



Wellington Zoo 2016 / 2017

Annual Report

Highlights 2016/17



 New Zealand's four major zoos encouraged New Zealanders to share their views on the need for labelling of palm oil, and the impact non-sustainable palm oil production has on habitats of wild animals like the Sumatran Tiger

 We signed a Memorandum of Understanding with the Jane Goodall Institute NZ, which coincided with Dr Jane Goodall visiting the Zoo in June. We will host an office for JGI NZ at Wellington Zoo.

 Contributed **\$386,339** to field conservation helping to save animals in the wild.



 The first phase of the Happy Animals project was completed, with 3D information cubes installed beside Monkey Island. The information is based on the Five Domains of Animal Welfare and explains how the Zoo cares for animals so that they are healthy and happy.

 **1,251** contact hours providing hands-on interaction for Zoo visitors with a range of animals, including Kunekune Pigs, Tuatara and Weta.

 Kea walk-through experience opened – the final stage of the Zoo Capital Programme that has seen most of the Zoo rebuilt physically and experientially.



 **1,723** Newtown locals enjoyed our busiest Neighbours Night ever.

 We have reached an accumulative total of **4,943,527** unique users via Facebook.

 Seven percent increase in revenue from our Zoo shop, due to careful product selection with a particular focus on environmentally-friendly and conservation-themed stock.



 Hosted 12 international and national conservation partners to share innovative ideas for global change.

 carboNZero Certified for the fifth year in a row.

 Awarded Gold standard by Be.Accessible for our commitment to ensuring the Zoo is accessible for people with disabilities.

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Trust Chair Report



Craig Ellison
Chair, Wellington Zoo Trust

As the Chair of Wellington Zoo Trust I am proud to be associated with a model zoo for the 21st Century. Our people believe in our zoo revolution and continue to create innovative and inspiring zoo experiences for our community. Our animals are cared for in the best possible way and dedication to animal welfare continues to drive all of our decisions. We have set the benchmark for sustainability outcomes and we continue to be carboNZero certified for the fifth year in a row. We will be deciding on further investment for sustainability in our Zoo for the coming years as we seek to continue this excellent result for Wellington Zoo.

Wellington Zoo is an iconic Wellington organisation and our intention is to have continuous improvement in all we do. Our strategic framework for our Zoo really sets the direction for how we will do this and is underpinned by our values. As a good zoo we set the standard by connecting people with animals, saving animals in the wild, having a zoo that people love, and leading the way in conservation and sustainability.

The next year will again be testament to our ambition to be a world-class zoo with the very best animal care, veterinary research, community

engagement and conservation outcomes. We achieved Gold standard with Be. Accessible this year and this shows our commitment to ensure everyone in our community can enjoy their Zoo.

I would like to express my thanks for the dedication of our Trustees in supporting the work of the Zoo. The Trustees work in partnership with the Zoo's Strategic Management Team to ensure Wellington Zoo achieves its goals. I would like to give a vote of thanks to Francie Russell and Linda Meade who finished their terms on the Board after 13 and seven years respectively. They have both dedicated their time and expertise to Wellington Zoo and have been active members of the Board.

I would also like to acknowledge the hard work and commitment of the Zoo staff over the last year. It has been a privilege to work with you all.

Last year we celebrated in some style the Zoo's 110th birthday, and as we move into 2017-18 we are looking to build on our success and create a place of pride for Wellingtonians. We will be aiming high and we thank you for being with us in our leading the way journey.

Chief Executive Report



Karen Fifield
Chief Executive, Wellington Zoo Trust

I am proud to say that Wellington Zoo is a world leading zoo. As the capital city zoo we are a place of best practice animal care, community engagement with an ethical business approach to sustain the important conservation and sustainability work we do as a good zoo.

We opened the Kea Walk-through experience in 2017 – the final piece in Meet the Locals He Tuku Aroha – our love story for New Zealand. We also upgraded The Twilight Te Ao Māhina, The Living Room and the Otter habitat. We welcomed 230,632 visitors this year and we appreciate how our community supports us and loves what we do.

This year we have welcomed new animals to the Zoo, many of whom are endangered in the wild, notably two Cotton Top Tamarin babies. However, we said goodbye to some long-time residents of our Zoo, notably Gari the Fiordland Crested Penguin who went to live at Taronga Zoo and the deaths of Tisa the giraffe, Rokan the tiger and Beni the Chimpanzee.

Wild Ideas brought all of our local and global conservation partners to Wellington for one week to celebrate the hope we have for saving animals in the wild if we all work together. The

symposium and the other activities during the week highlighted the amazing field conservation work that Wellington Zoo is proud to support.

Wellington Zoo joined with Auckland Zoo, Hamilton Zoo and Orana Wildlife Park to support the Australasian Unmask Palm Oil campaign, Ask for Choice. We called on Kiwis to join us in demanding clear labelling of palm oil on all food products. We believe every New Zealander should be able to choose what's in their food. Clear labelling is the best step forward for consumers, so that they can demand sustainable palm oil and make better nutrition decisions.

The Trust generated 57% of its operational costs this year and met or exceeded 17 of the 21 targets we set ourselves for 2016-17.

As we prepare to start 2017-18 I am excited for what we have planned for Wellington Zoo. I know we will all be working hard to make our dreams for our Zoo come true.

Our Dream
is to **Ignite** a
Zoo Revolution



Strategy: Save animals in the wild

The Zoo's strategic vision is to make lasting positive change in our world through connecting people with animals, and collaborating with conservation organisations and the community for positive environmental outcomes.

Wellington Zoo supports thirteen global and national conservation partners. Wellington Zoo's Conservation Fund helps to fund projects run by our conservation partners, including the protection of habitat, environmental education in communities, habitat and population monitoring, and husbandry development in the country where the animals naturally occur. Every year, Wellington Zoo staff support many of these conservation partners by using their expertise in these field conservation projects.

WILD IDEAS for Global Change

As a finale to Wellington Zoo's 110th birthday, we wanted to show our community that everyone can make a difference in protecting the environment and saving animals in the wild. The Wild Ideas initiative was a global coming together of hearts and minds for conservation.

Wellington Zoo's Wild Ideas took place in April with events held over the course of a week including a two day community symposium. Representatives from each of Wellington Zoo's conservation partners were invited to Wellington with a specific focus: presenting inspiring ideas for conservation. Our global conservation partners travelled to Wellington from Vietnam, USA, South Africa, UK, Colombia, Brazil, Nepal, Australia, Cambodia and Spain

Measure	Target	Status	✓
Number of Field Conservation Projects supported for threatened (NZ) endangered or critically endangered (global) species	≥ 4	9	✓
% of OPEX directly contributed to field conservation	3%	5.84%	✓

"Our focus is about working together to save animals in the wild and we're thrilled to have our conservation partners echo this message at the symposium and talk about how we can secure a future for wildlife together."

Karen Fifield MNZM, Chief Executive, Wellington Zoo



Wild Ideas opening ceremony

Neavin Broughton, our local Iwi representative from Taranaki Whānui, welcomed Wellington Zoo's conservation partners with a stone ceremony. Each partner brought a stone from their country – something that signified themselves and their organisation. Wellington Zoo gifted a stone to each partner from Wellington's south coast to represent the natural wildness of our region.

The stories shared with the gifting of the stones were unique and thought-provoking. They focused on supporting local communities through employment and education opportunities, ultimately resulting in less habitat destruction which will in turn protect animals.

One Wild Idea for Global Change

Madagascar Fauna and Flora Group (MFG) works to preserve the environment and habitat for Lemurs. MFG asked their local communities what they wanted in return for supporting their conservation work. The locals specifically wanted support for their children's education so MFG offered additional education in the form of a Saturday School. After implementation, the pass rate for secondary school entry exams rose from 15 percent to over 80 percent. With the help of the MFG Saturday School, local children can now continue their education, and as a result their parents are dedicated to supporting MFG's conservation efforts.

Wild Ideas for Global Change Symposium

The main focus of the week, the Wild Ideas for Global Change Symposium was held on 5 and 6 April at the Paramount Theatre and was opened by Wellington Mayor Justin Lester and the Minister for Conservation Hon Maggie Barry.

With over 150 people in attendance each day, the symposium was an opportunity for each conservation partner to showcase their Wild Ideas for Global Change in depth. Audience members included school students, university students, environmentalists, business people and members of the Wellington community. The attendance of zoo staff members from Australia and New Zealand showed the level of interest in these ideas. Each global conservation partner was introduced by a Wellington Zoo staff member who had spent time working with that partner in the field.

To encourage further audience participation, four panel discussions were also held over the two-day symposium. Wellington Zoo's partners were joined by members of the Wellington sustainable business community, along with other wildlife agencies and organisations to discuss the topics 'People Power', 'Conservation Innovation', 'Future of Conservation' and 'Sustainable Conservation'.

**WILDLIFE WILD
WILD IDEAS
LEAD IDEAS**
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"It was a privilege to represent Cheetah Outreach at 'Wild Ideas' as a conservation partner of Wellington Zoo, together with a number of other international conservation projects. The conservation week was a huge success and something which other zoos can use as an example."

Deon Cilliers, Cheetah Outreach

Wellington Zoo Staff Day

The goal of this dedicated staff and conservation partners day was to learn from one another. The conservation partners spent half the day in direct discussions with Wellington Zoo staff members, and the other half working in the Zoo with the staff caring for the animals at Wellington Zoo.

Wild Ideas Takeover Day

The final event of the week-long celebration was a day for the Wellington community to meet our conservation partners and the animals they are

saving in the wild. The conservation partners took over the visitor-facing experiences in Wellington Zoo that related to the animals their project is working to save in the wild. These experiences included helping with animal talks, animal close encounters and facilitating 'Meet the Expert' sessions for Zoo visitors.

Other activities were also on offer during the day in association with Wellington Zoo's local 'Nature Connections' partners, Zealandia and Pukaha Mount Bruce. The highlight of the day was the 'un-selfie' digital photo booth where visitors were able to take an 'un-selfie,' and pledge a behaviour change promise that would support the conservation efforts of our partners.

The Wild Ideas Visitor Takeover Day welcomed 1,047 visitors to the Zoo, a fantastic way to round off an amazing week with Wellington Zoo's global and local conservation partners.

Spreading the word

Word of mouth speaks volumes when it comes to social change. Along with the symposium audience, the visitors that attended Wellington Zoo's Takeover Day and the attendees of the VIP cocktail event, a large number of people were involved in the Wild Ideas week.

Media played a vital role in spreading the word. Coverage in media included articles in the New Zealand Herald and on Stuff, an interview live on TVNZ breakfast with our partner Matt Hunt from Free the Bears and Wellington Zoo General Manager Community Engagement Amy Hughes, and radio interviews with Dr Eric Miller our partner from Madagascar Flora and Fauna Group on ZB with Tim Fooks, and Radio NZ with Jesse Mulligan.

We regularly posted on social media both before and during the Wild Ideas symposium and Takeover Day. Our top Facebook post reached more than 15,000 people, while our top tweet on Twitter had over 2,700 impressions and our top post on Instagram reached over 800 people.

Visitor engagement

Wellington Zoo firmly believes that engagement is the key for behaviour change. Each conservation partner focused on engaging the Wellington community with the environmental challenges to be overcome. With a wide range of animals and habitats represented from around the world, this meant each Wild Idea was unique in the way the conservation partners approached engaging the audience.

"We enjoyed listening to all the guest speakers from around the world and getting to know more about their special animals and situations. It was a great opportunity to attend as my daughter wants to be a zoologist and is interested in conservation."

Anne and Jessica Rayner

Collaboration

Wild Ideas was all about collaboration. The key element in the success of this project was the involvement of all of the Zoo's national and international conservation partners.

Throughout the lead up, the event and post-event, Wellington Zoo's conservation partners remained positive, enthusiastic and passionate about inspiring Wellingtonians with their Wild Ideas. The conservation partners collaborated with each other and formed global conservation networks that will be long-lasting.

Support local and global conservation programmes

Conservation partners

Wellington Zoo supports 13 global and national conservation partners:

21st Century Tiger (UK)

Cheetah Outreach (South Africa)

Flora and Fauna International (Vietnam)

Free the Bears (Cambodia, Laos and Vietnam)

Golden Lion Tamarin Association (Brazil)

Jane Goodall Institute (New Zealand)

Kea Conservation Trust (New Zealand)

Madagascar Fauna and Flora Group (Madagascar)

Proyecto Titi (Colombia)

Red Panda Network (Nepal)



Save the Tasmanian Devil programme (Australia)

TRAFFIC (Southeast Asia)

West Coast Penguin Trust (New Zealand)

Our long-standing partnership with Forest and Bird's Places for Penguins project was completed at the closing of the breeding season in January. We are proud of what we have achieved through years of nest box monitoring on the Wellington South Coast. New Zealand's penguins continue to be a focus of our conservation work and we are proud to announce our new partnership with West Coast Penguin Trust. A Memorandum Of Understanding (MOU) was signed in May, coinciding with the farewell of Gari the Fiordland Crested Penguin to Taronga Conservation Society in Australia after her rehabilitation at The Nest Te Kōhanga.

Dr Jane Goodall of the Jane Goodall Institute (JGI) visited Wellington Zoo in June to introduce the JGI Roots & Shoots programme.

During Dr Jane's visit we launched our Rangatahi Roots & Shoots programme which will see 12-18 year olds develop leadership experience and encourage members of our community to take positive action for global change.

At Dr Jane's visit we formalised our growing partnership with JGI New Zealand by signing an MOU and announced the addition of a JGI New Zealand office at the Zoo.

We have increased the level of funding to the Golden Lion Tamarin Association for their work saving Golden Lion Tamarins, to support the innovative conservation work they are undertaking with connecting fragmented habitat in Brazil.

Our donation to Save the Tasmanian Devil Programme was used to purchase mobile tablets for field researchers to monitor Tasmanian Devils in the wild. This means that the team has a way of recording field data digitally, which saves an incredible amount of post-trip data entry and allows for rapid analysis.



Photo: Justine Hall Photography

Staff conservation champions

Our Wellington Zoo Conservation Fund enables our people to use their expertise in projects in New Zealand and overseas.

This year:

- Veterinary Nurse Deneka De Sousa volunteered with Friends of Mana Island and Ecogecko in August to survey Ngahere Geckos and aid in plant restoration on Mana Island.
- Massey Veterinary Resident Megan Jolly visited Kāpiti Island to help with medical treatment of two Takahē with coccidiosis, an intestinal disease.
- Veterinarian Karina Argandona went to Westport for the release of two Fiordland Crested Penguins (Tawaki) which had been cared for in The Nest Te Kōhanga.
- Keeper Josh Forrest worked with Red Panda Network in Nepal for almost four weeks. Josh tracked and monitored Red Panda in the wild and assisted with their Forest Guardian programme.
- Senior Visitor Advisor Ali Gregory worked at the offices of 21st Century Tiger in London.

Ali assisted their office team with compiling a draft Fundraising Guide, redesigns of the Tiger Species, Territory and Prey, Threats and Solutions fact sheets, and created a new Amur Leopard fact sheet for their website.

- The Nest Te Kōhanga's Practice Manager Amanda Tiffin worked with Fauna & Flora International (FFI) Vietnam on Wellington Zoo's largest conservation project for Gibbons. Amanda supported FFI's work with the local community to ensure a safe habitat for all animals living in Pù Mát National Park.
- Reptile Keeper Kayla Aitken joined Dr Ben Bell from Victoria University to conduct the annual Maud Island Frog census on Maud Island.

We also partnered with the Department of Conservation (DOC) to survey Green Geckos and Ngahere Geckos released on Matiu/Somes Island many years ago. Our staff visited the island once a month from November to April to conduct night and daytime surveys. We were thrilled to find the first Green Gecko spotted on the island in over four years on our last trip. We hope to gain a better understanding of Geckos on Matiu/Somes Island over the next year to help inform conservation management on the island.



Purchasing household products from sustainable sources can directly help animals like the White Cheeked Gibbon by reducing the demand for trees from their forest habitat.

Saving native species at The Nest Te Kōhanga

Over the year the veterinary team at The Nest Te Kōhanga have treated a range of native animals including:

- 14 Little Blue Penguins.
- 24 Kākā including one nationally vulnerable South Island Kākā.
- 10 Ngahere Geckos. They stayed at The Nest Te Kōhanga for a quarantine period as part of a translocation to Mana Island. A number of organisations worked together on this translocation including Ecogecko, Winstone Aggregates and the Department of Conservation.
- Six nationally vulnerable Fiordland Crested Penguins (Tawaki). Five of these birds came from our partnership with the West Coast Penguin Trust, and one was found at Castlepoint. Four birds were successfully released to the West Coast after a period of care; sadly the other two Penguins died due to their injuries.
- Three nationally vulnerable South Island Takahē. One male Takahē at Zealandia with ongoing symptoms, and two Takahē on Kāpiti

Measure	Target	Status	✓
Number of threatened Native specimens (DOC rating) treated in The Nest Te Kōhanga	≥30	62	✓
Percentage of native patients successfully released to the wild after treatment in The Nest Te Kōhanga	≥55%	47%	✗
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) in the Zoo's collection	≥26	26	✓



Island required treatment for an intestinal disease.

- Two endangered Whitaker's Skinks.
- Two nationally vulnerable Rowi Kiwi.
- One nationally critical Chatham Island Tāiko chick.
- One nationally endangered Otago Skink.

As well as providing medical care for injured wild Kākā, the veterinary team performed blood sampling of wild nestling Kākā within the broader Wellington region to assess the health of growing chicks and monitor for diseases. A Kākā feeding video was released in conjunction with Zealandia and Wellington City Council, with Senior Veterinarian Baukje Lenting speaking about how we can help to look after wild Kākā.

Working with the Community

A community workshop for the care of injured birds, presented at the Zoo by staff from The Nest Te Kōhanga, alongside DOC and SPCA staff, was a success. DOC is keen to run the workshop again in the near future.

"By sharing our skills with other conservation agencies, we can make sure injured wildlife receive care as quickly as possible – meaning we can return more native animal patients to the wild."

Jenny Lynch, Acting Conservation Manager

Lead science and research projects

Measure	Target	Status	✓
Participate in animal based scientific projects and paper publication	≥ 4	5	✓

University projects

Two students from HAS University in The Netherlands joined Wellington Zoo in 2017. They are undertaking two separate projects with us:

1. The first study is looking at the effect changing the diet to Boskos pellets has on Nyala, Giraffe, Capybara and Kangaroo. It is looking at behaviour around feeding, food preference and intake, body scoring and faecal scoring. This study will allow us to fully understand the impact of the new diet on these animals in our care.
2. The second study is to assess if there is a welfare impact on our reptile species from being handled and interacting with our visitors. The main focus of this study is on the Tuatara. Until this study began no ethogram (list of behaviours) had been developed for Tuatara. Developing an ethogram will allow us to increase the knowledge of this endemic New Zealand species.

Bee colony health study

This research is about the distribution of *Lotmaria* and *Crithidia* (honey bee pathogens). The focus will be on how distribution may change over time and in different locations, and how this may relate to other pathogens in New Zealand. These pathogens have been recently associated with hive losses in New Zealand, but as yet there is no scientific evidence for such effects. We take samples from the hive behind the barn in Meet the Locals He Tuku Aroha every six weeks and will contribute data over the full 12 month research period.

Build community action for wildlife

Unmask Palm Oil campaign

Wellington Zoo has joined with Auckland Zoo, Hamilton Zoo and Orana Wildlife Park to support the Australasian Unmask Palm Oil campaign. We called on New Zealanders to join us in demanding clear labelling of palm oil on all food products.

We believe every New Zealander should be able to choose what's in their food. Clear labelling is the best step forward for consumers, so that they can demand sustainable palm oil and make better nutrition decisions.





Consumer pressure in combination with well-enforced local legislation will result in the preservation of pristine rainforest. Mandatory labelling will help everyone to choose sustainable palm oil, therefore helping the animals that rely on these wild habitats to survive.

Tip Top joined us for two days in August and November to support our Unmask Palm Oil campaign. Tip Top set up at the Tiger Habitat and sold Tiger Time ice cream for \$2 with all proceeds donated to Wellington Zoo's Conservation Fund.

The Ask for Choice palm oil labelling campaign was successful at engaging our community with many New Zealanders having their say at our Zoo and online. We received great media coverage over the four months of the campaign. Alongside representatives from Auckland Zoo, Orana Wildlife Park and Unmask Palm Oil, we delivered postcards from members of our community to the steps of Parliament where they were accepted by the Co-leader of the Green Party, James Shaw.

The outcome of the Ministerial Forum on 25 November was to undertake more research on the

health implications of palm oil before formulating a clear policy.

The campaign's joint media release went out in April when the vote on labelling at the New Zealand Ministerial Forum on Food Regulation was scheduled to take place. This has unfortunately been delayed until later in 2017.

"Mandatory labelling will help everyone to choose sustainable palm oil – and, in turn, help Sumatran Tigers, Orangutans and thousands of other animals that rely on these wild habitats to survive."

*Ben Dowdle, Unmask Palm Oil
Founder*

Strategy: **Connect people with animals**

Design creative and exciting message-driven experiences

Our new Kea walk-through experience opened in January, the last chapter in Meet the Locals He Tuku Aroha. This development is the final part of work in our Zoo Capital Programme that has seen us rebuild most of the Zoo physically and experientially.

“We have supported the Kea Conservation Trust for a number of years now and we’re proud to be involved in Kea conservation, by connecting Wellingtonians with our Kea and raising awareness about these amazing birds.”

Daniela Biaggio, Conservation Manager

The Twilight Te Ao Māhina re-opened in July after a visitor experience refresh and improvements to the animal habitats for both Kiwi and Tuatara. The space was developed with the five voices approach used for visitor experience in Meet the Locals He Tuku Aroha, to link the two New Zealand experiences of the Zoo more closely.

The first habitat that visitors to the Zoo see has been revamped for our five Short-Clawed Otters. The old wooden fencing of the habitat has been replaced with glass fencing. This provides fantastic views of the animals and improved the Otters’ welfare by allowing them a full view of the surrounding area.

The Living Room was given a makeover in April to create an exciting Waharoa (gateway) to the Zoo for students. There are themed spaces for learning: Forest - Te Ngahere; Wetland – Te Koreporepo; and Desert – Te Koraha. There are new animal habitats including a Gecko terrarium, coloured carpet and animal silhouettes on the walls. There is also a feedback tree where students are able to leave messages and thoughts. The AV has been updated with a new smart TV and iPads for the Educators.



Happy Animals

The Happy Animals visitor experience project was installed in March. The design, content and storyline explain how the Zoo cares for animals so that they are healthy and happy. The information is based on the Five Domains of Animal Welfare.

Happy Animals is an interactive way to engage our visitors about this animal welfare ethos and how we incorporate it throughout the Zoo. The 3D cubes are wrapped with information, thought-provoking questions and imagery of our staff and animals. The cubes have initially been installed beside Monkey Island and will eventually be incorporated throughout the Zoo.

Maximise the connection with animals

Events

Our annual Winter Wednesdays in August were well attended. In total, we welcomed 5,063 visitors - an increase of 12.5 percent on last year.

'Do at the Zoo' was held on 18 September as part of Conservation Week. We offered entry for a \$2 donation for children under the age of 14. The theme was 'Healthy People, Healthy Nature' and the focus was the New Zealand native species that Wellington Zoo helps to support through the Conservation Fund.

"It is such a family-friendly environment, set up for stops with the kids, play/picnic areas were fantastic. Loved all of the facts and discovery of information. Beautifully kept grounds and enclosures, lucky animals!"

Zoo visitor





New animal arrivals

For every new animal arrival at Wellington Zoo, we contribute five percent of the transport costs to TRAFFIC South East Asia, an organisation which works to combat the illegal wildlife trade.

We welcomed these new animals:

- In September 20 Nyala arrived to be the core animals for the Australasian breeding programme for the species. The regional breeding programme is managed by the Zoo and Aquarium Association Australasia (ZAA) to ensure a wide genetic variation for Nyala in human care.
- In November two Kea arrived as part of the national Kea uplift/rescue/rehabilitation programme managed by DOC.
- In February one male Golden Lion Tamarin arrived from Adelaide Zoo to pair with Clementine, our female Golden Lion Tamarin.

"These Nyala will help play an important advocacy role for other endangered antelope species like the Eastern Bongo, so that people can learn more about these beautiful animals and raise awareness for the threats they face in the wild."

Simon Eyre, Animal Science Manager

Relocations

After her stay at The Nest Te Kōhanga, Gari the Fiordland Crested Penguin (Tawaki) left for a new home at Taronga Zoo. She wasn't able to be released into the wild due to her original injuries but has found a good home in Sydney where she is joining two other Fiordland Crested Penguins.

Miro the Kiwi was released into the wild in

Maungataniwha, a native forest project in Hawke's Bay.

A male Jewelled Gecko, who was repatriated at Wellington Zoo after being smuggled to Europe from New Zealand, went to live at Otago Museum in Dunedin.

Other moves included nine Squirrel Monkeys to Perth Zoo, four Nyala females to Werribee Open Range Zoo, two Sheltopusiks and one male and six female Nyala to Auckland Zoo, and the female Bongo Maisha to Taronga Western Plains Zoo.

Farewells

This year we had to say a sad farewell to a number of Zoo residents.

Beni, Wellington Zoo's nine-year-old male Chimpanzee, died after sustaining an injury to his leg.

The Zoo's eldest female Giraffe Tisa died in February after a health check and hoof trim under general anaesthetic. Her health deteriorated quickly due to age-related complications.

A Red Panda named Ishah was euthanised due to reduced mobility and activity because of spinal degeneration.

Rokan the Sumatran Tiger was euthanised due

to arthritis in both his ankles and knees due to age. These changes resulted in signs of stiffness, difficulty rising from rest and reduced mobility.

Notable newborns

Our Cotton Top Tamarins had twin babies in May. The new parents came from different zoos a year ago, with Esteban from Blackpool Zoo in the UK and Celeste from Bratislava Zoo in Slovakia.

Our Red-Rumped Agoutis successfully bred twice during the year, producing five offspring.

Measure	Target	Status	✓
Contact animals meeting visitors in the Zoo	1,000 hours	1,251 hours	✓
People participating in Animal Close Encounters	4,069	4,149	✓





Close encounters and contact animals

Our Educators and Visitor Rangers provide visitors with a hands-on interaction with Tortoises, Kunekune Pigs, Blue-tongued Skinks, Tuatara, Forest Geckos, Cockatoo, Weta, Millipedes or Sheltopusiks.

Close encounters

We have had another very popular year with 4,149 people getting up close and personal with Red Panda, Meerkat, Black and White Ruffed Lemur, Lion, Giraffe and Cheetah Close Encounters. Each unique experience has contributed 10 percent of the Close Encounter purchase to the Wellington Zoo Conservation Fund. Participants also have the

opportunity to make online retail purchases linked to their Close Encounter before arrival and can get 10 percent discount off Zoo shop purchases during their visit.

"Meeting the Cheetahs was incredible, but also meeting the staff who were so incredibly passionate and knowledgeable about the Cheetahs. I could have spent the rest of the day there asking more and more questions!"

Close Encounter participant

Learning

Wellington Zoo is passionate about helping children learn about our amazing animals, gain an understanding of the role of a good zoo and discover what they can do to care for the natural world.

Our Learning Experience Team provides unique experiences for 18 months to 18-year-olds by creating and delivering participatory learning sessions and magical animal encounters that support our local and global conservation efforts. Through enquiry-based learning and child-friendly encounters with animals and staff, Wellington Zoo strives to empower future generations.

With a plethora of knowledge in environmental science, conservation, zoology and animal physiology, paired with live animal interactions, Wellington Zoo supports Learners in meeting and raising achievement in numerous curriculum objectives. Educators provide behind-the-scenes access to Vets in The Nest Te Kōhanga, Animal Keepers in habitats, and Nutritionists preparing particular diets ranging from bugs, to goat for the Tasmanian Devils.

“Wellington Zoo is by far the best zoo we’ve visited around the world in terms of its mission and love of the animals. It is an uplifting place that helps show that we are all in this together.”

Zoo visitor

Measure	Target	Status	✓
Number of students participating in LEOTC sessions	10,000	10,754	✓



LEOTC Learning Sessions

Wellington Zoo is a Learning Experience Outside the Classroom (LEOTC) provider, contracted to the Ministry of Education (MOE). This past year we had 10,754 Learners participate in our LEOTC programmes - this is 5,254 above the target set by the MOE. With the addition of a second full-time Educator, we hope to cater for more participants in 2017/18.

As part of the LEOTC contract, the MOE measures the success of the learning programmes Wellington Zoo provides via Milestone Reports and monitoring visits. We have received very positive feedback with regards to numbers participating in Educator-led learning sessions and our innovative programmes that support the Government's priorities. These priorities include improving education outcomes for Māori and Pasifika learners, special education learners and those from low socio-economic backgrounds.

Sleepovers

Our Night Rangers are talented storytellers that bring the dusk and dawn alive for our visitors. They facilitate engaging activities with conservation and sustainability messages, combined with fun and adventure. 2,766 people experienced the Zoo after dark on a Sleepover during the past year.

School holiday programme

Our Holiday Programmes offer exciting animal and conservation activities for 40 children a day for eight weeks a year. We had 1,550 children participate in our Holiday Programmes over the past year.



Notable school visits

Our 'Primate Evolution' programme supported 1,120 Year 13 students in NCEA achievement standard Biology AS91606. Learners analyse the evolutionary trends through investigating skulls and skeletal hominids, using relevant language to explain the evolutionary patterns they discover. They then observe our primates in the context of the concepts just discussed. As Wellington Zoo is home to the largest primate collection in New Zealand, we are able to create an unrivalled and engaging programme that adds significant value to the classroom delivery of this unit for students and a superlative resource for teachers.

"It was extremely valuable for the students to take part in the interactive stations in the Human Evolution lesson and to have an opportunity to discuss the behaviour of living animals right in front of them with a highly qualified Zoo Educator."

Sue Frost, Whanganui High School

Hundreds of Year 12 business studies students participated in 'Motivations the Zoo provides to its staff' learning sessions which provide an interesting insight into our unique organisation.

Kimi Ora School sleepover

Our Sleepover LEOTC Learning Sessions offer students the opportunity for an overnight

adventure at the Zoo and then wake to the roar of the Lions and call of the Gibbons. Evening and morning tours illuminate different behaviours of nocturnal animals.

The Learning Experience Team facilitated a magical and memorable sleepover for students from Kimi Ora School. Taking into account the specific learning needs and interests of the ten 13-year-old special needs learners, their teachers and caregivers, the team created personalised tours with contact animals, tactile encounters, animal sounds and smells. The experience provided opportunities for independence, leadership, resilience and demonstrating personal excellence.

"I know you put lots of work into ensuring it was successful, as well as including extra classroom activities, extra helpers for the Zoo experiences, tactile experiences and feeding the giraffes. It was so amazing and we cannot thank you enough."

Sue Perry, Deputy Principal Kimi Ora School

Wild Start

Our Wild Start programme is designed by our Zoo Educators especially for children aged 18 months to four years. Each session contains 45 minutes of interactive play-based learning. This year we hosted 150 pre-schoolers.

The Warehouse Wellington Zoofari Partnership

Our partnership with The Warehouse provided the opportunity for 1,859 children from decile 1–3 schools in the Wellington, Porirua, Hutt and Tasman regions to visit the Zoo for a free Zoofari Learning Session. The focus this financial year is as much

on fun as it is on investigating, contributing and participating in science and conservation.

The Warehouse Wellington Zoofari July collection campaign was the second of two collections in 2016. Our Partnerships Manager spoke at The Warehouse’s regional conference in September and accepted a cheque that will support Zoofari learning sessions in 2017. Our new partnership with New Zealand Coach Service supported the transport of children to and from the Zoo.



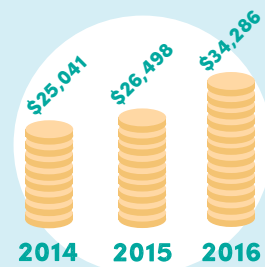
ADD A \$ CAMPAIGN

PURPOSE

The Warehouse Wellington Zoofari is an outstanding example of collaboration and partnership of organisations with shared objectives to make New Zealand a better place to live and to protect our unique environment.

WE BELIEVE

all children should be able to access the unique experience of getting close to animals at their Zoo.



The Warehouse provides three weeks a year to promote and raise funds for The Warehouse Wellington Zoofari via an 'add a \$1' campaign at their checkouts.

INSPIRING COMMUNITIES

LEARNERS

2014	1700	(15 schools)
2015	1796	(13 schools)
2016	1900	(18 schools)
2017	1859	(15 schools)

“Thank you for giving up your time to give us the chance to explore the Zoo. It was an enjoyable experience I may never have again. I’m going to cherish that day forever.”

- The Warehouse Wellington Zoofari student

7255
LEARNERS



KEY PARTNERS

PROGRAMME SUPPORTERS



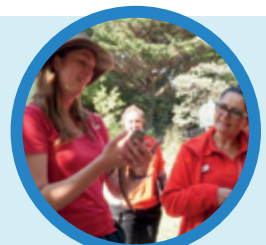
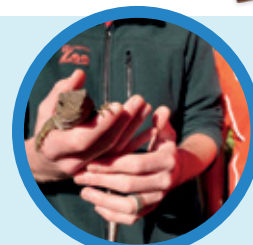
WORKING TOGETHER

OUR DREAM...

is for all children from low-decile schools within our region to be able to visit Wellington Zoo for a conservation based learning session at least once during their school years.

OUR FUTURE

Collection campaign for The Warehouse Wellington Zoofari for 2018 begins in July 2017. Working together with The Warehouse, we hope to give even more children an opportunity to connect with their natural environment; promoting an understanding of how we are all connected to the animals we share the planet with.





“Most students had never been to the Zoo due to economic reasons, and the follow-up experiences in terms of reading, writing and maths has meant that students have had contextual learning that really is priceless.”

*Mary-Jane Godinet, Holy Family School
Zoofari visit*

Bush Builders

Wellington Zoo Bush Builders is a hands-on programme designed to connect urban children with the biodiversity around them. The programme uses students’ experiences in nature to create fun and meaningful learning opportunities, and empowers learners to take positive action for their environment.

Children develop their environmental literacy over three distinct phases including a launch at Wellington Zoo, scientific surveying around their school and a conservation action project in their community.

Projects in their communities ranged from producing Weta hotels, to creating safe places for invertebrates, to visual interpretation including signs designed by students and manufactured by Wellington Zoo for their community gardens.



"Thank you for two very relevant, extremely useful and content-reinforcing sessions. All staff members involved were outstanding in their demeanour, their presentations and their obvious knowledge, presented in an engaging and very appropriate manner."

Anne Smith, Nga Tawa School

Nature Connections

The Nature Connections project was again successful in receiving funding from the Wellington Region Amenities Fund this year. This enabled Nature Connections to roll out the 'Wellington Wild Things' campaign, and build social media presence. The ten Nature Connections sites were also the inaugural Wellington sites for DOC's Toyota Kiwi Guardians programme – a nationwide initiative to encourage children and families to spend time together outdoors.

Strategy: People love and support the Zoo

More people support the Zoo and do more

Although the Zoo’s visitor attendance numbers did not meet the target for this year, we were pleased to welcome 230,632 visitors to the Zoo.

This year many Wellington organisations experienced a high level of uncertainty and unpredictability in their business. This was due to the impact of the major earthquake in November followed by a poor summer: the Metservice reported the lowest number of sunshine hours in five years, higher than usual rainfall, wind speeds and lower temperatures.

Measure	Target	Status	✓
Increase total visitation	239,408	230,632	✗

Special events

On 26 January we held our 12th annual Neighbours Night with 1,723 Newtown locals enjoying our busiest Neighbours Night ever. With volunteer support from our partners at Wellington City Council Housing and Trade Me, as well as Zoo staff volunteers, we delivered a successful evening

enjoyed by all. We also had a large number of City Councillors and the Deputy Mayor come along to spend some time meeting our neighbours.

“We value our community support and Neighbours Night is a way we can support our local community, including those who may not otherwise be able to visit the Zoo.”

Karen Fifield MNZM, Chief Executive

We hosted our 12th Valentine’s Night, a successful adult-only event with animal encounters, slightly risqué talks, music and gourmet meal packs. It was a wonderful atmosphere with 448 visitors enjoying a child-free night out.

The Zoo stayed open late on Wednesdays in February for Zoo Twilights with 453 visitors taking advantage of this summer evening option.

For a third successive year we collaborated with Zealandia to host an Open Weekend in May. This event enables people to visit both organisations over the weekend for a \$2 donation to conservation. Although the weather was a bit inclement it didn’t deter our visitors, with 11,498 making the most of the two days. We are grateful for the overwhelming support from the community and their contribution

of \$21,937 to the Wellington Zoo Conservation Fund.

In August Wellington Zoo participated in Visa Wellington on a Plate, in partnership with Blue Carrot Catering. Two special lunches with the theme 'Feeding Time at Wellington Zoo' were followed with a talk by our Nutrition Advisor which was well received by all guests. The event finished with guests feeding the Giraffes. The feedback was very positive and we hosted 109 guests over the two dates.

Many other opportunities were scheduled to enrich our visitors' experience at the Zoo. We celebrated the opening of the Kea walk-through experience in Meet the Locals He Tuku Aroha, as well as our 110th birthday, Christmas, World Lemur Day, World Environment Day, Parks Week and Conservation Week. These activities are a valuable and effective way to connect people with animals and encourage our visitors to take action for the environment.

We held two tours with Sign Language Interpreters in New Zealand Sign Language Week attended by 14 hearing-impaired visitors.

We extended our reach into the community by taking part in the Upper Hutt Carnival, the Newtown Fair and Bug Day at Te Papa.

Volunteers and Rangers attended the Cheetahs

versus Hurricanes rugby match with games, mascots and the new Wellington Zoo gazebo.

Zoo Crew

Ten percent of our Zoo Crew members' fees go to the Wellington Conservation Fund to support conservation projects around the world. Zoo Crew members have enjoyed regularly visiting the Zoo with a total of 43,407 visits this year, an increase of two per cent over the previous year.

"I love the new paths and close contact with the animals. I loved the zoo staff paying attention to us and telling us about animals. I love the native plantings. There is so much to love!"

Zoo Crew Member



Connecting with our community

Media highlights

Our media profile helps us share our stories with the wider community. The palm oil campaign and Wild Ideas conservation symposium received great media coverage. These stories position Wellington Zoo at the forefront of the debate on the conservation of wildlife globally and allow us to connect with our community.

We are proud to be recognised for our conservation work with a number of media stories about the first-class care injured native animals receive at The Nest Te Kōhanga before release to the wild. Our new Kea walk-through experience received great coverage and media buzz.

Our animals featured prominently in the media as well. New arrivals the Cotton Top Tamarin twins were big news. We also had stories in five publications around New Zealand when Rokan the Sumatran Tiger died, showing the connection the wider community has with this critically endangered species.

Social media

As of 30 June, Wellington Zoo now has over 41,000 page likes on Facebook, more than 8,000 followers on Twitter and over 2,500 followers on Instagram. Our total reach on Facebook from 1 July 2016 to 30 June 2017 was 4,943,527 unique users.

Highlights for the year include a #KeeperCam video of a baby Chimp playing on a trampoline which reached over 200,000 people, and more than 6,000 people interacted with the post via reactions, commenting or sharing. This story had more than 8,000 impressions and over 1,000 engagements on Twitter as well.

Other highlights for the year included videos of Kea in the new walk-through experience, the Cotton Top Tamarin twins and Keeper Josh Forrest's interview with the NZ Herald about his conservation work with Red Panda in Nepal.

Website

The new website has been active for over a year now and we are continually improving the user experience. This year we added a search function to help website visitors more easily navigate to what they want. We also implemented online promo code functionality to let us have promotional offers that are easily redeemed online, as trialled with our Hurricanes promotion. To thank the community for their love and support this year we produced a Christmas video instead of a card and highlights document. The video was a version of our earlier 'Thank you Wellington' video showcasing our highlights for the 2015/16 year.

Volunteer support

We couldn't do our valuable work without the support of our dedicated Zoo volunteers.

We have a total of 50 volunteers - 15 Visitor Engagement volunteers, 23 Animal Care volunteers and 12 volunteers at The Nest Te Kōhanga.

Measure	Target	Status	✓
Volunteer engagement survey	1	1	✓



A volunteer survey completed in April shows that satisfaction with the new volunteer programme is high. Volunteers were satisfied with respect to the level of support and guidance they receive.

date with what is happening at the Zoo through weekly newsletters.

Drive financial success

"I've really enjoyed being part of the primates team. The Keepers are all so friendly and appreciative of the tasks I do for them. My favourite tasks are doing the windows first thing as I get to see these amazing animals and interact with the visitors. I'm always excited for my volunteer days at the Zoo!"

Animal Care Volunteer

Running a 21st century zoo with a focus on conservation and community takes significant investment. We strive to exceed the expectations of our visitors and community, while ensuring that we uphold the highest standard of animal care.

Since becoming a charitable trust in 2003, we continually seek ways to increase our share of our operational costs. This year we generated direct revenue through visitation and Zoo products to cover approximately 57 per cent of these costs, and remain thankful for the generous support of principal funder Wellington City Council along with other partners and supporters. We are proud to achieve another clean audit this year and have met or exceeded 17 out of 21 key performance measures. Revenue from Close Encounters is also well ahead of budget and last year.

A volunteer category was added to our Gold Agouti Award celebrations to more effectively integrate volunteers into the Zoo's celebrations and ensure they feel valued. Our volunteers are kept up to

In addition to our operating grant from Wellington City Council, this table below shows our key earnings for this financial year.

Visitor admissions: **\$2,891,472**

Fundraising for capital projects: **\$301,983**

Zoo shop retail sales: **\$422,626**

Operational sponsorship and grants: **\$317,697**

Measure	Target	Status	✓
Percentage of operating costs generated by the Trust	55%	57%	✓
Ratio of Trust generated income as percentage of WCC grant	122%	131%	✓
Average income per visitor from Trust generated revenue	\$15.94	\$16.86	✓
Average WCC subsidy per visitor	\$13.05	\$12.86	✓
Full cost per visitor including WCC costs	\$21.22	\$23.20	✗

Retail

It has been another very successful year in retail sales with our annual target achieved a month ahead of schedule. Total revenue is \$422,625 which is only the second time the Zoo shop has surpassed \$400,000 in retail revenue, and is an increase of seven percent over target of \$395,000.

A lot of work has gone into careful product selection with particular focus on Forestry Stewardship Council (FSC) certified and other environmentally friendly and conservation themed stock. Increased emphasis was placed on guiding suppliers to adopt and source FSC materials for our shop.

With such strong positioning in retail in innovation and sustainability, we made the decision to enter the NZ Top Shop Awards and have been named a finalist in the Innovation category.

Grants

This year we received several important grants that have allowed us to continue to lead the way, connect people with animals and help to save animals in the wild.

Pub Charity granted us \$199,983 towards the upgrade of our perimeter fence which runs from Manchester Street along the Southern Walkway and beside our boundary with Melrose Park.

The Stout Trust contributed \$25,000 and the Wellington Community Trust gave \$15,000 towards the Living Room refurbishment.

The Lottery Grants Board Environment and Heritage Committee provided us with a grant of \$62,000 towards our new Kea aviary and walk-through experience.

MBIE Curious Minds gave us \$22,500 to support Wellington Zoo Bush Builders and the TG McCarthy Trust also gave us \$10,000 to support this programme.

We have also received donations from both the J & A Mauger Charitable Trust and the Brian Whiteacre Trust to support native wildlife treatments in The Nest Te Kōhanga, and a grant from Wellington City Council's Waste Minimisation Fund for a Waste Audit.

Support from partners

Trade Me has been a partner of Wellington Zoo since 2010. Trade Me team members joined us as volunteers on both our Neighbours Night and Open Weekend.

Tip Top joined us to support the Unmask Palm Oil campaign. Tip Top set up a scoop ice cream freezer at the Tiger Habitat and sold Tiger Time ice cream for \$2 with proceeds being donated to the Zoo. Tip Top also provided 1,500 ice blocks for guests on Neighbours Night.

Our Partnerships Team attended the Soft Plastics Recycling Launch in Wellington as guests of The Warehouse. At the launch Hon Dr Nick Smith presented Wellington Zoo with a park bench made of 16,000 recycled plastics bags. This park bench has been placed by the Living Room to further acknowledge our Zoofari partnership with The Warehouse.

Our significant new partnership with Frucor means their cold beverages are available in our Zoo café and at the Grazing Post, with a focus on low-sugar and sugar-free drinks.

Partners and Supporters

Brian Whiteacre Trust

Clemenger BBDO

ComplyWith

Curious Minds

DOT loves data

Frucor – Just Juice Splash

J & A Mauger Charitable Trust

Massey University

New Zealand Lottery Grants Board

NZ Coach Services

Pacific Radiology

Pub Charity

Stout Trust

The Holdsworth Charitable Trust

The Warehouse

T G McCarthy Trust

Think Turf

Tip Top

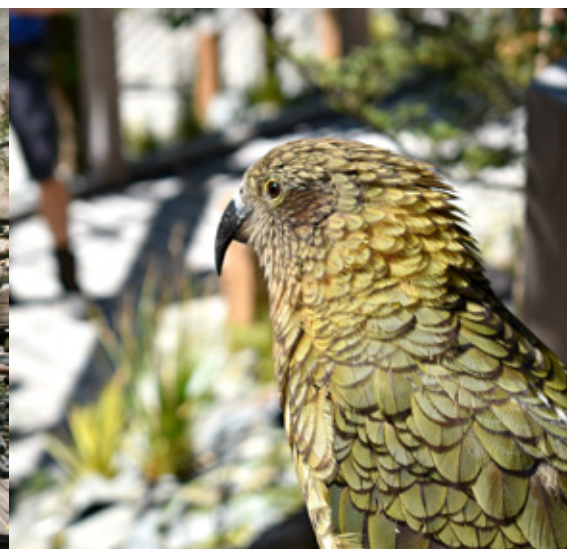
Trade Me

Umbrellar

Wellington City Council

Wellington Community Trust

Weta Digital





We continued our partnership with advertising agency Clemenger BBDO this year. They developed the materials for our Wild Ideas conservation symposium, as well as helping us promote our new Kea walk-through experience.

Local data shop DOT loves Data's attendance calculator was useful for our planning this year and we will work with them again in July on a new project.

Charities of Choice

Ronald McDonald House Wellington and Wellington Children's Hospital have both signed MOUs to formally recognise our ongoing support as our two charities of choice. We have been supplying transferable passes for use by both organisations for a number of years.

"A trip to the zoo can raise the spirits of a family who have a child in hospital or undergoing treatment. It breaks the monotony of 'hospital life' for the child and/or their siblings and provides some delightful distraction and positive memories of their hospital experience."

Tricia Martin, Wellington Children's Hospital

"The annual passes offer our families the chance to spend quality time together away from the hospital wards. Thank you Wellington Zoo Trust for helping us keep families close."

Nikki Thompson, Ronald McDonald House Charities

Learning and Research Partnerships

South Wellington Intermediate School (SWIS) and Wellington Zoo signed an MOU to formalise the school's ongoing involvement in our Bush Builders programme. This is a two year cyclic programme of hands-on learning, with full school participation one year and an advanced science class taking on a leadership role alternate years. SWIS and Wellington Zoo have formed a partnership with the intention of increasing the number of international students attending SWIS and the Zoo. We aim to provide exceptional experiences for them in Wellington thus creating long term economic and environmental benefits to the community and city.

As part of our ongoing commitment to work together for research and support, we have formalised our partnership with Victoria University of Wellington with the signing of a new MOU between our organisations. We will continue our collaboration with Victoria University with a focus on identifying opportunities for research, particularly in the areas of sustainability, environmental science, as well as animal care and welfare. Additional opportunities for the organisations to work together will include student placements and internship opportunities at Wellington Zoo, sharing equipment, data and use of facilities.

"We've worked closely with Wellington Zoo on a number of projects over the years, but there's so much more we can do with them in future. This agreement sets the foundation for these collaborations and we're looking forward to working together."

Professor Frazer Allan, Deputy Vice-Chancellor (Engagement) Victoria University of Wellington

A MOU was signed with Julie Whitburn, PhD Candidate at Victoria University who is conducting a longitudinal study with Zealandia and Wellington Zoo's Bush Builders schools with regard to connectedness to nature and its beneficial effects on human wellbeing and pro-environmental behaviour. A summary of her research findings will be accessible to the Zoo upon completion. This research has been approved by Victoria University Ethics Committee.



Strategy: Lead the way

Model sustainable behaviours

Measure	Target	Status	✓
Maintain carboNZero certification	Achieved	Achieved	✓

“Regaining carboNZero certification just goes to show that Wellington Zoo is committed to leading the way in sustainability.”

Karen Fifield, Wellington Zoo Chief Executive and member of the Sustainable Business Council Advisory Board

We have gained carboNZero certification for the fifth year in a row. We’ve worked really hard to make some big changes that have reduced our environmental impact and are continuing to:

Reduce – our waste and our use of power and water.

Reuse – we compost and reuse building materials.

Recycle – our waste, rainwater, concrete, shop products.

Plant – thousands of native trees.

We always use forest-friendly wood and paper products that are FSC approved and sustainable.



This year we received Waste Minimisation Seed Funding from Wellington City Council to help us understand the challenges around visitor waste and how our new waste sorting stations are working. We engaged the Sustainability Trust to undertake a waste audit of the visitor space of the Zoo. With the learning from the audit we have designed a waste game to help us engage visitors on how to use the waste stations. We hope to secure future funding to help us implement some of the other recommendations from the waste audit.

In June we were approved a grant from the Ministry for the Environment Waste Minimisation Fund towards a feasibility study to replace/upgrade our Composter which will be undertaken next financial year. This has been identified as an important sustainability project to increase the Zoo’s capacity to compost more waste onsite and further reduce our waste to landfill emissions.

One of the latest new initiatives in our sustainability journey is the use of the Glutton, a type of electric outdoor vacuum, which is a more environmentally friendly cleaning method than using petrol-engine leaf blowers.



New ethical uniforms

We launched our new Zoo uniforms in December after teaming up with local ethical uniform company Little Yellow Bird.

Little Yellow Bird share the Zoo's commitment to making sustainable and ethical choices that are good for people and animals. Little Yellow Bird has a bigger mission than just making clothing - it aims to alleviate poverty in the region where its products are made. Each shirt can be traced to the individual who made it by the label, giving the Wellington Zoo team a personal connection to the people who have created their uniform.

Excellence in animal care

ZAA Accreditation

Wellington Zoo is recognised for excellence in animal welfare via Zoo and Aquarium Association Australasia (ZAA) Accreditation, after an audit in late 2015, which is valid for three years. Accreditation demonstrates the high level of animal welfare we have established at Wellington Zoo.

With a focus on going beyond neutral animal welfare states to reaching positive animal welfare states, the Accreditation Programme is a first for the zoo and aquarium community – showing that the standard for animal welfare is being assessed and regarded as a key success factor for a good zoo.

Our Animal Science team leads the way for animal welfare initiatives. Animal Science Manager Simon Eyre has again been appointed to the ZAA Accreditation Committee, returning to the role in May after an absence of 18 months.

“From behavioural enrichment through to expert veterinary care, our team are able to give our animals a really good life.”

Simon Eyre, Animal Science Manager



Animal Welfare Committee

With external representatives from the National Animal Welfare Advisory Committee, Massey University, Wellington City Council, as well as Zoo staff, the Animal Welfare Committee ensures that the Zoo is positioned as a leader, advocate and authority on animal welfare best practice.

During the last year the Animal Welfare Committee reviewed a number of papers from Animal Care and Science staff. These included presentations on the free range eggs and chicken provided to the animals as food, learnings from the Zoo and Aquarium Association Accreditation programme, behavioural enrichment, and the social interaction and complexity within our Chimpanzee troop.

The committee visited an area of the Zoo at each meeting, including Hero HQ, Chimpanzees and the Kea walk-through experience. At these visits Animal Care staff explained to the committee how positive welfare outcomes are encouraged for the animals in our care.

Measure	Target	Status	✓
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	Achieved	✓

The Nest Te Kōhanga

The Veterinary Team at The Nest Te Kōhanga continue to uphold their outstanding reputation for excellence in animal care and native species conservation. The team welcomed two new veterinary residents from the Massey University Masterate Programme in Zoo Animal and Wildlife Health. Supported by the Holdsworth Charitable Trust, this world-leading partnership between Wellington Zoo and Massey University helps to build specialist veterinary capability for New Zealand.

Animal care improvements

Ongoing improvements in diets are being made with the arrival of Boskos specialist ruminant pellets from South Africa for our Nyala, Giraffe, Capybara and Kangaroo.

Refurbishment of the Monkey House for Spider Monkeys and Capuchins was completed in June, improving the care and welfare of these animals.

Training and enrichment committees

Animal Care Manager, Jo Richardson, is working alongside two committees composed of Keepers

and a Team Leader from each section, focused on animal training and animal enrichment. These committees ensure that animal training and enrichment are being conducted to a consistently high standard across the four sections of the Zoo.

Positive culture of professionalism and safety

Gold Agouti Awards

Our annual Gold Agouti Awards evening is an opportunity to recognise excellence and outstanding contributions made towards achieving the zoo's new strategy and living our values. In line with our new volunteer structure to more effectively integrate volunteers into the zoo, we incorporated their recognition evening into the Gold Agouti Awards celebrations.

Zoo values

Manaakitanga embodies what our collective values represent.

Mana represents concepts such as respect, strength, standing/position, inherent power, prestige, wisdom, credibility, experience, integrity, calm, quality and wisdom

Aki is about awakening, jolting, bringing to life, acknowledging mana

Tanga is about the process of making it happen

Living our values and the way we put them into action is about walking the talk and how we manaaki our guests when they come to our Zoo. Mana applies to people, animals and innate objects, everything has mana. Through manaaki we welcome, show our world and acknowledge the mana of others and through doing this we enhance our own mana and that of our people, animals and the environment.



Health and safety

Measure	Target	Status	✓
Health and Safety targets met	(Lag) ACC work levy discount applied (Lead)* Achieved	(Lag) Discount has been applied to Trust's work levies based on experience rating (Lead)* Achieved	✓

The role of Health and Safety Manager was introduced in August 2015 as part of our commitment to providing a healthy and safe working environment for everyone who works in the Zoo, and a safe and secure place for our visitors to enjoy.

Last year we trained 16 new First Aiders, 19 Fire Wardens and ran specialist training courses on erecting scaffolding, operating scissor lifts and driving tractors. Our Safety Improvement Team has implemented regular emergency drills to make sure our people are well trained and aware of their roles in an emergency. Our Board Members have also taken an active role in reviewing the Zoo's emergency procedures and identified areas for improvement.

The Zoo has achieved ACC accreditation through their Workplace Safety Management Practices programme in April for a further two years. We have also seen a significant increase in reporting statistics compared to the previous year – which demonstrates the positive culture of reporting and a desire from all staff to take responsibility for the wellbeing of our people and visitors.

Continued learning

Measure	Target	Status	✓
Initiatives to embed professional development of our people	≥ 8	13	✓

Learning Experience Manager, Sarah Morris, attended the Environmental Educators Association Australia Conference entitled Tomorrow Making, Our Present to the Future in Adelaide in October. Attendees discussed ways to work with schools and communities to build resilience and optimism, empowering them to positively change the world around them.

The Learning Experience Team attended Te Reo Māori workshops with kaiako Joan Costello, from Reo Tūhono on pronunciation, greetings and incorporating the Māori world view more seamlessly into our learning sessions.

Educators attended an expo Tūhono i te Ao - Where Science meets Māori and Pacific Culture aimed at boosting Māori and Pasifika science learning. This expo provided access to science, technology, engineering, art, maths and design topics through online video, audio, discussion forums and other resources designed to inspire and build confidence in potential tertiary students.

**The Health and Safety Lead indicator measure is the systems in place and training events provided to reduce the risk of a Health and Safety accident before one has occurred. This was achieved through staff reporting hazards and near misses, monthly Safety Improvement Team meetings, emergency drills and workshops that were held throughout the year.*



"I am impressed at the direction the LEOTC is heading especially with the inclusion of a Māori perspective at the Zoo in general and with the learning programmes - ka pai!"

Dr Craig Rofe, Senior Lecturer Te Kura Māori Wellington College of Education at Victoria University

Glenn Reddix, Sales and Service Manager, attended the Museum Shops Association of Australia and New Zealand's Annual Conference in Melbourne in August. Many representatives from museums, zoos and other visitor attractions attended to discuss their retail experiences, successes and environmentally friendly values.

Staff learning sessions

Maud Island Frogs - June

Animal Interactions - July

Unmask Palm Oil - August

Jane Goodall Institute - September

Kea Research - October

Cushing Syndrome in Primates - October

Anatolian Guard Dog Project - November

Enrichment - November

Species Management Plan - February

Learning Session about Learning Sessions - March

'Be Confident' Accessibility Workshops - March

Sign Language - May

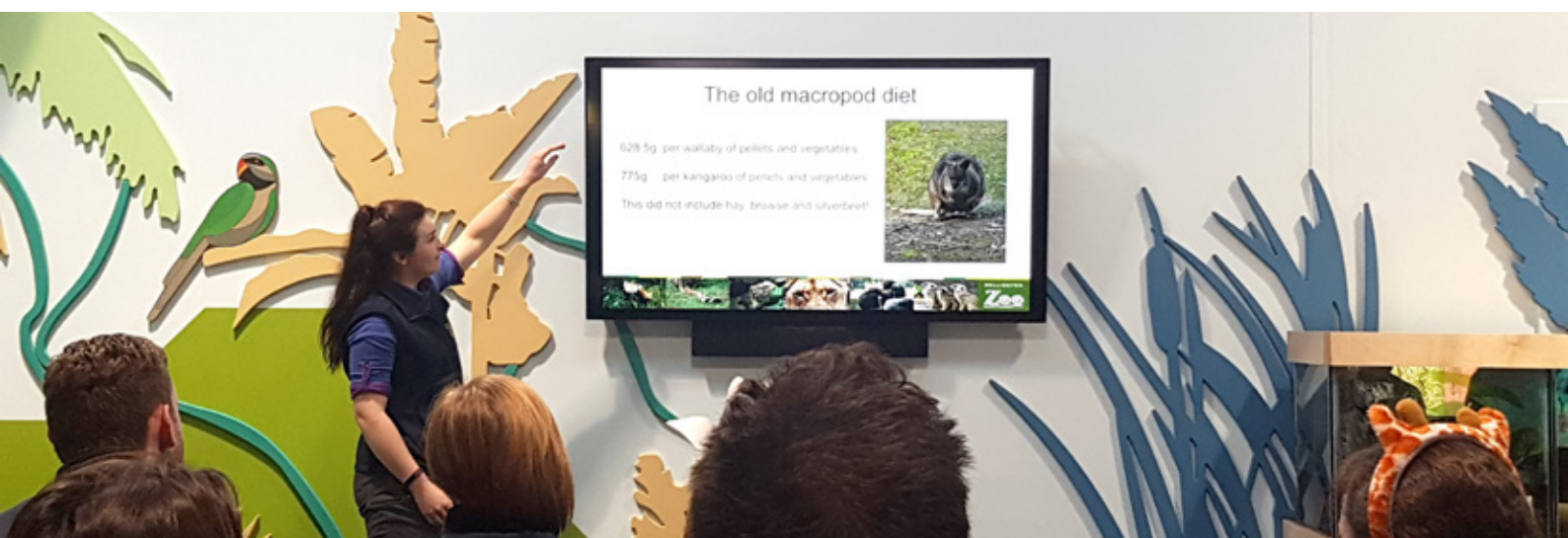
Diet Formulation and Keeper Rotation - June

The Outward Bound Community Partner Programme provided three staff members with a personal journey of discovery and opportunity to develop their resilience and inner and outer strength.

In July the Strategic Management Team and all Managers attended the last session from a series of four resilience workshops facilitated by Dr Sven Hansen.

Keeper progression

Following on from last year's realignment of Animal Care and the introduction of three levels of technical competencies, the first round of Keeper Progression was completed in September. Keepers are finalising their submissions for the second round of annual Keeper Grading, with assessments taking place in August 2017. The Keeper Progression process provides a dedicated focus on career and professional development, as well as recognition of different levels of skills, competence and expertise. This means Wellington Zoo can attract, develop and retain a mix of experienced keeping staff.



Staff turnover

Measure	Target	Status	✓
Staff turnover (permanent staff only)	≤18.5%	33.8%	✗

This year our turnover is higher than usual. Due to the end of the Zoo Capital Programme and changes to people’s personal circumstances, some people have chosen to move on after 10 years or more at the Zoo. Many resignations have been from our younger demographic which is in line with research that indicates millennials typically stay two to three years in a role. We believe we have recruited some excellent new team members and we see this phase of our organisational life as renewal and preparatory for the future.

Staff leading the way

Chief Executive Karen Fifield has been made a Member of the New Zealand Order of Merit. Karen has been awarded her MNZM for services to business and animal welfare.

General Manager Community Engagement, Amy Hughes, has been appointed the acting Executive Director of the Zoo and Aquarium Association Australasia (ZAA) in Sydney for a period of five months while recruitment is undertaken for a permanent Executive Director.

Board member Sue Paterson was awarded Kiwibank Senior New Zealander of the Year in recognition of her commitment to arts and culture.

Senior Veterinarian Baukje Lenting is the Primary Veterinary Advisor for the NZ Fauna Veterinary Advisory Group.

Our Chief Executive sits on the ZAA Regional Board as Past President and the New Zealand representative. She also sits on the ZAA New Zealand Committee, the NZ IUCN Committee and Advisory Board of the Sustainable Business Council.



Photo: Government House

Sharing our expertise

Chief Executive

- **Agcarm Annual Conference** guest speaker
- Guest speaker at **MPI verifications Conference** (with Animal Science Manager)
- Guest speaker at **AGM Rimutaka Forest Park**
- **WAZA Mexico**, facilitated workshop on animal interactions
- Guest speaker at **Government Regulatory Practice Initiative (G-REG) Conference** (with Animal Science Manager)
- Guest speaker at **MPI Verification Conference** (with Animal Science Manager)
- Facilitated **SBC Dinner discussion** regarding expectations of government regarding NZ response to climate change
- Guest speaker at **NZ Police Women's Network Conference**
- **Forest and Bird Climate and Conservation Conference** presented keynote speech on global impact of Climate Change on species
- Chaired a session and workshop at **WAZA-CZAW Conference** in Detroit USA, the 4th International Animal Welfare Symposium
- **Threatened Species Summit** Wellington, presented on role of zoos for conservation of New Zealand threatened species
- **WReNNZ Conference at ZEALANDIA**, presented the work of Wellington Zoo and The Nest Te Kōhanga with The Nest Te Kōhanga Senior Veterinarian
- **Otari Wilton's Bush AGM** guest speaker
- **Australasian Gambling Regulators Conference** in Auckland, presented on cross-government regulation in zoos
- **English Speaking Union** guest speaker

Other Wellington Zoo Staff

- Veterinarian, Karina Argandona presented a Green Iguana mast cell tumours case study at **The Australian and New Zealand College of Veterinary Scientists' Annual Science Week**
- **The injured bird community workshop** presented by staff from The Nest Te Kōhanga
- Harmony Wallace and Jacqui Hooper presented talks about Diablo the Spider Monkey with Cushing's disease at the **International Primatological Society Congress** in Chicago, USA
- Baukje Lenting, Senior Veterinarian NZVA presented findings around microchips in Kākā at the **Wildlife Society Conference**
- General Manager Business and Partnerships, Daniel Warsaw, attended the **annual Board Meeting of Madagascar Fauna and Flora Group (MFG)** in Taipei
- Simon Eyre, Animal Science Manager, and Daniel Warsaw, General Manager Business and Partnerships, presented at the 2017 **ZAA Conference and Workshops** held on the Gold Coast, Australia. Amy Hughes, General Manager Community Engagement, also presented in her seconded capacity as Acting Executive Director of ZAA.



Awards

At the Resene NZILA Pride of Place 2017 Landscape Architecture Awards, Wellington Zoo and Isthmus Group Ltd won the Institutional category for Meet the Locals He Tuka Aroha. The judges said "Through a collaborative approach, a deep understanding of the site and the New Zealand context, a restrained design sensibility, high quality execution, and meticulous maintenance, the team behind Meet the Locals He Tuka Aroha have created a joyful experience that succeeds at every level through elements of play, interpretation and activity, skilfully integrated to enhance the experience."



"Meet the Locals He Tuka Aroha is a celebration of all things New Zealand and a wonderfully immersive experience for adults and children of all ages."

Landscape Architecture Award judges



Meet the Locals He Tuka Aroha also won Silver in the Tourism and Leisure Category of the New Zealand Building Projects Awards.

We are very proud to have been awarded Gold Standard rating by Be. Accessible, meaning that the Zoo's experiences are accessible to people with disabilities.



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RATIONAL
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Welcome to
WELLINGTON ZOO

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Independent Auditor's Report

To the readers of Wellington Zoo Trust's financial statements and performance information for the year ended 30 June 2017

The Auditor-General is the auditor of Wellington Zoo Trust (the Trust). The Auditor-General has appointed me, Mari-Anne Williamson, 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 51 to 71, that comprise the statement of financial position as at 30 June 2017, the statement of comprehensive revenue and expense, statement of changes in equity, and statement of cash flows for the year ended on that date and the notes to the financial statements that include accounting policies and other explanatory information; and
- the performance information of the Trust on pages 7 to 44.

In our opinion:

- the financial statements of the Trust on pages 51 to 71:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2017; and
 - its financial performance and cash flows for the year then ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with Public Benefit Entity Standards Reduced Disclosure Regime; and
- the performance information of the Trust on pages 7 to 44 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 2017.

Our audit was completed on 21 August 2017. This is the date at which our opinion is expressed.

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

Basis for opinion

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

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

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

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

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

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

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

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

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

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

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will

always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance information.

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

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

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

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

whether the financial statements and the performance information represent the underlying transactions and events in a manner that achieves fair presentation.

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

Our responsibilities arise from the Public Audit Act 2001.

Other Information

The Board are responsible for the other information. The other information comprises the information included on pages 2 to 5, but does not include the financial statements and the performance information, and our auditor's report thereon.

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

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

Independence

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

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



Mari-Anne Williamson
Audit New Zealand
On behalf of the Auditor-General
Wellington, New Zealand

Statement of Compliance and Responsibility

For the year ended 30 June 2017

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 Financial Statements for the year ended 30 June 2017 fairly reflect the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.



Craig Ellison
Chairperson

21 August 2017



Karen Fifield
Chief Executive

21 August 2017

Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2017

	Note	Actual 2017 \$000	Budget 2017 \$000	Actual 2016 \$000
REVENUE				
Grants and Operating Revenue	1	7,060	6,892	6,866
Finance Revenue		63	50	94
Operating Revenue		7,123	6,942	6,960
Capital Grants and Donations	1	302	-	241
TOTAL REVENUE		7,425	6,942	7,201
EXPENSE				
Operating Expense	2	7,052	6,921	6,636
Depreciation		11	21	14
Operating Expense		7,063	6,942	6,650
Vesting of Capital Grants and Donations	3	998	-	167
TOTAL EXPENSE		8,061	6,942	6,817
NET SURPLUS/(DEFICIT) before taxation		(636)	-	384
Income Tax Expense		-	-	-
NET SURPLUS/(DEFICIT) for the year		(636)	-	384
Other Comprehensive Revenue		-	-	-
TOTAL COMPREHENSIVE REVENUE AND EXPENSE		(636)	-	384

The accompanying notes form part of these financial statements.

Statement of Changes in Equity

For the year ended 30 June 2017

	Note	2017 \$000	2016 \$000
Equity Opening Balances			
Accumulated Comprehensive revenue and expense		333	318
Restricted Funds		1,993	1,624
Total Equity-Opening Balance		<u>2,326</u>	<u>1,942</u>
Comprehensive Revenue			
Surplus/(deficit) for the year to retained earnings	9,10	<u>(636)</u>	<u>384</u>
Total comprehensive revenue		<u>(636)</u>	<u>384</u>
Equity Closing Balances			
Accumulated Comprehensive revenue and expense		342	333
Restricted Funds		1,348	1,993
Total Equity-Closing Balance		<u>1,690</u>	<u>2,326</u>

The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2017

	Note	Actual 2017 \$000	Budget 2017 \$000	Actual 2016 \$000
ASSETS				
Current Assets				
Cash and cash equivalents	4	1,906	2,130	2,822
Investments		-	-	500
Trade and other receivables	5	1,920	60	416
Inventories		76	60	69
		3,902	2,250	3,807
Non-Current Assets				
Property, Plant and Equipment	6	24	25	35
Work in Progress	6	-	-	-
		24	25	35
TOTAL ASSETS		3,926	2,275	3,842
LIABILITIES				
Current Liabilities				
Trade, other payables and accruals	7	1,658	897	730
Revenue in Advance		123	200	136
Monies held in trust	7	153	-	292
Employee Benefits	8	302	224	346
		2,236	1,321	1,504
Non-Current Liabilities				
Employee Benefits	8	-	12	12
		-	12	12
TOTAL LIABILITIES		2,236	1,333	1,516
NET ASSETS		1,690	942	2,326
EQUITY				
Accumulated Comprehensive revenue and expense	9	342	318	333
Restricted Funds	10	1,348	624	1,993
TOTAL EQUITY		1,690	942	2,326

The accompanying notes form part of these financial statements.

Statement of Cash Flows

For the year ended 30 June 2017

	Note	Actual 2017 \$000	Budget 2017 \$000	Actual 2016 \$000
Cash flows from operating activities				
Cash was provided from:				
Operating Revenue		5,675	6,524	7,108
Interest Received		63	50	94
Net GST Received		49	-	-
Cash was applied to:				
Payments to Suppliers and employees		(7,203)	(6,921)	(7,312)
Net GST Paid			-	(42)
Net cash inflow from operating activities		<u>(1,416)</u>	<u>(347)</u>	<u>(152)</u>
Cash flows from investing activities				
Cash was applied to:				
Purchase of property, plant and equipment		-	(800)	18
Receipt from sale of investments		500	-	-
Net cash (outflow) from investing activities		<u>500</u>	<u>(800)</u>	<u>18</u>
Net Increase/(Decrease) in Cash and cash equivalents held		(916)	(1,147)	(134)
Cash and cash equivalents at beginning of year		2,822	3,277	3,456
Cash and cash equivalents at end of year	4	<u>1,906</u>	<u>2,130</u>	<u>3,322</u>

The accompanying notes form part of these financial statements.

Statement of Accounting Policies

For the year ended 30 June 2017

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 negotiated for a period of five years to 30 June 2021. Ongoing funding for the Trust has been approved in the 2015/2025 Long Term Plan.

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

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

The reporting period for these financial statements is for the year ended 30 June 2017. The financial statements were authorised for issue by the Board of Trustees on 21 August 2017.

Statement of Compliance

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

Measurement Base

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

Functional and Presentation Currency

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

Significant Accounting Policies

Critical Accounting estimates and assumptions

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

Grants

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

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

Revenue

Revenue comprises revenue from operating activities, investment revenue, grants and donations and other revenue and is measured at the fair value of consideration received or receivable.

Revenue may be derived from either exchange or non-exchange transactions.

Most of the services that the Trust provides for a fee are subsidised by grants therefore do not constitute an approximately equal exchange. Accordingly most of the Trust's revenue is categorised as non-exchange.

Donated, subsidised or vested assets

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

Interest

Interest revenue is recognised using the effective interest rate method.

Volunteer Services Recognition

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

Taxation

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

Goods and Services Tax (GST)

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

Debtors and other receivables

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

Cash and cash equivalents

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

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, long service leave qualified for 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.

Long service leave (not yet qualified for) and retirement gratuities have been calculated on an actuarial

basis based on the likely future entitlements accruing to staff, after taking into account years of service, years to entitlement, the likelihood that staff will reach the point of entitlement, and other contractual entitlements information. The present value of the estimated future cash flows has been calculated using an inflation factor and a discount rate. The inflation rate used is the annual Consumer Price Index to 31 March prior to year end.

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 either terminate employment prior to normal retirement date or to provide such benefits as a result of an offer to encourage voluntary redundancy. 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.

Other Liabilities and Provisions

Other liabilities and provisions are recorded at the best estimate of the expenditure required to settle the obligation.

Contingent Assets and Liabilities

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

Animal Collection

In accordance with customary practice among Zoological organisations, animals are not recorded as there is no objective basis for establishing value. Additionally, animals have numerous attributes, including

species, age, sex, relationship and value to other animals, endangered status and breeding potential whereby it is impracticable to assign value. Expenditure related to animal acquisitions is expensed in the period of acquisition.

Equity

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

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

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

Statement of Cash Flows

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

Related Parties

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

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

Changes to Accounting Policies

There have been no changes in accounting policies this year.

Notes to the Financial Statements

Note 1: Revenue

	2017 \$000	2016 \$000
Exchange Revenue		
Sale of Goods	423	403
Other Corporate income	97	113
Total Exchange Revenue	<u>520</u>	<u>516</u>
Non-Exchange Revenue		
Admissions	2,891	2,975
Other Revenue	124	127
Contractual Revenue		
Ministry of Education	82	82
Wellington City Council Operating Grant	3,125	2,894
Operating Grants and Donations		
Koala Trust		8
Classic Hits		3
Fonterra Brands	30	30
Brian Whiteacre Trust	10	5
Department of Conservation	-	9
T G McCarthy	10	-
General Donations	184	160
Trade Me	30	30
MBIE	23	-
Weta	20	20
JAMauger Charitable Trust	6	3
GBC Winstone	3	4
Wellington City Council Waste Minimisation Fund	2	-
Operating Grants and Donations	<u>318</u>	<u>272</u>
Total Non-Exchange Operating Revenue , Grants and Donations	<u>6,540</u>	<u>6,350</u>
Capital Grants and Donations		
General Donations		54
Pub Charity	200	-
New Zealand Community Trust		80
Bequests	-	40
Stout Trust	25	-
Wellington Community Trust	15	-
Lotteries Trust Board	62	67
Infinity Foundation	-	-
Total Non-Exchange Capital Grants and Donations	<u>302</u>	<u>241</u>
Total Non-Exchange Revenue	<u>6,842</u>	<u>6,591</u>
Total Grants and Operating Revenue	<u>7,362</u>	<u>7,107</u>

Grants and Donations include grants and bequests received for capital and operational purposes of \$619,680. These grants were received for specific purposes. This income is transferred from Retained Earnings to Restricted Funds until it is needed, refer to Note 10.

Note 2: Expense on operating activities

	Note	2017 \$000	2016 \$000
Marketing and Commercial costs		257	356
Auditor's remuneration:			
- Audit Services		26	22
Authorised entertainment		19	8
Consumables		443	377
Cost of goods sold		197	178
Other Costs		856	800
Insurance premiums		10	9
Materials and Services		258	272
Personnel costs		4,638	4,269
Trustee's remuneration	16	85	88
Utilities		263	257
		<u>7,052</u>	<u>6,636</u>

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

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

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

Note 3: Vesting of Capital Grants and Donations

This entry relates to the transfer of these funds to Wellington City Council. In line with the contract for services, this amount is paid on receipt of external sponsorship funding and donations as the Zoo contribution towards capital spend. The Zoo has transferred funds of \$998K (2016: \$167K) to Wellington City Council in line with our contribution towards capital spend for this year

Note 4: Cash and cash equivalents

	2017 \$000	2016 \$000
Bank Balances	1,901	1,418
Cash on hand	5	4
Short Term deposits	0	1,400
Total Cash and cash equivalents	<u>1,906</u>	<u>2,822</u>

Note 5: Trade and other receivables

	Note	2017 \$000	2016 \$000
Receivables (Gross)		127	119
Trade Receivables due from Wellington City Council	14	1,731	196
Less provision for impairment of trade receivables		<u>-</u>	<u>-</u>
Trade Receivables		1,858	315
GST Receivable		-	27
Prepayments		<u>62</u>	<u>74</u>
		62	101
Total Trade and other receivables		<u>1,920</u>	<u>416</u>

Trade Receivables comprises:

Receivables from the sales of goods and services (exchange transactions)	1,844	88
Receivables from transfers (non-exchange transactions)	<u>14</u>	<u>227</u>
	<u>1,858</u>	<u>315</u>

Further information on the collectability of trade and other receivables is contained in Note 12: Financial Instruments. As at 30 June 2017, no Trade Receivables were assessed as impaired.

Note 6: Property, Plant and Equipment

	2017 \$000	2016 \$000
Operational Assets		
Plant		
Plant at cost – opening balance	48	48
Accumulated depreciation	(42)	(39)
Total Plant – opening balance	<u>6</u>	<u>9</u>
Depreciation Expense	(3)	(3)
Total plant – closing balance	<u>3</u>	<u>6</u>
Furniture and Equipment		
Furniture and Equipment at cost – opening balance	171	171
Accumulated Depreciation	(142)	(131)
Total Furniture and Equipment – opening balance	<u>29</u>	<u>40</u>
Depreciation Expense	(8)	(11)
Total Furniture and equipment – closing balance	<u>21</u>	<u>29</u>
Total Operational Assets	<u>24</u>	<u>35</u>
Work in progress		
Work in progress at cost – opening balance	-	18
Additions	7	49
Other	(7)	(67)
Capitalised to asset classes	-	-
Work in progress at cost – closing balance	<u>-</u>	<u>-</u>

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

Payables under Exchange Transactions

Exchange Payables and Accruals

Trade Payables and Accruals	269	348
Trade Payables due to parent	1,189	213
Total Payables under Exchange Transactions	1,458	561

Non -Exchange Payables

Taxes Payable (GST , PAYE)	200	169
Total Payables under Non-Exchange Transactions	200	169

Total Payables

1,658	730
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Donations held in Trust	125	250
Regional Amenities Fund (administered on behalf of Wellington Regional Amenities Fund)	28	42
Total Monies held in Trust	153	292

Note 8: Employee Benefits

	2017 \$000	2016 \$000
Payroll Accruals	88	72
Holiday Leave	214	274
Retirement Gratuities	-	12
Total employee benefits	302	358
Represented by:		
Current	302	346
Non-current	-	12
Total employee benefits	302	358

The retirement gratuities liability is a contractual entitlement for a reducing number of employees who having qualified with 10 years' service will on retirement be entitled to a payment based on years of service and current salary. This entitlement has not been offered to new employees since 1991.

The gross retirement gratuities liability as at 30 June 2017 is NIL (2016:\$12,344). The discount rate used for 2016 was 6.10%.

Note 9: Accumulated Surplus/ (Deficit)

	Note	2017 \$000	2016 \$000
Accumulated Surplus/Deficit			
Opening Balance		333	318
Net surplus/(deficit)		(636)	384
Transfers from restricted funds	10	1,274	371
Transfers to restricted funds	10	(629)	(740)
Accumulated Surplus/(Deficit)– closing balance		<u>342</u>	<u>333</u>
Total accumulated surplus/(deficit)		<u>342</u>	<u>333</u>

Note 10: Restricted Funds

		2017 \$000	2016 \$000
Trusts, Bequests and Capital Grants			
Opening Balance		1,222	866
Additional funds received		438	523
Funds utilised		(1,062)	(167)
Trusts,Bequests and Capital Grants – closing balance		<u>598</u>	<u>1,222</u>
Animal Transfers			
Opening Balance		500	637
Additional Operating Grants and Donations received		45	-
Transfers from Other Operating Revenue		-	-
Funds utilised		(45)	(137)
Animal Transfers – closing balance		<u>500</u>	<u>500</u>
Conservation Fund			
Opening Balance		271	121
Funds received		146	217
Funds utilised		(167)	(67)
Conservation Fund – closing balance		<u>250</u>	<u>271</u>
Opening Balance		1,993	1,624
Transfers from retained earnings		629	740
Transfers to retained earnings		(1,274)	(371)
Restricted Funds – closing balance		<u>1,348</u>	<u>1,993</u>

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 11: Financial Instruments

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

Note 12: Commitments

The Trust had a commitment to Wellington City Council (the Council) relating to the Zoo Capital Plan, a 10 year capital programme totalling \$20.881 million which commenced in 2006/07. The Council has approved a capital expenditure budget of \$15.661 million towards the Zoo Capital Plan to be spent over the 10 year period, starting in 2006/07. This funding was contingent on the Trust generating external sponsorship funding of \$5.221 million over the duration of the Zoo Capital Plan.

As at 30 June 2016, the Trust has transferred funds of \$5.243 million to the Council and has completed the commitment for the Zoo Capital Plan. This Zoo Capital Plan has now been completed and therefore there are no capital commitments as at 30 June 2017.

The Trust had no operating lease commitments as at 30 June 2017. Payments due not later than one year Nil, payments due between one to two years Nil (2016:Nil).

Note 13: Contingencies

The Trust had no contingent liabilities as at 30 June 2017 (2016:Nil).

Note 14: Intra group transactions and balances

	2017 \$000	2016 \$000
Expenditure for services provided to the Zoo from WCC:		
Wellington City Council	<u>1,101</u>	<u>842</u>
	<u>1,101</u>	<u>842</u>
Revenue for services received by the Zoo from:		
Wellington City Council	<u>3,130</u>	<u>2,898</u>
	<u>3,130</u>	<u>2,898</u>
Current receivables owing to the Zoo from:		
Wellington City Council	<u>1,731</u>	<u>196</u>
	<u>1,731</u>	<u>196</u>
Current payables owing from the Zoo to:		
Wellington City Council	<u>1,189</u>	<u>213</u>
	<u>1,189</u>	<u>213</u>

Note 15: Related Party disclosures

Key Management Personnel Compensation

	2017 \$000	2016 \$000
Salaries and other short term employee benefits	<u>928</u>	<u>923</u>
Total Key Management Personnel Remuneration	<u>928</u>	<u>923</u>

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

Trustee's Remunerations

Trustee's 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 \$85,333 (2016:\$88,000) and is disaggregated and classified as follows:

Trustee Remuneration	2017	2016
	\$000	\$000
Craig Ellison (term as Board Chair started 1 January 2016)	32	24
Frances Russell (term finished 31 December 2016)	8	16
Linda Meade (term finished 30 June 2016)	-	16
Michael Potts (term started 1 September 2016)	13	-
Raewyn Bleakley (term started 1 December 2014)	16	16
Ross Martin (term finished 31 December 2016)	-	16
Sue Patterson (term started 1 July 2016)	16	-
Councillor Sarah Free (term started August 2014)	-	-
Total Trustee Remuneration	85	88

	2017	2016
Trustees		
Remuneration	\$ 85,333	\$ 88,000
Full-time equivalent members	4.33	4.50
Strategic Management Team		
Remuneration	\$ 842,963	\$ 835,115
Full-time equivalent members	5.92	6.00
Total Key Management Personnel Remuneration	\$ 928,296	\$ 923,115

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.

Funds received for services provided to the New Zealand Transport Agency in 2017 of Nil (2016:\$3,005). Raewyn Bleakley who is a trustee of the Zoo is also the Governance, Stakeholders and Communications General Manager of The New Zealand Transport Agency.

The Trust also purchased services from the Zoo Aquarium Association (ZAA). These services cost \$38,412 (2016:\$ 44,241) and were supplied on normal commercial terms. There was an outstanding balance for unpaid invoices at year end of \$5,216 (2016: Nil). Karen Fifield who is the Chief Executive of the Zoo was the President of ZAA until May 2015 and is currently Past President and New Zealand representative with voting rights.

The Trust also purchased services from Moana New Zealand. These services cost \$350 (2016:\$5,096) and were supplied on normal commercial terms. There was an outstanding balance for unpaid invoices at year end of \$Nil (2016: Nil). Craig Ellison who is Chair of the Trust is also the Director of Aotearoa Fisheries.

The Trust also purchased services from Sustainable Business Council. These services cost \$5,000 (2016:Nil) and were supplied on normal commercial terms. Karen Fifield who is the Chief Executive of the Zoo is a Board member of the Sustainable Business Council Advisory Board.

The Trust also purchased services from Maranui Surf Life Saving Club. These services cost \$850 (2016:Nil) and were supplied on normal commercial terms. Frances Russell who was a Trustee of the Zoo is a life member and Treasurer for Maranui Surf Life saving Club.

No provision has been required, nor any expense recognised for impairment of receivables for any loans or other receivables to related parties (2016:\$Nil).

Note 16: Severance Payments

In accordance with the Schedule 10, section 19 of the Local Government Act 2002, the Zoo is required to disclose the number of employees who received severance payments during the year and the amount of each severance payment made.

Severance payments include any consideration (monetary and non-monetary) provided to any employee in respect of the employee's agreement to the termination of their employment with the Trust. Severance payments exclude any final payment of salary, holiday pay and superannuation contributions.

For the year ended 30 June 2017, the Trust made one severance payment. \$35,000. (2016:\$27,072).

Note 17: Events after balance date

There were no significant events after balance date that affect the financial statements.

Trustees



(From left to right) **Michael Potts, Raewyn Bleakley, Councillor Sarah Free, Craig Ellison (Chair), Sue Paterson**

SMT



(From left to right) **Mauritz Basson, Megan Lyons*, Karen Fifield, Jo Ring, Susan Macdonald, Daniel Warsaw, Amy Hughes**

* Executive Assistant to Executive and Trust Board

