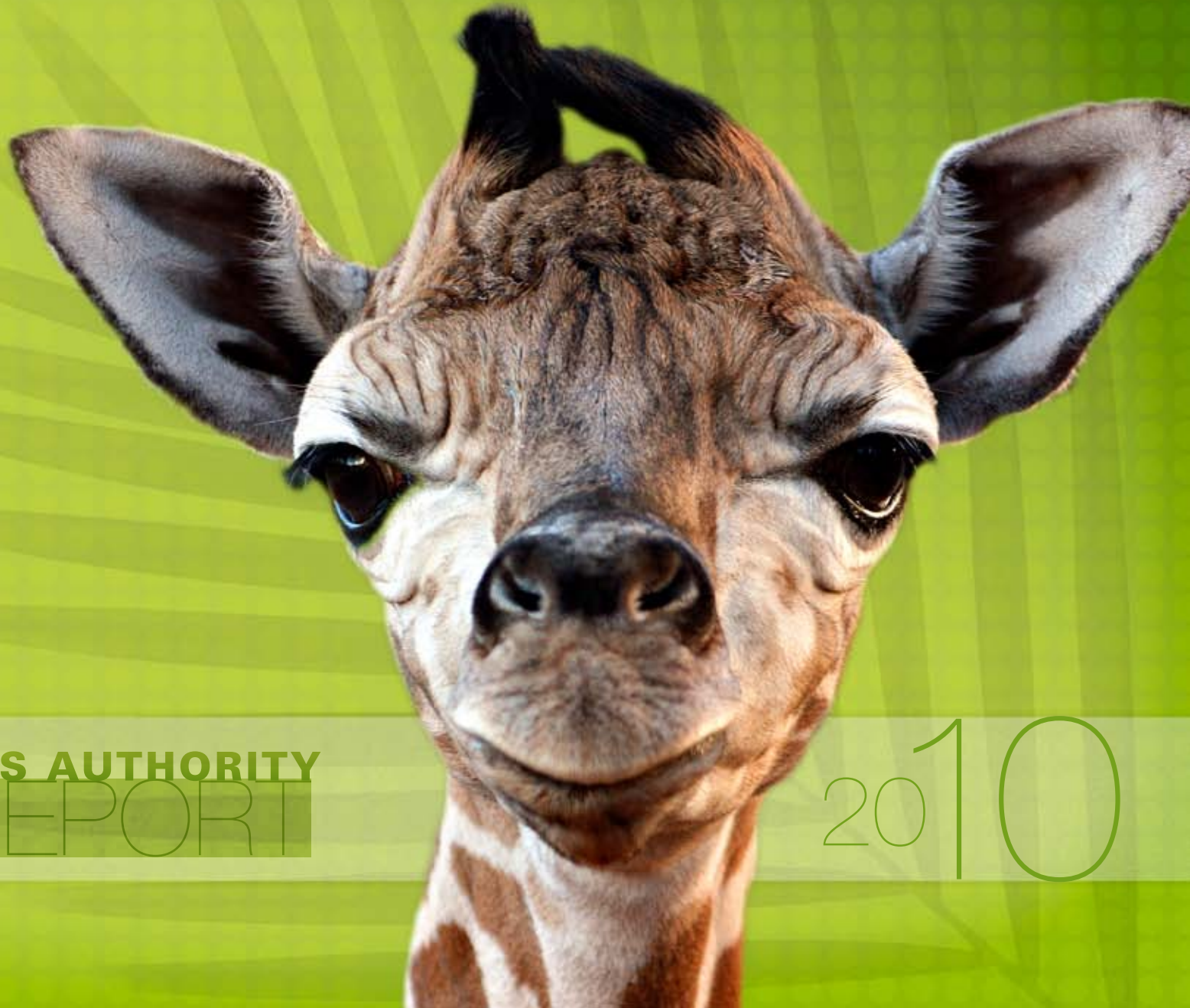




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ZOOLOGICAL PARKS AUTHORITY
ANNUAL REPORT

2010

Our Purpose

To secure long term populations of species in natural environments while engaging the community in global conservation action.

Perth Zoo Location

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South Perth, Western Australia.

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In line with State Government requirements, Perth Zoo's annual report – the Zoological Parks Authority Annual Report 2009-2010 – is published in an electronic format. Perth Zoo encourages people to use recycled paper if they print a copy of this report or sections of it. For the convenience of readers and to minimise download times and print outs, the annual report has been presented in chapters, as well as the entire document. The annual report is presented in PDF format. All sections, except the financial statements, are also presented in Word format.

Zoological Parks Authority Annual Report
2009-2010

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*Front Cover: Giraffe calf Ajali at Perth Zoo.
Photograph by Daniel Scarparolo.*

Statement of Compliance

For the Year Ended 30 June 2010

To the Hon Donna Faragher MLC
Minister for the Environment

In accordance with Section 61 of the Financial Management Act 2006, I hereby submit for your information and presentation to Parliament the annual report of the Zoological Parks Authority for the financial year ended 30 June 2010.

The annual report has been prepared in accordance with the provisions of the Financial Management Act 2006.



Peter Metcalfe

Chairperson

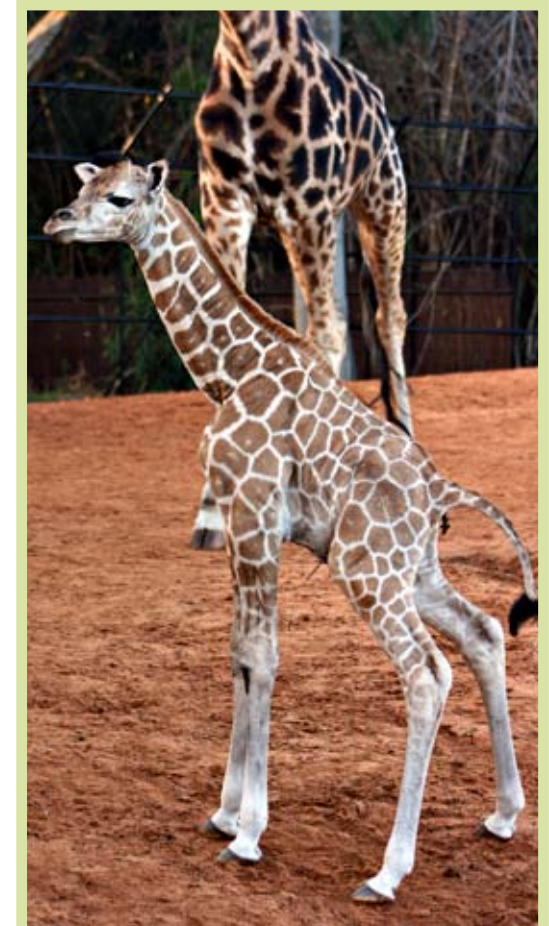
10 September 2010



Andrew Thompson

Deputy Chairperson

10 September 2010



Giraffe calf Ajali.

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Chairman's Report

Most pleasing about the Zoo's results for 2009-10 has been the achievements across the organisation as a whole.

Highlights included the Zoo's substantial and growing contribution to conservation and wildlife medicine, its leadership role in co-operative breeding and species management programs, sound commercial operations, high admission numbers, community education initiatives, record fundraising for wildlife conservation and high corporate governance standards.

During the year, Perth Zoo staff played key roles in local, national, regional and global animal management and breeding programs. Fifteen staff members were involved in the management of regional and local programs, reflecting the depth of experience and knowledge of Zoo staff, and management's focus on increasing the Zoo's contribution to conservation.

The organisation's conservation work in neighbouring Indonesia was recognised nationally with Perth Zoo winning the 2010 Zoological Association In-Situ Conservation Award for its Bukit Tigapuluh Wildlife and Ecosystem Protection program. The unique Bukit Tigapuluh area is home to the critically endangered Sumatran Orangutan and Sumatran Tiger and many other threatened species and also the location of the Perth Zoo-funded orangutan open sanctuary.

Alongside its regional work, the Zoo continued its focus on local native species conservation, breeding threatened native fauna for release into protected areas in the wild and providing veterinary services for threatened and confiscated wildlife.

In 2009-10, the Zoo established a new rear and breed-for-release program for a threatened south west frog species and for the critically endangered Woylie. It also coordinated a new national initiative establishing an insurance population of Quokkas.

The Perth Zoo veterinary team participated in a range of conservation medicine activities, working alongside ecologists, biologists, university researchers and government environmental workers. In addition to its advisory role, the veterinary team provided on-the-ground assistance including field anaesthesia and examination and care of wildlife.

In the face of continued economic uncertainty, the Zoo's business operations recorded strong results with 635,136 visitors generating \$6.5 million admissions revenue. There was lower consumer spending in the cafes and the Zoo shop with retail sales down 3% but this was offset by strong growth in membership revenue, up 16%. There was also growth in other commercial activities including functions catering and venue hire resulting in small overall growth in commercial revenue.



Numbat baby.

Out in the grounds, capital works totalling \$1.8 million occurred including the construction of a new outdoor crocodile exhibit, a new otter exhibit, a sustainable Eco-ablution and parenting facility and a new Veterinary Science Research and Teaching Facility.

Other achievements in 2009-10 included recognition for the Zoo's high annual reporting standards, the launch of new social media initiatives, a large increase in visits to the Perth Zoo website and the successful Don't Palm Us Off community education campaign.

Executive Summary

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Chairman's Report continued

During the year, the Zoo Board reviewed its corporate governance arrangements and set in place a new corporate governance strategic calendar. This new system for Board input aims to align with the Statutory responsibilities and reporting timetable of Government as well as to better support the strategic development of the Zoo. As a part of this approach, the Board endorsed the development of a high-level capital plan for the Zoological Parks Authority identifying the requirements of the Zoo into the future. Work on this plan will begin in 2010-11.

The Zoo's achievements in 2009-10 would not have been possible without the continued support and commitment of the State Government, my fellow Board members, the Zoo's sponsors, partner organisations, staff and volunteers.

On behalf of the Board, I would like to extend my sincere thanks to our supporters, to the talented Perth Zoo team and to our volunteers.



Peter Metcalfe
Chairperson

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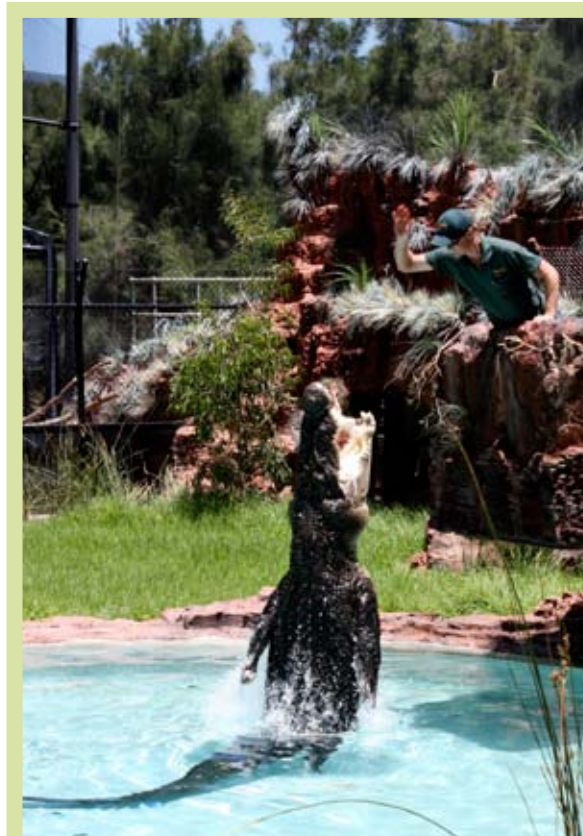
Highlights

Service 1: Community Engagement and Awareness in Conservation

Perth Zoo promotes conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate and encourage the community in conservation. Perth Zoo maximises visits to the Zoo by providing a quality and unique 'value for money' attraction in ecologically themed botanic gardens. The Zoo's commercial activities are also underpinned by conservation messages.

In 2009-10, Perth Zoo:

- Maintained its high attendance figure with 635,136 visitors, only slightly down on last year's record number (636,969) and well over the forecast of 615,000 – a forecast which reflected the potential impact of economic pressures on discretionary expenditure.
- Provided formal on-site education programs to 60,474 children and adults, up from 58,798 last year.
- Raised \$388,061 (up from \$277,484 last year) under its community fundraising Wildlife Conservation Action initiative for the conservation of threatened species in the wild. This brings the total amount raised to more than \$881,000 since the program began in June 2007.



The new outdoor crocodile exhibit.

- Distributed \$277,000 of Wildlife Conservation Action funds, raised in 2008-09, to various conservation projects for threatened species including Sun Bear, Woylies, Tree Kangaroos, Sumatran Orangutan, Sumatran Elephant and Western Swamp Tortoise.

- Undertook \$1.8 million worth of capital works including a new Veterinary Science Research and Teaching Facility, a new outdoor Estuarine Crocodile exhibit, a new entrance to the Reptile Encounter and the Penguin exhibit, a new otter exhibit and an additional visitor toilet and parenting facility (see below).
- Built its first sustainable Eco-ablution and parenting facility incorporating solar, wind and photo-voltaic energy capture/conversion, low water-use fixtures, stormwater recycling, sustainably-harvested timbers, and passive heating, cooling, lighting and ventilation.
- Achieved extensive media coverage within Western Australia as well as nationally and internationally with over 400 recorded Perth Zoo media stories.
- Recorded a 41% increase in visits to the Perth Zoo website, up from 293,413 in 2008-09 to 413,927 visits in 2009-10.
- Launched social media on-line initiatives - Perth Zoo TV, Twitter and a Facebook Fan Page - to broaden the reach of the Zoo's conservation messages.
- Continued its successful Close Encounters behind the scenes program with strong revenue returns providing \$30,000 for the Zoo's Wildlife Conservation Action program.

Executive Summary

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Highlights continued

- Introduced a 100% smoke-free environment for visitors under a new partnership with Healthway.
- Maintained its positive profile in the community with 97% of surveyed visitors believing the Zoo has an important role in the community and 95% believing the Zoo educates visitors about conservation problems facing wildlife.
- Provided free day admission to 2099 carers/companions of people with a disability.



Blue and Gold Macaw.

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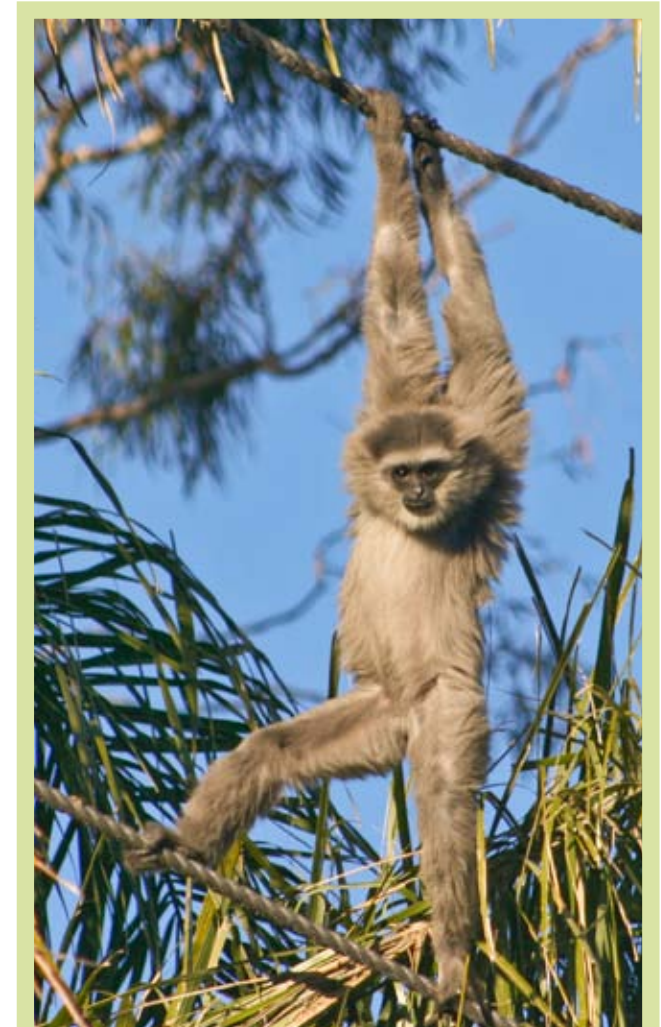
Highlights continued

Service 2: Wildlife Management, Medicine and Research

The conservation of wildlife will be optimised by effective species management, high standards of animal welfare and animal husbandry, captive breeding, support for wildlife conservation, breeding for re-introduction and provision of research opportunities.

In 2009-10, Perth Zoo:

- Continued its successful breeding programs for threatened exotic and native species. Significant births included a female Sumatran Orangutan, a male Giraffe, a Blue-and-Gold Macaw, Pygmy Pythons, two Short-beaked Echidnas, 33 Western Swamp Tortoise, 65 Dibblers and nine Numbats.
- Played a key role in regional breeding and management programs including the development of a Global Cooperative Management Program for the endangered Javan Gibbon. Fifteen staff members were involved in the management of regional and local breeding programs as either studbook keepers and/or species coordinators.
- Won the national 2010 Zoological Association In-Situ Conservation Award for its Bukit Tigapuluh Wildlife and Ecosystem Protection program in Indonesia.
- Provided 30 Perth Zoo-bred Western Swamp Tortoise for release into the Moore River Nature Reserve to augment wild populations.
- Established a new breed-for-release program for the critically endangered Woylie which has suffered a dramatic decline in numbers in the wild.
- Opened a new outdoor exhibit for the Estuarine Crocodile. The new facility, funded by the State Government and Perth Zoo's corporate sponsorship program, more than trebles the size of the existing exhibit. It features a heated 90,000 litre billabong, feeding platform and basking area.
- Coordinated a new national initiative to establish a sustainable captive breeding population of Quokkas as a back-up insurance population. One male and seven female Quokkas were collected from Rottnest Island to form part of the founding stock to establish the new breeding population.
- Conducted 23 research projects including 6 PhD projects, 2 Masters projects, 3 Honours projects, 6 Post-doctoral collaborations, 5 staff research projects and 1 Third Year project. The projects reflect a greater focus on higher level studies (MSc, PhD and Post Doctoral research) where there is a greater likelihood of significant outcomes from the research.



Javan Gibbon at Perth Zoo.

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Highlights continued

- Successfully reared 75 White-bellied Frog metamorphs from wild collected egg nests as part of a new rear and breed-for-release program for this threatened native frog. As few as 200 adult White-bellied Frogs remain in the wild.
- Assessed and treated 144 injured and sick wild Black Cockatoos as part of an ongoing rehabilitation program for these threatened birds. The number of wild black cockatoos being brought into the Zoo for treatment is increasing each year.
- Provided veterinary services for 134 injured or confiscated wildlife reptile cases, and veterinary assistance on a research project into the movement and feeding patterns of wild Sea Lions in the Perth area.
- Provided information, disease screening protocols and other advice to assist with the establishment of a trial captive breeding program for Western Ground Parrot as part of a Recovery Project for this critically endangered bird.



White-bellied Frog.

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Financial Overview

The Year at a Glance

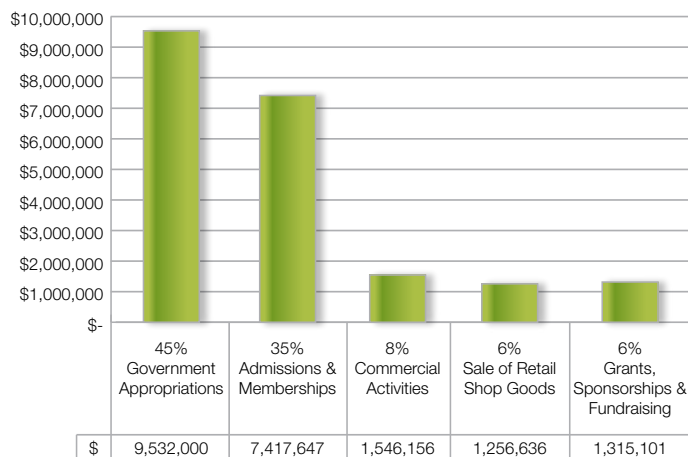
In 2009-10, Perth Zoo:

- Generated \$6.5 million revenue from admissions, in line with the 2008-09 result.
- Increased Zoo Friends membership revenue by 16% from last year to \$913,501. Zoo Friends (members) made up 16.5% of the Zoo's admission numbers.
- Received catering dividends (functions and retail outlets) of \$511,467, an increase of 3%.
- Raised \$388,061 through the Zoo's fundraising program, Wildlife Conservation Action, to support the conservation of threatened species in the wild. A total of \$277,000 raised in the previous year went to wildlife conservation projects in 2009-10.
- Experienced a drop in the Zoo's retail shop net profit, down to \$257,048, a decrease of nearly 10% from the previous year. This decrease possibly reflects the economic down-turn.

Revenue

The Zoological Parks Authority receives revenue from the State Government through an appropriation to fund services. The Authority also generates its own revenue from the operations of Perth Zoo including visitor admissions, commercial activities and fundraising. In addition, the Zoo receives grants and sponsorships for activities such as animal breeding, research and exhibit development. Total revenue of over \$21 million was received in 2009-10.

Sources of Revenue



A total of 635,136 people visited Perth Zoo during the year, contributing gate revenue of over \$6.5 million. The number of visitors was just below last year's highest ever total of 636,969. An admission price increase from 1 July 2009, together with an increased percentage of member admissions, an increased level of discounted admission promotions and an increased number of outsourced concerts resulted in the yield being maintained at a similar level to the previous year at \$10.24. This was 3% below the targeted yield of \$10.57. While the increased percentage of member admissions and increased number of outsourced concerts has had an impact on the admission yield, these types of admissions generate separate revenue streams for the Authority. Membership sales revenue increased by 16% over the previous year to \$913,501 and venue hire revenue from outsourced concert events tripled to reach \$61,299.

While there was lower consumer spending in the Zoo shop and cafes, other commercial activities at the Zoo continued to do well with increases in a number of areas. Sales at the Perth Zoo retail shop fell by 3% to \$1,256,636 and net profit decreased by 10% over the previous year to \$257,048, while the catering dividend from functions increased by 20% to nearly \$149,306 and vending commission increased by 10% to \$52,539.

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Financial Overview continued

Revenue from the hire of the Zoo's facilities and equipment increased by 27% over the previous year to \$396,586. This revenue includes the hiring out of Perth Zoo's conference facilities, hire of equipment such as strollers and lockers by visitors and venue hire for functions and events held at the Zoo.

Grants, sponsorships and fundraising generated over \$1.3 million in 2009-10. Some of these grants and sponsorships were restricted to specific purposes such as frog research, native species research and breeding or cross-promotional activities with sponsors. Perth Zoo's community fundraising program, Wildlife Conservation Action, raised \$388,061 in 2009-10. These funds will be distributed in 2010-11 to wildlife conservation projects. Sponsorships received during the period will support future capital developments at Perth Zoo.

State Government funding provided 45% of the Zoo's revenue base in 2009-10. This Government support enables visitor admission prices to remain relatively low in comparison with other zoos around Australia and competing attractions within Western Australia. This assists the Zoo in remaining accessible to the wider community and in delivering its two services of 'Community Engagement and Awareness in Conservation' and 'Wildlife Management, Medicine and Research'.

Expenditure

Total operating expenditure for 2009-10 was \$20.6 million. Salaries, wages and staffing costs accounted for 58% of expenditure. This included direct costs of employee salaries and wages, costs of providing for leave liabilities and indirect payroll costs such as superannuation and workers' compensation. Increases in award rates of pay and staffing levels, along with the associated on-costs, contributed to higher costs in this area. Staffing costs also include appointment expenses, staff training and uniforms. Additional grants for research and breeding received in 2009-10 provided funding for costs involved in delivering outcomes linked to the grants.

Depreciation, asset write-off and asset impairment made up 11% of expenses, reflecting the fact that the majority of the Zoo's assets are high value, non-current, depreciable assets. Maintenance and operating costs made up 11% of expenses and included preventative maintenance programs, energy management initiatives, water management strategies, restorative painting, tree pruning, cleaning and waste disposal.

Administration - including grants provided to conservation projects, property insurance and information technology - accounted for 10% of expenditure. Animal operating expenses, the cost of retail shop sales, advertising and promotion made up the remaining costs for the year.

The animal operating expenses included animal food, dietary supplements, veterinary supplies and animal transportation and represented 3% of total costs. The costs of retail shop sales accounted for 3% of total expenses. Advertising and promotion expenditure represented 2% of expenditure.

Assets and Liabilities

Total assets at the end of the period were \$48.1 million including \$4.6 million in cash resources held for future capital works and other expenditure commitments. Cash resources also include sponsorships, grants and fundraising that will be spent on grant-related expenditure, capital developments and wildlife conservation initiatives.

Receivables at year end were \$732,158 of which \$253,318 is GST claimable from the tax office. Retail shop inventory decreased by 9% from the previous year to \$178,829. Fixed asset acquisitions in 2009-10 totalled more than \$1.9 million with the major additions related to capital works projects including the crocodile exhibit, veterinary teaching facility, otter exhibit and works in progress relating to the new eco-toilet building and solar energy project. There were also purchases of computer equipment as well as general plant and equipment.

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Financial Overview continued

Total liabilities at the end of the reporting period were \$3.6 million. Liabilities include \$2.2 million in provisions relating to annual and long service leave, and leave-related employment on-costs. Liabilities also include payables of \$513,502 which is slightly lower than last year due to the general trade payables not including any significant capital works related liabilities. The payables figure includes \$159,591 in accrued salaries.

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Responsible Minister

The Hon Donna Faragher MLC (Minister for the Environment) is the Minister responsible for the Zoological Parks Authority which manages Perth Zoo.

Enabling Legislation

The Zoological Parks Authority is constituted under the authority of the Zoological Parks Authority Act 2001. The Authority is a body corporate with perpetual succession. It is an agent of the Crown and enjoys the status, immunities and privileges of the Crown.

The functions of the Authority, outlined in Section 9 of the Act, include controlling and managing Perth Zoo in which zoological specimens are kept and displayed, and plants cultivated, for conservation, research, scientific, educational, cultural or recreational purposes. Other specific functions include:

- conducting and collaborating in breeding programs for the preservation of threatened animal species
- conducting and collaborating in research programs for the preservation of threatened animal species and the conservation and management of other species
- conducting public education and awareness programs
- providing and promoting recreational services and facilities at Perth Zoo
- conserving and enhancing the gardens, amenities and natural environment of Perth Zoo

Perth Zoo Vision

A world where diversity of species and habitats is secure

Purpose

To secure long term populations of species in natural environments while engaging the community in global conservation action

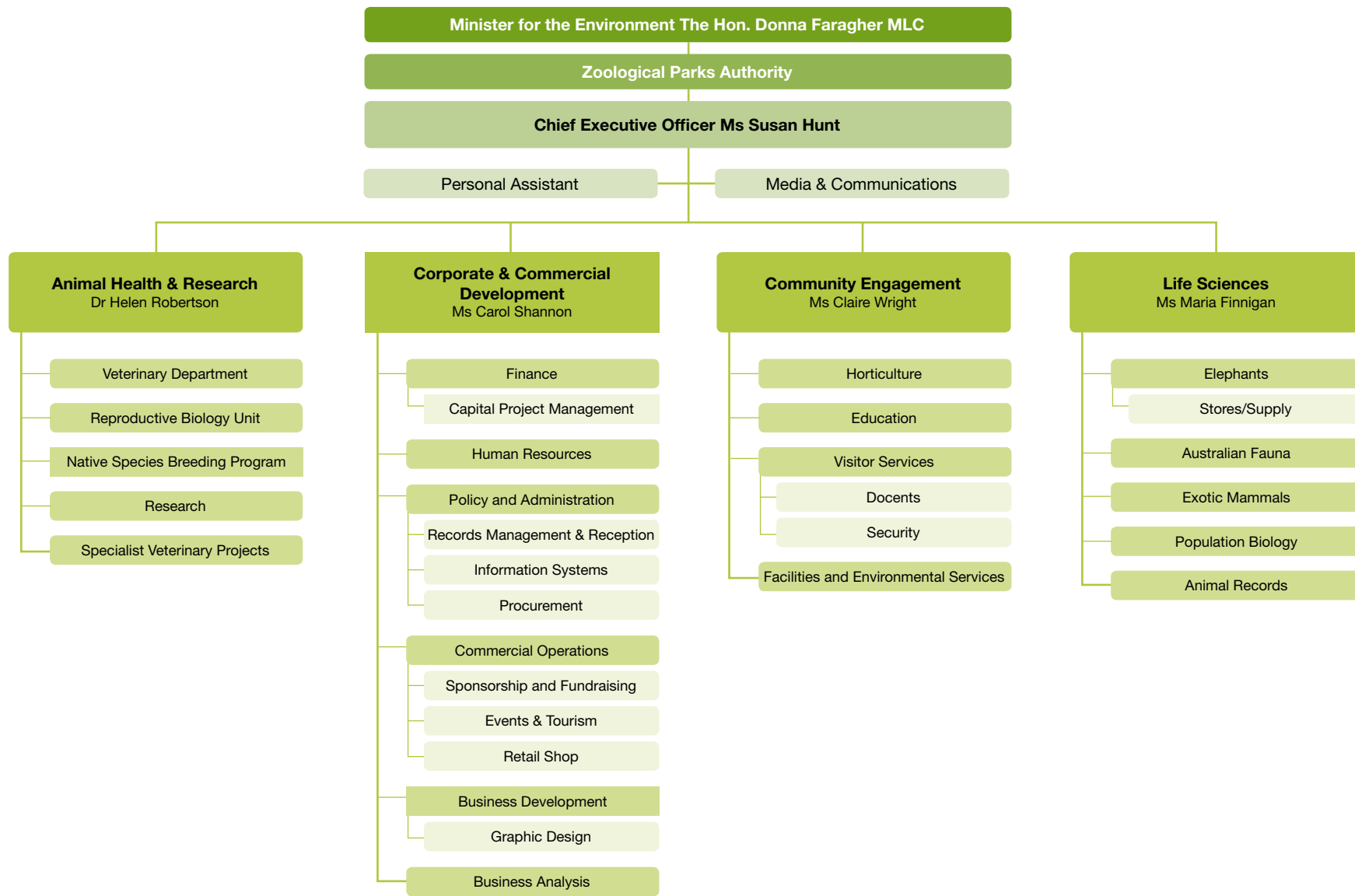
Values

We value excellence in animal care, environmental responsibility and customer service. In bringing life to our values, we embrace and encourage:

- contribution of staff and volunteers
- individual and corporate responsibility
- care for the environment and people
- responsiveness and openness
- continual improvement and development
- creativity and innovation
- integrity and ethics in all that we do
- pursuit of the highest standards in animal care

Organisational Chart

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Operational Structure

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Agency Structure

Perth Zoo's objectives and outcomes are delivered through four directorates: Life Sciences; Animal Health and Research; Community Engagement; and Corporate and Commercial Development. The activities and outcomes achieved by the directorates are detailed in the Agency Performance Chapter – Report on Operations. The directors of each directorate report to the Chief Executive Officer who is responsible to the Zoological Parks Authority Board for the day-to-day operations of the Zoo. Sectional managers and curators make up the third level of management.

To ensure the smooth operations of the Zoo – which opens every day of the year – and to help coordinate the Zoo's various activities relating to conservation, research, education, events and tourism, the Zoo has a number of multi-discipline, cross-directorate committees and groups. These groups meet regularly, or as required, to plan, develop and implement initiatives, address day-to-day matters and deal with more complex issues involving local, interstate and overseas organisations.

The Corporate Executive group, comprising the Chief Executive Officer and the directors, meets weekly to consider key planning and policy matters relating to corporate governance of the Zoo including financial and human resource management issues, risk management, capital works programs, environmental management and other key issues central to Zoo operations.

A Senior Managers group including the Chief Executive Officer, directors, curators and sectional managers meets monthly to discuss operational matters and provide updates on corporate executive and board meeting outcomes and section activities. Other standing committees include the Occupational Safety and Health Committee, the Disability Services Committee, the IT Planning Committee and the Risk Management Committee. Special project groups are established as required to coordinate and oversee specific breeding programs or capital works projects.



Elephant paintings raise funds for conservation.

Operational Structure

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Zoological Parks Authority Board

The Zoological Parks Authority Act 2001 states that the Authority's Board of Management shall comprise eight members appointed by the Minister. Members may be appointed for any term not exceeding four years and are eligible for reappointment. The Board is the governing body of the Authority.

Mr Eric Ball and Mr Kevin Harrison were both re-appointed to the Board in December 2009 for a further three-year term. In January 2010, Dr Sandra Webb resigned from the board to move interstate. No further appointments were made during the reporting period.

The Board met monthly (excluding December and January) and carried out its responsibilities in line with an approved Code of Conduct for Government Boards and Committees. The Board met on 10 occasions in 2009-10. The number of meetings attended by each member is shown in brackets.

Mr Peter Metcalfe Chairperson (9 out of 10)

Mr Metcalfe was appointed to the Zoological Parks Authority Board on 4 July 2005. He has a background in public policy advice and is the external affairs manager for BP in Western Australia. He has previously sat on the boards of other non-profit organisations and is a former Chairman of the Deckchair Theatre Company and the South Lake Child Care Centre. Mr Metcalfe has two young children and is a regular visitor to the Zoo. He was reappointed to the Board in July 2008 for a further three-year term.

Professor Andrew Thompson

Deputy Chairperson (7 out of 10)

Professor of Parasitology at the School of Veterinary and Biomedical Sciences, Division of Health Sciences, Murdoch University, Professor Thompson is the Principal Investigator and Head of the World Health Organisation Collaborating Centre for the Molecular Epidemiology of Parasitic Infections. He is also a Principal Investigator in the Environmental Biotechnology CRC, Chair of the Fauna Rehabilitation Foundation Board and a member of the Board of Management of the Asian Rhino Project. Professor Thompson joined the Zoological Parks Authority Board in February 2003. He was reappointed to the Board in March 2006 for a further three-year term and appointed Deputy Chairperson on 21 May 2007 for three years.

Mr Eric Ball OAM (9 out of 10)

Mr Ball is a Senior Associate of the ANZ Institute of Insurance and Finance in private practice as a Financial Consultant. He was a foundation member of the Perth Zoo Animal Ethics Committee and is a member of the Animal Ethics Committees at Curtin University and the Department of Agriculture and Food. Mr Ball was Chairman and President of RSPCA WA from 1985 to 2004 and a member of the RSPCA Australia National Council until 2004. He received the RSPCA Australia Outstanding Service Award in 2005. He has sat on a number of advisory committees including the State Animal Welfare Advisory Committee and was awarded the Order of Australia Medal in 2008 for his service to the community in the field of animal welfare. Mr Ball was appointed to the Zoological Parks Authority Board on 30 October 2006 for a three-year term and was re-appointed for a further three-year term in December 2009.

Mr James Best (10 out of 10)

Mr Best has worked in management consulting since 1987 providing counsel in various areas including strategic and business planning, community engagement and corporate social responsibility. Mr Best operates his own business consultancy practice. He was elected Mayor of the City of South Perth in October 2007 and appointed to the Zoological Parks Authority Board on 26 February 2008 for a period of three years.

Operational Structure

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Zoological Parks Authority Board continued

Mr Kevin Harrison (10 out of 10)

Mr Harrison is a past Commissioner, Chairman and Chief Executive Officer of the Western Australian Tourism Commission. He has served on government boards at a state, national and international level including roles as Chairman of the Rottneest Island Authority, Eventscorp and Rally Australia. He has been a board member of over 60 companies in 17 different sectors of the tourism industry including managing director of a national hotel chain and vice president of an international hotel chain of over 500 properties. Mr Harrison was appointed to the Zoological Parks Authority Board on 11 December 2006 for a three-year term and reappointed for a further three-year term in December 2009.

Dr Sandra Webb (2 out of 5)

Trained as a zoologist, Dr Webb's early career was in scientific/medical research in reproductive biology. She was the Executive Officer of the WA Reproductive Technology Council for 13 years and served terms on the Gene Technology Ethics Committee and the Australian Health Ethics Committee. In the 2005 Queen's Birthday Honour's List, she was awarded the Public Service Medal in recognition of outstanding public service in the provision of advice at the state and national level on technical and ethical issues relating to reproductive and gene technology. She was

appointed to the Zoological Parks Authority Board for a three-year term in April 2005 and re-appointed on 22 April 2008. Dr Webb resigned from the Board in January 2010.

Ms Diana Warnock (9 out of 10)

Ms Warnock was a member of the Legislative Assembly from 1993, retiring in 2001. She was a prominent newspaper and radio journalist for many years and was a spokesperson for women's issues and minority groups. Ms Warnock has served on several boards and committees including the Australian Bicentennial Authority, the National Australia Day Committee, and the National Library Council. She is currently on the board of the Baroque Festival, Cityvision, the Alliance Francaise of Perth, the Humanist Society of WA, the WA Constitutional Centre and the Urban Design Centre. Ms Warnock was appointed to the Zoological Parks Authority Board on 29 July 2008 for a three-year term and has been a member of Perth Zoo for a number of years.

Dr Pam Garnett FACE PSM (8 out of 10)

Pam Garnett is the Dean of Curriculum at St Hilda's Anglican School for Girls. She is also a member of the Council of Edith Cowan University. She was a member of the Premier's Science Council of Western Australia and chaired the Education Working Group of the Council. Dr Garnett is a past president and life member of the Science Teachers Association of WA, a past chair of the Curriculum Council Chemistry Syllabus Committee, and the past chair of the Science Learning Area Statement Committee of the Curriculum Framework. In 2003, she was awarded the Prime Minister's Prize for Excellence in Science Teaching. Dr Garnett has a PhD from Edith Cowan University and a Masters degree from Curtin University of Technology. She was appointed to the Zoological Parks Authority Board in March 2009 for a three-year term.

Board Fees

Members were paid remuneration as determined by the Minister for the Environment on the recommendation of the Minister for Public Sector Management.

Chairperson	annual fee of \$13,450
Deputy Chairperson	annual fee of \$9,350
All other Members	sitting fee of \$350 per full day or \$230 per half day

Operational Structure

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Zoological Parks Authority Board continued

Formal Committees of the Board

In line with Schedule 2, Section 14 (1) of the Zoological Parks Authority Act 2001, the Board appoints committees to assist it in the performance of its functions. Three of these committees (Animal Ethics, Research and Audit) include external representation. The terms of reference and performance of the committees is reviewed by the Board on an ongoing basis. The formal committees of the Board, their terms of reference and membership (as at 30 June 2010) are listed below.

Title: Finance Committee

Role: To assist the Authority to discharge its responsibilities in relation to financial delegations, management and reporting. The Committee is responsible for the monitoring and review of all aspects of financial management of Perth Zoo.

Members: Peter Metcalfe (Chair and Board representative), Eric Ball (Board representative), Kevin Harrison (Board representative), Susan Hunt (Perth Zoo Chief Executive Officer), Carol Shannon (Perth Zoo Director Corporate and Commercial Development) and Melanie Price (Perth Zoo Accountant).

Title: Audit Committee

Role: To assist the Authority to ensure corporate compliance and the effectiveness and relevance of internal and external audit processes.

Members: Peter Metcalfe (Chair and Board representative), Andrew Thompson (Board representative), Eric Ball (Board representative), Susan Hunt (Perth Zoo Chief Executive Officer), Carol Shannon (Perth Zoo Director Corporate and Commercial Development), Melanie Price (Perth Zoo Accountant), a representative from Sutherland Rose (internal auditors) and a representative from the Office of the Auditor General (observer).

Title: Animal Ethics Committee

Role: To ensure that all animal care and use within the institution is conducted in compliance with the National Health and Medical Research Council's Australian Code of Practice for the care and use of animals for scientific purposes including teaching.

Members: Susan Hunt (Chair and Perth Zoo Chief Executive Officer), Pam Garnett (Board representative), Maria Finnigan (Perth Zoo Director Life Sciences), Helen Robertson (Perth Zoo Director Animal Health and Research), Graham Mabury (public interest), Karen Armstrong (animal welfare interest), Steve Vanstan (animal welfare interest), Ralph Swan (animal science/teaching), Michael Schultz (public interest), Simone Vitali (Perth Zoo Senior Veterinarian) and Kathy Starr (Perth Zoo staff representative and Exotic Section Acting Supervisor).

Title: Research Committee

Role: To advise the Board on strategic research matters including priorities and guidelines, as well as opportunities to develop partnerships and implement research findings in the wider community.

Members: Andrew Thompson (Chair and Board representative), Maria Finnigan (Perth Zoo Director Life Sciences), Helen Robertson (Perth Zoo Director Animal Health and Research), Claire Wright (Perth Zoo Director Community Engagement), Alan Lymbery (Murdoch University), Keith Morris (Department of Environment and Conservation), Ric How (Western Australian Museum), Graeme Martin (University of Western Australia), Simone Vitali (Perth Zoo Senior Veterinarian) and Cree Monaghan (Perth Zoo Specialist Veterinary Manager).

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Executive Management Team

Susan Hunt PSM, BA (Hons), MA (Arts)

Chief Executive Officer

Susan Hunt joined the Zoo in May 2000 as Director of Business Operations and was appointed Chief Executive Officer on 30 March 2004. Ms Hunt has extensive experience in policy and planning in the Western Australian public sector and has also worked in the university and private sectors in social science research, writing and lecturing. She commenced in the State Government in 1984 and worked in indigenous affairs for over 10 years. Ms Hunt is a member of the Council of the Institute of Public Administration, a Fellow of the Australian and New Zealand School of Government and a member of the Conservation Breeding Specialist Group of the Species Survival Commission. In 2006, she was appointed to the IUCN Species Survival Commission 'Amphibian Ark'. In 2009, Ms Hunt was re-elected President of the Board of the Zoo and Aquarium Association - which links over 70 zoos and aquariums across Australia, New Zealand and the South Pacific - for a further two-year term. She has been President since March 2007. Ms Hunt was awarded a Public Service Medal in the 2010 Australia Day Honours list for her outstanding contribution to conservation and public service.

Maria Finnigan

Director Life Sciences

Maria Finnigan joined the Perth Zoo team in December 2007. Ms Finnigan has extensive experience in ex-situ and in-situ management of fauna and was a curator at Auckland Zoo and Life Sciences Manager at Western Plains Zoo in New South Wales before moving to Perth. Her experience in the field includes several years in Africa with the Serengeti Lion Project, the Tanzanian Wildlife Department and with the Jane Goodall Institute working on the establishment of chimpanzee sanctuaries. As Life Sciences Director at Perth Zoo, she is responsible for the Australian fauna, exotic mammals and elephant sections and linked conservation priorities. Ms Finnigan is also the Australasian Species Management Program Coordinator for chimpanzees, and an accreditation officer and Animal Welfare Committee member for the Zoo and Aquarium Association.

Dr Helen Robertson BSc (Hons), PhD, Grad. Dip Journalism

Director Animal Health and Research

Helen Robertson joined the Zoo in 1997 and has held a number of positions including Research Manager and Curator of Australian Fauna. Dr Robertson was appointed Director of the Animal Health and Research Directorate in 2006-07 and is responsible for the Zoo's research program, reproductive biology unit, native species breeding program and veterinary department. She is also responsible for developing collaborative research and breeding programs with other scientific institutions to support Zoo conservation activities. Dr Robertson holds adjunct academic positions at both the University of Western Australia and Murdoch University. She is also a member of the Abrolhos Island Management Advisory Committee.

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Executive Management Team continued

Carol Shannon BEd, MBA, GAICD*Director Corporate and Commercial Development*

Carol Shannon joined Perth Zoo in July 2006. She has over 11 years experience as a director in the Western Australian public sector and has worked extensively in the private sector in Australia and Britain, principally in banking and finance. Her responsibilities include finance, marketing, human resource management, policy and administration, sponsorship and fundraising. Ms Shannon has held a board position with a not-for-profit company for over twelve years including five years as Chairperson.

Claire Wright, Grad Dip Education: Advanced Dip Management*Director Community Engagement*

Claire Wright joined Perth Zoo on secondment for a period of six months in 2008-09, acting in the position of Director Community Engagement from August 2008 to February 2009. She rejoined the Zoo in January 2010 to take up the substantive position of Director of Community Engagement. Her responsibilities include education, facilities and environmental management, visitor services, interpretation and horticulture. Ms Wright previously worked with the Rottnest Island Authority where she was the Director of Environment and Planning from 2006 until she joined the Zoo.

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Partners in Conservation

Perth Zoo Docent Association

The Perth Zoo Docent Association (Inc) is a separately incorporated volunteer organisation which acts in a partner relationship with the Zoo to provide ancillary customer service. The Docent Association shares Perth Zoo's vision and purpose but has a separate charter which is to 'contribute, through their expertise and outstanding customer service, to the achievement of the Zoo's conservation mission ensuring visitors have an enjoyable outing'.

Up to 300 Docents (volunteers) contribute many thousands of hours of unpaid service to the Zoo each year (664,028 hours since records began in 1994) enhancing the visitor experience through the provision of guiding, education and information services, and contributing to many other areas of Zoo operations including fundraising and behind-the-scenes activities.

In 2009-10, Perth Zoo Docents contributed 40,041 hours of service with an average of 162 hours per Docent. Some volunteers gave as much as 774 hours of service (equivalent to eight days a month). Duties included staffing the Information Centre, conducting guided tours and assisting with events and functions, as well as providing hands-on learning experiences and off-site presentations to community groups. Behind the scenes, Docents created behavioural enrichment items for the animals and conducted fundraising campaigns that generated \$17,426.95 for Perth Zoo.

By the end of the reporting period, volunteer numbers stood at 251, well below the preferred number of 300. A contributing factor to this decrease in numbers was the success of the Association's Managed Retirement Program which provides gradual, staged options for retiring from the Association. For Docents who are no longer fit for their duties, the Program encourages and suggests ways of maintaining their association without having to actively participate.

Recruitment and retention was addressed during the year. The Association worked with the Zoo to promote the annual recruitment drive, successfully boosting recruitment numbers.

Looking forward, a focus on promotion or advertising and retention will need to continue over the next few years to help bring volunteer numbers back to the optimum level.



Docent Graham Bowen assisting visitors.

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Partners in Conservation continued

Perth Zoo Sponsors and Supporters

Bauxite Resources Limited (BRL) – Woylie disease investigation program

The Brand Agency – strategic marketing, communications and creative advice

City of South Perth – summer events season, local communications and South Perth Fiesta Stall

Coca-Cola Amatil – marketing and promotions

Commonwealth Bank of Australia – naming rights sponsor of Valentine’s Day concert and Kids’ Night Out event, in-branch displays

Fonterra Brands Australia (P&B) Pty Ltd – naming rights for the Brownes Numbat Club

Garuda Indonesia – return flights to Indonesia to support the Zoo’s conservation work

Healthway- smoke free venue initiative

Herdsmen Fresh – fundraising for Wildlife Conservation Action

IGA - naming rights sponsor of the Easter Treasure Hunt and the 2010 Biodiversity Trail

Luna Palace Cinemas – Zoo Friends’ discount and support for Wildlife Conservation Action

NatVend (WA) Pty Ltd – cash sponsorship and part-proceeds donation to Zoo conservation programs

Network TEN – advertising and support for Wildlife Conservation Action and the Perth Zoo event season

Perth Zoo Docent Association – donations and support for Wildlife Conservation Action

Rio Tinto – general sponsor

Rotary Club of Mosman Park- sponsor of planned giraffe feeding tower

Spotless Services Australia Limited – catering and events marketing

Streets Icecream (Unilever) – sponsor of Happy Zoo Year

Synovate – market research

Termimesh (TMA Corporation) – naming rights sponsor of echidna exhibit and cross-promotional support

Tiwest Pty Ltd – naming rights sponsor of Tiwest Night Stalk

The Sunday Times – marketing and coordination of Perth Zoo Conservation Calender

Transperth – Perth Zoo branded ferries

Viva Photography – vouchers for Wildlife Conservation Action

Western Areas NL – naming rights sponsor of Northern Quoll exhibit

Water Corporation – education precinct research project and the new Eco-toilet

Quality Press – print sponsorship

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Partners in Conservation continued

Stakeholders and Partners

The community of Western Australia, Zoo Friends (members) and Perth Zoo visitors; Government of Western Australia; State and Federal Government agencies and organisations; Perth Zoo Docent Association; World Association of Zoos and Aquariums; Zoo and Aquarium Association; Australasian Species Management Program; Western Australian Department of Environment and Conservation; Western Australian Department of Education and Training; The Directorate of Biodiversity Conservation, Ministry of Forestry of the Republic of Indonesia; Australian Wildlife Conservancy; Western Australian Conservation Council; Australian Orangutan Project; Frankfurt Zoological Society; Free the Bears Fund; Silvery Gibbon Project; Painted Dog Conservation Inc; Tenkile Conservation Alliance; Asian Rhino Project; Project Numbat; Gilbert's Potoroo Action Group; Friends of the Western Swamp Tortoise; City of South Perth; International Union for Conservation of Nature; Conservation Breeding Specialist Group; Taronga Conservation Society Australia; Zoos South Australia; Zoos Victoria; Australia Zoo; Western Australian universities and schools; RSPCA and other animal welfare and preservation groups; Western Australian Museum; corporate sponsors and supporters; wildlife carers; conservation sector and environmental groups.



Baby Numbat.



Adult Numbat.

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Key Legislation

Legislation and Regulations Administered by the Authority

Zoological Parks Authority Act, 2001; Zoological Parks Authority Regulations, 2002

Other Key Legislation Impacting on Zoological Parks Authority Activities

In the performance of its functions, the Zoological Parks Authority complies with all relevant State and Commonwealth legislation.

Key Western Australian Acts impacting on the Authority include: Animal Welfare Act, 2002; Auditor General Act, 2006; Conservation and Land Management Act, 1984; Disability Services Act, 1993; Dog Act, 1976; Environmental Protection Act, 1986; Equal Opportunity Act, 1984; Financial Management Act, 2006; Firearms Act, 1973; Freedom of Information Act, 1992; Land Administration Act, 1997; Local Government Act, 1995; Occupational Safety and Health Act, 1984; Public Interest Disclosure Act 2003; Public Sector Management Act, 1994; Soil and Land Conservation Act, 1945; State Records Act, 2000; State Superannuation Act, 2000; State Supply Commission Act, 1991; Wildlife Conservation Act, 1950; Workers Compensation and Injury Management Act, 1981; Workplace Agreements Act, 1993.

Key Commonwealth Acts impacting on the Authority include: A New Tax System (Goods and Services Tax) Act, 1999; A New Tax System (Pay as you Go) Act, 1999; Copyright Act, 1968; Copyright Amendment (Digital Agenda) Act, 2000; Disability Discrimination Act, 1992; Environment Protection and Biodiversity Conservation Act, 1999; Fringe Benefits Tax Act, 1986; Privacy Act, 1988; Quarantine Act, 1908; Quarantine Amendment (Health) Act, 2003; Trade Practices Act, 1974; Workplace Relations Act, 1996.

Land Reserves

In South Perth, the land area (19.047 hectares) vested in the Zoological Parks Authority is Class "A" Reserve number 22503 comprising Perth Suburban Lot 1313. The Reserve is designated for Zoological Gardens purposes.

A total of 328 hectares comprising Reserve number 30393 (Avon locations 27775 – 27798, 28541 and 27693) is vested in the Zoological Parks Authority. This Reserve is designated for Zoo purposes.

The Zoological Parks Authority maintains a long-term lease on 39 hectares of land at Byford, on the southern outskirts of the Perth metropolitan area, for fodder production and off-site service area.

Performance Management Framework

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Outcome Based Management Framework

Changes to Outcome Based Management Framework

The Authority's outcome based management structure did not change during 2009-10.

Relationship to Government Goals

Broad, high level government strategic goals are supported at agency level by more specific outcomes. Agencies deliver services to achieve these desired outcomes, which ultimately contribute to meeting the higher level government strategic goals. The table below illustrates the relationship between the agency's services and desired outcome and the most appropriate government goal.

Service 1: Community Engagement and Awareness in Conservation

Perth Zoo promotes conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate and encourage the community in conservation. Perth Zoo maximises visits to the Zoo by providing a quality and unique 'value for money' attraction in ecologically themed botanic gardens. The Zoo's commercial activities are also underpinned by conservation messages.

Service 2: Wildlife Management, Medicine and Research

The conservation of wildlife will be optimised by effective species management, high standards of animal welfare and animal husbandry, captive breeding, support for wildlife conservation, breeding for re-introduction and provision of research opportunities.

Shared Responsibilities with Other Agencies

During the reporting period, Perth Zoo continued to support the Department of Environment and Conservation's species recovery programs by providing captive bred native animals for release into protected areas in the wild.

Perth Zoo veterinary staff continued their teaching involvement in the Department of Environment and Conservation's Basic Wildlife Carers courses.

In 2009-10, Perth Zoo also worked in partnership with the Department of Education and Training to deliver outcomes of the Australian Sustainable Schools Initiative (AuSSI-WA) to promote biodiversity and conservation through sustainable lifestyle choices.

Government Goal	Agency Desired Outcome	Agency Services
Social and Environmental Responsibility Ensuring that economic activity is managed in a socially and environmentally responsible manner for the long-term benefit of the State	Conservation of Wildlife	1. Community Engagement and Awareness in Conservation 2. Wildlife Management, Medicine and Research

Chief Executive Officer's Report

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Strong Performance

Perth Zoo recorded another strong performance in 2009-10 with high admission numbers, good budget performance, new visitor facilities and animal exhibits, new online social media and a continued focus on threatened species conservation.

A key issue over the past year has been building the Zoo's conservation and sustainability initiatives and our environmental management capacity. During the year, the Zoo Board endorsed that long term planning for the Zoo's development commence, as we continue to build our sustainability and environmental capability.

Demonstrating what can be done to support conservation and sustainability, and linking community members to activities where they can contribute are important roles for Perth Zoo. In terms of environmental sustainability, despite our aged infrastructure, the Zoo has made progress on water use, reducing our use by 60,000 cubic litres over the past three years. We have also continued planning for an integrated water management re-use plan which we aim to submit for funding support in 2010-11.

During the year, the Zoo built its first sustainable Eco-ablution facility showcasing accessible, environmentally-friendly design, appliances, technologies and materials. This includes water tanks, solar panels, a wind turbine, low-flush toilets and sustainable construction materials. In addition

to providing a much-needed additional toilet and parenting facility at the southern end of the Zoo, the Eco-toilet demonstrates and educates visitors about practical sustainable options and ideas.

During the year, the Zoo was also successful in securing grant funding through the Commonwealth Government's Perth Solar City Program to become one of five demonstration projects across Perth showcasing solar energy. In addition to the \$1.2 million grant funding, Perth Zoo is contributing \$1.5 million to the project over two years to install a 270kw solar system at the Zoo. The stage 1 installation of solar panels on various Zoo buildings, including the elephant barn, will start in 2010-11.

An integral part of the solar project will be providing supporting educational material including on-site and website-based information on solar energy and real time displays of solar energy production at Perth Zoo.

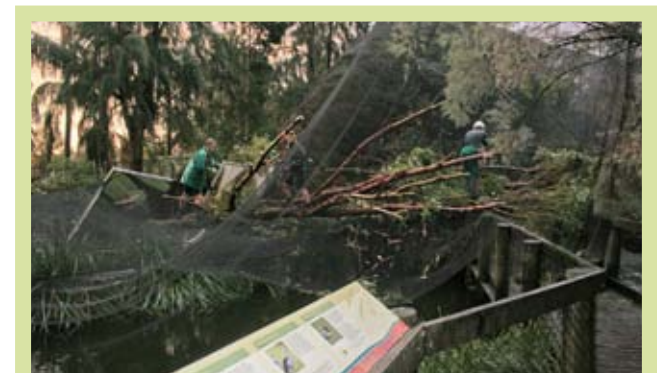
Despite the uncertain economic climate in 2009-10, the Zoo raised a record \$388,000 under its Wildlife Conservation Action fundraising program, well over last year's total of \$277,000.

This is the highest amount raised since the program began in June 2007 and brings the total amount raised to over \$881,000 in just three years. This money supports the conservation of threatened species in the wild and has provided much needed support to on-the-ground

conservation projects within Australia, Indonesia, New Guinea, Africa and Cambodia.

Ensuring we provide a healthy, family-friendly environment was the catalyst for the Zoo becoming a smoke-free venue in March 2010. The new smoke-free policy follows the Zoo's introduction of smoking restrictions in January 2006. With over 635,000 people, including nearly a quarter of a million children, visiting the Zoo each year this is an important initiative undertaken in partnership with Western Australia's Healthway.

During March 2010, a severe hail storm hit Perth causing damage to Zoo buildings, exhibits and infrastructure. The most extensive damage was to the Australian Wetlands where the overhead netting was destroyed. Thanks to the efforts of staff in securing the exhibit during the storm, only five birds were lost.



The storm-damaged wetlands exhibit.

Chief Executive Officer's Report

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Flooding at the Zoo's main entrance during the storm.

Over the coming year, the Zoo will continue to develop its conservation, research and community awareness work as well as progress on-site sustainability and capital projects. In addition, high level planning for the future development of the Zoo will commence working closely with the Zoo Board, partners and the Western Australian Government.

Susan Hunt PSM
Chief Executive Officer

In addition, the Zoo entrance shade sails were destroyed and buildings all around the Zoo sustained water, carpet, roof and ceiling damage. The estimated repair bill of over \$1 million is the subject of an insurance claim.

Repair work began in 2009-10 and will continue in 2010-11. Overall the damage could have been so much worse if not for the impressive emergency response from Zoo staff. Given the damage and debris throughout the Zoo resulting from the strong winds, it was a credit to the Zoo team and volunteers that the Zoo only opened one hour late the next morning.

Outcomes, Services and Performance Information

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Actual Results versus Budget Targets

The following information details results against the targets contained in the Authority’s annual Resource Agreement with the Minister and the Treasurer. The Resource Agreement contains financial and non-financial performance targets. Explanations of material variations between actual results and targets are also provided.

Financial Targets

	Target \$000's	Actual \$000's	Variation \$000's
Total cost of services (expense limit) (details from Income Statement)	19,643	20,633	990
Net cost of services (details from Income Statement)	8,969	9,097	128
Total equity (details from Balance Sheet)	45,607	44,561	(1,046)
Net increase/(decrease) in cash held (details from Cash Flow Statement)	136	898	762
Approved full time equivalent (FTE) staff level	157	164	7

Explanation of significant variations against financial targets

Total cost of services

The increased costs were due in part to higher employment costs resulting from higher than expected award rate increases, position reclassifications and increased FTEs during the period. The success in securing additional grant funding for research and breeding activities during the year also had an impact on the total cost of services. The grant funds received were directed towards meeting costs associated with delivering the project outcomes linked to the grants including the employment of additional FTEs. These grant-funded projects included Woylie disease investigation and frog breeding and research. At the time of the original budget development, the availability of continued or new grant funding was uncertain and therefore not included in the original targets.

Asset disposal and impairment related costs were nearly \$330,000 higher than expected. This was due to the removal of a building from the Authority’s asset register and the impairment of an infrastructure asset following damage sustained during Perth’s severe hail storm in March 2010.

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Actual Results versus Budget Targets continued

Net cost of services

The higher than expected net cost of services was mainly due to the impact of the increased total cost of services, particularly the costs associated with asset disposal and impairment. However, the revenue generated from grants and fundraising increased significantly during the period and assisted in minimising the impact on the net cost of services.

Total Equity

Total equity was lower than expected as a result of the revaluation decrement associated with the Authority's buildings. This revaluation decrement reflects current economic market conditions that have resulted in a significant reduction in the annual building indexation figure used to determine the fair value of building assets.

Net increase/(decrease) in cash held

Cash increases in excess of the target were due to lower than expected expenditure on capital works during the period along with higher than expected grant and fundraising revenue. These funds will be required to meet future commitments associated with capital works and grant-funded projects. Funds raised through Perth Zoo's Wildlife Conservation Action program will be directed towards priority conservation projects in 2010-11.

Full Time Equivalentents (FTEs)

The higher than targeted FTEs is the result of continued and additional grant funding received during the period along with operational FTE requirements. The original target was based on a reduction in FTEs in anticipation of some grant funding ceasing and uncertainty regarding future grant funding. The success in gaining additional grant funding in 2009-10 enabled these funds to be directed towards FTEs to deliver the grant funding outcomes. FTE numbers were also affected by the operational requirements of the Authority and the in-house resourcing of some project management functions for capital works projects.

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Outcome: Conservation of Wildlife

Key Effectiveness Indicators

To obtain information in relation to effectiveness indicators 1.1 and 1.2, Synovate was commissioned by Perth Zoo to conduct customer research in April and May 2010. Intercept surveys were conducted with randomly selected Zoo patrons over 16 years of age.

Indicator 1.1. The Zoo as an educational/learning experience

Survey Question: “The Zoo’s displays educate visitors about conservation problems facing wildlife.”				
Response	Target	Actual	Variance	Reason for significant variance between 2009-10 actual and 2009-10 target
Agree	97%	94%	(3%)	
Neither agree/ disagree	2%	3%	1%	
Disagree	1%	2%	1%	
Don't know	–	1%	1%	

Indicator 1.2. Conservation of the Environment

Survey Question: “Perth Zoo encourages people to be more conscious about the conservation of the environment.”				
Response	Target	Actual	Variance	Reason for significant variance between 2009-10 actual and 2009-10 target
Agree	96%	94%	(2%)	
Neither agree/disagree	2%	4%	2%	
Disagree	2%	2%	–	
Don't know	–	–	–	

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Key Effectiveness Indicators continued

Indicator 1.3 Number of offspring produced by threatened animals for re-introduction

Perth Zoo aims to successfully breed threatened animals for future re-introduction into their natural environments. These species are all part of programs managed by the Department of Environment and Conservation through the Recovery Team process as part of the species recovery plan.

	Target	Actual	Variance	Reason for significant variance between 2009-10 actual and 2009-10 target
Western Swamp Tortoise	30	33	3	
Numbat	15	9	(6)	Some females failed to keep pouch young.
Dibbler	40	65	25	Recovery Team requested additional breeding to facilitate a second release of animals at a new site.
TOTAL	85	107	22	

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Key Efficiency Indicators

Service 1: Community engagement and awareness in conservation

Perth Zoo promotes conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate and encourage the community in conservation. Perth Zoo maximises visits to the Zoo by providing a quality and unique ‘value for money’ attraction in ecologically themed botanic gardens. The Zoo’s commercial activities are also underpinned by conservation messages.

	Target	Actual	Variance	Reason for significant variance between 2009-10 actual and 2009-10 target
Total visitors admitted to the Zoo	615,000	635,136	20,136	Extended periods of dry and mild weather, particularly during peak visitation periods of weekends, school holidays and public holidays, attracted higher visitor numbers.
Average cost per visitor	\$28.88	\$28.89	\$0.01	

Service 2: Wildlife management, medicine and research

The conservation of wildlife will be optimised by effective species management, high standards of animal welfare and animal husbandry, captive breeding, support for wildlife conservation, breeding for re-introduction and provision of research opportunities.

	Target	Actual	Variance	Reason for significant variance between 2009-10 actual and 2009-10 target
Number of research communications produced	28	29	1	
Total FTEs to produce research communications	18.46	18.97	0.51	
Research communications produced per FTE	1.52	1.51	0.01	

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Life Sciences Directorate

Objective

- To promote the understanding and appreciation of wildlife and conservation through the presentation of a diverse, well-maintained, interesting collection of animals and to directly contribute to conservation through the breeding of threatened species.

Overview

The Directorate continued to manage the Zoo's collection of fauna in line with the Zoo's Strategic Plan and Animal Collection Plan – the latter developed as part of regional animal collection planning in conjunction with major zoos in the Australasian region.

Significant animal births in 2009-10 included a female Sumatran Orangutan (critically endangered), a male Giraffe, a Blue-and-Gold Macaw, three Pygmy Pythons and two Short-beaked Echidnas.

Outcomes

Management of the Animal Collection

As a member of the Zoo and Aquarium Association, Perth Zoo is an active participant in the management of animals not only at the Zoo but throughout the region. Fifteen staff members directly participated in the management of regional and local breeding programs in 2009-10 as either studbook keepers and/or species coordinators. These cooperative breeding programs include

the following species: Western Swamp Tortoise, Numbat, Dibbler, Quokka, Ring-tailed Lemur, Black-capped Capuchin, Macaque, White-cheeked Gibbon, Javan Gibbon, African Painted Dog, Chimpanzee, Echidna, Radiated Tortoise and Galapagos Tortoise. The programs aim to maximise the genetic diversity of these species and at the same time ensure they are managed according to their behavioural needs.



Echidna puggles.

At the local level, Perth Zoo continued its strong partnership with the Department of the Environment and Conservation (DEC). The Zoo continued to support species recovery programs through its breed-for-release programs for Western Australian species that are endangered or at risk of becoming endangered in their natural habitats.

Exotic Fauna

In partnership with the Frankfurt Zoological Society, Australian Orangutan Project and the Indonesian Government, the conservation and protection of the Bukit Tigapuluh ecosystem in Sumatra, Indonesia, remained a key project for Perth Zoo. This unique area is home to many threatened species including Sumatran Orangutan, Sumatran Elephant and Sumatran Tiger and is the site of the Perth Zoo-funded Orangutan Open Sanctuary. The sanctuary provides ongoing care for rescued ex-pet and orphaned orangutans that are unable to be successfully reintroduced to the wild, with the aim of releasing their offspring into the forest. The sanctuary also provides a base for Wildlife Protection Units. Perth Zoo staff travel to the sanctuary at least twice a year and support the development of care programs for incoming orangutans and the training of sanctuary staff.

Perth Zoo is also financially contributing to the management of anti-logging and anti-poaching Wildlife Protection Units at Bukit Tigapuluh. These specially trained protection units expanded their work in 2009-10 to include specific operations to help mitigate the human-elephant conflict occurring in the area as a result of diminishing natural vegetation and increasing cultivated areas. Conflict occurs when elephants seek food from areas cultivated by the local people.

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Life Sciences Directorate continued

Perth Zoo staff continued their regular visits to Bukit Tigapuluh to provide advice and assistance and check on the progress of Perth Zoo born and bred Sumatran Orangutan Temara who was released in November 2006 as part of an orangutan reintroduction program at Bukit Tigapuluh. Temara was the world's first zoo-born orangutan to be released into the wild. After three years of tracking to monitor her progress in the wild, Temara is now making her own way in the forest. Temara was last seen in December 2009 moving towards the rough terrain in the north of the Bukit Tigapuluh National Park. This area is home to numerous large male orangutans and is a difficult area for trackers to access. Perth Zoo staff anticipate that Temara is doing what a normal adult female would do in the wild – searching for a mate.

In April, the Zoo announced plans to send a second orangutan - a male - to Bukit Tigapuluh for release as part of the international effort to re-establish a population of this critically endangered species in the wild. As with Temara, there will be a long and comprehensive program to prepare the Perth Zoo-bred orangutan for his release in late 2011. Once released, he will be closely monitored and supported for as long as necessary while he adjusts to life in the forest. The release plan includes the use of a newly-developed miniature radio transmitter implant to track and monitor the orangutan.

The Zoo had further breeding success with its Sumatran Orangutan colony during the year with the birth of a female in October 2009. The infant, named Teliti, is the 20th orangutan bred at Perth Zoo. Her experienced mother Puteri continues to display strong maternal skills in the care of her infant.



Teliti was born on 20th October.

Another endangered South-east Asian primate species managed by Perth Zoo is the Javan Gibbon (also known as Silvery Gibbon). One of only six institutions in the world successfully breeding Javan Gibbons, Perth Zoo has taken a lead role in developing a conservation plan for the species and is responsible for the Global Cooperative Management Program for Javan

Gibbons in zoos and rehabilitations centres around the world. Under a new international agreement coordinated by Perth Zoo, Javan Gibbons inside and outside Indonesia are being managed as one mega-population to improve the species chance of survival. The goal of the program is to secure strong links between the remaining captive and wild populations of this species in an effort to reintroduce gibbons into protected habitat. Work was also undertaken during the year on the proposed transfer of a Perth Zoo-born Javan Gibbon to Indonesia as part of this program.

The White-cheeked Gibbon is also a priority species for the region. With seriously declining numbers in the wild, sound genetic management of this species in captivity is essential as these animals may also be required for future conservation efforts. Perth Zoo staff hold the role of Regional Species Co-ordinator for this species, with the only breeding in the region in the past few years occurring at Perth Zoo. A pair of White-cheeked Gibbons was transferred to Taronga Zoo in early 2010 and a new breeding male arrived from France to be paired with a female at Perth Zoo. It is hoped this pairing will result in further breeding in the region and increase options to expand the program.

Several other primate species produced offspring this year including the Pygmy Marmosets, Black-capped Capuchin, Ring-tailed Lemur and Cotton-top Tamarin.

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Life Sciences Directorate continued

In June 2010, there was further breeding success with the birth of a male giraffe. Named Ajali, this male is the sixth calf for mother Misha and the second offspring for father, Armani. Part of a regional breeding program for giraffe, Perth Zoo has successfully bred seven giraffe since 1995. Ajali will be transferred to Melbourne Zoo to play his role in the breeding program as soon as he reaches maturity.

In October 2009, two Asian Small Clawed Otters arrived from Singapore Zoo and Mogo Zoo, NSW. These otters were introduced to each other for breeding and became the first otters to move into the newly-constructed otter facility at Perth Zoo. Sadly, the male otter died in April after ongoing health issues. The Zoo is working to bring in further otters to support the regional breeding program.

Perth Zoo continued to participate in the regional breeding program for Asian Elephants. Dr Robert Hermes from Leibniz Institute for Zoo and Wildlife Research, Berlin, Germany, visited for two weeks in August 2009 to undertake semen collection from our bull, with samples frozen for use in the breeding program. Our younger female, Permai, was also examined via ultra sound to check the stage of her reproductive cycle and examine her overall reproductive state. Natural breeding attempts continued with Putra Mas and Permai however this did not result in a pregnancy.

Australian Fauna

The Reptile Encounter, which is one of the most popular exhibits at the Zoo, received a facelift during the year with a new entrance. A focal point of the Zoo's successful school holiday program, Rapt in Reptiles, the Reptile Encounter features more than 20 reptile species in purpose-built reptile enclosures with landscaping to match each animal's natural habitat.

On 26 September 2009, Environment Minister, the Hon Donna Faragher, MLC, opened a new outdoor exhibit for the Zoo's Estuarine Crocodile. The new facility, funded by the State Government and Perth Zoo's corporate sponsorship program, has more than trebled the size of the exhibit. It features a heated 90,000 litre billabong, feeding platform, basking area and landscaping of plants and rocks replicating the Kimberley region in the north of Western Australia. During the summer months, keepers feed the crocodile from the platform while visitors watch the 500kg crocodile launch itself out of the water.

Perth Zoo's Australian Fauna Curator and Population Biologist met with other zoos and Tasmanian Government representatives in September 2009 to finalise the animal holding capacity of institutions involved in the insurance breeding program for Tasmanian Devils. The insurance population of disease-free Tasmanian Devils being established on mainland Australia is

part of the Save the Tasmanian Devil Program. Perth Zoo's role is to house post-reproductive Tasmanian Devils which frees up space in eastern states facilities to allow further breeding to increase the insurance population. The Devils at Perth Zoo are important ambassadors for their species, helping to educate visitors about the deadly Devil Facial Tumour Disease that is threatening to wipe out Tasmanian Devils. The disease has devastated wild populations in Tasmania.



Blue and Gold Macaw chick.

The Zoo achieved its first breeding success with Blue and Gold Macaws in early 2010. The breeding pair of macaws produced two eggs. Due to the parent's failure to successfully raise the first chick, the decision was made to hand raise the

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second chick to give it the best possible chance of survival. The hand raising was successful and the bird is now on display in the South American bird aviaries adjacent to the Nocturnal House.

During the year, one male and seven female Quokkas were collected from Rottnest Island as part of a national effort to establish a sustainable captive breeding population as a back-up insurance population of this unique marsupial. Thirty three quokkas will be used to establish the new breeding population. This initiative is being coordinated by Perth Zoo in collaboration with the Rottnest Island Authority, Department of Environment and Conservation and four Australian zoos. The new population in Australian zoos will help guard against a decline in quokka numbers in the event of disease or natural disaster as well as providing further insight into the husbandry and reproductive biology of this species.

New additions to the Australian section in 2009-10 included two young male Western Brush Wallabies brought to the Zoo by wildlife carers. Both of the wallabies are orphans, their mothers killed on the road, who survived thanks to the efforts of wildlife carers. This endemic South West species is poorly studied. It is hoped that the two animals will be involved in establishing a small breeding colony for inclusion in the Bushwalk exhibit.



Western Brush Wallaby.

The Australian Wetlands exhibit suffered severe damage in the hail storm that struck Perth in March 2010. The wetlands and penguin plunge overhead netting was destroyed by a large fallen tree and hail stones. Thanks to the quick action of staff and volunteers to secure this exhibit during and immediately following the storm, only five birds were lost. Repair work enabled the exhibit to be reopened with longer term plans to replace the netting and the support structure.

The Penguin exhibit was given a lift during the year with a new limestone cave entrance replicating the Little Penguins' natural habitat around Rockingham and Penguin Island.

In early 2010, the Zoo enlisted the assistance of Dr Frank Grützner, Australian Research Council Research Fellow and geneticist from the University of Adelaide, to determine the sex of the five Short-beaked Echidnas born at the Zoo in 2008 and 2009. It is very difficult to visually determine the sex of young echidnas. Using a small hair sample from the five echidnas, Dr Grutzner was able to determine that they were all female. The sexing of the animals assists with management, planning and pairing. Only 13 echidnas have been bred in Australia with five of those born a Perth Zoo including two born at the Zoo in August 2009.

An endangered female Goodfellow's Tree Kangaroo named Doba arrived from Currumbin Sanctuary on the Gold Coast in early June to join Perth Zoo's existing female tree kangaroo, four-year-old Tani. These animals play an important role as ambassadors for their species, helping to spread the message about the threats tree kangaroos face in the wild. Perth Zoo supports the conservation of tree kangaroos in Papua New Guinea through its fundraising program, Wildlife Conservation Action. Funds have been provided to the Tenkile Conservation Alliance in New Guinea for their work in the field. This money is being used for projects working with local communities to establish hunting moratoriums and the development of alternative food sources, education and livelihood strategies for villagers.

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Animal Health and Research Directorate

Objectives

- To deliver the highest possible level of animal health care, welfare, husbandry and species management and to maintain the Zoo's status as an internationally recognised quarantine facility.
- To establish Perth Zoo as a leader in conservation by continuing to develop a diverse scientific research program and building further relationships with local and international research and conservation agencies; and through the application of this knowledge, continuing to breed threatened species for release into the wild.

Overview

The Animal Health and Research Directorate encompasses the Zoo's Veterinary Department, Native Species Breeding Program, Reproductive Biology Unit and Research Program. During the reporting period, the Directorate continued to focus on providing a progressive health program for the Zoo's animals and for wildlife brought into the Zoo for assessment and treatment for rehabilitation or as confiscations.

Direct support to in-situ conservation through the Zoo's native species breeding-for-release program and conservation medicine program continued including additional support for the investigation into Woylie disease, the Western Ground Parrot recovery project and the Christmas Island Skink recovery project.

During the year, the Director of Animal Health and Research and the Zoo's Chief Executive Officer provided input to the Threatened Species Council which was established by the Minister for the Environment. Input included planning for collaborative action between responsible Western Australian Government agencies to address species decline in native Western Australian fauna.

Twenty four scientific communications including refereed papers, book chapters, major articles and conference presentations were produced by staff and students and collaboratively with external researchers.

Outcomes

Veterinary Department

The Veterinary Department is responsible for the provision of responsive and preventative health care for the Zoo's animal collection, as well as the examination and treatment of injured and confiscated wildlife, and the provision of conservation-based veterinary education programs and conservation medicine for the State of Western Australia.

The veterinary team averaged 20 clinical cases a day including vaccinations, pre-birth checks, annual check-ups, blood checks and pre-transfer examinations. Challenging clinical cases included a Silvery Gibbon with diabetes and a hyena with tonsillitis.

In addition to caring for animals, the department also provides advice on managing the risks associated with zoonotic diseases (diseases that can be transferred from animals to humans). During the year, veterinary staff developed a policy outlining the various components of Perth Zoo's Zoonosis Prevention Program. The program details the responsibilities of managers and Zoo sections in managing zoonotic risk to staff. The policy ties together a number of documents and measures that were previously disparate.

In 2009-10, the Veterinary Department continued to develop and expand its role in conservation medicine, working closely with the Department of Environment and Conservation (DEC) and other organisations on the investigation of wildlife health issues. The Zoo's work in this field included its ongoing rehabilitation program for endangered wild Black Cockatoos and the investigation of disease aspects of the decline of Woylie populations in Western Australia.

The Zoo continued to work with DEC and Murdoch University staff to identify potential disease issues in the wild Woylie populations in the south-west of Western Australia and also hosted a new externally-funded senior veterinary position on Woylie disease to contribute to the understanding of the decline of this species.

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Animal Health and Research Directorate continued

The number of injured and sick wild Black Cockatoos brought to the Zoo for treatment continued to climb with 144 wild cockatoos (127 last year) assessed and cared for during the reporting period. Of these, 79 underwent rehabilitation in preparation for release back into the wild, 14 were dead on arrival and 51 were euthanased as a result of injuries. Many of the cockatoos brought into the Zoo have been hit by cars or have gunshot injuries. Some of the birds have fractures which require bandaging or surgical repair using pins and other fixator devices. Most cockatoos spend 1-2 weeks at the veterinary hospital but the complicated cases can require over a month of intensive treatment.



Examining an injured wild black cockatoo.

The Veterinary Department assessed 134 wildlife reptile cases and assisted with anaesthesia cases outside of the Zoo. The veterinary team also took samples and assessed wild male Sea Lions as part of a research project looking at the movements and feeding patterns of Sea Lions in the Perth area.

Veterinary staff provided information, disease screening protocols and associated advice to assist with the first capture of Western Ground Parrot for a trial captive breeding program in the south-west of the State as part of a Western Ground Parrot Recovery Project. The Zoo's Australian Fauna team also assisted with aviary design and husbandry advice for the breeding program. The Western Ground Parrot is listed as critically endangered with the estimated total population believed to be less than 100.

Veterinary and Australian Fauna staff also assisted Parks Australia North with the development of a captive program for threatened Christmas Island Blue-tailed and Forest Skinks. The aim of the program is to establish two populations as insurance or back-up populations for the species and to breed for release. Perth Zoo's assistance included two field trips to Christmas Island to help collect animals and set up of enclosures, quarantine and health assessment procedures, as well as providing advice on husbandry and animal health issues. Much of Christmas Island's biodiversity is threatened by introduced pest species, in particular the Yellow Crazy Ant.

Staff also provided veterinary advice to the Silvery Gibbon Project, the Free the Bears Fund and the Australian Orangutan Project to assist with conservation initiatives.

Research

Perth Zoo's research program covers six priority streams: Nutrition; Health and Disease; Reproductive Biology; Captive Management; Wildlife Management and Conservation; and Education and Communication.

In 2009-10, 23 research projects were conducted including 6 PhD projects, 2 Masters projects, 3 Honours projects, 6 Post-doctoral collaborations and 5 staff research projects and 1 Third Year project. The projects reflect a greater focus on higher level studies (MSc, PhD and Post Doctoral research) where there is a greater likelihood of significant outcomes from the research.

One of our key research volunteers, Honorary Research Fellow, Dr Rosemary Markham, retired in 2009-10 due to ill health. Dr Markham made a significant contribution over a number of years. Dr Robert Browne continued to work with our research team on amphibian projects, even though he is now located in Europe. Two new research volunteers were engaged to assist with monitoring of the Zoo's Tamarins and developing the scope of a proposed new WA Centre for Conservation Medicine and Threatened Species Research at Perth Zoo.

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Animal Health and Research Directorate continued

Work continued on the collaboration to develop a bid to the Australian Research Commission for a Cooperative Research Centre. It is planned that a submission will be made in 2011.

Reproductive Biology Unit

As part of a new collaboration, Perth Zoo and the University of Queensland began a 12 month trial of a shared Post-doctoral Researcher. The position was offered to and accepted by Dr Lindsay Hogan, a recent and exceptional PhD graduate of the University of Queensland. Dr Hogan is working on determining the sex of immature *Geocrinia* frogs using enzyme immunoassay of urine and faeces so that staff can ensure they have a mix of males and females when the frogs are released into the wild.

Native Species Breeding Program

In the reporting period, 30 critically endangered Western Swamp Tortoises bred at Perth Zoo were released into the Moore River Nature Reserve by the Department of Environment and Conservation (DEC) to augment wild populations.

Six Numbats and 30 Dibblers bred at the Zoo were also provided to DEC for release into the wild.

In 2009-10, 65 Dibblers and nine Numbats were born at the Zoo and breeding efforts with the Western Swamp Tortoise resulted in 33 hatchlings.



Western Swamp Tortoise hatchling.

A new rear and breed-for-release program for the White-bellied Frog (*Geocrinia alba*) had a successful start with 75 metamorphs reared at the Zoo from wild collected egg nests. The eggs and tadpoles were transferred to Perth Zoo for rearing to boost their chances of survival. With only 200 adults estimated in the wild and research showing heavy predation of egg nests in-situ, the captive rearing is an important step in increasing their chances of reaching adulthood. The animals reared at the Zoo will be released in September 2010 in the south-west of the State at a site near Margaret River where this species has become extinct.

In response to a dramatic decline in Woylie numbers in the wild, a new breed-for-release program for this critically endangered species began at the Zoo in 2009-10. Woylies were transferred to Perth Zoo to establish an insurance population and the breed-for-release program. The Woylie has bounced back from extinction before thanks to fox control, a breeding program and the establishment of new populations. However, since 2001, Woylie numbers have crashed and now may number fewer than 1000.

A study on Short-beaked Echidna breeding, growth and development was finalised and two scientific papers prepared for publication. A study into the reproduction, growth and development of the Sandhill Dunnart was also completed, along with the publication of a husbandry paper for this species.

During the year, the Minister for Environment, the Hon Donna Faragher MLC, established a Threatened Species Council comprising the Chief Executive Officers of the Department of Environment and Conservation, Perth Zoo, Botanical Parks and Gardens Authority and the Western Australian Museum. Two meetings of the Council occurred in 2009-10. Perth Zoo is leading the collaborative native species community awareness initiative. Through its responsibilities for ex-situ native species programs, breed-for-release programs and conservation medicine, the Zoo has an active role on the Council.

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Corporate and Commercial Development Directorate

Objectives

- To actively develop positive community attitudes towards the understanding and appreciation of wildlife and conservation while maximising visitor attendance and participation in Zoo initiatives.
- To build capacity within the organisation to deliver the most effective operational outcomes through the development and implementation of management information systems, providing excellent financial, human resources and technical support services.
- To develop and maintain effective business relationships with private and public sector organisations.

Overview

The Corporate and Commercial Development Directorate encompasses commercial operations (event and activities management, retail, corporate sponsorship and fundraising), promotion of the Zoo, finance, capital project management, human resources, information management, policy and administration.

A commitment to achieving excellence in corporate systems and governance underpins all Perth Zoo’s commercial activities. The Directorate’s commercial strategies have all been defined to support the organisation’s conservation, education and visitor services objectives.

In 2009-10, a fall in retail sales (3%) was offset by strong growth in membership revenue (16%) and other commercial activities (6%), resulting in overall growth across these revenue sources of 1.5%.

Outcomes

Visitation

After five years of steady growth, visitor attendance figures stabilised in 2009-10, finishing just 0.3% short of last year’s record attendance. The total visitation figure of 635,136 exceeded the Zoo’s forecast attendance of 615,000 – a forecast which reflected the Zoo’s assessment of the potential impact of external economic pressures on the community’s discretionary expenditure.

Admission numbers	
2003-04	528,880
2004-05	550,105
2005-06	597,027
2006-07	612,925
2007-08	620,705
2008-09	636,969
2009-10	635,136

In April, market research company Synovate, conducted 500 on-site intercept interviews with Perth Zoo visitors and 300 telephone surveys to assess the Zoo’s performance against its strategic and operational objectives. Responses from

visitors and the general community indicated a strong belief in Perth Zoo’s role in educating people about animals, animal welfare and conservation, and showed a growing awareness of Perth Zoo’s fundraising role. Perth Zoo members indicated a very high intention (81%) of renewing their Zoo membership.

Key findings of the market research were:

- 94% of visitors (97% in 2009) described the Zoo as being extremely good or quite good value for money
- 97% of visitors (98% in 2009) believed the Zoo had an important role in the community
- 94% of visitors (94% in 2009) believed the Zoo educated visitors about conservation problems facing wildlife
- 96% of visitors (97% in 2009) believed the Zoo looked after the quality of life of animals in its care
- 94% of visitors (89% in 2009) believed the Zoo encouraged people to be more conscious about conservation of the environment
- 93% of visitors were satisfied with the level of assistance provided by Perth Zoo staff and 96% of visitors were satisfied with the level of assistance provided by volunteers.

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Corporate and Commercial Development Directorate continued

Publicity

The Zoo's pro-active media program resulted in extensive, positive exposure throughout 2009-10 with widespread media coverage within Western Australia, as well as nationally and internationally. Over 400 Perth Zoo media stories were recorded in the year. These stories covered every aspect of the Zoo's operations including conservation and breeding programs, education and school holiday programs, capital works, visitor services and facilities, horticulture, volunteers, summer events, animal health and research.

Media coverage included television news in Perth, interstate and nationally, current affairs, children's education programs, magazines and specialist newspapers, major daily and weekly WA and interstate newspapers, regional and community newspapers, news and current affairs radio in Western Australia and interstate, and Australian and overseas-based news websites.

Major stories in 2009-10 included features on the Western Swamp Tortoise breeding-for-release program, echidna breeding and research, the second planned release of a Perth Zoo-born Sumatran Orangutan into Sumatra and ongoing conservation work in the Bukit Tigapuluh ecosystem, further breeding success with Giraffe and Sumatran Orangutan, rehabilitation work with injured wild black cockatoos, seal tagging research project, the new smoke-free policy, new

otter and crocodile exhibits, the Don't Palm Us Off community education campaign supporting mandatory labelling of products containing palm oil, Numbat breeding-for-release, Tiwest Night Stalk community education program, school holiday programs and summer concerts.



Smoke free signage.

Business Development and Commercial Operations

Following a functional restructure in 2008-09, clearly defined commercial and communications outcomes were developed for the new business units in the Directorate.

Initiatives in 2009-10 included two new communications channels, Facebook and Perth Zoo TV, supporting the Zoo's communications strategy to connect more effectively with the community (see Community Engagement Directorate report for more information).

Events

The Zoo's event season started in October 2009 with World Animal Day. The Zoo used

this opportunity to support and profile its conservation partners with kiosks and activities on the main lawn to help fundraise and highlight the organisations and their conservation work. Attracting over 3600 people, the positive feedback from the event demonstrated the value to visitors of incorporating strong conservation messages and activities into the Zoo experience.

Going Ape at the Zoo debuted at Perth Zoo in November after a successful series at Adelaide Zoo. Over 1850 patrons enjoyed the performances of comedians Frank Woodley, Tom Gleeson, Peter Rowsthorn and Scared Weird Little Guys.

A sell-out crowd of over 4500 people attended Peters Trumpet Happy Zoo Year on 31 December.

Following the success of previous years, Perth Zoo again staged the Kids Night Out family-themed concert in January. The event attracted lower numbers in 2010 and its future is being reviewed. Other concerts included Al Green at the Zoo in January which attracted 2600 patrons and a concert featuring the WA Youth Jazz Orchestra with guest vocalist Kate Ceberano. The jazz concert attracted just under 2300 people on Valentine's Day.

The final evening concert for the year, Disney in Concert, featuring the WA Philharmonic Orchestra, was staged by Zaccaria Events. The largest production ever staged at Perth Zoo, the concert attracted over 3300 patrons and was an overwhelming success.

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Corporate and Commercial Development Directorate continued

As in previous years, the Zoo provided free entry for mothers on Mother's Day and fathers on Father's Day. The daytime events calendar was expanded to include a special Zoo Friends day, a Teddy Bears' Picnic and Easter event featuring an exploratory trail highlighting Western Australia's biodiversity.

In late February, the inaugural Numbat Club Member Day, supported by Perth Zoo sponsor Fonterra, attracted 1222 people. Numbat Club Members, aged between 5 and 15 years of age, were given free entry to the event which featured a range of activities.

In conjunction with Red Asylum, the Zoo held the inaugural IGA Easter Treasure Hunt in April. The education-based event focused on endangered species and included games and prizes. Children were provided with a specially designed map and sent on a fact finding mission around the Zoo. Attendance was strong with 4633 admissions and very positive feedback from parents and children. Given the success of the event, Perth Zoo and sponsor IGA have agreed to run the event over the next two years.

In May 2010, Perth Zoo and Zaccaria Events Presents (ZEP) announced a new venue partnership and summer concert series, Nocturnal Concerts at the Zoo. Under the agreement, ZEP will stage at least five concerts at Perth Zoo during the warmer months from October to March from 2010-11 to 2012-13. The aim is to provide high quality events with premium Australian and international artists,

with VIP and corporate hospitality options as well as affordable ticket prices for the general public. ZEP will use its expertise and experience to promote, market and manage the concerts. The partnership will provide the Zoo with a steady stream of commercial income.

Zoo Shop, Functions and Close Encounters

The Zoo shop, Zoonique, recorded a 3% decline in sales and 10% decrease in net profit. Monitored closely throughout the year, this final result was not unexpected. Costs were carefully managed to minimise the impact of the reduced turnover. Zoonique's purchasing philosophy remained focused on sourcing products with a clear link to the Zoo's conservation messages.

Along with lower visitor expenditure in the Zoo shop, revenue from Zoo cafes was also lower in 2009-10, down 2.5% on last year. On the other hand, the catering dividend from functions increased by 20% over last year and revenue from venue hire for functions increased by 21%.

The Perth Zoo Conference Centre continued to provide an excellent source of revenue. With strong repeat business, the Conference Centre has found a niche in the conference market.

The Close Encounters behind the scenes program recorded strong revenue returns, providing \$30,000 for the Zoo's Wildlife Conservation Action (WCA) fundraising program.

Corporate Sponsorships and Fundraising

In 2009-10, Perth Zoo welcomed six new corporate sponsors - IGA, Healthway, the Rotary Club of Mosman Park, Transperth, Streets Ice-cream and Bauxite Resources Limited. Total corporate sponsorship revenue remained steady.

A 2010 Perth Zoo conservation calendar was produced as part of a partnership with The Sunday Times newspaper and Water Corporation. The calendar featured conservation messages and captivating images of the Zoo's exotic and native species. Sponsored by Water Corporation and made available through The Sunday Times, the calendar raised \$45,000 for WCA.

In 2008-09, WCA raised just over \$277,000 for the conservation of threatened species in the wild. These funds were distributed in 2009-10 to the following:

- Australian Wildlife Conservancy for the maintenance and repair of fences at its Karakamia sanctuary in WA to help protect the genetically valuable Western Australian Woylie population.
- Conservation projects in Bukit Tigapuluh National Park and its surrounds in Sumatra, Indonesia, including an open orangutan sanctuary adjacent to the national park. The sanctuary provides ongoing care for rescued ex-pet and orphaned orangutans that are not suitable for reintroduction to the wild with

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the aim that their offspring can be released into the rainforest permanently. Funds were also allocated to a project to mitigate human-elephant conflict within the Bukit Tigapuluh ecosystem.

- The Australian Orangutan Project for the support of Wildlife Protection Units and associated staff management at Bukit Tigapuluh in Sumatra, Indonesia.
- Free the Bears Fund for monitoring wild populations of Sun Bears and Asiatic Black Bears in Laos. Funds were also allocated for community rangers in Cambodia.
- Silvery Gibbon Project to support the Javan Gibbon Centre in the Gunung Gede Pangrango National Park in Java including building



The Javan Gibbon Centre in Java.

new enclosures and funding veterinary and husbandry work as well the operation of mobile education units. The Centre provides care and rehabilitation for ex-pet gibbons with the aim of eventual reintroduction into the wild.

- Painted Dog Conservation Inc for an African Painted Dog anti-snaring unit in Zambia. Funding from WCA contributed to the establishment of Zambia's first dedicated Painted Dog anti-snaring unit in South Luangwa National Park. Its main goals are to stop poachers and clear snare wire traps in the national park.
- Tenkile Conservation Alliance for Tenkile and Weimang Tree Kangaroo conservation projects. WCA funds are helping to conserve these two tree kangaroo species in the Torricelli Mountain Range in Papua New Guinea.
- Recovery team projects for native Western Australian fauna including the restoration of Western Swamp Tortoise habitat adjacent to Mogumber Nature Reserve, numbat monitoring in Dryandra woodland and the rearing and release of threatened frog species.

In 2009-10, WCA raised \$388,061 through a range of activities including the sale of merchandise, donations and cross promotions. These funds will be allocated in 2010-11.

Policy & Administration

During the year, a Capital Planning and Management Framework was developed and implemented to underpin the Zoo's increased capital works activity and ensure the Zoo meets its annual capital project objectives. An increased allocation of capital funds from State Government and corporate sponsorship sources highlighted the need for the Zoo to improve its project management capacity to deliver project outcomes. The framework incorporates risk and financial planning and management tools, as well as planning, implementation project closure and asset management templates. Designed specifically for Perth Zoo's unique operating environment, the Framework has the flexibility to suit projects of varying values and levels of complexity.

Staff awareness of procurement process and policy remained a focus for the Zoo in 2009-10 with continued implementation of procurement reform. Increased numbers of agency-specific contracts were set in place during the year consistent with State Government policy on common use arrangements.

Considerable progress was made in 2009-10 on the upgrade and unification of the Zoo's ticketing, membership and venue booking system. The new system will more adequately support the Zoo's business functions and objectives while increasing future opportunities for e-commerce.

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A tender process to replace the Zoo's aged telephone system was finalised. The system, based on voice-over-data network, will provide cost savings and eliminate the need to maintain copper-based cabling across the site in the future.

In line with section 28 of the State Records Act 2000, Perth Zoo's Record Keeping Plan and associated documentation was reviewed and submitted to the State Records Commission. The Zoo's Records Retention and Disposal Schedule was also reviewed, revised and submitted to the Commission. To achieve ongoing improvement in the management of the agency's records, additional records management software licences were purchased. Training packages were developed internally to meet differing levels of training needs across the agency.

As part of ongoing annual risk management programs, the Zoo's Risk Management Committee conducted an Agency Risk Review of whole-of-zoo management risks. All Zoo managers and curators undertook Sectional Risk Assessments. A wide-ranging program of emergency drills was undertaken to test emergency procedures and roles. A comprehensive review and revision of the agency's Business Continuity Plan was undertaken in 2010.

Corruption Prevention

The Zoo has a comprehensive risk management program and addresses corruption and misconduct issues as part of its annual sectional risk assessment process. Since 2005, the Zoo has been progressively implementing actions flowing from an assessment of fraud and corruption risks.

Action in 2009-10 included:

- awareness-raising sessions regarding fraud and corruption
- a survey of staff to assess organisational understanding of fraud and ethics issues
- review and revision of the agency Code of Conduct
- updates of financial policy and procedure manuals
- procurement training for all sections
- inclusion of Public Interest Disclosure in Zoo staff inductions
- improved monitoring and procedures for the use of purchase cards
- ongoing system monitoring of telephone and internet use
- ongoing microdot identification of portable office and communication equipment

- installation of additional surveillance cameras at Zoo entrance, shop and gates
- risk review of whole-of-zoo management responsibilities

Perth Zoo has a Risk Management Committee and an Audit Committee to oversee risk management and corporate governance improvements.

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Community Engagement Directorate

Objectives

- To actively develop positive community attitudes towards the understanding and appreciation of wildlife and conservation.
- To foster and deliver high levels of customer service and high level visitor experiences.
- To effectively plan and implement the ongoing redevelopment of the Zoo according to the business plan and to meet the needs of visitors, staff and the collection.

Overview

The Community Engagement Directorate comprises four sections – education, visitor services, facilities and environmental services, and horticulture. These areas significantly contribute to the presentation of the Zoo and the experience of Zoo visitors.

During 2009-10, the Directorate worked to improve the management of the built infrastructure and landscaping through the implementation of the Zoo's preventative maintenance program, as well as working to create efficiencies in energy and water use. In the second half of the reporting period, resources in the works and horticulture areas were directed to responding to the significant damage inflicted by the hail storm in March 2010.

The Zoo's education and community awareness programs focused on building community programs on-site and on-line. Social media initiatives including Facebook, Twitter and Zoo TV were introduced to broaden the reach of the Zoo's conservation messages.

Education

Perth Zoo offers a diverse range of on-site education services to its visitors, as well as off-site and on-line education services to the general public. On-site services include interpretive experiences and materials for Zoo visitors, and education programs for schools, tertiary institutions and special interest groups, as well as professional learning programs for teachers. Off-site education services include inquiries and information services, talks to community groups, and a range of workshops, presentations and activities for students, teachers and special interest groups. Online education services include fact sheets for students and resource packs for teachers.

In 2009-10, 60,474 children and adults participated in the Zoo's on-site education programs, up from 58,798 last year.

The Zoo's education program, Living Links, continued to support teaching and learning in Western Australian schools by providing education experiences for students from Kindergarten to Year 12 across all learning areas. A highlight in

2009-10 was the introduction of Packs, Prides and Team Players - a new team building and leadership program for students in Years 5-10 with a biodiversity awareness and conservation context. This new program is now being trialled at a higher level with adult and corporate groups. As part of the 2010 International Year of Biodiversity, Perth Zoo presented a suite of sustainability and biodiversity education programs as well as special events and conferences aimed at raising awareness about how every day actions can affect biodiversity and what can be done to combat biodiversity loss.

A total of 326 Year 10 students from eight metropolitan secondary schools participated in the third annual Geography, Earth and Environmental Sciences Day in April, and 43 Year 4-7 students attended the Junior Wildlife Conference in June. In November 2009, 65 Year 10 students from the Pilbara visited the Zoo for a morning of team building, career awareness and conservation activities. The program was such a success that a second program for another group of visiting Pilbara students was organised for July 2010. The "A to Zoo" education program for under five-year-olds - introduced in February 2009 - continued to grow in popularity with around 2000 participants in 2009-10. A total of 4,843 children participated in the Make Your Mark school holiday program.

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School children enjoy a close encounter.

During the reporting period, 55 Zoo camps, which are a special overnight education program offered to Year 4-8 students, were held in Terms 1 and 4. Participants were provided with a unique opportunity to explore the Zoo after dark while participating in engaging education experiences with learning activities linked to the Western Australian Curriculum Framework.

The Memorandum of Understanding between Perth Zoo and the Department of Education and Training (DET) established in 2008 to fund a full-time Education Officer position at the Zoo was renewed in 2009-10. The purpose of the position is to develop education experiences that promote biodiversity and conservation through sustainable lifestyle choices. The position is also responsible for developing and presenting professional

learning programs for teachers and developing and presenting collaborative programs with DET's Australian Sustainable Schools Initiative-WA.

The number of teachers participating in professional learning programs at the Zoo fell significantly from 200 in 2008-09 to 100 in 2009-10. Zoo Education Officers who gave presentations at off-site science conferences and sustainability training courses also reported that numbers were down on previous years.

The Zoo to You speakers program, aimed at expanding the reach of Perth Zoo through inspiring off-site presentations, provided 89 talks to over 2,500 people. The presentations, delivered by a team of 13 experienced Perth Zoo Docents (volunteers), covered a varied audience including Rotary and Probus clubs, libraries, senior citizens' centres, various groups affiliated with councils, retirement villages and special interest groups.

The Zoo's 11th annual Australia-wide Tiwest Night Stalk ran from 1 September 2009 to 16 October 2009. This community education program monitoring nocturnal animal species through spotlight surveys provides participants with the opportunity to explore local habitat and encourages on-the-ground projects. A total of 1,836 people took part in 111 surveys across Australia in 2009, an increase of 236 participants compared to 2008. The two bioregions with the highest number of Night Stalk surveys were

the Swan Coastal Plain (38% of all surveys) and Jarrah Forest. The two bioregions with the highest participation numbers were the Swan Coastal Plain (47% of participants) and the MacDonnell Ranges (18%) in the Northern Territory.

In 2009-10, Perth Zoo joined other Australasian Zoos in a community action and awareness raising campaign supporting the introduction of mandatory labelling of palm oil in food products. Habitat destruction including clearing rainforest for palm oil plantations is threatening the critically endangered Sumatran Orangutan. The national Don't Palm Us Off (DPUO) campaign provided Zoo members, visitors and the broader community with the opportunity to sign a postcard or join a web-based petition in support of the Food Standards Amendment (Truth in Labelling – Palm Oil) Bill 2009 to ensure accurate and clear labelling of products containing palm oil. Over 7,000 signatures were collected by Perth Zoo between September 2009 and June 2010 and more than 100,000 signatures were collected by participating Australasian Zoos. The DPUO campaign page on the Perth Zoo website received 9,618 views with a further 3,643 page views of web pages related to the DPUO campaign. The national and international palm oil campaigns such as DPUO resulted in some industry players committing to changing their palm oil purchasing policies and setting targets to move to the use of sustainable palm oil.

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On-line Media, Interpretation and Publications

The Perth Zoo website continued to be a well-used portal for accessing the Zoo's on-line resources with a 41% increase in visits, up from 293,413 in 2008-09 to 413,927 visits in 2009-10.

During the year, the Zoo developed and introduced new on-line initiatives to engage with new audiences through cost-effective and far reaching media. In late December, the Zoo launched its own Facebook Fan Page to promote its conservation and recreational activities to the on-line community. Content included animal birth announcements, upcoming events, conservation activities and YouTube videos. As at 30 June 2010, the Facebook page had 2,710 fans.

Another new on-line initiative, Perth Zoo TV, was introduced in February 2010. Using in-house resources, two short films were produced each month and uploaded to the Zoo's YouTube channel (www.youtube.com/PerthZoo). Seven films uploaded over four months included night footage of one of the Zoo's Woylies collecting nesting materials, feeding a hand-raised macaw chick, a dental check-up on a hyena, and footage of the giraffe calf. The videos provide viewers with an up-close look at some of the behind-the-scenes work that goes on at the Zoo, most notably at the Zoo's veterinary hospital, which most visitors do not

have the chance to see. The videos are promoted on the Zoo's Facebook Fan Page, embedded on the Zoo's website and can also be viewed on the YouTube channel page. They have been popular with each one viewed many hundreds of times and two of them viewed more than 1,000 times each.

New on-site interpretive facilities developed in 2009-10 included signs and sculptures of Cane Toads and Olive Pythons at the new outdoor Estuarine Crocodile exhibit.

A new Zoo map design was developed to provide a more accurate depiction of pathways. The new design, which also includes landmarks such as the temple ruin and the picnic shelters, is used on the visitor souvenir paper map and on signs around the Zoo.

The Zoo continued to produce and distribute its quarterly News Paws magazine with stories and information covering on-site and off-site programs and events.

Visitor Services

During 2009-10, major projects to improve the efficiency and effectiveness of visitor services included:

- A review of security services within the Zoo to develop a more visitor-focused model of operation.
- Redevelopment of the front entrance precinct to incorporate an Australian theme and improve visitor traffic flow.
- Finalisation of the Eco-toilet project.
- Implementation of the Intouch customer management/ticketing system.
- Renovation of the Docent Lodge following the March storm damage.

Directorate Reports

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Community Engagement Directorate continued

Eco-Toilet Project

The Zoo's first sustainable toilet facility, the Eco-Toilet, was built in 2009-10. Located at the southern end of the Zoo grounds, this architect-designed, environmentally-friendly facility includes male and female toilets, a fully compliant universal access toilet and a state-of-the-art parenting room. Environmentally friendly features include:

- the use of solar, wind and photo-voltaic energy capture/conversion
- low water-use fixtures
- stormwater recycling
- use of sustainably-harvested timbers
- use of recycled plastic and rubber products
- passive heating, cooling, lighting and ventilation
- construction materials with a low embodied energy



The environmentally-friendly Eco-toilet.

Visitor Feedback and Complaint Handling

Customer feedback is an essential tool for the development and maintenance of services and an indicator of the quality of the Perth Zoo experience.

The Zoo encourages feedback from customers in person, by telephone, in writing, via email, through its website and via customer comment cards available on-site. Key service personnel (staff and volunteers) who interact with visitors also capture informal and anecdotal feedback.

Where a complaint cannot be resolved in person, the Zoo coordinates an investigation, response and resolution of complaints through its established complaints management procedures.

All staff and volunteers are requested to personally action or refer an in-person complaint for resolution and to record these on a verbal complaint form. Complaints received in writing or via email and through customer comment cards are directed through the complaints coordinator for investigation and resolution. All complaints are reported to the Chief Executive Officer and a summary provided to the Zoo Board. Feedback provided by comment card (including complaints and suggestions for improvement) are provided electronically to all staff for reference.

Directorate Reports

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Community Engagement Directorate continued

In 2009-10, 122 complaints were received including concerns with parking, the number of animals off display due to capital works, and patrons smoking within the Zoo grounds. Actions resulting from customer feedback included:

- Perth Zoo becoming a smoke-free venue for visitors. The new smoke-free policy was introduced in March 2010 in partnership with Healthway.
- Review of the Zoo website to provide information to visitors on sustainable, public transport options and ensuring all relevant marketing material identifies public transport options.
- Review of scheduled capital and maintenance programs to improve coordination of works at the Zoo including signage and notification amongst staff and to visitors.

Horticulture

The horticultural team is responsible for the maintenance and development of the Zoo's botanical collection and also plays an important role in exhibit design, habitat simulation and the provision of animal fodder.

The Zoo's exotic plant collection – one of the oldest and most extensive in Western Australia – continued to expand with the addition of the unusual South African Wild Plum (*Harphephyllum*

caffrum) and the Cape Chestnut (*Calodendrum capense*) in the African Savannah. The fragrant White Champak tree (*Michelia alba*), highly prized in many Asian cultures for its unique perfume, antimicrobial and antioxidant properties, was added to the Asian Rainforest.

Horticultural projects in 2009-10 included:

- Asian jungle theme planting for the new otter exhibit.
- Renovation of the gardens inside the main entrance with an Australian bushland theme using native trees, shrubs and grasses. The layout was changed to improve visitor flow and general aesthetics. The garden bed opposite the Information Centre was renovated with native grasses to highlight an old Dragon's Blood Tree (*Dracaena draco*).
- An upgrade of the planting inside the walk-through aviary to align with the natural habitat of the birds. Visitors now experience the subtle ecosystem changes found in south-west Western Australia as they move through the aviary.
- An upgrade of the garden next to the southern tiger viewing bay.

The Zoo's Byford fodder plantation benefited from team-building exercises with the Zoo's commercial operations staff providing assistance

with weeding areas of the property. This property's weed situation has improved greatly under a new Weed Management Plan. A team of US Navy volunteers planted 400 Koala fodder trees on the Byford property. Other work included the annual coppicing of 2,500 Eucalyptus trees to produce good quality leaf tip for the Zoo's Koalas.

During the year, significant effort was put into managing the risk from the thousands of mature trees in the Zoo collection. An in-depth risk and health check of some of the Zoo's most iconic trees, the old Holm Oak located between the Oak Lawn and the Café, and the 100-year-old Ficus trees on Mill Point Road, confirmed that these fine specimens are in good health. These trees are part of our regular preventative tree assessment and maintenance program.

In preparation for the future upgrade of the water supply to animals, gardens and other facilities, a detailed mapping project of the Zoo's underground water infrastructure was completed.

In conjunction with the Autism Association of WA, a young autistic man completed six months work experience with the Perth Zoo horticulture team. Thanks to the skills he developed here and in a similar program with Kings Park he has found work with an ACTIV Industries garden maintenance team.

Directorate Reports

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Community Engagement Directorate continued

Facilities and Environmental Services (FES)

The FES section delivered preventative and reactive maintenance, minor upgrades and assisted with capital projects for facilities and infrastructure. This included:

- repairs to paving areas
- ongoing surveying and mapping of the Zoo's below-ground facilities
- installation of five automated sliding gates
- office refurbishment for the Australian Section in the operations building
- installation of new fencing around Zoo exhibits
- major upgrade of electrical switch boards to accommodate the crocodile exhibit upgrade
- assessing the condition of dangerous animal enclosures and overseeing implementation of recommended works
- upgrade of female elephant barn
- draining and cleaning of main lake and upgrade of the filtration system

Perth Zoo suffered extensive damage in the March 2010 hail storm with required repairs including carpets, ceilings, roofs, walls and skylights estimated at more than \$1 million. The coordination of the repair work was a substantial task for the FES section in the latter part of the year.

Environmental Management

The Zoo continued to improve its performance in the areas of waste recycling, water and energy conservation.

In 2009-10, the Zoo changed its waste management operations to co-mingled recycling collection from public areas. The co-mingled recyclables are transported to the Southern Metropolitan Resource Recovery Centre. This change in operation has reduced the requirement to separate and weigh recyclable materials providing on-ground efficiencies in staff resources.

All animal waste and the majority of green waste was recycled as compost and mulch for landscape maintenance and fodder production within the Zoo and the City of South Perth.

Water use reduced in comparison to previous years due to the continued implementation of the Water Efficiency Management Plan. The volume of scheme water used dropped from 24,941 kL in 2008-09 to 22,698 kL in 2009-10.

During the year, the Zoo's underground water infrastructure was mapped and the potable mains waterline at the main lawn was replaced to address an identified water-loss problem. Work was also undertaken on the filtration and water circulation system for the main lake along with nutrient separation to improve the water quality of the lake and reduce nutrient level thereby reducing the backwashing requirement.

A proactive preventative maintenance program and rationalisation of the switching system controlling integrated bore water extraction and delivery resulted in a reduction of water use despite the summer of 2009-10 being the driest on record in Perth. The metre readings below show the reduction in bore water extraction.

Bore Water Extraction	
2006-07	36,0260 Cubic meters
2007-08	35,3460 Cubic meters
2008-09	33,5887 Cubic meters
2009-10	29,9059 Cubic meters

Total energy consumption was reduced by 2% from 2,707,660 units last year to 2,652,372 units in 2009-10. This included a significant reduction in gas consumption, down 12% from 405,548 units last year to 358,661 units this year, and a slight decrease in electricity consumption, down from 2,302,112 units last year to 2,293,711 units in 2009-10. This was despite the opening of the new crocodile exhibit with its associated pump and water facilities.

Despite these reductions, total energy costs increased by 15% from \$300,343 last year to \$347,681 in 2009-10, reflecting increases in electricity and gas levies and supply charges.

Current and Emerging Issues and Trends

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Economic Climate

The ongoing uncertain economic climate will require continued careful monitoring to gauge the potential and actual impact on the Zoo's business operations, revenue streams and admission numbers.

As reported, revenue returns from the Zoo shop and cafes were affected in 2009-10. Close management of costs in the shop will continue in 2010-11 with the lower discretionary spend by visitors a possible factor again in the coming year.

As with the outsourcing of the Zoo's summer concerts which occurred in 2009-10, Corporate Executive will look for further opportunities to maximise returns, increase internally generated funds, improve the delivery and effectiveness of programs and services, minimise financial risks to the Zoo and ensure the Zoo maintains its loyal visitor base with a mix of special events and programs.

A strong focus in the areas of sponsorship and fundraising will continue in 2010-11 to maintain the sponsor support and fundraising growth achieved in 2009-10.

The Zoo will also continue efforts to access grant funding to provide supplementary funding for conservation, research, education and environment and sustainability initiatives and programs.

Additional funds have been allocated in the Zoo's 2010-2011 operational budget and subsequent years for partnering for a Cooperative Research Commission (CRC) Biotechnology for Biodiversity. This partnership opportunity directly aligns to the Zoo's conservation and research plans. The allocation of additional funds in future years is contingent on the Zoo securing this competitive grant. Attraction of a CRC grant would add significant impetus to the Zoo's research program and establish Perth Zoo as Australia's leading conservation research Zoo.

There will also be a continued emphasis on building the Zoo's environmental management capacity and sustainability profile. The Zoo will be working to embed improved internal sustainability processes and to improve the Zoo's performance monitoring and reporting against sustainability targets.

Another focus next year and beyond will be strategic asset and capital management planning to address the long term needs of the Zoo and the impact of changing animal management requirements.

Looking Ahead – Major Initiatives for 2010-11

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Initiatives In 2010-11

- The Zoo's strategic direction will continue to focus on delivering excellent visitor experiences and developing and supporting conservation programs. This includes breed-for-release programs for threatened and endangered species, conservation education activities and research.
- The Zoo will continue to seek access to research and grant funding to supplement recurrent funding as well as to build its commercial activities.
- The Zoo will continue to closely monitor the economic environment to analyse and act on the actual and potential impact on visitor numbers and the Zoo's broad revenue generation capacity.
- Perth Zoo's community fundraising program, Wildlife Conservation Action, will continue supporting conservation projects for threatened species in the wild as a priority in 2010-11.
- Implementation of environmental sustainability projects including solar energy production and the development of an integrated water management strategy incorporating an upgrade of the Zoo's water distribution infrastructure will be priorities in the coming year.
- Work will continue on the upgrade of animal exhibit and park facility projects in accordance with the Zoo's existing plans and in response to opportunities that arise.
- The 2010-11 asset investment program will provide for the upgrade of exhibits and facilities which enhance visitor experiences and further conservation and breeding initiatives. Projects in 2010-11 include:
 - Final development of improved visitor viewing and interpretation facilities for the orangutan exhibit.
 - Completion of the refurbishment of the wetlands precinct including replacement of netting and foundation infrastructure.
 - Completion of the upgrade to the baboon exhibit within the African Savannah precinct.
 - Continued planning and development of a replacement Australian bushwalk aviary complex to house Western Australian species, principally cockatoos.
 - Continued progress on installing a large photovoltaic solar energy system at the Zoo. The Zoo is contributing \$1.5 million towards this \$2.7 million project with \$1.2 million worth of infrastructure assets being contributed from the Commonwealth Government-funded Perth Solar City Project.
 - Development of an integrated water management strategy and commencement of upgrades to water distribution infrastructure.
 - Planning for the upgrade and expansion of education facilities (Homestead education project).

Auditor's Opinion

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Auditor General

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

ZOOLOGICAL PARKS AUTHORITY FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2010

I have audited the accounts, financial statements, controls and key performance indicators of the Zoological Parks Authority.

The financial statements comprise the Statement of Financial Position as at 30 June 2010, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, a summary of significant accounting policies and other explanatory Notes.

The key performance indicators consist of key indicators of effectiveness and efficiency.

Board's Responsibility for the Financial Statements and Key Performance Indicators

The Board is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

Summary of my Role

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. This document is available on the OAG website under "How We Audit".

An audit does not guarantee that every amount and disclosure in the financial statements and key performance indicators is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements and key performance indicators.

Zoological Parks Authority Financial Statements and Key Performance Indicators for the year ended 30 June 2010

Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Zoological Parks Authority at 30 June 2010 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions;
- (ii) the controls exercised by the Authority provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key performance indicators of the Authority are relevant and appropriate to help users assess the Authority's performance and fairly represent the indicated performance for the year ended 30 June 2010.

GLEN CLARKE
ACTING AUDITOR GENERAL
15 September 2010

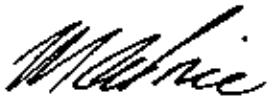
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Zoological Parks Authority Certification Of Financial Statements For The Year Ended 30 June 2010

The accompanying financial statements of the Zoological Parks Authority have been prepared in compliance with the provisions of the Financial Management Act 2006 from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2010 and the financial position as at 30 June 2010.

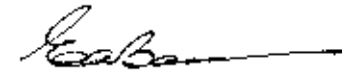
At the date of signing we are not aware of any circumstances which would render any particulars included in the financial statements misleading or inaccurate.



Melanie Price
Chief Finance Officer
10 September 2010



Peter Metcalfe
Chairperson
10 September 2010



Eric Ball
Member
10 September 2010

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Zoological Parks Authority Statement Of Comprehensive Income for the Year Ended 30 June 2010

	NOTE	2010 \$	2009 \$
COST OF SERVICES			
Expenses			
Employee benefits expense	6	11,615,405	10,937,069
Other employee related expenses	7	372,206	705,392
Maintenance & operational expenses	8	2,879,592	3,011,696
Depreciation expense	9	2,318,959	2,206,718
Finance costs	10	449	1,016
Administration	11	2,497,356	2,189,097
Cost of retail shop sales	12	618,694	636,779
Loss on disposal of non-current assets	13	130,026	21,214
Other expenses	14	200,000	-
Total cost of services		20,632,687	19,708,981
Income			
Revenue			
Admissions		6,504,146	6,520,715
Retail shop sales	12	1,256,636	1,298,869
Grants, sponsorships & fundraising	15	1,315,101	1,063,737
Commercial activities	16	1,465,937	1,378,473
Memberships		913,501	789,222
Interest revenue	17	43,980	47,627
Other revenue	18	36,239	93,537
Total Revenue		11,535,540	11,192,180
Total income other than income from State Government		11,535,540	11,192,180
NET COST OF SERVICES		9,097,147	8,516,801

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Zoological Parks Authority Statement Of Comprehensive Income for the Year Ended 30 June 2010 continued

	NOTE	2010 \$	2009 \$
Income from State Government	19		
Service appropriation		9,532,000	9,352,000
Resources received free of charge		-	1,715,088
Total Income from State Government		9,532,000	11,067,088
SURPLUS FOR THE PERIOD		434,853	2,550,287
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus	30	(951,337)	1,117,564
Total other comprehensive income		(951,337)	1,117,564
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		(516,484)	3,667,851

Refer also to note 34 'Schedule of Income and Expenses by Service'.

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

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Zoological Parks Authority Statement of Financial Position as at 30 June 2010

	NOTE	2010 \$	2009 \$
ASSETS			
Current Assets			
Cash and cash equivalents	31	4,187,440	3,440,294
Restricted cash and cash equivalents	20,31	405,795	255,000
Inventories	21	178,829	196,987
Receivables	22	732,353	835,447
Amounts receivable for services	23	970,000	920,000
Total Current Assets		6,474,417	5,647,728
Non-Current Assets			
Land, buildings and infrastructure	24	33,096,185	34,557,144
Plant and equipment	24	1,235,332	1,400,223
Amounts receivable for services	23	7,328,000	6,125,000
Total Non-Current Assets		41,659,517	42,082,367
TOTAL ASSETS		48,133,934	47,730,095
LIABILITIES			
Current Liabilities			
Payables	26	513,502	539,991
Borrowings	27	1,683	7,862
Provisions	28	1,739,928	1,548,773
Unearned income	29	843,669	802,235
Total Current Liabilities		3,098,782	2,898,861

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Zoological Parks Authority Statement of Financial Position as at 30 June 2010 continued

	NOTE	2010 \$	2009 \$
Non-Current Liabilities			
Borrowings	27	11,154	12,837
Provisions	28	462,550	475,465
Total Non-Current Liabilities		473,704	488,302
TOTAL LIABILITIES		3,572,486	3,387,163
NET ASSETS		44,561,448	44,342,932
EQUITY			
	30		
Contributed equity		24,535,220	23,800,220
Reserves		6,809,560	7,760,897
Accumulated surplus		13,216,668	12,781,815
TOTAL EQUITY		44,561,448	44,342,932

The Statement of Financial Position should be read in conjunction with the accompanying notes.

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Zoological Parks Authority Statement of Changes in Equity for the Year Ended 30 June 2010

	NOTE	Contributed Equity	Reserves	Accumulated Surplus	Total Equity
Balance at 1 July 2008	30	23,065,220	6,643,333	10,410,416	40,118,969
Changes in accounting policy		-	-	(178,888)	(178,888)
Restated balance as at 1 July 2008		23,065,220	6,643,333	10,231,528	39,940,081
Total comprehensive income for the year		-	1,117,564	2,550,287	3,667,851
Transactions with owners in their capacity as owners:					
Capital contribution		735,000	-	-	735,000
Total		735,000	1,117,564	2,550,287	4,402,851
Balance at 30 June 2009		23,800,220	7,760,897	12,781,815	44,342,932
Balance at 1 July 2009		23,800,220	7,760,897	12,781,815	44,342,932
Total comprehensive income for the year		-	(951,337)	434,853	(516,484)
Transactions with owners in their capacity as owners:					
Capital contribution		735,000	-	-	735,000
Total		735,000	(951,337)	434,853	218,516
Balance at 30 June 2010		24,535,220	6,809,560	13,216,668	44,561,448

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.

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Zoological Parks Authority Statement of Cash Flows for the Year Ended 30 June 2010

	NOTE	2010 \$ Inflows (Outflows)	2009 \$ Inflows (Outflows)
CASH FLOWS FROM STATE GOVERNMENT			
Service appropriations		7,359,000	7,279,000
Capital contributions		735,000	735,000
Holding account drawdowns		920,000	870,000
Net cash provided by State Government		9,014,000	8,884,000
Utilised as follows:			
CASH FLOWS FROM OPERATING ACTIVITIES			
Payments			
Employee benefits		(11,372,639)	(10,810,328)
Supplies and services		(5,994,026)	(6,052,991)
Finance costs		(449)	(1,016)
GST payments on purchases		(814,965)	(926,531)
Other payments		(411,597)	(649,271)
Receipts			
Sale of goods and services		11,575,086	11,202,630
Interest received		40,099	43,893
GST receipts from ATO		320,481	622,741
GST receipts on sales		526,434	515,608
Other receipts		36,239	45,910
Net cash used in operating activities	31	(6,095,337)	(6,009,355)

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Zoological Parks Authority Statement of Cash Flows for the Year Ended 30 June 2010 continued

	NOTE	2010 \$ Inflows (Outflows)	2009 \$ Inflows (Outflows)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(2,012,860)	(2,974,695)
Proceeds from sale of non-current physical assets		-	-
Net cash used in investing activities		(2,012,860)	(2,974,695)
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of borrowings		(7,862)	(7,296)
Net cash used in financing activities		(7,862)	(7,296)
Net increase/(decrease) in cash and cash equivalents		897,941	(107,346)
Cash and cash equivalents at the beginning of period		3,695,294	3,802,640
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	31	4,593,235	3,695,294

The Statement of Cash Flows should be read in conjunction with the accompanying notes.

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Zoological Parks Authority Notes to the Financial Statements for the Year Ended 30 June 2010

1. Australian Accounting Standards

General

The Authority's financial statements for the year ended 30 June 2010 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' refers to Standards and Interpretations issued by the Australian Accounting Standards Board (AASB).

The Authority has adopted any applicable, new and revised Australian Accounting Standards from their operative dates.

Early adoption of standards

The Authority cannot early adopt an Australian Accounting Standard or Australian Accounting Interpretation unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. No Australian Accounting Standards that have been issued or amended but not operative have been early adopted by the Authority for the annual reporting period ended 30 June 2010.

2. Summary of significant accounting policies

(a) General statement

The financial statements constitute a general purpose financial statements that have been prepared in accordance with Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB as applied by the Treasurer's Instructions. Several of these are modified by Treasurer's Instructions to vary application, disclosure, format and wording.

The Financial Management Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the AASB.

Where modification is required and has had a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

(b) Basis of preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, except for land, buildings and works of art which have been measured at fair value.

The accounting policies adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars and all values are rounded to the nearest dollar unless otherwise indicated.

The judgements that have been made in the process of applying the Authority's accounting policies that have the most significant effect on the amounts recognised in the financial statements are disclosed at note 3 'Judgements made by management in applying accounting policies'.

The key assumptions made concerning the future, and other key sources of estimation uncertainty at the end of the reporting period, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year, are disclosed at note 4 'Key sources of estimation uncertainty'.

(c) Reporting entity

The reporting entity comprises the Authority and there are no related bodies.

(d) Contributed equity

AASB Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions.

Capital appropriations have been designated as contributions by owners by TI 955 'Contributions by Owners made to Wholly-Owned Public Sector Entities' and have been credited directly to Contributed equity. The transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal.

(e) Income

Revenue recognition

Revenue is measured at the fair value of consideration received or receivable. Revenue is recognised for the major business activities as follows:

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

Sale of goods

Revenue is recognised from the sale of goods and disposal of other assets when the significant risks and rewards of ownership control transfer to the purchaser and can be measured reliably.

Provision of services

Revenue is recognised on delivery of services to the client or by reference to the stage of completion of the transaction.

Interest

Revenue is recognised as the interest accrues.

Service appropriations

Service appropriations are recognised as revenues at nominal value in the period in which the Authority gains control of the appropriated funds. The Authority gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the 'Amounts Receivable for Services' (holding account) held at Treasury. Refer to note 19 'Income from State Government'.

Grants, donations, gifts and other non-reciprocal contributions

Revenue is recognised at fair value when the Authority obtains control over the assets comprising the contributions, usually when cash is received.

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

Gains

Gains may be realised or unrealised and are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.

(f) Borrowing costs

Borrowing costs for qualifying assets are capitalised net of any investment income earned on the unexpended portion of the borrowings. A qualifying asset is an asset that necessarily takes a substantial period of time to get ready for its intended use or sale. Other borrowing costs are expensed when incurred.

(g) Property, plant and equipment and infrastructure

Capitalisation/expensing of assets

Items of property, plant and equipment and infrastructure costing \$5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment and infrastructure costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than where they form part of a group of similar items which are significant in total).

All costs associated with the acquisition of fauna are expensed.

The land on which the Zoo is situated is Crown land vested in the Authority and held in trust for use as a Zoological Garden. Land at Bakers Hill (328 hectares) is also vested in the Authority for zoological purposes. The Authority leases land at Byford at a pepper corn rental (39 hectares), again for zoological purposes.

Initial recognition and measurement

All items of property, plant and equipment and infrastructure are initially recognised at cost.

For items of property, plant and equipment and infrastructure acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

Subsequent measurement

Subsequent to initial recognition as an asset, the revaluation model is used for the measurement of land, buildings and works of art and the cost model for all other property, plant and equipment and infrastructure. Land, buildings and works of art are carried at fair value less accumulated depreciation (buildings only) and accumulated impairment losses. All other items of property, plant and equipment and infrastructure are carried at cost less accumulated depreciation and accumulated impairment losses.

Where market-based evidence is available, the fair value of land and buildings is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount is restated to the revalued amount.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

Where market-based evidence is not available, the fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where the land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, i.e. the depreciated replacement cost. Where the fair value of buildings is determined on the depreciated replacement cost, the gross carrying amount and the accumulated depreciation are restated proportionately.

Independent valuations of land are provided annually by the Western Australian Land Information Authority (Valuation Services) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

Independent valuations of works of art are provided every three years on the basis of fair value, determined using current market buying values. These valuations are provided by an independent qualified valuer. The cost of acquisitions by the Authority between valuations is considered to approximate their fair value.

Independent valuations of buildings and improvements are provided annually by the Western Australian Land Information Authority (Valuation Services) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period. Valuation Services performs a physical site inspection every three years and the cost of acquisitions by the Authority between the physical inspections is considered to approximate their fair value.

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated useful life. Professional judgement by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.

Refer to note 24 'Property, plant and equipment, infrastructure' for further information on revaluations.

Derecognition

Upon disposal or derecognition of an item of property, plant and equipment and infrastructure, any revaluation surplus relating to that asset is retained in the asset revaluation surplus.

Asset revaluation surplus

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 24 'Property, plant and equipment, infrastructure'.

Depreciation

All non-current assets having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Land is not depreciated. Depreciation on other assets is calculated using the straight line method at rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

Buildings & Improvements	4%	25 years
Infrastructure	4%	25 years
Plant, Equipment & Furniture	20%	5 years
Motor Vehicles	20%	5 years

Works of art controlled by the Authority are classified as property, plant and equipment. These are anticipated to have very long and indefinite useful lives. Their service potential has not, in any material sense, been consumed during the reporting period and so no depreciation has been recognised.

(h) Impairment of assets

Property, plant and equipment, and infrastructure assets are tested for any indication of impairment at the end of each reporting period. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised. As the Authority is a not-for-profit entity, unless an asset has been identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of asset's future economic benefits and to evaluate any impairment risk from falling replacement costs.

The recoverable amount of assets identified as surplus assets is the higher of fair value less costs to sell and the present value of future cash flows expected to be derived from the asset. Surplus assets carried at fair value have no risk of material impairment where fair value is determined by reference to market-based evidence. Where fair value is determined by reference to depreciated replacement cost, surplus assets are at risk of impairment and the recoverable amount is measured. Surplus assets at cost are tested for indications of impairment at the end of each reporting period.

Refer note 25 'Impairment of assets' for the outcome of impairment reviews and testing.

(i) Non-current assets (or disposal groups) classified as held for sale

Non-current assets (or disposal groups) held for sale are recognised at the lower of carrying amount and fair value less costs to sell and are presented separately from other assets in the Statement of Financial Position. Assets classified as held for sale are not depreciated or amortised.

(j) Leases

Finance lease rights and obligations are initially recognised, at the commencement of the lease term, as assets and liabilities equal in amount to the fair value of the leased item or, if lower, the present value of minimum lease payments, determined at the inception of the lease. The assets are disclosed as plant, equipment and vehicles under lease, and are depreciated over the period during which the Authority is expected to benefit from their use. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability, according to the interest rate implicit in the lease.

Finance lease liabilities are allocated between current and non-current components. The principal component of lease payments due on or before the end of the succeeding year is disclosed as a current liability, and the remainder of the lease liability is disclosed as a non-current liability.

(k) Financial instruments

In addition to cash, the Authority has two categories of financial instrument:

- Loans and Receivables; and
- Financial liabilities measured at amortised cost.

These have been disaggregated into the following classes:

Financial Assets

- Cash and cash equivalents
- Restricted cash and cash equivalents
- Receivables
- Amounts receivable for services

Financial Liabilities

- Payables
- Finance lease liabilities

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.

(l) Cash and cash equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprise cash on hand and short-term deposits with original maturities of three months or less that are readily convertible to a known amount of cash and which are subject to insignificant risk of changes in value, and bank overdrafts.

(m) Accrued salaries

Accrued salaries (refer note 26 'Payables') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The liability also includes any other material amounts of back pay due to staff but unpaid at the end of the financial year. The Authority considers the carrying amount of accrued salaries to be equivalent to its net fair value.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

(n) Amounts receivable for services (holding account)

The Authority receives funding on an accrual basis that recognises the full annual cash and non-cash cost of services. The appropriations are paid partly in cash and partly as an asset (holding account receivable) that is accessible on the emergence of the cash funding requirement to cover leave entitlements and asset replacement.

Refer note 19 'Income from State Government' and note 23 'Amounts receivable for services'.

(o) Inventories

Inventories are valued on a weighted average cost basis at the lower of cost and net realisable value.

Refer note 21 'Inventories'.

(p) Receivables

Receivables are recognised and carried at original invoice amount less an allowance for any uncollectible amounts (i.e. impairment). The collectability of receivables is reviewed on an ongoing basis by individual assessment of the debts outstanding. Any receivables identified as uncollectible are written off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Authority will not be able to collect the debts. The carrying amount is equivalent to fair value as it is due for settlement within 30 days. Refer note 2(k) 'Financial Instruments' and note 22 'Receivables'.

(q) Payables

Payables are recognised at the amounts payable when the Authority becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days. Refer note 2(k) 'Financial Instruments' and note 26 'Payables'.

(r) Borrowings

All loans are initially recognised at cost, being the fair value of the net proceeds received. Subsequent measurement is at amortised cost using the effective interest rate method. Refer note 2(k) 'Financial Instruments' and note 27 'Borrowings'.

(s) Provisions

Provisions are liabilities of uncertain timing and amount and are recognised where there is a present legal or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at the end of each reporting period. Refer note 28 'Provisions'.

(i) Provisions - employee benefits

Annual leave and long service leave

The liability for annual and long service leave expected to be settled within 12 months after the end of the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liabilities are settled. Annual and long service leave expected to be settled more than 12 months after the end of the reporting period is measured at the present value of amounts expected to be paid when the liabilities are settled. Leave liabilities are in respect of services provided by employees up to the end of the reporting period.

When assessing expected future payments, consideration is given to expected future wage and salary levels including non-salary components such as employer superannuation contributions. In addition, the long service leave liability also considers the experience of employee departures and periods of service.

The expected future payments are discounted using market yields at the end of the reporting period on national government bonds with terms to maturity that match, as closely as possible, the estimated future cash outflows.

All annual leave and unconditional long service leave provisions are classified as current liabilities as the Authority does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

Deferred leave

The provision for deferred leave relates to Public Service employees who have entered into an agreement to self-fund an additional twelve months leave in the fifth year of the agreement. The provision recognises the value of salary set aside for employees to be used in the fifth year. This liability is measured on the same basis as annual leave. Deferred leave is reported as a non-current provision until the fifth year.

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Purchased leave

The provision for purchased leave relates to Public Service employees who have entered into an agreement to self-fund additional leave each calendar year. The provision recognises the value of salary set aside for employees and is measured at the nominal amounts expected to be paid when the liabilities are settled. This liability is measured on the same basis as annual leave.

Superannuation

Employees may contribute to the Pension Scheme, a defined benefit pension scheme now closed to new members, to the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme now closed to new members or the Local Government Superannuation Scheme which is also closed to new members. The Pension Scheme and GSS are administered by the Government Employees Superannuation Board (GESB) and the Western Australian Local Government Superannuation administers the Local Government Scheme.

The Authority has no liabilities to the Pension Scheme or the GSS. The liabilities for the unfunded Pension Scheme and the unfunded GSS transfer benefits due to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS obligations are funded by concurrent contributions made by the Authority to the GESB. The concurrently funded part of the GSS is a defined contribution scheme as these contributions extinguish all liabilities in respect of the concurrently funded GSS obligations.

The liabilities for current service superannuation charges under the Local Government Superannuation Scheme are extinguished by the concurrent payment of employer contributions to the fund Administrator.

Employees commencing employment prior to 16 April 2007 who were not members of the above schemes became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing employment on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). Both of these schemes are accumulation schemes. The Authority makes concurrent contributions to GESB on behalf of employees in compliance with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992. These contributions extinguish the liability for superannuation charges in respect of the WSS and GESBS.

The GESB makes all benefit payments in respect of the Pension and GSS, and is recouped from the Treasurer for the employer's share.

Refer also note 2(t) 'Superannuation Expense'.

(ii) Provisions - other

Employment on-costs

Employment on-costs include workers' compensation insurance, which are not employee benefits and are recognised separately as a liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of 'Other employee related expenses' and are not included as part of the Authority's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

Refer note 6 'Employee benefits expense' and note 28 'Provisions'.

(t) Superannuation expense

The superannuation expense in the Statement of Comprehensive Income comprises employer contributions paid to the GSS (concurrent contributions), the WSS, the GESBS, and the Western Australian Local Government Scheme (WALGS).

The GSS is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the agency to GESB extinguishes the agency's obligations to the related superannuation liability.

(u) Resources received free of charge or for nominal cost

Resources received free of charge or for nominal cost which can be reliably measured are recognised as income and as assets or expenses as appropriate, at fair value.

Where assets or services are received from another State Government agency, these are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

(v) Comparative figures

Comparative figures are, where appropriate, reclassified to be comparable with the figures presented in the current financial year.

(w) Segment information

Segment information is prepared in conformity with the accounting policies of the Authority and the segment reporting requirement of TI 1101.

Segment information has been disclosed by services - refer note 34 'Schedule of income and expenses by service'.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

3. Judgements made by management in applying accounting policies

The preparation of financial statements requires management to make judgements about the application of accounting policies that have a significant effect on the amounts recognised in the financial statements. The Authority evaluates these judgements regularly and the judgements made in the process of applying accounting policies that have the most significant effect on the amounts recognised in these financial statements include:

- Adopting cost model for plant, equipment and infrastructure valuation.
- Adopting revaluation model for land, building and works of art valuation.
- Application of stage of completion method for determining unearned revenue.

4. Key sources of estimation uncertainty

The Authority makes key estimates and assumptions concerning the future. These estimates and assumptions are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Long service leave

In calculating the Authority's long service leave provision, several estimations and assumptions have been made. These include expected future salary rates, salary inflation, discount rates, employee retention rates and expected future payments. Any changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision.

Annual leave

In calculating the Authority's annual leave provision, several estimations and assumptions have been made. These include expected future salary rates, salary inflation, discount rates and expected future payments. Any changes in these estimations and assumptions may impact on the carrying amount of the annual leave provision.

Useful lives of significant assets

In calculating the Authority's depreciation an estimation of the useful lives of assets has been made. Any changes in these estimations may impact on the carrying amount of the accumulated depreciation.

5. Disclosure of changes in accounting policies and estimates

Initial application of an Australian Accounting Standard

The Authority has applied the following Australian Accounting Standards and Australian Accounting Interpretations effective for annual reporting periods beginning on or after 1 July 2009 that impacted on the Authority.

AASB 101	Presentation of Financial Statements (September 2007). This Standard has been revised and introduces a number of terminology changes as well as changes to the structure of the Statement of Changes in Equity and the Statement of Comprehensive Income. It is now a requirement that owner changes in equity be presented separately from non-owner changes in equity. There is no financial impact resulting from the application of the revised standard.
AASB 2007-10	Further Amendments to Australian Accounting Standards arising from AASB 101. This Standard changes the term 'general purpose financial report' to 'general purpose financial statements', where appropriate in Australian Accounting Standards and the Framework to better align with IFRS terminology. There is no financial impact resulting from the application of this Standard.
AASB 2008-13	Amendments to Australian Accounting Standards arising from AASB Interpretation 17 - Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110]. This Standard amends AASB 5 Non-current Assets Held for Sale and Discontinued Operations in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners. This may impact on the presentation and classification of Crown Land held by the Authority where the Crown land is to be sold by the Department of Regional Development and Lands (formerly Department of Planning and Infrastructure). The Authority does not expect any financial impact when the Standard is first applied prospectively.
AASB 2009-2	Amendments to Australian Accounting Standards - Improving Disclosures about Financial Instruments [AASB 4, AASB 7, AASB 1023 & AASB 1038]. This Standard amends AASB 7 and will require enhanced disclosures about fair value measurements and liquidity risk with respect to financial instruments. There is no financial impact resulting from the application of this Standard.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

The following Australian Accounting Standards and Interpretations are not applicable to the Authority as they have no impact or do not apply to not-for-profit entities.

AASB Standards and Interpretations

AASB 1	First-time Adoption of Australian Accounting Standards
AASB 3	Business Combinations
AASB 8	Operating Segments
AASB 123	Borrowing Costs - This Standard has been revised to mandate the capitalisation of all borrowing costs attributable to the acquisition, construction or production of qualifying assets. However AASB 2009-1 Amendments to Australian Accounting Standards - Borrowing Costs of Not-for-Profit Public Sector Entities [AASB 1, AASB 111 & AASB 123] issued in April 2009 and applicable to annual reporting periods beginning on or after 1 January 2009, amends revised AASB 123, which will allow not-for-profit public sector entities to continue to choose whether to capitalise borrowing costs relating to qualifying assets. Agencies already capitalise borrowing costs directly attributable to buildings under construction, therefore this will not impact on the financial statements when these Standards are first applied.
AASB 127	Consolidated and Separate Financial Statements
AASB 1039	Concise Financial Reports
AASB 1048	Interpretation of Standards
AASB 1049	Whole of Government and General Government Sector Financial Reporting (revised September 2008)
AASB 2007-3	Amendments to Australian Accounting Standards arising from AASB 8 [AASB 5, AASB 6, AASB 102, AASB 107, AASB 119, AASB 127, AASB 134, AASB 136, AASB 1023 & AASB 1038]
AASB 2007-6	Amendments to Australian Accounting Standards arising from AASB 123 [AASB 1, AASB 101, AASB 107, AASB 111, AASB 116 & AASB 138 and Interpretations 1 & 12]
AASB 2007-8	Amendments to Australian Accounting Standards arising from AASB 101
AASB 2008-1	Amendments to Australian Accounting Standard - Share-based Payments: Vesting Conditions and Cancellations [AASB 2]

AASB 2008-2	Amendments to Australian Accounting Standard - Puttable Financial Instruments and Obligations arising on Liquidation [AASB 7, AASB 101, AASB 132, AASB 139 & Interpretation 2]
AASB 2008-3	Amendments to Australian Accounting Standards arising from AASB 3 and AASB 127 [AASBs 1, 2, 4, 5, 7, 101, 107, 112, 114, 116, 121, 128, 131, 132, 133, 134, 136, 137, 138, 139 and Interpretation 9 and 107]
AASB 2008-5	Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 5, 7, 101, 102, 107, 108, 110, 116, 118, 119, 120, 123, 127, 128, 129, 131, 132, 134, 136, 138, 139, 140, 141, 1023 & 1038]
AASB 2008-6	Further Amendments to Australian Accounting Standards from the Annual Improvements project [AASB 1 and AASB 5]
AASB 2008-7	Amendments to Australian Accounting Standards - Cost of an investment in a Subsidiary, Jointly Controlled Entity or Associate [AASB 1, AASB 118, AASB 121, AASB 127 & AASB 136]
AASB 2008-8	Amendments to Australian Accounting Standards - Eligible Hedged Items [AASB 139]
AASB 2008-9	Amendments to AASB 1049 for Consistency with AASB 101
AASB 2008-11	Amendments to Australian Accounting Standards - Business Combinations Among Not-for-Profit Entities [AASB 3]
AASB 2009-1	Amendments to Australian Accounting Standards - Borrowing Costs of Not-for-Profit Public Sector Entities [AASB 1, AASB 111 & AASB 123]
AASB 2009-4	Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 2 and AASB 138 and AASB Interpretations 9 & 16]
AASB 2009-6	Amendments to Australian Accounting Standards
AASB 2009-7	Amendments to Australian Accounting Standards [AASB 5, 7, 107, 112, 136 & 139 and Interpretation 17]
Interpretation 13	Customer Loyalty Programmes
Interpretation 15	Agreements for the Construction of Real Estate
Interpretation 16	Hedges of a Net Investment in a Foreign Operation
Interpretation 17	Distribution of Non-cash Assets to Owners
Interpretation 18	Transfers of Assets from Customers

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Future Impact of Australian Accounting Standards not yet operative

The Authority cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 'Application of Australian Accounting Standards and Other Pronouncements'. Consequently, the Authority has not applied early any of the following Australian Accounting Standards that have been issued and which may impact the Authority. Where applicable, the Authority plans to apply these Australian Accounting Standards from their application date.

Title	Operative for reporting periods beginning on/after	Title	Operative for reporting periods beginning on/after		
AASB 2009-11	Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretation 10 and 12] The amendment to AASB 7 requires modification to the disclosure of categories of financial assets. The Authority does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.	1 January 2013	AASB 2010-2	Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements This Standard makes amendments to many Australian Accounting Standards, including Interpretations, to introduce reduced disclosure requirements into these pronouncements for application to certain types of entities. The Standard is not expected to have any financial impact on the Authority. However, the Standard may reduce some note disclosures in the financial Statements of the Authority. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.	1 July 2013
AASB 1053	Application of Tiers of Australian Accounting Standards This Standard establishes a differential reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements. The Standard does not have any financial impact on the Authority. However it may affect disclosures in the financial statements of the Authority if the reduced disclosure requirements apply. DTF has not yet determined the application or the potential impact of the new Standard for agencies.	1 July 2013			

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The following Australian Accounting Standards and Interpretations are not applicable to the Authority as they have no impact or do not apply to not-for-profit entities.

Title	Operative for reporting periods beginning on/after	Title	Operative for reporting periods beginning on/after		
AASB 9	Financial Instruments	1 January 2013	AASB 2009-9	Amendments to Australian Accounting Standards - Additional Exemptions for First-time Adopters [AASB 1]	1 January 2010
AASB 124	Related Party Disclosures	1 January 2011	AASB 2009-10	AASB 2009-10 Amendments to Australian Accounting Standards - Classification of Rights Issues [AASB 132]	1 February 2010
Interpretation 19	Extinguishing Financial Liabilities with Equity Instruments	1 July 2010	AASB 2009-12	Amendments to Australian Accounting Standards [AASBs 5, 8, 108, 110, 112, 119, 133, 137, 139, 1023 & 1031 and Interpretations 2, 4, 16, 1039 & 1052]	1 January 2011
AASB 2009-5	Further Amendments to Australian Accounting Standards arising from the Annual Improvement Project [AASB 5, 6, 101, 107, 117, 118, 136 & 139] - Under the amendments to AASB 117, leases involving land should be classified as either a finance or operating lease under the general lease guidance in AASB 117. This new requirement is to be applied retrospectively to existing leases unless the necessary information is not available, then it shall be applied on the date of adopting the amendments.	1 January 2010	AASB 2009-13	Amendments to Australian Accounting Standards arising from Interpretation 19 [AASB 1]	1 July 2010
AASB 2009-8	Amendments to Australian Accounting Standards - Group Cash-settled Share-based Payment Transactions [AASB 2]	1 January 2010	AASB 2009-14	Amendments to Australian Interpretation - Prepayments of Minimum Funding Requirement [AASB Interpretation 14]	1 January 2011
			AASB 2010-1	Amendments to Australian Accounting Standards - Limited Exemption from Comparative AASB 7 Disclosures for First-time Adopters [AASB 1 & AASB 7]	1 July 2010
			AASB 2010-3	Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 3, AASB 7, AASB 121, AASB 128, AASB 131, AASB 132 and AASB 139]	1 July 2010
			AASB 2010-4	Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project [AASB 1, AASB 7, AASB 101 & AASB 134 and Interpretation 13]	1 January 2011

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
6. Employee benefits expense		
Wages and salaries (a)	9,439,227	8,699,806
Superannuation - defined contribution plans (b)	964,381	893,761
Annual leave (c)	1,056,493	979,424
Long service leave (c)	155,304	364,078
	11,615,405	10,937,069

(a) Includes the value of the fringe benefit to the employee plus the fringe benefits tax component.

(b) Defined contribution plans include WA Local Government Super, West State, Gold State and GESB Super Scheme (contributions paid).

(c) Includes a superannuation contribution component.

Employment on-costs relating to workers' compensation premiums are included at note 7 'Other employee related expenses'.

The employment on-costs liability is included at note 28 'Provisions'.

7. Other employee related expenses

Staff training/development	73,141	127,061
Workers' compensation premium	115,461	336,158
Travel	80,735	70,358
Uniforms	54,717	48,058
Employment on-costs (refer also to note 28)	4,774	7,410
Other	43,378	116,347
	372,206	705,392

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
8. Maintenance and operational expenses		
Maintenance of equipment, facilities and grounds	896,663	1,091,083
Electricity, water, gas and fuel	456,973	371,216
Service contractors	302,487	276,100
Minor equipment purchases	196,018	331,918
Cleaning and waste disposal	288,514	235,925
Plant & equipment hire	145,379	144,513
Animal food, veterinary care and transportation	593,558	560,941
	2,879,592	3,011,696
9. Depreciation expense		
Buildings and improvements	822,684	779,443
Infrastructure	1,094,782	1,011,703
Plant, equipment and vehicles	394,606	408,685
Leased plant and equipment	6,887	6,887
	2,318,959	2,206,718
10. Finance costs		
Finance lease finance charges	449	1,016
	449	1,016
11. Administration		
Advertising and promotion	496,638	407,588
Professional services	1,147,689	928,523
Information technology and communications	393,196	374,174
Grants & subsidies	268,644	316,198
Other	191,189	162,614
	2,497,356	2,189,097

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
12. Retail shop trading		
SALES	1,256,636	1,298,869
Less: Cost of Sales		
Opening Inventory	196,987	163,628
Purchases	600,536	670,138
	797,523	833,766
Closing Inventory	(178,829)	(196,987)
Cost of Goods Sold	618,694	636,779
GROSS TRADING PROFIT	637,942	662,090
Operating Expenses		
Payroll & other staffing	319,264	315,030
Consumables	33,990	33,178
Depreciation	27,843	29,289
Total Operating Expenses	381,097	377,497
Other Income		
Sundry	203	376
NET PROFIT	257,048	284,969

Refer also note 2(o) 'Inventories' and note 21 'Inventories'.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
13. Net loss on disposal of non-current assets		
<i>Costs of Disposal of Non-Current Assets</i>		
During the period, the Authority approved the write-off of a number of fixed assets. These assets consisted of various computing, communications and general equipment which were unserviceable, obsolete, lost or stolen. (Refer note 38 'Supplementary financial information' for details of lost/stolen assets).		
Plant and Equipment	21,987	66,097
Less accumulated depreciation	(19,889)	(44,883)
Book value of Plant and Equipment written off	2,098	21,214
Buildings & Improvements	287,857	-
Less accumulated depreciation	(159,929)	-
Book value of Buildings & Improvements assets written-off	127,928	-
Net loss on disposal of non-current assets	130,026	21,214
14. Other expenses		
Impairment loss - Infrastructure	200,000	-
	200,000	-

Perth Zoo's Australian Wetlands exhibit suffered extensive damage to the netting fabric and structural infrastructure that encloses this exhibit as a result of Perth's hail storm on 22 March 2010. As a consequence, this infrastructure asset has been impaired to its recoverable amount, being its value in use. The majority of this expense relates to Service 1 'Community Engagement and Awareness in Conservation' for the Authority.

Refer note 25 'Impairment of assets' for further details on asset impairment.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
15. Grants, sponsorships and fundraising		
Corporate sponsorships	575,109	569,845
Grants	430,548	220,822
Fundraising activities	108,313	98,410
Donations - cash	192,962	120,480
Donations - assets	6,805	6,520
Bequests	1,364	47,660
	1,315,101	1,063,737
16. Commercial activities		
Restaurant	511,467	496,308
Hire of facilities & equipment	396,586	312,407
Tours & tertiary education	156,439	156,994
Children's rides	165,433	173,288
Sale of maps & animal adoptions	101,150	111,986
Car parking	82,323	79,651
Vending commission	52,539	47,839
	1,465,937	1,378,473
17. Interest Revenue	43,980	47,627
Interest earned from banking institution on the Authority's interest bearing account.		
18. Other income		
Rental fees	22,878	21,016
Recoups of previous year's expenditure	5,063	64,306
Miscellaneous revenue	8,298	8,215
	36,239	93,537

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
19. Income from State Government		
Appropriation received during the year:		
Service appropriation (a)	9,532,000	9,352,000
	9,532,000	9,352,000
Resources received free of charge (b)		
Determined on the basis of the following estimates provided by agencies:		
Department of Treasury and Finance - Building Management and Works	-	1,715,088
	-	1,715,088
	9,532,000	11,067,088

(a) Service appropriations are accrual amounts reflecting the full cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

(b) Where assets or services have been received free of charge or for nominal cost, the Authority recognises revenues equivalent to the fair value of the assets and/or the fair value of those services that can be reliably measured and which would have been purchased if they were not donated, and those fair values shall be recognised as assets or expenses as applicable. Where the contribution of assets or services are in the nature of contributions as owners, the Authority makes the adjustment direct to equity.

During the previous period, \$1,715,088 worth of infrastructure works relating to the elephant exhibit was provided by the Building Management and Works area of the Department of Treasury and Finance. These works were capitalised as an infrastructure asset in the Statement of Financial Position.

20. Restricted cash and cash equivalents

Restricted cash and cash equivalents represent cash resources for which the use is restricted, wholly or partially by regulations or other externally imposed requirements. The Authority is the recipient of a number of grants which are restricted in their use according to the terms of the grant. The Authority has also made provision to cover the unfunded additional pay which occurs every 11 years, the next being 2015.

Current

Grant Funds	155,795	55,000
27th Pay allocation for 2015	250,000	200,000
Total current	405,795	255,000

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
21. Inventories		
<u>Current</u>		
Inventories comprise:		
Retail Shop Inventory	178,829	196,987
Total Current	178,829	196,987

Refer also note 2(o) 'Inventories' and note 12 'Retail shop trading'.

22. Receivables

Current

Trade Debtors	181,515	280,225
GST Receivable	253,318	285,400
Property insurance claims	132,550	3,580
Workers' Compensation	23,456	48,175
Car Parking	12,306	4,205
Catering Dividend	45,040	31,449
	648,185	653,034
Prepayments	84,168	182,413
Total Current	732,353	835,447

Property insurance claims outstanding at the end of the reporting period were significantly higher than normal due to expenditure incurred in relation to property damage suffered during Perth's severe hail storm in March 2010. This expenditure forms part of an insurance claim for the storm damage which is expected to be settled in 2010-11.

The Authority does not have any significant exposure to any individual customer or counterparty. Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect of those amounts.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
22. Receivables continued		
The following is an analysis of amounts owing by other government agencies:		
Government agencies	138,295	61,311
Australian Taxation Office	253,318	285,400
	391,613	346,711

Refer note 2(p) 'Receivables' and note 35 'Financial instruments'.

23. Amounts receivable for services

Current	970,000	920,000
Non-Current	7,328,000	6,125,000
	8,298,000	7,045,000

This asset represents the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability. The current portion of the asset relates to the amounts expected to be drawn down for asset replacement during the next 12 months. The current portion includes \$900,000 for park amenities and infrastructure capital works and \$70,000 for computer equipment.

Funds were drawn down from the asset replacement holding account during the period for the following capital works projects:

Animal exhibits and park facilities	850,000	800,000
Computer equipment	70,000	70,000
	920,000	870,000

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
24. Property, plant and equipment, infrastructure		
Land:		
At fair value	915,000	905,000
Buildings and improvements:		
At fair value	13,165,373	14,826,106
Transfers from works in progress	129,549	-
Accumulated depreciation	(54,201)	(178,228)
Total Buildings and improvements	13,240,721	14,647,878
Works in progress at fair value	534,746	179,161
Total Buildings and improvements	13,775,467	14,827,039
Infrastructure:		
At cost	24,166,888	23,612,132
Transfers from works in progress	547,981	-
Accumulated impairment losses	(200,000)	-
Accumulated depreciation	(6,429,790)	(5,335,008)
	18,085,079	18,277,124
Works in progress at cost	320,639	547,981
Total Infrastructure	18,405,718	18,825,105
Total Land, buildings and infrastructure	33,096,185	34,557,144
Plant, equipment and vehicles:		
At cost	3,852,447	3,652,785
Accumulated depreciation	(2,834,427)	(2,459,711)
Total Plant, equipment and vehicles	1,018,020	1,193,074

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
24. Property, plant and equipment, infrastructure continued		
Works of art:		
At fair value	204,034	186,984
Accumulated depreciation	-	-
Total Works of art	204,034	186,984
Leased plant and equipment:		
At capitalised cost	45,936	45,936
Accumulated depreciation	(32,658)	(25,771)
Total Leased plant & equipment	13,278	20,165
Total Plant & equipment	1,235,332	1,400,223
Total Property, plant and equipment, infrastructure	34,331,517	35,957,367

Land existing as at 1 July 2009 was revalued by the Western Australian Land Information Authority (Valuation Services) during the year ended 30 June 2010 and recognised at 30 June 2010. In undertaking the revaluation, fair value was determined on the basis of current use of the land.

Buildings and improvements existing as at 1 July 2009 was revalued by the Western Australian Land Information Authority (Valuation Services) during the year ended 30 June 2010 and recognised at 30 June 2010. In undertaking the revaluation, fair value was determined by reference to recent market transactions and the valuer performs a physical site inspection every three years, with the most recent site inspection occurring during the year ended 30 June 2009. The cost of acquisitions between the physical inspection every three years is considered to approximate their fair value.

Works of art is recognised in the financial statements at its fair value. Fair value is determined by reference to recent market transactions and the valuation is performed every three years with the most recent valuation carried out during the year ended 30 June 2009 by Bonhams and Goodman. The cost of acquisitions between revaluation periods is deemed to approximate their fair value.

Assets other than land, buildings and improvements and works of art are valued at the cost of acquisition.

Refer also note 2(g) 'Property, plant and equipment, infrastructure'.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

24. Property, plant and equipment, infrastructure continued

Reconciliations of carrying amounts of property, plant, equipment and vehicles at the beginning and end of the reporting period are set out below.

2009/10	Land	Buildings & Improvements	Plant, Equipment & Vehicles	Works of Art	Infrastructure	Leased Plant & Equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Carrying amount at start of year	905,000	14,827,039	1,193,074	186,984	18,825,105	20,165	35,957,367
Additions	-	860,377	221,650	17,050	875,395	-	1,974,472
Revaluation increments/(decrements)	10,000	(961,337)	-	-	-	-	(951,337)
Depreciation	-	(822,684)	(394,606)	-	(1,094,782)	(6,887)	(2,318,959)
Asset class transfers	-	-	-	-	-	-	-
Impairment losses	-	-	-	-	(200,000)	-	(200,000)
Write-offs	-	(127,928)	(2,098)	-	-	-	(130,026)
Carrying amount at end of year	915,000	13,775,467	1,018,020	204,034	18,405,718	13,278	34,331,517

2008/09	Land	Buildings & Improvements	Plant, Equipment & Vehicles	Works of Art	Infrastructure	Leased Plant & Equipment	Total
	\$	\$	\$	\$	\$	\$	\$
Carrying amount as presented in prior year	885,000	13,911,630	1,257,002	171,984	16,482,170	27,052	32,734,838
Additions	-	597,288	365,971	15,000	3,354,638	-	4,332,897
Revaluation increments/(decrements)	20,000	1,097,564	-	-	-	-	1,117,564
Depreciation	-	(779,443)	(408,685)	-	(1,011,703)	(6,887)	(2,206,718)
Asset class transfers	-	-	-	-	-	-	-
Write-offs	-	-	(21,214)	-	-	-	(21,214)
Carrying amount at end of year	905,000	14,827,039	1,193,074	186,984	18,825,105	20,165	35,957,367

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

25. Impairment of assets

The Authority reviewed its assets during the reporting period to determine whether there were any indications of impairment. This review also included a specific assessment of the impact of storm damage that Perth Zoo suffered during the hail storm on 22 March 2010.

Perth Zoo's Australian Wetlands exhibit suffered extensive damage to the netting fabric and structural infrastructure that encloses this exhibit as a result of the hail storm. A professional assessment of the structural damage to the exhibit was conducted during the reporting period and this has been referenced in determining the extent of impairment to this asset. As a result, an impairment loss of \$200,000 has been reported for this infrastructure asset in the Statement of Comprehensive Income. The available options to restore the integrity of the exhibit infrastructure are being explored as part of an insurance claim for the storm damage.

There are no other indications of impairment as at the end of the reporting period.

The Authority held no goodwill or intangible assets with an indefinite useful life during the reporting period and at the end of the reporting period there were no intangible assets not yet available for use.

Any surplus assets at 30 June 2010 have been classified as non-current assets held for sale or written-off.

	2010 \$	2009 \$
26. Payables		
Current		
Trade Payables	253,645	336,675
PAYG Tax Payable	89,858	82,751
FBT Payable	10,408	6,603
Accrued salaries and wages	159,591	113,962
Total Current	513,502	539,991

Refer also note 2(q) 'Payables' and note 35 'Financial instruments'.

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
27. Borrowings		
The Authority has finance lease arrangements for two items of plant & equipment.		
<u>Current</u>		
Finance lease liabilities (secured) (a)	1,683	7,862
	1,683	7,862
<u>Non-current</u>		
Finance lease liabilities (secured) (a)	11,154	12,837
	11,154	12,837
Total	12,837	20,699
(a) Lease liabilities are effectively secured as the rights to the leased assets revert to the lessor in the event of default.		
The carrying amounts of non-current assets pledged as security are:		
Finance leases		
Leased plant and equipment	13,278	20,165
	13,278	20,165

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
28. Provisions		
<u>Current</u>		
Employee benefits provision		
Annual leave (a)	1,075,090	925,791
Purchased leave (a)	4,108	8,940
Long service leave (b)	613,604	572,557
	1,692,802	1,507,288
Other provisions		
Employment on-costs (c)	47,126	41,485
	1,739,928	1,548,773
<u>Non-Current</u>		
Employee benefits provision		
Long service leave (b)	431,213	462,729
Deferred salary scheme	19,468	-
	450,681	462,729
Other provisions		
Employment on-costs (c)	11,869	12,736
	462,550	475,465
Total current & non-current provisions	2,202,478	2,024,238

- (a) Annual and purchased leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:

Within 12 months of the end of the reporting period	962,413	836,035
More than 12 months after the end of the reporting period	116,785	98,696
	1,079,198	934,731

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
28. Provisions continued		
(b) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after the end of the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:		
Within 12 months of the end of the reporting period	613,604	572,557
More than 12 months after the end of the reporting period	431,213	462,729
	1,044,817	1,035,286

- (c) The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs associated with workers' compensation insurance. The provision is the present value of expected future payments. The associated expense, apart from the unwinding of the discount (finance cost), is disclosed in note 7 'Other employee related expenses'.

Movements in Other Provisions

Movements in each class of provisions during the financial year, other than employee benefits, are set out below:

Employment on-costs provision

Carrying amount at start of year	54,221	46,811
Additional provisions recognised	36,508	39,638
Payments/other sacrifices of economic benefits	(31,734)	(32,228)
Carrying amount at end of the year	58,995	54,221

29. Unearned income

Current

Unearned income consists of:

Perth Zoo Memberships	512,737	481,910
Grants and sponsorships	321,675	264,505
Other	9,257	55,820
Total current	843,669	802,235

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
30. Equity		
Equity represents the residual interest in the net assets of the Authority. The Government holds the equity interest in the Authority on behalf of the community. The asset revaluation surplus represents that portion of equity resulting from the revaluation of non-current assets.		
Contributed Equity		
Balance at start of period	23,800,220	23,065,220
Contributions by owners		
Capital contributions (a)	735,000	735,000
Balance at end of period	24,535,220	23,800,220
 (a) Under Treasurer's Instruction 955 'Contributions by Owners Made to Wholly-Owned Public Sector Entities' Capital Contributions (appropriations) have been designated as contributions by owners in accordance with AASB Interpretation 1038 'Contributions by Owners Made to Wholly-Owned Public Sector Entities'.		
The capital contributions received are directed to the Authority's capital investment program.		
Reserves		
Asset Revaluation Surplus		
Balance at start of year	7,760,897	6,643,333
Net revaluation increments/(decrements):		
Land	10,000	20,000
Buildings and Improvements	(961,337)	1,097,564
Balance at end of year	6,809,560	7,760,897
Accumulated surplus		
Balance at start of year	12,781,815	10,231,528
Result for the period	434,853	2,550,287
Balance at end of year	13,216,668	12,781,815

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
31. Notes to the Statement of Cash Flows		
<u>Reconciliation of cash</u>		
Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:		
Cash and cash equivalents	4,187,440	3,440,294
Restricted cash and cash equivalents (refer note 20)	405,795	255,000
	4,593,235	3,695,294
 <u>Reconciliation of net cost of services to net cash flows used in operating activities</u>		
Net cost of services	(9,097,147)	(8,516,801)
Non-cash items:		
Donated assets	(6,805)	(6,520)
Depreciation expense (refer note 9)	2,318,959	2,206,718
Loss on disposal of non-current assets (refer note 13)	130,026	21,214
Impairment loss (refer note 14)	200,000	-
<u>(Increase)/decrease in assets:</u>		
Current inventories	18,158	(33,359)
Current receivables	71,012	(288,215)
<u>Increase/(decrease) in liabilities:</u>		
Current payables	18,704	(144,185)
Current provisions	191,155	299,614
Other current liabilities	41,434	253,843
Non-current provisions	(12,915)	(22,980)
Net GST receipts/(payments)	31,949	211,818
Change in GST in receivables/payables	133	9,498
Net cash used in operating activities	(6,095,337)	(6,009,355)

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
31. Notes to the Statement of Cash Flows continued		
<u>Non-cash financing and investing activities</u>		
During the reporting period, the Authority acquired assets with an aggregate fair value of \$6,805 through insurance claims.		
<u>Financing facilities</u>		
At the end of the reporting period, the Authority had no approved borrowing facilities, including those associated with capital works projects.		
32. Commitments		
<u>Capital expenditure commitments</u>		
Capital expenditure commitments, being contracted capital expenditure additional to the amounts reported in the financial statements, are payable as follows:		
Within 1 year	1,064,362	167,966
Later than 1 year and not later than 5 years	429,000	-
	1,493,362	167,966
The capital commitments include amounts for:		
Buildings	27,500	83,884
Infrastructure	1,330,910	84,082
Plant and Equipment	134,952	-
	1,493,362	167,966
<u>Lease commitments</u>		
Commitments in relation to finance leases contracted for at the end of the reporting period but not recognised in the financial statements are payable as follows:		
Within 1 year	1,702	8,312
Later than 1 year and not later than 5 years	11,154	12,855
Minimum finance lease payments	12,856	21,167
Less future finance charges	(19)	(468)
Present value of finance lease liabilities	12,837	20,699

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
32. Commitments continued		
The present value of finance leases payable is as follows:		
Within 1 year	1,683	7,862
Later than 1 year and not later than 5 years	11,154	12,837
Present value of finance lease liabilities	12,837	20,699
Included in the financial statements as:		
Current (refer note 27)	1,683	7,862
Non-current (refer note 27)	11,154	12,837
	12,837	20,699

The Authority has the option to purchase leased assets at their agreed fair value on expiry of the lease. These leasing arrangements do not have escalation clauses, other than in the event of payment default. There are no restrictions imposed by the leasing arrangements on other financing transactions. Certain finance leases have a contingent rental obligation, however these are not material when compared to the total lease payments made.

33. Explanatory statement

The following explanations are provided in accordance with Treasurer's Instruction 945. Significant variations are considered to be those greater than \$50,000 and greater than 10%.

(A) Significant variances between estimate and actual results for the financial year

Reasons for significant variations between actual revenue and expenditure and the Estimates contained in the Budget Statements are detailed below. It should be noted that the categories of revenue and expenditure presented in the Budget Statements differ from the categories used in these financial statements.

	2010 Actual \$	2010 Estimate \$	Variation \$
Expenses			
(i) <u>Other employee related expenses</u>	372,206	615,000	(242,794)
Due to lower than expected workers' compensation insurance premium during the period. The premium increased significantly in the previous year and was expected to continue to rise in the current year.			

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 Actual \$	2010 Estimate \$	Variation \$
33. Explanatory statement continued			
(ii) <u>Loss on disposal of non-current assets</u> Included in this total is \$127,928 that relates to the write-off of building asset during the period. The Authority had previously capitalised some restoration costs for a building located on land leased by the Authority. It has now been determined that control of the building asset rests with the lessor and therefore the asset has been removed from the Authority's asset register. The balance of the loss was associated with equipment assets written-off during the period. The write-offs were not expected at the time of developing the original budget.	130,026	-	130,026
(iii) <u>Other expenses</u> During Perth's hail storm in March 2010, the netting infrastructure asset associated with Perth Zoo's Australian Wetlands exhibit was damaged. As a result, this asset has been impaired and written down to its recoverable amount. Repair of the exhibit netting infrastructure will be subject to an insurance claim.	200,000	-	200,000
Revenue			
(iv) <u>Grants, sponsorships & fundraising</u> Due to higher than expected levels of grant funding during the period. The continuing availability of existing annual grant funding for research and breeding activities was uncertain at the time of developing the original budget. However, the Authority has been successful in securing continued grant funding during the period for important projects such as Woylie disease investigation and frog breeding and research activities. The continued success of Perth Zoo's Wildlife Conservation Action fundraising campaign and general donations was also higher than expected. Nearly \$400,000 was raised during the period which will enable the Authority to support numerous wildlife conservation projects in 2010-11.	1,315,101	662,311	652,790
(v) <u>Memberships</u> Due to continued growth in this product which is promoted as a value for money way of visiting Perth Zoo. For an annual membership fee, members are entitled to unlimited free general admission to Perth Zoo during the membership period.	913,501	720,000	193,501

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

33. Explanatory statement continued

	2010 Actual \$	2009 Actual \$	Variation \$
(B) Significant variances between actual results for the financial year and prior year actual results			
Reasons for significant variations between actual revenue and expenditure and the corresponding item of the preceding year are detailed below.			
Expenses			
(i) <u>Other employee related expenses</u> Due to lower workers' compensation insurance premium during the period. The premium had increased significantly in the previous year but a premium adjustment in 2009-10 resulted in a lower than expected premium. Reductions in expenditure relating to some areas of staff professional development opportunities were also made during the period, in line with whole of Government budget saving initiatives.	372,206	705,392	(333,186)
(ii) <u>Administration</u> Some functions previously resourced internally were provided by service contractors during the period and this has resulted in the administration costs being higher than the previous year. There were also additional costs during the period associated with professional services relating to human resource management and risk management.	2,497,356	2,189,097	308,259
(iii) <u>Loss on disposal of non-current assets</u> Due to \$127,928 that relates to the write-off of building asset during the period. The Authority had previously capitalised some restoration costs for a building located on land leased by the Authority. It has now been determined that control of the building asset rests with the lessor and therefore the asset has been removed from the Authority's asset register.	130,026	21,214	108,812
(iv) <u>Other expenses</u> During Perth's hail storm in March 2010, the netting infrastructure asset associated with Perth Zoo's Australian Wetlands exhibit was damaged. As a result, this asset has been impaired and written down to its recoverable amount. Repair of the exhibit netting infrastructure will be subject to an insurance claim.	200,000	-	200,000

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 Actual \$	2009 Actual \$	Variation \$
33. Explanatory statement continued			
Revenue			
(v) <u>Grants, sponsorships & fundraising</u> Due to the receipt of additional grants during the period to continue important research and breeding programs at Perth Zoo. These additional grants included \$100,000 in funding for frog breeding and research from the Department of Environment and Conservation. Perth Zoo continued to generate corporate sponsorships during the period and there was an increase in revenue from donations and fundraising activities.	1,315,101	1,063,737	251,364
(vi) <u>Memberships</u> Due to continued growth in this product which is promoted as a value for money way of visiting Perth Zoo. For an annual membership fee, members are entitled to unlimited freegeneral admission to Perth Zoo during the membership period.	913,501	789,222	124,279
(vii) <u>Other revenue</u> The 2008-09 actual figure included some one-off transactions relating to recoups of expenditure from prior years.	36,239	93,537	(57,298)
Income from State Government			
(viii) <u>Resources received free of charge</u> During the previous period, \$1,715,088 worth of infrastructure works relating to the elephant exhibit was provided by the Building Management and Works area of the Department of Treasury and Finance. These works were capitalised as an infrastructure asset in the Statement of Financial Position.	-	1,715,088	(1,715,088)

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Notes to the Financial Statements for the Year Ended 30 June 2010 continued

34. Schedule of Income and Expenses by Service

INDUSTRY SEGMENTS:

Treasurer's Instruction 1101 requires that information be provided for agreed services of the Authority as printed in the Treasurer's Annual Budget Statements.

	Community engagement and awareness in conservation		Wildlife management, medicine and research		Total	
	2010 \$	2009 \$	2010 \$	2009 \$	2010 \$	2009 \$
COST OF SERVICES						
Expenses						
Employee benefits expense	10,007,805	9,514,575	1,607,600	1,422,494	11,615,405	10,937,069
Other employee related expenses	299,401	621,845	72,805	83,547	372,206	705,392
Maintenance & operational expenses	2,777,073	2,902,668	102,519	109,028	2,879,592	3,011,696
Depreciation expense	2,296,004	2,184,651	22,955	22,067	2,318,959	2,206,718
Finance costs	393	906	56	110	449	1,016
Administration	2,021,927	1,678,473	475,429	510,624	2,497,356	2,189,097
Cost of retail shop sales	618,694	636,779	-	-	618,694	636,779
Loss on disposal of non-current assets	128,726	18,916	1,300	2,298	130,026	21,214
Other Expenses	198,000	-	2,000	-	200,000	-
Total cost of services	18,348,023	17,558,813	2,284,664	2,150,168	20,632,687	19,708,981
Income						
Admissions	6,504,146	6,520,715	-	-	6,504,146	6,520,715
Retail shop sales	1,256,636	1,298,869	-	-	1,256,636	1,298,869
Grants, sponsorships & fundraising	665,041	665,028	650,060	398,709	1,315,101	1,063,737
Commercial activities	1,372,494	1,283,546	93,443	94,927	1,465,937	1,378,473
Memberships	913,501	789,222	-	-	913,501	789,222
Interest revenue	-	-	43,980	47,627	43,980	47,627
Other revenue	36,239	93,537	-	-	36,239	93,537
Total income other than income from State Government	10,748,057	10,650,917	787,483	541,263	11,535,540	11,192,180
NET COST OF SERVICES	7,599,966	6,907,896	1,497,181	1,608,905	9,097,147	8,516,801

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

34. Schedule of Income and Expenses by Service continued

	Community engagement and awareness in conservation		Wildlife management, medicine and research		Total	
	2010	2009	2010	2009	2010	2009
	\$	\$	\$	\$	\$	\$
INCOME FROM STATE GOVERNMENT						
Service appropriation	8,350,084	8,339,122	1,181,916	1,012,878	9,532,000	9,352,000
Resources received free of charge	-	1,715,088	-	-	-	1,715,088
Total Income from State Government	8,350,084	10,054,210	1,181,916	1,012,878	9,532,000	11,067,088
Surplus/(Deficit) for the period	750,118	3,146,314	(315,265)	(596,027)	434,853	2,550,287

SEGMENT DESCRIPTIONS:

Community engagement and awareness in conservation

Perth Zoo promotes conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate and encourage the community in conservation. Perth Zoo maximises visits to the Zoo by providing a quality and unique 'value-for-money' attraction in ecologically themed botanic gardens. The Zoo's commercial activities are also underpinned by conservation messages.

Wildlife management, medicine and research

The conservation value of wildlife will be optimised by effective management, high standards of animal welfare and animal husbandry, captive breeding, support for wildlife conservation, breeding for re-introduction and provision of research opportunities.

GEOGRAPHICAL SEGMENTS:

The Zoological Parks Authority operates within one geographical segment (Western Australian public sector).

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

35. Financial instruments

(a) Financial risk management objectives and policies

Financial instruments held by the Authority are cash and cash equivalents, restricted cash and cash equivalents, borrowings, finance leases, loans and receivables, and payables. The Authority has limited exposure to financial risks. The Authority's overall risk management program focuses on managing the risks identified below:

Credit risk

Credit risk arises when there is the possibility of the Authority's receivables defaulting on their contractual obligations resulting in financial loss to the Authority. The Authority measures credit risk on a fair value basis and monitors risk on a regular basis.

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provision for impairment as shown in the table at note 35(c) 'Financial instruments disclosures' and note 22 'Receivables'.

Credit risk associated with the Authority's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). For receivables other than government, the Authority trades only with recognised, creditworthy third parties. Amounts owing by Government agencies are guaranteed and therefore no credit risk exists in respect of those amounts.

The Authority has policies in place to ensure that sales of products and services are made to customers with an appropriate credit history. In addition, receivable balances are monitored on an ongoing basis with the result that the Authority's exposure to bad debts is minimal. At the end of the reporting period there were no significant concentrations of credit risk.

The collectability of receivables is reviewed on an ongoing basis by individual assessment of the debts outstanding. The type of recovery action is determined by management and is based on individual assessment of debts. Consideration is given to factors such as debt amount, nature of debt and past history of debtor.

Provision for impairment of financial assets is calculated based on past experience, and current and expected changes in client credit ratings. For financial assets that are either past due or impaired, refer to note 22 'Receivables'.

Liquidity risk

Liquidity risk arises when the Authority is unable to meet its financial obligations as they fall due.

The Authority is exposed to liquidity risk through its trading in the normal course of business.

The Authority has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments.

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

35. Financial instruments continued

Market risk

The market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Authority's income or the value of its holdings of financial instruments. The Authority does not trade in foreign currency and is not materially exposed to other price risks. Other than as detailed in the interest rate sensitivity analysis table at note 35(c), the Authority is not exposed to interest rate risk because apart from minor amounts of restricted cash, all other cash and cash equivalents and restricted cash are non-interest bearing and the Authority has no borrowings other than finance leases which have a fixed interest rate.

The interest rate sensitivity is determined by reference to recent trends in interest rate movements and economic forecasts by the Reserve Bank of Australia.

Fair values

The financial assets and liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the notes.

The fair value of short-term receivables and payables is the transaction cost of the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.

The fair value of lease liabilities is at amortised cost using the effective interest method.

(b) Categories of financial instruments

The carrying amounts of each of the following categories of financial assets and financial liabilities at the end of the reporting period are as follows:

	2010 \$	2009 \$
Financial assets		
Cash and cash equivalents	4,187,440	3,440,294
Restricted cash and cash equivalents	405,795	255,000
Loans and receivables (i)	8,777,035	7,595,047
Financial liabilities		
Financial liabilities measured at amortised cost	526,339	560,690

(i) The amount of loans and receivables excludes GST recoverable from the ATO (statutory receivable).

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Zoological Parks Authority Notes to the Financial Statements for the Year Ended 30 June 2010 continued

35. Financial instruments continued

(c) Financial Instrument Disclosures

Credit risk and interest rate exposure

The following table details the Authority's maximum exposure to credit risk, interest rate exposures and the ageing analysis of financial assets. The Authority's maximum exposure to credit risk at the end of the reporting period is the carrying amount of the financial assets as shown below. The table discloses the ageing of financial assets that are past due but not impaired and impaired financial assets. The table is based on information provided to senior management of the Authority.

The Authority does not hold any collateral as security or other credit enhancements relating to the financial assets it holds.

The Authority does not hold any financial assets that had to have their terms renegotiated that would have otherwise resulted in them being past due or impaired.

Interest rate exposures and ageing analysis of financial assets

	Weighted Average Effective Interest Rate %	Carrying Amount \$	Interest rate exposure			Past due but not impaired					Impaired financial assets \$
			Fixed Interest Rate \$	Variable Interest Rate \$	Non-Interest Bearing \$	Up to 3 months \$	3 - 12 months \$	1-2 Years \$	2-5 Years \$	More than 5 Years \$	
Financial Assets											
2010											
Cash and cash equivalents	3.99	4,187,440	-	1,116,196	3,071,244	-	-	-	-	-	-
Restricted cash and cash equivalents		405,795	-	-	405,795	-	-	-	-	-	-
Receivables (a)		479,035	-	-	479,035	49,988	21,341	-	-	-	-
Amounts receivable for services		8,298,000	-	-	8,298,000	-	-	-	-	-	-
		13,370,270	-	1,116,196	12,254,074	49,988	21,341	-	-	-	-
2009											
Cash and cash equivalents	5.38	3,440,294	-	1,069,624	2,370,670	-	-	-	-	-	-
Restricted cash and cash equivalents		255,000	-	-	255,000	-	-	-	-	-	-
Receivables (a)		550,047	-	-	550,047	18,877	69,208	10,147	596	-	-
Amounts receivable for services		7,045,000	-	-	7,045,000	-	-	-	-	-	-
		11,290,341	-	1,069,624	10,220,717	18,877	69,208	10,147	596	-	-

(a) The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

35. Financial instruments continued

(c) Financial Instrument Disclosures

Liquidity risk

The following table details the contractual maturity analysis for financial liabilities. The contractual maturity amounts are representative of the undiscounted amounts at the end of the reporting period. The table includes interest and principal cash flows. An adjustment has been made where material.

	Interest rate exposures and maturity analysis of financial liabilities											
	Interest rate exposure							Maturity dates				
	Weighted Average Effective Interest Rate %	Carrying Amount \$	Fixed Interest Rate \$	Variable Interest Rate \$	Non-Interest Bearing \$	Adjustment for discounting \$	Total Nominal Amount \$	Up to 3 months \$	3 - 12 months \$	1-2 Years \$	2-5 Years \$	More than 5 Years \$
Financial liabilities												
2010												
Payables		513,502	-	-	513,502	-	513,502	504,143	9,359	-	-	-
Finance lease liabilities	7.50	12,837	12,837	-	-	-	12,837	1,683	11,154	-	-	-
		526,339	12,837	-	513,502	-	526,339	505,826	20,513	-	-	-
2009												
Payables		539,991	-	-	539,991	-	539,991	539,299	692	-	-	-
Finance lease liabilities	7.50	20,699	20,699	-	-	-	20,699	1,911	5,951	12,837	-	-
		560,690	20,699	-	539,991	-	560,690	541,210	6,643	12,837	-	-

The amounts disclosed are the contractual undiscounted cash flows of each class of financial liabilities.

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

35. Financial instruments continued

(c) Financial Instrument Disclosures

Interest rate sensitivity analysis

The following table represents a summary of the interest rate sensitivity of the Authority's financial assets and liabilities at the end of the reporting period on the surplus for the period and equity for a 1% change in interest rates. It is assumed that the change in interest rates is held constant throughout the reporting period.

The interest rate sensitivity is determined by reference to recent trends in interest rate movements and economic and market forecasts by the Reserve Bank of Australia.

	Carrying Amount \$	-100 basis points		+100 basis points	
		Surplus \$	Equity \$	Surplus \$	Equity \$
2010					
<u>Financial Assets</u>					
Cash and cash equivalents	1,116,196	(11,162)	(11,162)	11,162	11,162
		(11,162)	(11,162)	11,162	11,162
<u>Financial Liabilities</u>					
		-	-	-	-
Total Increase/(Decrease)		(11,162)	(11,162)	11,162	11,162
2009					
<u>Financial Assets</u>					
Cash and cash equivalents	1,069,624	(10,696)	(10,696)	10,696	10,696
		(10,696)	(10,696)	10,696	10,696
<u>Financial Liabilities</u>					
		-	-	-	-
Total Increase/(Decrease)		(10,696)	(10,696)	10,696	10,696

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

36. Remuneration of members of the accountable authority and senior officers

	2010	2009
<u>Remuneration of members of the accountable authority</u>		
The number of members of the accountable authority, whose total of fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:		
\$0 - \$10,000	7	8
\$10,001 - \$20,000	1	1
The total remuneration of the members of the accountable authority	\$35,341	\$32,427

The total remunerations includes the superannuation expense incurred by the Authority in respect of members of the accountable authority.

No members of the accountable authority are members of the Pension Scheme.

Remuneration of senior officers

Senior officers includes the Chief Executive Officer and four Director positions that form the Authority's Corporate Executive.

The figures include current employees and officers that terminated employment during the period.

The number of senior officers, other than senior officers reported as members of the accountable authority, whose total fees, salaries, superannuation, non-monetary and other benefits for the financial year, fall within the following bands:

\$30,001 - \$40,000	1	-
\$60,001 - \$70,000	1	-
\$70,001 - \$80,000	-	1
\$110,001 - \$120,000	-	1
\$120,001 - \$130,000	-	2
\$130,001 - \$140,000	3	1
\$150,001 - \$160,000	-	1
\$240,001 - \$250,000	1	-
The total remuneration of senior officers	\$742,052	\$731,978

The total remuneration includes the superannuation expense incurred by the Authority in respect of senior officers other than senior officers reported as members of the accountable authority.

No senior officers are members of the Pension Scheme.

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Zoological Parks Authority

Notes to the Financial Statements for the Year Ended 30 June 2010 continued

	2010 \$	2009 \$
37. Remuneration of auditor		
Remuneration payable to the Auditor General in respect of the audit for the current financial year is as follows:		
Auditing the accounts, financial statements and performance indicators	45,700	44,000
	45,700	44,000
38. Supplementary financial information		
The following items have been written off by the Accountable Authority:		
<u>(a) Write-offs</u>		
Assets written off	2,098	21,214
Damaged/obsolete retail shop stock	4,064	3,747
Bad debts	704	-
Cashier shortages	1,426	1,040
	8,292	26,001
<u>(b) Losses through theft, defaults and other causes</u>		
Insurance proceeds for the current reporting period relates to an outstanding claim from the previous financial year.		
Lost/stolen public property written off by the Accountable Authority	557	4,912
Retail shop stock water damaged	2,570	-
Amount recovered through insurance proceeds	(5,273)	-
	(2,146)	4,912
<u>(c) Gifts of public property</u>		
No public property was gifted during the current year.		
Gifts of public property provided by the Authority	-	-
	-	-

39. Events occurring after the end of the reporting period

A payment of \$300,000 was received in July 2010 from the Authority's insurers, being an interim payment associated with the Authority's claims for damage suffered as a result of Perth's severe hail storm on 22 March 2010.

Performance Indicators

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Zoological Parks Authority Certification of Performance Indicators for the Year Ended 30 June 2010

We hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Zoological Parks Authority's performance, and fairly represent the performance of the Zoological Parks Authority for the financial year ended 30 June 2010.



Peter Metcalfe

Chairperson

10 September 2010



Andrew Thompson

Deputy Chairperson

10 September 2010

Performance Indicators

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Purpose

The agency's purpose is to secure long-term populations of species in natural environments while engaging the community in global conservation action.

Vision

A world where diversity of species and habitats is secure.

Community Service Charter

To provide for the community of Western Australia, wholesome, value for money, recreational services, whilst striving towards self-sufficiency and continuous improvement to the quality of services delivered.

Funding Objectives

Funding for the year was received in accordance with the following Outcome and Services.

OUTCOME 1:

Conservation of wildlife

Service 1: Community Engagement and Awareness in Conservation

Service description: Perth Zoo promotes conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate and encourage the community in conservation.

Service 2: Wildlife Management, Medicine and Research

Service description: The conservation of wildlife will be optimised by effective species management, high standards of animal welfare and animal husbandry, captive breeding, support for wildlife conservation, breeding for re-introduction and provision of research opportunities.

Performance Indicators

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Effectiveness And Efficiency Indicators

Outcome 1:

Conservation of wildlife

This outcome is measured by surveying our customers to gauge the extent to which the Zoo communicates its conservation message. The following indicators are designed to measure the extent to which Perth Zoo has been able to positively influence people's attitudes towards the conservation of wildlife and the environment.

	2007	2008	2009	2010
Population*	612,925	620,705	636,969	635,136
Desired Sample	500	500	400	500
Achieved Sample	500	501	404	507
Sampling Error	+4.5%	+4.5%	+4.5%	+4.5%

*Population is based on annual visitors to Perth Zoo

Effectiveness Indicators

To obtain information in relation to effectiveness indicators 1.1 and 1.2 Synovate was commissioned by Perth Zoo to conduct customer research in April and May 2010. Intercept surveys were conducted with randomly selected Zoo patrons over 16 years of age. Details of the survey sampling are as follows:

1.1 The Zoo as an educational/learning experience

"Perth Zoo's exhibits and displays educate visitors about conservation problems facing wildlife"	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2010 Target
Agree	95%	91%	94%	94%	97%
Neither agree/disagree	2%	4%	3%	3%	2%
Disagree	1%	3%	3%	2%	1%
Don't know	2%	2%	-	1%	-

Note to this Indicator

The continued high level of agreement demonstrates the effectiveness of Perth Zoo's formal and informal educational programs. These programs are aimed at students, schools and the general community and are complemented by other initiatives such as improved exhibit signage, website development and publications that focus on wildlife conservation issues. The provision of services such as keeper talks and guided tours along with innovative exhibit design in naturalistic garden settings assists in engaging visitors so that conservation messages can be more effectively delivered.

Performance Indicators

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Effectiveness Indicators continued

1.2 Conservation of the Environment

“Perth Zoo encourages people to be more conscious about the conservation of the environment”	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2010 Target
Agree	94%	92%	89%	94%	96%
Neither agree/disagree	2%	4%	8%	4%	2%
Disagree	2%	3%	3%	2%	2%
Don't know	2%	1%	-	-	-

Note to this Indicator

Following a lower than expected result in 2008-09, this indicator has returned to the similar high levels achieved in 2006-07 and 2007-08. It is possible that the heightened level of community interest and focus on climate change during 2008-09 may have influenced the interpretation by respondents to this survey question in that year.

During 2009-10, Perth Zoo has continued to focus and promote a range of environmental conservation issues to the community including the importance of habitat protection. This included participation in a ‘Don’t Palm us Off Campaign’ that encouraged visitors to Perth Zoo to support labelling of products containing palm oil. Perth Zoo’s fundraising campaign, Wildlife Conservation Action, is also heavily focused on supporting this indicator.

Performance Indicators

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Effectiveness Indicators continued

1.3 Number of offspring produced by threatened animals for re-introduction

Perth Zoo aims to successfully breed threatened Australian animals for future re-introduction into their natural environments. These species are all part of programs managed by the Department of Environment and Conservation through the Recovery Team process species recovery plan. The actual animals produced for each of the reported species only includes animals that survive more than 30 days after birth.

	2007 Actual Animals Produced	2008 Actual Animals Produced	2009 Actual Animals Produced	2010 Actual Animals Produced	2010 Target
Western Swamp Tortoise	26	13	28	33	30
Numbat	12	8	12	9	15
Dibbler	37	30	36	65	40
TOTAL	75	51	76	107	85

Note to this Indicator

Some Numbat pouch young did not survive long after birth. The possible causes will be investigated by a post-doctoral researcher.

The number of Dibblers produced was significantly higher than the target as the Recovery Team requested additional animals to facilitate a second release of animals at a new site.

Performance Indicators

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Effectiveness And Efficiency Indicators continued

Efficiency Indicators

Service 1: Community Engagement and Awareness in Conservation

1.4 Cost of Services per Visitor

Efficiency would be demonstrated by this indicator remaining constant or reducing over time, as admission numbers increase.

	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2010 Target
Total visitors admitted to the Zoo	612,925	620,705	636,969	635,136	615,000
Total cost of services (\$000's)	n/a	\$15,867	\$17,559	\$18,348	\$17,763
Average cost per visitor	n/a	\$25.56	\$27.57	\$28.89	\$28.88

Note to this Indicator

The costs of delivering this service were higher than the previous year due mainly to staff salary award rate increases and increases to general operating costs. Higher costs of service contractors along with other increases such as electricity and gas also contributed to the higher costs during the year. There was also a building asset written-off during the period and an impairment loss recorded for an infrastructure asset that suffered storm damage. These have resulted in increasing expenses by over \$300,000 for this service.

The extended dry weather, particularly during the peak visitation times such as weekends, again resulted in higher numbers of visitors than expected. Visitor numbers were not expected to continue at the record levels achieved in 2008-09 but factors such as the fine weather, new animal exhibit developments, animal births and concert events all assisted in reaching similar visitor numbers to last year. The increasing membership base also resulted in a higher level of repeat visitation to the Zoo and the birth of a giraffe calf in June contributed to very high visitor numbers in the last month of the financial year.

Performance Indicators

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Efficiency Indicators continued

Service 2: Wildlife Management Medicine and Research

1.5 Research Communications Produced per Full Time Equivalent (FTE)

Research communications have been defined to include refereed papers published in professional journals, conference presentations and the publishing of major articles authored or co-authored by Perth Zoo staff or Perth Zoo-supported researchers. The indicator is calculated using a three year moving average of both the number of research communications produced and the number of FTEs to reflect that research is conducted over an extended period before the communications can be produced.

	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2010 Target
Number of research communications produced	n/a	20	25	29	28
Total FTEs to produce research communications	n/a	17.92	18.06	18.97	18.46
Research communications produced per FTE	n/a	1.13	1.40	1.51	1.52

Note to this Indicator

The result for this indicator is in line with the target and is a measure of the Authority's contribution to the important areas of wildlife management, medicine and research. The increased number of research communications was expected due to grant funding received over the past three to four years. This grant funding along with other research contributions received at no charge over recent years has provided the capacity to produce an increased level of research communications. The moving average used to calculate this indicator reflects this increased production.

This indicator is affected by the funding available to undertake work in these areas and therefore it is influenced by the level of external grants that Perth Zoo is able to access for this important work. Some grant funding ceased during the period. Perth Zoo continues to seek additional grant funding.

Other Financial Disclosures

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Pricing Policies of Services Provided

Perth Zoo's admission prices are reviewed annually as part of the State Budget process. Any increases recommended by the Zoological Parks Authority require the approval of the Minister. The Zoological Parks Authority has discretion over pricing for other goods and services rendered. An increase in Perth Zoo admission prices, from 1 July 2009, was approved as part of the 2009-10 Budget. Admission prices are advertised on Perth Zoo's website and at the front entrance.

Capital Works

Perth Zoo's capital works program consists of projects that are funded from either Government capital appropriations or internally generated revenue such as sponsorships and donations. The Zoo undertook \$1.8 million worth of capital works in 2009-10.

Completed Capital Projects

Veterinary Science Research and Teaching Facility

A new veterinary science research and teaching facility at Perth Zoo was opened in July 2009, providing an improved area for research staff and undergraduate veterinary students. It also provides staff accommodation and improved teaching facilities for the delivery of formal teaching programs provided by Perth Zoo to Murdoch University undergraduate veterinary students. These courses are externally funded by Murdoch University which partly-funded the new facility.

A total of \$74,000 was spent on the project in 2009-10 bringing the total project expenditure to \$203,000. Murdoch University contributed \$121,000 to the project with the balance funded from Perth Zoo's internally-generated sponsorships.

Crocodile Exhibit

A major redevelopment of the crocodile exhibit, which began in October 2008, was completed in September 2009. The project involved the design and construction of an outdoor exhibit and public viewing area for Perth Zoo's Estuarine Crocodile. The redevelopment provides an expanded exhibit for the crocodile along with enhanced visitor viewing opportunities set in a Kimberley-themed environment.

A total of \$183,000 was spent in 2009-10 bringing the total project expenditure to \$637,000. With retention monies still owing, the final cost of this project will be \$645,000. The State Government provided \$568,000 for this project with the balance funded from Perth Zoo's internally-generated corporate sponsorships.

Staff Offices and Amenities

The conversion of part of an existing staff amenity area into new staff offices along with an upgrade to the existing staff amenities was started and completed during the reporting period. The total project cost was \$117,000 which was all incurred in 2009-10 using State Government capital works funding.

Other

Other capital projects completed in 2009-10 included minor exhibit and facility upgrades. A total of \$200,000 was spent on various upgrades including the reptile encounter building entry, aviary entrance, penguin exhibit entrance and exhibit fencing.

A total of \$70,000 was spent on the purchase of computer equipment using State Government capital works funding.

Other Financial Disclosures

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Capital Works continued

Capital Works in Progress

Asian Small-clawed Otter Exhibit

A new, additional otter exhibit, designed in-house, was completed during 2009-10. Work on stage 2 of this project - an upgrade to the off-display area of the other otter exhibit - is nearing completion. The total project budget is \$200,000 of which \$87,000 was spent in 2009-10 bringing the total project expenditure as at 30 June 2010 to \$176,000. The project is funded from Perth Zoo's internally-generated sponsorship funds and will result in two otter exhibits to support breeding plans for this species.

Asian Elephant Exhibit

The redeveloped and expanded Asian Elephant exhibit opened in January 2009. The original \$5.26 million budget for this project was provided by the State Government. An additional \$300,000 was allocated to the project from Perth Zoo's internally-generated sponsorships in 2008-09, bringing the total budget for the project to \$5.56 million.

A total of \$46,000 was spent in 2009-10 on shade infrastructure and animal night quarters, resulting in total expenditure on the project at year end to \$5.48 million. The remaining budget of \$82,000 will be required in 2010-11 to complete further upgrades to the animal night quarters.

Sumatran Orangutan Exhibit

Additional improvement to the existing infrastructure of this exhibit occurred during the year along with progress on the design work for the visitor viewing aspect of the project.

A total of \$102,000 was spent on the project in 2009-10 bringing the total project expenditure to \$1.1 million funded from the State Government's capital contribution for the project. The capital contribution provides \$2.2 million for the project. The remaining \$1.1 million will be directed in 2010-11 to finalise the design and commence construction of the visitor viewing aspect of the exhibit.

Baboon Exhibit

Perth Zoo's existing Hamadryas Baboon exhibit, built in the late 1980s, is based around a moat system which has restricted the surface area available for the animals and also contributed to difficulties with water management. The upgrade of the exhibit will expand the animal night quarters and increase the exhibit size to allow for a group of up to eight adult baboons.

A total of \$42,000 was spent in 2009-10 for the development of concept designs, specifications and project cost estimates. The project is expected to cost \$872,000 and proceed to tender and construction in 2010-11.

Eco-Toilet

Perth Zoo's Master Plan for capital development identified the need for additional toilet facilities for Perth Zoo's visitors. Annual State Government capital works funding has been used for the construction of a new toilet and parenting facility which incorporates environmentally-friendly technology and promotes the use of sustainable building materials. Following extensive planning, costing and conceptual work in 2008-09, construction of the Eco-toilet began in 2009-10. The total project budget is \$586,000 with \$501,000 spent in 2009-10 bringing the total project costs at year end to \$541,000. Construction of the building was completed at the end of June 2010 with the final interior fit out and landscaping of the site expected to be completed in August 2010.

PABX

Plans to replace Perth Zoo's outdated PABX were developed during the year with the delivery of the new system expected in July 2010. Delivery will be followed by staff training before implementation in August 2010. The project budget is \$50,000 of which \$7,800 was spent during the reporting period to develop system specifications. The balance of the funds will be required in 2010-11. The project is being funded from the annual State Government capital works contribution.

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Capital Works continued

Customer Management System

The detailed system requirements for the upgrade of Perth Zoo's existing ticketing and customer management system were finalised with the software provider during the reporting period. This project includes replacement computer hardware along with the upgraded software which is being implemented in a staged approach. A total of \$68,000 was spent in 2009-10 bringing total expenditure at year end to \$99,000. The total project budget is \$253,000. The first stage of the implementation will begin in early 2010-11.

The system will provide a customer management system to manage all of the Zoo's admission ticketing, revenue receipting, debtor invoicing, education bookings, venue bookings, Zoo Friends memberships, corporate sponsors, fundraising and e-commerce business capabilities.

Solar Energy

During the year, Perth Zoo was successful in securing grant funding through the Commonwealth Government funded Perth Solar Cities Project. This project will provide grant funding of \$1.2 million, with Perth Zoo contributing \$1.5 million to the project over the next two years. The funding will provide for the installation of a 270kw solar system. Perth Zoo's \$1.5 million commitment will be met using \$1.1 million of State Government capital works funding and \$400,000 from internally-generated funds. In 2009-10, \$318,000

was spent on the acquisition of solar panels which will be installed on buildings throughout the Zoo in 2010-11.

Australian Wetlands

Planning for the replacement of the mesh netting that covers the Australian Wetlands exhibit began during the year. The existing netting along with infrastructure to suspend the netting sustained significant damage during Perth's severe hail storm in March 2010. As a result, the original plans were reviewed. The damage repair is the subject of an insurance claim. In 2009-10, \$25,000 of a total budget of \$45,000 was spent on the initial design and specifications for the replacement netting and support infrastructure. Due to the storm damage and subsequent insurance claim, the repair options and final costs for this project are still being finalised.

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Employment and Industrial Relations

Staff Profile

Perth Zoo employed 247 people in 2009-10 (246 in 2008-09) representing 164 full time equivalents (160 in 2009-10). The high head count to FTE ratio reflects the Zoo's continuing commitment to more flexible work practices and use of different staffing arrangements to meet relief and seasonal demands for the Zoo's visitor services and education programs. The use of casual staffing pools provides employment opportunities for students studying in relevant fields to gain hands on experience in their chosen careers and professions. Staff employed under external grant funds also affects the annual FTE level.

Employee Profile	2009-10	2008-09
Permanent Full Time	109	103
Permanent Part Time	44	47
Fixed Term Full Time	21	20
Fixed Term Part Time	4	6
Casual	65	67
Trainee	1	1
Cadets	3	2
Other	0	0
Total head count	247	246
Full time equivalent (FTE)	164	160

During 2009-10, 40 new appointments were made of which 19 were permanent appointments and 21 fixed-term appointments. The 19 permanent appointments included two apprentices who successfully completed their apprenticeships at Perth Zoo, six contract staff offered permanency following a merit-based selection process and two promotional opportunities for staff who secured the appointments through competitive merit selection.

Staff members, new and current, continued to be provided with options for flexible working arrangements where operationally possible. The table below indicates the level of take-up of such options.

Type of Flexible Working Arrangement	Permanent	Contract	Proportion of Total Staff*
Working from Home	12	2	7.7%
Working Part time	44	8	28.5%
Flexible Start Finish times	52	11	34.6%
Purchased Leave arrangements	10	0	5.5%

*Total Staff = 182 (excludes casual staff)

Staff turnover decreased from 10.6% in 2008-09 to 7.6% in 2009-10. Fourteen staff elected to leave the Zoo during the reporting period compared to 15 last year. Staff predominantly left to accept promotional positions in the private and public sectors, locally, interstate and overseas. Other reasons included relocation with family, travel and overseas volunteering opportunities.

The Zoo continued to work hard to attract and retain a diverse workforce. Workforce representation increased across all target areas except in Indigenous employment. A new Equity and Diversity Plan was developed and approved by the Office of Equal Opportunity and a draft Reconciliation Action Plan was submitted to Department of Indigenous Affairs for comment. Both Plans include ongoing support for the Indigenous cadetship and apprenticeship programmes which will continue to be an area of focus in 2010-11.

Other Financial Disclosures

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Employment and Industrial Relations continued

Workforce Diversity	Target 2009-10 %	Achievement 2009-10 %	Achievement 2008-09 %
Women in management Tier 1	100	100	100
Women in management Tier 2&3	55	55	52.6
Indigenous Australians	2	1.5	1.7
People with disabilities	6.1	8	6.6
People from culturally diverse backgrounds	10	8	7.4
Youth (15 to 24 years)	17.3	13.6	12.8

Industrial Relations

In 2009-10, industrial agreements expired for Building and Engineering Trades staff and Operations staff. The Zoo began negotiations for a replacement industrial agreement for its operational staff with in-principle agreement reached to accept wage increases in line with the Public Sector Wages Policy. Other terms and conditions are expected to be finalised and the agreement registered in 2010.

Negotiations for replacement agreements for Building & Engineering Trades staff are being managed centrally through the Department of Commerce.

A breakdown of the staff profile by applicable industrial agreement follows:

	Permanent	Contract	Casual	Proportion of Total Staff %
Government Officers	72	14	47	53.8
Zoo Operations	76	16	18	44.5
Engineering Trades	3	0	0	1.2
Building Trades	1	0	0	0.5
TOTAL	152	30	65	100%

A review of the classification of the electrical trades was finalised in 2009-10 with an independent work value assessment recognising significant changes since the introduction of the Metal Trades classification structure in 1993.

Work also continued on an extensive review of the Keeping profession. A revised classification structure developed by a working party was informally endorsed by staff with in-principle support from the Department of Commerce.

Staff Development

The Zoo continued to promote a workplace which encourages staff learning and development. Staff received support for attendance at workshops and seminars, presentations at conferences, study assistance for formal studies, workplace assessments, recognition of prior learning, professional development assistance for in-situ conservation and volunteer work, and accredited programs for equipment, first aid and occupational safety and health.

The Zoo also continued to provide support for formal programs including Indigenous Cadetships, a Horticultural Apprenticeship, Certificate III in Captive Animals and Public Sector Leadership Programs. During the year, the Zoo's first school-based trainee was appointed.

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Employment and Industrial Relations continued

In 2009-10, the Zoo provided 1,998 hours of formal training to staff at a cost of \$81,571. While there was a decrease in formal training hours due to budgetary constraints during the year, actual training hours may be higher due to the increasing use of informal, on-the-job learning that is largely unrecorded.

Employee Profile	2009-10	2008-09
Total formal training hours provided to staff	1998	4441
Average hours per FTE	12.2	27.8
Total training Costs	\$81,571	\$125,776
Average training investment per FTE	\$498	\$786
No of staff receiving study assistance	1	2
No of staff receiving professional development assistance	8	13
No of staff who undertook Cert III in Captive Animals	8	8
No of staff attending conferences	8	24
No of staff participating in public sector leadership programmes	2	1
No of Indigenous cadetships	4	3
No of apprenticeships	1	2
No of school-based traineeships	1	0

Training initiatives delivered in 2009-10 included:

- Bobcat, 4WD, forklift, Skid Steer accredited courses
- Leadership coaching
- Firearms
- Purchasing/Procurement
- Risk management
- Misconduct resistance (fraud and corruption)
- Introduction to epidemiology
- Landscaping
- Making sense of the market
- Outlook, Excel, Archibus
- Conflict management
- Creativity and innovation
- Recruitment and selection
- Science of communication
- Time management
- Tree management
- OSH & injury management for supervisors

Governance Disclosures/Other Legal Requirements

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Indemnity Insurance Premium

Perth Zoo takes out Directors and Officers Liability Insurance, covering members of the Zoological Parks Authority Board and senior management. The limit of liability is \$10 million. The Zoo contributed \$9,092 to the annual premium in 2009-10 with Board Members and senior management staff making a small individual contribution.

Electoral Act 1907

In accordance with section 175ZE of the Electoral Act 1907, Perth Zoo reports that it incurred the following expenditure during the financial year in relation to advertising agencies, market research organisations, polling organisations, direct mail organisations and media advertising organisations.

Expenditure with Advertising Agencies The Brand Agency	\$38,740
Expenditure with Market Research Organisations Synovate Pty Ltd	\$58,740
Expenditure with Polling Organisations	Nil
Expenditure with Direct Mail Organisations Disco Direct Mailing Service Mail Makers Pty Ltd Platform Interactive Salmat Limited Toll Transport Pty Ltd	\$76,458
Expenditure with Media Advertising Organisations Marketforce Advertising Mitchell and Partners Australia Pty Ltd Optimum Media Decisions Adcorp Australia Australian Associated Press	\$184,659
Total Expenditure	\$358,597

Other Legal Requirements

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Disability Access and Inclusion Plan Outcomes (Disability Services Act 1993, S29)

In 2009-10, Perth Zoo continued the implementation of its 2007-2011 Disability Access and Inclusion Plan (DAIP). The Zoo's Disability Services Group prioritised activities according to the plan and increased its meetings to bi-monthly to maintain progress with DAIP outcomes. Initiatives in the reporting period are outlined below against the Government's six disability standards.

Outcome 1: People with disabilities have the same opportunities as other people to access the services of, and any events organised by, a public authority.

- The Zoo reviewed its pricing and discount structure and ensured that the free-of-charge carer/companion admission was maintained. Free day admission was provided to 2099 carers of people with a disability.
- A range of school holiday activity styles was provided to suit children with different needs.
- Ten ACROD parking bays for Zoo visitors including two ACROD bus-bays were maintained.
- Wheelchair access was provided at major concert events.
- Information relating to Zoo events (including details on how to purchase tickets by phone or internet) was made available on the Zoo's website.
- Work progressed on a major upgrade of the

Zoo's Customer Management System which will provide on-line access to Zoo products and services including admission tickets, memberships, adoptions, events and other products.

Outcome 2: People with disabilities have the same opportunities as other people to access the buildings and other facilities of a public authority.

- New entry gates installed in the Australian Bushwalk were designed to be lightweight for use by the frail or those with mobility disabilities whilst also ensuring animal safety.
- The Zoo maintained its fleet of electric scooters for visitors with mobility impairment (377 hires) and its fleet of 11 wheelchairs for free use by those with mobility impairment.
- Affordable Zebra Car tours for the elderly/frail visitors or parents with small children were provided for around 900 visitors.
- Ten ACROD parking bays for Zoo visitors including two ACROD bus-bays were maintained.
- Quarterly audits were undertaken to review access impediments and resulting recommendations.

- Consideration of access/inclusion issues (including non-mobility disability) is now a formal part of Perth Zoo's project management framework and must be included in all capital works projects. The following projects in 2009-10 reflect this policy:

Orangutan Visitor Experience Project: Consultation and initial design work included close attention to ensure the 75m raised boardwalk (which will form the basis of the viewing experience) meets access requirements. Other design features include a hub where interactive and educational devices can be centralised for visitors with a range of disabilities.

Eco-Toilet Project: This sustainable toilet facility includes the Zoo's first fully accessible, unisex parenting room and a second accessible unisex toilet set in lush gardens and with an environmental focus.

Veterinary Science Research and Teaching Facility: This facility can be accessed and used by those with a mobility disability. It also features technology elements to make using and viewing presentation information easier for those with vision and hearing impairment.

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Disability Access and Inclusion Plan Outcomes continued

Outcome 3: People with disabilities receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

- A prominent link was included on the website homepage providing accessibility information for website users on both the technical aspects of using the site and general information about accessible aspects of a visit to Perth Zoo.
- Plain English was used in public documentation published by Perth Zoo.
- The Zoo maintained its online services and 24-hour recorded telephone information line.
- Information is made available in alternative format upon request. No requests were received in 2009-10.
- Approval was secured for a project to create a suite of brochures highlighting points of interest for people with various disabilities. Design and implementation will be staged over the period of the next DAIP.

Outcome 4: People with disabilities receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

- On-the-ground volunteers and trained staff, operating throughout the grounds, provided assistance to people with special needs.
- Training was provided to all new Perth Zoo volunteers using the Disability Services' 'You Can Make a Difference to People with Disabilities' DVD.

Outcome 5: People with disabilities have the same opportunities as other people to make complaints to a public authority.

- A range of mechanisms for making a complaint including in-person, by telephone, email, internet and comment cards was available to all members of the community.
- Accessibility and inclusion-related complaints about a service or product were referred to the Disability Services Group for specific discussion and/or action.

Outcome 6: People with disabilities have the same opportunities as other people to participate in any public consultation by a public authority.

- Market research was conducted by a firm with awareness of DAIP Outcome 6. Random collection protocols statistically ensured inclusion of those with a disability but in a way that was unbiased towards or against those with a disability.

Other Legal Requirements

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Compliance with Public Sector Standards and Ethical Codes Public Sector Management Act 1994 Section 31 (1)

The following compliance issues arose during 2009-10:

Public Sector Standards: No breaches were lodged.

WA Code of Ethics: No claims were lodged.

Perth Zoo Code of Conduct: Four suspected breaches of conduct were reported during the year, down from seven the previous year. Following investigation, all four claims were substantiated and appropriate action was taken.

Various measures are in place to ensure all Zoo staff are familiar with the Code of Ethics and the Zoo's Code of Conduct. Information on Public Sector Standards, the Public Sector Code of Ethics and the Zoo's Code of Conduct is available on the Zoo's intranet and is an important part of the face to face interactive induction program for new staff. Responsibilities are included on all job descriptions and managers and supervisors are provided with information about their role in upholding the standards, the Code of Ethics and the Code of Conduct. The standards and codes are also reinforced with all staff during regular performance management reviews. During the year, the Zoo undertook a comprehensive review of its Code of Conduct and issued a revised code to staff in February.

In 2009-10, the Zoo also embarked on an anti-fraud program. Ernst & Young was contracted to assist with the development of a Fraud Control Plan (the Plan) using the Misconduct Resistance Strategy developed for the Public Sector. As part of the Plan's development, information was gathered on internal controls, potential fraud and leakage hotspots and organisational culture. This was followed by a presentation to staff to increase awareness of what to look for in relation to fraud, the importance of good systems to minimise risks to protect the integrity of the Zoo and the role of staff in protecting the organisation. An on-line Fraud and Corruption Survey was also developed to measure staff understanding of the organisation's cultural and behavioural expectations and provide an opportunity for staff to assist in identifying areas for improvement. Survey responses will be finalised in early 2010-2011.

In assessing its compliance with the standards and codes, the Zoo looks at opportunities for continuous improvement. In addition to the Plan outlined above, the Zoo participated in internal and external transactional audits, undertook internal reviews of its policies and practices, sought feedback from staff through performance and issue management and exit surveys, and undertook analysis of substantiated complaints or issues to identify opportunities to improve understanding through training, coaching and/or new standard operating procedures.

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Record Keeping Plan

Perth Zoo's Record Keeping Plan details the record keeping program for the agency including which records are to be created and how those records are to be kept. Measures to ensure compliance with the State Records Commission Standard 2 Record Keeping Plans: Principle 6 include:

- Evaluation of the efficiency and effectiveness of the Record Keeping Plan not less than once every five years. In line with Section 28 of the State Records Act 2000, Perth Zoo's Record Keeping Plan and associated documentation was reviewed and submitted to the State Records Commission.
- Record keeping training programs for existing and new employees to maximise compliance with the State Records legislation and the Record Keeping Plan. Skills training in the Zoo's records management system and general records management awareness-raising sessions were conducted during the year.
- An annual review of record keeping training programs to ensure they are efficient and effective. In 2009-10, six new training packages were developed to address different levels of training required for Zoo staff.
- Record keeping induction programs for all new Zoo employees addressing their roles and responsibilities to ensure compliance with the Record Keeping Plan.

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Occupational Safety, Health and Injury Management

Perth Zoo is committed to providing and maintaining a safe and healthy environment for staff, contractors, volunteers and visitors, and to the continuous improvement of injury prevention and injury management programs. In the event of a work-related injury, the Zoo provides effective claims management and rehabilitation assistance aimed at supporting injured employees through their period of illness or injury and, where possible, their safe return to work.

Activities at the Zoo are required to conform to relevant State and Federal legislation and Australian Standards. The Zoo provides staff with guidance and training in safe work practices. Staff are required to comply with the Zoo's occupational health and safety policies, procedures and guidelines, and to conduct themselves in a safe manner, not placing themselves or others at risk. Members of staff are responsible for the health and safety of staff and students working under their direction. Contractors working on the Zoo premises are also required to conduct activities in a manner that ensures the safety, health and welfare of others.

Perth Zoo is committed to consulting with staff in a meaningful and effective manner on occupational safety and health (OSH) issues, enabling each member of staff to contribute to decisions that may affect their health, safety and welfare at work.

Formal mechanisms for consulting with staff on OSH matters include:

- regular team meetings with OSH agenda items
- OSH representation on all capital works projects
- online hazard reporting system
- bi-monthly OSH Committee meetings
- access to fully trained, elected OSH representatives
- monthly OSH inspections of the work site
- procedures for Provisional Improvement Notices
- open access to grievance procedures on the Zoo intranet and staff briefings

The Zoo ensures compliance with the injury management requirements of the Workers' Compensation and Injury Management Act 1981 through a systematic approach to injury management that combines expert assistance from external providers with the support of supervisors and human resource staff at the Zoo.

As part of this approach, the Zoo:

- promotes the expectation that it is normal practice to return, as soon as practicable, to appropriate duties at the Zoo
- encourages early intervention in injury management
- ensures there is early and accurate medical assessment and management of each case of injury, work related or not

An audit of Perth Zoo's occupational safety and health management systems was conducted in late 2009-10. Using the Worksafe Plan framework, compliant with the Australian Standard AS4801:2000, external auditors (IFAP) conducted a desktop review of the Zoo's OSH management systems which will be followed up in early 2010-11 with on-site interviews to assess the level of awareness and application of these systems on the ground.

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Occupational Safety, Health and Injury Management continued

In 2009-10, the Zoo recorded an increase in the number of workplace injuries including those resulting in lost time. The number of workers' compensation claims lodged during the year increased from 16 in 2008-09 to 26 in 2009-10. However, of these, only six claims involved time off work and only one claim resulted in significant lost time.

	2009-10	2008-09	2007-08	2006-07	2005-06
Number of Lost Time Injuries/Diseases	6	5	2	11	10
Number of Severe Claims	1	1	0	1	2
Lost Time Injury Severity Rate	16.67	20	0	9.09	20

While improving its performance from 2008-09, the Zoo did not achieve the target for the lost time injury/diseases incidence rate. The Zoo's results against targets set out in the Public Sector Commissioner's Circular 2009-11, Code of Practice: Occupational Safety and Health in the Western Australian Public Sector are shown in the table below.

Indicator	Target	2009-10	2008-09
Number of fatalities	0	Achieved 0	Achieved 0
Lost time injury/diseases (LTI/D) incidence rate	0 or 10% reduction on previous year	Not Achieved Increased from 2.03% to 2.43%	Not Achieved Increased from 0% to 2.03%
Lost time injury severity rate	0 or 10% improvement on previous year	Achieved Severity Rate decreased from 20 to 16.67	Not Achieved Severity Rate increased from 0 to 20
Percentage of injured workers returned to work within 28 weeks	Report percentage	100%	100%
Percentage of managers trained in occupational safety, health and injury management responsibilities	Greater than or equal to 50%	Achieved 76.2% of managers, supervisors and senior officers (as part of succession planning)	Achieved 73.8% of managers and supervisors

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Occupational Safety, Health and Injury Management continued

Occupational Safety and Health initiatives in 2009-10 included:

- Occupational Safety and Health program for supervisors
- Continued roll out of “Warm up for work” program for Zoo staff
- Review and awareness-raising of chemical decanting procedures and labelling across the Zoo
- Review of induction procedures for contractors
- Ongoing management of the Asbestos Management Plan and Register
- Review and upgrading of the on-line hazard reporting system
- Review of Staff Instructions for reporting electrical and gas accidents and safe use of vehicles
- Comprehensive review of the Zoonosis Prevention Program and development of related policy
- Audit of the Material Safety Data Sheet Register
- Development of a Fire Management Plan and Evacuation Plan for the Zoo’s Byford property
- Full review of management systems, assets and training program associated with Firearms Team and appointment of a new training provider
- Five emergency drills conducted during the reporting period involving all staff
- Continued provision of preventative health care for staff including on-site flu vaccination clinics, vaccination programs and pre-travel medical consultations associated with zoonotic risks
- Annual review of Standard Operating Procedures for all zoonotic risk areas
- Continuation of the employee assistance program to provide confidential counselling services. Ten sessions were delivered to staff by the service provider in 2009-10
- Targeted training including first aid and first responder training, fire warden training, back care, zoonosis awareness sessions and knife handling

Appendix 1

contents

Perth Zoo Research Communications

The communications listed reflect the range of research conducted at Perth Zoo by staff, students and external collaborating researchers. The underlined authors are current or former members of Perth Zoo staff. The remaining communications are studies fully or partially supported by Perth Zoo through the provision of staff expertise, material resources or funding.

Published Papers (Peer Reviewed)

Schmidt, S., Withers, P. C. and Cooper, C. E. (2009). Metabolic, ventilatory and hygric physiology of the chuditch (*Dasyurus geoffroii*; Marsupialia, Dasyuridae). *Comparative Biochemistry and Physiology Part A*. 154, 92-97.

Withers, P.C. and Cooper C.E. (2009). Thermal, metabolic, hygric and ventilatory physiology of the sandhill dunnart (*Sminthopsis psammophila*) Marsupialia, Dasyuridae. *Comparative Physiology and Biochemistry*. 153:317-323

Rebecca J. Vaughan, Kristin S. Warren et al. (2009). Hematological and serum biochemical reference values and cohort analysis in the Gilbert's Potoroo (*Potorous gilbertii*). *Journal of Zoo and Wildlife Medicine*. 40(2):276-288.

N. Parameswaran, R.M. O'Handley, M.E. Grigg, A.Wayne and R.C.A.Thompson (2009). Vertical Transmission of *Toxoplasma gondii* in Australian marsupials. *Parasitology*. 136, 939-944.

Unaiza Parkar, Rebecca J. Traub, Simone Vitali, Aileen Elliot, Bruno Leveck, Ian Robertson, Thomas Geurden, Jan Steele, Bev Drake, R.C. Andrew Thompson. (2010). Molecular characterisation of *Blastocystis* isolates from zoo animals and their animal-keepers. *Veterinary Parasitology*. 169 (1): 8-17

Mark D. Bennett, Andrea Reiss, Hans Stevens, Elisabeth Heylen, Marc Van Ranst, Adrian Wayne, Michael Slaven, Jennifer N. Mills, Kristin S. Warren, Amanda J. O'Hara, and Philip K. Nicholls.(2010). The First Complete Papillomavirus Genome Characterised from a Marsupial Host: A Novel Isolate from *Bettongia penicillata*. *Journal of Virology*. May pp 5448 – 5453.

Christine M. Rafferty, Byron B. Lamont and Mick E. Hanley. (2010). Herbivore feeding preferences in captive and wild populations. *Austral Ecology*. 35, 257-263.

N. Parameswaran, R.C.A. Thompson, N.Sundar, S.Pan, M.Johnson, N.C. Smith and M.E.Grigg. (2010). Non-archetypal Type II and atypical strains of *Toxoplasma gondii* infecting marsupials in Australia. *International Journal for Parasitology*. 40 (6), 635 – 640.

G.S. Gaikhorst, B.R. Clarke, M. McPharlin, B.Larkin, J. McLaughlin, J. Mayes. (2010). The captive husbandry and reproduction of the pink-eared turtle (*Emydura victoriae*) at Perth Zoo. *Zoo Biology* (online). 29:1-16.

Ernie Stead-Richardson, Don Bradshaw, Tony Friend, Terry Fletcher. (2010). Monitoring the reproduction in the critically endangered marsupial, Gilbert's potoroo (*Potorous gilbertii*): Preliminary analysis of faecal oestradiol - cortisol and progesteragens. *General and Comparative Endocrinology*. 165(1):155-162

Julia M. Hoy, Peter J. Murray and Andrew Tribe. (2010). Thirty Years Later: Enrichment Practices for Captive Mammals. *Zoo Biology*. 29:303-316

Major Articles

Cathy Lambert and Glen Gaikhorst. (2010). Sandhill Dunnart: a desert enigma. *Landscape*. 25 (4):44-50

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Perth Zoo Research Communications continued

Book

A manual for control of infectious diseases in amphibian survival assurance colonies and reintroduction programs. (2010). Eds Allan Pessier and Joseph Mendelson III. Proceedings from a workshop 16-18 February 2009, Zoological Society of San Diego. Online manual available at www.cbsg.org. (Simone Vitali co-authored one chapter and assisted with the editing.)

Book chapter

Helen Robertson, Pamela Smith & Daniel Scarporolo. (2010). Perth Zoo: living and working in a biodiversity hotspot. In 'Building a Future for Wildlife' pp 75 -80. Ed Gerald Dick & Markus Gusset.

Conference Presentations/Workshops

(presenting author)

Susan Hunt. (2009). Building Capacity for Conservation in Bukit Tigapuluh, Sumatra: A Success Story of a Partnership. World Association of Zoos and Aquariums 64th Annual Conference. Global Challenges Opportunities and Strategies 4-8 October. St Louis, Missouri.

Vishal Beri, Susan Hunt & Martin Phillips.(2009). The Economic & Social Contribution of the Zoological Industry in Australia. World Association of Zoos and Aquariums 64th Annual Conference. Global Challenges, Opportunities and Strategies 4-8 October. St Louis, Missouri.

Susan Hunt, Jo Gipps (2009). Species Conservation & Biodiversity. World Association of Zoos and Aquariums 64th Annual Conference. Global Challenges, Opportunities and Strategies 4-8 October. St Louis, Missouri.

Andrea Reiss, Simone Vitali, Paul Eden and Adrian Wayne. (2009). Perth Zoo Vet Involvement in Conservation Programs – Recent Developments. Wildlife Disease Association – Australasia Annual Conference, December 2009. Catlins Forest Park, New Zealand.

Simone Vitali, Andrea Reiss and Paul Eden. (2010). Zoos and Conservation Medicine: developing an urban zoo conservation medicine programme. Zoo Aquarium Association Conference, 16 -1 8 March 2010. Healesville Sanctuary, Victoria.

Leif Cocks. (2010). Javan Gibbon (*Hylobates moloch*) Captive Management Plan. Zoo Aquarium Association Conference, 16 -1 8 March 2010. Healesville Sanctuary, Victoria.

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Amy Smith, Liam Smith, and Betty Weiler. (2010). What are we going to ask them to do? Identifying behaviours to request of zoo visitors. Zoo Aquarium Association Conference, 16 -18 March. Healesville Sanctuary, Victoria.

Mikaylie Wilson. (2010). Nursing aspects of field anaesthesia of Australian Sea Lions. Veterinary Nurses Council of Australia Conference, 21-23 April. Surfers Paradise, Queensland.

Nicole Longhi. (2010). Little Penguin Breeding Success at Perth Zoo. ASZK Conference. 21st May - 23rd May. Woodhouse Activity Centre, Adelaide.