

2023/2024

# ANNUAL REPORT

Te Nukuao Tūroa  
o Te Whanganui a Tara  
Wellington Zoo

WELLINGTON

ZOO





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# Highlights

## TINANA

Our Animals

**Nia was born**, the first Giraffe calf born at Te Nukuao in almost 20 years

Designed, built & **opened a purpose-built Lace Monitor Lizard habitat**

**Six Ring-Tailed Lemurs were born**, bringing father Zeus' total tally of offspring at Te Nukuao to 14



## HINENGARO

Our Purpose

**Hosted satellite event for the inaugural World Species Congress** where 30 organisations made 50 pledges to save species

Embarked on conservation programme **for Whitaker's Skinks**

**402 native animals treated** at Te Kōhanga The Nest

**\$14,395 awarded to Local Conservation Grants recipients** across the Wellington Region and Rēkohu Chatham Islands

## WAIRUA

Our Community

**Awarded two Rainbow Excellence Awards** - the Z Energy SME Rainbow Inclusivity Award; and The Rainbow Tick Non-Commercial Sector Award

**Snow Leopards habitat won gold** at both the National Commercial Project Awards and the Wellington Regional NZ Institute of Architects Awards

**Hosted the global International Zoo Educators Association (IZE) conference** welcoming over 113 Educators from all over the world

**Hosted world-renowned primatologist Dr Jane Goodall DBE** for a visit with staff and the Zoo's Chimpanzee community

## WHĀNAU

Our Role

**Gifted a new te reo name:** Te Nukuao Tūroa o te Whanganui a Tara

**Welcomed the most visitors ever** in a year, **279,656**, beating our previous record by more than 17,000

Chief Executive, Karen Fifield MNZM, was the **first New Zealander, and fourth woman to be elected President of the World Association of Zoos and Aquariums** in its 88-year history

Hosted our immediate Zoo neighbours for **Neighbours' Night with 1,746 Newtown locals attending**

## ORANGA

A Healthy Organisation

**Master Planning progressed** with future planning for the next 20 years at Te Nukuao Wellington Zoo

Digital sustainability project **reduced estimated emissions from Zoo website by 26.5%**

**Toitū net carbonzero certification awarded** for the 12th year



# Chief Executive Report



Wellington Green Geckos. I always feel so hopeful after spending time with Jane, a true living legend.

Our conservation work took some major steps forward this year. Te Nukua Wellington Zoo hosted the inaugural World Species Congress Satellite Event together with the International Union for the Conservation for Nature (IUCN) NZ. Thirty conservation organisations from across Aotearoa were part of this event and pledged to save 50 native species by 2030. The World Species Congress was a huge success with over 9,000 attendees from over 200 countries and territories. I hosted a session during the main Congress on innovation with Paul Stanley Ward from Capital Kiwi and Mel Mark-Shadbolt from Tumu Whakarae Te Tiri Whakamātaki. It was also inspiring to have the Congress opened by a kapa haka group welcoming the sun at Castlepoint. Aotearoa was front and centre for this auspicious inaugural global Congress.

We welcomed a cohort of locally extinct Whitaker's Skinks as part of the project to restore this population in the wild. We will work with other conservation partners and we have created a special breeding and management area for these skinks at Te Nukua Wellington Zoo.

We completed the new Master Plan for the next 20 years of Wellington Zoo which will set the agenda for our future improvements. This is an exciting project for our Zoo and will continue the transformation we have been undergoing since 2006. The Master Plan is included in the Wellington City Council Long Term Plan from year 2029.

Thank you to everyone who has supported Te Nukua Wellington Zoo in 2023-24, we can't do our important mahi without you. We are particularly thankful to Wellington City Council, who continue to support us as partners and colleagues.

Me tiaki, kia ora!

**Karen Fifield MNZM**  
Chief Executive

I am very pleased with the success this year for Te Nukua Tūroa o te Whanganui a Tara Wellington Zoo Trust on so many levels despite the challenging economic environment. We are proud that we have met or exceeded 21 of the 22 strategic measures for 2023-24. I am so proud of the Zoo team for their incredible passion to drive success for our Zoo. Our animals are our heart and our people are our spirit. Te Nukua Wellington Zoo proves again, this year, that heart, mind and spirit have come together to create impact for saving species and protecting our environment.

I started my zoo career as an educator so it was particularly exciting for me that Te Nukua Wellington Zoo hosted the International Zoo Educators Conference in October 2023. Engaging with the Zoo and Aquarium Educators from 26 countries and proudly welcoming them to our city was inspiring and like coming home. Congratulations to our Te Nukua Wellington Zoo team for delivering a stellar event and particularly to Amy Hughes, Director Communication, Experience and Conservation, and the project team for curating an exceptional programme of papers and workshops for the IZE Conference.

I was so honoured to 'chat' with Dr Jane Goodall DBE during her Reasons for Hope tour to Wellington. A packed Wellington Opera House listened to Jane's inspirational stories and her reasons for hope, especially her faith in young people. Jane also visited Te Nukua Wellington Zoo to meet our staff and visit the Chimpanzees and the

# Trust Chair Report



Te Nukua Tūroa o te Whanganui a Tara Wellington Zoo Trust has had the most successful visitation year in our history! Our community is very important to us and we have had great pleasure in welcoming 279,656 people to Te Nukua Wellington Zoo this year - the most ever and 5.2% above target.

We said farewell to Trust Board Chair, Craig Ellison in January 2024 after nine years on the Board and eight years as Chair. I am honoured to take the Board Chair role after Craig and to continue his strategic legacy for Te Nukua Wellington Zoo. I would like to express my thanks for the dedication of all our Trustees in embracing the mahi of the Zoo.

I would also like to thank our passionate and professional Zoo team for their continued mahi in living our kaupapa, Me tiaki, kia ora! It is more important than ever as we work to protect the environment so all life can thrive.

It is an honour to have our Chief Executive elected as President of the World Association of Zoos and Aquariums (WAZA) - the first time a New Zealander has had this important role in the 88-year history of WAZA.

Having our te reo Māori name gifted to the Zoo was extremely special and supports our kaupapa going forward. Te Nukua Tūroa o te Whanganui a Tara Wellington Zoo Trust is a safe haven for people and animals within the Wellington region. This name

recognises the Zoo as a beautiful healing place where animals and people can come together for the protection of our planet.

I am looking forward to the year ahead as we navigate trying economic times, work towards ambitious and realistic targets and stay true to our kaupapa of Me Tiaki, Kia Ora!

Thank you all.

Me tiaki, kia ora!

**Jamie Tuuta**  
Chair





# Me tiaki, kia ora!

Te Nukuao Wellington Zoo is an innovative, creative and world-class zoo. We are continually guided by our enduring kaupapa, Me tiaki, kia ora! We must look after the environment, so all life will flourish. Our passionate Zoo whānau are committed to ensuring the best possible environment for the animals we care for, and people who visit Te Nukuao. We actively engage at local, national and international levels to forge meaningful partnerships to advocate for wildlife, people and wild places.

## ORANGA A HEALTHY ORGANISATION

### As Wellington Zoo Tangata we

- Celebrate and support the diversity of our Zoo whānau
- Engage with our people to support a happy, healthy and safe workplace
- Commit to outstanding daily visitor care
- Improve and maintain the physical assets
- Support the success of our people
- Meet all legal and compliance requirements
- Integrate Te Ao Māori within the Zoo
- Model values aligned behaviours
- Use data driven decision making
- Sustain financial success



## TINANA OUR ANIMALS

### Inspired by Tangaroa we care for our animals by

- Science based animal welfare practices so the animals are happy
- World leading animal care so the animals live their best lives
- Strategic species planning for our site and staff expertise



## HINENGARO OUR PURPOSE

### Inspired by Tū we save wildlife and wild places by

- Recognition and involvement of the Zoo's conservation expertise
- Effective field partnerships for long term conservation outcomes
- Focused investment in conservation innovations



## WAIRUA OUR COMMUNITY

### Inspired by Rongo we strengthen community support and action by

- Maintaining access to the Zoo for all community members through IDEA (Inclusion, Diversity, Equity and Accessibility) initiatives including community partnerships
- Maintain the Zoo's good reputation and engagement with our community through strategic communications, both on and off site
- Engaging, message driven conservation education based visitor experiences to build community action



## WHĀNAU OUR ROLE

### Inspired by Tāne we protect our planet by

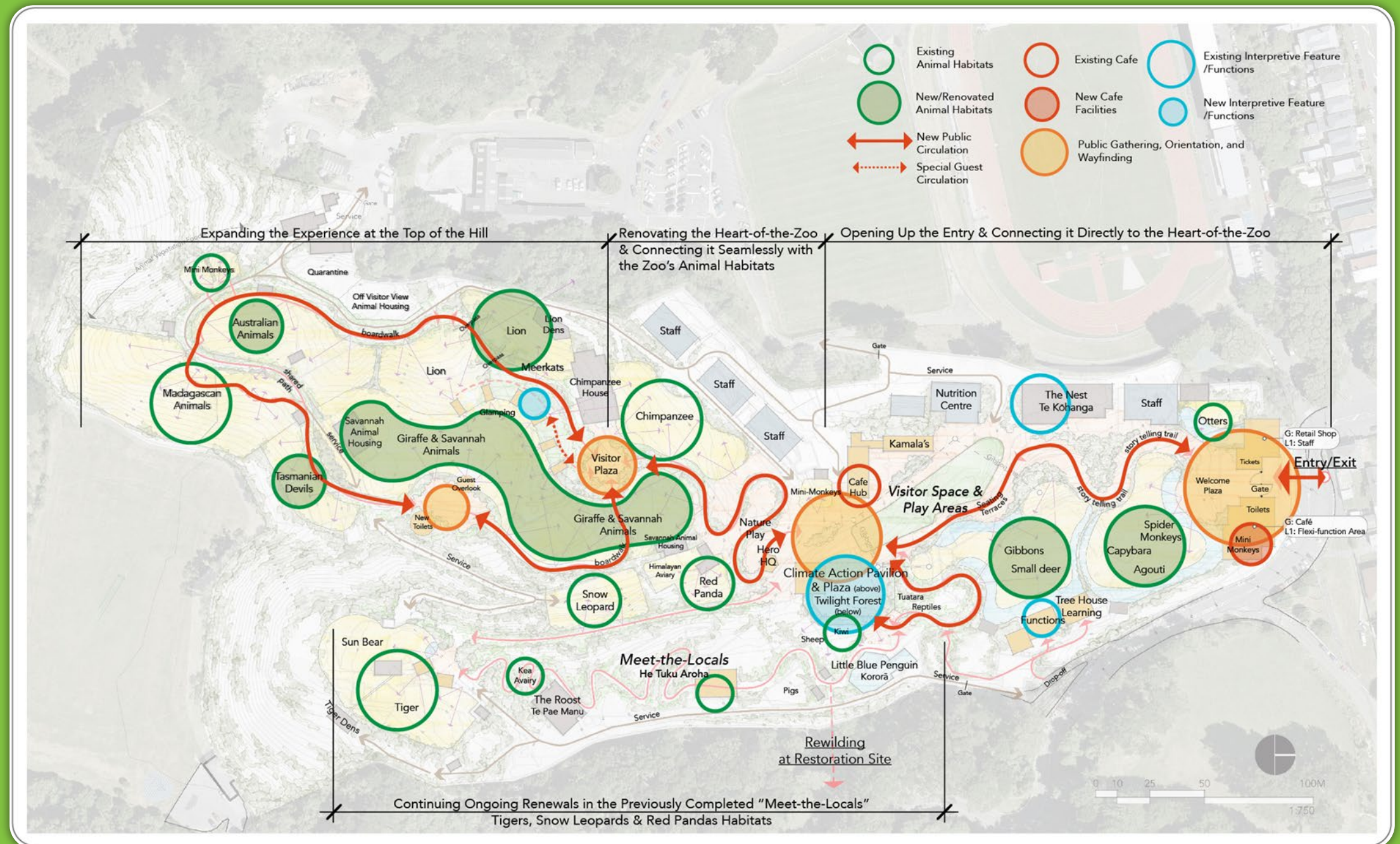
- Setting aspirational sustainability targets based on our chosen SDGs
- Retaining net carbon zero certification through climate action
- Engaging our community and stakeholders with climate impact actions



# Te Nukuao Wellington Zoo Strategy & Master Plan

Over the last 20 years, Te Nukuao Wellington Zoo has undergone enormous change - physically, culturally and economically. The next 20-year Master Plan will build on this success and incorporate new innovations for our 21st century zoo. With the threat of climate change, species decline and people's disconnectedness from nature, Te Nukuao Wellington Zoo must lead by example. Always looking ahead, our Zoo must take on necessary site improvements, strategic thinking, care for appropriate species and focus on people to meet community aspirations as a progressive zoo.

The redevelopment provides the perfect opportunity to re-envision the layout of our Zoo, build on the success of the last 20 years to better reflect our strategy and species plan, and ensure that the site reflects Te Nukuao Wellington Zoo's high-level ambitions, as well as better facilitating our progressive kaupapa, Me tiaki, kia ora! - we must look after the environment so all life will thrive. This vision supports the evolution of Te Nukuao Wellington Zoo over the next 20 years and positions it as resilient and agile, while continuing to be a place of innovation with exemplary animal welfare and extraordinary visitor experiences.





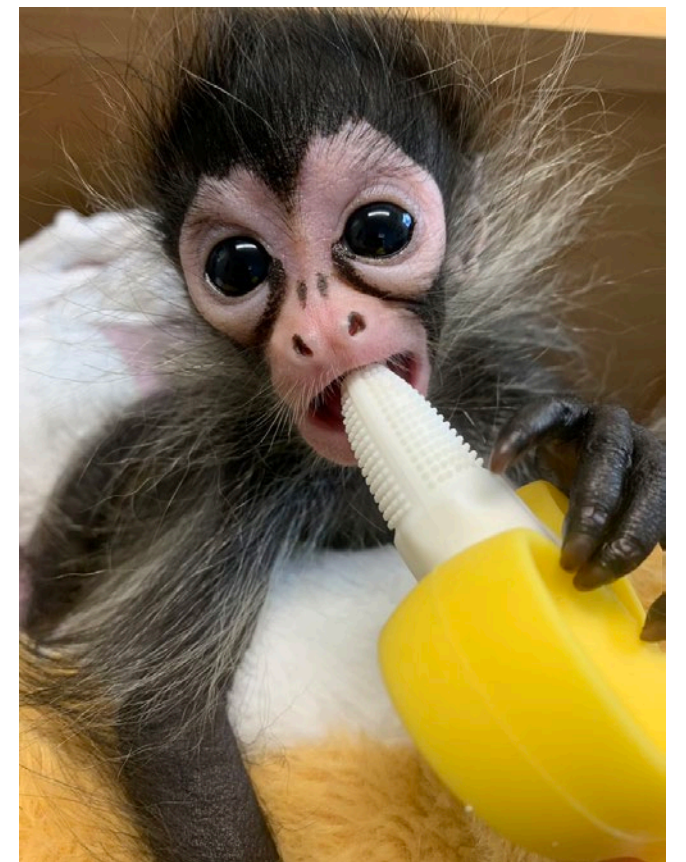


## World-leading animal care so the animals live their best lives

We are proud of the care we provide all animals, whether they live at the Zoo or native species visiting Te Kōhanga The Nest for treatment.

### SPIDER MONKEY

Spider Monkey Aelina was hand-reared from six weeks old due to the sudden and unexpected death of her mother from an aortic aneurysm. Due to her age, vulnerability and welfare considerations, our Zookeepers continued to hand-rear Aelina until she was big enough to be introduced to the troop. The process of hand-raising a Spider Monkey posed a complex challenge for our Primate team who had to feed Aelina every couple of hours, day and night, for the first few weeks of the process. Team members stayed overnight, swapped shifts during the day, and moved at Aelina's pace as she grew in both size and confidence. Introductions to the Spider Monkey group began with short visits to the group's habitat and built up to full-contact time with Florita. Aelina's Aunt Florita had shown great interest in the baby since she was born, and our Animal Care team was confident that Florita would care for Aelina when reintroductions to the wider Spider Monkey troop occurred. Introductions are going well, and Aelina now spends all her time with Florita and another female Spider Monkey named Winnie. As she grows, our Primate team hopes to begin introductions to the rest of the Spider Monkey troop within the coming year.



# TINANA OUR ANIMALS

Inspired by Tangaroa, we provide the best care for animals



### TE KŌHANGA THE NEST

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

### CARING FOR OUR ZOO ANIMALS

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

#### African Lion

Sadiki the African Lion paid multiple visits to Te Kōhanga The Nest after experiencing digestive issues and decreased interest in food over several weeks. A section of his lower intestine, where our Vets found a mass and excessive inflammation, was removed and sent for testing - luckily, it wasn't cancerous. Sadiki's case is a complicated one. The team at Te Kōhanga investigated and ruled out a long list of diseases before making two tentative diagnoses: Exocrine Pancreatic Insufficiency and Inflammatory Bowel

Disease. Our Veterinary and Animal Care teams are treating Sadiki for both conditions with a combination of medication and careful nutritional management, re-evaluating Sadiki daily and adjusting his medicines and diet as required.

#### Kororā Little Blue Penguin

Kororā Little Blue Penguin Harriet was treated at Te Kōhanga The Nest after Zookeepers noticed that she was limping slightly on her left leg. After the Veterinary team observed her over a couple of days, she was taken to an off-site laboratory for a CT scan to ensure there were no broken bones. No serious issues were found so after a couple of days of rest and pain relief, she returned to join the Kororā flock.



#### Red Panda

Sundar the Red Panda visited Te Kōhanga The Nest for a health check-up and a dental exam. He needed a cavity filled in as well as a polish. Te Nukuaio Wellington Zoo is lucky to have the support of specialists like Angus Fehney, a veterinary dental specialist from Te Kunenga ki Pūrehuroa Massey University, along with a student to perform Sundar's dental work.

#### Ring-Tailed Lemur

Ring-Tailed Lemur Zeus received a contraceptive implant. Zeus has fathered 14 children in the past two years, ensuring a strong legacy for the conspiracy. While Zeus was at Te Kōhanga, our Vets also carried out a physical exam, drew some blood and polished his teeth.

#### Kea

Since early March, the Kea flock have been undergoing treatment at Te Kōhanga The Nest for an Aspergillosis infection. Aspergillosis is a fungal disease that can be serious as infection happens fast and organ damage can quickly follow. Kea Puka and Tutu succumbed to the infection very rapidly and died. Our Vet team continue to treat two Kea - Murray and Fern - with two types of antifungal therapy and nutritional support. Each Kea has been responding differently to treatment, meaning their health and recovery has been moving at different speeds. Kea Te Anau responded positively to treatment and has been returned to the Kea Aviary.

### CARING FOR NATIVE WILDLIFE

Te Kōhanga The Nest is the hub for native wildlife care in the Wellington Region. In the past year we treated 402 native animals, 69% of which were able to be restored to the wild after the 72-hour triage period. We're proud our partners like the Department of Conservation Te Papa Atawhai, the SPCA, and Zealandia Te Māra a Tāne trust us to care for native wildlife patients.



**We feel very lucky to be able to work closely with Te Kōhanga The Nest to care for the native taonga that call Wellington home. Zealandia Te Māra a Tāne benefits hugely from the skills and expertise of Te Kōhanga staff. Their care for every injured animal we send their way is exceptional, and it is always a pleasure working with them.**

Ellen Irwin, Lead Ranger Zealandia Te Māra a Tāne

Native wildlife treated included:

#### Kororā Little Blue Penguins

In January a Kororā Little Blue Penguin was found on the runway at Wellington Airport. Only six weeks old when found, the fledgling was hungry and a little underweight, but otherwise healthy. It was put on a weight-gain diet and underwent a thorough check-up to make sure there were no other health issues. Once it had regained weight and its feathers had appropriate waterproofing, this young bird was released near a known nesting site in Lyall Bay.

A Kororā Little Blue Penguin was also found on Ōtaki Beach with severe wounds to its neck and eye. Its left eye was so badly damaged that it will remain permanently blind in that eye. A specialist veterinary eye doctor confirmed that the eye was comfortable and won't need to be removed. The recovering bird has joined the group of Kororā Little Blue Penguin already living at Te Nukuaio Wellington Zoo and is thriving in the flock.



#### Ruru chicks

In January, two Ruru chicks were found and brought in for care. Because the Ruru were so young, it was important they did not imprint on their human carers. The Vet team wore huge facial shields when feeding the chicks and played Ruru calls over a speaker. In the incubator during the day, a life-size Ruru puppet stayed with the chicks and acted as a surrogate mother. The two chicks were cared for until ready for release and were released to the predator-free Miramar peninsula.



#### Ruru adult

A Ruru was found on a road in Karori, unable to fly with a fractured bone in her wing. She spent a few weeks doing physiotherapy and regrowing her feathers but with no possibility of the bird being able to fly again she was euthanised.





Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Percentage of native animals released to the wild after triage and treatment by The Nest Te Kōhanga (TNTK)	69% ✓	50%	54%



**Toroa Black-Browed Albatross**

A very weak Toroa Black-browed Albatross was found near Wellington airport. The veterinary team put him on pain relief, fluids and a diet of fish slurry then performed blood tests, x-rays and an endoscopy (camera down the throat). They found a piece of plastic wrapper and part of an orange balloon. After the plastic was removed from his stomach, our Vets built up his strength before releasing him. With help from the New Zealand Police we sailed out into the Cook Strait to release the Toroa.



**Kākā fledglings**

Two young Kākā siblings were discovered in Zealandia Te Māra a Tāne, without a nest or parents around, possibly due to stormy weather. Kākā aren't suited to being hand-reared so the rangers searched for existing Kākā nests with similar aged chicks that could foster this nestling pair. During this search, the two Kākā chicks made a visit to Te Kōhanga The Nest for a check-up; they also received fluids and a high-calorie crop feed. Both Kākā were placed in separate nests in Zealandia and are now flourishing with their foster families.

**Young Kākā**

A young Kākā was brought to Te Kōhanga The Nest with a fracture to their collarbone. It was allowed to rest until the bone had healed. Because it was a young bird, this Kākā needed a little help with learning to fly and was given some training by the Te Kōhanga Vets. Once it was more confident in the air, it was housed with a fellow Kākā to learn from an expert. After this healing process came to an end, the Kākā was released into Zealandia.



# Science-based animal welfare practices so the animals are happy

**ENRICHMENT**

As a progressive Zoo we utilise the Five Domains of Animal Welfare to ensure the animals we care for live happy and healthy lives. Our Animal Care, Nutrition, Ranger, Veterinary and Maintenance Teams are dedicated to crafting and trialling a variety of enriching activities, diets, and habitat features for the animals at the Zoo. Ranging from sensory activities to food hidden in toys, our Animal Welfare Enrichment Working Group makes sure that the animals we care for are provided with the best possible habitats. Here are just a few examples of the enrichment activities our Animal Care and Nutrition teams have rolled out this year:

**3D printing enrichment**

Te Nukua Wellington Zoo recently purchased a 3D printer that enables us to develop and produce species-specific enrichment items right here at the Zoo. Custom-designed enrichment items are great for the welfare of the animals we care for because they encourage natural play and exploration habits:

- A conical toy was printed to suit the small size of our Pygmy Marmosets, as well as the complex nature of their habitat
- As well as a mini playhouse for the Pygmy Marmosets we have printed small training whistles for our Animal Care team to wear with their uniforms, as a more sustainable option than repeatedly purchasing whistles online. The whistles are used in animal training as a prompt or cue for certain actions and behaviours that help in taking care of the animals
- The Kunekune pig was treated to 3D printed scratching cones that our Zookeepers have fitted into the fence in their habitat

3D printing can also be good for the planet by preventing unnecessary waste. At Te Nukua Wellington Zoo we print with PETG, a plastic product that is both durable and hard-wearing. Any waste left over after the 3D printing process is recycled back into a filament that is used to print more 3D products; it's a cycle that ensures as little waste as possible.





**Sensory Activities**

**Cotton-Top Tamarin firehose enrichment feeder**

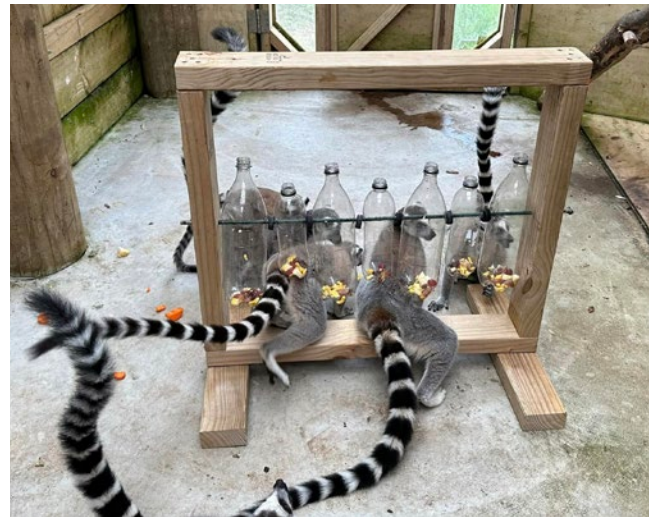
Our dedicated Zookeepers made an enrichment activity out of an old firehose for the Cotton Top Tamarin troop at Te Nukuao Wellington Zoo. The food hidden inside the maze of hoses encouraged these Primates to work for their snacks and provided new stimuli to keep them interested and engaged.

**Snow Leopard scent sacks**

Asha and Manju love investigating scent sacks, which had originally been placed in the Tiger habitat, soaking up all of the Tiger scents. Scent-based enrichment encourages natural behaviours like scent marking and allows the cats to check out new smells. This makes them think about where the smell has come from - prey, a predator or competitor.

**Snow Leopard pole feed**

To keep things interesting for the animals we care for, our Zookeepers present food in all sorts of fun ways. Enrichment activities like pole feeds are a great way to keep these Snow Leopard sisters happy and healthy, while making sure their muscles are strong. Pole feeds involve tying a piece of meat to the very top of a pole built into the Snow Leopard habitat, so the animals must climb and jump more than two metres for their meal.



**Ring-Tailed Lemur puzzle feeder**

Our Zookeepers built a puzzle feeder to encourage the Ring-Tailed Lemur Conspiracy to climb around and work for their meal. Enrichment like this is superb for keeping these Lemurs happy and healthy.

**NUTRITION**

Nutrition Team Leader Jeremy O'Brien continues to work with the Animal Care Manager, Animal Care Team Leaders and the Animal Welfare Working Group on reviewing and updating the diets for our animals.

Dr Amy Plowman undertook a review of all Te Nukuao Wellington Zoo diets and presented her review to the Animal Welfare Committee. Her findings were largely positive with a few small suggestions involving alterations to Penguin diets. Dr Amy Plowman is a world-renowned specialist in zoo animal nutrition. She has been working in zoos and conservation for over 20 years and has published numerous papers specifically covering nutrition of zoo animals.

**TECHNOLOGY USE**

**Artificial Intelligence collaboration with Auckland University**

Waipapa Taumata Rau Auckland University has been working with the Zoo using AI and video recordings to understand interactions between individual animals. This research focuses on the Meerkat mob we care for. There are four cameras set at two positions within the habitat to allow the computer to position Meerkats within a three-dimensional space. So far, the work has been encouraging with the AI being able to detect Meerkats and interactions.



**ANIMAL WELFARE COMMITTEE**

The members serving on the Animal Welfare Committee were (Zoo staff members unless otherwise stated):



*Karen Fifield  
MNZM*



*Daniel Warsaw*



*Claudia Richards (Ministry for  
Primary Industries)*



*Professor Ngaio Beausoleil  
(Te Kunenga kī Pūrehuroa  
Massey University)*



*Simon Eyre*



*Zel Lazarevich*



*Dr Hannah Larsen (World  
Animal Protection)*



*Tim Dench*



*Dr Kirsten Anderson*



*Nic Dunn*



*Danni Rae, Nina Lis (joined  
September 2023 - both left  
March 2024)*



*Joanne Smith, Maddy Booth  
(joined June 2024)*

The Zoo's Animal Welfare Committee ensures the Zoo is providing best-practice animal care based on up-to-date scientific evidence. This committee is a mix of Zoo staff and external representatives who help maintain the Zoo's reputation as a leader, advocate and authority on animal welfare matters. The Committee met four times this year.



Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved ✓	Achieved	Achieved

This accreditation for Positive Animal Welfare is audited by ZAA on a three-year cycle.

**Presentations to the Committee**

There were four presentations in 2023/2024:

- September - Animal Welfare Working Group Update presented by Primate Zookeeper Cam Hawken
- December - Exploring Ways to Understand Animal Boredom presented by Dr Megan Heslop from Massey University
- March - Use of the Zoological Information Management System Care and Welfare Module copy of paper presented by Mammal Zookeeper Jess Ellery at the Australasian Society of Zoo Keeping Conference
- June - Review of Nutrition Centre Animal Diets presented by Dr Amy Plowman, Head of Conservation and Science at the Bumblebee Conservation Trust (UK)

Other items discussed

- The Committee’s charter was reviewed, this is done every two years
- Signing of the ANZCCART (Australian & New Zealand Council for the Care of Animals in Research and Teaching) Openness Agreement on the Use of Animals and Research and Teaching in New Zealand, to which Te Nukua Wellington Zoo is a signatory
- Reviewing of the Euthanasia Policy
- Updates on the animal welfare working groups
- Zoological Information System (ZIMS) assessments of Tasmanian Devils and Dingoes
- Snow Leopard research using accelerometers and GPS to help assess animal behaviour using technology

**ZOO AND AQUARIUM ASSOCIATION AUSTRALASIA (ZAA) ACCREDITATION**

ZAA is the professional association for zoos and aquariums across Australasia. ZAA awards accreditation every three years (though assessment is ongoing) to those zoos and aquariums that demonstrate commitment to positive animal welfare based on the Five Domains Model of Animal Welfare. Wellington Zoo’s ZAA Accreditation has been renewed until February 2025. This Accreditation is critical to being recognised as a progressive zoo for positive animal welfare, safety, conservation and sustainability.



# Strategic species planning for our site and staff expertise

**SPECIES COORDINATORS**

Species Coordinators make recommendations about the breeding and management of various species of threatened animals and work locally, regionally and globally. Te Nukua Wellington Zoo has three Species Coordinators:

**Simon Eyre, Animal Science Manager**  
Tuatara, Meerkat and Nyala

**Harmony Neale, Animal Care Team Leader Primates**  
Pygmy Marmoset

**Ben Volcipelli, Ectotherm and Bird Zookeeper**  
Whitaker’s Skinks

**ANIMAL FAREWELLS**

We had to say some tough goodbyes this year:

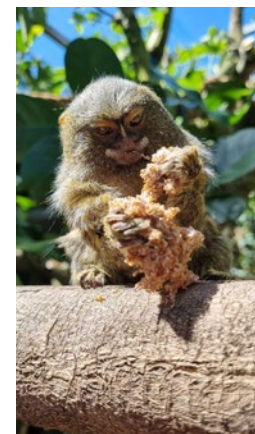
**Tito, Mishki and Tunché**  
Pygmy Marmosets Tito, Mishki and Tunché died due to illness.

**Bandit**  
Kororā Little Blue Penguin Bandit, a Zoo resident since 2010, died after suffering a sudden paralysis in his left leg. After extensive diagnostic tests and a week in the care of the Vets at Te Kōhanga The Nest, and with no improvement in his condition, he was euthanised.

**Pepe and Amelia**  
Capybara Pepe and Amelia died due to illness.

**Puka and Tutu**  
Kea Puka and Tutu were treated for an Aspergillosis infection, a fungal disease that happens fast and results in organ damage very quickly. Despite the best efforts of the team Puka and Tutu declined rapidly and the pair died within 24 hours of each other.

**Paka**  
Paka the Kunekune Pig died as a result of an ongoing illness.





We also said farewell to a few animals who were transferred to other organisations:

- Three Pygmy Marmosets went to Natureland Wildlife Trust in Nelson
- Five Tuatara went to Willowbank Wildlife Trust in Christchurch
- Six Goliath Stick Insects went to Tūhara Otago Museum
- One Grand Skink went to a private holder as part of a Zoo and Aquarium Association Australasia managed programme
- Two Ngahere Gecko went to Lochmara Lodge in Queen Charlotte Sound



### NOTABLE NEWBORNS

We welcomed some very special babies to the Zoo this year:

- A female Agouti
- Two sets of Ring-Tailed Lemur twins and two singles - all born over a one-week period in September
- A Mokomoko Kākāriki Wellington Green Gecko born on its Mum's fourth birthday. We will be raising it in Te Piringa Iti before restoring it to the wild, exactly what this facility was created for.

### ANIMAL ARRIVALS AND BREEDING PROGRAMMES

We welcomed several new animals to the Zoo this year:

- Two Tuatara, named Tāne and Tuahine, who have called Zealandia Te Māra a Tāne home for the past decade came to live at the Zoo
- 18 Whitaker's Skinks including nine babies from two private conservation practitioners in the Wellington region

### VICTORIA UNIVERSITY OF WELLINGTON TE HERENGA WAKA - BEHAVIOUR AND CONSERVATION ECOLOGY

In 2024, 80 students from Victoria University of Wellington Te Herenga Waka visited the Zoo as part of an ethnograms assignment. Ethnography is the study of species' behaviour in a space and helps us to understand their actions based on how they interact with their habitat. Students were tasked with assessing ethnograms for Giraffes, Tigers and Otters, and attended three lectures given by our Conservation Manager, Dr Ox Lennon.

## Nau mai, Nia the Giraffe

Te Nukuao Wellington Zoo welcomed a new addition to its Giraffe herd in November: a calf born to parents Zuri and Sunny, and the first Giraffe born at Te Nukuao Wellington Zoo since 2004.

Over the course of the year, our Animal Care team consulted with specialists from around the world to prepare for every potential labour scenario and set up a close-circuit television feed in the habitat to monitor the progress of birth.

Throughout the delivery, a team of experts and equipment were on call in case it became necessary for veterinary intervention. Luckily, Zuri was able to deliver her calf without complications. Since her arrival, Nia the Giraffe has been meeting all her milestones and is a favourite with our Zoo visitors.

A growing family needs more room so there have already been renovations to the Giraffe House to accommodate the dynamic needs of this multi-generational herd.



Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	32 ✓	25	30





## World Species Congress

The first World Species Congress was an international biodiversity event which took place in conservation centres around the world, with over 9,000 individuals and over 200 countries and territories participating.

As part of the 24 hour worldwide live-streamed event in May, our Chief Executive Karen Fifield MNZM facilitated the New Zealand section, interviewing Paul Stanley Ward from the Capital Kiwi Project and Melanie Mark-Shadbolt, Chief Executive of Te Tira Whakamātaki. The Congress was opened by a calling to the rising sun by a Kapa Haka Group at Castlepoint. Aotearoa New Zealand was the centre piece for this important world congress.

The Congress focused on reversing species decline and 30 conservation organisations across Aotearoa pledged to protect 50 different species. The signing of this national pledge took place at Te Nukuaō Wellington Zoo and was attended by major conservation organisations including the Department of Conservation, members of the Zoo and Aquarium Association Australasia, Forest and Bird, and members of the International Union for the Conservation of Nature. By signing the pledge, each organisation committed to taking collective care of Aotearoa's wildlife and wild places.

Wellington Zoo Te Nukuaō has specifically pledged to commit to working to protect, conserve and recover two species: Whitaker's Skinks and Mokokoko Kākāriki Green Gecko.



**We were honoured to be part of the World Species Congress through the Aotearoa NZ event organised by Te Nukuaō Wellington Zoo, with whom we have a conservation partnership. We heard from and connected to others working to protect and save native species and, with little penguins - kororā, and Fiordland crested penguins - tawaki as our focus, we were proud to join them signing the Reverse the Red: World Species Congress species pledge.**

Inger Perkins, Manager West Coast Penguin Trust



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



# Recognition and involvement of the Zoo's expertise

## CONSERVATION STRATEGY ME TIAKI, KIA ORA!

Te Nukua Wellington Zoo's Conservation Strategy underpins 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. We are very proud of how we have grown our conservation impact over the last three years inspired by the strategy, and we're looking forward to a refresh of the strategy next year.

## MADAGASCAR FAUNA AND FLORA GROUP ANNUAL MEETING

In November we had the privilege of hosting the annual meeting of our conservation partner, Madagascar Fauna and Flora Group (MFG). This is the first time the annual meeting has been held in the southern hemisphere outside of Madagascar. Daniel Warsaw, our Chief Operating Officer, is an MFG Board Member and Treasurer.

MFG members and other wildlife organisations joined us in person from around the world including: Zoo Zürich;

Willowbank; Duke Lemur Center; Saint Louis Zoo; Ueno Zoological Gardens (Tokyo); Indianapolis Zoo; San Francisco Zoo; Chester Zoo; Naples Zoo (Florida); Taipei Zoo; and Jacksonville Zoo. Jean Jacques Jaozabdry, the MFG in-country Director attended from Madagascar along with Karen Freeman, MFG Executive Director.



**The mission shines throughout your Zoo through the habitats, the facilities and the team. You really do punch above your weight and have green furry hearts. You hold a special place in mine.**

**Elizabeth (Lisa) Kelley, PhD**, Executive Director, WildCare Institute Saint Louis Zoo



## TĀPUI AOTEAROA

Tāpui Aotearoa focuses on safeguarding the unique animal species of Aotearoa New Zealand by creating a biobank to store their genetic diversity. The Zoo's Chief Executive Karen Fifield MNZM is on Tāpui Aotearoa's Governance Group.

Tāpui Aotearoa is currently in hiatus due to funding constraints; the Governance Group will review this status at the end of 2024.

## WELLINGTON REGION REPTILE SPECIES CONSERVATION

We have entered the Whitaker's Skink breeding programme, joining two other partners, to breed this critically endangered species for eventual return to the wild.

Our staff have contributed expert advice to species management in the Wellington region. Conservation Manager Ox Lennon has been helping run the Wellington Wairarapa regional lizard network to collaborate with other conservationists and researchers in the region to act for lizards. A notable development has been the birth of a Mokomoko Kākāriki Wellington Green Gecko at the Zoo.



## MASSEY UNIVERSITY TE KUNENGA KI PŪREHUROA

### Masterate Programme in Zoo Animal and Wildlife Health

The Masterate Programme in Zoo Animal and Wildlife Health is a joint Masterate between Massey University Te Kunenga ki Pūrehuroa and Te Nukua Wellington Zoo with Masters' candidates completing a residency at the Zoo as part of their degree requirements.

This Masterate helps to ensure the next generation of wildlife Vets in New Zealand have excellent training, in-zoo experience and great technical support.

As part of the Masterate programme the candidates must complete a research paper on animal and wildlife health:

- The use of induced wing movement in hospitalised seabirds to increase cardiopulmonary and muscular fitness during the rehabilitation phase - Dr Maddie Lloyd - ongoing
- The characterisation of toxoplasma gondii in cat prey species - Dr Ashley Whitehead - ongoing
- Coccidiosis in Whio Blue Ducks - Dr Tori Turner

### Other papers and research published:

Te Nukua Wellington Zoo staff were joint authors of the following publications:

Gendron, G., Chen, Y., Rogers, M., Liu, Y., Azhar, M., Heidari, S., Valdez, D.A.S., Knowles, K., O'Leary, P., **Eyre, S.** and Witbrock, M., 2023. *Behaviour Modelling of Social Animals via Causal Structure Discovery and Graph Neural Networks.* arXiv preprint arXiv:2312.14333.





**CONSERVATION STAFF GRANTS AND CONSERVATION VOLUNTEERING LEAVE**

Driven by our strong commitment to saving wildlife and wild places, we ensure all our permanent staff members have the opportunity to be involved in conservation work either through conservation volunteering leave or through applying for, and receiving, a Staff Conservation Grant, funded through the Partners in Conservation Fund. This provides real practical benefit to conservation projects and our conservation partners as well as connecting staff with the Zoo's kaupapa.



Staff Conservation Grant  
**Hoiho Yellow-eyed Penguin**  
*Matt Fraser, Zookeeper*

In November, Matt volunteered at the Dunedin Wildlife Hospital during the Hoiho Yellow-eyed Penguin breeding season. These Penguins face numerous threats in the wild including introduced predators, declining fish numbers, climate change and diseases like Avian Diptheria, which is particularly dangerous for Hoiho chicks. During hand-rearing season, the Dunedin Wildlife Hospital cares for 70 chicks each day, meaning a lot of prepping and feeding, and even more cleaning and laundry.



Staff Conservation Grant  
**Western Grand Skink, Western Otago Skink and Jewelled Gecko**  
*Joel Knight and Ben Volpicelli, Zookeepers*

In 2018, 86 Jewelled Geckos, 31 Western Grand Skinks and 36 Western Otago were released at Mokomoko Dryland Sanctuary in Otago. Each year since the reptiles' release, conservationists have visited the site to check on the species' progress. Through Te Nukuao Wellington Zoo's Staff Conservation Grants, our Zookeepers participated in 2020, 2021 and 2023. Joel and Ben have been part of the survey team monitoring survival and birth rates. Approximately two-thirds of the animals have been sighted at some stage since release.



**Chatham Island Tāiko**  
*Lois Fyfe, Executive Officer*

The aim of the Tāiko Trust is to provide Rēkohu Chatham Islanders with the skills and resources needed to protect the unique natural heritage of the Islands, conserving and restoring habitats and species for future generations to enjoy. The Chatham Island Tāiko was believed to have been extinct for almost a century, until its rediscovery in 1978. Lois' first-hand experience with one of our partners has enabled her to be a stronger advocate for Te Nukuao Wellington Zoo's conservation initiatives. The Zoo wants to develop this long-term relationship with more collaboration between the two organisations. Lois is continuing to support the Chatham Island Tāiko Trust Board with secretarial support.

Staff Conservation Grant  
**Red Panda**  
*Maddy Booth, Zookeeper and Dr Kirsten Anderson, Veterinarian*

Maddy and Kirsten spent two weeks in Nepal in June helping the Zoo's conservation partner, the Red Panda Network, protect the populations and habitats of endangered Red Pandas. They focused on four different activities: training local vets in wildlife rescue, and health and safety in the field; vaccinating local dogs and cats against rabies; assisting Red Panda habitat restoration work at the Network's dedicated nursery and restoration site; and training Red Panda Network Forest Guardians in health and safety, and animal first aid.

“Red Panda Network is grateful to Wellington Zoo for consistently supporting community-based Red Panda conservation in Nepal. Beside the grants for the conservation initiatives, Wellington Zoo also assisted us in enhancing technical capacities. We were happy to have Kirsten Anderson and Madeleine Booth join us in June 2024 to help with dog vaccination and habitat restoration work in eastern Nepal.

Ang Phuri Sherpa, Executive Director Red Panda Network





# Effective field partnerships for long-term conservation outcomes



## OUR CONSERVATION PARTNERS

We have signed a new Memorandum of Understanding with Fauna & Flora to support the habitat of 1,000 Western Chimpanzees in Sapo National Park in Liberia. This park contains the largest population of the critically endangered Western Chimpanzee and is home to several other threatened species including Pygmy Hippos and Elephants.

Sapo National Park covers nearly 2,000 square meters of broadleaf tropical rainforest and is at the heart of Liberia's biodiversity conservation efforts. Although the Park is a protected area, it still faces threats from illegal activities including hunting and gold mining.



Fauna & Flora has supported the Park for years to enhance the management of the land and has seen positive results from their efforts. Our support will help Fauna & Flora to achieve their three key goals at the Park:

1. Participatory Chimpanzee-focused monitoring and evidence-based research leading to increased knowledge of the status and distribution of Chimpanzees, enabling targeted protection of their habitat,
2. Park management and enhanced protection as a result of improved technical and institutional capacity, and
3. Chimpanzees being better protected as a result of increased community support and involvement in conservation, and improved environmental practices.

Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Number of field conservation projects supported for vulnerable, endangered or critically endangered species (IUCN Red List and DOC National List) at the Zoo	15 ✓	12	13

West Coast Penguin Trust, Tawaki (VU); Cheetah Outreach (Cheetah, VU); Free the Bears, Sun Bears (VU); DOC, Wellington Green Geckos (VU); DOC, Whitaker's Skinks (EN); Kea Conservation Trust, Kea (EN); Madagascar Fauna and Flora Group, Black and White Ruffed Lemurs (CR) and Ring-Tailed Lemurs (EN); Proyecto Titi, Cotton-Top Tamarins (CR); Associação Mico-Leão-Dourado, Golden Lion Tamarins (EN); Wild Cats Conservation Alliance, Sumatran Tigers (CR); Save the Tasmanian Devils Programme, Tasmanian Devils (EN); Fauna & Flora Vietnam, White Cheeked Gibbons (CR); Red Panda Network, Red Pandas (EN); Mountain Spirit, Snow Leopards (VU); Fauna & Flora, Chimpanzees (EN)

## MONITORING MOKOMOKO KĀKĀRIKI WELLINGTON GREEN GECKO AND NGAHERE GECKO ON MATIU/SOMES ISLAND

Each year our team is involved in monitoring Geckoes on Matiu Somes Island in Wellington Harbour. Zoo staff made two trips to the island this year and found one Ngahere Gecko and one Ornate Skink; it's very positive to be consistently finding individuals from these species. The Department of Conservation closed the island to rebuild the wharf from late February so we were unable to make a big overnight trip over the summer.

## CAPITAL KIWI

Our Zoo has a partnership with Capital Kiwi, providing specialist veterinary support and Kiwi handling as required. Te Kōhanga The Nest Senior Veterinarian Dr Kirsten Anderson helped with the introduction of an additional 19 Kiwi to the Wellington region in May 2024.



**It's awesome to have the assurance of veterinarian support so close to hand; and to be able to provide Kiwi handling and release opportunities to Te Nukua Wellington Zoo staff. The partnership is part of the whānau of support that has enabled the re-wilding of our national icon and taonga to the hills of our capital city.**

Paul Stanley Ward, Capital Kiwi





# Conservation Partner Network



**Wild Welfare**  
Worldwide



**Mountain Spirit**  
Nepal



**Red Panda Network**  
Nepal



**Fauna and Flora**  
Vietnam



**Free the Bears**  
South East Asia



**TRAFFIC**  
South East Asia



**WildCats Conservation Alliance**  
Sumatra



**Proyecto Titi**  
Colombia



**Golden Lion Tamarin Association**  
Brazil



**Fauna and Flora**  
Liberia



**Cheetah Outreach**  
South Africa



**The Madagascar Fauna and Flora Group**  
Madagascar



**Save the Tasmanian Devil Program**  
Tasmania

## LOCAL GRANT PARTNERS



**Kea Conservation Trust**  
Aotearoa



**West Coast Penguin Trust**  
Aotearoa

## LOCAL GRANT PARTNERS



**ZEALANDIA Te Māra a Tāne**  
Wellington, Aotearoa



**The Nest Te Kōhanga**  
Wildlife medicine, Aotearoa



**Department of Conservation**  
Gecko monitoring Wellington, Aotearoa



# Focused investment in conservation innovations

## TE NUKUAO WELLINGTON ZOO PARTNERS IN CONSERVATION FUND

The purpose of our Partners in Conservation Fund is to support our conservation work. It supports our conservation partner organisations in New Zealand and overseas, our local conservation grant recipients and conservation staff grants.

The fund is funded mainly through a portion of Close Encounters, donations and our Welcome Weekend promotion.

This year we signed a new partnership with Fauna & Flora to support Chimpanzee conservation in Liberia as outlined previously.



**Wellington Zoo has supported our Vietnam Gibbon conservation programme for nearly 10 years. We are delighted to receive an additional grant for our Chimpanzee conservation in West Africa. This flexible funding allows us to be strategic and adaptive, letting us use the money when and where it is needed the most to guarantee the survival of this critically endangered species.**

*Alerick Pacay, Trusts and Foundations Manager Fauna & Flora.*



## WHITAKER'S SKINKS

The Whitaker's Skink population in Pukerua Bay became highly threatened after the removal of grazing animals caused a mouse eruption around ten years ago, and a salvage translocation brought as many Skinks as could be found into human care. They are now presumed extinct in the area as they have not been sighted for over ten years. There are currently 56 Skinks living in human care that have been primarily cared for at other organisations. The Department of Conservation asked us to get involved in the programme due to our expertise in caring for native reptiles and 18 now live at Te Nukua Wellington Zoo.

With support from the Holdsworth Charitable Trust, we installed new habitats in Te Piringa Iti, where we can keep the lizards individually as they are highly territorial. Te Nukua Wellington Zoo has established a species coordinator for the Skinks, to aid breeding recommendations and ensure genetic diversity in the population. The Zoo will also pay for all the animals in human care to have genetic testing to further inform diversity of the population. We will also write a recovery plan for DOC and all holders of Whitaker's Skinks to look at long-term plans for the species.

Future plans include trialling a breeding pair; building an outdoor habitat to house the Skinks and an eventual goal to restore them to their natural habitat once suitable site is identified - this may be a long and challenging process.

We were lucky to have an Iwi intern working at the Zoo during this time, Leland WiNeera (Ngāti Toa), who was involved at the programme's beginning. We will continue building relationships between Te Nukua Wellington Zoo, the collaborators and Ngāti Toa, to improve outcomes for the animals.







**LOCAL CONSERVATION GRANTS PROGRAMME**

Te Nukua Wellington Zoo is committed to supporting local conservation projects. This year we gave \$14,395 to projects in the Greater Wellington Region and Rēkohu Chatham Islands with clear conservation value for native wildlife, wild places and local communities.

**Designing artificial reefs to mitigate ecological impacts, support subtidal rocky reef habitat and achieve ecological restoration objectives**

*Finn Gallagher, Masters of Science student, Victoria University of Wellington Te Herenga Waka*

The funding will cover fieldwork costs associated with research into the effectiveness of artificial reefs as a restoration technique. This project has current conservation links as artificial reefs are being built in Wellington harbour and Finn’s findings could directly influence their use as a restoration technique.

**GAP Sanctuary rat trap buffer zone**  
*Chatham Islands Tāiko Trust*

The Tāiko Trust purchased ten auto-resetting AT220 possum and rat traps to protect a breeding area for Titi Sooty Shearwater and Tora Albatross. This area may serve as a second breeding site for Chatham Islands Tāiko in the future.



**Rare plant nursery for indigenous mistletoe**  
*Ngā Manu Nature Reserve*

Ngā Manu purchased a grow tunnel for indigenous mistletoe (one species is critically endangered) which can be a source for restoration translocations.

**Safeguarding Pekapeka Bats**  
*Pūkaha National Wildlife Centre*

Pūkaha purchased four Pekapeka Bat detectors, a tent, 16 torches and other equipment for Pekapeka Bat surveys with children as part of an education programme.

**Timms traps for Long Gully Bush Reserve**  
*Wellington Natural Heritage Trust*

The Trust purchased 25 Timms replacement traps to protect Long Gully Bush Reserve from Opossums. This is a significant natural area in the Wellington District Plan for native plants as well as providing habitat for forest species.

**General Predator Free Northland work**  
*Predator Free Northland Wellington*

This grant covered costs associated with predator trapping work for this community group including servicing traps, high-vis vests and stencils.



**The Zoo Fund funded us to purchase 25 Timms traps in Long Gully Bush Reserve, which is a 107-hectare block of regenerating native bush within the Zealandia halo. These traps replaced some old Warrior traps and the catch rate has improved markedly (now up to 12 possums per month). We hugely appreciate the support of the Fund!**

**Mark Wilcox**, Treasurer, Wellington Natural Heritage Trust

**TEA & TAILS: ZAA FUNDRAISER FOR UKRAINIAN ZOOS**

Te Nukua Wellington Zoo hosted a Zoo and Aquarium Association (ZAA) regional event to raise funds for Ukrainian zoos this year. We had a great number of attendees, both from our Zoo, but also on the livestream from zoos and aquariums across Australasia. We raised \$1,196 through donations and a raffle. These funds will support Ukrainian zoos with crucial medical aid, transferring animals to zoos and aquariums in bordering countries, reinforcing damaged Animal Care facilities and preparing habitats for the next winter.



**SAFE CATS SAFE WILDLIFE**

Our Conservation Manager, Dr Ox Lennon, is on the committee for ZAA/SPCA Safe Cats Safe Wildlife. A key focus continues to be encouraging our communities to keep their pet cats safe by keeping them indoors, as well as protecting our native species this way. This year we had 368 people scan our QR code on signs in the Zoo directing them to the Safe Cats Safe Wildlife website, and taking the first step to keeping their cats safe indoors.



# WAIKUA OUR COMMUNITY

Inspired by Rongo, we strengthen community support and action



## Jane Goodall visits Te Nukua Wellington Zoo

In June 2024 we were honoured to welcome living legend Dr Jane Goodall DBE back to Te Nukua Wellington Zoo during the Wellington leg of her Reasons for Hope Tour.

While at the Zoo, Dr Goodall shared a cup of tea with our staff and visited the community of Chimpanzees that live here while learning all about them from our Animal Care Primate team and also met the Zoo's newest addition, a Mokomoko Kākāriki Wellington Green Gecko born in May.

While Dr Goodall was in Wellington, she presented a talk at the Wellington Opera House as part of her Reasons for Hope Tour. During the discussion segment of Dr Goodall's presentation, she was joined by Te Nukua Wellington Zoo Chief Executive and President of the World Association of Zoos and Aquariums, Karen Fifield MNZM who facilitated a conversation spanning topics including animals, the power of young people, and their mutual hope in people driving change.

“”

**Thank you for organising my visit to the Zoo, it was amazing to see the Chimps again and meet the enthusiastic Keepers. I loved seeing the newborn Wellington Green Gecko and learning about the projects your staff have underway to save some of New Zealand's most threatened species.**

Dr Jane Goodall DBE





# Rainbow Tick



**Rainbow Tick believes that Wellington Zoo are a positive (and significant force) within its industry and the wider Wellington region. The organisation’s efforts to promote diversity and inclusion are unlike many others within the same space; as iterated, the Zoo outperforms many of Rainbow Tick’s other clients.**

Wellington Zoo Accreditation Report, 2023



Te Nukua Wellington Zoo is the first zoo in the world to be accredited with Rainbow Tick certification. We enjoyed success at the 2023 Rainbow Excellence Awards winning the Z Energy SME Rainbow Inclusivity Award, the Rainbow Tick Non-Commercial Sector Award and placing second for the Supreme Award. The Supreme Award is an honour that recognises the work our Zoo is doing to lead the way for Rainbow inclusion, not just in Aotearoa, but for zoos and aquariums globally.

These results are a testament to Te Nukua Wellington Zoo’s commitment to ensuring the Zoo is a positive place for everyone, staying true to our kaupapa and values.



Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Achieve and maintain Rainbow Tick certification	Achieved ✓	Achieved	Achieved

# Engaging, message driven experiences to build community environmental action

## LEARNING AT THE ZOO

Learning is an integral part of Te Nukua Wellington Zoo. Whether through organised school groups or self-guided visits with whānau, every Zoo visit is rich with learning opportunities, connecting our visitors with the wonder of animals and the importance of protecting the environment.

Our trained Zoo Educators delivered learning workshops to 11,099 students this year ranging in age from pre-school to Year 13. These specially designed workshops are aligned with the New Zealand Curriculum and Te Whāriki Early Childhood Curriculum and delivered in conjunction with the Ministry of Education’s Enriching Local Curriculum Programme. We are also seeing growing interest in our self-guided school Zoo visits, with 2,558 students experiencing the Zoo this way.

The Zoo Educators and Visitor Rangers also deliver our popular and highly regarded School Holiday Programmes, delivered every school holidays. Over the July, October, December/January and April holidays we saw 1592 excited 5-12 year olds experiencing special themed days built around learning about animals and nature.

Zoo sleepovers proved particularly popular this year, with our highest numbers since pre-COVID 19. Accompanied by a Zoo Visitor Ranger, groups experience having the

Zoo to themselves for a tour in the evening, and again first thing in the morning, while getting to sleep in our special Zoo spaces and experiencing an amazing nocturnal experience. This year 1,572 people slept over at the Zoo - an experience they will remember forever.

Every day we deliver at least 10 talks to our Zoo visitors - the best way to learn about a favourite animal, or the work of Te Nukua Wellington Zoo. Predominantly delivered by the Zoo’s team of Visitor Rangers, assisted by Animal Care (and the Veterinary team in case of Te Kōhanga talk) tens of thousands of visitors each year learn more about how we care for animals at Te Nukua Wellington Zoo and special facts about the individuals in our care.



Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Student and education visits	25,870 ✓	21,000	24,692





### CLOSE ENCOUNTERS

It was a successful year for Close Encounters with 7,067 people enjoying these incredible animal experiences. Our post-experience survey results show that participants constantly rate the experience and value for money very highly.

For the first time in five years Zoo visitors were able to get up close with our Lions through a new Close Encounter. They enjoyed the experience of getting up close and personal with one of the most regal and powerful predators to walk the planet.

In November 2023, our Visitor Experience team investigated some potential new locations for our Tiger Close Encounter due to male Tiger Bashii not consistently wanting to participate. The experience moved shortly after, with amendments made to female Tiger Senja's habitat to allow Close Encounters to be held with her, and has since remained in its current location.

Our Marketing and Communications team underwent a customer journey mapping process to better understand the customer experience of purchasing a Close Encounter and will continue to look at improving that experience.

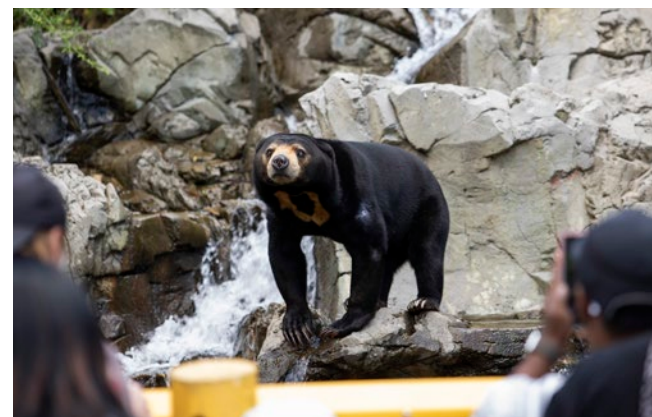
### ZOO CREW ANNUAL MEMBERSHIPS

As of 30 June 2024, we had 3,544 Zoo Crew memberships and 4,910 individual members who are able to visit the zoo as often as they like for a year.

### TWILIGHT THURSDAYS

Late Fridays became Twilight Thursdays this year. Every Thursday in March we opened our doors until 7:30pm and entry tickets were half price from 4.00pm-7:30pm to make a trip to the Zoo accessible for more members of our community.

664 people visited over five Thursday evenings in March, lower than the more-popular late Fridays. The switch to Thursdays was less successful than we hoped so this programme will be reviewed next year.



### VALENTINE'S NIGHT

Every year we invite those over 18 to experience the Zoo after hours on Valentine's Night to enjoy music, adult-themed talks and walk around in the twilight. We had to cancel last year's event at short notice due to Cyclone Gabrielle but luckily the weather cooperated this year. Valentine's Night attracted 885 attendees. It is the sole adults-only event in the Zoo calendar and continues to increase in popularity. Our visitors included blind date winners of a radio competition who won a Lion Close Encounter to participate in on the night.

### WELLINGTON CITY COUNCIL WHĀNAU DAYS

We're a Council-Controlled Organisation and every year we invite Wellington City Council employees to visit the Zoo on our Whānau Days. This year we had 560 employees enjoy Te Nukua Wellington Zoo for free.

### STUDENT DAYS

As part of our Memorandum of Understanding, we welcomed students from Te Kunenga ki Pūrehuroa Massey University and Te Herenga Waka Victoria University for free entry Student Days. We hosted 255 Massey University students and 877 students from Victoria University. In addition to these great visitor numbers, we sold 11 student Zoo Crew annual memberships as part of a special offer on the day.

### VICTORIA UNIVERSITY TE HERENGA WAKA - FUTURE OF WORK COURSE

The School of Business and Government, Victoria University of Wellington, with the Human Resource Management and Employment Relations second year class approached Te Nukua Wellington Zoo as a partner to the topic of the "evolving landscape of work and employment" encouraging students to engage critically with various perspectives. Te Nukua Wellington Zoo was selected for its forward-thinking approach and dedication to sustainability. Eighty students participated in the class. Presentations from Te Nukua senior management and other staff were made. Students worked on individual business presentations to address Te Nukua Wellington Zoo's future of work challenge of "As future of work evolves, how does Te Nukua Wellington Zoo, as a values-led organisation, grapple with the ambiguity around expectations of equity/fairness when some roles require people to be on-site, but others could work from home."

Selected students' submissions will be made to Te Nukua Wellington Zoo later in the 2024 year.



# International Zoo Educators Association Conference 2023

The International Zoo Educators (IZE) Conference hosted by Te Nukuaio Wellington Zoo in October was a great success with 113 delegates from 26 countries. Attendees participated in a week filled with workshops and presentations on conservation education, community engagement, accessibility and behaviour change.

The bid to host the conference was submitted in 2016, and this was the first time the IZE conference had been held in the Oceania region since 2008. Across the four-day conference we delivered four keynotes, 13 workshops, ten video posters and 35 oral presentations. These linked with the themes of the keynote speakers and presenters representing the global regions where IZE operates.

Delegates represented zoos and aquariums from across the globe including Japan, Guatemala and Uganda, coming together under this year's theme of Me tiaki, Kia ora: Caring for Animals, Caring for our Planet, Caring for People.

The conference featured keynotes from several experts including Mary Haddock Staniland, Global Diversity and Inclusion Executive and Speaker, President of the World Association of Zoos and Aquariums, Te Nukuaio Wellington Zoo Chief Executive Karen Fifield MNZM, Doug Walker, Head of Science at St Patrick's College and winner of the Prime Minister's Science Teacher Prize

in 2022, and George Hobson, Youth Conservation Advocate, Conservation Advocacy and Comms Officer, Forest and Bird.

Te Nukuaio Wellington Zoo staff members presented at the conference: Community Engagement Manager Jude Turner and Visitor Experience Team Leader Alysha Painter presented on the Zoo's Happy Animals interpretive project and our accessibility initiatives respectively.

The conference was a great success with 50% of delegates attending their first IZE conference and 93% of participants saying it met or exceeded their expectations. The conference marks the end of Director Communication, Experience and Conservation, Amy Hughes, seven years' service on the IZE Board.



**Honestly, it was probably the best conference I have attended.**

Conference Attendee



**I loved how the presentations were organised by themes each day and there was a variety of topics. I liked that the presentations varied from higher level strategic planning type topics to specific programmatic ideas. I also enjoyed the variety of workshop topics.**

Conference Attendee



**Presenting at IZE 2023 was a real pleasure. The conference was extremely well organised and managed. At a personal level, the opportunity to learn from other presenters, and engage in follow up questions with delegates long after the event finished, was extremely rewarding.**

Doug Walker, Head of Science St Patrick's College Wellington and Keynote Speaker at IZE Conference







**BERHAMPORE AND NEWTOWN SCHOOLS' ART PROJECT**

The Learning Team collaborated with local artist Paul Forrest who was working with students from Berhampore and Newtown Schools to create art to welcome visitors to the Zoo. Students could create either their favourite animal or a welcome in their native language. We held an unveiling with the selected artists, their schoolmates and family members in December to view their artwork on display at the entrance to the Zoo.

**ENGAGING WITH THE COMMUNITY**

We use the Zoo's social media channels to engage our community and connect them with animals locally and globally. We share stories which highlight our work in conservation, animal welfare and sustainability. Our follower numbers continue to grow year-on-year. Some of our most popular content included:

- The arrival of Giraffe calf Nia and updates in the months after her birth garnered significant views and shares. For example, the top Facebook post from December was the reel announcing Nia's name in the Giraffe House. The post reached 173.3k people, received 173.3k impressions, 3k reactions, 237 comments and 90 shares. On Instagram, the same post reached 11.1k people, received 12.6k impressions, earned 18 comments and was shared 74 times.

- The top-performing organic post on Facebook in October was a collection of images announcing the birth of the Ring-Tailed Lemurs. The post reached 57.5k, 58.6k impressions, 1.7k reactions, 154 comments and 50 shares.
- The story of a Kororā Little Blue Penguin found on the Wellington Airport runway went viral around the world, reaching over 800 million people through news media articles. On Facebook alone, the first two posts about the Penguin reached 22.5k people, as well as 6.1k on Instagram.
- The story of Harriet the Zoo's Kororā Little Blue Penguin getting her leg fixed reached far beyond our usual audience numbers with 117.6k people reached, 123.8k impressions, 8k reactions, 77 comments and 171 shares on Facebook alone.
- Organically on Instagram, the top-performing post was the same video of Harriet the Kororā Little Blue penguin on the road to recovery with 7.9k people reached, 9.2k impressions, 8.5k video plays, 8 comments and 171 shares.
- The story of two Ruru chicks cared for at Te Kōhanga was well-received, shared online and earned an article in the NZ Herald.

- Two reels which were collaborations with Zealandia Te Māra a Tāne (Kākā chicks and Tuatara) performed very well.
- The ongoing progress updates about Lion Sadiki's illness have all performed higher than our average posts. The top performing post on Facebook in April 2024 was a video of Sadiki reuniting with Jelani after his stay at Te Kōhanga. The post reached 95.8k people (equal impression rate), earned 1.2k reactions, 43 comments and 14 shares. The top-performing post on Facebook in March was a series of images of Sadiki undergoing x-rays at Te Kōhanga The Nest. The post reached 23.2k people, earned 24.3k impressions, 962 reactions, 76 comments and was shared 28 times. This post was also top on Instagram and reached 5.5k people, earned 6.4k impressions, 11 comments and was shared 45 times.

**MEDIA COVERAGE**

Media stories help to improve the community's understanding of the Zoo's extensive work in conservation, Animal Care and sustainability. Some media highlights from the past year include:

- A live cross with TVNZ's Breakfast took place at the Zoo in collaboration with Zoo partners Wētā FX to celebrate the opening of the new Kingdom of the Planet of the Apes movie.
- The Kororā Little Blue Penguin found on the airport runway received worldwide coverage and was featured in every major New Zealand publication (RNZ, NZ Herald, Stuff, NewsHub) as well as in publications including The New York Post, The Huffington Post, the Seattle Times, People Magazine and in outlets from over ten different countries around the world including India.
- Ring-Tailed Lemur Zeus' contraceptive implant was covered by One News as part of their ongoing interest in him as a prolific breeder and they also covered the birth of the Ring-Tailed Lemur babies on One News and TVNZ's Breakfast in September.
- The birth of Nia the Giraffe was covered by NewsHub, Stuff, RNZ, The Post and the NZ Herald in December.
- TVNZ's Breakfast interview with CE Karen Fifield MNZM on her election to President of WAZA in September.





- The story of two Ruru Morepork chicks cared for at the Zoo was published in the NZ Herald in January.
- The Giraffe house extension was covered by RNZ in March.
- RNZ published a podcast episode, article and clip about 'feeding time at the zoo', focusing on the Nutrition Centre.
- The public debut of Lace Monitor Lizards Jannali and Darwin was covered in The Post in January.
- Three's The Project filmed at the Kea habitat for 2023's Bird of the Year competition in October.
- Chief Executive Karen Fifield's MNZM career and life story appeared as a double page spread in Women's Weekly in November.



### NOTABLE MARKETING ACTIVITY

#### Tourism TRENZ

The team developed an Animals of Aotearoa Tour product aimed at the tourist market, specifically focused on showcasing our native animals and their habitats.

Visitor Advisor Alia Rapana attended the TRENZ tourism event, a business-to-business trade show, to introduce buyers to our new Animals of Aotearoa Tour offering. It's the first time Te Nukua Wellington Zoo has been involved in TRENZ and it was a big learning curve with months of preparation by the Marketing, Visitor Experience and Sales and Service teams.

TRENZ connects tourism operators with sellers of tourism products and services in Aotearoa through an event that sets up 15-minute appointments. Alia met with around 55 tourism operators over the two-day event and arranged for VIP tour operators to experience the tour.

#### World Tourism Cities Federation Summit

Chief Operating Officer Daniel Warsaw attended the World Tourism Cities Federation Summit which was held at Tākina in April as well as taking part as the MC for the closing ceremony, which was simultaneously translated into Chinese. Over 300 delegates from 40+ countries attended. The Summit was a major international event for Wellington and was secured following the Mayoral delegation to China in 2023.



#### Tourism Summit Aotearoa

Marketing and Communications Manager Zel Lazarevich and Acting Sales and Service Manager Dan Eagar attended the Tourism Summit Aotearoa in 2023. The summit had a range of presentations and workshops with a large focus on the possibilities of emerging technologies, in particular Artificial Intelligence.

#### Salesforce

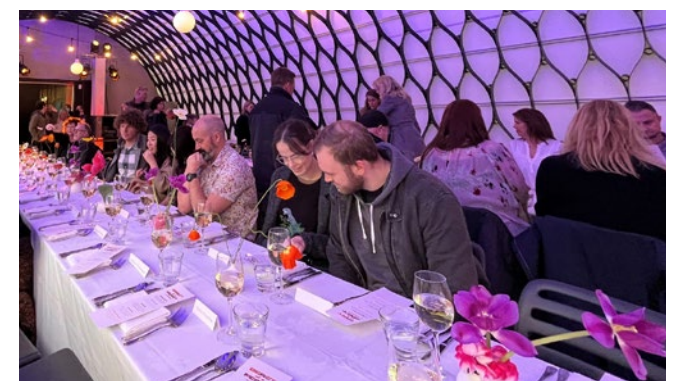
Salesforce is our customer relations management system. To allow flexibility with our customer communications, and to improve their experience, we embarked on a project to implement Salesforce Marketing Cloud. The fruits of this labour are expected to be seen in the 2024/2025 financial year.

#### Venues

This year we made some upgrades to improve our venues including replacing Kamala's glass doors to ensure year-round functionality. We also appointed a new Venues Lead, Louise Snow, to drive this part of the Zoo's business.

#### 'Beast of a Feast' - Wellington on a Plate

A very successful Visa Wellington on a Plate event was held in conjunction with REX Tremendous. The event was called 'Beast of a Feast', welcoming 80 guests who were treated to an evening of fine food, wine and a Zookeeper talk about animal care and conservation.





# Integrating te ao Māori within the Zoo



**This new name is more than an exercise in inclusion. It is a chance to acknowledge that the land on which we stand remains home to those who came before us. Our names reflect who we are, and we are proud to be Te Nukuaoo Wellington Zoo.**

Jamie Tuuta, Chair of Te Nukuaoo Board of Trustees



## NEW TE REO MĀORI CO-NAME

Working with Neavin Broughton who provides Māori cultural support to the Zoo this year we adopted a new Te Reo Māori name: Te Nukuaoo Tūroa o Te Whanganui a Tara. It is our honour to recognise mana whenua by proudly accepting a Te Reo name.

The name is a chance to acknowledge that the land on which we stand remains home to those who came before us and reflects who we are.

Loosely translated to 'the enduring haven for nature in Wellington', it encapsulates our commitment to conservation and care for communities, wildlife and wild places now and into the future.

Going forward, the Zoo will be referred to as Te Nukuaoo Wellington Zoo. Accepting a Te Reo name is a natural next step in the Zoo's evolution towards becoming bi-cultural and re-committing to our existing use of Te Reo names for spaces in the Zoo like Te Kōhanga The Nest and Te Ao Māhina The Twilight and building our Te Ao Māori and Matauranga Māori work.



## IWI INTERNSHIPS

This year we started a new internship programme with Taranaki Whānui ki Te Upoko o Te Ika and Ngāti Toa Rangatira. Both iwi have Department of Conservation Jobs for Nature projects and through this we have extended the invitation to gain small population management skills for these projects. We train participants in animal husbandry skills that they wouldn't get in the field. The interns have been embedded in the Ecotherm and Bird team as they care for the native species at the Zoo.

We hosted two interns Kirihi Nohotima-Hunia from Taranaki Whānui and Leland Wi-Neera from Ngāti Toa.

There are mutual benefits from these training opportunities. Our main strategic aim is to build relationships with Taranaki Whānui ki Te Upoko o Te Ika and Ngāti Toa Rangatira so that we can collaborate for conservation in the future. We are already building stronger relationships with people involved in ecology and conservation from both iwi and look forward to growing these relationships going forward.

Currently there is no cost to the Zoo for these internships as candidates are being paid through the Jobs for Nature fund. As this funding is due to end in the near future, we will be looking at ways we can maintain this programme.

The Conservation Manager presented on this work at the ZAA New Zealand workshops in March.

## ACTIVITIES FOR STAFF

We were invited to be a host at the Wellington City Council (WCC) Internal Careers Fair which approximately 800 council staff attended. The Fair was run alongside the staff hui, to provide an opportunity to introduce WCC kaimahi to roles and jobs that are available across Council and Council-Controlled organisations.

## KANOHI KITEA SESSION

Our cultural competency programme was delivered to 35 new staff and is an important part of our journey to becoming a bicultural organisation. The programme is a very special learning and development experience which everyone who has attended has really valued.



**The Kanohi Kitea sessions were more than just an insightful couple of days. I came out of it feeling a lot more connected to the Zoo, our kaupapa and to my colleagues! I got to talk with people I normally don't see, as well as learn so much about our history as a nation and as a Zoo. A truly eye-opening experience!**

Grace Amitrano, Product Marketing Advisor

Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Implementing cultural competency programme	Achieved ✓	Achieved	Achieved



# Maintaining lasting partnerships for community support and conservation outcomes

## GRANTS

Te Nukua Tūroa o Te Whanganui a Tara Wellington Zoo Trust 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 heartening that these organisations continue to support the amazing work we do at the Zoo.

- Pub Charity: \$186,902 grant towards the Giraffe House extension work
- Brian Whiteacre Trust: \$8,500 grant to support the work of Te Kōhanga The Nest.
- Craig's Investment Group: \$1,750 donation via a group of employees who were taken on a tour of Te Kōhanga The Nest
- One Foundation: \$8,858.64 grant to purchase a small ventilator for Te Kōhanga The Nest and biometric field monitoring equipment for in-habitat procedures.
- EUGY: part of the sale of EUGY Penguin models is donated to Te Nukua Wellington Zoo. We received a donation of \$3,500 this year which brings the total raised to \$10,000 since 2021, which will go towards the treatment of native species at Te Kōhanga The Nest
- A young fan of the Zoo, Danielle, requested her family donate \$5000 to Te Nukua Wellington Zoo, which contributed towards the operational costs of the Zoo
- A donation of \$5,000 was received from the WN Pharazyn Trust for Te Kōhanga
- A grant from Koala Trust of \$11,368.00 was received

## SUPPORT FROM OUR PARTNERS

### The Holdsworth Charitable Trust

The Holdsworth Charitable Trust have committed to renewing their support for our native reptile breeding programme at Te Piringa Iti and Te Hononga valued at \$80,000 per annum for three years.

In addition to this, the Holdsworth Trust have generously agreed to provide a capital grant of over \$12,000 to help the Ectotherms and Birds Team set up Te Piringa Iti with the equipment needed to welcome and care for the Whitaker's Skink. The Zoo's expert ability to care for this critically endangered species was acknowledged and the Holdsworth Trust pledged to support the increased operational costs to care for the new animals.

### Wētā FX

Wētā FX visited Te Nukua Wellington Zoo in May to film a live cross with TVNZ's Breakfast to celebrate the opening of the new Kingdom of the Planet of the Apes movie. Wētā FX's Visual Effects Supervisor for the film, Erik Winquist spoke with Zookeeper Lisa Ridley about the difficulties of animating Chimpanzees. The live cross was a wonderful example of our partnership with Wētā FX that has developed over the years. Wētā FX continue to contribute to the financial sustainability of the Zoo.

### Boehringer Ingelheim

Our recent partnership with Boehringer Ingelheim led to welcoming their competition winners from vet clinics across the country for an unforgettable Zoo experience. The group of vet technicians and practitioners enjoyed a day at the Zoo with a Tiger Encounter, behind the scenes tour of Te Kōhanga The Nest, lunch at REX Tremendous and a special gift.

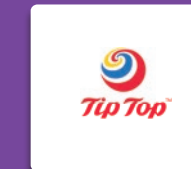
## PARTNERSHIPS MATRIX

The Partnerships Matrix is a preliminary decision-making tool we have established for evaluating prospective partners. It has a series of questions about how well we perceive the company to be doing in certain areas such as environment, animal welfare and social welfare. The criteria are weighted and a minimum requirement has to be met for a company to advance to the next stages of due diligence assessment.

THANK YOU!  
Wellington Zoo is a charitable trust and we would like to thank our supporters

Absolutely Positively  
Wellington City Council  
Me Heke Ki Pōneke

PRINCIPAL SPONSOR





# WHĀNAU OUR PURPOSE

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

### SUSTAINABLE DEVELOPMENT GOALS AT WELLINGTON ZOO

After our successful pilot tracking six United Nations Sustainable Development Goals (SDGs) in 2022/2023, we amended our targets to extend the impact of our work. We expanded our SDG measures to look at reduction of food waste in animal habitats and adjusted our social media climate action targets to potential people reached, as opposed to the number of posts - this year we reached 330,821 people. We had 22 ambitious individual measures across five SDGs and we achieved 19 for a result of 86%. We increased the target for visitors using sustainable transport to come to the Zoo after being pleasantly surprised at the number of visitors choosing sustainable transport options in our pilot year. This year over 31% of visitors chose active and sustainable travel options to get to the Zoo. We saw a targeted reduction of food waste from animal habitats with fish waste from the Kororā diet reduced by over 80%.

It became apparent that some goals embarked on this year were larger multi-year projects, such as the development of climate action messaging framework, auditing FSC products and establishing criteria for tracking sustainable palm oil use within the Zoo so these were deemed incomplete.

Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Te Nukuao Wellington Zoo Trust UN SDG targets met	86% ✓	80%	82%



2023/2024 SDG MEASURES



Measure	Target 2022/23	Achieved ✓✗
<b>SDG 4 Quality Education</b>		
Number of visitors sponsored through partnerships with community groups.	1300 people per year	✓
Number of children learning about environmental actions (practical sustainability)	1200 children	✓
Maintain Be.Lab Gold certification (accessibility)	Achieve certification every audit (every two years)	✓



Measure	Target 2022/23	Achieved ✓✗
<b>SDG 11 Sustainable Cities &amp; Communities</b>		
Proportion of visitors taking sustainable transport to the Zoo	16.7% (1 in 6 people)	✓
Number of conservation projects which include support for sustainable communities/urban biodiversity	One urban biodiversity partner (local grants) One urban biodiversity related community conservation campaign	✓
Number of Wellington region organisations the Zoo partners/collaborates with for conservation	12	✓



Measure	Target 2022/23	Achieved ✓✗
<b>SDG 12 Sustainable Consumption and Production</b>		
Kg/year food waste from animals	Less than 1% of food coming into Nutrition Centre becomes compost.	✓
	Overall reduction in wastage across the measured species (Squirrel Monkey, Nyala, Black-and-White Ruffed Lemurs, Penguins)	✓
Proportion of paper/wood products purchased by or sold at the Zoo that are FSC certified	Design and implement a process for checking whether wood/paper products purchased by/sold at the Zoo are FSC	✗
Proportion of palm oil containing products at the Zoo which use certified sustainable palm oil	All products purchased by the zoo for use in the zoo that aren't exemptions to use RSPO certified sustainable palm oil or no palm oil	✗



Measure	Target 2022/23	Achieved ✓✗
<b>SDG 13 Climate Action</b>		
Number of media and social media posts about/by the Zoo with climate change or climate action messages	Posts/stories about climate change/action to reach 220,000	✓
Number of school children educated about climate change/action	7500 children	✓
Visitor awareness of climate actions they can take	Climate action messaging framework developed and rollout begun	✗



Measure	Target 2022/23	Achieved ✓✗
<b>SDG 14 Life Below Water</b>		
Proportion of ocean originating products at the Zoo that are certified by Marine Stewardship Council	Where MSC certification is available for a fish product for purchase in NZ, we will only purchase MSC certified products	✓
Number of conservation organisations the Zoo partners with which are marine- or freshwater-based	1 + number of marine species we care for at the Zoo (currently just little blue penguins), so two	✓
Amount of products with single use plastics purchased by or sold at the Zoo	Reduction in amount of single-use gloves used (from 22/23)	✓
	Reduction in amount of facemasks used (from 22/23)	✓
	We will contact suppliers who send us excessive single-use plastic packaging, explain our position and request that they reduce their packaging use or take it back	✓
	We will include single-use plastics as a factor when considering which products to purchase and which suppliers to work with, with a preference for products/suppliers with less single-use plastics	✓
	We will investigate soft plastics recycling schemes to mitigate single-use plastics that we cannot reduce	✓



Measure	Target 2022/23	Achieved ✓✗
<b>SDG 15 Life on Land</b>		
Native biodiversity (plants, animals) in the restoration site and the Zoo	Maintain or increase number of native bird species in five-minute bird counts	✓
	Maintain or increase relative abundance of native bird species in Zoo and restoration site	
	Decrease weed coverage in restoration site	
	Maintain or increase number of native lizard species detected	
	Maintain or increase relative abundance of native lizard species in Zoo & restoration site	
Proportion of conservation projects that include two or more aspects (social, climate change, local ecological, wider environmental)	100%	✓



# Developing initiatives for social, environmental and economic sustainability



Here at Toitū Envirocare we see a future where all organisations have a net positive impact on the environment. This vision is made possible by the collective commitment we see from member organisations like Te Nukua Wellington Zoo. Congratulations on being Toitū net carbonzero certified for the 12th consecutive year, this is an amazing achievement.

Teresa Betty, Kaiwhakahaere matua CEO of Toitū Envirocare

## TOITŪ NET CARBONZERO CERTIFICATION

For the 12th consecutive year, Te Nukua Wellington Zoo has achieved its annual Toitū net carbonzero audit for year 2022/2023.

Each year, since our work with Toitū began, we have undergone an audit to ensure we meet the requirements of a net carbonzero organisation. The audit for 2022/2023 showed that our total emissions had reduced by 46% against the baseline from 2017/18, which is a fantastic sign of progress.

Our emission reductions continue as we transfer the Zoo fleet to electric vehicles, commit to using energy from a Toitū-certified carbon positive retailer and effectively manage waste and freight.

## TOITŪ AND LOCAL ORGANISATIONS

Te Nukua Wellington Zoo welcomed Toitū and other local organisations working to reduce their emissions to hear from our Chief Executive, Karen Fifield MNZM, about the positive ripple effect she's seen since the Zoo became Toitū net carbonzero certified back in 2013.

Following Te Nukua Wellington Zoo's lead, Karen has had leaders of many organisations say, "If you are going to be carbonzero, so are we! We can do that. We can do that together."

Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Maintain Toitū carbonzero certification	Annual Measure ✓	Achieved	Achieved

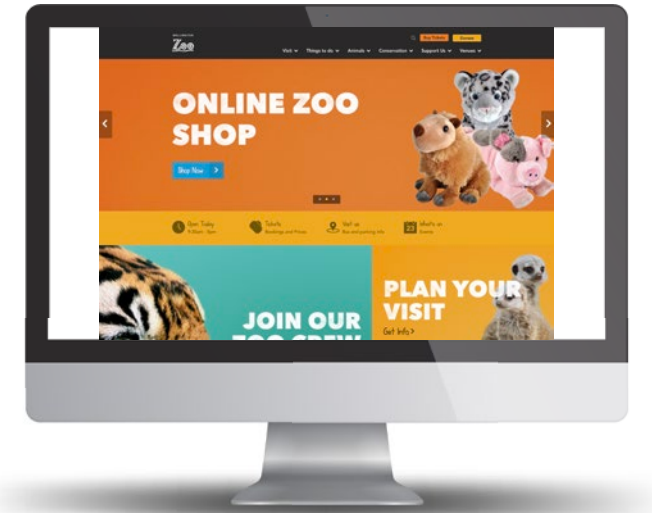
## DIGITAL SUSTAINABILITY

One area of carbon emissions that is often overlooked is the footprint of our online world. This year we started to reduce our online impact through minimising the size of our website pages - and reducing the carbon footprint as a result.

Our technology partners AKQA audited our Zoo website to find the estimated carbon footprint of our top 20 pages (80% of our digital carbon footprint) as a benchmark. We completed these recommended web improvements:

- Changed the setup of colours and backgrounds to simplify and reduce file size
- Set all staff browsers to Wellington City Council intranet homepage rather than wellingtonzoo.com to minimise unnecessary loading
- Changed the structure of some of our most-visited pages to minimise how much is loaded on the page initially
- Decommissioned an old back-up server
- Reviewed image sizes to make sure they aren't larger than necessary - this included work to automatically reduce the file size of all images on the site, and a new process to automatically resize new pictures

As a result of these changes we reduced the estimated emissions from the Zoo website by 26.5%.



## NEW POLARIS EVS TO REPLACE KUBOTAS

As part of our continuing journey to transition the Zoo vehicle fleet away from fossil fuels, we (in partnership with Wellington City Council), have replaced the aging Kubota side-by-side vehicles with Polaris Kinetic fully electric vehicles. These are used daily by the Animal Care, Maintenance and Grounds teams for deliveries around the Zoo and carrying food, tools, materials, or equipment for repairs to habitats and Zoo buildings.





# Social and Community Initiatives

## WELCOME WEEKENDS

We held our popular Welcome Weekend event again, releasing 1,500 \$5 adult and \$2 child tickets online for all weekend days in June, including the long weekends of Matariki and King's Birthday. Welcome Weekends are an important accessibility initiative for Te Nukua Wellington Zoo, encouraging members of our community to come to the Zoo who may otherwise not be able to afford to visit. These popular weekends are a fantastic example of the Zoo's kaupapa, with \$55,558 raised from pre-sold tickets donated to our Partners in Conservation Fund to save wildlife and wild places.

## WINTER WEDNESDAYS

Another accessibility opportunity is Winter Wednesdays, a long-standing tradition inviting people to visit for half price entry on a Wednesday in August. These continue to prove popular with 2,270 visitors taking advantage of a midweek winter visit.



**We were there this past weekend from Napier and had such a good time!!**

Welcome Weekends visitor



**Thanks for the awesome deal, most appreciated.**

Welcome Weekends visitor



## NEIGHBOURS' NIGHT

Every year our Zoo whānau welcome Newtown locals who live around the Zoo to a Neighbours' Night BBQ. In January we hosted 1,746 of our closest neighbours for our 18th annual community celebration. We are incredibly lucky to receive generous support from partners for this event - Te Toi Mahana - Community Housing, Suntory Oceania, Tip Top Ice Cream, New World Newtown - and our own staff and volunteers who donated their time and energy to make this another amazing community event.



**Tip Top is proud to support Te Nukua Wellington Zoo's annual Neighbour's Night event with ice cream treats for the Newtown community. We believe it is important to support accessibility events.**

Deirdre Meyer, Tiptop Regional Manager



## ZOO PRIDE 'OUT AT THE ZOO'

Te Nukua Wellington Zoo's second Zoo Pride event on 7 and 8 March was a spectacular success with 1,349 visitors across the weekend. Our visitors enjoyed performances from Hugo Grrl Drag and Tiwhanawhana kapa haka, as well as activities and games including rainbow face paint and rainbow-themed enrichment for our animals. Zoo Pride is one of the ways we show our love of diversity across the whole natural world, including people, ensuring all people feel welcome at Te Nukua Wellington Zoo.

## PARTNERING WITH COMMUNITY ORGANISATIONS FOR ACCESSIBILITY

### Community Partnerships Programme

We believe all community members should be able to experience the Zoo and have the chance to connect with nature and animals. We proudly partner with a number of Wellington community organisations to provide Zoo visits for the people they work with: Wellington City Mission; Changemakers Resettlement Agency; Emerge Aotearoa; Wellington Children's Hospital Foundation; and Ronald McDonald House Charities. We welcomed 1,552 through our Community Partnerships Programme this year.

We also hosted Wellington City Missioner Murray Edridge at Te Nukua Wellington Zoo for a staff workshop so the Zoo team could learn about the City Mission, the work they do in our community and how important our partnership is to them. Both organisations were established in the early 1900s and the City Mission and the Zoo continue to have a long-lasting and mutually beneficial relationship.

### Be.Lab

We continually assess and include accessibility needs within our visitor areas and ensure staff are refreshed on best practice protocols. We maintain Be.Lab Accessibility Gold rating, which will be reviewed next year.





# 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

### OUR VALUES - MANAAKITANGA

We are guided by our Kaupapa , Me Tiaki  
Kia Ora! We must look after our environment  
so all life 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





### FUTURE PLANNING

Te Nukua Wellington Zoo submitted to the Wellington City Council's (WCC) Long Term Plan (LTP) through our Statement of Intent.

The major points of our submission to the LTP were our operating grant requirements, renewals funding to maintain the physical asset on behalf of WCC and the capital funding for the 20 year Master Plan.



**Te Nukua Wellington Zoo is not just a place to see animals, it's a vital thread in the rich tapestry of our city's culture, history, and conservation efforts.**

**Jamie Crump**, CCO Partnerships and Planning Manager, Wellington City Council



## Embed wellbeing for our people

### AOTEAROA BIKE CHALLENGE 2024

Te Nukua Wellington Zoo team members came first nationally for not-for-profits with 50-199 staff in the annual Aotearoa Bike Challenge in February, as well as sixth out of all not-for-profit organisations in New Zealand.

Collectively our team cycled 1,577km, equating to an estimated 107kg of CO2 saved, more than double the previous year's figure.

### SOCIAL COMMITTEE

The Te Nukua Wellington Zoo Social Committee organises events and activities throughout the year to foster a positive and engaging workplace. It aims to help staff from all areas of the Zoo get to know each other, build teams, and have fun through informal gatherings.

This year our Social Committee went out of their way to plan some fun activities for our staff, including:

- A visit to Space Place in July
- A Zoo-wide game of Spooky Mini Golf in October
- A BBQ lunch in February
- An ANZAC biscuit bake-off in April
- Bowl and a Roll (soup and bread) lunch in June

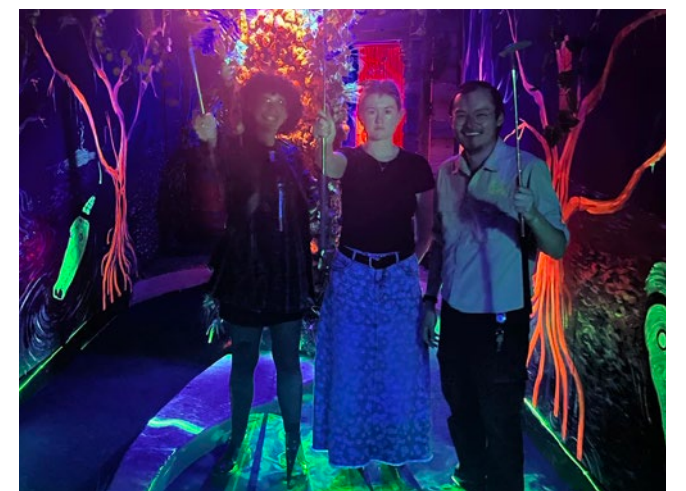
### MENTAL HEALTH WEEK - 'RECONNECT'

NZ Mental Health Awareness Week (MHAW) took place at the end of September with the theme of 'Five Ways, Five Days'. MHAW is endorsed by the World Federation for Mental Health and is marked in over 150 countries at different times of the year.

MHAW endorses five simple yet proven actions for everyday use to find balance, build resilience and boost wellbeing. The Zoo promoted these five actions to all staff with links to videos and online information to promote positive mental health.

### PINK SHIRT DAY

We celebrated Pink Shirt Day, an anti-bullying campaign that celebrates diversity, in May. We wore pink and watched a webinar hosted by Umbrella Wellbeing Ltd about workplace wellbeing, mental health, and diversity and equity in Aotearoa, and enjoyed a morning tea consisting of only pink food.





### 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**

Sian Robertson

**Wairua**

Julia Hoffman Wall

**Volunteer Excellence Award:**

**Visitor Experience**  
Fletcher Gallagher

**CEO: Individual Excellence - Highly Commended**

Bonnie Tonkin

**Tinana**

Holly McDonald

**Volunteer Excellence Award:**

**Animal Care & Science**  
Reece Hoobin

**CEO: Team Excellence**

Sales and Service Team and Marketing Team

**Hinengaro**

Shanna Rose

**Volunteer of the Year**

Sheryn Shackleton

**CEO: Team Excellence - Highly Commended**

Nic Dunn and the Primate Team

**Whānau**

Nathan Roberts

**Aoraki Awards**

**Long Service Awards**

Daniel Warsaw (10) years  
Saiko Aketagawa (5) years  
Joel Knight (5) years  
Lisa Ridley (5) years  
Britt McMichael (5) years  
Matt Forbes (5) years

**Special Recognition Award**

Kirsten Anderson

**Volunteer: Excellence Award:**

**The Nest Te Kōhanga**

Gabriel Fergus

**Oranga**

Emma Bassett



### CONGRATULATIONS TO ALL OUR WINNERS

<i>Gabriel</i>	<i>Emma</i>	<i>Bonnie</i>	<i>Shanna</i>
<i>Reece</i>	<i>Nathan</i>	<i>Nic and the Primate Team</i>	<i>Julia</i>
<i>Sheryn</i>	<i>Holly</i>	<i>Marketing and Communications</i>	<i>Julian</i>
<i>Fletcher</i>	<i>Kirsten</i>	<i>&amp; Sales and Service</i>	<i>Sian</i>





## Commit to outstanding daily visitor care

Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Volunteer engagement survey completed	Achieved ✓	1	Achieved

### VOLUNTEERS

Te Nukua Wellington Zoo's passionate volunteers are an important part of the operation of the Zoo. Approximately 40 volunteers work across the Animal Care, Visitor Experience and Te Kōhanga The Nest teams. Volunteers are given tailored training experiences and some move on to become employees of the Zoo. They provide an invaluable contribution which in some cases spans longer than ten years.

Every year we send out our annual volunteer survey. This year 92% of respondents said they were satisfied with the support and guidance given, and a similar number were happy with the communications between the Zoo and the volunteer team. This year a policy was implemented to give all volunteers an annual Zoo Crew membership, so that they don't have to pay for this anymore, which was greatly appreciated by the volunteers.



## Grow our people through learning and development

### ANIMAL CARE ZOOKEEPER DEVELOPMENT PROGRAMME

Three Zookeepers graduated through the Zookeeper Development Programme this year. Mammal Zookeeper Jess Ellery graduated as Level 3 Zookeeper and Mammal Zookeeper Maddy Booth and Primate Zookeeper Matty Reeves graduated as Level 2 Zookeepers.

### STAFF TRAINING AND DEVELOPMENT

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

#### Taronga Zoo visit

Chief Operating Officer, Daniel Warsaw, and Animal Care Manager, Nic Dunn, spent a fortnight and week respectively working at Taronga Zoo in Australia sharing ideas between these two world-leading Zoos.

#### Kiwi Hui

Animal Care Manager, Nic Dunn, Conservation Manager, Dr Ox Lennon, and Ectotherm and Bird Zookeeper, Kate Irving, attended the Kiwi Hui this year. This annual Kiwi hui is a forum for all Kiwi practitioners to get together and share stories of best practice. It includes a workshop to discuss the best ways to manage birds from breeding to release.

At the workshop this year we proposed a study on Kiwi in human care to determine indicators that tell us when a bird is showing signs of being ready for release. We also looked at ways of creating regional hubs and linking closely with other practitioners in our area to help train people in kiwi handling. This kind of knowledge sharing is vital for all of us to make sure we are doing the best for these precious birds.

### Kea Summit

Ectotherms and Birds Team Leader, Joel Knight, and Conservation Manager, Dr Ox Lennon, attended the Kea Summit. It was an opportunity to make and strengthen connections and learn about the current state of Kea conservation and research.







**Australian Society of Zookeeping in Australia**

Zookeepers Holly McDonald, Lisa Ridley and Maddy Booth attended the Australian Society of Zookeeping (ASZK) conference in Perth in May. This was an opportunity for learning and networking, with delegates from Zoos around Australasia. Holly spoke at the conference and also announced that the next joint International Congress of Zookeepers/ASZK conference will be hosted by Te Nukua Wellington Zoo in February 2025. Maddy received the award for best poster, on the topic of "designing and implementing a multi-faceted enrichment programme" and Lisa won a photography award for her photo of Wilson the Gibbon.

**Maintenance apprenticeships**

Maintenance Officer, Tony Pearson, has started his Level 4 NZ Certificate in Carpentry through BCITO with support from our Maintenance Team Leader. Much of the work completed with the Maintenance Team can contribute towards Tony's apprenticeship and also ensures the Zoo can stay relevant with updated building practices.

Maintenance Assistant George Harrison is also completing individual micro-credentials with BCITO to complement his growing skills in his newly-established role, with further training with BCITO available to expand George's skill-set through this programme.

**Visitor Experience workshops**

Over the past year Director Communication, Experience and Conservation, Amy Hughes, and Visitor Experience Team Leader, Alysha Painter, have delivered in-person Visitor Experience workshops to all Zoo staff members. Visitor Experience is integral to everyone's role at the Zoo whether they are office based or working outside and this one-hour overview reminded our teams how important it is for the Zoo and showcase our value of Manaakitanga.

**Narratives for Change workshops**

Te Nukua Wellington Zoo engaged The Workshop to work with the Zoo's Strategic Management Team and Communications, Experience and Conservation staff to look at the topic of Narratives for Change to help focus the Zoo's efforts to address climate action. This will see a change in the Zoo's approach to messaging and an increasing focus on the benefits of collective and civic actions for the environment. We want a future where people work together and hold each other up in a community of changemakers to positively impact our environment.

**Zoo and Aquarium Association Australasia (ZAA) Conference**

Attended by Chief Executive Karen Fifield MNZM, Chief Operating Officer Daniel Warsaw, Director Communications, Experience and Conservation Amy Hughes, Animal Care Manager Nic Dunn and Animal Science Manager Simon Eyre. The bi-annual ZAA Conference was held in Christchurch bringing together Zoo and Aquarium Professionals from across New Zealand and Australia.

Director Communication, Experience and Conservation, Amy Hughes, presented on the community engagement and marketing success of the Zoo's Snow Leopard campaign, and had a poster accepted highlighting the Zoo's community programmes.

At the conference Animal Care Manager, Nic Dunn, was awarded the 2023 ZAA Employee of the Year and Animal Science Manager, Simon Eyre, received a ZAA Meritorious Award for service to ZAA over a period of years - thanks to his lengthy voluntary commitment to ZAA Animal welfare, standards and species management over the years.

**SIMON EYRE - 20 YEARS**



Simon Eyre is Te Nukua Wellington Zoo's longest serving staff member and recently celebrated his 20th anniversary of working for the Trust.

Simon started as Team Leader Africa/Curator of non-primate mammals in June 2004 after starting his career in Zoos in the UK. Over the last 20 years he has filled several roles at the Zoo including Collection Development Coordinator, health and safety, animal records, and deployment of ZIMS (the Zoo Information Management System database). He is currently the Animal Science Manager, managing animal welfare and science including the nutrition and veterinary teams. Simon is responsible for working with a global network of colleagues managing all animals that arrive at or leave the Zoo.

In 2007 Simon joined the ZAA Australasian Species Management Programme committee and has been an active member since then. This committee oversees managed species programmes across Australasia.

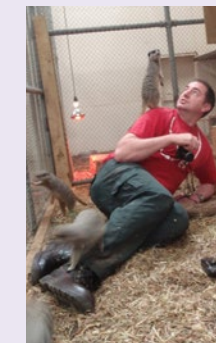
In 2009 he joined the ZAA Accreditation and Animal Welfare Committee and was chair of this committee for four terms. During his time as Chair they developed the Animal Welfare Based Accreditation Programme which replaced the previous ZAA Accreditation programme. This programme has led the way globally in positive animal welfare accreditation in Zoos and Aquariums.

Simon is also responsible for managing key government stakeholders including EPA, DOC and MPI. This has included assisting with the development of the current EPA Zoo Containment Standard.

He has also been species coordinator for the following species programmes:

- Meerkats
- Nyala
- Tuatara (global)
- Pygmy Marmosets
- Cheetah
- Antipodes Island Parakeets
- Campbell Island Teal

Simon's highlights from the last 20 years include: two successful translocations of Tuatara to islands in the Marlborough Sounds; importing the first Pygmy Marmosets into Aotearoa New Zealand; a collaborative importation; founding of a new regional programme for Nyala; and the success of the new positive welfare based Accreditation programme for ZAA.





**ZAA New Zealand Workshops**

Conservation Manager Dr Ox Lennon, Team Leader Learning Charles Wilson, Ectotherms and Birds Zookeeper Kristen Buckley and Mammals Zookeeper Daniel Clark went to the ZAA New Zealand Workshops in Auckland where the emphasis was on Aotearoa native species, community advocacy and conservation.

This year marked the first Kororā “huddle” held as Animal Care staff from four facilities that care for Kororā in New Zealand attended and discussed all things Penguin in human care.

Dr Lennon presented on the iwi internships programme at Te Nukuao Wellington Zoo. Zookeeper Daniel Clark presented on husbandry and disease management in Tuatara.

**EXTERNAL PRESENTATIONS BY STAFF**

- A collaborative project between World Association of Zoos and Aquariums (WAZA) and International Union for Conservation of Nature (IUCN) Species Survival Commission celebrated Reverse the Red Day on 7 February with two of our staff presenting on Te Nukuao Wellington Zoo’s mahi around the conservation of Grand and Otago Skinks.
- In her capacity as WAZA President, Karen Fifield MNZM was asked to be a guest speaker at the EAZA Director’s Days in Cork, Ireland, JAZA Annual Conference (virtual) and Columbus Zoo Conservation Summit (virtual).

**STAFF LEARNING SESSIONS**

We regularly hold learning sessions so Zoo staff can share their knowledge and expertise. This year sessions included:

- People and Culture Lead, Jane Frater ran drop-in sessions about our Supporting Success development programme

- Chief Operating Officer, Daniel Warsaw, presented staff workshops on using Microsoft SharePoint
- Lorena Talagi from Kāhui Tū Kaha ran two workshops about Rainbow Tick Active Allyship
- Community Engagement Manager, Jude Turner, and Team Leader Visitor Experience, Alysha Painter ran POWER visitor experience workshops
- Neavin Broughton, who provides Māori cultural support to the Zoo, held two cycles of our Kanohi Kitea Māori cultural competency sessions and one catch up session, five sessions in total.
- Professor Ngaio Beausoleil from Massey university presented a full staff session on the Five Domains of Animal Welfare
- Lisa Tuthill of Moonlit Sanctuary presented an Orange Bellied Parrot Conservation learning session.
- Two LEAP leadership development workshops were held by Trish Lui and Karen Waitt
- Murray Edridge from our Community Partner – Wellington City Mission spoke about the work of the Mission.



- Mammal Zookeepers Maddy Booth and Stephen Fountain did a presentation on Nia the Giraffe: ‘How to look after a baby that’s taller than everybody’.
- David Burton from Barrister-Employment Law presented a talk about Anti-Bullying and Sexual Harassment, and our policies on these topics.
- On Pink Shirt Day, staff watched a webinar by Dr Dougal Sutherland from Umbrella Wellbeing.
- Chief Operations Officer Daniel Warsaw and People and Culture Lead Jane Frater ran five ‘How your salary is reviewed’ sessions.



**SHARING OUR EXPERTISE**

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

The Sustainable Solutions team from Mandai Wildlife Group (Singapore Zoo), who are pursuing net carbon zero certification next year, visited Te Nukuao Wellington Zoo for a knowledge exchange with our experienced conservation and sustainability staff. The teams also discussed palm oil, FSC sustainable wood and paper products plus methods for engaging staff with change in these areas.

Chief Executive Karen Fifield MNZM and Director Communication, Experience and Conservation Amy Hughes were mentors for participants on ZAA’s inaugural Executive Leadership Development Programme. Both mentees spent a week on site at Te Nukuao Wellington Zoo learning alongside their mentors about how the Zoo works and understanding the breadth of Zoo leadership.

**APPOINTMENTS**

- Chief Executive Karen Fifield MNZM was elected President of the World Association of Zoos and Aquariums (WAZA).
- Chief Operating Officer Daniel Warsaw was appointed to the WAZA Membership Standing Committee and re-elected to the Zoo and Aquarium Association (ZAA) New Zealand Committee and sits on the ZAA Ethics Committee.
- Director Communication, Experience and Conservation Amy Hughes was re-elected as a member of the ZAA Board, sits on ZAA’s Conservation Engagement Committee and also sat on ZAA’s Wildlife Conservation Committee for part of the year. Amy was appointed to the WAZA Communications Committee, and this year saw her seven-year tenure on the International Zoo Educators Board come to an end.
- Zookeeper Holly McDonald was elected Vice Chair of the Australasian Society of Zookeeping.
- Director Safety, Assets and Sustainability Chris Jerram was appointed co-convenor of the new ZAA Safety Specialist Advisory Group. Chris was instrumental in setting up this group to provide a forum for zoo health and safety managers in the region.
- Animal Science Manager Simon Eyre sits on the ZAA Standards & Accreditation Committee as well as the ZAA Animal Management Committee.



Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Staff recognition initiative complete	Achieved ✓	1	Achieved
Staff learning and development initiatives completed	38 ✓	10	29



# Sustain financial success by data driven decision making

## VISITOR INSIGHTS

To get better insights into our Close Encounters participants, we implemented a new post-experience survey. This gives us regular updates on what our participants thought of the experience, the value for money it offers and any potential improvements.

The feedback has been overwhelmingly positive, with an overall satisfaction rating of 98% from the 541 Close Encounter survey respondents. We continue to monitor survey responses regularly and have made small changes to the experience and communication where it is beneficial to the overall customer experience.

We are looking at using this more formal, systematic surveying for some of our other experiential products

next financial year in addition to our general visitor feedback and satisfaction survey.

## VISITOR NUMBERS

We had a record visitation year, with the highest number of visitors ever - 279,656 welcomed to the Zoo - January being the best visitor month ever. Te Nukuaio Wellington Zoo continues to be relevant and popular with audiences both locally and from further afield. The Snow Leopards continue to be a very popular attraction with people coming from around New Zealand to visit them. Other special attractions this year have included the Zoo's first baby giraffe in 19 years and a new Lace Monitor habitat. Fantastic summer weather was also a bonus.



Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Number of visitors	279,656 ✓	265,815	261,943
Measure visitor feedback and satisfaction*	93% ✓	80%	91%

\*N = 637 general admissions survey respondents



**It allowed our son to spend his own time close with the Giraffes without worrying about the crowd of the public. Our son has sensory challenges but the Zoo Ranger was awesome with him and engaged with him really well so a big shout to him for making our son's experience extra special.**

Survey respondent



**I love this zoo so much, I celebrated my birthday here with a Meerkat encounter and it was honestly one of the best experiences ever!!**

Google review from visitor



**Absolutely amazing! Well worth it. Easy bus ride out of the city and stop straight out the front. Such a lovely day out. Animals easy to see and the Keepers are extremely knowledgeable and happy to answer questions. I think this is my favourite zoo to visit and I've been to a few zoos.**

Google review from visitor



**What an outstanding experience today at the zoo. We saw the Snow Leopard!!!! I feel so privileged to have had this experience. Staff were super engaging and helpful.**

Google review from visitor



**The Meerkats were fascinating for the kids and super cute. The Zoo staff member was very friendly and put the kids at ease so they didn't mind asking him questions. It was a really nice experience.**

Survey respondent





**FINANCIAL SUCCESS**

**Retail**

It has been another great year for our Zoo shop with strong results. We launched an online shop to give visitors from anywhere in Aotearoa the opportunity to order our unique products from the comfort of their own home.

Our Conservation Partners campaign was launched in September. Each month a different “hero” soft toy is sold in the shop with proceeds going to the related conservation partner. The Partners supported this year were Proyecto Titi (Cotton Top Tamarins), Free the Bears (Sun Bear), Madagascar Fauna and Flora Group (Black & White ruffed lemurs), Red Panda Network (Red Pandas), Kea Conservation Trust (Kea) and Mountain Spirit (Snow Leopards). A total of \$8,417 was raised for these conservation partners.

Not only does this raise funds for our partners, it also provides an opportunity to connect the Zoo’s retail space with our crucial conservation work.



Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Council operating grant per visitor	\$14.90 ✓	\$15.67	\$15.65
Full cost to Council*	\$7.577M ✗	\$6.867M	\$6.504M
Trading Revenue per visit (excl. grants & interest)	\$19.03 ✓	\$17.93	\$19.19
Non-Council donations and funding	\$425,000 ✓	\$364,000	\$403,000
Percentage of operating costs generated by Trust	55% ✓	53%	57%
Trust generated income as percentage of the Council grant	138% ✓	125%	134%

\*This target 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.

**Sustain a safety-conscious culture**

**CRITICAL RISK MANAGEMENT**

Continuing our work on the Zoo’s Critical Risk assessment, management and Board verification of controls. Our Health and Safety Lead has been completing and implementing new SOPs - including rolling out training programmes with the teams managing these risks, and finalising inspection/audit regimes for each risk. Work continues into the new year on vehicle safety training, working at height risks and managing water bodies in the Zoo.

The Zoo Board are provided with updated verification tables/measures to allow interrogation of controls/ measures in order to manage their Health & Safety due diligence obligations. Site visits are arranged throughout the year as part of each Board meeting to give Trustees the opportunity to discuss these risks with the staff on the ground who are managing them on a daily basis.

**HEALTH AND SAFETY REP TRAINING SESSIONS AND SAFESKILLS CONFERENCE**

Our Health & Safety Representatives (HSRs) come from a range of teams across the Zoo to ensure we cover all aspects of work in the Zoo’s Health, Safety & Wellbeing Committee meetings. The HSRs all receive HSR Level 1 training in their first year and this year we had four HSRs and the Director Safety, Assets and Sustainability attend the Wellington session of the SafeSkills Conference. This event is tailored to HSRs and provides further development and networking opportunities - with sessions looking at communication styles and presentations from award-winning HSRs in New Zealand. Feedback from the HSRs who attended was that this was an extremely interesting and valuable development opportunity, with particular focus on some of the mental health and wellbeing topics being of most relevance and interest.

**BUSINESS CONTINUITY PLAN REVIEW**

In July 2023 we completed a review of the Zoo’s Business Continuity Plan (BCP) focusing on those key buildings, staff and utility outages which would have the biggest impact on Zoo operations, staff/community safety and animal welfare. Separate to the Emergency Response Plan. The BCP is a functional document which puts alternative arrangements in place and provides a playbook for specific scenarios/outages and how to respond over the next 24/48hrs up to 1-2 weeks to ensure key operations can continue while back-up long-term solutions are implemented.

**IHI HEALTH AND SAFETY PORTAL**

To help improve the current maintenance request process, we shifted this process to the existing IHI online reporting system. The new system replaced the email inbox for all maintenance and grounds requests.

We made this change because:

- The email inbox was challenging to manage
- Addressing older requests couldn’t be done effectively
- Communication loop back to staff was time-consuming
- No visibility of total work requests across the Zoo
- No opportunity to use the email inbox to prioritise work in order of risk or age of requests
- Zero opportunity to learn from reports and identify useful trends to improve delivery over time

The new request system will make it easier to prioritise the work and ensure our Zoo is well maintained - and can be linked to any hazard or incident reports from the Health and Safety side of the system.



### NEW SAFETY, ASSETS AND SUSTAINABILITY ROLES

We welcomed a new gardener, Corrin Imlach, to our Grounds Team. Corrin came to the Zoo via a Horticulture Apprenticeship at Wellington City Council's Berhampore Nursery.

With our Maintenance Team recruitment complete, we have more staff available for higher-demand work, complemented by an improved service request process through IHI, our health and safety portal reporting system.

### EMERGENCY DRILLS

Our Zoo regularly runs drills to ensure we can keep our visitors, staff and animals safe in an emergency.

In August and February we held trial evacuations across the Zoo for the six buildings requiring formal fire evacuation procedures: Main Entrance; Te Kōhanga The Nest; Wild Theatre; Kamala's; Archibald Centre; and the Kea Aviary. These drills are a great opportunity to test out how many of us know what we'd need to do in case of a fire and how to keep other staff and visitors safe in the Zoo.

In March we ran a Full Zoo Code Black Drill - Dangerous Animal out of Habitat. We were joined by about 100 Parks, Sport and Recreation staff from Wellington City Council as visitors in the Zoo who were briefed on what to expect and what was expected of them. It was valuable to test out what evacuating visitors might look like in a real-life situation. Staff gave feedback on the drill with minor improvements made to the process.

Our Board observed the following drills:

- Code Black drill - containment break (Sun Bear) in November 2023
- Code Black drill - person in habitat (Tigers) in May 2024



Measure	Actual 2023/24	Target 2023/24	Actual 2022/23
Health, Safety & Wellbeing Committee meeting attendance	98% ✓	80%	92%
Emergency drill or incident debriefs summary delivered	9 ✓	8	8

## Improve and maintain the physical assets

### SUSTAINABLY CARING FOR OUR ASSETS

#### Earthquake-prone building works

The project to strengthen the Horticulture shed was completed, including seismic strengthening of the Bea Arthur building the Horticulture Shed sits on. This involved new steel posts at the back of the building then a complete internal fitout to provide more fit-for-purpose space for the Grounds team, plus a separate area for common tools access. As a result of this work, all Animal Care teams were moved to permanent accommodation so the five Portacoms rented since COVID 19 could be removed. Minor works have also taken place to upgrade the Bea Arthur building and the Wild Theatre to improve the Animal Care offices for the teams.

#### Kamala's venue upgrade

The Kamala's building underwent substantial improvement works, providing a more useable all-year-round venue by lifting the quality and finish of the space for guests. This included significant strengthening of foundations and footings below the central architectural 'fins', plus additions to existing structural steel to carry the load and to house the new glass bifold doors.

A new exposed aggregate concrete path was poured the length of the building which will help divert drainage into the gardens and serve as access for visitors. In addition to this, a fire system was installed, including manual call points and fire exit signage.

#### He Tuku Aroha Meet the Locals Refurbishment

He Tuku Aroha Meet the Locals had a refresh in preparation for the International Zoo Educators Conference in October. Although improvements were primarily to the visitor spaces, there were also upgrades to animal spaces to improve their welfare. This included cleaning buildings and new topcoats of paint to the barn, Sheep and Kunekune pig houses. A new concrete hardstand was poured for the Sheep to assist with their hoof care, and the Chickens received a new and improved coop.

The He Tuku Aroha Meet the Locals walkthrough had paint touch ups, new visitor signage installed and general improvement of the gardens with new retaining, planting and mulch.





## HABITAT UPDATES

### Old Serval/Caracal habitat refurbishment to relocate Black and White Ruffed Lemurs

The old Serval and Caracal habitats were refurbished so the Black and White ruffed lemurs could move from their longtime home near the Wild Theatre. The Maintenance and Grounds team, in conjunction with the Primate team, upgraded the dens, added new climbing structures and a pleasant Close Encounter space. The climbing structures consist of vertical poles with multiple platforms and rope that link them together to give the Lemurs an opportunity to explore their habitat at an elevated (arboreal) level.

### New Lace Monitor habitat

In June 2023 our Teams began building a new permanent home for Lace Monitors Darwin and Jannali. The habitat follows the theme of the Neighbours walkthrough and is built as a weatherboard-clad house with a pergola attached to it. One space is an indoor room with a water feature pool and multiple substrate options, fitted out with climbing logs and planting. This building has large viewing windows to allow natural light into the building and also gives our visitors a wider viewing area.

The other habitat space is an enclosed outdoor area with more planting and trees for our Lace Monitors to climb and bask in the sun. Visitors are able to view our Lace Monitors from a new covered timber deck which can accommodate a large viewing group. We welcomed Darwin and Jannali into their new home at the end of December.



### Giraffe habitat renovations

In preparation for the birth of Giraffe Nia, we refurbished part of the existing Giraffe House to better facilitate the growing Giraffe herd and allow for improved animal care which involved covering the existing yard area to provide another covered space for Giraffe over the colder/wetter months. It is the first stage of improvements planned over the next few years.

Work was phased; first we built a 'Giraffe-proof fence' to prevent Nia accessing dangerous areas for a calf, and also to separate the ostrich from the herd in the early months after Nia's arrival.

Our team had to complete the work while the Giraffes were still in their living space. We erected a timber fence in the habitat to protect contractors from our animals - although it did not deter our nosy Giraffe trying to have a close encounter with the contractors. We also erected scaffolding for access to out-of-reach areas which made a physical barrier between the worksite and the animals in the habitat.

A crane was brought within the fenced area to lift and stand the structural steel, as well as lift large pieces of fencing and gates. The builders worked quickly to get the upgrade finished so that the new space could be handed back to the Giraffes to enjoy.



# Meet all legal and compliance requirements

## MINISTRY FOR PRIMARY INDUSTRIES AUDIT

We passed our annual Ministry for Primary Industries (MPI) audit, with praise given for the way in which the Zoo continues to operate. This year, two WorkSafe officers were also present for our audit as a training exercise.

MPI selected Te Nukua Wellington Zoo as a "best practice quarantine setup and process" facility example for a visiting international delegation of biosecurity officials from South Korea.

## COMPLYWITH

Zoo staff participated in the annual ComplyWith survey which is used to manage our annual legal compliance programme. Results once again showed that the Zoo has a high level of compliance.

## GOVERNANCE OBLIGATIONS

The Zoo complied with various regulations and legislation to do with governance, including undertaking Board Trustee evaluations, signing off the 2022/23 Annual Report and financial accounts and reviewing our risk matrix.

## PRIVACY POLICY REVIEW

The Zoo's Privacy Policy has been extensively reviewed and re-adopted by the Board. This was done to ensure our continued adherence to the Privacy Act 2020. An internal privacy working group has also been established alongside two Privacy Officer roles. The working group have developed a privacy programme and regularly undertake threshold assessments to ensure compliance with the new Policy and Act.

## STAFF MANUAL UPDATES

As required by the Ministry for Primary Industries, relevant staff were asked to sign off the annual update of the Zoo's various manuals:

- Zoo Containment Manual
- Zoo Supplementary Invertebrate Containment Manual
- Zoo Animal Transition Facility Manual (Quarantine)
- Zoo Container Transitional Facility Manual





## Wellington Zoo Board of Trustees



Left to right: Jamie Tuuta (Chair), Marie Long, Nina Welanyk Brown, Jane Diplock AO, Chris Roberts, Councillor Nureddin Abdurahman.

## Wellington Zoo SMT



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

# Financials

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# Independent auditor's report

For the year ended 30 June 2024



## Independent auditor's report

### To the readers of the Wellington Zoo Trust's Financial Statements and Performance Information for the year ended 30 June 2024

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 87 to 105, which comprise the statement of financial position as at 30 June 2024, the statement of comprehensive income, the statement of changes in equity and the 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 actual performance information of the Trust against the target performance in the panels located on pages 10 to 78, together with the commentary that directly relates to that performance.

In our opinion:

- the financial statements of the Trust on pages 87 to 105:
  - present fairly, in all material respects:
    - its financial position as at 30 June 2024; and
    - its financial performance and cash flows for the year that ended; and
  - comply with generally accepted accounting practice in New Zealand in accordance with the Public Benefit Entity Reporting Standards Reduced Disclosure Regime; and
- the performance information of the Trust on pages 10 to 78 presents fairly, in all material respects, the Trust's actual performance compared against the performance targets and other measures in the Trust's statement of intent for the year ended 30 June 2024.

Our audit was completed on 30 September 2024. This is the date at which our opinion is expressed.

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

#### Basis for our opinion

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

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

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

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.





#### 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 Government 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 with the Trust's statement of intent.

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

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgment 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 9 and 79 to 86 but does not include the financial statements and the performance information, and our auditor's report thereon.

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

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

#### Independence

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

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

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 2024

## 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 2024 fairly reflects the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.



**Jamie Tuuta**  
Chairperson

27 September 2024



**Karen Fifield MNZM**  
Chief Executive

27 September 2024

# Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2024

	Note	Actual 2024 \$000	Budget <sup>1</sup> 2024 \$000	Actual 2023 \$000
<b>REVENUE</b>	1			
Admissions		4,400	4,135	4,247
Sale of Goods		814	515	671
Wellington City Council Grant		4,664	4,164	4,099
Other Grants, Sponsorships & Donations		405	364	389
Other Corporate Income		121	115	111
Interest Income		123	10	67
<b>Operating Revenue</b>		<b>10,527</b>	<b>9,303</b>	<b>9,584</b>
<b>Other Revenue</b>	1			
Conservation Fund Income		134	-	152
Capital Grants and Donations		326	-	1,499
<b>TOTAL REVENUE</b>		<b>10,987</b>	<b>9,303</b>	<b>11,235</b>
<b>EXPENSE</b>				
Cost of Goods Sold		410	265	334
Other Operating Expenditure	2	10,116	9,736	9,250
<b>Operating Expense</b>		<b>10,526</b>	<b>10,001</b>	<b>9,584</b>
<b>Other Expenditure</b>				
Conservation Fund Expenditure		100	-	129
Animal Acquisitions		18	-	47
Vesting of Capital Grants and Donations	3	326	-	1,568
<b>TOTAL EXPENSE</b>		<b>10,970</b>	<b>10,001</b>	<b>11,328</b>
<b>NET SURPLUS/(DEFICIT) for the year</b>		<b>17</b>	<b>(698)</b>	<b>(93)</b>
<b>Other Comprehensive Revenue</b>		-	-	-
<b>TOTAL COMPREHENSIVE REVENUE AND EXPENSE</b>		<b>17</b>	<b>(698)</b>	<b>(93)</b>

The accompanying notes on pages 95 to 105 form part of these financial statements.

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes. Explanations of significant variances against budget are detailed in notes 17 and 18.



## Statement of Changes in Equity

For the year ended 30 June 2024

	Note	Actual 2024 \$000	Budget 1 2024 \$000	Actual 2023 \$000
<b>Equity Opening Balances</b>				
Accumulated Comprehensive revenue and expense		242	(113)	224
Restricted Funds		1,569	1,758	1,680
<b>Total Equity-Opening Balance</b>		<b>1,810</b>	<b>1,645</b>	<b>1,904</b>
<b>Comprehensive Revenue</b>				
(Deficit)/Surplus for the year to retained earnings	10,11	17	(447)	(93)
<b>Total comprehensive revenue</b>		<b>17</b>	<b>(447)</b>	<b>(93)</b>
<b>Equity Closing Balances</b>				
Accumulated Comprehensive revenue and expens	10,11	242	(559)	242
Restricted Funds	11	1,586	1,633	1,569
<b>Total Equity-Closing Balance</b>		<b>1,828</b>	<b>1,074</b>	<b>1,811</b>

The accompanying notes on pages 95 to 105 form part of these financial statements.

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes. Explanations of significant variances against budget are detailed in notes 17 and 18.

## Statement of Financial Position

As at 30 June 2024

	Note	Actual 2024 \$000	Budget 2024 \$000	Actual 2023 \$000
<b>ASSETS</b>				
<b>Current Assets</b>				
Cash and cash equivalents	4	2,838	2,029	4,989
Trade and other receivables	5	683	100	678
Inventories		199	90	146
		<b>3,719</b>	<b>2,219</b>	<b>5,813</b>
<b>Non-Current Assets</b>				
Property, Plant and Equipment	6	-	-	-
		<b>-</b>	<b>-</b>	<b>-</b>
<b>TOTAL ASSETS</b>		<b>3,719</b>	<b>2,219</b>	<b>5,813</b>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Trade, other payables and accruals	7	901	540	2,862
Monies held in trust	7	9	-	9
Revenue in Advance	8	497	205	687
Employee Benefits	9	484	400	444
		<b>1,891</b>	<b>1,145</b>	<b>4,003</b>
<b>TOTAL LIABILITIES</b>		<b>1,891</b>	<b>1,145</b>	<b>4,003</b>
<b>NET ASSETS</b>		<b>1,828</b>	<b>1,074</b>	<b>1,810</b>
<b>EQUITY</b>				
Accumulated Comprehensive revenue and expens	10	242	(684)	242
Restricted Funds	11	1,586	1,758	1,569
<b>TOTAL EQUITY</b>		<b>1,828</b>	<b>1,074</b>	<b>1,810</b>

The accompanying notes on pages 95 to 105 form part of these financial statements.

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes. Explanations of significant variances against budget are detailed in notes 17 and 18.



## Statement of Cash Flows

For the year ended 30 June 2024

	Note	Actual 2024 \$000	Budget 2024 \$000	Actual 2023 \$000
<b>Cash flows from operating activities</b>				
Cash was provided from:				
Operating Revenue		10,657	9,295	11,339
Interest Received		123	10	67
Net GST received		286	-	
Cash was applied to:				
Payments to Suppliers		(6,122)	(2,707)	(3,016)
Payments to Employees		(7,094)	(7,094)	(6,469)
Net GST Paid			-	(621)
<b>Net cash inflow from operating activities</b>		<b>(2,150)</b>	<b>(496)</b>	<b>1,300</b>
<b>Cash flows from investing activities</b>				
Cash was applied to:				
Purchase of property, plant and equipment		-	-	-
<b>Net cash (outflow) from investing activities</b>		<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Increase/(Decrease) in Cash and cash equivalents held</b>		<b>(2,150)</b>	<b>(496)</b>	<b>1,300</b>
<b>Cash and cash equivalents at beginning of year</b>		<b>4,989</b>	<b>2,525</b>	<b>3,689</b>
<b>Cash and cash equivalents at end of year</b>	4	<b>2,839</b>	<b>2,029</b>	<b>4,989</b>
<b>Made up of:</b>				
Cash and bank balances		2,838	2,029	4,989
<b>Closing Cash Balance</b>		<b>2,838</b>	<b>2,029</b>	<b>4,989</b>

The accompanying notes on pages 95 to 105 form part of these financial statements.

The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes. Explanations of significant variances against budget are detailed in notes 17 and 18.

## Statement of Accounting Policies

For the year ended 30 June 2024

### REPORTING ENTITY

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 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 2024/2034 Long Term Plan.

The primary objective of the Trust is to manage, administer, plan, develop, maintain, operate, and promote Wellington Zoo for the benefits of the inhabitants of Wellington and as an attraction to visitors to Wellington, not to make a financial return.

The reporting period for these financial statements is for the year ended 30 June 2024. The financial statements were authorised for issue by the Board of Trustees on 27 September 2024.

### STATEMENT OF COMPLIANCE

The financial statements and service performance information of Wellington Zoo Trust have been prepared in accordance with the requirements of the Charitable Trusts Act 1957 and section 69 of the Local Government Act 2002, and comply with PBE Standards reduced disclosure regime (RDR).

The Trust has designated itself as a public benefit entity for the purposes of New Zealand PBE IPSAS. The Trust is eligible and has elected to apply the PBE Standards RDR because its expenses are less than \$30 million and it does not have public accountability as defined by XRB A1 Application of the Accounting Standards Framework.

### MEASUREMENT BASE

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

### PRESENTATION CURRENCY AND ROUNDING

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.

#### Income Tax

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.

#### Budget figures

The budget figures are derived from the statement of performance expectations as approved by the Board and the Wellington City Council at the beginning of the financial year. The budget figures have been prepared in accordance with NZ GAAP, using accounting policies that are consistent with those adopted by the Board in preparing these financial statements.

#### 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

For the year ended 30 June 2024

### NOTE 1: REVENUE

	Actual 2024 \$000	Actual 2023 \$000
<b>Exchange Revenue</b>		
Sale of Goods	814	671
Other Corporate income	121	111
Interest Income	123	67
<b>Total Exchange Revenue</b>	<b>1,058</b>	<b>848</b>
<b>Non-Exchange Revenue</b>		
Admissions	4,400	4,247
Wellington City Council Operating Grant	4,664	4,099
Conservation Fund Income	134	102
<b>Other Operating Grants, Sponsorships &amp; Donations</b>		
<b>Government Grant funding</b>		
Ministry of Education - ELC Funding	84	84
Ministry for Social Development	4	8
Holdsworth Trust	189	180
Boehringer Ingelheim	10	57
Frucor	18	35
Tip Top	40	27
Weta FX	20	20
Other Grants & Donations	40	29
<b>Operating Grants and Donations</b>	<b>405</b>	<b>440</b>
<b>Total Non-Exchange Operating Revenue</b>	<b>9,602</b>	<b>8,888</b>
<b>Capital Grants and Donations</b>		
Pub Charity	187	338
One Foundation	-	50
Wellington Community Trust	14	-
Lotteries Trust Board	100	812
Four Winds	-	20
Air Rescue Services	-	75
Grass Roots	-	20
Lion Foundation	-	125
Brian Whiteacre Trust	-	8
Holdsworth Charitable Trust	9	-
Stout Trust	15	-
Ross Martin	-	5
Donations & other fundraising towards Snow Leopard project	-	46
<b>Total Non-Exchange Capital Grants and Donations</b>	<b>326</b>	<b>1,499</b>
<b>Total Non-Exchange Capital Revenue</b>	<b>9,928</b>	<b>10,387</b>
<b>Total Grants, Donations and Operating Revenue</b>	<b>10,986</b>	<b>11,235</b>



**NOTE 2: EXPENSE ON OPERATING ACTIVITIES**

	Note	Actual 2024 \$000	Actual 2023 \$000
Marketing and Commercial costs		408	356
Fees to Auditor:			
- Fees to MooreMarkhams Wellington for Audit of financial statements		40	37
Entertainment		-	1
Consumables		595	606
Other Costs		717	856
Insurance premiums		13	12
Materials and Services		374	307
Personnel costs		7,315	6,556
Trustees' remuneration	16	110	109
Utilities		544	410
<b>Total operating expense</b>		<b>10,116</b>	<b>9,250</b>

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

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

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

**NOTE 3: VESTING OF CAPITAL GRANTS AND DONATIONS**

This relates to the transfer of funds to Wellington City Council. In line with the contract for services, this amount is paid on receipt of external sponsorship funding and donations towards capital works programmes. The amount vested in 2024 includes contributions towards refurbishment of Te Ao Mahina Twilight, Extensions to the Giraffe house, assets for the Whitakers Skink programme, and equipment for Te Kōhanga The Nest. The amount vested in 2023 was the contribution towards the Snow Leopard project.

**NOTE 4: CASH AND CASH EQUIVALENTS**

	Actual 2024 \$000	Actual 2023 \$000
Cash at bank and on hand	2,838	4,989
Term deposits with maturities of three months or less	-	-
<b>Total Cash and cash equivalents</b>	<b>2,838</b>	<b>4,989</b>

**NOTE 5: TRADE AND OTHER RECEIVABLES**

	Note	Actual 2024 \$000	Actual 2023 \$000
Receivables (Gross)		36	407
Trade Receivables due from Wellington City Council	15	612	224
Less provision for impairment of trade receivables		-	-
<b>Trade Receivables</b>		<b>648</b>	<b>631</b>
Prepayments		35	47
		35	47
<b>Total Trade and other receivables</b>		<b>683</b>	<b>678</b>
<b>Trade Receivables comprises:</b>			
Receivables from the sales of goods and services (exchange transactions)		136	261
Receivables from transfers (non-exchange transactions)		512	370
		<b>648</b>	<b>631</b>

As at 30 June 2024, no Trade Receivables were assessed as impaired (2023: Nil).



**NOTE 6: PROPERTY, PLANT AND EQUIPMENT**

	Plant \$000	Furniture & Equipment \$000	Total \$000
<b>Cost</b>			
Balance as at 1 July 2022	48	171	219
Additions	-	-	-
Disposals	-	-	-
<b>Balance at 30 June 2023</b>	<b>48</b>	<b>171</b>	<b>219</b>
Balance as at 1 July 2023	48	171	219
Additions	-	-	-
Disposals	(48)	(136)	(184)
<b>Balance at 30 June 2024</b>	<b>-</b>	<b>35</b>	<b>35</b>
<b>Accumulated Depreciation</b>			
Balance as at 1 July 2022	(48)	(171)	(219)
Depreciation Expense	-	-	-
Eliminate on Disposal	-	-	-
<b>Balance at 30 June 2023</b>	<b>(48)</b>	<b>(171)</b>	<b>(219)</b>
Balance as at 1 July 2023	(48)	(171)	(219)
Depreciation Expense	-	-	-
Eliminate on Disposal	48	136	184
<b>Balance at 30 June 2024</b>	<b>-</b>	<b>(35)</b>	<b>(35)</b>
<b>Carrying amounts</b>			
1 July 2023	-	-	-
1 July 2023	-	-	-
<b>As at 30 June 2024</b>	<b>-</b>	<b>-</b>	<b>-</b>

**NOTE 7: TRADE, OTHER PAYABLES, ACCRUALS AND MONIES HELD IN TRUST**

	Note	Actual 2024 \$000	Actual 2023 \$000
<b>Payables under Exchange Transactions</b>			
<b>Exchange Payables and Accruals</b>			
Trade Payables and Accruals		258	214
Trade Payables due to parent	15	398	2,700
<b>Total Payables under Exchange Transactions</b>		<b>656</b>	<b>2,914</b>
<b>Non -Exchange Payables</b>			
PAYE payable		88	78
GST payable		21	(265)
ACC levies payable		136	136
<b>Total Payables under Non-Exchange Transactions</b>		<b>245</b>	<b>(52)</b>
<b>Total Payables</b>		<b>901</b>	<b>2,862</b>
Regional Amenities Fund (administered on behalf of Wellington Regional Amenities Fund)		9	9
<b>Total Monies held in Trust</b>		<b>9</b>	<b>9</b>

**NOTE 8: REVENUE IN ADVANCE**

	Actual 2024 \$000	Actual 2023 \$000
<b>Revenue in Advance under Exchange Transactions</b>		
<b>Exchange Revenue in Advance</b>		
International Zoo Educators (IZE) 2023 Conference Registrations	-	76
<b>Total Revenue in Advance under Exchange Transactions</b>	<b>-</b>	<b>76</b>
<b>Non-Exchange Revenue in Advance</b>		
Admissions Revenue	433	440
<b>Grants and Donations with conditions attached</b>		
Wellington Community Trust	-	14
Holdsworth Trust	51	42
Lottery Grants Board	-	100
Stout Trust	-	15
Koala Trust	13	-
<b>Total Revenue in Advance under Non-Exchange Transactions</b>	<b>497</b>	<b>611</b>
<b>Total Revenue in Advance</b>	<b>497</b>	<b>687</b>



**NOTE 9: EMPLOYEE BENEFITS**

	Actual 2024 \$000	Actual 2023 \$000
Payroll Accruals	36	27
Holiday Leave	448	417
<b>Total employee benefits</b>	<b>484</b>	<b>444</b>
<b>Represented by:</b>		
Current	484	444
<b>Total employee benefits</b>	<b>484</b>	<b>444</b>

**NOTE 10: ACCUMULATED (DEFICIT)/SURPLUS**

	Note	Actual 2024 \$000	Actual 2023 \$000
<b>Accumulated Surplus/Deficit</b>			
Opening Balance		242	224
Net surplus/(deficit)		17	(93)
Transfers from restricted funds	11	117	263
Transfers to restricted funds	11	(134)	(152)
<b>Accumulated Surplus/(Deficit)- closing balance</b>		<b>242</b>	<b>242</b>
<b>Total accumulated surplus/(deficit)</b>		<b>242</b>	<b>242</b>

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

**NOTE 11: RESTRICTED FUNDS**

	Actual 2024 \$000	Actual 2023 \$000
<b>Trusts, Bequests and Capital Grants</b>		
Opening Balance	901	1,188
Funds received	-	-
Funds transferred to Animal Transfers	-	(200)
Funds transferred to Accumulated Funds	-	(18)
Funds utilised	-	(69)
<b>Trusts, Bequests and Capital Grants - closing balance</b>	<b>901</b>	<b>901</b>
<b>Animal Transfers</b>		
Opening Balance	296	143
Funds received	-	-
Funds Transferred from Trusts, Bequests and Capital Grants	-	200
Funds utilised	(17)	(47)
<b>Animal Transfers - closing balance</b>	<b>279</b>	<b>296</b>
<b>Conservation Fund</b>		
Opening Balance	372	349
Funds received	134	152
Funds utilised	(100)	(129)
<b>Conservation Fund - closing balance</b>	<b>406</b>	<b>372</b>
Opening Balance	1,569	1,680
Transfers from retained earnings	134	152
Transfers to retained earnings	(117)	(263)
<b>Restricted Funds - closing balance</b>	<b>1,586</b>	<b>1,569</b>

**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 2024 (2023: Nil).

The Trust had no operating lease commitments as at 30 June 2024 (2023: Nil). Payments due not later than one year Nil, payments due between one to two years Nil (2023: Nil).

**NOTE 14: CONTINGENCIES**

The Trust had no contingent liabilities as at 30 June 2024 (2023: Nil).

**NOTE 15: INTRA GROUP TRANSACTIONS AND BALANCES**

	Actual 2024 \$000	Actual 2023 \$000
<b>Expense for services provided to the Zoo from:</b>		
Wellington City Council	82	45
	<b>82</b>	<b>45</b>
<b>Revenue for services provided by the Zoo to:</b>		
Wellington City Council	4,284	4,284
	<b>4,284</b>	<b>4,284</b>
<b>Current receivables owing to the Zoo from:</b>		
Wellington City Council	497	224
	<b>497</b>	<b>224</b>
<b>Current payables owing from the Zoo to:</b>		
Wellington City Council	398	2,700
	<b>398</b>	<b>2,700</b>

**NOTE 16: RELATED PARTY DISCLOSURES****Key Management Personnel Compensation**

	Actual 2024 \$000	Actual 2023 \$000
Total employee benefits	922	915
Trustee remuneration	109	109
<b>Total Key Management Personnel Remuneration</b>	<b>1,031</b>	<b>1,024</b>

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 \$109,000 (2023: \$109,000) and is disaggregated and classified as follows:

	Actual 2024 \$000	Actual 2023 \$000
Jamie Tuuta (term started 23 February 2023)	25	7
Craig Ellison (term ended 31 December 2023)	17	35
Nina Welanyk Brown (term started 1 January 2019)	19	19
Jane Diplock, AO (term started 1 July 2022)	19	19
Chris Roberts (term started 23 February 2023)	19	7
Marie Long (term started 1 January 2024)	10	-
Michael Potts (term ended 31 December 2022)	-	10
Ben Bateman (term ended 28 February 2023)	-	13
Councillor Nureddin Abdurahman (term started 16 November 2022)	-	-
<b>Total Trustee Remuneration</b>	<b>109</b>	<b>109</b>

	2024 \$000	2023 \$000
<b>Trustees</b>		
Remuneration	109	109
Full-time equivalent members	6.00	6.00
<b>Strategic Management Team</b>		
Remuneration	922	915
Full-time equivalent members	4.00	4.00
<b>Total Key Management Personnel Remuneration</b>	<b>1,031</b>	<b>1,024</b>

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



**Related party transactions**

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

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

No provision has been required, nor any expense recognised for impairment of receivables for any loans or other receivables to related parties (2023: \$Nil).

**NOTE 17: EXPLANATIONS OF MAJOR VARIANCES AGAINST BUDGET****Statement of comprehensive revenue and expense****Revenue**

Operating Revenue was ahead of budget by \$1,224,000. This was driven by Admissions and Sale of Goods Revenue, ahead of budget by \$265,000 and \$299,000 respectively. The opening of the Snow Leopard habitat in April 2023, and the birth of a baby Giraffe in November 2023 resulted in higher visitation and the corresponding higher spend at the Zoo gift store. Additionally, WCC provided a further operating grant revenue of \$497,564.

**Expenditure**

Operating Expenditure was ahead of budget by \$525,000. Significant areas of expenditure that were over budget include; cost of goods sold \$145,000 which is directly attributable to the increased retail sales revenue, Consumables \$54,000 ahead of budget due to inflation, the impact of adverse weather events and increasing import costs, utilities \$110,000 ahead of budget due to increased water rates and electricity pricing.

**Statement of financial position****Current Assets**

Current Assets are greater than budgeted by \$1,530,000, most significantly due to cash and cash equivalents being \$809,000 greater than budgeted due to the timing of accounts payable, and trade and other receivables being \$613,000 greater than budgeted due to grant receivables raised in June 2024.

**Current Liabilities**

Current Liabilities are greater than budgeted by \$777,000, most significantly revenue in advance was \$292,000 ahead of budget because of vouchers for admission and experiences booked in advance, and grants received in advance. Trade payables were \$361,000 higher than budgeted due to the timing of accounts payable invoices received.

**Statement of Cashflows****Cashflow**

Cash inflows are higher than budgeted by \$1,761,000 due to timing of grants received during the financial year, and higher than budgeted admissions and retail sales revenue.

Cash outflows are higher than budgeted due to the vesting payment to WCC for the Snow Leopard habitat capital works that occurred in July 2023

**NOTE 18: EXPLANATIONS OF MAJOR VARIANCES AGAINST PRIOR YEAR****Statement of comprehensive revenue and expense****Revenue**

Operating Revenue was higher than prior year by \$943,000. Visitor revenue was higher than the prior year by \$153,000, retail sales were up \$143,000, and the café licence fee and commission were up \$10,000. The birth of Nia the Giraffe had an impact on visitor numbers and corresponding visitor revenue, as did the opening of the Snow Leopard habitat (April 2023), and the re-opening of the Kiwi habitat Twilight Te Ao Māhina (February 2023). WCC operating grant revenue increased from the prior year by \$565,000.

**Expenditure**

Operating Expenditure was higher than prior year by \$942,000. Marketing costs were \$52,000 higher than the prior year with promotion of the new Snow Leopard arrivals, and the refurbished and re-opened Kiwi habitat. Utilities (Electricity & Water) were \$134,000 higher than prior year due to price increases, consumption of electricity and water remained stable. Personnel costs were \$759,000 higher than prior year due to salary increases staffing changes.

**Statement of financial position****Current Assets**

Current Assets are lower than prior year by \$2,064,000 due to a reduction in cash and cash equivalents of \$2,151,000 following the vesting of Snow Leopard habitat capital grant funds to WCC.

**Current Liabilities**

Current Liabilities are lower than prior year by \$2,081,000. Trade payables are \$1,930,000 lower than prior year this is largely due to the amount payable to WCC for the vesting of Snow Leopard habitat capital grant funds at 30 June 2023 and paid in July 2023.

**NOTE 19: EVENTS AFTER BALANCE DATE**

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









2023/2024

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