

WELLINGTON

**ZOO**

WELLINGTON ZOO

# ANNUAL REPORT

2019 / 2020

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# Highlights



## WHĀNAU

Our Role

Achieved Toitū carbonzero certification for seventh year running

Welcomed over 50,000 visitors for free in May and June

Launched two EV charging stations



## TINANA

Our Animals

The Nest Te Kōhanga treated 496 native animals

Successfully bred Goliath Bird-Eating Tarantula spiderlings

Birth of critically endangered Cotton-Top Tamarin



## HINENGARO

Our Purpose

Developed a new Conservation Strategy

Contributed \$582,613 directly to field conservation through donations and staff time

Launched the Local Conservation Grants Programme supporting six regional projects



## WAIKUA

Our Community

Celebrated ten years of The Nest Te Kōhanga

Reached 50,000 followers on Facebook and 10,000 on Instagram

Installed our conservation action mural



## ORANGA

A Healthy Organisation

Our Chief Executive was elected to the World Association of Zoos and Aquariums Council (WAZA) and appointed Chair of the Ethics and Animal Welfare Committee

Our reptile breeding facility Te Piringa Iti became operational

Customer Relationship Management (CRM) system Salesforce was implemented with the launch of phase 1

# Trust Chair Report

**Craig Ellison**  
Chair, Wellington Zoo Trust



Wellington Zoo has now completed one year of its strategy for 2019-23. We were on track to achieve great success in our strategic focus areas until March 2020 when, for us all, COVID-19 hit with a huge impact on our organisation. We were closed to visitors from 23 March - 15 May and of course, this greatly affected our visitor revenue for 2019/20. So, while we have achieved or exceeded all our non-financial targets, understandably, we have not done so with our financial measures.

We responded, as the Zoo with the biggest heart, to COVID-19 and made sure our animals and our people were well cared for and supported. Now we will look to rebuild and regenerate over the coming year based on our strategic priorities of Oranga, Wairua, Whānau, Hinengaro and Tinana.

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 part of Wellington City Council's pandemic plan we opened the Zoo for free from 16 May - 30 June and this gave us an opportunity to welcome our community back to the Zoo after the COVID-19 crisis. It was fantastic to see so many come to the Zoo when we reopened - both for us and the animals in the Zoo.

As a progressive zoo we have reviewed our Conservation Strategy this year - conservation of wildlife and wild places is at our heart. The Conservation Strategy sets a clear direction for our important conservation work. Our construction work also supports our conservation work and I am particularly proud of Te Piringa Iti, our new reptile breeding facility which was completed this year and has already seen the arrival of a Moko Kākāriki Wellington Green Gecko, a local species of conservation importance.

Our flagship animal hospital, The Nest Te Kōhanga, was ten years old in 2019 and we celebrated with The Nestival in December.

We are still ambitious for more success in 2020/21 by focussing on the recovery from COVID-19. Part of this work will be further planning and progress on the Snow Leopard project - an exciting new experience due to be opened in early 2022.

I would like to express my thanks for the dedication of our Trustees in embracing the work of the Zoo. I would also like to thank our brilliant Zoo team for their response to the COVID-19 crisis. Working together, the Board and our people have come through this together. As the Our Say, Our Future staff survey completed this year showed - working together we can be a louder voice to be heard for all the values the Zoo holds dear.

We look forward to an exciting year ahead.

*Me Tiaki, Kia Ora!*

# Chief Executive Report

Wellington Zoo, like other organisations, has had to embrace change and rise to challenges in 2019/20. COVID-19 created a situation where Wellington Zoo was closed for nearly two months, which has never happened before in our 114 year history. Wellington Zoo has survived the Spanish Flu pandemic in 1918, two World Wars, the Great Depression and the Global Financial Crisis - we know we will survive COVID-19 with the challenges and opportunities it has presented.

We responded to the COVID-19 crisis as a united team. We took inspiration from the resilience and perseverance of our people and cared for our animals and our people together. Our online community grew in number and their engagement with our people and animals in a time of crisis was uplifting.

We welcomed 220,607 visitors this year, and we appreciate how important community support is for our success. As part of Wellington City Council's Pandemic Plan the Zoo opened for free from 16 May until 30 June. During this

time we had 50,891 visitors. It was wonderful seeing families enjoying the Zoo after months of lockdown.

Prior to COVID-19 we were well on the way to delivering the measures for our strategic focus areas of conservation, animal welfare, sustainability and community. As the Zoo with the biggest heart we supported our people to work with our conservation partners to support the Kākāpō response, NIWA Antarctica research, Chimpanzees in Senegal and TRAFFIC South East Asia in their fight against illegal animal trade. The launch of our Local Conservation Grants Programme this year has enabled us to support innovative projects to support local conservation initiatives.

We welcomed new animals to Wellington Zoo including two female Tasmanian Devils and two male Squirrel Monkeys. We celebrated animals born at Wellington Zoo this year including Squirrel Monkeys, a Cotton-Top Tamarin, Goliath Bird-Eating Tarantula spiders and Nyala. Some animals left the Zoo such as two Porcupines who

moved to Orana Wildlife Park and three male Nyala who went to Keystone Wildlife Conservancy. Sadly, we farewelled four animals whose deaths shook us hard. Djembe, the Lioness, Yindi the Dingo and Rosebud the Kunekune are all greatly missed at the Zoo. Skipper the Nyala, died from fireworks stress and we hope to never see this again in our Zoo. We ask that people do not use fireworks anywhere near the perimeter of the Zoo.

Our sustainability work was enhanced this year by the development of our Climate Change Position Statement and receiving Toitū carbonzero certification for the seventh year. Climate Action is one of our driving forces and is imperative to build a better world for people and animals.

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. As a charitable trust this is always our greatest challenge. With the total effects of COVID-19 still unknown we appreciate the support we have from our community, funders and supporters.

As we prepare to start 2020/21 I am excited for what we have planned for Wellington Zoo over the coming year. Our people give their very best selves to make Wellington Zoo a wonderful place and we thank everyone who has supported Wellington Zoo in 2019/20; we can't do our important work without you. We will be striving to ensure that next year brings success for our Zoo as we rebuild and regenerate after COVID-19.

*Me Tiaki, Kia Ora!*



**Karen Fifield MNZM**  
Chief Executive, Wellington Zoo Trust

# COVID - 19

This year we have experienced unexpected disruption, like every organisation has, due to the impacts of the COVID-19 pandemic. Throughout this report you will see mention of COVID-19, and how it has affected every facet of the Zoo's operations from visitation to updating the vehicle fleet. From the first announcement of the country moving to Alert Level 2 on Saturday 21 March, Zoo operations were affected. And, the Zoo responded immediately and effectively. Visitor programmes were suspended and our staff were asked to work from home if they could. Some staff members who could not work from home were deployed into other on site teams and we implemented additional health and safety protocols to ensure physical distancing of teams who remained at the Zoo. From the start of Alert Level 3 and into Alert Level 4 the Zoo was closed to visitors, and would remain closed for the longest time in its history.

Despite the lack of visitors we still needed to ensure that our animals received their usual high standard of excellent care from our team while keeping our people as safe as possible. The Animal Care and Science team roster was reconstructed in the space of two days to create two separate teams spread out across the Zoo to maintain both animal care and staff welfare.

The Safety, Assets and Sustainability team were also split into two rosters to ensure they could safely be on site each day.

A large number of our team managed to work effectively from home during Alert Levels 2, 3 and 4. All Zoo staff members, whether at home or at the Zoo, were flexible, resilient and quickly adapted to their new way of working. Using Workplace and Workchat by Facebook for internal communications within the teams and with our Board proved effective to maintain collaboration across all areas of the Zoo.

Not being able to welcome visitors to the Zoo has had a significant impact on the Zoo's revenue and operations. The Zoo was successful in applying for the Government Wage subsidy scheme for both permanent and casual staff and will also receive support from the Wellington City Council.

One of the most important things during the time the Zoo was closed was how we communicated with our community and visitors to ensure ongoing engagement. We received a large number of media enquiries and managed to fulfil all relevant interview requests. We also had a clear social media approach during lockdown - to highlight the work that was continuing at the Zoo; to cheer people up

with great animal content; and to showcase the learning and engagement initiatives we developed. We continued to regularly communicate with those community members on our mailing list, to update them on what was happening at the Zoo and to thank them for their support.

One of the questions we received most often from our community, and media, was how the animals coped during lockdown and with no visitors in the Zoo. Some of the animals appeared to miss the stimulation of having different people, sights and smells to look at; while others did not seem to notice any difference.

During the COVID-19 crisis we were touched by the support from our community, who generously donated \$20,591.33 through our website when they booked their free entry visits and in person when we reopened. We are grateful to our community of supporters.

The COVID-19 lockdown was tough on all of us. However now we are through the response period we welcome the challenges and opportunities provided to us by going through this period of rebuilding and regeneration.





# New Strategy and Me Tiaki, Kia Ora

At Wellington Zoo, we are the Zoo with the biggest heart: a creative, innovative and progressive zoo.

We are 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 are guided by our 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.

# Whānau

OUR ROLE

**INSPIRED BY TĀNE WE  
PROTECT OUR PLANET**



## **Integrating the United Nations Sustainable**

**Development Goals:** Life On Land, Life Below Water, Climate Action, Quality Education, Responsible Consumption and Production, and Sustainable Cities and Communities

Last year, working with stakeholders, Wellington Zoo identified the United Nations Sustainable Development Goals (SDGs) that are important to us. We've focused on these in our new Zoo strategy. In the coming year we will identify targets for the Zoo to achieve in each of these areas - aligned to the UN's targets and Protecting Our Planet, the upcoming World Association of Zoos and Aquarium (WAZA) sustainability strategy.

In addition, as a result of our commitment to the SDGs of Life on Land, Life Below Water and Climate Action, we have developed both a Zoo Conservation Strategy and Climate Change Position Statement.





Having a global framework to use like the United Nations Sustainable Development Goals helps us to speak the same language as our colleagues and partners around the world. By embracing these global goals, we can really show how we can play our part to help the world become more sustainable.

*Amy Hughes, General Manager  
Communication, Experience and  
Conservation*

## Our Climate Change Position Statement

In November, we released our Climate Change Position Statement, which is linked to the SDGs and the work we do every day to save wildlife and wild places. With world-wide recognition as a leader in environmental climate action, such as winning the inaugural WAZA Environmental Sustainability Award last year, it's important that the Zoo publicly states that we all need to take action to mitigate climate change.

The Position Statement, publicised on the Zoo website, clearly and unequivocally conveys our position that we must take urgent action, together, to combat climate change and its massive impacts. It sets out the Zoo's commitment to act and how we will do that.

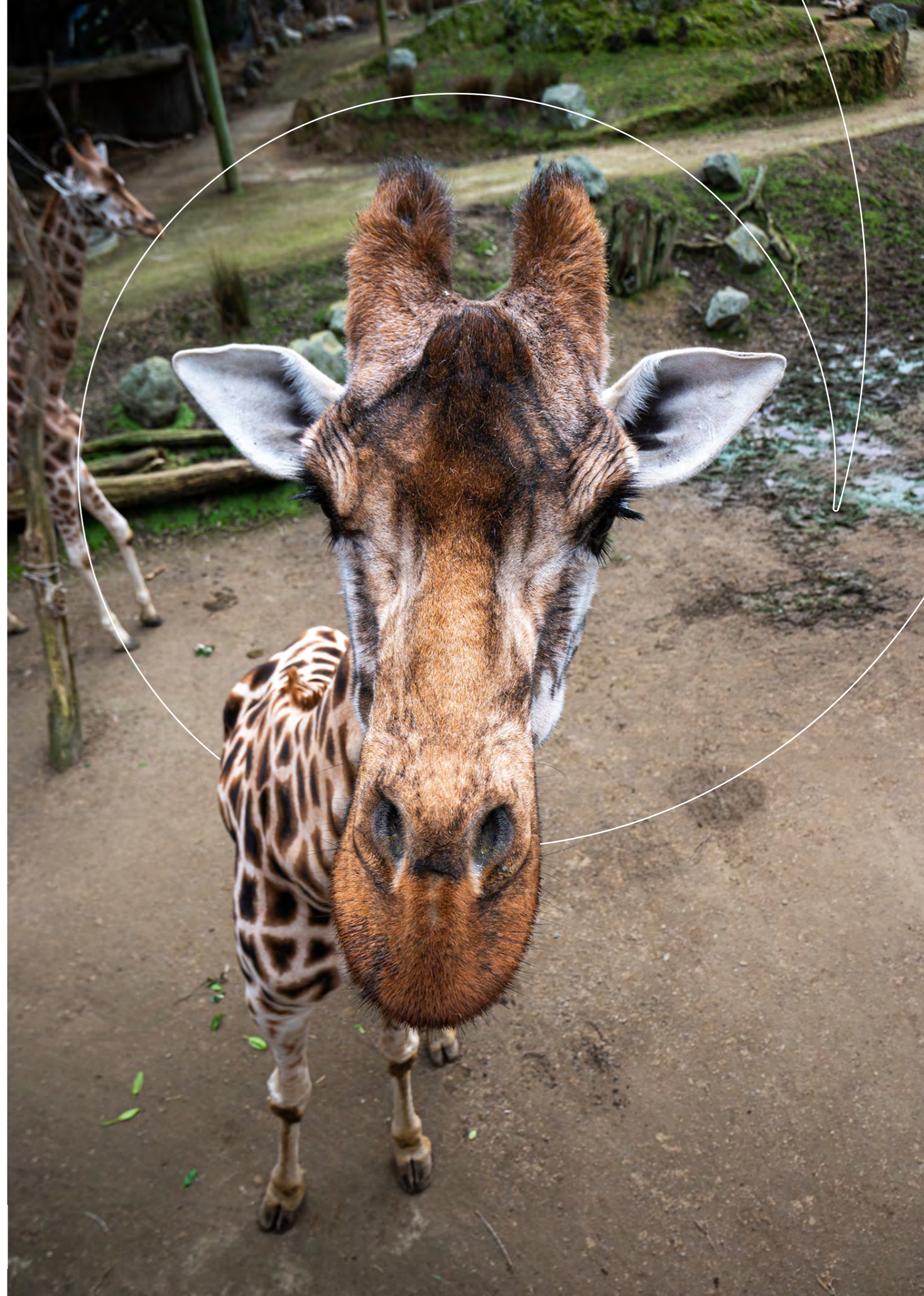
## Climate change march and Zero Carbon Bill

Wellington Zoo staff participated in the third national climate change march in September. The march called on the Government to declare a climate emergency, cease all new exploration and extraction of fossil fuels, and invest in building a renewable and regenerative economy. It also sought cross-party support for a Zero Carbon Act.

Wellington Zoo Trust were signatories to a letter supporting cross-party consensus for the Zero Carbon Bill which Parliament has now passed. Further, Wellington Zoo and Wellington City Council have both made commitments to reduce CO2 emissions and work towards a zero carbon capital by 2050.

## WAZA Sustainability Strategy

Our Chief Executive, Karen Fifield MNZM, has been coordinating the development of the WAZA sustainability strategy, Protecting Our Planet. Its framework uses the SDGs and it offers guidelines for how these may be implemented in zoos and aquariums. It will be launched at the online WAZA conference in October 2020.



# Developing initiatives for social, environmental and economic sustainability

## Toitū carbonzero certification

We're proud that the Zoo achieved Toitū carbonzero certification for the seventh year running. It demonstrates our commitment to reducing environmental impacts and links directly to our recent Position Statement on Climate Change.

This year showed a reduction in carbon emissions by 29%, against a 2017/18 baseline. The main gains were through our switch to electricity provider Ecotricity who are a Toitū carbonzero certified supplier. We also reduced our waste to landfill and decreased freight emissions.

As part of this work, we secured New Zealand native restoration project carbon credits. We purchased some of our carbon credits through Hinewai Reserve on Banks Peninsula, an ecological restoration project. Our General Manager Safety, Assets and Sustainability and

General Manager Communication, Experience and Conservation visited the Reserve to understand the work being done and how our carbon credits are applied.

## New EV charging stations

This year we worked with Wellington City Council and Chargenet to install two electric vehicle charging stations outside the front entrance to the Zoo. This helps both Zoo visitors and our local residents who may need after hours parking to charge EVs.

We have two electric vehicles and continue to phase all Zoo vehicles to electric. New electric utility vehicles are due to enter the fleet early next year. Their purchase was delayed this financial year due to COVID-19.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Maintain Toitū carbon zero certification	Achieved for 2018/2019*	Achieved	✓	Achieved

\*Certification for 2018/19 verified 30th October 2019 with a 29% reduction in emissions compared to 2017/18 financial year figures.



## Social and community initiatives

### Neighbours' Night

We hosted our 15th annual Neighbours' Night BBQ in January, with nearly 2,000 locals coming along. Every year we invite our immediate neighbours, including Wellington City Council housing tenants, to visit the Zoo for free after hours.

This is a favourite event as we get to give back to so many local community members. They are able to explore the Zoo after hours, experience special animal talks and enjoy a sausage sizzle.

Zoo staff volunteer their time for the evening to welcome our community to the Zoo. We are grateful to our supporting partners - New World Newtown, Frucor Suntory and Tip Top - for providing the food and beverages. New World staff helped cook the barbecues and we also welcomed staff from Waste Management to help our guests sort their waste to minimise the event's environmental impact.

“ We were proud to be part of another successful Neighbours' Night at Wellington Zoo for a second year. Neighbours' Night is a wonderful celebration of diversity and inclusion and we could not think of a better event for us to be involved with. We are a locally owned and operated community store in the heart of Newtown and proud to be able to work with the amazing team at the Wellington Zoo to give back in a meaningful way to our community. ”

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





**Free visitation in COVID-19 Alert Level 2**

After closing our doors when the COVID-19 lockdown began in late March, we were really pleased to be able to open to visitors at Alert Level 2. And thanks to Wellington City Council support, entry to the Zoo was free from 16 May until 30 June.

Alert Level 2 still meant some restrictions for our operation, as it did for the whole country. In particular, visitors had to pre-book (for a morning or afternoon slot), so that we could limit numbers in the Zoo appropriately and manage contact tracing. Demand was overwhelming, which we resolved quickly after some early technical issues. We also placed some limitations on the Zoo experience, for health and safety reasons. Some areas were closed and there were no animal talks or Close Encounters.

As we carefully monitored visitor numbers and activity, we were able to ease some restrictions, releasing more tickets weekly and letting our Zoo Crew members visit as normal without pre-booking in June. Once we moved into Alert Level 1, we increased the number of visitors that could come to the Zoo each day, but still used the pre-booking system to make sure the Zoo was not overwhelmed by people. During this free period 50,891 people took advantage of the opportunity to visit the Zoo.



**We went last Wednesday and it was great. It was very generous of you to continue the free entry to the end of June, despite being now at level 1 and being able to open properly to the public. We made a donation on the way in.** ”

*Facebook comment from a visitor*

### The Warehouse Zoofari

Zoofari is a nationwide programme giving many Kiwi kids their first zoo experience. Supported by The Warehouse Group, it gives funding to low decile schools to visit zoos across the country. Wellington Zoo, Auckland Zoo, Hamilton Zoo and Orana Wildlife Park partner with The Warehouse Group on Zoofari.

This year, 346 students from four schools across Wellington and Lower North Island visited us. Other scheduled visits were postponed due to COVID-19.

In January, a meeting of New Zealand Zoo Educators was held to discuss the upcoming Zoofari campaign and identify more opportunities for us to work together.

Fundraising for the 2020 Zoofari programme began in March. Wellington Zoo staff visited regional The Warehouse stores to promote the programme and the new partnership with Tranzit, a bus company. Fundraising was affected by the country going into COVID-19 Alert Level 4 commencing that week.

### Winter Wednesdays

As part of our social sustainability accessibility initiatives, once again, we invited the community to wrap up warm and visit us for half price entry on the four Wednesdays in August. This year we welcomed 2,781 visitors across four weeks despite rain on one Wednesday.



# Tinana

OUR ANIMALS

**INSPIRED BY TANGAROA  
WE CARE FOR OUR ANIMALS**



**World leading animal care so  
the animals live their best lives**

## Enrichment

### Training and enrichment

The Nest Te Kōhanga and Animal Care teams have worked to build on the existing programmes of conditioning and training with our animals for improved husbandry and veterinary care. This has included: training for conscious blood draws and hand injections across a range of our species, including Lions, Cheetah, and Giraffe; recall conditioning with Squirrel Monkeys, Capuchin monkeys and White-Cheeked Gibbons; and medical treatment training for the Sun Bear and Tigers. As a result, health monitoring and interventions can be administered in a positive, enhanced welfare-enriched environment.

The Animal Care team hosted an animal training morning with the New Zealand Army, New Zealand Police, Department of Corrections and Border Control dog units. The dog units experienced training with Kea, Sun Bear, Giraffe and Lions.

### Behavioural enrichment

Behavioural enrichment, the physical or mental stimulation we give our Zoo animals, is a vital part of the Five Domains of Animal Welfare. It encourages animals to explore and interact with their habitat and stimulates natural behaviours as well as providing psychological stimulation. It means our animals are active and happy, living better lives. During the COVID-19 response the Animal Care team each had one day a week working from home. A number of the team used this as an opportunity to make enrichment items for animals to help provide extra stimulation during a period where they did not have visitors for stimulation.

## Nutrition Centre

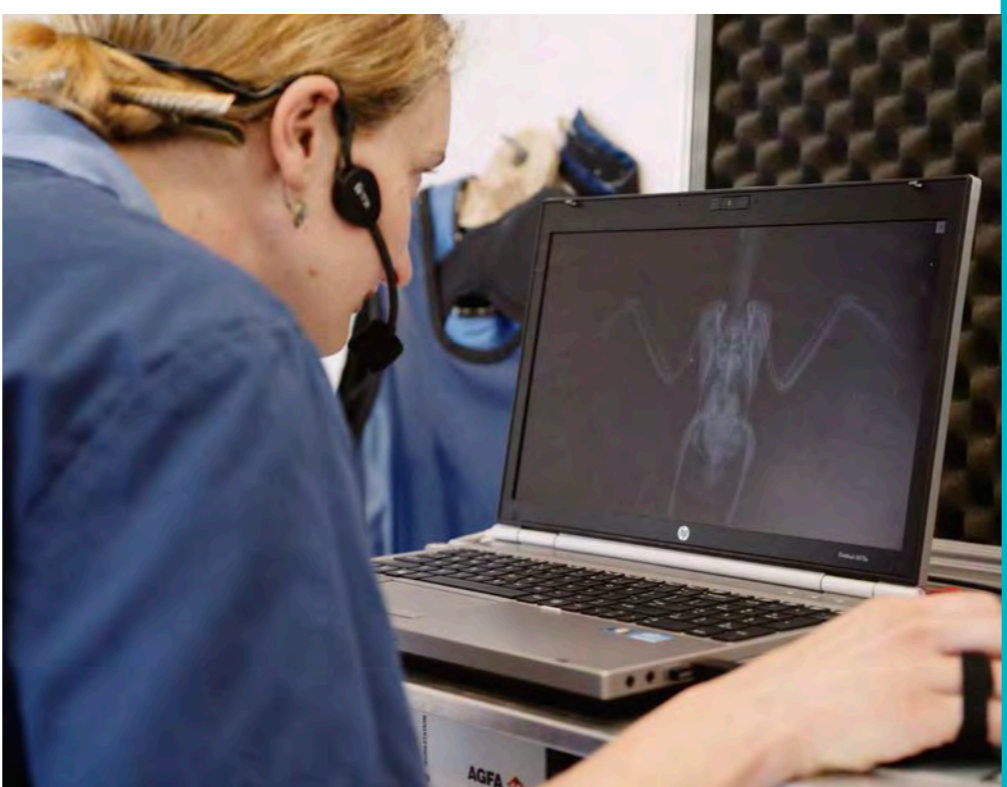
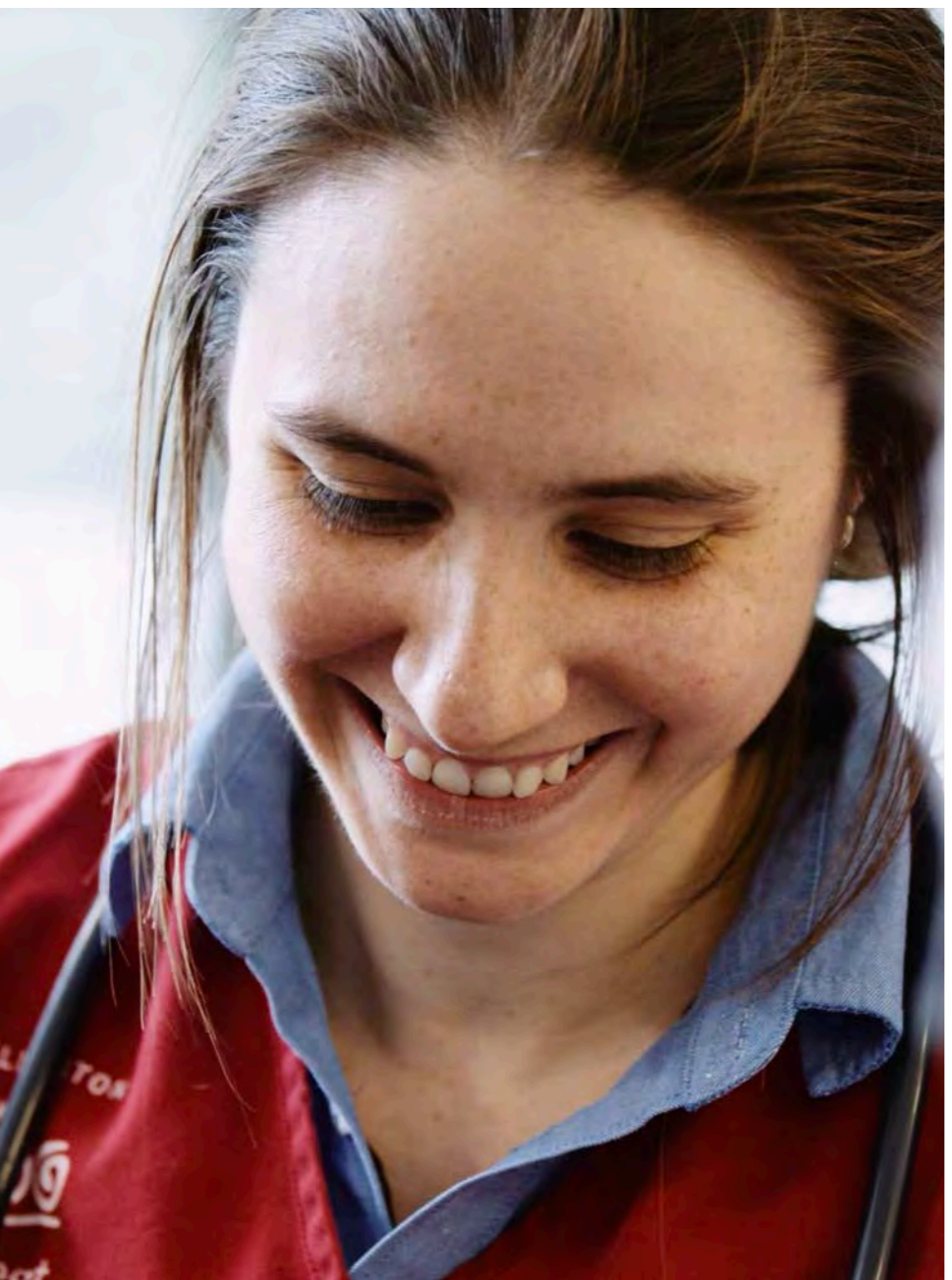
The specialist staff in the Nutrition Centre, assisted by the keeping and veterinary teams, ensure all our animals' diets meet their nutritional and behavioural needs. During COVID-19 Alert Levels 3 and 4 the Zoo's Visitor Rangers were also deployed to the Nutrition Centre to ensure all diets were catered for while we operated under emergency rosters.

The Nutrition Centre has continued to focus on environmental sustainability in its procurement practice. We procure high quality, often locally produced, items. For example, we now use "Bio-Zyme" cleaning products which are environmentally friendly, non-toxic and biodegradable and New Zealand made. They last two to three times longer than the products they've replaced. We've also switched our replaceable batteries to long-lasting rechargeable options. These new products proved invaluable for the expanded cleaning regimes needed for staff and visitor areas under COVID-19.

### Red panda feed sourcing

The Red Pandas had some dental concerns which, after investigation, we concluded was related to their dietary supplements which were imported. Working with a local feed supplier based in Palmerston North, we obtained alternative pellets for the Red Pandas. We've now fully transitioned their supplementary diet to these new pellets, with positive results observed to date and with a smaller carbon footprint.





### 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. The Nest Te Kōhanga continues to embody our commitment to care of animals when they need it most.

Over the year, The Nest Te Kōhanga team have been involved in over 2,500 clinical interactions with a wide variety of species. Due to COVID-19 health and safety procedures, we could not treat native wildlife brought to us by members of the community in the last quarter of the year.

We continue to ensure The Nest Te Kōhanga team is well-placed to provide excellent care. Our new Veterinarian, Dr Phil Kowalski, started with us at the end of the financial year and Shanna Rose was appointed Team Leader The Nest Te Kōhanga, following the disestablishment of the Wildlife Health Manager position after the incumbent resigned.

The Nest Te Kōhanga passed its four-yearly audit by the Ministry of Health's Office of Radiation Safety on radiation practices.





## Caring for our Zoo animals

Some of the notable diagnostic, medical and surgical work performed this year for our Zoo animals were:

- **Sumatran Tiger Senja** had allergy skin tests, performed under general anaesthetic by skin specialist Dr Helen Orbell from Massey University, which showed a large range of allergies. These are being managed via immunotherapy treatment.
- **Cheetah Congo** received a root canal from Dr Angus Fechny, a Massey University dental specialist.
- **Giraffe Sunny** underwent a successful general anaesthetic procedure, which can be incredibly complex, to investigate an abscess on his jaw, which has now been treated.
- **Red Panda Sundar** was anaesthetised to investigate increased salivation and weight loss. A dental examination led to multiple fillings and extractions. Diet changes have reduced the risk of recurrence.
- **Sun Bear Sasa** received a general anaesthetic and skin work by specialist dermatologist Dr Helen Orbell from Massey University, with testing revealing allergies for which immunotherapy therapy is planned.
- **Giraffe Zahara** has been receiving conscious hand injection training successfully. She's now being injected by hand with her contraceptive drugs rather than darted.

## Caring for native wildlife

The Nest Te Kōhanga is the hub for native wildlife care in the Wellington region. This year we treated 496 injured native animals, 69% of which were able to be released back into the wild. Native wildlife treatment included the following:

### Kiwi Pukupuku Little Spotted Kiwi

This case was a demonstration of collaborative effort between Wellington Zoo, Zealandia, Massey University and Pacific Radiology.

A Kiwi Pukupuku at Zealandia, showing abnormal muscle coordination movements (Ataxia), was referred to The Nest Te Kōhanga. The Kiwi was diagnosed with toxoplasmosis, an infection usually fatal in birds. He received an MRI with help from the Massey University Anaesthesiology Department and Pacific Radiology. We installed night vision cameras in The Nest Te Kōhanga to observe his behaviour and ensure his treatment plan was effective. The Kiwi was successfully released back to Zealandia.

Another Kiwi Pukupuku was admitted to The Nest Te Kōhanga from Zealandia in June, exhibiting similar symptoms and with the same diagnosis.

### Kororā Little Blue Penguin

A Kororā was attacked by a dog during a beach clean-up in Houghton Bay and rushed to The Nest Te Kōhanga by a family who witnessed the attack. After treatment for several bite wounds, nerve damage and physiotherapy, the Kororā was successfully released at Houghton Bay with the family present.

### Takapū - Australasian Gannet

A very weak, young Takapū was found in Paremata Harbour and brought to The Nest Te Kōhanga. With treatment for parasites and rehabilitation, the Takapū gained 0.7kg and was successfully restored back to the wild. This species is notoriously difficult to rehabilitate successfully.



Having the precious support of the team at The Nest Te Kōhanga has meant that many more of Aotearoa's native animals which are brought to SPCA Wellington, have been able to be saved. We are immensely grateful for their expertise; sending an animal to The Nest Te Kōhanga means knowing that it will be in the best possible hands, receiving the best veterinary treatment and care available.

Alison Main,  
SPCA Wellington



#### Kākā

A North Island Kākā was found on the ground in Melrose, weak and unable to fly. The Wellington SPCA brought her in and she was diagnosed with rodenticide toxicity, a condition often fatal if untreated. After five weeks of intensive treatment, she was transferred to Wildbase Recovery for further rehabilitation. Two weeks later she was successfully restored back to the wild.

Also, a Kākā received orthopaedic surgery on its broken left wing. This Kākā is recovering well and receiving physiotherapy to help restore full function.

#### Tuatara

A male Tuatara from Zealandia arrived with a severely injured and infected tail which had to be amputated. After more than six months of treatment, he had completely healed and was returned to Zealandia.

#### Ruru Morepork

A Ruru that had been attacked by a dog was successfully treated at The Nest Te Kōhanga and returned to its home range.

#### Toroa Pango Sooty Albatross

In June we received a Toroa Pango Light Mantled Sooty Albatross at The Nest Te Kōhanga. He was originally found in Petone.

The bird received supportive care, pain relief and fluids as he was very weak and underweight. We conducted a full health check under anaesthetic, including x-rays and blood tests. Unfortunately after almost two weeks in hospital the bird passed away. The post mortem showed that the cause of death was a blockage in the stomach, caused by two small pieces of plastic.

#### Takahē

An injured juvenile Takahē was brought in to The Nest Te Kōhanga in June but could unfortunately not be saved.

The Nest Te Kōhanga team's expertise was also shared with up and coming veterinarians. Eight final year veterinary students from Massey University spent a day with the team, finding out what is involved in being a Zoo Wildlife veterinarian.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Number of native animals receiving medical attention by The Nest Te Kōhanga	496	450	✓	N/A New Measure
Percentage of native patients released to the wild after triage and treatment by The Nest Te Kōhanga	69%	50%	✓	65%



# Science based animal welfare practices so the animals are happy

The Animal Welfare Committee ensures that the Zoo is positioned as a leader, advocate and authority on science-based animal welfare best practice. Reflecting the priority of this objective, it has external representatives as well as Zoo staff. These external members are Massey University Associate Professor Dr Ngaio Beausoleil, Victoria University of Wellington Associate Professor Dr Anne Galloway and include former Wellington City Councillor Dr Peter Gilberd. The Committee met three times this year, rather than the usual four times, due to COVID-19.

## Presentations to the Committee

13 September – Chimpanzee Politics, presented by Jo Thomas, Animal Care Manager

20 November – Free the Bears conservation staff grant work, presented by Amy Saunders, Carnivore Keeper

5 June – TRAFFIC conservation staff grant work, Claudia Richards, Zoo Educator and Lynne Laurie, Health & Safety Advisor



**The existence of the Committee and its various activities provide evidence of the absolute priority put on animal welfare by Wellington Zoo Trust. A key strength of the Committee is the diverse expertise, experience and perspectives brought by the various internal and external members. This diversity encourages both deep and holistic consideration of animal welfare, both within the Zoo and in the wider community. It is a privilege to be part of this group of people, who are so passionate about welfare.**



*Dr Ngaio Beausoleil, Associate Professor (Applied Ethology and Animal Welfare Science), Massey University*



*Animal Welfare Committee (above), from left to right: Dr Peter Gilberd, Dr Ngaio Beausoleil (Massey University), Dr Anne Galloway (Victoria University of Wellington), Karen Fifield MNZM, Daniel Warsaw, Jo Richardson, Zel Lazarevich, Dr Craig Pritchard, Glyn Avery, Simon Eyre, Bob Stoop, Claudia Richards*

## ZAA Accreditation

Every three years we are assessed by the Zoo and Aquarium Association Australasia's (ZAA) Standards team to ensure animals at the Zoo are experiencing positive animal welfare in line with the Five Domains of Animal Welfare.

While this was not an assessment year, Zoo staff continue to use ZAA assessment criteria to ensure continuous positive animal welfare.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Maintain Zoo and Aquarium Association Animal Welfare Accreditation Achieved	Achieved	Achieved	✓	Achieved

# Strategic species planning for our site and staff expertise

A number of different animals came into our care this year, from other zoos or wildlife organisations. And, we had success with several significant breeding programmes at the Zoo.

Some of our animals went to new homes across the country and to Australia. These moves resulted from species planning decisions relating to, for example, breeding, numbers and group dynamics. These moves are generally made on the recommendation of Species Coordinators who manage the species programmes for animals in zoos as part of both regional and global managed species programmes.

Moving animals around the country and overseas is complex and needs to be done with a great deal of consideration and planning. We donate 5% of the transport costs for animals coming to and from the Zoo to partner organisation TRAFFIC South East Asia which helps combat illegal wildlife trade. This year, that contribution was \$5,244.10.

## Species Coordinators

Species Coordinators are voluntary positions that help support managed programmes for species transfers and breeding across Australasia and internationally. Their work can cover zoos, sanctuaries, wildlife parks and similar facilities.

Species Coordinators work with studbooks, which record the ancestry of each animal within a regional or international population. A studbook allows a species coordinator to determine the level of relatedness between each and every individual animal in the programme, and so make transfer and breeding recommendations that will have the best genetic and demographic outcomes for the species.

Species Coordinator positions at Wellington Zoo:

- Simon Eyre, Animal Science Manager: Tuatara, Meerkat, Nyala, African Crested Porcupine
- Harmony Neale, Primate Team Leader: Pygmy Marmoset
- Nathan Spurdle, Primate Keeper: Buff Banded Rail, New Zealand Kingfisher

## New animal arrivals and breeding programmes

### Tasmanian Devil duo

Two female Tasmanian Devils, Cassia and Clove, joined Dash (our existing female) in September from the Tasmanian Department of Primary Industries, Parks, Water and Environment.

Wellington Zoo is a proud partner of the Save the Tasmanian Devil Program, a Tasmanian government initiative (2003) to respond to the threat of Devil Facial Tumour Disease. The disease is a rare, contagious cancer that has significantly reduced wild Tasmanian Devil populations.

### Squirrel Monkeys

Two male Squirrel Monkeys from France were welcomed to the Zoo in July and introduced to the troop for breeding with two babies born as a result of successful introductions.

### Wellington Green Gecko Moko Kākāriki

Four Moko Kākāriki Wellington Green Gecko arrived from Zealandia in August and two from Ngā Manu Nature Reserve (Waikanae) in January. We had our first successful breeding in Te Piringa Iiti, our reptile breeding facility, in June, with one Gecko born.



## Notable new-borns

We welcomed many babies to the Zoo this year including some significant ones like the first Tarantulas bred in human care in this region in 20 years, and our local Wellington Moko Kākāriki Green Gecko which are particularly significant to our local region. This year we welcomed:

- 13 Tarantulas
- A Cotton-Top Tamarin (critically endangered)
- Meerkat pups
- Two Red Rumped Agoutis
- Two Nyala calves
- Catfish and Blind Cave Fish (multiple births)



## Animal farewells

Sadly, we also said some tough goodbyes this year:

- A male Nyala, Skipper, died after probably being spooked by Guy Fawkes fireworks and a nearby bush fire. Zoo staff were devastated by this needless tragedy and we have added our voice to the building community conversation about banning private firework sales.
- Djembe, a female 17-year-old Lion, was euthanised after her health and quality of life deteriorated due to age-related health concerns which could not be effectively treated without compromising welfare.
- Rosebud, a Kunekune pig, was also euthanised after her health and quality of life deteriorated with age-related health concerns which could not be effectively treated without compromising welfare.
- Yindi, a female Dingo, was euthanised after it became clear through her behaviour that her quality of life had become compromised.

Some animals went to new homes:

- A female Kea to Invercargill Aviaries
- Two African Crested Porcupines to Orana Wildlife Park
- Five Capybara males to Taronga Zoo
- Three male Nyala to Keystone Wildlife Conservancy
- Meerkats to Natureland Zoo and Brooklands Zoo

Also, a female Kākā was restored to Boundary Stream Reserve Hawke's Bay in November 2019. This Kākā joined others there that came from Wellington Zoo.



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	30	20	✓	31

# Hinengaro

OUR PURPOSE

**INSPIRED BY TŪ WE SAVE  
WILDLIFE AND WILD PLACES**



## Recognition and involvement of the Zoo's conservation expertise

### New Conservation Strategy

We developed a Conservation Strategy, aligned with our overarching strategy, which focuses on our conservation efforts, resources and investment until 2023. The Conservation Strategy reinforces Me Tiaki, Kia Ora! as our kaupapa and brings together conservation and sustainability for saving wildlife and wild places.

It sets out measurable actions in four areas: recognition and involvement of the Zoo's conservation expertise; effective field partnerships for long-term conservation outcomes; focused investment in conservation innovations; and integrating the UN SDGs.

Our goal for Wellington Zoo's conservation work is to make a genuine and ongoing contribution to saving wildlife and wild places in Wellington, New Zealand, and around the world. We will achieve this by working with our community, supporting our partners, developing our people, and leading projects for impact on the ground. Recognising the urgency of the climate change crisis for wildlife and humanity, our conservation work will aim to improve resilience to climate change impacts.

The need to save wildlife and wild places continues, with many species cared for at the Zoo continuing to be threatened internationally. The International Union for Conservation of Nature's (IUCN) Red List of Threatened Species now classifies Pygmy Marmosets as 'vulnerable to the risk of extinction'. Zoo resident species Duvaucel's Gecko, Grand Skink and Moko Kākāriki Wellington Green Gecko are also now at a higher risk of extinction.



**It was fantastic to develop our Conservation Strategy to 2023 underpinned by our kaupapa Me Tiaki, Kia Ora! We must protect the environment so all things will thrive. There are so many ways in which we participate in conservation we wanted to develop clear goals so we could make a genuine and ongoing contribution to saving wildlife and wild places in Wellington, in New Zealand, and around the world.**

*Amy Hughes,  
General Manager Communication,  
Experience and Conservation*

## Staff conservation champions

Driven by our strong commitment to saving wildlife and wild places, we ensure all our staff can be involved in conservation work. The Zoo gives every staff member the opportunity to get involved in a conservation project. This provides real practical benefit to those projects and our conservation partners, and connects staff with the heart of the Zoo's kaupapa.

### Communication, Experience and Conservation team, Conservation Volunteers NZ, Wellington South Coast

Eleven members of this team worked with Conservation Volunteers NZ to plant 100 native plants at Tarakena Bay on Moa Point and 120 native plants on the South Coast. Their contribution will help restore the dunes, prevent erosion and provide critical habitat for Lizards and Kororā Little Blue Penguins.





### Conservation Fund staff grants

All permanent staff are invited to apply for grants from the Wellington Zoo Conservation Fund 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 three Zoo staff working locally and globally. Unfortunately, a number of trips had to be postponed due to COVID-19 travel restrictions and will hopefully be completed next year.

**Claudia Richards and Lynne Laurie**  
TRAFFIC | Malaysia



Claudia Richards, Educator, and Lynne Laurie, Health and Safety Advisor, spent three weeks working in Malaysia assisting Wellington Zoo's conservation partner, TRAFFIC, the wildlife trade monitoring network. They were working on TRAFFIC's educational resources and volunteer training manuals. It was an incredible opportunity for them to find out about TRAFFIC's work. For example, every year TRAFFIC visits two schools to talk about the impact on local species of the illegal wildlife trade and inspire the students to help change this in the future. With Wellington Zoo's ongoing support, TRAFFIC was able to visit an additional two schools in 2019.

**Mel Williamson**  
Jane Goodall Institute | Senegal (JGIS, Senegal)



Mel Williamson, Veterinary Technician, spent time in Senegal West Africa tracking critically endangered West African Chimpanzees and collating data as part of the JGIS research team. Mel also assisted with their Roots and Shoots programme and worked with the Agroforestry team on reforestation.



### Conservation Volunteer Leave

All Zoo staff have the opportunity to take a week of conservation volunteer leave. This gives every staff member a chance to be directly involved in field conservation. Staff are able to choose the project they want to volunteer to support.

**Deleece McLaren**  
The Tawaki Project | West Coast Penguin Trust

Deleece McLaren, Keeper, volunteered with Zoo conservation partner the West Coast Penguin Trust on the Tawaki Fiordland Crested Penguin project. Tawaki are under-studied and this long term research is vital to investigate and assess their marine ecology, breeding and population. Deleece was involved in searching for new nest sites for future data collection and analysis such as faeces and feathers. She also participated in physical monitoring of individual Tawaki.



**Dave Laux**  
Blue Iguana Conservation | Grand Cayman

Dave Laux, Team Leader Reptiles and Invertebrates, travelled to Grand Cayman with the support of Blue Iguana Conservation, to provide specialist support to both the Blue Iguana field programme and to the Grand Cayman Blue Iguana Captive Breeding Facility at the QEII Botanical Gardens.





**Holly Adam**  
Yellow-Eyed Penguin Trust | Otago

Holly Adam, Keeper, joined the Yellow-Eyed Penguin Trust for her conservation leave. The Trust manages numerous reserves across coastal Otago, aiming to save this endangered species by restoring coastal forests and controlling predators. Each day Holly checked the nests to monitor the health of the chicks and adults, in particular checking for avian diphtheria, and helped diagnose and treat any indications of poor health. Holly also assisted the Trust with their pest management work.



**Kelsey Fly**  
Conservation Volunteers NZ | Wellington South Coast

Kelsey Fly, Finance and Administration Advisor, helped out Conservation Volunteers NZ at Tarakena Bay on the Miramar Peninsula. They planted native species, such as flax, to help restore dunes and prevent erosion. This in turn helps improve Kororā Little Blue Penguin habitat.



**Meighan McMMain**  
NZ Whale and Dolphin Trust and DOC | The Catlins

Meighan McMMain, Visitor Ranger, worked with an Otago University student studying the effects of tourism on a Hector's Dolphin population at Porpoise Bay. The fieldwork was photo identifying the Dolphins from a boat and observing interactions with swimmers from the headland. It's really important these small, special Dolphins have access to shallow waters to rest. The results will assist future review of marine mammal tourism guidelines.



**Sarah Gough**  
Dunedin Wildlife Hospital | Otago

Sarah Gough, Veterinary Technician, worked with the team at Dunedin Wildlife Hospital. Sarah contributed her nursing skills to the care of many patients, included five Penguin species, three Gull species, Kahu Harrier and Kererū. Most patients are admitted for predator attacks, traumatic injuries and toxicities. Sarah's duties included diagnostic procedures and treatments such as radiographs, wound care and physiotherapy, preparing patient diets and monitoring anaesthesia. Sarah also had the wonderful opportunity to see seven patients discharged, back to their home range or into further rehabilitation.



**Bob Stoop and Emily Kay**

Giraffe Conservation Foundation | Namibia

Bob Stoop, Team Leader Herbivores and Birds, and Emily Kay, Veterinarian, travelled to Namibia at the Giraffe Conservation Foundation's request to assist with a Giraffe collaring project. The solar powered GPS tracking devices fitted to the sedated Giraffe will give a better understanding of Giraffe movements and how they utilise their habitats.



**Amy Saunders**

KORI | Kaikoura

Carnivore Keeper, Amy, spent time in Kaikoura assisting the Kaikoura Ocean Research Institute (KORI) with The Great Kaikoura Whale Count. This coincides with the annual migration of Humpback whales past Kaikoura, as they head north from summer feeding grounds in Antarctica, to winter breeding and calving areas in warmer, tropical waters.

Over 100 Humpback whales were seen migrating past Kaikoura last month, and Amy was fortunate enough to see a resident Sperm whale and two Humpback whales breaching in South Bay.



**The Nest Te Kōhanga Conservation Field Work**

**NIWA Antarctica Field Work**

We were excited to be involved in cold climate conservation in Antarctica, working alongside NIWA (National Institute of Water and Atmospheric Research). Senior Veterinarian Dr Baukje Lenting and Wildlife Health Services Manager, Dr Craig Pritchard, each spent over a month in McMurdo Sound, Antarctica as part of the Zoo's support of NIWA's research programme, Ross-Ramp: Ross Sea Research and Monitoring Programme. The programme aims to gather information to monitor the effectiveness of the Ross Sea Marine Protected Area (MPA). Our experts assisted the team to anaesthetise Weddell Seals and place cameras and GPS trackers to follow their movement patterns and observe how these link to their food distribution. The information gathered will help conservation of this species.



**Kākāpō Field Work**

After a successful breeding season there was evidence of Aspergillosis, a potentially fatal lung disease, spreading amongst the Kākāpō on Whenua Hou Codfish Island. These birds were uplifted to Auckland Zoo for medical care and treatment. Three of our veterinary technicians worked at Auckland Zoo's New Zealand Centre for Conservation Medicine in June/July 2019, caring for these critically endangered birds.

## Science and 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.

### Victoria University of Wellington

- Wildlife Health Services Manager, Dr Craig Pritchard, assisted a Victoria University of Wellington Masters student with an urban rat radio-tracking project which involves anaesthetising live captured urban rats to fit radio collars. The project aims to assist Predator-Free Wellington and Landcare Research by informing their probability models around re-invasion of pests to the Miramar Peninsula.
- A Masters student from Victoria University, completed behavioural observations on the Wellington Zoo Chimpanzee community with the assistance of the Primates team. Her study is focused on observing social dynamics due to the minimal number of adult and sub-adult males we have in the community, which is causing friction between the only two adult males Marty and Alexis.

### Further research projects and publications

- Lead exposure in rural and urban Tūi - undergraduate project in preparation for publication by Alisdair Eddie and The Nest Te Kōhanga team.
- Total ear canal ablation in a Lion - case study being written up for publication by Dr Helen Orbell and The Nest Te Kōhanga team.
- Lysosomal storage disease in a South Island Kākā (*Nestor meridionalis meridionalis*) - case study being written up for publication by Dr Bob Jolly, Dr Stuart Hunter and The Nest Te Kōhanga team.
- A comparative study of litter size and sex composition in a large dataset of callitrichine monkeys - Simon Eyre (co-author), published in the American Journal of Primatology.



## Masterate Programme in Zoo Animal and Wildlife Health with Massey University

The joint venture Services Agreement for the Masterate Programme in Zoo Animal and Wildlife Health with Massey University is in the process of being renewed. This agreement includes provision of specialist support from Massey University teaching staff for complex procedures in The Nest Te Kōhanga along with teaching and mentoring of our Veterinary staff. The Zoo has also agreed to increase the use of Massey University's Wildbase Recovery for the medium term rehabilitation of any injured wildlife treated in The Nest Te Kōhanga, before their return to us for release back into the wild.

The Holdsworth Charitable Trust has re-signed a three year agreement to support the Wellington Zoo and Massey University Masterate Programme in Zoo Animal and Wildlife Health at The Nest Te Kōhanga.

Massey University Masterate Programme in Zoo Animal and Wildlife Health research projects undertaken by Residents were:

- Pathogens of Hoiho Yellow Eyed Penguins - Master's thesis in preparation by Emily Kay
- Disease screening of Fijian Bats - Master's thesis in preparation by Jessica McCutchan
- What disturbances of clinical significance to physiological homeostasis are occurring during anaesthesia across a range of zoo animals - Master's thesis in preparation by Nigel Dougherty
- The ethics and animal welfare of aged animal management in zoos - Master's thesis in preparation by Alison Clarke
- Investigating marine predation injuries to Hoiho Yellow-Eyed Penguins - Master's thesis in preparation by Kathryn Johnson

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Participate in zoo-based research projects and paper publication	13	11	✓	10



## Position Statement on Control of Introduced Animals

The Zoo has developed a Position Statement on the Control of Introduced Animals in New Zealand. It includes our declaration that any decision on animal control we need to take at the Zoo will be based on the Zoo's animal welfare standards, and will only occur if there are no effective and viable alternatives. We will always aim to minimise any suffering and harm we cause to animals.

The control of introduced species can be controversial. We will join other conservation groups in discussing why this work is sometimes needed, while acknowledging the impact of control activities on target animals and uncertainties where these exist. We will advocate the use of those control methods considered to be most humane and effective, and will support the development of new control methods towards this.

Wellington Zoo is committed to supporting the conservation of endangered species in New Zealand, as well as internationally. We will be a good neighbour to our local community and wildlife, such as working to restore the Town Belt adjacent to the Zoo at the Manchester Street Reserve and encouraging responsible pet ownership. We'll also continue efforts to free the Zoo itself of the key introduced species that cause significant negative impact on native wildlife.

We collaborate with organisations such as Capital Kiwi, Predator-Free Wellington, Wellington City Council, Zealandia, DOC and others to make Wellington a great place for native wildlife to thrive.

## 100 year moth project

During December, Wellington Zoo staff joined Zealandia, Te Papa, Greater Wellington Regional Council and DOC staff to assist with the 100 year moth project. This is an initiative between the Entomological Society of NZ (Wellington branch) and Zealandia. Staff helped to identify and generate a list of moth and butterfly species present at Zealandia. This will be used to tell the story of land use change and restoration in the Zealandia area.

## Zoo submissions to Government on biodiversity

Wellington Zoo engages with central government to ensure our voice is heard at a high level and we contribute to national environmental goals.

This year, the Zoo submitted on the proposed National Policy Statement for Indigenous Biodiversity (Ministry for the Environment) and on the proposed revision of the New Zealand Biodiversity Strategy (DOC).

## Effective field partnerships for long term conservation outcomes

Wellington Zoo enjoys a wide range of strong, collaborative conservation and wildlife partnerships. Working together enhances and improves conservation efforts in New Zealand and internationally.

### MOU with Zealandia

One of the Zoo's most important conservation partnerships is with Zealandia. We are two iconic capital environmental attractions that connect people with animals and are committed to ongoing conservation of Wellington's native wildlife.

Reflecting this, the Zoo and Zealandia formalised our partnership by signing of a Memorandum of Understanding (MoU) in August 2019. The MoU sets out that:

- We will continue collaborating with a focus on community, accessibility and local conservation.
- Wellington Zoo will continue to treat native wildlife patients from Zealandia at The Nest Te Kōhanga and offer support for veterinary health checks and wildlife disease screenings on-site at Zealandia.
- Our organisations will look at identifying possibilities for joint research projects, funding opportunities and further professional advice and support.

We look forward to an even stronger partnership and the results for conservation that will bring.



**I am delighted to have signed this MoU which underscores the importance of our relationship with the Zoo and the value we are adding, together, to our city. ZEALANDIA has worked closely with the Zoo over many years and we continue to strengthen all aspects of the relationship, ranging from animal welfare through to joint projects in conservation and visitor engagement.**



*Paul Atkins,  
Chief Executive ZEALANDIA*



## 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 other donations.

Through the Wellington Zoo Conservation Fund, staff time and other operational expenditure, most notably in The Nest Te Kōhanga, we have contributed 7.1% of our annual operational expenditure directly to field conservation this year.

## Our Conservation Partners

The Wellington Zoo Conservation Fund helps finance projects managed by our conservation partners and gives our staff the opportunity to contribute to these projects all over the world, through fieldwork and sharing expertise. Our 14 global and national conservation partners work with endangered, critically endangered and cornerstone species that we care for at Wellington Zoo. Each partner also works closely with their local communities, including those who share habitats with these animals, to help save them in the wild. This year we renewed agreements with:

- **Proyecto Titi in Colombia**, which works to protect the Critically Endangered Cotton-Top Tamarin. The Zoo made a one-off donation of US\$5,000 to Proyecto Titi this year for education programmes in Santa Catalina aimed at reducing capture of these animals as pets.
- **West Coast Penguin Trust** works to promote awareness of Kororā Little Blue Penguins, Tawaki Fiordland Crested Penguins and other threatened seabirds through participation in community events, media liaison and school education programmes from Karamu to Haast.
- **Wildcats Conservation Alliance**, whose mission is to save wild Tigers & Amur Leopards for future generations by funding carefully chosen conservation projects.
- **Kea Conservation Trust**, who are involved in work to protect the Kea, the world's only alpine parrot.



We are very pleased to continue our long standing partnership with Wellington Zoo Conservation Fund which is helping support nest monitoring of Kea at key sites throughout the South Island. For the past ten years Wellington Zoo has supported Kea monitoring in Nelson Lakes NP, in the Hawdon Valley in Arthur's Pass and in Fiordlands, Murchison and Stuart Mountains. This further three year commitment will go directly into supporting ongoing monitoring of Fiordland kea to help identify any threats to nesting Kea and ascertain breeding outcomes.



*Tamsin Orr-Walker, Chief Executive  
Kea Conservation Trust*



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

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Number of Field Conservation Projects supported for threatened (NZ) endangered or critically endangered (global) species	12	8	✓	9
Percentage of OPEX directly contributed to field conservation	7.1%	6%	✓	7.6%



## Matiu Somes Island Moko Kākāriki Wellington Green Gecko and Ngāhere Gecko monitoring

The DOC-supported and Zoo-led Moko Kākāriki Wellington Green Gecko and Ngāhere monitoring trips on Matiu Somes Island restarted for the season in November and finished in March 2020, with over 900 hours clocked up. Highlights included:

- 13 target species sightings, including six new Ngāhere geckos and one new Moko Kākāriki Wellington Green Gecko (a gravid female).
- Collaborating with Wildlands Consultants, together we have now placed nearly 300 monitoring covers on the Island.
- Trained nine new staff in Gecko monitoring and handling techniques and continued to build the skills of a further seven staff.
- Passed on basic handling and monitoring skills to DOC staff who joined us. We are continuing our in-depth training with Gemma Wright, Kaitiaki Ranger, so she may pass the skills on to mana whenua and continue to build their involvement in the project.

## Moko Kākāriki Wellington Green Gecko restoration group

The Zoo began its involvement in a collaborative group with Zealandia, DOC, Ngā Manu and private breeders working to restore Moko Kākāriki Wellington Green Geckos to islands and other safe locations in our region.

Four juvenile Moko Kākāriki Wellington Green Geckos were transferred to Wellington Zoo from Zealandia, with a further two animals arriving from Ngā Manu. These animals have moved into our reptile-breeding facility, Te Piringa Iti, with the first baby born in May.

## Cheetah Outreach

We were lucky to be given the opportunity to name Cheetah Outreach's new Anatolian guard dog puppy. We named it Tiaki, in line with our ethos Me Tiaki, Kia Ora!. These guard dogs are a key part of Cheetah Outreach's conservation work; they protect livestock from Cheetah and help to minimise human animal conflict.

## Australian Bushfires action

We made financial contributions to help with the devastating impacts, including extensive wildlife death and injury, of the bushfires this year.

The Zoo made donations to WIRES (Australian Wildlife Rescue Organisation) and Zoos Victoria from the Conservation Fund. We also donated to the Zoo and Aquarium Association Australasia (ZAA) Wildlife Conservation Fund with funds raised online and through on-site visitor donations.



## Victoria University of Wellington lectures

As part of our MoU with Victoria University of Wellington, two free community lectures were co-hosted at Wellington Zoo:

"The give and take of biodiversity: Mass Extinctions." (The third talk in a three part series - other talks held at Te Papa and Zealandia). Palaeontologist Mike Hannah, from Victoria University of Wellington, explored the events, which forever changed the course of life on Earth. He answers the question "How many mass extinctions have there been?" Wellington Zoo's Conservation Manager, Clare Stringer, spoke about the role of zoos (and everyone) to make a difference at this pivotal moment in time.

"Evolution in Isolation: Island Syndrome in Plant and Animals." Dr Kevin Burns, Professor of Biology at Victoria University of Wellington was joined by Team Leader Conservation Engagement, Anna McKenzie-Pollock who did Conservation work on Maud Island and Keeper Danielle Rae who has recently returned from Madagascar working with The Madagascar Fauna and Flora Group, shared their work, emphasising the conservation challenges that island syndrome presents and how community understanding and action can impact on conservation goals.



# Focused investment in conservation innovations

## Local Grants Programme

Wellington Zoo was excited to announce the launch of the Wellington Zoo Conservation Fund Local Grants Programme during Conservation Week. The Zoo is offering funding for projects in the Greater Wellington Region, including the Chatham Islands which is included as part of the Rongotai electorate, that have clear community conservation value for native wildlife and wild places. We want to show our support for local community conservation projects and those who are doing fantastic work on the ground.

Six grants totalling \$17,350 were approved this year:

### **New management tools for small scale lizard conservation (Kāpiti)**

This project is trialling two novel techniques for the control of mice in lizard conservation areas. If successful, it could give a better alternative to the use of brodifacoum.

### **Ex situ conservation of *Dactylanthus taylorii* (Wellington)**

*Dactylanthus* is a unique endemic New Zealand plant that is bat-pollinated, and now limited to only 5% of its former range. This project is supporting the establishment of seed banking (conventional and cryobanking) and living collections for this species. It could enable the future reintroduction of *Dactylanthus* to Wellington.

### **Kōhanga o Porokapa 2020 (Wellington)**

This grant supports a project to increase the area under restoration at Mākara Peak, particularly with podocarps. The project has excellent local support along with an exciting vision of supplying podocarp seeds to other projects and having more Korimako in the Outer Town Belt.

### **Trialling the world's first "no-dig" live capture trap for lizards (Wellington)**

There's a need for improved technology for the capture and survey of lizards, and this innovative project is supporting field trials of a novel "no-dig" trap for lizards. The trap aims to be more effective and versatile than current options. One of the field trial sites will be Matiu Somes Island. Auckland Zoo is also supporting the initiative.

### **Monitoring prevalence and distribution of *P. oppidanus* (Wellington)**

This project supports survey work of our Critically Endangered Wellington snail, *P. oppidanus*, by voluntary group TAHER (Te Ahumairangi Hill Ecological Restoration). The Zoo has had other engagement with the group on this work too.

### **Chatham Island Tāiko Conservation (Chatham Islands)**

The tracking of juvenile and adult Tāiko from the Chatham Islands, enabled by this project, could help us to understand how this species is affected by climate change and its fisheries interactions. In the past, the Zoo treated the first Chatham Island Tāiko to be transported to the mainland in The Nest Te Kōhanga. This bird has since successfully bred and produced four chicks.



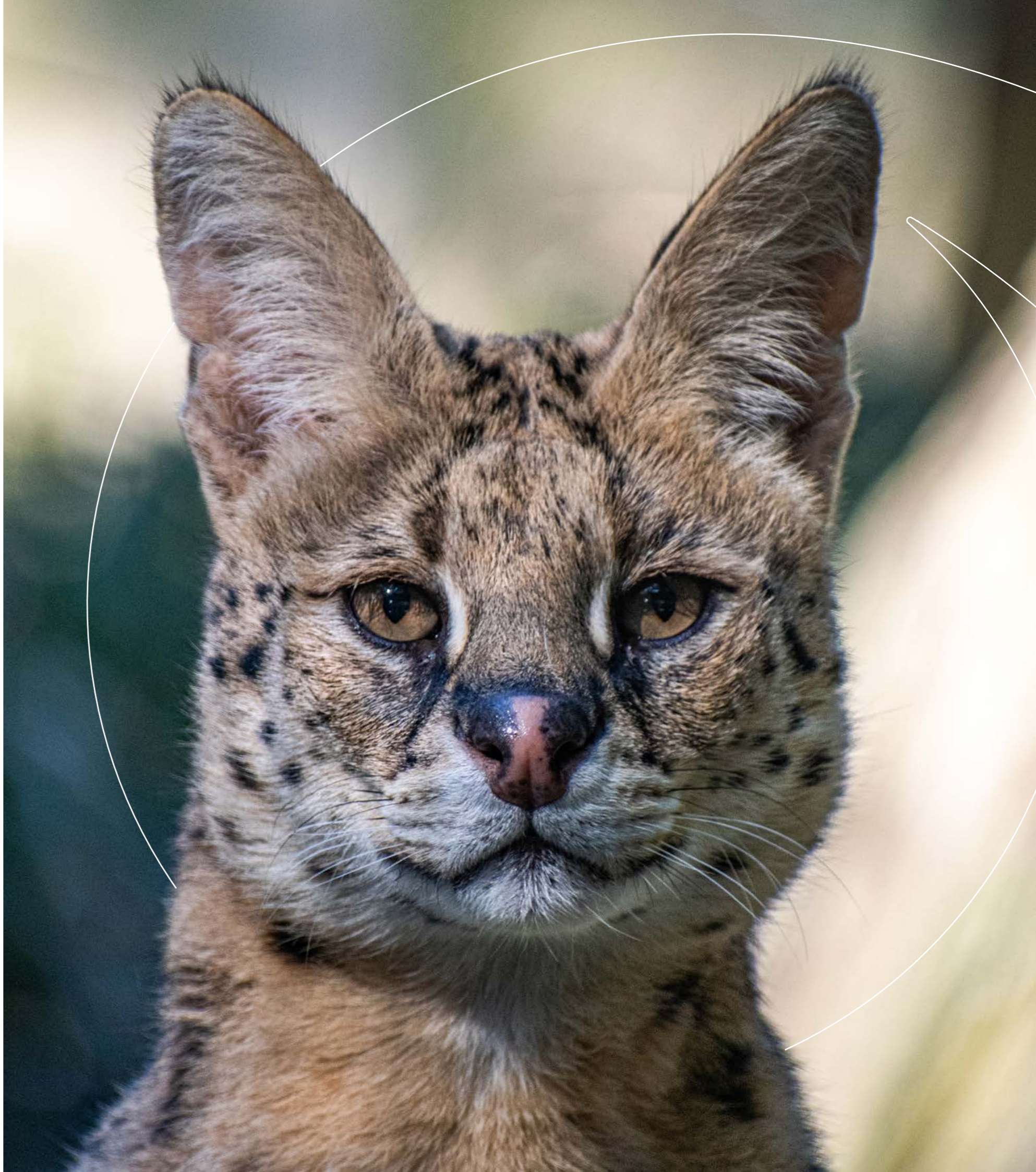
## Critically Endangered Snails - TAHER

The Zoo has assisted TAHER (Te Ahumairangi Hill Ecological Restoration group) in their work recovering a population of Critically Endangered snails found in only one Wellington location, by using social media to raise the work's profile. The Zoo also attended a WCC workshop, along with DOC, to discuss our role in this project.

## Kete ō ngā Taonga - NEXT Foundation

In early November we were pleased to host a Frozen Zoo/Ark summit organised by the NEXT Foundation.

The Foundation's vision is to establish a 'frozen ark', or cryobank, in New Zealand to safeguard the genetic information of native New Zealand fauna. It's an exciting opportunity for Wellington Zoo to be involved as a key stakeholder at the scoping stage, along with other partners such as local and international geneticists, DOC, iwi, Manaaki Whenua, AgResearch, Te Papa and Auckland Zoo.





# Wairua

OUR COMMUNITY

**INSPIRED BY RONGO  
WE STRENGTHEN COMMUNITY  
SUPPORT AND ACTION**

**Engaging, message driven  
experiences to build community  
environmental action**

## Community perception research

This year we commissioned a comprehensive survey among Wellington region residents on their perceptions of Wellington Zoo.

### Objectives and methodology

We wanted to examine community understanding and experience of the Zoo and ensure we have social licence to operate from our community. We wanted to understand:

- How people perceive Wellington Zoo - what we do well, could improve, overall rating as a place to visit;
- how this aligns to perceptions of zoos in general ; and
- the level of awareness of Wellington Zoo initiatives.

We commissioned Buzz Channel to conduct research to understand perceptions of Wellington Zoo among Wellington residents, including visitors and non-visitors to the Zoo. They surveyed 513 residents from the Wellington region.

### Survey Results

We were pleased to find that perceptions of Wellington Zoo are overwhelmingly positive - with an overall rating of 82% as a good place to visit.

Individual perception results for Wellington Zoo included:

- 87% agree Wellington Zoo is an educational place to visit
- 82% think it's a fun place to visit
- 81% agree they take care of their animals
- 80% think Wellington Zoo is a great place to get close to animals
- 79% agree Wellington Zoo supports conservation of wild animals
- 78% agree the staff are friendly and knowledgeable
- 72% agree that Wellington Zoo is committed to environmental sustainability

Results also showed that perceptions of Wellington Zoo and zoos in general are overwhelmingly positive:

70% of residents feel zoos play an important role in their community. Similarly, 69% said that Wellington Zoo adds value to our community.

Wellington residents consider animal welfare, conservation and education as the most important aspects of what a zoo does/ should do.

Animal welfare, conservation and education were also mentioned as aspects that Wellington Zoo does well.

The report notes increased information and education around Wellington Zoo's wildlife conservation efforts and animal welfare could help to influence these residents to be more supportive of zoos.

# NESTiVAL

## CELEBRATING 10 YEARS

OF THE NEST TE KŌHANGA

We were thrilled to celebrate the tenth anniversary of The Nest Te Kōhanga, Wellington Zoo's award-winning animal hospital, in December 2019.

The Nest Te Kōhanga is the largest and most ambitious project in the Zoo's history. It is a world-leading facility that enables us to provide Zoo animals with amazing veterinary care, and is a regional hub for treating and rehabilitating injured native wildlife from Wellington and further afield. Since opening, The Nest Te Kōhanga veterinary team has treated over 4,500 native wildlife patients brought to us by members of the community, the SPCA, DOC

and Zealandia. Many of these patients have been successfully released back to the wild. The Nest Te Kōhanga also adds a different dimension to visitor experience at Wellington Zoo and inspires the next generation of wildlife vets. It showcases the work of our veterinary team and gives visitors the opportunity to see and engage with our team about the work we do to care for animals. Each of the main treatment rooms feature large viewing windows so visitors can experience all animal check-ups and procedures. Our Animal Care and Science team provide commentary while they work, and visitors can ask questions.





We celebrated the ten years of The Nest Te Kōhanga with a visitor celebration and a VIP event.

- The visitor celebration, The Nestival, was held on the weekend of 30 November / 1 December. This was a family event where families enjoyed special vet-themed talks, entertainment, and games and activities for kids like being junior vets for the day.
- The VIP event, The Nest Te Kōhanga 10th Year Celebration, was held on 9 December. Wellington Zoo welcomed stakeholders, partners, Wellington City Councillors and Members of Parliament to celebrate the significant achievements of The Nest Te Kōhanga and its contribution to native wildlife and the community.

Over the years, The Nest Te Kōhanga team have felt fortunate to treat some of New Zealand's rarest wildlife. Some of our well-known patients include Stella the Kākāpō chick, a Chatham Island Tāiko, Happy Feet the Emperor Penguin, an Olive Ridley Sea Turtle, a Royal Albatross, a Hoiho Yellow-eyed Penguin, a number of Tawaki Fiordland Crested Penguins, as well as various species of Kiwi and Skinks.

We know that both Stella and the Tāiko have gone on to successfully breed after their restoration to the wild, boosting the populations of these critically endangered animals. And, treating all of these amazing native animals has allowed our Wellington community to get up close to wildlife they may never otherwise get to see.

“  
 With the Nestival we celebrated ten years of The Nest Te Kōhanga, a fantastic asset to Wellington Zoo... Ten years of providing world-class care for injured and sick animals, both at the Zoo and in the community, and sharing this work with visitors. ”

*Karen Fifield MNZM,  
Wellington Zoo Trust, Chief Executive*





## Valentine's Day

We held our most successful Valentine's Night yet with 929 visitors enjoying this special event; 114 more than last year. The Zoo is open to adults only and they can attend especially themed talks, enjoy live music or just enjoy a picnic in the Zoo. It is the sole adults-only event in the Zoo calendar and continues to increase in popularity.

TV3's The Project did a live cross on the night to the Meerkat habitat. We also tried a fun outdoor promotion via an Instagram competition, giving away free double passes that were mounted on outdoor street posters that people had to look for around town.

## Family Friday Nights at the Zoo

We planned to open until 8pm every Friday evening in March to give visitors an opportunity to experience Wellington Zoo at dusk. Visitor numbers for the first three Fridays put us well on track to exceed last year's visitation numbers, but the COVID-19 lockdown meant we weren't open for the last Friday in March.

## Conservation Week

We celebrated Conservation Week on 21-22 September, welcoming 2,546 visitors over two days. It was a fun-filled weekend of events and activities where visitors learned how they could help nature. The theme in 2019, the event's 50th year, was Nature Needs Us.

## Conservation action mural

Thanks to local Wellington artist Chimp, we now have an eye-catching conservation action mural at the front of the Zoo. It highlights conservation action messages amidst a beautiful portrayal of some of the endangered species we care for at the Zoo. We've previously collaborated with Chimp on murals in The Nest Te Kōhanga and the Lion cave.

## New species signs

We've refreshed many of our species and conservation connection signs. They are bright and colourful with a contemporary look and feel, and create better continuity of interpretation throughout the Zoo.

The species signs share easy-to-read, interesting information with our visitors, along with the species' origin and current IUCN conservation status. Updates to the conservation connection signs are complementary and tell the story of our conservation partners and the Zoo's work to support them.

## Newtown Festival

The Zoo had a stand at the Newtown Festival in March, which is an important way to connect with our local community. We had a Forest Stewardship Council (FSC) display, showcasing what this is and how we live it at the Zoo, along with activities, games and retail sales.

## Safe Cat Safe Wildlife

As part of a ZAA regional initiative, three staff members from Wellington Zoo attended online training on the development of the Safe Cat Safe Wildlife community conservation campaign piloted by Zoos Victoria. The aim is for this campaign to roll out in Zoos and Aquariums across Australasia to harness our collective impact for community conservation.

## Zoo Crew Membership

We're grateful for the support of our Zoo Crew whānau, who are the visitors we see most regularly and understand the important work of the Zoo.

A Zoo membership for organisations was launched and is being actively promoted through various marketing channels. This is a transferrable pass for all staff within that organisation.

In January we held a promotion called The Biggest Fan in Jan aimed to drive Zoo Crew visitation by finding the person who visited the Zoo most often during January. Our biggest fan visited a whopping 28 times, with our second biggest visiting 21 times. Visitor Rangers gave out spot prizes during the promotion.

Due to COVID-19, all Zoo Crew memberships were extended for the length of time the Zoo was closed and while the Zoo was free to all visitors.

## Close Encounters

A Close Encounter is more than just meeting an amazing animal up close; it's a chance for our visitors to learn more about where they come from, how we care for them and what they can do to support them in the wild. Ten percent of the proceeds go to the Wellington Zoo Conservation Fund. This year we welcomed 4,511 visitors to meet Red Panda, Cheetah, Giraffe, Capybara, Meerkat and Lemurs up close.

We did temporarily close the Lemur Close Encounter as a health and safety precaution during the measles outbreak in 2019 to ensure the animals were not infected.

Due to COVID-19 we closed all Close Encounters during Alert Levels 4, 3 and 2 to look after our animals, staff and visitors. We ran a competition where one lucky family won a virtual Close Encounter via Zoom. This was the first time the Zoo ran a remote Close Encounter and this unique event was highly enjoyed by the winning family.



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
People participating in animal Close Encounters	4,511	4,000	✓	5,265



## Learning

Wellington Zoo provides a range of engaging formal and informal learning opportunities right across the Zoo. By connecting visitors and students with our animals, their habitats and the role of progressive zoos, we help them discover what they can do to care for the natural world - at school, home and in the wider world.

Along with experiences for students run by our Learning team, our Visitor Rangers and Animal Care teams deliver informal learning every day through animal talks, Close Encounters and engaging with visitors.

Learning programmes were suspended during COVID-19 Alert Levels 3 and 4. However, the Learning team successfully developed online educational materials for our community and online webinars that could be delivered to schools via Zoom.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Education Visits	8,058	10,500	✗	N/A new measure

### Learning Experience Outside the Classroom (LEOTC)

We hold a contract with the Ministry of Education to provide LEOTC opportunities in the Science & Technology learning area for school students.

7,384 students participated in Zoo learning programmes including 307 students in Zoom webinars - or 'Zoominars' and 122 Bush Builders participants.

These numbers were lower than expected due to COVID-19. During lockdown the Learning Team quickly moved to develop online resources to help students continue their Zoo learning from home, and delivering webinars to schools that couldn't make their planned visit.

As part of the contract with the Ministry, we provide six-monthly reports to New Zealand Council for Educational Research (NZCER) the monitoring agency for the contracts on numbers and our evaluation of the programmes, including impact on participants. We also have a monitoring visit from NZCER each year. We had great feedback from NZCER on how we are delivering LEOTC sessions to students.

We were pleased to assist St Patrick's College to develop a learning session for NCEA Level 3 Biology on Homeostasis. This collaboration came out of the good relationship we have built with the school over several years of learning sessions. This relationship has also led to a closer relationship with Wellington secondary school Science department heads.

We hosted a LEOTC Advisory Group meeting at the Zoo. This group is comprised of education professionals from a number of Wellington institutions who act as a sounding board for the development of our LEOTC programme.



**The focus of the programmes is for students to leave the Zoo with at least one conservation action they can do from now on. This is strongly evident in the student feedback. Fantastic Wellington Zoo team - you are really making a difference.**

*New Zealand Council for Educational Research (NZCER) Report*





### Child Cognition Lab research (VUW)

This research, commenced last year, aims to understand the empathy towards animals of our younger visitors. This year these research visits continued and VUW has presented some initial findings in a progress report. Children seem to attribute more complex mental states to mammals. This research continues.

### School holiday programmes

1,160 students participated in our school holiday programmes this year. This number was lower than expected as the April programme was cancelled.

Particularly popular days included Animal Ambulance, Zoo Keeper Apprentice and Globe Trotters. We also introduced new resources, like Junior Zoo Keeper Task Books and Globe Trotters Passports, to help structure the days and make it a fun, enjoyable experience for all participants.

### Wellington Zoo Bush Builders

Through this environmental literacy programme, we help urban students discover the wonder of the world around them and seek to empower them, with knowledge and practical skills, to take action for the environment.

In 2019 Gracefield School, Pinehaven School, Thorndon School and South Wellington Intermediate School all completed restoration or school environment enhancement planting projects.

Bush Builders projects scheduled for the first half of 2020 were postponed due to COVID-19.

### Kiwi Guardians

This programme, led by DOC and Toyota, aims to have more kids and their families out exploring New Zealand's outdoors. Hundreds of kids sign up each year to be Kiwi Guardians through Wellington Zoo.

## VUW collaboration

### Design course

A number of Zoo staff from Learning, Community Engagement and Animal Care, worked with Victoria University of Wellington (VUW) students on their Multi-species Design course based on our Otters.

We challenged the students to think about engaging visitors with the Otters, and the Otters' welfare needs and use of their space. The students interviewed staff and observed visitors. They came up with several great ideas, including children's learning props, an app linked to conservation actions for visitors to complete and an animal ambassadors volunteer programme. Zoo staff were thrilled with the level of knowledge and thought that had gone into developing these ideas as well as the students' understanding of the Zoo's work.

### Marketing Course

We partnered with VUW School of Business, with some of their students concentrating on developing marketing plans for the Zoo's Venues products as part of a project (due for completion in July 2020).



## Celebrating nature days

We marked international celebrations of amazing animals and those who care for them:

- Bee Awareness Month
- World Veterinary Nurse Day
- International Zoo Keepers' Day
- World Animal Day
- International Day of Zoo and Aquarium Educators
- World Chimpanzee Day
- International Red Panda Day
- World Lion Day
- International Tiger Day

The Zoo also promoted community involvement in The Great Kererū Count (20-29 September), run by the Discovery and Urban Wildlife Trust, as well as the NZ Garden Bird survey run by Manaaki Whenua - Landcare in June and July.

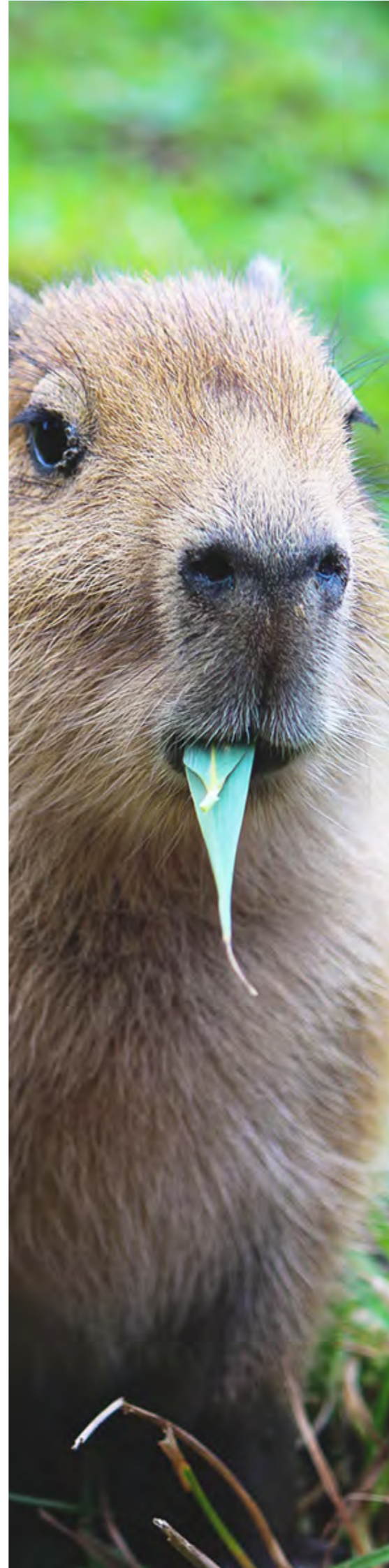
## Social media

This year we hit a few significant social media milestones. We surpassed 50,000 followers on Facebook; and on Instagram reaching over 10,000 followers enabled us to unlock new features only available to accounts with that number of followers. We hit an all-time record high of new followers on Facebook with 803 new followers on 12 May, 2020, which is when our free tickets were announced. Our total following as at 20 June 2020 is 50,569 for Facebook, 12,700 on Instagram, 9,301 on Twitter and 1,032 on LinkedIn.

Being closed for some of the year, due to the COVID-19 lockdown in New Zealand, our social media channels become more important than ever as our only way to stay connected to our communities. The Zoo's positive animal and staff stories were a welcome antidote to the COVID-19 doom and gloom filling people's newsfeeds.

Some of the most popular content this year:

- Our Staff Takeover days were incredibly popular during the lockdown and helped our community feel connected to the Zoo while it was closed.
- The Facebook video of our Otters getting their lunchtime feed, during lockdown, saw a massive reach of 270,300 with 11,476 post engagements. The Otters also did very well on Instagram.
- The Facebook post about our Capybara baby in October saw a reach of just over 74,000 with 9,301 post engagements. We enlisted writer and blogger Emily Writes to help us engage with her online audience and choose a name for the Capybara: May.
- One of Wellington Zoo's most popular LinkedIn posts was about us announcing our award for the Resene New Zealand Institute of Landscape Architecture awards, for our playground (for humans) next to the Chimpanzee habitat.
- On Twitter a few of our tweets about Capybara did very well and we also received a good reception for our slow-motion video of a bee flying.



## Media coverage

The media is another avenue for us to tell Wellington Zoo stories to our community, and contribute to their understanding of the Zoo's wide-ranging work in animal care, conservation and sustainability. We have a high profile and also receive a lot of media coverage.

Some story highlights from the past year were:

- A lot of stories ran about how the Zoo was doing during the COVID-19 lockdown and directly after. A lot of the main media outlets in New Zealand ran stories on the topic, as did some international ones as far afield as the UK (The Guardian, The Daily Mail and Metro), France and America. One of our keepers was included in a story profiling various essential workers in Wellington.
- We backed the Kororā Little Blue Penguin again this year for the Bird of the Year election, which saw a number of mentions in stories on the subject. The Spinoff ran a cheeky parody on the whole competition called Dirtbag of the Year. Alfonso the Rooster's amusing love/hate relationship with Keeper Jeff won him the popular vote.
- The exciting news of the Goliath Bird-Eating spiderlings captured the imagination of many with stories in the NZ Herald, Newstalk ZB, the Newshub 6pm news, RNZ, and a variety of international news sites in Indonesia, Poland and Germany. We even had an article and social media post on popular science channel IFL Science.
- TVNZ featured a number of stories on the Zoo including a live cross to The Nest Te Kōhanga on TVNZ's Breakfast about our ten year anniversary of The Nest Te Kōhanga, some 6pm news stories on animal welfare, nutrition and our breeding facility Te Piringa Iti and a live cross to Hero HQ and the baby Tarantulas.



## Venues

Our Venues team works to highlight the Zoo as a great location for both small and large off-site meetings, functions and conferences, providing unique and sustainable venues for guests.

We successfully hosted 67 meetings and 27 functions/events which brought in \$210,089. Before COVID-19, we were on track to meet our financial year target by the end of April 2020.

Also, for the first time ever, we hosted four Full Zoo hires. There were two Christmas functions in December and two functions in February, with a total of 5,246 visitors.



Once again the Zoo has been the centre of our client and staff function, and once again it has been a resounding success. Your staff are amazing, nothing is ever too much trouble, they stop and chat to people about the animals they are looking at, are very knowledgeable and informative. We are getting nothing but compliments from our clients and staff. Please pass on our thanks to all the crew who were involved.



*Anne from Catalyst*





## Retail

We worked to enhance our products and team this year, with notable highlights:

- Our Re-Wrap Animal Finger Puppets won the Museums Shops Association of Australia and New Zealand (MSAANZ) Retail Recognition Award for best bespoke product.
- Our first Big Shop Sale, when we opened till 9pm on Friday 6 December, was a success and brought in \$4,893 revenue. The sale was promoted exclusively through free marketing.
- We introduced JEKCA animal-themed building bricks in November 2019. The social media post supporting the product got the greatest reach for any Zoo retail post (over 11,000 people reached and nearly 250 reactions, comments and shares).
- The Sales and Service team upskilled through training and development over the year. They also had opportunities to test out promotional offers to drive product sales, such as Zoo Crew Memberships.

## Integrating Te Ao Māori within the Zoo

Planning is underway for staff across the Zoo to upskill their cultural competency as part of our strategy to integrate Te Ao Māori within the Zoo. This plan will encompass te reo Māori and tikanga and is being developed with Taranaki Whānui ki te Upoko o te Ika. This builds on the work of developing the Zoo's kaupapa Me Tiaki, Kia Ora! This year we also hosted students working with WCC's Tira Poutama Iwi Partnerships team who led a te reo Māori session for our staff.



## Maintaining lasting partnerships for community support and conservation outcomes

### Grants

The Zoo is a charitable trust, and we know that as a result of COVID-19 many trusts and charities are struggling. We're lucky to have the support of Wellington City Council, and we are so appreciative of the financial support we receive every year from Zoo partners and supporters.

This year we were grateful to receive the following:

**Pub Charity:** \$400,000\* donation to support upgrades to the Giraffe Management Facility and habitat. This funding will be used to re-design and fabricate new management fences and Giraffe training structure, habitat painting and earthworks, and renewed signage.

**Lottery Environment and Heritage:** \$75,000\* grant to support a new Tuatara Conservation Facility and Moko Kākāriki Wellington Green Gecko visitor experience.

**Stout Trust:** \$25,000\* awarded for developing the new Tuatara Conservation Facility.

**Wellington Community Trust Lift Grant:** \$10,000\* in operational funding to support the second phase of the Customer Relationship Management (CRM) Salesforce implementation. We'll work with the CRM developer to devise a roll out plan for the Sales and Service team, including training and fine-tuning after the build is complete.

**Four Winds Foundation:** \$15,000\* awarded towards installing a Public Announcement System. This PA system will be a vital health and safety tool during emergencies.

**Lion Foundation:** \$10,000\* also awarded for the proposed Public Announcement System.

**Koala Trust:** \$9,767 to support operational costs of The Nest Te Kōhanga consumables.

**Brian Whiteacre Trust:** \$4,750 also to support operational costs of The Nest Te Kōhanga consumables.

**Anstiss Garland Charitable Trust:** \$1,240 towards The Nest Te Kōhanga salaries.

\* This does not agree to amounts shown in Note 1 of the financial statements as it was awarded this year but was not all recognised during the year in accordance with accounting standards.

## Support from our partners

### Frucor Suntory

We again worked with Frucor Suntory to increase the number of water fountains in the Zoo to help us continue to reduce single use plastics. This year, we ordered two water fountains for visitors, though their installation has been delayed due to COVID-19. Frucor also donated juices to Neighbours' Night and continue to focus on supplying low-sugar and sugar-free drinks for sale.

### Tip Top

Tip Top continues to be a valued partner. This year they supported us with ice creams during Neighbours' Night. Each year, Tip Top join us on-site to scoop ice cream for our visitors for donations, which was unfortunately not able to progress due to COVID-19.

### Mojo

Last year, our café partner Mojo introduced single origin coffees which aligned the places the coffee was harvested with the animals we care for. 15% of proceeds of these coffees are donated to the Wellington Zoo Conservation Fund. This year, sales of Mojo's single origin conservation coffee beans, sourced from home countries of some Zoo animals, raised \$947 for the Wellington Zoo Conservation Fund.

### New World

Newtown New World contributed over \$2,000 worth of food to our annual Neighbours' Night and were on site for the event too.

Wellington City New World installed beautiful wall images in their underground car park showcasing some of the animals helped through the Zoo's local and global conservation projects.

Wellington City New World has donated a further \$2,875 to our Conservation Fund through their Community Sponsorship Partnership.

Wellington City New World also sells our reusable Zoo bags as does New World Newtown.

### The Holdsworth Charitable Trust

The Holdsworth Charitable Trust has re-signed a three year agreement to support the Wellington Zoo and Massey University Masterate Residency Programme in Zoo Animal and Wildlife Health at Wellington Zoo's The Nest Te Kōhanga.



At Tip Top we truly value our partnership with Wellington Zoo. Ice Cream is a treat which really brings people together, and to be able to be a part of bringing people together in such a rich, educational, values driven, and fun environment is very special. We look forward to working with the Zoo Crew for many years to come.



Sam Oldfield, Tip Top

### Sponsors

Clemenger BBDO  
Comply With  
Dot Loves Data  
Frucor Suntory  
New World Newtown  
New World Wellington City  
NZME  
Pacific Radiology  
The Warehouse  
Think Turf  
Tip Top  
Umbrellar  
Weta Digital

### Trusts and Foundations:

Anstiss Garland Charitable Trust  
Brian Whiteacre Trust  
Four Winds Foundation  
Koala Trust  
Lion Foundation  
Lottery Environment Fund  
Stout Trust  
Pub Charity  
The Holdsworth Charitable Trust  
Wellington Community Trust

Anstiss-Garland  
Charitable Trust

Brian Whiteacre.  
Charitable Trust  
Managed by Public Trust

CLEMENGERBBDO

complywith

DOT. loves data

Four Winds  
Foundation



The Holdsworth  
Charitable Trust

Koala  
Trust

Lion Foundation



NZME. MEDIA AND ENTERTAINMENT

Pacific Radiology

Pub  
Charity  
Limited

stout trust

thewarehouse //  
where everyone gets a bargain

ThinkTurf

Tip Top

umbrellar  
A Cloud Company

Wellington  
Community Trust  
supporting community initiatives

weta  
DIGITAL



## Engagement with our partners

We seek to actively engage with our partners and connect them with the work we do.

### Wellington City Council staff and families

We held Zoo Open Days in February for our Council whānau, attracting 461 visitors.

### DOC

The second annual DOC Family Day event had to be postponed due to COVID-19. This event aims to facilitate a deeper understanding of our work and how we support conservation. The event will be rescheduled, with free entry to the Zoo for DOC staff and their families.

### Tranzit

Tranzit signed a two year strategic partnership agreement to provide bus services for The Warehouse Zoofari programme. The programme gives many school kids a chance to visit the Zoo. Tranzit is enthusiastic to support the programme with their electric bus fleet and double decker buses. They also offer social media support.

### Weta Digital

The Zoo was pleased to re-sign our partnership agreement for 2019/20.

During the COVID-19 restrictions, Wellington Zoo worked with Weta Digital to create a home-based activity for our community. Gino Acevedo the Head of Art Direction at Weta Digital, created a draw-along video, to teach viewers how to draw and colour a Chimpanzee mask. The video was enjoyed by our community, and some members shared their artistic impressions with us.

### Victoria University of Wellington (VUW)

As part of our partnership with VUW, we again provided general admission passes to new faculty and staff - 120 Family passes in total. Due to COVID-19, we unfortunately had to postpone the second annual VUW alumni event and a free student day for all students at VUW.



# Oranga

**A HEALTHY ORGANISATION**

**ORANGA CREATES THE FOUNDATION FOR OUR ZOO STRATEGY AND ENABLES US TO ACHIEVE THE OTHER FOUR PILLARS OF WHĀNAU, TINANA, HINENGARO AND WAIRUA.**



## Model values aligned behaviours

Our values (Manaakitanga):



**WE ARE A VOICE TO BE HEARD**

KA RONGO TE PŌ KA RONGO TE AO



**WE HAVE A STRONG GREEN FURRY HEART**

ME MANAWANUI



**WELCOME TO OUR WILD PARTY**

HE WHĀNAU KOTAHĪ TĀTOU



**WE PUNCH ABOVE OUR WEIGHT**

EHARA TAKU TOA I TE TOA TAKIHAHI,  
ĒNGARI HE TOA TAKITINI

We aim to live these every day, whether it is welcoming visitors to our wild party through engaging visitor programmes or proving that Wellington Zoo has a voice to be heard through recognition of our staff expertise.

Our strong green furry hearts were on show throughout the COVID-19 disruption, ensuring our people and animals were well cared for. And with our Chief Executive being the first New Zealander elected onto the WAZA Council, we are definitely punching above our weight.



# Sustain a safety conscious culture

We aim to deliver best practice and strive for continuous improvement. We are conscious of our duty of care to our animals, staff and visitors to keep them safe, and of the particular operational risks a zoo involves.

The Wellington Zoo Trust Board is actively involved in managing health and safety risk at the Zoo. For staff, we have clear policies and plans in place, and hold regular training and drills.

## Emergency Management plan

The Zoo's Emergency Management Plan was fully reviewed this year, including our new emergency text notification system for key emergency events/incidents. Our new Code Orange procedure was also introduced as part of the review to address significant earthquakes and tighten our response processes to such an event.

This new Code Orange procedure was tested in late May when a magnitude 5.9 earthquake struck near Levin in the early morning. This provided an opportunity for us to test the emergency notification system, habitat containment check procedures and was a great learning experience for those on the ground - considering many support staff and management were still working from home at this stage. Overall it was an exemplary response

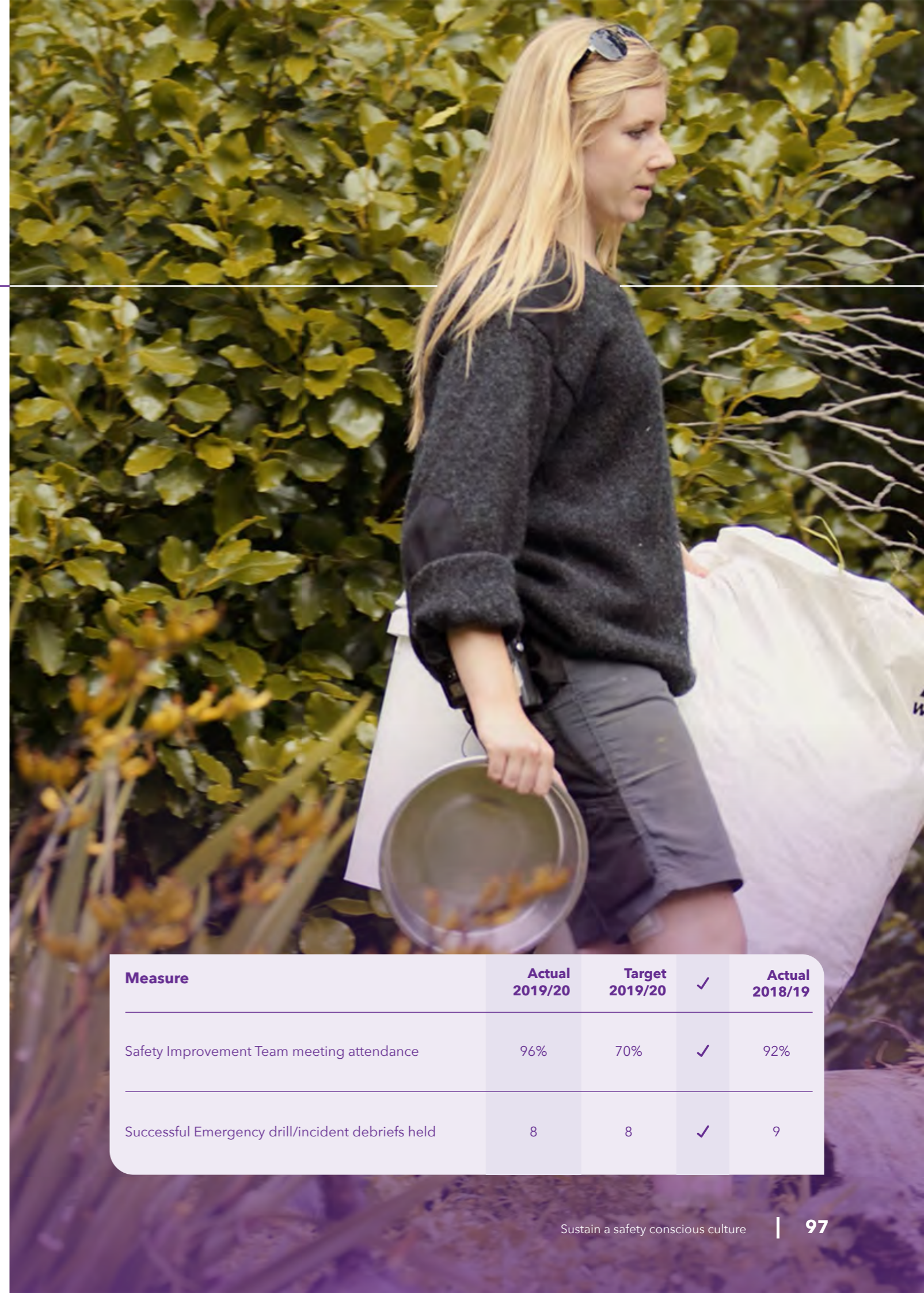
from the team on-site and provided a great learning and improvement opportunity for future drills and incidents.

## Emergency Code drills and training

As part of the Zoo's ongoing emergency management preparedness and training, debrief sessions with Zoo staff were held following each emergency event or drill throughout the year. These provide timely feedback on performance during the event or drill and indicate areas for improvement.

In-depth emergency drills were conducted by the Sales & Service team across multiple team meetings to upskill new staff and ensure they feel comfortable and understand their roles in the emergency response context.

Following firearms legislation changes, the Zoo implemented a number of procedural and physical changes in firearms management and use, Emergency Response Training (ERT) and membership of the ERT. All magazines on our existing operational firearms have been altered to reduce their capacity. We have been in regular communication with the New Zealand Police Wellington Firearms Officer while implementing all changes to ensure we were compliant. A training workshop was held with ERT members to discuss these changes and the proposed future changes to the legislation that may affect the Zoo.



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Safety Improvement Team meeting attendance	96%	70%	✓	92%
Successful Emergency drill/incident debriefs held	8	8	✓	9



## Embed wellbeing for our people

### Risk management

The Strategic Management Team (SMT) and the Board's Finance, Audit and Risk Committee undertook their annual review of the Zoo's Risk Matrix prior to its adoption by the Trust Board. The SMT and the Committee recommended that no changes be made to the existing Risk Analysis and Mitigation Plan and deemed all risk probabilities, impacts and values appropriate in the current environment. However, we have added the risk of a pandemic to the Risk Matrix since the COVID-19 crisis.

The Trust Board continue to be actively involved in the Zoo's significant risk areas. The Board's site visits across the Zoo include reviewing the mitigation measures currently in place and engaging with each team on how the measures work in each area.

### SafePlus survey

In March our staff were invited to complete the SafePlus survey again (WorkSafe's online performance improvement tool). Results show we remain in the *Performing* area.

The detailed results will inform our health and safety practices, and will help development of the Zoo's 2020/21 Health & Safety Action Plans. Results of the survey are also presented to the Trust Board and all Zoo staff.

Following last year's survey, we ran some staff learning sessions on bullying and on sexual harassment. We also reviewed the Safety Improvement Team meetings and updated the team structure.

Participation in the survey was a bit lower this year. It may have been affected by COVID-19, with Alert Level 4 starting within the two week survey participation window.

### Mental health workshops

Mental health workshops, facilitated by Michael Hempseed, were held in August. These included a workshop for all staff, a toolkit session for all managers and team leaders, and an evening session open to staff who wanted to attend with their partners and family.

The themes of these workshops were Stress, Sleep and Dealing with Failure and Mental Health and Wellbeing. 56 people attended the first (which was 60.8% of staff at the time), and 66 people the second (64.7% of staff).

### Workshops on people policies

Learning sessions were held on Wellington Zoo policies for Bullying and Harassment, Equal Employment Opportunities and Diversity, Domestic Violence and Sexual Harassment. These were facilitated by Cullen Law.

### The Employee Experience Review

The employee experience relates to an employee's journey at Wellington Zoo from their on-boarding experience to training and development while a staff member, through to the off-boarding process when they leave. This review aims to ensure each stage of an employee's journey is consistent, documented and well supported to a high standard. We wanted to have the employee experience as well-developed and considered as that of our visitor experience.

The review has been scoped, with work initiatives identified and prioritised. The first part of this work was a staff survey - *Our Say, Our Future*. Key themes were presented back to staff and working groups formed to explore two of these themes: *A Voice to be Heard* and *Social Events*. Subsequently, SMT has accepted the Social Events working group's proposal to establish a social events staff committee with an annual budget for team building and events.

Components of the review completed this year include:

- reviewing our job advertisements to align with the Zoo's new strategy
- reviewing our online application form for vacant positions
- creating an online exit survey managed by an external provider that all departing staff are invited to complete.

Components of the Review underway include:

- reviewing our approach to on-boarding new staff, including plans for an online induction tool (which will also record staff learning and development participation over time)
- reviewing the Disciplinary and Performance policies, guides and templates
- reviewing the Recruitment and Selection policy, and planning a new recruitment toolkit to support it.

During COVID-19 we surveyed staff to assess how they were coping with working from home and more generally in the lockdown environment. We also assessed readiness for the transition back to working on-site.

## Volunteers

Wellington Zoo is extremely grateful for all that our wonderful volunteers contribute. Our volunteers help us connect people with animals, role model conservation and sustainability action and build understanding in the community of the Zoo's work and mission. They also support the Zoo team to provide the highest standard of animal care and welfare, helping staff with day-to-day activities, animal health and rehabilitation and visitor engagement.

We have approximately 50 volunteers across Animal Care, The Nest Te Kōhanga and Visitor Experience.

We celebrated our volunteers with an afternoon tea during National Volunteer Week in June each year, as well as the annual awards evening, to recognise them for their devotion to the Zoo, our visitors and our animals.



**It means quite a lot to be a volunteer at Wellington Zoo, the feeling of being a part of the rehabilitation of many NZ Native species is very rewarding. Knowing that my time is having a positive impact and contributing to the conservation efforts of The Nest Te Kōhanga and Wellington Zoo.**

*Wellington Zoo  
Volunteer*



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Volunteer Engagement Survey	Completed	Completed	✓	Completed

## Volunteer Development

Over the past year we have improved communications with our volunteers by having a dedicated message board in the volunteer house where staff write animal and general zoo updates so the volunteers have up-to-date information. We have invited volunteers to more training opportunities and learning sessions that have been provided for staff such as the te reo Māori lessons and the conservation leave talks presented by staff.

## Volunteer survey

Every year we check in with our volunteers to ensure they are satisfied with our volunteer programme across the three strands of volunteering – engaging our volunteers, supporting the work of The Nest Te Kōhanga and helping our Animal Care and Science team.

This year's results show that our volunteers are overwhelmingly positive about their experiences: 85.7% happy with Volunteer programme (76% in 2019); 80.9% happy with support given (85% in 2019); 90% happy with communications (80% in 2019).

## Aotearoa Bike Challenge 2020

During February Zoo staff competed with other workplaces in this challenge, riding their bikes to work as much as possible. Wellington Zoo finished number one in the non-profit category for the most kilometres cycled.





## Grow our people through learning and development

Our passionate, dedicated staff are the lifeblood of Wellington Zoo. We aim to provide a large number and wide range of opportunities to let them learn, develop and flourish on the job.

### Animal Care Keeper Development Programme

This programme aims to ensure ongoing learning and development is valued and prioritised at every level within the Animal Care Team, and our staff feel motivated and supported to progress along the career pathways available to them at the Zoo.

Work commenced in the spirit of co-design, with multiple workshops held with team members to collect ideas and ensure those who will be directly affected can contribute. Further design and implementation work is now underway. A working group, assisted by an organisational development consultant, is currently shaping the programme into modules.

This work will help inform the development of a Learning and Development framework for the entire Zoo.

### Animal Care Team Leader internship programme

Over the past year, two of our Animal Care Team Leaders completed a three month internship with our Animal Care Manager. Each Team Leader enhanced their leadership skills and broadened their experience by working directly with the Animal Care Manager and across the full range of animal care operations at the Zoo.

## Gold Agouti awards

We had a great time celebrating successes of our colleagues and volunteers at our annual Gold Agouti Awards in August.

Award categories included: Saving Animals in the Wild; Connecting People and Animals; People Love and Support the Zoo; Lead the Way; Living the Values; Health and Safety; Aoraki Awards for Long Service; Volunteer Excellence Awards and Chief Executive's Awards for Excellence.

This year we introduced the Volunteer Aoraki Awards to acknowledge the valuable work of our fabulous volunteers.

### Winners

#### CEO Individual Excellence

Charles Wilson, Team Leader Learning

#### CEO Individual Excellence (Highly Commended)

Emily Elvin, Design and Production Advisor

#### CEO Team Excellence

Sunny the Giraffe relocation & Surgery teams

#### CEO Team Excellence (Highly Commended)

Capybara Encounter Development Team

#### Connecting People with Animals

Claudia Richards, Zoo Educator

#### Leading the Way

Bob Stoop, Team Leader Herbivores and Birds

#### Living the Values

Ash Howell, Content and Communications Advisor

#### People Love & Support the Zoo

Zel Lazarevich, Marketing and Communications Manager

#### Saving Animals in the Wild

Amy Saunders, Carnivore Keeper

#### Special Recognition Award

Jeremy O'Brien, Nutrition Manager

#### Health & Safety

The Teams that work with Dangerous Animals

#### Volunteer Excellence Award

The Nest Te Kōhanga - Crystal Reynolds

#### Volunteer Excellence Award

Visitor Experience - Susan Arons

#### Volunteer Excellence Award

Animal Care & Science - Olivia Rumbal

#### Volunteer of the Year

Adam Fenemore

#### Aoraki Awards for Long Service

Simon Eyre (15 yrs)

Rachel Boaden (10 yrs)

Daniel Warsaw (5 yrs)

Jo Thomas (5 yrs)

Kerianne Crocker (5 yrs)

Anders Muller (5 yrs)

Ali Gregory (5 yrs)

#### Volunteer Aoraki Awards

Susan Arons (10 yrs)

Alison Borbely (5 yrs)

Diane Richardson (5 yrs)

Gabriel Fergus (5 yrs)

Laura Philipsen (5 yrs)

Norma Hudson (5 yrs)

Anne Cole (5 yrs)



## Staff learning sessions, training and development events, and sharing expertise

### Learning sessions

We regularly hold learning sessions at the Zoo to share knowledge and experience amongst all our staff about all that the Zoo seeks to achieve. Presenters include both Zoo staff and external guests.

Learning sessions delivered for staff at the Zoo this year were:

- Karen Fifield, Chief Executive: on Future Zoos, her predictions for the Zoo profession of 2119.
- New survey tool Ask your team, which the Zoo will use for various issues.
- Cancer Society: on protecting yourself from the sun and understanding the risks (part of our SunSmart policy development).
- Lincoln Park Zoo (Chicago) Director, Dr Megan Ross: Dr Ross came to Wellington Zoo specifically to learn about our sustainability work. While here, she presented on her journey to becoming a scientist and zoo director.
- Cullen Law facilitated sessions around our policies on Bullying and Harassment, Equal Employment Opportunities and Diversity, Domestic Violence and Sexual Harassment.
- A Documentary: Fools & Dreamers: Regenerating a Native Forest with Botanist Hugh Wilson on his work at Hinewai Nature Reserve, Banks Peninsula.
- Animal Science Manager, Simon Eyre: on Sustainable Species Planning and Animal Welfare – Going Beyond the Five Freedoms.
- Zoo Maintenance Team: on Maintenance at the Zoo, Job Requests and Management Work on Site (to streamline the process across the Zoo).
- Introduced Species Management, including guest speakers from Good Nature and Anticimex: on the different techniques applied to manage introduced species at the Zoo.
- Amaru Bio Park Zoo (Ecuador) Director, Victoria Arbelaez presented about her Zoo.
- Students working with Wellington City Council's Tira Poutama Iwi Partnerships team: a te reo Māori learning session in February with a follow-up session planned for later in 2020.
- Carnivore Keeper Amy Saunders: on her time with Free the Bears in Laos (Conservation Fund Staff Grant).
- Herbivores & Birds Keeper Jeff Lewis: on his work with Save the Tasmanian Devil Program in Tasmania (Conservation Fund Staff Grant).
- Herbivores & Birds Keeper Deleece McLaren: her Conservation Volunteer Leave with the Tawaki Project, West Coast and Milford Sound.
- Senior Veterinarian Baukje Lenting: on her experiences working with Weddell Seals in Antarctica on a NIWA programme.
- The Nest Te Kōhanga staff: on their work with Kākāpō on Whenua Hou Codfish Island and at Auckland Zoo.
- Team Leader Conservation Engagement Anna McKenzie-Pollock: on her conservation work on Maud Island Frogs.
- Veterinary Technician Mel Williamson: on her work with the Jane Goodall Institute in Senegal (Conservation Fund Staff Grant).
- Carnivore Keeper Danielle Rae: on her work with the Madagascar Fauna and Flora Group (Conservation Fund Staff Grant).
- Relevant staff, volunteers and students had training in: sedative and anaesthetic drug administration; first aid; pre-procedure briefings; use of medical gases; and safety when working around The Nest Te Kōhanga's salt water pool.
- Willis Street Physiotherapy: a manual handling learning session, covering injury causes, prevention and management and advice on back care and wellbeing.
- Conservation Volunteers NZ shared their work with us and invited us to join them.
- Richard Johnston from DOC about his work with conservation dogs.
- Joan Costello, Te Wiki o te reo Māori – Māori Language Week.
- Becky Ingham, Hookpod.
- Maintenance Team ran Fire Training (Extinguisher and Warden).



Staff are key to Wellington Zoo's success. Through continued training and development we ensure that we provide the support to help their performance as well as their wellbeing.



Susan Macdonald,  
Chief Financial Officer



**Training and development events**

- DOC ran a bird banding training workshop at the Zoo in August. This started the process for key Zoo staff to obtain banding permits, so that they can band wildlife patients released from The Nest Te Kōhanga.
- The Sales and Service team (14 staff) had Sales and Customer Service training through KiwiHost in December. The training included techniques to increase productive sales conversations and to build product knowledge and skills to sell retail products, Close Encounters and Memberships.
- Ten members of The Nest Te Kōhanga and Animal Care teams have been undertaking online training in Oiled Wildlife Response. This training, developed jointly by University of California, Davis and Massey University, will equip staff further in this field to provide practical support in any Oiled Wildlife Response in New Zealand.
- The Learning and Community Engagement teams all have access to online learning through San Diego Zoo Global as part of the Zoo’s membership of the International Zoo Educators’ Association. This covers topics such as interpretation, volunteer management and in-depth animal information.

Zoo staff attended a number of conferences and workshops throughout the year:

- ZAA Primate TAG meeting, Sydney, Lizzie MacDonald, Primates Keeper
- MSAANZ Conference (Museum Shops Association of Australia and NZ), Sydney Australia, Ali Gregory, Sales and Service Manager
- Animal Behaviour Welfare Consultative Committee meeting, Dunedin, Simon Eyre, Animal Science Manager
- ZAA Primate, Bird and Australian Mammals TAG meetings, Sydney Simon Eyre, Animal Science Manager
- ASZK (Australasian Society of Zoo Keeping) Animal Training Conference, Queensland, Kaitlyn Manu, Elise Gillespie, Kat Smith, Keepers
- Interpretation New Zealand Conference, Auckland, Charles Wilson, Team Leader Learning and Anna McKenzie-Pollock, Team Leader Conservation Engagement
- Interpretation Australia Conference, Melbourne, Jude Turner, Community Engagement Manager
- Kea Summit, Te Anau, Charles Wilson, Team Leader Learning, Clare Stringer, Conservation Manager, Kim Schotel, Herbivores and Birds Keeper
- WREMO (Wellington Region Emergency Management Office) Business Continuity Workshop, Wellington, Lynne Laurie, Health and Safety Advisor



- ASZK (Australasian Society of Zoo Keepers) Large Varanid Workshop, Alice Springs, Matt Forbes, Reptiles and Invertebrates Keeper
- International Society for Applied Ethology Understanding Animals Conference, Wellington, Shanna Rose, Team Leader, The Nest Te Kōhanga.
- Chief Executive Karen Fifield attended the 74th WAZA conference in Buenos Aires, Argentina
- 9th World Congress of Herpetology, Dunedin, Reptiles and Invertebrates Keepers Chye-Mei Huang and Joel Knight
- Project Jonah Marine Mammal Medic Workshop Wellington, (Animal Care Manager Joanne Thomas, Wildlife Health Service Manager Dr Craig Pritchard, Team Leader The Nest Te Kōhanga Shanna Rose and Veterinary Technician Mel Williamson).



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Staff Recognition programme	1	1	✓	1
Staff Learning and Development Sessions held	21	10	✓	10

### Sharing expertise

Many Wellington Zoo staff are recognised experts in their fields. Staff consistently model the value 'A voice to be heard', through multiple avenues ranging from participation on local, regional or international boards, presenting and sharing their expertise at conferences, to managing studbooks for optimal animal care outcomes across NZ and internationally.

### World Association of Zoos and Aquariums (WAZA)

Karen Fifield, Chief Executive of Wellington Zoo Trust, was elected to the World Association of Zoos and Aquariums (WAZA) Council and was appointed Chair of WAZA's Ethics and Animal Welfare Committee. Karen is the first New Zealander elected to the WAZA Council. It is fantastic to have New Zealand represented at global Council level, given the critical work of WAZA in setting global standards for animal welfare and professional ethics as progressive, leading zoos and aquariums.

Karen is also currently the Chair of the WAZA Sustainability Subcommittee. In October 2018, she was asked to lead a WAZA member writing team to develop a Sustainability Strategy for progressive zoos and aquariums throughout the world, based on the United Nations Sustainable Development Goals. This Strategy will be launched at the WAZA virtual conference in October 2020.

### Board of Wild Welfare

Karen also sits on the Board of Wild Welfare, one of the Zoo's international conservation partners. Wild Welfare assists zoos to establish positive animal welfare outcomes.

### Zoo and Aquarium Association Australasia (ZAA)

General Manager Communication, Experience and Conservation, Amy Hughes, was elected to the Board of the Zoo and Aquarium Association Australasia (ZAA). While this meant she stepped down as Chair of the newly formed ZAA Wildlife Conservation Committee, she remains an active member. This Committee is distributing funds raised through donations to the Australian Bushfires to conservation projects across Australia.

Daniel Warsaw, General Manager Animal Care and Science, was appointed to the newly formed ZAA Ethics Committee. Simon Eyre, Animal Science Manager, remains Chair of the ZAA Standards Committee.

### Other Board representation and Committee Appointments

- Amy Hughes, General Manager Communication, Experience and Conservation, International Zoo Educators Association Board Oceania Regional Representative.
- Clare Stringer, Conservation Manager, ZAA Palm Oil Task Force and WCC Environmental Reference Group.
- Chief Executive, Karen Fifield, elected again to the Sustainable Business Council Advisory Board but stepped down when appointed to the WAZA Council.
- Daniel Warsaw, General Manager Animal Care and Science, Treasurer of The Madagascar Fauna and Flora Group, one of the Zoo's international conservation partners.
- Joanne Thomas, Animal Care Manager, New Zealand representative on the Australasian Society of Zoo Keepers (ASZK) Committee and 2022 conference liaison for International Congress of Zookeepers.

### External presentations by staff

- Karen Fifield, Chief Executive, presented on the Wellington Chamber of Commerce's carbonzero Business Panel, Going Zero: Showcasing a Carbon Zero Future, about the impacts of climate change on businesses and how to ensure our environment is preserved for future generations.

- Karen also presented on the Sustainable Business Council's AGM panel, Unlocking the power of community to transform your business, which was part of the event Looking back to look forward: an ambitious vision for a sustainable New Zealand.
- Karen presented to the Victoria University of Wellington Tourism School on Zoo 2119 about her view of what zoos will be like in 100 years' time.
- Chye-Mei Huang and Joel Knight, Reptiles and Invertebrates Keepers, presented at the World Congress of Herpetology on Wellington Zoo's collaboration project with DOC for native Gecko monitoring on Matiu Somes Island and Joel presented a poster on our new Reptile Breeding Facility, Te Piringa Iti.
- Amy Hughes, General Manager Communication, Experience and Conservation, presented a webinar for Toitū Envirocare showcasing last year's work developing the Zoo's materiality matrix for the UN Sustainable Development Goals.
- Charles Wilson, Team Leader Learning, presented at The Aotea College Science Careers Expo.
- Tim Dench, Zoo Educator, and Anna McKenzie-Pollock, Team Leader Conservation Engagement, presented at Forest & Bird's conservation and careers event Ngā Here at VUW.
- Danielle Rae, Carnivore Keeper, and Clare Stringer, Conservation Manager, participated in TradeMe's series of community talks.



## Sustain financial success by data driven decision making

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 58%.

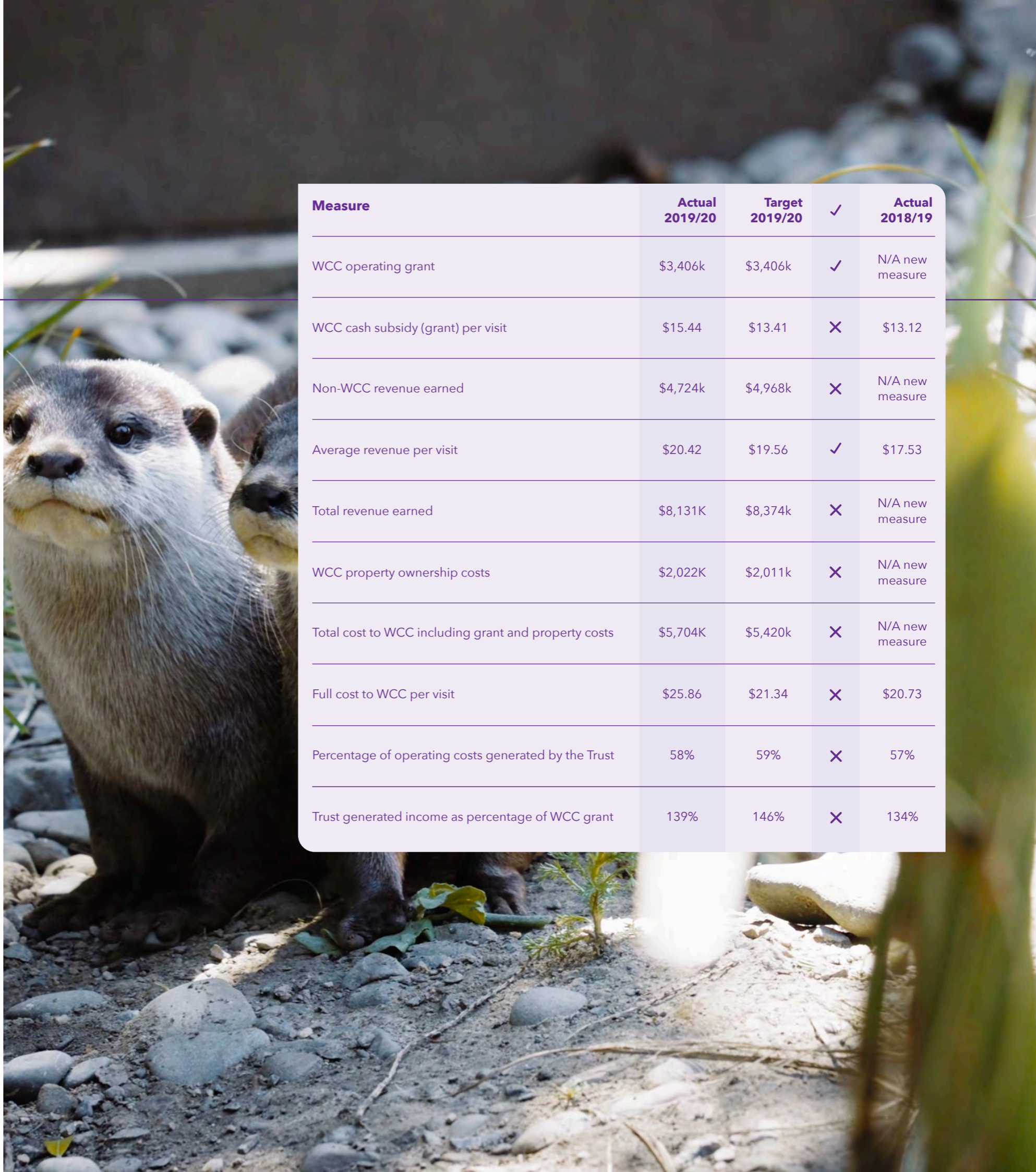
With no visitors to the Zoo during Alert Levels 3 and 4, and limited numbers when we re-opened, revenue was significantly impacted. Nevertheless, we quickly put in place changes to our management of resources and were fortunate to have Wellington City Council and central government support.

### CRM Salesforce

The Zoo's new CRM system (Salesforce) has been implemented to support engagement, relationships and sales with Wellington Zoo members, sponsors, and partners.

Salesforce has been integrated with our existing systems: Rezdy, our booking system and Silverstripe, which is our content management system for our website.

The new system will provide better data around acquisition and retention of membership to inform marketing and communication as well as support relationship management with key stakeholders.



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
WCC operating grant	\$3,406k	\$3,406k	✓	N/A new measure
WCC cash subsidy (grant) per visit	\$15.44	\$13.41	✗	\$13.12
Non-WCC revenue earned	\$4,724k	\$4,968k	✗	N/A new measure
Average revenue per visit	\$20.42	\$19.56	✓	\$17.53
Total revenue earned	\$8,131K	\$8,374k	✗	N/A new measure
WCC property ownership costs	\$2,022K	\$2,011k	✗	N/A new measure
Total cost to WCC including grant and property costs	\$5,704K	\$5,420k	✗	N/A new measure
Full cost to WCC per visit	\$25.86	\$21.34	✗	\$20.73
Percentage of operating costs generated by the Trust	58%	59%	✗	57%
Trust generated income as percentage of WCC grant	139%	146%	✗	134%

## Commit to outstanding daily visitor care

We missed welcoming our Zoo visitors during the COVID-19 restrictions. Our visitors are a vital point of connection to our mission outside the Zoo - to save wildlife and wild places. Visitor learning, engagement and advocacy is key. Every visitor gives us an opportunity to connect people with animals and so encourage our community members to take actions in their own lives to help. The more visitors, the more chances we have to, ultimately, contribute to animal wellbeing everywhere. Through being able to provide a connection with nature, the Zoo also benefits the wellbeing of its visitors, particularly important at a time where people have been very limited in their movement during the COVID-19 lockdown.

Visitor revenue is also central to funding the conservation work we do directly and indirectly, and to providing excellent animal welfare.

### Visitor numbers

COVID-19 had a huge impact on visitor numbers in the last quarter of this year. We were shut for a period of time, and when we opened at Alert Level 2 we restricted numbers and suspended visitor programmes.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Visitors	220,607	254,000	✗	252,973



The staff were amazing and the experience was a once in a lifetime thing. Worth every dollar spent and a great afternoon was had by all.



*Tripadvisor review, January 2020*



## Visitor survey

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Measure visitor feedback and satisfaction	8.9	8.5	✓	9.1

We want to make sure we are delivering outstanding visitor care every day. To ensure we are delivering on this promise, we regularly survey our visitors to assess how they value their Zoo visits. We consistently receive high marks for overall value of visits, and this year was no exception despite being closed for nearly two months.

## Qualmark

The Zoo has achieved Qualmark Enviro Gold certification since 2009, and we did it again this year, in the Sustainable Tourism category. Qualmark is New Zealand tourism's official quality assurance organisation, providing a trusted visitor guide to quality travel experiences.

Qualmark's evaluation criteria recognise businesses that are motivated to protect what makes New Zealand unique and special. These criteria focus on environment, people, and health and safety; the framework used by Tourism New Zealand. The improvements mean that Qualmark is taking a much more rounded view of what quality means. It offers a more tailored experience to members, recognising that not one size fits all.



**The Zoo has kept growing and improving its efforts to promote sustainability and responsible and conscious behaviour in and with our environment ... I congratulate Wellington Zoo and the entire team for their fantastic work within the community and for our environment: locally and internationally.**



Harald Bettin,  
Tourism Business Advisor,  
Qualmark.

## Improve and maintain the physical assets

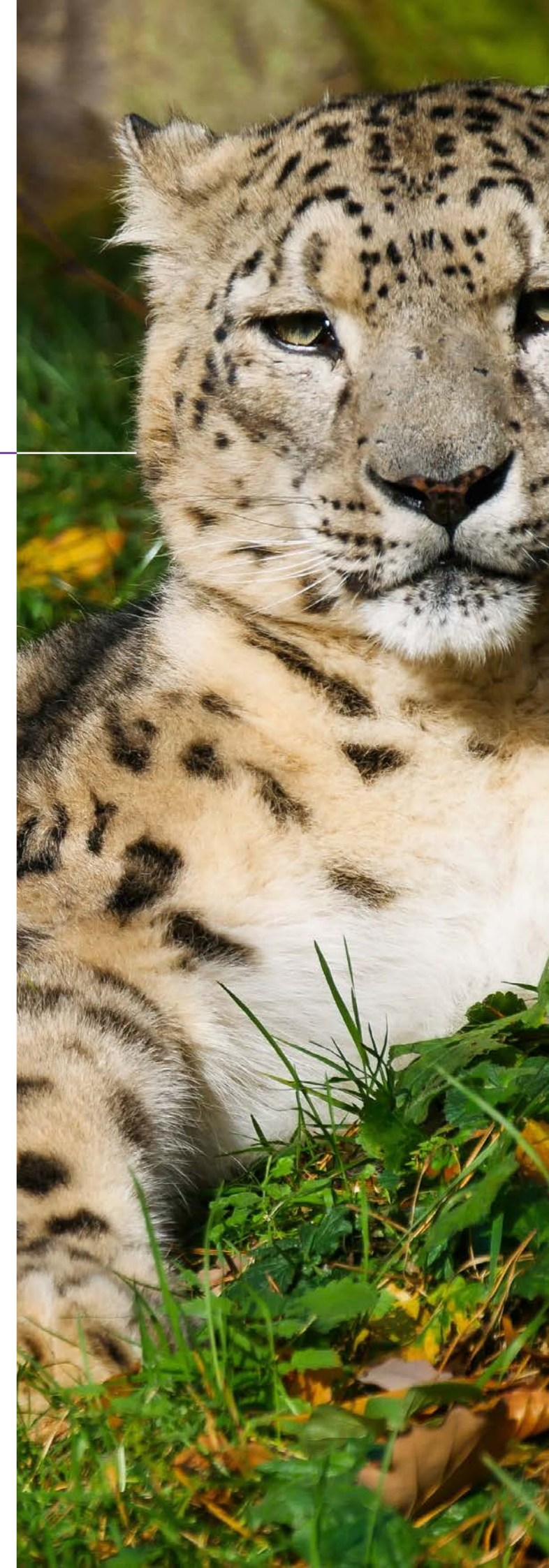
Sound management and development of our assets within the Zoo is critical to short-term and longer-term objectives, such as health and safety, animal welfare, the visitor experience and stakeholder support.

### Snow Leopards

After being approved in Wellington City Council's Long-Term Plan (2018-28), planning has begun in earnest to create a new habitat for Snow Leopards at Wellington Zoo.

In March, the Design and Construction Supervision contract was awarded to local firm Architecture Workshop, and in June, Story Inc. was awarded the contract for Interpretive Design. The Design team has come together to work through concept design and developed design.

Design work will ensure these majestic big cats have the best possible animal welfare, and that we have best practice staff spaces along with an engaging visitor experience connecting to conservation stories of this vulnerable species.





## Te Piringa Iti and Moko Kākāriki Wellington Green Geckos

Our dedicated New Zealand native reptile breeding facility, Te Piringa Iti, became operational this year. In May, we were thrilled to have our first breeding success, with a baby Moko Kākāriki born.

Retrofitted in the Zoo's old animal hospital with the support of Lottery Environment and Heritage and the Stout Trust, this facility has been designed to support the breeding and care of native reptiles, particularly Moko Kākāriki Wellington Green Geckos. It's not on visitor view, so the visitor experience at Hero HQ is being developed to showcase the Moko Kākāriki. With the generous support of Lottery Environment and Heritage, a new outdoor habitat is being developed there to engage our community with Wellington's own Hero reptile species.

This project was delayed due to COVID-19 restrictions. It's scheduled for completion by October 2020.

## Squirrel Monkeys

With the arrival of two male Squirrel Monkeys to the Zoo's troop, we needed to improve their habitat. Now, a more functional den area, as well as improved UV lighting, has enhanced animal welfare. This refurbishment also improved visitor viewing, by giving the Squirrel Monkeys more places to perch and move around the habitat. These improvements paid off when we welcomed the arrival of two baby Squirrel Monkeys this year.

## The Twilight Te Ao Māhina

Our Kiwi and Tuatara habitat has received upgrades. Better lighting, planting and irrigation installed in the main Kiwi habitats have improved the visitor experience and animal viewing opportunities, while also improving the habitat with more functional useable space for Kiwi and support for new plant growth. A chiller system was installed in the Tuatara habitat to provide more temperature control.

## Tuatara Conservation Facility

With the generous support of Lottery Environment and Heritage and Stout Trust, in early February we started the construction of a new Tuatara Conservation Facility to improve their outdoor space and overall welfare. This project was disrupted due to COVID-19 restrictions; it's due to be completed in October 2020.

The elevated location will provide improved drainage and UV exposure, along with more opportunity for the Tuatara to dig and burrow, contributing to their overall wellbeing. The facility itself won't be accessible to visitors, so we plan to incorporate signage on the building's exterior acknowledging the important conservation underway inside to support Tuatara.

## Giraffe House

Thanks to support this year from Pub Charity, we're improving how we work with Giraffe in their current habitat. Outside earthworks finished in November, increasing the amount of useable space in the upper part of the habitat for the Giraffe and widening their walkways. New substrate was installed around the Giraffe House to improve their hoof care.

The next phase is the construction and installation of a new Giraffe training structure. Zoo staff visited Australia Zoo to view their Giraffe trainer equipment to ensure ours will be fit for purpose and meet our high animal care and welfare standards. Fabrication of this new trainer was delayed due to COVID-19 till early next financial year.

We will also create new visitor signage highlighting the Five Domains of Animal Welfare and how we care for Giraffe at the Zoo.



## Chimpanzee Park

The substantial upgrade of our Chimpanzee habitat, made possible with Pub Charity's support, completed and opened last year, won awards:

- The Chimp Park was announced as a finalist in the New Zealand Wood Resene Timber Design Awards 2020.
- It won the Best Team Award, Wellington Property People Awards - Colliers International.
- It was also Winner, Best Playground, New Zealand Institute of Landscape Architects Awards and was a finalist for their Supreme Project Award.

## Sustainably caring for our assets

As part of our continued focus on reducing our environmental impact, we started a phased introduction of sub-metering units for the Zoo's water reticulation system. While water use around the Zoo has a limited impact on our carbon footprint, monitoring, reporting and reducing our mains water use across the Zoo will be important for years to come.

We are also developing a detailed Asset Management Plan (AMP) linked to Wellington City Council's AMP processes to ensure the appropriate ongoing maintenance and renewal of the Zoo asset.

To date, we have completed a realignment of the Zoo's existing assets into the WCC asset structure which will improve ongoing detailed financial reporting of the Zoo asset for WCC officers.

We will continue to work with WCC officers to develop our detailed asset management plan in line with their processes for asset renewals, business continuity and earthquake resilience, in readiness for WCC's Long-Term Plan development.

## Meet all legal and compliance requirements

### Ministry for Primary Industries audits

We again passed our annual audit by the Ministry for Primary Industries, for the Zoo's license as a Containment Facility and as a Container Transitional Facility. MPI commended the quality of our Standard Operating Procedures, training and staff engagement.

### ComplyWith

ComplyWith survey results measuring our legal compliance reporting for the past year indicated that 73.4% of our legal compliance obligations had been fully met, 26.3% of the obligations did not arise during the period and 0.3% of obligations were non-compliant. The report noted that there was generally a high level of full compliance at Wellington Zoo, particularly in health and safety and hazardous substances, which is a high risk area for our organisation.





# Wellington Zoo Trust Board of Trustees



From left to right: Michael Potts Fleur Fitzsimmons Raewyn Bleakley Benjamin Bateman Craig Ellison (Chair) Nina Welanyk Brown

# Strategic Management Team



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



## Independent Auditor's Report

### To the readers of the Wellington Zoo Trust's financial statements and performance information for the year ended 30 June 2020

The Auditor-General is the auditor of the Wellington Zoo Trust (the Trust). The Auditor-General has appointed me, Bonar Robertson, 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 135 to 158, that comprise the statement of financial position as at 30 June 2020, the statement of comprehensive revenue and expense, statement of changes in equity, statement of cash flows and statement of accounting policies for the year ended on that date and the notes to the financial statements that include other explanatory information; and
- the performance information of the Trust on pages 10 to 125.

In our opinion:

- the financial statements of the Trust on pages 135 to 158:
  - present fairly, in all material respects:
    - its financial position as at 30 June 2020; 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 the Public Benefit Entity Reporting Standards Reduced Disclosure Regime; and
- the performance information of the Trust on pages 10 to 125 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 2020.

Our audit was completed on 21 August 2020. This is the date at which our opinion is expressed.

The basis for our opinion is explained below, and we draw your attention to the impact of Covid-19 on the Trust. In addition, we outline the responsibilities of the Board of Trustees and our responsibilities relating to the financial statements and the performance information, we comment on other information, and we explain our independence.

#### Emphasis of matter – Impact of Covid-19

Without modifying our opinion, we draw attention to the disclosures about the impact of Covid-19 on the Trust as set out in notes 18 to 20 to the financial statements and pages 10 to 11 of the performance information.

#### Basis for our 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 of Trustees for the financial statements and the performance information

The Board of Trustees 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 of Trustees are also responsible for preparing the performance information for the Trust.

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

The Board of Trustees' responsibilities arise from the Local Government Act 2002 and the Wellington Zoo Trust Deed.

## 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 and the performance information, 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 of Trustees.
- 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 of Trustees 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 of Trustees 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 of Trustees are responsible for the other information. The other information comprises the information included on pages 1 to 9 and 126 to 134, 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: International Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board.

Other than the audit, we have no relationship with, or interests in, the Trust.



Bonar Robertson  
Audit New Zealand  
On behalf of the Auditor-General  
Wellington, New Zealand

# Statement of Compliance and Responsibility

For the year ended 30 June 2020

## 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 2020 fairly reflect the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.




**Craig Ellison**  
Chairperson

21 August 2020




**Karen Fifield**  
Chief Executive

21 August 2020

# Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2020

	Note	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
<b>REVENUE</b>				
Grants and Operating Revenue	1	7,967	8,334	7,821
Finance Revenue		27	40	56
<b>Operating Revenue</b>		<b>7,994</b>	<b>8,374</b>	<b>7,877</b>
<b>Capital Grants and Donations</b>	1	269	-	691
<b>TOTAL REVENUE</b>		<b>8,263</b>	<b>8,374</b>	<b>8,568</b>
<b>EXPENSE</b>				
Operating Expense	2	8,428	8,368	7,991
Depreciation		5	6	8
<b>Operating Expense</b>		<b>8,433</b>	<b>8,374</b>	<b>7,999</b>
<b>Vesting of Capital Grants and Donations</b>	3	174	-	753
<b>TOTAL EXPENSE</b>		<b>8,607</b>	<b>8,374</b>	<b>8,752</b>
<b>NET SURPLUS/(DEFICIT) before taxation</b>		<b>(344)</b>	<b>-</b>	<b>(184)</b>
Income Tax Expense		-	-	-
<b>NET SURPLUS/(DEFICIT) for the year</b>		<b>(344)</b>	<b>-</b>	<b>(184)</b>
<b>Other Comprehensive Revenue</b>		<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL COMPREHENSIVE REVENUE AND EXPENSE</b>		<b>(344)</b>	<b>-</b>	<b>(184)</b>

The accompanying notes form part of these financial statements.

<sup>1</sup>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 purposes. Refer to Note 18 and Note 19 for variances.

## Statement of Changes in Equity

For the year ended 30 June 2020

	Note	Actual 2020 \$000	Actual 2019 \$000
<b>Equity Opening Balances</b>			
Accumulated Comprehensive revenue and expense		242	352
Restricted Funds		1,624	1,698
<b>Total Equity-Opening Balance</b>		<b>1,866</b>	<b>2,050</b>
<b>Comprehensive Revenue</b>			
(Deficit)/Surplus for the year to retained earnings	10,11	(344)	(184)
<b>Total comprehensive revenue</b>		<b>(344)</b>	<b>(184)</b>
<b>Equity Closing Balances</b>			
Accumulated Comprehensive revenue and expense		242	242
Restricted Funds		1,280	1,624
<b>Total Equity-Closing Balance</b>		<b>1,522</b>	<b>1,866</b>

The accompanying notes form part of these financial statements. Refer to Note 18 and Note 19 for variances.

## Statement of Financial Position

As at 30 June 2020

	Note	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
<b>ASSETS</b>				
<b>Current Assets</b>				
Cash and cash equivalents	4	2,912	1,974	3,890
Trade and other receivables	5	300	130	467
Inventories		87	100	92
		<b>3,299</b>	<b>2,204</b>	<b>4,449</b>
<b>Non-Current Assets</b>				
Property, Plant and Equipment	6	-	1	5
		<b>-</b>	<b>1</b>	<b>5</b>
<b>TOTAL ASSETS</b>		<b>3,299</b>	<b>2,205</b>	<b>4,454</b>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Trade, other payables and accruals	7	545	617	1,395
Monies held in trust	7	9	-	9
Revenue in Advance	8	661	-	792
Employee Benefits	9	562	330	392
		<b>1,777</b>	<b>947</b>	<b>2,588</b>
<b>TOTAL LIABILITIES</b>		<b>1,777</b>	<b>947</b>	<b>2,588</b>
<b>NET ASSETS</b>		<b>1,522</b>	<b>1,258</b>	<b>1,866</b>
<b>EQUITY</b>				
Accumulated Comprehensive revenue and expense	10	242	351	242
Restricted Funds	11	1,280	907	1,624
<b>TOTAL EQUITY</b>		<b>1,522</b>	<b>1,258</b>	<b>1,866</b>

The accompanying notes form part of these financial statements

<sup>1</sup>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 purposes. Refer to Note 18 and Note 19 for variances.

# Statement of Cash Flows

For the year ended 30 June 2020

	Note	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
<b>Cash flows from operating activities</b>				
Cash was provided from:				
Operating Revenue		8,155	8,210	8,315
Interest Received		27	40	56
Net GST received		142	-	-
Cash was applied to:				
Payments to Suppliers		(3,501)	(2,370)	(2,703)
Payments to Employees		(5,801)	(5,998)	(5,340)
Net GST Paid		-	-	(106)
<b>Net cash inflow from operating activities</b>		<b>(978)</b>	<b>(118)</b>	<b>222</b>
<b>Cash flows from investing activities</b>				
Cash was applied to:				
Purchase of property, plant and equipment		-	(791)	-
<b>Net cash (outflow) from investing activities</b>		<b>-</b>	<b>(791)</b>	<b>-</b>
<b>Net Increase/(Decrease) in Cash and cash equivalents held</b>		<b>(978)</b>	<b>(909)</b>	<b>222</b>
<b>Cash and cash equivalents at beginning of year</b>		<b>3,890</b>	<b>2,883</b>	<b>3,668</b>
<b>Cash and cash equivalents at end of year</b>	4	<b>2,912</b>	<b>1,974</b>	<b>3,890</b>
<b>Made up of:</b>				
Cash and bank balances		2,912	1,974	3,890
<b>Closing Cash Balance</b>		<b>2,912</b>	<b>1,974</b>	<b>3,890</b>

The accompanying notes form part of these financial statements.

<sup>1</sup>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 purposes. Refer to Note 18 and Note 19 for variances.

# Statement of Accounting Policies

For the year ended 30 June 2020

## 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 Trust has made a further going concern assessment in Note 20.

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 Trust meets this criteria as is not a large public sector entity with total expenses ≥ \$30million and is not publically accountable.

The reporting period for these financial statements is for the year ended 30 June 2020. The financial statements were authorised for issue by the Board of Trustees on 21 August 2020.

## Statement of Compliance

The financial statements have been prepared in accordance with New Zealand generally accepted accounting practice. They comply with 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

## 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

Debtors 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.



# Notes to the Financial Statements

## Note 1: Revenue

### 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.

	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
<b>Exchange Revenue</b>			
Sale of Goods	394	440	409
Other Corporate income	131	127	121
<b>Total Exchange Revenue</b>	<b>525</b>	<b>567</b>	<b>530</b>
<b>Non-Exchange Revenue</b>			
Admissions	2,784	3,840	3,418
Other Revenue	75	213	122
Contractual Revenue			
Ministry of Education	85	84	84
Wellington City Council Operating Grant	3,406	3,406	3,320
Wellington City Council Funding for Free Entry Period	274	-	-
Wage Subsidy	581	-	-
<b>Operating Grants and Donations</b>			
Fonterra Brands	30		30
Brian Whiteacre Trust	5		10
T G McCarthy	-		10
General Donations	152		242
UNESCO	-		1
Koala Trust	10		10
Weta	20	225	20
J & A Mauger Charitable Trust	-		5
Nikau Foundation	-		4
Anstiss-Garland Charitable Trust	1		2
Unitech	4		2
Winton and Margaret Bear Charitable Trust	-		2
National Institute of Water and Atmospheric Research	15		-
One Foundation	-		9
<b>Operating Grants and Donations</b>	<b>237</b>	<b>225</b>	<b>347</b>
<b>Total Non-Exchange Operating Revenue, Grants and Donations</b>	<b>7,442</b>	<b>7,768</b>	<b>7,291</b>
<b>Capital Grants and Donations</b>			
Pub Charity	161	-	263
Stout Trust	-	-	36
Wellington Community Trust	35	-	242
Lotteries Trust Board	67	-	135
Pelorus Trust	-	-	2
Frucor	6	-	13
<b>Total Non-Exchange Capital Grants and Donations</b>	<b>269</b>	<b>-</b>	<b>691</b>
<b>Total Non-Exchange Revenue</b>	<b>7,711</b>	<b>7,768</b>	<b>7,982</b>
<b>Total Grants, Donations and Operating Revenue</b>	<b>8,236</b>	<b>8,335</b>	<b>8,512</b>

Grants and Donations include grants and bequests received for capital and operational purposes of \$507K (2019:\$1,038K). These grants were received for specific purposes. \$349K of these Grants and Donations has been transferred to Restricted Funds until it is needed, refer to Note 11.

<sup>1</sup>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 purposes.

## Note 2: Expense on operating activities

	Note	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
Marketing and Commercial costs		226	279	302
Auditor's remuneration:				
- Audit Services		30	27	32
Entertainment		6	6	1
Consumables		410	530	493
Cost of goods sold		195	229	214
Other Costs		847	657	967
Insurance premiums		10	10	10
Materials and Services		238	285	326
Personnel costs		6,005	5,886	5,222
Trustees' remuneration	16	96	112	82
Utilities		365	347	342
		<b>8,428</b>	<b>8,368</b>	<b>7,991</b>

- Personnel costs include costs such as salaries, wages, leave and other employee earned compensation.
- Other costs include expenditure not separately disclosed, such as:
  - professional costs
  - travel
  - administration costs
  - animal collection costs
  - vehicle fleet costs
  - contracts

<sup>1</sup>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 purposes.

## 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 \$174K (2019:\$753K) to Wellington City Council towards capital spend for this year.

## Note 4: Cash and cash equivalents

	Actual 2020 \$000	Budget 2020 \$000	Actual 2019 \$000
Bank Balances	2,907	1,974	3,885
Cash on hand	5	-	5
<b>Total Cash and cash equivalents</b>	<b>2,912</b>	<b>1,974</b>	<b>3,890</b>

## Note 5: Trade and other receivables

	Note	Actual 2020 \$000	Budget 2020 \$000	Actual 2019 \$000
Receivables (Gross)		19	130	190
Trade Receivables due from Wellington City Council	15	229	-	109
Less provision for impairment of trade receivables		-	-	-
<b>Trade Receivables</b>		<b>248</b>	<b>130</b>	<b>299</b>
GST Receivable		-	-	115
Prepayments		52	-	53
		52	-	168
<b>Total Trade and other receivables</b>		<b>300</b>	<b>130</b>	<b>467</b>
<b>Trade Receivables comprises:</b>				
Receivables from the sales of goods and services (exchange transactions)		248	130	264
Receivables from transfers (non-exchange transactions)		0	-	35
		<b>248</b>	<b>130</b>	<b>299</b>

As at 30 June 2020, no Trade Receivables were assessed as impaired.

## Note 6: Property, Plant and Equipment

	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
<b>Operational Assets</b>			
<b>Plant</b>			
Plant at cost – opening balance	48	48	48
Accumulated depreciation	(48)	(47)	(47)
Total Plant – opening balance	-	1	1
Depreciation Expense	-	(1)	(1)
<b>Total plant – closing balance</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Furniture and Equipment</b>			
Furniture and Equipment at cost – opening balance	171	171	171
Accumulated Depreciation	(166)	(165)	(159)
Total Furniture and Equipment – opening balance	5	6	12
Depreciation Expense	(5)	(5)	(7)
<b>Total Furniture and equipment – closing balance</b>	<b>-</b>	<b>1</b>	<b>5</b>
<b>Total Operational Assets</b>	<b>-</b>	<b>1</b>	<b>5</b>
<b>Work in progress</b>			
Work in progress at cost – opening balance	-	-	-
Additions	-	-	-
Other	-	-	-
<b>Work in progress at cost – closing balance</b>	<b>-</b>	<b>-</b>	<b>-</b>

<sup>1</sup>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 purposes.

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

	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
<b>Payables under Exchange Transactions</b>			
<b>Exchange Payables and Accruals</b>			
Trade Payables and Accruals	195	617	382
Trade Payables due to parent	179	-	902
<b>Total Payables under Exchange Transactions</b>	<b>374</b>	<b>617</b>	<b>1,284</b>
<b>Non -Exchange Payables</b>			
Taxes Payable (GST , PAYE)	171	-	111
<b>Total Payables under Non-Exchange Transactions</b>	<b>171</b>	<b>-</b>	<b>111</b>
<b>Total Payables</b>	<b>545</b>	<b>617</b>	<b>1,395</b>
Donations held in Trust	-	-	-
Regional Amenities Fund (administered on behalf of Wellington Regional Amenities Fund)	9	-	9
<b>Total Monies held in Trust</b>	<b>9</b>	<b>-</b>	<b>9</b>

<sup>1</sup>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 purposes.

## Note 8: Revenue in Advance

	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
<b>Revenue in Advance under Exchange Transactions</b>			
<b>Exchange Revenue in Advance</b>			
Admissions Revenue	281	-	257
<b>Total Revenue in Advance under Exchange Transactions</b>	<b>281</b>	<b>-</b>	<b>257</b>
<b>Non-Exchange Revenue in Advance</b>			
Wage Subsidy	17	-	-
Grants and Sponsorships	363	-	535
<b>Total Revenue in Advance under Non-Exchange Transactions</b>	<b>380</b>	<b>-</b>	<b>535</b>
<b>Total Revenue in Advance</b>	<b>661</b>	<b>-</b>	<b>792</b>

<sup>1</sup>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 purposes.

## Note 9: Employee Benefits

	Actual 2020 \$000	Budget <sup>1</sup> 2020 \$000	Actual 2019 \$000
Payroll Accruals	160	80	109
Holiday Leave	402	250	283
<b>Total employee benefits</b>	<b>562</b>	<b>330</b>	<b>392</b>
<b>Represented by:</b>			
Current	562	330	392
<b>Total employee benefits</b>	<b>562</b>	<b>330</b>	<b>392</b>

<sup>1</sup>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 purposes.

## Note 10: Accumulated (Deficit)/Surplus

	Note	Actual 2020 \$000	Actual 2019 \$000
<b>Accumulated Surplus/Deficit</b>			
Opening Balance		242	352
Net deficit/surplus		(344)	(184)
Transfers from restricted funds	11	769	1,093
Transfers to restricted funds	11	(425)	(1,019)
<b>Accumulated Surplus/(Deficit)– closing balance</b>		<b>242</b>	<b>242</b>
<b>Total accumulated surplus/(deficit)</b>		<b>242</b>	<b>242</b>

## Note 11: Restricted Funds

	Actual 2020 \$000	Actual 2019 \$000
<b>Trusts, Bequests and Capital Grants</b>		
Opening Balance	925	921
Additional funds received	350	897
Funds utilised	(604)	(893)
<b>Trusts, Bequests and Capital Grants – closing balance</b>	<b>671</b>	<b>925</b>
<b>Animal Transfers</b>		
Opening Balance	369	479
Additional Operating Grants and Donations received	-	-
Transfers from Other Operating Revenue	-	-
Funds utilised	(68)	(110)
<b>Animal Transfers – closing balance</b>	<b>301</b>	<b>369</b>
<b>Conservation Fund</b>		
Opening Balance	330	298
Funds received	75	122
Funds utilised	(97)	(90)
<b>Conservation Fund – closing balance</b>	<b>308</b>	<b>330</b>
Opening Balance	1,624	1,698
Transfers from retained earnings	425	1,019
Transfers to retained earnings	(769)	(1,093)
<b>Restricted Funds – closing balance</b>	<b>1,280</b>	<b>1,624</b>

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 loans and receivables (cash and cash equivalents, trade and other receivables and financial liabilities at amortised cost (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 2020 (2019:Nil).

The Trust had no operating lease commitments as at 30 June 2020. Payments due not later than one year Nil, payments due between one to two years Nil (2019:Nil).

## Note 14: Contingencies

The Trust had no contingent liabilities as at 30 June 2020 (2019:Nil).

## Note 15: Intra group transactions and balances

	2020 \$000	2019 \$000
<b>Expense for services provided to the Zoo from WCC:</b>		
Wellington City Council	342	908
	<u>342</u>	<u>908</u>
<b>Revenue for services received by the Zoo from:</b>		
Wellington City Council	3,684	3,326
	<u>3,684</u>	<u>3,326</u>
<b>Current receivables owing to the Zoo from:</b>		
Wellington City Council	229	109
	<u>229</u>	<u>109</u>
<b>Current payables owing from the Zoo to:</b>		
Wellington City Council	179	902
	<u>179</u>	<u>902</u>

## Note 16: Related Party disclosures

### Key Management Personnel Compensation

	2020 \$000	2019 \$000
Total employee benefits	1,018	998
Trustee remuneration	96	82
<b>Total Key Management Personnel Remuneration</b>	<u>1,114</u>	<u>1,080</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 \$96,000 (2019:\$82,435) and is disaggregated and classified as follows:

<b>Trustee Remuneration</b>	<b>2020 \$000</b>	<b>2019 \$000</b>
Craig Ellison (term as Board Chair started 1 January 2016)	32	32
Nina Welanyk Brown (term started 1 January 2019)	16	8
Michael Potts (term started 1 September 2016)	16	16
Raewyn Bleakley (term started 1 December 2014)	16	16
Ben Bateman (term started 1 July 2017)	16	10
Councillor Fleur Fitzsimons (term started 20 November 2019)	-	-
Councillor Peter Gilbert (term finished 12 October 2019)	-	-
<b>Total Trustee Remuneration</b>	<b>96</b>	<b>82</b>

	<b>2020 \$000</b>	<b>2019 \$000</b>
<b>Trustees</b>		
Remuneration	96	82
Full-time equivalent members	5.89	5.50
<b>Strategic Management Team</b>		
Remuneration	1,018	998
Full-time equivalent members	6.00	5.73
<b>Total Key Management Personnel Remuneration</b>	<b>1,114</b>	<b>1,080</b>

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.

### 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 (2019:\$Nil).

### Note 17: Events after balance date

There were no significant events after balance date that affect the financial statements (2019:\$Nil).

## Note 18: Explanations of major variances against budget

### Statement of comprehensive revenue and expense

#### Revenue

Operating Revenue was lower than budgeted by \$367,000 due to visitor revenue being lower than budget by \$1,056,000 and sales of goods being below budget by \$46,000 as a result of decreased visitation. This is related to the impact of the Zoo being closed from 23 March -15th May due to COVID-19 and then open for free from 16th May to 30th June 2020 as part of the Wellington City Council Pandemic plan. Conservation income is \$75,000 which is unbudgeted as it is transferred to restricted funds set aside for these purposes and operational grants and donations being above budget. This revenue decrease has been partly offset by receipt of the Government Wage Subsidy \$581,000 and funding of \$274,000 received from Wellington City Council as contribution towards the period the Zoo was open for free.

Capital Grant revenue is \$269,000 which is related to capital grants and donations received in the year.

### Statement of financial position

#### Current Assets

Current Assets are greater than budgeted by \$1,095,000 largely because cash and cash equivalents are higher than budget by \$938,000 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 \$170,000 largely due to higher than budgeted receivables from Wellington City Council. This is for recharges of renewals for capital works completed of \$228,000.

#### Current Liabilities

Current liabilities are greater than budgeted by \$830,000 due to higher than budgeted revenue in advance as a result of receipts of grant funding for capital projects. This includes the balance of grants from Wellington Community Trust for veterinary equipment for the Nest Te Kōhanga of \$40,000, Pub Charity for the Giraffe Management facility and habitat project \$239,000. Employee Benefits are above budget by \$232,000 due to annual leave provision being higher than budget by \$72,000 and payroll accruals of \$160,000. The annual leave provision has been impacted by COVID-19 with employees not taking annual leave over that period.

### Statement of Cashflows

#### Cashflow

Cash outflows are higher than budgeted by \$934,000 due to payment to Wellington City Council for vesting of capital funds due as at 30 June 2019 paid in August 2019 of \$866,000.

## Note 19: Explanations of major variances against prior year

### Statement of comprehensive revenue and expense

#### Revenue

Operating Revenue was higher than prior year by \$117,000. This is due to visitor revenue being below prior year by \$634,000 due mainly to reduced visitation due to the impact of COVID-19 having to close to the Zoo to visitors from 23 March until 15 May 2020 and free entry from 16 May to 30 June 2020 as an initiative as part of Wellington City Council Pandemic Plan. This was offset by the increase in the Wellington City Council Operating Grant \$86,000, receipt of the Wage Subsidy \$581,000 and funding received from Wellington City Council for the period the Zoo was open for free entry of \$274,000.

#### Expense

Operating Expenditure was higher than prior year by \$434,000. This is due to personnel costs being above prior year by \$783,000. This is due to an increase in staffing levels from 70 FTE to 79 FTE and an increase in leave liability due to the impact of COVID-19 and staff not taking leave during this period. Other expenditure was \$349,000 lower than prior year. This is mainly due to the impact of lower expenditure on marketing, services, travel, training, materials, and consumables due to the impact of COVID-19.

### Statement of financial position

#### Current Assets

Current Assets are lower than prior year by \$1,150,000 largely because cash and cash equivalents are lower than prior year by \$978,000 due to payment for vesting of \$866,000. Trade and Other receivables are lower than prior year by \$167,000 due to lower receivables due from Wellington City Council. There were recharges of renewals for capital works completed of \$229,000 and in the prior year there were recharges for renewals of capital works of \$109,000 and \$125,000 of capital works in progress to be recharged to Wellington City Council. There was also a GST Receivable balance due of \$115,000 in the prior year.

#### Current Liabilities

Current liabilities are lower than prior year by \$811,000. Trade payables and other accruals are lower than prior year by \$850,000 largely due to vesting due to Wellington City Council of \$174,000 compared to vesting due to Wellington City Council of \$866,000 in the prior year 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

#### Equity

Closing equity is lower than prior year due to the net deficit of \$344,000 for the year ending 30 June 2020.

## **Note 20: COVID-19 Impact**

On 11 March 2020, the World Health Organisation declared the outbreak of COVID-19 a pandemic and two weeks later the New Zealand Government declared a State of National Emergency. From this, the country was in lockdown at Alert Level 4 for the period 26 March to 27 April and remained in lockdown at Alert Level 3, thereafter, until 13 May.

Due to the impact of the global pandemic COVID-19 the Zoo had to close its doors to visitors from 23 March to 15 May 2020. The Zoo re-opened in Alert Level 2 and entry was free from 16 May to 30 June 2020 as an initiative by Wellington City Council as a part of the City Pandemic plan. The main impact was on visitor revenue which was partly offset by receipt of the Wage Subsidy for our permanent, fixed term and casual staff and funding from Wellington City Council for the free period.

The Trust provided a revised Business plan and final SOI to Wellington City Council with a COVID-19 impact budget for 2020-2021 and this was approved by Council. The budget and business plan for 2020-2021 was developed based on assumptions from Wellington City Council and our own view of the impacts on Wellington Zoo Trust from COVID-19. This has resulted in a forecasted deficit in 2020-21 of \$1.576 million. Wellington City Council has approved a fund of \$5 million in its 2020-21 annual plan to provide essential funding support to Council Controlled Organisations. They have also provided a letter of comfort to support the going concern assumption. The Board have therefore adopted the going concern assumption in the preparation of these financial statements.





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