, health and behaviour to demonstrate positive experiences are occurring in the fifth (affective) domain. Wellington Zoo scored highly across all areas. The report commends our staff awareness of the Five Domains Model and highlights our comprehensive understanding of positive welfare.

As a progressive zoo, our commitment to positive animal welfare underpins everything that we do.

Wellington Zoo is achieving highly across all areas of animal welfare including animal care routines, behavioural enrichment and expert veterinary care. Wellington Zoo demonstrated dedication towards supporting a good life for their animals and recognise the importance of positive animal welfare.

ZAA Accreditation Support Officer, Judith Gillespie

Animal Welfare Committee

The Animal Welfare Committee ensures that the Zoo is positioned as a leader, advocate and authority on science-based animal welfare best practice. It has external representatives from the National Animal Welfare Advisory Committee, Massey University, Victoria University of Wellington and Wellington City Council, along with Zoo staff. The Committee met four times during 2018/19.

Presentations made to the Animal Welfare Committee this year included:

- The four stages of Sumatran Tiger introductions at Wellington Zoo
- Animal welfare practices observed at Saigon Zoo (Vietnam), Luang Prabang Wildlife Rescue Centre (Laos) and Khao Kheow Open Zoo (Thailand)
- Lessons from attending the International Congress of Zookeepers, Buenos Aires

- A research paper discussing end-of-life management for companion animals by veterinarians in Thailand, from a Massey University Masters research student.

The Committee also reviewed several papers submitted by Zoo staff. These included Meerkat cognition trials, evaluation of the Cheetah Close Encounter to better understand the animal-visitor interaction, and welfare assessments for both our Hamadryas Baboon troop and Sun Bear.

During the year, the Committee saw how positive welfare outcomes are encouraged for the animals in our care, by observing Chimpanzee animal welfare activities and site visits of Hero HQ, the Zoo's reptile and invertebrate facility, and Gibbon Island.

Animal Welfare Committee, from left to right: Zel Lazarevich, Karen Fifield MNZM, Simon Eyre, Daniel Warsaw, Chutima Chayatangwattana (Massey University student), Nathan Spurdle, Dr Anne Galloway (Victoria University of Wellington), Dr Peter Gilbert (Wellington City Council), Jo Richardson, Dr Ngaio Beausoleil (Massey University). *Not a member of the committee*



Wellington Zoo's Animal Welfare Committee brings together a range of expertise surrounding animal welfare and public engagement, demonstrating a strong commitment to improving the lives of all animals through best practices in zoo animal management and wildlife conservation.

Dr Anne Galloway, Associate Professor, Victoria University of Wellington

The Nest Te Kōhanga

Reflecting our commitment to care of animals when they need it most, we've done work to ensure the team supporting The Nest Te Kōhanga continues to lead the way in excellence for native wildlife and our Zoo animals.

The Nest Te Kōhanga team

This year we appointed Dr Craig Pritchard to the newly created position of Wildlife Health Services Manager at The Nest Te Kōhanga. Craig has over 10 years of senior veterinary management experience in zoo, wildlife and private practice veterinary medicine. Shanna Rose has been appointed Team Leader, Veterinarian Technicians. Shanna has 16 years of experience in zoos, private practice and academia. Dr Emily Kay was appointed as a permanent Veterinarian, after completing the Massey University Masterate in Zoo Animal and Wildlife Health.

Massey University Masterate Programme

Wellington Zoo is pleased to have the following individuals in residence this year as part of Massey University's Masterate Programme in Zoo Animal and Wildlife Health: Dr Kathryn Johnson, Dr Alison Clarke, Jessica McCutchen and Nigel Dougherty. This partnership between Massey University and Wellington Zoo helps build specialist veterinary capability for New Zealand. It's supported by the Holdsworth Charitable Trust. The Programme also involves a residency at Wildbase Hospital in Palmerston North.



Zoo Animals

Over the year The Nest Te Kōhanga team have been involved in over 2,500 clinical interactions with a wide variety of species. Here are some of the notable diagnostic, medical and surgical work performed this year for our Zoo animals:

- A female Lion had a successful root canal with assistance from veterinary dental specialist Dr Angus Fechny.
- An elderly female Chimpanzee was assessed for mobility & health under general anaesthesia. Radiographs revealed arthritic changes consistent with degenerative joint disease. Jessie is now responding very well to supportive treatment.
- A female Nyala required urgent obstetric intervention under general anaesthesia for a malpositioned premature calf.
- A Kea required a difficult hysterectomy procedure to remove a bound egg, which can be a life threatening condition.
- Voluntary conscious blood draw training with Zahara the Giraffe is progressing very well. This allows for minimal intervention preventative health monitoring which is particularly important for species like Giraffe.
- Our female Tiger received an anaesthetic to conduct a general health check as well as a detailed examination of her left ear which was observed to be inflamed.



Animal care improvements

Training and Enrichment Committees

Animal Training and Enrichment committees were set up last year to standardise practice and documentation across animal care. As a result, these two disciplines of animal care have been fully integrated, with practices that ensure high animal welfare embedded.

Husbandry Guidelines

Every animal in the Zoo now has a husbandry manual that includes their daily care, including practical husbandry, husbandry training, enrichment, nutrition, habitat care, and species life stage and individual animal care.

Species planning workshop

A workshop was held to refine the Wellington Zoo species plan for the next five to 20 years. This plan helps determine which animal species we should have at the Zoo. The species selection criteria have been refined and takes take into account positive welfare, legislation, conservation, husbandry, sustainability and visitor engagement.



A POSITIVE CULTURE OF PROFESSIONALISM AND SAFETY WITH SHARED VALUES

WELCOME
TO OUR
WILD PARTY

He whānau kotahi tātou

WE PUNCH
ABOVE OUR
WEIGHT

Ehara taku toa i te toa
takitahi, ēngari he
toa takitini

WE ARE A
VOICE TO BE
HEARD

Ka rongo te pō,
ka rongo te ao

WE HAVE A
STRONG GREEN
FURRY HEART

Me manawanui

OUR VALUES

MANAAKITANGA

Gold Agouti Awards

Our annual Gold Agouti Awards are an opportunity to recognise and celebrate our people's achievements and share their stories. The Gold Agoutis are nominated by Zoo staff and judged by an external panel. They are awarded in line with our Zoo strategy and values with awards given in the following categories: Connecting People with Animals; Leading the Way; People Love and Support the Zoo; Saving Animals in the Wild; Living the Values; Volunteer of the Year; Chief Executive's Individual Award; Chief Executive's Team Award; Health and Safety Award and the 'Salty Dip' for the silliest thing that has been done during the year. This formal evening also recognises the commitment of long-serving staff, with the Aoraki Award given out after the first five years of tenure and for every five years of service after that.

2017/18 Gold Agouti Winners:

Chief Executive's Award for Individual Excellence

Jamie Bailey, Corporate Services Manager

Chief Executive's Award for Team Excellence

ZAA Conference Committee

Connect People with Animals

Charles Wilson, Zoo Educator

Lead the Way

David Laux, Team Leader Reptiles and Invertebrates

Living the Values

Ali Gregory, Sales & Service Team Leader

People Love and Support the Zoo

Allie Binaco, Partnerships Manager

Save Animals in the Wild

Chye-Mei Huang, Reptile and Invertebrate Keeper

Health and Safety Award

Toni Gordon, Visitor Ranger

Volunteer of the Year

Andy Linton, Visitor Ranger Volunteer

Salty Dip

Rachel Boaden - Senior Visitor Advisor

Aoraki Award recipients:

Five years

Henk Louw; Baukje Lenting

Ten years

Don Watherston; Amanda Tiffin



Investing in our People

Our passionate and dedicated team are the lifeblood of Wellington Zoo. We aim to grow our people and to help them develop on the job, through facilitated learning at the Zoo and through other opportunities.

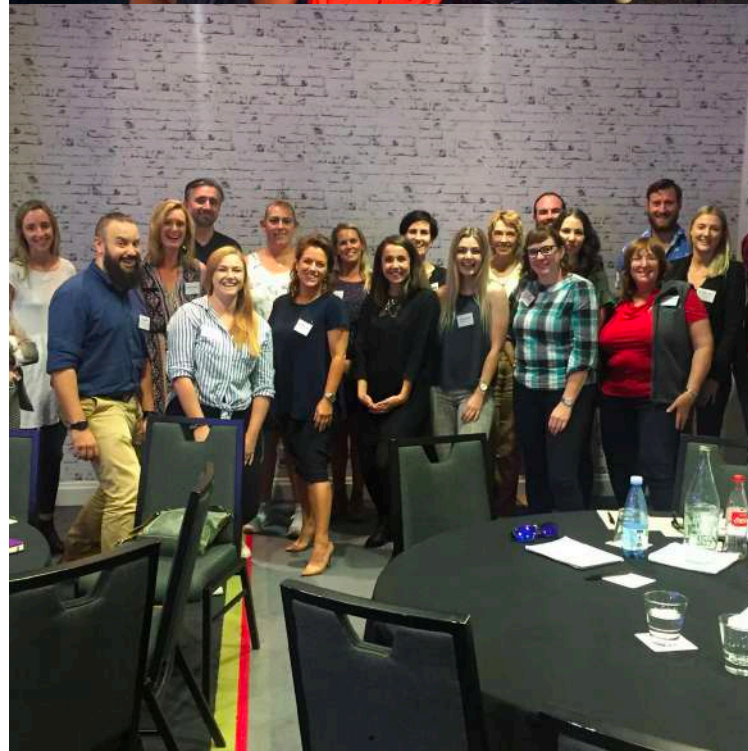
Learning Sessions

Regular formal and informal learning sessions are held by the Zoo, to tell staff about new initiatives or to report back on projects. This year these sessions included:

- Meerkat Diet and Nutrition
- Sustainable Development Goals (two sessions)
- Volunteers in the Zoo Conference
- Love Every Drop (water sustainability)
- Giraffe / Namibia Conservation Trip
- Waste Not Want Not
- MAPA Training (Management of Actual or Potential Aggression)
- West Coast Penguin Trust
- Conservation Manager Introduction

Zoo and Aquarium Association (ZAA) Workshops

In May 2019, five Wellington Zoo staff attended the ZAA workshops in Sydney. The workshops covered a range of topics ranging from risk management and animal welfare to social media, animal welfare accreditation. It was an opportunity to learn and share knowledge with other Zoo professionals, and included the Communications Special Advisory Group meeting.



Zoo and Aquarium Association (ZAA) Exotic Species Summit

At the Exotic Species Summit Import Health Standard development and species planning were discussed and prioritised. Also the new Zoo Containment Standard and the requirements that have to be met, was discussed.

Zoo and Aquarium Association (ZAA) Workshops in New Zealand

The Workshops were hosted by Brooklands Zoo, New Plymouth in June. The Workshop sessions covered the future of the NZ Fauna Technical Advisory Group (TAG), and to review how we consistently advocate for the animals in our care and engage with our communities on the value we all add to conservation and the community.

International Zoo Educator's Association (IZE) Conference

Our General Manager Communication, Experience and Conservation attended the IZE Conference hosted by Al Ain Zoo in October 2018. Presentations and workshops were on topics including on grounds education, interpretation and culture and driving conservation action. The IZE conference occurs every two years, and Wellington Zoo was announced at the conference as the host of the conference in 2022.

International Congress on Zoo Keeping (ICZ)

Our Animal Care Manager attended the triennial International Congress on Zoo Keeping at Fundación Temaikèn in Buenos Aires, Argentina. The theme was 'Thinking Today - Keeping Tomorrow' to explore the future of the zoo keeping profession. Presentations and workshops ranged in topics from animal care, training, enrichment, welfare and in situ and ex situ conservation.

We are delighted to announce that Wellington Zoo will be the host of the next International Congress for Zoo Keeping in February 2021.



Australasian Society of Zoo Keeping Conference

Our Animal Care Manager, as well as a Carnivore Keeper and Primate Keeper attended the Australasian Society of Zoo Keeping annual conference in Sydney, Australia. The theme of the conference was 'How do you zoo? Keeping conservation collaborative'. Presentations and workshops ranged from animal care, training, enrichment, welfare and the different efforts zoos are making regionally to support the conservation of both native and non-native species through both *in situ* and *ex situ* programmes.

World Association of Zoos and Aquariums (WAZA) conference

The Chief Executive and General Manager Communication, Experience and Conservation attended the WAZA conference in Bangkok in October 2018. The CE presented on the member sustainability survey results and convened a panel on Workplace Diversity. The CE also attended meetings for the Animal Welfare and Conservation and Sustainability Committees and convened a workshop for the Sustainability Strategy writing team.

National Kiwi Hui

Our Conservation Manager and a Herbivore and Bird Keeper attended the national Kiwi hui organised by DOC and Kiwis for Kiwi. The hui brought together Kiwi practitioners from around New Zealand to share their knowledge and experience. There were more than 120 attendees from community projects, zoos, and research organisations.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Staff Recognition programme*	1	1	✓	1
Staff Learning and Development Sessions held	10	10	✓	13

*Gold Agouti Awards were held in August 2018

“ At Wellington Zoo we look after both animals and people. Various professional development and wellbeing initiatives are in place to ensure we have a happy, healthy and productive workplace, which is essential for enabling Wellington Zoo staff to look after our animals and our visitors. ”

Susan Macdonald, Chief Financial Officer, Wellington Zoo

Staff leading the way

Living our value of a 'voice to be heard' the team at Wellington Zoo regularly contribute to professional associations and committees, publish research and share expertise including:



Karen Fifield MNZM, Chief Executive continues to represent Wellington Zoo on international and national Boards and Committees. She sits on the Board of Wild Welfare, in addition to being a member of the Sustainable Business Council Advisory Board. She sits on the WAZA Animal Welfare Committee and the WAZA Conservation and Sustainability Committee.



Amy Hughes, General Manager Communication, Experience and Conservation is the Oceania Regional Representative on the International Zoo Educators Association Board.



Glenn Reddiex, Sales & Service Manager, Museum Shops Association of Australia and New Zealand 2019 ServiceIQ Museums Aotearoa Awards - judge and presenter.



Daniel Warsaw, General Manager Business and Partnerships is a Board Member and Treasurer of the Madagascar Fauna and Flora Group.



Simon Eyre, Animal Science Manager, was reappointed Chair of ZAA's Standards and Accreditation Committee. Simon also sits on the ZAA Animal Management Committee .

A number of our staff manage species studbooks including:



Harmony Neale, Primate Team Leader: Pygmy Marmoset.



Simon Eyre, Animal Science Manager: Nyala, Cook Strait Tuatara, Meerkat and African Crested Porcupine.



Nathan Spurdle, Primate Keeper, Banded Rail and Kōtare New Zealand King Fisher studbooks.

Sharing our expertise

Continuing to be a 'voice to be heard' and 'punching above our weight' Wellington Zoo employs many experts in their field, and a number of them have shared what they know and what they do at conferences and events this year:



Karen Fifield MNZM,
Chief Executive

Karen has presented to a wide range of community, business and interest groups over the past year. These have included Wellington region Probus and Rotary Clubs, the New Horizons Women's Trust, Women in Leadership Summit and the National Animal Welfare Advisory Committee. She presented at the World Zoo and Aquarium Conference in Thailand, and was the invited key note speaker at the Association for Latin American Parks and Zoos (ALPZA) conference in Chile.



Amy Hughes,
General Manager
Communication, Experience
and Conservation

This year Amy presented at the International Zoo Educators Association Conference on the visitor engagement development for Meet the Locals He Tuku Aroha. She also presented a workshop on Visitor Engagement at the ZAA Workshops in Sydney and participated on an Animal Welfare panel. She presented to the Women in Infrastructure group on sustainability and also presented on sustainability alongside staff from Zealandia and Te Papa to a group from the Museums Aotearoa Conference.



Jude Turner
Visitor Engagement
Manager

Jude presented at the Interpretation Association of Australia Conference on the development of the Happy Animals interpretive project at Wellington Zoo, highlighting our commitment to the five domains of animal welfare and how we share this with our visitors.



Jo Richardson
Animal Care Manager

Jo presented on Bashii the Tiger and the importance of care of individual animals at the International Congress of Zookeepers in Argentina.

Awards

Winner, **WAZA Environmental Sustainability Award 2018**

Winner, **Resene Total Colour Landscape Award 2018 for the Kea walk-through aviary**

Winner, **Museum Shops Association of Australia and New Zealand's (MSAANZ) Best Product or Range - Turnover Under \$1 Million for Conservation Colouring and Activity Book, 2018**

Best Family Attraction in the 2018 Best of the Capital Magazine Survey

Health and Safety

We aim to punch above our weight by delivering best practice and striving for continuous improvement in our health and safety practices.

MEASURE	2018/19 ACTUAL	2018/19 TARGET	✓	2017/18 ACTUAL
Safety Improvement Team meeting attendance*	92%	70%	✓	achieved
Successful Emergency drill/incident debriefs held^	9	8	✓	New target

*Attendance based on available SIT members. 11 meetings held in 2018/19.

^This is a new measure for this year. The measure includes emergency drills, workshops and associated debriefs delivered to staff to improve emergency preparedness and procedures

The Zoo participated in the national Tsunami & Earthquake Hiko in October and updated the Zoo's earthquake procedures following this. The Safety Improvement Team coordinated eight emergency drills and workshops throughout the year, including fire evacuations, medical emergency drills and animal-related emergencies.

We carried out WorkSafe's new SafePlus online assessment, a performance improvement tool, across the organisation to get a snapshot of our health and safety performance and identify new areas for improvement. From the assessment feedback we will be reviewing how our staff interact with the Safety Improvement Team and expand our engagement and learning initiatives with Zoo staff to improve safety and wellness outcomes.

The Wellington Zoo Trust Board is actively involved in reviewing health and safety procedures. This relates particularly to high-risk areas within the Zoo. The Board has opportunities to ask relevant staff about these. Board members are also invited to participate in or observe some of the Zoo's emergency drills.

“As the Zoo is a premier visitor attraction for Wellington, we have a responsibility not only for our staff wellbeing, but also the safety of our visitors and the animals in our care. One of the key responsibilities of Wellington Zoo staff is preparing and training for any emergency event. We run regular emergency drills throughout the year to ensure all of our team are well trained and prepared to respond to a variety of situations that could occur. Our drills are used not only for training, but also provide our staff with the opportunity to feedback any identified improvements in our processes for the future.”

Chris Jerram, General Manager Safety, Assets and Sustainability, Wellington Zoo

Wellington Zoo Trust Board of Trustees



From left to right: **Craig Ellison (Chair)** **Michael Potts** **Nina Welanyk Brown** **Peter Gilbert** **Benjamin Bateman** **Raewyn Bleakley**

Strategic Management Team



From left to right: **Susan Macdonald** **Chris Jerram** **Amy Hughes** **Daniel Warsaw** **Karen Fifield MNZM**



Independent Auditor's Report

To the readers of Wellington Zoo Trust's financial statements and performance information for the year ended 30 June 2019

The Auditor-General is the auditor of Wellington Zoo Trust (the Trust). The Auditor-General has appointed me, Karen Young, using the staff and resources of Audit New Zealand, to carry out the audit of the financial statements and performance information of the Trust on his behalf.

Opinion

We have audited:

- the financial statements of the Trust on pages 87 to 108, that comprise the statement of financial position as at 30 June 2019, the statement of comprehensive revenue and expense, statement of changes in equity, and statement of cash flows for the year ended on that date and the notes to the financial statements that include accounting policies and other explanatory information; and
- the performance information of the Trust on pages 11 to 79.

In our opinion:

- the financial statements of the Trust on pages 87 to 108:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2019; and
 - its financial performance and cash flows for the year then ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with Public Benefit Entity Standards Reduced Disclosure Regime; and
- the performance information of the Trust on pages 11 to 79 presents fairly, in all material respects, the Trust's actual performance compared against the performance targets and other measures by which performance was judged in relation to the Trust's objectives for the year ended 30 June 2019.

Our audit was completed on 30 August 2019. This is the date at which our opinion is expressed.

The basis for our opinion is explained below. In addition, we outline the responsibilities of the Board and our responsibilities relating to the financial statements and the performance information, and we explain our independence.

Basis for opinion

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the Responsibilities of the auditor section of our report.

We have fulfilled our responsibilities in accordance with the Auditor-General's Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Board for the financial statements and the performance information

The Board are responsible on behalf of the Trust for preparing financial statements that are fairly presented and that comply with generally accepted accounting practice in New Zealand. The Board are also responsible for preparing the performance information for the Trust.

The Board are responsible for such internal control as they determine is necessary to enable them to prepare financial statements and performance information that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements and the performance information, the Board are responsible on behalf of the Trust for assessing the Trust's ability to continue as a going concern. The Board are also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the Board intends to liquidate the Trust or to cease operations, or has no realistic alternative but to do so.

The Board's responsibilities arise from the Local Government Act 2002.

Responsibilities of the auditor for the audit of the financial statements and the performance information

Our objectives are to obtain reasonable assurance about whether the financial statements and the performance information, as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance information.

For the budget information reported in the financial statements, our procedures were limited to checking that the information agreed to the Trust's statement of intent.

We did not evaluate the security and controls over the electronic publication of the financial statements and the performance information.

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- We identify and assess the risks of material misstatement of the financial statements and the performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- We obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal control.
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board.
- We evaluate the appropriateness of the reported performance information within the Trust's framework for reporting its performance.
- We conclude on the appropriateness of the use of the going concern basis of accounting by the Board and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements and the performance information or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Trust to cease to continue as a going concern.
- We evaluate the overall presentation, structure and content of the financial statements and the performance information, including the disclosures, and whether the financial statements and the performance information represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Our responsibilities arise from the Public Audit Act 2001.

Other Information

The Board are responsible for the other information. The other information comprises the information included on pages 2 to 80, and page 86, but does not include the financial statements and the performance information, and our auditor's report thereon.

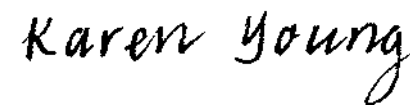
Our opinion on the financial statements and the performance information does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the financial statements and the performance information, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the financial statements and the performance information or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Independence

We are independent of the Trust in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1(Revised): Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board.

Other than in our capacity as auditor, we have no relationship with, or interests, in the Trust.



Karen Young
Audit New Zealand
On behalf of the Auditor-General
Wellington, New Zealand

Statement of Compliance and Responsibility

For the year ended 30 June 2019

Compliance

The Board and management of the Wellington Zoo Trust confirm that all the statutory requirements of the Local Government Act 2002 regarding financial and operational management have been complied with.

Responsibility

The Board and management of the Wellington Zoo Trust accept responsibility for the preparation of the annual Financial Statements and the judgements used in them.

They also accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of the financial reporting and performance information of the Wellington Zoo Trust.

In the opinion of the Board and management, the Annual Report for the year ended 30 June 2019 fairly reflect the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.




Craig Ellison
Chairperson

30 August 2019




Karen Fifield
Chief Executive

30 August 2019

Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2019

	Note	Actual 2019 \$000	Budget ¹ 2019 \$000	Actual 2018 \$000
REVENUE				
Grants and Operating Revenue	1	7,821	7,497	7,490
Finance Revenue		56	30	61
Operating Revenue		7,877	7,527	7,551
Capital Grants and Donations	1	691	-	243
TOTAL REVENUE		8,568	7,527	7,794
EXPENSE				
Operating Expense	2	7,991	7,518	7,251
Depreciation		8	9	11
Operating Expense		7,999	7,527	7,262
Vesting of Capital Grants and Donations	3	753	-	172
TOTAL EXPENSE		8,752	7,527	7,434
NET SURPLUS/(DEFICIT) before taxation		(184)	-	360
Income Tax Expense		-	-	-
NET SURPLUS/(DEFICIT) for the year		(184)	-	360
Other Comprehensive Revenue		-	-	-
TOTAL COMPREHENSIVE REVENUE AND EXPENSE		(184)	-	360

The accompanying notes form part of these financial statements.

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes¹.

Statement of Changes in Equity

For the year ended 30 June 2019

	Note	Actual 2019 \$000	Actual 2018 \$000
Equity Opening Balances			
Accumulated Comprehensive revenue and expense		352	342
Restricted Funds		1,698	1,348
Total Equity-Opening Balance		2,050	1,690
Comprehensive Revenue			
(Deficit)/Surplus for the year to retained earnings	10,11	(184)	360
Total comprehensive revenue		(184)	360
Equity Closing Balances			
Accumulated Comprehensive revenue and expense		242	352
Restricted Funds		1,624	1,698
Total Equity-Closing Balance		1,866	2,050

The accompanying notes form part of these financial statements.

Statement of Financial Position

For the year ended 30 June 2019

	Note	Actual 2019 \$000	Budget ¹ 2019 \$000	Actual 2018 \$000
ASSETS				
Current Assets				
Cash and cash equivalents	4	3,890	2,362	3,668
Trade and other receivables	5	467	30	523
Inventories		92	100	78
		4,449	2,492	4,269
Non-Current Assets				
Property, Plant and Equipment	6	5	2	13
		5	2	13
TOTAL ASSETS		4,454	2,494	4,282
LIABILITIES				
Current Liabilities				
Trade, other payables and accruals	7	1,395	402	760
Monies held in trust	7	9	-	140
Revenue in Advance	8	792	166	979
Employee Benefits	9	392	230	353
		2,588	798	2,232
TOTAL LIABILITIES		2,588	798	2,232
NET ASSETS		1,866	1,696	2,050
EQUITY				
Accumulated Comprehensive revenue and expense	10	242	342	352
Restricted Funds	11	1,624	1,354	1,698
TOTAL EQUITY		1,866	1,696	2,050

The accompanying notes form part of these financial statements

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes¹.

Statement of Cash Flows

For the year ended 30 June 2019

	Note	Actual 2019 \$000	Budget ¹ 2019 \$000	Actual 2018 \$000
Cash flows from operating activities				
Cash was provided from:				
Operating Revenue		8,315	7,460	10,013
Interest Received		56	30	61
Cash was applied to:				
Payments to Suppliers		(2,703)	(2,163)	(3,544)
Payments to Employees		(5,340)	(5,355)	(4,737)
Net GST Paid		(106)	-	(31)
Net cash inflow from operating activities		222	(28)	1,762
Cash flows from investing activities				
Cash was applied to:				
Purchase of property, plant and equipment		-	(500)	-
Net cash (outflow) from investing activities		-	(500)	-
Net Increase/(Decrease) in Cash and cash equivalents held		222	(528)	1,762
Cash and cash equivalents at beginning of year		3,668	2,890	1,906
Cash and cash equivalents at end of year	4	3,890	2,362	3,668
Made up of:				
Cash and bank balances		3,890	2,362	3,668
Closing Cash Balance		3,890	2,362	3,668

The accompanying notes form part of these financial statements

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes¹.

Statement of Accounting Policies

For the year ended 30 June 2019

Reporting Entity

The Wellington Zoo Trust (the Trust) is a charitable trust registered under the Charitable Trusts Act 1957 domiciled in New Zealand and is also a council-controlled organisation as defined under Section 6, Part 1 of the Local Government Act 2002, by virtue of the Council's right to appoint the Board of Trustees. The Trust was established on 1 July 2003 by the Wellington City Council.

The financial statements have been prepared in accordance with the requirements of the Charitable Trusts Act 1957 and section 69 of the Local Government Act 2002.

The Trust is reliant on the Wellington City Council (the Council) for the majority of its income and operates under a Contract for Services with the Council. The Contract for Services was re-negotiated to 30 June 2021. Ongoing funding for the Trust has been approved in the 2018/2028 Long Term Plan.

The primary objective of the Trust is to manage, administer, plan, develop, maintain, operate and promote the Wellington Zoo for the benefits of the inhabitants of Wellington and as an attraction to visitors to Wellington, not to make a financial return. Accordingly, the Trust has designated itself as a public benefit entity for the purposes of New Zealand PBE IPSAS.

Under this framework, the Trust is eligible to apply the reduced disclosure regime (Tier 2 entity) of the Public Benefit Entity Accounting Standards.

The reporting period for these financial statements is for the year ended 30 June 2019. The financial statements were authorised for issue by the Board of Trustees on 30 August 2019.

Statement of Compliance

The financial statements have been prepared in accordance with New Zealand generally accepted accounting practice. They comply with New Zealand equivalents to PBE IPSAS and other applicable Financial Reporting Standards, as appropriate for Tier 2 public benefit entities.

Measurement Base

The measurement base applied is historical cost. The accrual basis of accounting has been used.

Functional and Presentation Currency

These financial statements are presented in New Zealand dollars rounded to the nearest thousand, unless otherwise stated. As a result of rounding there may be slight discrepancies in subtotals.

Prior Year Comparatives

Certain prior year comparative figures have been restated for comparability purposes.

Standard issued and not yet effective and not early adopted

Financial instruments

In January 2017, the External Reporting Board issued PBE IFRS 9 Financial Instruments. This replaces PBE IPSAS 29 Financial Instruments: Recognition and Measurement. PBE IFRS 9 is effective for financial years beginning or after 1 January 2021, with early adoption permitted. The main changes under the standard relevant to the Trust are:

- New financial asset classification requirements for determining whether an asset is measured at fair value or amortised cost.
- A new impairment model for financial assets based on expected losses.

The Trust plans to apply the new standard in preparing the 30 June 2022 financial statements and has not yet assessed the effects of this new standard.

Significant Accounting Policies

Critical Accounting estimates and assumptions

In preparing these financial statements, the Trust has made estimates and assumptions concerning the future. The Trust has assessed the financial records and there are no significant critical accounting estimates. These estimates and assumptions may differ from the subsequent actual results. Estimates and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Grants

Grants received from the Wellington City Council are the primary source of funding to the Trust and are restricted for the purposes of the Trust meeting its objectives as specified in the trust deed. The Trust also receives other assistance for specific purposes, and these grants usually contain restrictions on their use.

Grants are recognised as revenue when they become receivable unless there is an obligation to return the funds if the conditions of the grant are not met. If there is such an obligation the grants are initially recorded as grants received in advance, and recognised as revenue when the conditions of the grant are satisfied.

Revenue

Revenue comprises revenue from operating activities, investment revenue, grants and donations and other revenue and is measured at the fair value of consideration received or receivable. Revenue may be derived from either exchange or non-exchange transactions. Most of the services that the Trust provides for a fee are subsidised by grants therefore do not constitute an approximately equal exchange. Accordingly most of the Trust's revenue is categorised as non-exchange.

Donated, subsidised or vested assets

Where a physical asset is acquired for nil or nominal consideration, the fair value of the asset received is recognised as revenue. Such revenue is recognised when control over the asset is obtained.

Interest

Interest revenue is recognised using the effective interest rate method.

Volunteer Services Recognition

The Trust benefits from the service of dedicated volunteers in the delivery of its activities. Due to the difficulty in determining the value of these donated services with sufficient reliability, donated services are not recognised in these financial statements.

Taxation

The Trust is registered as a Charitable Trust and is exempt from income tax under the Income Tax Act 2007. The Trust is not exempt from indirect tax legislation such as Goods and Services Tax and accordingly is required to comply with these regulations.

Goods and Services Tax (GST)

All items in the financial statements are exclusive of GST, with the exception of receivables and payables, which are stated as GST inclusive. Where GST is not recoverable as an input tax, it is recognised as part of the related asset or expense.

Debtors and other receivables

Debtor and other receivables are initially measured at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment.

Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of less than three months.

Investments

Term deposits are initially measured at the amount invested.

Creditors and other payables

Creditors and other payables are initially measured at fair value and subsequently measured at amortised cost using the effective interest method.

Inventory

Inventories are recorded at the lower of cost (determined on a first-in first-out basis) or net realisable value. This valuation includes allowances for slow moving and obsolete stock. Net realisable value is the estimated selling price in the ordinary course of business, less applicable variable selling expenses.

Property, Plant and Equipment

Recognition

Property, plant and equipment consist primarily of operational assets. Expenditure is capitalised when it creates a new asset or increases the economic benefits over the total life of an existing asset. Costs that do not meet criteria for capitalisation are expensed.

The Trust also manages the construction and development of buildings, structures and enclosures on behalf of the Council. These assets are not recorded in the Trust's financial statements as ownership vests in the Council.

Measurement

Property, plant and equipment are valued at historical cost less accumulated depreciation and impairment losses.

The initial cost of property, plant and equipment includes the purchase consideration, and those costs that are directly attributable to bringing the asset into the location and condition necessary for its intended purpose. Subsequent expenditure that extends or expands the asset's service potential is capitalised.

Impairment

The carrying amounts of property, plant and equipment are reviewed at least annually to determine if there is any indication of impairment. Where an asset's recoverable amount is less than its carrying amount, it will be reported at its recoverable amount and an impairment loss will be recognised. The recoverable amount is the higher of an item's fair value less costs to sell and value in use.

Disposal

Realised gains and losses arising from the disposal of property, plant and equipment are recognised in the Statement of Comprehensive Revenue and Expense in the period in which the transaction occurs.

Depreciation

Depreciation is provided on all assets owned by the Trust excluding assets under construction (work in progress). Depreciation is calculated on a straight line basis, to allocate the cost or value of the asset (less any residual value) over its useful life. The estimated useful lives of the assets are as follows:

Plant

Audio Visual Equipment	3 years
Projector	5 years
Shade Sail	10 years
Hospital Equipment	10 years
Garden Furniture	10 years
Living Room Furniture	15 years
Endoscope	8 years

Furniture and Equipment

Composter	10 years
CCTV	3 years
Incubators	12.5 years

Work in Progress

The cost of projects within work in progress is transferred to the relevant asset class when the project is completed and then depreciated.

Employee Benefits

A provision for employee benefits (holiday leave, long service leave, and retirement gratuities) is recognised as a liability when benefits are earned but not paid. The Trust recognises a liability and an expense for a one off payment where contractually obliged or where there is a past practice that has created a constructive obligation.

Short Term Employee Benefits

Holiday leave (annual leave and time off in lieu) is calculated on an actual entitlement basis at the greater of the average or current hourly earnings in accordance with sections 16(2) & 16(4) of the Holidays Act 2003.

Other Contractual Entitlements

Other contractual entitlements include termination benefits. Termination benefits are recognised in the Statement of Financial Performance only when there is a demonstrable commitment to terminate employment. Termination benefits settled within 12 months are reported at the amount expected to be paid, otherwise they are reported as the present value of the estimated future cash outflows.

Provisions

The Trust recognises a provision for future expenditure of uncertain amount or timing when there is a present obligation (either legal or constructive) as a result of a past event, it is probable that expenditures will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Provisions are not recognised for future operating losses. Provisions are measured at the present value of the expenditures expected to be required to settle the obligation using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provision due to the passage of time is recognised as a finance cost.

Revenue in Advance

The Trust has received non-exchange funds for specific purposes with conditions that would require the return of the monies if the Trust is not able to fulfil the agreement. The revenue from these agreements will only be recognised as the conditions are fulfilled over time.

The Trust has received non-exchange funds which apply to periods beyond the current year with conditions that would require the return of the monies if the Trust is not able to fulfil the obligation.

Contingent Assets and Liabilities

Contingent liabilities and contingent assets are disclosed in the notes to the financial statements. Contingent liabilities are disclosed if the possibility that they will crystallise is not remote. Contingent assets are disclosed if it is probable that the benefits will be realised.

Animal Collection

In accordance with customary practice among Zoological organisations, animals are not recorded as there is no objective basis for establishing value. Additionally, animals have numerous attributes, including species, age, sex, relationship and value to other animals, endangered status and breeding potential whereby it

is impracticable to assign value. Expenditure related to animal acquisitions is expensed in the period of acquisition.

Equity

Equity is the residual interest in the Trust and is measured as the difference between total assets and total liabilities. The components of equity are accumulated surpluses and deficits and restricted funds (special funds, trusts and bequests).

Restricted funds are those reserves that are subject to specific conditions of use whether under statute or accepted as binding by the Trust because of the specific reason for which the funds were provided.

Transfers from these reserves may be made only for specified purposes or when certain specified conditions are met.

Statement of Cash Flows

The statement of cash flows is prepared using the direct approach. Operating activities include cash received from all revenue sources of the Trust and record the cash payments made for the supply of goods and services. Investing activities relate to the acquisition and disposal of assets. Financing activities relate to transactions that change the equity and debt capital structure of the Trust.

Related Parties

Related parties arise where one entity has the ability to affect the financial and operating policies of another through the presence of control or significant influence. Related parties include Wellington City Council, key management personnel and the governing body (Trust Board).

Trustees' remuneration is any money, consideration or benefit received receivable or otherwise made available, directly or indirectly, to a trustee during the reporting period. The disclosures for the Trust include the remuneration of the Trustee board as they occupy the position of a member of the governing body of the Trust.

Changes to Accounting Policies

There have been no changes in accounting policies this year.

Notes to the Financial Statements

Note 1: Revenue

	Actual 2019 \$000	Budget ¹ 2019 \$000	Actual 2018 \$000
Exchange Revenue			
Sale of Goods	409	420	436
Other Corporate income	121	-	141
Total Exchange Revenue	530	420	577
Non-Exchange Revenue			
Admissions	3,418	3,321	3,282
Other Revenue	122	127	124
Contractual Revenue			
Ministry of Education	84	84	83
Wellington City Council Operating Grant	3,320	3,320	3,240
Operating Grants and Donations			
Fonterra Brands	30		30
Brian Whiteacre Trust	10		9
T G McCarthy	10		10
General Donations	242		43
Trade Me	-		30
UNESCO	1		4
Four Winds	-		12
Ministry for the Environment	-	225	29
Koala Trust	10		17
Weta	20		-
J & A Mauger Charitable Trust	5		-
Nikau Foundation	4		-
Anstiss-Garland Charitable Trust	2		-
Unitech	2		-
Winton and Margaret Bear Charitable Trust	2		-
One Foundation	9		-
Operating Grants and Donations	347	225	184
Total Non-Exchange Operating Revenue, Grants and Donations	7,291	7,077	6,913
Capital Grants and Donations			
General Donations			
Pub Charity	263	-	237
Bequests	-	-	6
Stout Trust	36	-	-
Wellington Community Trust	242	-	-
Lotteries Trust Board	135	-	-
Pelorus Trust	2	-	-
Frucor	13	-	-
Total Non-Exchange Capital Grants and Donations	691	-	243
Total Non-Exchange Revenue	7,982	7,077	7,156
Total Grants, Donations and Operating Revenue	8,512	7,497	7,733

Grants and Donations include grants and bequests received for capital and operational purposes of \$1,037,976 (2018:\$427,797). These grants were received for specific purposes. This income is transferred to Restricted Funds until it is needed, refer to Note 11.

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes¹.

Note 2: Expense on operating activities

	Note	Actual	Budget ¹	Actual
		2019 \$000	2019 \$000	2018 \$000
Marketing and Commercial costs		302	280	343
Auditor's remuneration:				
- Audit Services		32	26	26
Entertainment		1	8	2
Consumables		493	480	435
Cost of goods sold		214	218	214
Other Costs		967	552	864
Insurance premiums		10	10	10
Materials and Services		326	261	251
Personnel costs		5,222	5,259	4,716
Trustees' remuneration	16	82	96	80
Utilities		342	328	310
		7,991	7,518	7,251

1. Personnel costs include costs such as salaries, wages, leave and other employee earned compensation.

2. Other costs include expenditure not separately disclosed, such as:

- professional costs
- travel
- administration costs
- animal collection costs
- vehicle fleet costs
- contracts

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes¹.

Note 3: Vesting of Capital Grants and Donations

This entry relates to the transfer of these funds to Wellington City Council. The Zoo has transferred funds of \$753K (2018:\$172K) to Wellington City Council towards capital spend for this year.

Note 4: Cash and cash equivalents

	Actual	Budget	Actual
	2019 \$000	2019 \$000	2018 \$000
Bank Balances	3,885	2,362	3,663
Cash on hand	5	-	5
Total Cash and cash equivalents	3,890	2,362	3,668

Note 5: Trade and other receivables

	Note	Actual	Budget	Actual
		2019 \$000	2019 \$000	2018 \$000
Receivables (Gross)		190	30	240
Trade Receivables due from Wellington City Council	15	109	-	180
Less provision for impairment of trade receivables		-	-	-
Trade Receivables		299	30	420
GST Receivable		115	-	9
Prepayments		53	-	94
		168	-	103
Total Trade and other receivables		467	30	523
Trade Receivables comprises:				
Receivables from the sales of goods and services (exchange transactions)		264	30	384
Receivables from transfers (non-exchange transactions)		35	-	36
		299	30	420

Further information on the collectability of trade and other receivables is contained in Note 12: Financial Instruments. As at 30 June 2019, no Trade Receivables were assessed as impaired.

Note 6: Property, Plant and Equipment

	Actual 2019 \$000	Budget ¹ 2019 \$000	Actual 2018 \$000
Operational Assets			
Plant			
Plant at cost – opening balance	48	48	48
Accumulated depreciation	(47)	(47)	(45)
Total Plant – opening balance	1	1	3
Depreciation Expense	(1)	(1)	(2)
Total plant – closing balance	-	-	1
Furniture and Equipment			
Furniture and Equipment at cost – opening balance	171	171	171
Accumulated Depreciation	(159)	(159)	(150)
Total Furniture and Equipment – opening balance	12	12	21
Depreciation Expense	(7)	(10)	(9)
Total Furniture and equipment – closing balance	5	2	12
Total Operational Assets	5	2	13

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes¹.

Note 7: Trade, Other Payables, Accruals and Monies held in Trust

	Actual 2019 \$000	Budget 2019 \$000	Actual 2018 \$000
Payables under Exchange Transactions			
Exchange Payables and Accruals			
Trade Payables and Accruals	382	402	371
Trade Payables due to parent	902	-	204
Total Payables under Exchange Transactions	1,284	402	575
Non -Exchange Payables			
Taxes Payable (GST , PAYE)	111	-	185
Total Payables under Non-Exchange Transactions	111	-	185
Total Payables	1,395	402	760
Monies held in Trust			
Donations held in Trust	-	-	131
Regional Amenities Fund (administered on behalf of Wellington Regional Amenities Fund)	9	-	9
Total Monies held in Trust	9	-	140

Note 8: Revenue in Advance

	Actual 2019 \$000	Budget ¹ 2019 \$000	Actual 2018 \$000
Revenue in Advance under Exchange Transactions			
Exchange Revenue in Advance			
Admissions Revenue	257	166	190
Total Revenue in Advance under Exchange Transactions	257	166	190
Non -Exchange Revenue in Advance			
Grants and Sponsorships	535	-	789
Total Revenue in Advance under Non-Exchange Transactions	535	-	789
Total Revenue in Advance	792	166	979

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes¹.

Note 9: Employee Benefits

	Actual 2019 \$000	Budget ¹ 2019 \$000	Actual 2018 \$000
Payroll Accruals	109	50	101
Holiday Leave	283	180	252
Total employee benefits	392	230	353
Represented by:			
Current	392	230	353
Total employee benefits	392	230	353

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes¹.

Note 10: Accumulated (Deficit) / Surplus

	Note	Actual 2019 \$000	Actual 2018 \$000
Accumulated Surplus/Deficit			
Opening Balance		352	342
Net (Deficit)/Surplus		(184)	360
Transfers from restricted funds	11	1,093	333
Transfers to restricted funds	11	(1,019)	(683)
Accumulated Surplus/(Deficit)– closing balance		242	352
Total accumulated surplus/(deficit)		242	352

Note 11: Restricted Funds

	2019 \$000	2018 \$000
Trusts, Bequests and Capital Grants		
Opening Balance	921	598
Additional funds received	897	560
Funds utilised	(893)	(237)
Trusts, Bequests and Capital Grants – closing balance	925	921
Animal Transfers		
Opening Balance	479	500
Additional Operating Grants and Donations received	-	-
Transfers from Other Operating Revenue	-	-
Funds utilised	(110)	(21)
Animal Transfers – closing balance	369	479
Conservation Fund		
Opening Balance	298	250
Funds received	122	123
Funds utilised	(90)	(75)
Conservation Fund – closing balance	330	298
Opening Balance	1,698	1,348
Transfers from retained earnings	1,019	683
Transfers to retained earnings	(1,093)	(333)
Restricted Funds – closing balance	1,624	1,698

The Trust has accumulated funds of \$100 contributed by Wellington City Council upon establishment of the Trust on 1 July 2003.

Restricted Funds: Purpose of each reserve

Trusts, Bequests and Capital Grants are monies received for a specific purpose.

Animal Transfer Reserve Fund is made up of money received specifically for the transfer of animals as well as money that the Trust has tagged from Other Operating Income to fund future animal transfers.

Conservation fund is made up of money received specifically to support field conservation.

Note 12: Financial Instruments

The Zoo's financial instrument categories include financial assets (cash and cash equivalents, loans and receivables and financial liabilities (payables that arise directly from operations and borrowings). The main purpose of the Zoo's financial instruments is to raise finance for the Zoo's operations.

Note 13: Commitments

The Trust had no capital commitments as at 30 June 2019 (2018:Nil).

The Trust had no operating lease commitments as at 30 June 2019. Payments due not later than one year Nil, payments due between one to two years Nil (2018:Nil).

Note 14: Contingencies

The Trust had no contingent liabilities as at 30 June 2019 (2018:Nil).

Note 15: Intra group transactions and balances

	2019 \$000	2018 \$000
Expense for services provided to the Zoo from WCC:		
Wellington City Council	908	265
	<u>908</u>	<u>265</u>
Revenue for services received by the Zoo from:		
Wellington City Council	3,326	3,250
	<u>3,326</u>	<u>3,250</u>
Current receivables owing to the Zoo from:		
Wellington City Council	109	180
	<u>109</u>	<u>180</u>
Current payables owing from the Zoo to:		
Wellington City Council	902	204
	<u>902</u>	<u>204</u>

Note 16: Related Party disclosures

Key Management Personnel Compensation

	2019 \$000	2018 \$000
Total employee benefits	998	839
Trustee remuneration	82	80
Total Key Management Personnel Remuneration	<u>1,080</u>	<u>919</u>

Key management personnel include the Chief Executive, other senior management personnel and Trustees.

Trustees' Remuneration

Trustees' remuneration is any money, consideration or benefit received, receivable or otherwise made available, directly or indirectly, to a trustee.

The following people held office as trustees of the Zoo during the reporting period. The aggregate remuneration paid to the trustees during the year totalled \$82,435 (2018:\$80,000) and is disaggregated and classified as follows:

Trustee Remuneration	2019 \$000	2018 \$000
Craig Ellison (term as Board Chair started 1 January 2016)	32	32
Nina Welanyk Brown (term started 1 January 2019)	8	-
Michael Potts (term started 1 September 2016)	16	16
Raewyn Bleakley (term started 1 December 2014)	16	16
Sue Patterson (finished 30 June 2018)	-	16
Ben Bateman (term started 1 July 2017)	10	-
Councillor Peter Gilbert (term started March 2018)	-	-
Total Trustee Remuneration	<u>82</u>	<u>80</u>
	2019 \$000	2018 \$000
Trustees		
Remuneration	82	80
Full-time equivalent members	5.50	6.00
Strategic Management Team		
Remuneration	998	839
Full-time equivalent members	5.73	5.48
Total Key Management Personnel Remuneration	<u>1,080</u>	<u>919</u>

Full time equivalent calculations for Trustees are based on number of months in employment and for the Chief Executive and other senior management personnel are based on 2,080 hours. Wellington City Councillors CCO Trust Board appointments are unpaid positions. Trustee Ben Bateman became eligible to be remunerated on 6th November 2018.

Related party transactions

During the year trustees and key management, as part of a normal customer relationship, were involved in minor transactions with the Trust.

The Trust receives a grant from the Wellington City Council under a Contract for Services. In addition, the Wellington City Council receives/(pays) amounts for the provision/(receipt) of other goods and services. These other transactions are conducted on an arms-length basis. The amounts owing to/from related party balances are disclosed in Note 15.

No provision has been required, nor any expense recognised for impairment of receivables for any loans or other receivables to related parties (2018:\$Nil).

Note 17: Events after balance date

There were no significant events after balance date that affect the financial statements (2018:Nil).

Note 18: Explanations of major variances against budget

Statement of comprehensive revenue and expense

Revenue

Operating Revenue was greater than budgeted by \$350,000 due to visitor revenue being higher than budget as a result of increased visitation and operational grants and donations being above budget. Capital Grants and Donations were greater than budgeted by \$691,000 due to grants and donations received towards the Chimpanzee capital project, the Nest Te Kōhanga medical equipment and the Reptile Breeding facility.

Statement of financial position

Current Assets

Current Assets are greater than budgeted by \$1,957,000 largely because cash and cash equivalents are higher than budget by \$1,582,000 due to receipts of grant funding for capital projects and visitor revenue and operational grants and donations revenue is higher than budgeted. Trade and other receivables are above budget by \$437,000 largely due to higher than budgeted receivables from Wellington City Council. This is for recharges of renewals for capital works completed of \$109,000 and \$125,000 of capital works in progress to be recharged to Wellington City Council. There is also GST Receivable balance due of \$115,000.

Current Liabilities

Current liabilities are greater than budgeted by \$1,790,000 due to higher than budgeted revenue in advance as a result of receipts of grant funding for capital projects. This includes balance of grant from Wellington Community Trust for veterinary equipment for the Nest Te Kōhanga of \$65,000 and \$400,000 from Pub Charity for a grant received in advance for the Giraffe Management facility and habitat project. Trade payables and other accruals are higher than budget largely because of vesting due to Wellington City Council of \$866,000 for the Chimpanzee capital project, Wellington Green Gecko Breeding programme project and the Wellington Community Trust grant spend on veterinary equipment for the Nest Te Kōhanga. Employee Benefits are above budget by \$142,000 due to annual leave provision being higher than budget by \$33,000 and payroll accruals of \$101,000.

Cashflow

Cash inflows from Operating activities are above budget mainly due to above budget Capital Grants and Donations receipts. Cash outflows for transfers of \$500,000 from Property Plant and Equipment were budgeted to be vested to Wellington City Council whereas the actual vesting for this year was \$753,000 and was vested through payments to suppliers and employees.

Note 19: Explanations of major variances against prior year

Statement of comprehensive revenue and expense

Revenue

Operating Revenue was higher than prior year by \$326,000 due to retail and visitor revenue being greater as a result of increased visitation and operational grants and donations received.

Statement of financial position

Current Assets

Current Assets are greater than prior year by \$180,000 largely because cash and cash equivalents are higher than prior year by \$222,000 due to receipts of grant funding for capital projects and visitor revenue is higher than prior year. Trade and Other receivables are lower than prior year by \$56,000 due to lower receivables due from Wellington City Council. This is due to recharges of renewals for capital works completed of \$109,000 this financial year compared to \$180,000 in prior year.

Current Liabilities

Current liabilities are greater than prior year by \$356,000. Trade payables and other accruals are higher than prior year by \$635,000 largely due to vesting due to Wellington City Council of \$866,000 for the Chimpanzee project, Wellington Green Gecko Breeding programme project and the Wellington Community Trust grant spend on veterinary equipment for the Nest Te Kōhanga compared to vesting due to Wellington City Council last year of \$198,000 for the Chimpanzee project. This is offset by a reduction in monies held in trust and revenue in advance of \$318,000

Equity

Closing equity is lower than prior year due to a decrease in restricted funds on hand of \$74,000 as at 30 June 2019 and operating deficit of \$110,000 reducing Accumulated Funds balance.

