



[zoossa.com.au](http://zoossa.com.au)

Principal Partner  
**Westpac**



**2013-14**

## **PASSION**

We inspire and influence through our valuable conservation efforts and recognise success.

## **EFFECTIVENESS**

We focus on clearly defined shared goals and support people to achieve them.

## **INNOVATION**

We seek creative ways to achieve goals and promote a culture of learning and improving.

## **INTEGRITY**

We are guided by our values and deliver on our promises.

## **RESPECT**

We respect individual's values and encourage a culture of collaboration, listening and trust.



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Principal Partner

**Westpac**

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# Zoos SA Vision, Mission and Goals

Zoos SA is a long-established and successful organisation that is an integral part of South Australia; since Adelaide Zoo opened to the public in 1883, six generations of South Australians have passed through its gates. It is a not-for-profit, membership-based society dedicated to biodiversity conservation with close to 30,000 members.





## OUR MISSION

Zoos SA is a charitable conservation society that exists to save species from extinction and to connect people with nature.

## OUR 20-YEAR VISION

Our vision is to lead and achieve long-term conservation change through our internationally renowned sites, programs and people.

## OUR BUSINESS

As set out in the Zoos SA Business Plan 2013 – 2018, the organisation has four primary goals and a series of broad strategies to achieve these. The relationship between the strategic plan and the business plan is shown below.

### STRATEGIC PLAN

#### GOAL 1

Save species from extinction

5.1

#### GOAL 2

Connect people with nature: inform, empower and inspire people to act

5.2

#### GOAL 3

Work in an ethical and sustainable manner, influencing others to follow our example

5.3

#### GOAL 4

Apply an innovative business approach to grow a sound and advancing organisation

5.4

### BUSINESS PLAN

Saving Species

Connecting People with Nature

Working Ethically and Sustainably

Building a Sound Business



# President's Report

I'm honoured to be writing my first President's Report and thrilled to report such positive results. The board is very pleased with what has been achieved over the last 12 months and have confidence that we're well positioned to continue to implement further exciting changes. The board has put a focus on continuing work to strengthen our governance and are very well supported by our two sub committees, Finance and Audit and Risk and Governance. We had two new board members join us late in 2013, Julieann Riedstra and Tracey Shepard, and also a new public officer/secretary, Kate Hartwig, to replace our long standing public officer, Neil Killmier.

In February 2014, I facilitated a joint board and senior management team strategic planning session. This gave us the chance to review our strategic objectives and discuss our key priority areas moving forward. The board reviewed the strategic objectives of the master plan and provided direction about our future conservation activities. We also discussed how we can best maximise board input and reshaped our board meetings to be more strategic, as well as ensuring appropriate risk oversight. We continue to receive reports from the chief executive on all operational matters as well as reports against our targets within the business plan.



**“It’s extremely pleasing to have exceeded forecasts for the year and wonderful to be in a position to celebrate Monarto’s most successful year...”**

I’m thrilled with the positive achievements of the year. We had excellent visitor numbers at both sites, experienced some exciting animal births and recorded significant conservation achievements, including the wild release of three Monarto bred Tasmanian Devils. It’s extremely pleasing to have exceeded forecasts for the year and wonderful to be in a position to celebrate Monarto’s most successful year while achieving more than half a million visitors across both zoos. The key drivers for this success can be attributed in part to our exciting calendar of events, including animatronic dinosaurs and Boo at the Zoo at Adelaide Zoo, which appealed to a new demographic of visitors and encouraged an increase in member visits.

The 2013–14 financial year as a whole has been positive for Zoos SA with increases experienced across visitation and other key revenue streams. I’m delighted to report that the organisation has returned to surplus and we’re now in a much stronger financial position. These encouraging trends indicate future growth for the organisation over the coming years

and we’ve put a renewed focus on fundraising, our bequest program and sponsorship activities to support the funding of new capital investment identified in our master plan.

I’d like to give my thanks to Elaine and the senior management team for delivering such positive outcomes for the year. I also thank the board members for their work and I look forward to the 2014–15 year with great confidence.





**“Plans are currently underway to erect a permanent memorial to Greater within the zoo to honour his life and the impact he had on our zoo community.”**

# Chief Executive's Report

It gives me great pleasure to report that both Adelaide and Monarto Zoos exceeded their annual budget attendance figures set at the beginning of the financial year, with Monarto Zoo celebrating its most successful year to date. These budgets were set aiming for visitation growth, with a budgeted 5% growth at Adelaide Zoo and 15% at Monarto Zoo, so to have exceeded these figures is a fantastic result.

Surpassing attendance targets is a great way of measuring the organisation's success and performance, however there are many other ways to measure Zoos SA's performance, which give me just as much pleasure as reporting the statistics above. From making significant headway with our master planning process, continued breeding success of threatened species, the development of a conservation

framework to a renewed focus on events and increasing value for visitors and members, the 2013–14 year gave me many reasons to be proud of Zoos SA.

The zoo's record-breaking year can in part be attributed to the successful implementation of new zoo events and school holiday theming and programing. At Adelaide Zoo, a display of 12 animatronic dinosaurs delighted young palaeontologists and parents alike over the January school holidays and October brought back the much anticipated Halloween event, Boo at the Zoo. Monarto Zoo celebrated its 30th birthday with a weekend jam-packed full of activities for visitors to enjoy and at both sites Westpac Animal Play Days continued to be a favourite, with visitors given the





**“...I’m pleased to report we saw a 71% retention rate in annual membership and attendance rates of members surpassed targets at each site...”**

opportunity to witness the fun ways we stimulate our animals’ lives.

A new ad campaign hit the big screen and television encouraging local South Australians to share the wonder of our two zoos by visiting and joining as members. Along with an increased focus on adding more value to membership with dedicated events and a higher level of direct communication, I’m pleased to report we saw a 71% retention rate in annual membership and attendance rates of members surpassed targets at each site.

This year we celebrated many achievements in breeding and conservation with several key births including an endangered White-cheeked Gibbon baby and four critically endangered Western Swamp Tortoises at Adelaide Zoo and a Spotted Hyena cub at Monarto Zoo as well as the wild release of three Tasmanian Devils to Maria Island, off the coast of Tasmania. I must also acknowledge the sad passing of one of Adelaide Zoo’s most iconic residents, the Greater Flamingo, affectionately known as Greater. Plans are currently underway to erect a permanent memorial to Greater within the zoo to honour his life and the impact he had on our zoo community.

I’m very pleased with how Zoos SA performed against our key performance indicators set out in our business plan. Each year this plan is reviewed and updated to reflect the significant achievements already made and the areas which

require focus for the next 12 months. When reviewing the business plan for 2014–15 our focus will be on five key areas; growth in visitation and members, completion of master planning and commencing implementation, conservation and education, staff engagement, health and development and advancing our financial goals.

Significant progress on our master planning document was made over the year. This document will chart the course of development at both sites in line with what we want to achieve. I look forward to consulting with members about the key directions proposed.

We’ve also developed detailed plans across all areas of our business to ensure we can drive improvements and positive outcomes. These plans include areas such as environmental management, marketing and fundraising, visitor experience, human resources and IT.

My sincere thanks to everyone who helped make 2013–14 a year to be proud of; from our dedicated staff and volunteers, to our loyal membership base and of course the ever supportive board and senior management team, we couldn’t have done it without you.

**ELAINE BENSTED**

Chief Executive  
Zoos SA

# Board Members and Governance

In line with the rules of the society, Zoos SA is governed by a volunteer board with members donating their time and professional expertise. Board members are responsible for the performance of the incorporated association. The board draws on and applies relevant corporate governance principles and practices, has approved a charter and ensures conflicts of interest are considered at every meeting. Day-to-day management of the business is delegated by the board to the chief executive and senior management team, with monthly performance reports provided to the board from the chief executive.



## ZOOS SA BOARD



### DAVID SANDERS

President since November 2013  
Board member since 2012

David Sanders is a partner in the Adelaide Assurance practice, Ernst & Young and is a qualified chartered accountant and registered company auditor. David and his family have been members of the zoo for many years.

*(Term of appointment as president expires November 2015)*

*(Term of appointment as board member expires November 2016)*

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### KEVIN MCGUINNESS

Board member since  
November 2009

Kevin is a chartered accountant with more than 25 years experience in senior finance and operation roles. He is the past president of the society with a passion for the zoo and the role it plays within the South Australian community.

*(Term of appointment expires November 2014)*

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### RODNEY HOBBS

Vice President since December 2012.  
Board member since November 2010

Rodney has a Bachelor of Accountancy and has worked for the state government since 1997 in the Department of Treasury and Finance and the Department for Environment and Heritage. He has extensive experience in developing, managing and the oversight of budgets and capital works.

*(Term of appointment as vice president expires November 2014)*

*(Term of appointment as board member expires November 2015)*

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### BRYCE COOMBE

Co-opted board member  
since October 2012

Bryce is the Managing Director of Clemenger BBDO Adelaide and has worked with many high profile South Australian brands. His extensive marketing expertise complements the skills set across the board profile.

*(Term of appointment expires October 2014)*

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### CLIVE WATTS

Board member since  
November 2008

Clive is a long time member and volunteer of the society and lecturer in biology at the University of South Australia. His love of animals and plants and the wish to conserve them drives his passion for Zoos SA.

*(Term of appointment expires November 2014)*

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### KATE THIELE

Co-opted board member  
since November 2012

Kate is the Chief Executive of Guide Dogs SA and has more than 10 years of board and executive experience. Her experience in the not-for-profit sector and governance brings valuable skills to the board.

*(Term of appointment expires November 2015)*

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### GRAEME CROOK

Board member since  
December 2012

Graeme is a zoologist and a research manager at Adelaide University for the Cooperative Research Centre for High Integrity Australian Pork. He has extensive knowledge in animal management and conservation.

*(Term of appointment expires November 2015)*

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### JULIEANN RIEDSTRA

Co-opted board member  
since August 2013

Julieann is the Deputy Chief Executive, Resources of the Department for Education and Child Development. Julieann has more than 25 years experience in the South Australian public sector in finance, corporate services and infrastructure roles. Julieann has been a Life Member since 2008.

*(Term of appointment expires August 2016)*

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### TRACEY SHEPARD

Board member since  
November 2013

Tracey Shepard is the Rightshore Officer at Capgemini Business Services and is the chair of the Adelaide office's Corporate Social Responsibility Committee. Tracey brings her experience in building and nurturing multicultural relationships to the board.

*(Term of appointment expires November 2016)*

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## PREVIOUS BOARD MEMBERS

### CARLA LITCHFIELD

Board member since November 2005

*(Term of appointment ceased November 2013)*

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## BOARD MEETING ATTENDANCE 2013-14

BOARD MEMBER	NUMBER OF MEETINGS ELIGIBLE TO ATTEND	NUMBER OF MEETINGS ATTENDED	APPOINTED
David Sanders	12	11	Reappointed 28/11/13
Rodney Hobbs	12	10	Reappointed 29/11/11
Clive Watts	12	12	Reappointed 6/12/12
Kevin McGuinness	12	8	Reappointed 6/12/12
Graeme Crook	12	9	Appointed 6/12/12
Tracey Shepard	7	7	Appointed 28/11/13
Kate Thiele	12	10	Appointed 27/11/12
Bryce Coombe	12	10	Appointed 1/10/12
Julieann Riedstra	11	11	Appointed 27/8/13

## SUB-COMMITTEE MEMBERSHIP AND ATTENDANCE 2013-14

	NUMBER OF MEETINGS ELIGIBLE TO ATTEND	NUMBER OF MEETINGS ATTENDED	APPOINTED
<b>RISK AND GOVERNANCE COMMITTEE MEMBERS</b>			
Kate Thiele (Chair)	2	2	24/1/13
Kevin McGuinness	2	2	24/1/13
Neil Killmier	1	1	24/1/13
Kate Hartwig	1	1	28/11/13
David Sanders	1	1	28/11/13
<b>FINANCE AND AUDIT COMMITTEE MEMBERS</b>			
Kevin McGuinness (Chair)	8	6	10/8/2010
Rodney Hobbs	8	7	10/8/2010
David Sanders	8	8	4/2/2011

## ZOOS SA SENIOR MANAGEMENT

The chief executive and senior management team are responsible for the implementation of corporate strategy and business plan initiatives. The organisation is managed through five divisions with each director supported by a team of staff and a formal delegations manual outlines the level of authority held by positions within the organisation.

DIRECTOR CORPORATE SERVICES	DIRECTOR LIFE SCIENCES	DIRECTOR BUSINESS OPERATIONS	DIRECTOR CONSERVATION, PLANNING AND SUSTAINABILITY	DIRECTOR HUMAN RESOURCES
Jon Munn	Peter Clark	Sarah Brown	Vicki-Jo Russell	Leonie Murphy



# Year in Review Snapshot

## OUR GOALS

This financial year Zoos SA tracked and reported progress against a set of activities outlined in its business plan. This plan is guided by our strategic plan and the activities span all areas of the organisation. Over the year significant headway was made against many of the tasks with the majority completed within this financial year or well progressed.

Out of a total of 76 individual tasks detailed in the 2013 business plan, 68 were achieved.

## FIVE YEAR BUSINESS PLAN



- Completed
- Partially completed
- Not achieved in financial year





6,900

native grass plants and

400

Monarto Mint Bushes  
were planted

New members

6,994  $+$  144  $=$  7,138  
annual members life members total new members

Total members

18,749  $+$  1,730  $+$  2,067  $+$  53  
annual members corporate members life members other



More than 400 animals  
were born  
at Adelaide Zoo

More than 50 animals  
were born  
at Monarto Zoo

Our  
'Small Change'  
campaigns at Monarto Zoo

raised  
close to \$5,000  
for conservation

394,029  
people visited Adelaide Zoo

122,730  
people visited Monarto Zoo

5,385 visitors  
participated in  
Behind the Scenes  
Experiences

2,054 visitors  
participated in  
Adelaide Zoo Westpac  
Brief Animal Encounters

More than 600  
registered  
volunteers

across both sites

46,524  
visits

through Adelaide  
and Monarto Zoo's

education  
program

A total energy  
reduction of:

127,000  
KWh

This is equivalent to  
the annual usage of  
15 average households

Supporting  
African  
Rangers

36

Sera Rangers  
received life insurance

through Zoos SA contributions

# Year in Review Finance Snap Shot

The last 12 months have seen some fantastic outcomes for Zoos SA and we are pleased to report a \$29,355 surplus for the year, \$842,678 better than the deficit budget of \$813,323. Despite a tough budget and challenging revenue targets we have improved our base financial standing. This was driven by strong visitation across both sites, with Monarto Zoo achieving its highest ever attendance figures and both sites increasing by more than 13% compared to last year. This translated into higher income across all visitor service lines including admissions, retail and tours and animal experiences with these increasing by more than \$700,000 compared to the last financial year.

The year also saw the receipt of some one-off items which helped to drive the strong result. This included bequests

totalling \$328,910, a historical GST and fuel tax credit refund of \$561,000 and a revision of our depreciation rates to ensure they remain reasonable and appropriate for the use of our assets. Other significant income streams including membership, fundraising and sponsorship did not meet growth targets but all increased from last financial year. It remains a difficult market for corporate sponsorship and corporate venue hire.



Expenditure was tightly controlled and came in under budget with opportunities taken to drive efficiencies. To achieve revenue, visitation and membership growth, while tightly controlling expenditure is a clear measure of improved productivity. Improved WorkCover practices also resulted in a significant refund for 2013/14.

We invested more than \$1,000,000 in much needed capital maintenance and upgrades during the year. This compares to only \$370,000 the prior year, however what is clear is that there is no capacity to reduce the investment level with the bulk of this expenditure on maintenance and compliance issues rather than significant new exhibits or upgrades.

Even with an increase in capital expenditure as well as ensuring all financial commitments were met, the strong operating result drove an increase in cash held by almost \$400,000.

#### Key Achievements:

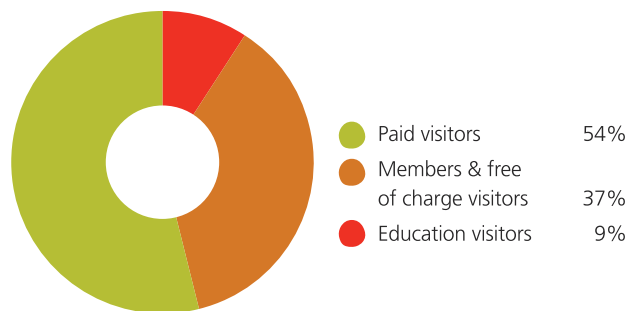
- Generating a surplus
- Improving cash flow
- Continued improvements to purchasing and procurement practices
- Increasing capital spend with further growth planned for 2014-15
- Controlling expenditure in both salaries and goods and services
- Increasing key revenue items
- Revising our ongoing treatment of GST and fuel tax credits and receiving a historical refund

Zoos SA currently has a \$7,500,000 loan with Westpac. The 2012-13 business plan released in July 2012 detailed a plan to sell the Wild Africa land at Monarto Zoo in the 2013-14 year and apply the proceeds (currently estimated in the accounts at \$1,500,000) to reduce this debt. However, it was agreed with Westpac, and the State Government was advised, that the land would not be sold in the 2013-14 year and the timing of the sale to be discussed further with the State Government and Westpac later in 2014.

In preparing our business plan for future years, we've developed a forward budget that enables annual debt payments against this loan from within our annual operating budget from the 2015-16 year forward. The debt repayment schedule will continue to be discussed with Westpac and the State Government throughout the period addressed by this plan.

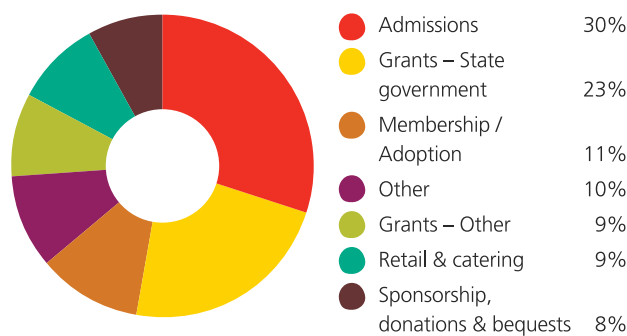
Zoos SA Audited Financial Statements can be viewed from page 48.

#### VISITOR NUMBERS



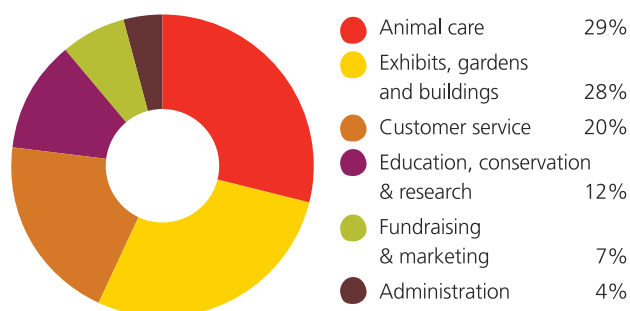
This graph represents the society's revenue for 2013-14 as detailed on page 53. Grants revenue has been further separated into 'state government' and 'other' categories.

#### REVENUE



This graph represents the society's expenses and how it spends its revenue. Salary costs have been allocated to the categories listed below so as to provide more detailed information on how funds are spent.

#### EXPENSES





# Saving Species from Extinction

## CONSERVING SPECIES IN OUR ZOOS

The last 12 months have been significant with a number of important births and deaths at both sites. Adelaide Zoo said farewell to one of its most iconic residents, Greater the Greater Flamingo, while welcoming numerous endangered species to its family. Monarto celebrated the birth of a new Spotted Hyena cub and grieved over the loss of Zwala, a 15 year old Chimpanzee.

Staff across both sites attended and participated in various training and development conferences and workshops, improving skills and

increasing knowledge in areas such as training and conditioning concepts, animal enrichment, behaviour management and presentation skills.

A complete listing of animals housed at Adelaide and Monarto Zoos listed under the Convention on International Trade in Endangered Species of Wild Fauna and Flora and International Union for the Conservation of Nature is detailed in Appendix A.



## ADELAIDE ZOO

### Welcomed additions

**September 2013** Adelaide Zoo's breeding pair of Palm Cockatoo continued to prosper with one male chick hatched, the first male to be born at the zoo

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**September 2013** Golden Lion-tamarin twins were born to parents Aurora and Rio, bringing important new genetics to the region

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**September 2013 to April 2014** Pygmy Marmoset parents Fluffy and Emanuel welcomed three babies

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**October 2013** Two Little Penguins hatched

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**October 2013** Three Barbary Sheep were born

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**November 2013** Two Regent Honeyeaters hatched

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**December 2013** Red Panda pair Imandari and Pemba welcomed twins, a female and a male

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**December 2013** Four Hosmers Skinks were bred in the Reptile House

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**August to December 2013** Six male and four female Black-winged Stilts hatched

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**October to December 2013** Two male Greater Bilby young were born in the Nocturnal House

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**December 2013 to January 2014** Six critically endangered Orange-bellied Parrots hatched

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**January 2014** 12 Inland Taipans successfully hatched after eggs were artificially incubated in the Reptile House

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**February to March 2014** One male and two female Mainland Tammar Wallabies born

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**February to March 2014** Four Patagonian Mara born, two female and two male

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**April 2014** White-cheeked Gibbon pair Viet and Remus welcomed a little girl named Tien

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**April 2014** Two Ghost Bats, one male and one female born

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**April 2014** Six capybara pups were born, with five born to one female and a singleton to the second female in the group

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**March to May 2014** Four critically endangered Western Swamp Tortoises hatched, making it the zoo's most successful breeding year to date

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Brush-tailed Rock-wallabies continue to be fostered to Yellow-footed Rock-wallabies at Adelaide Zoo and Waite Campus with 11 births across the two sites

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### Sorely missed

**July 2013** Matamata Turtle died, this was the last of this species at Adelaide Zoo

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**August 2013** Adelaide Zoo's last Dwarf Mongoose was put to sleep due to age related health issues

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**January 2014** Greater, the Greater Flamingo was humanely put to sleep, as at 83 his quality of life had deteriorated due to complications associated with old age

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**May 2014** After major hip surgery, Wanda the Southern Hairy-nosed Wombat, was put to sleep due to heart and liver complications meaning further treatment was not possible

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### New to the zoo

**September 2013** Five Blue Poison Dart Frogs and 12 Splashback Poison Dart Frogs arrived from Melbourne Zoo to form Adelaide Zoo's newest exhibit, The Frogger

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**October 2013** Two female and one male capybara arrived from Los Angeles, the first of their species to live at the zoo in more than 20 years

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**October 2013** Two male and two female Patagonian Mara from Whipsnade Zoo made a comeback for their species after a five year hiatus

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**October 2013** Jeffery, a juvenile male Double-wattled Cassowary arrived from Perth Zoo

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**November 2013** A female Sooty Owl named Stella arrived from Gorge Wildlife Park to join the Children's Zoo as well as appearing in a range of presentations

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**March 2014** Bindi, the female Common Wombat and Darryl and Olga the Southern Hairy-nosed Wombats were hand-reared by zoo keepers and can now be seen walking with zoo keepers, appearing in presentations and engaging children in classrooms

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**March 2014** Two female Highland Cattle on loan from a private breeder arrived and call the Children's Zoo home

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**June 2014** Four male Bolivian Squirrel Monkeys from Auckland Zoo arrived

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## Giant Panda

September 2013 saw the third Giant Panda breeding season at Adelaide Zoo. While natural breeding attempts showed positive improvements from previous years, no natural mating occurred. After unsuccessful natural mating attempts, a team of reproductive scientists, keepers and vets from Adelaide Zoo alongside a reproductive specialist from China Conservation and Research Centre for the Giant Panda at Wolong performed artificial insemination. This was the first time this method has been used and although it was not successful, the team gained a valuable insight into the procedure as well as providing valuable data and information that will assist with future breeding seasons.

## MONARTO ZOO

### Welcomed additions

**August 2013 to April 2014** Four Scimitar-horned Oryx calves born, one male and three female

**August 2013 to June 2014** Birth of four Blackbuck

**September to May 2014** Five eland born, one male and four female

**February 2014** Monarto Zoo continues its Przewalski's Horse breeding success with one male foal born

**May 2014** A Spotted Hyena cub was born to mum Forrest. The natural birth came as a surprise to keepers as Forrest's previous cub was born via caesarean section

The Native Breeding Centre saw success in breeding with three Greater Bilbies and three Mainland Tammar Wallabies

### Sorely missed

**August 2013 to May 2014** Two female Scimitar-horned Oryx died from Monarto's aging group and a male was put to sleep due to injuries sustained from the dominant male

**October 2013** A female Black-flanked Rock-wallaby died after a suspected snake bite

**October 2013 to May 2014** Three male Mainland Tammar Wallabies died

**December 2013 to January 2014** Both breeding male Cheetah were put to sleep due to chronic liver failure

**March 2014** Six African Wild Dog pups died after their mother fell ill shortly after giving birth and could not successfully look after her young

**March 2014** A 15 year old male bison was put to sleep due to deteriorating health conditions

**May 2014** Zwala, a 15 year old female Chimpanzee failed to recover from an anaesthetic procedure to remove her contraceptive implant.

### New to the zoo

**August 2013** A breeding pair of African Wild Dogs arrived from Taronga Western Plains Zoo

**August 2013** Storm, a male zebra stallion arrived from Werribee Open Range Zoo

**November 2013** Two male Blackbuck arrived from Taronga Western Plains Zoo to participate in the breeding program

**February 2014** Two breeding male Cheetah arrived from the Netherlands after completing their quarantine at the Adelaide Zoo Animal Health Centre

**March 2014** A female bustard, who was rescued from the grill of a truck was treated at Adelaide Zoo Animal Health Centre and transferred to Monarto to be integrated with the current bustard population

**May 2014** A male eland arrived from Werribee Open Range Zoo as a future breeding male

**June 2014** A Mesopotamian Fallow Deer buck arrived to participate in the breeding program





## ANIMAL HEALTH

The Animal Health team had a busy year full of interesting cases and exciting new developments. Fewer staff changes enabled an increased focus on providing clinical services to Zoos SA's collection of animals and supporting wider conservation programs.

Onsite the team presented talks to Zoos SA staff and volunteer groups, career workshops as well as hosting visitors from Ronald McDonald House. In addition the team remained dedicated to the training and supervision of both undergraduate and post-graduate veterinarian university students.

Staff across both sites attended numerous conferences and workshops and a considerable amount of work occurred in fieldwork, conservation and science. As in-house diagnostic capabilities are expanded and applied research opportunities are explored, the team will continue their work of caring for Zoos SA's animals.

### CLINICAL SERVICES

There have been a number of both interesting and challenging cases over the past 12 months.

#### Key highlights at Adelaide Zoo:

Preparing for and performing artificial insemination in Giant Pandas during the breeding season

Pyometra, a uterine infection, in a female Sumatran Tiger prompted an ovario-hysterectomy

Excisional arthroplasty surgery to relieve pain and restore range of motion to the hip of a Southern Hairy-nosed Wombat

The use of a thermal imaging camera as a diagnostic tool for an Aldabra Tortoise presenting with lameness

A reproductive examination of the Hamadryas Baboon troop

The use of a camera trap to objectively measure response to treatment in hospitalised animals was trialled

#### Key highlights at Monarto Zoo:

Cataract surgery and lens replacement in a female Cheetah to restore vision

The removal of an intestinal foreign body in a female African Lion

A female Chimpanzee failed to recover from a routine anaesthetic, investigations into her death are ongoing

A female Black and White Colobus required a hysterectomy due to uterine abnormalities

A Spotted Hyena who underwent a caesarean section previously, gave birth naturally and uneventfully

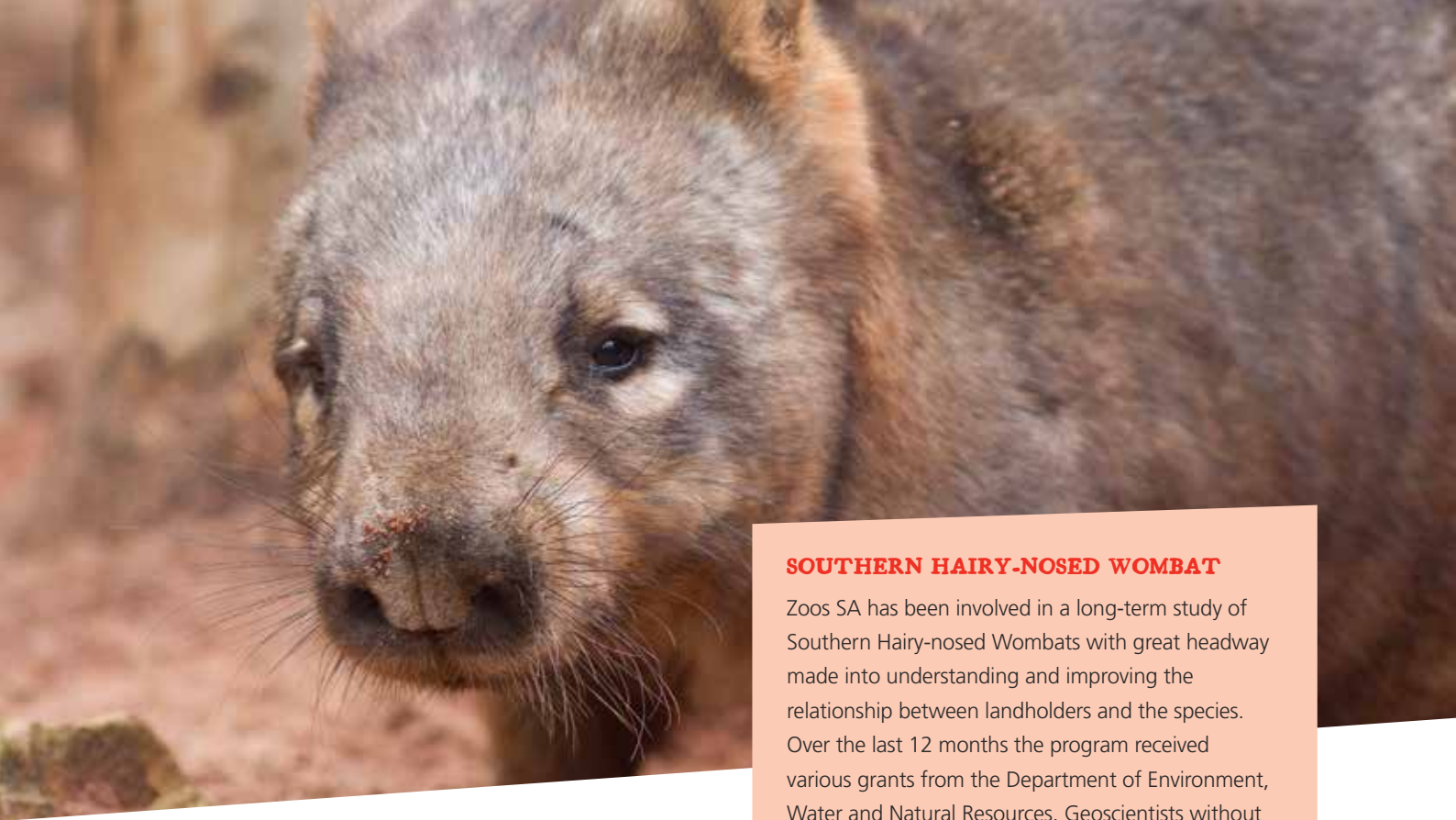
Three Tasmanian Devils successfully released into the wild of Maria Island

#### Key Wildlife Highlights:

The zoo industry wildlife surveillance project has been ongoing

#### New Facilities and Equipment in the Animal Health Centre:

Biochemistry and haematology machines at Monarto Zoo



## CONSERVATION PROJECTS BEYOND OUR GATES

Zoos SA has continued conservation work both nationally and internationally; much has been achieved with staff from across the organisation collaborating to reach key conservation milestones.

Over the last 12 months Zoos SA has developed a conservation framework that will be used to drive and re-position our conservation efforts. The framework identifies three focus regions:

- **Our Backyard:** Conserving South Australia's threatened native species and ecosystems
- **Our Region:** Conserving threatened species beyond our state in Australasia
- **Our Planet:** Contributing to international conservation efforts

In addition the framework aligns our conservation work closely to our strategic plan and identifies a series of operational criteria for selecting and developing effective projects. Over the next 12 months, we will work to ensure our conservation projects are well aligned with the framework and pursue opportunities for future project and partnership development.

### SOUTHERN HAIRY-NOSED WOMBAT

Zoos SA has been involved in a long-term study of Southern Hairy-nosed Wombats with great headway made into understanding and improving the relationship between landholders and the species. Over the last 12 months the program received various grants from the Department of Environment, Water and Natural Resources, Geoscientists without Borders, Columbus Zoo, Inspiring Australia and State NRM Community Grants which enabled the work to continue.

#### Key highlights:

Conducting trials of non-lethal management techniques of Southern Hairy-nosed Wombats on agricultural properties to look at the effectiveness of, dingo scent as a deterrent for wombat digging behaviour in cropping paddocks, the use of one way gates to control wombat movement and warren habitation, and continuation of translocation trials in the Murraylands.

Developing techniques to assist in the estimation of Southern Hairy-nosed Wombat population numbers using ground penetrating radar to map the underground structure of wombat warrens, and remote sensor cameras to estimate the average number of wombats per warren in various habitats.



**“I grew up with the cockatoo’s calls, it’s part of being home, I just can’t imagine if my kids did not hear them, I really want to be involved...”**

– Landowner involved in Red-tailed Black-cockatoo Project.

### **WALLABIES**

Over the last 12 months work has continued across three of Zoos SA’s wallaby programs. Support of these programs includes a wide variety of activities ranging from feral control and captive breeding to the monitoring of released animals.

#### **Black-flanked Rock-wallaby key highlights:**

Breeding four pouch young at Monarto Zoo. These offspring will be returned to the Warru pintji, a predator proof enclosure on the Anangu Pitjantjatjara Yankunytjatjara Lands, to introduce genetic diversity to the current population.

#### **Yellow-footed Rock-wallaby key highlights:**

Conducting regular feral control trips to Aroona Sanctuary (Leigh Creek) which provides ongoing management of feral animals such as goats, cats and foxes that impact on the Yellow-footed Rock-wallaby population. In total 85 individual animals have been recorded since the initial release of 10 wallabies in 1996.

#### **Brush-tailed Rock-wallaby key highlights:**

Continuing the captive breeding program, with animals from eastern New South Wales introduced to the southern Victorian population to boost genetic diversity of the species.

Continued monitoring of animals following a wild release into the Grampians National Park in October 2012.

### **RED-TAILED BLACK-COCKATOO**

Our work continues with local farmers in southeast South Australia to protect and restore stringybark habitat, which is one of the main feeding trees of the southeast Red-tailed Black-cockatoo. To date, farmers from more than 80 properties have been directly involved in the project and more than 250 hectares of stringybark restored. Funding for the year was provided through the South Australian Native Vegetation Council, Department of Environment, Water and Natural Resources and the Department of Planning, Transport and Infrastructure.

#### **Key highlights:**

Providing ongoing support for the landholder network, fostering peer mentoring skills in the local community around Lucindale and Naracoorte in a model for successful ecological burning.

Hosting a tour of demonstration revegetation and habitat protection sites in the Lucindale and Naracoorte area with local landholders and recovery team members.

Presenting at the South Australian Landcare Conference and Zoos Aquarium Association annual conference on the project’s approach and outcomes.



## MONARTO RESTORATION PROJECT

The Monarto Restoration Project aims to restore and expand habitat at Monarto Zoo to represent what used to exist in the region. This year saw the second round of biological surveys completed in areas where restoration and revegetation activities have occurred to measure the impact. Results from the surveys are extremely encouraging with the diversity of fauna inhabiting these areas found to be increasing.

An intensive feral control program has continued across the property. Fumigation and destruction of rabbit warrens over a 500 hectare area saw a large reduction in rabbit numbers. Feral cats remain eradicated from the site and fox numbers have been greatly reduced.

### KEY HIGHLIGHTS:

Revegetation of 20 hectares of previously cleared land

Improving a further 60 hectares of remnant bushland through supplementary planting, weeding and pest control activities

Planting of 12,500 tube stock across the property and 20 kilograms of native seed sown

Holding one planting festival and eight field days with a range of corporate organisations and local schools

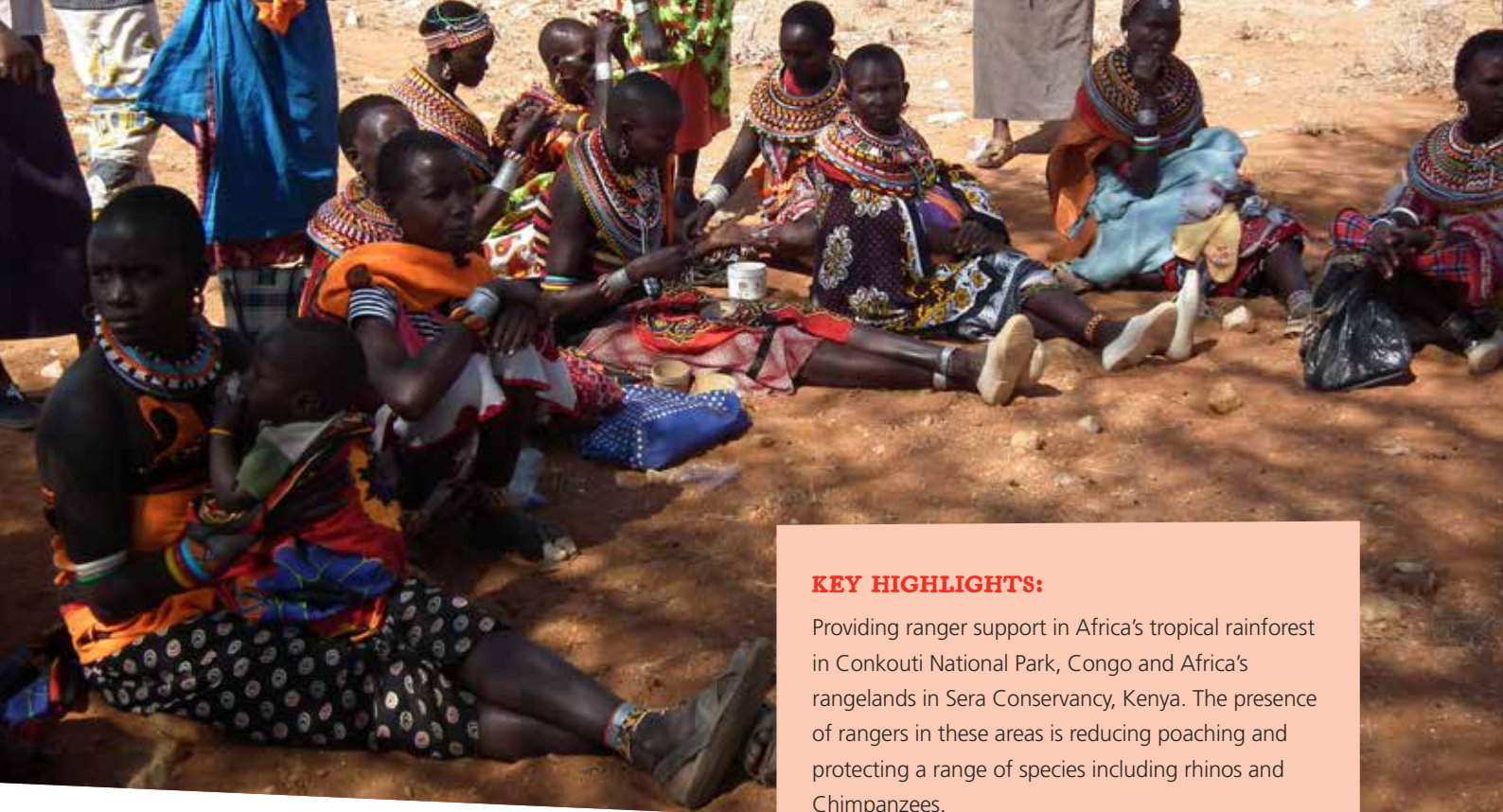
## RESEARCH

In order to conduct effective conservation efforts, we need to understand how best to do the work; be it captive breeding, working with wild populations or running our education programs. To support this, a variety of research activities are undertaken across the organisation, both by staff and a range of research students.

Studies are diverse and include a long-term carbon sequestration study at Monarto, monitoring the health of Regent Parrots in the wild and better understanding successful husbandry techniques for species like the Pygmy Bluetongue Lizard.

Research conducted by Zoos SA staff or students supervised by Zoos SA staff over the last 12 months include:

- Ashleigh Hunter *"Gut transit in Ursidae"* (Honours)
- Casey O'Brien *"Translocation in the Southern-hairy Nosed Wombat"* (PhD)
- David McLelland *"Health in wild populations of the vulnerable Regent Parrot"* (Staff research)
- Jerome Kalvas *"Study of Chytrid in South Australian frog populations"* (Staff research)
- Jillian Ryan *"Role of flagship species in increasing conservation understanding: case study of Giant Pandas as a flagship for conservation"* (PhD)
- Liberty Olds *"Small mammals of the Kimberley area, WA"* (PhD) (staff)
- Nicole Anderson *"Vaccination studies and population viability assessment for African Wild Dogs"* (PhD)
- Rebecca West *"Reintroduction biology of Black-flanked Rock-wallabies"* (PhD)
- Shangzhe Xie *"Adaption in Australian birds to heat waves"* (PhD)



## INTERNATIONAL CONSERVATION SUPPORT

In addition to our native programs, Zoos SA provides conservation support on an international level. Projects receiving this support have a focus on protecting habitats, the species in them and working with the local community. Over the last 12 months we have continued our conservation support for ecosystems associated with the following areas: the African Tropical Rainforests, African Rangelands, China's Sichuan Province, South East Asian Rainforest and Tetepare in the Solomon Islands.

### KEY HIGHLIGHTS:

Providing ranger support in Africa's tropical rainforest in Konkouti National Park, Congo and Africa's rangelands in Sera Conservancy, Kenya. The presence of rangers in these areas is reducing poaching and protecting a range of species including rhinos and Chimpanzees.

Supporting alternate livelihoods such as fish farming and more productive food crops around Bukit Tigapuluh, Indonesia and bead work in Sera Conservancy, Kenya.

Undertaking community conservation in Tetepare, Solomon Islands where locals are protecting an island and the surrounding marine environment.

Continuing the *'They're Calling on You'* campaign which raises awareness and funds for Chimpanzee conservation in Africa.

Supporting construction of ranger facilities at Heizhugou Nature Reserve, China, to assist in the protection of Giant Panda habitat.

Supporting eco-rangers to participate in activities to improve their wildlife conservation awareness and understanding run by Painted Dog Conservation in Africa.



# Connecting People with Nature



**"I loved the day  
that we had at the zoo.  
I made lots of new friends  
and learnt heaps. If it was  
on again I would definitely  
do it again."**

**– Student leadership day 2014,  
Urrbrae Agriculture High School  
student, 14 years old**



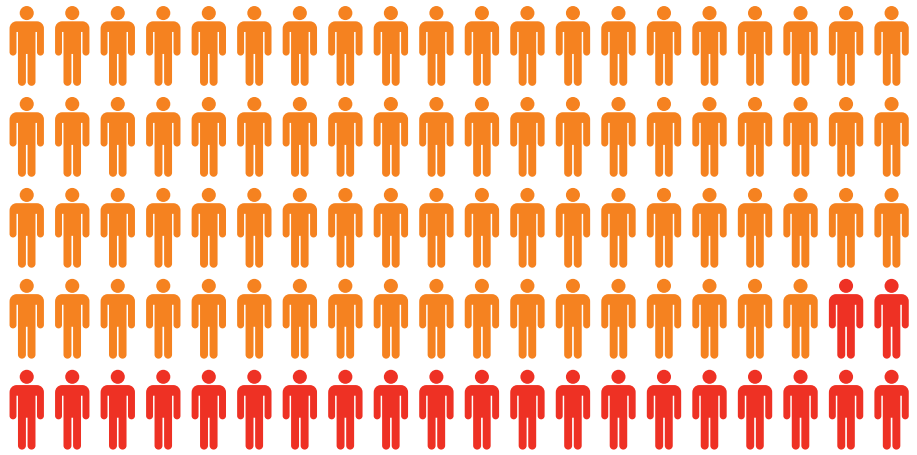
## EDUCATION VISITOR NUMBERS

### ADELAIDE ZOO

35,308

### MONARTO ZOO

11,216



## EDUCATION

Zoos SA's education team works with teachers and students from preschool to year 12, developing and delivering education programs to inspire, inform and connect people with nature.

The Zoos SA Education team includes two Department of Education and Child Development (DECD) Education Managers, one at each site. These positions are funded to create quality learning experiences for early to senior year educators and students by bringing together curriculum requirements, effective teaching and learning techniques and the unique resources available at Zoos SA sites.

The last 12 months saw the restructure of Zoos SA Education to reflect DECD's changing expectations of the Education Manager roles across the state. A Team Leader position was created, through which Zoos SA education staff report.

Adelaide and Monarto Zoo education teams worked together to integrate new curriculum and existing learning design into various Zoos SA programs, as well as expanding existing programs to operate across both sites.

### ZOOMOBILE

The mobile zoo program operated on a full time basis in 2013 and on a part time basis from January 2014. During this period we delivered hands-on conservation awareness and action inspiring programs to more than 6,500 clients within the South Australian community.

Some underprivileged schools were able to access the program through funding from the Adelaide Mount Lofty Natural Resource Management Board. Feedback as a result of the grant was very positive.

## PLANETKEEPER

This popular program provides children with knowledge about conservation and how they can take action to make a difference. Participating groups learn about threatened species while visiting the zoo, continue to raise awareness back at their respective schools and then fundraise for chosen species. In the last 12 months students raised approximately \$1,600 towards conservation support for these species.

**“Students learnt about caring for animals and their environment. That we CAN make a difference and that our actions have consequences. The grant was fantastic for children who do not have means to visit the zoo. It also meant children who often miss out on excursions due to lack of finance could participate.”**

– Teacher, Flaxmill Primary School

**“Our teachers loved the degree of passion aroused about the Save the Tigers study and fundraising. Great interest and learning from students.”**

– Teacher feedback 2014



**“I am very pleased with this experience. We keep coming back year after year so it must be good!!”**

**– Teacher feedback 2014**

## **ZAMBIA**

The Zambian/Australian exchange program was designed to immerse and challenge young people in real life conservation projects far beyond their familiar worlds, inspiring hearts and minds, fostering long-term relationships and a love of the wild.

April 2014 saw part two of the exchange program, when 10 students from Chipembele Wildlife Education Trust visited Adelaide for 18 days. Students participated in a range of activities including seeing real rhinos (extinct in Zambia) and swimming in the ocean for the first time.

A presentation of the exchange was given at this year's Zoo and Aquarium Association Conference in New Zealand. An eight minute video was utilised to highlight the program's achievements and fitted perfectly with the conference theme of 'expanding horizons and global partnerships'.

## **CHILDREN'S UNIVERSITY**

Children's University is a charitable arm of Adelaide University that provides opportunities for children to undertake hands-on learning outside of school hours. The concept is new in Australia but has grown to be extremely popular in the UK over the past decade.

Adelaide and Monarto Zoos are two of a number of learning destinations across South Australia and, as the program grows, more organisations will become involved and more students will participate.

## **REVIEW/SURVEYS**

Online feedback from teachers and students about Zoos SA Education programs has been systematically gathered throughout the year. These ongoing surveys are informing current and future program design and are an important component of responding to client needs.

## **COMMUNICATION**

Zoos SA Education publishes a digital newsletter for teachers called ZedNet (Zoo Education Network). The network has grown from a handful of recipients to more than 1,000, adding to the suite of communication channels available for the promotion of education programs.



## MARKETING

Marketing continued to support key business activities including communicating conservation messages and promoting attendance, events and other income generating products. Multiple platforms including mass media, social media, our website, Zoo Times eNews and Zoo Times magazine were used to communicate with the general public, members and supporters.

### Key media highlights:

Monarto Zoo 30th Anniversary

The death of Greater, the Greater Flamingo

Giant Panda Breeding Season

Key births and arrivals at both zoo sites

Events across both sites including Dinosaurs Alive and Boo at the Zoo

Campaigns continued to focus on major onsite activity such as school holiday programs and the exciting calendar of events which created new and unique experiences for our visitors to enjoy. Key campaigns which supported attendance driving activities included Monarto Zoo's 30th birthday, Boo at the Zoo and the popular animatronic display at Adelaide Zoo, Dinosaurs Alive.

This financial year major advertising activity also included campaigns for other revenue generating products such as animal adoption, membership and behind the scenes experiences as well as a direct mail campaign promoting venue hire. This provided a great opportunity to raise awareness of these products amongst a new audience. Advertising highlights included the development of our new 'Share the Wonder' television and cinema commercials for Adelaide Zoo, Monarto Zoo and annual membership.

Market research was prioritised this year with a major onsite survey conducted at Adelaide Zoo with an equivalent survey planned for Monarto Zoo.

Other major initiatives were commenced to help develop the brand. This includes plans to develop a new website and the implementation of the Zoos SA Brand Guidelines.

Zoos SA continued to benefit from key promotional partnerships with major media channels across print, radio and television.



## OUR PARTNERS

Zoos SA continues to receive tremendous support from corporate organisations that have provided in-kind and/or financial support during the past year. Zoos SA also acknowledges the significant annual funding support provided by the South Australian State Government and support from our principle partner, Westpac.

These partnerships enable Zoos SA to strive to achieve our mission and ensure many valuable conservation projects are able to be undertaken both locally and internationally. In return our partners are able to celebrate in our successes and be recognised alongside a leading conservation charity.

Zoos SA works to strengthen the valued relationships that are already in place, while trying to source new corporate partners. There have been more opportunities during the last 12 months for corporate partners to support Zoos SA with themed school holiday activities, the re-introduction of key events and the implementation of the Dinosaurs Alive event at Adelaide Zoo during the summer period.

These increased activities have culminated in being able to attract a wider corporate target audience and has seen corporate sponsorship revenue exceed by 23% from last year.

### Key highlights:

A new event sponsorship category was introduced to reflect the short term event sponsorship support that is sourced for key events and themed school holiday activities.

A sponsorship 'Thank You' event was held on 22 January 2014 in the Dinosaurs Alive exhibit area, showcasing the very popular limited event at Adelaide Zoo. The event was attended by sponsors and key partners to acknowledge and thank them for their ongoing support.

Zoos SA held a joint event with principal partner Westpac from 26 – 27 October 2013 to celebrate Monarto Zoo's 30th birthday.

## PRINCIPAL PARTNER



partnerships

## GOVERNMENT PARTNERS



Australian Government



Government of South Australia

## MAJOR PARTNERS



## CORPORATE PARTNERS



## PREFERRED SUPPLIERS



## PREFERRED SERVICES



## EXHIBIT SPONSORS



## EVENT SPONSORS



## CONSERVATION SUPPORTERS

Alinta Energy      Mulhouse Zoo      Nature Foundation      San Diego Zoo      The University of Adelaide



## FUNDRAISING

Zoos SA is grateful for the generous support it receives from the public, members, volunteers and corporate partners.

This year, fundraising support was received from 11,069 households. Many of these supporters engage with us in multiple ways and have been loyal supporters for many years, however we have also experienced growth in new supporters with 3,665 households joining us for the first time this year.

In addition 37 corporate partners provided cash and in-kind support, which has greatly contributed to the care we provide to our animals.

## DONATIONS

The average donation reached \$227 per person this year. These donations were mainly sourced from an appeal to help with our Tasmanian Devil breeding program via a direct mail out. This culminated in the release of three healthy Tasmanian Devils onto Maria Island off the Tasmanian coast. We also received a large number of gifts in response to the death of our Greater Flamingo. The care shown by our zoo keepers over so many years was recognised by the public who responded to the news of Greater's death with gifts, condolence cards, photographs, and social media posts.

FUNDRAISING ACTIVITY	2013-2014 \$	2012-2013 \$	DIFFERENCE
Corporate Sponsorship Cash	448,669	417,973	30,696
Corporate in Kind Support	773,416	575,850	197,566
Fundraising Major Gifts	75,392	99,597	-24,205
Appeals and Donations	74,304	65,805	8,499
Sundry Income	25	-	25
Bequests	328,910	22,234	307,345
<b>Total</b>	<b>1,700,716</b>	<b>1,181,459</b>	<b>519,257</b>



## MEMBERSHIP

Over the last 12 months we have worked hard to reinforce our commitment to our membership base through a higher level of direct communication as well as the introduction of a wider scope of events and experiences.

### Key highlights:

- At the close of the financial year Zoos SA retained 71 % of its members
- Adelaide Zoo hosted a Members Bring a Friend Free day, allowing members to share their membership with their friends and family
- *Share the Wonder*, a membership commercial featured across television and cinema showcased the wonderful experiences enjoyed with a Zoos SA membership
- The new Community Pass offered under the membership community engagement initiative has enjoyed its first year as a product. This allows a growing number of community groups and not-for-profit support groups to visit the zoo as part of their regular outing schedule
- More than 500 families enjoyed Corporate Membership
- The introduction of a members only Zoo Times eNews allows members to stay informed on all member activities and functions such as onsite programs and activities.

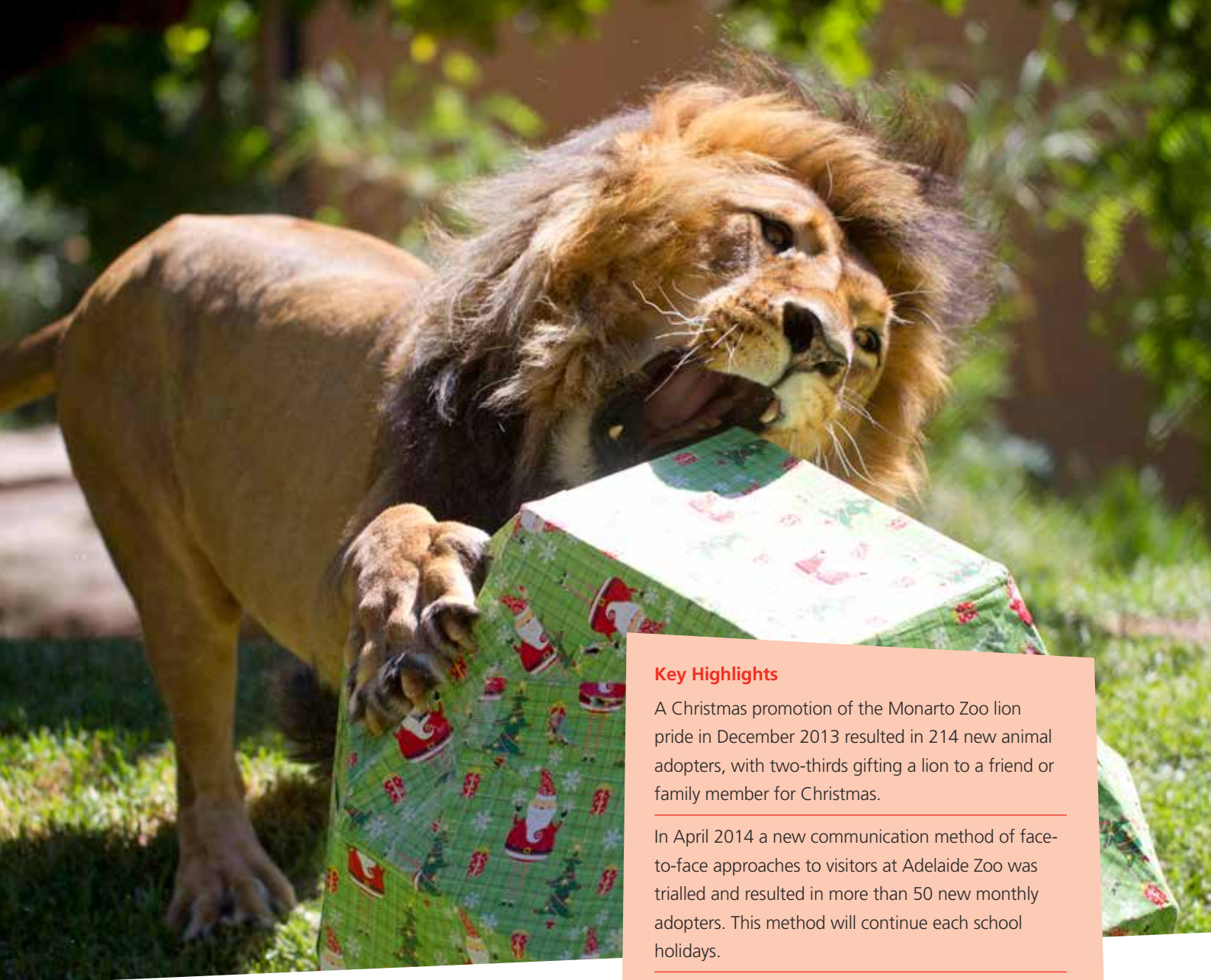
## LIFE MEMBERSHIP

### Key highlights

- The rockabilly themed swing night saw life members suit up in 1950's fashion and enjoy a swing band on the Adelaide Zoo central lawn
- Life membership advertising featured in a collection of iconic South Australian magazines
- Close to 150 new life members joined the zoo family over the last 12 months.

MEMBERSHIP NUMBERS	2014	2013
Companion, Honorary Associates and Conservation Friends	53	70
Life	2,211	2,067
Annual	25,743	24,609
Corporate	1,730	3,416
<b>Total</b>	<b>29,737</b>	<b>30,162</b>

MEMBERSHIP INCOME	2014	2013	DIFFERENCE
Annual Membership	1,924,976	1,819,513	105,463
Life Membership	273,697	291,981	-18,344
<b>Total</b>	<b>2,198,613</b>	<b>2,111,494</b>	<b>87,119</b>



### Key Highlights

A Christmas promotion of the Monarto Zoo lion pride in December 2013 resulted in 214 new animal adopters, with two-thirds gifting a lion to a friend or family member for Christmas.

In April 2014 a new communication method of face-to-face approaches to visitors at Adelaide Zoo was trialled and resulted in more than 50 new monthly adopters. This method will continue each school holidays.

Income from animal adopters increased by 19% compared to the previous year. The average gift per animal adopted increased from \$135 to \$140. As some supporters adopt more than one animal at the same time, the average gift per person over the year increased from \$149 to \$171.

## ANIMAL ADOPTION

This year 1,171 animals were adopted at Adelaide and Monarto Zoos. Our animal adopters give either an ongoing monthly or annual gift with almost 70% of adopters choosing to renew their gift each year. Income from this activity has increased each year for the past four years.

### ANIMAL ADOPTION NUMBERS

	2014	2013
<b>Total</b>	<b>1,171</b>	<b>1,023</b>

### ANIMAL ADOPTION INCOME

	2014	2013
<b>Total</b>	<b>164,486</b>	<b>138,114</b>



**“Zoo events remained a key focus, particularly school holiday theming and programming...”**

## VISITOR EXPERIENCE

Over the last 12 months we remained focused on developing and improving visitor experiences at both sites. This included developing behind the scenes experiences, proudly supported by Boileau and AGL and Westpac Brief Animal Encounter options to provide greater inclusion for a younger audience, group sizes and frequency of offering as well as aligning these exciting opportunities with our conservation programs.

Zoo events remained a key focus, particularly school holiday theming and programming, with the highly successful Dinosaurs Alive event at Adelaide Zoo commencing Boxing Day and continuing throughout the summer school holidays, with high attendances during this period.

Community support and partnerships continued, with Zoos SA contributing approximately \$40,000 in free-of-charge admission tickets, behind the scenes experiences and Westpac Brief Animal Encounters to South Australian community groups as donations or for event auction items.

Zoos SA again participated in a range of community events, a number of them offering special admission rates. Community events included Paraquid Day, Special Children's Christmas Party and Playgroup SA Day.

Adelaide and Monarto Zoos continued to be popular venues with more than 55,000 people attending functions across both sites. More than 7,000 people took part in Zoos SA's exciting range of behind the scenes activities.

## TOTAL ATTENDANCES FOR THE LAST FIVE YEARS\*

	13/14	12/13	11/12	10/11	09/10
	516,759	456,067	450,612	560,763	582,697

MONARTO ZOO	2014	2013	VARIANCE
Admissions	70,714	62,862	12.49%
Education	11,216	10,731	4.52%
Members	27,232	23,532	15.72%
Other	13,568	10,838	25.19%
<b>Total</b>	<b>122,730</b>	<b>107,963</b>	<b>13.68%</b>

ADELAIDE ZOO	2014	2013	VARIANCE
Admissions	205,952	195,032	5.60%
Education	35,308	40,593	-13.02%
Members	114,869	77,346	48.51%
Other	37,900	35,133	7.88%
<b>Total</b>	<b>394,029</b>	<b>348,104</b>	<b>13.19%</b>

*\*These figures capture total ticketed admissions and exclude any additional functions eg – weddings, corporate events, behind the scenes activities etc.*



### **SPECIAL ADMISSION PRICE OFFERS:**

The Entertainment Book offer of 25% off entry for up to four people at both sites

A 50% admission discount with a Two Zoos Pass when tickets are purchased on the day of visiting at either site

Special days for community groups and other charities such as Paraquads days, Special Children's Christmas Party and Playgroup SA day

Provision of free child pass with all education child and out of school hours care visits to encourage repeat visitation

Special group pricing for a range of socially disadvantaged groups

Free entry for dads on Father's Day

Tickets were sold at \$15 per adult, \$10 per child and \$12 per concession for Boo at the Zoo, Adelaide Zoo's Halloween event

A 30% discount on pre-sale tickets for Monarto Zoo's 30th birthday weekend on Saturday 26 and Sunday 27 October 2013

Children received free entry with an accompanying adult after the Credit Union Christmas Pageant on Saturday 9 November 2013

Half price entry on the afternoon of the Special Children's Christmas Party on Sunday 24 November 2014

Special entry offered during the Tour Down Under event to visit the Dinosaurs Alive event afterhours

A Scoopon special offer of \$19 per adult ticket saw 7,550 tickets pre-sold in December, the tickets were valid for 12 months. A second offer with a validity of three months was made in May, with a further 1,500 tickets sold

Members Bring a Friend Free Day on Saturday 24 May 2014.

### **KEY ACTIVITIES**

#### **Monarto Zoo 30th Birthday**

Celebrations for Monarto Zoo's 30th Birthday were held over the weekend of 26 and 27 October 2013. As part of the celebrations, South Australian residents were offered 30% discount on pre-purchased tickets to Monarto. With many additional free activities on offer over the weekend including face painting, jumping castle, children's games and craft activities, zoo keeper presentations and animal interactions.

#### **Westpac Animal Play Days (formerly Westpac Enrichment Days)**

Monarto Zoo's inaugural Westpac Animal Play Day was held in September 2013. The special human and animal enrichment activities on offer proved very popular with zoo members and visitors. These special days provide an insight and opportunity for our visitors to see first hand the range of behavioural enrichment activities regularly provided to our animals. Adelaide Zoo Westpac Animal Play Days were held on Saturday 9 November and Saturday 8 February, while a second Monarto Zoo Westpac Animal Play Day was held on 8 June.

#### **Westpac Father's and Mother's Day**

Zoos SA again partnered with The Advertiser and Sunday Mail to offer dads free zoo entry on Father's Day 2013, proving very popular with South Australian families. Sci-World Sunday was also offered in the Adelaide Zoo forecourt, with a variety of science activities and demonstrations for families free of charge.

Mother's Day focused on pampering mums at the zoo for the day. Both sites offered mothers complimentary Haigh's Chocolates, massages, children's gift making for mum and musical entertainment.



### Boo at the Zoo

October 2013 saw the return of Boo at the Zoo at Adelaide Zoo, with more than 3,400 visitors and members attending the evening event. The event was extensively themed with a children's trick-or-treat trail, musical and magical entertainment and animal presentations and enrichment. This event proved extremely popular with young families wishing to celebrate this rapidly growing festivity in a safe, family friendly environment.

### School Holidays

Themed school holiday programs continued this year with the winter holidays kicking off with a focus on habitat and offered all zoo visitors the chance to win a \$5,000 environmental garden improvement package kindly donated by LCS Landscapes. NAIDOC Week was also recognised with traditional performances at both zoos.

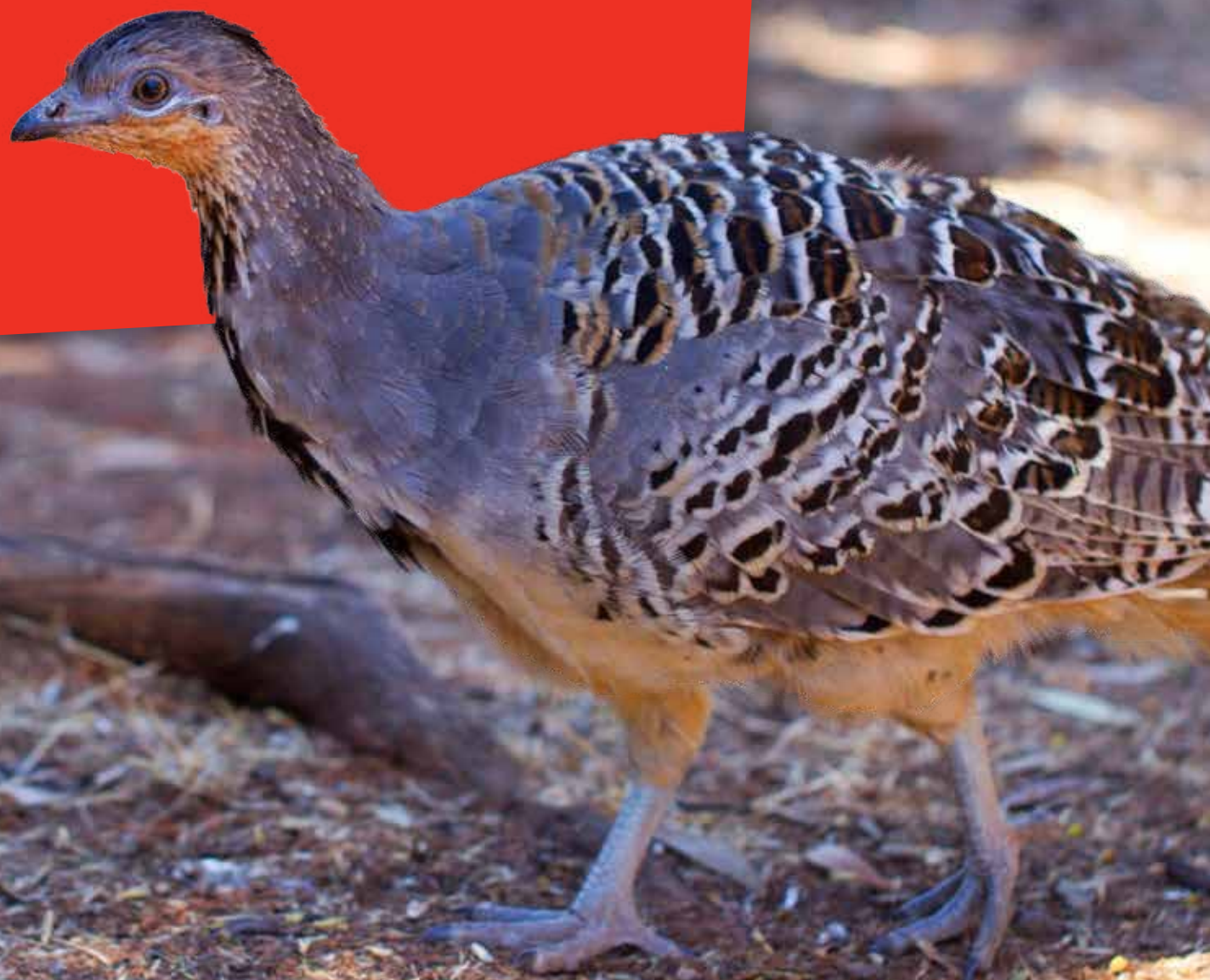
Spring holidays invited visiting children, armed with their special mask and badge on arrival, to become conservation superheros and find ways to help animals in need. While the summer school holidays saw the appearance of the Dinosaurs Alive event at Adelaide Zoo.

This year the autumn holidays included the Easter long-weekend, making for a bumper couple of weeks. The theme for the two weeks offered visitors the opportunity to become intrepid zoo explorers, each receiving a unique passport to travel the zoo learning more about where our animals come from. Additional Easter themed activities were offered over the long weekend including bilby appearances and Haigh's Chocolates giveaways.

Bunnings themed craft activities were offered on weekdays at Adelaide Zoo throughout the winter, spring and autumn school holidays and proved a popular addition to the Adelaide Zoo school holiday program.



# A Sustainable Approach





## SUSTAINABILITY

The last 12 months saw us commence the roll out of the Environmental Management Plan (EMP), develop key relationships with external businesses and agencies and achieve positive results in waste management and energy usage.

The EMP is closely aligned with Zoos SA strategic and business plans and contains an action plan that targets key sustainability objectives and yearly goals until 2018.

In 2013 Zoos SA became a participant in the Zero Waste SA industry program which has focused heavily on making reductions in resource consumption. We're also working closely with key organisations such as Veolia, SA Water, AGL and Conservation SA's Community Hubs program on sustainability initiatives that give mutual benefit.

Zero Waste has recently developed a case study on Zoos SA's sustainability efforts over the last few years which highlight our achievements.

## WATER

This year's overall mains water consumption was up by 7.8% or 6,000 KL. This is due to a number of factors, such as the extreme summer weather and leaks.

Extreme weather conditions impact Zoos SA greatly at present because of the need to ensure our animals and botanic plantings receive the highest level of care. Some of the extreme weather highlights over the 12 months included; the second hottest summer ever recorded (record of 13 days over 40°C or more), 33 days over 32°C, (which is our set point for animal cooling intervention), and the fourth warmest autumn ever recorded.

Monarto suffered from leakage due to aged infrastructure, and approximately 7,000 KL of water was lost due to pipe breakage. This impact was lessened somewhat by the water services that performed well and helped reduced the deficit to 3,000 KL. Of the factors contributing to our elevated use last year reducing the impacts of leaks is the area where we can make the most cost effective future improvements.

Despite mains water consumption being up by 7.8% for the year it is important to note that our overall consumption is still trending down and is 18% less than our earliest benchmark year of 2007–08.

Ground water consumption has remained relatively static since 2009, and this year saw a slight increase of 6.5% to 3,700 KL due to new exhibits with ponds. The increase is modest and reflects the ebbs and flows of normal zoo operation.



## WASTE MANAGEMENT

Resource recovery (recycling) across both sites remained the same as last financial year. This means resource recovery is close to maximum efficiency given the current infrastructure that we have on site.

Early 2013 saw the maturation of our existing waste management and cleaning contracts and a tender was initiated for the supply of an integrated waste management and cleaning service. With assistance from the Zero Waste SA Industry Program, Zoos SA negotiated a five year contract with Veolia Environmental Services for both waste management and cleaning. Veolia has also entered into a sponsorship agreement with Zoos SA and is funding the roll-out of a new three-bin recycling systems for Adelaide's public areas, a total of fifteen recycling stations with educational graphics are to be installed at strategic locations around the grounds.

The contract between Zoos SA and Veolia has a capped monthly service fee and a guaranteed minimum recovery rate of 84%, which is 9% above the state government's 75% target for commercial and industrial waste and will place Zoos SA at a best practice standard for business and public place resource recovery.

## ENERGY

Overall energy consumption for both sites continues to trend downwards with electricity consumption reduced by 6.8% or 127,000 kWh from the previous year. Reductions can be attributed to the ongoing profiling of infrastructure, the upgrade of inefficient assets, changes to operational aspects of plant and infrastructure and staff refining practices.

This is the second year since the 2010–11 benchmark year that notable energy savings have been realised through operational improvements and represents a total reduction of 14% or 260,000 kWh since 2010–11. This reduction of 260,000 kWh is the equivalent of 166 tonnes of CO<sub>2</sub>-e.

Early 2014 saw an audit of Adelaide's Entrance Gateway Mechanical, Electrical and Building Management System services which was conducted by an independent engineering consultancy. The audit is a follow on from a Zero Waste Eco Efficiency Review that was funded in early 2013; the report findings identified several key areas where significant improvements and efficiencies could be made with modifications to existing infrastructure. Remediation work is expected to begin in the 2014–15 financial year.



**“The framework will enable Zoos SA to better understand and quantify its footprint and give a solid platform from which to set reductions...”**

## **CARBON**

This financial year is Zoos SA's first ever year for carbon reporting. A framework has been developed for establishing a baseline for measuring our emissions over the year and ongoing yearly greenhouse gas reporting. The framework will enable Zoos SA to better understand and quantify its footprint and give a solid platform from which to set reductions and potentially voluntary offset targets. This is great news for Zoos SA as reductions in carbon emissions generally equate to reduced operating costs.

We will publish an annual carbon disclosure summary on our website in the coming months.

## **ETHICS AND WELFARE**

### **ANIMAL WELFARE CHARTER**

This year saw the completion of our Zoos SA Animal Welfare Charter. The charter provides a framework for staff, zoo members and external stakeholders that details Zoos SA's approach and application of welfare to the animals in our care.

As a zoo-based conservation organisation with responsibility for the care of animals in our zoos and in the field through our conservation projects, we aim to ensure that our activities are underpinned by high standards in animal welfare that reflect the needs and interests of our animals at all times. The framework follows the five domain model of animal welfare – nutrition, environment, health, behaviour and mental state, each of which represent areas of potential welfare compromise and, conversely areas where welfare can be enhanced.

We recognise that within a zoo environment we cannot completely replicate an animal's natural habitat but to the best of our abilities we will endeavour to meet their physical, behavioural and psychological needs.

An Animal Welfare and Ethics Committee chaired by Dr Ian Smith has been established, with the group set to meet twice a year.



# An Advancing Organisation



## OUR PEOPLE - STAFF

Our staff display passion and purpose and are the strength behind Zoos SA's greatest achievements. This year we continued to build on our workforce capabilities with the focused support of developing our first Zoos SA People Plan.

Our staff are extremely proud to be able to say that each one of them actively contributes to leading and achieving long-term conservation change. Sharing this vision with the support of a structured people plan is a great motivator and one we strive to continually evolve and develop from.

### PEOPLE PLAN

The Zoos SA People Plan has five key objectives; framework, attraction and retention, engagement and performance, wellbeing and efficiency and effectiveness. The plan acts as a foundation from which we can launch programs and initiatives that will build the capacity of our managers to lead their teams successfully.

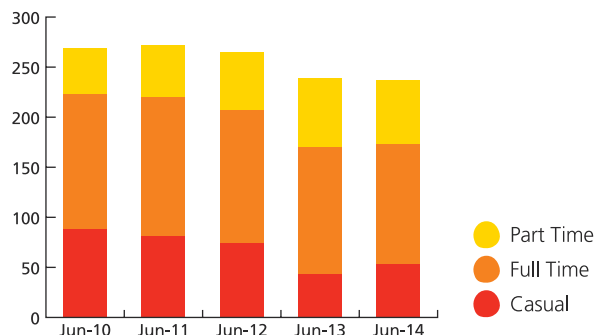
The content of our people plan provides initial background information, a scan of our current environment (both internally and externally) and finally detailed key objectives and key performance indicators for the organisation to measure its success.

This plan is ambitious however is a necessity if we are to achieve our business plan KPIs for advancing our organisation:

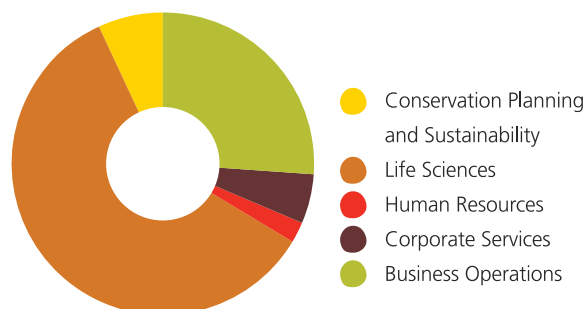
- 80% staff report they are engaged or very engaged with Zoos SA's direction
- 75% staff report they are satisfied or very satisfied working for Zoos SA
- 80% staff report applying workplace training
- Net reduction in hours lost due to work place injuries

The people plan will run from July 2014 to June 2017.

### EMPLOYEES



### JUNE 14



### PEOPLE PLAN





## WORKPLACE HEALTH & SAFETY

This year we continued our focus on the fundamentals of Workplace Health and Safety (WHS); ensuring our compliance training was completed and staff were inducted to the organisation to reinforce the importance of initial training and refreshing this training when staff return to work from extended absences.

WHS compliance training undertaken this financial year included:

- Fire chief warden
- Fire warden
- First aid
- Working at heights, heights rescue and first aid at heights
- WHS committee
- WHS representative
- Bullying discrimination and harassment
- Emergency procedure
- Contact officer
- Snake bite

Safety drills continue to be a feature for testing and evaluating our responsiveness and safety across both sites.

Managing our workers compensation liability through early notification and intervention continued to see excellent results. Through working with employees, treating medical experts and our fund managers Gallagher Bassett, our results show a reduction in our claims over the financial year period. The average cost per claim reduced, with the length of time that a claim is open also reducing. This is having a positive impact by reducing our premium costs for June 2014 by 21%.

## TRAINING & DEVELOPMENT

Zoos SA training and development program for staff continued through 2013–14. Staff participated in a range of communication skills training including chairing meetings and communication and the media. With the evolution of our personal development plan (PDP) program we have also focused on exploring what our values and cultural awareness mean in day-to-day working life. Staff also received training in policy writing, intranet training and how to manage stress and work priorities





**“Over the last 12 months 81% of our workforce participated in and completed a performance development plan.”**

Management specific sessions were delivered on giving effective feedback, managing difficult situations and how to undertake and develop training needs analysis.

Zoos SA's corporate training calendar was automated through the creation of an electronic calendar and work flow through SharePoint 2010, creating online access to programs for our workforces.

Accredited training programs have continued with staff completing Certificate III in Captive Animals, Certificate III in Occupational Health and Safety, Certificate III Training and Assessment and Diploma Conservation Land Management.

More than \$30,000 was allocated from the training and development fund which supported employees' involvement in conferences, conservation programs and training programs.

#### **PERFORMANCE DEVELOPMENT PLANS**

Over the last 12 months 81% of our workforce participated and completed a PDP. This reflects the continued importance placed upon this tool by our senior managers. PDPs have now incorporated the organisational values to encourage discussion on what these mean to individuals. PDPs continue to evolve as confidence in the tool grows. 360 degree senior management team reviews were also undertaken at the beginning of the financial year, providing our leaders with direct feedback on their performance and perception within the business.

#### **SOCIAL CLUB**

The Zoos SA Social Club continues to enjoy a healthy membership of 62 staff and volunteers. The committee currently consists of five staff members and has continued to attract good numbers at events.

Events over the last year have included a ten pin bowling and laser skirmish night and dinner events in the city and hills held on a regular basis.

## OUR PEOPLE - VOLUNTEERS

Volunteers are often the first face visitors encounter upon arrival. Volunteers play an integral role to zoo operations, setting a welcoming scene and creating anticipation for the visit to come. Through our 17 programs, volunteers share their time, knowledge and expertise and serve as an example of people living our mission of connecting people to nature and saving species from extinction every day.

This year, our volunteer program continued to go from strength to strength with more than 600 active volunteers, a growth of 100 new recruits. Our growth continued with the development of two new volunteer programs; Platform Host at Monarto Zoo and Face Painting Program offering even more diversity and choice for our volunteers.

Monarto Zoo has 200 volunteers involved in the following programs:

- Tour Guide
- Platform Host
- Functions Team
- Mallee Minders
- Behavioural Enrichment and Education for Zoo Animals (BEEZA)

Adelaide Zoo has 442 volunteers involved in the following programs:

- Childrens Zoo
- Zoo Guides
- Information Desk
- Behavioural Enrichment and Education for Zoo Animals (BEEZA)
- Zoo Youth
- Zoo Education / Zoomobile
- Zoo Watch
- Members Activity Group
- Cadaver Corp
- Pot-o-Zoo (Horticulture)
- School Holiday Story Telling
- Wild Art Youth Face Painting Team

### Key events:

The volunteer program held its first information session for prospective volunteers, with 75 interested individuals attending and proceeding to the next stages of the recruitment process.

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His Excellency Rear Admiral Kevin Scarce and Mrs Scarce hosted volunteers and staff in an evening recognising the contribution of Zoos SA volunteers. The President's Award provides recognition of an outstanding commitment and achievement of a volunteer and was awarded to Pam Page.

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#### Key highlights:

Renovation of the old education room into a new BEEZA facility. The space has been converted into an interactive area for not only BEEZA volunteers but for the public to come in and watch how the volunteers create enrichment for the animals.

Introduction of a new volunteer specific database system. This has allowed volunteer records to be documented with greater accuracy and will provide flexibility for volunteers to update their information, rosters and general communications.

Creating the role of Platform Host at Monarto Zoo to encompass greeting visitors ensures they get the most out of their visit.

The Volunteer Representative Group (VRG) continued to actively fund internal grant applications throughout the year. Funds were awarded following an internal application process and were used to finance various projects including \$10,000 towards the two imported Cheetah at Monarto Zoo, iPads to assist volunteers with data collection, funding a new audio system for the rotunda at Adelaide Zoo and funding the genetic testing for the Chimpanzee troop at Monarto Zoo. Total funding allocation for projects amounted to \$44,000.

The VRG held 17 fundraising events this year, with total fundraising efforts amounting to \$33,000. Our off-site speaking team had a total of 57 speaking engagements totalling \$ 4,477 in donations.

Total income raised by all volunteer programs supporting the VRG was \$59,000 for the financial year.

**“I first came to Adelaide Zoo in 1984 and absolutely fell in love. In 1985 I joined as a volunteer and I haven’t looked back. I still love coming to the zoo, helping contribute to an organisation that does such great work to engage the public with animals is just wonderful!”**

– Pam Page, Volunteer and Life Member, Zoos SA



## ASSETS AND HORTICULTURE

Over the past 12 months the assets and horticulture teams have again focused on maintaining and upgrading current infrastructure. Both departments are vital to the master planning process and have been working closely with the wider zoo team.

### ASSETS

#### Key highlights:

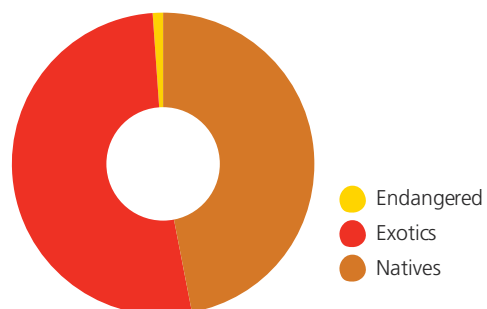
- Completing a panorama pattern pave salt wash pathway through the Australian Rainforest Walk-through Aviary
- Replacement of the South East Asian Walk-through Aviary wall and roof netting, which included the replacement of the perimeter plinth, extending the height of the main structural poles, concreting the catch cage floor and the construction of a presentation platform
- New exhibits and facilities at Adelaide Zoo including; South American Coatis, capybara, Patagonian Mara, Oriental Small-clawed Otter, a new dedicated amphibian house, The Frogger, and new free-flight bird presentation facility
- New exhibits and facilities at Monarto Zoo including; new white rhino lookout and public shelter, Tasmanian Devil breeding yard, giraffe breeding facility and holding area
- Commenced construction to accommodate wheel chair access for a new Squirrel Monkey encounter at Adelaide Zoo
- New meat preparation facility and holding areas at Monarto Zoo
- The purchase of considerable replacement plant and equipment at both properties including; Toyota Hilux utility, Kubota Tractor and attachments, animal transport trailer, refrigerate cooler for meat room, two Toro electric vehicles and a new table panel carpentry saw.

### HORTICULTURE

#### Key highlights

- Landscaping of; The Frogger surrounds with tropical South American species, the capybara exhibit and the native garden adjoining the volunteer building
- Temporary landscaping the display for Dinosaurs Alive
- Fogging system installed along the pheasantry wisteria arbour
- Turfing the centre of the Sumatran Orangutan exhibit
- Replacing the native grassed mound at the Adelaide Zoo front forecourt with a public lawn, this also included, translocating the zoo's largest Queensland Bottle Tree
- Creation of three habitat gardens at Monarto Zoo to display how utilising local native plants can be used. The display includes a contemporary garden, a threatened or endangered species garden and a backyard to bush garden.

### PLANT SPECIES



## INFORMATION TECHNOLOGY

The last year has seen significant improvements in Zoos SA's IT system. Focus was directed to improve core infrastructure including IBM Host servers and storage area network (SAN). An upgrade to the Microsoft Exchange email system occurred and the network security and bandwidth reporting services were enhanced. The core switch was upgraded resulting in high speed (70 gigabit) aggregating switching backbone infrastructure. An IT plan and strategy document was developed and approved.

### Key highlights

- JungleDrum, a staff intranet portal was created as an additional communication tool to deliver content, promote collaboration and to create efficiencies through supporting key business activities.
- Monarto Zoo's telephone system was upgraded. The telephone service at Monarto, being well over six years old and running on costly infrastructure, was replaced with a solution that interconnects Monarto Zoo with Adelaide Zoo and will result in a saving of \$1,600 per month.
- An automated emergency service was developed. This has created a means to alert all staff in the event of an emergency through the use of text messaging services and email notification.

## ACKNOWLEDGEMENTS

### HONORARY LIFE MEMBERS

TITLE	FIRST NAME	SURNAME
Sir	David	Attenborough
Mr	Max	Bourne
Mr	Nick	Cureton
Dr	Edward	McAlister AO
Mr	David	Minear
Dr	Rob	Morrison OAM
Mr	Alf	Prade
Mr	George	Purkiss
Rear Admiral	Kevin	Scarce

Zoos SA could not achieve so much without the help of many friends, colleagues, volunteers and supporters.

Zoos SA acknowledges and thanks our Patron Rear Admiral Kevin Scarce AC CSC RANR.

Special thanks must go to volunteers Brian Rich, Peter McCarthy, Wayne Rohrig and Brian Matthews, who have continued to provide diagnostic support and nutritional advice to the animal health team. Our thanks are also extended to all the external specialists and service providers; the South Australian Vet School, Dr Warren Foreman of the Adelaide Animal Hospital, Joan Davy, Repromed, Healthscope, Total Medical Imaging Solutions, Dr Andrew Carter of the Adelaide Veterinary Specialist and Referral Centre, Dr Tony Reed, Dr John Punke, Animal Wildlife Health Network and Australian Registry of Wildlife Health and physician Dr Jonathan Martin.

Zoos SA acknowledges the support received from the Department of Environment, Water and Natural Resources, the Department of Planning, Transport and Infrastructure and the Department of Primary Industries and Regions South Australia. Special thanks must go to the landowners involved in fieldwork to support the Yellow-footed Rock-wallaby project at Aroona, Kerry Gilkes and landowners in the Lucindale and Naracoorte region who have strongly supported our Red-tailed Black-cockatoo project, landholders who have supported our Southern Hairy-nosed Wombat research project and John Freeth and Sharon Ede who have supported our sustainability program.

# Financial Statements





ROYAL ZOOLOGICAL SOCIETY OF SOUTH AUSTRALIA INC.  
EXTRACTS FROM THE AUDITED FINANCIAL STATEMENTS

# STATEMENT OF PROFIT OR LOSS AND COMPREHENSIVE INCOME

YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
<b>REVENUE</b>		
Admissions, Membership & Other Revenue	15,038,754	13,776,106
Grants	7,242,499	7,351,639
Bequests	328,910	22,234
<b>Total Revenue</b>	<b>22,610,163</b>	<b>21,149,979</b>
<b>EXPENSES</b>		
Salaries, Wages & On-Costs	(11,891,514)	(11,879,966)
Animal Care	(593,303)	(610,810)
Maintenance Consumables	(1,212,578)	(1,022,202)
Cost of Sales	(631,668)	(780,009)
Conservation & Research Projects	(1,584,528)	(1,733,981)
Utilities	(713,219)	(749,910)
Marketing & Promotion	(778,275)	(490,328)
Tours & Experiences	(1,096,572)	(806,106)
Depreciation	(2,440,039)	(2,812,909)
Onerous Lease Expense	(37,817)	(1,165,013)
Other Expenses	(1,306,709)	(1,703,190)
<b>Total Expenses</b>	<b>(22,286,222)</b>	<b>(23,754,424)</b>
<b>SURPLUS/(LOSS) FROM OPERATING ACTIVITIES</b>	<b>323,941</b>	<b>(2,604,445)</b>
Finance Income	89,102	85,615
Finance Expenses	(383,688)	(414,906)
<b>Net Financing Income/(Expense)</b>	<b>(294,586)</b>	<b>(329,291)</b>
<b>Surplus/(Loss) for the Period</b>	<b>29,355</b>	<b>(2,933,736)</b>
<b>Other Comprehensive Income/Expense Items that may be reclassified subsequently to profit or loss</b>		
Change in fair value of available-for-sale equity securities	1,228	(32)
<b>Total Other Comprehensive Income/(Loss) for period</b>	<b>1,228</b>	<b>(32)</b>
<b>Total Comprehensive Income/(Loss) for period attributable to members</b>	<b>30,583</b>	<b>(2,933,768)</b>

ROYAL ZOOLOGICAL SOCIETY OF SOUTH AUSTRALIA INC.  
EXTRACTS FROM THE AUDITED FINANCIAL STATEMENTS

# STATEMENT OF FINANCIAL POSITION

YEAR ENDED 30 JUNE 2014

	2014 \$	2013 \$
<b>CURRENT ASSETS</b>		
Cash & Cash Equivalents	1,062,526	665,581
Receivables & Prepayments	3,155,479	1,614,430
Inventories	432,146	450,338
Held for Sale Property	1,500,000	1,500,000
<b>Total Current Assets</b>	<b>6,150,151</b>	<b>4,230,349</b>
<b>NON CURRENT ASSETS</b>		
Available-for-sale Investments	9,729	8,501
Property, Plant & Equipment	46,851,476	48,277,815
Total Non Current Assets	46,861,205	48,286,316
<b>Total Assets</b>	<b>53,011,356</b>	<b>52,516,665</b>
<b>CURRENT LIABILITIES</b>		
Sundry Creditors	3,548,616	2,412,610
Income in Advance	2,742,513	2,660,454
Loans and Borrowings	1,729,343	1,778,789
Provision for Onerous Lease	96,122	112,096
Employee Benefits	2,441,631	2,233,246
<b>Total Current Liabilities</b>	<b>10,558,225</b>	<b>9,197,195</b>
<b>NON CURRENT LIABILITIES</b>		
Loans & Borrowings	7,931,384	8,160,727
Income in Advance	1,000,000	1,500,000
Provision for Onerous Lease	994,612	1,052,917
Employee Benefits	310,697	419,971
Total Non Current Liabilities	10,236,693	11,133,615
<b>Total Liabilities</b>	<b>20,794,918</b>	<b>20,330,810</b>
<b>Net Assets</b>	<b>32,216,438</b>	<b>32,185,855</b>
<b>Reserves</b>	<b>1,307</b>	<b>79</b>
<b>Retained Funds</b>	<b>32,215,131</b>	<b>32,185,776</b>
<b>Total Equity</b>	<b>32,216,438</b>	<b>32,185,855</b>

ROYAL ZOOLOGICAL SOCIETY OF SOUTH AUSTRALIA INC.  
EXTRACTS FROM THE AUDITED FINANCIAL STATEMENTS

# STATEMENT OF CASH FLOWS

YEAR ENDED 30 JUNE 2014

	2014 \$ INFLOWS (OUTFLOWS)	2013 \$ INFLOWS (OUTFLOWS)
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Receipts from Customers	13,319,158	12,555,899
Donations, Bequests & Sponsorships	1,431,601	681,459
<b>Payments</b>		
Wages & Salaries	(11,857,274)	(11,554,371)
Suppliers	(6,423,537)	(6,448,378)
Conservation & Research Projects	(480,839)	(655,814)
<b>Net Cash Provided by/(Used in) Operating Activities</b>	<b>(4,010,891)</b>	<b>(5,421,205)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of Property, Plant and Equipment	(1,013,700)	(371,236)
Interest and Dividends Received	89,102	85,615
<b>Net Cash Provided by/(Used in) Capital and Investing Activities</b>	<b>(924,598)</b>	<b>(285,621)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Net State Government Grants Received	5,276,637	5,159,975
Net Other Grants Received	718,273	1,186,858
Proceeds from Term Deposits	-	100,000
Repayment of Borrowings	(278,788)	(317,878)
Payment of Interest	(383,688)	(414,906)
<b>Net Cash Provided by Financing Activities</b>	<b>5,332,434</b>	<b>5,714,049</b>
<b>Net (Decrease)/Increase in Cash Held</b>	<b>396,945</b>	<b>7,223</b>
<b>Cash at the Beginning of the Year</b>	<b>665,581</b>	<b>658,358</b>
<b>Cash at the End of the Year</b>	<b>1,062,526</b>	<b>665,581</b>



ROYAL ZOOLOGICAL SOCIETY OF SOUTH AUSTRALIA INC.  
EXTRACTS FROM THE AUDITED FINANCIAL STATEMENTS

# STATEMENT OF CHANGES IN EQUITY

YEAR ENDED 30 JUNE 2014

	FAIR VALUE RESERVES	RETAINED FUNDS	TOTAL EQUITY
	\$	\$	\$
Balance at 1 July 2012	111	35,119,512	35,119,623
Profit/(Loss) for the Period	-	(2,933,736)	(2,933,736)
<b>OTHER COMPREHENSIVE INCOME</b>			
Change in fair value of available-for-sale equity securities	(32)	-	(32)
<b>Total Other Comprehensive Income/(Expense) for period</b>	<b>(32)</b>	<b>-</b>	<b>(32)</b>
<b>Total Comprehensive Income/(Expense) for period</b>	<b>(32)</b>	<b>(2,933,736)</b>	<b>(2,933,768)</b>
<b>Balance at 30 June 2013</b>	<b>79</b>	<b>32,185,776</b>	<b>32,185,855</b>
Balance at 1 July 2013	79	32,185,776	32,185,855
Profit/(Loss) for the period	-	29,355	29,355
<b>OTHER COMPREHENSIVE INCOME/(EXPENSE)</b>			
Change in fair value of available-for-sale equity securities	1,228	-	1,228
<b>Total Other Comprehensive Income/(Expense) for period</b>	<b>1,228</b>	<b>-</b>	<b>1,228</b>
<b>Total Comprehensive Income/(Expense) for period</b>	<b>1,228</b>	<b>29,355</b>	<b>30,583</b>
<b>Balance at 30 June 2014</b>	<b>1,307</b>	<b>32,215,131</b>	<b>32,216,438</b>

The financial report for the year ended 30 June 2014 has been prepared in accordance with Australian Accounting Standards, (including Australian interpretations) adopted by the Australian Accounting Standards Board (AASB) and the Associations Incorporations Act.

\*Copies of the Audited Financial Statements and Audit Opinion for the year ended 30 June 2014 are available to members at the Annual General Meeting or on our website [www.zoossa.com.au](http://www.zoossa.com.au)

**ROYAL ZOOLOGICAL SOCIETY OF SOUTH AUSTRALIA INC.**  
**EXTRACTS FROM THE AUDITED FINANCIAL STATEMENTS**

## **REVENUE AND EXPENSES**

**YEAR ENDED 30 JUNE 2014**

						2014	2013
	ADELAIDE ZOO \$	MONARTO ZOO \$	WARRA- WONG \$	SOCIETY \$	FUND- RAISING \$	TOTAL \$	TOTAL \$
<b>REVENUE</b>							
Admissions	5,149,788	1,672,300	-	-	-	6,822,088	6,313,456
Education	498,033	157,822	-	-	-	655,855	744,408
Sponsorship	-	-	-	-	1,222,085	1,222,085	993,823
Bequests	-	-	-	-	328,910	328,910	22,234
Donations	6,142	750	-	8,699	191,134	206,725	165,402
Membership/Adoption	-	-	-	2,439,677	-	2,439,677	2,249,608
Retail Sales	1,021,592	324,992	-	-	-	1,346,584	1,255,038
Catering Sales	592,395	51,540	-	-	-	643,935	850,681
Tours Income	314,584	284,663	-	-	-	599,247	601,507
Events	236,538	-	-	-	903	237,441	201,551
Sundry Sales/Income	74,386	73,304	141	709,254	8,032	865,117	400,632
Grants	30,913	31,242	-	7,180,344	-	7,242,499	7,351,639
<b>Total Revenue</b>	<b>7,924,371</b>	<b>2,596,613</b>	<b>141</b>	<b>10,337,974</b>	<b>1,751,064</b>	<b>22,610,163</b>	<b>21,149,979</b>
<b>EXPENSES</b>							
Salaries, Wages & On-Costs	5,242,877	2,539,555	20,560	3,965,909	122,613	11,891,514	11,879,966
Animal Care	231,403	297,412	522	63,966	-	593,303	610,810
Maintenance Consumables	899,488	245,296	3,097	64,697	-	1,212,578	1,022,202
Cost of Sales	486,602	141,964	3,102	-	-	631,668	780,009
Conservation & Research Projects	-	-	-	1,584,528	-	1,584,528	1,733,981
Utilities	530,270	182,616	333	-	-	713,219	749,910
Marketing & Promotion	11,505	8,113	-	747,144	11,513	778,275	490,328
Tours & Experiences	373,018	705,256	-	18,298	-	1,096,572	806,106
Depreciation	-	-	-	2,440,039	-	2,440,039	2,812,909
Onerous Lease Expense	-	-	37,817	-	-	37,817	1,165,013
Other Expenses	276,429	90,894	31,928	891,092	16,366	1,306,709	1,703,190
<b>Total Expenses</b>	<b>8,051,592</b>	<b>4,211,106</b>	<b>97,359</b>	<b>9,775,673</b>	<b>150,492</b>	<b>22,286,222</b>	<b>23,754,424</b>



# Appendices





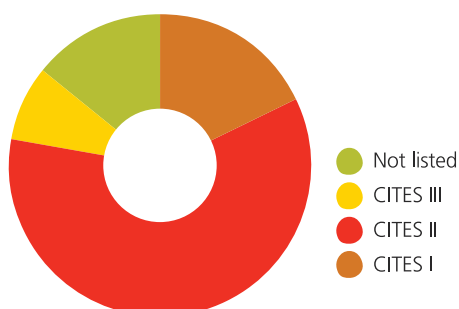
## APPENDIX A

# CITES LISTED SPECIES

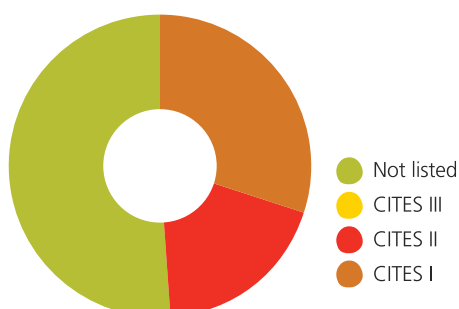
There are approximately 5,000 species of animals and more than 28,000 species of plants protected by the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES). These species are listed in one of three CITES Appendices, according to how threatened they are by international trade (CITES I being most threatened).

Animals listed under CITES Appendix I are those species threatened by extinction. The exchange of these species is permitted only in certain circumstances. These restrictions have implications for the maintenance of CITES I species in the zoo environment, as the import of such species can be a long and expensive exercise. These species, in particular, highlight the need for effective population management, with any CITES I species required to be managed under the Department of the Environment's cooperative conservation program. Adelaide Zoo currently houses 25 species of CITES I listed animal, while Monarto Zoo maintains 11 CITES I.

### ADELAIDE ZOO



### MONARTO ZOO



## CITES I SPECIES MANAGED WITHIN ZOOS SA COLLECTIONS (BY CLASS, IN ALPHABETICAL ORDER BY COMMON NAME FOR EASY REFERENCE).

### Reptilia

Fijian Crested Iguana	<i>Brachylophus vitiensis</i>
Madagascan Tree Boa	<i>Sanzinia madagascariensis</i>
Western Swamp Tortoise	<i>Pseudemydura umbrina</i>

### Aves

Hyacinth Macaw	<i>Anodorhynchus hyacinthinus</i>
Nicobar Pigeon	<i>Caloenas nicobarica</i>
Orange-bellied Parrot	<i>Neophema chrysogaster</i>
Palm Cockatoo	<i>Probosciger aterrimus</i>
Illiger's Macaw	<i>Ara maracana</i>

### Mammalia

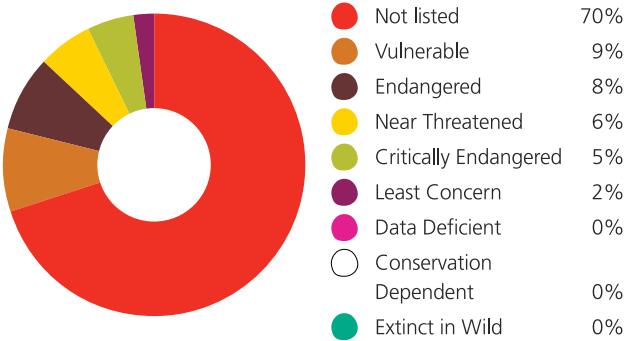
Addax	<i>Addax nasomaculatus</i>
Black Rhinoceros	<i>Diceros bicornis minor</i>
Brush-tailed Bettong	<i>Bettongia penicillata ogilbyi</i>
Cheetah	<i>Acinonyx jubatus jubatus</i>
Chimpanzee	<i>Pan troglodytes</i>
Cotton-top Tamarin	<i>Saguinus oedipus</i>
Giant Panda	<i>Ailuropoda melanoleuca</i>
Golden Lion-tamarin	<i>Leontopithecus rosalia rosalia</i>
Greater Bilby	<i>Macrotis lagotis sagitta</i>
Greater Stick-nest Rat	<i>Leporillus conditor</i>
Malayan Sun Bear	<i>Helarctos malayanus malayanus</i>
Malayan Tapir	<i>Tapirus indicus</i>
Mandrill	<i>Mandrillus sphinx</i>
Mesopotamian Fallow Deer	<i>Dama mesopotamica</i>
Nepalese Red Panda	<i>Ailurus fulgens fulgens</i>
Przewalski's Horse	<i>Equus ferus przewalski</i>
Ring-tailed Lemur	<i>Lemur catta</i>
Scimitar-horned Oryx	<i>Oryx Dammah</i>
Siamang	<i>Symphalangus syndactylus</i>
Sumatran Orangutan	<i>Pongo abelii</i>
Sumatran Tiger	<i>Panthera tigris sumatrae</i>
White Rhinoceros	<i>Ceratotherium simum simum</i>
White-cheeked Gibbon	<i>Nomascus leucogenys</i>

**INTERNATIONAL UNION FOR THE  
CONSERVATION OF NATURE LISTED SPECIES**

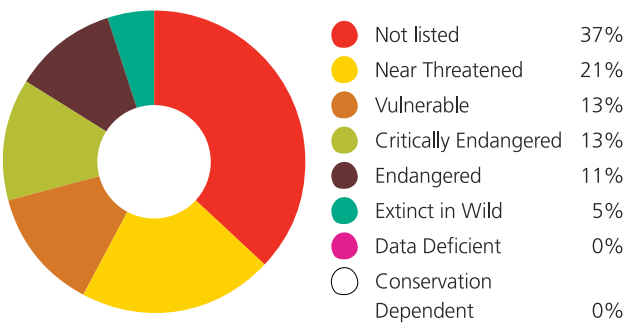
The International Union for the Conservation of Nature (IUCN) has been assessing the conservation status of animal and plant species on a global scale for more than forty years. The categories and criteria are intended to be an easily and widely understood system for classifying species at a high risk of extinction.

IUCN listed species are represented throughout most of the taxonomic groups currently held at Adelaide and Monarto Zoos. While the graph indicates the categories of IUCN listings throughout each these groups, it does not give a true representation of numbers within each group, but of a percentage within each group.

**ADELAIDE ZOO**



**MONARTO ZOO**



**SPECIES WITHIN ZOOS SA'S  
COLLECTION LISTED IN IUCN  
CATEGORIES OF MOST CONCERN**

**Extinct in Wild**

Scimitar Oryx *Oryx dammah*

**Critically Endangered**

Addax *Addax nasomaculatus*  
Black Rhinoceros *Diceros bicornis minor*  
Brush-tailed Bettong *Bettongia penicillate ogilbyi*  
Cotton-top Tamarin *Saguinus oedipus*  
Sumatran Orangutan *Pongo abelii*  
Sumatran Tiger *Panthera tigris sumatrae*  
White-cheeked Gibbon *Nomascus leucogenys*  
Orange-bellied Parrot *Neophema chrysogaster*  
Aruba Island Rattlesnake *Crotalus durissus unicolor*  
Fijian Crested Iguana *Brachylophus vitiensis*  
Western Swamp Tortoise *Pseudemydura umbrina*  
Axolotl *Ambystoma mexicanum*  
Murray Cod *Maccullochella peelii*  
Eastern Bongo *Tragelaphus enrycerus isaaci*  
Regent Honeyeater *Xanthomyza Phrygia*

**Endangered**

African Wild Dog *Lycaon pictus*  
Australian Sea-lion *Neophoca cinerea*  
Chimpanzee *Pan troglodytes*  
Giant Panda *Ailuropoda melanoleuca*  
Golden Lion-tamarin *Leontopithecus rosalia rosalia*  
Goodfellow's Tree Kangaroo *Dendrolagus goodfellowi*  
Malayan Tapir *Tapirus indicus*  
Matschie's Tree Kangaroo *Dendrolagus matschiei*  
Mesopotamian Fallow Deer *Dama mesopotamica*  
Siamang *Symphalangus syndactylus*  
Tasmanian Devil *Sarcophilus harrisii*  
Chattering Lory *Lorius garrulous*  
Gouldian Finch *Chloebeia gouldiae*  
Hyacinth Macaw *Anodorhynchus hyacinthinus*  
Regent Honeyeater *Anthochaera phrygia*  
Swift Parrot *Lathamus discolor*  
Elongate Tortoise *Indotestudo elongate*

Pygmy Blue-tongue Lizard *Tiliqua adelaidensis*  
Woma Python *Aspidites ramsayi*  
Southern Bell Frog *Litoria raniformis*  
Przewalski's Horse *Equus ferus przewalski*  
African Grey Parrot *Psittacus erithacus*  
Sun Conure *Aratinga Soltitialis*  
Hardyhead *Craterocephalus fluviatilis*

**Vulnerable**

African Lion *Panthera leo senegalensis*  
Barbary Sheep *Ammotragus lervia*  
Binturong *Arctictis binturong*  
Brazilian Tapir *Tapirus terrestris*  
Cheetah *Acinonyx jubatus jubatus*  
Common Hippopotamus *Hippopotamus amphibious*  
Ghost Bat *Macroderma gigas gigas*  
Greater Bilby *Macrotis lagotis sagitta*  
Greater Stick-nest Rat *Leporillus conditor*  
Malayan Sun Bear *Helarctos malayanus*  
  
Mandrill *Mandrillus sphinx*  
Nepalese Red Panda *Ailurus fulgens fulgens*  
Oriental Small-clawed Otter *Aonyx cinerea*  
Quokka *Setonix brachyurus*  
Double-wattled Cassowary *Casuaris casuaris johnsonii*  
Java Sparrow *Padda oryzivora*  
Malleefowl *Leipoa ocellata*  
Aldabra Tortoise *Geochelone gigantean*  
Broad-headed Snake *Hoplocephalus bungaroides*  
Spur-thighed Tortoise *Testudo graeca*  
Yabby *Cherax destructor*  
Australian Hooded Plover *Charadrius rubricollis*  
Crimson-bellied Conure *Pyrrhura perlata*  
White-bellied Caique *Pionites leucogaster*  
Yarra Pygmy Perch *Nannoperca obscura*



## APPENDIX B

### PROFESSIONAL MEMBERSHIP

Gert Skipper – Australian Species Management program (ASMP) committee and Convenor Animal Records Keeping Specialist Advisory Group (ARKSAG)

Gert Skipper – Carnivore and Small Exotic Mammal Taxon Advisory Group (TAG) Co Convenor

Dr Ian Smith, Dr David McLelland, Gayl Males and Dr Lynley Johnson - Wildlife Ethics Committee members

## APPENDIX C

### STUDBOOKS MANAGED BY ZOOS SA

Studbooks are used worldwide to effectively manage ex-situ animal populations of wild animals. Studbooks contain the registration details of each animal of a particular species in captivity, including the animals' sex and birthdate, genetic profile, historical data and husbandry requirements. Studbook keepers maintain these databases and make recommendations for particular species in a regional capacity. Zoos SA currently manages the following studbooks:

#### ASMP SPECIES STUDBOOKS MANAGED BY ZOOS SA EMPLOYEES

SPECIES		TAG	STAFF MEMBER	POSITION
Black-winged Stilt	Himantopus himantopus leucocephalus	Birds	V Wilson	Species Coordinator
White-browed Woodswallow	Artamus superciliosus	Birds	V Wilson	Species Coordinator
Brush-tailed Bettong	Bettongia penicillata	Native Fauna	V Wilson	Species Coordinator
Greater Bilby	Macrotis lagotis sagitta	Native Fauna	J Buchecker	Species Coordinator
South Australian Mainland Tammar Wallaby	Macropus eugenii eugenii	Native Fauna	J Buchecker	Species Coordinator
Yellow-footed Rock-wallaby	Petrogale xanthopus xanthopus	Native Fauna	H Guy	Species Coordinator
Southern Hairy-nosed Wombat	Lasiorhinus latifrons	Native Fauna	G Skipper	Species Coordinator
Ghost Bat	Macroderma gigas gigas	Native Fauna	L Catt	Species Coordinator

## APPENDIX D

# CONSERVATION RECOVERY TEAMS

Recovery teams are critical collaborations of government and non-government stakeholders and experts with a shared interest to develop and implement a recovery plan for a nationally listed species and/or an ecological community. Zoos SA is contributing both to captive and wild conservation efforts across many of these teams.

## ZOOS SA STAFF REPRESENTATIVES ON SPECIES RECOVERY TEAMS

SPECIES		REGION	STAFF MEMBER
Pygmy Blue-tongue Lizard	Tiliqua adelaidensis	State	P Ainsley, T Morley
Western Swamp Tortoise	Pseudemydura umbrina	WA state	T Morley
Orange-bellied Parrot	Neophema chrysogaster	National	C Romer
Malleefowl	Leipoa ocellata	National	J Buchecker
Greater Bilby	Macrotis lagotis sagitta	State	I Smith, J Buchecker, P Clark
S.A. Mainland Tammar Wallaby	Macropus eugenii eugenii	State	I Smith, J Buchecker, P Clark
Black-flanked Rock-wallaby	Petrogale lateralis lateralis	State	I Smith, L Olds
Brush-tailed Rock-wallaby	Petrogale p. penicillata	State	L Olds, V Russell
Murraylands Threatened Flora		State	B Horner
South Australian Red-tailed Black-cockatoo	Calyptorhynchus banksii graptogyne	National	L Olds
Mount Lofty Southern Emu Wren & Fleurieu Swamps	Stipiturus malachurus	State	V Russell
Southern Brown Bandicoot	Isodon obesulus	State	V Russell

# APPENDIX E

## STAFF PUBLICATIONS

Antibong JF, Boardman W, Smith I, Brown MH, Ball AS, et al. Detection of *Fusobacterium Necrophorum* Leukotoxin (Ikta) Gene Sequence in the Oral Cavity of Captive Macropods. (2013) *J Vet Sci Med Diagn* 2:2. <http://www.scitechnol.com/2325-9590/2325-9590-2-114.php>

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Barber, C.M., Madaras, F., Turnbull, R.M., Morley, T., Dunstan, N., Allen, L., Kuchel, T., Mirtschin, P., and Hodgson, W.C. (2014). Comparative studies of the venom of a new Taipan species, *Oxyuranus temporalis*, with other members of its Genus. *Toxins* 6: 1979-1995

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Funnell O, Johnson L, Woolford L, Boardman W, Polkinghorne A, McLelland D. Conjunctivitis associated with *Chlamydia pecorum* in three koalas (*Phascolarctos cinereus*) in the Mount Lofty Ranges, South Australia. *J Wildl Dis.* 2013 Oct;49(4):1066-9

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Keren Cox-Witton, Andrea Reiss, Rupert Woods, Victoria Grillo, Rupert T. Baker, David J. Blyde, Wayne Boardman, Stephen Cutter, Claude Lacasse, Helen McCracken, Michael Pyne, Ian Smith, Simone Vitali, Larry Vogelneust, Dion Wedd, Martin Phillips, Chris Bunn and Lyndel Post. Emerging infectious diseases in free-ranging wildlife – Australian zoo based wildlife hospitals contribute to national surveillance. *PLOS One*: <http://www.plosone.org/article/info:doi/10.1371/journal.pone.0095127>

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LePage V, J Young, C Dutton, G Crawshaw, J Pare, M Kummrow, D McLelland, P Huber, K Young, S Russell, L Al-Hussiney, and J Lumsden. Diseases of captive yellow seahorse *Hippocampus kuda* Bleeker, pot-bellied seahorse *Hippocampus abdominalis* Lesson and weedy seadragon *Phyllopteryx taeniolatus* (Lacepede). IN PRESS. *Journal of Fish Diseases*

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Liana F. Wait, Ian G. Smith, Sarah K. Sims, Milton M. McAllister. The effect of Protein A or Protein G substitution on IFAT antibody titers as investigated using *Toxoplasma gondii* serology of sheep, cats, and spotted hyenas. Submitted to *Veterinary Parasitology*

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McLelland DJ, Reardon T, Bourne S, Dickason C, Kessell A, Boardman W. Outbreak of skin nodules associated with *Riouxgolvania beveridgei* (Nematoda: Mespiceida) in the southern bentwing bat (*Miniopterus schreibersii bassanii*), South Australia. *J Wildl Dis.* 2013 Oct;49(4):1009-13

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Michelle MS Chen, Wayne SJ Boardman, Ian Smith, Melissa H Brown. Presence and diversity of the -lactamase gene

in staphylococci recovered from captive and free-range wallabies. IN PRESS: *Journal of Veterinary Microbiology*

---

Michelle MS Chen, Wayne SJ Boardman, Ian Smith, Amanda E Goodman, Melissa H Brown. Nasal colonisation of *Staphylococcus* spp among captive and free-ranging wallabies in South Australia. IN PRESS: *Journal of Veterinary Science & Medical Diagnosis*

---

Russell S, L Tubbs, DJ McLelland, V LePage, KM Young, P Huber and JS Lumsden. Amyloid associated with neoplasia in two captive tricolour sharkminnows *Balantiocheilus melanopterus* Bleeker. IN PRESS. *Journal of Fish Diseases*

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Sarker S, Forwood JK, Ghorashi SA, McLelland D, Peters A, Raidal SR. Whole-Genome Sequence Characterization of a Beak and Feather Disease Virus in a Wild Regent Parrot (*Polytelis anthopeplus monarchoides*). *Genome Announc.* 2014 Jan 30;2(1)

---

Sparrow, E. Report -Management of southern hairy-nosed wombats on agricultural properties in the Far West, and on the Eyre Peninsula, of South Australia, 2014

---

Sparrow, E. Management of southern hairy-nosed wombats. Alinytjara Wilu ara Natural Resource Management Board, Caring For our Country, Magazine

---

Sparrow, E. Near Surface Geophysics as a tool to help manage the Southern Hairy-Nosed Wombat in South Australia. *Geoscientists without Borders*, Newsletter.

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Speight KN, Haynes JJ, Boardman W, Breed WG, Taggart DA, Rich B, Woolford L. Plasma biochemistry and urinalysis variables of koalas (*Phascolarctos cinereus*) with and without oxalate nephrosis. *Vet Clin Pathol.* 2014 Jun;43(2):244-54.

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Wayne S. J. Boardman, Charles G.B. Caraguel, Sarah Gill, Kerry Herman, Margaret-Mary McEwen, Leila C. Haghighi, Ian Smith. Mass capture and anesthesia of bridled nailtail wallabies (*Onychogalea fraenata*) using medetomidine and ketamine. in press: *Journal of Wildlife Diseases*.

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Wayne S. J. Boardman, Mark R. Lethbridge, Jordan O. Hampton, Ian Smith, Andrew P. Woolnough, Margaret-Mary McEwen, Graham W.J. Miller, Charles G. B. Caraguel. Evaluation of medetomidine - ketamine and medetomidine - ketamine -butorphanol for the field anesthesia of free-ranging dromedary camels (*Camelus dromedarius*) in Australia. in press: *Journal of Wildlife Diseases*

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## APPENDIX F

### CONFERENCE PRESENTATIONS AND WORKSHOPS ATTENDED

Gayl Males attended the International Tree Kangaroo Workshop in Melbourne

---

Emma Macchia, Loren Ellis, Lucy Catt and Nicole Morrison attended the Steve Martin Training and Conditioning workshop in Dream World, Queensland

---

Charlie Romer and Peter Whitehead attended Bird and Reptile Taxon Advisory Group in Sydney

---

Loren Ellis attended an Orange-bellied Parrot recovery meeting in Melbourne

---

Anna Bennett attended the Australian Society of Zoo Keeping (ASZK) Keeper Training Workshop with Steve Martin which covered both theoretical and practical training and conditioning concepts

---

Lisa Morrison attended the SHAPE of Enrichment Workshop with Valerie Hare in Wellington, New Zealand

---

Christylee Tonkin, Tess Stevens and Jaimee Foote attended the ASZK conference at Healesville Sanctuary in March. Christylee and Tess presented a poster, titled Go M.A.D. (Make a Difference): Small Change Campaigns at Monarto Zoo. They received an award for the Best Poster. Jaimee presented her paper, Cheetah Crush Conditioning for Improved Animal Husbandry.

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Beth Pohl, Anna Bennett and Michelle Lloyd attended the Zoos and Aquarium ASMP Cheetah Workshop at Orana Wildlife Park in Christchurch, New Zealand

---

Ian Smith and Simone Davey attended the Wild Panda Conservation workshop, Chengdu Research Base of Giant Panda Breeding, Chengdu City as well as the panda disease prevention and control workshop, Dujiangyan Panda Disease Prevention and Control Center, Dujiangyan City, China

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Ian Smith attended Wildlife, Emerging and Emergency Diseases: What Do You Do? Emergency Animal Disease Response Training in Sydney

---

Ian Smith attended International Association for Aquatic Animal Medicine conference, Sea World, Queensland

---

David McLelland attended Wildlife Disease Conference Australasia, The Grampians

---

Jen McLelland attended Wildlife Disease Conference Australasia, The Grampians and VetSAG F2F meeting & workshop, Melbourne Zoo

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Dianne Hakof attended the Art and Science of Hand-rearing Focus Group and Zootrition workshop California, USA

---

Amelia Hurren outlined natural resource management volunteer opportunities at Zoos SA, for natural resource management volunteer coordinators network from Department of Environment, Water and Natural Resources

---

Vicki-Jo Russell attended Zoo and Aquarium Association annual conference in Auckland New Zealand with Gert Skipper, Emma Still and Liberty Olds, presented on Cockies Helping Cockies Helping Cockies project. Emma Still also attended and presented on Zoos SA's international exchange with Zambia

---

Vicki-Jo Russell presented at Zoos SA's Periodic Meeting, presenting on Cockies Helping Cockies Helping Cockies project, along with Emma Still, who presented on Zoos SA's international exchange with Zambia

---

Vicki-Jo Russell presented at Environmental Insights Forum on effective partnership models between government and e-NGOs, presented to staff at the Department of Environment, Water and Natural Resources

---

Dr Phil Ainsley presented to Warru Recovery Team at Umuwa (APY Lands) providing an update about the Zoos SA Warru Program

---

Dr Elisa Sparrow presented on the role of science in zoos, providing three presentations to Immanuel High School

---

Liberty Olds presented on the role of science in zoos, providing two presentations to Immanuel High School

---

Dr Elisa Sparrow talked about the value and directions for wombat conservation, presenting to Penong Area School

---

Dr Elisa Sparrow provided an overview of her work towards better management of Southern Hairy-nosed Wombats on agricultural properties, presented to staff at the Department of Environment, Water and Natural Resources (Adelaide and Ceduna regional offices)

---

Gert Skipper attended the joint TAG chair meeting, representing ZAA Carnivore TAG, held in Vogel Park Avifauna, Netherlands

---

Elaine Bensted attended World Association of Zoos and Aquariums' 68<sup>th</sup> annual conference at Disney's Animal Kingdom, Orlando, USA

---

Peter Clark attended Conservation Breeding Specialist Group's annual meeting at Disney's Animal Kingdom, Orlando, USA

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**APPENDIX G****ZOOS SA VOLUNTEER AWARD AND LONG SERVICE ACKNOWLEDGEMENTS**

AWARD NAME	RECIPIENTS	
PREMIERS AWARD	Anthony Taylor	Dorothy McFadden
	Jerry Titus	John Ryan
	Marie Wright	Pam Page
PRESIDENT'S AWARD	Pam Page	
20 YEAR SERVICE AWARD	Alison Schahinger	Graham Knighton
	Hans Rosenboom	Joanne Fisher
	Marie Wright	Melody Boxall
	Rosemary Bohn	Russell Page
10 YEAR SERVICE AWARD	Eileen Smith	George Smith
	John Raferty	Leah Bassett
	Marg Rundle	Pam Smith
	Rob Rundle	Sandra Griffiths
	Stephanie Eastick	Yvonne Shakes
5 YEAR SERVICE AWARD	Ann Ryan	Bev Kennedy
	Dianne Rawnsley	Elizabeth Jordan
	Graham Rawnsley	Jennifer Bohlin
	John Barnet	Maureen Fenner
	Pauline Mysak	Ray Newell
	Rosemary Barnet	Sergio Ficagna
	Sue Newell	Sue Taggart
	Tessa Muscardin	Vicki Underwood

## ZOOS SA STAFF SERVICE AWARDS

AWARD NAME	RECIPIENTS		
10 YEARS	Angela Neindorf	Anna Bennett	Brenton Pike
	Crystal Thomas	David Schultz	Deb Barry
	Dianne Richardson	Donna Hearn	Geoff Brooks
	Helen Whitford	Ian Smith	Janet Marta
	Jennifer Robinson	Jessica Jones	John Dechellis
	Laura Hanley	Lori Hoare	Mandy Smith
	Matthew Daly	Michael Laing	Michelle Lloyd
	Murray Guy	Natasha Famiglietti	Nicky Tomkinson
	Paula Modra	Peter Clark	Scott McCulloch
	Steve McKee	Tim Nielsen	Tristan Hayes
	Vaughan Wilson		
20 YEARS	David Butters	David Schultz	Dianne Hakof
	Gale Akerman	Heather Guy	Jeff Lugg
	Jennifer Moffit	Mary Johnson	Peter Whitehead
25 YEARS	Anita Oliver	Carolyn Hoare	David Schultz
	Gert Skipper	Henryk Madon	Jason Hakof
	Jim Foley	Kym Tilgals	Steve Hall
	Terry Morley		
30 YEARS	John Crutchett		
35 YEARS	Martin Jefferies		







**Zoos SA is a charitable  
conservation society that exists to  
save species from extinction and  
to connect people with nature.**



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**Westpac**