

# **Annual Report 2019-20**





**PASSION**

We inspire and influence by bringing pride, care and commitment to our work.

**INNOVATION**

We seek creative ways to achieve goals and turn ideas into reality by promoting a culture of learning and improving.

**RESPECT**

We respect individuals' values and encourage a culture of collaboration, diversity, listening and trust.

**EFFECTIVENESS**

We are accountable, focus on clearly defined goals and work as a team to turn words into action.

**ENGAGEMENT**

We create experiences and connections that make a positive difference.

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# President and Chief Executive's report

It's safe to say 2019-2020 was not what we were expecting. Just as we started to rebuild after the worst bushfire season in Australian history, COVID-19 hit Australia and brought life as we knew it to a halt.

Adelaide Zoo and Monarto Safari Park were forced to close their gates in March, the first time in our 137-year history that we've been closed for more than one day. It was incredibly difficult, but undoubtedly the right thing to do in the circumstances.

Our immediate focus was securing ongoing funding to support our core operations and ensure the longer-term viability of Zoos SA. Despite the mandated closure and restricted operations, we were unable to significantly reduce our operating costs. Global pandemic or not, our amazing animals need to be fed and cared for and our sites still need to be maintained. The impact of closing and then reopening with capacity restrictions has had an obvious impact on our direct cash revenue, particularly from admissions, education, catering, retail sales, events, visitor experiences and donations.

Regardless of the evolving challenges created by a global pandemic, we have not, and will not, waiver from our urgent purpose – to connect people with nature and save species from extinction – we just have to become even more innovative and agile.

Necessity has always been the mother of invention and amid the challenges and uncertainty COVID-19 as a crisis has presented us, there's been unprecedented innovation and plenty of achievements that deserve recognition and reflection.





Below are some of the innovations and achievements across our sites:

In 2019-20, Zoos SA continued to support 13 conservation projects in Australia and provided financial support to 12 field projects internationally across Africa, China, South East Asia and the Solomon Islands. We should be proud of this continued commitment to conservation.

Thanks to funding support from the Australian Government and Prague Zoo we were able to play a key role in treating bushfire-affected wildlife, and also support the long-term rehabilitation process in Cudlee Creek and Kangaroo Island.

A 'We're bringing the zoo to you' campaign was launched during our closure, connecting an additional 446,360 people with nature through Facebook Lives which replicated the traditional keeper talks and ever-present exhibit live streams. The landing page recorded over 91,114 page views since its launch and became the most visited page on Zoos SA's website.

At Adelaide Zoo, key accomplishments include the expansion of the Nature's Playground area and the launch of the new Variety Children's Zoo. To coincide with the launch, we welcomed 1,864 new founding Variety Children's Zoo members.

Another key milestone was the extension to the lease of Giant Pandas Wang Wang and Fu Ni from the China Wildlife Conservation Association after the South Australian Government committed the funds to extend the lease to keep Giant Pandas in Adelaide for another five years.

At Monarto Safari Park, we were delighted to secure \$15.8 million in funding from the Australian Government and South Australian Government to construct a new state-of-the-art Visitor Centre.

Plans to develop onsite accommodation at Monarto Safari Park were also brought to life. In September, we announced a private investor will build and operate a five-star luxury resort and glamping facilities as part of a multi-million-dollar expansion.

Other projects at Monarto Safari Park continued to gather steam including the completion of a major rhino quarantine facility as part of The Australian Rhino Project.

We also continued to welcome life members to our wild family with life membership income up by 15.2% in 2019-20.

It's clear extinction stops for nothing and neither will we. Species and their habitats face ever greater threats at the hands of humans and nature. Despite challenges, we continue to focus on delivering conservation efforts that provide short and long-term solutions for the recovery and safeguarding of a number of different species and habitats.

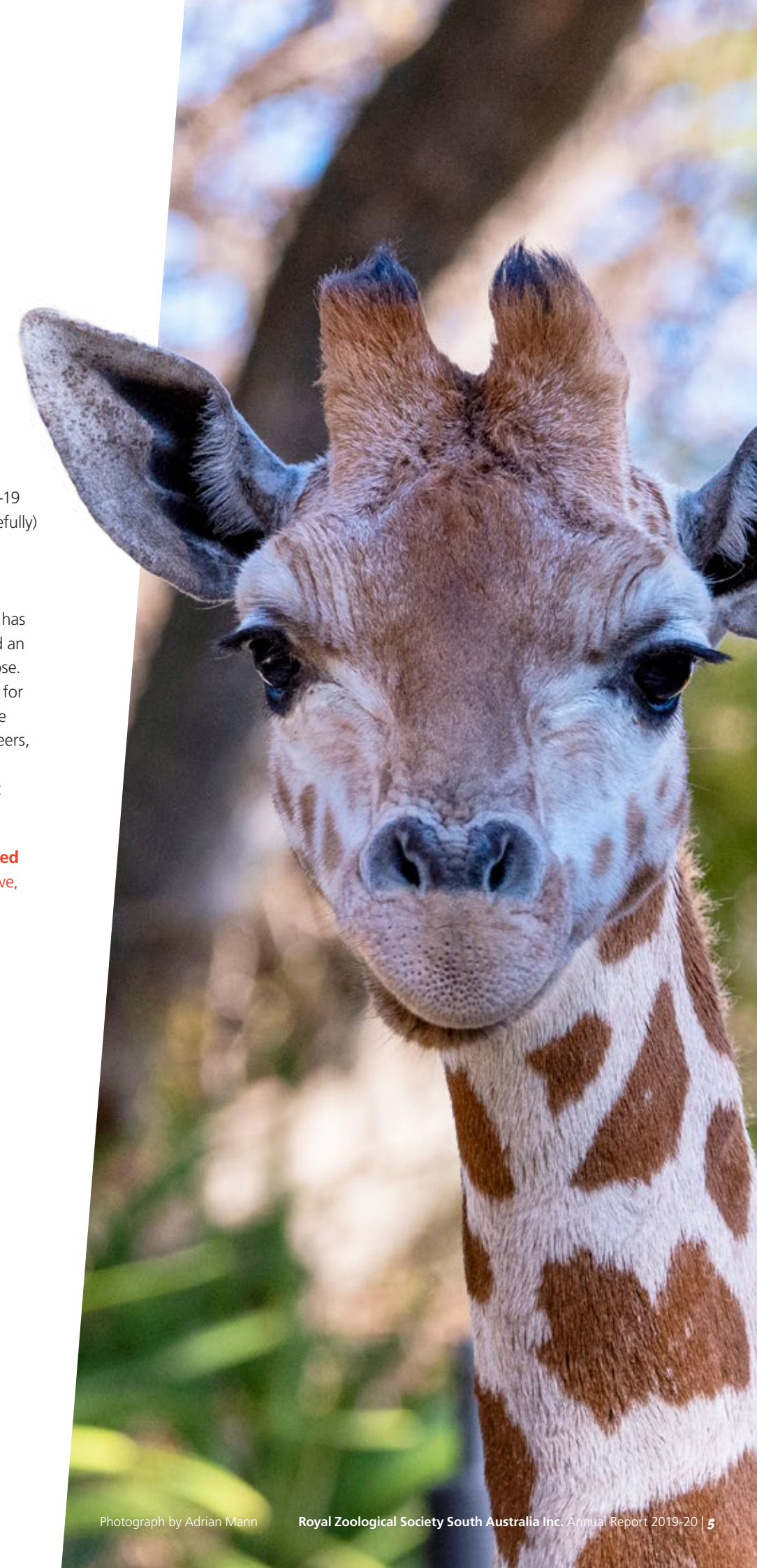
While this annual report reflects on our achievements in the past twelve months, it's important to look ahead. We need to remain optimistic and agile within the current climate and be prepared for any eventuality. Our board and leadership team have identified the following key priorities for the future:

- COVID safety and management plans
- Financial sustainability and cash management
- Systems – with monthly membership payment option as high priority
- Continued implementation of our Master Plan to maintain momentum even in challenging budgets:
  - the new Visitor Centre precinct for Monarto Safari Park;
  - developing Wild Africa precinct (accommodation with our partner; lemurs)
  - Black rhino expansion (external funding)
  - starting relocation works for Food Store and Works at Adelaide Zoo
  - planning for Komodos, Water play at Adelaide Zoo
- Development of key initiatives as part of our next EBA (rostering and classification structure)
- Sponsors and donors priority list
- Membership conversion strategy
- Conservation strategy review
- Implement projects from bushfire grants

As we continue to adapt to COVID-19 and green shoots of recovery (hopefully) emerge, we'd like to put on record our sincere thanks to the amazing staff of Zoos SA who have risen to every challenge that this pandemic has created with flexibility, humour and an absolute commitment to our purpose. We also thank our board members for their dedication to Zoos SA over the past year and our incredible volunteers, members, corporate partners and supporters for their continued trust and support.

**Julieann Riedstra**  
President

**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 quarterly performance reports provided to the board from the Chief Executive.

## Zoos SA Board Members



**JULIEANN RIEDSTRA**  
**PRESIDENT**

Julieann is the Chief Operating Officer of the Department for Education. Julieann is a Fellow of Certified Professional Accountants (CPA) Australia and a Graduate of the Australian Institute of Company Directors (AICD). Julieann has been a life member since 2008.



**DENNIS MUTTON**  
**VICE PRESIDENT**

Dennis is an independent consultant in the fields of natural resource management, primary industries, regional growth initiatives and leadership development. He is a fellow of the AICD and holds a range of board directorships in government, business and not-for-profit organisations.



**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 SA Tourism Commission and currently chairs the Board of Adelaide Venue Management Corporation.



**PROF CAROL TILT**

Carol is a Professor of Accounting at the University of South Australia and a Fellow of CPA Australia. Carol is a life member who is passionate about conservation and is a member of several environmental and animal welfare groups.



**DAVID SANDERS**

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.



**KATE THIELE**

Kate is the Founding Director of Klarity 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.



**PROF KRIS HELGEN**

Kris is an expert in mammalian evolution and conservation and serves as the Chief Scientist of the Australian Museum in Sydney. Kris was also the curator in charge of mammals at the Smithsonian from 2008 to 2017.



**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.



**DR SUSIE ROBINSON**

Susie is the Executive Director of the Australian Plant Phenomics Facility, one of Australia's nationally designated research infrastructures. She has worked in government and university sectors in the UK and Australia, and has significant corporate governance experience. Trained in the sciences and business management, she holds a PhD from Cambridge University.



**KATE HARTWIG**  
**BOARD SECRETARY /**  
**PUBLIC OFFICER**

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 2019 - 2020

BOARD MEMBER	POSITION HELD	NUMBER OF MEETINGS ELIGIBLE TO ATTEND	NUMBER OF MEETINGS ATTENDED	COMMENTS
Julieann Riedstra	President	13	12	Commenced as President 21/11/19
Dennis Mutton	Vice President	13	13	Commenced as Vice President 21/11/19
David Sanders	Board member	13	10	Board member 21/11/19
Carol Tilt	Board member	13	13	
Susie Robinson	Board member	13	11	
Kris Helgen	Board member	13	11	
Kate Thiele	Board appointed member	13	12	Commenced 22/11/19
Rod Buchecker	Board appointed member	13	11	
Bill Spurr AO	Board appointed member	13	10	Retired 28/8/18

This is a higher number of board meetings than previous years as the board held fortnightly meetings between March and June to receive updates regarding the impacts of COVID-19.

## Finance and Audit Sub-Committee Attendance

BOARD MEMBER	POSITION HELD	NUMBERS OF MEETINGS ELIGIBLE TO ATTEND	NUMBER OF MEETINGS ATTENDED	COMMENTS
Dennis Mutton	Chair	12	12	Commenced as Chair 23/11/17
David Sanders	Committee member	12	11	
Julieann Riedstra	Committee member	12	10	
Gavin Bates	External member	12	11	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 31 May 2018.

## Risk and Governance Sub-Committee Attendance

BOARD MEMBER	POSITION HELD	NUMBERS OF MEETINGS ELIGIBLE TO ATTEND	NUMBER OF MEETINGS ATTENDED	COMMENTS
Kate Thiele	Chair	2	2	Last meeting 21/11/19
Kate Hartwig	Committee member	4	4	Commenced 19/3/14
David Sanders	Committee member	2	1	Last meeting 21/11/19
Rod Buchecker	Chair	4	3	Commenced 1/12/17 Commenced as Chair 17/3/20
Susie Robinson	Committee member	2	2	Commenced 17/3/20
Julieann Riedstra	Committee member	3*	2	Commenced 21/11/19

\*Attended meeting in November 2019 as an observer



Photograph by Adrian Mann



# 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 five-year business plan builds on the strategic plan.

### 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

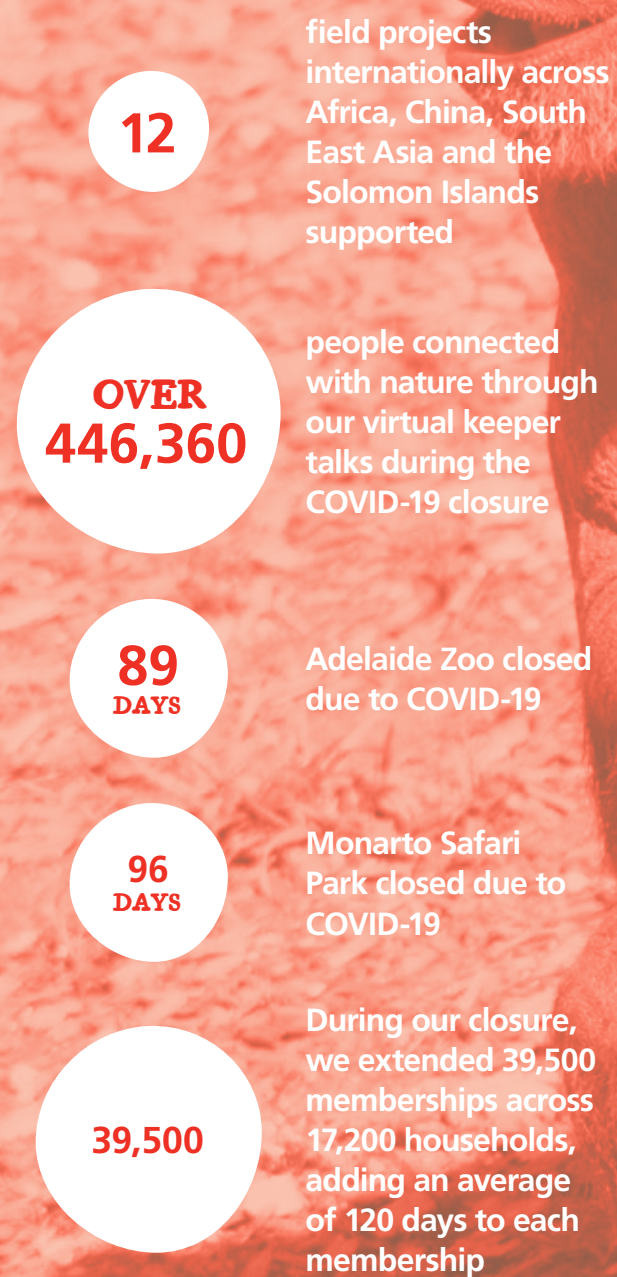
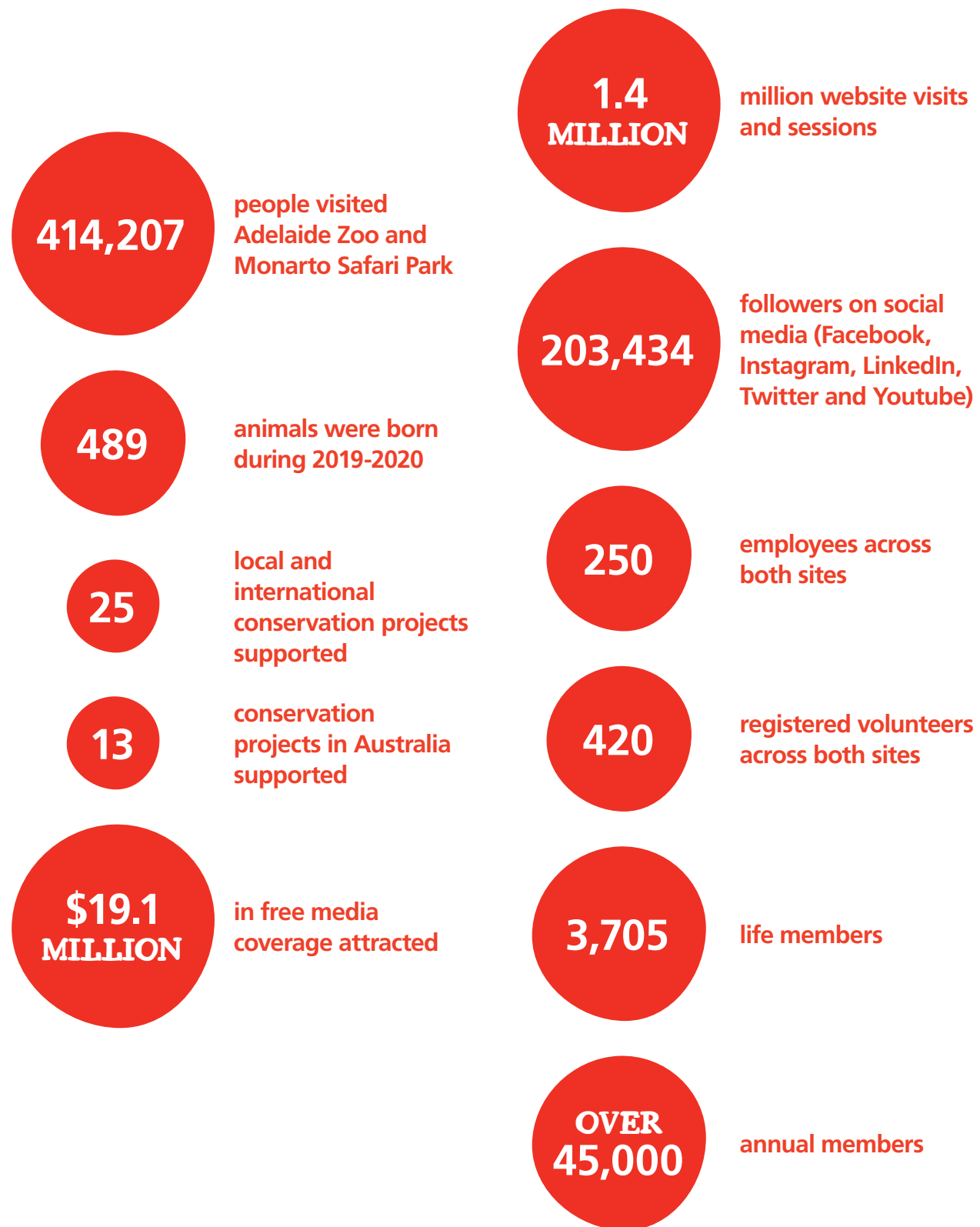
This financial year, Zoos SA tracked and reported progress against a set of activities outlined in its business plan. This plan is guided by our strategic plan and the activities span all areas of the organisation. Some of the tasks were not able to be progressed as we had hoped due to the business interruption caused by COVID-19. Out of a total of 60 individual tasks detailed in the business plan, 35 were completed, 24 partially completed and one not completed.





# Year in review

## Key numbers





# Year in review

## Finance snapshot

2019-20 was an extremely challenging year for Zoos SA. Although we can report a net surplus of \$1,301,000, this is due primarily to a gain of sale of land at Monarto Safari Park. After adjusting for this gain, we report an operating deficit of \$649,000.

On 11 March 2020, the World Health Organisation declared a global pandemic due to the outbreak of a novel corona virus responsible for the spread of COVID-19. As a result, Adelaide Zoo and Monarto Safari Park were closed on the 25 March, when the South Australian government-mandated closure was announced.

Despite the mandated closure and restricted operations, we have been unable to significantly reduce our operating costs. This is largely due to the fixed costs of maintaining our sites and ensuring the welfare of our animal collection.

The impact of closing and then reopening with capacity restrictions to daily visitation has the obvious impact on direct cash revenue from admissions (including education), catering, retail sales, events, visitor experiences and donations.

We continue to work closely with the South Australian Department of Treasury and Finance, and the Department for Environment and Water and are grateful for the temporary funding support provided to date.

We were in receipt of JobKeeper support as provided by the Federal Government, with the first round of financial support in place until 27 September 2020. In addition to this, in the final quarter of 2019-20 we were also a beneficiary of financial support from Austrade, through a support package initiated by the Zoo and Aquarium Association.

Operating income, after excluding the gain on sale of land, the JobKeeper allowance, and the AusTrade funding, was approximately 12% less than 2018-19, with operating expenses decreasing slightly on 2018-19.

In addition to the challenges presented by COVID-19 during the last quarter of 2019-20, we faced several cost challenges during the year, including utilities, feed, and staff cost increases.

Total admissions amounted to just over 414,000 visitors for the year, a 33.2% reduction on 2018-19. Admission income was reduced when compared to 2018-19 by 25%, following our closure of both sites in late March. Reduced admissions also resulted in reductions to experience and catering income.

We saw a reduction in membership income of 23%, which was due predominately to the freezing of income recognition for prepaid annual memberships during our closure.

Tours and events income reduced by 30%, due to lost revenue from animal experiences, events, and functions.

We received bequest income of \$269,000 and corporate support from in-kind contributions and sponsorships was significant at \$1,407,000. The strong level of ongoing corporate support is particularly pleasing given the difficult corporate sponsorship market.

Donations income amounted to \$677,000, with \$293,000 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.

We completed the sale of a portion of land at Monarto Safari Park, to our accommodation development partner. This land will be the site of an 80-room resort, which is to be constructed by Mr Gerry Ryan OAM. The sale proceeds will allow us to continue investment in our Wild Africa precinct, which will include the largest safari experience outside of Africa.

Operating expenditure proved challenging to control, resulting in an increased focus on activity and expense management. Following our closure in March, we restricted spending to only that which was essential.

Salaries and wage costs increased by 6% due primarily to planned increases in safety roles and maintenance activities.

Other cost increases to note include an increase in animal care costs by 11% due to an increase in food costs and a 27% increase in utilities costs due primarily to increased usage and purchase price.

We have taken into account many of the cost increases seen in 2019-20 when building our 2020-21 budget, and are confident we can manage to this budget.

We invested \$3,780,000 in capital during 2019-20 (\$2,481,000 in 2018-19). Of this \$836,000 was for the new Variety Children's Zoo at Adelaide Zoo, \$442,000 was to commence development of our Monarto Safari Park Visitor Centre, and \$1,224,000 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 \$2,079,000.

Our investment portfolio continues to provide good returns with dividends of \$21,000.

The ANZ debt was reduced by \$850,000, with a balance at 30th June of \$3.4 million. We have budgeted to reduce this debt by \$850,000 during 2020-21.

In updating our rolling 5-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:

Retained all employees despite COVID-19 disruption

Completed land sale at Monarto Safari Park

Commenced planning and development of Monarto Safari Park Visitor Centre

Over \$3.7m invested in capital

Maintained contracted debt repayments

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 has seen a significant number of important animal births and arrivals, as well as many exciting changes at Adelaide Zoo.

Over 40 per cent of the species housed at Adelaide Zoo are threatened with extinction in the wild. This makes the large number of births of critically-endangered animals an incredible achievement, marking vital contributions to the breeding programs working to save their species.

Adelaide Zoo was fortunate to welcome the arrival of many new animals into its collection during the last 12 months including Arturo the male South American Tapir to pair with our females, some Fat-tailed Dunnarts placed on display in the Nocturnal House and a Fennec Fox to join a companion in our small carnivore precinct. We also welcomed three female Black-and-white Colobus monkeys from France, a new cohort of seahorses from Victoria and a rescued Australian Pelican from the Australian Marine Wildlife Research and Rescue Organisation. Two Asian Small-clawed Otter pups were born during 2020, bringing—in combination with our yearlings from 2019—our otter troop to six.

A milestone event for Adelaide Zoo was realised this year as we led the importation of Komodo Dragons into the Australasian region. Adelaide Zoo organised the international transfers and quarantined the animals on site, a significant event for Australasia and Adelaide Zoo as a regional leader. In addition, Adelaide Zoo led the rescue of 24 Radiated Tortoises, which were quarantined and cared for until they could be homed by other zoological institutions throughout the region in early 2020.

Throughout the last year, Adelaide Zoo has both transported and received a wide range of animals as part of our ongoing population sustainability and breeding efforts with other zoos in the region. Amongst others, these transfers have included Cotton-top Tamarins, Golden Lion Tamarins, Little Penguins, Quokkas, Regent Honeyeaters, Red-tailed Black Cockatoos, Yellow-tailed Black Cockatoos, Noisy Pittas, Peaceful Doves, Sun Conures and Little Pied Cormorants.



Photograph by Adrian Mann

## DELIVERING ON OUR BUSINESS GOALS:

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

Throughout 2019, Adelaide Zoo 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. With the advance of the COVID-19 pandemic in early 2020 and the subsequent temporary closure of the zoo, our members and the general public were provided dozens of opportunities to engage with our animals and animal care staff via live streams on social media. This new communication process created more opportunities for remote engagement with our visitors and supporters, and gave us the ability to spread awareness about conservation regardless of the level of public access to our site.

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

Adelaide Zoo had a successful season breeding a number of endangered species including Western Swamp Tortoises, Orange-bellied Parrots, Greater Stick-nest Rats and Greater Bilbies. Western Swamp Tortoises and Orange-bellied Parrots are listed as critically endangered by the Australian Government and International Union of the Conservation of Nature and are part of multi-institutional collaborative recovery programs. Many of these animals have already been introduced to the wild as part of carefully-managed breed-and-release programs.

**Goal 3** Work in an ethical and sustainable manner influencing others to follow our example.

At Adelaide Zoo, animal welfare is our number one priority. Every animal enclosure across our site was tested using the multi-dimensional Five Domains model of animal welfare and corresponding survey tool. A number of issues highlighted during the survey process have been alleviated through the renovation of exhibits (mentioned below) and others are planned for correction within the next 12 months. Adelaide Zoo has continued to find more sustainable husbandry techniques and advanced the nutrition of the animals by continual revision of their diets.

**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 sessions, first aid and emergency training, animal transports and conference attendances.

Further, a number of significant exhibit renovations were undertaken during the last 12 months, some of which were facilitated by the temporary closure of the zoo. Significant exhibit renovations included the sea lion, giraffe, meerkat and wombat exhibits. These renovations were made possible through the support of some generous gifts and the volunteer representative group.

Internal structural changes within the Curatorial Department—along with professional development, mentoring and performance management—has made significant progress in building a more resilient organisation with appropriate succession planning and an improved working culture.



## Monarto Safari Park

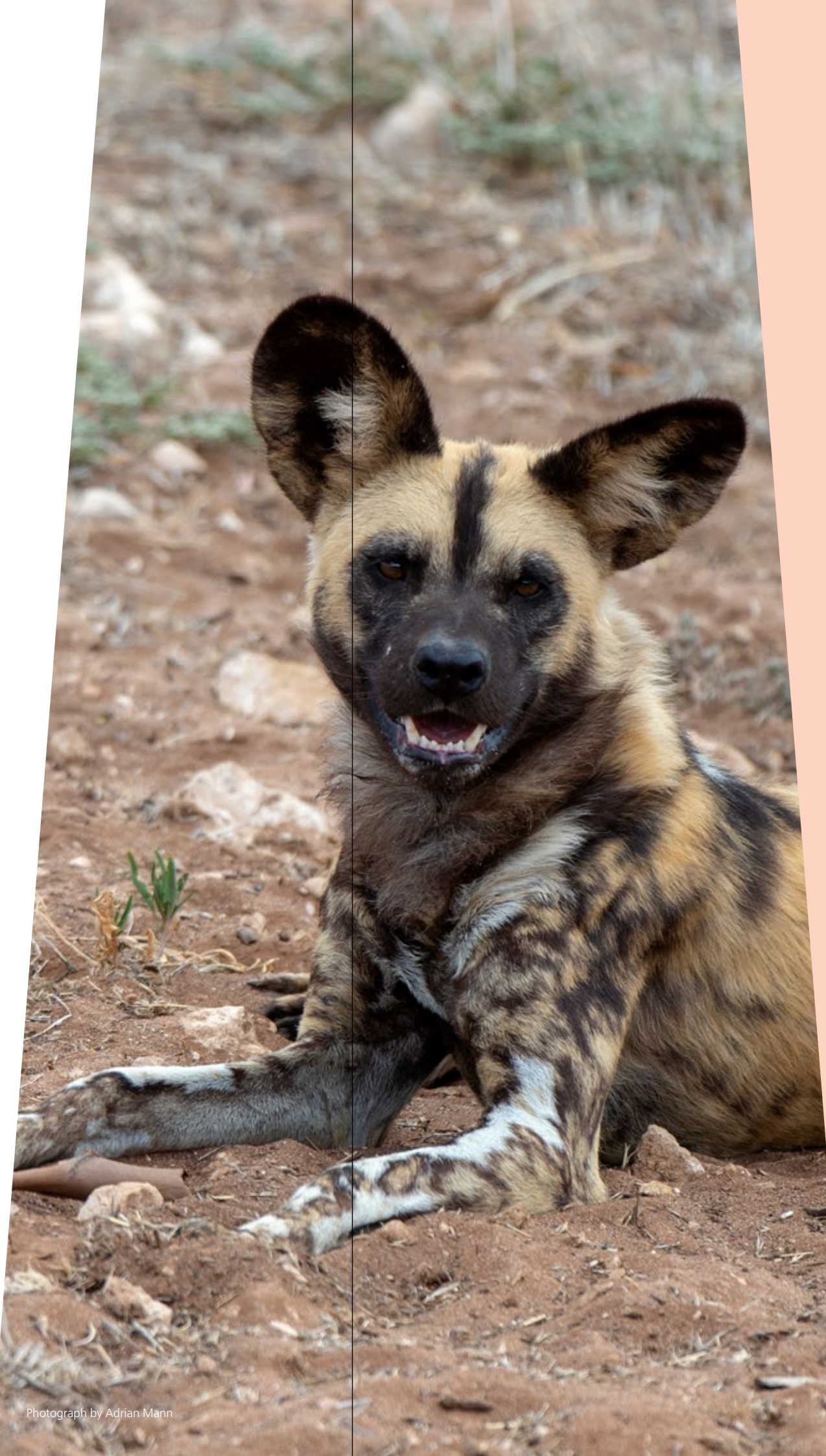
As over 70% of the species that call Monarto Safari Park home are threatened with extinction in the wild, it makes our mission of saving them more important than ever and we're proud to have welcomed births of over a dozen different species during the past year.

Monarto Safari Park successfully contributed to breeding programs for many animals during the 2019-20 financial year, including the addition of two significant native programs, Greater Stick-nest Rats and the critically endangered Plains Wanderer. Both these programs involve breeding for release to bolster wild populations, with over 20 Greater Stick-nest Rat pups produced thus far. Our new Plains Wanderer program saw the completion of purpose-built aviaries and the arrival of six birds. In other native conservation news, Greater Bilbies bred here were part of a regional program release at both Mallee Cliffs, NSW and Currawinya, QLD. We also continued our many other Australian native fauna programs producing Tammar Wallaby and Yellow-footed Rock Wallaby joeys, Brush-tailed Bettongs, Western Swamp Tortoise eggs and our most successful year ever for Tasmanian Devils with 11 joeys born.

Our exotic animal programs had some significant achievements as well with successful introductions in our lion

pride and African Painted Dog pack. We saw four African Lion cubs born, the first in many years, as well as the arrival of two female Giraffe calves, one of which was hand-raised and is now at Adelaide Zoo. Our other ungulates species didn't disappoint with about three-dozen Blackbuck and Barbary Sheep welcomed, three Nyala and three Plains Zebra calves born to their respective breeding herds as well as nine Scimitar-horned Oryx calves, which are now considered regionally extinct in the wild. Finally, our Chimpanzee troop welcomed the birth of another female infant, giving us 12 chimps in total.

With the unprecedented closure of the park due to the COVID-19 pandemic, our keepers were faced with a differing schedule and more time on their hands which allowed them to work on many in-house projects to improve the welfare of our animals by developing and providing more varied exhibit structures and enrichment.



Photograph by Adrian Mann

### DELIVERING ON OUR BUSINESS GOALS:

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

With the closure of the park, Monarto Safari Park staff found new ways to connect with our visitors and global community with live streaming of our chimp troop and male Southern White Rhino Ibutho. We also presented numerous Facebook and Instagram Lives detailing many of our species, their husbandry and in-situ conservation efforts.

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

Monarto Safari Park again successfully bred many species this year, a number of which will be released into the wild, including Greater Stick-nest Rats, Tasmanian Devils, Greater Bilbies, Brush-tailed Bettongs, African Lions, Chimpanzees, Giraffe, Zebra, Nyala, Scimitar-horned Oryx, Ostrich, Western Swamp Tortoises and Yellow-footed Rock-wallabies.

**Goal 3** Work in an ethical and sustainable manner influencing others to follow our example.

Our closure during the COVID-19 pandemic saw the ability to improve many habitats including our lion, cheetah, and wallaby exhibits with improved climbing and perching 'furniture', birthing dens for our African painted dog pack and improved pasture management for many of our ungulate species both on and off exhibit. In addition, many projects for the year provided improved shade and cooling for our staff, visitors and animals during the warmer months.

**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, first aid training, emergency training, animal transports, an organisation-wide animal welfare course and conference attendance.



# Leading the way in animal care and research

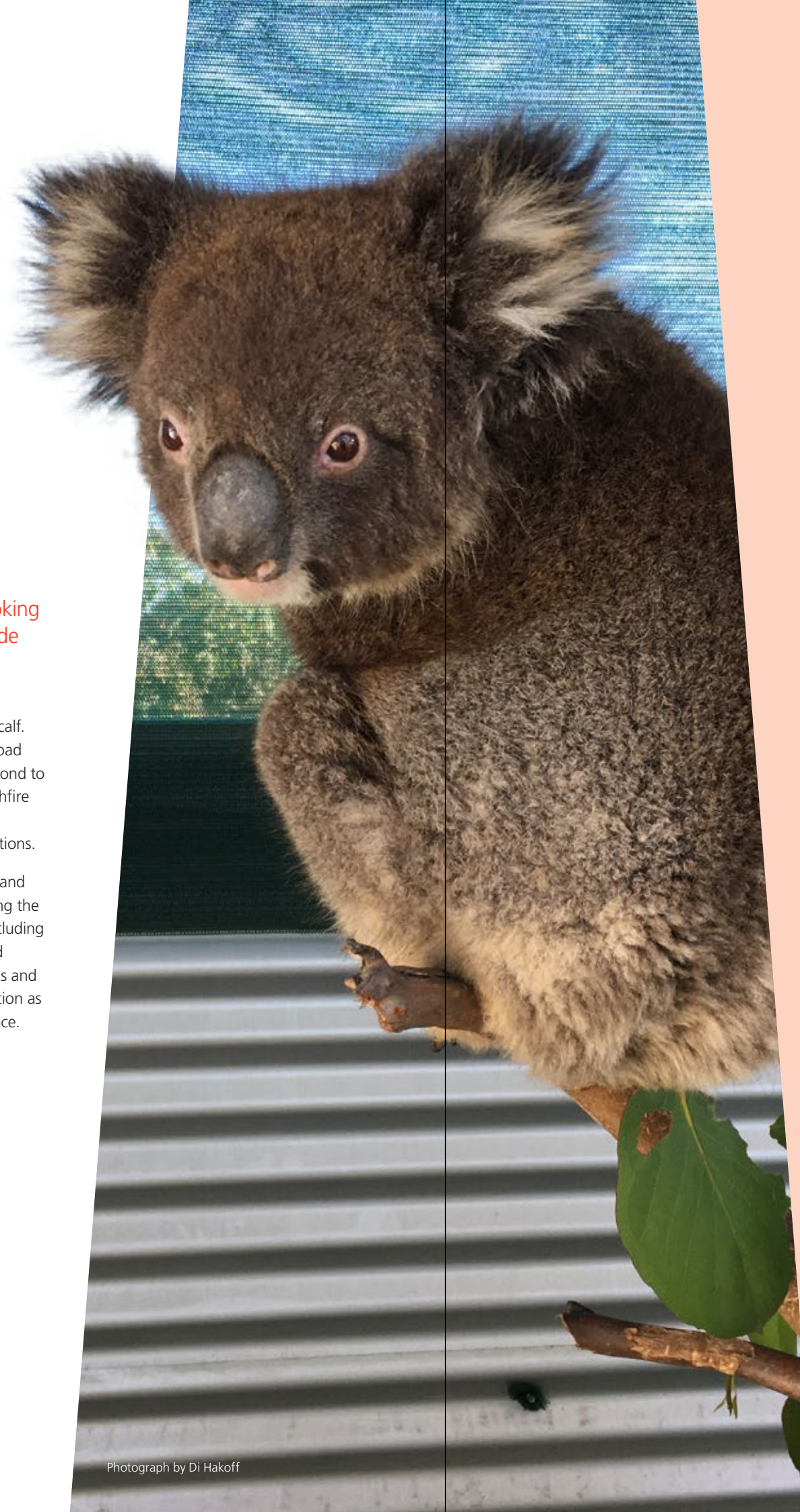
Our Animal Health Department (AHD) is responsible for looking after the health of over 3,000 animals that call both Adelaide Zoo and Monarto Safari Park home.

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

Key financial year highlights include our current AHD volunteer group winning the South Australian Unsung Hero category during National Science Week 2019 and Dr David Schultz (past senior veterinarian) being awarded an Order of Australia (Member) in the Queen's Birthday Honours list. On the clinical

caseload, we supported the hand rearing of a mismothered giraffe calf. The majority of our elective caseload was taken up by the need to respond to summer heat-stress and then bushfire events. The latter activities were reduced due to COVID-19 precautions.

Finally, 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.



Photograph by Di Hakoff

## DELIVERING ON OUR BUSINESS GOALS:

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

The AHD have been involved in a number of community support programs, including supporting Ronald McDonald House through visitations from the Women's & Children's Hospital. More regularly, our interactive viewing area continues to develop and showcase our activities to the visiting public.

We delivered a presentation during National Science Week 2019 that promoted the research spectrum available with Zoos SA, from citizen science projects through to advanced level research.

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

A number of articles by AHD staff were published, with more papers submitted and currently in the peer-review process.

The AHD was heavily involved with field projects to monitor and respond to animal health concerns in New Zealand (Kakapo with Aspergillus infections), and locally with heat-stressed Grey Headed Flying Foxes, Southern Hairy-nosed Wombat population monitoring and attending to bushfire victims on Kangaroo Island and in the Mount Lofty Ranges. We also had input into Disease Risk Assessments for a translocation with a partner NGO, with staff assisting with a Bridled Nail-tailed Wallaby relocation from Queensland to NSW.

AHD also conducted numerous small-scale in-house clinical research projects such as precise and systematic morphometric measurements on the endangered Radiated Tortoise.

**Goal 3** Work in an ethical and sustainable manner influencing others to follow our example.

The AHD was once again active on the wildlife ethics committee, including the development of online ethics training for field researchers involved with wildlife.

AHD hosted the quarantine of a multi-institutional import of Komodo Dragons to supplement genetics of this species within the region.

There has been significant student supervision, including numerous extramural placements, vet-nurse placements through TAFE, Clinical Research and Honours Project supervision, lectures and practicals in veterinary clinical skills, and providing caseload for rotation and elective veterinary students.

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

We continue to cultivate clinical partnerships that enable us to undertake our core duties with the prominent ones being in the Vet School (clinical support, anaesthetics and diagnostic imaging), Pathology, Ophthalmology, Behaviour and Dental services.

The AHD have found innovative ways to expand and refresh our equipment inventory, and have taken onboard opportunities to utilise industry improvements in record keeping.

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.



# Conservation projects beyond our gates

Our conservation team proudly 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've supported our 13 conservation priorities and we've continued our support for ecosystems around the world through our 12 international priorities across Africa, China, South East Asia and the Solomon Islands.

In terms of key highlights, we're proud to have revegetated over 45 hectares of vital habitat for the endangered South-eastern Red-tailed Black-Cockatoo in the 2019-20 financial year, with our Aboriginal Learning on Country team again helping on-ground. We were thrilled to complete our largest aviary facility yet and commence our Plains Wanderer conservation program. The aviary has 30 pens, extends over 115m in length and, despite COVID-19 challenges, now houses six Plains Wanderers. There are less than 1,000 of these critically endangered birds left.

New breeding programs have commenced including Greater Stick-nest Rats in partnership with Australian Wildlife Conservancy. The pups bred as part of the program will be reintroduced to Mallee Cliffs National Park in NSW.

We have been heavily involved in bushfire recovery and support both on-ground work, and as a part of state and national planning efforts. Zoos SA's veterinary team spent over three months caring for hundreds of animals that were injured in the fires on Kangaroo Island.

We have secured Commonwealth funding to expand our threatened species holding capacity and to continue support post-bushfire species recovery efforts, such as working with the Kangaroo Island Dunnart.

Our international partners have been working hard to minimise the impacts of COVID-19 on their conservation work. For instance, in Sierra Leone, many of the Tacugama staff stayed on site to care for Chimpanzees whilst under lock down conditions, sacrificing their livelihoods and family for this precious species. Or the Giraffe Conservation Foundation's education team, who focused their efforts on supporting teachers while schools were closed, and who's newly self-taught video skills have allowed their environmental outreach to continue in the community. In these extraordinary times, we're really proud of our partners' incredible strength and resilience.



Photograph by Tom Hunt

## DELIVERING ON OUR BUSINESS 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. We've been working closely with recovery teams and our partners to work through COVID-19 challenges.

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

We are continuing to expand our conservation breeding programs. Our new Plains Wanderer facility is a key milestone and critical for the captive breeding program. We rapidly responded to the bushfire crisis and will continue to actively support conservation efforts for Kangaroo Island's threatened species.



# Connecting visitors with nature

We welcomed nearly 298,000 visitors to Adelaide Zoo and just over 116,000 visitors to Monarto Safari Park in 2019-20.

This engagement with the 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 to Adelaide Zoo and Monarto Safari Park was 414,207 visitors. This was a 33.2% reduction on the previous year largely due to the closure of both sites for three months as a result of the COVID-19 pandemic.

Monarto Safari Park, for the first time, altered its operating hours over the summer period and the policy of closure on days of 40 plus degrees. The change of hours saw an earlier opening time and change of operating time for many

of the experiences to avoid the main heat of the day and still enable the site to function on what would have been previously closed days. The change of hours was complemented by a range of cooling improvements at viewing platforms, the visitor centre and bus stops to improve the comfort level of visitors on those days. The change of hours operated from 1 December to the end of February and were a great success. Monarto continued to close on days of Catastrophic fire danger to ensure the safety of the community, staff, animals and visitors.

## TOTAL ATTENDANCES\*

MONARTO SAFARI PARK	2019-20	2018-19	VARIANCE
Admissions	74,545	93,740	-25.7%
Education	8,282	13,162	-58.9%
Members	24,924	31,349	-25.8%
Free	8,678	11,322	-30.5%
	116,429	149,573	-28.5%
ADELAIDE ZOO	2019-20	2018-19	VARIANCE
Admissions	143,926	203,459	-41.4%
Education	38,326	56,506	-47.4%
Members	90,045	116,243	-29.1%
Other	25,481	34,305	-34.6%
	297,778	410,513	-37.9%

\*These numbers do not include function attendees

## DELIVERING ON OUR BUSINESS GOALS:

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

Due to the COVID-19 closure, all experiences were cancelled from March and reduced offering of Lions 360 and Giraffe Safari was implemented on re-opening at the end of June. Travel restrictions relating to COVID-19 have halted the interstate and international tourism markets. However, through the broad range of experiences and special events offered across Adelaide Zoo and Monarto Safari Park as part of the annual calendar of events, as well as the daily animal experiences, we were still able to connect and engage with tens of thousands of our visitors outside the closure period.

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

We continued to build on the range of experiences available by broadening our visitor markets and partnering with other tour operators, but unfortunately the growth of this has been either considerably impacted or halted completely as a result of the pandemic. That said, the pandemic created opportunities for us to connect digitally with our supporters via our dedicated 'Zoo to you' campaign run by PR and marketing.



# 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 our Flying Colours Free Flight bird show to our Wild Shows in the new Variety Children's Zoo, the Nature Theatre team continue to connect people with nature and educate the public about our animals with knowledge and passion.

The opening of the new Variety Children's Zoo in October 2019 enabled the Nature Theatre team to diversify the activities offered to our visitors. The re-acquisition of much-loved rabbits has delighted regular visitors. Along with other domestic species, such as goats and guinea pigs, we share husbandry and enrichment ideas and encourage our visitors to mimic these techniques with their pets at home. The new amphitheatre area provides a space to celebrate our native species and show visitors how they can care for Australian fauna in their own backyard. Static aspects of the Variety Children's Zoo, such as the overhead goat bridge and the peep-holes in hen 'layer' boxes provide memorable connections with our visitors during periods between presentations.

COVID-19 social distancing restrictions presented challenges in an area that is known for close up encounters and physical connection. Our team has responded to this by providing new experiences such as positive reinforcement training demonstrations with the goats and more dynamic Wild Shows to maintain continued engagement and connection with nature.

We have added a second presenter and custom-made music to our Flying Colours Free Flight bird show to provide a more stimulating show experience. Work continues on expanding the show, with recent acquisitions of Spence, an injured South-eastern Red-tailed Black-Cockatoo, and Iguazu, an additional Blue and Gold Macaw. Both birds are in training and Spence is already delighting visitors; keepers are able to tell visitors her story and use it as a way to connect our visitors to Zoos SA's conservation programs.



## DELIVERING ON OUR BUSINESS GOALS:

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

Through our diverse animal presentations, we have introduced our 'do try this at home' concept, inspiring visitors to engage with their pets and undertake conservation actions in their local area to support native wildlife.

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

The Nature Theatre/Natives team participated in the breeding and release of a Greater Bilby and many Greater Stick-nest Rats as well as the breeding of Mainland Tammar Wallabies. We've also had the capacity to support some rescued Little Penguins as well as rescuing the aforementioned injured South-eastern Red-tailed Black Cockatoo who will participate in conservation outreach and engagement to support our Cockies for Cockies conservation program.

**Goal 3** Work in an ethical and sustainable manner influencing others to follow our example.

A feature of our new Variety Children's Zoo is the use of recycled goods to create novel and stimulating enrichment items for our animals. We encourage visitors to do the same with their pets at home.

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

The COVID-19 pandemic has limited hands-on experiences so the team has further developed the Wild Show function experience, allowing guests to still have an animal experience at their event.



# Educating <sup>the</sup> conservationists of tomorrow

Our Zoo Learning team designs and delivers learning experiences for teachers and students of all ages, including toddlers, R-12 schools, tertiary classes and community groups. Our learning experiences are designed to inform, inspire and connect people with nature.

In 2019-20, the team increased teacher participation through the delivery of science, technology, engineering and mathematics (STEM) and nature play professional development activities in late-2019 to facilitate effective conservation action and information sharing with school partners across the state.

Due to the COVID-19 pandemic and resulting temporary site closures, Adelaide Zoo and Monarto Safari Park Learning admissions declined to 46,608 in 2019-20 (from 69,668 in the previous financial year), showing a 33% decrease in student numbers.

During the temporary closure in Term 2, Monarto Safari Park's Indaba Bush Camp was able to have a full kitchen renovation thanks to generous grant funding. Overnight programs were also opportunistically redesigned to enable the curriculum-linked activities to highlight the changing Mallee Woodland seasons and build up a more diverse curriculum offering that included targeted elements of science, geography and outdoor education.



## DELIVERING ON OUR BUSINESS GOALS:

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

A curriculum redesign of overnight programs at Monarto Safari Park resulted in an immediate return to bookings following temporary closure.

The popular A to Zoo toddler and preschool program continued until early March 2020 at Adelaide Zoo with the 15 sessions per week fully-booked.

Across the year over 400 schools from across South Australia attended our highly engaging educator-led sessions at Adelaide Zoo (thus connecting with more than 60% of all schools in the state).

Zoo Learning partnered with Flinders University's Bridging the Gap program for the first time in Oct 2019 to facilitate tertiary student investigations in STEM education research.

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

Our Youth at the Zoo student program worked alongside the Conservation team to maintain Mallee Emu-wren, Plains Wanderer and Greater Stick-nest Rat breeding facilities.



# 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 more than 400,000 visitors in 2019-20 would have met and interacted with one of our friendly Visitor Services staff or volunteers. At Zoos SA, we know there's no substitute for high-quality, friendly and informative staff on the ground. Both Adelaide Zoo and Monarto Safari Park 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 continue to build on the popularity of our experiences to connect people with nature and attract visitors to our site. Experiences such as Lions 360 continue to sell strongly, with thousands of visitors participating in the experience throughout the year. This and the many other animal experiences offered across both sites continue to be extremely popular and provide a wonderful engagement opportunity for visitors with our conservation programs.

Our Tourism Trade from international and interstate visitors has taken a considerable hit this year in response to COVID-19 travel restrictions, despite being on track to deliver a 33% increase in revenue compared to last financial year prior to restrictions being put in place and the subsequent closure.

Our annual Boo at the Zoo Halloween event took place on October 25 and was another sell out for the fourth year in a row, resulting in over 3,750 people in attendance. We were pleased to have HomeStart Finance return for a second year as the major sponsors of this event.

On Friday, 7 February 2020, the fourth Zoos SA Gala Dinner was held in the William Magarey room at the iconic Adelaide Oval. Anthony 'Lehmo' Lehman MC'd an entertaining and successful night which raised just over \$150,000. This was an amazing result given that the event was hosted during the Australian bushfire disaster period. All funds raised were split between our bushfire response and rhino conservation.

Our sites create many opportunities to hold memorable and unique corporate or private experiences and events. Highlights for 2019-20 include the final Special Kids Christmas Party, which sees Adelaide Zoo partially shut to the public to host 4,500 children who are disadvantaged or have special needs. Adelaide Zoo hosted 237 functions including 23 weddings and five Twilight Zoos. These functions hosted a total of 28,921 guests.



## DELIVERING ON OUR BUSINESS 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 Safari Park 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.





# Connection to country and culture

The Aboriginal Learning on Country (ALoC) program aims to provide training and employment opportunities for Aboriginal people that enables them to connect with country and develop skills and knowledge so that they can contribute to conservation and land management outcomes at Monarto Safari Park and beyond. Sponsored by our major partner Santos and further supported by the South Australian Murray-Darling Basin Natural Resources Management Board, this two-year school-based traineeship program supports trainees to complete their South Australian Certificate of Education (SACE) while undertaking practical workplace activities one day per week and accredited training. With the support of our partners we have also directly employed a trainee who contributes significantly to the team's activities at Monarto Safari Park and other Zoos SA conservation programs. This year we celebrated 10 years of ALoC at Monarto and we look forward to continuing and building upon ALoC's success.

In terms of key highlights, the ALoC program celebrated the graduations of two school-based trainees who obtained a Certificate III in Conservation and Land Management and our full-time trainee who obtained both Certificate III and IV in Conservation and Land Management.

The ALoC Team has commenced work on further developing bush food knowledge about native plant use and production – with the aim of supplying our on-site cafes and restaurant with produce in the future. Leon Dodd, Senior Indigenous Conservation

Officer, received recognition for his work at Monarto Safari Park by winning the 2019 Zoos SA staff award for 'connecting people with nature' in recognition of his work connecting people to country with a Ngarrindjeri perspective.

ALoC undertook revegetation works in the South East in June 2020 to support the Communities Helping Cockies project in the Naracoorte and Lucindale area.



## DELIVERING ON OUR BUSINESS GOALS:

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

The ALoC program has increased the participation of Aboriginal people directly in nature conservation both on and off our sites, incorporating hands on connection with nature combined with accredited training. ALoC often engages with other schools and community groups to connect them with nature and to build more understanding about Aboriginal caring for country practices. This year we have engaged with students from Tatachilla Christian School, a parent group from Mount Barker Waldorf School and local Murray Bridge schools.

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

The ALoC Team continues its ongoing effort to protect our native plants and animals by addressing key threats such as weeds and feral animals on site at Monarto Safari Park. ALoC has also contributed to a range of conservation programs including assisting with the establishment of the Plains Wanderer program, Red-tailed Black Cockatoo plantings and feral animal control at Aroona Sanctuary.



# Inspiring visitation and influencing change

Necessity has always been the mother of invention and the events of 2020 have meant we've had to reinvent our communications and public relations (PR) engagement approaches at a rapid rate.

In the early phases of the COVID-19 crisis, we focused on keeping employees and existing customers informed and engaged. At a minimum, this meant pivoting marketing campaigns and communications to remain contextually relevant. But at a more disruptive level, it required new approaches to catering to transformed customer and business needs including online ticketing.

With research demonstrating 72% of people were looking for ways to escape from daily barrage of pandemic-related news, we launched a dedicated 'We're bringing the zoo to you' campaign which included live videos and ever-present live stream content from Adelaide Zoo and Monarto Safari Park. The key engagement tool of the campaign was Facebook Live and Instagram Live Q&As. This replicated the traditional keeper talk, reaching 446,000 people and generating 104,771 clicks to our dedicated landing page.

In addition to COVID-19 engagement approaches, we also executed the name change campaign for Monarto

Zoo and transitioned the brand to Monarto Safari Park. This transition is still continuously being worked on across a range of strategic touch points. Among other projects, we also executed the opening campaign for the Variety Children's Zoo, a new interactive and accessible play precinct at Adelaide Zoo. We also continued to create a range of signage and interpretation materials to further strengthen our connection with visitors on site. The promotion of our core products and the support of key revenue-raising activities such as admissions, animal experiences, membership and fundraising continued to drive revenue for the organisation.

From a digital perspective, our websites recorded around one million visitors and over 1.4 million sessions growing our reach and influence on a global scale.

The PR team continued to attract significant earned publicity through both traditional and online media. In 2019-20, Zoos SA reached over 82 million people through earned coverage. This coverage was worth more than \$19.1 million in advertising space rate. During our closure, stories and announcements were released every 2-3 days to ensure our sites remained ever-present. This strategy resulted in 58.8% more media coverage when compared with the previous quarter.



## DELIVERING ON OUR BUSINESS GOALS:

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

A dedicated 'We're bringing the zoo to you' campaign was launched during the closure period which included a campaign landing page, interactive videos and ever-present live stream content from Adelaide Zoo and Monarto Safari Park. The key engagement tool of the campaign was Facebook Live and Instagram Live Q&As with keepers twice weekly at each site. This replicated the traditional keeper talk and connected an additional 446,360 people with nature. The 'Zoo to you page' on the website received over 91,114 page views since launch and became the most visited page on Zoos SA's website. The average time on the page increased to 5.54 minutes, demonstrating strong engagement with the content.

Signage and interpretation as part of the new Variety Children's Zoo involved the community to supply drawings as part of this campaign and ensured a strong community connection to this new precinct.

**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 was engaging and featured strong call to actions to influence others to follow our example.

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

The closure forced us to embrace digital means of engagement. We prototyped new ideas including 24/7 exhibit live streams and our Facebook and Instagram Lives. We also 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 to make a difference

As a conservation charity, Zoos SA once again enjoyed the support of donors and supporters from across Australia, resulting in a net income of \$3,000,452.

Corporate partnerships with like-minded organisations, individual philanthropy from major donors and a range of fundraising initiatives played a role in this success. These contributions supported a range of exhibit upgrades and capital development projects at both sites including further development of the Anthony Taylor Rhino Quarantine and Management Centre, progress on the Valley of the Lemurs experience at Monarto Safari Park and upgrades to the Sea Lion and Giraffe exhibits at Adelaide Zoo.

We received support from over 15,702 households in 2019-20, including 5,911 new supporters.

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

FUNDRAISING	2019-20	2018-19	VARIANCE
Corporate Sponsorship (cash)	\$450,433	\$509,703	-\$59,270
Corporate Sponsorship (in kind)	\$1,167,805	\$794,410	\$373,395
Grants	\$433,959	\$53,482	380,477
Appeals and Donations	\$548,011	\$867,489	-\$319,478
Animal Adoption	\$130,961	\$129,147	\$1,814
Bequests	\$269,283	\$559,865	-\$290,582
Total	\$3,000,452	\$2,914,096	\$86,356



Photograph by Adrian Mann

## DELIVERING ON OUR BUSINESS GOALS:

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

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 we do to save these species.

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

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 the thousands of animals in our care but contributes to important breeding and conservation programs working to save species from extinction.

At the end of 2019-20, nearly 45,000 people were actively involved as members of Zoos SA, with renewal rates of 61%. This figure was adversely affected by the three-month COVID-19 closure over April, May and June. All memberships were automatically extended by the closure period which was positively received by our members. Zoos SA welcomed 293 new Life Members in 2019-20, increasing our Life Member base to 3,705.

MEMBERSHIP INCOME	2019-20	2018-19	VARIANCE
Annual Membership	\$2,214,254	\$2,939,582	-\$725,328
Life Membership	\$348,671	\$586,283	-\$237,612
Total	\$2,562,925	\$3,525,865	-\$962,940

### DELIVERING ON OUR BUSINESS GOALS:

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

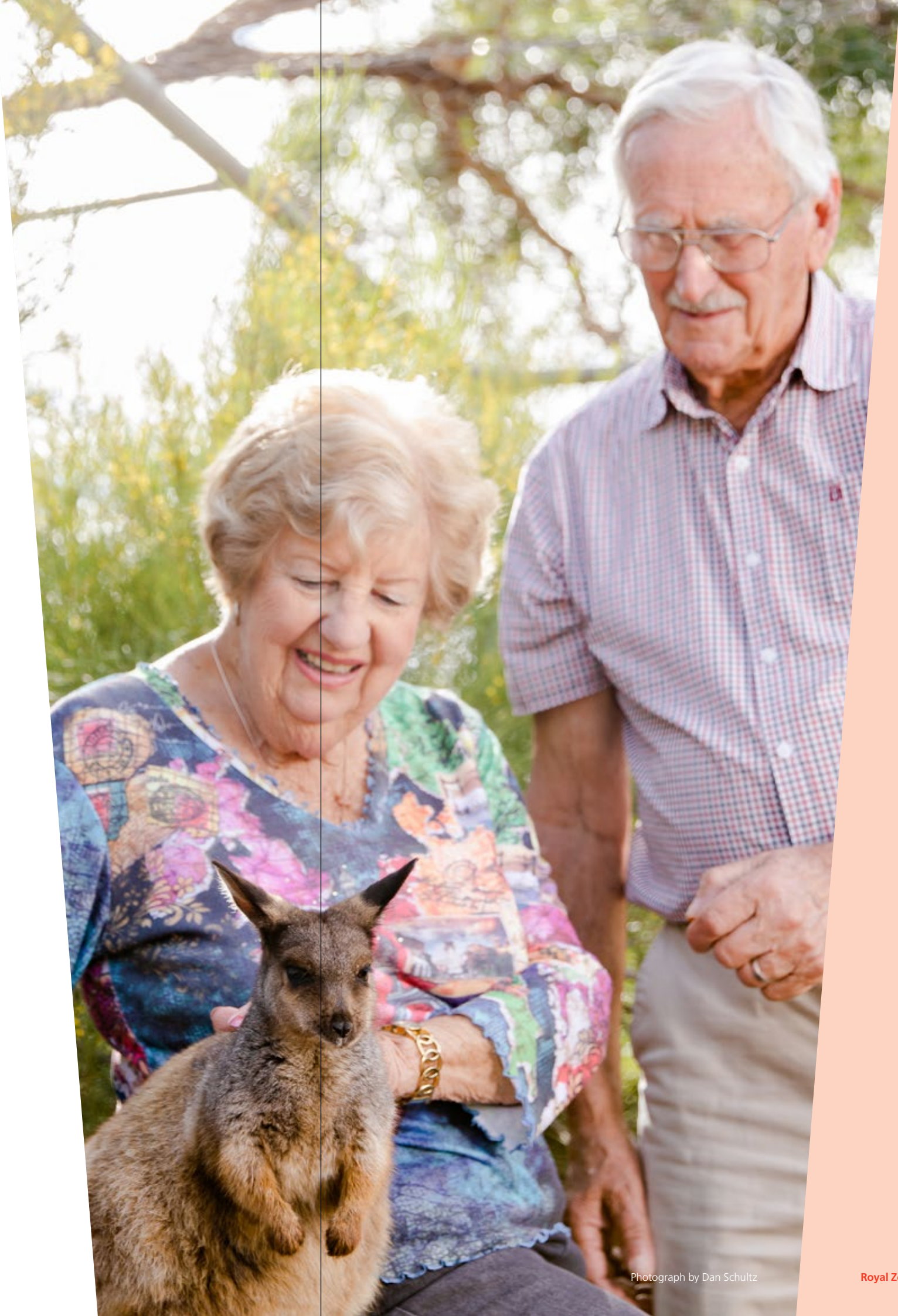
Our members are welcome to visit our two sites as often as they like, giving us endless opportunities to engage and inspire them. We hope these ongoing interactions will inspire the next generation of passionate conservationists!

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

Our biannual Zoo Times publication is targeted specifically at members. It is an excellent communications 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. With the financial constraints imposed by our closure, we issued our May 2020 publication in a digital format.

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

Memberships provide a critical revenue source for Zoos SA, comprising over 9% of our annual revenue.



Photograph by Dan Schultz



# 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.

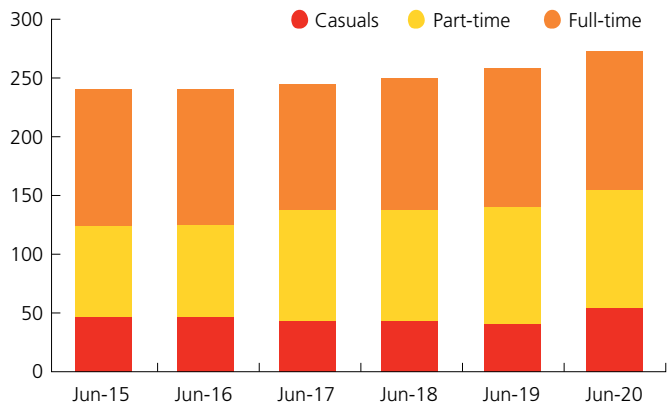
In the early part of 2019-20, the People and Performance team continued to focus on the fundamentals of Workplace Healthy and Safety (WHS), provided a range of opportunities for learning and development within the workforce and explored a range of culture and wellbeing options.

COVID-19 altered this direction in the second half of the financial year. People and Performance have been dedicated to supporting the business and our workforce in these unprecedented times with industrial advice, employee relations and most importantly wellbeing advice and connections. Wellbeing has encompassed mental health support, engagement initiatives through to financial information to support our workforce and families during and after our closure. While we had to stand down staff during our closure, we were determined to keep all of our employees employed and bring them back to work on our re-opening.

Amid the challenges and uncertainty COVID-19 as a crisis has presented our workforce and people, we have continued working on key projects including the planning, consultation and implementation on a number of exciting Monarto Safari Park development projects.

We continued our focus on safety and wellness across the organisation by ensuring a physical and wellness approach to our safety outcomes. A bespoke manual handling program was implemented with the final programs being run in early 2020. The program has addressed the unique and physically demanding aspects of many of the roles and functions within a zoo environment.

EMPLOYEES PER DEPARTMENT AS OF 30 JUNE 2020	FULL TIME	PART TIME	CASUAL	TOTAL
Community Engagement	20	38	39	97
Corporate Services	7	5	1	13
Life Sciences	64	50	14	128
People & Performance	3	4	0	7
Property & Development	24	3	0	27
<b>Total</b>	<b>118</b>	<b>100</b>	<b>54</b>	<b>272</b>



## DELIVERING ON OUR BUSINESS 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 resilience with the future 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.



# Innovation and information technology

The 2019-20 financial year saw many changes and improvements in the area of information and communication technology (ICT) for Zoos SA.

During the COVID-19 crisis, we emphasised the importance of staying connected and implemented a number of improvements to our ICT systems to greater enable connectiveness from remote locations. This included utilising web enabled cameras in multiple exhibits across both sites to enable remote viewing of some of our animal species. The ICT team were also involved in the setup and running of YouTube live streams exclusively designed to give our members a look behind the scenes at both Adelaide Zoo and Monarto Safari Park.

As our sites reopened, we were able to setup booking systems to allow our members and visitors to pre-book visits to ensure we remained COVID safe. This allowed our sites to efficiently manage our visitor attendance and report visitor numbers to the relevant authorities.

During this period, we also had a large number of staff working from home utilising remote access systems. These systems were designed to have the least amount of impact on the effectiveness of the employees. We were also able to utilise web communications software including Microsoft Teams to enable continued collaboration between team members. All this was made possible by building on our previous year's work in stabilising and improving our internet communications.

Our internal systems continue to perform well with some improvements planned in the next financial year. We continue to utilise donation programs such as Connecting Up in the use of refurbished computer equipment, minimising our e-Waste and getting maximum usage out of our equipment.

## DELIVERING ON OUR BUSINESS GOALS:

**Goal 3** Work in an ethical and sustainable manner influencing others to follow our example.

We continued 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 have reviewed all our current partner contracts to ensure that we are achieving a positive return on investment without any loss of service or functionality.



Photograph by Adrian Mann



# Our volunteers

Zoos SA's 400 plus 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 over 29 programs with 68,400 hours of service over the past twelve months. This represents a reduction in service hours due to the program being stood down for three months from late March to end of May during our closure. This contribution is still outstanding and represents approximately \$1.35 million dollars of value to Zoos SA.

The total fundraising efforts totaled \$22,200 from volunteer activities. Many events were affected by COVID-19 restrictions and were cancelled reducing the efforts of our volunteer fundraising. No new projects were launched, however a number of key projects approved in the previous financial year were completed including the Ngarrindjeri Seasonal Calendar project, the Wombat Exhibit Renovation and the Brazilian Tapir Exhibit Renovation. The balance sheet remains positive with \$35,000 on the books.

The Annual President's Award for Volunteer of the Year was presented during our National Volunteer Week Celebrations. Like many, this event was held digitally due to restrictions on events and gatherings. This year's award was presented to the well-deserving Brian Kuss who tirelessly volunteers his time as part of the Wild Africa project.

We were proud to have been able to continue to engage with our voluntary workforce during COVID-19, shifting a traditional face-to-face engagement method to digital. Our volunteers have demonstrated incredible resilience and willingness to embrace technology to keep connected and to support each other during the suspension of the program and the closure.

A number of engagement methods were used to help engage, retain and enthuse our volunteer team. These methods included a closed Facebook group for volunteers, videos and other digital presentations in lieu of volunteer meetings and weekly emails.



## DELIVERING ON OUR BUSINESS 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 600 new applications over the past financial year. We promoted and recruited 45 new volunteers in this time, across a range of our programs where vacancies occurred. Recruitment and new volunteer training in the second half of the year was postponed due to COVID-19 restrictions and program stand downs.

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

- matching volunteers to roles
- providing volunteers with training and development opportunities
- connecting volunteers to our purpose and aspiration

We engaged people with volunteering opportunities that are mutually beneficial, enhance our work, support our conservation goals and enable us to build a sound business.



# 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.

A partnership with Peats Soil and Garden supplies has enabled the large stockpile of manure, animal bedding materials and green waste produced on the Monarto Safari Park site to be composted onsite and recycled as a soil enhancer which will be spread throughout the park to improve soil conditions. Adelaide Zoo recycles 100% of its green waste including manures and animal bedding through Peats Soil which composts the raw material into Zoo Poo and sells it on to nurseries for distribution.

As part of our Environmental Management Plan (EMP), we conducted a single-use plastic audit. The audit findings were used to develop a single-use plastic policy to guide the further reduction in consumption of single use and disposable plastics across both our sites. In the instances where it's not practical or achievable to reduce or substitute plastic use, the policy makes recommendations for the sustainable management and disposal at end of life.

Water and Power usage across both sites continued to be monitored by the use of remote submetering to assist with identification of leakages for water and high consumption of power. This remote submetering has been critical in the early identification of issues that with immediate response and rectification has enabled potential losses to be kept to a minimum and remediation addressed immediately upon being identified thus saving valuable resources and money.

We continue to improve facilities management processes through the introduction of performance based/ financially incentivised contracts with service providers. The contracts provide for a financial adjustment for money to be clawed back against scheduled payments in the event a service is non-compliant under provisions of the contract.



## DELIVERING ON OUR BUSINESS GOALS:

**Goal 3** Work in an ethical and sustainable manner influencing others to follow our example.

Zoos SA's EMP has a strong focus on sustainable resource consumption and corporate responsibility with advanced ethical social considerations. This focus has been championed across both sites and most recently through waste management practices underpinned by an integrated waste management and cleaning contract.

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

We continued to improve facilities management processes by introducing performance based/ financially incentivised contracts with service providers.



# Transforming our facilities

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

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

Work was completed on the new Variety Children's Zoo with the opening to the general public occurring in October 2019. Catering for the needs of all ages, cultures and abilities, this development has considerably enhanced visitor enjoyment and comfort, making a range of all-weather options available and represents a significant achievement in terms of our 20-year Master Plan.

We continued to attract significant external funding from various donations and bequests that has enabled us to continue with capital projects while we were closed during COVID-19 restrictions. The external funding was critical in delivering nine projects previously identified in the 19/20 Capex budget but placed on hold when the zoo went into shutdown. Through these donations we were able to reinstate the projects and complete them before the zoo reopened to the general public.

Some of the key projects delivered during Covid19 closure were the removal of Hippo pond and repurposing the area as open space in preparation for future development. The transformation of the Sea Lion exhibit by removing the boardwalk and

providing glass viewing at ground level of an expanded beach area that also has new shade provision for animal health. The opening up of the old elephant yard to extend the existing Giraffe yard by creating a new link between both spaces and also the addition of a VIP viewing platform at the side and rear of the elephant house which is all accessible. Several other smaller projects were also completed including the conversion of the two empty exhibits opposite the sea lions to hold Meerkats, the construction of a pond in Aldabra tortoise exhibit and the complete refurbishment of the wombat exhibit which included replacement of exhibit tunnels, a new overhead shelter, creation of glass fronted day room and a new off limit holding area now under shelter and protected from the elements.

Development, supported by \$15.8 million of external funding from the Australian Government and South Australian Government, continues on the new Visitor Centre at Monarto Safari Park. The project is now at the Early Contractor Involvement (ECI) phase of detailed design in which the successful builder from the tender call has been appointed to provide services that facilitate the completion of detailed design documentation by the architect led design team to comprehensively address and manage issues relating to buildability, budgetary limits and high-risk items. 80% completion of detailed design documentation is anticipated at the end of August 2020 to enable the submission of a guaranteed maximum price to deliver the project works. We anticipate the new Visitor Centre will be completed by the end of 2021.



## DELIVERING ON OUR BUSINESS GOALS:

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

We delivered 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 the 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 the delivery of CapEx projects. Delivery of the new Visitor Centre at Monarto Safari Park will be achieved through a hybrid procurement model - a combination of traditional (architect/builder) with design and construct, delivered over a "two stage" tender procurement methodology for the procurement of this project. This model will maintain most of the benefits of traditional design and documentation and encompass the benefits of builder involvement. In particular, issues relating to buildability, budgetary limits and high-risk items should be more comprehensively addressed and managed with the early involvement from the builder. This hybrid option has been selected by Zoos SA to facilitate delivery of design integrity, market competitive cost, value for money (VfM), innovation, quality and timeline control and is critical as we build a sound and innovative business.



# Wild Africa and Monarto Safari Park's expansion plans

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 site, including the Rhino Management and Quarantine Centre, one of three rhino holding paddocks (which now houses one of our male Southern White Rhinos, Ibutho), the 2.2-kilometre rhino 'raceway', the four-kilometre stock fence around the southern section of the safari experience, a small holding paddock and associated animal handling facilities to compliment the southern section, the 'Valley of the Lemurs' exhibit (including completion of one of the night quarters), and the the external perimeter security and feral proof fence.

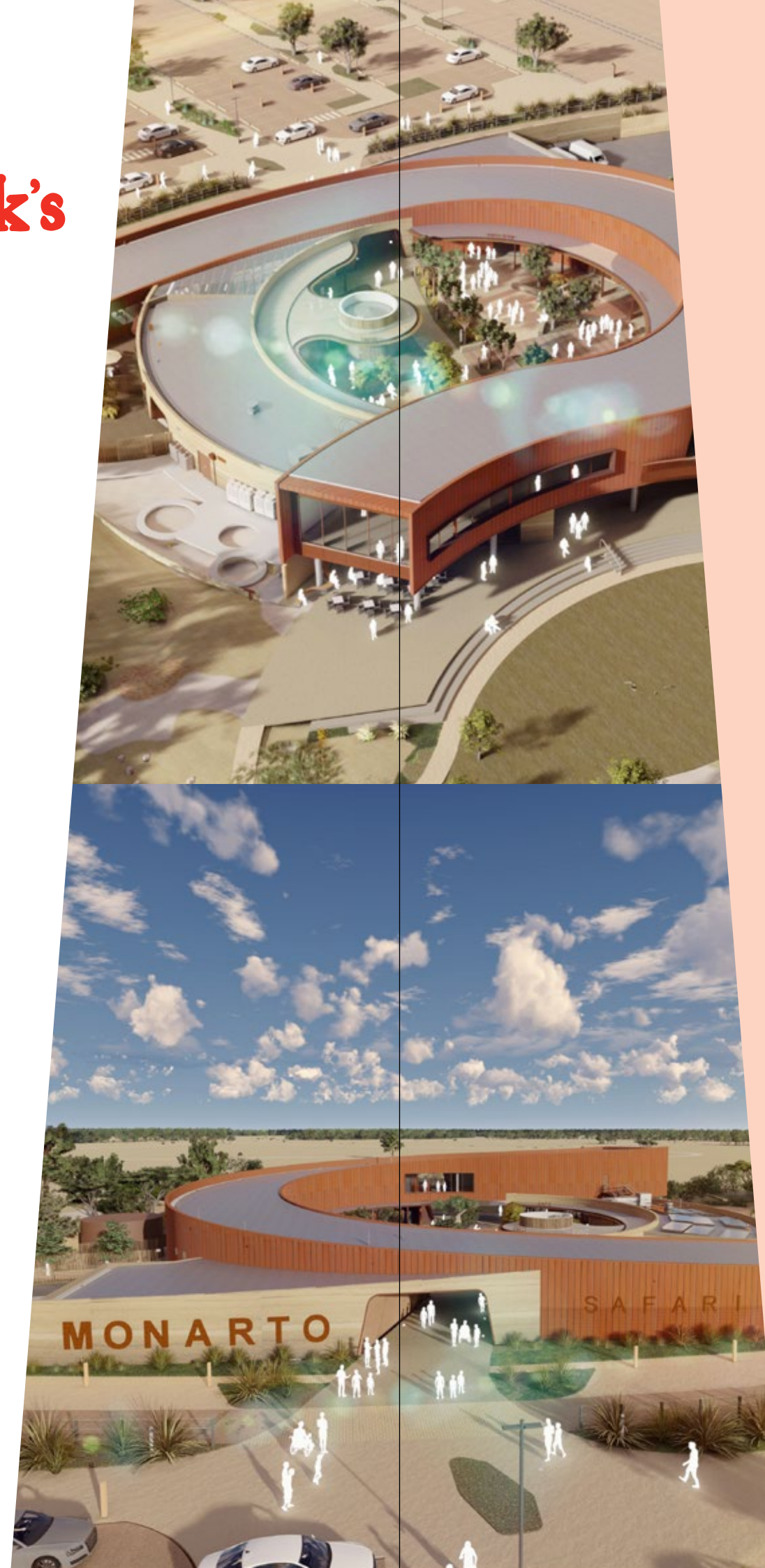
Along with constructing animal management facilities, we have also excavated and clay-lined eight waterholes to complement the safari and accommodation experience, partnered with SA Water to establish a raw water connection from the adjacent pipeline to the property, installed six kilometres of raw water reticulation (with six of the eight waterholes now

connected and filled), and formed, ready for building, over twenty kilometres of safari tracks.

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 buffer the safari experience. As well as linking important patches of native vegetation within the project site, the vegetation expands native corridors from Monarto Safari Park through to Kinchina Conservation Park.

We have also carried out many land management and conservation activities. These include revegetation and regeneration, endangered plant species protection (Monarto Mint Bush and Silver Leaf Daisy), pest and weed control, fire break maintenance and biotic surveys. We worked closely 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 working with a wide variety of individuals and organisations, including Zoos SA departments, other Australian and New Zealand zoos, state and local government departments, community natural resources management, training organisations and project partners.



## DELIVERING ON OUR BUSINESS GOALS:

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

Working with external project partners, we're utilising the Wild Africa Project to promote the plight of Southern White Rhinos in the wild as Wild Africa will be pivotal to the building of a viable insurance population of rhinos in our region.

The special visitor experiences being created will provide visitors with many exciting and immersive ways to learn more about conservation issues in the wild.

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

The Wild Africa project, due to its size and new facilities, will increase Zoos SA's capacity to house and improve both native and exotic endangered animal breeding programs, including that of the vulnerable Southern White Rhino.

The project site also has important patches of local native vegetation, housing a number of critically-endangered plant species which we protect through regeneration practices and propagation programs.

**Goal 3** Work in an ethical and sustainable manner influencing others to follow our example.

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.

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.

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

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 exhibit builds, in particular first-time and unique construction activities. Both animal handling and construction staff are involved with planning and problem-solving activities, and those involved in construction 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 to be involved. This involvement can be through investing in capital projects, environmental protection, conservation and/or educational programs.

The success of the Zoos SA Gala at the beginning of 2020 gave supporters of the Wild Africa Project yet another outlet to be involved.



# 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 2020

	2020 \$	2019 \$
<b>REVENUE</b>		
Admissions, Membership and Other Revenue	15,128,895	19,524,686
Grants	10,546,570	7,813,028
Gain on Sale of Land	1,950,288	-
Insurance Recoveries	1,300,000	-
Sundry Sales/Income	279,895	320,735
Bequests	269,283	559,865
<b>Total Revenue</b>	<b>29,474,931</b>	<b>28,218,314</b>
<b>EXPENSES</b>		
Salaries, Wages & On-Costs	(16,180,351)	(15,318,222)
Animal Care	(1,142,167)	(1,031,761)
Maintenance Consumables	(1,559,265)	(1,602,946)
Cost of Sales	(560,863)	(744,389)
Conservation & Research Projects	(1,450,959)	(1,950,031)
Utilities	(856,738)	(675,837)
Marketing & Promotion	(732,290)	(807,653)
Tours & Experiences	(992,860)	(1,531,075)
Depreciation	(2,810,581)	(2,687,165)
Other Expenses	(1,755,389)	(1,682,154)
<b>Total Expenses</b>	<b>(28,041,463)</b>	<b>(28,031,233)</b>
<b>Surplus from operating activities</b>	<b>1,433,468</b>	<b>187,081</b>
Finance Income	46,486	64,517
Finance Expenses	(178,836)	(204,562)
<b>Net Financing Expense</b>	<b>(132,350)</b>	<b>(140,045)</b>
<b>Surplus for the Year</b>	<b>1,301,118</b>	<b>47,036</b>
<b>OTHER COMPREHENSIVE INCOME/EXPENSE</b>		
Items that will never be reclassified to profit or loss		
Change in fair value of financial assets at fair value through other comprehensive income	(12,077)	285
<b>Total Other Comprehensive Income / (Loss) for the year</b>	<b>(12,077)</b>	<b>285</b>
<b>Total Comprehensive Income for the year attributable to members</b>	<b>1,289,041</b>	<b>47,231</b>



Statement of Financial Position

FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalents	2,272,263	1,355,322
Receivables and Prepayments	2,096,293	753,080
Inventories	553,724	469,429
<b>Total Current Assets</b>	<b>4,922,280</b>	<b>2,577,831</b>
<b>NON CURRENT ASSETS</b>		
Financial Assets at Fair Value	378,093	421,492
Property, Plant and Equipment	48,775,213	47,138,393
<b>Total Non Current Assets</b>	<b>49,153,306</b>	<b>47,559,885</b>
<b>Total Assets</b>	<b>50,137,716</b>	<b>50,500,268</b>
<b>CURRENT LIABILITIES</b>		
Sundry Creditors	3,358,726	1,983,447
Income in Advance	5,097,301	3,383,457
Loans and Borrowings	1,299,181	4,586,695
Employee Benefits	3,601,895	3,317,134
<b>Total Current Liabilities</b>	<b>13,357,103</b>	<b>13,270,733</b>
<b>NON CURRENT LIABILITIES</b>		
Loans and Borrowings	3,359,019	773,592
Income in Advance	3,258,452	100,474
Employee Benefits	356,048	287,879
<b>Total Non Current Liabilities</b>	<b>6,973,519</b>	<b>1,161,945</b>
<b>Total Liabilities</b>	<b>20,330,622</b>	<b>14,432,678</b>
<b>Net Assets</b>	<b>33,744,964</b>	<b>35,705,038</b>
Reserves	(8,941)	3,136
Retained Funds	33,753,905	35,701,902
<b>Total Equity</b>	<b>33,744,964</b>	<b>35,705,038</b>

Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$ INFLOWS (OUTFLOWS)	2019 \$ INFLOWS (OUTFLOWS)
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Receipts</b>		
Receipts from customers	17,476,172	18,225,937
Donations, Bequests and Sponsorships	3,000,922	2,914,461
<b>Payments</b>		
Wages and Salaries	(15,909,658)	(14,990,852)
Suppliers	(8,090,720)	(7,721,904)
Conservation & Research Projects	(1,450,959)	(1,950,031)
<b>Net Cash Provided by/(Used in) Operating Activities</b>	<b>(4,974,243)</b>	<b>(3,522,389)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of Property, Plant and Equipment	(4,447,401)	(2,478,559)
Proceeds from Sale of Land	1,950,288	-
Sale/(Purchase) of Shares and Investments	31,322	49,894
Interest and dividends received	46,486	64,517
<b>Net Cash Provided by/(Used in) Capital and Investing Activities</b>	<b>(2,419,305)</b>	<b>(2,364,148)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Net State Government Grants Received	5,928,767	5,815,453
Net Other Grants Received	3,262,645	1,649,666
Net Repayment of Borrowings	(702,087)	(1,122,327)
Payment of Interest	(178,836)	(204,562)
<b>Net Cash Provided by Financing Activities</b>	<b>8,310,489</b>	<b>6,138,230</b>
<b>Net (Decrease)/Increase in Cash Held</b>	<b>916,941</b>	<b>251,693</b>
<b>Cash at the Beginning of the Year</b>	<b>1,355,322</b>	<b>1,103,629</b>
<b>Cash at the End of the Year</b>	<b>2,272,263</b>	<b>1,355,322</b>



Revenues and Expenses

FOR THE YEAR ENDED 30 JUNE 2020

				2020	2019
	ADELAIDE ZOO \$	MONARTO SAFARI PARK \$	SOCIETY \$	TOTAL \$	TOTAL \$
REVENUE					
Admissions	4,144,738	2,080,760	-	6,225,498	8,209,585
Education	595,448	150,975	-	746,423	1,095,817
Sponsorship	177,707	120,896	1,319,635	1,618,238	1,304,113
Bequests	-	-	269,283	269,283	559,865
Donations	-	250	678,722	678,972	996,636
Membership	-	-	2,562,925	2,562,925	3,525,865
Retail Sales	890,767	408,726	-	1,299,493	1,558,888
Catering Sales	448,082	75,306	-	523,388	734,486
Tours Income	236,928	795,409	-	1,032,337	1,504,759
Events	347,593	-	94,028	441,621	594,537
Sundry Sales/Income	117,853	36,234	125,808	279,895	320,735
Gain on Sale of Land	-	-	1,950,288	1,950,288	-
Insurance Recoveries	-	-	1,300,000	1,300,000	-
Grants	2,000	43,050	10,501,520	10,546,570	7,813,028
Total Revenue	6,961,116	3,711,606	18,802,209	29,474,931	28,218,314
EXPENSES					
Salaries, Wages & On-Costs	6,632,281	3,785,015	5,763,055	16,180,351	15,318,222
Animal Care	423,191	599,182	119,794	1,142,167	1,031,761
Maintenance Consumables	921,993	518,384	118,888	1,559,265	1,602,946
Cost of Sales	372,024	188,839	-	560,863	744,389
Conservation & Research Projects	-	-	1,450,959	1,450,959	1,950,031
Utilities	558,441	298,297	-	856,738	675,837
Marketing & Promotion	55,833	139	676,318	732,290	807,653
Tours & Experiences	158,866	832,501	1,493	992,860	1,531,075
Depreciation	-	-	2,810,581	2,810,581	2,687,165
Other Expenses	241,749	143,639	1,370,001	1,755,389	1,682,154
Total Expenses	9,364,378	6,365,996	12,311,089	28,041,463	28,031,233

Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2020

	FAIR VALUE RESERVES \$	RETAINED FUNDS \$	TOTAL EQUITY \$
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
Balance at 30 June 2019 as previously reported			
	3,136	35,701,902	35,705,038
Adjustment on application of AASB 1058 and AASB 15	-	(3,249,115)	(3,249,115)
Adjusted Balance at 1 July 2019	3,136	32,452,787	32,455,923
Profit/(Loss) for the year	-	1,301,118	1,301,118
OTHER COMPREHENSIVE INCOME			
Change in fair value of financial assets at fair value through other comprehensive income	(12,077)	-	(12,077)
Total Other Comprehensive Income/(Loss) for the year	(12,077)	-	(12,077)
Total Comprehensive Income/(Loss) for the year	(12,077)	1,301,118	1,289,041
Balance at 30 June 2020	(8,941)	33,753,905	33,744,964





# 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. 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 Agriculture, Water and the Environment’s cooperative conservation program. Adelaide Zoo currently houses 26 species of CITES I listed animals, while Monarto Safari Park maintains 12 CITES I listed animals.

CITES I SPECIES MANAGED WITHIN  
ZOO 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>
Komodo Dragon	<i>Varanus komodoensis</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>
African Grey Parrot	<i>Psittacus erithacus</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>
Oriental Small-clawed Otter	<i>Aonyx cinereus</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 Zoo and Monarto Safari Park.

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

Extinct in Wild

Scimitar-horned Oryx Oryx dammah

Critically Endangered

Addax Addax nasomaculatus
Axolotl Ambystoma mexicanum
Black Rhinoceros Diceros bicornis minor
Brush-tailed Bettong Bettongia penicillate ogilbyi
Cotton-top Tamarin Saguinus oedipus
Eastern Bongo Tragelaphus enrycerus isaaci
Elongated tortoise Indotestudo elongate
Orange-bellied Parrot Neophema chrysogaster
Plains Wanderer Pedionomus torquatus
Radiated Tortoise Astrochelys radiata
Regent Honeyeater Xanthomyza phrygia
Sumatran Orang-utan Pongo abelii
Sumatran Tiger Panthera tigris sumatrae
Western Swamp Tortoise Pseudemydura umbrina
White-cheeked Gibbon Nomascus leucogenys

Endangered

African Wild Dog Lycaon pictus
African Grey Parrot Psittacus erithacus
Australian Sea-lion Neophoca cinerea
Chimpanzee Pan troglodytes
Merten's Water Monitor Varanus mertensi
Golden Lion-tamarin Leontopithecus rosalia rosalia
Goodfellow's Tree-kangaroo Dendrolagus goodfellowi
Java Sparrow Padda oryzivora
Malayan Tapir Tapirus indicus
Mesopotamian Fallow Deer Dama mesopotamica
Red Panda Ailurus fulgens fulgens
Pit-shelled Turtle Carrettochelys insculpta
Przewalski's Horse Equus ferus przewalski
Pygmy Blue-tongue Lizard Tiliqua adelaidensis
Pygmy Hippopotamus Choeropsis liberiensis
Ring-tailed Lemur Lemur catta
Siamang Symphalangus syndactylus
Sun Conure Aratinga Soltitlialis
Swift Parrot Lathamus discolor
Tasmanian Devil Sarcophilus harrisii
Woma Python Aspidites ramsayi

Vulnerable

African Lion Panthera leo senegalensis
Aldabra Giant Tortoise Geochelone gigantean
African Spurred Tortoise Centrochelys sulcata
Binturong Arctcis binturong
Brazilian Tapir Tapirus terrestris
Broad-headed Snake Hoplocephalus bungaroides
Chattering Lory Lorius garrulus
Cheetah Acinonyx jubatus jubatus
Hyacinth Macaw Anodorhynchus hyacinthinus
Crimson-bellied Conure Pyrrhura perlata
Southern Cassowary Casuaris casuaris johnsonii
Ghost Bat Macroderma gigas gigas
Giant Panda Ailuropoda melanoleuca
Giraffe Giraffa camelopardalis
Greater Bilby Macrotis lagotis sagitta
Koala Phascolarctos cinereus
Komodo Dragon Varanus komodoensis
Malleefowl Leipoa ocellata
Mandrill Mandrillus sphinx
Quokka Setonix brachyurus
Rhino Iguana Cyclura cornuta
Small-clawed Otter Aonyx cinerea
Spur-thighed Tortoise Testudo graeca
White-bellied Caique Pionites leucogaster

APPENDIX B

Professional memberships

American Association of Zoo Veterinarians - Dr David McLelland
American College of Zoological Medicine - Dr David McLelland (Diplomate)
Aquality Water Quality and Water Treatment in Zoos and Aquariums, Convener - Mark Smith
Association of Avian Veterinarians - Dr David McLelland
Association of Reptilian and Amphibian Veterinarians - Dr Ian Smith
Association of Zoos and Aquariums (AZA) Nutrition Advisory Group (NAG) - Mark Snowball (Affiliate Member)
Australian and New Zealand College of Veterinary Scientists - Dr Ian Smith (Wildlife Medicine), Dr David McLelland (Zoo Medicine; Member of Subject Standards Committee for Chapter of Zoo and Wildlife Medicine), Dr Lynley Johnson (Zoo Medicine), Dr Jenny McLelland (Avian Medicine)
Australian Mammal Society - Dr Liberty Olds
Australian Society of Herpetologists - Dr Phil Ainsley
Children's University Advisory Board - Board member - Elaine Bensted
Coast 4Cs, Founding Board Member - Mark Smith
Comparative Nutrition Society - Mark Snowball
Conservation Centers for Species Survival (C2S2) and Steering Committee - Peter Clark on behalf of Monarto Safari Park
Conservation Planning Specialist Group (International Union for the Conservation of Nature Species Survival Committee) - Peter Clark
Ecological Society of Australia - Dr Liberty Olds
Elasmobranch Husbandry Initiative, Convener - Mark Smith

Environment Institute Advisory Board - Board member - Elaine Bensted
European Association of Zoos and Aquaria (EAZA) Nutrition Group (ENG) - Mark Snowball
European Association of Zoo and Wildlife Veterinarians - Dr Ian Smith
European College of Zoological Medicine - Dr David McLelland (Diplomate - Zoo Health Management; Member of ECZM Scientific Committee and Examinations Committee)
Fellow of the Royal Entomological Society of London - Peter Clark
International Union for the Conservation of Nature Special Survival Commission Tortoises and Freshwater Turtle Specialist Group - Dr Phil Ainsley
Marna Banggara - Executive Committee - Peter Clark
Nutrition Society of Australia - Mark Snowball (Registered Animal Nutritionist)
Oceanario de Lisboa, Board Advisory Committee - Mark Smith
Regional Development Australia Murraylands and Riverland (RDAMR) - Board member - Elaine Bensted
Society for the Study of Amphibians and Reptiles - Dr Phil Ainsley
South Australian Herpetology Group - Dr Phil Ainsley
Species 360 Board Selection Committee - Mark Smith
Sydney Zoo - Chairman, Animal Welfare and Ethics Committee - Peter Clark
The Australian Rhino Project (TARP) - Board Member - Elaine Bensted
Thylation Ltd Board - Board member - Elaine Bensted
Turtle Survival Alliance - Dr Phil Ainsley
University of South Australia (UniSA) Business School Program Advisory Committee - Committee member - Elaine Bensted

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, Deb Barry and Michelle Birkett
Wildlife Health Australia - Dr Ian Smith, Dr David McLelland, Dr Jenny McLelland, Dr Lynley Johnson and Dr Jerome Kalvas
World Association of Zoos & Aquariums (WAZA) - Committee member
Conservation and Environmental Sustainability Committee and Membership and Ethics Committee - Elaine Bensted
World Association of Zoos and Aquariums - Zoos South Australia
ZAA Australian Species Management Program - Gert Skipper (Animal Management Committe member, Carnivore and Small Exotic Mammal TAG Co-convenor) and Jodi Buchecker (Australian Mammals TAG Co Convenor)
Zoo and Aquarium Association - Peter Clark, Sarah Brown
Zoo and Aquarium Association (ZAA) Vice President and Board Member, Chair Finance, Audit & Risk Committee - Elaine Bensted
Zoo and Aquarium Association, USA, Member - Mark Smith
Zoo and Aquarium Associations Ethics Committee - Dr Phil Ainsley
Zoo Animal Health Reference Group Chief Veterinary Officer appointee - Dr Ian Smith



APPENDIX C

ZAA Species Management program holders by Zoos SA employees

SPECIES		STAFF MEMBER	POSITION
Black-winged Stilt	<i>Himantopus himantopus leucocephalus</i>	Vaughan Wilson	Species Coordinator
Brush-tailed Bettong	<i>Bettongia penicillata</i>	Dr Liberty Olds	Species Coordinator
Chimpanzee	<i>Pan troglodytes</i>	Beth Pohl	Species Coordinator
Ghost Bat	<i>Macroderma gigas gigas</i>	Lucy Catt	Species Coordinator
Greater Bilby	<i>Macrotis lagotis sagitta</i>	Jodi Buchecker	Species Coordinator
Mainland Tammar Wallaby	<i>Macropus eugenii eugenii</i>	Jodi Buchecker	Species Coordinator
Southern Hairy-nosed Wombat	<i>Lasiorhinus latifrons</i>	Dr Rachel Robbins	Species Coordinator
White-browed Woodswallow	<i>Artamus superciliosus</i>	Vaughan Wilson	Species Coordinator
Yellow-footed Rock-wallaby	<i>Petrogale xanthopus xanthopus</i>	Jodi Buchecker	Species Coordinator

APPENDIX D

Zoos SA staff representatives on species recovery teams and other key conservation stakeholder groups

SPECIES		REGION	STAFF MEMBER
Bushfire Recovery Wild Welfare Response Working Group			P. Ainsley
Greater Bilby	<i>Macrotis lagotis sagitta</i>		J. Buchecker
Kangaroo Island Dunnart	<i>Sminthopsis aitkeni</i>		L. Olds
Malleefowl	<i>Leipoa ocellata</i>		Observer status
Marna Bangarra Bettong Translocation Steering Committee			L. Olds
Marna Bangarra Executive Steering Committee			P. Clark
Marna Bangarra			P. Clark, L. Olds and I. Smith
Murraylands Threatened Flora	Multiple spp.		P. Ainsley
Orange-bellied Parrot	<i>Neophema chrysogaster</i>	National	L. Foster D. McLelland
Plains Wanderer	<i>Pedionomus torquatus</i>	National	P. Clark, L. Olds
Pygmy Blue-tongue Lizard	<i>Tiliqua adelaidensis</i>		P. Ainsley
Regent Parrot	<i>Polytelis anthopeplus</i>		D. McLelland
SA Mammal Translocation Working Group			L. Olds
South Australian Nature Alliance			L. Olds
Southeast Red-tailed Black-cockatoo	<i>Calyptorhynchus banksii graptogyne</i>	National	L. Olds
Threatened Mallee Bird Steering Committee	<i>Multiple spp.</i>	National	L. Olds
Western Swamp Tortoise	<i>Pseudemydura umbrina</i>	WA	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, Deb Barry and Michelle Birkett.

RESEARCH PROJECTS

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

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*).

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 time.

Brianna Golder-Dewar and Jordyn Triggs, Honours Candidates: Development of welfare assessment tools for captive reptiles (agamid lizards, pythons, freshwater turtles, land tortoises).

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.

DVM1 Clinical Research Projects in 2020:

- Causes and patterns of mortality in zoo birds (Adelaide and Singapore Zoos).

Flinders University

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

Murdoch University

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

University of Sydney

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

PUBLICATION LIST

Al-Naji A, Tao Y; Smith IG, Chahl J. (2019) A Pilot Study for Estimating the Cardiopulmonary Signals of Diverse Exotic Animals Using a Digital Camera. Sensors 2019, 19, 5445. <https://doi.org/10.3390/s19245445>

Holz PH, Clark P, McLelland DJ, Lumsden LF, Hufschmid J. 2020 Haematology of southern bent-winged bats (*Miniopterus orianae bassanii*) from the Naracoorte Caves National Park, South Australia. Comparative Clinical Pathology. 1:231-237.

McLelland JM, McLelland DJ, Massy-Westropp N, Wigmore B, Loftus WK, Read RA. (2020) Horner Syndrome with Ipsilateral Wing Paresis in a Wild, Juvenile Yellow-Tailed Black Cockatoo (*Calyptorhynchus funereus*). Journal of Avian Medicine and Surgery 34(2):186-191. <https://doi.org/10.1647/1082-6742-34.2.186>

Boardman WSJ, Baker ML, Boyd V, Crameri G, Peck GR, Reardon T, Smith IG, Caraguel CGB, Prowse TAA. (2020) Seroprevalence of three paramyxoviruses; Hendra virus, Tioman virus, Cedar virus and a rhabdovirus, Australian bat lyssavirus, in a range expanding fruit bat, the Grey-headed flying fox (*Pteropus poliocephalus*). PLoS ONE 15(5): e0232339. <https://doi.org/10.1371/journal.pone.0232339>



APPENDIX F

Conference presentations and workshop attendance

DATE	CONFERENCE, PRESENTATION AND/OR WORKSHOP	STAFF MEMBER
July 2019	Tasmanian Devil Stakeholders Meeting, Melbourne Zoo	Beth Pohl and Louise Stockburger
September 2019	Wildlife Diseases Association - Australasia, Tasmania	Sarah Alexander
October 2019	Varanid Workshop, Alice Springs	Dianne Hakof
November 2019	Canid and Hyenid Husbandry Course, Fossil Rim Wildlife Center, Texas, USA	Anna Bennett and Jaimee Button
December 2019	ASMP Workshop with ZAA Board and AMC Committee	Elaine Bensted, Gert Skipper.
May 2020	4th International Conference "Public Aquarium in The Modern World", St Petersburg Russia	Keynote Speaker, Mark Smith





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