



WELLINGTON

Zoo

WELLINGTON ZOO 2015-16

# Annual Report

# Trust Chair Report

As the incoming Chair of Wellington Zoo Trust I am extremely proud of our achievements and our people.

Wellington Zoo celebrates being 110 years old in 2016, and our aims for the next 110 years are that Wellington Zoo is renowned for its world leading animal care, conservation, sustainability and respected research. We expect to continue with excellent community engagement and learning outcomes.

Wellington Zoo is an iconic Wellington organisation and our intention is to have continuous improvement and really lead the way. The new strategic framework for our Zoo sets the direction for how we will do this and is underpinned by our values. Our aim is to ignite a Zoo revolution by connecting people with animals, saving animals in the wild, having a Zoo that people love and support, and leading the way in conservation and sustainability. We have been here for 110 years but we are continually creating a new Zoo, and new way of doing zoo work locally and globally.

We have supported our goal of having excellent animal care by being the first zoo in New Zealand to have a dedicated Animal Science Team to support the work of the Animal Care and Veterinary Science teams with the latest science in animal welfare and animal nutrition. We intend to focus our efforts in the Animal Care and Science area so that our core purpose as a zoo continues to be best practice.

I would like to express my thanks for the dedication of our Trustees in supporting the work of the Zoo. The Trustees

“ We have been here for 110 years but we are continually creating a new Zoo, and new way of doing Zoo work locally and globally. ”

work in partnership with the Zoo's Strategic Management Team to ensure Wellington Zoo achieves its goals. I especially wish to thank our outgoing Chair, Ross Martin, for leading the Zoo's Board for the last six years. His leadership has created a place of excellence, creativity and financial sustainability.

As we move into 2016-17 we are looking to build on our success and create a place of pride for

Wellingtonians. We will be aiming high and we hope you will be there with us.



**Craig Ellison**  
Chair, Wellington Zoo Trust

# Chief Executive Report

Wellington Zoo turned 110 this year. I wonder what the original Wellington Zoological Society members would think of us if they could be here today.

I think they would see a world leading zoo, 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. I think they would be proud that their vision of 110 years ago has created an iconic community asset for Wellington.

We opened Meet the Locals He Tuku Aroha in October 2015 – our love story for New Zealand. This beautiful part of the Zoo celebrates New Zealand and looks to the future. This project is the last of the Zoo Capital Programme (ZCP) which began in 2006. We are very proud of what we have achieved through the ZCP investment.

This year we have welcomed new animals to the Zoo, many of whom are endangered in the wild. They are ambassadors for their wild cousins as the Zoo strives to save animals in the wild by engaging people who visit and supporting field conservation projects locally and globally which involve our endangered species who call Wellington Zoo home. However, we said goodbye to some long-time residents of our Zoo, notably Lanky the Pelican and Sam the Chimpanzee. These animals are part of the Zoo's history and will be missed.

Our partnerships have flourished this year and we thank everyone who loves and supports the Zoo as we cannot do our important work without your help. We welcomed 260,809 visitors this year, a record in the Zoo's history. We appreciate how our community supports us and loves what we do. Our new website has helped us reach out

even more to our community and it reflects the values of Wellington Zoo by being welcoming and vibrant.

We have been a finalist and winner in a number of awards this year and being named the Supreme Winner for the 2015 Wellington Region Business Awards was the standout. This award meant a lot to us as a social enterprise that works hard to deliver its objectives and support our cause to care for and save animals.

“ Their vision of 110 years ago has created an iconic community asset for Wellington. ”

The Trust was able to generate 60 per cent of its operational costs this year and finished with a positive financial result of \$15,322 after transfers to restricted reserves. Wellington Zoo Trust met or exceeded 22 of the 24 targets we set ourselves for 2015-16 – a 92 per cent success rate compared with 81 per cent last year.

As we prepare to start 2016-17 I am excited for what the next 110 years might bring for Wellington Zoo. I know we will all be working hard to make our dreams for our Zoo come true. We hope you will support us to continue to do our important work in the very best way possible.



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

# Strategic Direction

## OUR STRATEGY: TO IGNITE A ZOO REVOLUTION

### CONNECT PEOPLE AND ANIMALS

*Design creative and exciting message-driven experiences*

This year, we opened our love story to Aotearoa New Zealand, Meet the Locals He Tuku Aroha. We celebrated the opening of this special precinct with three days of fun for our visitors. We invited visitors to become a Wellington Zoo local through eight different activities placed around the Zoo.

“Over the last 10 years, we have rebuilt most of the Zoo both physically and experientially.”

The walkthrough experience of Meet the Locals He Tuku Aroha takes our visitors on a journey through New Zealand, starting at the coast with Penguin Point, a new home for our Kororā Little Blue Penguins. This flows into Pohutukawa Farm with sheep, Kunekune pigs, bees, rabbits, and chickens. The Farm also includes gardens that visitors can help plant and harvest, as well as a barn area where visitors can learn more about how we rely on animals for products like wool, honey, meat and milk. In the third area, Bush Builders, we designed a regenerating bush in which 4,000 native plants were planted to attract and support the native wildlife which live in the Zoo environs. There's also a load of nature play opportunities in the bush, including a 'worm tunnel', build your own bush fort, swing bridge and a slide. The final stage, Conservation Champions, introduces Zoo visitors to some lesser known locals including Grand Skinks, Otago Skinks and Maud Island Frogs and tells the story of how the Zoo is a conservation hub within New Zealand.

The visitor experience of Meet the Locals He Tuku Aroha is based around five voices woven throughout the space; the animal voice, Zoo voice, community voice, iwi voice, and future voice. This provides a multi-layered experience for visitors. Weaving these voices together provides a unique tapestry of storytelling, as well as providing a place to share the stories of our community and partner organisations.

Meet the Locals He Tuku Aroha was made possible thanks to the generous support of our principal funder Wellington City Council, and other organisations who have supported us including Pub Charity, New Zealand Lotteries Grants Board, Stout Trust, Wellington Community Trust, Infinity Foundation, Lion Foundation and NZCT.



Meet the Locals He Tuku Aroha is the final project of the Zoo's current ten year Zoo Capital Programme (ZCP). Over the last 10 years, we have rebuilt most of the Zoo both physically and experientially. Both the animals and visitors to the Zoo now have a much richer experience as a result. Our fundraising targets for ZCP were exceeded. While the project has been carried out within budget, the Kea aviary is due for completion in the next financial year.

MEASURE	TARGET 2015-16	STATUS
Fundraising targets for ZCP reached or exceeded	25% of ZCP Capex Spend	Achieved ✓
Meet ZCP project timing and budget programme	Complete Meet the Locals He Tuku Aroha	Delay of Aviary

*Maximise the connections with animals for visitors*

## New Animal Arrivals

For every new animal arrival at Wellington Zoo, we contribute 5 per cent of the transport costs to TRAFFIC South East Asia, an organisation which works to combat the illegal wildlife trade.

Opening Meet the Locals He Tuku Aroha meant a lot of new animals making their home at the Zoo including six ex-battery hens, two lambs, two Flemish Giant Rabbits, a new Little Blue Penguin Kororā, and two whole swarms of bees. We also transferred five Maud Island Frogs from Zealandia, working in collaboration with our Wellington conservation colleagues and frog experts.

Two Veiled Chameleons, confiscated by MPI, are now being cared for here at Wellington Zoo. They moved into Hero HQ along with a new male and female Rainforest Mantids that arrived from Australia in March.



Our Agouti population received a boost from some additions from Hungary, introducing new genetics into our region. We also welcomed four Capybaras all the way from Paris. They have settled into their revamped habitat, and are one of the first animals that Wellington Zoo visitors see when they arrive at the Zoo. April saw the import of four new Eastern Gray Kangaroos for the Australian walk through habitat Neighbours.

This year, we also welcomed a male Pygmy Marmoset from Auckland Zoo to pair with one of our females and start a new breeding group in the Mini Monkey habitat. Two critically endangered Cotton Top Tamarins arrived at Wellington Zoo from

Europe in May to form a breeding pair.

A Red Panda male, Sundar, arrived from Auckland Zoo to be paired with our female Khusi who arrived from Hamilton Zoo last year as part of the international breeding programme.

A new Kiwi arrived in May from Rainbow Springs, after we transferred another Kiwi to Napier for release and a male North Island Kākā came from Auckland Zoo to join our Kākā flock.

We also have a temporary guest for a year in Maisha the Bongo who is being cared for at Wellington Zoo while in quarantine from Singapore Zoo before moving on to Taronga Western Plains Zoo in Australia.

Our Meerkat mob welcomed four pups that are all thriving.



A one year old female Giraffe, Zuri, travelled down the country from Auckland Zoo to join our two female Giraffes. Giraffes are a very social animal, and Zuri's move is part of regional species management.

“ For every new animal arrival at Wellington Zoo, we contribute 5 per cent of the transport costs to TRAFFIC South East Asia, an organisation which works to combat the illegal wildlife trade. ”

## Farewells

This year, we had to say a sad farewell to Lanky the Pelican and Chimpanzees Sam and Temba.

After almost 40 years at Wellington Zoo, Lanky had worsening arthritis meaning he was hesitant to bear weight on his legs, and he was beginning to refuse food and medication. Zoo staff made the decision to euthanise him once his quality of life was compromised.

Sam had been battling heart disease for a long time and his health, and quality of life, started to deteriorate this year. Our team received expert advice

from cardiologists from Wellington Hospital and the Great Ape Heart Project and made the hard decision to euthanise Sam, who would likely not have recovered from surgery.



Temba, one of our male Chimpanzees, had surgery following an altercation with alpha male Marty in December. He was attended by our veterinary team at The Nest Te Kōhanga and had surgery to repair his leg wounds. Unfortunately, there were complications during the recovery and Temba was euthanised. The post-mortem examination showed that 21 year old Temba had existing health complications which would have prevented a full recovery from surgery.

We have also transferred animals to other zoos. Two Sun Conures and two Jackson's Chameleons went to Auckland Zoo. Three female Meerkats went to Brooklands Zoo in New Plymouth and three Pygmy Marmosets transferred to other zoos in the region as part of the regional breeding programme.

### Close Encounters and Contact Animals



At Wellington Zoo, we know that meaningful interactions can play an important role in creating connections between people and animals. This year, our visitors were able to have 1,286 hours and seven minutes of contact time with animals across the Zoo. In Meet the Locals He Tuku Aroha, our Visitor Rangers have introduced new contact animals to the programme. Visitors have the chance to meet Forest Geckos, Weta, and Flemish Giant Rabbits; to

see our Kune Kune pigs go for a walk and to enjoy free contact with Sheep and Chickens.

Our Close Encounters remain incredibly popular this year, with over 3,670 people participating in these special experiences. 10 per cent from every Close Encounter goes directly to the Wellington Zoo Conservation Fund, so visitors feel empowered that by spending time with our animals, they're also helping to save animals in the wild.

“ We know that meaningful interactions can play an important role in creating connections between people and animals. ”

MEASURE	TARGET 2015-16	STATUS
Contact animals meeting visitors in Zoo	1,000 hours	1,286 hours 7 mins ✓
People participating in Animal Close Encounters	3,665	3,677 ✓

### Ensure a holistic approach to the new Zoo experience

Creating opportunities to enrich our visitors' experience is another key element to making sure we recognise their needs. With the year filled with new animals, experience openings and special occasions, we hosted a multitude of events to engage our visitors with all the exciting new goings-on in the Zoo. Our events also prove effective in encouraging visitors to take action for the environment.

“ Our events also prove effective in encouraging visitors to take action for the environment. ”

Wellington Zoo hosted Open Lab in the barn on 15 November 2015. The Open Lab is a mobile laboratory run by Department of Conservation volunteers which aims to increase awareness of New Zealand's diverse and interesting population of invertebrates and provide a unique learning opportunity for our community. Amongst other things, visitors were able to sift through leaf litter and rip rotten logs to find invertebrates and then observe them under the compound or digital scopes.



We invited our community to experience the magic of the Zoo after hours in summer, keeping our doors open late every Wednesday in February for Zoo Twilights. And on Valentine's Day we hosted our 11th wildly successful adults-only evening at the Zoo, with over 600 visitors treating their loved ones to a romantic night out. Both of these events had a marked increase in attendance as visitors took the opportunity to explore Meet the Locals He Tuku Aroha.

### Learning

Learning at the Zoo encompasses the whole site. All of our visitors are learners -whether they know it or not. Learning opportunities are everywhere at the Zoo - in our animal talks, for participants in a Close Encounter, during learning sessions with schools or just during a chat to our staff around the Zoo. We want to make meaningful visitor experiences rich in learning opportunities that look beyond our school programmes to help all of our visitors get excited about animals, and what they can do to help save them in the wild.

We are very proud of the opportunities for Learning Experiences Outside the Classroom (LEOTC) we provide at Wellington Zoo. Over the last year, 11,413 students participated in LEOTC sessions at the Zoo. In October, we hosted 17 teachers at an EnviroSchools Hui to showcase

our new precinct and highlight the opportunity for them to visit with their schools through our LEOTC programme or by getting involved in Bush Builders. In November, our Learning Team hosted teachers from five schools for a professional development event highlighting investigation methods and self-directed learning in Meet the Locals He Tuku Aroha. We also hosted the Wellington Region Environmental Educators Forum Hui in June 2016.

“

We want to make meaningful visitor experiences rich in learning opportunities to help all of our visitors get excited about animals, and what they can do to help save them in the wild.

”

We had our annual site visit from the New Zealand Council for Educational Research on behalf of the Ministry of Education to assess how we are delivering our LEOTC programmes. The report was very positive, and we also continued to receive positive feedback from our LEOTC advisory committee.

Our school holiday programme continues to be popular and we developed several new themed daily sessions. We welcomed almost 1,700 children over the four school holiday periods throughout the year.



Students from Makara Model School took our Conservation Challenge and developed their 'Bush Project' which was presented to a group of Zoo staff.

Over 70 Queen Margaret’s College students took part in our Zoo Researchers programme. The students completed self-directed research projects based on the animals here at the Zoo. As the only programme of its kind in the Wellington region, the Zoo is a leader in providing specifically facilitated research opportunities for primary and secondary schools.

“ The Zoo is a leader in providing specifically facilitated research opportunities for primary and secondary schools. ”

MEASURE	TARGET 2015-16	STATUS
Number of students participating in LEOTC sessions	10,000	11,413 ✓

### Bush Builders

In 2015 we helped five urban schools, including our first Kura and our closest neighbouring school, South Wellington Intermediate School, and over 570 students improve their environmental literacy. Participating students showed a great increase in awareness of nature around them. So far in 2016, we have welcomed just over 100 students from three schools to start their Bush Builders journey. Meet the Locals He Tuku Aroha has provided a great base for their initial phase of learning here at the Zoo.



### The Warehouse Wellington Zoofari Partnership

This was a great year for our Zoofari partnership with The Warehouse. We had 1,650 students from 17 low-decile schools from Wellington and Tasman visit us to enjoy a

hands-on nature-based learning experience, including, for the first time, a secondary school and two teenage parent schools. Interislander and NZ Bus helped by providing free transport for the schools to reach the Zoo for their Zoofari experience.

The Zoofari initiative gives the students the joy of connecting with animals, and our unique learning environment is perfect for providing a deeper understanding of wildlife and the natural world around us.



The Zoofari fundraising campaign took place in The Warehouse stores from 16th – 28th March, with over \$14,000 raised for next year’s Zoofari. We will be running in-store fundraising again next year. We hosted the regional managers from The Warehouse and gave them a special tour and experience.

Our General Manager Community Engagement and Learning Experience Manager have had their article on this partnership between The Warehouse and Wellington Zoo published in the 50th edition of the International Zoo Yearbook. This is a peer reviewed and referenced publication. Hughes, A. & Allan, L. (2016): *The Warehouse Wellington Zoofari: school visits to Wellington Zoo for conservation-based learning programmes – an example of effective collaboration between zoos and business.* International Zoo Yearbook 50. DOI: 10.1111/izy.12119

“ The Zoofari initiative gives the students the joy of connecting with animals, and our unique learning environment is perfect for providing a deeper understanding of wildlife. ”

## Visitor feedback and satisfaction

We worked with Wellington City Council to determine the economic and social value created by Wellington Zoo. Using a social return on investment (SROI) model, it was found that for every \$1 of Council funding, the Zoo generates economic and social value of \$2.43.<sup>†</sup>



Alongside the SROI research, the Wellington City Council Resident Survey found that the Zoo experience was highly valued – with a 96 per cent experience value rating. This experience value percentage is calculated based on the proportion of responses 7 or higher on a 10 point scale when compared to the total number of responses. We also asked for feedback on Meet the Locals He Tuku Aroha. 93 per cent of visitors rated their experience as good or very good.

We have also been participating in visitor research to see how a Zoo visit can lead to behaviour change. Zoo Action is a multi-year, multi-site research study looking at post Zoo visit resources to encourage Zoo visitors to take action for the environment. The study has wrapped up this year and we are awaiting the final results.

“ It was found that for every \$1 of Council funding, the Zoo generates economic and social value of \$2.43.<sup>†</sup> ”

MEASURE	TARGET 2015-16	STATUS
Measure visitor feedback and satisfaction	1 research project	Achieved ✓
Participate in visitor research project re behaviour change	>1	Achieved ✓

<sup>†</sup>The SROI research has not been audited as part of this annual report.

## SAVE ANIMALS IN THE WILD

Conservation is at the heart of everything we do at Wellington Zoo. We have integrated conservation across the Zoo experience and we continue to grow our field conservation efforts, our conservation learning programmes and our sustainability initiatives. This year we are thrilled to have exceeded our target with 5.7 per cent of our operating budget going directly to field conservation to help save animals in the wild.

“ We are thrilled to have exceeded our target with 5.7 per cent of our operating budget invested through contribution of staff time, resources and donations to our conservation partner organisations to help save animals in the wild. ”

MEASURE	TARGET 2015-16	STATUS
Number of vulnerable, endangered or critically endangered species (IUCN list) in the Zoo's collection	≥26	26 ✓
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%	5.7% ✓



## Support local and global conservation programmes

### Conservation partners

#### *Fauna and Flora International*

The Northern White-Cheeked Gibbon morning chorus is an iconic feature at Wellington Zoo. Our work is also helping to make sure that sound is heard in the wild too. We are taking a pivotal role in a new partnership with the Fauna and Flora International (FFI) Vietnam Programme. By collaborating with Perth Zoo and Taronga Zoo as the main funding consortium for this targeted project, our collective efforts will make a difference for the animals and the community surrounding Pu Mat National Park, home to the only known viable wild population of these Gibbons in the world.

“ We are taking a pivotal role in a new partnership with the Fauna and Flora International (FFI) Vietnam Programme. ”

Our funding contribution will allow FFI Vietnam to develop improved enforcement and protection of key habitat areas to reduce the impact of hunting and habitat loss in Pu Mat National Park. This partnership also includes working alongside local communities to increase forest protection, as well as undertaking environmental education in key villages.

#### *Red Panda Network*

We have signed a Memorandum of Understanding with the Red Panda Network. The Red Panda Network is an organisation in Nepal that saves the endangered Red Panda and preserves their habitat. Wellington Zoo contributes to their Forest Guardian Programme which employs local people to organise awareness building workshops within their villages and schools to promote habitat protection. They also undertake Red Panda population and habitat monitoring supporting the Red Panda Network's research.

#### *Jane Goodall Institute*

We have signed an MOU with the Jane Goodall Institute (JGI) USA to support their work on the ground in the

Republic of Congo. We will be helping the centre install a species information management system (ZIMS) to allow their staff to better manage data on the Chimpanzees, and other primates, within the centre so they can continually review and improve their care.

#### *Other conservation partners*

We have increased our level of funding to Proyecto Titi for their work protecting Cotton Top Tamarins and 21st Century Tiger to reflect the importance of these critically endangered animals. We have also increased our level of funding to Madagascar Fauna and Flora Group for Lemur conservation.

We are continuing our great relationships with Associação Mico-Leão-Dourado (AMLD) for Golden Lion Tamarins, Cheetah Outreach, Free The Bears, Forest and Bird's Places for Penguins, Kea Conservation Trust, Save the Tasmanian Devil Program, and TRAFFIC South East Asia.

We have also been having discussions with the International Union for Conservation of Nature (IUCN) in the United Kingdom, to make the most of our relationship. Part of that relationship was Wellington Zoo hosting the NZ IUCN symposium on biodiversity offsets held at Wellington Zoo this year.

We have continued our relationship supporting Unmask Palm Oil and finding ways to combat the impact of the palm oil industry on conservation of Indonesian species. We met with Auckland Zoo, Hamilton Zoo and Orana Wildlife Park to discuss how our zoos can work together to continue our campaign to demand clear labelling on palm oil products. We have signed a joint positioning statement on sustainable palm oil with other zoos and NGOs across Australia and New Zealand.

### Staff conservation contributions

The money we receive into the Wellington Zoo Conservation Fund enabled our people to use their expertise in field conservation projects in New Zealand and overseas. They lend their valuable skills to where they are needed most on the ground and Zoo staff members learn from our conservation partners.

Four Wellington Zoo staff members were supported by the Wellington Zoo Conservation Fund to work on a range of projects this year.

In November 2015 Visitor Ranger Anna McKenzie-Pollock worked with Save the Tasmanian Devil Programme (STDP) and helped release a zoo-bred population of endangered Tasmanian Devils back on to the Forestier Peninsula.

“All staff can take one week of annual conservation leave to help save animals in the wild.”

In December 2015 General Manager Business and Partnerships Daniel Warsaw assisted the Madagascar Fauna and Flora group with strategic planning so that they could be more effective in their work to save Lemurs in the wild.

In January 2016 keeper Esta Wilson-Burke researched Chimpanzees in the wild with the Jane Goodall Institute. She took part in the ecological survey, identification and habituation of the Chimp group. This research enables the monitoring of the Chimp communities in Senegal where they are facing loss of their habitat.



In June 2016 Cheetah Handler and Keeper Bonnie Cameron worked with Cheetah Outreach and Cheetah Experience. Spending three weeks in Cape Town to assist with Cheetah husbandry and enrichment, Bonnie spent her final week outside of Johannesburg working with the Cheetah Conservation Fund's livestock guarding dog programme.

Our Animal Welfare Advisor helped with Frog Research on Maud Island, our Veterinarian assisted with Kākāpō breeding season in Whenua Hou Codfish Island and our Keeper Nathan Spurdle was seconded to work in the field with Department of Conservation on Kōkako research.

All staff can take one week of annual conservation leave to help save animals in the wild, and Keeper Jacqui Hooper used this opportunity in March 2016 to work with the Sumatran Orangutan Conservation Project.

### Care for native species at The Nest Te Kōhanga

The Nest Te Kōhanga continued to care for hundreds of native patients this year. Over 434 native birds and reptiles were treated by our dedicated veterinary team this year with a peak of admissions in December 2015 of 67. These patients included 33 native species which are considered threatened by DOC. The Nest Te Kōhanga is proving its reputation as the Wellington region's centre for native animal wildlife care as the community turns to us to help native wildlife. Birds and reptiles are brought to us by the SPCA, DOC, Zealandia, community groups and members of the community. This year, 57 per cent of our native patients were successfully released to the wild after we treated them – exceeding the international benchmark of 55 per cent.

We had many notable patients this year. A Northern Royal Albatross Toroa was brought to The Nest Te Kōhanga with severe injuries to its left eye and resulting infection of the globe. The eye was surgically removed. The bird was rehabilitated in the salt water pool and Wellington Zoo veterinary team returned it to the wild with the help of New Zealand Police Maritime Unit.

We also rehabilitated and successfully released two critically endangered Fiordland Crested Penguins Tawaki. Veterinary Nurses travelled to the South Island for the Penguin releases.

“This year, 57 per cent of our native patients were successfully released to the wild after we treated them – exceeding the international benchmark of 55 per cent.”

MEASURE	TARGET 2015-16	STATUS
Number of threatened native species (DOC rating) treated in The Nest Te Kōhanga	≥30	33 ✓

A critically endangered Takahē from Zealandia was treated successfully for lameness and released back to the sanctuary. Four critically endangered Haast Tokoeka Kiwi were admitted to hospital after being observed to be unwell and underweight. The birds did well with medical care and were returned to the South Island.

A wild adult male Tuatara that lives under the ranger house on Matiu-Somes Island was brought in for treatment. As a result, a blood transfusion was required (with local iwi permission) and he is still recovering. The prognosis is guarded but he has shown improvement so far. We also took care of another Tuatara, from Victoria University, after she received head wounds. She recovered well and is back at the University.

An Olive Ridley Sea Turtle was found in Lyall Bay and admitted to The Nest Te Kōhanga in critical condition. She was treated for hypothermia and systemic infection due to a deep wound to her shell. After improvements, she was transferred to Kelly Tarlton's, as the facility is equipped for Sea Turtle rehabilitation.

Winter storms this year brought us interesting seabirds, including a Northern Giant Petrel and a Kerguelen Petrel. The last time a Kerguelen Petrel was reported in Wellington was in the 1980s. Both of these birds were successfully treated and released to the wild.



## Veterinary care at The Nest Te Kōhanga

This year 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 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.



As well as consulting with cardiologists to care for Sam the Chimpanzee, Cara the Chimpanzee received care from a number of experts to resolve ongoing ear infections. Together with Ear, Nose and Throat Surgeon Dr Rebecca Garland, our team tried innovative techniques to resolve the issue after previous treatment methods proved futile. A specially designed plug was designed to keep treatment in her ears, but Cara quickly removed it. Dr Garland performed an ear canal ablation to remove it completely to avoid further infections. Dr Craig Johnson, Professor of Veterinary Neurophysiology at Massey University, used a technique called Brainstem Auditory Evoked Potentials, before and after surgery to objectively evaluate the change in her hearing ability to help inform how she would integrate back into the Chimpanzee community.

In May 2016, we hosted the stakeholders of The Nest Te Kōhanga for an evening to celebrate the collaborative efforts involved in conservation work and introduce our full team. We were able to share how our collective efforts have positive impacts for native wildlife conservation through the numerous success stories at The Nest Te Kōhanga.

### *Lead science and research projects*

Wellington Zoo is also taking part in six science and research projects involving a number of our animals.

We are continuing our Kākā lead toxicity and Tuī lead toxicity studies and our Kākā microchip investigation with our partners. We are also working with Otago University on a Dingo genetics study. We published scientific papers on three of the procedures from The Nest Te Kōhanga, including a Giraffe C-section, Chimpanzee ear surgery and Bongo Rumenotomy.

“ This world-leading partnership between Wellington Zoo and Massey University helps to build specialist veterinary capability for New Zealand. ”

Our Veterinary Nurse and Life Science Manager published an article about reptile husbandry for veterinary clinics in the New Zealand Veterinary Nurse Association Journal. *Introduction to Reptile Husbandry. Sarah van Herpt and Chris Jerram.*

Our work and leadership on Cheetah conservation has been recognised with our The Nest Te Kōhanga Practice Manager and Animal Science Manager contributing to a chapter in The Biology and Conservation of Cheetahs focussing on Australasian Cheetah Studbook Management. *Why keep cheetah in zoos? An integrative approach for cheetah conservation. Karin Schwartz, Markus Gusset, Adrienne Crosier, Lars Versteeg, Simon Eyre, Amanda Tiffin, Antoinette Kotze.*



Our Practice Manager and Senior Veterinarian at The Nest Te Kōhanga also contributed to an article for the ‘Connected’ Journal, aimed at children in years 4-8. This edition focuses on ‘seeing the unseen’ through x-rays, ultrasound and CT scans. Senior Veterinarian Dr Baukje Lenting has been interviewed as the ‘case study’ specialist.

MEASURE	TARGET 2015-16	STATUS
Participate in animal based scientific projects	≥4	6 ✓

*Build community action for wildlife*

**Take the Lead**

In October 2015, we collaborated with Forest and Bird Wellington’s Places for Penguins to launch our Take the Lead campaign. This campaign aims to help protect the Kororā Little Blue Penguins that share our coastline in Wellington. Dogs off-leash are one of the major threats to the survival of these shy native birds, so our message is simple: take the lead!

We rolled this campaign out to veterinary clinics, local cafes and dog day care centres across Wellington with poster and leaflet support. We also took part in PestFest, the Department of Conservation Wellington’s event for Conservation Week to promote the Take the Lead campaign. Our Visitor Rangers and Volunteers took to the streets at the Newtown Fair with our Penguin costume to promote the campaign and protection for Kororā.

This campaign provides the perfect community outreach arm to the hands-on conservation work we do monitoring Kororā nest boxes on the Wellington coast.

“ Dogs off-leash are one of the major threats to the survival of these shy native birds, so our message is simple: take the lead! ”



### Community engagement

Wellington Zoo has an important leadership role to play in the wider community. This year we took advantage of a number of opportunities to extend the reach of our sustainability and conservation messages.

We also shared our knowledge and expertise with other organisations. Our Chief Executive presented our submission to the Wellington City Council on the new animal bylaws and dog policy in Wellington. Our submission echoes our long-held position about pet responsibility – keeping dogs on leads in wildlife areas, and keeping cats in at night, as well as mandatory microchipping and desexing of cats. We support the establishment of more off-leash areas for dogs that provide fencing and clear boundaries to keep dogs safe, as well as clear, simple rules for where dogs can be exercised in the city. This was followed up by an opinion piece in the Dominion Post to clarify our position as animal welfare experts.

We utilised our great social media engagement to promote partner organisations’ campaigns this year. We took part in the Forest Stewardship Council’s FSC Friday social media campaign to promote our commitment to using sustainable products. We also participated in a social media campaign with Enviromark to encourage consumers to ‘ask for proof’ about what organisations are doing to help the environment.

## PEOPLE LOVE AND SUPPORT THE ZOO

### *More people visit the Zoo and do more*

More people visited Wellington Zoo this year than ever before, with 260,809 visitors coming through our doors – more than 11 per cent above our target. Since the start of the Zoo Capital Programme ten years ago, our visitation has increased by over 53 per cent.

MEASURE	TARGET 2015-16	STATUS
Increase total visitation by 2% each year on base year 2005/06 (170,116 visitors) as per the ZCP Business Case	234,714	260,809 ✓

“

More people visited Wellington Zoo this year than ever before, with 260,809 visitors coming through our doors.

”

Our partners at The Hits teamed up with the Zoo and Whittaker’s to host an Easter Egg Hunt. This was in line with the launch of Whittaker’s new chocolate Kiwi egg, drawing attention to the work Whittaker’s and Wellington Zoo do for Kiwi conservation. Visitation exceeded expectations with over 1,300 more visitors than the previous Easter Saturday.

On 20 April 2016 we celebrated our 110th birthday, but we are making a big fuss for the whole year with special surprises through until April 2017. The 110th visitor each day receives free entry to the Zoo, and we have run a special auction with our partners at Trade Me highlighting 110 special reasons to visit the Zoo. We are also planning for birthday themed activities during the summer school holidays, a stakeholder celebration party, a big summer competition, a school competition and a promotion to find 110 people who have not visited the Zoo before.

On Sunday 15 May 2016, Wellington Zoo welcomed almost 800 race participants in Wellington’s biggest navigation event - Metlink City Safari. Our participation

provided an opportunity to engage with a large number of people who had potentially not visited the Zoo recently or at all. The race organisers, Orienteering Hutt Valley, donated \$1,500 to Wellington Zoo in return for donating free child's passes in every race pack and for using the space within the Zoo during the race prologue.



We love meeting our Newtown neighbours and we look forward each year to treating them to a night at their Zoo. In January we held our 11th annual Neighbours Night and welcomed just over 1,100 of our neighbours to enjoy a free sausage sizzle, ice creams supplied by Tip Top, face-painting and special animal talks and enrichment activities. Wellington City Council (WCC) Housing again partnered with us, seeing the value in the benefit the night gives to their clients. We were extremely grateful for the participation from Zoo staff and volunteers, along with volunteers from WCC City Housing and our partners Trade Me to help us provide our neighbours with a truly special evening.

“ It’s vital to us that Wellington Zoo remains accessible to our community. ”

It’s vital to us that Wellington Zoo remains accessible to our community. In collaboration with Zealandia, we celebrated our second ever Open Weekend in May. It was a fantastic event and our busiest weekend of all time, with 13,362 visitors enjoying the Zoo for a \$2 donation. Over the weekend we raised over \$26,000 for the Wellington Zoo Conservation Fund.

We also continued our popular Winter Wednesdays, where visitors can come to the Zoo for a discounted

entry price. With visitation on par with last year, our final Winter Wednesday was extremely successful with 2,778 people visiting to make the most of what was a beautiful winter’s day.

**Zoo Crew**

Our Zoo Crew family has continued to support the Zoo. This year we added new benefits to the Zoo Crew memberships. All new Zoo Crew memberships will have 10 per cent donated to the Wellington Conservation Fund to support conservation projects across the world and will get a 10 per cent discount on Close Encounters.



“ All new Zoo Crew memberships will have 10 per cent donated to the Wellington Conservation Fund to support conservation projects across the world. ”

*Position the new Zoo in the community*

**Connecting with our community**

Our media profile helped us share our stories with the wider community, and continued to grow with over 550 news stories placing us in the spotlight.

Our Chief Executive wrote an opinion piece for the Dominion Post which helped to position the new Zoo. She wrote about the completion of the Zoo Capital Programme, the success of being a good Zoo, and the support our community has given us during our redevelopment.

Our media stories included great coverage of the opening of Meet the Locals He Tuku Aroha, the arrival of a Red

Panda, Golden Lion Tamarin, and the journey of our new Giraffe Zuri.

High profile native patients in The Nest Te Kōhanga also attracted media attention throughout the year when they were released back to the wild. The return of a Northern Royal Albatross Toroa as well as wildlife care for an Olive Ridley Sea Turtle received extensive coverage across all major news outlets in New Zealand. The specialist care for Chimpanzee Cara's ear surgery gained wide attention, and the Zoo was recognised for our animal welfare accreditation.

We received strong interest in our conservation and sustainability stories this year. From our new projects supporting conservation of wild White-Cheeked Gibbons and Red Pandas through to the installation of solar panels on our front entrance building.

“

We received strong interest in our conservation and sustainability stories this year.

”

To help our visitors continue making the most of the Zoo's online resources, we launched a new website with new commercial systems on 1 December. This was a significant piece of work, and constitutes the first major rebuild of our website since 2008. This project provided the Zoo with new point of sale, bookings and memberships systems; all of which are now integrated with e-commerce functionalities on the new website. The new website is responsive, meaning that it works well on mobile devices to cater for the increasing number of people accessing the website from their mobile phones. These systems have already proved successful at improving productivity and adding new functionality over the summer visitation period. The new online experience more accurately reflect visitors experience onsite at the Zoo. The site is generously hosted for free by umbrellar, who have become partners to support our work online.

Our Facebook fan base grew from 31,283 to over 37,500. In the same timeframe, our Twitter following increased from 6,967 to nearly 7,600. To add to our strong community

on Facebook and Twitter, this year we launched @Wellington.Zoo Instagram channel in October which has already attracted nearly 1,000 followers. This new account provides us with a visual story-telling platform to connect people with animals and share how we are saving animals in the wild.



We continued our work with our Nature Connections partners. This year we carried out talk training with more partners in the POWER model and were involved in the joint marketing campaign 'Bring your Wild Things out'. The Wild Things campaign encouraged Wellingtonians to get out together in nature over the summer by visiting the Nature Connections attractions to find a 'Wild Thing' at each site. Our Wild Thing Zuzu was placed near the Cheetahs for visitors to discover.

### Volunteer Support

We couldn't do what we do at Wellington Zoo without the support and hard work of our volunteers. We want to ensure that our volunteer programme is best serving the needs of the Zoo and our community. To assess this we welcomed Stanford University MBA student Billy Xia to evaluate the volunteer programme and help us to develop a new volunteer strategy.

“

We want to ensure that our volunteer programme is best serving the needs of the Zoo and our community.

”

In line with the new strategy, we realigned our volunteer programme and replaced our general volunteer role with three new dedicated volunteer roles; Animal Care Volunteer, Volunteer Ranger and The Nest Te Kōhanga Volunteer. The new volunteer structure became effective

29 February 2016. It provides volunteers with greater role clarity, more efficient lines of communication and supervision seven days a week. Co-ordinating and managing volunteers from within teams with functional responsibility has provided opportunities to more effectively integrate volunteers into activities at the Zoo and ensure they feel valued.

Part of improving our volunteer programme also included opening our new volunteer headquarters and enrichment room on the 25 September 2015. These new facilities are designed to meet the needs of our volunteers and are a vast improvement on the previous headquarters.

We now have a smart new volunteer uniform. Volunteers have benefited from health and safety training and a new induction programme which incorporates the Zoo's strategy and values and topics such as visitor etiquette and animal welfare. In addition to this they have received training targeted to their volunteer role with ongoing development is a key feature of the new programme.

Our volunteers contributed 11,003.35 hours to the Zoo – equivalent to 5.7 Full Time Equivalents, and we welcomed 35 corporate volunteer groups who gave us their gift of time.



MEASURE	TARGET 2015-16	STATUS
Volunteer hours	≥11,520 hours (6FTE)	11,003.35 hours (5.7 FTE)

### Drive financial success

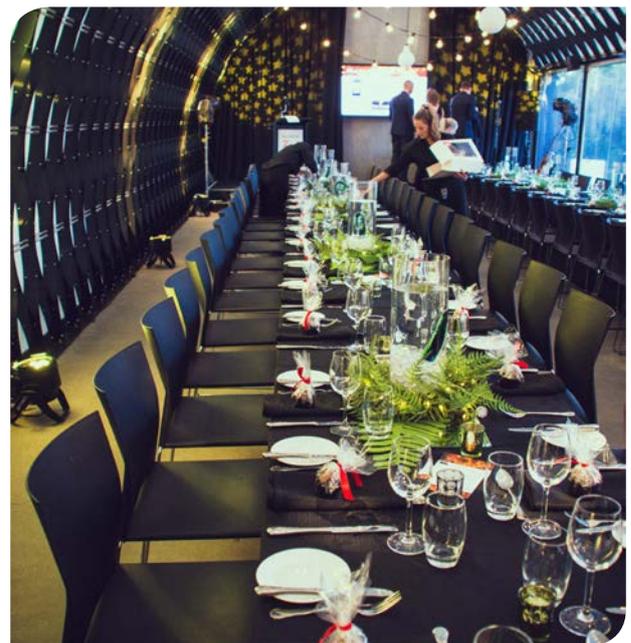
Significant investment is needed to run a 21st century zoo, keeping the needs of our visitors and community forefront whilst ensuring that we uphold the highest level of animal care. Since becoming a charitable trust in 2003 we continue to increase our share of our operational costs.

This year we generated direct revenue through visitation and Zoo products to cover approximately 60 per cent of these costs, and remain thankful for the generous support of principal funder Wellington City Council along with other partners and supporters.

“ This year we generated direct revenue through visitation and Zoo products to cover approximately 60 per cent of these costs. ”

We are proud to achieve another clean audit this year and have met or exceeded 22 out of 24 key performance measures.

Revenue from Close Encounters is also well ahead of budget and last year.



Following on from last year's great retail sales, we built on momentum and 2015-16 was our most successful year for retail sales. We have further increased our focus on environmentally friendly and conservation themed stock in our retail shop adding new items to our increasingly popular Green Zoo, Green You range of sustainable gifts.

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

Visitor admissions	\$2,974,710
Fundraising for capital projects	\$240,742
Zoo shop retail sales	\$403,390
Operational sponsorship and grants	\$272,379

In addition to these returns we achieved our highest visitation year ever, welcoming 260,809 visitors through our doors.

MEASURE	TARGET 2015-16	STATUS
Percentage of operating costs generated by the Trust	55%	60% ✓
Ratio of Trust generated income as percentage of WCC grant	124%	138% ✓
Average income per visitor from Trust generated revenue	\$14.86	\$14.90 ✓
Average WCC subsidy per visitor	\$11.99	\$10.79 ✓
Full cost per visitor including WCC costs	\$21.19	\$19.01 ✓

## Retail

The Zoo shop underwent a full refurbishment this year. The revamped space, combined with record visitation, has had a strong positive impact on our retail revenue. We had a record year for retail, with a total of \$403,390 – an increase of 19 per cent from the previous year. We have made a particular effort to source sustainable and local products and products that tie in to Meet the Locals He Tuku Aroha.

“ We have made a particular effort to source sustainable and local products. ”

## Venues

We hosted our first Pop Up Wedding in January. It was a successful event with a very happy Bride and Groom. The

Pop Up Wedding was an in and out event, where the Bride and Groom could host their guests at the Zoo for their wedding ceremony, photos and drinks and nibbles in the magical environment only we can provide. This innovative event was a great way for us to give a couple the chance to have their special event at the Zoo.

## Marks of Support

The ‘Mark of Support’ fundraising campaign exceeded expectations and raised \$22,802. These engraved metal plaques have been purchased by individuals and families to show their support for Wellington Zoo and are displayed along the pathway of Meet the Locals He Tuku Aroha.



## Grants

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

The New Zealand Community Trust approved our application for an \$80,000 grant for the visitor interpretation in the Barn in Meet the Locals He Tuku Aroha. This was the last of the grant applications for Meet the Locals He Tuku Aroha.

The Lottery Grants Board World War One Commemorations, Environment and Heritage Committee granted us \$66,500 towards the renewal of the visitor experience within The Twilight Te Ao Māhina, our Kiwi and Tuatara habitat.

We have received donations from Brian Whiteacre Trust for the Nest Te Kōhanga, and donations from the J & A Mauer Charitable Trust and Koala Trust to support the work of the Zoo.

## Support from partners

We are lucky at Wellington Zoo to work with some amazing partners on some really exciting projects that get the whole community on board with our work.

“We are lucky at Wellington Zoo to work with some amazing partners.”

### Zoo Brew

Wellington craft beer brewer Garage Project, Wellington Zoo and Trade Me released a new beer known as ‘Zoo Brew’ at a launch event at the Southern Cross Garden Bar on 22 November. The beer was brewed at the Zoo, with flavours inspired by the African Savannah. The stunning artwork on the bottles was specially created for the project by renowned Wellington-based artist, Seraphine Pick. Total funds raised from the project for Wellington Zoo’s conservation fund totalled to \$9,300.

### Partnership Agreements

Trade Me has renewed its partnership agreement for another 12 months. This ongoing relationship has gone from strength to strength since we first signed with them in 2010. They have supported our various ‘cool’ auctions throughout the year – from a special 110th birthday behind the scenes tour to a bespoke proposal opportunity for Valentine’s Day.

Our Tip Top partnership renewal officially began on 1 July; this is the first year of a five year agreement with Tip Top. Tip Top was at the Zoo on 17 January with a portable freezer selling Tiger Time scoop ice cream for a gold coin donation as part of our partnership. We raised \$1,100 through visitor donations for the day. Developed as part of Tip Top’s commitment to sustainable palm oil, Tiger Time ice cream is gingerbread and vanilla flavoured with a percentage of supermarket sales going to our conservation partner, 21st Century Tiger.

Tip Top also supported other great events at Wellington Zoo. A visit from the characters from the Minions Movie, donations for Neighbours Night with over 900 ice creams which were enjoyed by all. They also supplied more ice

cream for the opening weekend of Meet the Locals He Tuku Aroha for visitors to enjoy.



We signed a renewed partnership agreement with Weta Digital in December 2015. Weta Digital is currently working on a plaque acknowledging our relationship to be placed near the Chimpanzee habitat.

We also signed a three year commercial agreement with Think Turf which has helped us to install artificial turf in Conservation Corner and the Cheetah Close Encounter area.

Our new partnership with Clemenger BBDO has already resulted in award winning creative success with the advertising campaign for Meet the Locals He Tuku Aroha. The radio creative won three gold and five silvers AWARD awards, with Wellington Zoo named fourth best client in Australasia. Clemenger BBDO is working with us to distil our brand essence.

The Zoo is also working with local data shop DOT loves data to use cutting edge information to make plans for future Zoo developments and improve daily operations. Using a product called Turn Up, we can predict attendance for any given day, week or month – which helps inform staffing levels, plan for Zoo maintenance activities and optimise visitor experience.



## PRINCIPAL FUNDER

Wellington City Council

## PARTNERS AND SUPPORTERS

Brian Whiteacre Trust

Clemenger BBDO

ComplyWith

DOT loves data

Interislander

Infinity Foundation

J & A Mauger Charitable Trust

Koala Trust

Massey University

Ministry of Business, Innovation & Employment

New Zealand Lottery Grants Board

NZ Bus

NZCT

Pacific Radiology

Pub Charity

Stout Trust

The Holdsworth Charitable Trust

The Lion Foundation

The Warehouse

Think Turf

Tip Top

Trade Me

umbrellar

Wellington Community Trust

Weta Digital

## LEAD THE WAY

### *Model sustainable behaviours*

We are passionate about conservation and saving animals in the wild. To do this we have to have a healthy planet. We are really proud of the work we have done to be a sustainable organisation and reduce our environmental impact. This year was no exception to that as we continued to strive to do even more and rise to the challenge

We have gained our carboNZero certification for the fourth time which we marked with a ceremony with Mayor Celia Wade-Brown, the Chief Executive of Enviro-mark Solutions, Wellington Zoo Trust Board Chair and our Green Team.

MEASURE	TARGET 2015-16	STATUS
Maintain carboNZero certification	Achieve	Achieved ✓



It's important to us that our sustainability projects are something that we and our visitors can see and feel. Our Strategic Management Team members went to Pigeon Bush Reserve in the Wairarapa where we offset our carbon emissions through carboNZero. It was a great opportunity to get up close and personal with the impact we are having in this area.

“ We are really proud of the work we have done to be a sustainable organisation and reduce our environmental impact. ”

We engaged the Sustainability Trust to install a solar panel array right on the front entrance building of the Zoo in

February 2016. They should result in approximately 2.3 per cent energy savings, which is critical to our continued certification through carboNZero as energy use is our largest emissions factor. We've had amazing feedback from the community so far, and we are already seeing proof of a reduction in our power usage.

We had restoration planting days in July 2015 and June 2016 to transform a section of Town Belt neighbouring the Meet the Locals He Tuku Aroha site. Over 1,000 plants, donated by Wellington City Council, were planted with the focus on saving animals in the wild and enhancing natural spaces for our community.

“ Part of our sustainability journey is sharing our experience with other organisations. ”

We have worked with our suppliers in the retail space to encourage use of Forest Stewardship Council (FSC) certified materials, and introduced more stock which supports our sustainability and conservation focus. This includes Tumbleweed T-shirts, with a portion of proceeds going towards Kea Conservation Trust, The Nest Te Kōhanga, and Places for Penguins.

Part of our sustainability journey is sharing our experience with other organisations. This year our General Manager Community Engagement shared our story with other companies. She and our General Manager Business and Partnerships gave a presentation to Flick Electric Company with GM Business and Partnerships on the topic of innovation in an old industry. She also shared our sustainability story with Z Energy. She also completed a Sustainable Business Council Leadership for Sustainable Value programme.

We hosted a Sustainable Business Network event in February 2016 about 'Making Change Matter' to find out more about how social and environmental programmes are making a difference.

Our Chief Executive was also voted on to the Board of the Sustainable Business Council this year.

### Excellence in animal care

The welfare of our animals at the Zoo is of the highest importance to us. To ensure our high standards are maintained, we have formed a new Animal Science Team lead by the Animal Science Manager. This team includes a Nutrition Advisor, Stores Supervisor and Animal Welfare Advisor.



It's important to us that our animal care is not only up to our high standard but also to the high standards of external experts as well. We were thrilled to receive the Australasian Zoo and Aquarium Association Animal Welfare accreditation this year, highlighting our commitment to high levels of animal care.

“ We were thrilled to receive the Australasian Zoo and Aquarium Association Animal Welfare accreditation this year. ”

MEASURE	TARGET 2015-16	STATUS
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieve	Achieved ✓

### Positive culture of professionalism and safety

#### Gold Agoutis

Our fourth annual Gold Agouti Award evening was a well-attended event which provided the opportunity to recognise, share and celebrate the achievements of our people. The event also incorporates our Aoraki Awards where we recognise the commitment of long serving staff members.

On 11 November 2015 a surprise afternoon tea and celebration was held for Murray Roberts to celebrate an impressive 50 years of working at Wellington Zoo as a Keeper. The event was well attended including the Mayor Celia Wade Brown, Murray's family and staff who all paid tribute to his dedication and commitment to the Zoo.



### Values

This year we have completed our work on how we can articulate the Zoo's values. We held workshops with over 85% of our people to define what our Zoo values are. We wanted to ensure all staff had an input into this work, an understanding of how values apply to everyone, and to help us achieve our strategy. We also worked with Neavin Broughton from Taranaki Whanui to identify iwi concepts that align with our values. We're continuing our work to ensure that our values live and breathe and live across the whole organisation.



“ We're continuing our work to ensure that our values live and breathe and live across the whole organisation. ”

### Health and Safety

We are committed to the health and wellbeing of our people. We've carried out fork-lift training, training on the use of epi pens and a defibrillator training session. Our managers have also undertaken resilience training. A series of four resilience workshops facilitated by Sven Hansen from the Resilience Institute have given our managers tools to improve resilience.

We have developed a Bullying and Harassment Policy, definitions, guidelines and procedures as part of our Health and Safety work plan.

We introduced a new role for a Health and Safety Manager in August 2015. This role is dedicated to lifting standards in line with the new health and safety legislation from 1 April 2016. Working with our 2015-16 Health and Safety strategy, the Health and Safety Manager has implemented a number of key tasks in the work plan for monitoring and reporting and increasing staff engagement with health and safety management. These initiatives include making sure our Situation Improvement Team has members from all staff levels and business areas, reporting to staff weekly on health and safety initiatives and achievements, and analysing health and safety trends.

MEASURE	TARGET 2015-16	STATUS
H&S Targets met	ACC work levy discount applied	Achieved ✓



### Continued learning

Wellington Zoo is a place for people to learn. This applies to our staff as much as our visitors. This year, our staff had a lot of opportunities to learn on the job. We ran a number of initiatives to embed professional development of our people.



Neavin Broughton, our local Iwi representative, delivered a session to provide all staff with a basic understanding of our iwi stories for Meet the Locals He Tuku Aroha and what our pou korero represent.

Our Chief Executive ran a workshop for our women on 13 January 2016. This session, called A Brave New World, gave insights into resilience, establishing and maintaining networks and proactively taking personal ownership. All staff were invited to a leadership presentation by Rachel Taulelei, Chief Executive of Kono. She spoke about achieving personal success and leadership.

“Wellington Zoo is a place for people to learn.”

We utilised our partnership with Nature Connections when their Interpretive Trainer, John Pastorelli, ran a session with our Learning Team to help develop themes and build a tool kit for dealing with different visitor interactions during talks.

September was Bee Aware Month. Before we welcomed bees into our animal collection at Meet the Locals He Tuku Aroha, John Burnet from the Wellington Beekeeping Society delivered a well attended learning session on Bees 101 which left our people in awe of the complex social structure and work of bees.

Our learning calendar was reinstated, and staff had the opportunity to attend a learning session on Herding Small Cats: Behavioural Observation and Welfare Management presented by Dr Bridget Brox, WZ Animal Welfare Advisor. They were also able to attend a learning session ran by Debby Cox, Technical Advisor from the Jane Goodall Institute (JGI). She shared information about the

work she has been doing with the JGI in Africa to save chimps in the wild.

MEASURE	TARGET 2015-16	STATUS
Initiatives to embed professional development of our people	≥8	15 ✓

### Structural alignment with strategy

We are continuing to realign our structure to make sure that our work more effectively support our new strategy.

#### Veterinary Science



With the departure of our Veterinary Science Manager this year we have taken the chance to review our structure and resourcing at The Nest Te Kōhanga. We appointed a The Nest Te Kōhanga Practice Manager and a Senior Veterinarian to ensure resources are in place for the strategic direction for our award winning veterinary hospital.

#### Animal Care



We have also redesigned our Animal Care Team which has included increased resourcing to more effectively deliver on our new strategy and to mitigate potential risks associated with health, safety and wellbeing. We have established a new Animal Care Manager role which provides for greater consistency, oversight and management of animal care outcomes. Four Animal Care

Team Leader roles will provide expertise, coaching and support on the ground for Keeping staff

The Keeper job description has also been revised and now sets out three levels of technical competency with a progression process that provides for a greater focus on career and professional development and appropriate recognition for different levels of skills, competence and experience.

#### Finance and People & Culture

In order to best support the Zoo's financial success and provide better services to staff, the role of Finance & Office Assistant was disestablished and two new 0.5FTE roles were created: Procurement & Finance Advisor and People & Culture Advisor.

#### Learning



Our Learning Team expanded to encompass all aspects of formal and informal learning at the Zoo. The Learning Experience Manager role now oversees the Zoo Educator and Bush Builders Educator as well as the Visitor Ranger team and Visitor Engagement volunteers.

#### Staff turnover

During this financial year, our staff turnover rate was 17.6 per cent.

“ We are continuing to realign our structure to make sure that our work more effectively support our new strategy. ”

MEASURE	TARGET 2015-16	STATUS
Staff turnover (permanent staff only)	≤20%	17.6% ✓

#### Staff leading the way

Wellington Zoo Staff represent us on a range of boards and committees and take a leadership role in the conservation field.

“ Wellington Zoo Staff represent us on a range of boards and committees and take a leadership role in the conservation field. ”

Our General Manager Community Engagement now sits on the International Zoo Educators Association (IZE) Board as the Australasian representative. She will look to grow IZE membership and relevance across Australasian Zoos and Aquaria, as well as representing Australasia at the biennial IZE international conference in 2016.

Our Animal Science Manager and Animal Welfare Advisor are members of the New Zealand Animal Behaviour and Welfare Consultative Committee.

This year, Wellington Zoo staff holds seven studbook and species coordinator positions which involves studbook maintenance for particular species in the Australasian region. Our Animal Science Manager holds the studbooks for Tuatara, Meerkats, Porcupines, Nyala and Auckland Green Geckos. He also shares the species coordinator position for Pygmy Marmosets with one of our Keepers; and Cheetah with our Practice Manager.

Our people also play important roles within the Zoo and Aquariums Association (ZAA). Our The Nest Te Kōhanga Practice Manager is the ZAA Cheetah Species Coordinator. This year, she presented at a Cheetah Workshop in Australia on the regional breeding programme. Our Senior Veterinarian has been appointed as the Principal Veterinary Advisor (PVA) for NZ Fauna on the Veterinary Specialist Advisory Group (SAG) for ZAA.

“ Wellington Zoo has been facilitating the introduction of singly-held Kea. ”

Our Chief Executive sits on the ZAA Board as Past President and the New Zealand representative. She also sits on the New Zealand committee for the International Union for Conservation of Nature (IUCN) and the Wellington Conservation Board.

Our Collections Development Manager is the convenor of the Carnivores and Small Exotic Taxonomic Advisory Group (TAG) and the ZAA New Zealand liaison for the Ministry of Primary Industries and Environmental Protection Authority. He is also a member of DOC's Permitting Processing Review Working Group and the Australasian Species Management Programme Committee. Our General Manager Animal Care, is the Ungulate TAG husbandry advisor.

Our Senior Veterinarian is also an adjunct lecturer in the Institute of Veterinary, Animal and Biomedical Sciences at Massey University, and has been appointed as a committee member for the New Zealand Veterinary Association Wildlife Society.

Our Veterinary Nurse has travelled to the South Island to assess three Kea holders in line with Kea Programme work alongside DOC. Kea are a social and intelligent species, so Wellington Zoo has been facilitating the introduction of singly-held Kea. While it was previously thought that it wasn't possible to introduce Kea that had been held alone, we have successfully integrated one pair and progress is well underway with another three Kea.



## Sharing our expertise

Our staff presented at conferences throughout the region.

### National Association of Interpretation (US) and Interpretation Network of New Zealand joint conference, Wellington.

General Manager Community Engagement and Visitor Experience Manager presented on Meet The Locals He Tuku Aroha.

General Manager Community Engagement presented on Nature Connections.

### Zoo and Aquariums Association New Zealand Conference, Rotorua.

Visitor Experience Manager presented on collaboration.

### Zoo and Aquariums Association New Zealand Conference, Nelson.

Nutrition Advisor presented on diets

Veterinary Nurse presented on Kea Programme work

Partnerships Manager presented about our Zoo Brew collaboration

Chief Executive presented with General Manager Pukaha Mount Bruce about our Nature Connections partnership

### Zoo and Aquariums Association Conference, Perth.

Chief Executive and Visitor Experience Manager presented on development and design of Meet the Locals He Tuku Aroha.

Chief Executive presented on the ethics of Animal Encounters

### Victoria University

Visitor Experience Manager was invited to deliver a guest lecture, and helped form the basis of study for a paper in the Tourism Management degree at Victoria University. The students used the Zoo as a case study to learn about visitor management.

Animal Science Manager presented to the Museum and Heritage Studies course. This year will also see a student from this course undertake a four week placement at the Zoo.

### Other staff member presentations

Visitor Experience Manager attended the annual National Kiwi Hui in Nelson. As part of that event, there was a national engagement and advocacy working group meeting to discuss the strategic direction regarding Kiwi recovery.

Practice Manager at The Nest Te Kōhanga and Visitor Ranger presented to the Beekeeping Society.

Chief Executive and Animal Science Manager presented at the Ministry for Primary Industries (MPI) Conference in March about Working Together for Wildlife and People Protection

Chief Executive and Animal Science Manager presented at the MPI National Conference in June about Wellington Zoo and MPI Verification Services Better Together.

Senior Veterinarian presented at New Zealand Veterinarian Association Wildlife Society Conference about Microchip Migration into the Infraorbital Sinus of North Island Kākā.

## Awards

We are always very pleased when we receive recognition from others for our work. This year, we were extremely proud to get recognition for our organisational progress and achievements.

In July 2015, we were inducted into the Wellington Region Business Hall of Fame. We were one of only eight organisations to have this honour. We were also extremely proud to be named Supreme Award Winner at the 2015 Wellington Region Business Excellence Awards on Friday 6 November, on top of taking out the Not for Profit category. The awards were presented by the Hutt Valley Chamber of Commerce. We were also a Finalist in Wellington Airport Community Award for our annual Neighbours' Night event.

We were very proud of our people who were also recognised for their leadership and achievements this year. Our Chief Executive was a finalist in the 2015 Westpac/Fairfax Media NZ Women of Influence Awards in the Board and Management section. Our General Manager Business and Partnerships was one of three national finalists in the 2015 NZIM/Eagle Technology Young Executive of the Year Awards. Our Veterinary Nurse Angelina Martelli was a Finalist for 2015 NZ Veterinary Nurse of the Year.

“ In July 2015, we were inducted into the Wellington Region Business Hall of Fame.”



## Independent Auditor's Report

### To the readers of Wellington Zoo Trust's financial statements and performance information for the year ended 30 June 2016

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 her behalf.

### Opinion on the financial statements and the performance information

We have audited:

- the financial statements of the Trust on pages 31 to 51, that comprise the statement of financial position as at 30 June 2016, 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 4 to 26.

In our opinion:

- The financial statements of the Trust:
  - present fairly, in all material respects:
    - its financial position as at 30 June 2016; 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.
- The performance information of the Trust 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 2016.

Our audit was completed on 5 August 2016. This is the date at which our opinion is expressed.

The basis of our opinion is explained below. In addition, we outline the responsibilities of the Board and our responsibilities, and explain our independence.

## Basis of opinion

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the International Standards on Auditing (New Zealand). Those standards require that we comply with ethical requirements and plan and carry out our audit to obtain reasonable assurance about whether the financial statements and the performance information are free from material misstatement.

Material misstatements are differences or omissions of amounts and disclosures that, in our judgement, are likely to influence readers' overall understanding of the financial statements and the performance information. If we had found material misstatements that were not corrected, we would have referred to them in our opinion.

An audit involves carrying out procedures to obtain audit evidence about the amounts and disclosures in the financial statements and in the performance information. The procedures selected depend on our judgement, including our assessment of risks of material misstatement of the financial statements and the performance information, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the preparation of the Trust's financial statements and performance information 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.

An audit also involves evaluating:

- the appropriateness of accounting policies used and whether they have been consistently applied;
- the reasonableness of the significant accounting estimates and judgements made by the Board;
- the appropriateness of the reported performance information within the Trust's framework for reporting performance;
- the adequacy of the disclosures in the financial statements and in the performance information; and
- the overall presentation of the financial statements and the performance information.

We did not examine every transaction, nor do we guarantee complete accuracy of the financial statements and the performance information. Also, we did not evaluate the security and controls over the electronic publication of the financial statements and the performance information.

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

## Responsibilities of the Board

The Board is responsible for the preparation and fair presentation of financial statements for the Trust that comply with generally accepted accounting practice in New Zealand and Public Benefit Entity Standards Reduced Disclosure Regime. The Board is also responsible for preparation of the performance information for the Trust.

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

The Board is responsible for such internal control as it determines is necessary to enable the preparation of financial statements and the performance information that are free from material misstatement, whether due to fraud or error. The Board is also responsible for the publication of the financial statements and the performance information, whether in printed or electronic form.

## Responsibilities of the Auditor

We are responsible for expressing an independent opinion on the financial statements and the performance information and reporting that opinion to you based on our audit. Our responsibility arises from the Public Audit Act 2001.

## Independence

When carrying out the audit, we followed the independence requirements of the Auditor-General, which incorporate the independence requirements of the External Reporting 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 2016

## 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 2016 fairly reflect the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.



---

Craig Ellison  
Chairperson and Chairperson Finance, Audit and  
Risk Committee

5 August 2016



---

Karen Fifield  
Chief Executive

5 August 2016

# Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2016

	Note	Actual 2016 \$000	Budget 2016 \$000	Actual 2015 \$000
<b>REVENUE</b>				
Grants and Operating Revenue	1	6,866	6,253	6,390
Finance Revenue		94	50	114
<b>Operating Revenue</b>		<b>6,960</b>	<b>6,303</b>	<b>6,504</b>
<b>Capital Grants and Donations</b>	1	241	-	1,252
<b>TOTAL REVENUE</b>		<b>7,201</b>	<b>6,303</b>	<b>7,756</b>
<b>EXPENDITURE</b>				
Operating Expenditure	2	6,636	6,282	6,088
Depreciation		14	21	20
<b>Operating Expenditure</b>		<b>6,650</b>	<b>6,303</b>	<b>6,108</b>
<b>Vesting of Capital Grants and Donations</b>	3	167	-	595
<b>TOTAL EXPENDITURE</b>		<b>6,817</b>	<b>6,303</b>	<b>6,703</b>
<b>NET SURPLUS/(DEFICIT) before taxation</b>		<b>384</b>	<b>-</b>	<b>1,053</b>
Income Tax Expense		-	-	-
<b>NET SURPLUS/(DEFICIT) for the year</b>		<b>384</b>	<b>-</b>	<b>1,053</b>
Other Comprehensive Revenue		-	-	-
<b>TOTAL COMPREHENSIVE REVENUE</b>		<b>384</b>	<b>-</b>	<b>1,053</b>

The accompanying notes form part of these financial statements.

# Statement of Changes in Equity

For the year ended 30 June 2016

	Note	2016 \$000	2015 \$000
<b>Equity Opening Balances</b>			
Accumulated Comprehensive revenue and expense		318	306
Restricted Funds		1,624	583
<b>Total Equity-Opening Balance</b>		<b>1,942</b>	<b>889</b>
<b>Changes in Equity</b>			
<b>Retained Earnings</b>			
Transfers from Comprehensive revenue and expense	9	(740)	(1,868)
Transfers to Comprehensive revenue and expense	9	371	827
<b>Restricted Funds</b>			
Transfers from restricted funds	10	(371)	(827)
Transfers to restricted funds	10	740	1,868
<b>Comprehensive Revenue</b>			
Surplus/(deficit) for the year to retained earnings		384	1,053
<b>Total comprehensive revenue</b>		<b>384</b>	<b>1,053</b>
<b>Total changes in equity</b>		<b>384</b>	<b>1,053</b>
<b>Equity Closing Balances</b>			
Accumulated Comprehensive revenue and expense		333	318
Restricted Funds		1,993	1,624
<b>Total Equity-Closing Balance</b>		<b>2,326</b>	<b>1,942</b>

The accompanying notes form part of these financial statements.

# Statement of Financial Position

As at 30 June 2016

	Note	Actual 2016 \$000	Budget 2016 \$000	Actual 2015 \$000
<b>ASSETS</b>				
<b>Current Assets</b>				
Cash and cash equivalents	4	2,822	2,053	3,456
Investments		500	-	-
Trade and other receivables	5	416	30	380
Inventories		69	60	64
		<u>3,807</u>	<u>2,143</u>	<u>3,900</u>
<b>Non-Current Assets</b>				
Property, Plant and Equipment	6	35	27	49
Work in Progress	6	-	-	18
		<u>35</u>	<u>27</u>	<u>67</u>
<b>TOTAL ASSETS</b>		<u><b>3,842</b></u>	<u><b>2,170</b></u>	<u><b>3,967</b></u>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Trade, other payables and accruals	7	730	771	1,267
Revenue in Advance		136	200	209
Monies held in trust	7	292	-	262
Employee Benefits	8	346	224	275
		<u>1,504</u>	<u>1,195</u>	<u>2,013</u>
<b>Non-Current Liabilities</b>				
Employee Benefits	8	12	12	12
		<u>12</u>	<u>12</u>	<u>12</u>
<b>TOTAL LIABILITIES</b>		<u><b>1,516</b></u>	<u><b>1,207</b></u>	<u><b>2,025</b></u>
<b>NET ASSETS</b>		<u><b>2,326</b></u>	<u><b>963</b></u>	<u><b>1,942</b></u>
<b>EQUITY</b>				
Accumulated Comprehensive revenue and expense	9	333	380	318
Restricted Funds	10	1,993	583	1,624
<b>TOTAL EQUITY</b>		<u><b>2,326</b></u>	<u><b>963</b></u>	<u><b>1,942</b></u>

The accompanying notes form part of these financial statements

# Statement of Cash Flows

For the year ended 30 June 2016

	Note	Actual 2016 \$000	Budget 2016 \$000	Actual 2015 \$000
<b>Cash flows from operating activities</b>				
Cash was provided from:				
Operating Revenue		7,108	6,007	7,679
Interest Received		94	30	114
Net GST Received		-	-	17
Cash was applied to:				
Payments to Suppliers and employees		(7,312)	(6,016)	(6,273)
Net GST Paid		(42)	-	-
<b>Net cash inflow from operating activities</b>	11	<u>(152)</u>	<u>21</u>	<u>1,537</u>
<b>Cash flows from investing activities</b>				
Cash was applied to:				
Purchase of property, plant and equipment		18	-	(18)
<b>Net cash (outflow) from investing activities</b>		<u>18</u>	<u>-</u>	<u>(18)</u>
<b>Net Increase/(Decrease) in Cash and cash equivalents held</b>		<b>(134)</b>	<b>21</b>	<b>1,519</b>
<b>Cash and cash equivalents at beginning of year</b>		3,456	1,400	1,937
<b>Cash and cash equivalents at end of year</b>	4	<u>3,322</u>	<u>1,421</u>	<u>3,456</u>
<b>Made up of:</b>				
Cash and bank balances		1,422	1,421	3,456
Investments		1,900	-	-
<b>Closing Cash Balance</b>		<u>3,322</u>	<u>1,421</u>	<u>3,456</u>

The accompanying notes form part of these financial statements.

# Statement of Accounting Policies

For the year ended 30 June 2016

## 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 2016. The financial statements were authorised for issue by the Board of Trustees on 5 August 2016.

## Statement of Compliance with International Financial Reporting Standards

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**

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

## **Investments**

Term deposits are initially measured at the amount invested.

## **Creditors and other payables**

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

## **Inventory**

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

## **Property, Plant and Equipment**

### **Recognition**

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

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

### **Measurement**

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

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

### **Impairment**

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

### **Disposal**

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

### **Depreciation**

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

#### **Plant**

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

#### **Furniture and Equipment**

Composter	10 years
CCTV	3 years
Incubators	12.5 years

### **Work in Progress**

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

### **Employee Benefits**

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

### **Short Term Employee Benefits**

Holiday leave (annual leave, 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.

## Note 1: Revenue

	2016 \$000	2015 \$000
<b>Exchange Revenue</b>		
Sale of Goods	403	339
Other Corporate income	113	80
<b>Total Exchange Revenue</b>	<u>516</u>	<u>419</u>
<b>Non-Exchange Revenue</b>		
Admissions	2,975	2,644
Other Revenue	127	303
Contractual Revenue		
Ministry of Education	82	82
Wellington City Council Operating Grant	2,894	2,757
<b>Operating Grants and Donations</b>		
Koala Trust	8	6
Classic Hits	3	5
Fonterra Brands	30	19
Brian Whiteacre Trust	5	-
Department of Conservation	9	-
T G McCarthy	-	10
General Donations	160	85
Trade Me	30	30
Interislander	-	10
Weta	20	-
JA Mauger Charitable Trust	3	-
GBC Winstone	4	-
Wellington Community Trust	-	15
Nikau Foundation	-	5
<b>Operating Grants and Donations</b>	<u>272</u>	<u>185</u>
<b>Total Non-Exchange Operating Revenue , Grants and Donations</b>	<u>6,350</u>	<u>5,971</u>
<b>Capital Grants and Donations</b>		
General Donations	54	142
Pub Charity	-	500
New Zealand Community Trust	80	-
Bequests	40	-
Stout Trust	-	50
Lion Foundation	-	30
Lotteries Trust Board	67	500
Infinity Foundation	-	30
<b>Total Non-Exchange Capital Grants and Donations</b>	<u>241</u>	<u>1,252</u>
<b>Total Non-Exchange Revenue</b>	<u>6,591</u>	<u>7,223</u>
<b>Total Revenue</b>	<u>7,107</u>	<u>7,642</u>

Grants and Donations include grants and bequests received for capital and operational purposes of \$513,123. 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: Expenditure on operating activities

	Note	2016 \$000	2015 \$000
Marketing and Commercial costs		356	268
Auditor's remuneration:			
- Audit Services		22	21
Authorised entertainment		8	6
Consumables		377	365
Cost of goods sold		178	148
Other Costs		800	735
Insurance premiums		9	9
Materials and Services		272	278
Personnel costs		4,269	3,925
Trustee's remuneration	16	88	86
Utilities		257	247
<b>Total Operating Expenditure</b>		<b>6,636</b>	<b>6,088</b>

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

Wellington City 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 is contingent on the Trust generating external sponsorship funding of \$5.221 million over the duration of the Zoo Capital Plan.

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 the capital plan. The Zoo has transferred funds of \$167K (2015: \$595K) to Wellington City Council in line with our capital spend for this year. Refer to Note 13 for more detail.

### Note 4: Cash and cash equivalents

	2016 \$000	2015 \$000
Bank Balances	1,418	3,452
Cash on hand	4	4
Short Term deposits	1,400	-
<b>Total Cash and cash equivalents</b>	<b>2,822</b>	<b>3,456</b>

### Note 5: Trade and other receivables

	Note	2016 \$000	2015 \$000
Receivables (Gross)		119	139
Trade Receivables due from Wellington City Council	15	196	221
Less provision for impairment of trade receivables		-	-
<b>Trade Receivables</b>		<b>315</b>	<b>360</b>
GST Receivable		27	-
Prepayments		74	20
		101	20
<b>Total Trade and other receivables</b>		<b>416</b>	<b>380</b>

#### Trade Receivables comprises:

Receivables from the sales of goods and services (exchange transactions)	88	46
Receivables from transfers (non-exchange transactions)	227	314
	<b>315</b>	<b>360</b>

Further information on the collectability of trade and other receivables is contained in Note 12: Financial Instruments. As at 30 June 2016, no Trade Receivables were assessed as impaired.

#### Note 6: Property, Plant and Equipment

	2016 \$000	2015 \$000
<b>Operational Assets</b>		
<b>Plant</b>		
Plant at cost – opening balance	48	48
Accumulated depreciation	(39)	(35)
Total Plant – opening balance	<u>9</u>	<u>13</u>
Depreciation Expense	(3)	(4)
<b>Total plant – closing balance</b>	<b><u>6</u></b>	<b><u>9</u></b>
<b>Furniture and Equipment</b>		
Furniture and Equipment at cost – opening balance	171	171
Accumulated Depreciation	(131)	(115)
Total Furniture and Equipment – opening balance	<u>40</u>	<u>56</u>
Depreciation Expense	(11)	(16)
<b>Total Furniture and equipment – closing balance</b>	<b><u>29</u></b>	<b><u>40</u></b>
<b>Total Operational Assets</b>	<b><u>35</u></b>	<b><u>49</u></b>
<b>Work in progress</b>		
Work in progress at cost – opening balance	18	-
Additions	49	18
Other	(67)	-
Capitalised to asset classes	-	-
<b>Work in progress at cost – closing balance</b>	<b><u>-</u></b>	<b><u>18</u></b>

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

	Note	2016 \$000	2015 \$000
<b>Payables under Exchange Transactions</b>			
<b>Exchange Payables and Accruals</b>			
Trade Payables and Accruals		348	470
Trade Payables due to parent		213	608
<b>Total Payables under Exchange Transactions</b>		<b>561</b>	<b>1,078</b>
<b>Non -Exchange Payables</b>			
Taxes Payable (GST , PAYE)		169	189
<b>Total Payables under Non-Exchange Transactions</b>		<b>169</b>	<b>189</b>
<b>Total Payables</b>		<b>730</b>	<b>1,267</b>
<b>Monies held in Trust</b>			
Donations held in Trust		250	219
Regional Amenities Fund (administered on behalf of Wellington Regional Amenities Fund)		42	43
<b>Total Monies held in Trust</b>		<b>292</b>	<b>262</b>

## Note 8: Employee Benefits

	2016 \$000	2015 \$000
Payroll Accruals	72	41
Holiday Leave	274	234
Retirement Gratuities	12	12
<b>Total employee benefits</b>	<b>358</b>	<b>287</b>
<b>Represented by:</b>		
Current	346	275
Non-current	12	12
<b>Total employee benefits</b>	<b>358</b>	<b>287</b>

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 inflation adjusted at 1.8% (2015:2.25%) as at 30 June 2016 after discounting is \$12,344 (2015:\$12,344). The discount rate used is 6.10% (2015:6.10%)

Total annual remuneration by band for employees as at 30 June:

<b>Total Remuneration paid or payable</b>	<b>2016</b>	<b>2015</b>
\$60,000-\$69,999	7	6
\$70,000-\$79,999	8	3
\$100,000-\$109,999	-	1
\$110,000-\$119,999	2	1
\$120,000-\$129,999	1	2
\$130,000-\$139,999	1	-
\$140,000-\$149,999	1	1
\$190,000-\$199,999	-	1
\$200,000-\$209,999	1	-
<b>Total Employees</b>	<b>21</b>	<b>15</b>

This disclosure relates to staff earning in excess of \$60,000.

#### **Note 9: Accumulated Surplus/ (Deficit)**

	<b>2016</b>	<b>2015</b>
	<b>\$000</b>	<b>\$000</b>
<b>Accumulated Surplus/Deficit</b>		
Opening Balance	318	306
Net surplus/(deficit)	384	1,053
Transfers from restricted funds	10 371	827
Transfers to restricted funds	10 (740)	(1,868)
<b>Accumulated Surplus/(Deficit)- closing balance</b>	<b>333</b>	<b>318</b>
<b>Total accumulated surplus/(deficit)</b>	<b>333</b>	<b>318</b>

## Note 10: Restricted Funds

	2016 \$000	2015 \$000
<b>Trusts, Bequests and Capital Grants</b>		
Opening Balance	866	206
Additional funds received	523	1,277
Funds utilised	(167)	(617)
<b>Trusts, Bequests and Capital Grants – closing balance</b>	<b><u>1,222</u></b>	<b><u>866</u></b>
<b>Animal Transfers</b>		
Opening Balance	637	377
Additional Operating Grants and Donations received	-	73
Transfers from Other Operating Revenue	-	243
Funds utilised	(137)	(56)
<b>Animal Transfers – closing balance</b>	<b><u>500</u></b>	<b><u>637</u></b>
<b>Conservation Fund</b>		
Opening Balance	121	-
Funds received	217	275
Funds utilised	(67)	(154)
<b>Conservation Fund – closing balance</b>	<b><u>271</u></b>	<b><u>121</u></b>
Opening Balance	1,624	583
Transfers from retained earnings	740	1,868
Transfers to retained earnings	(371)	(827)
<b>Restricted Funds – closing balance</b>	<b><u>1,993</u></b>	<b><u>1,624</u></b>

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

### Restricted Funds: Purpose of each reserve

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

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

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

## Note 11: Reconciliation of Net surplus to Net cash flow from operating activities

	2016 \$000	2015 \$000
Reported surplus/(deficit)	384	1,053
<b>Add /(deduct) non cash items:</b>		
Depreciation	14	20
<b>Total non-cash items</b>	<u>14</u>	<u>20</u>
<b>Add/(deduct) movements in working capital</b>		
(Increase)/Decrease in accounts receivable	45	101
(Increase)/Decrease in Inventory	(5)	(16)
(Increase)/Decrease in Prepayments	(54)	(10)
(Increase)/Decrease in GST Receivable	(27)	2
Increase/(Decrease) in accounts payable and accruals	(537)	437
Increase/(Decrease) in monies held in trust	30	(71)
Increase/(Decrease) in Employee benefit liabilities	71	13
Increase/(Decrease) in Revenue in Advance	(73)	8
<b>Total working capital movement</b>	<u>(550)</u>	<u>464</u>
<b>Net cashflow from operating activities</b>	<u><u>(152)</u></u>	<u><u>1,537</u></u>

## Note 12: Financial Instruments

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

## Note 13: Commitments

The Trust has 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 is contingent on the Trust generating external sponsorship funding of \$5.221 million over the duration of the Zoo Capital Plan.

Wellington City Council has approved this funding subject to the following:

- That the Trust manages its projects within the annual capital expenditure budgets.
- Wellington City Council Officers monitor the projects and review their status prior to tendering for any construction contracts.

- Wellington City Council Officers will not authorise any contracts that would result in a material overspend of Wellington City Council capital expenditure budgets.

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.

The Trust had no operating lease commitments as at 30 June 2016. Payments due not later than one year Nil, payments due between one to two years Nil (2015:Nil).

#### Note 14: Contingencies

The Trust had no contingent liabilities as at 30 June 2016 (2015:Nil).

#### Note 15: Intra group transactions and balances

	2016 \$000	2015 \$000
<b>Expenditure for services provided to the Zoo from WCC:</b>		
Wellington City Council	842	664
	<u>842</u>	<u>664</u>
<b>Revenue for services received by the Zoo from:</b>		
Wellington City Council	2,898	2,764
	<u>2,898</u>	<u>2,764</u>
<b>Current receivables owing to the Zoo from:</b>		
Wellington City Council	196	221
	<u>196</u>	<u>221</u>
<b>Current payables owing from the Zoo to:</b>		
Wellington City Council	213	608
	<u>213</u>	<u>608</u>

#### Note 16: Related Party disclosures

#### Key Management Personnel Compensation

	2016 \$000	2015 \$000
Salaries and other short term employee benefits	923	901
<b>Total Key Management Personnel Remuneration</b>	<u>923</u>	<u>901</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 \$88,000 (2015:\$85,783) and is disaggregated and classified as follows:

<b>Trustee Remuneration</b>	<b>2016 \$000</b>	<b>2015 \$000</b>
Craig Ellison	24	9
Frances Russell	16	16
Linda Meade	16	16
Alan Dixson	-	4
Raewyn Bleakley	16	9
Ross Martin	16	32
Councillor Sarah Free	-	-
<b>Total Trustee Remuneration</b>	<b>88</b>	<b>86</b>

	<b>2016</b>	<b>2015</b>
<b>Trustees</b>		
Remuneration	\$ 88,000	\$ 85,783
Full-time equivalent members	4.50	4.36
<b>Strategic Management Team</b>		
Remuneration	\$ 835,115	\$ 815,452
Full-time equivalent members	6.00	6.00
<b>Total Key Management Personnel Remuneration</b>	<b>\$ 923,115</b>	<b>\$ 901,235</b>

Full time equivalent calculations for Trustees are based on number of months in employment and for the Chief Executive and other senior management personnel are based on 2,080 hours. Wellington City Councillors CCO Trust Board appointments are unpaid positions.

### *Related party transactions*

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

The Trust receives a grant from the Wellington City Council under a Contract for Services. In addition, the Wellington City Council receives/(pays) amounts for the provision/(receipt) of other goods and services. These other transactions are conducted on an arms-length basis. The amounts owing to/from related party balances are disclosed in Note 16.

Funds received for services provided to the Zoo Aquarium Association (ZAA) in 2016 of Nil (2015:\$3,616.40). 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. This transaction was also conducted on an arms-length basis.

Funds received for services provided to the New Zealand Transport Agency in 2016 of \$3,005.00 (2015:\$1,800.09). Raewyn Bleakley who is a trustee of the Zoo is also the Regional Director Central of The New Zealand Transport Agency. This transaction was also conducted on an arms-length basis.

The Trust also purchased services from the Zoo Aquarium Association (ZAA). These services cost \$44,241.19 (2015:\$40,633.80) and were supplied on normal commercial terms. There was an outstanding balance for unpaid invoices at year end of \$Nil (2015: 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 Aotearoa Fisheries. These services cost \$5,095.89 (2015:\$3,803.96) and were supplied on normal commercial terms. There was an outstanding balance for unpaid invoices at year end of \$Nil (2015: Nil). Craig Ellison who is Chair of the Trust is also the Director of Aotearoa Fisheries.

No provision has been required, nor any expense recognised for impairment of receivables for any loans or other receivables to related parties (2015:\$Nil).

#### **Note 17: 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 2016, the Trust made two severance payments. \$27,071.68 (2015:\$30,635.84).

#### **Note 18: Events after balance date**

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

## TRUSTEES



*Craig Ellison (Chair), Ross Martin (Former Chair), Raewyn Bleakley, Linda Meade, Frances Russell (Deputy Chair), Councillor Sarah Free.*