



**Wellington Zoo Trust**  
**Report to the Wellington City Council LTP, Finance & Performance Committee**  
**First Quarter ending 30 September 2023**

### Highlights

- Wellington Zoo enjoyed success at the recent 2023 Rainbow Excellence Awards winning the Z Energy SME Rainbow Inclusivity Award, the Rainbow Tick Non-Commercial Sector Award and placing second for the Supreme Award.
- Chief Executive Karen Fifield has been elected as the first New Zealander to be President of the World Association of Zoos and Aquarium in September which will be ratified at the Annual Conference in San Diego in October 2023.
- We have been awarded Qualmark Gold in the Sustainable Tourism Business category. This is a new category which focuses on protecting what makes New Zealand unique and special.
- A very successful annual Gold Agouti Awards evening to celebrate our colleagues' successes was held in September.
- Total Q1 Visitation – 59,124 (exceeded our target by 8,700 and 16,479 more than Q1 last year).
- Total Q1 Retail Sales – \$199k (exceeded our target by \$88k and \$85k more than Q1 last year). We launched our online retail shop on 28 August.
- Retail Capture Rate YTD 13.8% (exceeded our target of 10%).
- Our Director Safety, Assets & Sustainability, Chris Jerram, has been appointed as co-convenor of the newly created Zoo and Aquarium Association Australasia (ZAA) Safety Specialist Advisory Group (SAG). Chris was instrumental in setting up this group which will provide a forum for other zoo health and safety managers in the region to share ideas.
- Confirmed the Conservation Fund Staff Grants for 2023: two staff members will travel to Nepal to work with our conservation partner, Red Panda Network; another will go to Dunedin Wildlife Hospital to help with hoiho chick rearing, and our Conservation Manager will be assisting partner Kea Conservation Trust organise and analyse data they have collected.
- We welcomed students from Te Kunenga ki Pūrehuroa Massey University and Te Herenga Waka Victoria University for Free Entry Student Days.
- “Retail for a Purpose” was launched in September. Each month a different “hero” soft toy will be sold in the shop with the proceeds going to the conservation partner related to that animal – in September it was the sun bear for Free the Bears. Not only does this raise funds for our partners, it also provides an opportunity for us to message our conservation work.
- Staff participated in workshops: two 2-day *Kanohi Kitea* cultural competency workshops for new staff; and two Rainbow Tick Active Allyship workshops.
- Pub Charity awarded us a \$186,902 grant towards the Giraffe House extension work. We also received a \$8,500 grant from Brian Whiteacre Trust to support the work of Te Kōhanga The Nest.
- Management and key staff attended the ZAA Conference in Christchurch in August. At the Gala Dinner, two staff members were acknowledged: one for the Australasian Employee of the Year Award and the other a ZAA Meritorious Award. Wellington Zoo also won the Team Spirit Award for our \$1,196 contribution to the “Tea and Tails” fundraiser for Ukrainian zoos.
- The new permanent glass doors have been installed in Kamala’s which will provide a selling point for the venue moving into the summer season.
- We hosted the Minister for Conservation, Hon Willow-Jean Prime in July, showing her the conservation work we do at Te Piringa Iti, Te Hononga and Te Kōhanga.
- Our MoU agreement with Pacific Radiology has been re-signed for a further three years.
- Wellington Zoo has introduced a “Supporting Success” programme for all staff which enables managers and their team members to work together to set goals and learning aspirations each year.
- Wellington Zoo’s Master Plan 2023-43 was confirmed and forwarded to WCC Officers to be submitted for WCC’s next LTP.
- Welcome Weekends during July were sold out and raised nearly \$36,000 for Wellington Zoo’s Partners in Conservation Fund.
- We received 414 responses for our community climate action survey with respondents largely positive about how they can be involved in conservation initiatives.

### Challenges

- High levels of staff sickness, particularly during the school holidays presented a challenge when ensuring rosters were fully staffed.
- Zoetis, our supplier of COVID-19 animal vaccine is no longer producing this due to US regulation changes. The lack of future supply is of concern given the Australian-based vaccine cannot be brought into New Zealand as it does not have MPI approval.

Performance Measures (KPIs) in the SOI 2023/24					
WCC Performance Measures	Target 2023.24	Quarter 1 as at 30.09.23		YTD as at 30.09.23	
Visitors	265,815	59,124	●	59,124	●
Student & Education Visits	21,000	7,017	●	7,017	●
Council Operating Grant per Visitor	\$15.67	\$17.59	●	\$17.59	●
Full Cost to Council (annual WCC measure)	Not yet available	Annual Measure			
Trading Revenue per Visit (ex. Grants & Interest)	\$17.93	\$21.88	●	\$21.88	●
Non-Council donations and Funding	\$364k	\$74k	●	\$74k	●
Percentage of Operating Costs Generated by Trust	53%	54%	●	54%	●
Trust Generated Income as % of the Council Grant	125%	124%	●	124%	●
Additional WZT Performance Measures	Target 2023.24	YTD as at 30.09.23			
Measure Visitor Feedback and Satisfaction	80%			94%	●
Number of vulnerable, endangered or critically endangered species (UICN Red List and DOC National List) at the Zoo	25			30	●
Percentage of native animals released to the wild after triage and treatment by The Nest Te Kōhanga (TNTK)	50%			72%	●
WZT UN SDG targets met	80%			Annual measure	●
Number of field conservation projects supported for vulnerable, endangered or critically endangered species (IUCN Red List and DOC National List) at the Zoo	12			13	●
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved			Achieved	●
Maintain Toitū net carbonzero certification	Achieved			Achieved	●
Implementing <i>Kanohi Kitea</i> cultural competency programme	Achieved			Ongoing	●
Achieve and maintain Rainbow Tick certification	Achieved			Achieved	●
Health, Safety & Wellbeing Committee meeting attendance	80%			86%	●
Emergency drill or incident debriefs summary delivered	8			1	●
Volunteer engagement survey completed	1			Annual Measure	●
Staff recognition initiative complete	1			Achieved	●
Staff learning and development initiatives completed	10			10	●

● On track or target met

● At risk of not achieving target

● Will not reach target

Financial Performance Summary						
	Year to Date (\$000s)			Full Year (\$000s)		
	Actual	Budget	Variance	Forecast	Budget	Variance
Revenue	2,386	2,152	235	9,305	9,305	0
Expenditure	2,437	2,469	(32)	10,001	10,001	0
Net Surplus/Deficit	(51)	(318)	(267)	(696)	(696)	0

Coming Up
<ul style="list-style-type: none"> <li>• Expecting the arrival of a giraffe calf, potentially from late October.</li> <li>• 110 delegates from 28 countries have registered to attend the Wellington Zoo-hosted IZE Conference 2023 in October. The organisation of this conference has been led by our Director Communications, Experience &amp; Conservation, Amy Hughes.</li> <li>• With the restrictions of COVID now behind us, Wellington Zoo will be trialling a new Lion Encounter and a Native Animals Tour during the IZE Conference delegates visit on 18 October.</li> <li>• The recipients of the regional Local Conservation Grants will be announced in October.</li> <li>• Preparations are underway to complete the annual Toitū net carbonzero audit in November.</li> <li>• Chief Executive (and now WAZA President) will attend the WAZA Conference 2023 in San Diego in October.</li> <li>• Chief Operating Officer (and Treasurer, Madagascar Fauna &amp; Flora Group) will be hosting the Madagascar Fauna &amp; Flora Group's Annual Meeting at Wellington Zoo in November 2023. The first time this annual meeting has been held in Australasia.</li> <li>• The next phase of the <i>Kanohi Kitea</i> cultural programme will see the implementation of a Zoo rōpū to begin the development of our Zoo-specific Tikanga Māori over the next year.</li> </ul>

## Appendix 1 – Financial Statements

<b>CCO: Wellington Zoo Trust</b>			
<b>Quarter One 2023/24</b>		<b>\$NZ000's</b>	
<b>Actual 30-Jun-23</b>	<b>INCOME STATEMENT</b>	<b>Actual 30-Sep-23</b>	<b>Budget 30-Sep-23</b>
	<b>Revenue</b>		
5015	Trading Income	1222	1016
4099	WCC Grants	1051	1042
92	Other Grants	21	21
362	Sponsorships and Donations-Operational	53	70
1499	Sponsorships and Donations-Capital	187	0
67	Investment Income	22	3
102	Other Income	17	0
11,236	<b>Total Revenue</b>	2,573	2,152
	<b>Expenditure</b>		
6,665	Employee Costs	1744	1774
3,096	Other Operating Expenses	693	646
	Depreciation	0	0
	Interest		
1,568	Vested Assets		50
11,329	<b>Total Expenditure</b>	2,437	2,469
(93)	<b>Net Surplus/(Deficit)</b>	136	(318)
(24)	<b>Operating Surplus/(Deficit)</b> <i>(excluding Capital income)</i>	(51)	(268)
-0.2%	<b>Operating Margin</b>	-2.0%	-12.4%

Actual 30-Jun-23	STATEMENT OF FINANCIAL POSITION	Actual 30-Sep-23	Budget 30-Sep-23
	<b>Shareholder/Trust Funds</b>		
1,568	Restricted Funds	1,567	1758
242	Accumulated Funds	354	(431)
1,810	<b>Total Shareholder/Trust Funds</b>	1,921	1,328
	<b>Current Assets</b>		
4,989	Cash and Bank	1,955	3299
678	Accounts Receivable	678	130
146	Other Current Assets	273	100
5,813	<b>Total Current Assets</b>	2,906	3,529
	<b>Investments</b>		
0	Deposits on Call	1,750	0
0	Other Investments	0	0
0	<b>Total Investments</b>	1,750	0
	<b>Non-Current Assets</b>		
0	Fixed Assets	0	0
0	Other Non-current Assets	0	0
0	<b>Total Non-current Assets</b>	0	0
5,813	<b>Total Assets</b>	4,656	3,529
	<b>Current Liabilities</b>		
2,863	Accounts Payable and Accruals	506	848
444	Provisions	442	0
696	Other Current Liabilities	1,787	1354
4,003	<b>Total Current Liabilities</b>	2,735	2,202
	<b>Non-Current Liabilities</b>		
0	Loans - WCC	0	0
0	Loans - Other	0	0
0	Other Non-Current Liabilities	0	0
0	<b>Total Non-Current Liabilities</b>	0	0
1,810	<b>Net Assets</b>	1,921	1,328
1.5	<b>Current Ratio</b>	1.1	1.6
31.1%	<b>Equity Ratio</b>	41.3%	37.6%

<b>Actual 30-Jun-23</b>	<b>STATEMENT OF CASH FLOWS</b>	<b>Actual Sep-23</b>	<b>Budget Sep-23</b>
	<i>Cash provided from:</i>		
11,339	Operating Revenue	3,937	3,190
67	Interest Received	22	3
(621)	Net GST Cashflow	(78)	0
10,785		3,882	3,193
	<i>Cash applied to:</i>		
(6,469)	Payments to Employees	(3,608)	(1,774)
(3,016)	Payments to Suppliers	(1,558)	(646)
0	Term investments	(1,750)	0
(9,485)		(6,916)	(2,419)
1,300	<b>Movement</b>	(3,034)	774
3,689	<b>Cash balance at beginning</b>	4,989	2,525
4,989	<b>Cash balance at end</b>	1,955	3,299