

Wellington Zoo Trust
Report to the Wellington City Council LTP, Finance & Performance Committee
Second Quarter ending 31 December 2023

Highlights

- At its December Board meeting, Trustees voted unanimously to adopt a te reo Māori name for Wellington Zoo – Te Nukua o Tūroa o Te Whanganui a Tara (*The Enduring Haven for Nature in the Wellington Harbour Region*), shortened to 'Te Nukua o Wellington Zoo' for general use. This will not be a full re-brand, rather a phased transition across the organisation.
- As at 31 December 2023, Wellington Zoo had an operating deficit of \$73k against a budgeted operating deficit of \$381k (favourable variance of \$308k). Visitor numbers were also strong at 124,774 in the financial year to 31 December 2023, 4,783 ahead of the YTD target of 119,991. Sale of retail products were ahead of target YTD by \$140k.
- The International Zoo Educators (IZE) Conference hosted by Wellington Zoo in October 2023 was a great success with 110 delegates from 28 countries participating in a week filled with workshops and presentations on Conservation Education, Community Engagement, Accessibility and Behaviour Change.
- Zuri the Giraffe gave birth to Nia on 29 November, both are doing extremely well and it has generated a lot of community interest. Pub Charity approved a grant for Phase 1 to make improvements to the giraffe house to accommodate management of the group which were completed before the birth.
- Wellington Zoo hosted our international Conservation Partner Madagascar Fauna & Flora Group¹'s (MFG) Executive Committee Meetings and Annual Meeting in November. This was a busy week of workshops, presentations and discussions to address some of MFG's strategic challenges with lemur conservation. There were 17 delegates from seven countries.
- Wellington Zoo has again passed its annual MPI Audit. This year the MPI Inspector General of Regulatory Systems and two Principal Advisors were also present as part of an internal MPI review of their verification processes for containment facilities.
- The Sustainable Solutions team from Mandai Wildlife Group (Singapore Zoo) who are pursuing net carbon zero certification next year, visited Wellington Zoo for a knowledge exchange with our experienced conservation and sustainability staff. Also discussed was Palm Oil, FSC sustainable wood and paper products and engaging staff with change in these areas.
- Earthquake strengthening has been completed on the Horticulture Shed and Bea Arthur office and both areas are now back in action.
- The first staff survey since 2019 (linked to our Oranga Strategy to support a happy, healthy and safe workplace) was distributed to staff in late November with a 79% participation rate. A summary of the results will be shared with staff early in the new year.
- The Holdsworth Foundation has committed to a further three years' support of our native reptile programme with an increase in granting to support the care of Whitaker's Skinks, a new species we will be caring for at the behest of DoC.
- Wellington Zoo staff met with representatives of Taranaki Whānui and WCC to discuss the role we can play in helping to establish the Kororā as an iconic species for Wellington.
- As part of their nationwide review on how all Kiwi in human care in New Zealand are cared for, DoC has inspected Te Ao Māhina and were satisfied that our processes and habitats more than met the expected standards.
- Recipients of the WZT Local Conservation Grants 2023/24 were announced in November with six recipients being awarded a total of \$14,395. These are awards for local Wellington Region conservation projects.
- At the end of November, representatives from Wellington Zoo, Zealandia, Te Atiawa, Taranaki Whānui, Ngati Koata and Ngati Toa gathered at Wellington Zoo's Te Hononga for a mihi whakatau to accept two Tuatara from Zealandia into our care.
- A Kanohi Kitea session, our cultural competency programme was held for 35 new staff (last workshops held in 2021 all staff must attend this workshop).
- The Learning team collaborated with a local artist who was working with students at Newtown and Berhampore Schools to create art to welcome visitors to the Zoo, either a depiction of their favourite animal, or a welcome in their native language. We held an unveiling with the chosen artists, their school mates and family members at the Zoo in December and to view their artwork at the entrance to the Zoo.


Challenges


- The spread of High Pathogenicity Avian Influenza (HPAI) presents risks to animals in our care and from wildlife we take into Te Kōhanga. We have developed plans for managing an HPAI outbreak in New Zealand which involves working collaboratively with other zoos and wildlife parks.
- Venues revenue continues to lag, however, research has shown that other Wellington venue providers are experiencing the same downturn. A proactive marketing and sales plan is underway which includes a direct mail campaign to previous customers with follow-up sales calls, as well as LinkedIn and radio advertisements.
- The costs and availability of animal food continues to cause concern with our Nutrition Centre expenses significantly increased compared to last financial year.


¹ [Madagascar - MFG - Home Page \(madagascarfaunaflora.org\)](http://Madagascar-MFG-Home-Page(madagascarfaunaflora.org))

Performance Measures (KPIs) in the SOI 2023/24

WCC Performance Measures	Target 2023.24	Quarter 2 as at 31.12.23	YTD as at 31.12.23
Visitors	265,815	65,751 ●	124,789 ●
Student & Education Visits	21,000	8,603 ●	15,620 ●
Council Operating Grant per Visitor	\$15.67	\$15.88 ●	\$16.69 ●
Full Cost to Council (annual WCC measure)	Not yet available	Annual Measure	
Trading Revenue per Visit (ex. Grants & Interest)	\$17.93	\$24.21 ●	\$23.14 ●
Non-Council donations and Funding	\$364k	\$172.7k ●	\$247k ●
Percentage of Operating Costs Generated by Trust	53%	61% ●	57% ●
Trust Generated Income as % of the Council Grant	125%	153% ●	139% ●
Additional WZT Performance Measures	Target 2023.24	YTD as at 31.12.23	
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%	43%	●
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%	95%	●
Emergency drill or incident debriefs summary delivered	8	3	●
Volunteer engagement survey completed	1	Annual Measure	●
Staff recognition initiative complete	1	Achieved	●
Staff learning and development initiatives completed	10	11	●

 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	5,074	4,624	450	9,500	9,305	195
Expenditure	5,150	4,938	212	10,100	10,001	99
Net Surplus/Deficit	(76)	(314)	238	(600)	(696)	96

Coming Up
<ul style="list-style-type: none"> • Our 19th Neighbours' Night event will be held on 26 January 2024. • Dr Amy Plowman, a renowned international expert in zoo animal nutrition, will peer review the work our Nutrition Centre has done entering all New Zealand specific animal diets data into a purpose-built software programme. • Planning for the completion of the Giraffe House Improvements to improve management of the mixed-herd group is well underway with work scheduled to start in February/March. • Climate Action Messaging Workshop for community engagement will be held with SMT and other key staff to be held in February and facilitated by The Workshop. • Hosting Toitū's Annual Regional Event in February – Karen Fifield will be one of the key note speakers. • Next module of Leadership, Excellence and Performance (LEAP) Workshops to rollout in March.

Appendix 1 – Financial Statements

CCO: Wellington Zoo Trust		\$NZ000's	
Quarter Two 2023/24			
Actual 30-Jun-23	INCOME STATEMENT	Actual 31-Dec-23	Budget 31-Dec-23
	Revenue		
5015	Trading Income	2642	2354
4099	WCC Grants	2096	2083
92	Other Grants	43	42
362	Sponsorships and Donations-Operational	203	140
1499	Sponsorships and Donations-Capital	199	0
67	Investment Income	49	5
102	Other Income	41	0
11,236	Total Revenue	5,273	4,624
	Expenditure		
6,665	Employee Costs	3587	3547
3,096	Other Operating Expenses	1563	1316
	Depreciation	0	0
	Interest		
1,568	Vested Assets	0	75
11,329	Total Expenditure	5,150	4,938
(93)	Net Surplus/(Deficit)	123	(314)
(24)	Operating Surplus/(Deficit) <i>(excluding Capital income)</i>	(76)	(239)
-0.2%	Operating Margin	-1.4%	-5.2%

Actual 30-Jun-23	STATEMENT OF FINANCIAL POSITION	Actual 31-Dec-23	Budget 31-Dec-23
	Shareholder/Trust Funds		
1,568	Restricted Funds	1,568	1758
242	Accumulated Funds	366	(427)
1,810	Total Shareholder/Trust Funds	1,934	1,331
	Current Assets		
4,989	Cash and Bank	2,468	2286
678	Accounts Receivable	3,239	130
146	Other Current Assets	242	100
5,813	Total Current Assets	5,949	2,516
	Investments		
0	Deposits on Call	0	0
0	Other Investments	0	0
0	Total Investments	0	0
	Non-Current Assets		
0	Fixed Assets	0	0
0	Other Non-current Assets	0	0
0	Total Non-current Assets	0	0
5,813	Total Assets	5,949	2,516
	Current Liabilities		
2,863	Accounts Payable and Accruals	757	477
444	Provisions	450	0
696	Other Current Liabilities	2,808	708
4,003	Total Current Liabilities	4,015	1,185
	Non-Current Liabilities		
0	Loans - WCC	0	0
0	Loans - Other	0	0
0	Other Non-Current Liabilities	0	0
0	Total Non-Current Liabilities	0	0
1,810	Net Assets	1,934	1,331
1.5	Current Ratio	1.5	2.1
31.1%	Equity Ratio	32.5%	52.9%

Estimate 30-Jun-23	STATEMENT OF CHANGES IN EQUITY	Actual 31-Dec-23	Budget 31-Dec-23
	<i>Equity Opening Balances</i>		
224	Accumulated Comprehensive Revenue and Expense	242	366
1,680	Restricted Funds	1,568	1,568
1,904	Total Equity Opening Balance	1,810	1,934
	Comprehensive Revenue		
(93)	(Deficit)/Surplus for the year to retained earnings	123	(239)
(93)	Total comprehensive revenue	123	(239)
	Equity Closing Balances		
242	Accumulated Comprehensive revenue and expense	366	127
1,568	Restricted Funds	1,568	1,568
1,810	Total Equity-Closing Balance	1,934	1,695

Actual 30-Jun-23	STATEMENT OF CASH FLOWS	Actual 31-Dec-23	Budget 31-Dec-23
	<i>Cash provided from:</i>		
11,339	Operating Revenue	5,020	3,190
67	Interest Received	49	3
(621)	Net GST Cashflow	314	0
10,785		5,383	3,193
	<i>Cash applied to:</i>		
(6,469)	Payments to Employees	(4,424)	(1,774)
(3,016)	Payments to Suppliers	(3,480)	(646)
0	Term investments		0
(9,485)		(7,904)	(2,419)
1,300	Movement	(2,521)	774
3,689	Cash balance at beginning	4,989	1,512
4,989	Cash balance at end	2,468	2,286