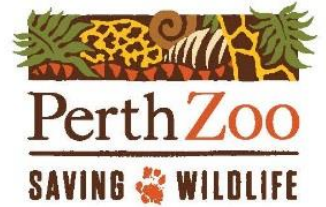




Government of **Western Australia**
Zoological Parks Authority



Zoological Parks Authority Information Statement 2024





Government of **Western Australia**
Zoological Parks Authority



Zoological Parks Authority

Address: Perth Zoo
20 Labouchere Road
South Perth WA 6151

Postal: PO Box 489
South Perth WA 6951

Telephone: +81 8 9474 0444

Email: email@perthzoo.wa.gov.au

Web: perthzoo.com.au

This Information Statement has been prepared in accordance with section 94 of the *Freedom of Information Act (WA) 1992*.

This document is available in alternative formats on request. For hearing and/or speech impaired access, contact the National Relay Service:

- Speak and Listen number - 1300 555 727
- TY number - 133 677
- SMS relay number - 0423 677 767

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Document Control

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Date	Author	Version	Approved by
16/01/2024	Jarryd Filipiak, Records Coordinator	Final	Clare Wright A/Executive Director

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1. Freedom of Information

The *Freedom of Information Act 1992* (the FOI Act) provides members of the public with the right to apply for access to the vast majority of the records held by State Government Agencies.

Some documents, or parts of documents, may be exempt from access. The FOI Act's exemption provisions protect from disclosure material that, if released, would have a detrimental effect on the functioning of Government or harm the interests of private individuals or commercial organisations.

You may also apply for access to personal information about you that is contained in Zoological Parks Authority (ZPA) documents, and you can correct that information if it is incorrect, inaccurate, out of date, or misleading.

Your right to apply is not affected by any reasons you have for wanting to obtain access or the ZPA's belief as to your reasons for applying.

The FOI Act can be viewed online on the Information Commissioner's website www.oic.wa.gov.au or the Western Australian Legislation website www.legislation.wa.gov.au.

The ZPA forms part of the Department of Biodiversity, Conservation and Attractions (DBCA) but remains a separate statutory authority, constituted under the *Zoological Parks Authority Act 2001*. Under FOI legislation the ZPA is not considered a part of the Department.

The Director General of DBCA is also the CEO for ZPA and under section 100(1)(a) of the FOI Act is considered the principal officer and decision maker for ZPA. Under section 100(1)(b) of the FOI Act, the CEO has delegated the appropriate staff as decision makers where the access application is for information which relates to the respective area of business. The delegated decision makers for ZPA are:

- Records Coordinator – Section 30, General Notice of Decisions
- Executive Director – Section 41, Internal Review Decisions

2. About the Zoological Parks Authority

The Zoological Parks Authority's responsibilities include controlling and managing Perth Zoo – in which zoological specimens are kept, displayed and cultivated/bred, 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; the conservation and management of non-threatened species; conducting public education and awareness programs; providing and promoting recreational services and facilities at Perth Zoo; and conserving and enhancing the gardens, amenities and natural environment of Perth Zoo.

Our Vision – To be Western Australia’s journey into the natural world.
Conservation Leadership. Community Connection. Collective Impact.

Our Purpose – Empowering a future where wildlife and humanity thrive together.

The Values That Drive Us – We lead with integrity
We are curious and brave
We empower action
We are stronger together

We aim to connect people with nature, inspire in people a passion for conservation and provide links and practical means [here at the Zoo and beyond our borders] for individuals to become involved in conservation. We role-model environmental sustainability and promote ways that our visitors can contribute to conservation by creating a learning environment and providing opportunities for visitor involvement.

Accreditation - The Australasian Zoo and Aquarium Association (ZAA) accreditation program establishes, maintains and raises standards of operations in the zoo and aquarium community. It independently reviews and validates facilities and standards in zoos and ensures that agreed standards are met. Accreditation of zoos through ZAA gives the general public and zoo visitors confidence in their zoos and aquariums, not only in animal welfare but also their work for conservation. Achieving accreditation by the ZAA fundamentally indicates that the zoo, aquarium or wildlife park provides the best possible welfare to the animals in their care, not just simply meeting legal minimum requirements but striving to exceed them.

Perth Zoo was one of the first zoos to achieve accreditation by the ZAA. To ensure high standards are maintained, all ZAA members undergo accreditation every three years and are assessed on the same standards. Perth Zoo was last audited by the ZAA and achieved accreditation in 2023. This confirms that Perth Zoo operates at a high standard and that there is strong commitment to animal welfare at all levels. For more information about ZAA and accreditation, visit zooaquarium.org.au.

3. Legislative Environment

The ZPA was established under the *Zoological Parks Authority Act 2001* for the care, control and management of Perth Zoo and is responsible for administering the *Zoological Parks Authority Regulations 2002*.

The functions of the ZPA as outlined in Part 3 Section 9 of the *Zoological Parks Authority Act 2001* are:

- (a) to establish, care for, control and manage zoological parks in which zoological specimens are kept and displayed, and plants cultivated, for conservation, research, scientific, educational, cultural or recreational purposes; and
- (b) to collaborate in, carry out or procure the carrying out of, breeding programmes for the preservation of threatened animal species; and

- (c) to collaborate in, carry out or procure the carrying out of, research programmes for the preservation of threatened animal species and the conservation and management of other species; and
- (d) to carry out public education and awareness programmes; and
- (e) to use the knowledge, expertise and resources of the Authority to provide scientific, technical, educational, training, management and advisory services; and
- (f) to provide, improve and promote recreational services and facilities in zoological parks; and
- (g) to conserve and enhance the gardens, amenities and natural environment of zoological parks.

Legislation administered by the Zoological Parks Authority as at 1 January 2024:

- [Zoological Parks Authority Act 2001](#)
- [Zoological Parks Authority Regulations 2002](#)

4. Organisational Structure

Since 1 July 2017, the Zoological Parks Authority (ZPA) has formed a part of the Department of Biodiversity, Conservation and Attractions (DBCA) portfolio, which includes two other statutory authorities (Botanic Gardens and Parks Authority and Rottnest Island Authority) and the former Department of Parks and Wildlife.

DBCA is tasked with conserving and enhancing Western Australia's ecological biodiversity and natural attractions under its care.

DBCA is headed by the Director General, who is also the CEO for the three separate statutory authorities. The ZPA has a governing board, and the CEO and Executive Director are responsible for the day-to-day operations of Perth Zoo. The ZPA is within the portfolio of the Minister for Environment.

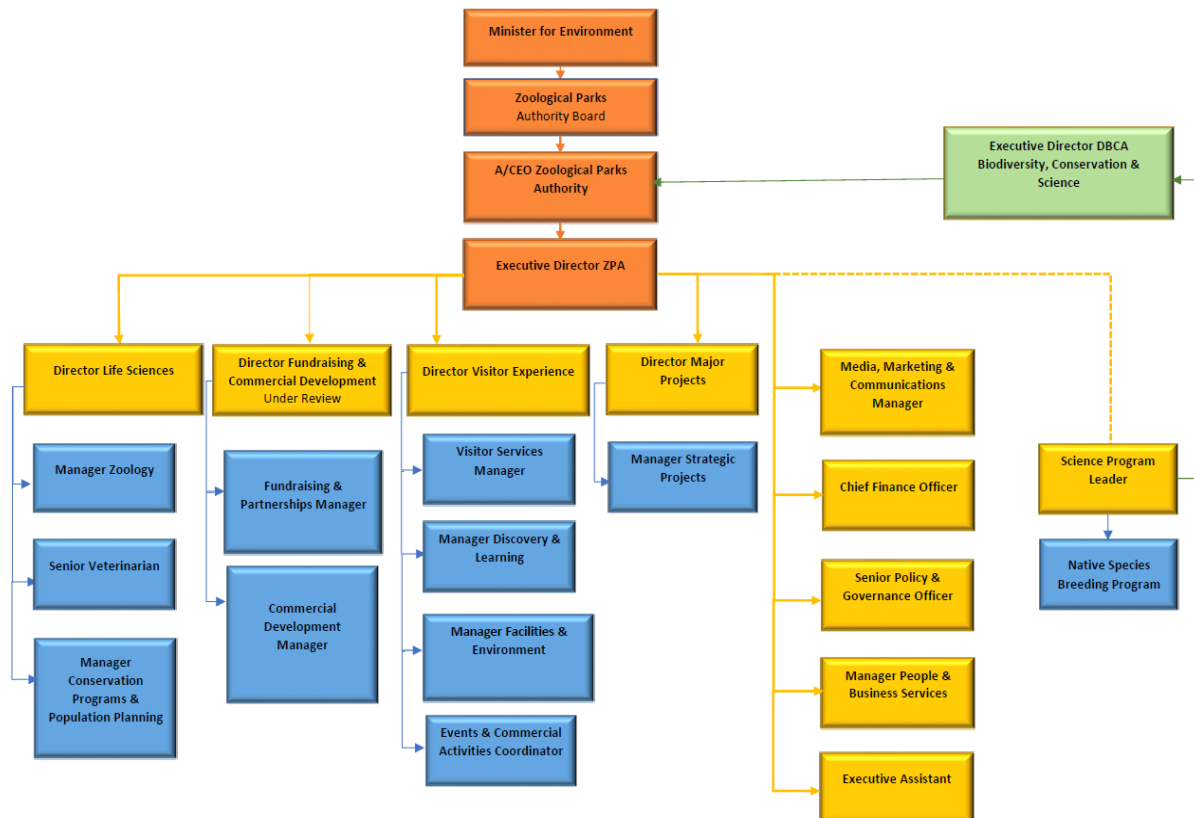
Delivery of services, programs and activities is managed under four key areas – Life Sciences, Fundraising and Commercial Development, Visitor Experience, and Major Projects. The Executive Office directly oversees Finance, Policy and Governance, and People and Business Services.

The Perth Zoo Science Program operates as a part of DBCA's Biodiversity and Conservation Science division and is responsible for overseeing Perth Zoo's Native Species Breeding Program.

Further information about the ZPA can be found at the Perth Zoo website <https://perthzoo.wa.gov.au/> and in the following publications:

- [Zoological Parks Authority Strategic Plan 2024-2029](#)
- [Perth Zoo Animal Welfare Charter](#)
- [Perth Zoo Sustainability Strategy](#)
- [Perth Zoo Customer Service Charter](#)
- [Annual Reports](#)

Below: ZPA organisational structure as at 1 January 2024.



5. Public participation in the formulation of ZPA's policies and performance of functions

The Zoological Parks Authority is committed to providing appropriate opportunities for the community to participate in the performance of its functions.

A combination of factors including legislation, Government policy, and community interest help determine the level and mode of public participation.

Regular engagement activities include visitor and volunteer feedback and surveys, advertising, social media interactions and targeted communications via letter, phone, or email.

For major planning projects the ZPA has sought feedback through public comment periods and workshops targeting key stakeholder groups. The ZPA engages in market research activities to help inform its business activities.

The ZPA is bound by the statutes of the *Animal Welfare Act 2002*, which states that a scientific establishment must abide by the *Code for the Care and Use of Animals for Scientific Purposes* (the Code).

As a part of the Code the ZPA is required to establish an Animal Ethics Committee (AEC) to oversee scientific research involving animals in its care. According to the Code the AEC must include:

- at least one member who has a demonstrable commitment to, and experience in, the welfare of animals and who is not employed or associated with the Zoo, or another organisation involved with the care and scientific research of animals, and;
- at least one member who is both independent from the Zoo and who has never been involved the use of animals for scientific or teaching activities.

When a position on the AEC becomes vacant a public Expression of Interest will be advertised. Potential members are identified based on the strength of their applications before being offered a position by the AEC Chairperson.

The ZPA welcomes comments from the community on its operations, which can be directed to the Perth Zoo, as outlined below:

Perth Zoo – General enquiries

Email: email@perthzoo.wa.gov.au

Address: 20 Labouchere Rd, South Perth WA 6151

Postal: PO Box 489, South Perth WA 6951

Phone: (08) 9474 0444

Website: <https://perthzoo.wa.gov.au/>

6. How the functions of the ZPA affect members of the public

The ZPA is responsible for managing the functions of Perth Zoo. In collaboration with scientific agencies, governments and other conservation partners Perth Zoo aims to contribute directly to the preservation of species and habitat diversity, and to play a role in connecting and educating the public about the natural world and conservation.

Perth Zoo is one of Western Australia's major conservation and recreation venues with approximately 800 thousand visitors each year. The Zoo provides the public with the opportunity to gain firsthand experience and appreciation for a range of native and non-native animal and plant species. It is the venue for a range of corporate and social functions, weddings, parties, and ceremonies held in its various gardens and function spaces.

A range of community educational programs are offered by Perth Zoo for both children and adults. These programs aim to encourage a curiosity and appreciation for wildlife, habitats and conservation. Every year, thousands of students and adults participate in lessons, presentations and team building events.

Perth Zoo partners with DBCA Biodiversity, Conservation and Science to run a research and breeding program to support the Species Recovery Plans for a range of native threatened Western Australian fauna. Since 1992 more than 4,000 animals bred at Perth Zoo have been released into protected wild habitat to help secure a future for these species on the brink of extinction.

Perth Zoo partners with local and global conservation partners around the world to protect wildlife. Since 2007 Perth Zoo's conservation funding program has invested more than \$4 million into field-based conservation, delivering tangible, long-term outcomes such as protecting and securing natural habitats, funding anti-poaching units, providing community education and employment, regional species breeding programs, and releasing native animals into the wild.

7. Documents held by ZPA

7.1 Publicly available documents

ZPA [Annual Reports, Annual Budgets, Master Plan, charters and information about employment and volunteering opportunities](#) are available for access from the Perth Zoo website. Hard copies can also be obtained from Perth Zoo Reception. If you are seeking access to a specific document that cannot be located online, please contact Perth Zoo for assistance with your request before lodging a Freedom of Information application.

To view ZPA publications at Perth Zoo Reception prior arrangements should be made to ensure staff and resource availability. Requests can be made by phone, email or post to:

Perth Zoo

+61 8 9474 0444

email@perthzoo.wa.gov.au

PO Box 489, South Perth, Western Australia 6951

For access to ZPA information for people who are deaf, hearing or speech impaired contact the [National Relay Service](#):

Speak and Listen number - 1300 555 727

TTY number - 133 677 or 1800 555 677

SMS relay number - 0423 677 767

Requests for documents or publications to be posted should be in writing and may incur a postage and handling fee. Photocopying will incur a fee of 20 cents per photocopy.

Saleable publications and products are available from the Zoo's online retail outlet shop.perthzoo.wa.gov.au. These publications and products are also available for purchase from the on-site Zoo Shop.

The ZPA maintains a social media presence to further engage with the community in an interactive manner.

7.2 ZPA corporate documents

Perth Zoo maintains a central filing system using an approved electronic document records management system (EDRMS) – Micro Focus Content Manager. The EDRMS is used to track all corporate documentation produced during day-to-day operations. Records managed using the EDRMS can exist in a physical format, be electronic-only, or a combination of the two.

Corporate documents managed using the EDRMS include:

- ZPA policy and strategic management documents
- Standard Operating Procedures
- Reports
- Financial records
- Tendering and contract documents
- Sponsorship and partnership documents
- Internal and external correspondence
- Government and Ministerial related correspondence
- Project planning and management documents
- Employee records
- Volunteer records
- Maps and plans

The majority of the ZPA's corporate documents are stored in commonly available electronic formats (PDF, Microsoft Office-based formats – Word, Excel etc) or in paper format. Certain corporate information is not managed in Content Manager but instead in approved business information systems or databases that are managed in accordance with approved Retention and Disposal Schedules. Information captured in these systems/databases include:

- Engineering works and maintenance records
- CCTV recordings
- Accounting and financial records
- Occupational safety and health records
- Zoo-related social media records
- Ticketing, booking, donations and membership records

Active documents that are managed on paper files are stored in designated records storage areas located in various areas around the Zoo. Inactive files and archived files are maintained at a secure off-site storage facility managed by a third-party storage provider.

All records held by the ZPA are managed in accordance with the *State Records Act 2000*, along with the ZPA's Record Keeping Policy, Record Keeping Plan, and Retention and Disposal Schedule.

7.3 ZPA animal records

Records relating to the management of Perth Zoo's animal collection are managed using the Zoological Information Management System (ZIMS). ZIMS is global, web-based application that allows the collection, storage and sharing of data about wild animals under human care in zoos and aquariums. ZIMS allows information to be shared between member organisations to benefit species husbandry and conservation.

Perth Zoo animal records managed in ZIMS include:

- Day-to-day animal husbandry records
- Behavioural observations
- Feed logs
- Breeding records and studbooks
- Animal health records
- Accession and disposition records

Perth Zoo maintains limited animal records in paper format onsite. These records are securely stored in the Animal Records compactus and Veterinary Department and include:

- Animal transaction records – both active and historical
- Historical animal husbandry records – stock inventory cards, species management documents etc.
- Animal health records – including notes and diagnostic records.

Perth Zoo's corporate EDRMS system, Content Manager, is also used to manage historical paper records stored at the designated off-site storage provider, and records about animal management reporting and planning.

Examples of Perth Zoo animal records managed in the EDRMS include:

- Annual Perth Zoo species plans
- Regional species plans

- Species-specific annual reports
- Animal management Standard Operating Procedures
- Research data and reports
- Historical animal husbandry records
- Historical animal health records

7.4 Perth Zoo historical archive

Perth Zoo maintains an on-site archive of documents and ephemera related to the history of the Zoo, the animals in its care, and the Zoo's significance as a part of the surrounding community and the greater state of Western Australia.

Items in the archive include:

- Newspaper and magazine clippings
- Annual reports
- Newsletters
- Photographs
- Books
- Paintings and drawings
- Slides
- Promotional materials

Items in the archival collection are not available to ad hoc access by the public but in-person access may be granted by appointment.

Inquiries about the history of Perth Zoo can be directed to:

Telephone: +81 8 9474 0444

Email: email@perthzoo.wa.gov.au

8. Freedom of Information Applications

8.1 Submitting an application and the FOI process

The FOI Act gives every person the right to seek access to documents held by government departments. Documents may comprise written material, plans and drawings, photographs, tape recordings, films, videotapes or information stored in electronic formats.

It is the aim of the Zoological Parks Authority to make information available as soon as possible and at the least possible cost. Whenever possible, documents will be made available to the public outside the FOI process.

To be valid, applications for documents made under the FOI process must:

- be in writing
- give enough detail to identify the requested documents or, if the application is for

amendment of personal information, details must be provided to show how or why ZPA's records are inaccurate, incomplete, out-of-date or misleading

- be submitted with a \$30 application fee (for documents of a non-personal nature)
- give an Australian address, and where possible, a contact telephone number; and
- be lodged at the office of the department that would be expected to hold the documents, together with any application fee payable.

Freedom of Information application forms can be accessed from the [Perth Zoo website](#).

Applications and enquiries for the Zoological Parks Authority should be addressed to the Records Coordinator and can be sent:

By mail:

Perth Zoo
PO Box 489
South Perth, WA 6951

By email:

email@perthzoo.wa.gov.au

In person:

Perth Zoo – Reception
20 Labouchere Road
South Perth, WA 6151

By phone (enquiries only):

+61 8 9474 0444

Receipt of application will be promptly acknowledged in writing upon receipt of a valid application and applicants will be informed of the FOI decision within 45 calendar days.

Section 11 of the FOI Act requires the ZPA to take reasonable steps to help an applicant with their request if they are having difficulty making an application. For example, if an applicant is having trouble defining the documents they are seeking, the agency may describe the kinds of documents and records kept to help narrow the scope of the application.

Under section 20 of the Act, an agency may refuse to deal with a large request where the work involved would divert a substantial and unreasonable portion of the agency's resources away from its other operations.

The best method of access to documents is determined by negotiation between the ZPA and the applicant. Documents may be inspected at our premises, posted, or emailed.

Should an applicant be dissatisfied with an access decision, the applicant can request an internal review of that decision and subsequently, a review by the Information Commissioner if still not satisfied.

8.2 Fees and Charges

For applications requesting access to personal information about the applicant or requesting amendment of personal information about the applicant no fee will apply.

Applications for other documents (i.e. which are non-personal in nature) require a \$30 application fee to be paid when the application is lodged. Applications lodged without payment of the \$30 application fee will not be considered valid and thus, not acknowledged.

Extra charges may be imposed at the discretion of the ZPA. These extra charges may include the following:

- \$30 per hour for staff time (or pro rata for part of an hour) for dealing with an application. Charges cannot be imposed for locating the documents within the scope of the request.
- \$30 per hour (or pro rata for part of an hour) for supervision by staff when access is given to view documents; or the time taken by staff to prepare a transcript from a tape or make photocopies.
- Cost for copying or transcribing information. These will be charged at cost depending on the type and volume of copying required. Should photocopies be necessary, these will be charged at 20 cents per photocopy.
- Actual costs incurred by the ZPA for preparing a copy of a tape, film or computerised information, or arranging delivery, packaging and postage of documents.

If charges are likely to exceed \$25 then the ZPA will provide an estimate of charges and ask the applicant if they wish to proceed. The applicant must notify the ZPA in writing of the intention to proceed within 30 days. In some instances, the ZPA may request an advance deposit for the estimated costs.

Concessions of 25% are available to applicants who are holders of a pensioner concession card or who can demonstrate financial hardship.

Fees and charges can be paid by cheque or money order made payable to “Perth Zoo”.

8.3 Notice of decision

A notice of decision will be provided to the FOI applicant as soon as practicable but in any case, within 45 days. The ZPA may request an extension of time when dealing with a large application. The notice of decision will include details such as:

- the date on which the decision was made.
- the name and the designation of the officer who made the decision.
- if the document is an exempt document, the reasons for classifying the matter exempt; or the fact that access is given to an edited document.
- information on the right to review.

8.4 Internal review rights

If you are dissatisfied with the decision regarding an application, you can apply for an internal formal review of the decision.

Once you have received written notice of the outcome of your FOI request, you have 30 days to lodge your application for review. Should an applicant wish to proceed with a formal review, the application should:

- be in writing.
- give particulars of the decision to be reviewed.
- confirm the Australian address to which notices can be sent.

Applications for to review a decision can be made in writing and addressed to the **Executive Director**. Written review applications can be sent:

By mail:

Perth Zoo
PO Box 489
South Perth, WA 6951

In person:

Perth Zoo – Reception
20 Labouchere Road
South Perth, WA 6151

By email:

email@perthzoo.wa.gov.au

8.5 External review rights

The Information Commissioner is an independent officer who reports directly to Parliament. The role of the Commissioner is to review decisions by government agencies on FOI applications and applications to amend personal information, where an applicant is dissatisfied with the decision.

If you are dissatisfied with the decision regarding an application, complaints must be lodged with the Office of the Information Commissioner within 60 days of receiving notice of ZPA's decision. (If you are a third party affected by the decision you have 30 days).

Complaints to the Commissioner must:

- be in writing.
- have attached to it a copy of the ZPA's decision.
- provide an Australian address to which notices can be sent.

There is no charge for lodging a complaint with the Office of the Information Commissioner.

Complaints should be lodged at:

Office of the Information Commissioner

Albert Facey House

469 Wellington Street

PERTH WA 6000

info@oic.wa.gov.au

www.oic.wa.gov.au

The Commissioner is also required to provide assistance to members of the public and agencies on matters relevant to the FOI Act.

For more details on the Office of the Information Commissioner, or for access to the FOI Act and Regulations go to www.oic.wa.gov.au.