



2021/2022

ANNUAL REPORT

WELLINGTON
ZOO

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Highlights



Whānau

Our Role

Toitū CarbonZero certification renewed for the 10th year

Renewed Wellington City Mission, Wellington Children's Hospital, Ronald McDonald House Charities and Changemakers Resettlement partnership agreements and **signed a new agreement with Emerge Aotearoa**

UN Sustainable Development Goals measures developed

Wellington Zoo **won the New Zealand Tourism Awards 2021** - Toitū Envirocare Award



Tinana

Our Animals

Achieved Zoos and Aquarium Association Australasia (**ZAA**) accreditation

Lions returned to Wellington Zoo

One Chimp baby, two critically endangered Cotton-Top Tamarin babies, and five pygmy marmoset **babies born at the Zoo**



Hinengaro

Our Purpose

Awarded \$21,297 in Grants to nine local Conservation projects

Partnered with Snow Leopard Conservation partner, **Mountain Spirit**

221 native animals treated in The Nest Te Kōhanga



Wairua

Our Community

Held Snow Leopard community engagement activities - ice cream scoop day, Zoo Crew presentation, Velvet Queen movie screenings

We had **18,850 Welcome Weekend visitors, \$39,320 raised** for the Wellington Zoo Conservation Fund

Had our biggest retail sales day ever during Welcome Weekend generating \$5,723.70



Oranga

A Healthy Organisation

Achieved Rainbow Tick certification

Held **Leadership Excellence and Performance programme**

New hospitality partners REX tremendous and banana bar

Snow Leopard **fundraising success**

Karen Fifield MNZM appointed Vice President of World Association of Zoos and Aquariums (WAZA)

Trust Chair Report

Wellington Zoo has had a successful year despite the challenges presented by COVID-19 again this year.

Our organisational values and strategy have laid the path to ensure our mahi delivers on our priorities of excellent animal welfare, visitor experience and staff well-being. Our community is very important to us and we have had great pleasure in welcoming over 200,000 people to Wellington Zoo this year. Our new hospitality partner, REX tremendous, is gearing up to provide ethical and sustainable offerings to our visitors and our functions and meetings guests.

We were very proud to win the New Zealand Tourism Awards 2021- Toitū Envirocare Award for our sustainable tourism approach. This is our first tourism award and we are proud to be an award-winning organisation.

Our fundraising for Snow Leopards has reached nearly \$2 million - this shows the high regard in which the community holds the Zoo. This project which will open in early 2023 will complete our Asia precinct and tell the story of how we can protect these climate affected species.

In 2023 it will be twenty years since Wellington Zoo became a charitable trust and we have plans in place to celebrate this milestone. We will be developing a new master plan for the next twenty years of Wellington Zoo's physical and philosophical approach which will set the agenda for our next growth period. This is an exciting project for our Zoo and will involve our stakeholders and staff.

I would like to express my thanks for the dedication of our Trustees in embracing the work of the Zoo. I particularly want to recognise the contribution of Raewyn Bleakley who was on the Board for seven years. Raewyn was a true advocate for our Zoo in many ways and her contribution to the work of the Board was appreciated by all Trustees. I would like to welcome Jane Diplock AO to the Wellington Zoo Trust Board and I look forward to working with Jane in this capacity. Jane has been a previous Ambassador for Wellington Zoo so her interest in the organisation goes back for many years.

The main funder of the Zoo, Wellington City Council, has provided even more support through these times of uncertainty, ensuring that we had a financial safety net so we could concentrate on ensuring our animals and people were well looked after.

I would also like to thank our passionate Zoo team for their continued response to the COVID-19 crisis and to their roles of protecting our planet so all life can thrive. Our kaupapa Me tiaki, kia ora! is more important than ever. We look forward to an exciting year ahead as we push on with our strategy, development planning and the exciting opening of the Snow Leopard habitat.

Me tiaki, kia ora!

Craig Ellison
Chair



Chief Executive Report



This programme is now embedded in our leadership development for our people.

We completed the first phase of Kanohi Kitea, a cultural competency programme for all our staff which is delivered in partnership with Taranaki Whānui ki Te Upoko o Te Ika. We aim to be a bicultural organisation and this programme is part of our how we will do this over the next five years.

Receiving Rainbow Tick Certification this year has signalled our deep commitment to diversity and inclusion for all our community. This highlights that Wellington Zoo is living our values of Manaakitanga and Welcome to our Wild Party He Whānau Kotahi Tātou.

We continue our focus on excellent animal welfare and received our Zoo and Aquarium Association Accreditation again this year. Saving wildlife and wild places is the core of what we do and our support for global and local conservation projects continued despite the challenges we faced.

We thank everyone who has supported Wellington Zoo in 2021-22, we can't do our important mahi without you. We are particularly thankful to Wellington City Council, who continue to support us to be the Zoo with the biggest heart. We will be striving to ensure that this coming year brings success for our Zoo as we open Snow Leopards in early 2023 and continue our mahi for visitors, animals, the community and our people.

Me tiaki, kia ora!

Karen Fifield MNZM
Chief Executive

Wellington Zoo continues to navigate the challenges brought by COVID-19 and I am very pleased with the success the organisation has achieved this year. We are proud that we have met or exceeded 15 of the 22 strategic measures for 2021-22.

We embarked on the implementation of our UN Sustainable Development Goals measurements for the Zoo. This large project will give us the benchmarks for this work over the next five years. This links to our carbon reduction work - we have been certified for the tenth year in a row through the Toitū carbonzero certification.

While our visitation result was below target we are still very pleased with the visitation results, retail results and community support given the uncertainty throughout the year due to COVID-19.

We welcomed new animals to Wellington Zoo including the male lions who came to us from Copenhagen Zoo, Chimp baby Akida, two critically endangered Cotton Top Tamarin babies and five Pygmy Marmoset babies.

Our people are our cornerstone for success and this year we worked with our leaders in the Leadership Excellence and Performance Programme- LEAP. This six-week programme engaged our leaders with the latest approach to leadership with practical and pragmatic real examples.

Snow Leopard Project

Wellington Zoo is very excited at the prospect of welcoming Snow Leopards, Asha and Manju, currently at Melbourne Zoo, to Wellington. The project to build their habitat is progressing well and is expected to be completed by the end of 2022.

The Snow Leopard project will deliver positive outcomes at a regional and national level as well as play a critical role in driving long-term financial sustainability for the Zoo.

Habitat construction started in late 2021 with the demolition of large areas of an old habitat that has sat vacant for nearly a decade. Work remains on schedule for a summer 2022/23 completion, despite material supply challenges experienced due to COVID-19, and the project remains on budget. As owners of the Zoo assets, Wellington City Council are the principal funder for this project, with the Zoo fundraising for the remainder of the project costs.

So far construction has primarily been demolition and in-ground structural work. July and August 2022 will see the most exciting phase of the construction programme with the installation of key structural and architectural

features designed to support the habitat mesh. The final phase of construction will include installing visitor interpretive overlays and final landscaping to provide a stimulating environment that meets the distinct social and physical needs of Snow Leopards.



“The new Snow Leopard habitat reinforces the Zoo’s secret sauce of how it’s become one of Wellington’s tourism success stories. It combines story, conservation, climate action and a whole lot of aroha to create a wonderful home for Asha and Manju as well as a memorable experience for visitors.

The fact Wellington Zoo will be home to the only snow leopards in Aotearoa will be a huge drawcard for visitors. The fact you can see red pandas, a tiger, sun bear and snow leopards in quick succession is very special.”

*Anna Calver, Manager CCO and Economic Wellbeing,
Wellington City Council*

Community Engagement and Fundraising

We officially launched a community Snow Leopard fundraising campaign this year and have raised over \$45,000 through sales of specially sourced ‘Asha’ and ‘Manju’ soft toys and bespoke Snow Leopard tote bags; support from Wellington City New World and Newtown New World who have sold tote bags and Wellington City New World have hosted a tap to donate station for the project. Along with a tap to donate station at the Zoo, a Zoo Crew member designed a supporter pin for the project with all profits from sales going directly to the project.

We featured a Snow Leopard Project donation campaign on our website, enabled with our new donation platform Donorbox. Community members are encouraged to donate via social media posts, Zoo newsletters and through other Zoo communication channels. On International Snow Leopard Day in October 2021 we hosted a ‘pop-up’ information and donation stall on Wellington’s waterfront with Tip Top coordinating a ‘scoop caravan’ to raise funds. Tip Top donated ice cream and staff to support the event.

An exclusive, members-only Snow Leopard information event was hosted in the Wild Theatre on Sunday 28 November. Around 60 Zoo Crew members attended the event to be updated on the Snow Leopard project and got a sneak peek at the habitat designs. In May we partnered with Madman Films to hold private fundraising screenings of *The Velvet Queen*, which is about Snow Leopards. We held two fundraising screenings of the film, which sold out.

Grants

We are very grateful for the generous support of our Snow Leopard Project:

- \$40,000 grant from **Pelorus Trust**
- \$150,000 from the **TG Macarthy Trust**
- \$15,000 from **Brian Whiteacre Trust**
- \$75,000 from **Air Services Rescue**
- \$125,000 from the **Lion Foundation**
- \$400,000 from **Pub Charity**
- \$811,702 from the **New Zealand Lotteries Commission**

We have had generous individual donations from supporters, through the Zoo’s website and directly made to the Zoo. Significant individual donations are listed below.

H. Quilter & G. Henley	Private Donors
J. Pugh	Former Staff Member
K. L Fifield	Chief Executive
R. Bleakley	Former Board Member
S. and B. Arons	Wellington Zoo Volunteer and partner

Conservation Partnership

As part of the Snow Leopard Project, Wellington Zoo signed a Memorandum of Understanding with new conservation partner Mountain Spirit, based in Nepal. Mountain Spirit works to improve livelihoods, protect the environment and conserve mountain culture. Their work includes initiatives to protect Snow Leopards by keeping them away from livestock and reducing human/animal conflict.

COVID-19

COVID-19 continued to have major impact on every facet of Zoo operations throughout 21/22. Once again the Zoo team did a fantastic job of adapting to the changing alert levels and traffic light settings while maintaining to deliver the highest quality care to animals and our visitors and while looking after each other.

The Zoo was closed to all visitors in Alert Levels 3 and 4 from 17 August – 7 September. This saw a change to the emergency rosters for the Animal Care, Animal Science and Maintenance teams with split rosters to ensure animals and people both remained well during this period. Other teams worked from home, with the exception of the Visitor Ranger team who were seconded to assist in the Nutrition Centre. We re-opened to visitors on 7 September in Level 2 with restrictions or suspensions on visitor programmes and products including Close Encounters, Animal talks, Venue Hire, School Visits and Zoo Sleepovers. The Sales and Service team contacted all those who had bookings for experiences in Levels 3 and 4 to provide extensions on vouchers, refunds or re-booking opportunities. Most customers chose to rebook their experiences rather than receive a refund. Rebooking these experiences, and the backlog that ensued, has had a ‘tail’ effect on our sales of experiences throughout the year as rebooked experiences meant less spots were available for sale.

On 2 December as the country moved into the COVID-19 Protection Framework (traffic light settings) and the Zoo became a fully vaccine required site; the Zoo’s Communications team and Sales and Service team readied to ensure that we could manage welcoming visitors with vaccine passes and with new mask and distancing rules.

The Nest Te Kōhanga, the Nutrition Centre and all Animal Care and Animal Science teams started to operate in team ‘bubbles’ from 15 December, specifically to protect our ability to care for the animals with new temporary offices and breakrooms being installed to enable separation. Staff members from teams across the Zoo were trained on aspects of animal care and nutrition in case the teams were hit hard with COVID and additional animal care resources were needed.

All Zoo staff members who were ill through infections of COVID-19 or who couldn’t work due to being at home as household contacts were awarded discretionary leave, to ensure that they did not have to worry about sick leave balances during an already fraught time. Despite interruptions from COVID-19 across the organisation, operations were not affected due to staff shortages.

We were thankful to receive support through the COVID-19 Leave Support Scheme for those who were isolating and couldn’t do their work from home. We were also thankful to Wellington City Council for their advice and support through a challenging time.

Visitor numbers to the Zoo in February and March were significantly behind target due to the effects of Omicron in the community and people’s reluctance to participate in social activities. However, this was turned around by April School Holidays and the whole country returning to orange setting. The Zoo team has once again shown great resilience and adaptability at ensuring our excellent animal care, customer and community care and care for each other remained intact during this time.

“WOW! That's absolutely blown me away, it is so kind and generous of Wellington Zoo to extend the vouchers even though it was no fault of theirs. Thank you so much, my friend is over the moon! She plans to have a family day out at the zoo. Again, I am beyond grateful and will be singing your praises at how incredibly generous that is of Wellington Zoo!”

Zoo Visitor

Me tiaki, kia ora!

Wellington Zoo is a creative, innovative and progressive zoo. Our dedicated and professional team are champions for the welfare of all wildlife and are committed to ensuring the best environment for the animals in our care. We seek to actively connect our community with the collective work we do to save species locally, nationally and globally. Everything we do is guided by our kaupapa, Me tiaki, kia ora! We must look after the environment, so all things will flourish. It is up to us collectively to make a difference for animals and the wild places they call home.

 **WHĀNAU**
OUR ROLE
Inspired by Tāne we protect our planet

 **TINANA**
OUR ANIMALS
Inspired by Tangaroa we care for our animals

 **HINENGARO**
OUR PURPOSE
Inspired by Tū we save wildlife and wild places

 **WAIRUA**
OUR COMMUNITY
Inspired by Rongo we strengthen community support and action

ORANGA
A HEALTHY ORGANISATION

ME TIAKI, KIA ORA! THE ZOO WITH THE BIGGEST HEART

Whānau

OUR ROLE

Inspired by Tāne,
we protect our planet



Integrating the United Nations Sustainable Development Goals

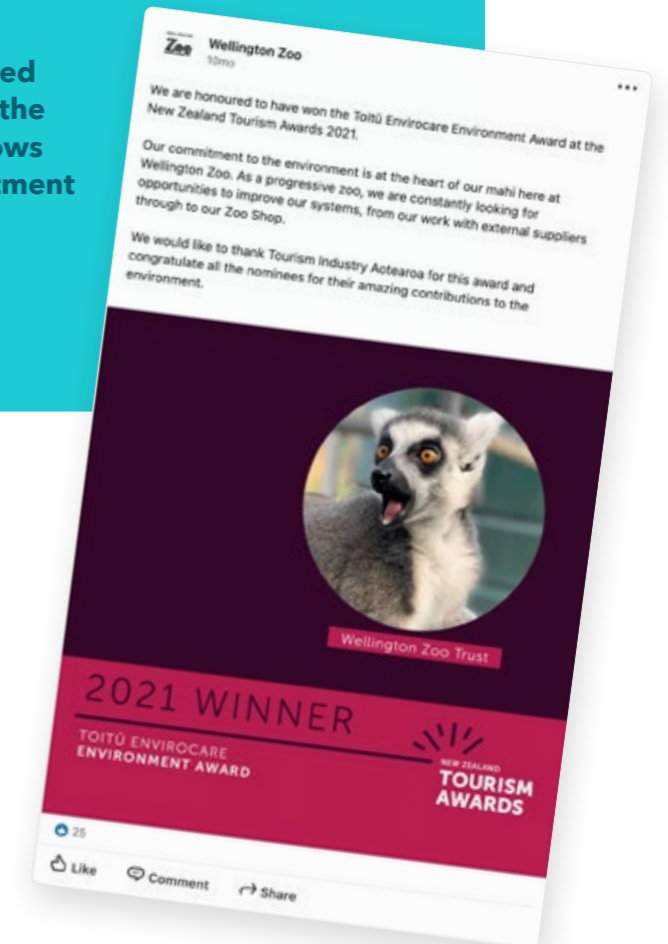
Life On Land, Life Below Water, Climate Action, Quality Education, Responsible Consumption and Production, and Sustainable Cities and Communities

Tourism Award

Wellington Zoo won the 2021 New Zealand Tourism Award in the Environment category - an excellent achievement considering there were a record number of entrants this year. We were thrilled to win this prestigious national award as recognition of the exceptional sustainable visitor experience we offer at the Zoo; and to rack up our first award in recognition of our tourism work. Judges were particularly impressed by the extended reach the Zoo achieves by focusing on our supply chains.

“The fact they have worked with suppliers down to the toys in the gift shop shows a genuine deep commitment to the environment.”

New Zealand Tourism Award judges



SDGs at Wellington Zoo

As a sustainable organisation, we must consider the United Nations Sustainable Development Goals (SDGs) in our approach. Feedback from our stakeholders, Zoo staff and community showed the following SDGs are the most relevant for the Zoo and those we work closely with: Climate Action; Responsible Consumption and Production; Life on Land; Life Below Water; Quality Education; and Sustainable Cities and Communities.

Rather than fit the SDGs to what we were already doing, we want to be aspirational and make a concerted effort to create new targets based solely on these SDGs. Using input from the overarching UN goals and guidance from the World Association of Zoos and Aquariums sustainability strategy, *Protecting our Planet*, we have identified two or three Zoo targets for each of the six SDGs.

Once the key areas for measurement were identified by the Conservation Manager and Director Communication, Experience and Conservation, and agreed to by the Zoo's Strategic Management Team (SMT), workshops were held with key staff in areas across the Zoo who would be responsible for measuring, or who had impact, on the outcomes of the work. These staff workshops identified specific targets that were mutually agreed on to ensure we could achieve our ambitions.

Dr. Ox Lennon, the Zoo's Conservation Manager presented this work to a WAZA Sustainability webinar, and Amy Hughes, Director Communication, Experience and Conservation has presented this work to several organisations including teams from Greater Wellington Regional Council and Foodstuffs New Zealand.

The following are areas identified for measurement from 1 July 2022.



SDG 4 Quality Education

- Number of children learning about environmental actions (practical sustainability)
- Number of visitors sponsored through community partnerships, e.g. Wellington City Mission, Changemakers Resettlement Forum
- Maintain Be:Lab Gold accessibility certification



SDG 11 Sustainable Cities & Communities

- Number of conservation projects which include support for sustainable communities/urban biodiversity
- Proportion of visitors taking sustainable transport to the Zoo
- Number of Wellington region conservation organisations the Zoo partners/collaborates with



SDG 12 Responsible Consumption & Production

- Kg per year of food waste from animals
- Proportion of palm oil containing products purchased by the Zoo which use certified sustainable palm oil



SDG 13 Climate Action

- Number of media/social media stories about the Zoo with climate change/action messages
- Visitor awareness of climate actions they can take (survey)
- Number of school children educated about climate change/action



SDG 14 Life Below Water

- Proportion of products with single use plastics purchased by or sold at the Zoo
- Proportion of ocean originating products purchased by the Zoo that are certified by Marine Stewardship Council
- Number of conservation organisations the Zoo partners with which are marine-based or freshwater based



SDG 15 Life on Land

- Proportion of paper/wood products purchased by or sold at the Zoo that are FSC certified
- Native biodiversity (plants and animals) in restoration site and within Zoo
- Number of conservation projects that include two or more aspects - social, climate change, local, ecological, wider environmental

“I am excited to see the Zoo adopting the relevant UN Sustainable Development Goals and refining the targets and measurement methods to indicate our progress towards achieving them! It is a wonderful opportunity to integrate and achieve these global sustainability aims in our local context! Achievement of these targets and improvement in these areas will contribute to the total global effort essential for sustainable development worldwide!”

Jane Diplock AO, Wellington Zoo Board member and Ambassador World Benchmarking Alliance





Developing initiatives for social, environmental and economic sustainability

EMISSIONS FOR 2020/21 WERE
38% LOWER
 COMPARED TO 2019/20

WELLINGTON ZOO'S TOP EMISSIONS 2020/21



Toitū Carbonzero Certification

For the tenth year in a row, the Zoo has successfully completed the annual audit requirements for Toitū carbonzero certification. The ISO standards for measuring and reporting on carbon emissions was recently updated, which will have future impacts on how we measure our current Scope 3 emissions as well as consider other related business activities and how these could be measured such as staff travel to work, working from home or visitor travel. We will be working closely with Toitū to update our carbon emissions reports for future years to address these ISO standard changes.

Reductions were again seen in the limits on air travel for Zoo staff, and reduced operations due to COVID-19

impacts. Our emissions for 2020/21 were 38% lower than last year and 73% lower than the base year total of 241.65 tCO₂e. As air travel is one of our biggest emissions sources, this reduction was expected. The Zoo's top emission factors were: Waste to Landfill (29%); Animal Emissions (29%); Diesel and Petrol (20%); and Air Freight (9%).

Late in the year we went to market to appoint a new waste contractor to look at how we could work with our service provider to reduce emissions from waste to landfill, currently our highest emissions source. Three tenders were received for the Waste Recovery and Removal contract with contract negotiations underway with our preferred supplier, with the intention of the contract starting in August 2022.

Digital Sustainability

Zoo staff met with our web agency to learn about digital sustainability and ways to reduce the carbon footprint of the Zoo's online presence. Next year staff will conduct an assessment and implement changes to the way we work online to reduce the impact on the planet.

Green Initiatives

The Zoo's Green Team, made up of motivated staff members, focuses on ways to make the Zoo more environmentally sustainable.

As part of a Zoo wide e-waste recycling effort staff personally donated 32 mobile phones, four tablets and three laptops to Recycling for Charity, an organisation that refurbishes electronic equipment for those in need in the community.

An intranet swap group has been set up to encourage reusing and recycling of equipment among Zoo staff.

The Nutrition Centre team have introduced composting of animal food scraps and the contents of staff room bins. This has built up healthy supplies of compost for

use on gardens in the Zoo. Over 90% of food waste at the Zoo is now composted. We have also transitioned to using rechargeable batteries where possible; identified biodegradable rubbish bags that can handle bones and other sharp food waste and break down in 3-6 months; our cleaning products are produced in Aotearoa New Zealand using biological surfactants.

Water Meters

A series of water meters have been installed around the Zoo to enable us to easily identify any leaks or excessive water use and establish initiatives to reduce overall water use. This will help the Zoo create targeted action plans to reduce our water usage and identify future investment opportunities to improve our water infrastructure.

Recycled Plastic Seats

For both longevity and sustainability purposes we are replacing old wooden benches in the Zoo with recycled plastic seats. These bright blue seats are made with the soft plastic collected at supermarkets throughout the country. Some of these seats also have arms on them, a key accessibility factor to help people get in and out of seats.

Measure	Actual 2021/22	Target 2021/22	Actual 2020/21
Maintain Toitū carbonzero certification	Annual Measure ✓	Achieved	Achieved

Toitū carbonzero certification for 2020/21 year received December 2021.



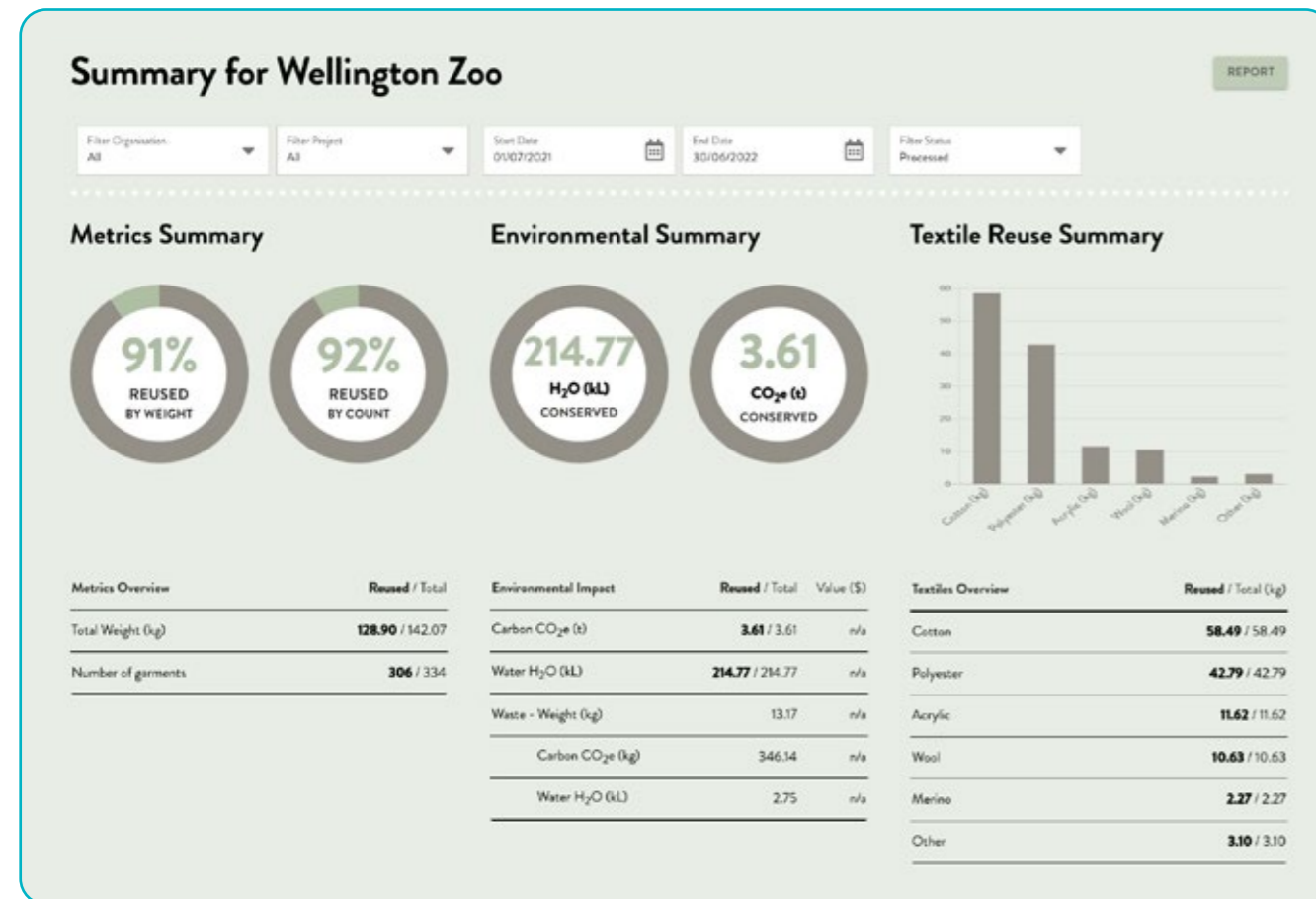
EECA Sustainability Series Video Case Study

Wellington Zoo was one of the case studies in the Energy Efficiency and Conservation Authority (EECA) Gen Less Sustainability Series. This involved our Director, Safety, Assets and Sustainability, Chris Jerram taking viewers on a walkabout of Wellington Zoo’s sustainability and conservation initiatives. EECA is sharing the Sustainability Series of videos to inspire other organisations, and individuals, to do their bit for the planet.

“Our Sustainability Series celebrates small and medium Kiwi organisations who make climate action part of their everyday operations in order to show what's possible, and share the collective work taking place in the country. It was a pleasure to include Wellington Zoo in the series and we're looking forward to continuing to work with them in future.”

Anna Fennessy, EECA Manager, Marketing and Digital

UsedFULLY- Repurposing Our Uniforms



We are mindful of the full life of our uniforms and work with environmental health service UsedFULLY (previously The Formary) to ensure we do everything we can to reduce the environmental impact of our uniform choices.

UsedFULLY sent us a breakdown of the various uniform items we have sent them to be repurposed. These items are being used to support UsedFULLY’s Research and

Development Programme for end-of-life textile solutions, which includes roading and building product trials. We are proud that Zoo materials have been used in the first roading product trial in Wellington City.

Social and Community Initiatives

Neighbours’ Night

Every year we open the doors of the Zoo to our local Newtown community, in collaboration with the Council’s City Housing team and Newtown New World, to meet our Zoo team and to foster a sense of community spirit. Sadly, due to COVID-19 restrictions we had to cancel this event in 2022. We hope to resume this much-loved after-hours event again in 2023.

Welcome Weekend

Our Welcome Weekend is a popular accessibility initiative allowing people to visit the Zoo at a discounted price. This year we extended the initiative to all weekends in June to ease the pressure on parking and infrastructure around the Zoo, as well as enabling visitors to fully enjoy the Zoo experience.

Over our Welcome Weekends we released 15,000 online-only tickets across June, including Matariki and Queen’s Birthday public holidays - 1,500 tickets per day with 10 days in total - at \$5 for adults and \$2 for children. All revenue generated by our Welcome Weekend pre-sales went directly to the Wellington Zoo Conservation Fund, supporting our conservation partners both locally and internationally.

Sales were capped at 1,500 per day and we sold a total 12,705 discounted Welcome Weekend tickets and made a total \$39,320.83 for the Wellington Zoo Conservation

Fund. Money in this fund goes directly to helping save wildlife and wild places through targeted support of conservation projects.

Actual attendance totalled 18,850 across all four weekends, including non-discounted tickets. Queen’s Birthday weekend sold out prior to the weekend and also had our best weather forecast driving over 2,000 people each day to the Zoo. Our second weekend saw some stormy weather hinder visitation with just over 1,500 visitors across the weekend, our third weekend was overcast but still saw more than 1,500 visitors either day, and our final weekend which included the Matariki public holiday, sold out with some varying weather conditions, but overall strong visitation of over 6,000 people across all 3 days.

During Welcome Weekend we saw our largest ever retail sales number with a sales total of \$5,723.70 on Sunday 5 June.

“We loved doing this last weekend. Thanks Wellington Zoo!”

“Such a great deal, we had an awesome day there last weekend”

Welcome Weekend visitors, Facebook.





Partnering with Community Organisations for Accessibility

The Zoo is committed to ensuring that all families can connect with nature and animals and one important way we do this is through our community partnerships.

We renewed our community partnership agreements for the next three years with Wellington City Mission (and our staff also donated food, grocery items and toys for their Christmas appeal), Wellington Children’s Hospital, Ronald McDonald House Charities and Changemakers Resettlement Forum. This gives whānau in these communities an opportunity to connect with our animals and feel a part of the Zoo community.

We also signed a new partnership agreement with Emerge Aotearoa, who help vulnerable community members reach their full potential by providing support across a range of programmes for wellbeing, health and housing support.

We welcomed 994 visitors through our community partnership programme this year.

“We had a good time, thank you so much. Especially our kids were very happy - they have never seen different types of animals like this before.”

Family that visited with a community pass

“We have the privilege of Wellington Zoo walking alongside the Wellington City Mission and enjoying the outstanding generosity of free access to the zoo’s facilities for the individuals and whānau who are doing life hardest, and for whom the wondrous experience of communing with wild animals is beyond their means. The Memorandum of Understanding between the Zoo and the Mission that enables this to happen is a huge encouragement and blessing to both the staff and volunteers of the Mission and to the people in our community that we serve.”

Murray Edridge, Wellington City Missioner

Winter Wednesdays

This popular annual event offers half price entry on Wednesdays in August to boost visits at a quiet time of the year. This also helps keep the Zoo accessible to those who may not usually visit for economic reasons.

On Winter Wednesdays our animal talks and some of our enrichment activities are adapted to a winter theme. We had planned to run this event for all of August, but unfortunately, due to a national COVID-19 outbreak and subsequent Zoo closure due to Alert Level 4, we were only able to run two Winter Wednesday days.

We welcomed 100 and 345 visitors (445 total) over the two Winter Wednesdays, both enjoying sunny weather. We usually see visitation numbers trend upwards as the month goes on, so it is unfortunate that we were unable to continue for the full month.

Be.Lab Accessibility Assessment

On Tuesday, May 17, 2022, Be. Lab conducted a re-assessment of Wellington Zoo to facilitate our continuing journey towards improving accessibility. This is assessed in four areas:

1. Getting Ready to Go (website, online booking systems, printed material, business cards, invitations, programmes)
2. Arriving and Getting In (signage and wayfinding, accessible car parking, drop off zone, public transport options, accessible route, main entrance doors)
3. Getting Around Within (reception, sensory aspects, wayfinding, accessible route, customer service and, organisational culture, communications, services, facilities, accessible toilets)
4. Getting Out Safely (evacuation procedures, evacuation and alerting devices, staff awareness and training)

This year we were proud to have been awarded the Gold rating, with some recommendations to continue to improve our service for our visitors with accessibility needs.



Tinana

OUR ANIMALS

Inspired by Tangaroa,
we care for our animals



World leading animal care so the animals live their best lives

We are proud of the care that we provide to all animals at Wellington Zoo, whether resident Zoo animals or injured and sick native animals brought in for treatment at The Nest Te Kōhanga.

Training and Enrichment

A vital part of the Five Domains of Animal Welfare is providing behavioural enrichment (physical and mental stimulation) to our Zoo animals. This enrichment stimulates behaviours and encourages animals to explore and interact with their habitat. This ensures the animals we care for at the Zoo are living better lives, with active and healthy environments.

The Nest Te Kōhanga and Animal Care teams work with our animals to train them for improved husbandry and veterinary care. This way the animals can help us care for them and this is also good behavioural enrichment.

Some great examples of training this year include:

- Tiger Senja has been taking part in voluntary injection training for immunotherapy agents to treat ear infections and allergies;
- Tiger Bashii has made treating his cracked paws easier with 'present paws' training.
- Sun Bear Sasa is helping den management through slide cooperation training;
- Otters received crate and voluntary injection training to make annual vaccinations and any moves easier;
- To monitor kidney function and administer bi-monthly injections, Cheetah Cango and Kunjuka receive blood draw and voluntary injection training;
- Tasmanian Devils have been taking part in scale training to assist with weight and diet management;
- Red Panda Manasa and our Servals have received crate and voluntary injection training;
- Lions have been taking part in animal management training with a focus on sit/ target/wide/recall actions;
- Gibbons, Golden Lion Tamarins and Squirrel Monkeys have all been involved in recall training;
- Zahara, our oldest Giraffe, has been successfully trained by The Nest Te Kōhanga veterinary technicians to have conscious blood draws - much safer than a general anaesthetic for routine animal health examinations. Zahara's training was evident as she fully cooperated during a routine radiograph to check that her teeth and jaw were healthy.

Chimpanzee Health Checks

Our Chimpanzees have training to support their normal health checks and maintenance. The specific training is different for each animal depending on their health needs. Areas of focus include hands, feet, lips, chest, penis, ears, arms, back, eyes, nose and stomach (which helps during pregnancy).

We have also introduced electrocardiogram training so we can monitor the Chimpanzees for heart disease. Our Chimpanzees are learning to cooperate with this process. Male Chimpanzees Bakari, Kitwe and Alexis are all picking it up at different rates. We will continue training the Chimpanzees to support their heart health.



The Nutrition Centre

The specialist staff in the Nutrition Centre, assisted by the Animal Care and Veterinary teams, ensure all our animals' diets meet their nutritional and behavioural needs.

The Nutrition Centre has been trialling a new data research programme to analyse the nutrients in New Zealand-grown food. Our soils lack important nutrients such as selenium, iodine, zinc, chromium, boron and magnesium. Supplementing our animals' diets with these missing elements is extremely beneficial for their wellbeing.

The Nutrition Centre and Animal Care teams have been trialling replacing the primate's protein source of chicken with a variety of pulses. Not only are pulses a better source of protein than chicken, it is more cost effective and better for the planet.

The diets for the Chimpanzees have changed to looking at their nutritional intake over the week, rather than per day. This has meant that some of the foods that are less popular are only served on some days, rather than every day. Now,

food is distributed more evenly amongst our Chimpanzee community as there is no need for animals to try and hoard their favourite foods, with other Chimpanzees missing out.

The Nest Te Kōhanga

The Nest Te Kōhanga opened in 2009 and since then our specialist team have treated thousands of native patients as well as supported the health of the animals that live at the Zoo. Our award-winning hospital offers state of the art treatment and care, plus this unique space allows our specialist veterinary team to engage with our visitors and share their knowledge of animal biology and supporting native wildlife.

The work we do at The Nest Te Kōhanga is Wellington Zoo's biggest contribution to saving wild animals. We receive patients via the Department of Conservation Te Papa Atawhai, the SPCA, Zealandia Te Māra a Tāne and local members of the community. Their trust in us shows their recognition of The Nest Te Kōhanga as the hub for native wildlife care in the Wellington region.

Caring for Our Zoo Animals

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



Nyala

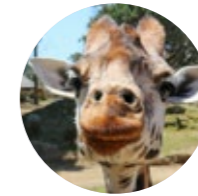
Nyala Moremi fractured his toe and was treated by our team and Christie Balcomb, a large animal specialist from Massey University - Te Kunenga ki Pūrehuroa. Christie fitted a custom-made shoe to encourage speedy healing, and Moremi has been recovering very well.

Another Nyala has undergone several specialist procedures with Kellam Bayley, a specialist in Veterinary Ophthalmology, to manage a corneal ulcer.



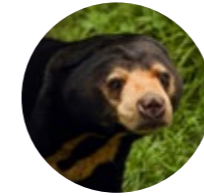
Kunekune

Kunekune Pani developed a large abscess on her neck which was drained under anaesthesia.



Giraffe

Giraffe Zahara has continued with training for her healthcare. Our team has been able to take blood samples, X-rays and give her contraceptive treatment all while Zahara snacks on kowhai leaves.



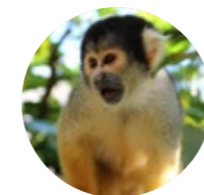
Sun Bear

Sun Bear Sasa underwent a dental procedure with specialist Angus Fechny. He took dental X-rays to assess the health of her mouth then used a synthetic bone material to replace some receded bone.



Lace Monitors

Two Lace Monitors underwent anaesthetic for sexing. We were able to take X-rays and perform a physical exam to confirm Darwin is female and Jannali is male.



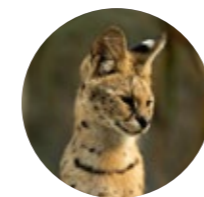
Squirrel Monkey

Squirrel Monkey Kantuta developed a small tooth root abscess. He was anaesthetised for a general health check and to remove the offending tooth.



Tuatara

Two Tuatara were treated for a common fungal infection affecting their scales.



Serval

Serval Shanti had a bone removed from her intestines via an exploratory laparotomy (abdominal surgery).

Caring for Native Wildlife

The Nest Te Kōhanga is the hub for native wildlife care in the Wellington region and the work we do underpins the Zoo's biggest contribution to saving wildlife and wild places. This year we treated 221 native animals, 57 of which were restored back to the wild after the 72-hour triage period.

Native wildlife treated included the following:

Takahē

We have been working with our partner, Zealandia Te Māra a Tāne, to complete health checkups on their two resident Takahē, a nationally vulnerable species.

Pukupuku Little Spotted Kiwi

We are caring for a Pukupuku Little Spotted Kiwi with anaemia and intestinal ulcers from Zealandia Te Māra a Tāne. We used serology testing to confirm she had been exposed to Toxoplasma, but no active infection was contributing to her symptoms. She is continuing to improve in our care and we are hopeful we can release her back to Zealandia Te Māra a Tāne in July.

Pāngurunguru Giant Petrel

An injured Pāngurunguru was flown to us from the West Coast of the South Island for intensive care and surgery. Our team performed surgery to treat a large, infected wound with exposed bone, which healed completely after four weeks. She now needs time to regrow her feathers and gain some more weight before being ready for release.

Kororā Little Blue Penguin

We treated an underweight and weak Kororā who was found at the Interislander Ferry port. This bird made a full recovery and was released on Matiu/Somes Island.

Pakahā Fluttering Shearwater

A Pakahā was rehabilitated by our team after being found 'storm blown', weak and emaciated by a member of the community. Interestingly, this bird has a leg band which allowed us to identify him as a juvenile born on Matiu/Somes Island at the end of 2021. After several weeks of care he was successfully released at Island Bay.

Popoiangore Leopard Seal

DOC contacted The Nest Te Kōhanga in August to help with an injured Leopard Seal on Island Bay beach, a pod of sickly Dolphins in Porirua and a Seal in May. These are examples of the ongoing positive relationship we have with DOC. This work is in line with the kaupapa of our Conservation Strategy: *Wellington Zoo people will be sought after for conservation work and our involvement will be regularly requested.*



Orca

The Nest Te Kōhanga team were contacted by the Department of Conservation Te Papa Atawhai (DOC) to support the care of a stranded Orca calf, named Toa, in Plimmerton. DOC requested the team's assistance in an advisory capacity providing veterinary and conservation medical guidance. After unsuccessful attempts to reunite Toa with his pod, and with his health declining, the decision was made to euthanise him.

Tawaki Fiordland Penguin

We treated a Tawaki with multiple severe injuries to their foot, suspected to be caused by predation. Unfortunately, despite huge improvements to their condition and successful surgery to manage the wounds, this bird was euthanised.

“The Department of Conservation values the support of our partners at Wellington Zoo and the exemplary veterinary advice received from the team. Their professional and mindful approach in regard to animal welfare, has been incredibly supportive during often stressful situations. From advice on marine mammals to providing wildlife care through The Nest Te Kōhanga, the Wellington Zoo Team continue to provide high quality outcomes for conservation.”

Angus Hulme-Moir, Manager, Operations - Kapiti Wellington District, Department of Conservation

The Impact of Fish Hooks

Fish hook injuries are often fatal to our native sea bird species. By the time these birds arrive at hospital they are already severely compromised and recovery is an uphill struggle.

- A Tarāpunga Red-billed Gull underwent surgery to remove a large hook from her stomach. She recovered in our saltwater pool for around six weeks before being released in Owhiro Bay.
- We also treated a Kāruhiruhi Pied Shag with a fish hook in his stomach. When he arrived in our care he was extremely weak, emaciated and dehydrated. It is likely this hook had prevented him from hunting and eating properly for a long time. We were able to remove the hook via endoscopy but this bird died during recovery.

Massey University - Te Kunenga ki Pūrehuroa MOU for Oiled Wildlife Response

Wellington Zoo has signed a Memorandum of Understanding with Massey University Te Kunenga ki Pūrehuroa to assist with any wildlife affected by oil spills in Aotearoa. This initiative is funded by Maritime New Zealand and four members of The Nest Te Kōhanga team will receive specialised training. Due to COVID-19 delays the training workshops will happen in early 2023 at Wellington Zoo.

Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Percentage of native animals released to the wild after triage and treatment by The Nest Te Kōhanga (TNTK)	58%	✓	50%	63%





using night view CCTV cameras. Approximately 3,000 recordings were made for the Maud Island Frogs study alone, with their motions being entered into the Zoo monitor programme to create a heat map. These recordings will be used by the Reptile and Invertebrates team to further understand their behaviours, and to see if any changes are needed to their habitat. One such change is that as the Tuatara are active during daylight hours and relatively inactive at night, they will in future be housed in an outdoor habitat, rather than in The Twilight Te Ao Māhina, the Zoo's nocturnal space, when it reopens in late 2022.

Artificial Intelligence Collaboration with Auckland University

We have begun a collaboration with Auckland University's Strong Artificial Intelligence (AI) Lab. Professor Michael Witbrock and his team are investigating how AI could assist with monitoring and understanding the social wellbeing of animals in human care and the wild. The first project is in the early stages with our Meerkat mob.

Science based animal welfare practices so the animals are happy



Animal care is what we provide for the animals at the Zoo, animal welfare is what the animals' experience. Scientific animal welfare assessments, research and improvements are a cornerstone of the work of the Animal Care and Animal Science teams at Wellington Zoo.

Sheep Spatial Use Project

The Herbivore and Bird team instigated a research project to understand the sheep spatial use of their habitat in Meet the Locals He Tuku Aroha. Four CCTV cameras recorded the area 24/7 for one week. After this period, a new shelter was erected towards the back of the habitat and monitoring occurred again for one week. Comparisons of the Sheep behaviour both before and after the new shelter was erected helped the Animal Care team better understand how they use their habitat. The conclusion was the sheep were not affected by sharing their space with visitors and were not seeking out their new shelter.

24/7 Animal Welfare Studies

Caring for the welfare of our animals 24/7 is vitally important to the Zoo. To better understand some of our nocturnal and crepuscular species after hours, we have undertaken pilot studies on Maud Island Frogs and Tuatara

Animal Welfare Committee



Top row: Jacob Rooney, Zel Lazarevich, Nic Dunn, Simon Eyre, Daniel Warsaw. **Bottom row:** Matilda Reeves, Shanna Rose, Karen Fifield MNZM (Chair), Dr Nikki Kells. **Absent:** Kelsey Fly, Kim Schotel.

The Animal Welfare Committee is an important way to ensure the Zoo is providing best practice animal care based on scientific evidence. We want to be positioned as a leader, advocate and authority so this committee has Zoo staff working alongside external representatives. The current external member is Massey University - Te Kunenga ki Pūrehuroa Senior Lecturer in Animal Welfare Dr Nikki Kells PhD, MSc, BSc who is replacing Assoc Prof Ngaio Beausoleil for 2022. Wellington City Councillor Laurie Foon stepped down from the committee due to scheduling difficulties. The Committee met five times this year.

Presentations to the Committee:

- Presentation from Animal Science Manager Simon Eyre around the logistics of bringing two young male Lions from Copenhagen Zoo in Denmark. The presentation focused on import requirements and IATA specifications and the logistics of travel. The translocation went without a hitch. The Lions appeared to be in good health and demeanour as they quarantined in their dens and were released into their new home in December.

- Presentation by Keeper, Matilda Reeves, on an in-depth review of the nutritional requirements of Squirrel Monkeys and their diet. This has led to an improvement to the Squirrel Monkeys' diets and will hopefully also positively impact their breeding.
- Presentation by Animal Science Manager Simon Eyre on Accreditation Modules. Following an introduction video on the Five Domains of Animal Welfare, Simon outlined the Zoo and Aquarium Association Australasia (ZAA) accreditation process which Wellington Zoo undertook in February 2022. The habitats of the species assessed in this round were: Sun Bear (Cheetah; Chimpanzee; Eastern Grey Kangaroo Tasmanian Devil; Tuatara (off display); Kea; Brown Capuchin; Ostrich; and Honeybees.
- Presentation by Paula Cerdán from the World Association of Zoos and Aquariums (WAZA) of the WAZA 2023 Animal Welfare Goals video.

Other subjects discussed:

Animal Nutrition

The Nutrition Centre team have been investigating a replacement for Zootrition, an animal dietary management software programme, which has some issues when running in Windows 10. A new computer programme with added features and a more user-friendly interface, developed by a nutritionist at Busch Gardens USA, is currently being trialled.

The Nutrition Centre team have started a project to integrate Wellington Zoo data which contains the nutritional breakdown of New Zealand grown produce. This will enable us to address the recognised selenium, iodine, chromium, zinc and boron soil deficiencies in New Zealand. This programme is a useful tool that enables us to look at animal diets more holistically and make changes, for example, modifying the Sun Bear's diet which had previously been deficient in iron and zinc. So far, this has led to 66 diet updates and 47 diet reviews. Once completed, we will share the data with ZAA for the benefit of member zoos.

COVID-19 Impact on Animals

The World Organisation for Animal Health has listed the animal species that are known to be infected with and/or transmit the COVID-19 virus, including: Gorilla, Lion, Tiger, Pygmy Marmoset, Snow Leopards, Lemurs and Otters. Animal vaccines to protect against this virus are not yet available in Australasia, though work is progressing on this through ZAA. There have been incidents internationally of animals in human care catching the virus from zookeepers and, for this reason, we take a cautious approach towards protecting both our animals and staff.

“Feeding over 500 animals on a daily basis is a huge logistical exercise. Not only do we need to ensure we have enough food, but each animal has its own individual diet that has to be catered to its unique needs to ensure it thrives at Wellington Zoo. To help us with this huge task, we’ve been constantly improving our processes to take a scientific and systemic approach, including using dietary management software and tapping into scientific data that tells us the specific nutritional value of New Zealand food products.”

Simon Eyre, Animal Science Manager



Measure	Actual 2021/22	Target 2021/22	Actual 2020/21
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	Achieved	Achieved

ZAA Accreditation

The Zoo and Aquarium Association Australasia (ZAA) is the professional association for zoos and aquariums across Australasia. ZAA awards accreditation every three years (though assessment is ongoing) to those zoos that demonstrate commitment to positive animal welfare based on the Five Domains of Animal Welfare.

This year, the accreditation requirements have been updated to include a focus on conservation, sustainability and safety for staff working with dangerous animals, and biosecurity, to reflect the importance of these areas.

As part of the accreditation process we submitted evidence to ZAA demonstrating the welfare states of all the animals species that are assessed during accreditation. We also submitted a variety of other evidence covering biosecurity, safety when working with dangerous animals, conservation and sustainability.

This was then followed up by a site visit by a ZAA staff member who confirmed the information that we provided was accurate and clarified anything that might need further information.

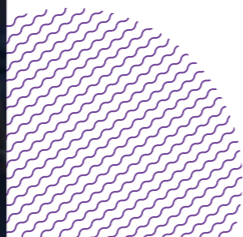
Wellington Zoo's accreditation was completed and awarded this year for three years. This is also a key factor in our WAZA membership as all WAZA members must be accredited for animal welfare by 2023.



No-fly Zone

Wellington Zoo has reached agreement with Airways for the Zoo airspace to be designated as a no-drone flying area on their 'AirShare' database. This is a proactive step for the welfare of animals in our care due to the ease at which a number of our species can be frightened causing fight/flight/freeze responses. No-drone flying signs were installed around the Zoo's perimeter fence.

A similar discussion was held with Airworks, the operator of Westpac Rescue Helicopter, and Capital Coast District Health Board's heliport operator at Wellington Regional Hospital. Subsequently, both operators will now require helicopter pilots to use a trajectory that avoids flying over the Zoo.



Strategic species planning for our site and staff expertise

“We cooperate closely with Zoos worldwide in managing international breeding programmes which aim to build populations of animals as a back-up for endangered species. Some species, like for instance the Golden Lion Tamarin, have been brought back from the brink of extinction thanks to the conservation breeding efforts of progressive zoos like Wellington Zoo.”

Simon Eyre, Wellington Zoo Animal Science Manager

We welcomed a number of different animals from other zoos into our care this year as well as celebrating newborn arrivals within the Zoo. Species planning decisions are made on the recommendation of Species Coordinators who manage the species programmes for animals in zoos as part of both regional and global managed species.

We donate 5% of the transport costs for animals coming to and leaving from the Zoo to partner organisation TRAFFIC South East Asia which helps combat illegal wildlife trade. This year, that contribution was \$5,000.

Species Coordinators

Species Coordinators are a vital part of our breeding and species transfer programmes. These roles are voluntary positions that cover zoos, sanctuaries and wildlife parks across New Zealand and the world. Species Coordinators work with studbooks which record the ancestry of each animal within a regional or international population. Once they determine the level of relatedness between every individual animal in the programme, they make transfer and breeding recommendations. This ensures the best demographic and genetic outcomes for each species.

Species Coordinator positions at Wellington Zoo:

Simon Eyre, Animal Science Manager
Tuatara, Meerkat and Nyala

Harmony Neale, Animal Care Team Leader Primates
Pygmy Marmoset

Animal Farewells

Sadly, we also had to say some tough goodbyes this year.

Marty

Beloved patriarch Chimpanzee Marty died in December. While Marty appeared well earlier in the day, he suddenly collapsed and became unresponsive. The Nest Te Kōhanga team were able to conclude that Marty died from heart issues. Marty was 34 years old and is survived by his daughter Keza and his grandson Kitwe, the second-youngest Chimpanzee in the group.

Jasiri & Tinka

Caracals Jasiri and Tinka were euthanised this year. Jasiri was euthanised on medical grounds after being diagnosed with end stage kidney failure secondary to amyloidosis. Jasiri was well-loved by everyone in the Zoo, and our Carnivore team have fond memories of her zooming around her habitat whenever it was time for food. Caracals can be a solitary species, however, Jasiri and Tinka always lived together. Without her companion, Tinka's health rapidly deteriorated and the decision was made to euthanise her on animal welfare grounds.

Mogo

Mogo, the Emu, a visitor favourite in the Neighbours/Australia area died after sustaining injuries. Mogo was a very curious bird who spent his days patrolling the area. He was especially interested in the trampoline - and our younger visitors' shoes.

Notable Newborns

We welcomed some special babies to the Zoo this year:

- Male Chimpanzee named **Akida** (endangered);
- **Two Cotton-Top Tamarins** (critically endangered);
- **Five Pygmy Marmosets** (vulnerable), one set of twins followed by a set of triplets later in the year. We are one of only a handful of Zoos in the world that have recorded successful rearing of pygmy marmoset triplets.

Animal Arrivals and Breeding Programmes

Swamp Wallabies

Two Swamp Wallabies arrived in December from Australia. As Swamp Wallaby are an invasive species in New Zealand, we created a sign for the Neighbours/Australia area about the impact they have on our wildlife. This was a requirement from the Ministry for Primary Industries to educate our visitors about this species and MPI are using the Wellington Zoo sign as a template for other Wallaby holders throughout the country.

Whitaker's Skinks

DOC Te Papa Atawhai asked Wellington Zoo to be part of a conservation breeding programme for the endangered Whitaker's Skink. We plan to bring in two to four skinks once remedial earthquake strengthening work on our invertebrate breeding facility, Te Piringa Iti, is completed. This is an important part of the role we had hoped Te Piringa Iti would play in reptile and invertebrate conservation breeding, in addition to our Moko Kākāriki Wellington Green Gecko Programme.

Chimp breeding recommendation

The Regional Species Coordinator provided a recommendation to breed our Chimpanzee Sally as part of the managed breeding programme. In November Sally gave birth to a male named Akida. Young Akida is thriving under the care of the whole Chimpanzee community at the Zoo and has quickly become a visitor and social media favourite.



Lions

Two male Lions arrived in November from Copenhagen Zoo in Denmark. This move involved complex logistics to fly the pair via Dubai to Auckland, then driving them down overnight to Wellington. The translocation went without a hitch.



Ring-tailed Lemur

A male Ring-tailed Lemur is on loan from Hamilton Zoo to breed with the four females who moved to the Zoo last year. Male Ring-tailed lemurs can be excluded from the matriarchal Lemur group, which is why he is on-loan and not being introduced permanently. Work was completed on an off-display male habitat for the Lemurs to manage both sexes effectively going forward.

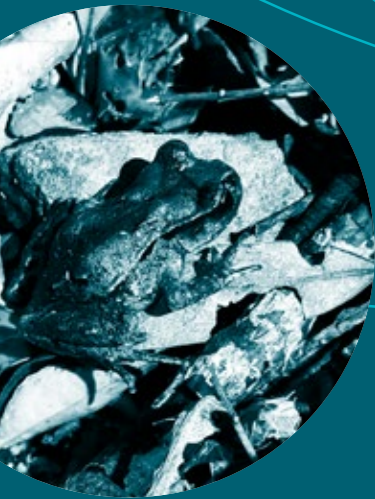
Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	30	✓	25	29

IUCN Red List and DOC National list. Increased by one since arrival of Lions.

Hinengaro

OUR PURPOSE

Inspired by Tū,
we save wild life & wild places



Recognition and involvement of the Zoo's conservation expertise

Conservation Strategy Me tiaki, kia ora!

Launched in September 2020, Wellington Zoo's Conservation Strategy 2020-23 is our guiding kaupapa. Conservation is at the heart of everything we do at the Zoo and we are committed to saving wildlife and wild places.

Staff Conservation Champions

Driven by our strong commitment to saving wildlife and wild places, we ensure all our staff have the opportunity to be involved in conservation work. This provides real practical benefit to conservation projects and our conservation partners and connects staff with the Zoo's kaupapa.

Conservation Fund Staff Grants

All permanent Zoo staff are invited to apply for grants from the Wellington Zoo Conservation Fund to support the work of our conservation partners in the field. Zoo staff give support and expertise while learning about the challenges and opportunities our conservation partners face working to save wildlife and wild places.

Due to ongoing travel restrictions caused by COVID-19, this year's grants were only available for staff to work with partners within Aotearoa New Zealand.



Tawaki Fiordland Crested Penguin
Kat Smith, Keeper Herbivores

Kat travelled to Milford Sound to work with the Tawaki Project team. A team of scientists, researchers and volunteers are undertaking a long-term study of the marine ecology, breeding biology and population dynamics of the world's least known and most enigmatic penguin species, Tawaki Fiordland Crested Penguins.



Mokokākariki Jewelled Geckos, Mokokoko Western Grand and Otago Lizards

Joel Knight and Matthew Forbes, Reptiles and Invertebrates Keepers

Joel and Matthew assisted the Mokokoko Lizard Sanctuary, Manaaki Whenua, Central Otago Ecological Trust and Department of Conservation Te Papa Atawhai to monitor Mokokākariki Jewelled Gecko, Mokokoko Western Otago Skinks and Grand Skinks in Otago.

Te Pākeka Maud Island Frogs

Chye-Mei Huang, Keeper Reptiles and Invertebrates

Chye-Mei participated in the Maud Island frog survey with Dr Ben Bell and his team from Victoria University Wellington - Te Herenga Waka on Te Pākeka/Maud Island. This project has been running for 30 years. The information Chye-Mei gained will enable the Zoo's Reptile and Invertebrate team to continue its ex situ conservation of this species.



Conservation Volunteering Leave

All permanent and fixed term Zoo staff who have worked at the Zoo for longer than six months have the opportunity to take one week of conservation volunteering leave each year. Due to COVID-19 restrictions and considerations, no staff took conservation volunteering leave this year.

External Conservation Workshops

We hosted the Society for Conservation Biology (SCB) to run a workshop at the Zoo. Tony Lynam, SCB's Board of Governor President, taught 24 attendees about using SMART tools for conservation volunteering.

Conservation Manager Dr Ox Lennon helped organise a meeting of the Wellington Wairarapa Regional Lizard Network. The meeting was held at Zealandia Te Māra a Tāne for a group of about 25 Lizard experts who aim to work together for Lizard conservation in the region.

Conservation Manager Dr Ox Lennon was on the Greater Wellington Regional Council organising committee for Restoration Day. This is a day for people in community restoration to get together and be celebrated, learn from experts and each other, and take part in field trips.

Science and Research Projects

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

Victoria University of Wellington Te Herenga Waka

Students and lecturers from Victoria University of Wellington - Te Herenga Waka's fourth-year conservation biology class attended a lecture by our Conservation Manager Dr Ox Lennon at Wellington Zoo, plus had a tour to view practical examples of our work.

Fourth year student Laura Ryan completed a study of the biodiversity of lizards, birds, and weeds in the restoration site adjacent to the Zoo and in the Zoo. She saw nine different native bird species as well as Northern Grass Skinks across the Zoo and restoration site. Laura's work will serve as a baseline for our ongoing UN Sustainable Development Goal aim of increasing biodiversity in the restoration site and the Zoo.

Third year Behaviour and Conservation Ecology students came to the Zoo to learn how to observe animal behaviour and to collect data on Otters, Giraffes, and Tigers to help us understand their welfare better.

Our Director Communications, Experience and Conservation Amy Hughes contributed to two research projects with university students: Victoria University of Wellington - Te Herenga Waka Tourism Masters' Students on a project of what the Zoo could look like in 2075; and participated in research with a PhD student from Michigan State University on a project called 'Native Animals, Native Knowledge' that seeks to look at how zoos from around the world incorporate human cultural perspectives (particularly those of Indigenous and First Nations peoples) into their conservation education mission.

Massey University Te Kunenga ki Pūrehuroa

Wellington Zoo hosted the Vice Chancellor, Professor Jan Thomas along with members of her team to sign a new Memorandum of Understanding with Massey University Te Kunenga ki Pūrehuroa which will strengthen our existing partnership. This partnership will see the Zoo and Massey work more closely together on research, innovative projects and engaging Massey students with the Zoo.

Masterate Programme in Zoo Animal and Wildlife Health with Massey University Te Kunenga ki Pūrehuroa

Wellington Zoo has a joint services agreement with Massey University Te Kunenga ki Pūrehuroa for the Masterate Programme in Zoo Animal and Wildlife Health. This masterate helps ensure the next generation of wildlife veterinarians in Aotearoa New Zealand have excellent training, in-Zoo experience, and great technical support. Our partnership with Massey University Te Kunenga ki Pūrehuroa also includes provision of specialist support from Massey's veterinary teaching staff for complex procedures in The Nest Te Kōhanga along with teaching and mentoring of our Veterinary staff. The Holdsworth Charitable Trust continues to support the Wellington Zoo and Massey University Masterate Programme in Zoo Animal and Wildlife Health.

List of research projects undertaken by residents:

- Pathogens of Hoiho Yellow-eyed Penguins - Master's thesis by Dr Emily Kay submitted and accepted;
- What disturbances of clinical significance to physiological homeostasis are occurring during anaesthesia across a range of zoo animals - Master's thesis by Dr Nigel Dougherty, submitted and accepted;
- New Zealand native reptile disease screening-Master's thesis in preparation by Dr Shelly Butcher;
- The characterisation of toxoplasma gondii in cat prey species- Master's thesis in preparation by Dr Ashley Whitehead;
- The use of induced wing movement in hospitalised seabirds to increase cardiopulmonary and muscular fitness during the rehabilitation phase- Master's thesis in preparation by Dr Maddie Lloyd.

MPI Diseases Screening Help

The Zoo re-signed its agreement with the Ministry for Primary Industries (MPI) to continue disease screening injured and sick wildlife admitted for treatment to The Nest Te Kōhanga following a year-long pilot. This disease screening assists MPI to understand and monitor the prevalence of different diseases in Aotearoa New Zealand.

Further research projects & publications

Director Communications, Experience and Conservation Amy Hughes and Community Engagement Manager Jude Turner published a co-authored article, 'Happy Animals – Interpreting the Five Domains Model of Animal Welfare at Wellington Zoo' in the International Zoo Educators Association journal. The article focuses on how Wellington Zoo integrates the Five Domains of Animal Welfare into our learning experiences through the 'Happy Animals' interpretive project. This project also featured in an edition of the World Association of Zoos and Aquariums' Magazine in 2021.



Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Participate in zoo-based research projects, scientific papers and presentations	13	✓	10	16

Staff Skills Audit

Conservation Manager Dr Ox Lennon distributed a survey to assess our staff conservation skills across the organisation. Increasing our staff's conservation skills is part of our Conservation Strategy to enable us to effectively assist with conservation field partnerships. The survey will provide a benchmark to track our progress over time and identify opportunities for development.

UNITEC Tutorial Session

Animal Care Manager Joanne Thomas led a tutorial session for the UNITEC Captive Wild Animal Certificate course, the foundational course for zookeeping in Aotearoa. The tutorial discussed the various euthanasia scenarios for animals in human care, focusing on the decision-making framework using the Five Domains of Animal Welfare. This tutorial will be delivered to UNITEC students by Wellington Zoo annually.

Tāpui Aotearoa

Chief Executive Karen Fifield MNZM is a member of the Tāpui Aotearoa Governance Group. Tāpui Aotearoa is exploring how to safeguard the unique animal species of Aotearoa New Zealand through the creation of a cryobank to store their genetic diversity. The project will investigate ways to protect our rich natural heritage for future generations.

“Preserving genetic and cellular material, such as DNA, eggs, sperm, or other live cells provides a store of genetic diversity that can potentially be used in future conservation breeding programmes. Adding back genetic diversity to a population can help maintain healthy and resilient populations of our irreplaceable New Zealand animals.”

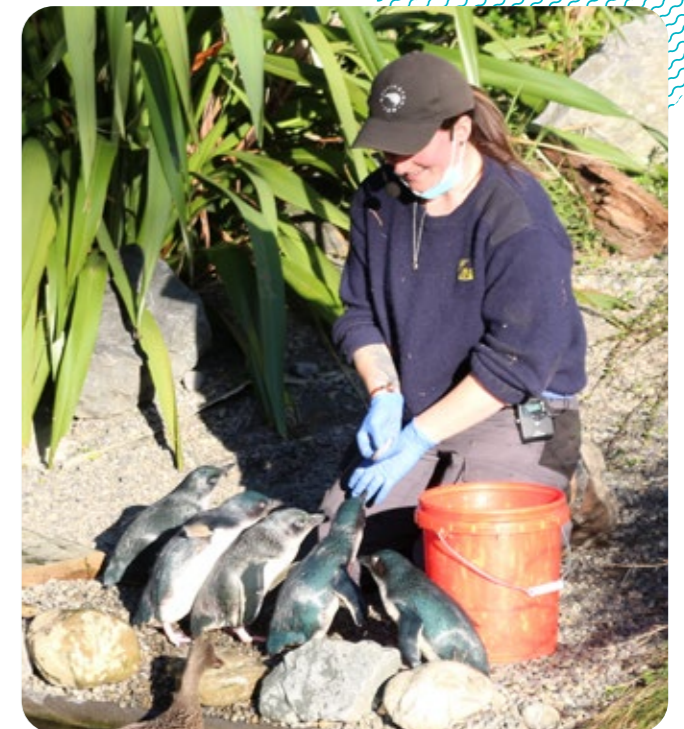
Dr Libby Caygill, Tāpui Aotearoa Project Lead

Effective field partnerships for long term conservation outcomes

Wellington Zoo works closely with a wide range of conservation and wildlife partners to enhance and improve our conservation efforts. These partnerships offer opportunities to collaborate on initiatives to protect wildlife in New Zealand and around the world.

Wellington Zoo Conservation Fund

The Wellington Zoo Conservation Fund contributes to a variety of conservation projects supported by Wellington Zoo. This includes support for our conservation partners, our local conservation grants and staff conservation fund grants. Funding comes from 10% of the revenue from Close Encounters, and Welcome Weekend entries and donations.





Wild Welfare
worldwide



Mountain Spirit,
Nepal



Red Panda Network,
Nepal



Fauna and Flora International,
Vietnam



Free the Bears
South East Asia



TRAFFIC
South East Asia



WildCats Conservation Alliance,
Sumatra



Proyecto Titi
Colombia



Golden Lion Tamarin Association,
Brazil



Cheetah Outreach
South Africa



Madagascar Fauna and Flora Group
Madagascar



Save the Tasmanian Devil Program,
Tasmania



Kea Conservation Trust,
NZ



West Coast Penguin Trust,
NZ



Monitoring Maud Island Frogs,
NZ



ZEALANDIA
Wellington, NZ



The Nest Te Kōhanga
Wellington Zoo, NZ



Gecko Monitoring
Wellington, NZ

Our Conservation Partners

The Wellington Zoo Conservation Fund works with our conservation partners to finance and support their wildlife projects. Our global and national conservation partners work with endangered, critically endangered and cornerstone species. Funds raised from Close Encounters, Welcome Weekend and other activities go towards protecting and preserving the animals we care for at Wellington Zoo.

With the imminent arrival of Snow Leopards Asha and Manju, the Zoo signed a Memorandum of Understanding with new conservation partner Mountain Spirit. Based in Nepal, Mountain Spirit is a member-led grassroots organisation working to improve local people's livelihoods, protect the environment and conserve mountain culture. This includes initiatives to keep Snow Leopards away from livestock.

We signed new three-year commitments with partners Red Panda Network, Cheetah Outreach, Wild Welfare and the Madagascar Fauna and Flora Group.

In addition to long-standing partners, annually we support local Wellington region and Chatham Island conservation projects.

One of our conservation partner recipients of Wellington Zoo's Local Conservation Grant in 2020, Te Ahumairangi Hill Ecological Restoration in Wellington, recently found some rare and interesting species in their area: a Concealer Moth which hasn't been sighted since 1923; a rare Puffball (possibly a new genus); and Spider Orchid.

Another conservation partner, Cheetah Outreach in South Africa, advised that the Anatolian Shepherd Dog Wellington Zoo named Tiaki, gave birth to nine puppies. The seven female and two male dogs were placed as livestock guardian dogs in Cheetah distribution areas throughout South Africa in February. This minimises conflict with farmers by protecting their livestock and the dogs chasing wild Cheetah away from livestock.

“We are happy and proud to be Wellington Zoo's partners in conservation. Thanks to our joint efforts, we are working to secure a long-term future for the cutest monkey in the world: the very unique one-pound cotton-top tamarin, and for their tropical dry forests that they call home in northern Colombia. On behalf of everyone in our team, THANKS for your friendship and long-term support.”

Rosamira Guillen, Director of Proyecto Tití

We supported Conservation Partner the Madagascar Fauna and Flora Group (MFG) with a NZ\$1,500 donation to help 400 people made homeless and without any food or clothes following a devastating fire in Ambodirafia when over 150 homes were destroyed. The people of Ambodirafia have been working with the MFG to grow a protective buffer around the Betampona Reserve where endangered Lemurs are situated.

The Zoo made an additional \$1,000 payment to our conservation partner, Red Panda Network in Nepal, for their First Panda Challenge, ‘Plant a Red Panda Home’. Our donation will match and double contributions from individual donors and the money they receive will be used for restoring Red Panda habitat.

We sent our annual grant payment to Fauna and Flora International (FFI) to assist with Northern White-Cheeked Gibbons and Saola conservation work (both determined



critically endangered by the International Union for Conservation of Nature) in Vietnam. This contributes to FFI's efforts in Pu Mat National Park to monitor camera traps, survey for and remove snares and to develop a wildlife crime prevention strategy.

In December Zoo staff held a bowling fundraiser at Bowlarama in Newtown for Australasian Society of Zoo Keepers (ASZK). The \$610 raised will go to ASZK to support the Sumatran Bear Team which is a new Australian charity with the goal of protecting Sun Bears in Sumatra.

Matiu/Somes Island Moko Kākāriki Wellington Green Gecko and Ngāhere Gecko Monitoring

The first Matiu/Somes Island monitoring trip of the season was completed. This year, in line with the Island management plan, the plan was to conduct two trips of a longer duration, rather than the monthly overnight trips. However due to separation of Animal Care teams within the Zoo, the second visit was delayed due to COVID-19 impacts.

Focused investment in conservation innovations

Wellington Zoo's conservation investment for 2020/21 totalled \$550,547 which was 6.7% of our operational budget. This exceeded Zoo and Aquarium Association Australasia (ZAA)/World Association of Zoos and Aquariums (WAZA) baseline target of 3%, however, it was below our 2020/21 target of 7%, which was directly attributable to curtailing our activities due to COVID-19. From August 2021, the new standard to measure conservation is the ZAA Conservation Database. This requires us to submit details of our conservation breeding programmes, offsite programmes, research, education and training, advocacy and wildlife rescue work. This means we have changed our existing measure from a purely dollar value measure to a more holistic assessment. This database information was submitted to ZAA in August 2021.

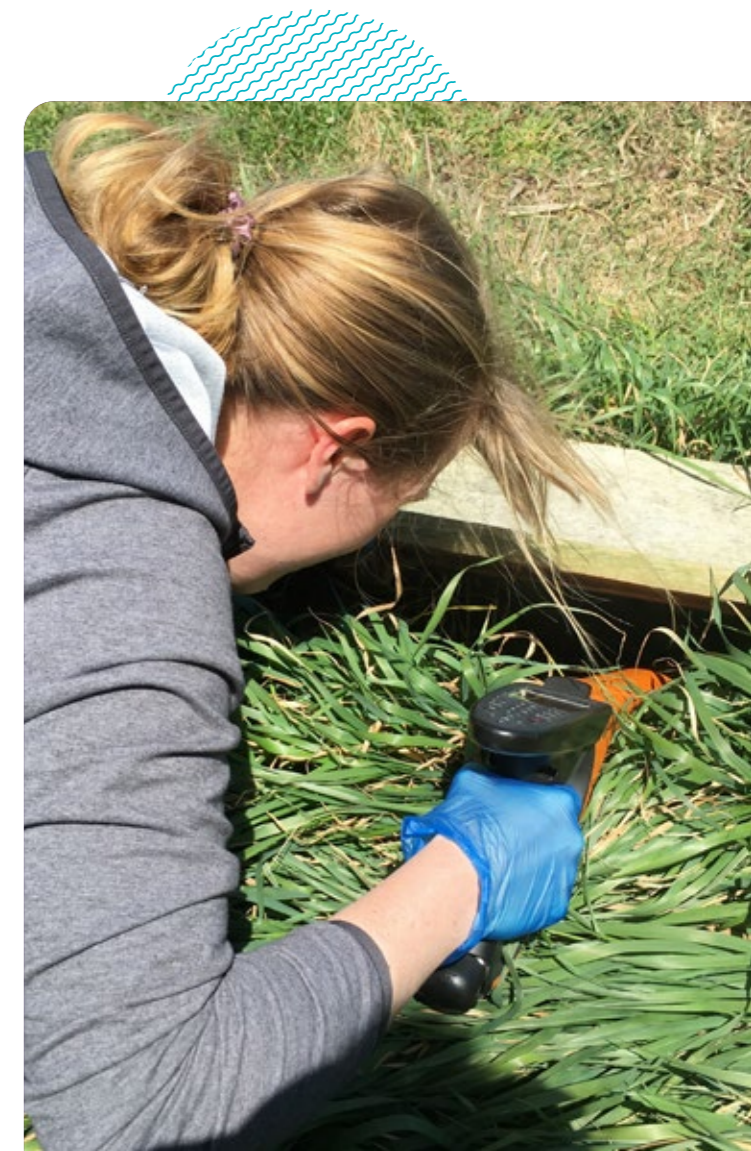
Local Conservation Grants Programme

We awarded \$21,297 from the Zoo's Local Conservation Grants to nine separate entities based in the Greater Wellington Region and the Chatham Islands whose projects have a clear community conservation value for native wildlife and wild places, and align with our United Nations Sustainable Development Goal targets.

Local Conservation Grant Recipients 2021/22

Chatham Islands Tāiko Trust
Remote camera monitoring of tāiko in the Tuku Nature Reserve and Sweetwater Conservation Covenant.
For purchasing cameras and batteries for monitoring breeding behaviour and predator impacts on tāiko in Rekohu Chatham Islands.

Makara Peak Mountain Bike Park Supporters Inc.
Porokapa 2022
For restoring an area of Makara Peak conservation area, including using the restored area to produce seed to help restore further areas.



Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Number of field conservation projects supported for vulnerable, endangered or critically endangered (IUCN Red List and DOC National list) at the Zoo	13	✓	12	12
ZAA Conservation Database completed	Achieved	✓	12	N/A, new measure

Pae Tū Mōkai O Tauria Incorporated Society

He Kākano: Nursery Infrastructure

To build plant nursery infrastructure near Featherston to supply plants for restoration of Wairarapa moana (wetland).

Forest & Bird/Places for Penguins

Conservation of Wellington's little blue penguins kororā around the coastline

To purchase trail cameras and passive integrated transponder (PIT) tag readers for population monitoring and to allow better targeting of conservation action.

Aladár Lavack - individual

NZ native bee school ecosystem project

To purchase materials to create native bee habitats and signage in Wellington schools, including Crofton Downs Primary School.

Urban Wildlife Trust

Wellington Cable Car Bird Strike Prevention Project

For purchasing window stickers to prevent bird strike at the Wellington Cable Car terminal.

1st Waterloo Scout Group

Wooden trapping tunnels made by Scouts for local conservation projects to eradicate rats in the local community

To purchase materials for a Scout group to build trapping tunnels for predator control and provide them to the local community.



South Wairarapa Biodiversity Group

Pingao and spinifex restoration trial (propagation, planting, and plant protection) at Ōkorewa Lagoon near Lake Ferry

This project aims to propagate pingao and spinifex (which can be hard to propagate), to share the information on how to achieve this, and to use the plants for local dune restoration.

South Wairarapa Biodiversity Group

Kārearea/NZ falcon Honour and Quentin's scrape and chick protection project

To purchase DOC250 traps to protect a breeding pair of kārearea and their offspring.



Disaster Relief

The Zoo supported two international organisations afflicted by recent devastating events: the Rescue Center at Fundación Temaikèn to help treat animals affected by wildfires in Corrientes and Misiones in Argentina; and the European Association of Zoos and Aquaria Ukrainian Zoo Appeal to assist Ukrainian zoos to source food and care for animals.

Wellington Predator Free

Director Safety, Assets and Sustainability Chris Jerram met with Wellington Predator Free to discuss their Phase 2 rollout plans in the Eastern suburbs and what it will look like within the Zoo and the surrounding town belt and community. This started with monitoring in August and followed up with a workshop with some of the Zoo team around how problem areas can be targeted for specific animal safe measures to improve the success of the project.

Conservation Week

We were unable to roll out planned activities to celebrate Te Wiki Tiaki Ao Tūroa/Conservation Week in September due to COVID-19. We pivoted to an online focus and used our Facebook page to shine a spotlight on a number of conservation projects we are a part of - from regional projects funded by our Local Conservation Grants through to our global partners.



Safe Cats Safe Wildlife

Safe Cats Safe Wildlife (SCSW) is joint initiative between the Zoo and Aquarium Association Australasia (ZAA) and the Society for the Prevention of Cruelty to Animals (SPCA New Zealand) to encourage people to help owners to keep their cats happy and safe and in turn protect New Zealand native wildlife.

This year we had a range of activities aimed at educating visitors about cat ownership:

- We had 99 school groups that learned about Safe Cat Safe Wildlife in Zoo learning sessions or online learning, with a total of 4742 students learning about this conservation action.
- We stocked Cat toys in the zoo shop with Safe Cat Safe Wildlife messaging. These toys proved very popular and our stock sold out in a few months.
- Visitor Rangers managed a Cat toy making activity with visitors.
- We wrote a letter template for cats found in the Zoo for the SPCA to give to owner reclaiming cat about SCSW.
- Our Tiger, Vet and Cool Creatures at Hero HQ talks all have elements of Safe Cat Safe Wildlife messaging.
- We shared messaging on Facebook and in our newsletter to encourage Cat owners to keep our native wildlife safe.

Wairua

OUR COMMUNITY

Inspired by Rongo
we strengthen community
support and action



Engaging, message driven experiences to build community environmental action

From our very first day, back in 1906, Wellington Zoo has been a big part of Wellington's community. We hugely appreciate the ongoing support and involvement of our community in our kaupapa, particularly during the tough COVID-19 times we've experienced since 2020.

Valentine's Day

Every year we invite those over 18 to experience the Zoo after hours on Valentine's Night to enjoy music, adult-themed talks and to just walk around in the twilight. Valentine's Night attracted 468 attendees despite the event being curtailed by COVID-19 restrictions. This was a high proportion of our visitors in February, and everyone enjoyed the entertainment.

Family Late Fridays

We again opened the Zoo late for visitors on Fridays in March for them to experience evenings in the Zoo. Our Late Night Fridays in March welcomed 1,112 visitors, almost 10% of our total visitation in March with 72 Zoo Crew memberships subsequently purchased.

Department of Conservation Whānau Days

As part of our partnership with DOC Te Papa Atawhai, we welcomed 39 staff and their whānau to the Zoo.

Wellington City Council

As our main funder and valued partner, every year we invite staff from Wellington City Council and their whānau to visit and enjoy the Zoo. We offered free entry to Wellington City Council staff over two weekend days in March and welcomed 378 staff and their family members to the Zoo.

“Wellington City Council staff really treasure the zoo and its kaupapa. That's why every year we have so many kaimahi head along to the WCC whānau zoo day; and every year we get such positive feedback about what an incredible experience it is”

Meredith Blackler, Chief People and Culture Officer,
Wellington City Council

Zealandia Member Swap

On the first weekend in December the Zoo and Zealandia Te Māra a Tāne held their annual membership swap weekend with 526 Zealandia members taking the opportunity to visit the Zoo. Wellington Zoo and Zealandia Te Māra a Tāne have a fantastic working partnership, collaborating on numerous project and events focusing on local conservation, veterinary work, our community and accessibility.

Student Days

Victoria University Wellington - Te Herenga Waka

Victoria University Wellington - Te Herenga Waka students were invited to come and visit the Zoo together. We wanted to make this Zoo visit a time-limited destination for groups of students to motivate them to use this benefit. We put on special staff talks for the students and promoted these sessions as another reason to visit.

We welcomed 663 students throughout the day with free entry, plus 20 students from other institutions who paid to enter. We observed that the students were having a great time and there was a nice atmosphere.

Massey University - Te Kunenga ki Pūrehuroa

Massey University - Te Kunenga ki Pūrehuroa students from all campuses including distance learning were invited and encouraged to visit. It wasn't possible to run special staff talks due to COVID-19 restrictions. This also meant that unfortunately we did not have Animal Talks on the event day.

We welcomed 353 students throughout the day with free entry and observed that the students were really engaged and having a good time.

Bring an Aussie Mate for Free

The borders with Australia opened up again in April, just in time to honour the spirit of the ANZAC partnership. We welcomed 50 Australians for free over ANZAC weekend.

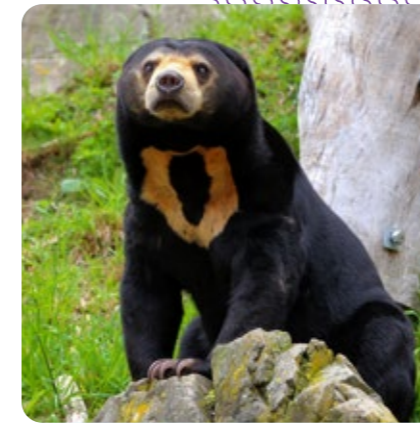
Sun Bear and Tiger New Videos

We installed new interpretive videos updating messaging and conservation connections at the Sun Bear and Tiger areas of the Asia Precinct. These videos include the Five Domains of Animal Welfare and the work our conservation partners do in the animals' range states. They also feature ways our Wellington Zoo visitors can help these animals by choosing FSC certified wood and paper products. These videos are presented by Zoo staff, alongside videos from our Conservation partners - Free the Bears and WildCats Conservation Alliance.

Sustainable Palm Oil

Wellington Zoo, along with almost 100 other zoos and conservation organisations, signed a statement in support of sustainable palm oil. Our Conservation Manager Dr Ox Lennon is working with Zoo and Aquarium Association Australasia (ZAA)'s Sustainable Palm Oil Taskforce to help push Australia and New Zealand towards 100% labelled and sustainable palm oil.

Chester Zoo in the UK produced a video on behalf of nearly 100 conservation organisations, including Wellington Zoo, to share the message about sustainable palm oil with people around the world. We are looking at the next steps to support sustainable palm oil as part of our UN Sustainable Development Goals work.



We posted on social media about purchasing sustainably sourced palm oil chocolates for Easter, a regional ZAA initiative.

Close Encounters and Behind-the-Scenes Experiences

Our Animal Experiences continue to be popular with our visitors and community. These experiences enable customers to not only get up close with, and learn about, some of our amazing animals they also get to spend time with our knowledgeable Zoo team members. All Animal Experiences at the Zoo support the conservation of wildlife and wild places - 10% of the proceeds from every experience goes directly to the Wellington Zoo Conservation Fund. This fund supports targeted conservation initiatives throughout the world. 4,997 people enjoyed getting up close through participating in either our Close Encounters or Behind-the-Scenes experiences.

A number of animal experiences were disrupted by COVID-19 restrictions. Our Lemur and Zoo Keeper for a Day experiences were suspended; and Sun Bear Behind the Scenes experience became a Close Encounter experience. No Close Encounters ran in Alert Levels 3 and 4; and increased restrictions were imposed on Close Encounters in Level 2 and Red and Orange traffic light settings.

Zoo Crew Annual Memberships

Zoo Crew is the annual membership programme which allows our supporters to visit as often as they like during the year. We are very grateful for the support of our Zoo Crew whānau, who are amongst our most fervent supporters and help us provide the best possible care for our animals and support our work to save wildlife and wild places. Zoo Crew members were again given an extension of their memberships for the length of the time the Zoo was closed to visitors during Alert levels 3 and 4.

This year we trialed some fun new promotions to encourage people to sign up to or renew a membership. For our Spin & Win promo in the July school holidays we installed a large spinning wheel at the front entrance giving anyone who signed up or renewed a spin to win a variety of prizes. 195 people renewed or signed up.

In the April school holidays Our Mystery Prize Dive was a similar idea where people got to pick a wrapped prize from a prize box. This promotion saw 210 people sign up and renew. Prizes ranged from bookmarks and keyrings to large animal soft toys and Close Encounter gift vouchers, and were very enthusiastically received.

We also continued to offer a number of Zoo Crew exclusive offers like letting them bring a friend for free for our Late Fridays this year.



Learning at the Zoo

Wellington Zoo provides a range of formal and informal learning experiences throughout the Zoo. Along with experiences for students run by our Learning team, Visitor Rangers and Animal Care staff deliver engaging informal learning experiences including talks every day.

For over 20 years the Zoo has worked in partnership with the Ministry of Education to provide Learning Experiences Outside the Classroom (LEOTC) for school age children from across the country. This programme has been reviewed by the Ministry and has become Enriching Local Curriculum (ELC). After submitting an application for funding through this new partnership model in December we were notified in June that we were successful in securing funding for a further three and a half years. ELC will enable us to provide learning workshops for early

childhood learning groups, and self-guided school visits as well as Zoo Educator led learning workshops based around Me tiaki, kia ora! Caring for Animals, Caring for our Planet. The ELC contract enables us to offer discounted admission for pre-booked school and learning groups for specific learning outcomes.

“[Students] were able to connect with the material in a way they couldn't in more abstract ways. Students who are not usually engaged in class were more actively engaged through these lessons”

Teacher, Wellington Girls' College

Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Student and education visits	18,300	✗	20,000	21,204



COVID-19 Adaptations

Adapting to the COVID-19 landscape, the Learning Team re-worked the School Holiday programme to enable it to run during Orange settings. The team also developed a programme to deliver online sessions for schools that were unable to come to the Zoo during this period.

The Learning team responded quickly to lockdown in August 2021 making online ‘taster’ learning sessions for students about Caring for Animals (focusing on the Five Domains of Animal Welfare) available to schools for free. We reached 3,010 students in eight days over 70 sessions during August and September. School feedback was overwhelmingly positive as was student engagement.

The Ministry of Education granted us a six-month extension until 30 June 2022 on our Learning Experiences Outside of the Classroom (LEOTC) contract due to the impact of COVID-19 lockdowns and Alert Levels 3 and 2.

Celebrating Nature Days

Each year we mark a number of international celebrations of amazing animals and those who care for them including World Chimpanzee Day, International Tiger Day, International Day of the Cotton-Top Tamarin and International Zoo Keeper Day. The Zoo also promoted community involvement in conservation through our support of initiatives like the Great Kererū Count and the New Zealand Garden Bird Survey.

Engaging with the Community

Social media

Through the Zoo’s social media channels we share our conservation, animal welfare and sustainability stories and connect people with animals locally and globally.

Our follower numbers are still growing year on year. Some of our most popular content this year:

- Our community loved seeing what our new Meerkat pups got up to
- The news that our Chief Executive Karen Fifield, MNZM, was appointed Vice President of WAZA (World Association of Zoos and Aquariums) was our most popular LinkedIn post of the year with 5,153 impressions

- Updates on our Snow Leopard Project - including construction updates and Community fundraising and event messages were consistently popular, indicating the great excitement the Community has for this project
- Chimpanzee Sally had a baby in November. The baby's sex was determined a few months later, and the little boy was named Akida. Posts about the baby were very popular, with the most popular being the Mother's Day post with 56,000 video views and a reach of over 181,000
- The sad news of Marty the Chimpanzee's death saw many sympathetic reactions from across Wellington and beyond and had a reach of over 93,000
- Stranded Orca Toa's plight was our top Facebook post for July with 100,222 reach and 5,335 engagements, as well as 290 engagements and 1,600 impressions on LinkedIn.

Media coverage

The media is another avenue to tell Wellington Zoo stories to our community and contribute to their understanding of the Zoo's wide-ranging work in animal care, conservation and sustainability.

Some story highlights from the past year were:

- The Zoo again teamed up with partners and stakeholders to warn about the dangers of setting off fireworks around Wellington Zoo during Guy Fawkes night. This year we had additional security around the exterior perimeter fencing and in nearby parks
- There was extensive media coverage via radio, print and television of baby Chimp Akida and the arrival of two male Lions with Zoo staff appearing on Breakfast and Seven Sharp
- Lions returning to Wellington Zoo, coming all the way from Denmark, made the news on all major media outlets
- The sad news of Marty the Chimpanzee's death was covered across New Zealand and abroad.



Notable marketing activity

- Fun new promotions were trialed to get people to renew or sign up for Zoo Crew memberships in the school holidays. Our Spin to Win and Mystery Prize Dive promotions were very popular with visitors seeing 195 and 210 sign-ups respectively
- We won a competition which gave us \$50,000 worth of media placement with Mediaworks across online, radio and out of home channels. This represents a huge amount of advertising space for Wellington Zoo and will be of great assistance for our marketing programme
- We were the first advertisers on the impressive new digital billboards on top of The Embassy

- Throughout the year we supported our campaigns with Out of Home advertising in locations aimed at catching commuting traffic
- Wellington Zoo was once again included in the Wellington Advent Calendar with a 2-for-1 offer and we had a total of 6,664 visitors come in using the vouchers (3,332 free entries and 3,332 paid visitors).

Retail

Our Zoo Shop continued to build on the relative success from the previous year with some great results including our largest retail day ever, during Welcome Weekends with sales of \$5,723.70.

IZE Conference 2023

Wellington Zoo is hosting the International Zoo Educators Association Conference in October 2023. This global conference, delayed from 2022, will host delegates from all over the world. A planning committee made up of Zoo staff, with assistance from colleagues from other Zoos, is developing the finer details of the conference so we're ready to host the world next year. The theme will be 'Me tiaki, kia ora! We must look after our environment so people, animals and the planet will thrive'.

Venues and new caterer

With Mojo's twelve-year contract ending at the end March, we sought a hospitality partner to provide delicious food at both the retail outlets at Wellington Zoo as well as through our functions catering.

After a competitive process, our new hospitality partner joined us in May. The team is behind iconic inner city Capitol Restaurant and are aligned with the Zoo's sustainability, ethical sourcing and community values. The new café opened 1 July 2022 and is called REX tremendous, while the kiosk in the middle of the Zoo is now a café called the banana bar and opened in June. Full catering across our array of Zoo venues is provided under the REX events brand.



Integrating te ao Māori within the Zoo

The Zoo's cultural competency programme, Kanohi Kitea, was delivered in two workshops to over 70 staff in August. The workshops were facilitated by Neavin Broughton, Taranaki Whānui, who is working with us on a strategy to roll out our te ao Māori programme across the Zoo within the next three to five years.

Director of Communications, Experience and Conservation Amy Hughes has set up a Kanohi Kitea rōpū to help build on the mahi done in the Kanohi Kitea workshops and think about what we want to establish across the Zoo as a result. This rōpū will help to develop the kaupapa Māori framework and long-term strategy for the Zoo.

Staff celebrated Te Wiki o te Reo Māori/Māori Language Week with a series of activities online, a coffee morning and suggestions to practice email greetings and other communications in te reo Māori.

Wellington Zoo welcomed other council-controlled organisations (CCOs) to an update from Wellington City Council's Māori Strategic Relationships team. This team aims to improve both WCC's and CCOs' capability to build strong and enduring relationships with mana whenua and Māori. The goal is to instil knowledge in staff, so everyone feels confident incorporating tikanga Māori in their work.

The Zoo management team met with Wellington City Council's Mataaho Aronui team to discuss their Māori Wellbeing Strategy, Tūpiki Ora, which aligns well with our



Oranga values. Coupled with Kanohi Kitea, this will help us plan Wellington Zoo's bicultural progression over the coming years.

Chief Executive Karen Fifield MNZM presented to the WCC Social, Cultural and Economic Committee meeting in support of Tūpiki Ora the city's new Māori strategy.

Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Implementing Kanohi Kitea cultural competency programme	Phase one delivered	✓	Achieved	N/A, new measure

Maintaining lasting partnerships for community support and conservation outcomes

Grants

The Zoo is a charitable trust, and we are fortunate to have the ongoing support of Wellington City Council and other Zoo partners. The demand for financial support from Trusts and Foundations is significant and it is great to know that these organisations continue to support the amazing work we do at the Zoo.

We were grateful to receive the following:

Koala Trust

\$7,050 to support native species work at The Nest Te Kōhanga;

Lottery Environment and Heritage Fund

Lottery Environment and Heritage Fund approved \$100,000 for redevelopment of the Kiwi habitat in The Twilight - Te Ao Māhina in May.

Holdsworth Charitable Trust

Each year we are generously supported with \$180,000 by the Holdsworth Charitable Trust for The Nest Te Kōhanga Massey Masterate programme, and the care of native reptiles through Te Piringa Iiti and Te Hononga.

Support from our Partners

Along with the fantastic support shown by our partners for the Snow Leopard project, we continue to build on our partnerships with values aligned organisations that support the work of Wellington Zoo.

Dodoland

In July we signed a partnership agreement with toy manufacturer Dodoland to donate a portion of all Kororā Little Blue Penguin sales to Wellington Zoo through their Giving Back programme. These toy model kits made of

recyclable materials are sold in multiple countries across the world. At the end of September, Dodoland made its first quarterly contribution of \$500 to The Nest Te Kōhanga, equating to the sale of 569 Blue Penguin Kororā.

Frucor Suntory

Wellington Zoo has re-signed the partnership agreement with Frucor Suntory partnership as our preferred supplier of drinks for the next five years. Frucor Suntory has strong sustainability goals and values which align strongly with the Zoo.

“We are proud to partner with Wellington Zoo as we share a commitment to sustainability. We look forward to continuing our long-term partnership and work together for animals and the environment.”

David Eley, Business Manager, Frucor Suntory

Partners & Sponsors

ComplyWith
 Dot Loves Data
 Eugy Dodoland
 EcoPortal
 Frucor Suntory
 Massey University of New Zealand
 New World Newtown
 New World Wellington City
 NZME
 Pacific Radiology
 Pet Care Ltd
 ThinkTurf
 Tip Top
 Tranzit
 Te Herenga Waka-Victoria University of Wellington
 Umbrellar
 Wētā FX

Trusts and Foundations

Air Rescue Services Ltd
 Brian Whiteacre Trust
 Four Winds Foundation
 Holdsworth Charitable trust
 Koala Trust / Perpetual Guardian
 Lion Foundation
 NZ Lottery Grants Board
 Pelorus Trust
 Pub Charity
 TG Macarthy Trust
 Wellington Community Trust

Brian Whiteacre.
 Charitable Trust
 Managed by Public Trust



Pet Care Ltd



DOT. loves data



Four Winds
 FOUNDATION

frucor
 SUNTORY

The Holdsworth
 Charitable Trust



Koala
 Trust



NZME. NEW ZEALAND MEDIA AND ENTERTAINMENT

Pacific Radiology



wētāFX

TipTop

ThinkTurf



tranzit
 coachlines



Air Rescue
 Services Ltd

Oranga

A HEALTHY ORGANISATION

Oranga creates the foundation for our zoo strategy and enables us to achieve the other four pillars of whānau, tinana, hinengaro and wairua



Model values-aligned behaviour

We are guided by our kaupapa, Me Tiaki, Kia Ora! We must look after our environment, so all things will flourish. It is up to us collectively to make a difference for animals and the wild places they call home.



WELCOME TO OUR WILD PARTY
HE WHĀNAU KOTAHI TĀTOU



WE ARE A VOICE TO BE HEARD
KA RONGO TE PŌ, KA RONGO TE AO



WE PUNCH ABOVE OUR WEIGHT
EHARA TAKU TOA I TE TOA TAKITAHĪ,
ENGARI HE TOA TAKITINI



WE HAVE A STRONG GREEN FURRY HEART
ME MANAWANUI

MANAAKITANGA
WELCOMING GENEROSITY, SUPPORT,
HOSPITALITY AND KINDNESS

Embed wellbeing for our people

Our dedicated and passionate team are vital to the running of Wellington Zoo. In recognition of this fact, we aim to provide a wide range of opportunities to support them to learn, develop and flourish on the job.



Rainbow Tick

Wellington Zoo is proud to have been awarded full Rainbow Tick certification. This is the result of over a year's work by the Rainbow Zoo group to complete a series of assessment exercises that demonstrate we are an inclusive workplace for those identifying as LGBTTOIA+.

Wellington Zoo is all about celebrating the diversity of the living world including people, so receiving Rainbow Tick certification is tangible recognition of the Zoo's approach to diversity and inclusion for our staff, volunteers, visitors and wider community. Achieving the Rainbow Tick is only the beginning, with our focus on engaging with rainbow communities over the coming years. We are excited to be holding our very first Zoo Pride Weekend during the 2022 Wellington Pride Festival, which unfortunately was not able to take place in 2021 due to COVID-19.



Aotearoa Bike Challenge 2022

The Wellington Zoo cycling team came third in its category nationally in the Aotearoa Bike Challenge 2022.

Social Events Committee

The Zoo Social Events Committee organised a number of staff events this year including axe throwing, a staff quiz featuring facts about coworkers, an ice cream day and a Christmas Party.

Flexible Work Arrangements

In July the Zoo approved a revised flexible work policy to support better work-life balance for our staff, in light of the shift to different modes of working experience during COVID-19 disruptions.

The wellbeing of all Zoo staff is vitally important and this initiative is one of many ways we help our people thrive in their work environment.

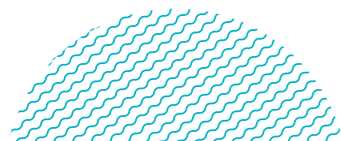
Mental Health Week

The Zoo took part in Mental Health Awareness week with the theme being 'Take the time to Korero'. This initiative encouraged people to take some time out, meet up and check-in with one another throughout the week.

Staff Survey

Every two years we undertake a staff survey to better understand the employee experience. This year's results provide us with areas to both celebrate and focus on for the coming year. We are delighted that the Zoo team positively recognise and value the areas where we have put deliberate focus on cultural improvement, such as Kanohi Kitea and Rainbow Tick.

2021 Staff Survey - Top rated answers





Grow our people through learning and development

Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Volunteer engagement survey	Achieved	✓	1	Achieved

Volunteers

Wellington Zoo is fortunate to have a dedicated team of passionate volunteers who help the Zoo to provide a high standard of animal care and welfare, and help us connect with our community. The Zoo is very grateful for the essential contribution our volunteers make to our work.

We have approximately 50 volunteers across Animal Care, The Nest Te Kōhanga and Visitor Experience. We celebrated our volunteers with an afternoon tea during National Volunteer Week in June each year, as well as our annual awards evening, to recognise them for their devotion to the Zoo, our visitors and our animals.

Volunteer Survey

Every year we check in with our volunteers to ensure they are satisfied with the programme across the three strands of volunteering – engaging our visitors, supporting the work of The Nest Te Kōhanga and helping our Animal Care and Animal Science team. Some highlights from our 2022 survey results:

	2021	2022
% happy with volunteer programme	93.3%	82.35%
% happy with support given	93.3%	100%
% happy with communications	86%	87.5%

“I feel useful and listened to: everyone has time for my questions about the animals being treated at The Nest Te Kōhanga. The past year has been difficult at times, emotionally, & being around such an amazing group of people has meant a huge amount to me. Thank you for the opportunities to be involved with the great work being achieved.”

Volunteer, from 2022 Volunteer Survey

Animal Care Keeper Development Programme

Three Zoo Keepers graduated from the Keeper Development Programme which is focused on providing opportunities for professional development for all our Keepers.

Staff Training and Development

Our staff have multiple opportunities throughout the year for personal training and development. This year:

- Staff attended the World Association of Zoos and Aquariums (WAZA) sustainability webinar series on single use plastics and FSC
- Staff members presented papers at the ZAA Conference held virtually in August:
 - Chief Operating Officer Daniel Warsaw, talked about our experience creating the new Keeper Development Programme at Wellington Zoo. In addition to the co-design process, Daniel also shared the completed programme format and how we linked the modules to the Five Domains of Animal Welfare
 - Veterinarian Dr Phil Kowalski gave an excellent presentation on plastic ingestion, an underestimated cause of death for Southern Hemisphere Albatross. This presentation was based on a paper Phil and Senior Veterinarian Dr Baukje Lenting co-authored which was published in the Conservation Letters journal in November 2020
 - Conservation Manager Dr Ox Lennon helped present Sustainable Supply Chain Workshops with the ZAA Palm Oil Taskforce

- Staff attended the New Zealand Association of Environmental Educators' Branch Executive meeting and Wellington Regional Environmental Educators' Forum Hui
- Chief Executive, Karen Fifield MNZM, virtually attended the 76th WAZA Annual Conference from 11-14 October. Karen was part of a panel which updated members about the WAZA Animal Welfare 2023 Goals and the Carbon Reduction Guide. She was elected as WAZA Vice President at this conference
- Team Leader Learning Charles Wilson presented at the online International Zoo Educators conference on integrating animal welfare into learning programmes.

External presentations by staff

- Team Leader Learning Charles Wilson presented at a global IZE webinar on Wellington Zoo's work interpreting the Five Domains of Animal Welfare through the Happy Animals projects in Chapter 5 of the World Zoo and Aquarium Conservation Education Strategy. Over the next year we will be looking at how we integrate this strategy across the Zoo
- Director, Communications, Experience and Conservation Amy Hughes presented at the Sustainable Tourism wrap up event. This project originated from a design sprint Amy participated in last year. As a result 12 Wellington region tourism operators are now working together to help make Wellington a sustainable tourism destination
- Conservation Manager Dr Ox Lennon did a presentation in an online series of webinars on the United Nations Sustainable Development Goals (SDGs) to the World Association of Zoos and Aquariums (WAZA) which was facilitated by our Chief Executive Karen Fifield, MNZM.

Gold Agouti Awards

Every year we celebrate the dedication and achievements of our staff and volunteers at the annual Gold Agouti Awards.

CEO: Individual Excellence
Jeremy O'Brien

Whānau
Emily Elvin

**Aoraki Awards
Long Service Awards**
Amy Hughes (15 years)
Karen Fifield MNZM (15 years)
Chris Jerram (10 years)

**CEO: Individual Excellence -
Highly Commended**
Shanna Rose

Living the Values
Joel Knight

Ian Oliver (5 years)
Jesse Kankkunen (5 years)
Tammy Beale (5 years)
Ash Howell (5 years)
Lizzie MacDonald (5 years)
Courtney Miller (5 Years)
Jude Turner (5 Years)
Danni Rae (5 Years)
Dave Laux (5 Years)

CEO: Team Excellence
Learning Team

Special Recognition Award
Chye-Mei Huang

**CEO: Team Excellence -
Highly Commended**
Sales & Service Team

**Volunteer: Excellence Award:
The Nest Te Kōhanga**
Ben Volpicelli

Oranga
Amy Hughes

**Volunteer Excellence Award:
Visitor Experience**
Andy Linton

**Volunteer Aoraki Awards
Long Service Awards**
Alison Borbely (10)
Katieanne Balmer (5)
Lisa Riddell (5)
Sheryn Shackleton (5)

Wairua
Georgia Wass

**Volunteer Excellence Award:
Animal Care & Science**
Maddy Booth

Tinana
Shanna Rose

Volunteer of the Year
Gabriel Fergus

Hinengaro
Ox Lennon

Staff Learning Sessions

We regularly hold learning sessions at the Zoo to share knowledge and expertise. Learning sessions for staff at the Zoo this year included:

- Chief Operating Officer Daniel Warsaw and People and Culture Lead Jane Frater ran a learning session for staff about how Wellington Zoo 's remuneration is determined
- Conservation Manager Ox Lennon and Director Communication, Experience and Conservation Amy Hughes ran a session about integrating the United Nations Sustainable Development Goals (SDGs) at the Zoo
- Team Leader Learning, Charles Wilson talked to Zoo staff about the Working with Children & Young People policy
- Conservation Manager Ox Lennon also hosted a session called 'De-extinction - could Jurassic Park happen in real life?'
- During Alert Levels 3 and 4, Sales and Service staff undertook training and upskilling and ran a series of in-house workshops via Microsoft Teams.

Leadership Excellence and Performance Programme

One of the themes from the 2019 Ask Your Team survey was inconsistency among Zoo managers and leaders. To address this, a Leadership Excellence and Performance (LEAP) programme was launched in September for all managers, team leaders and those with organisational responsibility. The LEAP programme has set a common leadership understanding, language and approach across the organisation. LEAP was delivered over six workshops and will be embedded in the induction programme for future managers and leaders. 29 managers and leaders of influence across the Zoo participated in the programme.



Learning and Development Framework

Work continues on developing a Learning and Development Framework for the Zoo. We held a workshop for the Senior Management Team facilitated by an external Learning and Development specialist in August to assess the foundations of the draft framework.

Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Staff recognition programme	Achieved	✓	1	Achieved
Staff learning and development sessions held	18	✓	10	11

Sharing Our Expertise

Many Wellington Zoo staff are recognised experts in their fields and share their knowledge through connections with the wider professional community.

Board Appointments

Wellington Zoo's Chief Executive Karen Fifield MNZM has been elected by member vote as the Vice President for the World Association of Zoos and Aquariums. This is an excellent achievement and in line with Wellington Zoo being recognised as a world leader in animal welfare, sustainability and visitor experience as a progressive zoo. The World Association of Zoos and Aquariums (WAZA) Council has three representatives from North America, three from Europe and three for the rest of the world of which Aotearoa New Zealand is represented. To fulfil her new role as Vice President, Karen will be stepping down from her position as Chair of the WAZA Ethics and Animal Welfare Committee but is staying on the WAZA Conservation and Environmental Sustainability Committee.

Amy Hughes, Director Communication, Experience and Conservation was again elected on to the Zoo and Aquarium Association Australasia (ZAA) Board for a further two-year term. Amy also sits on the ZAA Wildlife Conservation Committee, ZAA Conservation Engagement Committee and the International Zoo

Educators Association (IZE) Board. Wellington Zoo will host the IZE Conference in October 2023.

Chief Operating Officer Daniel Warsaw continues as a Board Member and Treasurer for the Madagascar Fauna and Flora Group, one of the Zoo's conservation partners. Daniel is also a member of the ZAA Ethics Committee.



Strategic Management Team (SMT)



Left to right: Chris Jerram, Amy Hughes, Karen Fifield MNZM, Daniel Warsaw.

SMT Team Realignment & Key Appointments

With the resignation of two of our SMT members, we took the opportunity to reshape the Strategic Management Team to better align with the Zoo's strategy. Three roles - Chief Finance Officer, General Manager Business and Partnerships and General Manager Animal Care and Science were disestablished on the SMT team (as well as the Corporate Services Manager role). A Chief Operating Officer role was established, assuming responsibility for operational excellence; including Animal Care and Animal Science. Both General Manager of Communications, Experience and Conservation and General Manager Safety, Assets and Sustainability had a title change to Directors of those areas with the Director Communications, Experience and Conservation's role also changing to incorporate fundraising and partnerships.

New roles created and recruited as a result of this restructure were a new Finance Manager, and a new People and Culture Lead. The Partnerships Advisor role was revised to become Partnerships Manager and was filled by the incumbent.

We appointed a new Health and Safety Lead who is responsible for managing hazards and risks in the organisation and a new Animal Care Manager who is responsible for leading our team of Zoo Keepers and ensuring we deliver the best possible animal care. The Animal Science Manager is now responsible for also managing the team at The Nest Te Kōhanga.

Sustain financial success by data driven decision making

Maintaining a progressive zoo like ours requires significant investment. We need to provide the highest level of animal welfare while meeting the needs of our visitors and community. COVID-19 presented challenges across the previous two financial years and is anticipated to do so through next financial year.

Financial Success

The economic and social impacts of COVID-19 presented the Zoo with a financial challenge this year. Our visitor revenue was significantly reduced and was \$910,918 behind budget for the year. While we are thankful to have received some central government support through wage subsidies and business resurgence payments, we finished the year with a \$127,789 deficit. We are extremely grateful to Wellington City Council for their support with an

extra operational grant payment of \$509,450 to help offset some of this impact during the 2021-22 year and going into 2022-23.

Stanford University GMIX Programme

During August and September, we undertook a project with a Stanford University MBA candidate, Eric Mattson. Eric looked at our venues business and helped us start a new strategy for driving increased growth from this area. While unable to travel due to COVID-19 restrictions, Eric's work proved there was substantial opportunity for growth in this area and his work will help our venues' positioning and overall market strategy. This came at an opportune time as we went to market to find our new hospitality partner.

Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Council operating grant per visitor	\$17.55	✗	\$14.05	\$15.23
Full cost to Council	\$6.438M*	✗	\$5.801M	\$5.724M
Trading Revenue per visit (excl. grants & interest)	\$17.05	✗	\$17.83	\$19.91
Non-Council donations and funding	\$821k^	✓	\$387k	\$390k
Percentage of operating costs generated by Trust	43%^^	✗	59%	55%
Trust generated income as percentage of the Council grant	97%^^	✗	146%	131%

* this measure is generated by WCC and is not controlled by the Trust. It includes depreciation and shared services costs, CCO team costs, insurance, CAPEX interest and the OPEX grant
 ^ Non-Council operational grants, donations, sponsorships and bequests. This target does not include any capital funding. This figure includes Covid-19 relief funding including IRD Business Resurgence, MSD wage subsidy, and MBIE Strategic Tourism Asset Protection funding.
 ^^Impacted by reduced visitor numbers due to Covid-19 restrictions

Commit to outstanding daily visitor care



Visitor Numbers

Wellington Zoo continued to feel the effects of COVID-19 on visitation numbers, and revenue. Considering the various COVID-19 restrictions for most of the year, we were thrilled to see over 200,000 people visiting the Zoo last year.

Revenue from visitation is vital in ensuring the Zoo can continue to operate. We have really appreciated the continued support from our community, especially in the last few years.

Sustainability Messaging

The Sales and Service team reviewed our retail suppliers and created an updated learning and sales guide for the team on the sustainability and conservation messages attached to our different retail products. The team also reviewed our bookings processes and documents, and undertook a range of other continuous improvement exercises.

Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Number of visitors	207,365*	✗	255,936	229,423

*48,571 visitors behind YTD target due to COVID-19 lockdown and restrictions.

Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Measure visitor feedback and satisfaction	9.1	✓	8.5	91%

Based on a 7-point scale, the average to 30 June was 6.6 which equates to approximately 94%. This was changed to a seven point scale in January 2022.

Visitor Insights

The ongoing visitor survey has been revamped to align with best practise customer experience insights. This ensures we are receiving information that can be actioned and used to easily identify trends and will also enable us to collect information for our UN Sustainable Development Goals measures.

Changes implemented as a result of this visitor feedback include the installation of additional water fountains and work to help Kororā Little Blue Penguins be more visible to visitors.

We also commissioned Wellington audience research via visitor attraction research specialists MHM Research. They did a deep dive into visitation, donations and membership audiences at Wellington Zoo. In addition to giving us some audience insight metrics to measure how well we were doing with these groups, they also split our audience into eight audience segments, which will be useful in developing relevant and effective communications.

Some highlights of the findings were:

- 90% of respondents had heard of Wellington Zoo
- Nearly half of the Wellington region market has visited Wellington Zoo in the last three years
- 85% of the market's motivations fall in the 'social' category
- 'Expense' was the main barrier to visiting, highlighting the importance of the Zoo's accessibility initiatives
- 48% of the Zoo market has children in their household



Qualmark COVID Clean Approved

We were 'COVID Clean Approved' this year. The COVID Clean Approved assessment was developed by Qualmark exclusively for its licence holders and offers information and checklists derived from the New Zealand's Government COVID-19 guidelines. The assessment allows us to demonstrate to visitors and staff that we are aware of and working to take measures to help prevent the spread of COVID-19.

Sustain a safety-conscious culture

Health, Safety and Wellbeing Strategy 2022-2025

Following an external Health and Safety review last year, management has developed a Health, Safety and Wellbeing Strategy 2022-25, established a Health, Safety and Wellbeing Committee (previously Safety Improvement Team) and appointed eight staff Health and Safety Representatives.

SafePlus On-site Assessment

As part of our Health, Safety and Wellbeing Strategy 2022-25, Wellington Zoo underwent a SafePlus On-Site Assessment during April. This consisted of a staff survey and an on-site assessment by an external consultant, involving multiple working group interviews and system and process reviews.

Emergency Code Drills and Training

With several new staff on board, the Sales and Service team participated in an internal training session after hours. This session focused on delivering the Zoo's expectations during each of the 'Code' emergency events to ensure a consistent approach is taken by all.

The Zoo has a measure of eight emergency drills per year; board members will attend critical drills to ensure they meet due diligence obligations. We have also created new public address messaging to provide a cohesive and calm response during high-tension emergencies.

Safety Toolbox Sessions

Health and Safety Lead Matt Campbell is delivering a new programme of Safety Toolbox sessions as well as supporting managers and team leaders in delivering these sessions more regularly across all business units.

IHI Health and Safety Portal

Our IHI health and safety portal reporting system has been in place for a full year. The new system has led to increases in hazard and near-miss reporting, along with a greater transparency for how health and safety issues are assessed and managed at the Zoo.



Measure	Actual 2021/22	✓	Target 2021/22	Actual 2020/21
Health, Safety & Wellbeing Committee (ex Safety Improvement Team) meeting attendance	94%*	✓	80%	93%
Successful emergency drill/incident debriefs held	8	✓	8	8

*Three Safety Improvement Team meetings held to end of 2021. New Health, Safety & Wellbeing committee structure agreed and first meeting held in March 2022.

Health, Safety & Wellbeing Engagement

A key action from the Zoo's newly established Health, Safety & Wellbeing (HS&W) strategy was to revamp our existing Worker Engagement processes. We first established a new role of Health & Safety Lead - which better represented the role and where we wanted to position HS&W at the Zoo and acknowledging the importance with the seniority of this role. Our Health & Safety Lead has since driven change in this area and overhauled the Health & Safety Representative (HSR) roles within the Zoo and established an updated HS&W Committee. The Committee members meet eight times a year - with meetings aligned to the Zoo Trust Board meetings both in terms of timing and also in reviewing key Zoo Health & Safety measures. We anticipate the new HSRs and Committee meetings will have a positive effect on the Zoo's Health & Safety Culture and wider ownership of Health & Safety outcomes in the years to come.

In early August, our Director Safety, Assets and Sustainability Chris Jerram and Health and Safety Lead Matt Campbell attended a workshop for the development of HSRs. The workshop content outlines current best practice principles that can be included in the updated Worker Engagement processes for the Zoo. One of the SafePlus On-site Assessment recommendations was to revamp the Zoo's existing HSR process.



Improve and maintain the physical assets

Sustainably Caring for Our Assets

Upgrades

We have implemented security camera and system upgrades, as well as conducted our tri-annual tree condition survey.

Habitat maintenance assessment

The Animal Care and Maintenance teams have developed a strategic plan to assess all habitats for maintenance and improvements.

Two asset revaluation projects are underway with the support of Wellington City Council (WCC). The aim is to ensure the asset is appropriately valued within the WCC to support the long-term asset management plan for the Zoo moving into the next round of Long Term Plan discussions.

Staff accommodation & Storage improvements

We completed a refit of the Zoo Workshop and created a fit-for-purpose break space for the Maintenance and Grounds Team, as well as improve the working area and storage within the current workshop space. We also constructed a new bespoke storage area for the Zoo's ever increasing shop stock and new stacking shelving to improve the way space is used behind the scenes. This work has also freed up previously under-utilised areas for staff offices in the Living Room.



As part of our mitigation measures for Covid-19 we also had temporary offices installed to provide separate office and break facilities for the Animal Care and Visitor Ranger teams. While not permanent installations, they have been highly valuable in limiting the potential exposure situations between teams during the pandemic.

Repainting of Kamala's play area

We refreshed the popular giant Tarantula and Blue-tongued Skink play equipment with new paint which lifts this area of the Zoo and makes the playground fit in with the upgrades at the banana bar.

Habitat Updates

Ring-tailed Lemur

This habitat was modified to accommodate the male Ring-tailed Lemur on loan from Hamilton Zoo. The construction of a secondary space will help hold a bachelor group separate from the main female group or can be used as a transitional area to help Lemurs that are coming in or out of the group.

Spider Monkeys and Capuchins

We removed accumulated material from the past 20 years from the Monkey Island moat. This has allowed for a thorough assessment of the moat's condition, a revamp of the water pump and flow system along with the installation of a mid-moat electric fence.

Quarantine facilities at Wild Theatre

The old aviaries at the back of Wild Theatre are being upgraded. These aviaries will be a temporary holding area for two Lace Monitors while their habitat is being built and will also house some of the residents of Te Piringa Iti while strengthening works are completed. These new facilities are now a Ministry for Primary Industries approved invertebrate and reptile quarantine facility.

African Savannah

We have installed new Giraffe feeders and made substrate improvements at the bottom of the African Savannah.

Meerkats

We have installed a shade sail in the Meerkats habitat for Close Encounter experiences which benefits animals, visitors and staff.

Lion habitat

Prior to the arrival of two male Lions from Denmark, some structural improvements were made to the habitat and den areas. This was done to ensure the new males would have a space that was safe and met their welfare needs. We also took the opportunity to refresh all our Lion signage. The signs are based on the five domains model of animal welfare and how we care for Lions at Wellington Zoo, and Safe Cats Safe Wildlife Messaging which focuses on responsible pet ownership by encouraging cat owners to keep their cats safe at home.

The Nest Te Kōhanga and Kororā

Repairs have been made to the water pumps in both The Nest Te Kōhanga and the Kororā habitat which unfortunately broke down at the same time during Alert Level 3.

Meet the Locals He Tuku Aroha

We have added a second visitor gate to the Sheep paddock in Meet the Locals He Tuku Aroha to dissuade the sheep from venturing into the Barn area of Meet the Locals He Tuku Aroha and eating all the plants in this area.



Meet all legal and compliance requirements

Ministry for Primary Industry Audits

MPI undertook Wellington Zoo's annual Zoo Containment Facility and Transitional Facility for Containers audit on 3 December. MPI were once again impressed with staff professionalism and understanding of the animals in our care and had no hesitation in giving us a clean audit.

ComplyWith

The annual ComplyWith Survey for legislative compliance was carried out in July 2021 and showed a good level of compliance with 99% of staff responses raising no issues. Most of the issues identified were already being dealt with by the Health and Safety team, with the remaining two matters relating to minor employment relations compliance issues.

WCC Statement of Intent 2022/23

Wellington Zoo's draft Statement of Intent (SOI) 2022/23 was submitted to WCC's Pūroro Tahua Finance and Performance Committee on 1 March. The SOI was discussed as part of the Zoo's Strategic Management Team's annual planning day, as was WCC's Statement of Expectation, capital projects, renewals plan and revenue opportunities. The overarching theme of the planning day was designing the future success of the Zoo.



Wellington Zoo Board of Trustees



Craig Ellison (Chair)



Michael Potts



**Benjamin Bateman
(Chair, Finance, Audit & Risk Committee)**



Nina Welanyk Brown



Councillor Fleur Fitzsimmons



Jane Diplock AO (appointed 2022)

Financials

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Independent auditor's report

To the readers of the Wellington Zoo Trust's Financial Statements and Performance Information for the year ended 30 June 2022

The Auditor-General is the auditor of the Wellington Zoo Trust (the Trust). The Auditor-General has appointed me, Andrew Steel, using the staff and resources of Moore Markhams Wellington Audit, to carry out the audit of the financial statements and the performance information, of the Trust on the Auditor-General's behalf.

Opinion

We have audited:

- the financial statements of the Trust on pages 82 to 102, that comprise the statement of financial position as at 30 June 2022, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date and the notes to the financial statements that include accounting policies and other explanatory information; and
- the performance information of the Trust on pages 11 to 76.

In our opinion:

- the financial statements of the Trust on pages 82 to 102:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2022; and
 - its financial performance and cash flows for the year then ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with the Public Benefit Entity Reporting Standards Reduced Disclosure Regime; and
- the performance information of the Trust on pages 11 to 76 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 2022.

Our audit was completed late

Our audit was completed on 16 December 2022. This is the date at which our opinion is expressed. We acknowledge that our audit was completed later than required by Section 67 (5) of the Local Government Act 2022. This was due to the auditor shortage in New Zealand.

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

Moore Markhams is a network of independent firms that are each members of Moore Global Network Limited. Member firms in principal cities throughout the world.

Moore Markhams Wellington Audit is a partnership of MK Rania and AJ Steel. Moore Markhams independent member firms in New Zealand are in Auckland - Christchurch - Dunedin - Hawke's Bay - Queenstown - Wairarapa - Wanganui - Waverley - Wellington.



Basis for our opinion

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

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

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

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

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

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

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

The Trustees' responsibilities arise from the Local Governments Act 2002, the Charitable Trusts Act 1957, the Charities Act 2005 and the Wellington Zoo Trust Deed.

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

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

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

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

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



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

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

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

Our responsibilities arise from the Public Audit Act 2001.

Other Information

The Trustees are responsible for the other information. The other information comprises the information included on pages 1 to 10 and 76 to 82, but does not include the financial statements and the performance information, and our auditor's report thereon.

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



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

Independence

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

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

Andrew Steel
Moore Markhams Wellington Audit
On behalf of the Auditor-General
Wellington, New Zealand

Statement of Compliance and Responsibility

For the year ended 30 June 2022

Compliance

The Board and management of the Wellington Zoo Trust confirm that all the statutory requirements of the

Local Government Act 2002 regarding financial and operational management have been complied with.

Responsibility

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

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

In the opinion of the Board and management, the Annual Report for the year ended 30 June 2022 fairly reflect the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.



Craig Ellison
Chairperson

16 December 2022



Karen Fifield MNZM
Chief Executive

16 December 2022

Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2022

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

for the year ended 30 June 2022

	Note	Actual 2022 \$000	Budget ¹ 2022 \$000	Actual 2021 \$000
REVENUE				
Grants and Operating Revenue	1	8,643	8,855	8,888
Finance Revenue		7	8	7
Operating Revenue		8,650	8,863	8,895
Capital Grants and Donations	1	777	-	504
TOTAL REVENUE		9,427	8,863	9,399
EXPENSE				
Operating Expense	2	8,742	8,863	8,407
Depreciation		-	-	-
Operating Expense		8,742	8,863	8,407
Vesting of Capital Grants and Donations	3	813	-	482
TOTAL EXPENSE		9,555	8,863	8,889
NET SURPLUS/(DEFICIT) before taxation		(128)	-	510
Income Tax Expense		-	-	-
NET SURPLUS/(DEFICIT) for the year		(128)	-	510
Other Comprehensive Revenue		-	-	-
TOTAL COMPREHENSIVE REVENUE AND EXPENSE		(128)	-	510

The accompanying notes form part of these financial statements.

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes. Refer to Note 18 and Note 19 for explanations of major variances.

Statement of Changes in Equity

For the year ended 30 June 2022

STATEMENT OF CHANGES IN EQUITY

for the year ended 30 June 2022

	Note	Actual 2022 \$000	Actual 2021 \$000
Equity Opening Balances			
Accumulated Comprehensive revenue and expense		224	242
Restricted Funds		1,808	1,280
Total Equity-Opening Balance		2,032	1,522
Comprehensive Revenue			
(Deficit)/Surplus for the year to retained earnings	10,11	(128)	510
Total comprehensive revenue		(128)	510
Equity Closing Balances			
Accumulated Comprehensive revenue and expense		224	224
Restricted Funds		1,680	1,808
Total Equity-Closing Balance		1,903	2,032

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

Statement of Financial Position

For the year ended 30 June 2022

STATEMENT OF FINANCIAL POSITION

	Note	Actual 2022 \$000	Budget ¹ 2022 \$000	Actual 2021 \$000
ASSETS				
Current Assets				
Cash and cash equivalents	4	3,689	2,502	3,659
Trade and other receivables	5	1,662	150	175
Inventories		64	100	92
		5,415	2,752	3,926
Non-Current Assets				
Property, Plant and Equipment	6	-	-	-
		5,415	2,752	3,926
TOTAL ASSETS		5,415	2,752	3,926
LIABILITIES				
Current Liabilities				
Trade, other payables and accruals	7	1,576	650	1,016
Monies held in trust	7	9	-	9
Revenue in Advance	8	1,426	276	468
Employee Benefits	9	501	400	401
		3,512	1,326	1,894
TOTAL LIABILITIES		3,512	1,326	1,894
NET ASSETS		1,903	1,426	2,032
EQUITY				
Accumulated Comprehensive revenue and expense	10	224	250	224
Restricted Funds	11	1,680	1,176	1,808
TOTAL EQUITY		1,903	1,426	2,032

The accompanying notes form part of these financial statements

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes. Refer to Note 18 and Note 19 for explanations of major variances.

Statement of Cash Flows

For the year ended 30 June 2022

	Note	Actual 2022 \$000	Budget ¹ 2022 \$000	Actual 2021 \$000
Cash flows from operating activities				
Cash was provided from:				
Operating Revenue		8,938	8,539	9,395
Interest Received		7	10	7
Net GST received		345	-	-
Cash was applied to:				
Payments to Suppliers		(3,198)	(2,624)	(2,608)
Payments to Employees		(6,062)	(6,239)	(6,010)
Net GST Paid		-	-	(37)
Net cash inflow from operating activities		30	(314)	747
Cash flows from investing activities				
Cash was applied to:				
Purchase of property, plant and equipment		-	-	-
Net cash (outflow) from investing activities		-	-	-
Net Increase/(Decrease) in Cash and cash equivalents held		30	(314)	747
Cash and cash equivalents at beginning of year		3,659	2,816	2,912
Cash and cash equivalents at end of year	4	3,689	2,502	3,659
Made up of:				
Cash and bank balances		3,689	2,502	3,659
Closing Cash Balance		3,689	2,502	3,659

The accompanying notes form part of these financial statements.

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes. Refer to Note 18 and Note 19 for explanations of major variances.

Statement of Accounting Policies

For the year ended 30 June 2022

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 Trusts incorporation number is 1341121, and the Charities registration number is CC22002.

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

The Trust is reliant on the Wellington City Council (the Council) for the majority of its income and operates under a Contract for Services with the Council. The Contract for Services was re-negotiated to 30 June 2024. Ongoing funding for the Trust has been approved in the 2018/2028 Long Term Plan. The Trust has made a further going concern assessment in Note 20.

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

Under this framework, the Trust is eligible to apply the reduced disclosure regime (Tier 2 entity) of the Public Benefit Entity Accounting Standards. The Trust meets this criteria as is not a large public sector entity with total expenses ≥ \$30million and is not publicly accountable.

The reporting period for these financial statements is for the year ended 30 June 2022. The financial statements were authorised for issue by the Board of Trustees on 16 December 2022.

Statement of Compliance

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

Measurement Base

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

Functional and Presentation Currency

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

Significant Accounting Policies

Critical Accounting estimates and assumptions

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

Grants

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

Grants are recognised as revenue when they become receivable unless there is an obligation to return the funds

if the conditions of the grant are not met. If there is such an obligation the grants are initially recorded as grants received in advance and recognised as revenue when the conditions of the grant are satisfied.

Revenue

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

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

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

Donated, subsidised or vested assets

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

Interest

Interest revenue is recognised using the effective interest rate method.

Volunteer Services Recognition

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

Taxation

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

Goods and Services Tax (GST)

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

Debtors and other receivables

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

Cash and cash equivalents

Cash and cash equivalents include 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, and long service leave) is recognised as a liability when benefits are earned but not paid. The Trust recognises a liability and an expense for a one-off payment where contractually obliged or where there is a past practice that has created a constructive obligation.

Short Term Employee Benefits

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

Other Contractual Entitlements

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

Provisions

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

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

Revenue in Advance

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

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

Contingent Assets and Liabilities

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

Animal Collection

In accordance with customary practice among Zoological organisations, animals are not recorded as there is no objective basis for establishing value. Additionally, animals have numerous attributes, including species, age, sex, relationship and value to other animals, endangered status and breeding potential whereby it is impracticable to assign value. Expenditure related to animal acquisitions is expensed in the period of acquisition.

Equity

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

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

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

Statement of Cash Flows

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

Related Parties

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

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

Changes to Accounting Policies

There have been no changes in accounting policies this year.

Notes to the Financial Statements

Note 1: Revenue

	Actual 2022 \$000	Budget ¹ 2022 \$000	Actual 2021 \$000
Exchange Revenue			
Sale of Goods	469	485	489
Other Corporate income	77	150	117
Total Exchange Revenue	546	635	606
Non-Exchange Revenue			
Admissions	3,033	3,777	3,605
Other Revenue	95	-	96
Contractual Revenue			
Ministry of Education	84	84	84
Wellington City Council Operating Grant	4,148	3,596	3,508
Wage Subsidy	213		17
Business Resurgence Payment	132	481	
Wildlife Institutions Relief Fund	-		411
Strategic Tourism Assets Protection Programme	125		254
Operating Grants and Donations			
Fonterra Brands	4		19
Brian Whiteacre Trust	-		5
General Donations	16		216
Koala Trust	7		9
Weta FX	20		20
Department of Conservation	-		1
Ministry of Primary Industries	6	280	19
Wellington Community Trust / Fund	-		10
Ministry of Social Development	2		5
Unitech	3		3
Holdsworth Trust	180		-
Tip Top	20		-
Frucor	9		-
Operating Grants and Donations	267	280	307
Total Non-Exchange Operating Revenue, Grants and Donations	8,097	8,218	8,282
Capital Grants and Donations			
Pub Charity	400	-	239
Stout Trust	-	-	25
Wellington Community Trust	7	-	9
Lotteries Trust Board	-	-	9
Four Winds	75	-	15
J&A Mauger Trust	-	-	49
Caniwi Trust	-	-	20
ST APP	-	-	121
Lion Foundation	-	-	10
Brian Whiteacre Trust	15	-	-
TG Macarthy Trust	150	-	-
Pelorus Trust	40	-	-
Frucor	-	-	7
Donations & other fundraising towards Snow Leopard project	90	-	-
Total Non-Exchange Capital Grants and Donations	777	-	504
Total Non-Exchange Revenue	8,874	8,218	8,786
Total Grants, Donations and Operating Revenue	9,420	8,853	9,392

Grants and Donations include grants and bequests received for capital and operational purposes of \$1.044M (2021:\$811K).These grants were received for specific purposes.

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 2: Expense on operating activities

	Note	Actual 2022 \$000	Budget ¹ 2022 \$000	Actual 2021 \$000
Marketing and Commercial costs		215	298	280
Auditor's remuneration:				
- Audit Services		32	33	32
Entertainment		-	9	6
Consumables		448	505	419
Cost of goods sold		219	252	237
Other Costs		859	861	829
Insurance premiums		11	12	11
Materials and Services		222	275	250
Personnel costs		6,245	6,128	5,868
Trustees' remuneration	16	111	111	111
Utilities		380	380	364
		8,742	8,864	8,407

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

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 3: Vesting of Capital Grants and Donations

This entry relates to the transfer of these funds to Wellington City Council. The Zoo has transferred funds of \$42K (2021: \$482K) to Wellington City Council towards capital spend for this year, and committed a further \$770K to be transferred.

Note 4: Cash and cash equivalents

	Actual 2022 \$000	Budget 2022 \$000	Actual 2021 \$000
Bank Balances	3,685	2,502	3,653
Cash on hand	4	-	5
Total Cash and cash equivalents	3,689	2,502	3,659

Note 5: Trade and other receivables

	Note	Actual 2022 \$000	Budget 2022 \$000	Actual 2021 \$000
Receivables (Gross)		30	150	51
Trade Receivables due from Wellington City Council	15	1,510	-	1
Less provision for impairment of trade receivables		-	-	-
Trade Receivables		1,540	150	52
GST Receivable		-	-	36
Prepayments		122	-	87
		122	-	123
Total Trade and other receivables		1,662	150	175
Trade Receivables comprises:				
Receivables from the sales of goods and services (exchange transactions)		1,031	150	52
Receivables from transfers (non-exchange transactions)		509	-	0
		1,540	150	52

As at 30 June 2022, no Trade Receivables were assessed as impaired.

Note 6: Property, Plant and Equipment

	Actual 2022 \$000	Budget ¹ 2022 \$000	Actual 2021 \$000
Operational Assets			
Plant			
Plant at cost – opening balance	48	48	48
Accumulated depreciation	(48)	(48)	(48)
Total Plant – opening balance	-	-	-
Depreciation Expense	-	-	-
Total plant – closing balance	-	-	-
Furniture and Equipment			
Furniture and Equipment at cost – opening balance	171	171	171
Accumulated Depreciation	(171)	(171)	(171)
Total Furniture and Equipment – opening balance	-	-	-
Depreciation Expense	-	-	-
Total Furniture and equipment – closing balance	-	-	-
Total Operational Assets	-	-	-
Work in progress			
Work in progress at cost – opening balance	-	-	-
Additions	-	-	-
Other	-	-	-
Work in progress at cost – closing balance	-	-	-

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

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

	Actual 2022 \$000	Budget 2022 \$000	Actual 2021 \$000
Payables under Exchange Transactions			
Exchange Payables and Accruals			
Trade Payables and Accruals	204	650	236
Trade Payables due to parent	816	-	554
Total Payables under Exchange Transactions	1,020	650	790
Non -Exchange Payables			
PAYE payable	68	-	-
GST payable	357	-	126
ACC levies payable	131	-	100
Total Payables under Non-Exchange Transactions	556	-	226
Total Payables	1,576	650	1,016
Regional Amenities Fund (administered on behalf of Wellington Regional Amenities Fund)	9	-	9
Total Monies held in Trust	9	-	9

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 8: Revenue in Advance

	Actual 2022 \$000	Budget ¹ 2022 \$000	Actual 2021 \$000
Revenue in Advance under Exchange Transactions			
Exchange Revenue in Advance			
Admissions Revenue	358	276	319
Total Revenue in Advance under Exchange Transactions	358	276	319
Non-Exchange Revenue in Advance			
Grants and Donations with conditions attached			
Wellington Community Trust	14	-	21
Four Winds Trust	-	-	75
Holdsworth Trust	42	-	42
Lottery Grants Board	812	-	-
Lion Foundation	125	-	-
Air Rescue Services	75	-	-
Donations & other fundraising towards Snow Leopard project	-	-	11
Total Grants and Donations with conditions attached	1,068	-	149
Total Revenue in Advance	1,426	276	468

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 9: Employee Benefits

	Actual 2022 \$000	Budget ¹ 2022 \$000	Actual 2021 \$000
Payroll Accruals	106	80	-
Holiday Leave	395	300	401
Total employee benefits	501	380	401
Represented by:			
Current	501	380	401
Total employee benefits	501	380	401

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 10: Accumulated (Deficit)/Surplus

	Note	Actual 2022 \$000	Actual 2021 \$000
Accumulated Surplus/Deficit			
Opening Balance		224	242
Net surplus/(deficit)		(128)	510
Transfers from restricted funds	11	230	702
Transfers to restricted funds	11	(102)	(1,230)
Accumulated Surplus/(Deficit)– closing balance		224	224
Total accumulated surplus/(deficit)		224	224

Note 11: Restricted Funds

	Actual 2022 \$000	Actual 2021 \$000
Trusts, Bequests and Capital Grants		
Opening Balance	1,223	671
Additional funds received	7	1,134
Funds utilised	(42)	(582)
Trusts, Bequests and Capital Grants – closing balance	<u>1,188</u>	<u>1,223</u>
Animal Transfers		
Opening Balance	247	301
Additional Operating Grants and Donations received	-	-
Transfers from Other Operating Revenue	-	-
Funds utilised	(104)	(54)
Animal Transfers – closing balance	<u>143</u>	<u>247</u>
Conservation Fund		
Opening Balance	338	308
Funds received	95	96
Funds utilised	(84)	(66)
Conservation Fund – closing balance	<u>349</u>	<u>338</u>
Opening Balance	1,808	1,280
Transfers from retained earnings	102	1,230
Transfers to retained earnings	(230)	(702)
Restricted Funds – closing balance	<u>1,680</u>	<u>1,808</u>

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

Restricted Funds: Purpose of each reserve

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

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

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

Note 12: Financial Instruments

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

Note 13: Commitments

The Trust had no capital commitments as at 30 June 2022 (2021:Nil).

The Trust had no operating lease commitments as at 30 June 2022 (2021:Nil). Payments due not later than one year Nil, payments due between one to two years Nil (2021:Nil).

Note 14: Contingencies

The Trust had no contingent liabilities as at 30 June 2022 (2021:Nil).

Note 15: Intra group transactions and balances

	2022 \$000	2021 \$000
Expense for services provided to the Zoo from WCC:		
Wellington City Council	138	611
	<u>138</u>	<u>611</u>
Revenue for services received by the Zoo from:		
Wellington City Council	4,155	3,521
	<u>4,155</u>	<u>3,521</u>
Current receivables owing to the Zoo from:		
Wellington City Council	1,510	1
	<u>1,510</u>	<u>1</u>
Current payables owing from the Zoo to:		
Wellington City Council	816	554
	<u>816</u>	<u>554</u>

Note 16: Related Party disclosures

Key Management Personnel Compensation

	2022 \$000	2021 \$000
Total employee benefits	1,027	1,055
Trustee remuneration	111	111
Total Key Management Personnel Remuneration	<u>1,138</u>	<u>1,166</u>

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

Trustees' Remuneration

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

The following people held office as trustees of the Zoo during the reporting period. The aggregate remuneration paid to the trustees during the year totalled \$111,000 (2021:\$111,000) and is disaggregated and classified as follows:

Trustee Remuneration	2022 \$000	2021 \$000
Craig Ellison (term as Board Chair started 1 January 2016)	35	35
Nina Welanyk Brown (term started 1 January 2019)	19	19
Michael Potts (term started 1 September 2016)	19	19
Raewyn Bleakley (term ended 31 December 2021)	10	19
Ben Bateman (term started 1 July 2017)	19	19
Jane Diplock, AO (term started 1 January 2022)	10	-
Councillor Fleur Fitzsimons (term started 20 November 2019)	-	-
Total Trustee Remuneration	<u>111</u>	<u>111</u>

	2022 \$000	2021 \$000
Trustees		
Remuneration	111	111
Full-time equivalent members	6.00	6.00
Strategic Management Team		
Remuneration	1,027	1,055
Full-time equivalent members	4.45	6.00
Total Key Management Personnel Remuneration	<u>1,138</u>	<u>1,166</u>

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

Related party transactions

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

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

No provision has been required, nor any expense recognised for impairment of receivables for any loans or other receivables to related parties (2021:\$Nil).

Note 17: Events after balance date

There were no significant events after balance date that affect the financial statements (2021:\$Nil).

In 2021 the Trust did not meet the requirement under section 67(5) of the Local Government Act 2002 to complete its audited financial statements and service performance information by 30 November 2021. This requirement was not met because Audit New Zealand was unable to complete the audit within this timeframe due to an auditor shortage and the consequential effects of Covid-19, including lockdowns.

Note 18: Explanations of major variances against budget

Statement of comprehensive revenue and expense

Revenue

Operating Revenue was below budget by \$212,000, largely due to visitor revenue being below budget by \$744,000. Covid-19 alert levels and restrictions had a significant impact on visitor numbers and corresponding visitor revenue with the level-4 lockdown beginning 17 August 2021, and again when the national covid-19 traffic light setting moved to the red setting on 23 January 2022. The reduction in revenue was partly offset by increased operating grant revenue, which was \$528,000 above budget, this includes an additional operating grant of \$509,450 provided by WCC.

Statement of financial position

Current Assets

Current Assets are greater than budgeted by \$2,663,000, most significantly due to cash and cash equivalents being \$1,187,000 greater than budgeted, and trade and other receivables being \$1,512,000 greater than budgeted.

Current Liabilities

Current Liabilities are greater than budgeted by \$2,186,000, most significantly due to higher than budgeted revenue in advance of \$1,150,000 because of receipts of grant funding for capital projects and vouchers for admission and experiences booked in advance.

Statement of Cashflows

Cashflow

Cash inflows are higher than budgeted by \$344,000 due to timing of grants received during the financial year, and higher than budgeted levels of purchases of vouchers for future zoo admission and experiences.

Note 19: Explanations of major variances against prior year

Statement of comprehensive revenue and expense

Revenue

Operating Revenue was lower than prior year by \$245,000. Visitor revenue was lower than the prior year by \$573,000, retail sales were down \$20,000, and the café licence fee and commission were down \$39,000. Covid-19 alert levels and restrictions had a significant impact on visitor numbers and corresponding visitor revenue with the level-4 lockdown in August 2021, and again when the national Covid-19 traffic light setting moved to the red setting on 23 January 2022. The reduction in visitor revenue was offset by increased operational funding which was \$428,000 above the prior year result. Additional operational funding was provided by WCC and Covid-19 related support from Inland Revenues Business Resurgence Fund and the Ministry of Social Developments Covid-19 Wage Subsidy.

Statement of financial position

Current Assets

Current Assets are higher than prior year by \$1,489,000 largely due to an increase in trade and other receivables of \$1,487,000 compared with the prior year. Receivables due from Wellington City Council for recharges of renewals for capital works completed, and additional operational funding for the 21/22 financial year explain this increase.

Current Liabilities

Current Liabilities are higher than prior year by \$1,618,000. This is mostly due to revenue in advance being higher by \$958,000 than the prior year and can be explained by an increase in capital grants funding for the Snow Leopard project which will be recognised in the 2022/2023 financial year, and an increase in entry and encounters vouchers purchased or booked in advance.

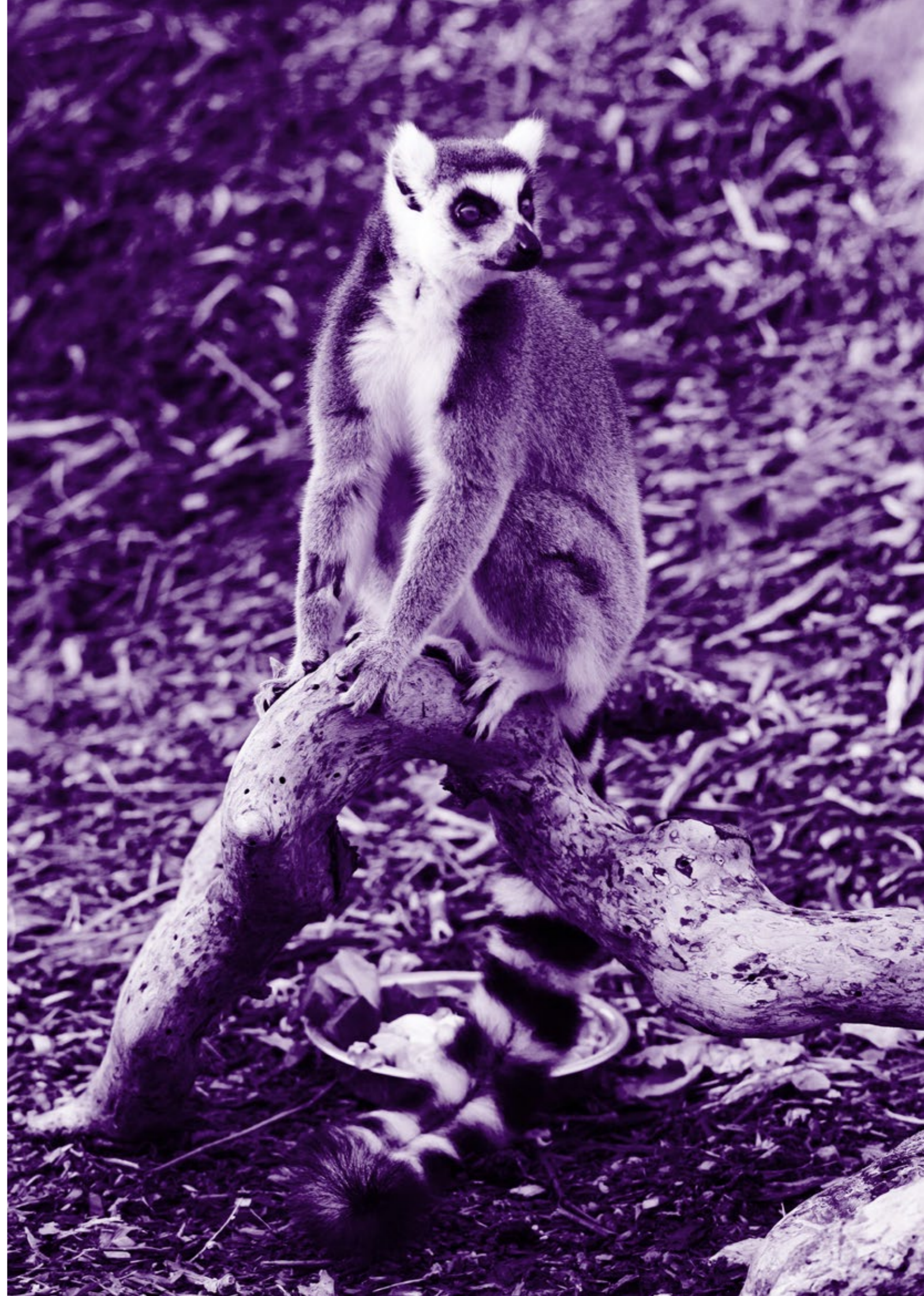
Note 20: COVID-19 Impact

The COVID-19 impact on the financial year result was mitigated by the support received from Wellington City Council.

The COVID-19 pandemic continues to be a consideration for the Trust as changes in Alert Levels, and few international tourists visiting the Zoo impacts on visitor revenue.

Breach of Statutory deadline

The Trust was required under section 67 (5) of the Local Government Act 2002 to complete its audited financial statements and service performance information by 30 November 2022. This timeframe was not met due to the impacts of COVID-19 and the shortage of professional Auditors in NZ and internationally.





2021/2022

ANNUAL REPORT