

Annual Report

2018-19

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President's report

As President of the Royal Zoological Society of South Australia, I am pleased to present the 2018-19 Annual Report.

It's an honour to be part of an organisation that is having such an impact locally and abroad. 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 conservation-based charity dedicated to biodiversity conservation with over 40,000 members.

Over the past twelve months, Adelaide and Monarto Zoos have consolidated their reputation as a conservation charity committed to saving species from extinction.

Throughout these pages you will find many examples of how we are making a difference, including endless conservation and breeding success stories. The many adorable new arrivals you will read about aren't just melting hearts; their births mark vital contributions to many important breeding programs we're involved in.

And the work doesn't stop at our zoo gates. We have been protecting habitats, and the species in them. In 2018-19, Zoos SA continued to support 13 conservation projects in Australia and we were proud to provide financial support to 12 field projects internationally across Africa, China, South East Asia and the Solomon Islands. Every visitor who came through our gates helped us support these in-field conservation projects.

Zoos SA is nothing without its people and I would like to thank everyone for making the work Zoos SA does possible. I would like to extend my thanks to Elaine, the senior management team, and all staff and volunteers for delivering such positive results for the year and positioning our two zoos as world-leaders.

I thank our board members for their volunteerism and dedication to Zoos SA over the past year. Zoos SA can look ahead with great confidence. Our constitution limits a President to two terms and I will reach that point in November 2019. I am proud of what has been achieved in my six years as President and look forward to seeing the results of the exciting forward plans.

David Sanders
President

Chief Executive's report

In 2018-19, over half a million people, including more than 60,000 students, made the journey through our gates to learn more about conservation and the plight of animals in the wild.

That's a powerful catalyst for positive conservation change and promotes pro-conservation attitudes to hundreds of thousands of visitors. Research says that 89% of people who visit zoos plan to make a conscious effort to do things to help conserve the environment after they've visited. As a conservation charity that exists to connect people with nature and save species from extinction, we believe our role as educators is more important than ever – getting visitors into the zoo is our most powerful tool to do this. These high visitor numbers are testament to our growing reach, popularity and reputation as a conservation charity throughout South Australia, Australia and the world.

And while we attracted more people through our gates, we also continued to focus on developing our sites to meet the expectations of our visitors. At the close of the 2018-19 financial year, construction of the Variety Children's Zoo was in full swing. Opening in October 2019 and built with the help of the South Australian community, the new children's zoo will become the first stop on a visitor's journey and a must-visit for a fun-filled family day out.

In April, we attracted \$15.8 million in funding from the Australian Government and South Australian Government to construct a new state-of-the-art Visitor Centre at Monarto Zoo, while the South Australian Government has committed to extend the lease to keep Giant Pandas Wang Wang and Fu Ni in Adelaide for another five years. While our discussions with China have been incredibly positive so far and we are looking to host our Chinese counterparts later this year to continue discussions around the new agreement moving forward, at the time of writing, we are still in discussions and, as it stands, do not have a signed extension in place.

While we've enjoyed many successes and both sites are positioned for growth, there's no denying the past twelve months have presented a challenging financial environment and as such we didn't meet our operations budget target. Much of this was due to weather conditions which impacted visitor numbers over summer as well as putting pressure on water and food costs.

With a large number of 40-degree-plus days and a temperature-based closure policy in place, Monarto Zoo was closed for multiple days during a crucial visitation period in December 2018 and January 2019. As a result, we have reviewed the hot weather restrictions and have amended the closure policy to apply to catastrophic fire days and / or extreme weather conditions, with an amendment to operational hours for the months of December to February. This will aid Monarto Zoo in better achieving budget targets through increased revenue opportunities and decreasing missed opportunities due to weather. This has been supported with investments to make the site more enjoyable in hot conditions – for staff, visitors and animals.

While there's always plenty more to be done, as we reflect on another successful twelve months, I couldn't be prouder of our efforts which prove good zoos are more relevant and vital in today's society than ever before.

It's impossible to list all our achievements here, but this Annual Report reflects key highlights of the vast amount of work we're undertaking inside our zoos and around the world.

Zoos SA is tireless in its mission to connect people with nature and save species from extinction, and I would like to thank our members, volunteers, staff, and our volunteer board – their endless dedication makes that mission possible.

Elaine Bensted
Chief Executive

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 quarterly performance reports provided to the board from the chief executive.

Zoos SA Board Members

David Sanders

President

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

Julieann Riedstra

Vice President

Julieann is the Chief Operating Officer of the Department for Education. Julieann is a Fellow of CPA Australia and a Graduate of the Australian Institute of Company Directors. Julieann has been a Life member since 2008.

Rod Buchecker

Rod is Chair of TEC 30 for The Executive Connection, the world's largest CEO network. He is a recognised executive mentor and business coach, specialising in leadership development and helping companies find the focus they need to succeed.

Graeme Crook (retired 22 November 2018)

From 1983-86 Graeme was a keeper at Adelaide Zoo. Following, Graeme went on to gain over ten years' experience with Animal Services at CSIRO Division of Human Nutrition, before moving into IT. As a zoologist, strategic thinker and R&D project manager, Graeme brings his professional and academic experience to the Zoos SA Board.

Tim Jarvis AM (retired 28 August 2018)

Tim combines his love of adventure with a passion for the natural world – demonstrated through his work as an environmental scientist, public speaker and explorer of some of the planet's remotest places. His environmental background and public advocacy experience strengthens the board and its governance.

Dennis Mutton

Dennis is an independent consultant in the field of natural resources management, primary industries, regional growth initiatives, leadership development and government-business relations. He also holds a range of board directorships in government, business and not for profit organisations at State and National levels.

Dr Susie Robinson

Susie is the Chief Executive Officer of Higher Education Consulting Group. She has a depth of experience working at executive levels in the UK and South Australian governments and has significant corporate governance experience. Trained in the sciences and business management, she holds a PhD from Cambridge University.

Kate Thiele

Kate is the Founding Director of Klarity and has more than 10 years of board and executive experience. Klarity supports CEOs, Executives and Boards to grow from good to great. Her experience in the not-for-profit sector and governance brings valuable skills to the Board.

Prof Carol Tilt

Carol is a Professor of Accounting at the University of South Australia and a Fellow of CPA Australia. Carol is passionate about conservation and has expertise in research and environmental reporting.

Prof Kris Helgen

Kris is an expert on mammal evolution and conservation, a Professor of Biological Sciences and Deputy Director of Applied Conservation at the University of Adelaide. Kris was Curator in charge of mammals at the Smithsonian from 2008 – 2017.

Bill Spurr AO

Bill has had an extensive career in the tourism, hospitality and event industries in South Australia. Bill was the former Chief Executive Officer of the SA Tourism Commission and currently chairs the Board of Adelaide Venue Management Corporation.

Board Secretary/Public Officer

Kate Hartwig

Kate has had a long career in not-for-profit organisations having been CEO of a range of industry, professional and charitable organisations in Adelaide, Sydney and Melbourne. She was appointed as the Zoos SA Board Secretary and Public Officer in 2013.

Board Meeting Attendance 2018 –19

Board Member	Position held	Number of meetings eligible to attend	Number of meetings attended	Comments
David Sanders	President	11	9	Commenced as President 28/11/13 Re-elected President 24/11/16
Julieann Riedstra	Vice President	11	9	Commenced as Vice President 24/11/16
Graeme Crook	Board Member	5	5	Retired 22/11/18
Carol Tilt	Board Member	11	9	
Dennis Mutton	Board member	11	7	
Susie Robinson	Board member	11	9	
Kris Helgen	Board member	6	4	Commenced 22/11/19
Kate Thiele	Board Appointed Member	11	7	
Tim Jarvis AM	Board Appointed Member	3	2	Retired 28/8/18
Rod Buchecker	Board Appointed Member	11	7	
Bill Spurr AO	Board Appointed Member	8	8	Commenced 25/9/18

Finance and Audit Sub-Committee Attendance

Board Member	Position held	Numbers of meetings eligible to attend	Number of meetings attended	Comments
Dennis Mutton	Chair	11	10	Commenced as Chair 23/11/17
David Sanders	Committee member	11	5	
Julieann Riedstra	Committee Member	11	11	
Gavin Bates	External Member	11	7	Commenced 31/5/18

As per the Rules of the Society (11.1.1) The Board may co-opt external expertise for membership of the Finance and Audit Committee. Mr Bates is a member of the Society and was co-opted as a member of the Finance and Audit Committee on the 31 May 2018.

Risk and Governance Sub-Committee Attendance

Board Member	Position Held	Number of meetings eligible to attend	Number of meetings attended	Comments
Kate Thiele	Chair	3	3	
Kate Hartwig	Committee member	3	3	
David Sanders	Committee member	3	3	
Rod Buchecker	Committee member	3	3	Commenced 1/12/17

Zoos SA purpose and aspiration

Our purpose is to connect people with nature and save species from extinction.

Our aspiration is to lead and inspire conservation action to support global biodiversity

Our business

As set out in Zoos SA's Strategic Plan 2017-2022, the organisation has four primary goals and a series of broad strategies to achieve them. The Business Plan builds on this framework; the relationship between the Strategic Plan and Business Plan is shown below.

Strategic plan

Goal 1 - Connect people with nature: engage, inform and inspire people to act

Goal 2 - Save species from extinction: conservation, wildlife health and research

Goal 3 - Work in an ethical and sustainable manner, influencing others to follow our example

Goal 4 - Grow a sound and advancing organisation, applying an innovative business approach

Five Year Business Plan

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 62 individual tasks detailed in the business plan, 60 were completed and 2 partially completed.

Year in review – key numbers

150,000 followers on social media in 2019 (Facebook, Instagram, Twitter and Youtube)

177 animals were born at Adelaide Zoo

62 animals were born at Monarto Zoo

\$11 million in free media coverage attracted

Over one million website visitors

Over 560,000 people visited Adelaide and Monarto Zoo

450 registered volunteers across both sites

3,396 life members

Over 42,000 annual members

1,864 new founding Variety Children's Zoo members

23 local and international conservation projects supported

12,968 people participated in Lions 360

Year in review – finance snapshot

2018-19 was a challenging financial year for Zoos SA. We can report a surplus of \$47,000 which was \$294,000 behind our budget surplus of \$341,000.

Total income increased on 2017-18 by 1%, with operating expenses increasing by 7%.

We faced several cost challenges during the year, including utilities, feed, and staff cost increases.

Admission income continues to grow, with income up on 2017-18 by 4%. This is due primarily to admissions growth at Adelaide Zoo of 4%. Monarto Zoo admissions were in line with 2017-18. This is despite Monarto Zoo being closed on 15 days due to extreme heat. These closures have a direct impact on admissions and on experience income.

This increase in paid attendances was offset by a reduction in free and member attendances, which saw total attendances of approximately 560,000 reduced from 569,000 in 2017-18.

We saw a reduction in membership income of 3%, which was due predominately to the expiry of discount memberships sold during our last Scoopon campaign in May 2017, which resulted in increased membership income in 2017-18. This annual membership income reduction was offset by an increase in our life membership revenue, which increased by 12% on 2017-18.

Our Variety Children's Zoo membership campaign saw sales of our new five-year memberships of \$309,000. This exceeded our expectations and provides a known revenue stream between now and the expiry of these memberships.

Tours income increased by 17% due primarily to the popularity of the Lions 360 experience at Monarto Zoo. This experience saw increased income of 50% on 2017-18, with the experience commencing in November 2017. We also saw significant income opportunities for Monarto Zoo experiences lost due to our hot weather closure policy.

After a number of years of investment in fire protection and improved visitor facilities, we have developed an updated hot weather policy that will come into effect between December 2019 and February 2020. This will allow us to open Monarto Safari Park earlier, and bring several experiences forward to cooler parts of the day. This should reduce the amount of income lost due to the closure of Monarto Safari Park as a result of hot weather.

We received bequest income of \$560,000 and corporate support from in-kind contributions and sponsorships was significant at \$1,304,000. The strong level of ongoing corporate support is particularly pleasing given the difficult corporate sponsorship market.

Donations income amounted to \$997,000 with \$581,000 of this being used to support capital investment. This enabled us to fund several projects, and to continue our investment in our Wild Africa precinct and Lemur walkthrough exhibit.

Operating expenditure proved challenging to control, resulting in an increased focus on activity and expense management.

Salaries and wage costs increased by 6% due primarily to planned increases in safety roles and maintenance activities. We also saw an increase in staff costs due to significant overtime necessary to manage unplanned but necessary hand-rearing of several animals.

Other cost increases to note include an increase in animal care costs by 8% due to an increase in food costs and increased utilities costs due primarily to increased usage and purchase price. We also saw a significant increase in vehicle maintenance costs at Monarto Zoo associated with aging buses. We have entered into an agreement for new buses to replace these, and expect these to arrive in early 2020.

We have taken into account many of the cost increases seen in 2018-19 when building our 2019-20 budget, and are confident budget excesses will be kept to a minimum.

We invested \$2,481,000 in capital during 2018-19 (\$3,040,000 in 2017-18). Of this \$454,000 was for the new Variety Children's Zoo at Adelaide Zoo, and \$531,000 was for ongoing development of our Wild Africa precinct. We continue to invest in maintenance and improvement capital, balancing the need for maintenance investment with the requirement to invest in new and exciting facilities.

We budget for capital investment each year, and where additional funds become available during the year, we assess how these funds are best applied. Additional unbudgeted funding received during the year allowed us to increase our capital investment above our budget by \$915,000.

Our investment portfolio continues to provide good returns, with dividends of \$25,000.

The ANZ debt was reduced by \$800,000, with a balance at 30th June of \$4.25 million. We have budgeted to reduce this by \$850,000 during 2019-20.

In updating our rolling Five-Year Business Plan, we have prepared forward estimates that enable reduction of our ANZ loan from within our annual operating budget. The repayment schedule is regularly discussed with ANZ and the State Government.

KEY ACHIEVEMENTS:

- Surplus of \$47,000;
- Admissions revenue up by 4%
- Membership revenue down by 3%;
- Strong utilisation of the Lions 360 experience;
- Nearly \$2.5m invested in capital;
- Controlled cash flow;
- Maintenance and development capital expenditure in line with previous years, with additional investment supported by unbudgeted donation funds.

Saving species inside our gates

Adelaide Zoo

From snakes and lions to monkeys and birds, Adelaide Zoo is proudly home to over 2,500 animals who represent more than 250 species.

The last twelve months saw a significant number of important animal births and arrivals, as well as many exciting changes at Adelaide Zoo. Over 40% of the species housed at Adelaide Zoo are threatened with extinction in the wild, making the large number of births of critically-endangered animals an incredible achievement that mark vital contributions to the breeding programs working to save their respective species.

Adelaide Zoo was fortunate to welcome the arrival of many new animals into its collection, with some of the highlights including Jakarta, a young male Binturong, Juanito, a male Maned Wolf, Salty and Skye, two Australian Pelicans from the set of the recent Storm Boy movie, Zhara, a female Fennec Fox, two male Spotted Hyaenas and two Pit-shelled Turtles.

During late 2018, the Southern Cassowary exhibit renovation was completed and in early 2019 a new exhibit was commissioned for our two Rhinoceros Iguanas. The cassowaries and Rhinoceros Iguanas have both settled into their new exhibits well and behavioural signs indicate positive animal welfare for both species.

During spring 2018, both Adelaide Zoo and Monarto Zoo were assessed by the Zoo and Aquarium Association (ZAA) under its Accreditation 2020 program, which follows the Five Domains model of animal welfare. Both sites received full accreditation status with exemplary reports affirming the positive welfare of the animals in our collection.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	Throughout 2018-19 the Adelaide Zoo Curatorial Department hosted hundreds of behind-the-scenes tours and Brief Animal Encounters. These personal interactions between zoo staff and visitors provided an exceptional opportunity for keepers to convey their passion for the animals within their care as well as the conservation needs of the animals' wild counterparts. Being able to connect with visitors on both an emotional and educational level means we can inspire them to become future citizen conservationists.
Goal 2 Save species from extinction: conservation, wildlife health and research	Both Adelaide Zoo and Monarto Zoo had a successful season reproducing the critically-endangered Western Swamp Tortoise, successfully hatching and raising ten juveniles, our most successful year to date for this species.

	<p>We had another successful year with our Orange-bellied Parrot captive breeding program, with eleven chicks successfully fledged and five young birds sent to Victoria for release to the wild as part of the effort by the Department of Environment, Land, Water and Planning to recover the species.</p> <p>Other breeding successes included fledging five Regent Honeyeaters, five Little Penguins and two Oriental Small-clawed Otters.</p> <p>We also welcomed twenty-four endangered Radiated Tortoises who were intercepted by officials in Hong Kong and have been rehomed and brought to Adelaide Zoo for care.</p>
<p>Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.</p>	<p>During the last year, Zoos SA has implemented a new animal welfare initiative where every animal enclosure across both Adelaide Zoo and Monarto Zoo was tested using a multi-dimensional auditing tool. The outcomes of the audit generated a list of high-priority changes to exhibits, which was used to prioritise expenditure and resulted in improved animal welfare across both sites. The audit process will be implemented on a regular basis every year to continually elevate animal welfare best practice for Zoos SA.</p>
<p>Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.</p>	<p>Keeping staff were able to participate in a range of development opportunities including field work, mental health first aid, first aid, emergency training, animal transports and conference attendance.</p>

Monarto Zoo

Monarto Zoo successfully contributed to breeding programs for many animals during 2018-19, welcoming a bunch of adorable faces to the zoo family.

Over 70% of the species that call Monarto Zoo home are threatened with extinction in the wild, making our mission of saving species more important than ever. We're proud to have welcomed births of over a dozen different species. We also made many positive infrastructure changes across the site, making life easier for our keeping staff and improving the welfare of our animals.

Monarto Zoo had its most successful Western Swamp Tortoise breeding success with seven eggs successfully hatching from our pairs. We also continued our Australian native fauna breeding successes with Tasmanian Devils, Greater Bilbies, Yellow-footed Rock-wallabies and Brush-tailed Bettongs.

Four male African Painted Dogs and three male African Lions were acquired in this past year, allowing us to plan for breeding of both species in the near future.

We moved one of our Southern White Rhino males, Ibutho, to our new Wild Africa precinct and he became its first resident. Work also commenced on our facility for the critically-endangered Plains Wanderer and our 35,000sqm walk-through Lemur exhibit.

Delivering on our business goals:

Goals	
<p>Goal 1 Connect people with nature: engage, inform and inspire people to act.</p>	<p>Our Lions 360 experience continued to wow visitors, raise vital funds for Zoos SA and contribute funding to our conservation partner the Zambian Carnivore Program. Our "We're calling on you" mobile phone recycling program was relaunched and had the support of many large businesses, as well as our visitors.</p>
<p>Goal 2 Save species from extinction: conservation, wildlife health and research</p>	<p>Monarto Zoo again bred many species this year including Tasmanian Devils, Addax, Bison, Greater Bilbies, Brush-tailed Bettongs, Chimpanzees, Giraffe, Zebra, Nyala, Scimitar-horned Oryx, Meerkats, Southern White Rhinos, Western Swamp Tortoises and Yellow-footed Rock-wallabies. In addition, the keeping teams supported fundraising efforts for World Chimpanzee Day and World Giraffe Day.</p>
<p>Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.</p>	<p>Four projects contributed to ensuring improved welfare for our animals which included a new shelter for our Eland exhibit herd, improved dens for our breeding Cheetahs; the replacement of the chimp kitchen joinery with stainless steel, commercial shelving and sink; and the completion of a raceway connecting our African Lion and mixed carnivore exhibits. This allowed us to move our Spotted Hyaena or African Painted</p>

	Dogs into our lion exhibit (when the lions weren't present), enriching their lives with new smells, sounds and spaces.
Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.	Keeping staff were able to participate in a range of development opportunities including field work, mental health first aid, first aid, emergency training, animal transports and conference attendance.

Leading the way in animal care and research

Our Animal Health Department (AHD) is responsible for looking after the health of over 3,000 animals that call both Adelaide and Monarto zoos home.

As well as this, the AHD also functions as a critical hub for zoological research while attending to hundreds of wildlife emergency cases each year that are brought in by wildlife organisations, government agencies and the general public.

Key highlights in this area include the commercialisation of the research laboratory gathering pace with the current volunteer group recognised as finalists in the unsung hero category for Science Week. The AHD also undertook a major overhaul in their waste management practices with the department now being landfill free. The Hospital Manager was awarded the Zoos SA Sustainability Award in recognition of driving the department's work in this area.

A staff member was awarded her Doctor of Philosophy Degree (PhD) by research on vaccine efficacy and stress in painted dogs. She has gone on to publish in a peer reviewed journal.

Zoos SA's Animal Welfare and Ethics Committee met twice during the financial year, with discussions including animal health, exhibit designs and upgrades and welfare audit results and tools, further cementing our position as a leader in the animal welfare space.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	We have been involved in a number of community support programs, including supporting Ronald McDonald House through visitations from the Women's & Children's Hospital. We have also assisted in the capture of urban wildlife (kangaroos and birds) and displaced domestic animals. Our interactive area continues to be developed to showcase our duties to the visiting public.
Goal 2 Save species from extinction: conservation, wildlife health and research	We have had peer reviewed publication outputs by staff and volunteers associated with the team; more papers have been submitted and are under consideration. We have been involved with field projects to monitor and respond to animal health concerns in Koalas, Grey Headed Flying Foxes and Stick Nest Rats. We also had significant input into Disease Risk Assessments for a number of multi-species translocations with a partner NGO. There has also been significant student supervision, including numerous extramural placements, Clinical Research and

	<p>Honours Project supervision, lectures and practicals in veterinary clinical skills and providing caseload for rotation and elective veterinary students.</p> <p>Planning is also advanced for a game capture course for veterinarians in 2020.</p> <p>Finally, a number of conferences were attended: Wildlife Disease Association, Felid Reproduction in South Africa and the Avian Veterinary Conference and Wildlife Pathology and Translocation Symposium in Australia</p>
<p>Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.</p>	<p>We hosted a Nutritional Workshop with an overseas keynote speaker.</p> <p>We continue to work to the development of online ethics training for field researchers involved with wildlife.</p>
<p>Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.</p>	<p>We continue to cultivate clinical partnerships that enable us to undertake our core duties. The prominent ones being in the Vet School (clinical support, pathology, anaesthetics and diagnostic imaging), Ophthalmologist and Dental services.</p> <p>With long-term absences by key staff we have been able to provide growth opportunities for other clinicians based locally and around Australia.</p> <p>We continue to have close ties with many external agencies including Wildlife Health Australia, where we hosted the SA meeting recently which brings together wildlife health professionals from across the state.</p>

Conservation projects beyond our gates

Our conservation team participates in wildlife conservation projects and initiatives that ensure the long-term security of species. We have been working hard to protect habitat and the species in them. Across Australia, we have supported our 13 Conservation Priorities. We have also continued our conservation support for ecosystems through our 12 International priorities across Africa, China, South East Asia and Solomon Islands.

In terms of key highlights, we're proud to have revegetated over 32 hectares of vital habitat for the Endangered South-eastern Red-tailed Black-Cockatoo in the 2018-19 financial year. On-ground works included fencing for protection, weed control and planting over 10,000 tubestock.

We were also thrilled to launch the Great Southern Ark partnership at Adelaide Zoo. Unique in its multi-faceted outlook by integrating pest management, sustainable agriculture, tourism and conservation outcomes, the Great Southern Ark aims to develop a safe haven for Australia's most threatened species and over the next 20 years. The project includes reintroductions of a number of native fauna species in the Southern Yorke Peninsula.

Our "They're Calling On You" mobile phone recycling program was officially launched and over 2,100 phones (totalling over 160kg of phones and over 30kg of chargers and accessories) were diverted from landfill. By refurbishing, reusing or recycling phones, we are reducing the need for new raw materials and raising funds for Tacugama Chimpanzee Sanctuary and Jane Goodall Institute Australia.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	We work closely with local community, such as in the South East and Murray Darling. Community engagement is also vital to our international Conservation Priorities, from supporting alternative livelihoods in Kenya (Sera Conservancy) through the sale of their bead products, to community awareness campaigns and education in the Solomon Islands (Tetepare) and Sierra Leone (Tacugama).
Goal 2 Save species from extinction: conservation, wildlife health and research	We're proud to protect many habitats and the species in them. Across Australia and the world, we've supported our 25 Conservation Priorities.
Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.	We have secured five years funding for revegetation in the southeast through forming a new partnership with the Southeast NRM Board, supported by the Australian Government's National Landcare Program. The formalisation of Great Southern Ark Partnership, to create a mainland island safe haven through strategic fencing, is a first for Australia and an example of the kind of innovation we need to protect our native species.

Connecting visitors with nature

We welcomed over 410,000 visitors to Adelaide Zoo and almost 150,000 visitors to Monarto Zoo in 2018-19.

Well over half a million people made the journey through our gates to learn more about conservation and the plight of animals in the wild. This engagement with the local community is a powerful catalyst for conservation change and promotes pro-conservation attitudes to hundreds of thousands of visitors. Research says that 89% of people who visit zoos plan to make a conscious effort to do things to help conserve the environment after they've visited. As a conservation charity that exists to connect people with nature and save species from extinction, we believe our role as educators is more important than ever – getting visitors into the zoo is our most powerful tool to do this.

Total visitation for Adelaide Zoo and Monarto Zoo totalled 560,086 visitors. This was a 1.6% drop on the previous year. Visitation was impacted greatly by the extremely hot summer weather, with Monarto Zoo being closed for fifteen days during the summer period including over peak holiday periods. Adelaide Zoo visitation was boosted at this time, however, by the Colossal Creatures summer school holiday installation, which attracted 55,603 visitors over the school holiday period.

Total Attendances*

Monarto Zoo	2018-19	2017-18	Variance
Admissions	93,740	96,882	-3.2%
Education	13,162	13,428	-1.9%
Members	31,349	32,788	-4.3%
Free	11,322	17,704	-36.0%
	149,573	160,802	-6.9%

Adelaide Zoo	2018-19	2017-18	Variance
Admissions	203,459	197,134	3.2%
Education	56,506	52,845	6.9%
Members	116,243	116,898	-.56%
Other	34,305	41,587	-17.5%
	410,513	408,455	5.0%

*These numbers do not include function attendees

Delivering on our business goals:

Goals

Goal 1

Connect people with nature: engage, inform and inspire people to act.

Through the broad range of experiences and special events offered across Adelaide Zoo and Monarto Zoo as part of the annual calendar of events, as well as the daily animal experiences, we've been able to connect and engage with tens of thousands of our visitors. This is expanding further into international and interstate markets.

Goal 4

Grow a sound and advancing organisation, applying an innovative business approach.

We developed a range of new and innovative experiences during this period, partnering with other businesses to attract different markets to our sites. These have included the Lions and Wines experience, incorporating food, wine and wildlife, and the Monarto Gin tour, partnering with our sponsor Ambleside Distillers to tell the story of the plight of Southern White Rhinos and our involvement in their conservation.

Connecting children with nature

Our Nature Theatre and Children's Zoo teams are crucial in our mission to connect people with nature, offering many opportunities for visitors, young and old, to get up close to our incredible animals.

From the Flying Colours Free Flight bird show to numerous activations and presentations throughout each day, the Nature Theatre team continues to connect people with nature and educate the public about our animals with knowledge and passion.

The year has seen much collaboration between diverse groups across Zoos SA towards the development of the new Variety Children's Zoo, due to be opened in late 2019. Together we have created a suite of dynamic and stimulating experiences. Focusing on the theme "do try this at home", our intent is to demonstrate and encourage best practice animal care throughout the community.

Adelaide Zoo's much-loved Red-tailed Black Cockatoo, Banks, has evolved into a Free Flight star. Under the skilled guidance of our training team, Banks and many other birds in our free flight presentation have helped raise funds for conservation and have contributed toward an expansion of their support facilities.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	Over the last few years our team has advanced changes in job title, recognising the importance of connection with our visitors. The 'Keeper-Presenter' concept emphasises the engagement aspect of our everyday roles.
Goal 2 Save species from extinction: conservation, wildlife health and research	This year Zoos SA's conservation outreach and engagement was strongly supported by our diverse presentation experiences. At our Free Flight show the 'coin birds' program has enabled visitors to make small spontaneous commitments to our conservation efforts, raising \$6,000 of gold coin donations in the past year. Another highlight of the year was the breeding of two Greater Bilbies intended for future regional release to augment the endangered wild population.
Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.	A feature of our animal enrichment program is the use of recycled goods to create novel and stimulating items for our animals. We look forward to scaling and broadcasting this concept into the community following the opening of the new Variety Children's Zoo.
Goal 4	During the last year we have worked closely with our Functions and Events Team to support more than 100 events, presenting

Grow a sound and advancing organisation, applying an innovative business approach.

a wide range of animal encounters. A notable highlight was the introduction of a late afternoon free flight presentation with our galah 'Kath' at an evening celebrating zoo sponsors.

Educating the conservationists of tomorrow

Our Zoo Learning team designs and delivers learning experiences for educators and students of all ages, along with toddlers and tertiary, corporate and community groups. Our learning experiences are designed to inform, inspire and connect people with nature. In 2018-19, the team increased participation and inspired conservation action through their innovative and engaging education programs.

Adelaide Zoo and Monarto Zoo Learning admissions increased in 2018-19 from 65,620 in the previous financial year to 68,780, achieving 4.75% growth.

Monarto Zoo's Indaba Bush Camp has witnessed significant improvement in toilet and classroom facilities, with Zoo Learning volunteers and staff investing hundreds of hours planting and developing the forest while de-cluttering the site. Overnight bookings are increasing at Indaba, a positive trend for the future.

Our Tisamale Too campaign saw 12 Mentors at the Zoo (MATZ) raise over \$70K with the help of our Youth at the Zoo (YATZ) to run a three-week conservation program in Australia for 14 Zambian students from the Chipembele Conservation Trust, one of Zoos SA's conservation partners.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	A pedagogical overhaul of facilitator-led programs at Adelaide Zoo resulted in improved teacher ratings: <ul style="list-style-type: none">• Mid 2018; 61.9% excellent, 38.1% good.• First half of 2019; 88.9% excellent, 11.1% good. The A to Zoo toddler and preschool program grew from 12 to 15 sessions per week, with admissions growing by 25% compared with the previous financial year.
Goal 2 Save species from extinction: conservation, wildlife health and research	Funds raised through schools contributed to four areas of conservation: Komodo Dragons, Giraffe, Tacugama Chimpanzee Sanctuary and Radiated Tortoises.

Visitor experience and events

To live up to our mission of connecting people with nature, we inspire action through a range of experiences and events that increase knowledge and change people's attitudes and behaviours.

Almost every single one of our 560,000-plus visitors in 2018-19 would have met and interacted with one of our friendly Visitor Services staff. At Zoos SA, we know there's no substitute for high-quality, friendly and informative staff on the ground. Both Adelaide Zoo and Monarto Zoo have an army of enthusiastic and highly-skilled customer service professionals ready to tackle any visitor requests and help people get the most out of their visit.

We celebrated the first full year of Lion 360 operation, with thousands of visitors participating in the experience and contributing \$765K in revenue. The experience continues to be extremely popular and provides a wonderful engagement opportunity with visitors on our conservation programs.

Zoos SA had a 66% growth in our Tourism Trade revenue over the last year in experience and admission sales. We also developed two new experiences catering for a range of different local and tourism markets: the Lions & Wines helicopter experience and Monarto Wild Gin Tours.

Our Colossal Creatures Dinosaur and Bug exhibition at Adelaide Zoo ran from Boxing Day until Sunday, 27 January 2019. Seven animatronic dinosaurs and seven gigantic insects were placed throughout the zoo for the duration of the five weeks. This was a considerable attendance driver during the summer school holiday period.

Delivering on our business goals:

Goals

Goal 1

Connect people with nature: engage, inform and inspire people to act.

Through the broad range of experiences and events offered across Adelaide Zoo and Monarto Zoo as part of the annual calendar, as well as daily animal experiences, we've been able to connect and engage with tens of thousands of our visitors. This is expanding further into international and interstate markets.

Connection to country and culture

The Aboriginal Learning on Country (ALoC) program aims to increase awareness, skills and knowledge of natural resource management as well as promote a connection to country for participants and provide opportunities for the transfer of cultural knowledge between generations. The program continues to go from strength to strength and has been involved in a range of biodiversity projects both inside and outside of the zoo.

In terms of key highlights, the ALoC Team worked with Ngarrindjeri elders and cultural leaders on a Nukkan Ngawi seasonal calendar mural along with other aspects of the project, culminating in a great Reconciliation Week event in 2019. As well as developing increased cultural knowledge about plants, animals and seasons, the ALoC Team developed a range of project management and team work skills that contributed to the success of the project.

ALoC undertook revegetation works in the South East in June 2019 to support the Cockies Helping Cockies project and developed working relationships with conservationists and land managers in the Lucindale area.

Senior Indigenous Conservation Officer Leon Dodd featured in the NITV Our Stories program in Dec 2018 – ‘Man of the Land’ which highlighted his Ngarrindjeri culture living on the Coorong and his work in conservation at Monarto Zoo.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	ALoC has significantly connected people with an Aboriginal perspective of nature - with the Nukkan Ngawi project, continuing work on the bush food garden, highlighting their work during NAIDOC Week and contributing to new protocols for acknowledging Country at Monarto Zoo.
Goal 2 Save species from extinction: conservation, wildlife health and research	ALoC has continued efforts to protect our native species by managing foxes at Monarto Zoo and Aroona Sanctuary. ALoC also contributes to a range of other conservation projects, including turtle monitoring and nest protection in the Murray Darling region, Red-tailed Black-cockatoo planting, and maintenance and support onsite for native breeding programs (i.e. Pygmy Blue-tongues).

Inspiring visitation and influencing change

Zoos SA continued to promote Adelaide Zoo and Monarto Zoo to the world through innovative and integrated public relations and marketing strategies.

In 2018-19, targeted marketing and public relations campaigns continued to support key revenue-raising activities such as admissions, animal experiences, membership and fundraising. In addition to promoting our core products, the team developed community awareness campaigns designed to educate the public about conservation and increase public awareness of our efforts to save species from extinction.

An innovative Children's Zoo membership offer and campaign surpassed set targets and expectations generating over \$300,000 in membership income and resulting in 1,894 new members over the next five years.

We built a combined social media audience of 150,000 and annual website visitation of around one million visitors growing our reach and influence on a global scale.

The public relations team continued to attract significant free media and earned publicity through both traditional and digital media. In 2018-19, Zoos SA reached over 93 million people through the media. This coverage was worth more than \$11 million in ASR (media value). PR activity around new arrivals and births was vital to driving attendance across both sites.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	The PR and marketing team work collaboratively with all departments to execute key educational and attendance driving campaigns. This included campaigns on social media, traditional media and other digital channels to ultimately connect people with nature.
Goal 2 Save species from extinction: conservation, wildlife health and research	A large number of conservation-based PR placements helped promote pro-conservation attitudes and increase public interest in conservation and the urgent need to save species from extinction. This indirectly supported species conservation.
Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.	Campaign messaging is engaging and designed to influence others to follow our example. A case in point is the change to the packaging of our Zoo Times magazine. In 2019, we opted for paper packaging to limit our single use plastic consumption and play our part in diverting plastic from landfill.
Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.	We led collaborations with other organisations to build efficiencies, leverage partnerships and grow our reach. We also launched innovative marketing concepts to drive the organisation forward and generate revenue.

Fundraising success

As a conservation charity, Zoos SA once again enjoyed the support of donors and supporters from across Australia, resulting in a net income of almost \$3 million.

Corporate partnerships with like-minded organisations, individual philanthropy from major and regular donors, and a range of fundraising initiatives played a role in this success.

We achieved significant growth in major donations during 2018-19 which supported exhibit upgrades and capital development projects at both sites.

We continued a Rhino Ambassadors program to help with the development of the Anthony Taylor Rhino Quarantine and Management Centre at Monarto Zoo.

Many organisations and individuals stepped up to the plate to be a member of our Rhino Relay Team. This contributed to building a rhino raceway to efficiently move rhino and zebra from the Rhino Management and Quarantine Centre throughout the Wild Africa precinct without the need to condition the animals into crates then crane these onto trucks to be relocated.

We received support from over 16,500 households in 2018-19, including 5,072 new supporters.

Animal adoptions remained popular, with the four most popular animals being Meerkats, Sumatran Tigers, African Lions, and Tasmanian Devils.

Fundraising	2018-19	2017-18	Variance
Corporate Sponsorship (cash)	\$509,703	\$491,845	\$17,858
Corporate Sponsorship (in kind)	\$794,410	\$919,823	-\$125,413
Grants	\$53,482	\$861,616	-\$808,134
Appeals and Donations	\$867,489	\$725,894	\$141,595
Animal Adoption	\$129,147	\$140,434	-\$11,287
Bequests	\$559,865	\$42,585	\$517,280
TOTAL	\$2,914,096	\$3,182,197	-\$268,101

Delivering on our business goals:

Goals	
<p>Goal 1 Connect people with nature: engage, inform and inspire people to act.</p>	The animal adoption program has enabled our donors to feel personally invested in the animals they are supporting, and keep them engaged in the work that we do.
<p>Goal 2 Save species from extinction: conservation, wildlife health and research</p>	The funds raised from our collective fundraising efforts have been used for a variety of purposes, often with the end result being to assist with our conservation outcomes. We wouldn't be able to create our rhino management facility and help to

	safeguard this precious species without the support of our donors for this project.
Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.	All fundraising campaigns and corporate partnerships are opportunities to help drive positive change for the environment and encourage more sustainable practices. Through engaging donors and working with organisations we can influence others to follow our example and dramatically increase the scale of our conservation efforts and impact.
Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.	Zoos SA has a very successful corporate partnerships program with various organisations, who provide both cash and products for projects, provision of services and infrastructure. We in turn provide many benefits back to those organisations so that the partnership is mutually beneficial to all parties. Many projects would not be possible without the support of our various partners and we gratefully acknowledge their support, as well as the annual funding provided by the South Australian State Government.

Growing our membership base

At Zoos SA, we're proud to be owned by our members. As a conservation charity, we rely on the support of our members to continue our vital work connecting people with nature and saving species from extinction. The support of our dedicated members helps us to not only care for our over 3,000 animals on site but contributes to important breeding and conservation programs working to save species.

At the end of 2018-19, over 42,000 people were actively involved members of Zoos SA, with strong renewal rates of 73%. This is a strong retention rate compared to other zoos around the country. While annual membership income was down slightly due to the non-renewals of some discounted memberships sold prior to 2018-19, this was partly offset by an increase in life membership income.

To coincide with the impending opening of our new Variety Children's Zoo, we introduced a brand-new membership type for four- to fourteen-year-olds: the Variety Children's Zoo Founding Membership. Until 30 June, children could receive a five-year membership for the price of three years. This proved extremely popular with 1,932 new founding members. Our free Cub Membership for zero- to four-year-olds also continues to prove popular with 4,798 little cubs in our Zoos SA family.

Zoos SA welcomed 252 new Life Members in 2018-19, increasing our Life Member base to 3,396.

Membership income	2018-19	2017-18	Variance
Annual Membership	\$2,939,582	\$3,091,881	-\$152,299
Life Membership	\$586,283	\$526,301	\$59,982
TOTAL	\$3,525,865	\$3,618,182	-\$92,317

Delivering on our business goals:

Goals	
<p>Goal 1 Connect people with nature: engage, inform and inspire people to act.</p>	<p>New Variety Children's Zoo Members are with us for five years, which represents an excellent opportunity to engage with them on an ongoing basis. Our hope is grow these little members into becoming conservationists of the future!</p>
<p>Goal 2 Save species from extinction: conservation, wildlife health and research</p>	<p>Zoo Times publication is targeted specifically at members. It is an excellent tool to educate this engaged group about the work we are doing in conservation and saving species from extinction, in order for them to have a deeper understanding of our goals and how they can be involved.</p>
<p>Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.</p>	<p>Memberships provide a critical revenue source for Zoos SA, comprising over 12% of our annual revenue.</p>

An advancing organisation

The People and Performance team is committed to supporting Zoos SA's passionate and capable 250-strong workforce and 420 volunteers through a number of programs and initiatives.

In 2018-19, the People and Performance team continued to focus on the fundamentals of Workplace Healthy and Safety (WHS), provided a range of opportunities for learning and development within the workforce and explored a range of culture and wellbeing options.

Planning, consultation and implementation of a new corporate structure to support the business for the proposed expansion and continual development of Monarto Zoo. This new structure keeps structure and resources focused on both Adelaide Zoo and Monarto Zoo for the overall improvement to visitor experience, animal welfare and our conservation goals.

We focused on safety across the organisation, through ensuring a physical and wellness approach to our safety outcomes. We began planning and developing a bespoke manual handling program for implementation in July 2019 which addresses the unique and physically demanding aspects of many of the roles and functions within a zoo environment.

We reviewed and implemented technology to improve our recruitment and human resource management within a limited-resource environment. The implementation of online recruitment solutions software Expr3ss has created efficiencies and improved our internal recruitment processes. The technology matches and pinpoints applicants with the right skills, attitudes and cultural fit through artificial intelligence.

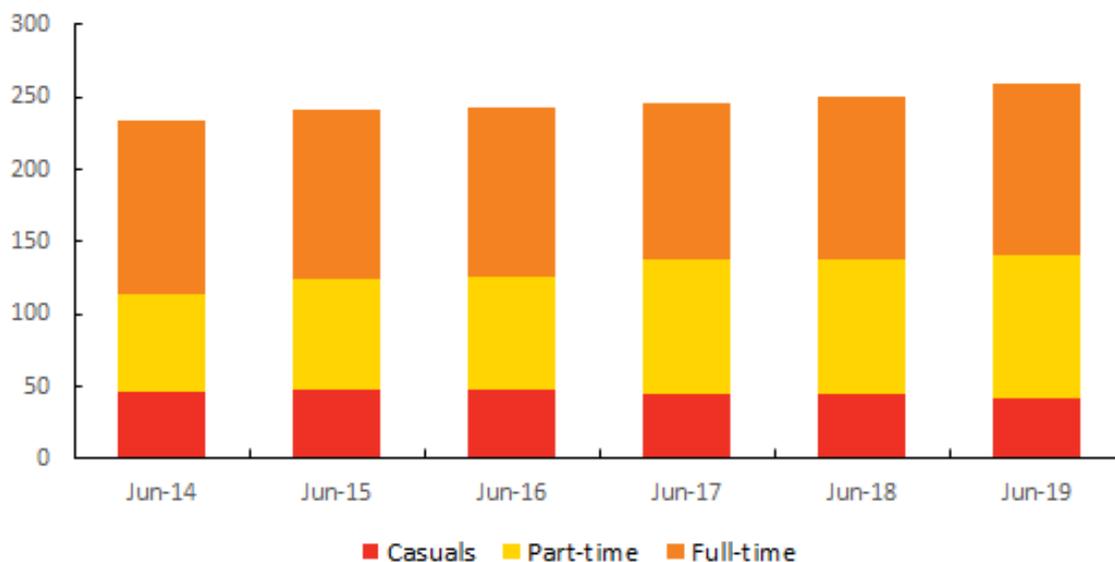
Delivering on our business goals:

Goals

Goal 4

Grow a sound and advancing organisation, applying an innovative business approach.

People and Performance has, through guiding conversations and consultation processes, positioned the Society to best utilise its resources and build capacity to grow so that it is capable and ready to achieve our goals within the Master Plan. We approach system reviews with an openness to introduce change and utilise technology to add value and provide opportunity to grow our effectiveness to meet the needs of our stakeholders.



Employees per department As of 30 June 2019	Full time	Part time	Casual	Total
Community Engagement	21	41	34	96
Corporate Services	6	5	1	12
Life Sciences	64	47	6	117
Property & Development	23	3	0	26
People & Performance	4	4	0	8
Total	118	100	41	259

Innovation and information technology

The 2018-19 financial year saw many changes and improvements in the area of information and communication technology for Zoos SA.

We understand the importance of staying connected and the ICT team at Zoos SA plays an integral role in ensuring both our staff and visitors experience this connection as our sites continue to expand.

We are committed to delivering a smooth experience for guests. We continued to enhance systems integration and automation to improve our information workflows. This enabled us to deliver new reporting capabilities, and introduce context such as daily temperature and rainfall to our attendance versus budget reports - a valuable insight in a changing climate.

We implemented a new corporate internet solution with a new provider and experienced increased internet speeds, with Adelaide Zoo's speed doubling and Monarto Zoo's speed increasing ten-fold. We are now able to use data across both sites with increased effectiveness. We installed a new guest wireless network at Adelaide Zoo with Monarto Zoo's being planned for the next financial year.

We also implemented redundant connections to provide backup connectivity in certain scenarios and completed server software migrations with little or no downtime or user intervention, increasing the effective use of our server resources.

Delivering on our business goals:

Goals	
Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.	We expanded our use of recycled and refurbished equipment, not only saving the organisation money but also reducing the amount of computer equipment going to landfill. We're also continuing use of e-waste facilities at both sites for unusable equipment.
Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.	We reviewed and implemented communications contracts to provide a much better solution for a similar cost. We have worked extensively with our ticketing system suppliers to develop solutions that will allow us to deliver a great user experience for our customers and open new sales channels to our sales and tourism partners.

Our volunteers

Zoos SA's 420-strong volunteer group forms an indispensable part of the zoo family and supports a variety of activities within the zoo and beyond.

As a conservation charity, our volunteers play a vital role in helping us in our mission to connect people with nature and save species from extinction. Volunteers at Zoos SA have contributed in excess of 72,650 hours over the past twelve months. This is an equivalent of approximately \$1.4 million dollars of value to Zoos SA.

The total fundraising efforts from volunteer activities resulted in \$41,561.75 being raised for zoo projects including the Ngarrindjeri Seasonal Calendar project at Monarto Zoo (to which grant money also contributed) and renovations for Adelaide Zoo's Wombat and Brazilian Tapir exhibits.

The Annual President's Award for Volunteer of the Year was presented during National Volunteer Week Celebrations. This year's award was presented to a well-deserving Mike Gibson who tirelessly volunteers for our Mallee Minders Program at Monarto Zoo.

We were proud to win a State Government Grant (Medium) which has enabled the planning and implementation for our digitised volunteer program for roll-out in September 2019.

Goals

Goal 4

Grow a sound and advancing organisation, applying an innovative business approach.

In addition to the existing volunteers who are already part of our zoo family, we have received around 800 new applications over the last financial year. We promoted more than 80 opportunities to our new volunteers in this time, across 20 programs.

Investing in our volunteers is important to us. We seek to provide a rewarding volunteer experience by:

- matching volunteers to roles
 - providing volunteers within training and development opportunities
 - connecting volunteers to our purpose and aspiration
 - celebrating our volunteer's achievements. Our aim is to engage people in volunteering opportunities that are mutually beneficial, enhance our work and support our conservation goals.
-

Working ethically and sustainably

As a conservation charity, we're committed to working ethically and sustainably while influencing others to do the same. With our business' reliance on natural resources and as leaders in species conservation and environmental education, we are in a unique position to showcase environmental sustainability and inspire our visitors to take action in their own lives.

We successfully gained certification for Advanced Corporate Responsible Business to ISO 26000:2011 standard in October 2018 which was part of our Environmental Management Plan (EMP).

We also gained certification for the new risk based ISO45001:2018 Occupational Health and Safety Management Systems. The certification was made possible due to the realisation of an EMP action to develop and implement an improved facilities management process.

As part of our EMP, we conducted a single-use plastic audit. Audit findings were used to inform and develop recommendations for single-use plastic policy and to further develop waste management practices through an integrated waste management and cleaning tender process.

Goals

Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.	2018-19 has been an outstanding year for Zoos SA's strategic sustainability initiatives which are driven by an action-based EMP. Zoos SA's EMP has a strong focus on sustainable resource consumption and corporate responsibility with advanced ethical social considerations. All 2018-19 EMP actions were completed within their allotted time frames.
Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.	Implemented an improved facilities management process to ensure completion of work in an order that mitigates highest risk.

Transforming our sites

Zoos SA owns and operates millions of dollars' worth of infrastructure and facilities across both Adelaide and Monarto Zoos.

Our 20-Year Master Plan sets our vision for the transformation of both Adelaide Zoo and Monarto Zoo over the next two decades through an extensive organisational-wide capital works program that will represent significant investment on the corporate balance sheet.

Work commenced on the new Variety Children's Zoo on 1 April 2019 with completion scheduled for the end of Sept 2019. This is a development that caters for the needs of all ages, cultures and abilities and will provide visitor enjoyment in a wide range of weather conditions.

We attracted \$15.8 million in funding from the Australian Government and South Australian Government to construct a new state-of-the-art Visitor Centre at Monarto Zoo.

The development and roll out of a new online Works Request process was a highlight for the year. The process was developed entirely by zoo staff's own knowledge bank and internal resource pool. This led to the allocation of Works Requests on a priority-driven basis, completion of works requests in an order that mitigates the highest risk, a transparent overview of works requests, greater visibility around work force structure and workload through a KPI dashboard.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	Deliver developments that provide visitor enjoyment in a wide range of weather conditions, catering for the needs of all ages, cultures and abilities.
Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.	We delivered priority developments scheduled in 20-Year Master Plan in line with 5-Year Business Plan and developed costed project briefs for immediate and priority Master Plan Projects. We also attracted external funding to support delivery of CapEx projects. In addition, we implemented an improved facilities management process to ensure completion of work in an order that mitigates highest risk.

Wild Africa

With plans to become the world's largest safari experience outside of Africa and exciting accommodation plans on the horizon, our Wild Africa team is working harder than ever to extend and transform the property adjacent to the existing Monarto site.

We achieved significant progress in various project builds within the Wild Africa Project site, including the construction of the Rhino Management and Quarantine Centre, the construction of one of three Rhino quarantine holding paddocks to house male rhino Ibutho, the construction of the 'Valley of the Lemurs' exhibit, including the night quarters and the walk-through experience, and the construction of the external perimeter security fence.

We also celebrated the completion of a major re-vegetation planting project around the fourteen-kilometre boundary. These plantings provide a visual barrier from both within to hide external infrastructure and from outside to hide the safari experience. As well as link important patches of native vegetation within the project site, the vegetation expands native corridors from Monarto Zoo through to Kinchina Conservation Park. They also provide an additional experience for visitors through a fourteen kilometre Australian native loop walk around the Wild Africa Site.

We also worked with the Department of Environment and Water on the protection of endangered plant species through joint planting programs to increase populations.

We collaborated with both internal and external industry peers in planning, budgeting, procurement, researching and reporting processes to achieve best practice in all aspects of the Wild Africa Project build. This included work with a wide variety of individuals and organisations, including Zoos SA departments, Australian and New Zealand zoos, state government departments, local government, community NRM organisations, training organisations, and project partners.

Delivering on our business goals:

Goals	
Goal 1 Connect people with nature: engage, inform and inspire people to act.	Zoos South Australia, along with external project partners and zoos, are utilising the Wild Africa Project to promote the plight of Southern White Rhinos which in turn is inspiring knowledge and action to assist with the relocation of Rhinos to Australasia as an insurance population. The overall construction of the Wild Africa Project and its affiliated exhibits will be providing visitors with many additional dynamic, immersive and educational experiences.
Goal 2 Save species from extinction: conservation, wildlife health and research	Zoos South Australia's Wild Africa Project is a key component in the fight to prevent the extinction of the Southern White Rhino. The Wild Africa project, due to its size, will increase Zoos South Australia's capacity to house and improve both native and exotic endangered animal breeding programs. The Wild Africa Project site has important patches of local native vegetation; these house a number of critically-endangered plant species

	<p>which we protect through regeneration practices and propagation programs.</p>
<p>Goal 3 Work in an ethical and sustainable manner influencing others to follow our example.</p>	<p>All planning and construction activities on the Wild Africa Project site are approached with animal welfare and sustainability best practice in mind. In collaboration with both internal and external industry peers, the new designs of animal facilities are regularly reviewed and where possible improved to ensure all aspects of animal welfare are considered in new builds.</p> <p>When planning for the Wild Africa Project's new infrastructure we address and apply sustainable design criteria to ensure we minimise and where possible improve Zoos SA's impact on the natural environment while ensuring protection from natural risks.</p>
<p>Goal 4 Grow a sound and advancing organisation, applying an innovative business approach.</p>	<p>The Wild Africa Project supports current and new staff and volunteers with many opportunities to grow and excel; this comes from being involved with new exhibits builds, in particular first time/unique construction activities. All staff are involved with planning and problem-solving activities and are trained to use a variety of machinery and equipment to ensure we are carrying out all activities with WHS best practice in mind. The Wild Africa Project provides outstanding opportunities for existing and new stakeholders/partners to be involved. This involvement can be through investing in capital projects, environmental protection, conservation and/or educational programs.</p> <p>The success of the Rhino Gala at the beginning of each year has given supporters of the Wild Africa Project yet another outlet to be involved.</p>

Financial statements

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

STATEMENT OF PROFIT OR LOSS AND COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
	\$	\$
Revenue		
Admissions, Membership and Other Revenue	19,524,686	19,168,735
Grants	7,813,028	8,320,307
Sundry Sales/Income	320,735	343,332
Bequests	559,865	42,586
Total Revenue	28,218,314	27,874,960
Expenses		
Salaries, Wages & On-Costs	(15,318,222)	(14,398,107)
Animal Care	(1,031,761)	(958,444)
Maintenance Consumables	(1,602,946)	(1,509,964)
Cost of Sales	(744,389)	(686,924)
Conservation & Research Projects	(1,950,031)	(1,831,375)
Utilities	(675,837)	(682,107)
Marketing & Promotion	(807,653)	(821,998)
Tours & Experiences	(1,531,075)	(1,216,492)
Depreciation	(2,687,165)	(2,567,531)
Other Expenses	(1,682,154)	(1,563,031)
Total Expenses	(28,031,233)	(26,235,973)
Surplus from operating activities	187,081	1,638,987
Finance Income	64,517	67,753
Finance Expenses	(204,562)	(354,956)
Net Financing Expense	(140,045)	(287,203)
Surplus for the Year	47,036	1,351,784
Other Comprehensive Income/Expense		
Items that will never be reclassified to profit or loss		
Change in fair value of financial assets at fair value through other comprehensive income	285	(5,500)
Total Other Comprehensive Income / (Loss) for the year	285	(5,500)
Total Comprehensive Income for the year attributable to members	47,321	1,346,284

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

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2019**

	2019	2018
	\$	\$
Current Assets		
Cash and Cash Equivalents	1,355,322	1,103,629
Receivables and Prepayments	753,080	1,100,824
Inventories	469,429	477,715
Total Current Assets	2,577,831	2,682,168
Non Current Assets		
Financial Assets at Fair Value	421,492	471,101
Property, Plant and Equipment	47,138,393	47,346,999
Total Non Current Assets	47,559,885	47,818,100
Total Assets	50,137,716	50,500,268
Current Liabilities		
Sundry Creditors	1,983,447	1,598,603
Income in Advance	3,383,457	3,202,036
Loans and Borrowings	4,586,695	1,124,061
Employee Benefits	3,317,134	3,270,316
Total Current Liabilities	13,270,733	9,195,016
Non Current Liabilities		
Loans and Borrowings	773,592	5,358,553
Income in Advance	100,474	-
Employee Benefits	287,879	288,982
Total Non Current Liabilities	1,161,945	5,647,535
Total Liabilities	14,432,678	14,842,551
Net Assets	35,705,038	35,657,717
Reserves	3,136	2,851
Retained Funds	35,701,902	35,654,866
Total Equity	35,705,038	35,657,717

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

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2019**

	2019	2018
	\$	\$
	Inflows (Outflows)	Inflows (Outflows)
Cash Flows from Operating Activities		
Receipts		
Receipts from customers	18,225,937	16,958,638
Donations, Bequests and Sponsorships	2,914,461	3,022,830
Payments		
Wages and Salaries	(14,990,852)	(14,150,727)
Suppliers	(7,721,904)	(7,675,271)
Conservation & Research Projects	(1,950,031)	(4,431,479)
Net Cash Provided by/(Used in) Operating Activities	(3,522,389)	(6,276,009)
Cash Flows from Investing Activities		
Purchase of Property, Plant and Equipment	(2,478,559)	(2,993,065)
Sale/(Purchase) of Shares and Investments	49,894	-
Interest and dividends received	64,517	67,753
Net Cash Provided by/(Used in) Capital and Investing Activities	(2,364,148)	(2,925,312)
Cash Flows from Financing Activities		
Net State Government Grants Received	5,815,453	5,708,608
Net Other Grants Received	1,649,666	2,129,161
Net Repayment of Borrowings	(1,122,327)	(1,061,200)
Payment of Interest	(204,562)	(354,956)
Net Cash Provided by Financing Activities	6,138,230	6,421,613
Net (Decrease)/Increase in Cash Held	251,693	(2,779,708)
Cash at the Beginning of the Year	1,103,629	3,883,337
Cash at the End of the Year	1,355,322	1,103,629

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

REVENUES AND EXPENSES
FOR THE YEAR ENDED 30 JUNE 2019

	2019				2018
	Adelaide Zoo \$	Monarto Zoo \$	Society \$	Total \$	Total \$
REVENUE					
Admissions	5,688,510	2,521,075	-	8,209,585	7,929,775
Education	851,472	244,345	-	1,095,817	1,110,747
Sponsorship	238,958	65,325	999,830	1,304,113	1,411,668
Bequests	-	-	559,865	559,865	42,586
Donations	-	-	996,636	996,636	866,329
Membership	-	-	3,525,865	3,525,865	3,618,182
Retail Sales	1,111,110	447,778	-	1,558,888	1,465,965
Catering Sales	630,198	104,288	-	734,486	751,833
Tours Income	351,204	1,153,555	-	1,504,759	1,284,262
Events	479,788	-	114,749	594,537	729,974
Sundry Sales/Income	156,693	44,217	119,825	320,735	343,332
Grants	10,000	45,246	7,757,782	7,813,028	8,320,307
Total Revenue	9,517,933	4,625,829	14,074,552	28,218,314	27,874,960
EXPENSES					
Salaries, Wages & On-Costs	6,258,908	3,637,026	5,422,288	15,318,222	14,398,107
Animal Care	360,104	532,682	138,975	1,031,761	958,444
Maintenance Consumables	945,906	526,240	130,800	1,602,946	1,509,964
Cost of Sales	542,257	202,132	-	744,389	686,924
Conservation & Research Projects	-	-	1,950,031	1,950,031	1,831,375
Utilities	517,593	158,244	-	675,837	682,107
Marketing & Promotion	62,593	-	745,060	807,653	821,998
Tours & Experiences	378,498	1,149,846	2,731	1,531,075	1,216,492
Depreciation	-	-	2,687,165	2,687,165	2,567,531
Other Expenses	457,682	121,057	1,103,415	1,682,154	1,563,031
Total Expenses	9,523,541	6,327,227	12,180,465	28,031,233	26,235,973

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

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2019**

	Fair Value Reserves	Retained Funds	Total Equity
	\$	\$	\$
Balance at 1 July 2017	8,351	34,303,082	34,311,433
Profit/(Loss) for the year	-	1,351,784	1,351,784
Other Comprehensive Income			
Change in fair value of financial assets at fair value through other comprehensive income	(5,500)	-	(5,500)
Total Other Comprehensive Income/(Loss) for the year	(5,500)	-	(5,500)
Total Comprehensive Income/(Loss) for the year	(5,500)	1,351,784	1,346,284
Balance at 30 June 2018	2,851	35,654,866	35,657,717
Balance at 1 July 2018	2,851	35,654,866	35,657,717
Profit/(Loss) for the year	-	47,036	47,036
Other Comprehensive Income			
Change in fair value of financial assets at fair value through other comprehensive income	285	-	285
Total Other Comprehensive Income/(Loss) for the year	285	-	285
Total Comprehensive Income/(Loss) for the year	285	47,036	47,321
Balance at 30 June 2019	3,136	35,701,902	35,705,038

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. 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 22 species of CITES I listed animals, while Monarto Zoo maintains 11 CITES I listed animals.

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

Reptilia

Radiated Tortoise	<i>Astrochelys radiata</i>
Rhinoceros Iguana	<i>Cyclura cornuta cornuta</i>
Western Swamp Tortoise	<i>Pseudemydura umbrina</i>

Aves

Hyacinth Macaw	<i>Anodorhynchus hyacinthinus</i>
Illiger's Macaw	<i>Ara maracana</i>
Nicobar Pigeon	<i>Caloenas nicobarica</i>
Orange-bellied Parrot	<i>Neophema chrysogaster</i>
Palm Cockatoo	<i>Probosciger aterrimus</i>
Scarlet Macaw	<i>Ara macao</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 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>
Southern White Rhinoceros	<i>Ceratotherium simum ssp. simum</i>
Sumatran Orang-utan	<i>Pongo abelii</i>
Sumatran Tiger	<i>Panthera tigris sumatrae</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.

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

Extinct in Wild

Scimitar-horned Oryx	<i>Oryx dammah</i>
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Critically Endangered

Addax	<i>Addax nasomaculatus</i>
Axolotl	<i>Ambystoma mexicanum</i>
Black Rhinoceros	<i>Diceros bicornis minor</i>
Brush-tailed Bettong	<i>Bettongia penicillate ogilbyi</i>
Cotton-top Tamarin	<i>Saguinus oedipus</i>
Eastern Bongo	<i>Tragelaphus enrycerus isaaci</i>
Orange-bellied Parrot	<i>Neophema chrysogaster</i>
Regent Honeyeater	<i>Xanthomyza phrygia</i>
Sumatran Orang-utan	<i>Pongo abelii</i>
Sumatran Tiger	<i>Panthera tigris sumatrae</i>
Western Swamp Tortoise	<i>Pseudemydura umbrina</i>
White-cheeked Gibbon	<i>Nomascus leucogenys</i>

Endangered

African Wild Dog	<i>Lycaon pictus</i>
African Grey Parrot	<i>Psittacus erithacus</i>
Australian Sea-lion	<i>Neophoca cinerea</i>
Chimpanzee	<i>Pan troglodytes</i>
Elongate Tortoise	<i>Indotestudo elongate</i>
Golden Lion-tamarin	<i>Leontopithecus rosalia rosalia</i>
Goodfellow's Tree-kangaroo	<i>Dendrolagus goodfellowi</i>
Hyacinth Macaw	<i>Anodorhynchus hyacinthinus</i>
Malayan Tapir	<i>Tapirus indicus</i>

Mesopotamian Fallow Deer	<i>Dama mesopotamica</i>
Red Panda	<i>Ailurus fulgens fulgens</i>
Northern Quoll	<i>Dasyurus hallucatus</i>
Przewalski's Horse	<i>Equus ferus przewalski</i>
Pygmy Blue-tongue Lizard	<i>Tiliqua adelaidensis</i>
Pygmy Hippopotamus	<i>Choeropsis liberiensis</i>
Ring-tailed Lemur	<i>Lemur catta</i>
Siamang	<i>Symphalangus syndactylus</i>
Sun Conure	<i>Aratinga Soltitialis</i>
Swift Parrot	<i>Lathamus discolor</i>
Tasmanian Devil	<i>Sarcophilus harrisii</i>
Woma Python	<i>Aspidites ramsayi</i>

Vulnerable

African Lion	<i>Panthera leo senegalensis</i>
Aldabra Giant Tortoise	<i>Geochelone gigantean</i>
Hooded Plover	<i>Charadrius rubricollis</i>
Brazilian Tapir	<i>Tapirus terrestris</i>
Broad-headed Snake	<i>Hoplocephalus bungaroides</i>
Chattering Lory	<i>Lorius garrulous</i>
Cheetah	<i>Acinonyx jubatus jubatus</i>
Hippopotamus	<i>Hippopotamus amphibious</i>
Crimson-bellied Conure	<i>Pyrrhura perlata</i>
Southern Cassowary	<i>Casuaris casuaris johnsonii</i>
Ghost Bat	<i>Macroderma gigas gigas</i>
Giant Panda	<i>Ailuropoda melanoleuca</i>
Giraffe	<i>Giraffa camelopardalis</i>
Greater Bilby	<i>Macrotis lagotis sagitta</i>

Greater Stick-nest Rat	<i>Leporillus conditor</i>
Javan Sparrow	<i>Padda oryzivora</i>
Malleefowl	<i>Leipoa ocellata</i>
Mandrill	<i>Mandrillus sphinx</i>
Quokka	<i>Setonix brachyurus</i>
Rhino Iguana	<i>Cyclura cornuta</i>
Small-clawed Otter	<i>Aonyx cinerea</i>
Spur-thighed Tortoise	<i>Testudo graeca</i>
White-bellied Caique	<i>Pionites leucogaster</i>
Yabby	<i>Cherax destructor</i>

Appendix B

Professional memberships

American Association of Zoo Veterinarians – Dr David McLelland
American College of Zoological Medicine – Dr David McLelland
Association of Avian Veterinarians – Dr David McLelland
Association of Reptilian and Amphibian Veterinarians – Dr Ian Smith
Australian and New Zealand College of Veterinary Scientists – Dr Ian Smith (Wildlife Medicine), Dr David McLelland (Zoo Medicine; Chair of Chapter Examinations Committee for Zoo and Wildlife Medicine), Dr Lynley Johnson (Zoo Medicine), Dr Jenny McLelland (Avian Medicine)
Australian Mammal Society – Dr Liberty Olds
Conservation Centers for Species Survival (C2S2) – Monarto Zoo
Conservation Planning Specialist Group (CPSG - IUCN) - Peter Clark
Ecological Society of Australia – Dr Liberty Olds
European Association of Zoo and Wildlife Veterinarians - Dr Ian Smith
European College of Zoological Medicine – Dr David McLelland
IUCN Species Survival Commission Conservation Planning Specialist Group – Peter Clark
South Australian Herpetology Group – Dr Phil Ainsley
Fellow of the Royal Entomological Society of London – Peter Clark
The Zoo and Aquarium Association – Peter Clark
Veterinary Nurses Council of Australia – Dianne Hakof
Veterinary Surgeons Board of South Australia – It is compulsory for all Zoos SA veterinarians to hold this.
Wildlife Diseases Association – Dr Ian Smith, Dr David McLelland, Dr Jenny McLelland (Executive Member), Dr Lynley Johnson and Dr Jerome Kalvas.
Wildlife Ethics Committee – Dr Ian Smith, Dr David McLelland, Dr Lynley Johnson, Kate Fielder and Mary Johnson.
Wildlife Health Australia - Dr Ian Smith, Dr David McLelland, Dr Jenny McLelland, Dr Lynley Johnson and Dr Jerome Kalvas
World Association of Zoos and Aquariums - Zoos South Australia
ZAA Australian Species Management Plan - Gert Skipper (Committee member, Carnivore and Small Exotic Mammal TAG Co-convenor) and Jodi Buchecker (Australian Mammals TAG Co Convenor)
ZAA Taxon Advisory Group Veterinary Advisory Group membership – Herpetofauna/Reptiles (Dr David McLelland – Principle Veterinary Advisor), Ungulates (Dr Ian Smith), Amphibians (Dr Jerome Kalvas), Carnivores & Small Exotics (Dr Ian Smith and Dr Jerome Kalvas), Australian Terrestrial Fauna (Dr David McLelland) and Birds (Dr Jenny McLelland, Dr David McLelland and Dr Lynley Johnson)
Zoo and Aquarium Association (ZAA) Vice President and Board Member – Elaine Bensted
Zoo Animal Health Reference Group Chief Veterinary Officer appointee – Dr Ian Smith

Appendix C

ASMP Species studbooks managed by Zoos SA employees:

Black-winged Stilt, *Himantopus himantopus leucocephalus* - Vaughan Wilson, Species Coordinator

Brush-tailed Bettong, *Bettongia penicillata* - Dr Liberty Olds, Species Coordinator

Chimpanzee, *Pan troglodytes* - Beth Pohl, Species Coordinator

Ghost Bat, *Macroderma gigas gigas* - Lucy Catt, Species Coordinator

Greater Bilby, *Macrotis lagotis sagitta* - Jodi Buchecker, Species Coordinator South Australian

Mainland Tammar Wallaby, *Macropus eugenii eugenii* - Jodi Buchecker, Species Coordinator

Southern Hairy-nosed Wombat, *Lasiorhinus latifrons* - Gert Skipper, Species Coordinator

White-browed Woodswallow, *Artamus superciliosus* - Vaughan Wilson, Species Coordinator

Yellow-footed Rock-wallaby, *Petrogale xanthopus xanthopus* - Jodi Buchecker, Species Coordinator

Appendix D

Zoos SA staff representatives on species recovery teams

Black-flanked Rock-wallaby, *Petrogale lateralis lateralis*, State: B. Pohl, L. Olds, L. Stockburger

Greater Bilby, *Macrotis lagotis sagitta*, State: J. Buchecker

Malleefowl, *Leipoa ocellata*: Observer status

Murraylands Threatened Flora Multiple spp., State: P. Ainsley

Orange-bellied Parrot, *Neophema chrysogaster*, National: P. Ainsley, L. Foster

Plains Wanderer, *Pedionomus torquatus*, National: P. Clark, L. Olds

Pygmy Blue-tongue Lizard, *Tiliqua adelaidensis*, State: P. Ainsley

Regent Parrot, *Polytelis anthopeplus*, State: D. McLelland

Rewilding Southern Yorke Peninsula – P. Clark and L. Olds

Southeast Red-tailed Black-cockatoo, *Calyptorhynchus banksii graptogyne*, National: L. Olds

Threatened Mallee Bird Implementation Team Multiple spp., National: L. Olds

Western Swamp Tortoise, *Pseudemydura umbrina*, WA State: P. Ainsley

Appendix E

Research

We consider it a core part of our organisational activities to conduct research that seeks to advance and inform the goals of Zoos SA. Be it captive breeding, captive management, welfare, wildlife health, zoological medicine, ecology, or education, our research activities provide outcomes both for Zoos SA and the broader conservation community. In many instances, we partner collaboratively with external organisations, and many projects are conducted by undergraduate and post-graduate research students. The volunteers in the Animal Health Centre Laboratory provide support and services to range of conservation and research projects within and beyond Zoos SA.

The Wildlife Ethics Committee (WEC) is convened jointly by the SA Department of Environment and Water, the South Australian Museum and Zoos SA. A number of Zoos SA staff members serve on the WEC, including Ian Smith (Deputy Chair), David McLelland, Lynley Johnson, Kate Fielder, and Mary Johnson.

Research Projects

Projects that Zoos SA have been, or continue to be, involved with are listed below.

These include several projects the Animal Health Department has developed in direct response to significant collection health management issues listed in the 2016-17 Annual Report – adenovirus infection in orange-bellied parrots, marmoset wasting syndrome, and *Mycoplasma agassizii* infection in land tortoises.

SA Department of Environment and Water

Health monitoring and biotelemetry of Regent Parrots (*Polytelis anthopeplis*) in the SA Riverland

University of Adelaide

Wayne Boardman, PhD Candidate: Grey Headed Flying Fox (disease epidemiology).

Dena Piro, PhD Candidate: Pharmacokinetic studies of enrofloxacin, meloxicam and Praziquantel in Tasmanian Devils (*Sarcophilus harrisii*).

Peri Stenhouse, PhD Candidate: Mallee fowl (*Leipoa ocellata*) in a changing climate: can we help a threatened species adapt to a drier and hotter environment?

Chelsea Graham, PhD Candidate: Characterising the biology of Tasmanian Devil Schwann cells to advance our understanding of Devil Facial Tumour Disease.

Jacob Maher, Honours: The Changing Conservation Role of Zoos through Tim

DVM1 Clinical Research Projects in 2018:

The faecal microbiome of *Saguinus oedipus*, *Saguinus imperator*, and *Leontopithecus rosalia*

A Microbiome Approach to Marmoset Wasting Syndrome (MWS)

Welfare of captive reptiles

Analysis of blood results from brush-tailed bettongs (*Bettongia penicillata*), Venus Bay.

DVM1 Clinical Research Projects in 2019:

A sonographic approach to assessing body condition in southern white rhinoceros

Hormonal cyclic profiling using non-invasive sampling techniques in southern white rhinoceros and Goodfellow's tree kangaroo

Macropod haematology over time: Assessment of a new blood cell preservative on the haematological values found in macropods

Flinders University

Tara Daniels, PhD Candidate: What makes for a good translocation: A case study of the Pygmy Bluetongue.

Lucy Clausen, PhD Candidate: Translocation as a conservation strategy: Assessing the genetic risks of admixture using the endangered Pygmy Bluetongue Lizard.

Murdoch University

Jessica Rendle, PhD Candidate: Epidemiology of the clinical syndrome lumpy jaw in captive macropods: influence of housing and husbandry.

Surveillance of captive tortoise populations in Australia for *Mycoplasma agassizii*.

Surveillance of viral and bacterial pathogens in captive snakes at Adelaide Zoo.

University of Sydney

Jessica Talbot, PhD Candidate: What causes avian aspergillosis? A molecular approach to species identification.

Lucinda Barton, PhD Candidate: Degenerative Joint Disease in Captive Large Cats: Improving Clinical Management and Treatment Outcomes

Appendix F

Conference presentations and workshop attendance

July 2018, Australasian College of Veterinary Scientists Science Week, Gold Coast. David McLelland.

August 2018, Wildlife Disease Association, Florida, USA. Jenny McLelland.

August 2018, Museum Shops Association, Melbourne. Theresa Case.

Sept 2018, Tasmanian Devil Stakeholders Meeting, Sydney. Beth Pohl.

October 2018, America Association of Zoo Veterinarians, Prague. David McLelland.

Oct 2018, World Association of Zoos and Aquariums, Thailand. Elaine Bensted.

October to November 2018, Wildlife Disease Association, Australasia, Bali. Ian Smith.

November 2018, Tasmanian Devil Husbandry Manual Review, Launceston. Simon Dower.

November 2018, Unusual and Exotic Pets, Adelaide. Lynley Johnson.

November 2018, Animal Training Conference, Melbourne. Nicholas Bishop

January 2019, Fundraising & Membership, Singapore. Sarah Brown.

January 2019, Women in Leadership Summit, Adelaide. Simone Davey and Leah Taylor.

February 2019, Pathology short course & Disease Risk Assessment workshop, Sydney. Lynley Johnson.

March 2019, Wamitjara trapping, APY lands. Dr Liberty Olds and Cristy Seymour.

April 2019, Veterinary Nurses Council of Australia conference, Brisbane. Rebecca Probert and Lynnette Drabsch.

April 2019, Conservation Centers for Species Survival meeting, Ontario, Canada. Peter Clark.

April 2019, Feline Conservation, Medicine and Reproduction Workshop, South Africa. Jerome Kalvas.

May 2019, Zoo and Aquarium Association Workshops, Sydney. Elaine Bensted, Anna Bennett, Beth Pohl, Gert Skipper, Kaylee Martin, Mark Smith, Nicholas Bishop and Jeff Lugg.

May 2019, Orange Bellied Parrot Captive Management Group, Healesville Sanctuary. Loren Foster.

May 2019, Regional Aquatic Workshop, Columbus Zoo, USA. Mark Smith.

May 2019, South Australian Regional Development Conference, Tailem Bend. Elaine Bensted.

May 2019, Tourism Industry Council South Australia State Tourism Conference, Adelaide. Sarah Brown, Steve Callery and Dylan Beach.