



2022/2023

ANNUAL REPORT

WELLINGTON
ZOO

Contents

2	Highlights	78	Independent Auditor's Report
4	Trust Chair Report	82	Financials
5	Chief Executive Report		
6	Haere Mai Asha & Manju		
12	Me tiaki, kia ora!		
Whānau Our Role		Wairua Our Community	
15	Developing initiatives for social, environmental and economic sustainability	46	Engaging, message driven experiences to build community environmental action
16	Integrating the United Nations Sustainable Development Goals	54	Integrating te ao Māori within the Zoo
18	Social and Community Initiatives	55	Maintaining lasting partnerships for community support and conservation outcomes
Tinana Our Animals		Oranga A Healthy Organisation	
21	World-leading animal care so our animals live their best lives	59	Model values-aligned behaviour
24	Science-based animal welfare practices, so the animals are happy	61	Embed wellbeing for our people
28	Strategic species planning for our site and staff expertise	63	Grow our people through learning and development
Hinengaro Our Purpose		69	Sustain financial success by data driven decision making
33	Recognition and involvement of the Zoo's expertise	71	Sustain a safety-conscious culture
37	Effective field partnerships for long-term conservation outcomes	73	Improve and maintain the physical assets
40	Focused investment in conservation innovations	75	Meet all legal and compliance requirements
		76	Wellington Zoo Board of Trustees
		76	Wellington Zoo SMT

Highlights



Whānau

Our Role

Highest ever visitation of 261,943 building on our highest visitor attendance month in April 2023.

Toitū CarbonZero certification renewed for the 11th year.

Fully sold-out Welcome Weekend promotion where we welcomed 12,711 people to the Zoo at a discounted price and raised \$46,608.73 for the Wellington Zoo Partners in Conservation Fund.



Tinana

Our Animals

Snow Leopard sisters Asha and Manju arrived to take residence in their purpose-built \$6 million habitat.

Kiwi returned to Wellington Zoo's revamped Twilight Te Ao Māhina.

Animal welfare working groups were established to monitor, report on, and keep improving animal welfare practices.

A Spider Monkey baby was born, the first to be born at Wellington Zoo in 29 years.



Hinengaro

Our Purpose

17 staff took part in our native Gecko monitoring work on Matiu Somes.

336 native animals treated in The Nest Te Kōhanga.

Entered a partnership with Capital Kiwi to assist with health checks and veterinary care for the Kiwi that have been introduced back to the Wellington region

\$13,967 awarded to Local Conservation Grants recipients across the Wellington Region and the Chatham Islands.



Wairua

Our Community

Successful partnership with Boehringer Ingelheim with **\$50,000 donated to partner WildCats Conservation Alliance** for Tiger conservation.

Our community, and further afield, were very excited about Snow Leopards - with **over 250 million people reached** through media in first week after their arrival.

Neighbours' Night returned in 2023, with Wellington Zoo hosting 1,357 of our neighbours for a special evening at the Zoo.

Held our first Wellington Zoo Pride Weekend as part of the Wellington Pride Festival.



Oranga

A Healthy Organisation

Master planning commenced, future planning for the next 20 years at Wellington Zoo.

Started our digital sustainability journey with a website audit to determine a baseline for future carbon emission savings.

Conducted visitor pricing research to have data-based insight into entry pricing, resulting in changes made for the 23/24 financial year.

Zoo shop saw record sales, with **the biggest sales day ever recorded in April 2023** to coincide with the Snow Leopard habitat opening.

Trust Chair Report

Wellington Zoo had our highest visitation year in our history! Our organisational values and strategy have laid the path to ensure our mahi delivers on our priorities of excellent animal welfare, local and global conservation, conservation medicine, visitor experience, community engagement and staff well-being. Our community is very important to us and we have had great pleasure in welcoming 261,943 people to Wellington Zoo this year – the most ever. We opened our new Snow Leopard habitat with great success including reaching a fundraising result for the project of \$2,315,652 – thank you to our committed community for supporting this project.

As my term as a Trustee and Chair of the Wellington Zoo Trust comes to an end, I would like to express my thanks for the dedication of our Trustees in embracing the work of the Zoo. I particularly want to recognise the contribution of Ben Bateman who was on the Board for five and a half years and was the Chair of the Finance, Audit and Risk Committee. Ben was a true advocate for our Zoo in many ways and his contribution to the work of the Board was appreciated by all Trustees. I would also like to recognise Michael Potts who was on the Board for six years and contributed his diplomatic skills to Board deliberations. I would like to welcome Jamie Tuuta and Chris Roberts to the Wellington Zoo Trust Board and I look forward to working with them in this capacity. Both Jamie and Chris have extensive governance experience and strong tourism backgrounds. We also farewelled Councillor Fleur Fitzsimons and welcomed Councillor Nureddin Abdurahman. Both Councillors have, and do, provide excellent advice regarding local government.

I would also like to thank our passionate Zoo team for their continued mahi and for always looking to make the Zoo an even better place. Our kaupapa, Me tiaki, kia ora!, is more important than ever as we work to protect the environment so all life can thrive. We look forward to an exciting year ahead as we push on with our strategy, the master plan and the exciting changes we are planning for our Zoo over the coming year.

It has been a privilege to serve as Trustee and then Chair of Wellington Zoo Trust and I acknowledge the trust

conferred by Wellington City Council in this appointment. I want to thank Trustees and staff who have made this such a wonderful experience, challenging and rewarding as we stay on mission and provide a window on the world to our very supportive and engaged community.

As Chief Executive, Karen has kept us on track and encourages an open dialogue that ensures we have all contributed to a strategy delivering great outcomes for the Zoo and for the region, so special thanks to her.

And the wonderful animals who are entrusted to our care are something truly special, from tarantula to tuatara, from snow leopards to capybara, they will stay in my mind as taonga one and all.

Me tiaki, kia ora!

Craig Ellison
Chair



Chief Executive Report



Saving wildlife and wild places is the core of what we do and our support for global and local conservation projects continues – a highlight being the visit from Nepal by Dr Shailendra Thakali and Ram Maya Thakali from our conservation partner, Mountain Spirit, for the opening of the Snow Leopard habitat.

We are well on the way to completing the new master plan for the next twenty years of Wellington Zoo which will set the agenda for our future improvements. This is an exciting project for our Zoo and will continue the transformation we have been undergoing since 2006. The Master Plan will be presented to Wellington City Council as part of the Long-Term Plan deliberations in October 2023.

We thank everyone who has supported Wellington Zoo in 2022/23, we can't do our important mahi without you. We are particularly thankful to Wellington City Council, who continue to support us as partners and colleagues.

Me tiaki, kia ora!

Karen Fifield MNZM
Chief Executive



Wellington Zoo continues to be an ambitious organisation and I am very pleased with the success we have achieved this year. We are proud that we have met or exceeded 21 of the 22 strategic measures for 2022/23. This Annual Report shows comprehensively the reach and depth of our mahi across all parts of our zoo work - animal welfare, community engagement, conservation, sustainability, partnerships, business outcomes and much, much more. I am so proud of the Zoo team for their incredible passion to drive success for our Zoo. He tangata, he tangata, he tangata - it is always about the people.

We welcomed new animals to Wellington Zoo including the Snow Leopards who came to us from Melbourne Zoo, four pairs of twin Ring-tailed Lemurs were born and the first Spider Monkey baby was born in 29 years at Wellington Zoo. Kiwi Tūāurangi arrived from Willowbank Wildlife Reserve and Kiwi Rāwhiti arrived from Westshore Wildlife Reserve to take up residence in the newly refurbished The Twilight Te Ao Māhina habitat. We said sad farewells to our Cheetah Cango and Kunjuka, Serval siblings Shanti and Tunde and Red Panda Manasa, all due to age-related health issues. While we celebrate the new arrivals, saying farewell is difficult and we know that our community supports us when we either welcome, or say goodbye, to our precious taonga.

HAERE MAI ASHA & MANJU

On 12 April 2023 Wellington Zoo celebrated the culmination of years of planning, fundraising and work with the official opening of the Snow Leopard habitat. Asha and Manju, Snow Leopard sisters born at Melbourne Zoo, have settled in well and seem to be enjoying Wellington's climate and their beautiful new habitat.

Our Conservation Partnership with Mountain Spirit

Mountain Spirit is a not-for-profit grassroots organisation in Nepal which has been operating since 1996. They're a member-led organisation of local people from mountain communities in the Himalayas. Their aims are to protect mountain communities, cultures, and biodiversity. Wellington Zoo began supporting Mountain Spirit as our Snow Leopard conservation partner in 2021.

Dr Shailendra Thakali and Ram Maya Thakali from Mountain Spirit came to New Zealand for the opening of Asha and Manju's habitat. While here, Dr Shailendra also recorded some video for social media, worked with our Zoo Design and Production Advisor on an information sign for installation in Nepal, was interviewed on Radio New Zealand, and presented a learning session to our staff about the importance of conservation for Snow Leopards in Nepal.

“ Mountain Spirit and Wellington Zoo have been working together as partners to protect the snow leopard population and habitats in remote mountainous regions of Nepal. This partnership has strengthened community engagements and stewardship for snow leopard conservation through education and outreach programs as well as small-scale income generation and wildlife deterrent measures.

The partnership has provided an important platform for Mountain Spirit to network with international organizations and learn from the Zoo's long and rich conservation initiatives and practices.”

Dr Shailendra Thakali, Mountain Spirit

Building the Best Possible Space for the Snow Leopards

The new Snow Leopard area was a \$6.3M project. This capital project was included in the Wellington City Council's long-term plan, with the Council committing \$4m towards the project. We partnered with Naylor Love, Story Inc, and Architecture Workshop to deliver the project. Construction started in December 2021 and was completed in April 2023.

Habitat

The ideal spot for Snow Leopards in the Zoo was the old Sun Bear habitat which had been empty for about nine years. We already knew the steep nature of the site would be ideal for these mountain cats because they could spend plenty of time up high, looking out over the suburbs surrounding the Zoo. We created a stimulating environment to meet the distinct social and physical needs of the species, with steep rock faces, cosy caves, climbing poles, fallen perching logs, and different substrates. Planting was carefully considered, including trees that will grow to provide areas of shade. The dens are climate controlled and the cat caves in the visitor space are built into the ground to ensure a cool refuge at all times of the year without the need for additional cooling.

Animal Service Area

Alongside the new habitat, we were also able to design a brand-new animal service area. This meant we could tailor the space with staff safety, ease of use, and care and welfare of the Snow Leopards top of mind. We included new features, such as fold-down beds (so if the animals need to be anaesthetised the beds can be folded down ahead of time, and the Animal Care team do not need to try and lift a cat off a high bed) and replicated existing systems that the Animal Care team know work well.

Visitor Area

The Snow Leopard habitat is designed to make sense as part of the Asia Precinct at the Zoo, between the Sun Bears and the Red Pandas. A key principle of design is how the landscape creates spaces for the Snow Leopards to feel comfortable while also allowing visitors great viewing opportunities. The elusive nature of the species is highlighted with hidden Snow Leopards etched into the big concrete mountains and outlined on signage at the habitat. Off the main path, we have a dedicated discovery cave with some interpretive media, which is also where visitors can see up close into the Snow Leopard caves. Local members of Wellington's Nepali community have recorded audio stories from Nepal as part of the visitor experience.

Sustainable Building

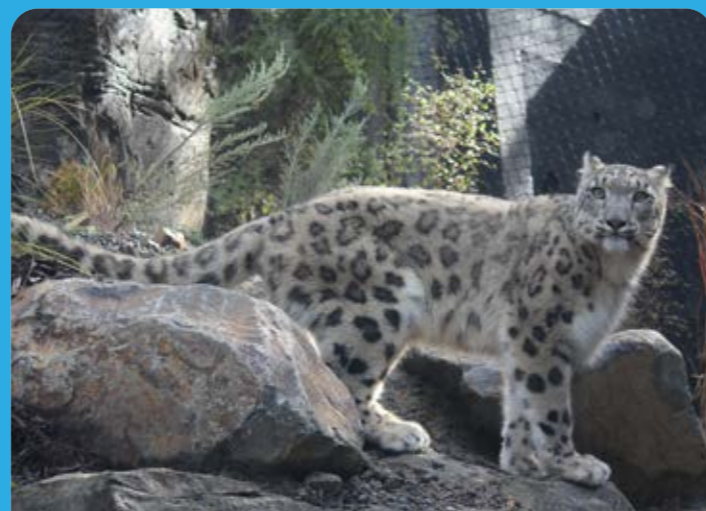
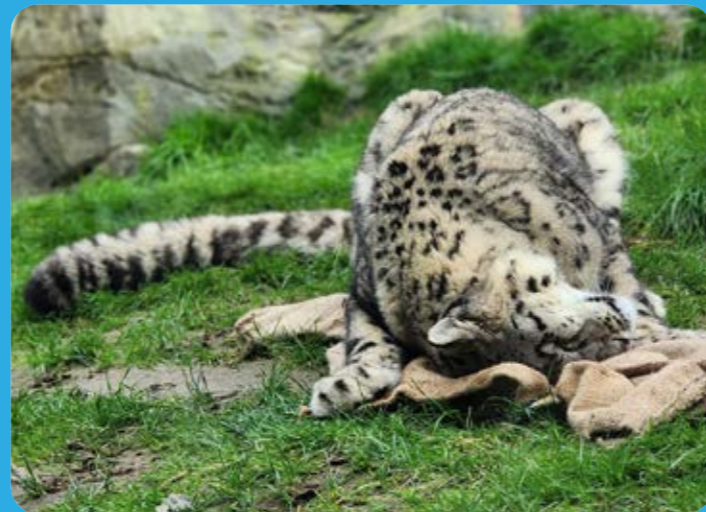
Environmental sustainability is incredibly important to us and is built into all tender documents and contracts for construction projects at the Zoo. We used Forest Stewardship Council (FSC) certified timber throughout the project, despite the difficulty of sourcing materials during COVID-19. There is extensive mock-rock work in the habitat, produced with the caveat that this had no polystyrene involved. Other material decisions made for the project included the use of recycled soft plastic for the beds and sleeping cubbies in the animal dens, LED lights, and recycled fencing from the old Sun Bear habitat.

Community Fundraising and Funding

We were fortunate to negotiate a fixed-price contract with Naylor Love who delivered the Snow Leopard habitat project - a considerable achievement during the height of COVID-19 and the supply chain challenges all projects were facing around this time. This provided cost certainty for the Zoo.

In total, we raised a record \$2.3 million for the Snow Leopard project, 38% of the total cost of the project. This fundraising included various trusts, foundations, and community giving. We received \$811k from the Kaupapa Hiranga Tahua Lottery Significant Projects Fund and a total of \$738,398 from Pub Charity.

The Zoo acknowledges the hard work the team have done to raise funding for this project, particularly in such uncertain economic times.



Community Engagement

Preparing Wellington for Asha and Manju

In October 2021 we launched our community engagement plan to involve Wellington in the arrival of Asha and Manju. This involved community events, updates on social media, and talking about them every chance we got! We wanted to show our funders, including Wellington City Council, that we had strong community support for this project. We also 'covered' Wellington with out-of-home advertising ahead of the habitat opening and had feedback that there is no way anyone in Wellington was not aware that they were arriving.

Engagement activities included:

- partnering with WellingtonNZ by putting 100 small Snow Leopard toys in their free gifts vending machine at the airport
- Snow Leopard Weekend in October at Wellington Zoo with activities and Snowy the Snow Leopard
- Snowy the Snow Leopard and Zoo stand at Cuba Dupa and Newtown Festival - face painting, stamps, Snow Leopard chats, spot the Snow Leopard game, and some Snow Leopard toys for sale
- Snowy the Snow Leopard also made an appearance at a cricket test, where they won the best costume prize to loud cheers from spectators
- two hero Snow Leopard fundraising soft toys in the shop, each slightly different and badged with the names Asha and Manju so our visitors could connect with the animals on a personal level
- regular updates on progress of construction on Zoo channels
- promotion pre-launch campaign - Kia Ora Magazine, NZME Radio interview, Dominion Post story in March
- sold-out Snow Leopard days on the Zoo holiday programme.

Visitor Experience

In the two and a half months since the Snow Leopard habitat was opened it has completely transformed the Zoo experience. Since day one, both Asha and Manju have been out and about exploring and finding their own preferred high spots for resting. We have glass viewing along the front of the habitat and while that is still being used, a large number of visitors are standing back so they can see the whole habitat at once.

The habitat opening attracted a lot of media interest, with an estimated 250 million plus earned media reach in the first three days. With the arrival of the Snow Leopards, we had our highest-ever month of visitation with 40,058 visitors in April. This is even more impressive given that the Snow Leopard habitat only opened halfway through the month. Our visitor surveys showed that around a third of our visitors explicitly stated that their reason for visiting was to see the Snow Leopards. We set retail records in the Zoo shop and completely sold out of Snow Leopard soft toys.

We are asking visitors to pledge to take positive climate action in the visitor space through the interactive screen and wheel - we have 3,135 pledges made by visitors to 30 June with the most frequently chosen climate action being choosing FSC certified paper and wood products with 608 pledges received so far.



Me tiaki, kia ora!

Wellington Zoo is a modern, creative, and world-leading zoo. Everything we do is guided by our kaupapa *Me tiaki, kia ora!* We must look after the environment, so all life will flourish. Our dedicated and professional Zoo whānau are champions for the welfare of all wildlife and are committed to ensuring the best possible environment for the animals in our care. We seek to actively connect locally, nationally, and globally to work together and to make a difference for animals and the wild places they call home.

Wellington Zoo Strategy

As part of creating our 2023-27 strategic plan, we refined our strategy and values. We have removed 'the Zoo with the biggest heart' because we want to emphasise 'Me tiaki, kia ora!' as our kaupapa. We have changed some measures for Oranga, Whānau, and Wairua, while our goals for Tinana and Hinengaro remain the same.

ORANGA A HEALTHY ORGANISATION

As Wellington Zoo Tangata we

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

WHĀNAU OUR ROLE

Inspired by Tāne we protect our planet by

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

TINANA OUR ANIMALS

Inspired by Tangaroa we care for our animals by

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

HINENGARO OUR PURPOSE

Inspired by Tū we save wildlife and wild places by

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

WAIRUA OUR COMMUNITY

Inspired by Rongo we strengthen community support and action by

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

whānau OUR ROLE

Inspired by Tāne, we protect our planet



Developing initiatives for social, environmental and economic sustainability

Toitū net carbonzero Certification

For the eleventh consecutive year, Wellington Zoo has passed its annual Toitū net carbonzero audit for year 21/22.

Our total emissions reduced from our previous reporting year, remaining low due to the ban on international travel. Animal emissions were the highest cumulative source of emissions for the Zoo for the second year in a row. We expect total emissions to increase for the 2022/23 financial year, because international travel has resumed and increased due to Wellington Zoo staff being members of multiple international boards and organisations.

As well as the steps we've taken to achieve our Toitū net carbonzero targets and our UN SDG targets, we continue to look for ways for the Zoo to operate as environmentally sustainably as possible.

We use 100% biozyme cleaning solutions across all Zoo teams. These are made in New Zealand, comprised of a mixture of naturally fermented organic materials combined with surfactants and other biological stimulating ingredients.

The Zoo is recycling batteries as they cannot go to landfill.

We are facilitating streamlined animal behavioural enrichment in the Zoo by providing collection points for staff to drop off boxes, cardboard tubes and packaging from the Zoo shop. These items are re-used for enrichment, reducing the Zoo's landfill and recycling.

We contracted Kaitiaki o Ngāhere to prepare a weed management plan for the Manchester Street restoration site next to the Zoo.

Sustainable Palm Oil

Wellington Zoo has developed a Sustainable Palm Oil Position Statement which aligns with those of ZAA and WAZA. We have started auditing single-use plastics and palm oil across the Zoo as part of our UN SDG measures.

New Waste Management Contract

The Zoo has signed a new contract for waste recovery services with Waste Management New Zealand. This replaced the two-contractor system previously in place. The new service will include all landfill, organic waste, and recycling services with a focus on improving sustainable outcomes.

In partnership with Waste Management New Zealand, we have started reviewing our visitor waste bins to improve recycling rates and reduce contamination and corresponding waste-to-landfill rates. We will be measuring success through annual waste audits. The baseline audit was carried out in August 2022, and we're looking forward to reporting the outcomes of these audits in the future.

Digital Sustainability

This year the Zoo undertook a digital sustainability audit through digital partner AKQA. This audit was to determine what our CO2 emissions would approximate to, based on existing tools. We are working on this as a project and on how we can reduce the CO2 emissions associated with our website. Our website's digital footprint is created through cloud and data warehouses, which use energy for running, cooling, and transferring data.

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Maintain Toitū carbonzero certification	Annual Measure ✓	Achieved	Achieved

Integrating the United Nations Sustainable Development Goals

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

Sustainable Development Goals at Wellington Zoo

Last year we developed measures for the Zoo against the six United Nations Sustainable Development Goals (SDGs) most relevant to us. This year we ran a pilot for these measures. With help from staff across the Zoo, we established ambitious targets to stretch our sustainability work and improve on what we were already doing. Some were incredibly successful, and we underestimated how well we would do, while others proved to be a little more challenging with no obvious solutions in the short-term including reducing food waste from animals especially around meat waste.

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Wellington Zoo Trust UN SDG targets met	82% ✓	80%	N/A (new measure)



Measure	Target 2022/23	
SDG 4 Quality Education		✓
Number of children learning about environmental actions (practical sustainability)	500	✓
Number of visitors sponsored through partnerships with community groups	1200	✓
Maintain Be:Lab Gold accessibility certification (conducted every two years)	Achieve certification every audit	✓



Measure	Target 2022/23	
SDG 11 Sustainable Cities & Communities		
Number of conservation projects which include support for sustainable communities/urban biodiversity)	1 urban biodiversity partner (local grants) 1 urban biodiversity related community conservation campaign	✓
Proportion of visitors taking sustainable transport to the Zoo	12.5%	✓
Number of Wellington region conservation organisations the Zoo partners/collaborates with	12	✓



Measure	Target 2022/23	
SDG 12 Responsible Consumption & Production		
Kg per year of food waste from animals into the Nutrition Centre becomes compost	Less than 100 kg food waste from Nutrition Centre to landfill per year, and less than 1% of food coming into Nutrition Centre becomes compost	✓
Proportion of palm oil containing products purchased by the Zoo which use certified sustainable palm oil	Audit to be completed, palm oil position statement to be enacted	✗



Measure	Target 2022/23	
SDG 13 Climate Action		
Number of media/social media stories about the Zoo with climate change/action messages	30	✓
Visitor awareness of climate actions they can take	Baseline survey completed	✓
Number of school children educated about climate change/action	1500	✓



Measure	Target 2022/23	
SDG 14 Life Below Water		
Proportion of products with single-use plastics purchased by or sold at the Zoo	Full assessment of single-use plastics across the Zoo completed Reduction plan to be completed and target set for implementation in 2023-24	✓
Proportion of ocean-originating products purchased by the Zoo that are certified by Marine Stewardship Council	Stocktake of products completed	✓
Number of conservation organisations the Zoo partners with which are marine-based or freshwater-based	Care for one or more marine species at the Zoo	✓



Measure	Target 2022/23	
SDG 15 Life on Land		
Native biodiversity (plants and animals) in restoration site and within Zoo	Maintaining or increasing number and relative abundance of native bird species in the Zoo and the restoration site through 5-minute bird counts Maintaining or increasing number of native lizard species detected and relative abundance in the Zoo and restoration site Decreasing weed coverage in restoration site	✗
Percentage of conservation projects that include two or more aspects - social, climate change, local, ecological, wider environmental	100%	✓
Proportion of paper/wood products purchased by or sold at the Zoo that are FSC certified	100%	✗

Thank you for releasing winter \$5 tickets it was awesome seeing the snow leopards last weekend they look so much bigger in real life.

What a great family idea 😊

We went last weekend it was the best day! We spent an hour at the snow leopards cos they got fed and were leaping up the pole, we saw the kiwis, got to pat the sheep it was all in all a really lovely day!

Was just due to cheap tickets in June weekend. We were there for opening and it was amazing. Staff were also wonderful at managing the queue.

We went at 3 - no queues and all the animals were out. Was a fantastic afternoon and only cost us \$14 for a family of 4!

Social and Community Initiatives

Welcome Weekends

Every year, we offer special lower-priced entry for Zoo visitors to ensure as many of our community members as possible can visit the Zoo. Welcome Weekends were held across all weekends in June, including King's Birthday Monday. Each day, 1,500 pre-booked tickets were available at the discounted price of \$5 for adults and \$2 for children. This year we raised \$46,608.73 for the Zoo's Partners in Conservation Fund, which represents a significant amount of our annual funding to support saving wildlife and wild places and our global conservation partners.

Winter Wednesdays

Winter Wednesdays have been running since 2013, aiming to drive visitation throughout the colder months. This accessibility event offers half-price Zoo entry on Wednesdays in August. Special winter-themed talks and enrichment were part of this promotion. Unfortunately, August 2022 was one of the wildest winters we've seen in a long time, which led to reduced visitation of Winter Wednesdays with 2,288 visitors in total, compared to 2,781 in the last year we were able to run the promotion for a full month, in 2019. COVID-19 also still remained a factor influencing visitation at that time.



Neighbours' Night

After a hiatus in 2022 due to COVID-19 restrictions, Neighbours' Night was again celebrated in January 2023 with 1,357 visitors attending on the evening. The Zoo welcomed all our immediate Newtown neighbours to a barbecue, and Zoo staff volunteered their time to welcome our closest community members to the Zoo. Newtown New World donated the food for the barbecue and our partners Tip Top and Frucor Suntory supplied drinks and ice-creams. We also had volunteers from Wellington City Council City's Housing team to help greet guests and ensure everyone got a sausage. This is a well-loved and anticipated community event and we were thrilled to once again welcome our neighbours to the Zoo after-hours.



Zoo Pride

Held on 11 and 12 March 2023, Wellington Zoo's first Zoo Pride event was a spectacular success with 2,699 visitors across the weekend. Zoo Pride was an official part of the Wellington Pride Festival, and feedback from rainbow communities and the general community was very positive. This family-friendly weekend featured the general Zoo experience with an overlay of pride activities such as drag performers, face painting, pride-themed menu items in REX Tremendous and banana bar, and a special talk by Mani Mitchell MNZM entitled 'Nature Loves Diversity, the intersex story in Aotearoa' about intersex characteristics being something that naturally occurs in humans and animals.



We plan to continue building on the Zoo Pride offering in future years as we make this an annual event.

Partnering with Community Organisations for Accessibility

We believe all families should be able to choose to experience the Zoo and have the chance to connect with nature and animals. We proudly partner with several Wellington community organisations to provide Zoo entry for the people they work with. These organisations are: Wellington City Mission; Changemakers Resettlement Agency; Emerge Aotearoa; Wellington Children's Hospital Foundation; and Ronald McDonald House Charities. We welcomed 1,446 visitors through our community partnership programme this year.



Tinana OUR ANIMALS

Inspired by Tangaroa, we care for our animals

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

The Nest Te Kōhanga

In December, the Zoo celebrated thirteen years of contribution to conservation medicine at The Nest Te Kōhanga with thousands of indigenous patients being admitted, treated, and released back into the wild over this time. We're proud our partners like the Department of Conservation Te Papa Atawhai (DOC), the SPCA, and Zealandia Te Māra a Tāne trust us to care for their patients.

“On behalf of the Department of Conservation I'd like to express our deep appreciation for the work Wellington Zoo's The Nest Te Kōhanga does. We value their support, veterinary expertise and utmost concern for animal welfare that continues to help us provide the best conservation outcomes for New Zealand native animal species.”

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

Caring for our Zoo Animals

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

Zoetis COVID-19 Vaccinations

We were excited to receive our delivery of the Zoetis veterinary COVID-19 vaccines in May, after 18 months of work to secure regulatory import approval and procure supply from the USA. Species that are either known to be susceptible to COVID-19 or have been recommended to be vaccinated as a precaution by the World Organisation for Animal Health have been vaccinated.



This includes species such as Tigers, Lions, Sun Bear, Otters, Chimpanzees and Lemurs. The first vaccinations happened in June with plans to roll out the rest in the remainder of 2023. Our Snow Leopards were both fully vaccinated before leaving Melbourne Zoo.

Like the human vaccine, each animal will require two vaccinations three weeks apart. Many of our animals have been successfully trained by the Keepers to voluntarily receive vaccination. Those animals that have not been trained will either be caught up to be vaccinated by hand or vaccinated by dart.

Specialist Dental Work

Dr Angus Fechny and Casi Renner from Massey University Te Kunenga ki Pūrehuroa (Massey University) visited The Nest Te Kōhanga to perform specialist dental work on several Zoo patients this year. Jambi and Eko the Otters, Atanga the Kunekune, Ankari the Black-and-White Ruffed Lemur, Robin the White-Cheeked Gibbon, and Ngima the Red Panda all had routine health checks at the same time as their oral health procedures.

Tasmanian Devil

Clove the Tasmanian Devil was diagnosed with squamous cell carcinoma and was sadly euthanised after the discovery of an inoperable aural tumour. The Nest Te Kōhanga team was able to collaborate with Pacific Radiology specialists, veterinary radiologist Dr Mark Owen from NZRadVet, and surgical specialist Dr Kat Cross from Massey University in the assessment and management of Clove's case.

Foot-and-Mouth Disease

As a result of the Foot-and-Mouth Disease outbreak in Bali, Indonesia, the New Zealand government has put in place additional biosecurity measures. Subsequently, the Zoo has also introduced some measures to mitigate the risk for the animals in our care. This has included disinfectant foot mats at habitat entries and requiring staff to advise if they have recently visited Indonesia.

Caring for Native Wildlife

The Nest Te Kōhanga is the hub for native wildlife care in the Wellington Region. In the past year we treated 336 native animals, 54% of which were able to be restored back to the wild after the 72-hour triage period.

Native wildlife treated included the following:



Kiwi

Capital Kiwi brought in a Kiwi that on their health check rounds they saw had issues with its band, which was digging into its leg. The Kiwi was treated and released back into the Wellington region.



Kororā Little Blue Penguin

A Kororā found injured at the side of the road in Eastbourne was admitted to The Nest Te Kōhanga with a fractured toe and puncture wounds consistent with a predator attack. The fracture was unable to be stabilised, so the decision was made to amputate the toe. He was able to swim and preen well and after he moulted and waterproofed, he was released back to the wild.

Two other injured Kororā treated at The Nest Te Kōhanga were unable to be released to wild. They therefore became part of our resident penguin population where they now have an advocacy role.



Tuna Longfin Eel

A female Tuna Longfin Eel was admitted to The Nest Te Kōhanga after she was discovered with a deep head wound in a stream in Ōtari Wilton's Bush reserve. It was suspected she had been illegally baited and speared. The wound was successfully treated, and she was released back to Ōtari Wilton's Bush.



Pāteke Brown Teal

A Pāteke Brown Teal Duck was admitted to hospital with a fractured mandible and taken to Pacific Radiology for a CT scan to determine the extent of its injuries. After intensive care and rehabilitation the Pāteke was successfully released at Zealandia.



Extreme Weather Events

The extreme weather events in February 2023 resulted in an unusual number of storm-blown birds being found and admitted to The Nest Te Kōhanga, including several Shag species, a Poaka Pied Stilt, and a Kuaka Bar-Tailed Godwit. After triage and veterinary treatment, we were able to release 68% of these patients back into the wild.

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Percentage of native animals released to the wild after triage and treatment by The Nest Te Kōhanga (TNTK)	54% ✓	50%	58%



Science-based animal welfare practices so the animals are happy

Animal care is what we provide for the animals at the Zoo, animal welfare is what the animals experience. We are always improving our animal care in line with advancements in science and international best practice.

Artificial Intelligence Collaboration with Auckland University

Auckland University has been working with us using AI and video recordings to understand interactions between different individual animals. This research is being undertaken with the Meerkat mob. There are four cameras set at two positions within the habitat to allow the computer to be able to position Meerkats within a three-dimensional space. So far, the work has been encouraging with the AI being able to detect Meerkats and interactions.

Zoological Information Management System Data for Animal Welfare

A key initiative in our strategy is to make data driven decisions and we have improved the Zoo's use of ZIMS to allow us to make evidence-based decisions in animal care and welfare. The team are now uploading regular welfare assessments for our animals into ZIMS. With regular data, we can use the graphing tool to better understand how the care and welfare of our animals varies over time. The graphs plot a range of variables against the Five Domains of Animal Welfare.

All Animal Visitor Interactions (AVIs) are now recorded and assessed in ZIMS. Monitoring AVIs is a requirement of the Zoo and Aquarium Association Australasia's (ZAA's) new AVI Position Statement, which will be in force soon.

Later this year, Keeper Jess Ellery will be presenting at the Australasian Society of Zoo Keepers annual conference about how our Zoo uses the ZIMS Care and Welfare Module. Species360 (the organisation that runs ZIMS) has advised us that we are one of the few zoos in the world using the Care and Welfare module to this degree.

This tool has been invaluable, as shown in two recent cases where we had some concerns about the wellbeing of the Cheetah and Tasmanian Devil.

ZIMS enabled our Zoo teams to quantify their subjective observations of our two elderly Cheetah. This data was backed up the health assessments made by our Veterinarians. Ultimately the decision to euthanise was clear due to the objective evidence collated.

Following the death of her previous habitat companion Clove, Tasmanian Devil Cassia was closely monitored by Keepers. As Cassia had spent most of her life with Clove, we had some concerns about how she would adapt. While on the first day Keepers saw some negative signs, the graphing of objective data collected in ZIMS allowed us to see that, since then, Cassia has been showing a normal behavioural repertoire that indicates overall positive welfare.

Animal Welfare Working Groups

The Zoo has set up four animal welfare working groups to measure the delivery of our strategic goals through better recording and reporting for evidence-based decisions. We used the Five Domains Model of Animal Welfare – developed at Massey University by Prof David Mellor – to develop the working groups, with the four working groups focused on Training, Enrichment, Nutrition and Habitats.

Training

- Training plans have now been completed for all species, with one of the focus areas being injection training for COVID-19 vaccines and conscious blood draws.
- Giraffe training is going very well, with the support of Giraffe specialist Manu Ludden. Zuri has now fully entered the large trainer which has allowed us to weigh her and we will soon be able to hand inject Sunny. We can now conduct voluntary blood draws in Zahara for blood and plasma collection.
- Crate training in the primate groups has been instrumental in improving welfare. We can now use these techniques to minimise stress for the animals when they have to be moved.

Enrichment

- Enrichment schedules and rosters have been rolled out for all animals.
- Zoo Educators and Visitor Rangers have been trained in entering animal engagement information into the global Zoological Information Management System (ZIMS). This helps us evaluate the enrichment we offer and fine-tune it to ensure animals are benefitting as intended.
- The future plans for this working group include developing workshops and manuals for enrichment.

Nutrition

- The specialist staff in the Nutrition Centre, assisted by the Animal Care and Veterinary teams, ensure all our animals' diets meet their nutritional and behavioural needs.
- Animal feed logs in ZIMS, as well as new care and welfare templates, have helped the team to monitor species' nutrition more closely. We have used this information to make improvements for several species, including the Capybara, Giraffe and Squirrel Monkey.
- All diets are now in our new nutrition system.

Habitats

- A large part of this group's initial work has been to ensure the ZIMS system is suited to our needs by developing the templates and back-of-house areas of the software.
- The group has developed and implemented ZooMonitor programmes to conduct behavioural monitoring. The species most in need of monitoring were prioritised and data is now being gathered.
- The group has worked with the Assets team on developing the Zoo's project brief template to better represent the needs of the teams involved.





Top row: Karen Fifield MNZM (Chair), Claudia Richards, Kirsten Anderson, Lois Fyfe, Matilda Reeves. **Bottom row:** Jacob Rooney, Zel Lazarevich, Daniel Warsaw, Nic Dunn, Simon Eyre, Prof Ngaio Beausoleil, Dr Hannah Larsen. **Absent:** Kim Schotel.

Animal Welfare Committee

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

The external members of the Committee are: Prof Ngaio Beausoleil from Massey University (who was on sabbatical in 2022 but returned in 2023); Senior Lecturer in Animal Welfare Dr Nikki Kells PhD, MSc, BSc (who acted as Prof Beausoleil's alternate in 2022); Claudia Richards, community representative; and Dr Hannah Larsen, Global Animal Welfare Adviser for World Animal Protection

The Zoo members of the committee were: Karen Fifield MNZM; Daniel Warsaw; Nic Dunn; Simon Eyre; Zel Lazarevich; Kirsten Anderson; Kim Schotel; Matilda Reeves; and Jacob Rooney.

Presentations to the Committee

- Carnivore team presented on the Lion Enrichment Behaviour Research Project.
- Carnivore team presented about Cassia the Tasmanian Devil's welfare since her companion Clove's death (via ZIMS).
- Primate team did a presentation on the introduction of a male Spider Monkey to the Zoo's existing female group.
- Carnivore team shared an age-related health assessment of Cheetahs Kunjuku and Cango (via ZIMS).
- The Animal Training Welfare Group presented on their purpose to monitor, assess, and record animal training within Wellington Zoo.
- Animal Science Manager Simon Eyre presented on the work the University of Auckland is doing with Meerkats around behavioural studies in time-activity, enclosure usage and social activities.

Other things discussed

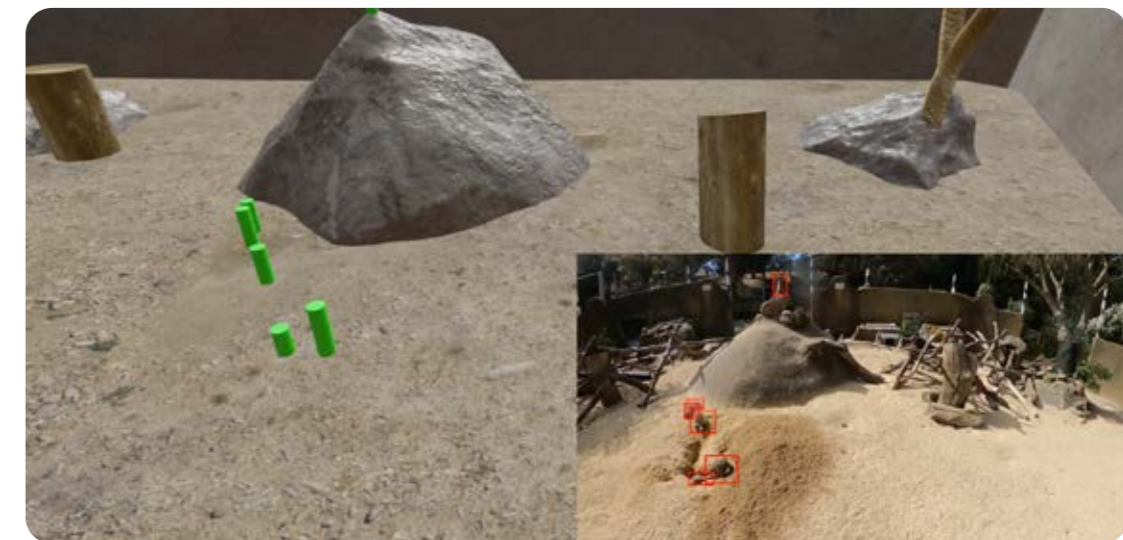
- Ongoing review of Zoo animal diets via nutrition software.
- Use of ZIMS to monitor animal welfare as defined by the Five Domains Model for Animal Welfare.
- The ZAA AVI Position Statement and the need for the Zoo to develop a position statement which aligns with this.
- An update on the Zoo's recent primate births, including Spider Monkeys, Chimpanzees and Pygmy Marmosets.
- Discussions about the transfer of two Weka from Rainbow Springs to Wellington Zoo.
- Research undertaken by Dr Hannah Larsen about the impact of visitor interactions on animals in walkthrough areas.
- Video and discussion of the World Association of Zoos and Aquariums' (WAZA's) Animal Welfare Goals 2023.

Zoo and Aquarium Association Australasia (ZAA) Accreditation

ZAA is the professional association for zoos and aquariums across Australasia. Amy Hughes, the Zoo's Director Communication, Experience & Conservation, is an elected ZAA Board member.

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

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	✓ Achieved	Achieved





Strategic species planning for our site and staff expertise

This year Wellington Zoo experienced some extraordinary births, welcomed new species from around the world, and said some sad farewells. As always, we donated 5% of our transport costs for animals coming to and leaving from the Zoo to our partner organisation TRAFFIC Southeast Asia, which fights illegal wildlife trade, this year totalling \$2,205.

Species Coordinators

Our Species Coordinators are essential to Zoos' breeding programmes and species planning. These roles are voluntary, and they work with zoos, sanctuaries and wildlife parks both in Aotearoa New Zealand and around the world. Species Coordinators make transfer and breeding recommendations to ensure the best demographic and genetic outcomes for species in human care.

Our Species Coordinator positions at Wellington Zoo are:

Simon Eyre, Animal Science Manager
Tuatara, Meerkat and Nyala

Harmony Neale, Animal Care Team Leader Primates
Pygmy Marmoset

Animal Farewells

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

Cango and Kunjuka

Due to their old age, we had been monitoring our Cheetahs Cango and Kunjuka's welfare closely for over a year. Unfortunately, their health was declining and the decision was made to euthanise them on medical grounds.

Shanti and Tunde

Serval siblings Shanti and Tunde were born and hand-raised together at Wellington Zoo in 2006. They shared a very close bond and would show signs of distress when separated. This year, Shanti developed an aggressive



malignant cancer and was euthanised on medical grounds. Sadly, following a welfare assessment it was determined that Tunde's welfare would be compromised if he had to live alone and that the best decision was for Tunde to be euthanised at the same time as Shanti. Both Shanti and Tunde were elderly cats at 16 years old.

Goosey

Goosey the Cape Barren Goose was euthanised on medical grounds. She was born at the Zoo and lived here for all 11 years of her life.

Celeste

Our Cotton-Top Tamarin breeding matriarch Celeste was euthanised on medical grounds following a period of illness that unfortunately did not respond to treatment. The remaining group of Cotton-Top Tamarins are coping well so far and we are closely monitoring their welfare.

Manasa

Red Panda Manasa was euthanised on medical grounds due to several deteriorating health conditions including damage from dental disease as well as a deterioration in the bones of his ankle stemming from a fracture he had sustained in childhood.

Maya

Maya the Marmoset passed away suddenly this year due to a medical issue with her internal organs. She will be sorely missed as a great mother to numerous Pygmy Marmoset offspring.

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

Cape Barren Goose and Capybara

In September, one of our female Cape Barren Goose and one of our female Capybara made the move down South to Willowbank Wildlife Reserve in Christchurch. Both have settled in well to their new home.

Meerkats

Several of our Meerkat mob moved on to new homes in the past year, with two going to Auckland Zoo, three to Orana Wildlife Park in Christchurch, and two to Brooklands Zoo in New Plymouth.

Tuatara

Wellington Zoo's Simon Eyre is the DOC-appointed species coordinator for Tuatara. In April 2023, 17 Tuatara were translocated to an island in the Marlborough Sounds. This project, co-ordinated by Simon, was a partnership between Ngāti Koata, DOC, Wellington Zoo, staff from Victoria University Te Herenga Waka (Victoria University) and other ZAA members.

After the Tuatara completed their health screenings, they were accompanied to their new home by the Zoo's Team Leader Ectotherms and Birds, Joel Knight, as well as Ngāti Koata and staff from Te Herenga Waka Victoria University. Members of Ngāti Koata also participated in the release of their taonga to their new homes. The Tuatara have added new genetic variability to the island's existing translocated population of Tuatara, with their genealogy traced back to Takapourewa/Stephens Island.



Notable Newborns

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

- Four sets of endangered Ring-Tailed Lemur twins – all born over a one-week period in September
- One Spider Monkey – the first Spider Monkey baby to be born at the Zoo in 29 years
- Three Pygmy Marmosets – Maya the Pygmy Marmoset gave birth twice this year; the first birth was one baby, and the second birth was a set of triplets
- One Scheltopusik hatched – the world’s largest legless lizard
- One Swamp Wallaby was born.

Animal Arrivals and Breeding Programmes

Kiwi

Kiwi Tūārangi arrived from Willowbank Wildlife Reserve and Kiwi Rāwhiti arrived from Westshore Wildlife Reserve to take up residence in the newly refurbished The Twilight Te Ao Māhina habitat. Both Kiwi have settled in well and the refurbishment of The Twilight Te Ao Māhina is working well for animals, staff and visitors.

Snow Leopards

Sisters Asha and Manju moved from Melbourne Zoo to their new purpose-built home at Wellington Zoo. They have settled in well.

In addition we also welcomed:

- Four Red Rumped Agouti from National Zoo and Aquarium, Canberra
- Grand Skinks from Auckland Zoo and a private holder
- One Otago Skink from Auckland Zoo
- Two Derbyan Parakeets
- Six Cunningham’s Skinks which will be going into the habitats between banana bar and Kamala’s
- Two Kororā Little Blue Penguins who were brought in to The Nest Te Kōhanga for treatment, but were unable to be released to the wild and so are now part of our resident Kororā population

Victoria University of Wellington Te Herenga Waka - Behaviour and Conservation Ecology

The Zoo hosted 80 students from Victoria University’s Behaviour and Conservation Ecology programme. Students learned how to do ethograms by assessing the behaviour of the Otters, Giraffes and Sumatran Tigers. The specific behaviours chosen were requested by the Animal Care team, so we can use them to investigate how the animals use their habitats and respond to visitors. The students came in small groups and through watching the animals learned different methods for sampling and observing behaviour. Dr Ox Lennon, the Zoo’s Conservation Manager, also gave three lectures to this class about modern conservation issues.

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	30 ✓	25	30

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

Inspired by Tū, we save wildlife & wild places

Recognition and involvement of the Zoo's expertise

Conservation Strategy Me Tiaki, Kia Ora!

Wellington Zoo's Conservation Strategy 2020-23 underpins our guiding kaupapa. Conservation is at the heart of everything we do at the Zoo and we are committed to saving wildlife and wild places. We are very proud of how we have grown our conservation impact over the last three years inspired by the strategy, and we're looking forward to a refresh next year.

Helping Hamilton Zoo with their Visitor Experience Strategy

Hamilton Zoo has asked our Director Communications, Experience & Conservation to help them develop the visitor experience for Hamilton Zoo.

Visit from Ngā Manu Nature Reserve

The General Manager and some of the team from Ngā Manu Nature Reserve visited Wellington Zoo and met with various Zoo staff to discuss visitor experience, capital projects, reptile husbandry, te ao Māori strategy, fundraising, conservation and business systems.

Tāpui Aotearoa

Tāpui Aotearoa is exploring how to safeguard the unique animal species of Aotearoa New Zealand by creating a cryobank to store their genetic diversity. The Zoo's Chief Executive Karen Fifield MNZM is on Tāpui Aotearoa's Governance Group and this year the Zoo hosted the organisation's 2023 Governance Hui.

Wellington Region reptile species conservation

Conservation Manager Dr Ox Lennon co-authored an assessment of the status of reptile species conservation in the Wellington region.

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.

Staff Skills Audit

The Zoo's Conservation Manager completed a conservation skills audit to identify our staff's existing conservation skills and strengths. This audit is a key part of our Conservation Strategy. We use the information gathered to help external organisations and to inform in-Zoo conservation training and development across all teams.



Conservation Fund Staff Grants and Conservation Volunteering Leave

All permanent and fixed-term staff who have worked at the Zoo for longer than six months have the opportunity to take one week of conservation volunteering leave each year. We also fund conservation grants for staff projects.

Monitoring Grand Skinks, Otago Skinks, and Jewelled Geckos

Two of the Reptile and Invertebrate team will continue the work done over the last couple of years monitoring Grand and Otago Skinks and Jewelled Geckos in the McKenzie Basin. Our partners in this work include Moko Moko Dryland Sanctuary, Central Otago Ecological Trust, Manaaki Whenua - Landcare Research and DOC.

Save the Tasmanian Devil

One of our Veterinary Technicians travelled to Tasmania to work with the Save the Tasmanian Devil Program. Carina Waldron worked with the team monitoring the Devils, catching them up, and ensuring the populations were healthy.

Kākāpō Recovery Programme on Whenua Hou

Animal Care Manager Nic Dunn volunteered for two weeks on Whenua Hou for the Kākāpō Recovery Programme. His parrot-handling experience meant he was able to help with some supplementary feeding of Kākāpō, as well as assisting DOC Rangers doing some health checks and a variety of other maintenance and animal husbandry tasks as required. The photos above were taken during a routine health check and physical examination of the bird.

Dunedin Wildlife Hospital Hoiho Chick Rearing

Veterinary Technician Britt McMichael headed to the Dunedin Wildlife Hospital for two weeks to assist with Hoiho chick-rearing season. This work is supported by the Partners in Conservation Fund. Keeper Kristen Buckley used her conservation volunteering leave to also work here for a week.

Chatham Islands Tāiko Trust

Lois Fyfe, Executive Officer, went to Rēkohu Chatham Islands to assist the Chatham Islands Tāiko Trust with administration work. We have funded Chatham Islands Tāiko Trust in the last two rounds of Local Conservation Grants, to help support their work with one of New Zealand's most endangered seabirds. Lois continues to support the work of the Trust with ongoing administration advice and support.

Ghost Diving

Herbivores and Birds Keeper Ashleigh Vinicombe did one day conservation volunteering to clean up Oriental Bay with Ghost Diving - removing debris from the water to prevent harm to marine wildlife.

Planting at Mākara Peak

Carnivores Keeper Matt Fraser did one day volunteering with Conservation Volunteers NZ to plant native trees at Mākara Peak.

Whitaker's Skinks

DOC approached Wellington Zoo to manage a breeding programme for the endangered Whitaker's Skink. Whitaker's Skinks are only found on mainland Aotearoa in a very small area of Pukerua Bay. We are thrilled that DOC recognised the Zoo's specialist skills to care for this species and to help develop a breeding programme. This is a recognition of the existing work we are doing with Moko Kākāriki Wellington Green Gecko, which will continue in parallel to Whitaker's Skinks.



Victoria University of Wellington Te Herenga Waka - Conservation Work

VUW MSc student Matthew Ireland conducted research involving our Kea - testing how they responded to flap doors. Findings of the research are expected to be ready in the 2023-2024 financial year.

Conservation Manager Dr Ox Lennon also gave guest lectures to postgraduate conservation students at Victoria University.

Massey University Te Kunenga ki Pūrehuroa - Conservation Work

Masterate Programme in Zoo Animal and Wildlife Health

The Masterate Programme in Zoo Animal and Wildlife Health is a joint Masterate between Massey University and Wellington Zoo with Masters' candidates completing a residency at the Zoo as part of their degree requirements. Several of these students have worked with Zoo animals on their research. This Masterate helps to ensure the next generation of wildlife vets in New Zealand have excellent training, in-zoo experience and great technical support. This year research projects undertaken by residents were:

- New Zealand native reptile disease screening - Dr Shelly Butcher - MSc submitted and accepted
- The characterisation of toxoplasma gondii in cat prey species - Dr Ashley Whitehead - ongoing
- The use of induced wing movement in hospitalised seabirds to increase cardiopulmonary and muscular fitness during the rehabilitation phase - Dr Maddie Lloyd - ongoing.

Other Papers and Research Published

Wellington Zoo staff were joint authors of the following publications:

- *A retrospective study of native wild birds and reptiles admitted to three New Zealand wildlife hospitals due to predation by cats* - published in New Zealand Veterinary Journal
- *Jejunal intramural haematoma in a captive African Lion (Panthera leo) case report* - published in Vet Record
- *Toxoplasmosis gondii exposure prevalence in Little Spotted Kiwi (Apteryx owenii)* - published in Journal of Wildlife Diseases.



Effective field partnerships for long-term conservation outcomes

Monitoring Moko Kākāriki Wellington Green Gecko and Ngahere Gecko on Matiu Somes Island

There were two monitoring trips to Matiu Somes Island this year - four days in November and five days in March. Seventeen staff took part and we were also joined by a representative of Taranaki Whānui. We continue to rationalise our work on the island to make sure the data we collect is of scientific quality. We found two Ngahere Geckos - one a new individual and one a recapture which was last seen in 2020.

Memorandum of Understanding with Capital Kiwi

In May, the Zoo signed a Memorandum of Understanding with Capital Kiwi to formalise our relationship. We already have a strong history, with one of the Kiwi in their first release being born at Wellington Zoo and now living back home in Te Whanganui-a-Tara. The Memorandum of Understanding agrees we will keep helping Capital Kiwi with veterinary care and Kiwi handling, among other things.

“We’re stoked to have Wellington Zoo join the team of passionate Wellingtonians working together to restore our icon and taonga to the wild west of our capital city.

Not long after the first releases a tāne kiwi, (Nouveau) was found with a snagged transmitter, and with the Zoo so close to the project area (less than 30min drive) he was brought in to The Nest Te Kōhanga to have it removed.

After a week’s r’n’r at The Nest Te Kōhanga, Nouveau was released back on to hills (where he’s since reunited with his mate and put on weight). It’s assuring to the project to know that we have such near access to veterinarian care.”

Paul Ward, Capital Kiwi Founder, Project Lead

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Number of field conservation projects supported for vulnerable, endangered or critically endangered species (IUCN Red List and DOC National List) at the Zoo	13	12	13



Wild Welfare
worldwide



Mountain Spirit,
Nepal



Red Panda Network,
Nepal



Fauna and Flora International,
Vietnam



Free the Bears
South East Asia



TRAFFIC
South East Asia



WildCats Conservation Alliance, Sumatra



Proyecto Titi
Colombia



Golden Lion Tamarin Association, Brazil



Cheetah Outreach
South Africa



Madagascar Fauna and Flora Group
Madagascar



Save the Tasmanian Devil Program, Tasmania



Kea Conservation Trust, NZ



West Coast Penguin Trust, NZ



Department of Conservation, Monitoring Maud Island Frogs, NZ



ZEALANDIA
Wellington, NZ



The Nest Te Kōhanga
Wildlife medicine, NZ



Department of Conservation, Gecko Monitoring Wellington, NZ

Our Conservation Partners

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

We started supporting our conservation partner Mountain Spirit last year in anticipation of the arrival of Snow Leopards at Wellington Zoo. This year we've continued our support with funds being used for a project farming chives to reduce the need for locals to enter the wider habitat of Snow Leopards to collect them.

We've also supported Mountain Spirit through the development of signs to be installed in the park area

in Nepal to raise awareness of Snow Leopards and the conservation efforts to help them.

We renewed our partnership with WildCats Conservation Alliance (WCCA) and facilitated an exciting new promotion with NexGard Spectra which resulted in a \$50,000 donation to WCCA from Boehringer Ingelheim to fund rangers' salaries.

Our partnership with Fauna and Flora International Vietnam was also renewed, and we renewed our MOU with West Coast Penguin Trust.

We signed an MOU with Wellington City Council to facilitate our restoration of our restoration site. We also commissioned a pest plant management plan to give us additional information for the restoration.

Focused investment in conservation innovations

Wellington Zoo Partners in Conservation Fund

In the 2022/23 financial year we invested \$131,976.89 from our Partners in Conservation Fund to support local and international conservation partners. Funding supported Zoo staff working in the field; our local grants programme and other initiatives saving wildlife and wild places.

Local Conservation Grants Programme

We awarded \$13,967 from the Zoo's Local Conservation Grants Programme to five separate projects based in the Greater Wellington Region and the Chatham Islands. These projects all have community conservation value for native wildlife and wild places and align with our UN SDG targets.



Addressing the Conservation Conundrum of the Sooty Shearwater on Kāpiti Island (Etienne Ossona de Mendez, PhD student, University of Auckland)

An investigation of Weka predation of Titi Sooty Shearwater on Kāpiti Island as part of a PhD project, to inform conservation management. The funding will be used to pay for stable isotope diet analysis and flights and accommodation for the student while he is undertaking the study.



GPS Tracking of the Chatham Island Tāiko (Johannes Chambon, PhD student, University of Otago)

A PhD pilot study on GPS use on Chatham Islands Tāiko. The funding will be used to pay for flights and accommodation to and from the Chatham Islands. This project is supported by the Chatham Islands Tāiko Trust which the Zoo has supported through Local Conservation Grants for two years in a row, as well as through our Staff Conservation Grant.



Love Rimurimu (Mountains to Sea Trust Wellington)

This will fund kura students to grow Giant Kelp at kura and then plant them along the Wellington coastline to support Kelp forest restoration.

Predator Free Paekākāriki (Predator Free Paekākāriki)

To purchase 'DOC150' traps for a predator control community group in Paekākāriki, to expand their trapping efforts throughout the community and protect local wildlife.

He Kākano Nursery Security System (Pae Tū Mōkai ō Tauira Incorporated Society)

We supported Pae Tū Mōkai ō Tauira in our previous funding round and were very impressed with their work growing plants for local restoration efforts. This year's funding is to purchase a replacement for their laptop which was sadly stolen.



International Union for Conservation of Nature Species Survival Centres

The International Union for Conservation of Nature Species (IUCN) is a membership union focused on sustainable development and conservation. Its Species Survival Commission (SSC) is dedicated to biodiversity conservation and the inherent value of species. Prof Jon Paul Rodriguez, the Chair IUCN SSC, and Dr Kira Mileham, Director Strategic Partnerships IUCN SSC, visited the Zoo in August 2022 to discuss Species Survival Centres. Following this, Kevin Buley and Dr Baird Fleming, Directors from Auckland and Hamilton Zoos respectively, visited Wellington Zoo in 2023 to discuss creating a national IUCN Centre for Species Survival.

Disaster Relief- Ukraine

Wellington Zoo donated 1,000 Euro to the European Association for Zoos and Aquariums (EAZA) for Ukrainian Zoo relief as Zoos in Ukraine continue to suffer the effects of the Russian invasion.

Safe Cats Safe Wildlife

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

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

- We had 3372 students that learned about Safe Cat Safe Wildlife in Zoo learning workshops
- 545 of our Holiday Programme participants made cat toys to help keep their cats happy at home
- Our Tiger, Vet and Cool Creatures at Hero HQ talks all have elements of Safe Cat Safe Wildlife messaging
- We shared messaging on Facebook and in our newsletter to encourage Cat owners to keep our native wildlife safe
- We shared the Safe Cat, Safe Wildlife message with RadioActive listeners through our fortnightly Zoo radio segments, including cat owner Senior Veterinarian Kirsten Anderson explaining all about the benefits and how-to of keeping cats safe and happy at home.



wairua OUR COMMUNITY

Inspired by Rongo, we strengthen community support and action

Rainbow Tick

Wellington Zoo is the first zoo in the world to be accredited with Rainbow Tick certification. The Zoo celebrated with an afternoon tea attended by staff, stakeholders and partners. Val Little, Rainbow Tick’s Programme Manager, was on hand to present our certificate.

Two 90-minute interactive Rainbow Tick LGBTQIA+ Inclusion at Work workshops were held in July. These gave staff a foundational knowledge of common terms and identities within LGBTQIA+ communities, an opportunity to acknowledge every employee’s contribution to a workplace culture of LGBTQIA+ inclusion, and an understanding of the importance of work being a place where people can be their authentic selves.

‘Beacon’ Artwork

In early March, to coincide with Wellington Pride and as part of the Make Visible Te Whanganui-a-Tara Programme, a beautiful artwork titled ‘Beacon’ was installed in the front entrance of the Zoo. The artist Shannon Novak drew inspiration for the work from Kea wings and the colours of the Moko Kākāriki Wellington Green Gecko.

Transitioning Guidelines

Over the past six months the Rainbow Zoo Group has developed guidelines to support any of our Zoo whānau who may be transitioning or contemplating transitioning. The guide includes a list of terms and provides information and practical advice for staff considering transitioning, as well as information for their managers and work colleagues.



“Rainbow Tick have had the pleasure of working alongside Wellington Zoo over the past year to support the inclusive practices for Rainbow communities embedded throughout the workplace. Through our work with Wellington Zoo, we have experienced how practices of rainbow inclusion adds value to the lives of both employees and the people who visit the Zoo every day.”

Lorena Talagi, Kāhui Tū Kaha, Rainbow Tick Training Manager

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Achieve and maintain Rainbow Tick certification	Achieved ✓	Achieved	N/A (new measure)

Engaging, message driven experiences to build community environmental action

Valentine's Day

We had to cancel our Valentine's Night visitor event at short notice due to Cyclone Gabrielle. The Marketing and Communications team and the Sales and Service team managed to effectively communicate the cancellation, both to those who had pre-booked and across social media channels. The community was supportive and understanding of the reasons why we cancelled.

Family Late Fridays

Every Friday in March, we open the doors to the Zoo in the evening, for families and others who may not be able to visit during the day, to experience the Zoo at twilight. 1,282 visitors took advantage of half price entry to visit the Zoo during these late evenings. This is a 15.2% increase on last year's visitation which was still impacted by COVID-19 restrictions.

Department of Conservation Whānau Days

Every year we welcome DOC employees from the National office and the Wellington Kāpiti District Office to visit the Zoo. As part of this initiative, we welcomed 60 DOC employees and their family members to the Zoo for free over two days.

Wellington City Council Whānau Days

As a CCO and part of the Wellington City Council whānau, we invite staff from Wellington City Council and their whānau to visit the Zoo for free. This year, 378 Wellington City Council employees and their families visited the Zoo over two days.

Celebrating Special Days with Activities

Our Community Engagement team looks after our calendar of special days and weeks, making sure we have activities and celebrations happening in the Zoo. Special times this year included Red Panda Day, Bee Awareness Month, and World Lion Day. For Conservation Week, Te Wiki Tiaki Ao Tūroa, we had activities for visitors to make their own cat enrichment to keep their pets safe and happy at home and protect our native wildlife. In anticipation of our Snow Leopards arriving later in the year, we celebrated Snow Leopard Day to increase community excitement about the arrival of Asha and Manju.



Close Encounters

A Tiger Close Encounter was launched where participants can meet Sumatran Tigers Bashii or Senja. The experience takes place behind-the-scenes through protected contact and includes training of the Tiger by the Keepers. Black-and-White Ruffed Lemur Close Encounters started again in October after an absence of two and a half years due to COVID 19. We have re-launched 'Zoo Keeper for a Day' and quickly received our first two bookings for this premium experience. The Zoo launched its first promotional advertising campaign for all Close Encounters.

Zoo Crew Annual Memberships

Thanks to an increase in visitor numbers, we also saw an increase in Zoo Crew memberships over the past year. Total Zoo Crew membership holders, as at 2 July 2023, was 5,788. These annual pass holders are some of the Zoo's most loyal and regular supporters. We exceeded the Zoo Crew revenue budget for this financial year with the total revenue \$63,189 over target.





Learning at the Zoo

We offer a rich variety of formal and informal learning experiences throughout the Zoo. Alongside the tailored experiences for students run by our Learning team, every day our Visitor Rangers and Animal Care teams deliver engaging informal learning experiences including animal talks and Close Encounters.

Enriching Local Curriculum Programme

This was Wellington Zoo's first year participating in the Ministry of Education's new Enriching Local Curriculum (ELC) programme, transitioning from the old Learning Experiences Outside The Classroom programme. We were thrilled to be one of the 72 providers across Aotearoa New Zealand successfully awarded funding for the next three and a half years. Changes in ELC included incorporating online learning opportunities and early childhood education workshops. We also offer school groups prebooked self-guided tours at ELC rates.

Our new learning workshops are supported by our kaupapa Me tiaki, kia ora! We must look after the environment, so all things will flourish. Our kaupapa sees the whole Zoo used as an authentic and interactive learning space where ākonga can explore, be curious and learn how their actions can make a difference.

The Learning team have been planning new workshops, all of which are based around caring for animals and caring for our planet. We are overhauling the learning section of the Zoo's website to make it simpler for teachers to book learning sessions and easier for the team to update details.

International Zoo Educators' Association Conference 2023

Wellington Zoo will host the International Zoo Educators' Association (IZE) Conference in October 2023, with 100 abstract submissions received and 99 delegates from around the world already scheduled to attend. The project team is working closely with the IZE Board to ensure the conference will be a success.

Science Kaiako Mini Expo

We participated in the Wellington Science Teachers mini expo to showcase learning at the Zoo. Run by the group Capital City Science Educators, this was a wonderful opportunity to show regional science teachers what we do and how we can help them enrich the New Zealand Curriculum with out-of-the-classroom learning.



“When we visit the zoo, information is presented in a clear, concise, and engaging way. The educators’ passion for animals and conservation is evident every time. The value of rich experiences beyond the confines of a classroom is immense I have no doubt that your dedication will continue as we adapt to the new NCEA Achievement Standards, and later the new curriculum, over the next four years.

Your team is a shining example of what can be achieved when deep knowledge is combined with passion and innovation. Keep up the excellent work.”

Doug Walker, Head of Science at St Patricks College and 2022 winner of the Prime Minister's Science Teacher prize



Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Student and education visits	24,692 ✓	21,000	18,300

Bush Builders

As part of the Zoo's Bush Builders programme and the Learning team's involvement with the Kids Enhancing Tawa Ecosystems programme, Wellington Zoo staff helped Tawa College and Redwood School students plant several hundred native trees in the Takapu Valley.

We also worked with Berhampore School on Bush Builders this year. Phase 2 of the programme involved exploration and a scientific survey at school, while Phase 3 was the action part- weeding in the 'rainforest' area and maintaining a lizard garden. They are keen to repeat the programme next year with the year two and three children.

Giraffe Spot Thermal Imaging

Doug Walker, the Head of the Science Department at nearby St Patrick's College, recently received the Prime Minister's Te Puiaki Kaiwhakaako Pūtaiao Science Teacher Prize. His ELC sessions at the Zoo have been an important part of his successful science programme, with a focus on fun and creative learning experiences. For example, Doug and his students recently worked with our Learning team to conduct thermal imaging of our Giraffes' spots. This imaging can be used to understand Giraffes' unique adaptations for regulating temperature



Lion Visitor Experience

The signage in the Lion Cave has been updated to complement the Happy Animals (animal welfare) signage on the Lion Deck. The new signage also ties in with our conservation action messages around Safe Cat Safe Wildlife, by encouraging visitors to keep their cats safe and happy at home.

Engaging with the Community

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

- The arrival of our Snow Leopards - updates leading up to, at the time of, and the time since the arrival of Asha and Manju were consistently popular and created high engagement with our community. These posts have contributed to our busiest visitor month on record.
- Ring-Tailed Lemur babies - posts announcing the birth of eight new Ring-tailed Lemurs proved very popular, gaining attention from many key media outlets both locally and globally. These social media posts led to a collective media reach of 278,856,512 people.



- Two videos of primates from our Zoo went viral on Facebook - a video of a baby Pygmy Marmoset reached 1.4 million people, had 32,700 reactions and 4,200 shares. A video of the Ring-tailed Lemur conspiracy reached 2.4 million people, had 107,000 reactions and 4,300 shares.
- Manasa the Red Panda's death - this sad news saw many sympathetic reactions from across Wellington and beyond and had over 3,300 engagements. It also gained attention from several media outlets.
- Patrick the colour-changing Monal - the story of Patrick and her new colourful feathers was our most popular post in April, with a collective reach of 91,494, and 4,027 engagements. It also gained attention from several media outlets including the New Zealand Herald and Breakfast TV.

Media Coverage

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

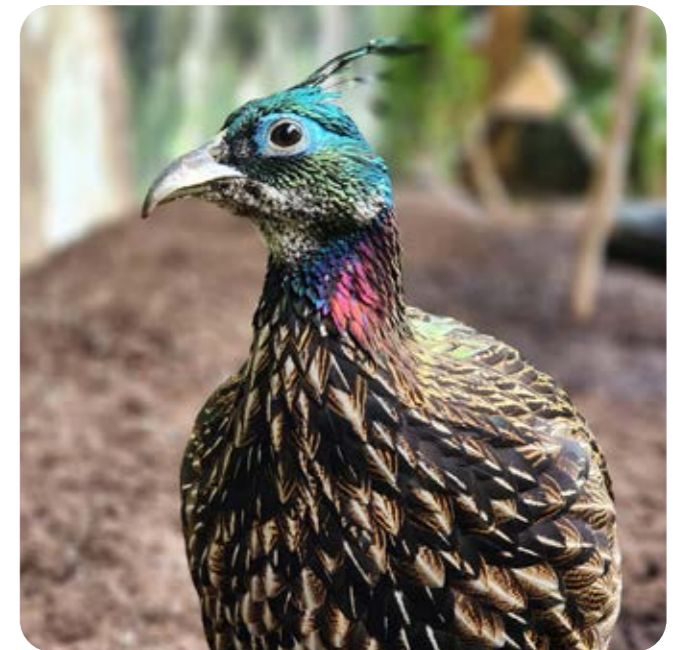
Boehringer Ingelheim and TVNZ

The Zoo entering into a commercial relationship with Boehringer Ingelheim to promote Tiger conservation, with one of their cat treatment products featuring a



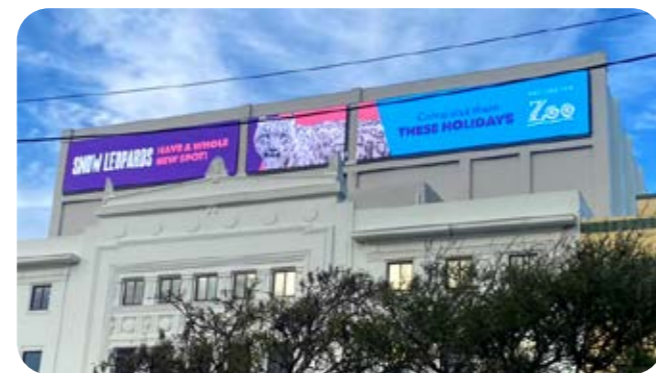
Tiger in the marketing and packaging. Boehringer Ingelheim donated money from each package sold, with a total of \$50k going to WildCats Conservation Alliance (one of the Zoo's conservation partners).

- The preparations for and the arrival of the new Snow Leopards.
- Patrick the Himalayan Monal, who is female, starting to grow feathers usually seen on male birds as part of her aging process.
- Chief Executive interview with Radio New Zealand about zoos, accreditation, and the future of progressive zoos globally.
- The Conservation Manager's series of conservation chats - 'A talk on the wild side' - with Radio Active, highlighting the Zoo's conservation and sustainability work.
- ZooBorns, an international social media account, sharing regular updates on Akida (the baby Chimpanzee born at the Zoo last October) with accompanying videos and photos. It has been rewarding to share Wellington Zoo footage with a dedicated global audience.
- Ring-Tailed Lemur births receiving worldwide coverage.



Notable Marketing Activity

- The launch of Snow Leopards was a great success, all of Wellington and beyond knew that we had two furry new residents at Wellington Zoo. Visitation results exceeded our targets.
- We ran a Close Encounters advertising campaign with fresh new creative in November and December.
- A paid partnership with Radioactive gave us a fortnightly spot-on Friday's The Amplifier show. It was a new way to get our conservation and animal messages out there, to a new audience.
- This year's Welcome Weekends - with discounted entry prices for weekends in June - was a huge success, selling out completely.
- Our school holiday programme days were regularly sold out, this popular programme continues to keep kids entertained through the long days of school holidays.



Wellington City Councillors

We hosted the cohort 2022-25 Wellington City Councillors at the Zoo on 27 October as part of their orientation. The Chief Operating Officer, the Director Communication, Experience & Conservation, and the Director Safety, Assets, & Sustainability presented to the Councillors on the kaupapa and mahi of the Zoo. This was followed by a visit to the Moko Kākāriki Wellington Green Geckos and Sumatran Tigers, finishing with a Giraffe Close Encounter.

Diplomatic Community Event

Following the 2022 local government election, we welcomed the diplomatic community of Wellington to our Zoo. Hosted by the new Mayor Tory Whanau, the Zoo's Chief Executive Karen Fifield MNZM spoke about our mahi and our global connections, and guests were treated to kai and tours of the Zoo.

Wellington City Youth Council

The Director Communications, Experience & Conservation hosted the Wellington City Youth Council at the Zoo. Discussions covered the role of Wellington Zoo as a Council Controlled Organisation and an overview of the conservation work we do. The session was wrapped up with a question and answer session.



Venues

Our new hospitality partner has successfully begun operations at the Zoo, with the kiosk café re-opening as banana bar on 1 June 2022. The REX Tremendous café opened on 1 July 2022 following a refurbishment. REX Tremendous, banana bar and REX Events are run by the operators of Capitol Restaurant, and has not only delivered a great Zoo café, but also offers delicious catering for all our Zoo venue events. We have welcomed 170 companies/organisations to the Zoo for a meeting or event this year, 72 more than the same period last year.

“ Wellington Zoo welcomed us into their whānau with open arms. We’re proud to have become a part of the wider Zoo experience, serving ethically-sourced food and drink to zoo-goers, and catering 170 different venue events in the past year alone. We look forward to continuing our wonderful relationship with Wellington Zoo.”

Cheryl, Kate and Tom, Rex tremendous

Beast of a Feast - Wellington on a Plate

We held a very successful Visa Wellington on a Plate event in conjunction with REX Tremendous. The event was called 'Beast of a Feast', with 79 guests attending and enjoying a sumptuous evening of food, wine and experiences at the Zoo.

Full Zoo Hire for Victoria University Te Herenga Waka

Victoria University of Wellington Te Herenga Waka hired the entire Zoo this year for an alumni event, with about 1,100 people attending. As part of this event, the University delivered science talks, and the Zoo presented animal talks for attendees.

“ Just wanted to say, I’ve received amazing feedback from our event attendees, saying the zoo was fantastic, the catering was wonderful, and they all very much enjoyed their day. And, you all have been so lovely to work with, being very accommodating and kind and thorough.”

Wellington Zoo Venues Guest

Integrating te ao Māori within the Zoo

Tūpiki Ora Māori Strategy Action Plan

Our Chief Executive was invited to speak at the ratification of Tūpiki Ora, Wellington City Council's new Māori Strategy. Since this, the Chief Executive and Director Communications, Experience & Conservation have attended two Council-Controlled Organisation Tūpiki Ora action plan workshops in July and September. Wellington City Council's Mataaho Aronui Unit is working with Mana Whenua and other stakeholders on a 'whole of city' strategy which supports capability building, thriving communities, caring for the environment and supporting Māori.

Activities for Kaimahi

This year, various staff participated in:

- the launch of a new te reo language learning app called Mahau
- a kawhe korero where staff met at REX Tremendous and ordered their drinks in te reo Māori
- a wānanga for Māori kaimahi who work for Wellington City Council and its Council-Controlled Organisations. This wānanga was to empower this group to gather, grow and authentically be Māori in the workplace
- our Partnerships and Fundraising Manager (who is kaimahi Māori) participated in a five-day Kura Reo learning opportunity. This was a significant language event for the Pōneke region, in collaboration with mana whenua Ngāti Toa, Te Āti Awa Taranaki Whānui and Wellington City Council.

New Reo Māori Co-Name for Wellington Zoo

To celebrate the 20th anniversary of the Zoo in 2023, we are beginning a journey to develop a te reo Māori co-name for Wellington Zoo.



Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Implementing Kanohi Kitea cultural competency programme*	Ongoing ✓	Achieved	Phase one delivered

*Planning for the next round of Kanohi Kitea sessions took place during the 2022/23 financial year with the next programme running in September and October of the following year

Maintaining lasting partnerships for community support and conservation outcomes

Grants

As a not-for-profit organisation, Wellington Zoo Trust relies on grants and additional funding to achieve success. In addition to our phenomenally successful Snow Leopard fundraising efforts in 2022/23, we have received additional funding to support the mahi of the Zoo.

We received \$100k from Te Tahua Taiao Ngā Taonga Lottery Environment and Heritage Committee towards refurbishment of the Twilight Te Ao Māhina habitat.

Support from our Partners

The Holdsworth Trust

The Holdsworth Trust has re-signed our partnership Memorandum of Understanding to support the Massey University Masterate residents in The Nest Te Kōhanga for a further three years.

Frucor Suntory's Reverse Vending Machine

In conjunction with Zoo partner Frucor Suntory, a reverse vending machine has been installed at banana bar. This device takes used cans and plastic bottles and shreds them for recycling. People 'donating' are rewarded with a discount on products purchased in the shop.

Victoria University Te Herenga Waka

The Zoo's Partnerships Manager and the Director Communication, Experience & Conservation met with Victoria University to renew and revamp our partnership Memorandum of Understanding, as there was previously no one person accountable. The meeting was productive, and it was great to meet with the university's new partnerships people.

Koala Trust

We received a donation of \$9,299.25 from the Koala Trust. This donation is specifically tagged to assisting the work of The Nest Te Kōhanga.

Wētā FX

We have agreed to re-sign with Wētā FX for a further two years. The new agreement includes opportunities for engaging staff and communities of both organisations, as well as a full Zoo hire for Wētā FX. They appreciate the opportunity to have access to study animals at the Zoo for their projects. For example, we hosted Wētā FX in August as they captured 3D images of our Giraffe, which were later used for an internationally acclaimed TV series.

“ We are grateful for our ongoing partnership with Wellington Zoo. Their collaboration, knowledge, and insights help us to achieve a level of photorealism in our visual effects that stands out on the world stage.”

David Conley, Executive Producer Wētā FX



Boehringer Ingelheim

We have successfully completed our promotion with Boehringer Ingelheim. This was a promotion for Nexgard Spectra for cats, with money raised going to the Wild Cats Conservation Alliance to support the salaries of three Tiger Rangers for three years in Kerinci Seblat National Park. The promotion culminated in the presentation of a giant cheque for \$50,000 towards Tiger conservation.

The promotion included three live crosses to the Zoo on TVNZ Breakfast and over 2,000 people entering the competition via Breakfast to win a Tiger Close Encounter at Wellington Zoo. Vet clinics across the country also entered to win a Tiger Close Encounter, lunch and a tour of The Nest Te Kōhanga. This was apparently the most excited the Boehringer Ingelheim reps have seen vet clinics about a competition. This was a fantastic promotion and we hope to partner again in the future.

“ WildCats Conservation Alliance are extremely grateful to Wellington Zoo for working with Boehringer Ingelheim to raise awareness of the issues facing wild tigers and with that substantial funds to fund the amazing rangers who are protecting an estimated one third of the wild Sumatran tiger population.”

Esther Conway, WildCats Conservation Alliance

“ The success of our recent launch of NEXGARD SPECTRA for Cats in New Zealand has been punctuated by the superb support of the Wellington Zoo team. The team’s collaboration with us in raising \$50,000 for WildCats Conservation Alliance to help protect tigers in the wild was an absolute hit with cat owners across the motu. Vet Nurses also massively appreciated the extra mile that the zoo team went to when 10 lucky winners were treated to a money-can’t-buy behind the scenes experience at the zoo, with the veterinary staff and in particular the crew at The Nest Te Kohanga. They haven’t stopped raving about it. Thanks a thousand times over.”

Richard Duckworth, Business Segment Manager Companion Animals, Boehringer Ingelheim

Partnerships Framework

We have developed a Partnerships Framework to ensure that we are consistent with any partners who approach us, and that our approach aligns with our overall Zoo strategy. This framework is applicable to all partners across the Zoo including commercial, conservation and community partners. All current partnerships sit in one or more of the framework quadrants, with ideally all partnerships sitting in at least two.

New Supporters’ Recognition Board

We completed and installed a new supporters’ recognition board at the front entrance of the Zoo to highlight the recognition of organisations and people who support the Zoo’s work. This is in a prime location in the Zoo’s entrance and will support our future partnerships programme work.



WELLINGTON **ZOO**
THANK YOU!

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

Absolutely Positively Wellington City Council Me Heke Ki Pōneke <small>PRINCIPAL SPONSOR</small>			
			
			
			
			
			

Oranga

A HEALTHY ORGANISATION

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



Model values-aligned behaviour

Our Values - Manaakitanga

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



WELCOME TO OUR WILD PARTY
HE WHĀNAU KOTAHI TĀTOU



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



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



WE HAVE A STRONG GREEN FURRY HEART
ME MANAWANUI



MANAAKITANGA
WELCOMING GENEROSITY, SUPPORT,
HOSPITALITY AND KINDNESS

Master Planning

Over the last twenty years Wellington Zoo has undergone enormous change – physically, culturally, and economically. Latest visitor research confirms that Wellington Zoo is seen as an integral part of our city. We are a leader in sustainability, animal welfare, visitor experience and conservation – the goals of any progressive zoo. The Zoo’s next 20-year plan must build on this success and explore new innovations for a 21st century zoo.

In late 2022, a core group of staff and the Zoo Board participated in master planning workshops to plan Wellington Zoo’s future over the next twenty years. The master planning process considers the physical assets, strategic priorities, species selection, storytelling, layout and sense of place for the Zoo. The workshops were facilitated by Studio Hanson | Roberts, Kelp Creative, and Erna Walraven (Emeritus Curator, Taronga Conservation Society Australia). We also brought in OHO, a New Zealand based storytelling company with foundations in te ao Māori, to develop the Zoo’s story and sense of place going forward, while respecting the past.

New Organisational Structure

New Safety, Assets, and Sustainability Roles

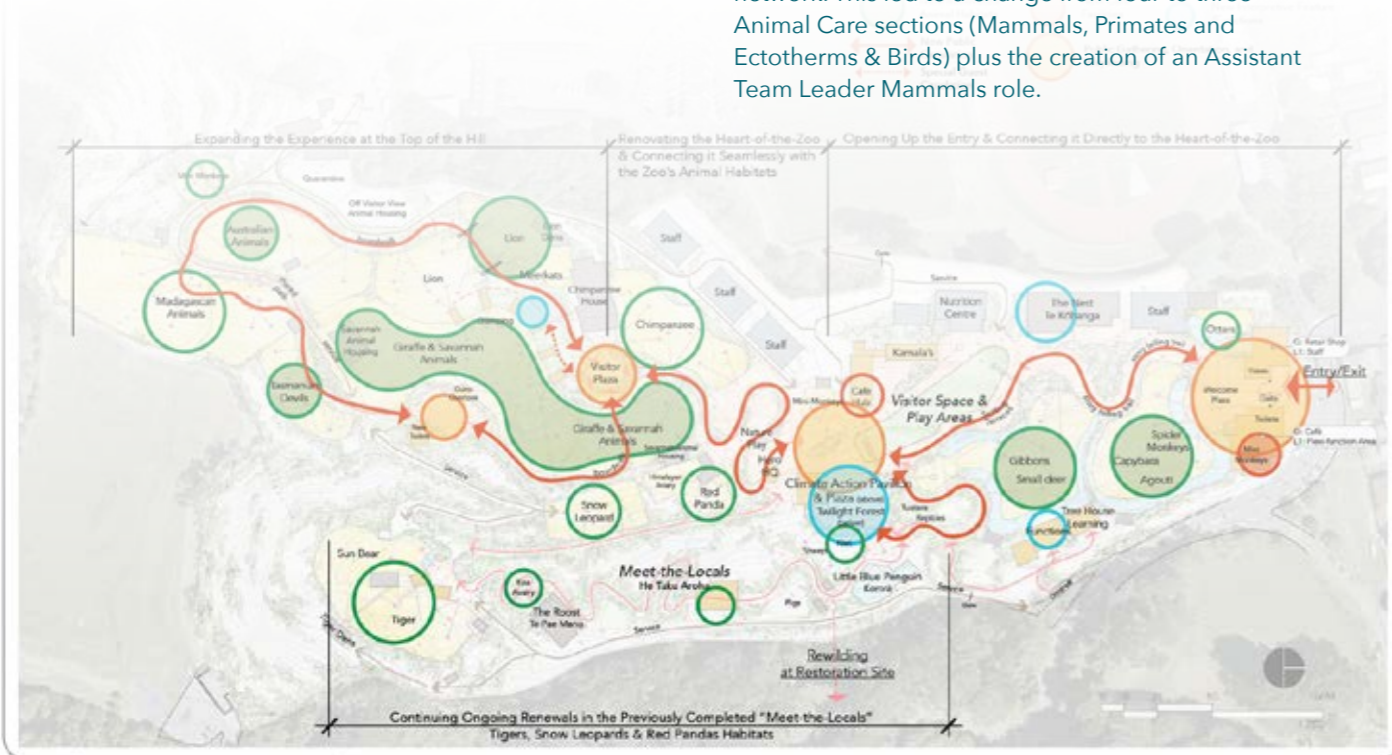
Following a realignment of the Safety, Assets & Sustainability team structure to provide additional resources, new permanent roles were created. These included a permanent Renewals Project Manager, Grounds Manager, Gardener, Maintenance Team Leader and Maintenance Assistant. This will enable the team to continue to develop and care for the well-established gardens throughout the Zoo, ensure the Zoo remains looking loved and well cared for and effectively manage renewal projects.

Sales & Service Changes

A review of the Sales and Service team was undertaken to consider the best structure to support leadership of daily operations and the delivery of commercial initiatives and key strategic objectives for the Zoo. Following this review and consultation with the team, a new role of Sales and Service Team Leader was created.

Animal Care Structure Change

A review of the best structure for the Animal Care team was completed to support continued improvement in the standards of animal husbandry, flexibility of staff across animal care sections and improving on the job training with a greater support network. This led to a change from four to three Animal Care sections (Mammals, Primates and Ectotherms & Birds) plus the creation of an Assistant Team Leader Mammals role.



Wellington Zoo Master Plan
Studio Hanson Roberts

Embed wellbeing for our people

Aotearoa Bike Challenge 2023

Cycling is great for the environment, and once again the Zoo participated in the Aotearoa Bike Challenge. Staff collectively cycled over 1,000km and we held a fun relay race to encourage everyone to have a go on a bike.

Social Committee

The Zoo’s social committee was active and set up a “Bowl (of soup) and Roll” day during a wintery August. Monthly staff drinks have also been instigated at REX Tremendous Café and both events have offered an opportunity for staff to informally catch up with colleagues from across the Zoo. Other events included a beach clean-up, staff BBQ, axe throwing and the annual Christmas party.

Diversity Works

Wellington Zoo is now a member of Diversity Works. This membership will support our value of manaakitanga (being welcoming, respectful and supportive of the diversity of our whānau and our commitment to having a culture of inclusion). This builds on the ongoing diversity, accessibility and inclusion work we are doing with Be. Lab, Kanohi Kitea and Rainbow Tick.

Volunteers

Wellington Zoo’s passionate volunteers are an integral part of our community. They help us provide our high standards of animal care and welfare and connect us with our community. We have approximately 50 volunteers across Animal Care, Visitor Experience and The Nest Te Kōhanga teams. Our volunteers get tailored training experiences.





Grow our people through learning and development

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Volunteer engagement survey	Achieved ✓	1	Achieved

For some volunteers that includes behind-the-scenes tours of the Nutrition Centre, Hero HQ, and The Nest Te Kōhanga, or practical training like knife skills for those working in the Nutrition Centre.

We're always looking for new ways to thank our volunteers for their consistent and varied contributions to the Zoo. This year our Volunteer House has been revamped and we created a Visitor Experience and Volunteer team picture wall to help everyone get to know each other. As always, we hosted an afternoon tea during National Volunteer Week and highlighted our volunteers at our annual awards evening.

Volunteer Survey

We conducted a volunteer survey to better understand the strengths and needs of our volunteer community. These surveys are a really important way for us to engage with our volunteers. Though relatively few volunteers took the survey, the results were heartening.

82% of Zoo volunteers (rounded up from 81.8) said they were satisfied with the volunteer experience, with 18% neutral and no one saying they were dissatisfied. All volunteers were satisfied with the support given for their work, and the level of communication from the organisation and those they work with.

“Being a volunteer for The Nest Te Kōhanga I feel part of the team who are very gracious and supportive of their volunteers. I work hard to ensure that I give them a high standard of work and add value to my role as their volunteer.”

Wellington Zoo Volunteer

Mental Health Week - 'Reconnect'

Mental Health Week in September was themed 'Reconnect'. We set up a series of activities for every day of the week with an emphasis on reconnecting at the Zoo with the people, places and animals surrounding us. Activities included a yoga class, a shared kōrero and snack, and a competition across teams to count their steps for the day.

Pink Shirt Day

We celebrated Pink Shirt Day in May with a morning tea. Pink Shirt Day is an anti-bullying campaign that celebrates diversity. We wore pink and watched a webinar hosted by the Mental Health Foundation about workplace wellbeing, mental health, and diversity and equity in Aotearoa.

Animal Care Keeper Development Programme

We had four Keepers graduate through the Keeper Development Programme this past year. Keepers Kim Schotel, Hannah Garcia and Ashleigh Vinicombe graduated as Level 2 Keepers. Keeper Matt Fraser graduated as a Keeper Level 3.

Staff Training and Development

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

POWER Workshops

In September, we held an internal POWER visitor experience training workshop for nine new visitor-facing staff. The workshop was run by the Visitor Engagement team who shared tools to develop and deliver great talks and Close Encounters, and provided examples of the best ways to connect with our visitors to give them an awesome experience.

Fundraising Institute of New Zealand Conference and Be Partner Ready Workshops

The Zoo's Partnerships Manager attended a two-day Fundraising Institute of New Zealand corporate partnerships seminar and their conference. Both events had expert panellists who shared valuable insights from their respective industries. Sian also attended Be Partner Ready workshops about corporate social responsibility and effective partnerships.

International Animal Law Conference

In July 2022 Animal Science Manager Simon Eyre attended the online Animal Law conference hosted in the UK. The conference covered many subjects to do with animal welfare and animal law such as animal sentience, animals laws around the world and putting the Five Domains of Animal Welfare into modern animal welfare legislation.

National Kiwi Hui

Animal Care Manager Nic Dunn, Ectotherm & Birds Team Leader Joel Knight, and Ectotherms & Birds Keeper Matt Forbes attended the national Kiwi hui in June 2023 at Muru Raupatu Marae, Taranaki. This is an annual meeting of all organisations involved in Kiwi conservation and managing Kiwi in human care.

Zoo and Aquarium Association (ZAA) Australasia's New Zealand Conference in Christchurch

The ZAA NZ Workshops were held in Christchurch in March across three days at Willowbank Wildlife Reserve and Orana Wildlife Park. Animal Care Team Leader Ectotherms and Birds Joel Knight, and Conservation Manager Dr Ox Lennon, presented on day two which was a plenary of 22 presentations from across the zoo, aquarium and wildlife profession in Aotearoa.

National Animal Welfare Advisory Committee and National Animal Ethics Advisory Committee workshop

Animal Science Manager Simon Eyre attended a joint National Animal Welfare Advisory Committee and National Animal Ethics Advisory Committee workshop on invertebrate sentience.

Safe for Children ADHD Training

The Learning team all completed 'Safe for Children' training about working with tamariki with ADHD. This training will be very useful, particularly for the holiday programme.

Gold Agouti Awards

Wellington Zoo celebrated its 10th Gold Agouti Staff and Volunteer Awards Gala or event in September. Just over 100 staff, Board Trustees, volunteers and invited guests were present to applaud the nine winners in both strategic and values-based categories. We received 99 nominations across 39 staff members this year.

CEO: Individual Excellence

Dr Ox Lennon

Tinana

Britt McMichael

Volunteer of the Year

Susan Arons

CEO: Individual Excellence - Highly Commended

Jess Ellery

Hinengaro

Joel Knight

Aoraki Awards

Long Service Awards

John Brien (15)

Don Watherston (15)

Lois Fyfe (5)

Zel Lazarevich (5)

Holly McDonald (5)

Charles Wilson (5)

CEO: Team Excellence

Reptiles & Invertebrate team

Whānau

Ali Gregory

CEO: Team Excellence - Highly Commended

Carnivores team

Living the Values

Saiko Aketagawa

Volunteer Aoraki Awards

Long Service Awards

Laura Philipsen (10)

Andy Linton (5)

Nicola Gaskin (5)

Special Recognition Award

Holly McDonald

Volunteer: Excellence Award: The Nest Te Kōhanga

Norma Hudson

Oranga

Cam Hawken

Volunteer Excellence Award: Visitor Experience

Margaret Royfree

Wairua

Sian Robertson

Volunteer Excellence Award: Animal Care & Science

Sam Tiffen



External Presentations by Staff

- Chief Executive Karen Fifield MNZM, presented at the annual Japanese Association of Zoos and Aquariums conference on WAZA strategy and guides. His Imperial Highness, Crown Prince Akishino, the President of JAZA, heard this presentation.
- The Chief Executive presented at the annual WAZA conference on the topics of: Wellington Zoo Trust’s Rainbow Tick certification; hosting the upcoming International Zoo Educators Association (IZE) conference in Wellington; and, together with Elaine Bensted, Chief Executive of Zoos South Australia presented the launch of the WAZA Sustainable Timber Guide.
- Chief Operating Officer Daniel Warsaw, Director of Communication, Experience & Conservation Amy Hughes and Animal Care Manager Nic Dunn attended the annual ZAA conference in Melbourne. At this conference, Daniel presented our Zoo’s Rainbow Tick certification, and Amy presented our United Nations SDG work. Several other staff members attended conference sessions online.
- Via Victoria University, the Chief Executive spoke to the Mindanao Young Leaders’ Development Programme about our United Nations SDGs.

- Staff spoke on a climate action webinar for Te Pū Tiaki Mana Taonga (Association of Educators Beyond the Classroom).
- Jeremy O’Brien, Nutrition Manager, presented to Grey Power Upper Hutt about our nutrition software programme.
- Our Team Leader Learning, Charles Wilson, presented about practical applications of the SDGs at the ZAA Engagement Special Advisory Group (ESAG).
- Reptiles & Invertebrates Keeper, James Kilduff, presented to Summerset at the Course in Trentham about his experiences at Mokomoko Dryland Sanctuary working with Grand and Otago Skinks.
- Daniel Warsaw, Chief Operating Officer, shared a presentation on progressive zoos to Probus Club Karori.
- Karen Fifield MNZM, Chief Executive presented to Karori Rotary about progressive zoos; as she has done for the past seven years, she also presented to the new student intake of Victoria University supported Aspire Women’s Leadership Development Programme. She was invited to participate as a panel member in a Victoria University post graduate “2040: New Zealand as an Innovative Tourism Destination” webinar.
- Amy Hughes, Director Communication, Experience & Conservation presented to 46 members of the New Zealand Institute of Building and the National Association of Women in Construction about the process of designing and building the Snow Leopard habitat.



Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Staff recognition initiative complete	Achieved ✓	1	Achieved
Staff learning and development initiatives completed	29 ✓	10	18

Staff Learning Sessions

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

- Nicola Craddock, Chief Executive of ZAA, shared ZAA’s new AVI (Animal Visitor Interaction) position statement
- Veterinary Technician, Carina Waldron, presented on her conservation leave work with Save the Tasmanian Devils
- People and Culture Lead, Jane Frater, ran drop-in sessions for staff to ask any questions related to her area, and ran a workshop for managers on the Zoo’s Disciplinary Policy and Unsatisfactory Performance Policy
- Dr Ox Lennon, Conservation Manager, held a session on our new Sustainable Palm Oil Statement
- Animal Care Manager, Nic Dunn, shared the work he did while on conservation leave with the Kākāpō Project
- Dr Shailendra Thakali, from Mountain Spirit, visited Wellington Zoo for the opening of the new Snow Leopards habitat and gave a presentation on the work that Mountain Spirit does in the Himalayas.
- Val Little from Rainbow Tick, ran LGBTTOIA+ Inclusion workshops
- Chris Jerram, Director of Sustainability, Assets & Safety, facilitated the NZ Movember Mental Health Seminar for staff
- Health & Safety Lead, Matt Campbell, facilitated the Pink Shirt Day webinar by the Mental Health Foundation
- Chief Operating Officer, Daniel Warsaw, and People and Culture Lead, Jane Frater, ran multiple ‘How is my pay reviewed’ sessions for all staff, and several ‘Supporting Success’ sessions for Managers and Team Leaders.

Leadership Excellence and Performance Programme

29 leaders from across the Zoo attended two Leadership and Excellence Programme (LEAP) sessions. These sessions focused on influencing skills, awkward conversations and change. This is a continuation of the six LEAP sessions staff completed during late 2021 and early 2022.

Sharing our Expertise

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

- **Reverse the Red**
Dr Jenny Gray, Chief Executive Zoos Victoria, and Nicola Craddock, ZAA Executive Director, presented to Wellington Zoo management and DOC staff on the Reverse the Red initiative. This initiative is driven by WAZA, IUCN and Plus One programmes to stop species decline. Jenny and Nicola also presented on these initiatives to the Zoo’s Board at its September development meeting.
- Wellington Zoo has spearheaded an initiative to form a new Safety Special Advisory Group (Safety SAG) as part of the ZAA. The purpose of the Safety SAG is to form a collaborative network of health, safety, and wellbeing professionals from across ZAA member organisations to promote discussions on current challenges and activities in the region.
- Wellington Zoo also hosted Prof Jon Paul Rodriguez, Chair IUCN SSC, and Dr Kira Mileham, Director Global Strategic Partnerships IUCN SSC, for a meeting with the Zoo, DOC, and other New Zealand zoos to discuss Reverse the Red and Plus One.



- The Zoo's Director Communications, Experience & Conservation and Community Engagement Manager hosted the Customer Experience team from Interislander. Their team was keen to understand how we approach customer experience because they recognised the Zoo as experts in delivering excellent experiences.
- Conservation Manager Ox Lennon attended the sod turning at the Shelly Bay housing development in recognition of our advice on Kororā management.
- Our Community Engagement Manager welcomed Volunteer Centre Network who were holding a hui at the Zoo and spoke about the Zoo's volunteer programme.
- Wellington Zoo hosted the Government Health & Safety Lead interns for a full-day session and site visit. This included emergency response training, visitor safety considerations and critical risk workshop processes.

Appointments

- Our Chief Executive, Karen Fifield MNZM, continues her Vice President position at WAZA. The WAZA Council presented its new Strategic Plan to members at the 2022 annual conference at Loro Parque in the Canary Islands, Spain.

- The Zoo's Chief Operating Officer, Daniel Warsaw, attended the Madagascar Fauna and Flora Group's annual meeting held at Duke Lemur Center, North Carolina, USA. Daniel is both a Board Member and the Treasurer for the group, which is one of our Zoo's key international conservation partners.
- Director Communication, Experience & Conservation sits on the International Zoo Educators Board in the conference host position, after five years as the Oceania regional representative
- Conservation Manager Dr Ox Lennon represents WAZA on the New Zealand International Union for the Conservation of Nature committee and is the Treasurer.
- Zoo staff sit on various ZAA groups, including the ZAA Board and the ZAA New Zealand Board:
 - Director Communications, Experience & Conservation, Amy Hughes, is an elected member of the ZAA Board and also sits on the Conservation Engagement Committee and sat on the Wildlife Conservation Committee for part of the year
 - Our Chief Operating Officer, Daniel Warsaw, is on the ZAA New Zealand Committee and the ZAA Ethics Committee
 - Animal Science Manager Simon Eyre sits on the ZAA Standards & Accreditation Committee as well as the ZAA Animal Management Committee.

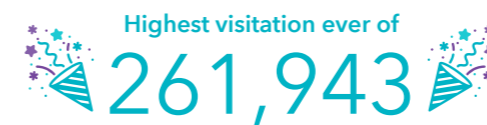
Sustain financial success by data driven decision making

Maintaining a progressive zoo like ours requires significant investment. We need to provide the highest level of animal welfare while also meeting the needs of our visitors and community. COVID-19 and the economic climate have created challenges throughout the previous three financial years.

Visitor Insights

We commissioned pricing research to support work on our revenue budget and to assess whether we needed to make changes to our pricing. As a result of this research, some price changes were recommended and approved by the Board of Trustees to take effect on 1 July 2023.

Visitor Numbers



Visitation seems to have returned to pre-COVID levels, with our 2022/23 target of 235,540 exceeded by 26,403 visitors. The arrival of Snow Leopards created a large boost in visitation, with over 12,000 visitors in the first week of the Snow Leopards being at Wellington Zoo.

Financial Success

Retail

This was a very strong year for retail, with a record sales day and sales month in April when the Snow Leopard habitat opened. This financial year we sold \$671k of retail products, \$202k more than the same period last year, and finished the financial year \$186k ahead of our target.

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Number of visitors	261,943 ✓	235,540	207,365
Measure visitor feedback and satisfaction	9.1 ✓	8	9.1



Venues

This year we welcomed 170 companies and organisations to the Zoo for a meeting or event, 72 more than in the 2021/22 financial year. We have exceeded our venues' revenue target of \$244K by \$22K. Associated bookings by venues guests to do Giraffe feeds and talks during their breaks have proven to be highly popular, contributing to an enhanced visitor experience at the Zoo.

In anticipation of further growth and networking opportunities, we attended the Meetings 2023 conference. By attending Meetings 2023, we forged valuable business events industry connections, gained insights into the latest trends, and explored potential collaborations.

Business Continuity Plan Review

We have completed a review of our Business Continuity Plan's phased response documents for the loss of critical infrastructure, habitats, utilities and key staff. This review was carried out through workshops with the wider Zoo team on key utility infrastructure failures. These plans are critical to set out how the Zoo team will respond to significant outages and determine our mitigation and recovery responses.

“Four of us visited the zoo on Friday, to see the snow leopards. Since I haven't been to a zoo for many decades, I was amazed and delighted to discover such a charming public space in an urban environment. Wellington Zoo proved to be the most pleasurable experience I could have possibly imagined: trees, water, hidden spaces, open spaces, vistas - I loved it. The animals looked healthy and content, there was no rubbish in sight, the use of timber and brushwood was so imaginative, signage was excellent. There is not one single aspect to criticise.

Thank you all at Wellington Zoo for such an outstandingly satisfying experience. I saw only one small part of a Snow Leopard, but was glad to find they had such a suitable enclosure.

Best wishes to you all - and thank you for your hard work.”

Wellington Zoo Visitor

Measure	Actual 2022/23		Target 2022/23	Actual 2021/22
Council operating grant per visitor	\$15.65	✓	\$15.93	\$17.55
Full cost to Council*	\$6.504M	✗	\$6.183M	\$6.438M
Trading Revenue per visit (excl. grants & interest)	\$19.19	✓	\$18.99	\$17.05
Non-Council donations and funding	\$403,000	✓	\$392,500	\$821,000
Percentage of operating costs generated by Trust	57%	✓	53%	43%
Trust generated income as percentage of the Council grant	134%	✓	130%	97%

*This target is generated by WCC and is not controlled by the Trust. It includes depreciation and shared services costs, CCO team costs, insurance, CAPEX interest and the OPEX grant.

Sustain a safety-conscious culture

Critical Risk Management

A key action from the Zoo's Health, Safety and Wellbeing strategy was the review and updating of our critical risk verification processes. Subsequently, the Director Safety, Assets & Sustainability implemented a series of nine critical risk management workshops involving staff from across the Zoo. We used the bowtie method of assessment with staff identifying risks, preventative measures, mitigation barriers and consequences in relation to risks. Following the completed bowtie reviews, new verification measures have been developed to provide additional layers of assurance to the Board that the Zoo's critical risks are being appropriately managed.

Health and Safety Rep Training Sessions and SafeSkills Conference

Training sessions are ongoing with the Zoo's five newly appointed Health and Safety Reps. Some attended a SafeSkills Conference in August which was specifically designed to upskill and provide networking opportunities for Health and Safety Reps in the region. The new Health, Safety and Wellbeing Committee members are now hitting their stride and contributing positively to the health and safety culture at the Zoo.

SafePlus Online Self-Assessment

In May we ran a repeat of the SafePlus online self-assessment, last carried out in 2021 in conjunction with an external review and a SafePlus on-site report. The SafePlus programme looks at three key areas of Health and Safety performance: Leadership, Worker Engagement, and Risk Management. The high-level report outcomes from the

online survey are very straight-forward. For each key area, participants are provided a developing, performing, or leading score. The Zoo achieved a performing score for all three areas of our self-assessments in 2019, 2020, 2021, and now 2023.

This year's results will be compared to previous results to give an overall indication of progress over time. We will also use these results to guide the Health, Safety and Wellbeing Committee and decide actions from the Health, Safety, and Wellbeing Strategy for the coming year. The results of the most recent survey will be analysed and presented to the Board and Zoo staff in the coming months.

Electricity Safety Team Spot-Check Site Audit

A representative of WorkSafe's Electricity and Gas Safety team carried out a spot-check site audit as part of their regulatory requirements under the Electricity Act 1992 and Gas Act 1992. The audit looked at key buildings, including solar installations, generators, distribution boards and operational areas (including the Workshop and The Nest Te Kōhanga building). The overall feedback was very positive, particularly around the state of repair and maintenance of the electrical equipment in the areas inspected.

The audit took roughly ninety minutes on site and raised no significant issues or areas for immediate improvement or required action. A site report of the audit was provided by WorkSafe with some minor improvement recommendations - primarily around site signage to help with identifying the locations of distribution boards in the various site buildings.



COVID-19 Health and Safety Update

The Zoo has followed the Government’s guidelines around COVID-19 announced on 12 September 2022, and most staff and visitors are no longer required to wear masks. The exceptions to this are The Nest Te Kōhanga team, some Keepers and Lemur Close Encounter attendees. The “sneeze shields” and COVID-19 signage have also been removed from the Zoo.

IHI Health and Safety Portal and Eco-Portal Visit

The IHI Health and Safety Portal is our digital incident reporting system, which allows staff to track hazards and near-misses. It continues to provide excellent value and ease of access for Zoo staff and has led to improved near-miss and hazard reporting compared to previous years. Eco-Portal, the company that provides this software, visited the Zoo in August for one of their case studies. They filmed the Chief Executive and other staff talking about the vision and importance of health and safety at Wellington Zoo. Further improvement projects to the portal are being planned for the 23/24 financial year.

Emergency Drills

Emergency drills cover a range of situations that could occur in the Zoo, including fire evacuation drills, animal escape drills, first aid response and dangerous animal emergencies. Animal-related emergency drills are also required as part of the Zoo’s annual Ministry for Primary Industries audit.

Running regular emergency drills on site has been highlighted by Zoo staff as providing highly valuable learning opportunities and has helped to ensure they know their individual responsibilities in an emergency. Debriefs of every emergency drill are discussed at full staff meetings, providing regular feedback on drill success and learning opportunities for staff.

Measure	Actual 2022/23	Target 2022/23	Actual 2021/22
Health, Safety & Wellbeing Committee meeting attendance	92% ✓	80%	94%
Emergency drill or incident debriefs summary delivered	8 ✓	8	8

Improve and maintain the physical assets

Sustainably Caring for our Assets

Café Refurbishment

We conducted earthworks and built a new retaining wall to assist with the REX Tremendous refurbishment of the Zoo café.

New Bird-Washing Set-Up at The Nest Te Kōhanga

Sometimes our seabird patients need a wash, either because they are obviously covered in oil or have got human hand oils and fish oils on them. If we can't get the oil off, then the bird won't be waterproof and so can't be released. Our new bird-washing set-up means birds can be safely and effectively cleaned on-site.

We have installed new AV equipment to improve visitor experience at The Nest Te Kōhanga.

Demolishing an Earthquake-Prone Toilet Block

Due to its earthquake-prone status we decided to demolish an old unused toilet block in a service area behind the Meet the Locals He Tuku Aroha precinct.

Staff Accommodation and Storage Areas

The final touches to the shop storage area were carried out in late June, allowing for stock to be transferred to new storage areas in July - in time for new shelving to

be installed in the back shop office. Both spaces vastly improved the team’s ability to carry sufficient stock, freed up an existing office space in the Living Room, and eliminated the low risk of stock falling in the back office in an earthquake. We also created a new staff kitchen area and break space at the main entrance to the Zoo.

Te Piringa Iti

We completed earthquake strengthening of our reptile breeding facility, Te Piringa Iti, in May 2023.

Habitat Updates

The Twilight Te Ao Māhina Refurbishment

The Twilight Te Ao Māhina habitat reopened in early 2023 after a 5-month refurbishment. We have welcomed two new Kiwi residents, Rāwhiti and Tūārangi, and are now also housing Duvaucel Geckos.

The extensive refurbishment included gutting out the old Tuatara habitat and stripping out the visitor pathway, as well as most of the old plants, old irrigation and lighting within the Kiwi habitats. The new lighting equipment in the habitat has been designed to provide a more natural lightscape for the Kiwi. Daylight saving and seasonal hours have been programmed to provide the Kiwi with more natural seasonal changes across the year.





The visitor experience in the Twilight Te Ao Māhina habitat has also been refreshed. New visitor walls and glass viewing areas have been designed to provide sightlines across the habitat in key locations. These give visitors the maximum opportunity to spot the Kiwi, while also providing the birds with refuge areas. The high Punga log walls and soft recycled rubber flooring reduce noise from visitors in the space – making it easier for visitors to hear the Kiwi. New signs highlight the work of zoos caring for Kiwi.

Asia Precinct Upgrade

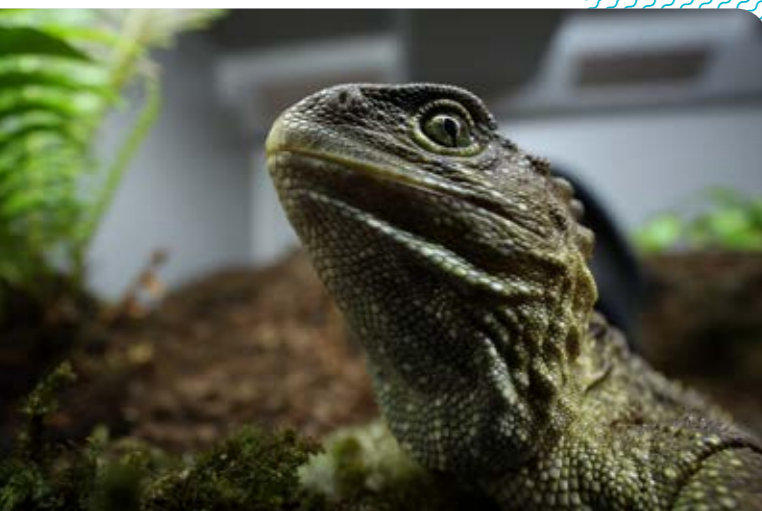
Our Community Engagement Manager worked on refreshing the Asia Precinct visitor experience to align with the Snow Leopard habitat opening. This involved repainting the Sun Bear and Tiger statues, repositioning the statues that used to sit outside the Snow Leopard habitat, repainting visitor spaces, incorporating murals into the Tiger viewing areas and developing new Red Panda interpretation. The new Red Panda interpretation was designed in-house, and we worked with local mural artists Zöe and Pippa in refreshing the Tiger visitor space and the entrance to the Red Panda habitat. We will look at continuing to work with local artists as we progress through our master planning.

Ring-Tailed Lemurs

This year we refreshed the habitat for our Ring-Tailed Lemur conspiracy. This included additional planting, as well as new poles and rope work. The new digs were a welcome improvement for our rapidly growing Lemur whānau!

Tuatara in the Living Room

A Tuatara from our off-display Tuatara facility Te Hononga, was moved to a new habitat in The Living Room providing a great opportunity for learning workshop participants to see and learn about Tuatara.



Meet all legal and compliance requirements

Ministry for Primary Industries Audit

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

Appointment of Moore Markhams Auditors

The Office of the Auditor General advised us that a new auditor, Moore Markhams Wellington Audit, has been appointed to undertake the Zoo's annual audits going forward, beginning with financial year 2021/22.

ComplyWith

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

Governance Obligations

The Zoo complied with various regulations and legislation to do with governance, including undertaking Board Trustee evaluations, signing off the 2021/22 Annual Report, signing off financial accounts, and reviewing our risk matrix.

Privacy Policy Review

The Zoo's Privacy Policy has been extensively reviewed and re-adopted by the Board. This was done to ensure our continued adherence to the Privacy Act 2020. An internal privacy working group has also been established alongside two Privacy Officer roles. The working group have developed a privacy programme and regularly undertake threshold assessments to ensure compliance with the new Policy and Act. Our first privacy impact assessment was completed by the privacy working group on 31 March.

Staff Manual Updates

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

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

Wellington Zoo Board of Trustees



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

Wellington Zoo SMT



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

Financials

Contents

Independent Auditor's Report	78
Statement of Compliance and Responsibility	82
Statement of Comprehensive Revenue and Expense	83
Statement of Changes in Equity	84
Statement of Financial Position	85
Statement of Cash Flows	86
Statement of Accounting Policies	87
Notes to the Financial Statements	91



Independent auditor's report

To the readers of the Wellington Zoo Trust's Financial Statements and Performance Information for the year ended 30 June 2023

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

Opinion

We have audited:

- the financial statements of the Trust on pages 82 to 102, which comprise the statement of financial position as at 30 June 2023, the statement of comprehensive income, the statement of changes in equity and the statement of cash flows for the year ended on that date and the notes to the financial statements that include accounting policies and other explanatory information; and
- the performance information of the Trust on pages 12 to 76.

In our opinion:

- the financial statements of the Trust on pages 82 to 102:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2023; and
 - its financial performance and cash flows for the year that ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with the Public Benefit Entity Reporting Standards Reduced Disclosure Regime; and
- the performance information of the Trust on pages 12 to 76 presents fairly, in all material respects, the Trust's actual performance compared against the performance targets and other measures by which performance was judged in relation to the Trust's objectives for the year ended 30 June 2023.

Basis for our opinion

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

- We identify and assess the risks of material misstatement of the financial statements and the performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is



higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- We obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal control.
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- We evaluate the appropriateness of the reported performance information within the Trust's framework for reporting its performance.
- We conclude on the appropriateness of the use of the going concern basis of accounting by the Trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements and the performance information or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Trust to cease to continue as a going concern.
- We evaluate the overall presentation, structure and content of the financial statements and the performance information, including the disclosures, and whether the financial statements and the performance information represent the underlying transactions and events in a manner that achieves fair presentation.

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

Our responsibilities arise from the Public Audit Act 2001.

Other Information

The Trustees are responsible for the other information. The other information comprises the information included on pages 1 to 11 and 76 to 82 but does not include the financial statements and the performance information, and our auditor's report thereon.

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

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



Independence

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

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

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

Statement of Compliance and Responsibility

For the year ended 30 June 2023

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 2023 fairly reflects the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.



Craig Ellison
Chairperson

22 September 2023



Karen Fifield MNZM
Chief Executive

22 September 2023

Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2023

	Note	Actual 2023 \$000	Budget ¹ 2023 \$000	Actual 2022 \$000
REVENUE				
Grants and Operating Revenue	1	9,670	8,618	8,643
Finance Revenue		67	4	7
Operating Revenue		9,737	8,622	8,650
Capital Grants and Donations	1	1,499	-	777
TOTAL REVENUE		11,236	8,622	9,427
EXPENSE				
Operating Expense	2	9,761	9,109	8,742
Depreciation		-	-	-
Operating Expense		9,761	9,109	8,742
Vesting of Capital Grants and Donations	3	1,568	-	813
TOTAL EXPENSE		11,329	9,109	9,555
NET SURPLUS/(DEFICIT) for the year		(93)	(487)	(128)
Other Comprehensive Revenue		-	-	-
TOTAL COMPREHENSIVE REVENUE AND EXPENSE		(93)	(487)	(128)

The accompanying notes form part of these financial statements.

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

Statement of Changes in Equity

For the year ended 30 June 2023

	Note	Actual 2023 \$000	Actual 2022 \$000
Equity Opening Balances			
Accumulated Comprehensive revenue and expense		224	224
Restricted Funds		1,680	1,808
Total Equity-Opening Balance		1,903	2,032
Comprehensive Revenue			
(Deficit)/Surplus for the year to retained earnings	10,11	(93)	(128)
Total comprehensive revenue		(93)	(128)
Equity Closing Balances			
Accumulated Comprehensive revenue and expense	10,11	242	224
Restricted Funds	11	1,569	1,680
Total Equity-Closing Balance		1,811	1,903

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

Statement of Financial Position

For the year ended 30 June 2023

	Note	Actual 2023 \$000	Budget ¹ 2023 \$000	Actual 2022 \$000
ASSETS				
Current Assets				
Cash and cash equivalents	4	4,989	2,673	3,689
Trade and other receivables	5	678	150	1,662
Inventories		146	100	64
		5,813	2,923	5,415
Non-Current Assets				
Property, Plant and Equipment	6	-	-	-
		5,813	2,923	5,415
LIABILITIES				
Current Liabilities				
Trade, other payables and accruals	7	2,862	650	1,576
Monies held in trust	7	9	-	9
Revenue in Advance	8	687	330	1,426
Employee Benefits	9	444	400	501
		4,003	1,380	3,512
TOTAL LIABILITIES				
		4,003	1,380	3,512
NET ASSETS				
		1,811	1,543	1,903
EQUITY				
Accumulated Comprehensive revenue and expense	10	242	250	224
Restricted Funds	11	1,569	1,293	1,680
TOTAL EQUITY		1,811	1,543	1,903

The accompanying notes form part of these financial statements

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

Statement of Cash Flows

For the year ended 30 June 2023

	Note	Actual 2023 \$000	Budget ¹ 2023 \$000	Actual 2022 \$000
Cash flows from operating activities				
Cash was provided from:				
Operating Revenue		11,339	8,148	8,938
Interest Received		67	4	7
Net GST received		-	-	345
Cash was applied to:				
Payments to Suppliers		(3,016)	(2,453)	(3,198)
Payments to Employees		(6,469)	(6,656)	(6,062)
Net GST Paid		(621)	-	-
Net cash inflow from operating activities		1,300	(957)	30
Cash flows from investing activities				
Cash was applied to:				
Purchase of property, plant and equipment		-	-	-
Net cash (outflow) from investing activities		-	-	-
Net Increase/(Decrease) in Cash and cash equivalents held		1,300	(957)	30
Cash and cash equivalents at beginning of year		3,689	3,630	3,659
Cash and cash equivalents at end of year	4	4,989	2,673	3,689
Made up of:				
Cash and bank balances		4,989	2,673	3,689
Closing Cash Balance		4,989	2,673	3,689

The accompanying notes form part of these financial statements.

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

Statement of Accounting Policies

For the year ended 30 June 2023

Reporting Entity

Wellington Zoo Trust (the Trust) is a charitable trust registered under the Charitable Trusts Act 1957, domiciled in New Zealand and is also a council-controlled organisation as defined under Section 6, Part 1 of the Local Government Act 2002, by virtue of the Council's right to appoint the Board of Trustees. The Trust was established on 1 July 2003 by the Wellington City Council. The Trusts incorporation number is 1341121, and the Charities registration number is CC22002.

The 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 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 these 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 2023. The financial statements were authorised for issue by the Board of Trustees on **22 September 2023**.

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 2023 \$000	Budget ¹ 2023 \$000	Actual 2022 \$000
Exchange Revenue			
Sale of Goods	671	485	469
Other Corporate income	97	110	77
Total Exchange Revenue	767	595	546
Non-Exchange Revenue			
Admissions	4,247	3,699	3,033
Other Revenue	102	180	95
Contractual Revenue			
Ministry of Education	84	105	84
Wellington City Council Operating Grant	4,099	3,759	4,148
Wage Subsidy	8		213
Business Resurgence Payment	-	-	132
Strategic Tourism Assets Protection Programme	-		125
Operating Grants and Donations			
Fonterra Brands	-		4
Boehringer Ingelheim	57		-
General Donations	6		16
Koala Trust	17		7
Weta FX	20		20
Dodoland	6		-
Ministry of Primary Industries	10	280	6
Ministry of Social Development	-		2
Unitech	4		3
Holdsworth Trust	180		180
Tip Top	27		20
Frucor	35		9
Operating Grants and Donations	362	280	267
Total Non-Exchange Operating Revenue , Grants and Donations	8,902	8,023	8,097
Capital Grants and Donations			
Pub Charity	338	-	400
One Foundation	50	-	-
Wellington Community Trust	-	-	7
Lotteries Trust Board	812	-	-
Four Winds	20	-	75
Air Rescue Services	75	-	-
Grass Roots	20	-	-
Lion Foundation	125	-	-
Brian Whiteacre Trust	8	-	15
TG Macarthy Trust	-	-	150
Pelorus Trust	-	-	40
Ross Martin	5	-	-
Donations & other fundraising towards Snow Leopard project	46	-	90
Total Non-Exchange Capital Grants and Donations	1,499	-	777
Total Non-Exchange Revenue	10,401	8,023	8,874
Total Grants, Donations and Operating Revenue	11,169	8,618	9,420

Grants and Donations include grants and bequests received for capital and operational purposes of \$1.861M (2022: \$1.044M). These grants were received for specific purposes.

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

Note 2: Expense on operating activities

	Note	Actual	Budget ¹	Actual
		2023 \$000	2023 \$000	2022 \$000
Marketing and Commercial costs		356	297	215
Auditor's remuneration:				
- Audit Services		37	33	32
Entertainment		1	5	-
Consumables		606	515	448
Cost of goods sold		334	252	219
Other Costs		1,033	657	859
Insurance premiums		12	12	11
Materials and Services		307	275	222
Personnel costs		6,556	6,545	6,245
Trustees' remuneration	16	109	111	111
Utilities		410	407	380
		9,761	9,109	8,742

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

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

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

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

Note 3: Vesting of Capital Grants and Donations

This relates to the transfer of funds to Wellington City Council. In line with the contract for services, this amount is paid on receipt of external sponsorship funding and donations towards capital works programmes. The amount vested in 2023 is the contribution towards the Snow Leopard project.

The Zoo has committed to transfer funds of \$1.568M recognised during the 22-23 financial year (2022: \$770K Snow Leopards, \$43K other capital works). The total vesting amount for the Snow Leopard project was \$2.338M and was paid in July 2023.

Note 4: Cash and cash equivalents

	Actual 2023 \$000	Budget 2023 \$000	Actual 2022 \$000
Bank Balances	4,985	2,673	3,685
Cash on hand	4	-	4
Total Cash and cash equivalents	4,989	2,673	3,689

Note 5: Trade and other receivables

	Note	Actual 2023 \$000	Budget 2023 \$000	Actual 2022 \$000
Receivables (Gross)		407	150	30
Trade Receivables due from Wellington City Council	15	224	-	1,510
Less provision for impairment of trade receivables		-	-	-
Trade Receivables		631	150	1,540
Prepayments		47	-	122
		47	0	122
Total Trade and other receivables		678	150	1,662
Trade Receivables comprises:				
Receivables from the sales of goods and services (exchange transactions)		284	150	1,031
Receivables from transfers (non-exchange transactions)		347	-	509
		631	150	1,540

As at 30 June 2023, no Trade Receivables were assessed as impaired.

Note 6: Property, Plant and Equipment

	Actual 2023 \$000	Budget ¹ 2023 \$000	Actual 2022 \$000
Operational Assets			
Plant			
Plant at cost – opening balance	48	48	48
Accumulated depreciation	(48)	(48)	(48)
Total Plant – opening balance	-	-	-
Depreciation Expense	-	-	-
Total plant – closing balance	-	-	-
Furniture and Equipment			
Furniture and Equipment at cost – opening balance	171	171	171
Accumulated Depreciation	(171)	(171)	(171)
Total Furniture and Equipment – opening balance	-	-	-
Depreciation Expense	-	-	-
Total Furniture and equipment – closing balance	-	-	-
Total Operational Assets	-	-	-
Work in progress			
Work in progress at cost – opening balance	-	-	-
Additions	-	-	-
Other	-	-	-
Work in progress at cost – closing balance	-	-	-

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

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

	Actual 2023 \$000	Budget 2023 \$000	Actual 2022 \$000
Payables under Exchange Transactions			
Exchange Payables and Accruals			
Trade Payables and Accruals	214	650	204
Trade Payables due to parent	2,700	-	816
Total Payables under Exchange Transactions	2,914	650	1,020
Non -Exchange Payables			
PAYE payable	78	-	68
GST payable	(265)	-	357
ACC levies payable	136	-	131
Total Payables under Non-Exchange Transactions	(52)	-	556
Total Payables	2,862	650	1,576
Regional Amenities Fund (administered on behalf of Wellington Regional Amenities Fund)	9	-	9
Total Monies held in Trust	9	-	9

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

Note 8: Revenue in Advance

	Actual 2023 \$000	Budget ¹ 2023 \$000	Actual 2022 \$000
Revenue in Advance under Exchange Transactions			
Exchange Revenue in Advance			
Admissions Revenue	440	330	358
International Zoo Educators (IZE) 2023 Conference Registrations	76	-	-
Total Revenue in Advance under Exchange Transactions	516	330	358
Non-Exchange Revenue in Advance			
Grants and Donations with conditions attached			
Wellington Community Trust	14	-	14
Holdsworth Trust	42	-	42
Lottery Grants Board	100	-	812
Lion Foundation	-	-	125
Air Rescue Services	-	-	75
Stout Trust	15	-	-
Total Grants and Donations with conditions attached	171	-	1,068
Total Revenue in Advance	687	330	1,426

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

Note 9: Employee Benefits

	Actual 2023 \$000	Budget ¹ 2023 \$000	Actual 2022 \$000
Payroll Accruals	27	-	106
Holiday Leave	417	400	395
Total employee benefits	444	400	501
Represented by:			
Current	444	400	501
Total employee benefits	444	400	501

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

Note 10: Accumulated (Deficit)/Surplus

	Note	Actual 2023 \$000	Actual 2022 \$000
Accumulated Surplus/Deficit			
Opening Balance		224	224
Net surplus/(deficit)		(93)	(128)
Transfers from restricted funds	11	264	230
Transfers to restricted funds	11	(152)	(102)
Accumulated Surplus/(Deficit)– closing balance		242	224
Total accumulated surplus/(deficit)		242	224

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

Note 11: Restricted Funds

	Actual 2023 \$000	Actual 2022 \$000
Trusts, Bequests and Capital Grants		
Opening Balance	1,188	1,223
Funds received	-	8
Funds transferred to Animal Transfers	(200)	-
Funds transferred to Accumulated Funds (prior year correction)	(18)	-
Funds utilised	(69)	(42)
Trusts, Bequests and Capital Grants – closing balance	901	1,188
Animal Transfers		
Opening Balance	143	247
Funds received	-	-
Funds Transferred from Trusts, Bequests and Capital Grants	200	-
Funds utilised	(47)	(104)
Animal Transfers – closing balance	296	143
Conservation Fund		
Opening Balance	349	338
Funds received	152	95
Funds utilised	(129)	(84)
Conservation Fund – closing balance	372	349
Opening Balance	1,680	1,808
Transfers from retained earnings	152	103
Transfers to retained earnings	(264)	(230)
Restricted Funds – closing balance	1,569	1,680

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 2023 (2022: Nil).

The Trust had no operating lease commitments as at 30 June 2023 (2022: Nil). Payments due not later than one year Nil, payments due between one to two years Nil (2022: Nil).

Note 14: Contingencies

The Trust had no contingent liabilities as at 30 June 2023 (2022: Nil).

Note 15: Intra group transactions and balances

	2023 \$000	2022 \$000
Expense for services provided to the Zoo from WCC:		
Wellington City Council	45	138
	45	138
Revenue for services received by the Zoo from:		
Wellington City Council	4,284	4,155
	4,284	4,155
Current receivables owing to the Zoo from:		
Wellington City Council	224	1,510
	224	1,510
Current payables owing from the Zoo to:		
Wellington City Council	2,700	816
	2,700	816

Note 16: Related Party disclosures

Key Management Personnel Compensation

	2023 \$000	2022 \$000
Total employee benefits	915	1,027
Trustee remuneration	109	111
Total Key Management Personnel Remuneration	1,024	1,138

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

Trustees' Remuneration

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

The following people held office as trustees of the Zoo during the reporting period. The aggregate remuneration paid to the trustees during the year totalled \$109,000 (2022: \$111,000) and is disaggregated and classified as follows:

Trustee Remuneration	2023 \$000	2022 \$000
Craig Ellison (term as Board Chair started 1 January 2016)	35	35
Nina Welanyk Brown (term started 1 January 2019)	19	19
Jane Diplock, AO (term started 1 July 2022)	19	10
Michael Potts (term ended 31 December 2022)	10	19
Ben Bateman (term ended 28 February 2023)	13	19
Jamie Tuuta (term started 23 February 2023)	7	-
Chris Roberts (term started 23 February 2023)	7	-
Raewyn Bleakley (term ended 31 December 2021)	-	10
Councillor Fleur Fitzsimons (term ended 20 October 2022)	-	-
Councillor Nureddin Abdurahman (term started 16 November 2022)	-	-
Total Trustee Remuneration	109	111

	2023 \$000	2022 \$000
Trustees		
Remuneration	109	111
Full-time equivalent members	6.00	6.00

Strategic Management Team

Remuneration	915	1,027
Full-time equivalent members	4.00	4.45
Total Key Management Personnel Remuneration	1,024	1,138

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

Related party transactions

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

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

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

Note 17: Explanations of major variances against budget

Statement of comprehensive revenue and expense

Revenue

Grants and Operating Revenue was ahead of budget by \$1,115,000, largely due to visitor admissions revenue being ahead of budget by \$548,000, and retail revenue being ahead of budget by \$186,000. The removal of some Covid-19 restrictions, such as the traffic light system, had an impact on visitor numbers and corresponding visitor revenue, more significant was the opening of the Snow Leopard habitat during the April 2023 school holidays. Additionally, WCC provided a further operating grant revenue of \$347,698.

Expenditure

Operating Expenditure was ahead of budget by \$652,000. Significant areas of expenditure that were over budget include; other costs \$376,000 ahead of budget including \$168,000 of professional costs relating to long term planning for the Zoo, \$129,000 of conservation fund and \$47,000 animal transfer expenses both of which are covered through the Zoo's restricted funds per note 11, Consumables \$91,000 ahead of budget due to inflation and the impact of adverse weather events and legislation changes (eggs) on food cost, Cost of goods sold \$82,000 ahead of budget due to the increased sales of retail products.

Statement of financial position

Current Assets

Current Assets are greater than budgeted by \$2,890,000, most significantly due to cash and cash equivalents being \$2,315,000 greater than budgeted due to the Snow Leopard capital grants funds held and transferred to WCC in July 2023, and trade and other receivables being \$528,000 greater than budgeted due to capital funding & grant receivables raised in June 2023.

Current Liabilities

Current Liabilities are greater than budgeted by \$2,623,000, most significantly revenue in advance was \$357,000 ahead of budget because of vouchers for admission and experiences booked in advance, and conference registration fees IZE2023 conference to be hosted by Wellington Zoo in October 2023. Trade payables were \$2,212,000 higher than budgeted, this includes \$2,689,563 (incl GST) payable to WCC for Snow Leopard asset vesting.

Statement of Cashflows

Cashflow

Cash inflows are higher than budgeted by \$2,257,000 due to timing of grants received during the financial year, and higher than budgeted levels of purchases of vouchers for future zoo admission and experiences.

Note 18: Explanations of major variances against prior year

Statement of comprehensive revenue and expense

Revenue

Grants and Operating Revenue was higher than prior year by \$1,087,000. Visitor revenue was higher than the prior year by \$1,213,000, retail sales were up \$202,000, and the café licence fee and commission were up \$20,000. The removal of some Covid-19 restrictions, such as the traffic light system, had an impact on visitor numbers and corresponding visitor revenue, as did the opening of the Snow Leopard habitat during the April 2023 school holidays, and the re-opening of the Kiwi habitat Twilight Te Ao Māhina. WCC operating grant revenue increased from the prior year by \$249,848.

Expenditure

Operating Expenditure was higher than prior year by \$1,019,000. Marketing costs were \$141,000 higher than the prior year with promotion of the new Snow Leopard arrivals, and the refurbished and re-opened Kiwi habitat. Consumables were \$158,000 higher than prior year due to increased food and freight costs. Personnel costs were \$311,000 higher than prior year due to staffing changes.

Statement of financial position

Current Assets

Current Assets are higher than prior year by \$398,000 largely due to an increase in cash and cash equivalents of \$1,299,000 offset by a decrease in trade and other receivables of \$984,000 due to the timing of capital grants received.

Current Liabilities

Current Liabilities are higher than prior year by \$491,000. Trade payables are \$1,286,000 higher than prior year, offset by a reduction in revenue in advance held of \$739,000, this is due to the amount payable to WCC for Snow Leopard capital works, and the recognition as revenue of snow leopard capital grants previously held as revenue in advance.

Note 19: Events after balance date

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

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





2021/2022

ANNUAL REPORT