



WELLINGTON

**ZOO**

WELLINGTON ZOO

# ANNUAL REPORT

2020 / 2021

# Contents

Highlights 2020/21	4	<b>Wairua   Our Community</b>	
Trust Chair report	6	Engaging message driven experiences to build community environmental action	43
Chief Executive report	7	Integrating te ao Māori within the Zoo	56
COVID-19	8	Maintaining lasting partnerships for community support and conservation outcomes	57
Me Tiaki, Kia Ora!	9		
		<b>Oranga   A Healthy Organisation</b>	
<b>Whānau   Our Role</b>		Embed wellbeing for our people	61
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	11	Grow our people through learning and development	63
Developing initiatives for social, environmental and economic sustainability	13	Commit to outstanding daily visitor care	69
		Sustain a safety-conscious culture	73
<b>Tinana   Our Animals</b>		17 Improve and maintain the physical assets	75
World leading animal care so the animals live their best lives		22 Sustain financial success by data driven decision making	77
Science-based animal welfare practices so the animals are happy		25 Sustainably caring for our assets	78
Strategic species planning for our site and staff expertise		Meet all legal and compliance requirements	79
		Independent Auditor's Report	82
<b>Hinengaro   Our Purpose</b>		29 Financial Statements	86
Recognition and involvement of the Zoo's conservation expertise			
Effective field partnerships for long term conservation outcomes	35		
Focused investment in conservation innovations	40		

# Highlights



## Whānau

Our Role

Achieved Toitū carbonzero certification for **eighth year running**

Expanded Zoo electric vehicle fleet from **two to four**

Extended charity partnerships to include the **Wellington City Mission and ChangeMakers Resettlement Forum** to allow more locals to enjoy the Zoo



## Tinana

Our Animals

Welcomed four **Ring-tailed female Lemurs** from Hamilton Zoo

The birth of a critically endangered **male Cotton-top Tamarin**; named Germàn by Proyecto Titi, our conservation partner

The team in The Nest Te Kōhanga **treated 456 native animals**



## Hinengaro

Our Purpose

**Launched Conservation Strategy Me tiaki, kia ora!** in September

Continued to support the work of **13 conservation partner organisations** in the field

**Contributed \$550,547** directly to field conservation through advocacy, research, donations and staff time and expertise



## Wairua

Our Community

Hosted a record number of **1,343 guests** to our annual adults-only Valentine's Night

Launched **Safe Cat Safe Wildlife** to build a community of cat owners who have the tools to keep cats safe and enriched at home, helping wildlife

Developed first ever **Behind the Scenes Experiences** at Wellington Zoo - Minibeasts, Sun Bear and Zoo Keeper for a Day



## Oranga

A Healthy Organisation

Awarded the **Qualmark Gold Sustainable Tourism Business Award**, which we have achieved every year since joining in 2009

New Health and Safety incident reporting system **IHI** went live, enabling streamlined tracking and reporting

Developed and launched a cultural competency project, **Kanohi Kitea**, to involve all staff in the Zoo's journey towards incorporating te ao Māori

# Trust Chair report

Wellington Zoo has reacted to COVID-19 impacts through our strategy to respond, rebuild and regenerate. We are fortunate that we were sheltered from the devastating impacts felt in other parts of the world. The support of Wellington City Council and central government (via the Wage Subsidy, the Strategic Tourism Assets Protection Programme and the Wildlife Institutions Relief Fund) has helped us weather the COVID-19 storm and continue to do our mahi to save wildlife and wild places. We thank the Zoo and Aquarium Association Australasia for their advocacy and support of members through this period.

We are a robust and nimble organisation with a passionate and committed team - and we have aligned our decisions to our strategic directions of Oranga, Wairua, Hinengaro, Tinana and Whānau. We have welcomed our community with open arms and aroha in line with our organisational value of Manaakitanga.

We have continued to support our conservation partners - many of whom have been greatly affected by COVID-19 funding impacts. We have increased our sustainability outcomes by adding more electric vehicles to our fleet and receiving Toitū carbonzero certification for the eighth year running. Our future focussed Conservation Strategy was launched this year.

Our professional team have continued to add to the body of conservation research and the publication of this research continues to be an important outcome for our organisation, so that we live our value of being a Voice to be Heard.

Our construction work has continued to renew the Zoo as a progressive zoo with the delivery of projects like the Ring-tailed Lemur habitat (a new species for our Zoo), Te Hononga Tuatara management facility, Te Piringa Iti, the Pygmy Marmoset habitat rebuild and the Giraffe House

refurbishment. The Snow Leopard project is on track for opening in 2022 and the design is exciting, engaging and linked closely to our conservation connections for this species.

I would like to express my thanks for the dedication of our Trustees in embracing the work of the Zoo. I would also like to thank our passionate Zoo team for their continued response to the COVID-19 crisis and to the mahi of protecting our planet so all life can thrive. Our kaupapa of Me tiaki, kia ora! is more important than ever.

We look forward to an exciting year ahead as we continue to rebuild and regenerate with new ideas, clear strategy and support from our community.

Me tiaki, kia ora!

**Craig Ellison**  
Chair



# Chief Executive report



Wellington Zoo has risen to the challenges of the past year by taking opportunities for growth and continued success. We are proud that we have met or exceeded 16 of the 21 pre-COVID strategic measures and 20 of the COVID-adjusted strategic measures for 2020-21.

We appreciate how important our community support is for our success. Without our partners, volunteers, funders and supporters our mahi to save wildlife and wild places could not be done. This year we added two new charities to the organisations we support. We welcomed Wellington City Mission and ChangeMakers Resettlement Forum to our whānau. Three new experiences were added to our suite of engaging opportunities - Minibeasts, Sunbear Behind the Scenes and Keeper for a Day. These experiences are opportunities for our community to glimpse into the world of a progressive Zoo, experience up close and personal connections with our animals and our team and be inspired to act for wildlife and wild places.

We welcomed new animals to Wellington Zoo such as the four female Ring-tailed Lemurs, a colony of Bees and a male Spider Monkey. We welcomed animals born at Wellington Zoo this year such as four Squirrel Monkeys, a Cotton-top Tamarin, and three Nyala. To some animals we said farewell such as four Nyala who moved to Orana

Wildlife Park. We were very saddened by the deaths of Djane and Zahra our Lionesses who lived to a ripe old age with us. The loss of the three Kiwi - Tahī, Jack White and Fizzy - was devastating for us all and we are still investigating the cause of this significant conservation medicine case.

We have utilised technology to improve our reporting and operations. Notably IHI, our new Health and Safety reporting system and Zoo Monitor which assesses our animal behaviour to inform welfare outcomes. Systems like these add to our information and create better and more timely information flow.

Our people are our cornerstone for success and this year we implemented the Keeper Development Programme which creates career paths for our Zookeepers which are the largest group of employees at the Zoo. An initiative called Open Ideas Week was implemented stemming from our last Ask Your Team 'Our Say Our Future' survey. Open Ideas Week generated 49 ideas from our people which can improve how we work at Wellington Zoo. We also started Kanohi Kitea, a cultural competency programme for all our staff which is delivered in partnership with Taranaki Whānui ki Te Upoko o Te Ika. We aim to be a bicultural organisation and this programme is the first step in our strategy to integrate Te Ao Māori at Wellington Zoo.

We thank everyone who has supported Wellington Zoo in 2020-21 - we can't do our important mahi without you. We will be striving to ensure that this coming year brings success for our Zoo as we embrace our challenges and take our opportunities.

Me tiaki, kia ora!

**Karen Fifield MNZM**  
Chief Executive





# COVID-19

Despite being relatively insulated from many of the impacts that the rest of the world has experienced due to COVID-19, there have still been significant impacts on the operations of Wellington Zoo over the last year. Changes in Alert Levels in August, February and again in June affected the Zoo's ability to deliver visitor programmes and meant there was wariness by visitors to commit to booking group functions, school visits, venue hires or Zoo sleepovers and even visiting. We noticed lower visitor numbers as we experienced a full COVID-19 summer and saw the impact of the lack of international tourists enjoying our Zoo. To help offset this loss of revenue we were incredibly thankful to receive central government funding through the Significant Tourism Asset Protection Programme and the Wildlife Institution Relief Fund.

The Zoo team continued to deliver the best possible animal and customer care during Alert Level changes and adapting to different operating conditions. To recognise these efforts, and those during lockdown last year, all Zoo staff were given an extra day's annual leave to say thank you for their efforts during this time of change.

# Me Tiaki, Kia Ora!

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

We are a team of powerfully passionate individuals who are champions for the welfare of all animals - within and beyond the boundaries of the Zoo. We are supported by a community that actively takes part in our commitment to caring for and saving species locally, nationally and globally.

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

# Whānau

OUR ROLE

INSPIRED BY TĀNE  
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



### United Nations Sustainable Development Goals

We have begun the process of selecting measures for the Zoo's work based on our chosen Sustainable Development Goals (SDGs) of Life on Land, Life Below Water, Sustainable Cities and Communities, Climate Action, Quality Education and Responsible Production and Consumption. We have analysed the UN targets as well as those in the World Association of Zoos and Aquarium (WAZA) sustainability strategy, Protecting Our Planet, and created a long list of measures. We are currently refining these to select appropriate measures and goals.

Wellington Zoo made a submission on He Pou a Rangi the Climate Change Commission's draft advice to government around reducing emissions in Aotearoa which is relevant to Climate Action (SDG 13). We aim to be active and vocal in our support of climate action, and to be a voice to be heard in these important conservation discussions.

The Zoo provided input to Wellington City Council's draft Children and Young Person's strategy highlighting the Zoo's contribution to this target group in Wellington, especially for Quality Education (SDG 4), Good Health and Wellbeing (SDG 3) and Reduced Inequalities (SDG 10).

**"Wellington Zoo Trust welcomes the opportunity to contribute to He Pou a Rangi the Climate Change Commission's advice to government. Decisive, far reaching, and rapid climate action is of the utmost importance for the future of our planet, both for the people and for the rest of the living world. Wellington Zoo Trust supports the Climate Change Commission in its advice that the government must take immediate action to limit global warming to below 1.5°C above pre-industrial levels."**

From Wellington Zoo Climate Change Commission draft advice submission



### The World Zoo and Aquarium Conservation Education Strategy *Social Change for Conservation*

Contributing to Quality Education (SDG 4), the Zoo's General Manager Communication, Experience and Conservation Amy Hughes was part of the editorial team for the World Zoo and Aquarium Conservation Education Strategy which was launched in October. This is the first unified global strategy on conservation education and affirms the International Zoo Educators Association (IZE) and WAZA's commitment to lead and support their members and the wider Zoo and aquarium community to build expertise, leadership, and capacity in quality conservation education.

### WAZA Sustainability Strategy *Protecting our Planet*

Protecting our Planet was launched in October. This strategy is based around helping zoos and aquariums to implement sustainable practises into their operations based on the UN SDGs. The writing group for this strategy was led by Karen Fifield, MNZM, Wellington Zoo's Chief Executive, with chapters contributed by General Manager Communication, Experience and Conservation Amy Hughes and the design and layout completed by Wellington Zoo's Design and Production Advisor Emily Elvin. This strategy has been translated into seven languages.



## Developing initiatives for social, environmental and economic sustainability

### Toitū carbonzero certification

For the eighth year in a row the Zoo achieved Toitū carbonzero certification. This concerted effort on measuring and reducing our emissions demonstrates our commitment to reducing the organisation's environmental impacts and links directly to our commitment to Climate Action.

Interestingly, there was no discernible reduction in power use while the Zoo was closed to visitors due to COVID-19 lockdowns. We reduced our carbon emissions by just over 65 tonnes with the largest emissions reduction compared to 2018/19 due to air travel, which was heavily affected by COVID-19. The significant reduction in overall emissions can be primarily explained by reduced air travel.

As in previous years, we choose to offset by investing in Aotearoa New Zealand native biodiversity restoration projects. This year offsets were purchased to support Hinewai Reserve on the Banks Peninsula.

### Expanded EV fleet

This year two new efficient vehicles joined the Zoo fleet replacing old and inefficient cars. One full electric Hyundai Kona is the pool car for the Zoo, used by all staff members for business outside of the Zoo. The other, a plug-in hybrid EV, is used by the Zoo's Maintenance team as a large work utility vehicle. This brings the EV fleet at the Zoo up to four.

### Water meters

We have installed a network of water meters around the Zoo to allow for better water use monitoring and reporting at key locations. The water pipes around the Zoo are generally very old, and it can take some time to identify leaks if they are not immediately apparent. The water meters will help us identify any areas of the Zoo where water use is significantly higher than it should be to help us identify and remedy any leaks.

### Green initiatives

The Zoo's Green Team, made up of motivated staff members, has restored two donated bikes for staff to use on short trips. They have also established a new recycling hub at the Zoo to make it easy for staff to recycle items at the Zoo that may be difficult to recycle including lightbulbs, e-waste and polystyrene.

The General Manager Communication, Experience and Conservation, Amy Hughes, was invited by WellingtonNZ to participate in a week-long design sprint to make Wellington a sustainable tourism destination. As a result of this work, she participated in the appointment process for the delivery contractor. This project will help establish environmental sustainability as a core part of Wellington's tourism offering.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Maintain Toitū carbonzero certification	Achieved	Achieved	✓	Achieved	✓	Achieved

\*Certification for 2019/20 verified on 29/01/2021 with a 38% reduction in emissions compared to the 2018/19 figures.

## Social and Community Initiatives

### Neighbours' Night

Every year we open the Zoo to our Newtown neighbours including Wellington City Council housing tenants for them to meet our team, visit the Zoo and enjoy spending time with others in their community. This event is a favourite of the Zoo team as we welcome our neighbours and give back to our local Newtown community. Sadly, this year on our 16th Neighbour's Night in January, there was unseasonable torrential rain. We still welcomed over 600 visitors who enjoyed special animal talks and activities, a barbecue sponsored by New World Newtown, ice creams from Tip Top and drinks from Frucor Suntory. Our Zoo team volunteer their time and once again we were ably supported by volunteers from the Wellington City Council City Housing team.

**"It was a great opportunity to meet our tenants in another setting where we can see them having fun with their families and see Newtown community come together. It makes my night seeing the smiles on everyone's faces."**

*Kerry McCracken, Tenancy Advisor, City Housing, Wellington City Council*

### Welcome Weekend

Welcome Weekend, operated in previous years as Open Weekend, on 29 and 30 May was an opportunity for visitors to come to the Zoo for a discounted price. We pre-sold tickets to Welcome Weekend which meant we could contact trace if we had to, and also allowed us to anticipate the number of visitors who would attend, as in the past we have seen some incredibly busy days. We pre-sold 5,500 entry tickets to the Zoo per day. Unfortunately, the weather over the weekend was wet and cold, however, we still saw 8,453 people, many of them families, come to the Zoo. All money from entry sales from Welcome Weekend is donated to the Wellington Zoo Conservation Fund, and we raised \$33,543.37 to help us save wildlife and wild places.

### The Warehouse Zoofari

Zoofari is a nationwide programme giving many Kiwi kids their first Zoo experience. It is run in partnership with The Warehouse, Auckland Zoo, Hamilton Zoo, Wellington Zoo and Orana Wildlife Park. Funding remaining from last year enabled schools to visit Wellington Zoo for Zoofari learning sessions in Term One 2021. The Warehouse Zoofari programme enables many students from low decile schools to visit and receive free conservation learning experiences and transport to the Zoo. This year 924 students from 14 schools across Wellington and the lower North Island visited the Zoo for their Zoofari experience. We are currently working with The Warehouse and other Zoos in Aotearoa New Zealand to confirm the future for this project.

### Winter Wednesdays

Our annual winter accessibility initiative of half-price Wednesdays for the month of August was cancelled, as the Zoo offered free entry to the community for six weeks post COVID-19 lockdown in June and July 2020.

### Partnering with charities for accessibility

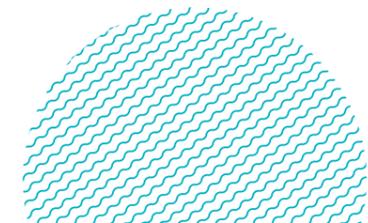
We support four charities in the Wellington region, who work with families throughout our community. We know that children who visit places like Zoos with their families are more likely to come back as adults, and it is important for us to welcome families from across the Wellington region to the Zoo.

We re-signed partnership agreements with Ronald McDonald House Charities and Wellington Children's Hospital including their Neonatal Unit, which continue to support families and children with medical needs. We give families using their services passes to visit the Zoo.

We expanded our charity partnership programme and two new partnerships were confirmed: ChangeMakers Resettlement Forum and the Wellington City Mission. We wanted to work with well-established Wellington organisations which are closely involved in their communities and work to improve the lives of all Wellingtonians. ChangeMakers Resettlement Forum is a Wellington-based not-for-profit organisation that supports Wellington's refugee community (from as far away as Myanmar, Syria, Colombia and Somalia). The Wellington City Mission support individuals and families across Wellington. We provide both of these organisations with free and transferable family passes to distribute to the individuals and families they work with.

**"What a day! We had 24 of our guests assemble in the lounge this morning like children going to their first school camp. It was such a buzz, collecting their packed lunch off to their big journey walking to the zoo, I then witnessed their return, the wellness this has created is just stunning, amazing, awesome. The hardest of selected guests returned glowing in so many ways. This is just an amazing partnership that will create happiness and wellness within the community. Your team is amazing and I feel they need to understand and realise their support makes such a difference in lives within our communities."**

*Ray Tuffin, Community Engagement Advisor, Wellington City Mission*



# Tinana

## OUR ANIMALS

INSPIRED BY TANGAROA  
WE CARE FOR OUR ANIMALS

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



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

### Behavioural enrichment

Behavioural enrichment, the physical or mental stimulation we give our Zoo animals, is a vital part of the Five Domains of Animal Welfare. It encourages animals to explore and interact with their habitat and stimulates natural behaviours as well as providing psychological stimulation. It means animals we care for are active and happy, living better lives. Some things implemented this year include new high powered jets in the Kororā Little Blue Penguin pool which better simulates the ocean and has led to an increase in the amount of time the Kororā are swimming and the Capybara habitat has been extended to encourage exploring and grazing.

### Training and enrichment

The Nest Te Kōhanga and Animal Care teams have worked to build on the existing programmes of conditioning and training with our animals for improved husbandry and veterinary care. Some great examples of the work done in this space this year include:

- Target training Monitor Lizards and working on building training for voluntary medical husbandry;
- Sasa the Sun Bear has been trained to take her immunotherapy tincture by mouth;
- Ongoing training of animals, such as crate training Otters, scale training for the Servals, Caracals and Tasmanian Devils;
- Zahara Giraffe has been trained for dental X-rays;
- Nyala recall behaviour is well established following training. This has led to the calm isolation of individuals in the herd for medical treatment, internal moves and most recently the calm drafting off and conscious crating of 3 female Nyala for transfer to Orana Wildlife Park;
- Several Kororā have been trained to feed in the water as opposed to handfeeding on land;
- Derbyan Parrots are crate trained;
- Sheep are being halter trained so they can be walked out of their habitat;
- Kea are syringe trained, which assists with medicating when necessary.





## Nutrition Centre

The specialist staff in the Nutrition Centre, assisted by the keeping and veterinary teams, ensure all our animals' diets meet their nutritional and behavioural needs. The Nutrition Centre has continued to focus on environmental sustainability in its procurement practice. We procure high quality, often locally produced, items. Buying local and seasonal items wherever possible has assisted us to manage without some of the disruption that other organisations have experienced due to the impact of COVID-19 on global supply chains.

## The Nest Te Kōhanga

The Nest Te Kōhanga is our award-winning hospital, offering state of the art treatment for both the animals we care for at the zoo and native wildlife.

After disruptions due to COVID-19, our ability to accept injured native wildlife to be admitted to The Nest Te Kōhanga was limited. We took this time to conduct a strategic review of injured or sick native species that could be admitted to The Nest Te Kōhanga for care. A new framework was drawn up in conjunction with the Department of Conservation (DOC) and SPCA Wellington to effectively manage where, and how, injured or ill native wildlife would be treated. This means that the specialist team in The Nest Te Kōhanga are focused on treating a range of conservation threatened native animals, while non-threatened species are treated by our colleagues at the SPCA, rehabilitation centres or local vet clinics.

## Caring for our Zoo animals

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

- **Sun Bear Sasa** has successfully been trained for immunotherapy treatment;
- **Kunekune pigs** Atanga and Pani had health checks this year. Atanga also underwent dental surgery to remove a broken incisor, and then follow up surgery to plug the holes left in his gums;
- **Capuchin David** received a health check and his teeth were cleaned;
- **Caracals Tinka and Jasiri** received general health checks and were both in good health;
- The two elderly **Cheetahs Congo and Kunjuka** underwent health checks to get a baseline for their health;
- **Kororā Little Blue Penguin Malteser** was treated for ulcers in his oesophagus, which were thought to be contributing to him regurgitating his food. He is now back to full health;
- **Tuatara Tuatahi** had some swelling under the jaw which was investigated with a CT scan at our partner Pacific Radiology. The scan went very smoothly as Tuatahi sat still in the box with no need for anaesthetic, so the procedure was completed within 10 minutes. On reviewing the images there was no signs of damage to the bone (which was the concern).



**456**  
native  
animals

were treated at  
The Nest Te Kōhanga

**Caring for native wildlife**

The Nest Te Kōhanga is the hub for native wildlife care in the Wellington region and the work we do underpins the Zoo's biggest contribution to saving wildlife and wild places. This year we have treated 456 native animals, 63% of which were restored back to the wild post the 72-hour triage period. Due to COVID-19, we could not accept native wildlife from community members in Alert Level Two.

Native wildlife treated included the following:



**Tarāpunga Red-billed Gulls**

The Nest Te Kōhanga treated some Tarāpunga that had been shot. The Nest Te Kōhanga team, SPCA and DOC are working together to highlight to our community that these birds are a threatened species. We are also collaborating to highlight issues with marine birds swallowing items as we have treated a number of birds this year that have swallowed fishhooks and other items such as a vape pen.



**Kiwi**

The Nest Te Kōhanga team assisted with blood/faecal testing of Kiwi in Zealandia Te Māra a Tāne for ongoing issues with Toxoplasmosis which is becoming more prevalent in some Kiwi.



**Moko Kākāriki Wellington Green Gecko**

A Moko Kākāriki Wellington Green Gecko that had dropped its tail after being attacked by a cat. The team managed to nurse it back to good health and released it near where it was originally found.



**Toroa and Toroa Pango Albatrosses**

Albatrosses are an infrequent sight at The Nest Te Kōhanga. Towards the end of the year a juvenile Toroa Royal Albatross was brought in, weakened, covered in parasites and blind in one eye due to an eye injury. Sadly the team was not able to save this bird.

Around the same time we also received a Toroa Pango Light-mantled Sooty Albatross that was found by the community on one of Wellington's southern beaches. He was very underweight and dehydrated, and had possibly got caught in a recent storm. At the time of writing his prognosis was looking positive with the aim to return him to his natural habitat in the near future.



**Hiji Stitchbird**

The team treated a very unwell Hiji and restored it to health for restoration back into Zealandia Te Māra a Tāne. Now confirmed as a female, she will be an invaluable addition to their vulnerable population of approximately 25 females.



**Kāruhiruhi Pied Shag**

A vape pen was found lodged inside a weak and emaciated Kāruhiruhi. Despite being able to remove the vape pen, the bird could not be saved.

**“It is always a pleasure working with The Nest Te Kōhanga. The staff there have tremendous skills, knowledge and expertise, and we value being able to work closely with them to benefit Wellington’s biodiversity. From making nocturnal admittances for some of our night-loving fauna to providing helpful advice on everything from disease screening to nest box mites, their care for Wellington’s fauna is unparalleled and goes above and beyond the call of duty.”**

*Dr. Danielle Shanahan Director, Centre for People and Nature, Zealandia Te Māra a Tāne*

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Percentage of native animals released to the wild after triage and treatment by The Nest Te Kōhanga (TNTK)	63%	50%	✓	50%	✓	69%

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

## Animal Welfare Committee

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



Animal Welfare Committee (above), from left to right: Karen Fifiel MNZM, Daniel Warsaw, Dr Peter Gilberd, Zel Lazarevich, Dr Ngaio Beausoleil, Jo Richardson, Glyn Avery, Claudia Richards, Dr Phil Kowalski, Lynne Laurie, Simon Eyre, Dr Anne Galloway

## Presentations to the Committee

- 11 September - WAZA Definition of Animal Welfare, presented by Karen Fifiel, MNZN, Chief Executive
- 11 September - Research Update: End of Life Decision making for zoo animals, presented by Alison Clarke, Wildbase Vet Resident, Massey University
- 27 November - WAZA Animal Welfare Goals 2023, presented by Karen Fifiel, MNZM, Chief Executive
- 6 April - Wellington Zoo Trust Keeper Development Programme, presented by Daniel Warsaw, General Manager Animal Care and Science

**“The Committee, with its in-depth discussion informed by observation and knowledge, and a membership driven by respect for animals and their welfare, helps underpin Wellington as “the zoo with the biggest heart”. The staff’s passion for animal welfare extends to practice and policy world-wide, enriching the lives of individual animals and supporting conservation.”**

*Peter Gilberd, community member, Animal Welfare Committee*

## ZAA accreditation

The Zoo and Aquarium Association Australasia (ZAA) is the professional association for zoos, aquariums, sanctuaries and wildlife parks across Australasia. ZAA gives accreditation to zoos and aquariums that demonstrate commitment to positive animal welfare based on the Five Domains Model of animal welfare. Accreditation is awarded every three years, however, the processes involved in using the frameworks to assess animal welfare is ongoing.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	Achieved	✓	Achieved	✓	Achieved



## ZooMonitor

ZooMonitor, our animal behavioural observations monitoring app, has been successfully piloted with the Caracals, Cotton-top Tamarins, Red-fronted Macaw, Giraffe, Sun Bear and Tuatara. ZooMonitor traces the animals' movements in their habitats. The collation of the captured data will assist the Animal Care and Science team to improve animal care and welfare outcomes for animals in the Zoo.

A ZooMonitor project has commenced to continue the PhD research completed by Dr Samantha Chiew on whether the presence of Zoo visitors might impact on the use of the pond by the Kororā Little Blue Penguins.

## Cheetah Close Encounters discontinued

Cheetahs, Cango and Kunjuka, are getting older and became less interested in participating in Cheetah Close Encounters. For their sake we decided to discontinue our incredibly popular Cheetah Close Encounter programme. They completed their last Close Encounter in February 2021 before their retirement. They continue to be popular with visitors to the Zoo and we still support our conservation partner Cheetah Outreach through the Anatolian Shepherd Dog programme.

**“Cango and Kunjuka have been incredible ambassadors for their species over the last seven years, creating lifelong memories for many visitors and helping to raise valuable money for the Wellington Zoo Conservation Fund to help save wildlife and wild places.”**

*Daniel Warsaw, General Manager Animal Care and Science, Wellington Zoo Trust*

## Tuatara observations

Te Herenga Waka-Victoria University of Wellington PhD student Lin Liu spent two weeks at the Zoo observing Tuatara as part of her research investigating how sex ratios influence behaviour, which is relevant for their conservation under climate change as sex ratios are determined by ground temperature.



## Strategic species planning for our site and staff expertise

A number of different animals from other zoos or wildlife organisations came into our care this year. We also had success with several significant breeding programmes at the Zoo. Animal moves result from species planning decisions relating to, for example, breeding, numbers and group dynamics. These moves are generally made on the recommendation of Species Coordinators who manage the species programmes for animals in zoos as part of both regional and global managed species programmes.

We donate 5% of the transport costs for animals coming to and from the Zoo to partner organisation TRAFFIC South East Asia which helps combat illegal wildlife trade. This year, that contribution was \$747.93.

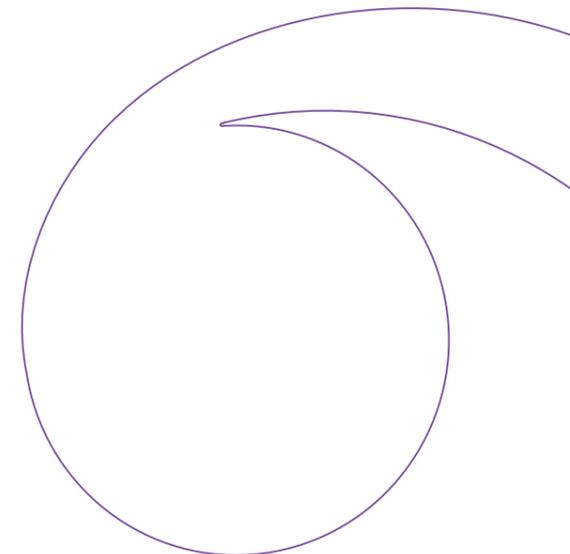
## Species Coordinators

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

Species Coordinators work with studbooks which record the ancestry of each animal within a regional or international population. A studbook allows a Species Coordinator to determine the level of relatedness between every individual animal in the programme. They make transfer and breeding recommendations based on relatedness to ensure the best genetic and demographic outcomes for the species.

Species Coordinator positions at Wellington Zoo:

- Simon Eyre, Animal Science Manager: Tuatara, Meerkat, Nyala, African Crested Porcupine
- Harmony Neale, Primate Team Leader: Pygmy Marmoset



## New animal arrivals

We welcomed a number of exciting new animals to the Wellington Zoo whānau this year:



### Black-and-white Ruffed Lemur

Male Lemur Kamory travelled to the Zoo from National Zoo and Aquarium in Canberra to join male Ankari. Kamory is a welcome addition since Ankari's father Lucky was sadly euthanised on animal welfare grounds last year.



### Cape Barren Goose

Our female Cape Barren Goose was joined by another female from Willowbank Wildlife Reserve, Christchurch.



### Emperor Scorpion

A male Emperor Scorpion returned from being on loan to Auckland Zoo.



### Spider Monkey

A male Spider Monkey arrived from Hamilton Zoo to be introduced to our females for breeding



### Ring-tailed Lemurs

Four Ring-tailed Lemurs came from Hamilton Zoo. These four females are all related and will be the founders of a matriarchal troop at Wellington Zoo, with the plan to establish a breeding programme.



### Moko Kākāriki Wellington Green Gecko

The numbers of Moko Kākāriki at the Zoo have grown with one female and seven male Geckos added from a private breeder.



### Ostriches

We welcomed two female Ostriches from a private breeder, to live with our existing female.



### Pygmy Marmoset

A male Pygmy Marmoset arrived from Natureland Zoo in Nelson to form a breeding pair with a Pygmy Marmoset already at Wellington Zoo.



### Bees

A colony of Bees was introduced to the display hive in Meet the Locals He Tuku Aroha.



## Notable newborns

We welcomed some special babies to the Zoo this year:

- A male Cotton-top Tamarin (critically endangered). He has been named Germàn by Proyecto Titi, our Cotton-top Tamarin conservation partner;
- Four male and seven female Nyala;
- One male and three female Squirrel Monkeys.

## Animal farewells

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

- **Female Lions Zahra and Djane** were euthanised in April. Both 19-year old Lions had been closely monitored by animal care and veterinary staff for 18 months due to age-related health concerns. Djane's health deteriorated rapidly and, after she had an emergency investigative procedure under general anaesthetic, the decision was made to euthanise her. Following this procedure, Zahra, Djane's sister, was also euthanised on animal welfare grounds.
- **Brown Kiwi Tahī, the one-legged Kiwi** and iconic conservation ambassador for his species, died following a prolonged period of illness, despite extensive testing and treatment by The Nest Te Kōhanga team. Two other Brown Kiwi, Fizzy and Jack White, also died following illnesses. Further investigations are taking place to identify potential medical links between these deaths.

- **Boer Goats Donna and Lotti** were euthanised this year. Donna's euthanasia was on medical grounds due to ongoing health concerns with her reproductive tract. She had an emergency investigative procedure performed by a surgeon from Massey University who was unable to remove her uterus successfully due to complications caused by her condition. Lotti's euthanasia was on animal welfare grounds.
- **Lucky the Black-and-white Ruffed Lemur** was euthanised on animal welfare grounds.
- **Red-fronted Macaw Swinger** was euthanised on welfare grounds.

Some animals went to new homes due to recommendations from Species Coordinators or to advance regional programmes:

- Two Tarantulas went to Otago Museum and two to Canterbury Museum;
- A female Duvaucel's Gecko to Ngā Manu Nature Sanctuary;
- Three Nyala males to Gibbs Farm;
- Three female and two male Nyala to Orana Wildlife Park;
- A female Tasmanian Devil to Auckland Zoo.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	29	25	✓	25	✓	30

# Hinengaro

OUR PURPOSE

INSPIRED BY TŪ WE SAVE WILDLIFE AND WILD PLACES



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

### Conservation Strategy Me tiaki, kia ora! launched

Wellington Zoo's Conservation Strategy 2020-23 was launched in September. The aim of the conservation work of the Zoo is to make an impactful and ongoing contribution to saving wildlife and wild places regionally, nationally and internationally and the Strategy gives us focus for our conservation work going forward.

In the first nine months of our Conservation Strategy, we have focused on laying the groundwork for some of our bigger goals: Integrating the UN Sustainable Development Goals (SDGs); leading small population management of native animals to support restoration projects; and co-leading a conservation research project in partnership with a university. We have begun by taking stock of our work across the Zoo to measure our contributions to the UN SDGs and to look for new opportunities to contribute to these global goals. We have also initiated conversations with collaborators and have narrowed down a shortlist of native species for exciting new conservation projects.

### Conservation Manager appointed

Dr Ox Lennon, Conservation Manager, joined the Zoo in November 2020. Ox came from Te Herenga Waka-Victoria University of Wellington, where they had been teaching and researching since completing their PhD in 2019. Ox's PhD assessed the conservation outcomes of translocations of Aotearoa New Zealand Lizards. Ox is leading the work to implement the new Conservation Strategy launched in September 2020.



### Staff conservation champions

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





# Conservation Fund Staff Grants

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

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



**Dave Laux**, Team Leader, Reptile and Invertebrates



**Dr Phil Kowalski**, Veterinarian, The Nest Te Kōhanga



**Dr Baukje Lenting**, Senior Veterinarian, The Nest Te Kōhanga

## Tuatara translocation

73 Tuatara were translocated from Invercargill and restored to the wild on two islands in the Marlborough Sounds. This was a collaborative effort between many organisations and individuals including Ngāti Koata, Ngāi Tahu, Wellington Zoo, DOC, Southland Museum and Art Gallery, Invercargill City Council, Te Herenga Waka-Victoria University of

Wellington - and private landowners. Phil provided veterinary support and advice for the translocation. Baukje did disease screening on the Tuatara before their release to make sure they were healthy and were not at risk of introducing pathogens to the islands they were released on. Dave attended as a Tuatara husbandry specialist to help with the translocation.



**James Kilduff**, Keeper, Reptile and Invertebrates



**Joel Knight**, Keeper, Reptile and Invertebrates

## Grand and Otago Skink monitoring

Joel and James went to Mokomoko Drylands Sanctuary in Central Otago for 11 days to help with post-release monitoring of Jewelled Geckos and Western Grand and Otago Skinks. This fenced sanctuary is part of the Central Otago Ecological Trust (COET) which was established in the late 2000s with the assistance of DOC. The vision of Mokomoko is to restore a small patch of Central Otago back to the unique ecosystem that existed before human settlement - and a strong purpose is the diverse and beautiful Lizard species that once lived there.

Wellington Zoo held Western Grand and Otago Skinks before they were restored to the wild in 2019, into the population that Joel and James were helping monitor. Joel and James managed to find, photograph and identify numerous individuals from all three species they were looking for. Their findings were confirmed by COET as significant and extremely helpful, and confirmed the presence of new animals to the study. This shows that all three species have bred in the sanctuary, which is one of the key milestones to any successful translocation.

Joel and James also helped with mice control for a mouse incursion they noticed while in the sanctuary.



# Conservation Volunteering Leave

All Zoo staff have the opportunity to take a week of conservation volunteer leave. This gives every staff member a chance to be directly involved in field conservation. Staff are able to choose the project they want to volunteer to support. Due to COVID-19 travel restrictions, this meant that team members donated their time to projects around Aotearoa New Zealand.



**Kaitlyn Manu**, Keeper, Carnivores

Kaitlyn spent two days volunteering for Conservation Volunteers New Zealand. One day working on the Key Native Ecosystem project, helping restore dune lands on Worsler Bay and Seatoun; the second day in collaboration with Mountains to Sea project helping to restore Te Awa Kaiwharawhara.



**Ash Howell**, Content and Communications Advisor

Ash spent one day volunteering with DOC to help film for a video project about 1080. Ash talked about 1080 and shared her views on its use to help debunk some of the myths surrounding it.



**Delece McLaren**, Keeper, Primates

Delece spent three days with the Tawaki Fiordland Penguin project in Milford Sound. Delece performed nest checks, tracking Tawaki chicks when they had wandered from the nest. Delece also attached GPS loggers to females and collected data from them.



**Kat Smith**, Keeper, Herbivores

Kat travelled to the 12th Oamaru Penguin Symposium. Kat attended talks about Penguin conservation, networked with other people working for Penguins, and went on a field trip to the Oamaru Blue Penguin Colony.



**Georgia Wass**, Product Marketing Advisor

Georgia spent one day volunteering for the Stream Team with Conservation Volunteers New Zealand. Georgia helped to restore the stream that runs by Owhiro Bay School in Wellington.



**Kerianne Tuapola**, Visitor Ranger

Kerianne spent two days volunteering with Te Motu Kairangi Miramar Ecological Restoration. Kerianne helped to organise volunteers and weed a restoration site in the Miramar peninsula, and also spent a day on a stall for the project at Wellington's Pride Festival.



## External Conservation Workshops

General Manager Animal Care and Science, Daniel Warsaw, and Conservation Manager, Dr Ox Lennon, attended online the Facilitating Species Conservation Planning Workshop run by the Conservation Planning Specialist Group and the International Union for the Conservation of Nature. This course provided both Daniel and Ox with the ability to help facilitate species conservation planning in Aotearoa New Zealand and around the world.

Conservation Manager Ox and Team Leader Grounds Don Watherston attended a two-day predator trapping training workshop at Otari Wilton's Bush. This event was sponsored by DOC, and run as a partnership by DOC and the Nelson Marlborough Institute of Technology.

## Science and research projects

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

## Te Herenga Waka-Victoria University of Wellington

- Honours student Daisy Abraham is studying Kea at the Zoo to understand their behaviour supervised by Dr Rachael Shaw;
- Lin Liu observed Tuatara over several weeks for her PhD research on Tuatara male-biased sex ratios. Lin's research focuses on how sex ratio and size influence feeding and territorial behaviour, and how behavioural characteristics vary with the seasons.

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

The joint venture Services Agreement for the Masterate Programme in Zoo Animal and Wildlife Health with Massey University was renewed for a further three years. This ensures the next generation of wildlife veterinarians in Aotearoa New Zealand have excellent training, in Zoo experience, and great technical support. This agreement also includes provision of specialist support from Massey University teaching staff for complex procedures in The Nest Te Kōhanga along with teaching and mentoring of our Veterinary staff. The Holdsworth Charitable Trust continues to support the Wellington Zoo and Massey University Masterate Programme in Zoo Animal and Wildlife Health.

List of research projects undertaken by residents:

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

## Further research projects and publications

- *The influence of animal welfare accreditation programmes on zoo visitor perceptions of the welfare of zoo animals* - An MBA research paper by General Manager Animal Care and Science, Daniel Warsaw, published in the 30 July issue of the Journal of Zoo and Aquarium Research;
- *Happy Animals: interpreting the Five Domains of Animal Welfare* - article by Amy Hughes, General Manager Communication, Experience and Conservation and Jude Turner, Community Engagement Manager, accepted for publication in the International Zoo Educators' Association Journal 2021;
- *Lead exposure in rural and urban Tūi* - undergraduate project in preparation for publication by Alisdair Eddie and The Nest Te Kōhanga team;
- *Total ear canal ablation in a Lion* - case study being written up for publication by Dr Helen Orbell and The Nest Te Kōhanga team;
- *Lysosomal storage disease in a South Island Kākā (Nestor meridionalis meridionalis)* - case study being written up for publication by Dr Bob Jolly, Dr Stuart Hunter and The Nest Te Kōhanga team;
- *Surgical repair of a meningoencephalocoele in a Kākāpō* - paper published in NZ Veterinary Journal, co-authored by Senior Veterinarian Dr Baukje Lenting;
- *Plastic ingestion is an underestimated cause of death for southern hemisphere Albatrosses* - paper in preparation, co-authored by veterinarians Dr Baukje Lenting, Dr Phil Kowalski and Dr Shelly Butcher;
- *Do Tuatara behaviourally respond to sex ratio variation?* - PhD research by Lin Liu (Te Herenga Waka-Victoria University of Wellington) assisted by Wellington Zoo Reptile and Invertebrate team;

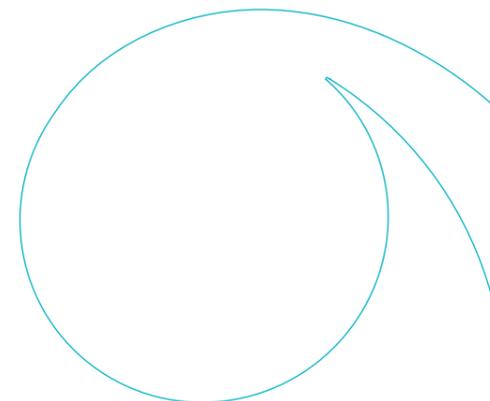
- *Effects of the presence of zoo visitors on zoo-housed Kororā Little Penguins* - paper in preparation for publication by Samantha Chiew (University of Melbourne) co-authored by Simon Eyre, Animal Science Manager ;
- *Regional variation in winter foraging strategies by Weddell Seals in Eastern Antarctica and the Ross Sea* - paper in preparation co-authored by Senior Veterinarian Dr Baukje Lenting.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Participate in zoo-based research projects, scientific papers and presentations	16	10	✓	10	✓	N/A new measure

# Effective field partnerships for long term conservation outcomes

## Saving wildlife and wild places

Wellington Zoo continues to be committed to our Conservation Partners in these tough times. Many Zoos and Aquariums around the world have been shuttered, spending on conservation work has been impacted and some of our partners are operating in countries where COVID-19 continues to be a very real and present threat. Field work programmes and staff wellbeing have been impacted by the pandemic.





**Wild Welfare**  
worldwide



**Red Panda Network,** Nepal



**Fauna and Flora International,** Vietnam



**Free the Bears**  
South East Asia



**TRAFFIC**  
South East Asia



**WildCats Conservation Alliance,** Sumatra



**Proyecto Titi**  
Colombia



**Golden Lion Tamarin Association,** Brazil



**Cheetah Outreach**  
South Africa



**Madagascar Fauna and Flora Group**  
Madagascar



**Save the Tasmanian Devil Program,** Tasmania



**Kea Conservation Trust,** NZ



**West Coast Penguin Trust,** NZ



**Monitoring Maud Island Frogs,** NZ



**ZEALANDIA**  
Wellington, NZ



**The Nest Te Kōhanga**  
Wellington Zoo, NZ



**Gecko Monitoring**  
Wellington, NZ

## Our Conservation partners

The Wellington Zoo Conservation Fund helps finance and support projects managed by our conservation partners. Our 13 global and national conservation partners work with endangered, critically endangered and cornerstone species that we care for at Wellington Zoo. Money for the Wellington Zoo Conservation Fund is raised through proceeds from Close Encounters, Welcome Weekend and other fundraising activities. This year:

- We renewed our agreement with Fauna and Flora International (FFI) for another five-year partnership. We support FFI's work in Vietnam which includes conservation of the critically endangered White-cheeked Gibbon, and the critically endangered Saola, which shares a habitat with the Gibbons
- Our sponsored livestock Anatolian guardian dog, Tiaki, with the Cheetah Outreach Trust, moved to the breeding facility in Limpopo province in South Africa to start producing more puppies for the programme
- We donated money to Save the Tasmanian Devil Program to purchase 16 wildlife monitoring cameras which the team use to monitor the Tasmanian Devils in free range enclosures. This remote monitoring minimises human/Devil interactions, previously heavily relied on. The new cameras will be invaluable tools for the team to provide excellent care for the Tasmanian Devils
- We sent Free the Bears a one-off-donation of \$4,000 for water treatment to ensure adequate water supply for the growing population of rescued bears and other wildlife at their sanctuary in Luang Prabang, Laos

**“We are very happy that the Wellington Zoo Conservation Fund continues to support our northern White-cheeked Gibbon conservation work in Pu Mat National Park, Vietnam. Wellington were first to support and thus helped breathe life into this project, which is now in its sixth year and going well. With support from the zoo, we established a Gibbon monitoring team in the park, and moreover, recently (in 2020/21) completed the largest and most robust survey ever undertaken for the species. The results are fantastic: We observed 51-54 groups and from this we estimate 430 groups, park-wide, with a confidence interval (erring on the ‘safe’ side) of around 350-500 groups. Pu Mat is likely the most important place in the world for this species; confirming what we previously believed. The park is thus also of the very - highest global importance for Gibbon conservation in general, and a haven for other rare species. ”**

*Josh Kempinski, Country Director Vietnam Programme, Fauna & Flora International*

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

As part of our partnership with DOC, the Zoo monitors the translocated Moko Kākāriki Wellington Green Gecko, Ngāhere Gecko, and Mokomoko Ornate Skink populations on Matiu/Somes Island.

From November to March we had two one-day trips, four one-night trips and one four-night trip for Lizard monitoring. 27 staff members took part, including 15 who had never participated in monitoring on the island before. We dedicated 875 paid staff hours to our Matiu/Somes Island work, not including the time that staff were volunteering beyond their normal work hours while on overnight trips.

We had 14 target species sightings, and one sighting of a Moko Kākāriki Green Gecko shed skin - the Gecko nowhere to be found. One of the sightings was a juvenile Ornate Skink which is a good sign indicating breeding of the translocated population. We trained 15 new staff in Gecko handling techniques, and continued to build the skills of 12 staff, which included three more staff who can now lead field trips.

**“One of the sightings was a juvenile Ornate Skink which is a good sign indicating breeding of the translocated population.”**

*Dr Ox Lennon, Conservation Manager, Wellington Zoo Trust*



Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Number of field conservation projects supported for threatened (NZ) and vulnerable, endangered or critically endangered (global) species	12	12	✓	12	✓	N/A new measure
Percentage of Opex directly contributed to field conservation	6.7%	7%	✗	7%	✗	7.1%

\*We measure our contributions to field conservation as a percentage of OPEX to ensure we continue to put conservation at the heart of all we do. Despite contributing over \$550,000 directly to field conservation this year and achieving 6.7% of OPEX we were 0.3% behind target. This was due to lack of opportunities for Zoo team members to work with our international partners through our Wellington Zoo Conservation Fund Staff Grants, and reduced numbers of patients admitted to The Nest Te Kōhanga due to COVID-19 Alert Level changes.

## Focused investment in conservation innovations

### Local Conservation Grants Programme

Thanks to the support of our community and Zoo visitors who contribute to the Wellington Zoo Conservation Fund, in 2019 Wellington Zoo offered a Local Conservation Grants Programme to save the Wellington Region and the Chatham Islands' (included as part of the Rongotai electorate) wildlife and wild places.

The local grants have been very successful and are contributing to our 'effective field partnerships of long-term conservation outcomes' and 'focused investment in conservation innovations' conservation strategy goals. We will continue this programme with another round of grants in 2021.

All local grants partners, bar one (who is carrying over funding), successfully completed their planned activities, returned annual reports and received their final payments. Some had complications due to COVID-19 but never significant enough to stop the project - at worst, they had some delays then got back on track.

### New management tools for small-scale lizard conservation Kāpiti

The trials for new techniques for mouse control in lizard conservation areas are ongoing, so there are no final outcomes yet. The trials are going well and the funding we provided allowed for an additional trial of Goodnature A24 traps. Goodnature have proposed writing the mouse control findings as a scientific paper once they have some more data.

### Ex situ conservation of te Pua o Te Rēinga *Dactyloctenium aegyptium* NZ's only fully parasitic plant

Wellington City Council's Conservation and Science Advisor Karin van der Walt has been working on several approaches to conserve this unique native. She has investigated seed development using a successfully flowering plant discovered at Ngā Manu Nature Reserve. She also conducted a population assessment of the final remaining natural *Dactyloctenium* population in Wellington and found that there were no signs of growth or reproduction, and many dead or rotten tubers. Karin has also been developing a propagation protocol for seeds and a viability study for pollen.

### Kōhanga o Porokapa

This grant supports a project to create a podocarp forest at Mākara Peak. There were some delays and additional expense due to COVID-19, however, volunteers stepped in to do some work to help mitigate these issues. 1,800 seedlings were planted, with a few lost to frost, but most of them are doing very well. The next few years will focus on releasing the plants from weeds and continuing infill planting.

### Trialling the world's first 'no-dig' live capture trap for lizards

Ecology experts Trent Bell and Yachal Upson produced and tested three designs of 'no-dig' live capture traps for lizards with good results. The traps captured four lizard species and performed better than standard pitfall traps. Trent and Yachal plan to continue refining and testing the designs, then will publish the results in a scientific journal.

### Monitoring prevalence and distribution of *P. oppidanus*

Te Ahumairangi Hill Ecological Restoration (TAHER) had not spent the money the Zoo granted them to help protect the tiny native snails they work with - partly due to delays from COVID-19 and partly because some of the materials we agreed to fund were donated free of charge. Wellington Zoo and TAHER signed an agreement to extend the length of the grant by one year so they can use the funds for future expenses.

### Chatham Island Tāiko Conservation

10 adult and 10 fledgling Tāiko were successfully tagged with location loggers by the Chatham Island Tāiko Trust. The adults were recaptured after their annual winter migration, and the data collected from them. The data will be recovered from the fledglings in two years when they return to Aotearoa New Zealand. This is exciting research as it gives the first insight into the at-sea distribution of Chatham Island Tāiko. The data is high quality and the next step is for the Trust to analyse it.



### Weedingsdays

We held three 'Weedingsdays', organised by the Zoo staff Green Team, where Zoo team members worked on the Zoo's restoration site to free the area of weeds. The restoration site is a partnership with Wellington City Council to restore a waterway adjacent to the Zoo on Manchester Street, Newtown. There was a good turnout with 27 staff (30% of our full-time staff) helping weed the site. We removed some highly noxious weeds including banana passionfruit vine.

We also had some volunteers from Conservation Volunteers New Zealand spend a day weeding the site, as well as a volunteer group of senior students from Scots College.

### Community Conservation

In June 2021 the Zoo took part in Restoration Day, which is jointly run by Greater Wellington Regional Council and DOC for members of restoration community groups to network and learn about restoration.

The Zoo hosted Predator Free Wellington's (PFW) Phase Two Launch. Phase Two of this conservation project stretches from Island Bay to the CBD and includes Wellington Zoo in its catchment. The Introduced Species Management Committee have been consulting with PFW to make sure the Zoo is included to contribute to make the city predator free. We face special challenges to combat predators in our animal habitats while keeping our animals safe, so this is an ongoing collaboration.

The Zoo took part in City Nature Challenge, organised by Wellington City Council, as part of a global challenge where cities compete to see who can log the most nature observations on popular nature app iNaturalist. We provided a family pass as a prize for the challenge, advertised the activity in the Zoo and on social media, and featured daily ranger activities over the course of the challenge to show visitors how to log their nature observations in iNaturalist.

# Wairua

OUR COMMUNITY

INSPIRED BY RONGO  
WE STRENGTHEN COMMUNITY  
SUPPORT AND ACTION

## Engaging message driven experiences to build community environmental action

### Valentine's Day

Every year we invite those over 18 to experience the Zoo after hours on Valentine's Night, to enjoy music, adult-themed talks, and to just walk around in the twilight. This year we welcomed a record number of 1,343 guests to our annual adults-only Valentine's Night event - 414 more than last year. This year we trialled new ways of working this event including pre-booked tickets and impromptu experiences on sale during the evening. A post-event survey showed that our visitors rated the event 3.8/5 - mostly good and very good. The survey results show that our objective of attracting people who may not otherwise come to the Zoo was successful: 74.6% of people come to the Zoo once a year or less; 9.19% never having been to the Zoo before; and 74.6% of attendees were under 35. Most of them heard about the event from social media, marketing and through word of mouth.

**"It was great being there without kids and with my partner. We both enjoyed it, and I have recommended it to several friends for next year."**

*Valentine's Night Visitor*

### Late Night Fridays

We again opened the Zoo late for visitors on Fridays in March for them to experience evenings in the Zoo. This was our best Late Night Fridays event yet on a per day basis with 1,861 visitors in total across the month. Excellent weather and special animal talks and activities provided a great atmosphere for our visitors. The first Friday was in Alert Level 2 so we couldn't offer Close Encounters, but we sold 23 of the 24 available spots for the rest of the month. This was an increase on 58% of available Close Encounters booked last year.



## Collaboration with The Dowse Art Museum

On Saturday 12 June we hosted staff from The Dowse Art Museum in Lower Hutt to run an art activity at the Zoo, based on their exhibition "Wild Domain: The Natural History of Jane Dodd Jewellery." A large number of children came to make animal-inspired stencil drawings, clay models and jewellery in the Barn at Meet the Locals He Tuku Aroha.

**"Esme and I had so much fun working in your space and everyone at the zoo was so warm, welcoming and fantastic! Looking forward to working together in the future"**

*Catherine Bennet, The Dowse Learning and Engagement Manager, Hutt City Council*



## Department of Conservation Whānau Days

As part of our partnership with Department of Conservation, we welcomed DOC staff families to Wellington Zoo for free for the second annual DOC Whānau Days on 27 March and 4 April. In total we welcomed 209 DOC whānau, comprising 133 adults and 76 children across the two days.

## Wellington City Council

On 23 and 29 February we welcomed staff and their families from Wellington City Council to Wellington Zoo for free, in recognition of the Council's role as a significant funder of the Zoo. In total we welcomed 385 visitors, comprising 243 adults and 142 children across the two days.

We hosted seven students from the Wellington City Council Amenity Horticulture, and Nursery Production apprenticeship programmes in November for their team building day. They offered their skills to the Maintenance team by assisting with the removal of plants in Neighbours to improve visitor experience, and also touring the Nutrition Centre with Nutrition Team Leader Jeremy O'Brien.

## Bring an Aussie mate promo

To celebrate the opening of the trans-Tasman travel bubble in April, we offered half price entry for anyone who brought their Aussie mate to the Zoo. We had 55 Aussies visit us during the promotional period.

## Zoo Crew Annual Memberships

Zoo Crew is the annual membership programme which allows our supporters to visit as often as they like during the year. We are very grateful for the support of our Zoo Crew whānau, who are amongst our most fervent supporters and help us provide the best possible care for our animals and support our work to save wildlife and wild places.

As a result of COVID-19 disruptions, all Zoo Crew memberships were extended for the seven weeks while we were closed due to lockdowns, and for the additional period of 16 May to 30 June last year when the Zoo was free to visit for the community.

On the weekend of 28 and 29 November, we hosted members from Zealandia Te Māra a Tāne as part of a no charge "members swap" with our Zoo Crew members. We had 1,330 Zealandia Te Māra a Tāne members visit the Zoo for free, to learn about our partnership with Zealandia Te Māra a Tāne and understand the Zoo's conservation purpose. A number of Wellington Zoo Crew members also visited Zealandia Te Māra a Tāne. Due to the success of this pilot we plan to run this swap again next year.

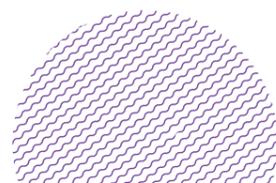
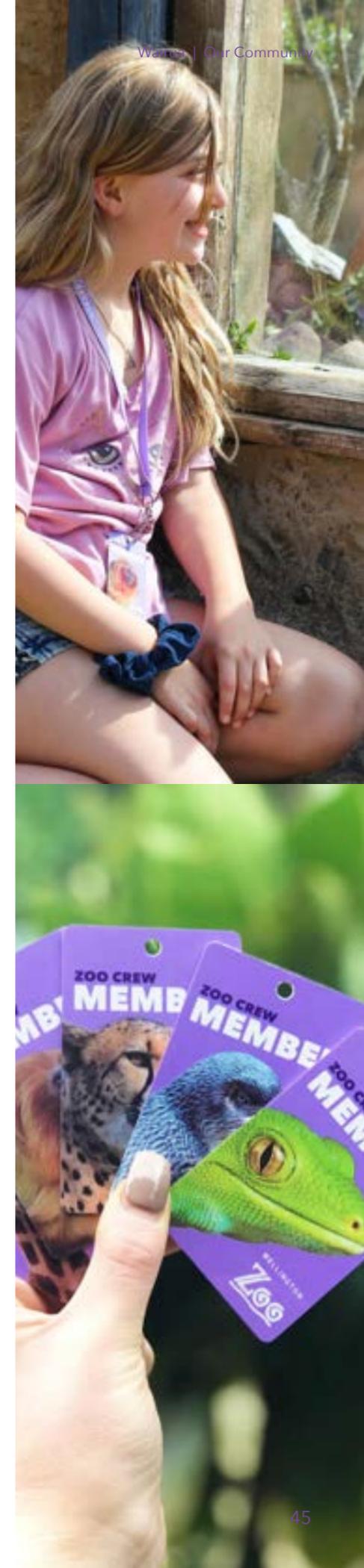
We again ran our 'Biggest Fan in Jan' competition for Zoo Crew members. This is to see which of our Zoo Crew members visit the most in one month. Our winner visited the Zoo an amazing 25 times in January (they were the runner up last year) and the next most frequent visitor came 24 times during the month.

We ran a Zoo Crew membership renewal campaign in April over the School Holidays offering a free reusable zoo bag and entry into a prize draw for a Close Encounter for all Zoo Crew membership renewals and new memberships. This was targeted at around 600 members whose memberships were up for renewal over April and May as a result of extensions provided due to COVID-19 disruptions. We sold 362 memberships over the two weeks.

## Safe Cat Safe Wildlife

This year we launched a new community conservation campaign, Safe Cat Safe Wildlife. This is a joint initiative between the Zoo and Aquarium Association Australasia (ZAA) and the SPCA, with ZAA members across Aotearoa New Zealand and Australia taking part. We are asking our visitors to join the Safe Cat Safe Wildlife community; then they receive emails to support them to keep their cat at home, to keep the cat safe and wildlife safe. This project aims to build a community of cat owners who have the tools to provide their cat with the longest and happiest lives possible by keeping them safe and enriched at home, which in turn protects wildlife. In the first two months we had 114 scans and 74 sign-ups at Wellington Zoo.

There are signs around the Zoo with QR codes for visitors to scan to easily join the safe cat community, we have shared the campaign on social media and have connected with other Wellington organisations to share the campaign with their networks. We also include the Safe Cat, Safe Wildlife messaging in our animal talks about invertebrates, Tigers and at The Nest Te Kōhanga. We continue to be involved in rolling out the Safe Cat Safe Wildlife messaging to partners and other interested wildlife organisations.



## Animal Experiences - Close Encounters, Behind the Scenes

Our Close Encounters continue to be extremely popular with customers getting the opportunity to get up close and personal with some of the most charismatic animals in the Zoo. However, due to COVID-19 Alert Level changes we have had significant periods of this year when we couldn't offer Close Encounters, as they can only occur during Alert Level 1. This year also saw the retirement of the Cheetah Close Encounters due to the disinterest of the animals participating. Visitors can still participate on Close Encounters with Red Pandas, Meerkats, Lemurs, Giraffes and Capybaras.

This year we launched Wellington Zoo's first ever Behind the Scenes Experiences. Visitors can now go behind the scenes with members of the Animal Care team to get an intimate view of the animals involved and learn all about them from a unique vantage point. As with Close Encounters, 10% of proceeds from all Behind the Scenes Experiences go to the Wellington Zoo Conservation Fund.

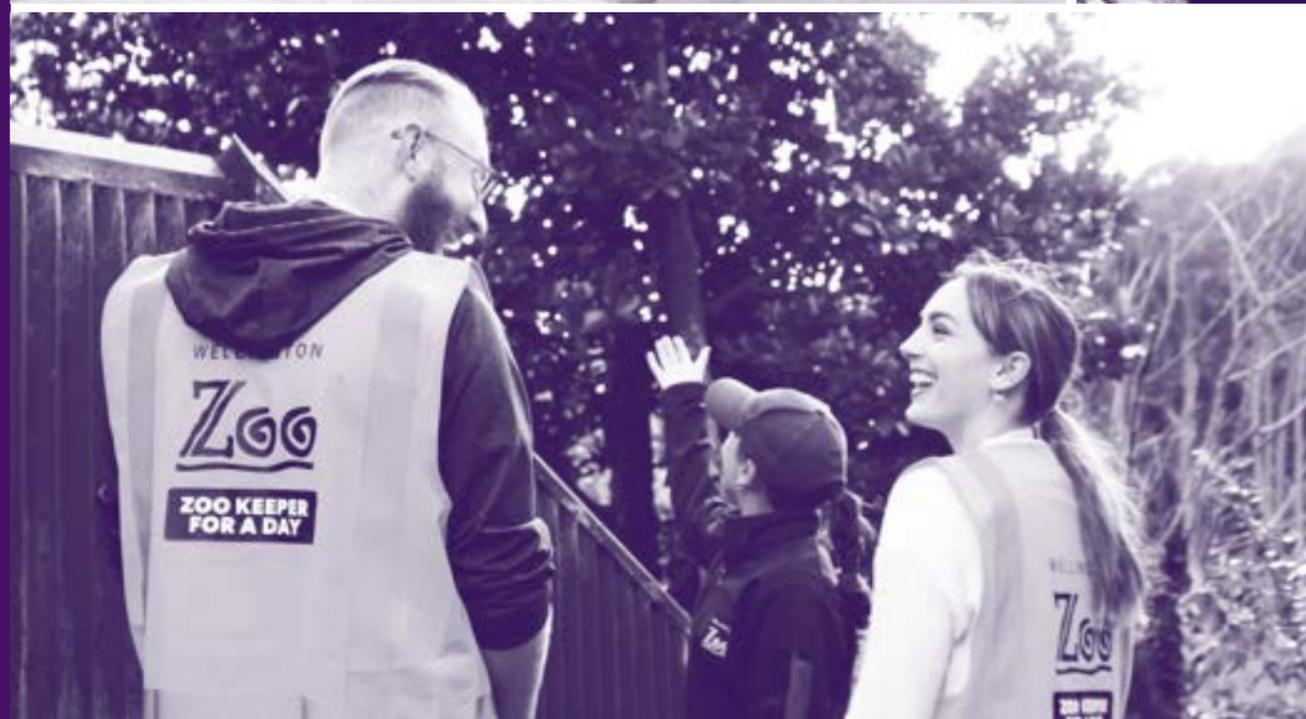
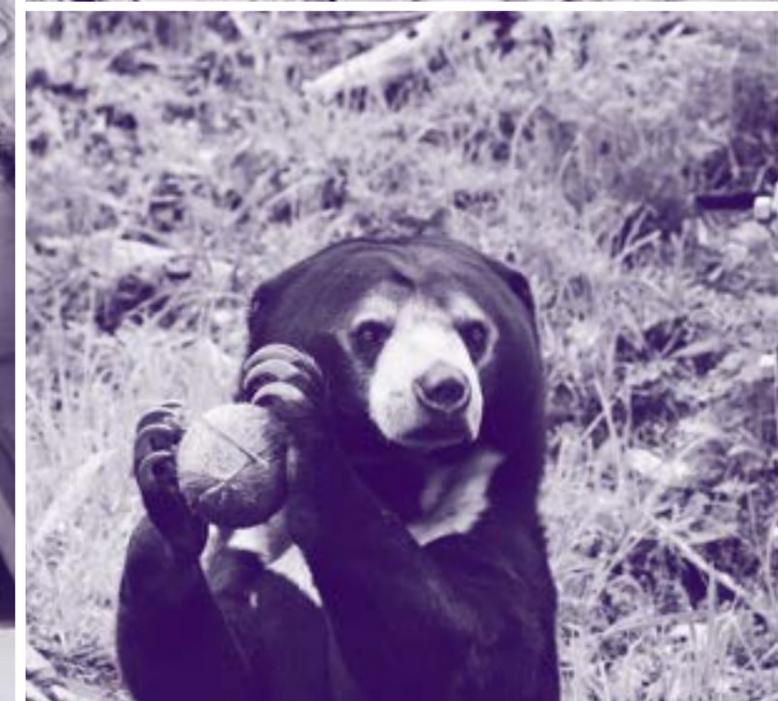
The Minibeasts Behind the Scenes Experience was launched in August. Participants go inside Hero HQ and see all the amazing work that goes into caring for some of the Zoo's smallest animals. They learn about the amazing adaptations of some of our invertebrate species including getting to see a Scorpion glow under a UV light. Visitors get close to Tarantulas, Giant African Millipedes, Emperor Scorpions and Goliath Stick Insects.

In December 2020 the Zoo launched gift voucher sales for our new Sun Bear Behind the Scenes Experience and we took our first bookings in March. Visitors meet two of our Carnivore Keepers and venture into Sasa the Sun Bear's dens where they learn all about caring for Sun Bears. Sun Bears are super intelligent and Sasa is no exception; visitors learn how Sasa works with our Zookeepers during her daily health checks. We surveyed the first visitors to participate in the Sun Bear Behind the Scenes experience, and all those who responded rated their experience as 5/5.

**"We thoroughly enjoyed it. Both the Zoo Keepers...were incredible. They were very knowledgeable and engaging, and we learnt so much from the experience. The actual setup and flow of the experience was very well designed too. Our favourite part was watching the little training session that was done with Sasa. We would definitely recommend the experience to others".**

*Sun Bear Behind the Scenes Experience participants*

Following the renovations to the Giraffe house, Giraffe Close Encounters were reformatted for visitors to experience life alongside a Giraffe Keeper. Participants in this Close Encounter explore the Giraffe house to learn how we best care for the largest animals in the Zoo before feeding them from a special place in the Giraffe outdoor space.



## Zoo Keeper for a Day Experience

Launched in June, we have developed a Zoo Keeper for a Day Experience, where participants will spend the majority of a day with members of the Animal Care team as they work with different animals across the Zoo. Split into two different options, visitors can choose from Carnivores and Minibeasts, or Primates, Herbivores and Birds and get real hands-on experience and a taste for what being a Zoo Keeper is all about. First bookings for this product go live on 2 July.

## Free Student Day Te Herenga Waka-Victoria University of Wellington

In the spirit of our continuing partnership with Te Herenga Waka - Victoria University Wellington we offered all enrolled students free entry to the Zoo on Friday 7 May; in previous years, we had included free passes as part of orientation information for new students only. A total of 663 students took advantage of this offer and visited the Zoo for free on a very sunny Wellington day, an increase in visitors from previous years. We offered special talks on our conservation field work during the day and promoted a special Zoo Crew membership deal.

## Learning at the Zoo

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

This year, our measure for learning visits has extended to encompass students across all stages of education, incorporating not just those who are booked in for learning sessions, but also external groups and students who come for self-guided tours. This year 21,204 students visited the Zoo.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Student and Education Visits	21,204	20,000	✓	14,645	✓	N/A new measure

### Learning Experience Outside the Classroom (LEOTC)

The Zoo's Learning Team continue to deliver LEOTC programmes to students Y1-13 in partnership with the Ministry of Education. 9,713 students participated in LEOTC sessions this year. Our learning programmes continue to go from strength to strength with new programmes and experiences offered this year. COVID-19 Alert Level changes have impacted on the number of groups visiting the Zoo for sleepovers as well as schools from outside of Wellington visiting the Zoo for learning sessions. The return to Alert Level 2 on 12 August affected some school bookings however the instruction from the Ministry of Education that school groups did not constitute a 'mass gathering' and were therefore not subject to the 100-person limit meant we were still able to take all school groups, as long as they were happy to come. More intense hygiene processes were implemented, along with QR codes and hand sanitiser stations at entry, meeting points and on Primate Evolution activities.

As part of the contract with the Ministry of Education, we provide six-monthly reports to New Zealand Council for Educational Research (NZCER), the monitoring agency for the contract on student numbers and evaluation of our programmes, including impact on participants. We also have a monitoring visit or call from NZCER each year. We had great feedback on how we are delivering LEOTC sessions to students including supporting schools by developing online learning sessions. Positive teacher feedback for in-person sessions showed continuing value for the programmes the Zoo provides.

New LEOTC sessions have been introduced this year including 'Homeostasis' for Year 13 Biology students. This session is a hands-on practical experience in which students study Zoo examples of animal strategies for maintaining homeostasis stable body temperature and conditions and use themselves as test subjects. They measure their own body's responses to cold in the freezer at the Nutrition Centre, heat, and intense exercise running from the bottom of the Zoo to Giraffe habitat. Using our existing staff skills we have delivered LEOTC sessions in both Japanese and Spanish for language students. Caring for Animals remains our most popular learning session, centred on animal care and welfare at the Zoo with clear links to The New Zealand Curriculum.

**“The tasks around Primate Evolution created significant areas to develop for the students and allowed them to complete their work back at school successfully. The Homeostasis session was outstanding and really focussed the students into the real biology with a Level 8 [NZ Curriculum] understanding for them all. It is one of the highlights of the year to attend the zoo with the students and see them being excited about the environment.”**

Teacher, St Patrick's College Silverstream





Wellington Zoo's Learning Team hosted a secondary school Science Heads of Departments and Capital City Science Educators teacher hui. This opportunity was used to showcase the work our Learning team does to market ourselves as a learning destination.

We were asked to participate in a video collaboration with a US-based non-profit organisation Turning the Page. They link public schools, families and community to ensure students receive valuable educational resources and a high-quality public education. Wellington Zoo Educators virtually delivered a learning session on Aotearoa New Zealand's taonga species to students in the US.

**School Holiday Programme**

Our School Holiday Programmes continue to go from strength to strength. A new programme day delivered this year was a special theme for Earth Day, 'Earth Day 2021 - Restore Our Earth'. The school holiday programmes have been successful this year with 1,809 places sold due to increased targeted marketing efforts. Using cost effective methods like targeted social media ads and our own channels like the Zoo newsletter and social media pages, we sold out almost every day of the Holiday Programmes.

**Wellington Zoo Bush Builders**

The Zoo's award-winning Bush Builders environmental literacy programme helps urban students discover the wonder of the world around them, in their own schools, and to empower them to take positive action in their own communities.

Two schools participated in Bush Builders this year: 117 students from Fergusson Intermediate continued to work on native tree planting in the school's grounds to encourage native wildlife into their space; and 28 students from Rata St School learned about behavioural enrichment design to engage pet cats and dogs so they don't predate on native wildlife.

**Careers Day**

On May 12 we held a Careers Day to provide secondary school students in the Wellington region with information and guidance about various career pathways available within a zoo. A total of 25 students attended from two Wellington high schools. Students engaged directly with Wellington Zoo staff before experiencing hands-on examples of work in a zoo at both The Nest Te Kōhanga and the Nutrition Centre.



**"Staff were amazing and informative in the small group chat which really gave the students time to ask them questions."**

*Careers Day participant*

## Engagement with the Community

### Social media overview

The Zoo's social media channels allow us to share stories of our conservation efforts and engaged people with animals both in local and global communities. The number of followers on our channels are still growing with a moderate increase in total numbers this year.

Some of the most popular content this year:

- A juvenile Kāruhiruhi Pied Shag dropped off by the SPCA after being found on the ground, weak and emaciated. The team at The Nest Te Kōhanga immediately performed an endoscopy and discovered it had ingested a vape pen. The team managed to get the vape pen out, but unfortunately the Shag died overnight. This was a sad reminder about the amount of waste that is inappropriately disposed of in Wellington.
- Facebook video from Matiu/Somes Island conservation monitoring trip of foam matting being lifted to reveal a swarm of wriggling Raukawa Geckos (and other critters) got phenomenal reach of over 759,000 and more than 400,000 views.
- During Te Wiki o Te Reo Māori, Māori Language Week we posted a Kupu o te Rā (Word of the Day) relating to the Zoo and conservation.
- A video of Fern the Kea having a bath was very popular in November.
- We got into the spirit of the season in early December with a great photo of Kitwe the Chimp who wanted his new front tooth for Christmas. In the New Year we shared a photo showing that Kitwe's adult teeth had come through.
- Red Pandas and Capybaras continue to be favourites through social media with a number of very popular posts.

### Media coverage

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

Some story highlights from the past year were:

- The human impact on our native birds was highlighted with both Stuff and TVNZ running stories about The Nest Te Kōhanga treating some Tarāpunga Red-billed Gulls that had been shot, and a Toroa Albatross treated for plastic ingestion. This included a plea to fishers to take used gear home such as hooks and twine as bird injuries skyrocketed over the summer.
- A number of news outlets featured stories about the proposed fireworks ban for a two-kilometre radius around the Zoo including TV1 and TV3 news. This ban has gained support since the tragic death of a Nyala Antelope as a result of Guy Fawkes Day 2019.
- The Minibeasts and Sun Bears Behind the Scenes Experience captured the community's imagination with features in the NZ Herald and Concrete Playground.
- TV3's The Project crossed live to Wellington Zoo during Valentine's Night to showcase this unique event that allows visitors to enjoy live music, an outdoor bar and special love-themed animal talks.
- The euthanasia of Lionesses Djane and Zahra received widespread media attention as it meant Wellington Zoo would be without Lions for the first time in decades.

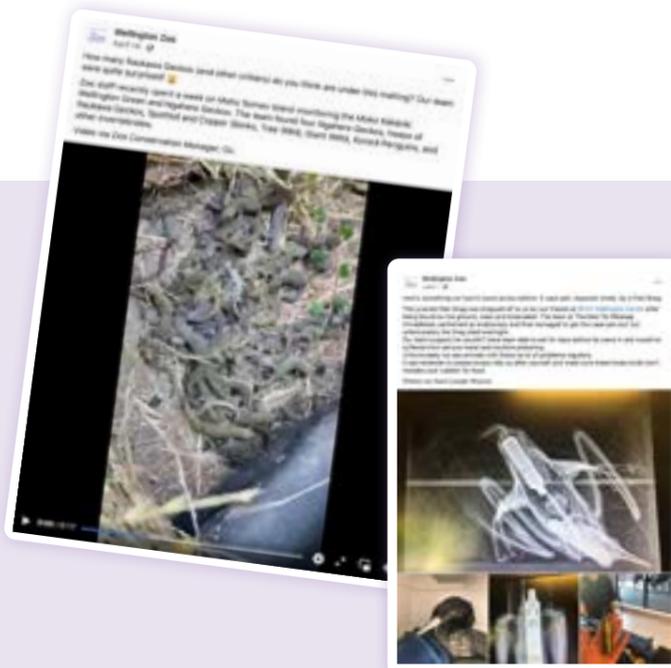
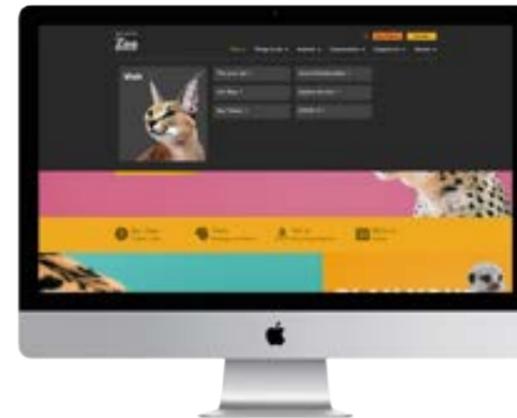
### Notable marketing activity

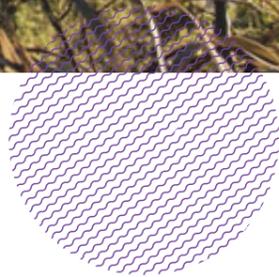
In July 2020, Wellington Zoo went live with its amended website structure to make it easier for our online visitors to find what they want and improve their overall user experience. The main visual change was the new navigation menu and other more subtle changes like tweaks to names of headings and page location.

School holiday advertising campaigns this year were partially aimed at visitors outside of Wellington (upper South Island/lower North Island regions) aiming to capitalise on domestic tourism in the wake of COVID-19 lockdowns. The campaigns included digital billboards, radio and Facebook advertising.

We also connected with tourism agencies to further attract domestic tourists. We featured prominently in WellingtonNZ's Wild Weekends campaign and set up a deal with Accor Hotels that featured on the TourismNZ website.

There was a lot of Zoo Marketing activity this year promoting the new Behind the Scenes animal experiences, and three separate products Sun Bear, Minibeasts, Zoo Keeper for a Day; as well as for the arrival of Wellington's first Ring-tailed Lemurs.





**Venues**

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

Our venues income was significantly impacted by COVID-19 with a decline in bookings while at Alert Level 2 and limited interest in large scale bookings as customers were reluctant to commit due to uncertainty around Alert Level changes. This resulted in a lack of whole Zoo hires in 2020/21, significantly impacting our results for the year. However, we were still successful in hosting 76 meetings and 21 functions/events which brought in \$175,022 including two conferences and a 100-person Christmas function.

We became a member of Business Events Industry Aotearoa (BEIA). BEIA creates and supports increased business tourism including conventions, meetings and incentives in Aotearoa New Zealand, and we will work with them to drive venue and corporate experience opportunities. We attended a BEIA networking event in Auckland in December.

We worked closely with WellingtonNZ to explore new venues markets, such as Incentives Experiences. We successfully hosted a variety of familiarisation visits for conference and event organisers, and Australian contacts. We introduced a group Giraffe feed experience for venues guests, to help our guests make the most of their visits to Wellington Zoo.

**“Our experience hiring Kamala’s was delightful - and what a beautiful venue! In the build-up, all of our questions were answered concisely. On the day, Zoo staff were very attentive and flexible to change; they were instrumental in helping our conference run smoothly and successfully.”**

*Jacob Beullens, ecoPortal*

**Retail**

Retail sales have done very well this year. The retail space has been re-merchandised to allow more space for display stock and expanded merchandising areas for our bestselling ranges. Some new products have been introduced including more toys in our “green” portfolio as we continue to shift our focus to fair trade and sustainable products.

We also re-designed the point of sale and signage in the retail space, updating it to be more in-line with other Zoo branded messaging, to make the experience in the retail shop more cohesive with the broader Zoo experience.

Alongside the changes to the stock layout and signage, the Sales and Service team upskilled through sales development opportunities over the year as they had the chance to test out promotional offers to drive product sales, such as Zoo Crew Memberships and Close Encounters. These promotions were focused on Zoo Crew acquisitions and renewals during key times and Close Encounter sales on the day.

These changes have contributed to strong sales throughout the year, as well as a great retail capture rate of 10.6% for visitors (excluding school children) purchasing retail.

**CRM Salesforce**

In the partnerships space, the roll out of the Customer Relationship Management (CRM) tool Salesforce has enabled the proactive management of grant applications and accountability, partnership relationships and agreement renewals, and donation campaigns.

Salesforce also supports memberships and it has given Visitor Advisors more information to help members make the most of their visits, for example, when memberships are coming up for renewal. Teams participated in training with implementation partner Gravity Lab on Salesforce reporting and system functionality. This training was delivered with the support of Wellington Community Trust’s Life Grant.

**Tap to Donate**

A new Tap to Donate initiative, which accepts contactless EFTPOS and credit card donations, was launched late November with stations installed in the shop. This new fundraising channel diversifies the way visitors can donate to Wellington Zoo and modernises the donation box.

**Donorbox**

We went live with a new backend platform to manage online donations and refreshed the Zoo donation page to create a better donor experience. Donorbox has streamlined the management of donors, as it is integrated with Salesforce to help us better understand our community of givers and allows us flexibility in building a variety of donation campaigns.



## Integrating te ao Māori within the Zoo

Development began this year for Kanohi Kitea, the Zoo's cultural competency programme. Working with Taranaki Whānui ki Te Upoko o Te Ika, we aim to increase the cultural knowledge across the organisation to begin our journey towards becoming a bi-cultural organisation.

Kanohi Kitea is about cultural change in the organisation with competent understanding of context and all permanent staff will participate in Kanohi Kitea workshops. As the capital city Zoo and Aotearoa New Zealand's first Zoo we want to be ambitious and brave. The name given to the project, Kanohi Kitea means that we will do what we say, we are the face of what we said we would do and reflects our commitment to continuing on this journey.

The 25 indicators that form the cultural baseline include:

- **Te Tiriti o Waitangi** – historical; legal; contemporary; bi-cultural approach, Treaty based organisation;
- **World view** – values; links to Me tiaki, kia ora!; animals; whakapapa; mana;
- **Engagement** - lwi structures; engagement model; effective engagement;
- **Te Reo** – tikanga; waiata; karakia; salutations; mihi whakatau; pronunciation.

We have surveyed all Zoo staff to assess where they believe they are on the continuum of cultural competency – and then will reassess everyone after the initial programme is complete next year. Initial workshops have been held with staff and will continue in July and August 2021.

## Maintaining lasting partnerships for community support and conservation outcomes

### Grants

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

Considering the COVID-19 situation, this year we were especially grateful to receive the following:

**Holdsworth Charitable Trust:** \$300,000 over three years for operational costs of Te Piringa Iiti and Te Hononga.

**Four Winds Foundation:** \$75,000 funding to support the construction of the new Snow Leopard Project.

**J&A Mauger Trust:** \$48,819.42 allocated towards the Snow Leopard Project. This will be J&A Mauger Trust's final contribution to the Zoo as the Trust is closing.

**Koala Trust:** \$8,867.75 for The Nest Te Kōhanga.

**Brian Whiteacre Trust:** \$5,000 also for The Nest Te Kōhanga.

### Support from our partners

#### Tip Top

Tip Top continues to be a valued partner and renewed its supplier partnership agreement with the Zoo for three years, effective October 2020. This year they supported us with ice creams during Neighbours' Night and donated their time and products to roll scoop ice cream at Welcome Weekend. They raised \$1,202 for the Conservation Fund through ice cream scoops on the day.

#### Weta Digital

Weta Digital renewed its agreement with the Zoo for two years for a value of \$20,000 per annum. Sound engineers from Park Road Post visited the Zoo to record Meerkat vocalisations as part of a project for Weta Digital. The Carnivore team assisted in organising two visits where the Meerkats had enrichment to encourage group vocalisations.

#### Caniwi Capital

We received \$20,000 sponsorship from Caniwi Capital for support of the Snow Leopard project.

#### EcoPortal

We signed an agreement with EcoPortal for support of our new Health and Safety reporting tool, IHI.

#### New World

New World Newtown generously contributed over \$2,000 worth of food to make our annual Neighbours' Night event a success. Their team members generously donated their personal time to volunteer at the event to prepare food for visitors.

Wellington City New World continued to sell our reusable Zoo bags, the sale of which has resulted in \$2,043 being contributed to our Conservation Fund.

**“New World Newtown is very proud to be a key supporter of Neighbour's Night, having supported the event for the past three years. We are a locally owned and operated business at the heart of the Newtown community and we couldn't think of a better event and organisation to partner with! We look forward to continuing our relationship with Wellington Zoo.”**

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

## Partners & Sponsors

Caniwi Capital  
 Clemenger BBDO  
 ComplyWith  
 Dot Loves Data  
 EcoPortal  
 Frucor Suntory  
 Massey University of New Zealand  
 New World Newtown  
 New World Wellington City  
 NZME  
 Pacific Radiology  
 The Warehouse  
 ThinkTurf  
 Tip Top  
 Tranzit  
 Umbrellar  
 Te Herenga Waka-Victoria University of Wellington  
 Weta Digital

**Brian Whiteacre.**  
 Charitable Trust  
Managed by Public Trust

**CLEMENGERBBDO**

**DOT.** loves data

**Four Winds**  
 Foundation

**The Holdsworth**  
 Charitable Trust

**Koala**  
 Trust

**Lotto**  
Supported by NZ Lottery Grants Board

**NW**  
 NEW WORLD  
 Newtown

**NZME.**  
NEW ZEALAND MEDIA AND ENTERTAINMENT

**Pub**  
 Charity  
 Limited

**the warehouse //**  
where everyone gets a bargain

**Tip Top**

**umbrellar**  
A Cloud Company

**Wellington**  
 Community Trust  
supporting community initiatives

*caniwi capital*  
 INVESTMENT GROUP

**complywith**

**Eco Portal**

**frucor**  
 SUNTORY

**J&A Mauer**  
 Trust

**Lion Foundation**

**MASSEY**  
 UNIVERSITY  
TE KUNENGA KI PŌREHUROA  
 UNIVERSITY OF NEW ZEALAND

**NW**  
 NEW WORLD  
 Wellington City

**Pacific Radiology**

**stout trust**

**ThinkTurf**

**tranzit**  
 coachlines

**VICTORIA UNIVERSITY OF**  
**WELLINGTON**  
 TE HERENGA WAKA

**weta**  
 DIGITAL

**“Frucor Suntory is proud to be a partner of Wellington Zoo. We have enjoyed working with the Zoo to support our community and drive positive sustainability outcomes through our respective work, such as supporting the Zoo each year in installing new water fountains.”**

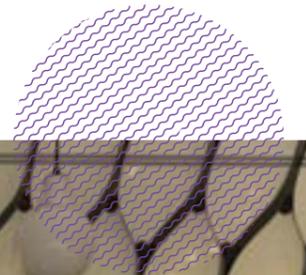
*Dave Eley, Business Manager - Café & Foodservice, Frucor Suntory*

## Engagement with our partners

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

We welcomed funders, local government representatives, mana whenua, iwi, and Kākā members to celebrate the opening of new habitats and facilities within the Zoo at a range of successful mihi whakatau and stakeholder events. These included:

- The opening of Te Piringa Iti and the Moko Kākāriki Wellington Green Gecko habitat and visitor experience;
- The opening of Te Hononga, our new Tuatara management facility;
- The redevelopment of the Giraffe House;
- Opening of the Ring-tailed Lemur habitat.



# 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**



## Embed wellbeing for our people

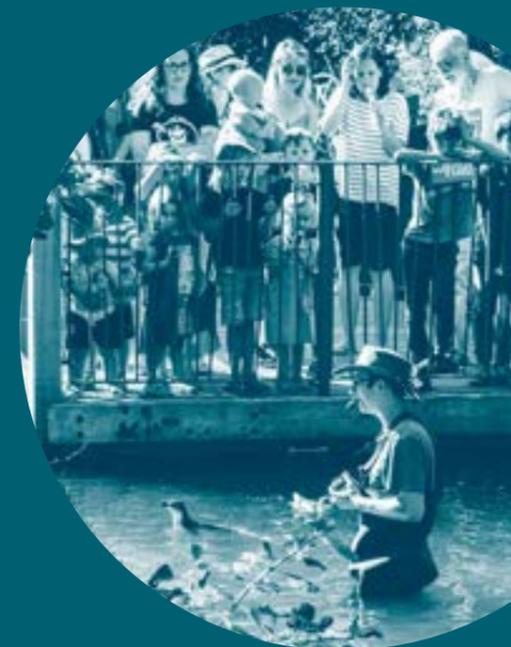
Our dedicated and passionate team are vital to the running of Wellington Zoo. In recognition of this fact we aim to provide a large number and wide range of opportunities to let them learn, develop and flourish on the job.

### Employee Experience review

As an outcome of the Our Say Our Future staff survey a working group was formed around the number one theme voted by staff of 'A Voice to be Heard'. The working group implemented a new initiative this year called Open Ideas Week. Of the 49 solution-focused ideas submitted, 63% were confirmed as already happening or planned. We have decided to repeat Open Ideas Week at the same time next year as a great way to provide a formal avenue for new ideas, solutions and opportunities to be submitted for consideration.

In the second quarter we hosted an induction half day for new staff within their first three months of joining the Zoo; another was held in the fourth quarter. This three-hour interactive session involves new staff hearing a short presentation from each business area, having the opportunity to ask questions of the presenters, meeting informally for coffee with the Chief Executive and getting to know others who are also relatively new. This new initiative will continue three to four times per year.

Tickbox was launched to all staff and Board Trustees in March 2021. This is an automated, paper-free online induction process which reduces administration time by more efficiently organising, delivering and auditing workplace inductions. It will be beneficial in ensuring staff's employment journey within Wellington Zoo is a positive one.



## St John's Mental Health First Aid Courses

The Zoo's People Leaders participated in St John's Mental Health First Aid Training workshops during August and September. A further workshop was held in December for all staff interested in being trained in Mental Health First Aid.

We will manage mental health incidents through our well-established Code Blue or Code Purple protocols. We will continue to provide Mental Health Training refresher courses annually which will provide us with another aid in the Mental Health awareness raising toolbox.

## Rainbow Tick

We embarked on the first stage of our journey to achieve Rainbow Tick accreditation over the next 12 months. Achieving the Rainbow Tick will allow us to celebrate with pride that we are a progressive, inclusive and dynamic organisation that authentically welcomes and reflects our rainbow community.

## Above the Line/Below the Line learning session

We ran internal learning sessions based around the Above the Line/Below the Line model of understanding our own and others behaviour and responses. In total 67 staff attended these learning sessions.

## Social Events Committee

The reinvigorated Zoo Social Events Committee, which was re-established as an outcome of the Our Say Our Future survey, organised three events over the past year including a Fish and Chip lunch in October 2020; an on-site Christmas Lunch in December 2020 with attendees bringing along some non-perishable items to donate to the Wellington City Mission Christmas Appeal; and a trivia quiz night for Zoo team members to enjoy in April 2021.

## Sustainable Secret Santa

The Green Team organised the annual staff Secret Sustainable Santa event whereby staff were invited to swap sustainable gifts, for example, a gift made by the giver, or reused items. Staff swapped presents over a shared lunch.

## Uniform updates

Following the implementation of Zoo's SunSmart Policy, new long-sleeved shirts were issued to those predominantly working outside. These new shirts complement the wide brimmed hats and sunscreen which are already available for outdoors staff.

## Aotearoa Bike Challenge 2021

Staff again competed in the Aotearoa Bike Challenge 2021. The team collectively cycled over 2,446km and were second nationwide in the not-for-profit (50-199 staff) category.

# Grow our people through learning and development

Our passionate, dedicated staff are the lifeblood of Wellington Zoo. A Learning and Development framework is being created to guide us in making decisions about staff development to ensure we grow all our people in directions that will benefit the Zoo, their team and delivery of their own role.

A multi-level Keeper Development Programme has been co-designed with input from a working group of Animal Care staff. The first two levels of the programme were launched in September and a more intricate 'Specialist' level will be developed.

The first six-monthly assessments for the new Keeper Development Programme were submitted by the five Keepers undertaking the programme and the process went well. Participants are now working on their next three modules for submission at the end of August.

## Animal Science curatorial internship programme

Keepers Anders Muller and Delece McLaren undertook a six-month internship with Animal Science Manager Simon Eyre to learn specialist curatorial knowledge and skills.

## Gold Agouti Awards

Every year we celebrate the dedication and achievements of our staff and volunteers at the annual Gold Agouti Awards. Due to the move into COVID-19 Alert Level 2, the Awards were postponed until 1 October.

Categories included: Oranga (a Healthy Organisation); Whānau (Our Role); Tinana (Our Animals); Hinengaro (Our Purpose); Wairua (Our Community); and Living the Values Award. Staff and volunteers having worked at the Zoo for five, ten or fifteen years were also acknowledged with an Aoraki Award.

### Winners:

**CEO Team Excellence**  
All Zoo staff for COVID-19 response

**CEO Team Excellence (Highly Commended)**  
Senior Management Team for management of COVID-19 response

**CEO Individual Excellence & Highly Commended Individual Excellence**  
No awards this year - as all staff performed so admirably under ever changing conditions during COVID-19 lockdowns and Alert Level changes

**Oranga**  
Daniel Warsaw, General Manager  
Animal Care and Science

**Wairua**  
Ash Howell, Content and  
Communications Advisor

**Tinana**  
Dave Laux, Team Leader Reptiles and  
Invertebrates

**Hinengaro**  
Chye-Mei Huang, Keeper Reptiles  
and Invertebrates

**Whānau**  
Jeremy O'Brien, Team Leader  
Nutrition

**Special Recognition Award**  
Joel Knight, Keeper

**Living the Values**  
Glyn Avery, Team Leader Herbivores  
and Birds

**Volunteer Excellence Award**  
The Nest Te Kōhanga - Alison Borbely

**Volunteer Excellence Award**  
Visitor Experience - Anne Cole

**Volunteer Excellence Award**  
Animal Care and Science - Debbie  
King

**Volunteer of the Year**  
Jess Fair - Animal Care and Science

**Aoraki Awards for Long Service**  
Susan Macdonald (15 years)  
Harmony Neale (15 years)  
Nathan Spurdle (10 years)  
Leo McLaughlin (5 years)

**Volunteer Aoraki Awards**  
Penny Sturgess (5 years)  
Andy Leeb (5 years)  
Alex Blakaway (5 years)

**Salty Dip Award**  
Daniel Warsaw, General Manager  
Animal Care and Science





## Staff learning sessions, training and development

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

- Team Leader Reptiles and Invertebrates Dave Laux talked about his Conservation Volunteering Leave in the Cayman Islands supporting the National Trust of Caymans Blue Iguana Conservation programme by assisting with the 2020 population census and providing support and training at the captive breeding facility.
- Visitor Ranger Meg McMains talked about using her Conservation Volunteering Leave to help a University of Otago Masters' student study the effect of tourism on Hector's Dolphins in Porpoise Bay, Catlins.
- Zoo Educator Claudia Richards and Health and Safety Advisor Lynne Laurie reported on their trip to Malaysia to work with TRAFFIC, the wildlife trade monitoring network, which was made possible by a Conservation Staff Fund Grant.
- Conservation Manager Dr Ox Lennon presented on their Master's research (molecular barcoding of archival mosquitos) and PhD research (mitigation translocations for conservation of NZ Skinks).
- Keeper Kaitlyn Manu and Veterinary Technician Sarah Gough gave a Conservation Volunteering Leave talk.
- A Financial Literacy Learning Session run by Sam Stubbs, Founder and Managing Director of non-profit KiwiSaver provider Simplicity. Sam covered some basic information around financial markets and helped staff learn more about how to manage their money and how they could make their finances work better.
- Staff from Waste Management presented to the Zoo team about rethinking how we use materials, considering how we can more effectively reduce our usage and the smartest ways to minimise waste going to landfill. As regulations change frequently around which items are accepted for recycling, staff had a chance to have their questions answered and took part in an exercise to sort Zoo recycling.

### Training and development events

- Wellington Zoo Board Trustees held their annual Board Development Session in September which was facilitated by Sally Gough and Chief Executive Karen Fifield, MNZM. The session was based around the Gallup 34 Strengths Finder profiles which were overlaid with those of the Strategic Management Team to indicate where the Zoo's governance and management strengths lay within the organisation.
- Our People and Culture team attended a Flexible Work Essentials course run by Human Resources Institute NZ to contribute to a review of our Flexible Working Arrangements Policy.
- The Strategic Management Team had their annual planning day at The Lower Hutt Events Centre.
- The Zoo organised a meeting for staff who are on work visas with our immigration lawyer so they could find out more about the new immigration changes and how these variations will impact on their visa applications.
- The Business and Partnerships and Marketing and Communications teams participated in four dedicated training sessions with Salesforce and Gravity Lab to support the use of Salesforce CRM. This included in-depth training on sales reports and dashboard functionality.

**“Our people are the cornerstone of our success. Their professional approach to their mahi is exemplary. The personal and professional growth of our Zoo team is important as part of our training and development programmes”**

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



- Members of the Zoo's Learning Team attended the Wellington Region Environmental Educators' Forum at Zealandia Te Māra a Tāne. It provided a good opportunity for professional development and a chance to network with environmental educators around the region.
- Emeritus Professor David Mellor (co-author of the Five Domains Model for Animal Welfare) was the keynote speaker at an Animal Care and Science Team workshop on euthanasia in February 2021.
- Staff attended a workshop on Te Tiriti o Waitangi facilitated by the Wellington Regional Environmental Educators' Forum looking specifically at content from the Treaty education programme.
- General Manager Communication, Experience and Conservation Amy Hughes and General Manager Safety, Assets and Sustainability Chris Jerram attended the CRISIS-X workshop at Te Papa in April.
- General Manager Business and Partnerships Allie Binaco and General Manager Communication, Experience and Conservation Amy Hughes attended the TRENZ Hui in Christchurch in May.
- General Manager Business and Partnerships Allie Binaco attended the BEIA Be-Reconnected networking event in Auckland in December.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Staff recognition programme	1	1	✓	1	✓	1
Staff learning and development sessions held	11	10	✓	10	✓	21

**Sharing our expertise**

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

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

Daniel Warsaw, General Manager Animal Care and Science, was elected to the New Zealand ZAA Committee at its Annual General Meeting in July.

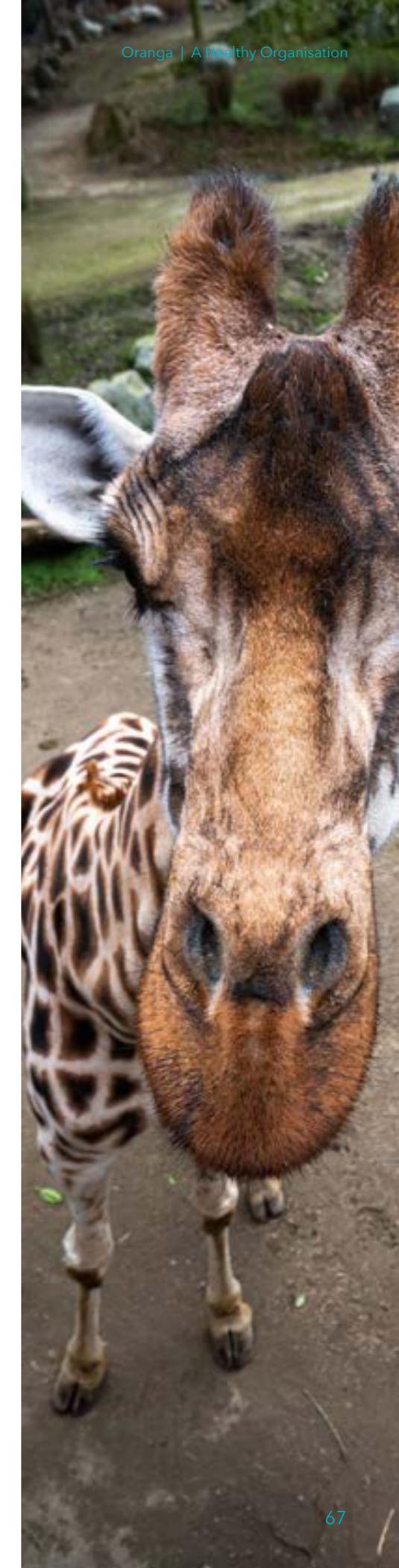
Amy Hughes, General Manager Communication, Experience and Conservation has been appointed to the new ZAA Conservation Engagement Committee. Amy also sits on the ZAA Board and the ZAA Wildlife Conservation Committee.

**Other Board representation and Committee appointments**

- Dr Ox Lennon, Conservation Manager, was appointed as a WAZA representative on the IUCN NZ Committee and invited to join the New Zealand Restoration Day Committee, which is a collaboration with Greater Wellington Regional Council, DOC, local restorationists and conservationists.
- Karen Fifield, MZNM, Chief Executive, has been appointed to the Te Herenga Waka-Victoria University of Wellington Tourism Management Advisory Group and the Governance Group for Tāpui Aotearoa Sharing Expertise.
- The Central Zoo Authority of India (CZA) has contacted several global zoos, including Wellington Zoo, via a consultancy with Ernst & Young. CZA is seeking to improve the top ten zoos in India (out of 152 across the country) via collaborations with progressive global zoos that are WAZA members. CZA have suggested Wellington Zoo collaborate with Chennai Zoo Arignar Anna Zoological Park, and focus on themes of visitor experience, sustainability, animal welfare and conservation.
- Amy Hughes, General Manager Communication, Experience and Conservation is the Oceania Regional Representative on the International Zoo Educators board.

**Conference attendance**

- Karen Fifield, MNZM, Chief Executive, virtually attended two WAZA Council Meetings and the annual WAZA Conference held in October. At this Conference, Karen (as the Chair of the group leading this work) launched WAZA's Sustainability Strategy, Protecting Our Planet, which is based around the United Nations Sustainable Development Goals.
- Karen, as Chair of the WAZA Ethics and Animal Welfare Committee, co-presented an update on the work being done on the 2023 WAZA Animal Welfare Goals: WAZA Ethics and Animal Welfare Committee Meeting; and WAZA Conservation and Environmental Sustainability Committee Meeting.
- Karen Fifield, MNZM, also attended the online SEAZA Annual Conference which focused on the impact of COVID-19 on zoos and animals within the region and globally.
- Communication, Experience and Conservation (CEC) staff attended the online International Zoo Educators Association (IZE) Conference where the Social Change for Conservation strategy, in which the General Manager, Communications, Experience and Conservation Amy Hughes was involved in developing, was launched. In her capacity as the IZE Board Regional representative, Amy Hughes hosted an Oceania Regional drop-in Zoom session attended by 18 educators from across the region.
- Staff attended the Kiwi Hui in Queenstown in September. This annual meeting is coordinated by 'Kiwis for Kiwi' and brings together Kiwi carers and conservationists from across Aotearoa New Zealand.
- Staff attended virtual annual meetings of the ZAA Taxonomic Advisory Groups to discuss species breeding programmes in our Australasian region for Birds, Primates and Australian mammals.
- Wellington Zoo staff attended a meeting at WellingtonNZ looking at the Education sector, Civics and Nationhood to understand the market for out of town schools coming to Wellington and how we could more easily facilitate their experiences.



**External presentations by staff**

- Daniel Warsaw, General Manager Animal Care and Science, and Simon Eyre, Animal Science Manager, presented to an audience in Japan on the topic of Animal Welfare in Zoos. Their talk (which was translated live into Japanese) reached over 300 live viewers across Japan and was very well received, with a follow-up article being written in a local newspaper.
- Dave Laux, Team Leader Reptiles and Invertebrates, presented to the Wellington Entomology Society on the husbandry and breeding of the Goliath Bird Eating Spiders.
- Karen Fifeild, MNZM, Chief Executive, Daniel Warsaw, General Manager Animal Care and Science and Simon Eyre, Animal Sciences Manager undertook a bespoke tour and presentation to 25 members of the Federated Farmers Dairy Council, where they talked about the Five Domains of Animal Welfare in a zoo context. The visit was very well received.
- Chris Jerram, General Manager Safety, Assets and Sustainability, presented on the Zoo's Emergency Response team training for a not-for-profit Global Animal Disaster Management Conference, featuring speakers from around the world.
- Simon Eyre, Animal Science Manager, presented a lecture to Massey University's Companion Animal Science Course on modern zoos, animal welfare and accreditation.

Jo Thomas, Animal Care Manager:

- Presented a lecture to Massey University's Companion Animal Science Course on modern zoos, animal welfare and accreditation.
- Presented to both Probus Wellington and the Moonshine Club in Upper Hutt on the complex dynamics of our Chimpanzee group. This endangered species live within complex communities and by understanding the hierarchical grouping and allegiances it helps our community understand how important it is that we protect these animals.
- Took part in a podcast with Sabrina Brando of Animal Concepts and Practical Animal Welfare Science (PAWS) on the Five Domains of Animal Welfare at Wellington Zoo. This podcast has a global audience.

General Manager Communication, Experience and Conservation, Amy Hughes presented at:

- Public Libraries of New Zealand Forum about the Zoo's sustainability journey;
- Upper Hutt Grey Power about the Zoo and conservation;
- Te Herenga Waka-Victoria University of Wellington Waka tourism class;
- Waka Kotahi Kaitiaki sustainability group.

Chief Executive, Karen Fifeild MNZM presented at:

- Te Herenga Waka-Victoria University of Wellington Waka Aspire Women's Leadership Development programme 2020;
- Skål International (global professional organisation of tourism and travel leaders) on COVID-19 post recovery from the Zoo's perspective;
- Tourism NZ panel discussion as speaker as part of the Tourism NZ Roadshow;
- Creative Welly podcast;
- Zoo Advisors USA - Women in Leadership Conference Focus Group workshop;
- Greenloop Sustainability Conference - WAZA sustainability initiatives;
- Buzzpodcast - on the role of directors and manager in animal welfare research.

Dr Ox Lennon, Conservation Manager:

- Gave an invited talk to the Society for Research on Amphibian and Reptiles at Aotearoa New Zealand's annual conference;
- Presented a talk on Zoos and Conservation to the Wellington Tramping and Mountaineering Club;
- Was interviewed on Jollyville Radio podcast (USA) speaking about Wellington Zoo and the conservation work we do;
- Gave a lecture to biology Masters students at Te Herenga Waka-Victoria University of Wellington on the topic Zoos and Conservation.

# Commit to outstanding daily visitor care

We are committed to ensuring that every visitor to the Zoo has a positive experience and the chance to connect with the animals we care for and to be inspired to take positive action for the environment. These connections are vital to ensure the sustainability of the Zoo and to grow a community that cares for animals and their conservation.

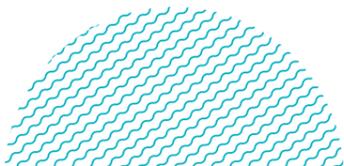
## Visitor numbers

The ongoing COVID-19 pandemic and changes to Alert Levels has impacted the number of visitors to the Zoo. Visitor programmes like Close Encounters, Behind the Scenes experiences and school visits weren't possible in the higher Alert Level periods. General visitor experience was also affected as we could not run our daily animal talks and activities in Alert Level 2, and some areas of the Zoo where people cannot easily social distance had to be closed to visitors. We also saw the impact of the lack of international tourists over summer, as that is when we traditionally see tourists visiting the Zoo.

## Qualmark

Qualmark is Aotearoa New Zealand tourism's official quality assurance organisation, providing a trusted guide to quality travel experiences in Aotearoa New Zealand. The Zoo completed its annual Qualmark assessment, which involves an audit of various visitor, marketing and Health and Safety initiatives at the Zoo. We were awarded the Qualmark Gold Sustainable Tourism Business Award, a standard we are proud to have achieved every year since joining in 2009.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Visitors	229,423	254,000	✗	173,882	✓	220,607



## Visitor survey

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Measure visitor feedback and satisfaction*	9.1	8.5	✓	8.5	✓	8.9

\* 20/21 Actual based on 10 months of results. Surveys were not gathered for 2 months due to Covid-19 restrictions and technological difficulties.

## Volunteers

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

We have approximately 50 volunteers across Animal Care and Science, The Nest Te Kōhanga and Visitor Experience. A round of recruitment was completed in March when we welcomed 15 new volunteers to the Zoo.

The new The Nest Te Kōhanga volunteers have undergone training and refresher workshops. The management of the Animal Care and Science volunteers has moved to Isabelle McGregor, Nutrition Assistant who does the roster and keeps the team updated on Zoo news. Visitor Ranger Jacob Rooney looks after the Visitor Engagement Volunteers and sends regular Zoo news to keep them up to date with all the Zoo and animal changes.

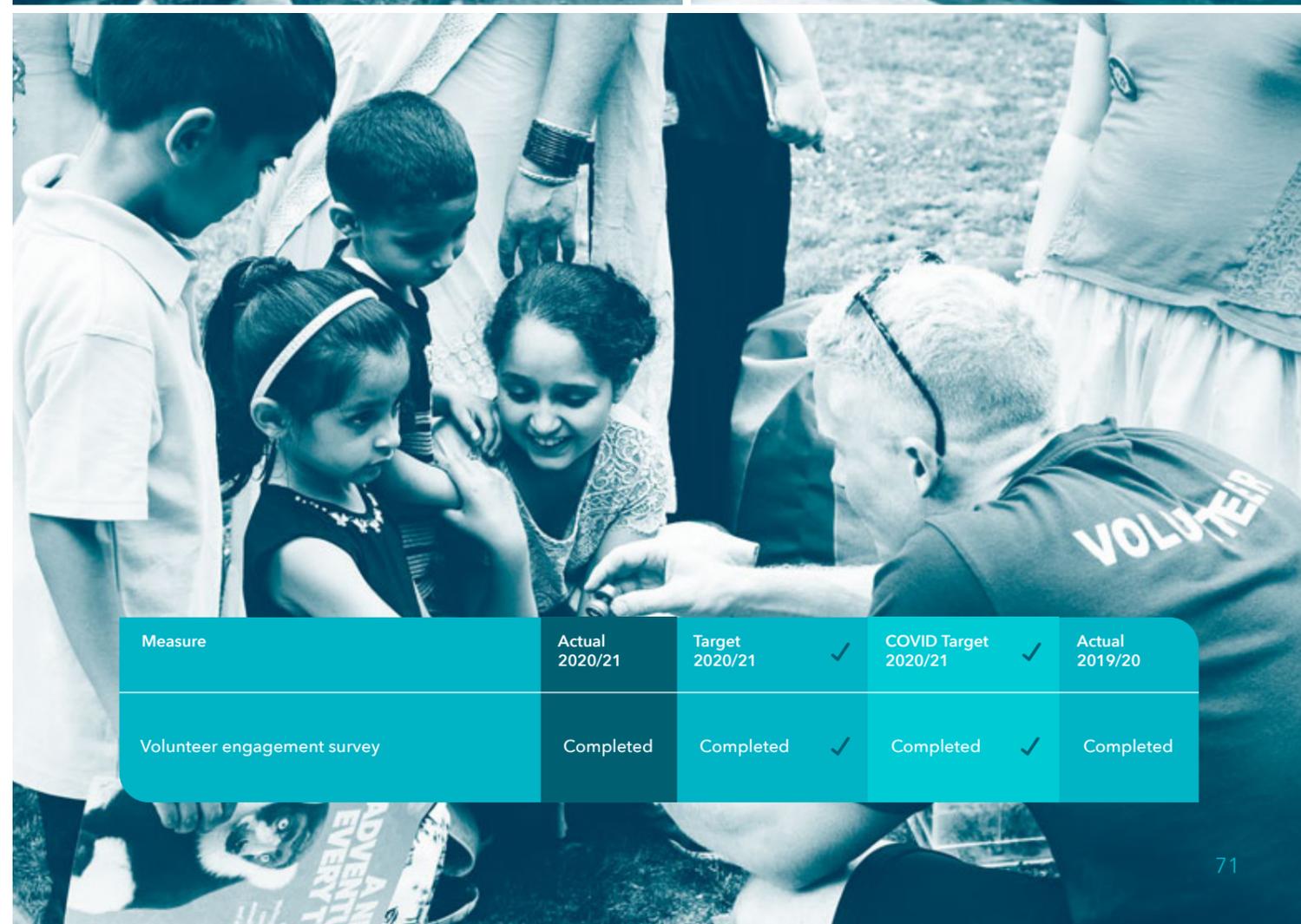
Unfortunately our celebration of volunteers planned for National Volunteer Week in June had to be postponed due to the Wellington region's move to Alert Level 2. The volunteers are invited to the annual Gold Agoutis awards where we recognise their support of the Zoo. This year the Zoo agreed to give volunteers 10 free Zoo passes each to enable them to share their love of the Zoo with family and friends and to reward long serving volunteers with Close Encounter vouchers.

## Volunteer survey

Every year we check in with our volunteers to ensure they are satisfied with the programme across the three strands of volunteering – engaging our visitors, supporting the work of The Nest Te Kōhanga and helping our Animal Care and Science team. This year's results show that our volunteers are overwhelmingly positive about their experiences: 93.3% happy with volunteer programme (85.7% in 2020); 93.3% happy with support given (80.9% in 2020); 86% happy with communications (90% in 2020).

**“The Zoo makes me a better person, and I hope that what I do helps enhance our visitors visit. There is a magic at the Zoo, walking through those gates the busy, and demanding reality of life is on the other side and for the time you are there you enter a magical world. People coming to the Zoo have a love of animals and everyone there shares a common goal.”**

*Zoo volunteer, taken from the annual survey*



Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Volunteer engagement survey	Completed	Completed	✓	Completed	✓	Completed

# Model values-aligned behaviour

At Wellington Zoo we live by our values:

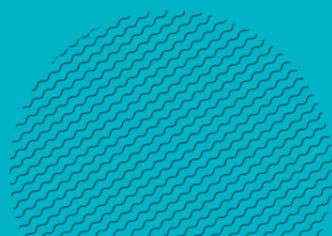
 **WE ARE A VOICE TO BE HEARD**  
KA RONGO TE PŌ KA RONGO TE AO

 **WE HAVE A STRONG GREEN FURRY HEART**  
ME MANAWANUI

 **WELCOME TO OUR WILD PARTY**  
HE WHĀNAU KOTAHĪ TĀTOU

 **WE PUNCH ABOVE OUR WEIGHT**  
EHARA TAKU TOA I TE TOA TAKIHAHI,  
ĒNGARI HE TOA TAKITINI

**MANAAKITANAGA**  
WELCOMING GENEROSITY,  
SUPPORT, HOSPITALITY  
AND KINDNESS



# Sustain a safety-conscious culture

We aim to deliver best practice and strive for continuous improvement. We are conscious of our duty of care to keep safe the animals that live at the Zoo, our staff and visitors.

## Emergency Code drills and training

The Sales and Service team participated in a dedicated emergency procedure training session, facilitated by our Health and Safety Advisor. The Sales and Service team play a critical role during emergency situations and this training was an excellent way to familiarise new staff with procedures and to reinforce training and competency in existing team members.

Staff participated in a fire warden refresh training session in March to ensure everyone at the Zoo knows where the evacuation points are for each of the large buildings. We also carried out several animal related emergency drills to ensure our existing procedures are robust and to meet MPI requirements.

## IHI

The new Health and Safety incident reporting system IHI “shining a light on the issues” was loaded with four years of historical Zoo data which will enable long-term trends to be viewed and used for reporting. The programme was fully trialled by our Safety Improvement Team during March which involved performing a variety of actions at different levels and testing reporting methods. IHI was rolled out to all Zoo staff in April and the uptake in the last two months has been overwhelmingly positive. The new

system will improve accessibility of reporting to staff, who can have a simple app on their mobile devices, and also streamline tracking and reporting of outstanding health and safety incidents and corrective actions. EcoPortal hosts this reporting system and signed a partnership agreement with us this year as part of the roll-out.

## SafePlus

This year was the third year we carried out the SafePlus online self-assessment with all Zoo staff. This has provided valuable insight into how our staff experience health and safety at work and also provides great ongoing performance data to monitor our health and safety journey.

For the first time, we also carried out a SafePlus on-site assessment as part of an external compliance audit of the Zoo’s existing health and safety systems and processes. The on-site assessment was carried out by a WorkSafe certified external consultant and takes a deep-dive approach into some of the Zoo’s critical risks and involves multiple focus group sessions across the organisation, taking in feedback from approximately 30% of the Zoo’s staff. This information will be used to develop the annual health and safety strategic action plan for the next two to three years to ensure we are raising the bar on our health and safety performance.

WorkSafe have made a SafePlus video at Wellington Zoo which will be one of a series of case studies to be used to promote health and safety in the workplace as everyone’s responsibility.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Safety Improvement Team meeting attendance	93%	80%	✓	80%	✓	96%
Successful emergency drill/incident debriefs held	8	8	✓	8	✓	8



### Business Continuity Plan

As part of the Zoo's ongoing health, safety and preparedness work, General Manager, Safety, Assets and Sustainability Chris Jerram ran a series of workshops to redevelop the Zoo's Business Continuity Plan (BCP). The BCP will pinpoint the most critical areas of the Zoo and identify potential risks in those areas to better prepare Wellington Zoo to recover as quickly and easily as possible following a significant incident.

Wellington Zoo Board Trustees and the Strategic Management Team attended an in-house Health and Safety Workshop at the end of July 2020 and again in April 2021. As Health and Safety is also the responsibility of the Trust Board the three-hour workshops took a "deep dive" from a strategic governance position and covered how critical risks were identified, assessed and mitigated.

### PA System

The PA System was installed as a crucial piece of health and safety equipment to ensure we can easily communicate with Zoo visitors during an emergency. The PA system was tested as part of our emergency drill programme in May with Trust Board members present. This project was made possible with support from Four Winds Foundation and The Lion Foundation.



## Improve and maintain the physical assets

### Snow Leopards

Design work for the Snow Leopard project began in earnest this year and will ensure these majestic big cats have the best possible animal welfare, and that we have best practice staff spaces along with an engaging visitor experience connecting to conservation stories of this vulnerable species. At its December 2020 meeting, the Wellington Zoo Trust Board accepted the Snow Leopard Developed Design Report and cost estimate and approved the Zoo team to move into the Detailed Design stage. Building consent and the construction tender are due in early July - with construction likely to start on site in August/September 2021 and take approximately 12 months to complete.

### Giraffe House

The primary focus of this project was to refurbish the animal husbandry areas of the Giraffe House, including the design, construction and installation of a purpose-built, leading edge, Giraffe Trainer. This new equipment will revolutionise the way the Animal Care team can provide healthcare for our Giraffe for years to come.

The other elements upgraded during the project were new fencing around the Giraffe House and updated feeders and drinkers. The new fencing has facilitated an updated Giraffe Close Encounter providing the Giraffe with more choice about how they participate in the Encounter, while the new feeders have reduced body stressing risks for our staff and provided the Giraffe with more areas to feed thereby increasing the versatility of the Giraffe House as an animal space.

On 5 February we welcomed major funders and supporters to our Giraffe Housewarming event where we officially celebrated the redevelopments of the Giraffe House and surrounding Savannah. Those attending were taken on tours of the facility and our resident Giraffe - Zahara, Zuri and Sunny - enjoyed the extra browsing treats. This project was made possible with the support of Pub Charity Limited and Wellington City Council.



### Te Piringa Iti

The Zoo's newly-refurbished invertebrate breeding facility opened in November to support our conservation of native reptiles. The vision is for the centre to be a versatile space that can cater for any species that needs a bit of help. This project was made possible with the support of the Lottery Environment and Heritage Fund and Stout Trust.



### Wellington Green Gecko Moko Kākāriki

In November, the Zoo opened its Wellington Green Gecko Moko Kākāriki habitat. The habitat is located opposite Hero HQ and additional visitor interpretive signage was installed in the surrounding gardens to let visitors know about reptile friendly plants to grow at home. Garden signage also referred to cat enrichment and safe cat activities that visitors can do at home to help protect wildlife. This project was made possible with the support of the Lottery Environment and Heritage Fund.



### Pygmy Marmoset habitat

The renovation of the Pygmy Marmoset habitat next to Mojo Zoo café was more extensive than first planned due to the deterioration of the wooden wall. The plants were all removed to enable a concrete floor to be laid but these were replanted once the work was completed. Some items of habitat "furniture" known to be appreciated by the animals was also re-installed. UV lights were installed, and a new roof built so that heat can be better regulated. The renovation of the Pygmy Marmoset habitat in Mojo Café was completed and a new male, Tunche, has arrived - introductions with female Maya have gone well.



### Te Hononga Tuatara Management Area

Te Hononga Tuatara Management Area was formally opened on 22 January 2021 with a mihi whakatau with representatives from Ngāti Koata as Tuatara kaitiaki and Taranaki Whānui ki Te Upoko o Te Ika as mana whenua at Wellington Zoo to assist with the relocation of our 16 Tuatara from Te Piringa Iiti. Major stakeholders, funders and supporters attended the event and the Tuatara have since settled well into their new homes. This project was made possible with the support of the Lottery Environment and Heritage Fund, Stout Trust and the Holdsworth Charitable Trust.



### Ring-tailed Lemurs

Construction began on the new habitat for the critically endangered Ring-tailed Lemurs in mid-January. This included the removal of the old fencing and glazing and re-sculpting the area to improve visitor viewing and to meet MPI containment requirements. The Lemurs arrived in late-April from Hamilton Zoo and the habitat was opened to visitors in early June.



## Sustain financial success by data driven decision making

Maintaining a progressive zoo like ours requires significant investment. We need to provide the highest level of animal welfare while meeting the needs of our visitors and community. COVID-19 presented challenges across the 2019/20 and 2020/21 Financial Years and will continue to do so through the 2021/22 Financial Year.

We were thankful to receive central government funding through the Significant Tourism Asset Protection Programme and the Wildlife Institution Relief Fund to help offset the loss of revenue related to COVID-19.

### 2021/22 budget

The Wellington Zoo Trust Board approved the Operating Budget 2021/22 noting that prudent decisions had been made to balance the Trust's intent to strive for growth and development while looking ahead to a year which will see our community and business in transition through the COVID-19 recovery.

### Financial success

Wellington Zoo received a 'good news' non-standard audit management report with no new issues for 2019/20. Additional audit work this year was around financial sustainability and the going concern assumption due to COVID-19, which was satisfied by WCC's Letter of Comfort. The term "non-standard" captured the impact of COVID-19 on our organisation (as it will with every other organisation audited this year) and is not a modification of Wellington Zoo's Audit Opinion.

Measure	Actual 2020/21	Target 2020/21	✓	COVID Target 2020/21	✓	Actual 2019/20
Council operating grant per visitor	\$15.23	\$13.76	✓	\$20.10	✓	\$15.44
Full cost to Council	\$5,724K	\$5,560K	✗	N/A	✓	\$5,704K
Trading Revenue per visit (excl. grants & interest)	\$19.91	\$17.77	✓	\$17.89	✓	\$20.42
Non-Council donations and funding	\$390K	\$324K	✓	\$222K	✓	N/A, new measure
Percentage of operating costs generated by Trust	55.4%	59%	✗	39%	✓	58%
Trust generated income as percentage of the Council grant	131%	144%	✗	93%	✓	139%

## Sustainably caring for our assets

### IT updates

During August and September, the Zoo's IT network upgrade to Office 365 was completed successfully with minimal disruption to staff. New WiFi units were also installed in many of the buildings which expanded the network for Zoo staff and simplified moving laptops around the Zoo connected to the network.

Phase two of the IT network upgrade works was completed early November with work being done around Te Piringa Iki and the Bea Arthur Office Building to improve the network cabling. The computers in all meeting rooms have also been upgraded to Microsoft Office 365 and Animal Care staff were issued with individual laptops rather than having to share pool computers.

A Renewals Programme Manager joined the team on a fixed-term contract. Their role will be to oversee existing renewal projects and to start early planning for the 2021/22 financial year

### Asset Management Plan

The Zoo is developing a detailed Asset Management Plan linked to Wellington City Council's processes to ensure we provide ongoing maintenance and renewal of the Zoo asset. The Asset Management Plan will enable the Zoo to:

- manage asset lifecycles for a whole-of-life approach with due consideration given to WCC and Zoo joint objectives;
- provide assurance of funding required to cover existing and future asset renewals and avoid critical failure of ageing infrastructure assets;
- update any assets not fit for purpose from an animal welfare standard;
- resolve any potential health and safety issues and the associated reputational risk these issues could bring.

## Meet all legal and compliance requirements

### Ministry for Primary Industry audits

Wellington Zoo again passed the Ministry of Primary Industries' annual audit, both as a containment facility and as a Transitional Facility. Feedback received from the Ministry was very positive.

### WCC Statement of Intent

Wellington Zoo's draft Statement of Intent (SOI) 2021/22 was submitted to WCC's CCO Sub Committee on 26 March. The SOI was discussed as part of the Zoo's Strategic Management Team's annual planning day, as was WCC's Letter of Expectation, capital projects, renewals plan and revenue opportunities. The overarching theme of the planning day was designing the Zoo's future beyond COVID-19.

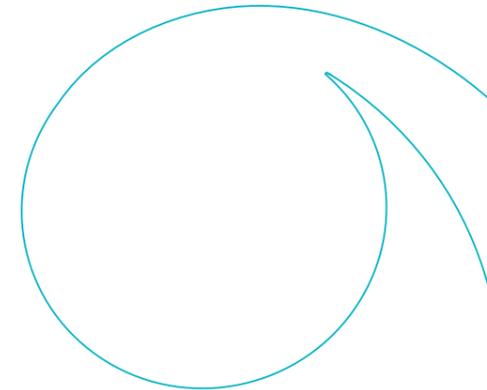
The Contract for Services agreement between Wellington City Council and Wellington Zoo was reviewed and signed under seal at the Board's March meeting. Implementation is due on 1 July 2021.

### ComplyWith

ComplyWith survey results measuring our legal compliance reporting for the past year indicated that 68.76% of our legal compliance obligations had been fully met, 29.8% of the obligations did not arise during the period and 1.43% of obligations were non-compliant.

### Collective Employment Agreement

The Amalgamated Workers Union NZ and Wellington Zoo have renewed the Collective Employment Agreement which will be in force for three years up to December 2023.



## Wellington Zoo Trust Board of Trustees



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

## Strategic Management Team



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





## Independent Auditor's Report

### To the readers of the Wellington Zoo Trust's financial statements and performance information for the year ended 30 June 2021

The Auditor-General is the auditor of the Wellington Zoo Trust (the Trust). The Auditor-General has appointed me, Jacques Du Toit, using the staff and resources of Audit New Zealand, to carry out the audit of the financial statements and performance information of the Trust on his behalf.

#### Opinion

We have audited:

- the financial statements of the Trust on pages 87 to 107, that comprise the statement of financial position as at 30 June 2021, the statement of comprehensive revenue and expense, statement of changes in equity, statement of cash flows and statement of accounting policies for the year ended on that date and the notes to the financial statements that include other explanatory information; and
- the performance information of the Trust on pages 10 to 77.

In our opinion:

- the financial statements of the Trust on pages 87 to 107:
  - present fairly, in all material respects:
    - its financial position as at 30 June 2021; and
    - its financial performance and cash flows for the year then ended; and
  - comply with generally accepted accounting practice in New Zealand in accordance with the Public Benefit Entity Reporting Standards Reduced Disclosure Regime; and
- the performance information of the Trust on pages 10 to 77 presents fairly, in all material respects, the Trust's actual performance compared against the performance targets and other measures by which performance was judged in relation to the Trust's objectives for the year ended 30 June 2021.

#### Our audit was completed late

Our audit was completed on 13 May 2022. This is the date at which our opinion is expressed. We acknowledge that our audit was completed later than required by required by section 67(5) of the Local Government Act 2002. This was due to an auditor shortage in New Zealand and the consequential effects of Covid-19, including lockdowns.

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

#### Basis for our opinion

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

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

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

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

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

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

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

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

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

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures,

and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance information.

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

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

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

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

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

Our responsibilities arise from the Public Audit Act 2001.

### Other Information

The Board of Trustees is responsible for the other information. The other information comprises the information included on pages 3 to 9, 78 to 80 and 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.



Jacques Du Toit  
Audit New Zealand  
On behalf of the Auditor-General  
Wellington, New Zealand

## Statement of Compliance and Responsibility

For the year ended 30 June 2021

### 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 2021 fairly reflect the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.



**Craig Ellison**  
Chairperson

13 May 2022



**Karen Fifield MNZM**  
Chief Executive

13 May 2022

## Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2021

	Note	Actual 2021 \$000	Budget <sup>1</sup> 2021 \$000	Actual 2020 \$000
<b>REVENUE</b>				
Grants and Operating Revenue	1	8,888	6,725	7,967
Finance Revenue		7	10	27
<b>Operating Revenue</b>		<b>8,895</b>	<b>6,735</b>	<b>7,994</b>
<b>Capital Grants and Donations</b>	1	504	-	269
<b>TOTAL REVENUE</b>		<b>9,399</b>	<b>6,735</b>	<b>8,263</b>
<b>EXPENSE</b>				
Operating Expense	2	8,407	8,311	8,428
Depreciation		-	-	5
<b>Operating Expense</b>		<b>8,407</b>	<b>8,311</b>	<b>8,433</b>
<b>Vesting of Capital Grants and Donations</b>	3	482	-	174
<b>TOTAL EXPENSE</b>		<b>8,889</b>	<b>8,311</b>	<b>8,607</b>
<b>NET SURPLUS/(DEFICIT) for the year</b>		<b>510</b>	<b>(1,576)</b>	<b>(344)</b>
<b>Other Comprehensive Revenue</b>		-	-	-
<b>TOTAL COMPREHENSIVE REVENUE AND EXPENSE</b>		<b>510</b>	<b>(1,576)</b>	<b>(344)</b>

The accompanying notes form part of these financial statements.

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

## Statement of Changes in Equity

For the year ended 30 June 2021

	Note	Actual 2021 \$000	Actual 2020 \$000
<b>Equity Opening Balances</b>			
Accumulated Comprehensive revenue and expense		242	242
Restricted Funds		1,280	1,624
<b>Total Equity-Opening Balance</b>		<b>1,522</b>	<b>1,866</b>
<b>Comprehensive Revenue</b>			
(Deficit)/Surplus for the year to retained earnings	10,11	510	(344)
<b>Total comprehensive revenue</b>		<b>510</b>	<b>(344)</b>
<b>Equity Closing Balances</b>			
Accumulated Comprehensive revenue and expense		224	242
Restricted Funds		1,808	1,280
<b>Total Equity-Closing Balance</b>		<b>2,032</b>	<b>1,522</b>

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

## Statement of Financial Position

As at 30 June 2021

	Note	Actual 2021 \$000	Budget <sup>1</sup> 2021 \$000	Actual 2020 \$000
<b>ASSETS</b>				
<b>Current Assets</b>				
Cash and cash equivalents	4	3,659	43	2,912
Trade and other receivables	5	175	150	300
Inventories		92	100	87
		<b>3,926</b>	<b>293</b>	<b>3,299</b>
<b>Non-Current Assets</b>				
Property, Plant and Equipment	6	-	-	-
		<b>3,926</b>	<b>293</b>	<b>3,299</b>
<b>LIABILITIES</b>				
<b>Current Liabilities</b>				
Trade, other payables and accruals	7	1,016	628	545
Monies held in trust	7	9	-	9
Revenue in Advance	8	468	-	661
Employee Benefits	9	401	380	562
		<b>1,894</b>	<b>1,008</b>	<b>1,777</b>
<b>TOTAL LIABILITIES</b>				
		<b>1,894</b>	<b>1,008</b>	<b>1,777</b>
<b>NET ASSETS</b>				
		<b>2,032</b>	<b>(715)</b>	<b>1,522</b>
<b>EQUITY</b>				
Accumulated Comprehensive revenue and expense	10	224	(2,037)	242
Restricted Funds	11	1,808	1,322	1,280
<b>TOTAL EQUITY</b>		<b>2,032</b>	<b>(715)</b>	<b>1,522</b>

The accompanying notes form part of these financial statements

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

## Statement of Cash Flows

For the year ended 30 June 2021

	Note	Actual 2021 \$000	Budget <sup>1</sup> 2021 \$000	Actual 2020 \$000
<b>Cash flows from operating activities</b>				
Cash was provided from:				
Operating Revenue		9,395	6,512	8,155
Interest Received		7	10	27
Net GST received		-	-	142
Cash was applied to:				
Payments to Suppliers		(2,608)	(2,323)	(3,501)
Payments to Employees		(6,010)	(5,988)	(5,801)
Net GST Paid		(37)	-	-
<b>Net cash inflow from operating activities</b>		<b>747</b>	<b>(1,789)</b>	<b>(978)</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>747</b>	<b>(1,789)</b>	<b>(978)</b>
<b>Cash and cash equivalents at beginning of year</b>		<b>2,912</b>	<b>1,832</b>	<b>3,890</b>
<b>Cash and cash equivalents at end of year</b>	4	<b>3,659</b>	<b>43</b>	<b>2,912</b>
<b>Made up of:</b>				
Cash and bank balances		3,659	43	2,912
<b>Closing Cash Balance</b>		<b>3,659</b>	<b>43</b>	<b>2,912</b>

The accompanying notes form part of these financial statements.

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

## Statement of Accounting Policies

For the year ended 30 June 2021

### Reporting Entity

The Wellington Zoo Trust (the Trust) is a charitable trust registered under the Charitable Trusts Act 1957, domiciled in New Zealand and is also a council-controlled organisation as defined under Section 6, Part 1 of the Local Government Act 2002, by virtue of the Council's right to appoint the Board of Trustees. The Trust was established on 1 July 2003 by the Wellington City Council.

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

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

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

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

The reporting period for these financial statements is for the year ended 30 June 2021. The financial statements were authorised for issue by the Board of Trustees on 13 May 2022.

### Statement of Compliance

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

### Measurement Base

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

### Functional and Presentation Currency

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

## Significant Accounting Policies

### Critical Accounting estimates and assumptions

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

### Grants

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

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

### Revenue

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

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

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

### Donated, subsidised or vested assets

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

### Interest

Interest revenue is recognised using the effective interest rate method.

### Volunteer Services Recognition

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

### Taxation

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

### Goods and Services Tax (GST)

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

### Debtors and other receivables

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

### Cash and cash equivalents

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

### Investments

Term deposits are initially measured at the amount invested.

### Creditors and other payables

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

### Inventory

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

### Property, Plant and Equipment

#### Recognition

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

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

#### Measurement

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

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

#### Impairment

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

#### Disposal

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

#### Depreciation

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

##### Plant

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

##### Furniture and Equipment

Composter	10 years
CCTV	3 years
Incubators	12.5 years

**Work in Progress**

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

**Employee Benefits**

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

**Short Term Employee Benefits**

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

**Other Contractual Entitlements**

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

**Provisions**

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

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

**Revenue in Advance**

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

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

**Contingent Assets and Liabilities**

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

**Animal Collection**

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

**Equity**

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

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

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

**Statement of Cash Flows**

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

**Related Parties**

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

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

**Changes to Accounting Policies**

There have been no changes in accounting policies this year.

# Notes to the Financial Statements

## Note 1: Revenue

	Actual 2021 \$000	Budget <sup>1</sup> 2021 \$000	Actual 2020 \$000
<b>Exchange Revenue</b>			
Sale of Goods	489	305	394
Other Corporate income	117	95	131
<b>Total Exchange Revenue</b>	<b>606</b>	<b>400</b>	<b>525</b>
<b>Non-Exchange Revenue</b>			
Admissions	3,605	2,609	2,784
Other Revenue	96	-	75
Contractual Revenue			
Ministry of Education	84	84	85
Wellington City Council Operating Grant	3,508	3,512	3,406
Wellington City Council Funding for Free Entry Period	-	-	274
Wage Subsidy	17	-	581
Wildlife Institutions Relief Fund	411	-	-
Strategic Tourism Assets Protection Programme	254	-	-
<b>Operating Grants and Donations</b>			
Fonterra Brands	19		30
Brian Whiteacre Trust	5		5
General Donations	216		152
Koala Trust	9		10
Weta	20	120	20
Department of Conservation	1		-
Ministry of Primary Industries	19		-
Wellington Community Trust	10		1
Ministry of Social Development	5		-
Unitech	3		4
National Institute of Water and Atmospheric Research	-		15
<b>Operating Grants and Donations</b>	<b>307</b>	<b>120</b>	<b>237</b>
<b>Total Non-Exchange Operating Revenue , Grants and Donations</b>	<b>8,282</b>	<b>6,325</b>	<b>7,442</b>
<b>Capital Grants and Donations</b>			
Pub Charity	239	-	161
Stout Trust	25	-	-
Wellington Community Trust	9	-	35
Lotteries Trust Board	9	-	67
Four Winds	15	-	-
J&A Mauger Trust	49	-	-
Caniwi Trust	20	-	-
STAPP	121	-	-
Lion Foundation	10	-	-
Frucor	7	-	6
<b>Total Non-Exchange Capital Grants and Donations</b>	<b>504</b>	<b>-</b>	<b>269</b>
<b>Total Non-Exchange Revenue</b>	<b>8,786</b>	<b>6,325</b>	<b>7,711</b>
<b>Total Grants, Donations and Operating Revenue</b>	<b>9,392</b>	<b>6,725</b>	<b>8,236</b>

Grants and Donations include grants and bequests received for capital and operational purposes of \$811K (2020:\$507K). These grants were received for specific purposes. \$583K of these Grants and Donations has been transferred to Restricted Funds until it is needed, refer to Note 11.

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

## Note 2: Expense on operating activities

	Note	Actual 2021 \$000	Budget <sup>1</sup> 2021 \$000	Actual 2020 \$000
Marketing and Commercial costs		280	279	226
Auditor's remuneration:				
- Audit Services		32	30	30
Entertainment		6	9	6
Consumables		419	530	410
Cost of goods sold		237	159	195
Other Costs		829	671	847
Insurance premiums		11	10	10
Materials and Services		250	275	238
Personnel costs		5,868	5,876	6,005
Trustees' remuneration	16	111	111	96
Utilities		364	361	365
		<b>8,407</b>	<b>8,311</b>	<b>8,428</b>

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

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

### Note 3: Vesting of Capital Grants and Donations

This entry relates to the transfer of these funds to Wellington City Council. The Zoo has transferred funds of \$482K (2020:\$174K) to Wellington City Council towards capital spend for this year.

### Note 4: Cash and cash equivalents

	Actual 2021 \$000	Budget 2021 \$000	Actual 2020 \$000
Bank Balances	3,653	43	2,907
Cash on hand	5	-	5
<b>Total Cash and cash equivalents</b>	<b>3,659</b>	<b>43</b>	<b>2,912</b>

### Note 5: Trade and other receivables

	Note	Actual 2021 \$000	Budget 2021 \$000	Actual 2020 \$000
Receivables (Gross)		51	150	19
Trade Receivables due from Wellington City Council	15	1	-	229
Less provision for impairment of trade receivables		-	-	-
<b>Trade Receivables</b>		<b>52</b>	<b>150</b>	<b>248</b>
GST Receivable		36	-	-
Prepayments		87	-	52
		123	-	52
<b>Total Trade and other receivables</b>		<b>175</b>	<b>150</b>	<b>300</b>

#### Trade Receivables comprises:

Receivables from the sales of goods and services (exchange transactions)	52	150	248
Receivables from transfers (non-exchange transactions)	0	-	-
	<b>52</b>	<b>150</b>	<b>248</b>

As at 30 June 2021, no Trade Receivables were assessed as impaired.

### Note 6: Property, Plant and Equipment

	Actual 2021 \$000	Budget <sup>1</sup> 2021 \$000	Actual 2020 \$000
<b>Operational Assets</b>			
<b>Plant</b>			
Plant at cost – opening balance	48	48	48
Accumulated depreciation	(48)	(48)	(48)
Total Plant – opening balance	-	-	-
Depreciation Expense	-	-	-
<b>Total plant – closing balance</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Furniture and Equipment</b>			
Furniture and Equipment at cost – opening balance	171	171	171
Accumulated Depreciation	(171)	(171)	(166)
Total Furniture and Equipment – opening balance	-	-	5
Depreciation Expense	-	-	(5)
<b>Total Furniture and equipment – closing balance</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Operational Assets</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Work in progress</b>			
Work in progress at cost – opening balance	-	-	-
Additions	-	-	-
Other	-	-	-
<b>Work in progress at cost – closing balance</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

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

	Actual 2021 \$000	Budget 2021 \$000	Actual 2020 \$000
<b>Payables under Exchange Transactions</b>			
<b>Exchange Payables and Accruals</b>			
Trade Payables and Accruals	236	628	195
Trade Payables due to parent	554	-	179
<b>Total Payables under Exchange Transactions</b>	<b>790</b>	<b>628</b>	<b>374</b>
<b>Non -Exchange Payables</b>			
Taxes Payable (GST , PAYE)	226	-	171
<b>Total Payables under Non-Exchange Transactions</b>	<b>226</b>	<b>-</b>	<b>171</b>
<b>Total Payables</b>	<b>1,016</b>	<b>628</b>	<b>545</b>
<b>Donations held in Trust</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>-</b>	<b>9</b>

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

## Note 8: Revenue in Advance

	Actual 2021 \$000	Budget <sup>1</sup> 2021 \$000	Actual 2020 \$000
<b>Revenue in Advance under Exchange Transactions</b>			
<b>Exchange Revenue in Advance</b>			
Admissions Revenue	319	-	281
<b>Total Revenue in Advance under Exchange Transactions</b>	<b>319</b>	<b>-</b>	<b>281</b>
<b>Non-Exchange Revenue in Advance</b>			
Wage Subsidy	-	-	17
Grants and Sponsorships	149	-	363
<b>Total Revenue in Advance under Non-Exchange Transactions</b>	<b>149</b>	<b>-</b>	<b>380</b>
<b>Total Revenue in Advance</b>	<b>468</b>	<b>-</b>	<b>661</b>

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

## Note 9: Employee Benefits

	Actual 2021 \$000	Budget <sup>1</sup> 2021 \$000	Actual 2020 \$000
Payroll Accruals	-	80	160
Holiday Leave	401	300	402
<b>Total employee benefits</b>	<b>401</b>	<b>380</b>	<b>562</b>
<b>Represented by:</b>			
Current	401	380	562
<b>Total employee benefits</b>	<b>401</b>	<b>380</b>	<b>562</b>

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

## Note 10: Accumulated (Deficit)/Surplus

	Note	Actual 2021 \$000	Actual 2020 \$000
<b>Accumulated Surplus/Deficit</b>			
Opening Balance		242	242
Net surplus/(deficit)		510	(344)
Transfers from restricted funds	11	702	769
Transfers to restricted funds	11	(1,230)	(425)
<b>Accumulated Surplus/(Deficit)– closing balance</b>		<b>224</b>	<b>242</b>
<b>Total accumulated surplus/(deficit)</b>		<b>224</b>	<b>242</b>

## Note 11: Restricted Funds

	Actual 2021 \$000	Actual 2020 \$000
<b>Trusts, Bequests and Capital Grants</b>		
Opening Balance	671	925
Additional funds received	1,134	350
Funds utilised	(582)	(604)
<b>Trusts, Bequests and Capital Grants – closing balance</b>	<b>1,223</b>	<b>671</b>
<b>Animal Transfers</b>		
Opening Balance	301	369
Additional Operating Grants and Donations received	-	-
Transfers from Other Operating Revenue	-	-
Funds utilised	(54)	(68)
<b>Animal Transfers – closing balance</b>	<b>247</b>	<b>301</b>
<b>Conservation Fund</b>		
Opening Balance	308	330
Funds received	96	75
Funds utilised	(66)	(97)
<b>Conservation Fund – closing balance</b>	<b>338</b>	<b>308</b>
Opening Balance	1,280	1,624
Transfers from retained earnings	1,230	425
Transfers to retained earnings	(702)	(769)
<b>Restricted Funds – closing balance</b>	<b>1,808</b>	<b>1,280</b>

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

### Restricted Funds: Purpose of each reserve

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

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

Conservation Fund is made up of money received specifically to 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 2021 (2020:Nil).

The Trust had no operating lease commitments as at 30 June 2021 (2020:Nil). Payments due not later than one year Nil, payments due between one to two years Nil (2020:Nil).

## Note 14: Contingencies

The Trust had no contingent liabilities as at 30 June 2021 (2020:Nil).

## Note 15: Intra group transactions and balances

	2021 \$000	2020 \$000
<b>Expense for services provided to the Zoo from WCC:</b>		
Wellington City Council	611	342
	<b>611</b>	<b>342</b>
<b>Revenue for services received by the Zoo from:</b>		
Wellington City Council	3,521	3,684
	<b>3,521</b>	<b>3,684</b>
<b>Current receivables owing to the Zoo from:</b>		
Wellington City Council	1	229
	<b>1</b>	<b>229</b>
<b>Current payables owing from the Zoo to:</b>		
Wellington City Council	554	179
	<b>554</b>	<b>179</b>

## Note 16: Related Party disclosures

### Key Management Personnel Compensation

	2021 \$000	2020 \$000
Total employee benefits	1,055	1,018
Trustee remuneration	111	96
<b>Total Key Management Personnel Remuneration</b>	<b>1,166</b>	<b>1,114</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 \$111,000 (2020:\$96,000) and is disaggregated and classified as follows:

Trustee Remuneration	2021 \$000	2020 \$000
Craig Ellison (term as Board Chair started 1 January 2016)	35	32
Nina Welanyk Brown (term started 1 January 2019)	19	16
Michael Potts (term started 1 September 2016)	19	16
Raewyn Bleakley (term started 1 December 2014)	19	16
Ben Bateman (term started 1 July 2017)	19	16
Councillor Fleur Fitzsimons (term started 20 November 2019)	-	-
<b>Total Trustee Remuneration</b>	<b>111</b>	<b>96</b>

	2021 \$000	2020 \$000
<b>Trustees</b>		
Remuneration	111	96
Full-time equivalent members	6.00	5.89
<b>Strategic Management Team</b>		
Remuneration	1,055	1,018
Full-time equivalent members	6.00	6.00
<b>Total Key Management Personnel Remuneration</b>	<b>1,166</b>	<b>1,114</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 (2020:\$Nil).

## Note 17: Events after balance date

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

There were no other significant events after balance date that affect the financial statements (2020:\$Nil).

## Note 18: Explanations of major variances against budget

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

During this period, the Trust provided a revised Business Plan and final SOI to Wellington City Council with a COVID-19 impact budget for 2020-2021 and this was approved by Council. The budget and business plan for 2020-2021 was developed based on assumptions from Wellington City Council and our own view of the impacts on Wellington Zoo Trust from COVID-19.

The COVID-19 impact budget is the budget that has been reported on in the financial statements for the 2020/21 financial year. As a result, there are variances from actual results to budget due to the periods during the financial year when the actual COVID-19 alert level was different to the assumptions the budget was based on.

### Statement of comprehensive revenue and expense

#### Revenue

Operating Revenue was higher than budgeted by \$2,160,000 due to visitor revenue being higher than budget by \$996,000 and sales of goods being higher than budget by \$184,000 as a result of higher visitation than budgeted in the COVID-19 revised budget. This is related to the actual COVID-19 alert levels during the financial year being different than the predicted alert levels the budget was based on. The Trust also received unbudgeted funding of \$411,000 from the Department of Conservation for the Wildlife Institutions Relief Fund and \$254,000 from the Ministry of Business, Innovation and Employment for the Strategic Tourism Assets Protection Programme in 2020/21 to mitigate the impacts of COVID-19. Operating grants and donations were higher than budgeted by \$187,000.

Capital Grant revenue is \$504,000 which is related to capital grants and donations received in the year.

### Statement of financial position

#### Current Assets

Current Assets are greater than budgeted by \$3,633,000 largely because cash and cash equivalents are higher than budget by \$3,616,000 due to receipts of grant funding for capital projects, visitor revenue and operational grants and donations revenue being higher than budgeted. This is also due to the receipt of the unbudgeted grants from the Department of Conservation and Ministry of Business, Innovation and Employment.

#### Current Liabilities

Current liabilities are greater than budgeted by \$886,000 due to higher than budgeted revenue in advance of \$468,000 as a result of receipts of grant funding for capital projects and vouchers for experiences booked in advance. Employee Benefits are above budget by \$21,000 due to annual leave provision. The annual leave provision has been impacted by COVID-19 with employees not taking annual leave over elevated Alert Level periods. Trade Payables are also higher than budget by \$388,000 due to vesting payable to Wellington City Council of \$554,000 and PAYE payable of \$226,000 which were unbudgeted. This was offset by lower general payables which are below budget by \$392,000.

### Statement of Cashflowst

#### Cashflow

Cash outflows are higher than budgeted by \$3,616,000 due to higher operating revenue than budgeted for grants revenue and visitor revenue.

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

### Statement of comprehensive revenue and expense

#### Revenue

Operating Revenue was higher than prior year by \$901,000. This is due to visitor revenue being higher than prior year by \$821,000 and retail sales higher by \$95,000 due to the impact of COVID-19 on the prior year results where the Zoo was closed to visitors from 23 March until 15 May 2020 and free entry from 16 May to 30 June 2020 as an initiative as part of Wellington City Council Pandemic Plan. The Trust also received funding of \$411,000 from the Department of Conservation for the Wildlife Institutions Relief Fund and \$254,000 from the Ministry of Business, Innovation and Employment for the Strategic Tourism Assets Protection Programme in 2020/21 to mitigate the impacts of COVID-19. The Trust also had an increase in the Wellington City Council Operating Grant of \$102,000. This was offset by revenue received in the prior year, including the receipt of the Wage Subsidy of \$581,000 and funding received from Wellington City Council for the period the Zoo was open for free entry of \$274,000.

### Statement of financial position

#### Current Assets

Current Assets are higher than prior year by \$627,000 largely because cash and cash equivalents are higher than prior year by \$747,000 due to receipts of grant funding for capital projects and visitor revenue is higher than prior year. Trade and other receivables are lower than prior year by \$125,000 due mainly to lower receivables of \$228,000 due from Wellington City Council for recharges of renewals for capital works completed. This was offset by the GST Receivable balance due this financial year of \$36,000 and higher prepayments of \$35,000.

#### Current Liabilities

Current liabilities are higher than prior year by \$117,000. This is due to trade payables and other accruals being higher than prior year by \$471,000 largely due to vesting due to Wellington City Council of \$554,000 compared to vesting due to Wellington City Council of \$174,000 in the prior year. This is offset by revenue in advance being lower than prior year by \$193,000 due to capital funding held in advance.

#### Equity

Closing equity is higher than prior year due to the net surplus of \$510,000 for the year ending 30 June 2021.

## Note 20: COVID-19 Impact

The COVID-19 impact on the previous financial year result was mitigated by the support received from Central Government. Once the Zoo was able to open again, visitors continued to visit and support the Zoo and the financial position at the end of the financial year was better than had been anticipated as a result.

The COVID-19 pandemic continues to be a consideration for the Trust as any changes in Alert Levels and no international tourists visiting the Zoo impacts on visitor revenue. The Trust is confident that the impact on the financial position from no international tourism until the borders open will be mitigated by new visitor experiences and habitats to drive revenue from local visitation and domestic tourism. If there are any future occurrences of Alert Level changes, the Trust will apply for Central Government funding that is available and draw on reserves, if necessary, to mitigate the impact.

