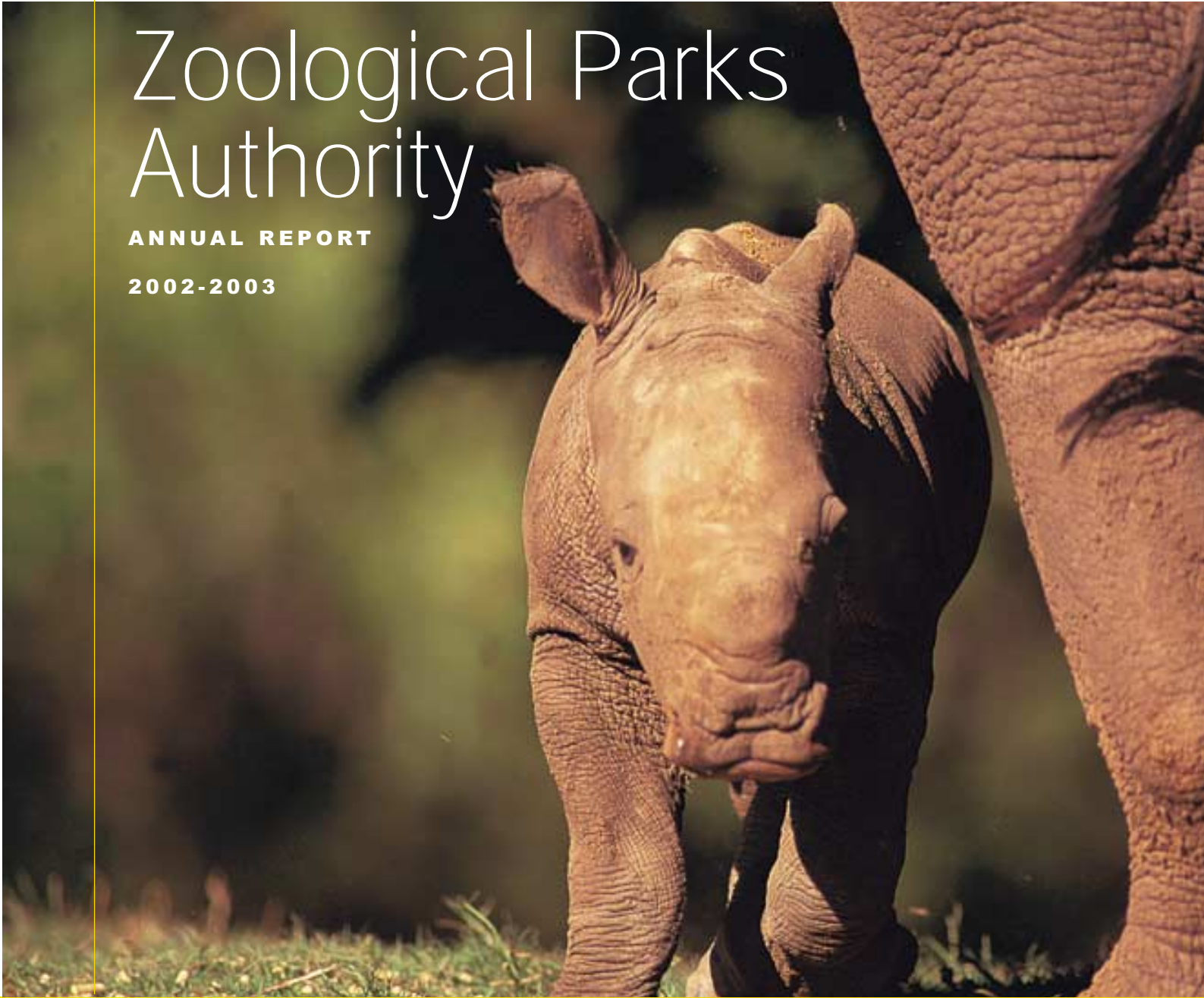


Zoological Parks Authority

ANNUAL REPORT

2002-2003



PERTH ZOO

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MISSION STATEMENT

**To advance the conservation of wildlife
and change community attitudes towards the preservation of life on earth.**

In line with State Government requirements, Perth Zoo's annual report - the Zoological Parks Authority Annual Report 2002-2003 - is published in an electronic format (replacing the previous printed publications), with limited use of graphics and illustrations to help minimise down load times.

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 down load times and print outs, the annual report has been presented in sections, 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. Anyone requiring the financial statements in a different format, should contact Perth Zoo.

Zoological Parks Authority Annual Report 2002-2003
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Email: email@perthzoo.wa.gov.au
Web site: www.perthzoo.wa.gov.au

Front cover: Perth Zoo's Southern White Rhinoceros calf, Tamu, born 22 December 2002, and her mother Sabie.

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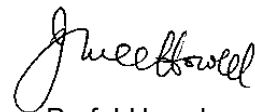
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STATEMENT OF COMPLIANCE

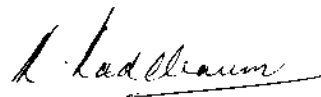
FOR THE YEAR ENDED 30 JUNE 2003

In accordance with Section 66 of the Financial Administration and Audit Act 1985, we hereby submit for your information and presentation to Parliament, the Annual Report of the Zoological Parks Authority for the financial year ended 30 June 2003.

The Annual Report has been prepared in accordance with the provisions of the Financial Administration and Audit Act 1985.



Prof J Howel
Chairman
25 August 2003



Ms M Nadebaum
Deputy Chairperson
25 August 2003

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SECTION ONE

Chairman's Report

Chairman's
Report



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CHAIRMAN'S REPORT

The first full year of operations of the new Zoological Parks Authority has seen some significant achievements amid the challenges of increasing visitor expectations and demands on limited resources.

In addition to several important breeding successes, most notably the birth of the first Southern White Rhinoceros in Western Australia, new and improved services and commercial activities were introduced.

There has been a continued focus on the Zoo's commercial arm including events, retail and contract management. The success of these activities is vital in optimising self-generating revenue so that the Zoo can meet its broader objectives of conservation, research and education, and maintain assets to ensure the Zoo remains a premier tourist destination.

A major challenge for the Zoo has been to successfully harness its unique conservation and education strengths whilst delivering, within fiscal constraints, a value-for-money family experience.

Extensive planning was undertaken during 2002-03 to address the need to upgrade ageing infrastructure and facilities, and secure a sustainable business footing for the organisation. The result, a new Perth Zoo Master Plan - to be presented to the State Government in 2003-04 for consideration - provides a development plan addressing the physical and business requirements of the Zoo into the future.

During the period of review, Zoo staff continued to play important roles in the regional management of species including the formulation of breeding strategies and plans, provision of specialist advice to the region, management of pedigree data sets, representation at regional forums, and logistic and administrative support.

With species increasingly declining in the wild, zoo populations are taking on even greater importance and conservation value. Managing these populations responsibly and effectively is a significant challenge, requiring both scientific and logistical cooperation by zoos broadly. The extent of Perth Zoo's contribution to regional goals is testament to the depth of expertise and professionalism of its staff.

On behalf of the Board, I would like to thank our Minister, the Hon Dr Judy Edwards, for her strong support and interest in the work and role of Perth Zoo. I would also like to thank departing Board members Professor Don Bradshaw and Ms Rosemary Huxtable and welcome our three new Board members, Professor Andrew Thompson, Mr John Collins and Ms Jenelle Provost.

Once again, the Zoo's management team, Zoo staff, the Docent Association and sponsors have worked extremely hard to ensure Perth Zoo remains a highly valued Western Australian institution.

Finally, I would like to pay tribute to the outstanding contribution of Brian Easton during his four years as Chief Executive Officer of Perth Zoo. In May, Brian announced his decision to retire in early July 2003. We wish him all the best.



John Howell
Chairman

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SECTION TWO

Year in Brief

Year in Brief

- > Highlights
- > Financial Overview
- > Outcomes, Outputs and Performance Information

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HIGHLIGHTS



Silvery Gibbon youngster.

Life Sciences:

- Birth of a female Southern White Rhinoceros - the first rhinoceros born in Western Australia and a first for Perth Zoo - in December 2002. The Zoo is part of a regional breeding program for this conservation dependent species.
- Birth of a Silvery Gibbon in March 2003. Perth Zoo is one of only three facilities in the world breeding this critically endangered species. The Zoo's current breeding pair of Silvery Gibbons has produced four healthy offspring since 1995.
- National recognition for the Zoo's Native Species Breeding Program. The program won the Australasian Regional Association of Zoological Parks and Aquaria inaugural *In Situ Conservation Award* for an outstanding contribution to species conservation.
- Provision of 46 Dibblers, 15 Numbats, 35 Western Swamp Tortoise and 51 Lancelin Island Skinks to the Department of Conservation and Land Management and 28 Shark Bay Mice to the Australian Wildlife Conservancy for release into the wild. The animals were bred at Perth Zoo for species' recovery programs.
- Birth and successful reintroduction of a critically endangered White-cheeked Gibbon infant with her parents. Born at the Zoo on 5 July 2002, the infant required hand raising for several months when her mother's milk dried up.
- Undertook 23 research and student projects with a focus on conservation genetics, reproductive biology and behavioural ecology.
- Coordination of the fourth successful Great Australian Marsupial Night-stalk, a national community spotlight survey.
- Birth of twin Nepalese Red Panda cubs. The Zoo has now successfully bred eight Red Pandas since 1997 as part of the Australasian captive breeding program for this endangered species. The cubs made their public debut on World Environment Day (June 5).
- Birth of a male Southern Hairy-nosed Wombat in October 2002 - the fifth wombat born at Perth Zoo since 1995. The Zoo's breeding program for this species provides important information for scientists working on a recovery program for the critically endangered Northern Hairy-nosed Wombat.
- Successful birth of eight endangered Woma snakes.
- Launch of an Australian-first collaborative teaching program between Murdoch University and Perth Zoo providing final year Murdoch veterinary students with a three-week clinical rotation at Perth Zoo. The students receive instruction in zoo and wildlife medicine.

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- Launch of Australia's first "Numbat-cam" providing Zoo visitors with rarely seen images of mothers and their babies inside the Zoo's off-display Numbat breeding facility.
- Establishment of a fodder production project at the Banksia Detention Centre as part of a unique partnership between the Zoo and the juvenile detention centre to grow fodder for the Zoo.

Business Operations:

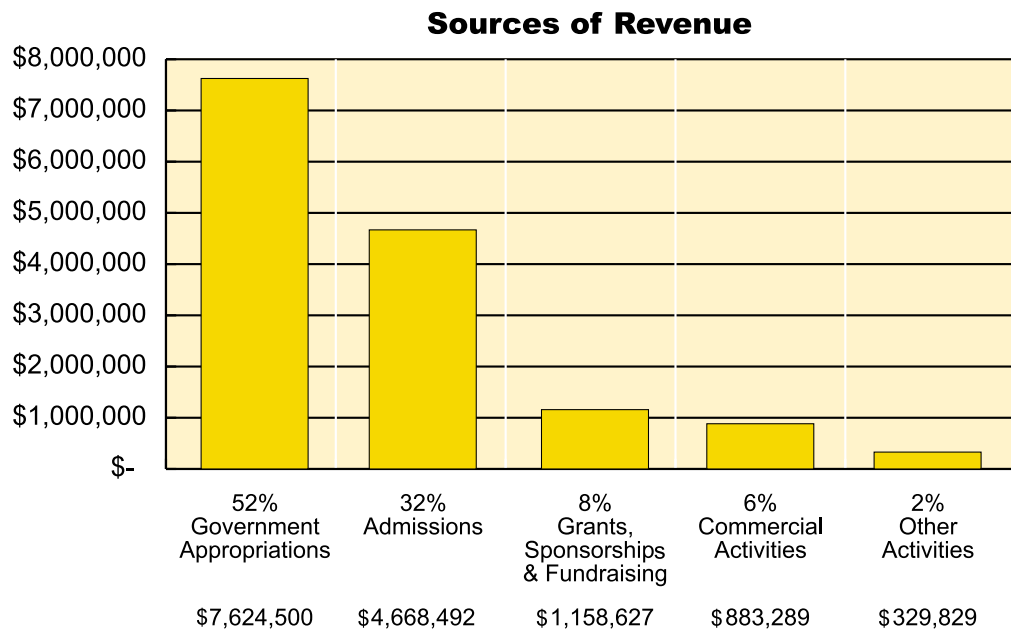
- State Government announcement of \$1.1 million funding over two years to upgrade and extend the Zoo's elephant exhibit to cater for the growing bull elephant and improve visitor viewing.
- Development of a new Perth Zoo Master Plan in close consultation with Zoo staff. The Plan, which will be formally submitted to Government during 2003-04, outlines the future development requirements of the Zoo as a sustainable organisation into the future.
- Attracted a total of 531,319 visitors, with market research showing overall satisfaction with facilities at a high 98%. Of the general public surveyed, 96% believed the Zoo played an important role in the community.
- Launch of a new visitor transport service. The environmentally friendly electric-powered 16 seater Alinta Zoo Hopper began operations on 25 June 2003.
- Extension of the Perth Zoo Twilight Concert Season, which attracted nearly 25,000 people over eight concerts.
- Increased success of the Zoo's April Jazz season, averaging more than 3000 people each Sunday in April.
- Awarded the Western Australian Tourism Award for the Best Product Marketing in 2002. This is the third time in the past five years the Zoo has won this award. As a result, Perth Zoo will enter the Western Australian Tourism Hall of Fame of Marketing in 2003-04.
- Continued focus on improvements to environmental sustainability practices through better recycling methods, improved recycling signage and the commencement of the implementation of the Zoo's energy audit recommendations.
- National release of the book *Orang-utans and their battle for survival* written by the Zoo's Curator of Exotic Mammals, Leif Cocks, who is donating his author royalties to the Zoo's Orang-utan Appeal.

FINANCIAL OVERVIEW

Note: The Zoological Parks Authority was established in May 2002 (replacing the former Zoological Gardens Board) and therefore only reported for a 40-day period of the 2001-02 financial year. This prevents meaningful comparisons being made between figures for 2002-03 and 2001-02.

Revenue

The Zoological Parks Authority receives revenue from the State Government in the form of a consolidated fund appropriation and free-of-charge external audit services. The Authority also generates its own revenue from the operations of Perth Zoo including admissions, commercial activities (events, Zoo shop etc) and fundraising. In addition to this, the Zoo receives specific purpose grants for animal breeding and research programs. The revenue generated from various sources in 2002-03 is detailed below.



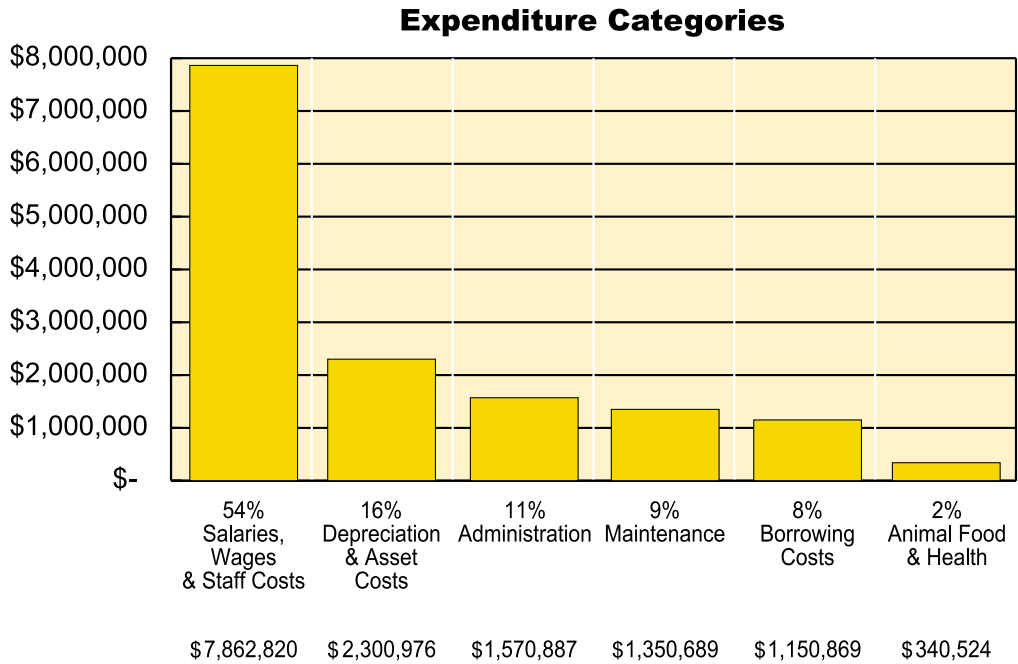
A total of 531,319 people visited Perth Zoo during the year, contributing total gate revenue of \$4.7 million. The number of visitors was around 8% less than budgeted, however, a higher than expected admission yield contributed to total admission revenue being only marginally less than budget. Sponsorships and fundraising efforts realised greater than expected amounts, helping to offset lower visitor numbers.

Perth Zoo is continually looking to increase revenue streams in order to meet rising costs, to maintain and upgrade animal and visitor facilities and to further enhance the visitor experience.

State Government funding provided 52% of the Zoo's revenue base. This support enables admission prices to remain relatively low in comparison with other zoos around Australia and other competing attractions within Western Australia.

Expenditure

The various categories of the Zoo’s operating expenditure in 2002-03 are shown below.



Salaries, wages and staffing costs accounted for 54% of the Zoo’s expenditure for 2002-03. This includes direct costs of employees, costs of providing for leave liabilities and indirect costs such as superannuation, workers’ compensation and payroll tax. Increases in award rates of pay and superannuation contribution rates contributed to higher costs in this area.

Depreciation and asset costs made up 16% of 2002-03 expenses, reflecting the fact that the majority of the Zoo’s assets are high value, non-current, depreciable assets. These costs also include a write-down of \$500,000 associated with the Pavilion and Butterfly House buildings, which will be disposed of in 2003-04, and capital-user charge costs of \$300,000 to Government.

Administration costs - including insurance, information technology, communications, advertising and promotions - accounted for 11% of expenditure.

Maintenance costs continued to rise due to the Zoo’s ageing infrastructure and the complex, unique nature of the Zoo’s assets. These costs now account for about 9% of expenditure. This issue is being addressed in the Zoo’s Master Plan, which will be presented to the State Government in 2003-04.

The borrowing costs associated with the Zoo’s debt portfolio continued to be a significant expenditure item (8%). Historically, the Zoo’s capital works program has been funded primarily by borrowings from the WA Treasury Corporation. This has resulted in a large liability that the Zoo is repaying together with associated interest costs. As at 30 June 2003, the Zoo’s debt liability was \$18.5 million.

Animal operating expenses made up the remaining 2% of the Zoo’s expenditure. This category includes animal food, dietary supplements, veterinary supplies and animal transportation.

OUTCOMES, OUTPUTS AND PERFORMANCE INFORMATION

Relationship to Government Strategic Objectives

The following table demonstrates the linkage between the most appropriate Government strategic objective and the agency level desired outcomes and outputs.

Government Strategic Objective	Desired Outcome(s)	Output(s)
A valued and protected environment	Conservation and presentation of a diverse collection of wildlife.	1. Conservation of Biodiversity
	Positive community attitudes towards the understanding and appreciation of wildlife and conservation.	2. Customer services, community education and awareness

Output Performance Measures

Output 1: Conservation of Biodiversity

Perth Zoo presents native and exotic wildlife in a way that provides learning opportunities for our visitors to support conservation. The utility of the wildlife collection will be optimised by selection, breeding for re-introduction and provision of research opportunities, which further promotes and enhances the conservation of biodiversity.

Outcome Performance Measures	2002-03 Target	2002-03 Actual	Reason for Significant Variance
Quantity			
Specimens	1,600	1,564	Reduction in native species held for release.
Animals produced for re-introduction	133	100	No further breeding of Shark Bay Mice. The Recovery Team made this recommendation following the successful establishment of free living populations from previous releases.
Quality			
Visitor confirmation of the adequacy of quality of life of animals	90%	94%	
Timeliness			
'On exhibit' animal enclosures open for public viewing every day of the year	90%	97%	Fewer significant exhibit renovations during the period.
Cost (Efficiency)			
Average cost per specimen	\$4,664.08	\$5,065.02	Increase in general operating expenses along with impact of significant asset write-down during the period.
Average cost per animal produced for re-introduction	\$9,901.44	\$15,218.96	Reduction in number of Shark Bay Mice bred (refer above) combined with general increases in operating expenses.

[< BACK](#) | [CONTENTS](#) | [NEXT >](#)**Output 2: Customer services, community education and awareness**

Perth Zoo aims to provide a quality and unique 'value for money' attraction, which promotes a clear conservation message to the community. This is achieved by producing educational programs and publications, interpretation and media that educate the community on conservation issues. The Zoo also provides recreational facilities such as picnic lawns, BBQ's, playgrounds and food/function outlets set in ecologically themed botanic gardens.

Outcome Performance Measures	2002-03 Target	2002-03 Actual	Reason for Significant Variance
Quantity			
Total customers admitted to the zoological gardens	555,000	531,319	Pressure from competing venues and activities.
Students admitted to the zoological gardens	58,000	58,352	
Quality			
Overall customer satisfaction	90%	98%	
Timeliness			
Service to customers every day of the year	365	365	
Cost (Efficiency)			
Average cost per admission (based on total cost of services to the Zoo)	\$24.06	\$27.44	Increased operating costs and lower than expected admission numbers. The majority of costs are fixed and therefore do not decrease with lower visitation. Increased resources directed towards redeveloping education programs.
Average cost of education program per student	\$12.38	\$15.15	

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SECTION THREE

Looking Ahead

-Major Initiatives for 2003-04

Looking Ahead

Major initiatives or projects planned for next year include the following:

- Presentation of the Perth Zoo Master Plan to the State Government for its consideration. The Plan, developed during 2002-03, outlines the Zoo's development requirements for the future.
- Start of work on stage one of the elephant exhibit upgrade to cater for the maturing bull elephant. The Zoo is aiming to double the size of the total elephant exercise area and provide a new visitor viewing area as part of stage one.
- Redevelopment of a vacant exhibit into a Celebes Macaque enclosure. This redevelopment, together with the arrival of a breeding male in 2003, will enable the establishment of a breeding program for this species.
- Completion of stage two of the orang-utan exhibit upgrade. This follows the successful trialing of the new prototype enclosure, which formed the centrepiece of stage one.
- The scheduled arrival of a new Sumatran Orang-utan breeding male.
- Re-commencement of the Sumatran Tiger breeding program with the scheduled arrival of a new breeding male in 2004.
- An attempt to artificially inseminate a Rothschild's Giraffe following significant planning and preparatory work in 2002-03.
- Continuation of negotiations with other State Government agencies and universities on the development of a Centre for Sustainable Management of Endangered Fauna.
- Ongoing upgrade and maintenance of public facilities to increase the Zoo's ability to hold significant events and increase its commercial revenue.
- Continued implementation of the recommendations of the Zoo's energy audit.

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SECTION FOUR

Chief Executive Officer's Report

Chief Executive
Officer's Report

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CHIEF EXECUTIVE OFFICER'S REPORT

In a year with many highlights, the birth of Perth Zoo's first Southern White Rhinoceros stands out as the high point. A valuable addition to the Australasian captive breeding program for this conservation dependent species, the healthy female calf was the culmination of several years of hard work and meticulous planning by our veterinary and keeping staff in particular.

Importantly, the Zoo's successful rhinoceros training program allowed staff to gather valuable reproductive data prior to and during the pregnancy through regular blood tests and two ultrasound procedures - all performed without the need to physically restrain or anaesthetise the two-tonne expectant rhinoceros.

Other significant births in 2002-03 included twin Nepalese Red Pandas, a Silvery Gibbon, a White-cheeked Gibbon and a Southern Hairy-nosed Wombat. The Zoo's Native Species Breeding Program recorded another successful year breeding threatened species for release into the wild, attracting national recognition for its contribution to in-situ conservation but suffering the loss of crucial Commonwealth funding.

More than 531,000 people visited Perth Zoo in 2002-03. Although visitor numbers were down slightly from the previous year, sponsorships and fundraising efforts realised greater than expected amounts.

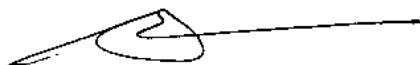
Market research conducted in 2003 revealed 96% of the general public believe the Zoo plays an important role in the community and, for the third consecutive year, Perth Zoo won the Western Australian Tourism Award for the Best Product Marketing in 2002.

Major initiatives during the year included the launch of the new Alinta Zoo Hopper providing a unique visitor transport system within the Zoo grounds, and the further broadening of the Zoo's role as an education facility with the launch of an Australian-first collaborative teaching program with Murdoch University. Under this latter initiative, final year Murdoch veterinary students undertake a three-week clinical rotation at Perth Zoo receiving instruction in zoo and wildlife medicine.

Looking ahead, significant challenges remain but with appropriate support the new Perth Zoo Master Plan will see the agency well positioned and resourced for the next 20 years.

It is with sadness that I leave this very special Western Australian icon but retirement beckons. An exceptional institution, Perth Zoo, thanks to the efforts and talents of many extraordinary people, demonstrates by example how small institutions can deliver big results.

I would like to thank our Minister, the Hon Dr Judy Edwards, and Board members for their unstinting support and to thank my executive and management teams and staff across the Zoo, as well as our wonderful Docents and sponsors, for their support and enormous contribution. It has been a privilege working with you and for the Zoo.



Brian Easton
Chief Executive Officer

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SECTION FIVE

Agency Profile

Agency Profile

- > Vision, Mission, Outcomes and Outputs
- > Operating and Organisational Structure
- > Stakeholders
- > Corporations Supporting Conservation
- > Volunteers

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AGENCY PROFILE

OUR VISION

A world in which people's eyes are opened to nature.

OUR MISSION

To advance the conservation of wildlife and change community attitudes towards the preservation of life on earth.

OUR VALUES

- Creativity and innovation in conservation and research
- Responsiveness to our customers' needs
- Responsibility as custodians of Perth Zoo for the people of Western Australia
- Fostering the health and well-being of the animals in our collection
- Integrity through operating in an open, honest and fair environment
- Valuing people as our most important asset

AGENCY OUTCOMES AND OUTPUTS

Perth Zoo has the following two outcomes and outputs:

OUTCOME 1:

Conservation and presentation of a diverse collection of wildlife.

OUTPUT 1:

Conservation of biodiversity

Perth Zoo presents native and exotic wildlife in a way that provides learning opportunities for our visitors to support conservation. The utility of the wildlife collection will be optimised by selection, breeding for re-introduction and provision of research opportunities, which further promotes and enhances the conservation of biodiversity.

OUTCOME 2:

Positive community attitudes towards the understanding and appreciation of wildlife and conservation.

OUTPUT 2:

Customer services, community education and awareness

Perth Zoo aims to provide a quality and unique 'value for money' attraction, which promotes a clear conservation message to the community. This is achieved by producing educational programs and publications, interpretation and media that educate the community on conservation issues. The Zoo also provides recreational facilities such as picnic lawns, BBQ's, playgrounds and food/function outlets set in ecologically themed botanic gardens.

AGENCY OPERATING STRUCTURE

Perth Zoo's objectives and outcomes are delivered through two directorates: Life Sciences and Research; and Business Operations. The activities and outcomes achieved by the directorates are detailed in the Report on Operations.

The Director of Life Sciences and Research and the Director of Business Operations 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 established 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, Director of Business Operations, Director of Life Sciences and Research, and the Senior Veterinarian, 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 and other key issues central to Zoo operations.

The Master Planning Committee is chaired by the Chief Executive Officer and comprises the Director of Life Sciences and Research, the Senior Veterinarian and middle management from across the Zoo. The committee meets fortnightly to consider planning (capital works and minor works programs) proposals and assist with the development of yearly and longer-term priorities. During the year, the committee provided extensive input to the capital works priorities for the new Perth Zoo Master Plan.

The Environmental Management Group is also chaired by the Chief Executive Officer and includes keepers and representatives from horticulture, visitor services, grounds, facilities and education. The group oversees environmental initiatives and provides a forum for staff to raise issues and submit ideas. It meets every second month.

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 (including rhinoceros and giraffe) or capital works projects (orang-utan exhibit upgrade).

AGENCY ORGANISATIONAL STRUCTURE



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Location

Perth Zoo is located at 20 Labouchere Road, South Perth. The Zoo can be contacted by telephone on (08) 9474 0444, facsimile (08) 9474 4420 or email@perthzoo.wa.gov.au.

Land Reserves

In South Perth, the land areas (19 hectares) vested in the Zoological Parks Authority are:

- Class A Reserve number 22503, comprising Perth Suburban Lots 108, 121, 122, 326-330 (inclusive);
- Class A Reserve number 8581, comprising Perth Suburban Lot 438;
- Class A Reserve number 40205, comprising Perth Suburban Lot 992;
- Freehold Perth Suburban Lot 427.

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 as recommended in the System Six Report by the Environmental Protection Authority.

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

Major Stakeholders

Community of Western Australia
 Department of Conservation and Land Management
 Perth Zoo members
 Adoption certificate holders
 Perth Zoo Docent Association (volunteers)
 RSPCA
 Department of Agriculture
 WA Tourism Commission
 Australasian Species Management Program
 IUCN (World Conservation Union)
 Australasian Regional Association of Zoological Parks and Aquaria
 WWF
 Taronga Zoo
 Melbourne Zoo
 Adelaide Zoo
 Monarto Zoological Park (SA)
 Western Australian Government
 University of Western Australia
 Murdoch University
 Corporate sponsors (refer next section)
 WA Museum
 Wildlife carers
 Conservation sector and environmental groups
 Animal welfare and preservation groups
 Australian Wildlife Conservancy
 Australian Quarantine and Inspection Service

CORPORATE PARTNERS IN CONSERVATION

Support from the following corporate sponsors has contributed to the conservation work undertaken by Perth Zoo:

- Alinta - Alinta Night Zoo and the Alinta Zoo Hopper
- Cadbury Schweppes - Cadbury's Carols by Candlelight
- Commonwealth Bank - Commonwealth Bank April Jazz and Orang-utan Appeal
- Coca-Cola - Marketing and promotions
- Hamersley Iron - Nocturnal House Pilbara Exhibit
- Hollywood Private Hospital - Kangaroos in the Australian Bushwalk
- Mix 94.5 FM - Advertising
- Network Ten - Advertising
- Placer (Granny Smith) Pty Ltd - Black-flanked Rock Wallaby
- Peters and Brownes - Peters' Trumpet Happy Zoo Year, Brownes' Yogo Numbat Club and the Orang-utan Appeal
- Sun Microsystems - Sun Bears
- Water Corporation - Water Corporation Australian Wetlands, Western Swamp Tortoise and drinking fountains
- Western Potatoes - Zoo Twilight Concerts
- Western Power - Orang-utan exhibit upgrade
- City of South Perth - Summer events season
- Rotary Club of Mill Point - Entrance sculpture

In-kind sponsors:

- Australia Post - ZooFever marketing
- Diabetes Australia (Western Australia) - Diabetic supplies for male orang-utan
- Eagle Full Service Vending - Product supply
- Geoff Penny Australia (Zebra Pens) - Zebras
- Lamb Print - ZooFever marketing
- Mustard Catering - Catering
- Bob Litchfield/Neil Myers - Photography
- TetraPak - Orang-utan Appeal
- Wesley CD - Orang-utan Appeal

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VOLUNTEERS

Perth Zoo receives extraordinary support from its team of over 300 volunteers (Docents - from the Latin docere "to teach"). The Docents, who range in age from 18 to 84 years of age, play an important role at the Zoo, helping to advance the conservation of wildlife and change community attitudes towards the preservation of life on earth.

The Docent Association and its members make a significant contribution to customer service, fundraising and animal enrichment. The Docents staff the Zoo's visitors' information centre, conduct walking and zebra-car tours and interact with visitors providing interesting facts and behind-the-scenes insights into the animals and plants on display at Perth Zoo.

In 2002-03, the Docents provided 44,498 hours of service, with individual contributions varying from 5 hours to 694 hours. During the year, volunteers devoted more than 7000 hours to special events and training.

The vast majority of the Zoo's Docents, around 80%, are female. The average length of service of Docents continues to exceed the national average of 2.2 years for volunteer organisations. Across all Docent graduates (totalling over 1000 since the Docent Association was established in 1982), the average stay is 3 years 7 months, with active members averaging 6 years and 4 months.

Forty new volunteers, selected and trained by the Docent Training Team, joined the Docent ranks in September 2002 after successfully completing a compulsory 10-week training course.

In December, Docents were issued with additional two-ways to increase coverage across the Zoo. This has proven highly effective, promoting quick attention to animal issues and first aid incidents.

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SECTION SIX

Corporate Governance

Corporate
Governance

- > Zoological Parks Authority Board
- > Executive Management Team
- > Compliance with Legislation and Government Policy

CORPORATE GOVERNANCE

The Minister for the Environment, the Hon Dr Judy Edwards, is the Minister responsible for the Zoological Parks Authority, which manages Perth Zoo. The Zoological Parks Authority (formerly the Zoological Gardens Board) is constituted under the authority of the Zoological Parks Authority Act 2001 and came into operation with this new Act on 22 May 2002. 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 to be 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; and conserving and enhancing the gardens, amenities and natural environment of Perth Zoo.

BOARD OF MANAGEMENT

The Zoological Parks Authority Act 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.

During the year, Professor Don Bradshaw completed his term and Rosemary Huxtable resigned to take up a position in Canberra. New appointments to the Board included Professor Andrew Thompson (appointed 21/2/03) and Jenelle Provost (appointed 16/6/03). The Mayor of the City of South Perth, John Collins, was also appointed to the Board in line with established convention. John Kerr and Mike Evans were reappointed as members. Margaret Nadebaum was appointed Deputy Chairperson in August 2002.

The Board meets monthly and follows good ethical practice by carrying out its responsibilities in line with an approved Code of Conduct for Government Boards and Committees. The Board met on thirteen occasions in the reporting period. The number of meetings attended by each member is shown in brackets.

Emeritus Professor John Howell AO (13 out of possible 13)

Chairperson

Emeritus Professor of Pathology and Honorary Research Fellow in the Division of Health Sciences (Murdoch University), Professor Howell is also an Honorary Research Fellow at the University of Western Australia where he is Head of the Gene Therapy Research Group at the Centre for Neuromuscular and Neurological Disorders (QEll Medical Centre). He is also Chair of the Resources Advisory Committee and Co-Chair of the Scientific Advisory Committee of the Australian Neuromuscular Research Institute. Professor Howell is an Officer of the Order of Australia for services to veterinary science and medicine. He joined the Zoological Gardens Board in 1994 and was President of that Board from May 2000 to May 2002. His current term of appointment expires 22/5/05.

Ms Margaret Nadebaum (13 out of possible 13)*Deputy Chairperson*

Ms Nadebaum held a number of senior positions including Chief Executive Officer of the Ministry of Education in Western Australia and Principal of Methodist Ladies' College in Perth during a 30-year career in education. She has been a member of many government boards and committees at national, state and local levels. Currently, she is a member of the Salaries and Allowances Tribunal and the Gaming Commission. Ms Nadebaum joined the Zoological Gardens Board in March 1997. Her current term of appointment expires 24/1/04.

Mr John Kerr (11 out of possible 11)

A Melbourne University graduate (Bachelor of Commerce - Major Economics), Mr Kerr is the Manager of Hogan and Partners Financial Planning Division and is a Director of the Anglican Superannuation Fund. He is a former Managing Director of Sydney Atkinson Motors Ltd, City Motors and Terrace Counsellors. Mr Kerr was first appointed to the Zoological Gardens Boards in August 2000. He is a member of the Zoological Parks Authority Finance Committee. His current term of appointment expires 24/12/03.

Ms Karen Lang (12 out of possible 13)

A barrister and solicitor, Ms Lang has a long-standing interest and involvement in animal welfare and served for some years on the University of Western Australia's Animal Experimentation Ethics Committee. She has also served on consumer protection and arts boards and has advised the state government on animal welfare legislation. Ms Lang was appointed to the Zoological Gardens Board in May 2001. Her term of appointment expires 24/1/04.

Mr Mike Evans (10 out of possible 13)

Originally from Narrogin in Western Australia, Mr Evans has degrees from the University of Virginia in the US and Cambridge University in England. He has lived and worked extensively in the United States, Europe and Asia in senior management positions in the areas of business advice, financial and strategic management. He recently returned to Western Australia and works as a management consultant for a US firm specialising in risk and performance measurement. Mr Evans has a passionate interest in animals and wildlife. He joined the Board in May 2002 and his current term expires 16/6/05.

Professor Andrew Thompson (3 out of possible 5)

Professor of Parasitology at the Division of Veterinary and Biomedical Sciences at Murdoch University, Professor Thompson has a first class BSc Honours Degree in Zoology and a PhD Degree in the field of Parasitology from the University of London. He is the Principal Investigator and Head of the World Health Organisation Collaborating Centre for the Molecular Epidemiology of Parasitic Infections, Associate Director of the Western Australian Biomedical Research Institute and Chair of the Board of the Fauna Rehabilitation Foundation. He was appointed to the Zoological Parks Authority Board on 21/2/03 for a three-year term.

Mr John Collins (3 out of possible 3)

A former councillor of the City of South Perth for five years, Mr Collins is the Mayor of South Perth. He was appointed to the Zoological Parks Authority Board in March 2003 for a three-year term. His background is in management, marketing and distribution and he is currently the Managing Executive of Precise Business Systems. His term of appointment expires 31/3/06.

Ms Jenelle Provost (1 out of possible 1)

Appointed to the Board for two years in June 2003, Ms Provost is the Manager of Media and Public Affairs for the Fire and Emergency Services Authority of Western Australia. Before entering public relations and marketing, she was a journalist for 20 years working as a reporter and producer for the ABC, SBS and Channel 9 in Perth and Sydney. She also ran her own media training and video production consultancy company. Ms Provost has a Masters degree in Leadership and Management. Her term expires 16/6/05.

Professor Don Bradshaw (5 out of possible 8)

Term expired February 2003.

Ms Rosemary Huxtable (5 out of possible 8)

Resigned on 29 January 2003.

Board Fees

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

Chairperson -	annual fee of \$8,950
All other Members -	sitting fee of \$239 per full day or \$158 per half day

During 2002-03, the Department of Premier and Cabinet reviewed board fees. As a result of that review, the fees will increase from 1 July 2003.

Perth Zoo takes out Director 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 \$10,650.86 to the annual premium with Board members and senior staff making a small individual contribution.

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. Two of these committees (ethics and research) include external (to the Zoo) representation. The Audit Committee is a new committee established in the latter part of 2002-03. The formal Committees of the Board, their terms of reference and membership (during the reporting period) are listed below:

Title: Finance Committee (meets monthly)

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: John Howell (Board representative), John Kerr (Board representative), Rosemary Huxtable (Board representative, part year), Brian Easton (Perth Zoo Chief Executive), Susan Hunt (Perth Zoo Director Business Operations).

Title: Audit Committee (meets twice a year)

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

Members: John Howell (Board representative), John Kerr (Board representative), Mike Evans (Board representative), Brian Easton (Perth Zoo Chief Executive), Susan Hunt (Perth Zoo Director Business Operations).

Title: Animal Ethics Committee (meets four times a year)

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

Members: Brian Easton, (Perth Zoo Chief Executive), Karen Lang (Board representative), Graham Mabury (public interest), Dr Veronica Anderson (animal welfare interest), Steve Vanstan (animal welfare interest, RSPCA), Professor Ralph Swan (veterinary science, Murdoch University), Michael Schultz (public interest, Network 10), Colin Hyde (Perth Zoo Director Life Sciences and Research), Cree Monaghan (Perth Zoo Senior Veterinarian), Trueman Faulkner (Perth Zoo Supervisor Exotic Mammals), Terry Fletcher (Perth Zoo Research Curator).

Title: Research Committee (meets as required)

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 (Board representative), Alan Lymbery (Murdoch University), Keith Morris (Department of Conservation and Land Management), Paddy Berry (WA Museum), Ric How (WA Museum), Graeme Martin (University of Western Australia), Cree Monaghan (Perth Zoo Senior Veterinarian), Colin Hyde (Perth Zoo Director Life Sciences and Research), Terry Fletcher (Perth Zoo Research Curator), Brian Easton (Perth Zoo Chief Executive).

Corporate Executive

The Executive comprises the Chief Executive Officer, Director of Business Operations, Director of Life Sciences and Research, and the Senior Veterinarian. Corporate Executive 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 and other key issues central to Zoo operations. The members (as at 30 June 2003) are:

Brian Easton, BA (Psychology)*Chief Executive Officer**

Brian Easton has been Chief Executive Officer for four years. As Chief Executive, his primary responsibility is to provide strategic leadership in the achievement of the organisation's objectives and to provide high-level policy advice to the Minister. Brian has held senior posts in both Federal and State Governments over many years and, immediately prior to joining the Zoo, was Chief Executive Officer of the Rottneest Island Authority. Brian is a member of the Board of the Australasian Regional Association of Zoological Parks and Aquaria, and is a member of the Board of the Marsupial Co-operative Research Centre.

* Brian Easton was appointed Chief Executive Officer by His Excellency the Governor in Executive Council on 3 February 1999. He was appointed for a five-year period from 6 April 1999. In May 2003, Mr Easton announced his decision to retire from the Western Australian public service, effective from the close of business on the 4th July 2003.

Susan Hunt, BA (Hons), MA (Arts)*Director Business Operations*

Susan Hunt joined the Zoo in May 2000 as Director of Business Operations. She has extensive experience in policy and planning in the Western Australian public sector. Susan has also worked in the university and private sectors in social science research, writing and lecturing. The Business Operations Director is responsible for finance, marketing, human resource management, environmental services and facilities, policy and administration, sponsorship, fundraising and education.

Colin Hyde, B. App. Sci. (Env. Sci.), Assoc. Dip. Env. Ctl.*Director Life Sciences and Research*

Colin Hyde commenced as Perth Zoo's first Director of Conservation in 1995. Prior to joining Perth Zoo, Colin had over 13 years experience as a keeper and manager at Western Plains Zoo in NSW and four years experience in farming. As Life Sciences and Research Director, he is head of the staff involved in the care of the animals and horticulture, and is responsible for all areas of management within the directorate including budgets, research and animal ethics. He is an elected member of the governing body of the Australasian Regional Association of Zoological Parks and Aquaria and is Chair of the RSPCA Animal Ethics Committee.

Dr Cree Monaghan, BSc BVMS (Hons) MVS*Senior Veterinarian*

Cree Monaghan joined the Zoo in early 1998. She has a Masters Degree in Zoo and Wildlife Medicine and Management and has worked in the zoo industry since 1995. Cree is responsible for all animal health issues including nutrition, fertility, policy development, disease investigations and staff and student training. She also manages special project areas including the elephant section and is responsible for developing collaborative programs with other scientific institutions to support Zoo conservation activities. Cree is the Perissodactyl and Proboscidean Veterinary Taxon Advisory Group adviser for Australia. She is also a member of the Department of Conservation and Land Management's Wildlife Carers' Consultative Committee.

COMPLIANCE REPORTS

Chief Executive Officer's Statement of Compliance with Legislation Section 31(1) of the Public Sector Management Act 1994

In the administration of Perth Zoo, I have complied with the Public Sector Standards in Human Resource Management, the Western Australian Public Sector Code of Ethics and the Zoo's Code of Conduct.

Compliance with Human Resource Management Standards

Methods used to monitor Perth Zoo's compliance included audits by human resource staff of all decisions during the reporting period and analysis of issues raised. Internal audits by human resources staff confirmed all decisions met public sector standards. No claims were lodged or carried over from the previous year.

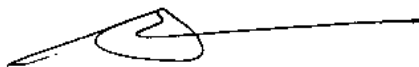
Compliance with Code of Ethics and Code of Conduct

The Public Sector Code of Ethics and the Zoo's own Code of Conduct have been communicated to staff through induction where new staff sign off, at section meetings, briefing sessions, on the intranet and as hand-outs to staff.

Methods used to assess the Zoo's compliance included a review of customer satisfaction feedback forms, staff surveys, an independent consultant review of staff impressions and analysis by human resources staff of matters raised in relation to codes of conduct and workplace behaviour.

Feedback from customer surveys completed by Perth Zoo visitors raised no concerns in relation to ethical codes or conduct. A survey completed by staff in the Australian Fauna section identified training needs in regard to appropriate workplace conduct. To address this, the Zoo appointed an independent consultant to work with the team in defining appropriate conduct. This was followed by briefing sessions for all staff in early 2003.

In 2002-03, six complaints relating to breaches of the Zoo's Code of Conduct were lodged with human resources staff. These complaints were investigated internally by the human resources section and were resolved through education, performance management and appropriate disciplinary action.



Brian Easton

Chief Executive Officer

Compliance with Relevant Written Laws

Freedom of Information

The Manager of Policy and Administration is the designated Freedom of Information Coordinator and is responsible for assisting with day to day public access to documents. Reception staff also assist with general inquiries. Inquiries should be directed to the Manager of Policy and Administration on (08) 94740325 or to reception staff on (08) 94740444. The postal address to forward applications is:

Manager Policy and Administration
Perth Zoo
PO Box 489
SOUTH PERTH WA 6151

For the year ending 30 June 2003, no applications for access to information in accordance with the Freedom of Information Act 1992 were received by the Zoological Parks Authority.

Advertising and Sponsorship Electoral Act 1907 section 175ZE

In compliance with section 175ZE of the Electoral Act 1907, the Authority is required to report on expenditure incurred during the financial year in relation to advertising agencies, market research organisations, polling organisations, direct mail organisations and media advertising organisations.

The details of this expenditure are as follows:

Expenditure with Advertising Agencies	\$25,556
John Davis Advertising Pty Ltd	
Expenditure with Market Research Organisations	\$22,880
Market Equity Pty Ltd	
Expenditure with Polling Organisations	Nil
Expenditure with Direct Mail Organisations	\$14,654
<i>Disco Direct Mailing Service</i>	
<i>Southside Distributors & Finishers</i>	
<i>Templar Marketing</i>	
Expenditure with Media Advertising Organisations	\$346,456
<i>Media Decisions WA</i>	
<i>Community Newspapers Group Ltd</i>	
<i>Macwrite Publicity Services</i>	
<i>Marketforce Productions</i>	
<i>Countrywide Publications</i>	
<i>Eyezon Pty Ltd</i>	
<i>Marketforce Australia</i>	
<i>Select Australasia Pty Ltd</i>	
<i>The Text Media Group Ltd</i>	
<i>Adcorp Australia Ltd</i>	
<i>Hopscotch Publications Pty Ltd</i>	
<i>WA Newspapers Ltd</i>	
Total Expenditure	\$409,546

Compliance with Government Policy

Equal Employment Opportunity Outcomes

As part of the Zoo's contribution to the State Government's Equity and Diversity Plan, a number of strategies were implemented to improve the Zoo's workforce diversity, resulting in increased representation of youth, people from culturally diverse backgrounds and people with disabilities. Figures for Indigenous staff employment were affected by the retirement of a long-standing employee. Employment of Indigenous staff will be a focus in the coming year.

Workforce	ACTUAL 30 June 2002	ACTUAL 30 June 2003	TARGET 30 June 2003
Men	49.9%	48.3%	50.0%
Women	50.4%	51.7%	50.0%
Indigenous Australians	3.0%	1.4%	3.1%
People from Culturally Diverse Backgrounds	4.5%	8.4%	5.5%
People with Disabilities	7.5%	7.7%	5.5%
Youth (<25)	5.5%	7.6%	9.4%

Strategies implemented to improve diversity of the Zoo's workforce included the introduction of cultural awareness training and development of relationships with agencies who provide support to special interest groups so that vacancies can be circulated to this pool of potential candidates. A review of recruitment methods was also undertaken to incorporate a more applicant-friendly application process. Job application writing and interview skills training was also provided for contract staff. This proved particularly effective for contract staff with disability, language and/or literacy issues.

In support of the Zoo's commitment to youth employment, four keeper vacancies were set aside for trainee keepers and a second horticultural apprenticeship position was established. Access to web site information about career paths at Perth Zoo and the work experience program was improved. The work experience program for tertiary students was reintroduced.

Disability Services Plan

The Zoo continued developing and implementing initiatives in line with the objectives of its Disability Services Plan. Work included modifications and upgrades of existing services to meet the needs of people with disabilities. This work encompassed upgrades of drinking fountains to make them wheelchair friendly, improved seating at the front entry providing shade and wheelchair access, modification of steps in the theatre and completion of pathway modifications in the Water Corporation Wetlands Exhibit. Plans also progressed to modify the pathways in the rainforest exhibit and upgrade the conference centre toilets to improve access.

The Zoo, in line with quarantine restrictions, also established a policy for seeing-eye dogs to be housed safely in the administration building while sight impaired visitors tour the Zoo.

The agency continued to provide discounted entry for seniors, health care cardholders, Veteran Affairs cardholders, full-time students and children, as well as offering concession rates for Zebra Car tours and free admission for all carers accompanying people with a disability.

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The availability of wheelchairs, electric scooters and electric vehicles has been well received. Access to facilities was further boosted with the introduction of the new Alinta Zoo Hopper in June. This visitor transport service gives priority to elderly people, people with disabilities and parents with young children.

The Zoo continued to develop alternative mediums and formats to deliver information about its services. In June 2003, work commenced on the development and implementation of audio tours of the zoo. This service, once established, will allow the Zoo to provide the information in multiple languages in the future to meet the needs of overseas and non-English speaking visitors. Planning is also under-way for the development of a disability access map detailing features available to maximise the experience and accommodate the needs of visitors with disabilities.

Customised tours incorporating touch tables, Docent guides and education staff are available on request as part of our services to improve access. Incoming Docent guides now receive disability awareness training as part of their 10-week induction and work is under-way to deliver similar training to staff as part of our commitment to customer service. To improve the Zoo's service planning, the Disability Services Committee has designated the Facilities and Environmental Services Manager as its representative on future capital works projects to ensure disability and access issues are considered in project planning.

Energy Smart Government Policy

In accordance with the Energy Smart Government Policy, the Zoo is committed to achieving a 12% reduction in non-transport related energy use by 2006-07. During 2002-03, implementation of energy audit recommendations began with the de-lamping of buildings, reduced operation of the gas lantern lighting network around the grounds and the raising of staff awareness on how they can contribute to reducing energy use. These actions did not bring about energy reductions in 2002-03 due to their implementation late in the year, following the creation of the new Manager of Facilities and Environment position. The situation is expected to improve in the coming year with the implementation of further energy saving initiatives.

The Zoo's energy figures for the year are detailed in the table below. The proportionately low increase in energy costs was achieved by taking advantage of lower pricing structures from the suppliers.

	Baseline 2001-02	2002-03	Variation %
Energy Consumption (MJ)	8,770,999	9,550,326	+8.9
Energy Cost (\$)	223,048	229,238	+2.8
Greenhouse Gas Emissions (tonnes of CO ₂)	1,877	2,010	+7.1

Waste Recycling

During 2002-03, a contract was entered into with the Amcor recycling company for the disposal of paper and cardboard. A total of 3020 kilograms of office paper and 4230 kilograms of cardboard were recycled. The Zoo operates a small bailing facility as part of this program. Other materials recycled include aluminium cans (721 kilograms), scrap metal (2260 kilograms), polystyrene boxes and photocopier toner cartridges. The number of recycling stations located around the Zoo grounds was increased with additional stations placed in the cafe and kiosk area.

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SECTION SEVEN

Operating Environment

Operating
Environment

- > Legislation Impacting on the Authority's Activities
- > Strategic Issues and Trends

OPERATING ENVIRONMENT

Enabling Legislation

The Zoological Parks Authority is established under Part 2 Section 4 of the Zoological Parks Authority Act 2001.

Legislation and Regulations Administered

Zoological Parks Authority Act 2001

Zoological Parks Authority Regulations 2002

Legislation Impacting on the Authority's Activities

Disability Services Act, 1993

Equal Opportunity Act, 1994

Financial Administration and Audit Act, 1985

Salaries and Allowances Act, 1975

Public and Bank Holidays Act, 1972

Government Employees Superannuation Act, 1987

Occupational Health, Safety and Welfare Act, 1984

Workers Compensation and Rehabilitation Act, 1981

Industrial Relations Act, 1979

Freedom of Information Act, 1992

Public Sector Management Act, 1994

Animal Welfare Act, 2002

Fish Resources Management Act, 1994

Wildlife Conservation Act, 1950

Conservation and Land Management Act, 1984

Environmental Protection Act, 1986

Metropolitan Water Supply, Sewage and Drainage Act, 1909

Water and Rivers Commission Act, 1995

Water Supply, Sewage and Drainage Act, 1912

Aboriginal Heritage Act, 1972

Heritage of Western Australia Act, 1990

Road Traffic Act, 1974

Land Administration Act, 1997

Workplace Agreements Act, 1993

Constitution Acts Amendment Act, 1899

Sentencing Act, 1995

Dog Act, 1976

Litter Act, 1979

Wildlife Protection (regulations of import and exports) Act, 1982

Quarantine Act, 1908

Quarantine Amendment Act, 1981

Library Board of Western Australia Act, 1951

State Records Act, 2000

Evidence Act, 1996

Limitations Act, 1935

Copyright Act, 1968

Copyright Amendment (Digital Agenda) Act, 2000

Electoral Act, 1907

State Supply Commission Act, 1991

State Trading Concerns Act, 1916

Fair Trading Act, 1987

Trade Practices Act, 1974

The Criminal Code

STRATEGIC ISSUES AND TRENDS

To ensure the agency continues to meet its statutory obligations in respect to conservation, research, education, recreation and the care and management of Perth Zoo and its animals and plants, the Zoological Parks Authority is addressing a number of significant issues and trends.

One of these issues is the need to upgrade ageing infrastructure and facilities with limited resources. Another issue is the need to secure a sustainable business footing for the organisation. As reported in previous annual reports, Perth Zoo, like many zoos, is financially vulnerable. A third issue, is the significant increase in competition from other venues and events, which is likely to continue to place pressure on Zoo visitor numbers.

Perth Zoo continues to enjoy an extremely high level of public support. However, to maintain this support, the Zoo needs to address demands for new and exciting exhibitory and increasing public expectations in relation to facilities and services.

In response to the above, extensive work has been undertaken in 2002-03 developing and drafting a new Perth Zoo Master Plan for the next 20 years. This plan, which will be presented to the State Government in 2003-04 for consideration, is aimed at positioning and resourcing the Zoo for the next 20 years. The document will provide a development plan addressing the physical and business requirements of the Zoo into the future.

In the meantime, the agency is continuing its focus on the development of new commercial activities (including the Close Encounters behind the scenes tours and audio tours of the Zoo) to generate revenue and maximise visitor numbers, as well as driving efficiencies across the Zoo. In 2002-03, the Zoo continued to develop costing systems to improve analysis of its commercial activities.

A broader issue affecting the world zoo movement is the changing role of zoos and a strong push amongst modern zoos to link captive breeding with support for in-situ projects and the conservation of habitats of threatened species. Given the worldwide shortage of funding for zoos, this is becoming increasingly difficult.

In response, Perth Zoo provides support with in-kind contributions through staff exchanges, training opportunities and participating in fundraising activities for in-situ projects. Funds raised at Perth Zoo are being used to support in-situ projects for Asian Elephants and Sumatran Tigers. Fifty per cent of the proceeds raised from the Close Encounters tours go towards conservation programs around the world.

Perth Zoo is also directly involved in in-situ conservation work, breeding threatened native species for release into the wild. However, on 30 June 2003, the cessation of Commonwealth funding through the Cooperative Research Centres Program resulted in the loss of a significant amount of funding for the Zoo's research and Native Species Breeding Program, with the subsequent loss of four positions at Perth Zoo. This included the Zoo's conservation geneticist, two keepers and a research assistant.

As part of its response to this loss of funding, the Zoo has been actively seeking alternative funding sources, including sponsorships, and the Native Species Breeding Program may be scaled down during 2003-04.

SECTION EIGHT

Report on Operations

- > Life Sciences and Research Directorate
 - Exotic Mammals and Australian Fauna
 - Veterinary Section
 - Horticulture
 - Native Species Breeding Program and Research
- > Business Operations Directorate
 - Marketing, Events, Commercial Business Activities
 - Sponsorship and Fundraising
 - Media and Communications (public relations)
 - Visitor Services and Education
 - Environmental Management
 - Facilities Maintenance and Capital Works
 - Planning, Policy and Administration
 - Human Resources

LIFE SCIENCES AND RESEARCH DIRECTORATE

Objectives

- To promote the understanding and appreciation of wildlife and conservation through the presentation of a diverse, well-maintained, interesting collection of animals and plants and to directly contribute to conservation through the breeding of threatened species; and
- To establish Perth Zoo as a leader in conservation research by continuing to develop a diverse scientific program and building further relationships with local, national and international research and conservation agencies; and through the application of this knowledge, continuing to breed threatened species for release into the wild.

Outcomes

During 2002-03, the Research Directorate was amalgamated with the Life Sciences and Conservation Directorate to form the new Life Sciences and Research Directorate. The merger is aimed at improving coordination and management of overlapping duties and responsibilities to improve efficiencies and outputs. The change also acknowledges that the Zoo's contribution to conservation involves all directorates.

In accordance with the new Zoological Parks Authority Act, an operational plan was developed, providing an additional management tool for this complex area. During the year, the directorate provided significant input to the development of a new Master Plan for the Zoo to help position the organisation and the animal collection for the next 20 years.

The directorate continued to manage the Zoo's collection of flora and fauna in line with the Zoo's mission statement, objectives and Animal Collection Plan. The latter is developed as part of regional animal collection planning in conjunction with major zoos in the Australasian region.

The directorate also continued to provide direct support to in-situ conservation through its native animal captive breeding program as part of species recovery programs led by the Department of Conservation and Land Management (DCLM).

Exotic Mammals

On 22 December 2002, after a trouble-free 16-month gestation period, the younger of the Zoo's two female Southern White Rhinoceros gave birth to a healthy 75kg female calf. The first rhinoceros calf born in Western Australia, this was a significant achievement for the Zoo and a welcome addition to the regionally managed Southern White Rhinoceros population. The birth was the culmination of several years of planning and would not have been possible without the support of the community who contributed to the Mate for Memphis appeal to raise money to find a suitable female/s to join resident male Memphis to start a breeding program.

The Southern White Rhinoceros is officially listed as conservation dependent which means that without active conservation programs the Southern White Rhinoceros would become a threatened species in five years or less. Perth Zoo is part of an Australasian breeding program aimed at trying to secure and build on a genetically diverse population of the Southern White Rhinoceros.

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As part of the globally managed studbook for Sumatran Tigers, the remaining male Sumatran Tiger born at Perth Zoo in September 2000 was transferred to Frankfurt Zoo to join the European breeding program. A juvenile male Sumatran Tiger at Rhiene Zoo has been identified as a future breeding mate for Perth Zoo's younger female. The new male is expected to arrive during 2003-04.

The Zoo's sole remaining Persian Leopard was transferred to Crocodylis Fauna Park in the Northern Territory in October 2002 to allow for the continued breeding of critically endangered Sumatran Tigers at Perth Zoo. In line with official Australasian breeding priorities (there is no regional cooperative breeding program for the Persian Leopard), Sumatran Tigers have been given priority for available space.

There was further success for the Zoo's breeding program for the endangered Nepalese Red Panda with the birth of twins in early 2003. The Zoo has made a significant contribution to the global management of this endangered species, successfully breeding eight pandas since 1997, and is part of the Australasian captive breeding program for the Nepalese Red Panda.

March 2003 saw the birth of another Silvery Gibbon at Perth Zoo. One of only three facilities in the world successfully breeding this critically endangered species, the Zoo is playing a leading role in efforts to try and save these animals. With estimates that there could be as few as 1000 Silvery Gibbons left in the world, every addition to the species is significant. Only 10 institutions outside of Indonesia hold this species. Perth Zoo's current breeding pair of Silvery Gibbons - one of only six captive breeding pairs in the world - has produced four healthy offspring since 1995. Perth Zoo's Curator of Exotic Mammals manages the International Silvery Gibbon Studbook. He is working closely with other institutions to ensure there is a breeding population outside of those currently surviving in the wild where the species faces extinction due to habitat destruction and poaching.

A rare White-cheeked Gibbon was born at the Zoo on 5 July 2002. The young female was successfully reintroduced to her parents after being hand raised by keepers when her mother's milk dried up. A gradual reintroduction program ensured the animal was able to be integrated back with her parents in their enclosure in the Asian rainforest zone of the Zoo. Perth Zoo is part of an Australasian breeding program for this critically endangered species and has two breeding pairs. It is one of only four zoos in Australasia that holds this species.

During the year, a keeper from the Kinabatangan Orang-utan Conservation Program in Sabah, Malaysia, spent three months working with the Zoo's Sumatran Orang-utan colony. The experience provided the keeper with the opportunity to observe these critically endangered animals in close proximity and observe rare behaviours including mating.



*Southern Hairy-nosed Wombat
mother and joey.*

Australian Fauna

The Zoo's current breeding pair of Southern Hairy-nosed Wombats produced their first joey in October 2002. This species is difficult to breed in captivity. However, Perth Zoo's successful husbandry techniques have resulted in the birth of five joeys since 1995. The Zoo's breeding program provides important information for scientists working on a recovery program for the critically endangered Northern Hairy-nosed Wombat. Perth Zoo has provided the recovery team in Queensland with data on the growth and development of wombats, wombat reproduction, management of breeding pairs, husbandry techniques and enclosure design.

In a regional first, the Zoo successfully bred 34 Mitchell's Water Monitors. These reptiles are a very much sought after species in the region. A second group of Perth Zoo bred Lancelin Island Skinks was released onto Favourite Island and a further 80 young were successfully bred for a planned third release onto the island. This captive breeding project is part of a broader recovery program for this vulnerable species.

The Zoo acquired a female Yellow-crowned Amazon Parrot and a female Blue and Gold Macaw for breeding purposes. These rare and beautiful birds form the core of the Zoo's South American bird displays.

Veterinary Section

In addition to managing a comprehensive preventative medicine program and managing the day to day care of the Zoo's 1500 animals, the veterinary team also treats sick and injured wildlife.

In 2002-03, the veterinary hospital undertook more than 200 wildlife rehabilitation cases covering a diverse range of species. Animals brought in by the Department of Conservation and Land Management and members of the public included a Pygmy Python with egg impaction, Shingleback Lizards, a confiscated Stimson's Python with severe burns, a female Perentie and numerous White and Red-tailed Black Cockatoos.

The veterinary section also plays an important role in the Zoo's breeding programs. During the year, work began on the conditioning of the Zoo's female giraffe for future artificial insemination attempts. This training program follows a decision by Taronga Zoo and Perth Zoo to adapt artificial insemination techniques for giraffe. Artificial insemination, which has been successfully developed in America, offers a less stressful and more cost-effective means of transferring valuable gene stock between institutions. Auckland Zoo has provided Perth Zoo with giraffe semen for the artificial insemination program.

Veterinary staff continued hormone analysis of the female elephants and rhinoceros. It is anticipated that the monitoring and analysis involving the female elephants will help predict oestrus activity to assist with the timing of introductions with the bull for mating purposes. The Zoo is being assisted in its reproductive investigative work by the University of Western Australia and PIVET Medical Centre, specialists in infertility and obstetrics.

The Zoo's female Cheetah spent several weeks in South Australia with the Monarto Zoological Park's male Cheetahs, as part of an attempt to breed naturally from her. Despite mating activity, she did not become pregnant. The Zoo's Cheetah Breeding Project Team is continuing to investigate all options for the future breeding of this threatened species.

In an Australian first, Perth Zoo entered a partnership with Murdoch University to provide final year Murdoch veterinary students with a three-week clinical rotation at Perth Zoo. The students receive instruction in zoo and wildlife medicine. The rotation is designed to provide students with the basic skills necessary to deal with sick and injured wildlife and to introduce them to aspects of zoo medicine and the role of zoo veterinarians. This initiative has further broadened the Zoo's role as an educational facility without any financial impact on the Zoo. Murdoch University is covering the cost of the rotations.

Horticulture

Responsible for the maintenance and development of the Zoo's expansive and valuable botanical gardens, the horticultural team also plays an important role in exhibit design, fodder production, education, events and visitor services.

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In the reporting period, more than 3000 eucalyptus plants were added to the koala fodder plantation at the Zoo's Byford property. A comprehensive reticulation system was installed and new planting sections fenced to keep out feral and native animals. Preparations were made for additional plantings to develop a sustainable koala fodder supply.

Although the Zoo grows much of its own fodder and browse crops, it needs to supplement this material with supplies from external organisations to help meet the demands of some large and very specialised appetites. In 2002-03, Perth Zoo and the Banksia Hill Detention Centre launched a joint project to help boost the Zoo's off-site fodder production and provide juvenile detainees with the opportunity to learn valuable work and social skills. Under the partnership, the Department of Justice is making land available at Banksia Hill Detention Centre to grow browse material for the Zoo's animals. Perth Zoo is providing compost, plants and technical support for the planting and development of the garden beds and harvesting. The plants will be maintained and harvested by the detainees, with cuttings collected by Perth Zoo on a regular basis. Although only in the early stages of production, the detention centre has the potential to eventually provide up to 25% of the Zoo's total fodder requirements.

The Zoo also continued partnerships with numerous primary schools to grow animal fodder on school properties.

Perth Zoo horticulture staff once again participated in the Perth Flower and Garden Show. This popular annual event attracts more than 40,000 visitors over six days. This year, Perth Zoo staff and representatives from other government agencies created an Ecotopia Display focusing on the importance of conservation, the environment and flora for fauna. Zoo staff created a sustainable wetlands environment and also created displays educating the public about composting, bird and animal attracting native plant species, and koala fodder production.

The Zoo's horticultural staff once again assisted King's Park and Botanic Garden with planting indigenous species along the escarpment above the old Swan Brewery, and continued their involvement with the Milyu Project to re-establish the Como foreshore with original swan coastal plain plant species.



Western Swamp Tortoise.

Native Species Breeding Program

Perth Zoo's work breeding threatened native species for release into the wild and conducting scientific research into the reproductive biology of threatened fauna received national recognition in April 2003. The Australasian Regional Association of Zoological Parks and Aquaria (ARAZPA) awarded the Zoo's Native Species Breeding Program the In-situ Conservation Award for an outstanding contribution to species conservation and support of biodiversity in the wild. The award acknowledges the contribution of many Zoo staff and Zoo partners over the past seven years. Since 1996, the program has provided more than 1100 Perth Zoo bred native animals for release into the wild.

In July-August 2002, 35 Perth Zoo bred Western Swamp Tortoises were released into Mogumber, Ellen Brook and Twin Swamps Reserves. In December 2002, a fire at Mogumber burnt out most of the tortoise habitat and nine rescued tortoises were returned to the Zoo including one requiring treatment for burns. In 2003, 60 eggs produced 41 hatchlings in the Zoo's off-display breeding facility. This is a slightly lower success rate than normal due to the higher number of young females in the program. In February 2003, two of the Zoo's tortoises were transferred to Adelaide Zoo to establish a second captive colony. This back-up colony in Adelaide will provide a further insurance measure for ongoing species recovery efforts for this critically endangered species.

The Zoo's breeding-for-release program for the threatened Shark Bay Mouse was extended through a partnership with the Australian Wildlife Conservancy (AWC). With the approval of the Shark Bay Mouse Recovery Team, led by the Department of Conservation and Land Management (DCLM), the Zoo bred Shark Bay Mice for release onto the AWC's Fauré Island sanctuary in Shark Bay, Western Australia, in June 2002. A second release of 28 Shark Bay Mice onto Fauré Island occurred in October 2002. Young animals, offspring of the June 2002 release animals, were trapped on the island in September - a positive sign that the species is becoming established. This breeding program is now complete.

In August 2002, 46 Zoo bred Dibblers were transported to Peniup Nature Reserve for release - the second release of Dibblers at this mainland site. A pre-release trapping survey by DCLM staff, captured post-breeding adult females and juvenile Dibblers resulting from the 2001 release. In the 2003 breeding season at the Zoo, six female Dibblers produced 40 young.

The Zoo provided 15 captive-bred Numbats to DCLM for release into the wild in the Stirling Range in December 2002. Prior to release, Zoo keepers provided a group of these Numbats with predator awareness training. This training program, developed at the Zoo over the past three years, is aimed at increasing the survival rate of the released captive-bred Numbats by training them to recognise and react to aerial predators. Initial results from DCLM's field monitoring (the animals are fitted with radio collars prior to release) are encouraging. The project will need to continue for another year before a conclusive evaluation of the efficacy of the training can be determined. A further nine Numbats born at the Zoo in January and February 2003 will be prepared for release in December 2003.

During the year, a video system was installed to help monitor the female Numbats and their litters in the breeding enclosures during the winter months. In addition to providing rarely seen images to the public in the bushwalk display, the system provides an extremely useful observation tool for keepers. During its first month of operation, keepers observed the appearance of a mother after depositing her young in the nest for the first time. For the first time, keepers were able to weigh and examine the young at this important stage of development.

Research

In 2002-03, strong collaborations continued with external organisations including tertiary institutions and the PIVET Medical Centre, which provided assistance with elephant and orang-utan fertility issues and the development of oestrus detection methods in potoroos.

Eighteen research projects were undertaken, contributing vital information to both the in-situ and ex-situ conservation of species and to husbandry and management practices at Perth Zoo. These projects were undertaken in conjunction with Murdoch University, the University of Western Australia and Curtin University. Tertiary students making systematic observations of animals as part of their study curriculum undertook five "learning projects" at the Zoo.

The two main areas of research pursued in 2002-03 were conservation genetics and reproductive biology/behavioural ecology.

The Zoo's conservation geneticist finalised research work on population differences, genetic health of endangered species and ancient DNA. As a result of this work, 10 scientific peer-reviewed papers were published.

Research, conducted in conjunction with the DCLM, analysed the differences between populations of the heath mouse (*Pseudomys shortridgei*) with results suggesting that the Western Australian species show little difference from those found in the eastern states, even though they are separated by over 1000 kilometres.

Preliminary results of research into the social biology of the feral pig revealed new aspects of their social biology redefining the way diseases, such as foot and mouth, would be spread if they surfaced in Australia. Feral pigs are an enormous threat as a result of the diseases they can carry and the damage they cause to agriculture and the environment.

Other research produced some of the first marsupial DNA sequences from bone and tooth samples in Australia. The findings were used to identify species of marsupials that had been dead for decades and/or extinct and will help unravel what happened to these species in the past and how conservation programs can best manage surviving species.

Two visiting scientists from Sweden's prestigious Lund University worked with the Zoo's conservation geneticist on the evolution of Australia's native rodents and marsupials. Initial findings suggest that the rodents in particular may have been present in Australia millions of years earlier than thought.

A study on the nutritive qualities of termites, the exclusive diet of the Numbat, revealed that termites are not a poor quality food as was thought. They contain high levels of moisture, which allows the Numbat to occupy dry areas for long periods.

Native Species Breeding Program keepers documented the oestrus cycle of the Central Rock-rat and the growth and development of young Central Rock-rats. The Central Rock-rat is a critically endangered native species once found in the Pilbara region of Western Australia.

The Zoo continued its involvement in efforts to save Australia's most endangered mammal, the Gilbert's Potoroo. Less than 30 of these small marsupials are known to exist. Research is being undertaken to develop artificial insemination techniques to enhance the captive breeding of these animals. As Gilbert's Potoroos are so rare, a colony of Long-nosed Potoroos has been established at the Zoo as an analogue species to adapt the reproductive techniques developed in larger marsupials to this small member of the kangaroo family. The first step achieved has been the successful extraction of sperm.

Marsupial Cooperative Research Centre (MCRC)

The MCRC - a collaborative research centre whose partners include Perth Zoo, Macquarie University, University of Newcastle, Queensland Agricultural Biotechnology Centre and Landcare Research (NZ) - completed its eighth and final year of operation. During the year, the MCRC partners applied to the Commonwealth Government's Cooperative Research Centres Program for renewal of its funding. Unfortunately, the bid was unsuccessful and MCRC activities ceased on 30 June 2003. The cessation of this funding has resulted in the loss of a significant amount of funding for the Zoo's research program and Native Species Breeding Program.

During 2002-03, the MCRC's annual community education program, the Great Australian Marsupial Night-stalk, was coordinated by Perth Zoo for the fourth consecutive year. Night-stalk is a nationwide spotlight survey in which individuals, groups, schools and companies undertake surveys in their local areas recording the marsupials, other native animals and feral pests they observe.

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The 2002 Night-stalk began on Threatened Species Day, 7 September 2002, and ran until mid-October. Survey results were received from every state and territory with a total of 2267 people from around Australia taking part. In all, 199 surveys were received documenting 1734 individual marsupials and 294 feral pests. More than 3500 hours were spent surveying 1383km, with 83% of surveys recording a marsupial, 17% documenting a threatened marsupial species and 37% recording a feral animal.

The Night-stalk project again proved to be a successful means of educating the public about their local wildlife, while demonstrating, through the participants' own involvement, how the science of field conservation biology works. Due to the cessation of MCRC funding, Perth Zoo is seeking sponsorship to continue this important community event.

BUSINESS OPERATIONS DIRECTORATE

Objectives

- To actively develop positive community attitudes toward the understanding and appreciation of wildlife and conservation while maximising attendance and yield from key visitor markets;
- To provide financial, human resources and technical support services necessary for operational effectiveness; and
- 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.

Outcomes

The Zoo attracted a total of 531,319 visitors in 2002-03, down from 578,656 last year. The reduction reflects increasing competition in the market place with the emergence of outdoor cinemas, local festivals and a range of outdoor and educational attractions.

Despite the reduction in the total attendance figure, the admission revenue yield per visitor increased reflecting a small rise in admission prices, and the commercial revenue per visitor exceeded budget reflecting a greater dollar spend per visitor.

Each year, market research is conducted on behalf of the Zoo to help measure key performance indicators, monitor facility management, identify visitation trends and customer service issues, and gauge the Zoo's position within the attractions market place. Identifying threats and opportunities, the data assists in the development of strategies to address emerging issues and trends.

Market Equity conducted 505 face to face intercept interviews with Zoo visitors and 301 telephone interviews with members of the public in April 2003. According to this market research, although the majority of Zoo visitors were repeat visitors, almost one third (31%) were first time visitors reflecting a high percentage of people from interstate or overseas (44%). The market research revealed high customer satisfaction levels and acknowledgment of the Zoo's conservation role:

- Overall satisfaction with facilities was 98% (same result as 2002) and 95% of the general public described the Zoo as good value or extremely good value;
- 96% of visitors reported good animal visibility (up from 93% in 2002) and 94% of visitors agreed that Perth Zoo educates visitors about conservation (90% in 2002);
- 90% of visitors believed Perth Zoo demonstrated how people could have an effect on wildlife and 95% of visitors believed Perth Zoo had an important role in the community. 96% of the general public confirmed the Zoo's important role in the community.

Marketing

The focus behind Perth Zoo's marketing approach is to support the mission and operations of the Zoo by maximising visitor numbers and promoting key conservation messages. The Zoo's marketing team develops campaigns to support general attendance, specific events, conference facilities, functions and tourism.

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During 2002-03, the conservation branding campaign, highlighting the Zoo's conservation goals and incorporating the "Hourglass" theme, continued to air on television and radio.

Marketing for the 2002-03 ZooFever summer events season included the distribution of 100,00 brochures throughout Perth, as well as a joint promotion with Australia Post which distributed 500,000 summer event flyers into Perth households in early December. Bill boards and advertising, as well as unpaid media exposure, also helped promote ZooFever.



Visitors soak up the Zoo's summer events season

Events

The events program, in particular the summer events season, provides an important revenue stream for the Zoo, attracting many thousands of visitors.

The Alinta January Night Zoo season attracted 27,093 people, down from 30,787 in 2002. The lower visitation rate was attributed to the very hot weather. Eight Zoo Twilight Concerts, sponsored by Western Potatoes, were held in February and March (up from seven concerts the previous year) attracting 24,886 people - an increase of 1289 people over the 2001-02 season. This result was achieved despite some poor weather and a significant increase in similar competitor activity.

An extremely popular family event, Peters Trumpet Happy Zoo Year on 31 December was yet again a sell-out event, attracting 4890 people. Other major events included the Commonwealth Bank April Jazz season featuring free jazz concerts and classic car displays and Cadbury's Carols by Candlelight performed by the West Australian Opera Company on 21 December.

Commercial Business Activities

A partnership agreement was developed with the City of South Perth to foster a closer relationship in relation to events and marketing activities in the city, sponsorship of Zoo events and issues of mutual concern including parking and transport arrangements to and from the Zoo.

Despite the reduction in visitor numbers, retail sales through the Zoo Shop were strong, with both turnover and net profit exceeding budget expectations. Total net profit for the shop was \$171,437.

The restaurant and catering dividends from the contract with Mustard Catering were maintained at similar levels to previous years, with improvements made to the range of food and beverages offered throughout the Zoo.

During the year, the Zoo introduced a range of commercial behind the scenes tours, marketed as "Close Encounters". These tours are popular with the general public as well as corporate clients. National exposure on Channel 9's Getaway program in June sparked a rush of bookings and inquiries for these tours.

The carousel continued to be a popular part of the Zoo experience with around 40,000 visitors taking the opportunity to ride on this historic attraction.

Sponsorship and Fundraising

During the year, Perth Zoo entered into a number of significant sponsorship agreements with new and existing sponsors. These agreements span a number of years and provide a significant source of revenue for projects throughout the Zoo.

A new Corporate Relations and Fundraising branch within the Business Operations Directorate commenced operation on 1 July 2002. Managing the Zoo's sponsorship and fundraising campaigns, this section replaced the former Perth Zoo Society. Its aim is to provide better coordination and services to Zoo partners and sponsors and to link more closely with sections across the Zoo in attracting and managing external funding.

During the period under review, the Zoo continued to generate significant sponsorship revenue, most of which has been directed to capital works projects for the coming year.

January Night Zoo sponsor, Alinta, changed its sponsorship focus from the Reptile Encounter Exhibit to the Alinta Zoo Hopper - the new visitor transport service - and Sun Microsystems came on board as a sponsor of the Zoo's effort to embark on a breeding program for Sun Bears. The Zoo continued its relationships with major sponsors Cadbury Schweppes, Coca-Cola, Commonwealth Bank, Peters and Brownes, Water Corporation, Western Potatoes, Western Power, Network Ten and Mix 94.5 along with a range of other partners.

The Zoo's membership program, Friends of Perth Zoo, continued to grow with the number of members increasing by 9% from 4797 at 30 June 2002 to 5420 at 30 June 2003. The Adopt an Animal program increased by 3% with 1117 individual, school and business adoptions.

The ongoing Orang-utan Appeal raised over \$60,000 during the year. Appeal activities included a moneybox promotion with major support from sponsors Peters and Brownes, Commonwealth Bank and Network Ten. In October 2002, the Zoo and UWA Press launched the book *Orangutans and their battle for survival* written by Perth Zoo's Curator of Exotic Mammals, Leif Cocks. Author royalties from the sale of this book are going to the Orang-utan Appeal.

Perth Zoo continued to receive significant public support with a steady stream of general donations (totalling over \$40,000) received throughout the year. A new bequest program was launched part way through the year, with \$61,819 received as at 30 June 2003. A promotional and marketing campaign for bequests has been developed for 2003-04.

Perth Zoo's entrance received a new focal point with the installation of a 300kg bronze sculpture of a Western Grey Kangaroo and joey, generously donated by the Rotary Club of Mill Point. The sculpture - created by renowned artists Joan Walsh Smith and Charles Smith - has a fundraising function with a built-in donation box. Donations will be used to support conservation and ecological projects.

Media and Communications

Extensive national, international, state and regional media exposure was achieved in 2002-03 using a broad cross section of media outlets and mediums including print, broadcast and the Internet. This comprehensive coverage reflects a communications strategy aimed at presenting the Zoo, its conservation work, goals, facilities and attractions to as broad an audience as possible.

The media coverage included a wide variety of programs and publications including travel shows and magazines, educational children's shows, lifestyle and current affairs programs, newspapers and specialist animal programs. Additionally, there were stories on free-to-air general news broadcasts in Western Australia, interstate and nationally, and on pay television news programs and news web sites.

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National exposure included segments on Channel 9's Getaway program and morning Today Show, Channel 7's Harry's Practice, ABC television's New Dimensions program and Channel 10's Totally Wild program.

Media activities focused on Perth Zoo's leading role in breeding threatened exotic and native species, as well as the Zoo's extensive events program. Major stories included national coverage of the birth of Western Australia's first Southern White Rhinoceros, the birth of a critically endangered White-cheeked Gibbon and Silvery Gibbon, the birth of twin Nepalese Red Panda cubs and the Zoo's unique "Close Encounters" behind the scenes tours.

The Zoo received valuable international exposure in April 2003 with the broadcast of a five-minute Perth Zoo story on an Indian travel show with an estimated audience of nine million people. A number of Perth Zoo veterinary stories were also filmed on site by local film production company Storyteller Media Group for the Animal Allies documentary program (second series). The stories will be broadcast on Foxtel and Discovery Channels around the world. The first series of Animal Allies has already aired on Foxtel and on ITN UK, M-Net South Africa, Discovery Europe and Discovery Canada.



The new Alinta Zoo Hopper visitor transport service.

Visitor Services

The Zoo's customer service objective is to ensure that each visitor has the best possible experience when visiting Perth Zoo from the point of entry through to the information centre, keeper talks, facilities, visibility of animals, information, guided walking tours and transport within the grounds. Visitor services staff are responsible for monitoring all of these areas and ensuring that any problems are addressed quickly and effectively. The seven-day coverage of a Visitor Services position ensures that the Zoo provides a high level of service to its customers. The Zoo also maintains a comprehensive web site and a 24-hour recorded information line.

In June 2003, a new visitor transport service began operations. The environmentally friendly, battery operated Alinta Zoo Hopper can carry 15 passengers at a time and completes a six-stop circuit of the Zoo in 20 minutes. The service is available to all Zoo visitors (\$2 for an all-day ticket) with priority given to those less mobile. In addition to providing an important visitor service, the Alinta Zoo Hopper will improve access to the Zoo for elderly and disabled people and parents with very young children.

During the year, the Zoo's walking tours program (conducted by the Docent volunteers) was expanded to include garden tours. A new Visitor Comments Card was developed in November to provide a more structured and measurable opportunity for visitors to provide feedback to the Zoo. Foreign language map inserts were introduced offering a valuable service for international visitors.

Education

Perth Zoo offers a diverse range of on-site, off-site and on-line education services to students, teachers and the community. These services include a range of interpretive and resource materials, lessons, courses, publications (see appendix), seminars and off-site public talks.

School student groups are able to take part in Zoo lessons in an on-site classroom or participate in a tailor-made Zoo tour. In 2002-03, over 50,000 students visited Perth Zoo including 31,000 primary, 17,000 secondary and 1600 tertiary students.

The Zoo produces a range of resource packages for teachers. A team of specialist educators also runs professional development courses for teachers with the aim of increasing awareness of environmental issues.

During the year, the Zoo successfully trialed a new overnight education experience for school students. As a result of the success of this trial, a new Zoo Camp program will begin in October 2003. Work also continued on the development of a range of internal and external publications including thematic and educational 'trails' and curriculum resources for teachers and students.

Educational and interpretive services and materials for visitors and the general public including signs, special presentations and publications (maps, information brochures etc) are continually being upgraded and expanded. New interpretive facilities completed during the year included new signs and information panels for the elephant and rhinoceros exhibits, an upgrade of the lesser primate and bird interpretive signage, and the launch of "Numbat-cam" relaying video footage from the off-display breeding area to visitors at the public Numbat enclosure.

Work also began on the development of a "Talking Zoo" audio tour. This project, due for completion and launch in 2003-04, will provide a versatile, pre-recorded walking tour of the Zoo with interesting facts about the animals and plants, as well as the Zoo's operations and objectives. Visitors will be able to hire the pocket-sized audio units.

During the year, the Zoo's team of public speakers was expanded with the inclusion of specially trained volunteers (Docents). In 2002-03, Perth Zoo staff and Docents presented 44 off-site educational talks to 44 community groups (around 2000 people).

The Zoo's web site was upgraded in April 2003 to make the site more user-friendly and to incorporate the Zoo's new branding. The web site offers a wide variety of educational and general information, including an animal fact sheet information service covering over 50 species and a Frequently Asked Questions section.

Environmental Management

A major aim of the Zoo is to operate in an environmentally sustainable manner. To ensure there is a continued emphasis on this goal, a new position of Manager of Facilities and Environmental Services was created in 2002-03. This position recognises the need to coordinate environmental initiatives and to integrate sustainable practices into operational activities across the organisation.

During the year, the Environmental Management Group, chaired by the Chief Executive Officer, continued to guide environmental initiatives and provide a recognised forum for staff to raise issues and submit ideas.

Work began on the implementation of the Zoo's Cleaner Production Statement Action Plan with the introduction of packaging recycling, energy saving initiatives, use of low volume taps, conservation education events, staff awareness raising and the inclusion of environmental requirements in contract documentation associated with capital works projects and service contracts. The Action Plan was reviewed and reported on following its first 12 months of operation. The Zoo also became a recognised participant of the WA Sustainable Industry Group.

Facilities Maintenance

During the year, there was an increased focus on restorative and preventative maintenance of the Zoo's built assets and associated plant and equipment. Action included:

- selection of a Computerised Maintenance Management System (CMMS) to be commissioned in 2003-04;
- building condition assessments of all built assets;
- establishment of preventative maintenance programs for various plant types;
- renovation of the short-stay visitor residence.

As part of the Zoo's commitment to provide a high quality experience for visitors, the public toilet cleaning arrangements were reviewed. As a result of this review, the service was brought in-house with a dramatic improvement in the amenity of these facilities. The new arrangements provide a responsive service at little extra cost.

Capital Works

Minor works projects and exhibit improvements completed during the year included:

- construction of a "crush" (holding stall) and weighing facility for the rhinoceros;
- installation of new netting over the wetlands and penguin exhibits;
- upgrade and expansion of the animal holding quarters on Gibbon Island;
- installation of a shade structure in the elephant exhibit;
- installation of additional visitor shade structures, drinking fountains and tables and seating that cater for disabled access.

In June, tenders were received for the removal of the Pavilion and the non-operational Butterfly House. A commercial decision, the removal of these buildings will make way for future proposed developments. The following projects will be progressed in 2003-04:

- stage two of the orang-utan exhibit upgrade;
- new echidna exhibit in the Australian Bushwalk;
- additional Silvery Gibbon exhibit adjacent to the existing enclosure;
- modification of the old Sun Bear exhibit to house Celebes Macaques.

In May 2003, the State Government announced that it would provide \$1.1 million over two years for the first stage of an upgrade of the Zoo's elephant exhibit, which is currently home to three females and one male elephant. The upgrade will provide extra space and a new barn for the maturing male elephant. Seven hundred thousands dollars has been allocated to the project in 2003-04, with a further \$456,000 allocated to complete stage one in the following year.

Planning, Policy and Administration

During the year, work progressed on the drafting of a comprehensive Perth Zoo Master Plan detailing the Zoo's development requirements for the next 20 years. In addition to providing a physical development plan, the Master Plan will set future directions for the Zoo. It is expected to be completed in early 2003-04 for presentation to the State Government for consideration.

In line with the requirements of the new Zoological Parks Authority Act, a Business and Operational Plan 2002-03 was prepared and submitted to the Minister for approval.

Development of a Record Keeping Plan progressed, in line with the requirements of the State Records Act. It is envisaged that the development of a current Retention and Disposal Schedule, Disaster Management Plan, Performance Indicators and the writing of the main body of the Plan will be completed and submitted to the State Records Office by December 2003. Records management training was provided to Zoo staff with one-on-one training sessions, individual inductions for new staff and use of the staff newsletter for distribution of records information.

A new three-year Information Technology (IT) Strategic Plan, focusing on the role of IT and how it supports the Zoo's business, was completed and approved. Research and planning has commenced on future e-business initiatives. During the year, the IT Systems Security Policy and Procedures were upgraded to ensure compliance with standards. The computer network was expanded with a new section of fibre-optic cabling. This will allow for the expansion of security and telephone systems and the use of web camera images. A new Information Systems Helpdesk Officer (part-time) was appointed to support growing network and user needs.

As part of ongoing annual risk management programs, the Risk Management Committee conducted an Agency Risk Review. Sectional Risk Assessments were undertaken by all Zoo managers and the Emergency Plan and Procedures were updated. Emergency drills were completed and work started on a Recovery Plan as part of continuity management. A new Security Strategic Plan 2002-06 was completed and approved. This Plan will assist in building a safe and secure Zoo environment, and enable effective risk reduction and asset protection over the next four-year period.

As required under the Zoological Parks Authority Act 2001, nominated Perth Zoo staff and contracted security staff were appointed Park Management Officers and trained in enforcement duties. These officers are responsible for the enforcement of relevant sections of the Zoo's Act and regulations. A new Security Centre was established within the Zoo grounds, housing security, IT and records staff. This centre will be progressively developed as a dedicated control centre.

Human Resources

During 2002-03, a five-year strategic human resources plan was developed to support the human resource and organisational development needs of Perth Zoo.

Consistent with the State Government's commitment to permanent employment, Perth Zoo made some key operational changes to create permanent employment opportunities. These changes included reverting to in-house cleaning staff for public conveniences, establishing a number of permanent customer service officer positions and moving to permanent staff in the grounds team (previously supported by agency staff).

In line with State Government policy, a number of fixed-term contract staff were offered and accepted permanent employment.

Total number of staff - including contracted staff, externally funded positions and secondments - increased from 126.9 full time equivalents (FTEs) at 30 June 2002 to 133.0 FTEs at 30 June 2003. The turnover rate of permanent employees decreased markedly from 14.5% in 2001-02 to 6.5% as at 30 June 2003.

During the year, 101 students completed work experience placements across a range of operational and administrative areas. Systems were established to deal with the increasing number of work experience applications, with a focus on encouraging local youth that have established a commitment to pursuing a career with wildlife either through university or TAFE studies.

Industrial Relations

Three new General Agreements covering cleaners, engineering trades and building trades staff were implemented during the year. The agreements brought these groups into line with increases in remuneration and standard conditions awarded to staff under the Government Officers Salaries Allowances and Conditions (GOSAC) General Agreement and the Zoo's Agency Specific General Agreement for Operational staff.

Workers Compensation and Rehabilitation

The total number of claims lodged in 2002-03 was 21 (20 in 2001-02), with the average number of lost days per claim rising from 10.2 days in 2001-02 to 14.28 days in 2002-03.

The main injuries were sprains, strains, minor cuts and abrasions, with no major accidents. The Zoo continues to focus on induction and training for staff and supervisors as preventative strategies and offers early intervention case management programs to improve the rate of return for injured staff.

New initiatives included "Operation Lift" identifying and assessing jobs with high manual handling risks with recommendations on how to minimise the risk of injury through better techniques, minor work place adjustments and education. This project was complemented by back care courses focusing on key risk areas for staff. In addition, supervisors began work on the development of Standard Operating Procedures for these key areas to help address the incidence of minor injuries.

Workers' Compensation Claims	2001-02	2002-03
Average number of days lost per claim	10.2	14.28
Number of claims	20	21
Contribution rate (% of total wages)	3.03	2.90
Number of injured employees not returned to work	0	0

Occupational Safety and Health

The Zoo's Occupational Safety and Health Committee met regularly to discuss and resolve issues raised by staff, review hazard reports, discuss injury trends and identify preventative measures to promote a safe working environment.

A total of 62 hazards/incidents were reported during the year (up from 47 in the prior year), correlating with an increased focus by the Zoo on the importance of reporting safety issues. Nineteen of these reports identified hazards that posed a possible risk to safety. Of the remaining reports, five related to minor vehicular bumps on site and 38 involved minor injuries to staff, all of which revolved around work practices within the operations area of the Zoo.

To address trends identified in 2001-02, the Zoo provided training in safe chain saw operation, verbal judo, knife training and risk management. Following on from last year's Working at Heights workshop, the Zoo purchased additional safety harnesses and other equipment and arranged a "Rescue at Heights" program to be delivered on site.

In addition to emergency drills and comprehensive awareness-raising induction programs on zoonosis (diseases that can be passed from animals to humans) for staff at risk, staff were offered first aid courses and firearms training (for relevant staff).

As part of its preventative care program for staff, the Zoo provided vaccination programs for flu, tetanus, rabies and hepatitis B, as well as on-site clinics for skin cancer checks.

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Use of the Zoo's Employee Assistance Program, which provides a confidential counselling service for Zoo staff, continued to grow throughout the year. The staff wellness program was expanded with in-house stress and time management courses. These preventative strategies contributed to a decrease in accessed sick leave, down from an average of 5.46 days per person in 2001-02 to 5.01 days in 2002-03.

Training and Professional Development

Staff took advantage of the Commonwealth-funded Workplace English Literacy & Language (WELL) program to access various types of job-related communications and literacy training covering computer skills, supervisory skills, customer service skills, conflict resolution, training and assessor skills, presentation and public relations skills. Around 50% of staff including contract, part-time and volunteer staff, have accessed training through this program. As a result of this program and other staff training opportunities, training hours per employee increased from an average of 9.09 hours last year to 20.21 hours in 2002-03.

The Zoo provided support to 12 staff members to attend zoological and veterinary conferences, at which five staff delivered papers. Six staff accessed financial assistance through the Zoo's Study Assistance Program for studies ranging from a PostGraduate Certificate in Captive Vertebrate Management to the Certified Practising Accountant Program. In addition, the Zoo sponsored the enrolments of 10 keepers in the Certificate III in Zoo Keeping and two apprentices in the Certificate III in Horticulture.

A new Professional Development Policy was introduced to support staff development opportunities including keeper exchanges and in-situ volunteer work. This will come into effect from July 2003.

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SECTION NINE

Performance Indicators

Performance
Indicators



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

ZOOLOGICAL PARKS AUTHORITY PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2003

Audit Opinion

In my opinion, the key effectiveness and efficiency performance indicators of the Zoological Parks Authority are relevant and appropriate to help users assess the Authority's performance and fairly represent the indicated performance for the year ended June 30, 2003.

Scope

The Board's Role

The Board is responsible for developing and maintaining proper records and systems for preparing performance indicators.

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

Summary of my Role

As required by the Financial Administration and Audit Act 1985, I have independently audited the performance indicators to express an opinion on them. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the performance indicators is error free, nor does it 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 performance indicators.

A handwritten signature in black ink, appearing to read 'D D R Pearson'.

D D R PEARSON
AUDITOR GENERAL
September 30, 2003

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ZOOLOGICAL PARKS AUTHORITY CERTIFICATION OF PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2003

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 period ended 30 June 2003.



Prof J Howell
Chairman
25 August 2003



Mr John Kerr
Member
25 August 2003

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MISSION STATEMENT

The agency's mission is to advance the conservation of wildlife and to change community attitudes towards the preservation of life on earth.

VISION

To open people's eyes to the natural world.

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 **Outcomes** and **Outputs**.

OUTCOME 1:

Conservation and presentation of a diverse collection of wildlife.

OUTPUT 1:

Conservation of biodiversity.

Output description: The Perth Zoo presents native and exotic wildlife in a way, which provides learning opportunities for our visitors to support conservation. The utility of the wildlife collection will be optimised by selection, breeding for re-introduction and provision of research opportunities, which further promotes and enhances the conservation of biodiversity.

OUTCOME 2:

Positive community attitudes towards the understanding and appreciation of wildlife and conservation.

OUTPUT 2:

Customer services, community education and awareness.

Output description: The Perth Zoo aims to provide a quality and unique "value for money" attraction, which promotes a clear conservation message to the community. This is achieved by producing educational programs and publications, interpretation and media that educate the community on conservation issues. The Zoo also provides recreational facilities such as picnic lawns, BBQ's, playgrounds and food/function outlets set in ecologically themed botanic gardens.

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EFFECTIVENESS INDICATORS

To obtain information in relation to effectiveness indicators 1.5 and 1.7 of Outcome 1 and all effectiveness indicators for Outcome 2, Market Equity was commissioned by Perth Zoo to conduct customer research in April 2003. Intercept surveys were conducted with randomly selected Zoo patrons over 16 years of age. Details of the sampling, response rates and sampling error are as follows:

	2000	2001	2002	2003
Population*	548,468	575,971	576,656	531,319
Desired Sample	500	500	500	500
Achieved Sample	500	501	500	505
Response Rate	100%	100%	58.82%	61.06%
Sampling Error	±4.5%	±4.5%	±4.5%	±4.5%

* Population is based on annual visitors to Perth Zoo. For the 2001-2002 year the figure includes visitors to 21 May 2002 (513,197) when the Zoological Gardens Board was dissolved and visitors between 22 May 2002 and 30 June 2002 (63,459) for the new Zoological Parks Authority.

OUTCOME 1:

Conservation and presentation of a diverse collection of wildlife.

1 WILDLIFE CONSERVATION INDICATORS

1.1 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. Animals produced for re-introduction are shown alongside total Perth Zoo population figures. The total population consists of the number of each species maintained by Perth Zoo during the year under review. These populations are managed as part of the recovery plans associated with each threatened species. The figures for total population and animals produced for re-introduction exclude animals that died under 30 days of age.

	2001 Total Population	2001 Actual Animals Produced	2002 Total Population	2002 Actual Animals Produced	2003 Total Population	2003 Actual Animals Produced
Western Swamp Tortoise	232	43	244	40	259	42
Numbat	46	16	44	14	41	11
Dibbler	66	42	111	41	108	40
Shark Bay Mouse	151	107	180	161	31	7
TOTAL	495	208	579	256	439	100

Notes to this Indicator

Good breeding success has been a feature of the Western Swamp Tortoise and Dibbler. The breeding for release program has ceased for Shark Bay Mouse. Captive breeding of Shark Bay Mice is no longer required by the Recovery Team following the successful establishment of free living populations from previous releases. The remaining animals at the Zoo will be retained for display and education purposes.

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1.2 Number of threatened animals born at Perth Zoo and released

	1999 Actual	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Number of threatened animals born at Perth Zoo and released	129	172	161	256	124
Total population of threatened animals at Perth Zoo	435	525	495	579	439
Percentage of population released	30%	33%	33%	44%	28%

Notes to this Indicator

The reduced percentage of animals born and released reflects the impact of the cessation of the Shark Bay Mouse breeding project.

1.3 Number of species studbooks maintained and produced in Perth Zoo**Studbook Definition**

The Australasian Regional Association of Zoological Parks and Aquaria (ARAZPA) runs the Australasian Species Management Program (ASMP). Each species held in the region (Australia, New Zealand and Papua New Guinea) is categorised according to its management requirements. The studbook is the basic genetic management tool for most captive animal management programs. Studbooks provide a comprehensive record of species information, recording details such as breeding stocks and locations, genetic information and other relevant statistical information to assist in regional species management and breeding programs.

	1999 Actual	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Number of studbooks maintained and produced by Perth Zoo	11	11	8	8	9
Total number of studbooks within Australasian region	73	71	76	81	86
Percentage of Australasian region studbooks maintained and produced by Perth Zoo	15%	15%	11%	10%	10%

Note to this Indicator

The number of studbooks maintained at Perth Zoo has increased by one and this combined with a small increase in the number of regional studbooks has kept the overall percentage constant.

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1.4 Number of species within the animal collection considered “Critically Endangered”, “Endangered”, “Vulnerable”, and/or “Conservation Dependent”

Perth Zoo aims to increase the percentage of species considered ‘Critically Endangered’, ‘Endangered’, ‘Vulnerable’ and/or ‘Conservation Dependent’ in its collection. These categories are defined as follows:

Critically Endangered

Those species that are facing an extremely high risk of extinction in the wild in the immediate future.

Endangered

Those species that are facing a high risk of extinction in the wild in the near future.

Vulnerable

Those species that are facing a high risk of extinction in the wild, in the medium-term future.

Conservation Dependent

Those species that are the focus of a continuing species-specific conservation program targeted towards the taxon/species in question, the cessation of which would result in the species qualifying for one of the threatened categories above within a period of five years.

	1999 Actual	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Total number of these types of species	53	52	50	48	49
Total number of species in Perth Zoo animal collection	250	269	234	229	224
Percentage of these types of species as a proportion of the total number of species in the Perth Zoo animal collection	21%	19%	21%	21%	22%

Note to this Indicator

The number of species in these categories has remained relatively constant against a slight decrease in species held in the total collection.

1.5 The Visitors Concern for the Quality of Life of Animals within Enclosures

Perth Zoo is committed to ensuring the highest standards of animal welfare. As a measure of quality for Outcome 1, visitor confirmation of the adequacy of quality of life of animals at Perth Zoo is measured.

Visitor Confirmation of the Adequacy of Quality of Life of Animals	2000 Actual	2001 Actual	2002 Actual	2003 Actual	2003 Target
Yes	94%	92%	96%	94%	90%
No	4%	1%	2%	2%	10%
Neither agree/disagree	2%	7%	2%	3%	-
Don't know	-	-	-	1%	-

Note to this Indicator

The vast majority of visitors (94%) believe that the animals at Perth Zoo experience a high quality of life. This indicator is influenced by community attitudes towards wildlife preservation generally and the animal management practices at the Perth Zoo.

[< BACK](#) | [CONTENTS](#) | [NEXT >](#)**1.6 On Exhibit Animal Enclosures Open for Public Viewing**

As a measure of timeliness for Outcome 1, the Perth Zoo monitors the total number of enclosures that are open for public viewing throughout the year.

	2001 Actual	2002 Actual	2003 Actual	2003 Target
On exhibit animal enclosures open for public viewing	98%	86%	97%	90%

Note to this Indicator

The increase in the percentage of exhibits open to the public is a result of fewer significant renovations than in 2001-2002. This represents a return to the 2001 level.

1.7 Animal Visibility

Visibility of Animal Exhibits	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Visible	90%	90%	93%	89%
Not Visible/Mixed Visibility	10%	10%	7%	11%

Note to this Indicator

The visibility of animals is influenced by a number of factors including, weather, time of day and exhibit design. During the period, the visibility, specifically of the Sun Bear exhibit was impacted by only one Sun Bear remaining in the Zoo's collection. This is likely to have impacted on visibility of this species during the period when the market research survey was conducted. Perth Zoo has made and is continuing to make significant changes to exhibiting species in order to improve visibility.

OUTCOME 2:**Positive community attitudes towards the understanding and appreciation of wildlife and conservation.****2. CUSTOMER AWARENESS OF CONSERVATION**

The second outcome is measured by seeking advice from our customers and undertaking research surveys to gauge the extent to which the Zoo communicates its conservation message.

The following indicators are designed to measure the extent to which the Perth Zoo has been able to positively change people's attitudes towards conservation of wildlife.

2.1 The Zoo as an educational/learning experience

"The Zoo's displays educate visitors about conservation problems facing wildlife"	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Agree	88%	87%	87%	93%
Neither agree/disagree	6%	8%	5%	3%
Disagree	4%	3%	5%	3%
Don't know/No Response	2%	2%	3%	1%

Note to this Indicator

The increase in the number of visitors that agree that the Zoo provides an educational learning experience (93%) is reflective of changes made to education programs as well as increased interpretive signage. Perth Zoo continues to be seen as a recreational learning environment with dedicated education programs for students and schools.

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2.2 The Zoo's ability to promote changes in people's lifestyles

"The Zoo promotes changes in lifestyle which can help the environment"	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Agree	70%	70%	72%	74%
Neither agree/disagree	16%	23%	8%	15%
Disagree	10%	5%	10%	6%
Don't know	4%	2%	10%	4%

Note to this Indicator

This indicator has shown a small but steady increase over the years. 74% agree that the Zoo promotes lifestyle change, only 6% disagree and the balance neutral on the issue. The Zoo actively promotes awareness of environmental issues through a range of sustainable practices such as habitat conservation, water and energy management, and recycling. Such messages also form part of the education programs run within the Zoo.

2.3 The Zoo's influence on peoples attitudes towards wildlife and conservation

"My visit to the Zoo made me think seriously about my attitude to wildlife and conservation"	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Agree	59%	76%	50%	46%
Neither agree/disagree	29%	20%	18%	27%
Disagree	11%	4%	31%	26%
Don't know	1%	-	1%	1%

Note to this Indicator

Responses to this question continue to fluctuate on an annual basis. The response for 2002-2003 is slightly below the 2001-02 figure, however, it is apparent that the Zoo has an impact in this area. A greater focus on interpretive signage may assist in increasing this indicator in the future.

3. CUSTOMER SERVICES INDICATORS

The following indicators measure the Zoo's success in providing visitors with a diverse, interesting and well maintained collection of animals and plants, which will increase understanding and appreciation of wildlife and conservation.

3.1 Visitor satisfaction

Visitor Overall Satisfaction with Zoo Facilities	2001 Actual	2002 Actual	2003 Actual	2003 Target
Satisfied	97%	98%	98%	90%
Not Satisfied	3%	2%	2%	10%

Note to this Indicator

This indicator was researched to achieve an understanding of visitor satisfaction based on a complete Zoo visit. Results continue to show a consistently high level of satisfaction amongst visitors. Satisfaction was most demonstrated in areas such as assistance provided by staff, signage, rest areas and parking. To maintain this high level of satisfaction, Perth Zoo continues to seek new and innovative ways of meeting customer needs.

EFFICIENCY INDICATORS

The Zoological Parks Authority was established on 22 May 2002 following the dissolution of the Zoological Gardens Board on 21 May 2002. Due to the limited 2001-02 period of operation for the Zoological Parks Authority, efficiency indicators were not reported in 2001-02.

For comparative purposes, the efficiency indicators of the former Zoological Gardens Board have been included for the years 1999-2000 through to 2001-2002. However, it should be noted that the comparative figures for 2001-2002 only relate to the period 1 July 2001 to 21 May 2002.

OUTPUT 1:

Conservation of Biodiversity.

1 WILDLIFE CONSERVATION

1.1 Cost per specimen

	2000 Actual	2001 Actual	2002 Actual	2003 Actual	2003 Target
Total number of individual specimens maintained within the wildlife collection	1,778	1,641	1,526	1,564	1,600
Total cost of maintaining all individual specimens maintained within the wildlife collection (000's)	\$6,385	\$6,549	\$6,256	\$7,922	\$7,462
Average cost per specimen maintained within the wildlife collection	\$3,591	\$3,991	\$4,100	\$5,065	\$4,664

Note to this Indicator

An increase in general operating costs along with a significant write-down of assets in 2002-2003 has resulted in increased costs of maintaining the collection and individual specimens.

1.2 Cost of each individual animal produced for re-introduction

Costs include the total cost of maintaining a breeding colony for each species. Refer to effectiveness indicator 1.1 for the total population numbers for 2000-2001, 2001-2002 and 2002-2003. The Chuditch breeding program ceased in 2000-2001 due to the successful breeding and re-introduction of the species in previous years. The species was then reclassified from endangered to vulnerable and no further grant funding was available for the program.

Quantity: Number of individual animals produced for re-introduction	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Western Swamp Tortoise	32	43	40	42
Numbat	16	16	14	11
Dibbler	11	42	41	40
Shark Bay Mouse	26	107	161	7
Chuditch	12	-	-	-
Total	97	208	256	100

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Cost: Total cost of producing each individual species for re-introduction	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Western Swamp Tortoise	\$221,995	\$297,387	\$308,268	\$380,474
Numbat	\$221,995	\$297,387	\$308,268	\$380,474
Dibbler	\$221,995	\$297,387	\$308,268	\$380,474
Shark Bay Mouse	\$221,995	\$297,387	\$308,268	\$380,474
Chuditch	\$221,995	-	-	-
Total	\$1,109,975	\$1,189,548	\$1,233,072	\$1,521,896

Cost per Animal: Total cost of producing each individual animal for re-introduction	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Western Swamp Tortoise	\$6,937	\$6,916	\$7,707	\$9,059
Numbat	\$13,875	\$18,587	\$22,019	\$34,589
Dibbler	\$20,181	\$7,081	\$7,519	\$9,512
Shark Bay Mouse	\$8,538	\$2,779	\$1,915	\$54,353
Chuditch	\$18,500	-	-	-

	2000 Actual	2001 Actual	2002 Actual	2003 Actual	2003 Target
Average Cost per Animal: Average cost of individual animals produced for re-introduction	\$11,443	\$5,719	\$4,817	\$15,219	\$9,901

Note to this indicator

The increase in the average cost per animal is a direct result of the reduction in the number of Shark Bay Mice bred for reintroduction (161 in 2001-2002 compared to 7 in 2002-2003) combined with increased total costs. The reduction in Shark Bay Mice bred is due to the success of this program. The establishment of free living populations from previous releases resulted in the Recovery Team recommending the cessation of the breeding for release program for this species during the period.

The total cost of operating the breeding programs also increased during the period. This was due to increased central costs allocated to the Research area, primarily due to the impact of a significant write down of assets during the period. There was also an increase in operating costs associated with the Marsupial Co-operative Research Centre (MCRC), leading up to this Commonwealth Government funded program winding up on 30 June 2003.

OUTPUT 2:

Customer services, community education and awareness

2.1 Operating Expenditure per Admission

Efficiency would be demonstrated by this indicator remaining relatively constant, as the Zoo develops over the years, with both operational expenditure and admission numbers increasing.

	2000 Actual	2001 Actual	2002 Actual	2003 Actual	2003 Target
Average cost per admission	\$21.09	\$20.18	\$21.75	\$27.44	\$24.06

[< BACK](#) | [CONTENTS](#) | [NEXT >](#)**Note to this Indicator**

This indicator shows a significantly higher cost per admission than in previous years due to a combination of increasing operating costs and lower visitor numbers. The majority of costs are fixed and therefore do not decrease in accordance with lower visitation. There was also a significant write-down of fixed assets during the period. Operating costs also include the costs of administering restricted grants and sponsorships for which the Zoo receives corresponding revenue.

2.2 Admissions per FTE - (Full Time Equivalent)

Efficiency would be demonstrated by the indicator increasing steadily over time whilst FTE numbers remain relatively constant.

	2000 Actual	2001 Actual	2002 Actual	2003 Actual
Admissions per FTE	4,752	4,836	4,190	4,127

Note to this Indicator

The 2001-2002 figure is only based on admissions to 21 May 2002 due to the change from Zoological Gardens Board to Zoological Parks Authority. The admissions for 2002-2003 are based on a full 12 months of operation and the lower than expected admissions for the period along with increased FTE numbers has resulted in the lower figure for 2002-2003.

2.3 Education Service

Efficiency would be demonstrated by this indicator remaining relatively constant, as the Zoo's education program develops and student numbers increase.

	2000 Actual	2001 Actual	2002 Actual	2003 Actual	2003 Target
Number of students admitted	60,769	56,422	49,326	58,352	58,000
Costs of operating the Perth Zoo education service (\$000's)	585	542	562	884	718
Average cost of Education Program per student	\$9.62	\$9.62	\$11.39	\$15.15	\$12.38

Note to this Indicator

Significant resources were directed towards redeveloping and repricing education programs during 2002-2003. Additional staff resources provided a greater focus on community education programs to complement the existing programs directed towards students. Although these community education programs do not directly result in increased student numbers, it is hoped that over the longer term they will assist in generating additional adult education revenue streams for the Zoo.

The higher FTE numbers has lead to increased direct costs and also to the Education program sharing a greater portion of the Zoo's central cost allocation. As the central costs were impacted by a significant write-down of fixed assets during the period, this has also contributed to the higher than expected cost per student.

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SECTION TEN

Financial Statements

Financial
Statements



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

ZOOLOGICAL PARKS AUTHORITY FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2003

Audit Opinion

In my opinion,

- (i) the controls exercised by the Zoological Parks Authority provide reasonable assurance that the receipt, expenditure and investment of moneys, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (ii) the financial statements are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the Treasurer's Instructions, the financial position of the Authority at June 30, 2003 and its financial performance and cash flows for the year ended on that date.

Scope

The Board's Role

The Board is responsible for keeping proper accounts and maintaining adequate systems of internal control, preparing the financial statements, and complying with the Financial Administration and Audit Act 1985 (the Act) and other relevant written law.

The financial statements consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and the Notes to the Financial Statements.

Summary of my Role

As required by the Act, I have independently audited the accounts and financial statements to express an opinion on the controls and financial statements. This was done by looking at a sample of the evidence.

An audit does not guarantee that every amount and disclosure in the financial statements 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.

A handwritten signature in black ink, appearing to read 'D D R Pearson'.

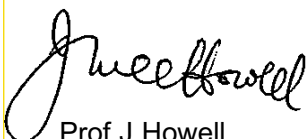
D D R PEARSON
AUDITOR GENERAL
September 30, 2003

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ZOOLOGICAL PARKS AUTHORITY CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2003

The accompanying financial statements of the Zoological Parks Authority have been prepared in compliance with the provisions of the Financial Administration and Audit Act 1985 from proper accounts and records to present fairly the financial transactions for the year ending 30 June 2003 and the financial position as at 30 June 2003.

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



Prof J Howell
Chairman
25 August 2003



Mr J Kerr
Member
25 August 2003



Mr G Adams
Principal Accounting Officer
25 August 2003

**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2003**

	NOTE	2003 \$	22 May 2002 to 30 June 2002 \$
REVENUE			
Revenues from ordinary activities			
Admissions		4,668,492	494,606
Grants/sponsorships/donations		1,001,629	442,967
Restaurant		300,161	27,678
Events & tourism		144,467	4,321
Memberships & adoptions		156,998	-
Shop trading profit	2	171,437	22,197
Rides, maps, commissions & hire		225,318	31,164
Educational activities		20,198	816
Car parking		41,906	2,807
Other revenues from ordinary activities	3	278,559	384,172
Proceeds from sale of fixed assets	4	31,072	-
Net assets from Zoological Gardens Board	5	-	2,738,382
Total revenues from ordinary activities		7,040,237	4,149,110
EXPENSES			
Expenses from ordinary activities			
Salaries & wages	6	6,512,714	792,521
Other staff related expenses		659,378	50,058
Borrowing costs		1,150,869	123,656
Depreciation and amortisation expense		1,480,663	161,038
Maintenance & upkeep		1,350,689	293,906
Administration		1,141,590	356,234
Advertising and promotion		429,297	67,484
Animal operational expenses		340,524	54,418
Superannuation		546,255	54,560
Workers' compensation premium		144,473	17,380
Capital user charge		310,000	57,000
Fixed assets written off	4	510,313	-
Total expenses from ordinary activities		14,576,765	2,028,255
Profit/(Loss) from ordinary activities before grants and subsidies from Government		(7,536,528)	2,120,855
Grants and Subsidies from Government			
Consolidated Fund appropriation	7	7,596,000	864,000
Resources received free of charge	8	28,500	2,000
Total Operating Grants & Subsidies		7,624,500	866,000
NET PROFIT		87,972	2,986,855
Net increase in asset revaluation reserve	20	2,815,510	-
Total revenues, expenses and valuation adjustments recognised directly in equity		2,815,510	-
Total changes in equity other than those resulting from transactions with WA State Government as owners		2,903,482	2,986,855

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**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2003**

	NOTE	2003 \$	2002 \$
Current Assets			
Cash assets	9	713,046	723,926
Inventories	10	116,368	82,537
Amounts receivable for outputs	11	700,000	1,492,000
Receivables	12	545,434	368,970
Restricted cash resources	13	94,530	66,570
Restricted investments	13	24,649	24,071
Prepayments		27,853	18,924
Total Current Assets		2,221,880	2,776,998
Non-Current Assets			
Land, buildings and improvements	14	21,519,623	20,019,501
Equipment and furniture	14	1,221,651	1,128,457
Plant and equipment under lease	15	2,732	7,362
Amounts receivable for outputs	11	2,302,000	-
Total Non-Current Assets		25,046,006	21,155,320
Total Assets		27,267,886	23,932,318
Current Liabilities			
Payables		250,561	337,478
Borrowings from WA Treasury Corporation	15	681,514	639,467
Employee benefits	17	848,423	685,177
Accrued expenses	18	449,592	407,906
Lease liability	15	532	2,212
Unearned income	19	269,871	234,267
Total Current Liabilities		2,500,493	2,306,507
Non-Current Liabilities			
Borrowings from WA Treasury Corporation	16	17,787,514	18,205,028
Employee benefits	17	419,542	432,820
Lease liability	15	-	1,108
Total Non-Current Liabilities		18,207,056	18,638,956
Total Liabilities		20,707,549	20,945,463
NET ASSETS		6,560,337	2,986,855
Equity			
Contributed equity	20	670,000	-
Asset revaluation reserve	20	2,815,510	-
Accumulated profits	20	3,074,827	2,986,855
TOTAL EQUITY		6,560,337	2,986,855

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

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**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2003**

	NOTE	2003 \$ Inflows (Outflows)	22 May 2002 to 30 June 2002 \$ Inflows (Outflows)
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Sale of goods and services		7,364,367	1,106,161
Interest received		1,840	1,176
GST receipts from ATO		355,441	-
GST receipts on sales		247,999	18,683
Payments			
Employee costs		(7,833,368)	(961,872)
Supplies and services		(3,648,749)	(933,031)
Interest paid to WA Treasury Corporation		(1,152,757)	-
GST payments on purchases		(533,750)	(105,042)
Capital user charge		(310,000)	(57,000)
Net cash used in operating activities	20	(5,508,977)	(930,925)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(882,182)	(284,531)
Proceeds from sale of non-current physical assets		31,072	-
Net cash used in investing activities		(851,110)	(284,531)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds of borrowings from WA Treasury Corporation	15,23	264,000	-
Repayment of borrowings from WA Treasury Corporation	15	(639,467)	-
Repayment of finance lease	14	(2,788)	(1,469)
Net cash used in financing activities		(378,255)	(1,469)
CASH FLOWS FROM STATE GOVERNMENT			
Contributed equity		670,000	-
Consolidated Fund appropriation		6,086,000	737,000
Net cash provided by State Government		6,756,000	737,000
Net increase/(decrease) in cash held		17,658	(479,925)
Cash assets at the beginning of the financial year		814,567	1,294,492
Cash assets at the end of the financial year	21	832,225	814,567

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

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003****1. SIGNIFICANT ACCOUNTING POLICIES**

The following accounting policies have been adopted in the preparation of the financial statements. Unless otherwise stated, these policies are consistent with those adopted in the previous year.

General Statement

The financial statements constitute a general purpose financial report which have been prepared in accordance with Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board, and Urgent Issues Group (UIG) Consensus Views as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording. The Financial Administration and Audit Act and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Accounting Standards, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board and UIG Consensus Views. The modifications are intended to fulfil the requirements of general application to the public sector, together with the need for greater disclosure and also to satisfy accountability requirements.

If any such modification has a material or significant financial effect upon the reported results, details of that modification and, where practicable, the financial effect are disclosed in individual notes to these financial statements.

Basis of Accounting

The statements have been prepared on the accrual basis of accounting using the historical cost convention, except for certain assets and liabilities which, as noted, are measured at fair value.

(A) Grants and Other Contributions Revenue

Grants, donations, gifts and other non-reciprocal contributions are recognised as revenue when the Authority obtains control over the assets comprising the contributions. Control is normally obtained upon their receipt.

Contributions 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.

(B) Revenue Recognition

Revenue from the sale of goods and disposal of other assets and the rendering of services, is recognised when the Authority has passed control of the goods or other assets or delivery of the service to the customer.

(C) Acquisition of Assets

The cost method of accounting is used for all acquisitions of assets. Cost is measured as the fair value of the assets given up or liabilities undertaken at the date of acquisition plus incidental costs directly attributable to the acquisition.

Assets acquired at no cost or for nominal consideration, are initially recognised at their fair value at the date of acquisition.

The Authority has a policy of charging as an expense, furniture with a cost of less than \$1,000 and computer software with a cost of less than \$1,000. Plant and equipment with a cost of less than \$500 was previously being expensed but during the period this policy was reviewed and the Authority now expenses plant and equipment with a cost of less than \$1,000.

The Authority expenses all costs associated with the acquisition of fauna.

NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2003

(D) Depreciation & Amortisation of Non-Current Assets

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

Property, plant and equipment, other than land are depreciated over their estimated useful lives using the straight line method at rates which are reviewed annually.

Expected useful lives for each class of depreciable asset are:

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

(E) Land, Buildings and Improvements

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.

The values for current use of the land vested in the Authority provided by the Valuer General's Office are incorporated in the financial statements. These valuations are reviewed annually by the Valuer General's Office.

The Authority has a policy of revaluing buildings and infrastructure every three years on the basis of fair value, determined using current market buying values. Any acquisitions between revaluation periods are shown at cost. Infrastructure assets are being progressively revalued to fair value under the transitional provisions in AASB 1041 (8.12)(b). The valuations have been undertaken by the Valuer General's Office.

(F) Leased Assets

The Authority's rights and obligations under finance leases, which are leases that effectively transfer to the Authority substantially all of the risks and benefits incident to ownership of the leased items, are initially recognised as assets and liabilities equal in amount to the present value of the minimum lease payments. The assets are disclosed as plant and equipment under the lease, and are amortised to the Statement of Financial Performance over the period during which the Authority is expected to benefit from use of the leased assets. Minimum lease payments are allocated between interest expense and reduction of the 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.

(G) Cash

For the purpose of the Statement of Cash Flows, cash includes cash assets and restricted cash assets net of outstanding bank overdraft. These include short-term deposits that are readily convertible to cash on hand and are subject to insignificant risk of changes in value.

(H) Inventories

Inventories are valued on a (first in first out) basis at the lower of cost and net realisable value.

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003****(I) Receivables, Payables and Borrowings**

Receivables are recognised at the amounts receivable as they are due for settlement no more than 30 days from the date of recognition.

Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be uncollectable are written off. A provision for doubtful debts is raised where some doubts as to collection exists and is based on individual assessment of the debts outstanding.

Payables, including accruals not yet billed, are recognised when the Authority becomes obliged to make future payments as a result of a purchase of goods or services. Payables are generally settled within 30 days.

Borrowings are recognised and carried at the amount of net proceeds received. Interest is recognised as it becomes payable.

(J) Employee Benefits

The Authority has adopted the revised Accounting Standard AASB 1028 "Employee Benefits", which has resulted in a change in the accounting policy for the measurement of employee benefits liabilities. Previously, the Authority measured the provision for employee benefits based on remuneration rates at the date of recognition of the liability. In accordance with the requirements of the revised Standard, the provision for employee benefits is now measured based on the remuneration rates expected to be paid when the liability is settled.

(1) Annual Leave

This benefit is recognised at the reporting date in respect of employees' services up to that date and is measured at the nominal amounts expected to be paid when the liabilities are settled.

(2) Long Service Leave

The liability for long service leave expected to be settled within 12 months of the reporting date is recognised in the provisions for employee benefits, and is measured at the nominal amounts expected to be paid when the liability is settled.

The liability for long service leave expected to be settled more than 12 months from the reporting date is recognised in the provisions for employee benefits and is measured as the present value of the expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given, when assessing expected future payments, to expected future wage and salary levels including relevant on costs, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

This method of measurement of the liability is consistent with the requirements of Accounting Standard AASB 1028 "Employee Benefits".

(3) Employee Benefit on-costs

Employee benefit on-costs, including payroll tax, are recognised and included in employee benefit liabilities and costs when the employee benefits to which they relate are recognised as liabilities and expenses.

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003****(4) Superannuation**

Staff may contribute to the Pension Scheme, a defined benefits pension scheme now closed to new members, to the Gold State Superannuation Scheme, a defined benefit lump sum scheme now also closed to new members or the Local Government Superannuation Scheme which is also now closed to new members. All staff who do not contribute to any of these schemes become non-contributory members of the West State Superannuation Scheme, an accumulation fund complying with the Commonwealth Government's Superannuation Guarantee (Administration) Act 1992.

The Pension Scheme and the pre-transfer benefit for employees who transferred to the Gold State Superannuation Scheme are unfunded and the liability for future payments are provided for at reporting date.

The liabilities for superannuation charges under the Gold State Superannuation Scheme and West State Superannuation Scheme are extinguished by fortnightly payment of employer contributions to the Government Employees Superannuation Board.

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

The note disclosure required by paragraph 6.10 of AASB 1028 (being the employer's share of the difference between employees' accrued superannuation benefits and the attributable net market value of plan assets) has not been provided. State scheme deficiencies are recognised by the State in its whole of government reporting. The Government Employees Superannuation Board's records are not structured to provide the information for the authority. Accordingly, deriving the information for the authority is impractical under current arrangements, and thus any benefits thereof would be exceeded by the cost of obtaining the information.

(5) Accrued Salaries

Accrued salaries represent the amount due to staff but unpaid at the end of the financial year, as the end of the last pay period for the financial year does not coincide with the end of the financial year. The Authority considers the carrying amount approximates net fair value.

(K) Resources Received Free of Charge or For Nominal Value

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

(L) Segment Information

Segment information is prepared in conformity with the accounting policies of the entity and the segment reporting Accounting Standard AASB 1005 "Segment Reporting".

Segment information has been disclosed by output.

(M) Comparative Figures

The Zoological Parks Authority was established on 22 May 2002 following the dissolution of the Zoological Gardens Board on 21 May 2002. Therefore the comparatives reported in these financial statements are only for the period 22 May 2002 to 30 June 2002 rather than a full year of operation.

(N) Appropriations

Appropriations in the nature of revenue, whether recurrent or capital, are recognised as revenues in the period in which the Authority gains control of the appropriated funds.

Appropriations which are repayable by the Authority to the Treasurer are recognised as liabilities.

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003****(O) Net Fair Values of Financial Assets and Liabilities**

Net fair values of financial instruments are determined on the following basis:

Monetary financial assets and liabilities are not traded in an organised financial market.

Carrying amounts of accounts receivable, accounts payable and accruals approximate net fair value.

Fixed rate borrowings and leave liabilities:- Carrying amounts are not materially different from their net fair values.

Lease liability carrying amounts are not materially different from their net fair values.

(P) Shop Trading

The net result of trading for the Zoo's retail operations are reported under the Revenue section of the Statement of Financial Performance. As a result of this, the expenses associated with the Shop are not included in the Expenses section of the Statement of Financial Performance. Details of Shop Trading results are included in note 2.

(Q) Rounding of amounts

Amounts in the financial statements have been rounded to the nearest dollar unless otherwise indicated.

	2003	22 May 2002 to 30 June 2002
	\$	\$
2. SOUVENIR SHOP OPERATIONS		
RETAIL SHOP OPERATIONS		
SALES	763,103	68,187
Less: Cost of Sales		
Opening Inventory	82,537	80,982
Purchases	424,319	17,194
	506,856	98,176
Closing Inventory	(116,368)	(82,537)
Cost of Goods Sold	390,488	15,639
GROSS TRADING PROFIT	372,615	52,548
Operating Expenses		
Payroll	158,854	17,989
Consumables	25,305	10,880
Depreciation	17,187	1,483
Total Operating Expenses	201,346	30,352
Other Income		
Sundry	168	1
NET PROFIT	171,437	22,197
3. OTHER REVENUE	278,559	384,172

Included in the other revenue figure is \$231,537 (\$328,280 - 22 May to 30 June 2002) associated with GST refund from the ATO.

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

	2003	22 May 2002 to 30 June 2002
	\$	\$

4. DISPOSAL AND WRITE-OFF OF NON-CURRENT ASSETS

During the period, the Board disposed of the Zoo train and approved the write-off of a number of fixed assets. The write-offs consisted of various computing and general equipment which was unserviceable, obsolete or stolen.

Net Profit on the Sale of Non-Current Assets

Equipment & Furniture	167,324	-
Less accumulated depreciation	(167,324)	-
Book value of assets sold	-	-
Proceeds from sale and trade-in	31,072	-
Net profit on sale	<u>31,072</u>	-

Carrying amount of Non-Current Assets written-off

Equipment & Furniture	35,926	-
Less accumulated depreciation	(19,167)	-
Book value of assets written-off	<u>16,759</u>	-

Write-down of assets

During the period, the Zoo commenced a tender process for the removal of two Zoo buildings to make way for future developments within the Zoo grounds. At reporting date these assets had not been disposed but the results of the tender process indicated that there was negligible salvage value for the buildings. Therefore, the value of these assets has been written down to nil to reflect the fair value of these assets at reporting date.

Buildings & Improvements		
Depreciation on write-down	512,500	-
Transfer from Asset Revaluation Reserve	(18,946)	-
Loss on write-down of assets	<u>493,554</u>	-
Total assets written-off	<u>510,313</u>	-

5. NET ASSETS FROM ZOOLOGICAL GARDENS BOARD

As of 21 May 2002 the Zoological Gardens Board was formally dissolved and a new body called the Zoological Parks established on 22 May 2002 pursuant to the Zoological Parks Authority Act 2001. The establishment of the new Authority was published in the Government Gazette (90) on 10 May 2002 via assent to proclamation 24 of 2001 by the Governor. In accordance with the Transitional and Savings Provisions (Schedule 4) of the Zoological Parks Authority Act 2001 all the assets and liabilities of the Zoological Gardens Board as at 21 May 2002 were vested in the Zoological Parks Authority on 22 May 2002. The net assets transferred were therefore included as revenue of the Authority in the previous year.

6. SALARIES AND WAGES

The salaries and wages figure consists of:

Salaries and wages paid to employees	5,700,769	683,040
Annual & long service leave paid to employees	664,939	74,825
Movement in annual & long service provisions	147,006	34,656
Total	<u>6,512,714</u>	<u>792,521</u>

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

There were increased salaries and wages costs during the period due to general increases for existing staff, staffing costs associated with hand rearing of animals and previously outsourced activities such as fundraising and some cleaning services being resourced internally. The figures also include payroll on-costs of superannuation, payroll tax and workers' compensation premiums associated with the recognition of annual and long service leave liability. The related annual and long service leave liabilities are included in employee benefit liabilities at note 17.

	2003	22 May 2002 to 30 June 2002
	\$	\$
7. CONSOLIDATED FUND APPROPRIATION		
Accrual Appropriation to fund Outputs	1,510,000	127,000
Capital Grant to fund Outputs	500,000	110,000
Cash Appropriation to fund Outputs	5,586,000	627,000
	<u>7,596,000</u>	<u>864,000</u>
8. RESOURCES RECEIVED FREE OF CHARGE		
Administration expenses	<u>28,500</u>	<u>2,000</u>
Resources received free of charge have been determined on the basis of the following estimates provided by State Agencies.		
Office of the Auditor General - external audit services	28,500	2,000
	<u>28,500</u>	<u>2,000</u>
	2003	2002
	\$	\$
9. CASH ASSETS		
Cash at Bank		
Perth Zoo Sponsorship Trust	1,550	6,222
Total Cash at Bank	<u>1,550</u>	<u>6,222</u>
Trust Account Funds held at Treasury	700,466	713,824
Cash on Hand	11,030	3,880
Total Cash Assets	<u>713,046</u>	<u>723,926</u>
10. INVENTORIES		
Inventories comprise:		
Retail Shop Inventory	116,368	82,537
	<u>116,368</u>	<u>82,537</u>
11. AMOUNTS RECEIVABLE FOR OUTPUTS		
This asset represents the non-cash component of output appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.		
Current	700,000	1,492,000
Non-Current	2,302,000	-
	<u>3,002,000</u>	<u>1,492,000</u>

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

	2003	2002
	\$	\$
12. RECEIVABLES		
Debtors - Trade	235,844	127,170
GST Receivable	115,927	169,816
Workers' Compensation	1,282	3,162
Grant Funds	172,239	44,880
Restaurant Dividend	20,142	23,942
	<u>545,434</u>	<u>368,970</u>

(i) Credit Risk Exposure

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.

The following is an analysis of amounts owing by other government agencies:

Government agencies	97,065	71,912
Australian Taxation Office	123,331	169,816
Total	<u>220,396</u>	<u>241,728</u>

(ii) Net Fair Values

The Authority considers the carrying amounts of receivables approximate their net fair values.

13. RESTRICTED CASH RESOURCES AND INVESTMENTS

The Authority is the recipient of a number of specific purpose funds which are restricted in their use according to the terms of the grant, sponsorship or bequest.

Restricted Cash Resources

Trust Account Funds held at Treasury	26,735	-
Perth Zoo Sponsorship Trust	67,795	66,570
Total Restricted Cash Resources	<u>94,530</u>	<u>66,570</u>

Restricted Investments

Perth Zoo Sponsorship Trust	24,649	24,071
Total Restricted Investments	<u>24,649</u>	<u>24,071</u>

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

	2003	2002
	\$	\$
14. LAND, BUILDINGS, IMPROVEMENTS, EQUIPMENT & FURNITURE		
Land:		
At fair value	932,000	857,000
Buildings and Improvements:		
At fair value	21,743,497	20,032,764
Less Accumulated Depreciation	1,679,898	2,988,423
	20,063,599	17,044,341
At cost:		
At cost	987,324	2,676,001
Less Accumulated Depreciation	463,300	557,841
	524,024	2,118,160
Total Buildings and Improvements	20,587,623	19,162,501
Total Land, Buildings and Improvements	21,519,623	20,019,501
Equipment and Furniture:		
At cost	3,600,825	3,350,566
	3,600,825	3,350,566
Less: Accumulated Depreciation	2,379,174	2,222,109
Total Equipment and Furniture	1,221,651	1,128,457
Total Land, Buildings, Improvements, Equipment & Furniture	22,741,274	21,147,958

The valuation of land is on the basis of current use and is revalued annually by the Valuer General's Office. The valuation of land reported above was performed in January 2003 and is based on valuations as at July 2002 in accordance with an independent valuation by the Valuer General's Office. The valuation of land is consistent with the valuations on the Government Property Register.

Buildings and improvements are being progressively revalued under the transitional provisions of AASB 1041(8.12) (b). The valuation of buildings and improvements is on the basis of fair value, utilising current market buying values performed every three years. The valuation of buildings and improvements reported above was performed in January 2003 and is based on valuations as at July 2002. The valuations are in accordance with an independent valuation by the Valuer General's Office as a result of the initial application of AASB 1041.

The buildings and improvements reported above on a cost basis consist of assets acquired since July 2002 and some assets that have yet to be revalued to fair value. The assets reported on a cost basis will be progressively revalued under the transitional provisions of AASB 1041(8.12) (b).

The equipment and furniture reported above is on a cost basis. Equipment and furniture assets will be progressively revalued under the transitional provisions of AASB 1041(8.12) (b).

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

Reconciliations of carrying amounts of Land, Buildings & Improvements and Equipment & Furniture.

2002/03	Land	Buildings & Improvements	Equipment & Furniture	Total
Carrying amount at start of year	857,000	19,162,501	1,128,457	21,147,958
Additions	-	327,921	453,419	781,340
Disposals	-	-	(16,759)	(16,759)
Revaluation increments/(decrements)	75,000	2,759,455	-	2,834,455
Depreciation	-	(1,149,754)	(343,466)	(1,493,220)
Write-offs	-	(512,500)	-	(512,500)
Carrying amount at end of year	<u>932,000</u>	<u>20,587,623</u>	<u>1,221,651</u>	<u>22,741,274</u>

2001/02	Land	Buildings & Improvements	Equipment & Furniture	Total
Carrying amount at start of year	857,000	19,245,262	1,060,034	21,162,296
Additions	-	44,057	103,404	147,461
Disposals	-	-	-	-
Revaluations	-	-	-	-
Depreciation	-	(126,818)	(34,981)	(161,799)
Write-offs	-	-	-	-
Carrying amount at end of year	<u>857,000</u>	<u>19,162,501</u>	<u>1,128,457</u>	<u>21,147,958</u>

15. LEASE LIABILITY

The Authority's lease liability comprises of two photocopiers under a finance lease. The lease liability is allocated between current and non-current elements. The principal component of the lease payment due as at the end of the succeeding financial year is shown as current and remainder of the liability as non-current.

	2003	2002
	\$	\$
Plant & Equipment under Lease	32,798	32,798
Less: Accumulated amortisation	30,066	25,436
Closing value of leased asset	<u>2,732</u>	<u>7,362</u>
Lease Payments made during the year:		
Interest Expense	291	113
Liability Reduction	2,788	8,932
Total Payments	<u>3,079</u>	<u>9,045</u>
Lease Commitments:		
- not later than one year	579	2,742
- later than one year and not later than two years	-	859
- later than two years and not later than five years	-	-
Minimum lease payments	<u>579</u>	<u>3,601</u>
Deduct future finance charges	47	281
Lease Liability	<u>532</u>	<u>3,320</u>
Represented by:		
Current Liability	532	2,212
Non-Current Liability	-	1,108
	<u>532</u>	<u>3,320</u>

(i) Net Fair Values

The Authority considers the carrying amount of lease liabilities approximate their net fair values.

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003****16. BORROWINGS FROM WA TREASURY CORPORATION**

Details of Borrowings as at the end of the period are detailed below:

	2003	2002
	\$	\$
Borrowings		
Opening Balance	18,844,495	18,844,495
add Additional Borrowings	264,000	-
less Repayments of Principal	(639,467)	-
	<u>18,469,028</u>	<u>18,844,495</u>
Represented by:		
Current Liability	681,514	639,467
Non-Current Liability	17,787,514	18,205,028
	<u>18,469,028</u>	<u>18,844,495</u>

Interest rate risk exposure

The Portfolio Lending Arrangement (PLA) with WA Treasury Corporation is an integrated lending and liability management product. It provides for refinancing and interest rate risk management by providing a portfolio of debt with diversified maturities across time.

The Authority utilises the standard PLA portfolio which comprises 30% of the debt held evenly in six short-term stock lines with monthly maturities out to six months. The remaining 70% of the debt is held evenly in forty long-term stock lines with quarterly maturities out to ten years. Each stock line has an interest rate that is fixed until the maturity of the stock line. As each stock line matures it can be refinanced for a new period of time, at the prevailing interest rate.

As at 30 June 2003, the weighted average interest rate on the Authority's PLA was 5.93%.

17. EMPLOYEE BENEFITS

Current Liabilities

Liability for Annual Leave	665,449	514,092
Liability for Long Service Leave	182,974	171,085
	<u>848,423</u>	<u>685,177</u>

Non-Current Liabilities

Liability for Long Service Leave	386,081	402,322
Liability for Superannuation	33,461	30,498
	<u>419,542</u>	<u>432,820</u>

Total current & non-current employee entitlements

<u>1,267,965</u>	<u>1,117,997</u>
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Annual and long service leave

The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including superannuation, payroll tax and workers' compensation premiums. The liability for such on-costs is included in the figures above. The associated expense is included under salaries and wages expenses at note 6.

Superannuation

Employer obligations in respect of pre-transfer membership under the Pension Scheme are met by reimbursement to the Government Employees Superannuation Board of amounts paid by it to employees on retirement. Due to this, an unfunded liability exists, and has been recognised as a liability in the Statement of Financial Position, in relation to the accumulated liability of pre-transfer service of employees who transferred to the Gold State Superannuation Scheme.

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

The liability has been calculated on an age stratified basis, established from a "whole of government" actuarially based liability assessment. In view of the mobility of employees between Western Australian Government agencies, this approach is considered to give a reasonable assessment of superannuation liability without involving the costs of a specific valuation. The eventual superannuation payout will be charged to this provision and the amount of the provision is re-assessed at 30 June each year. The liability is calculated to be \$33,461 for the current year.

	2003	2002
	\$	\$
18. ACCRUED EXPENSES		
Accrued expenses consists of:		
Accrued Salaries and Wages	166,034	122,460
Accrued Interest owing to WA Treasury Corporation	283,558	285,446
Total	449,592	407,906
19. UNEARNED INCOME		
Unearned income consists of:		
Retrospective refund of admissions GST	-	231,538
Membership subscriptions	116,775	-
Grants and sponsorships	151,739	-
Other	1,357	2,729
Total	269,871	234,267
20. EQUITY		
Contributed Equity		
Balance at the beginning of the year	-	-
Consolidated Fund Appropriation for principal loan repayments	670,000	-
Balance at the end of the year	670,000	-
Asset Revaluation Reserve		
Balance at the beginning of the year	-	-
Revaluation increment - Land	75,000	-
Revaluation increment - Buildings	2,759,455	-
Revaluation decrement - Buildings	(18,945)	-
Balance at the end of the year	2,815,510	-
The Asset Revaluation Reserve is used to record increments and decrements on the revaluation of non-current assets as described in accounting policy note 1(e).		
Accumulated Profits		
Opening balance	2,986,855	-
Net profit	87,972	2,986,855
Closing balance	3,074,827	2,986,855

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

	2003	22 May 2002 to 30 June 2002
	\$	\$
21. RECONCILIATION OF PROFIT/(LOSS) FROM ORDINARY ACTIVITIES BEFORE GRANTS & SUBSIDIES FROM GOVERNMENT TO NET CASH USED IN OPERATING ACTIVITIES		
Profit/(Loss) from ordinary activities before grants and subsidies from Government	(7,536,528)	2,120,855
Non-cash items:		
Donated assets	(11,792)	(1,318)
Proceeds from sale of fixed assets	(31,072)	-
Amortisation of leased asset	4,630	722
Depreciation	1,493,220	161,799
Net assets transferred from Zoological Gardens Board	-	(2,738,382)
Write-off of fixed assets	510,313	-
Resources received free of charge from Government	28,500	2,000
(Increase)/decrease in assets:		
Increase in inventories	(33,831)	(1,555)
Increase in receivables	(230,353)	(16,662)
(Increase)/decrease in prepayments	(8,929)	21,778
Increase/(decrease) in liabilities:		
Increase in annual leave provision	151,357	9,487
Increase/(decrease) in long service leave provision	(4,352)	25,169
Increase in superannuation provision	2,963	-
Increase/(decrease) in payables	25,717	(184,583)
Increase/(decrease) in unearned income	35,604	(328,388)
Increase in accrued expenses	41,686	54,158
Net GST (payments)/receipts	69,690	(86,359)
Net change in GST in receivables/payables	(15,800)	30,354
Net cash used in operating activities	<u>(5,508,977)</u>	<u>(930,925)</u>

22. RECONCILIATION OF CASH

For the purpose of the Statement of Cash Flows, cash includes cash on hand and in banks and investments in money market instruments. 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:

	2003	2002
	\$	\$
Investments	24,649	24,071
Cash on hand	11,030	3,880
Cash at bank	96,080	72,792
Trust Account	700,466	713,824
	<u>832,225</u>	<u>814,567</u>

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003****23. NON-CASH FINANCING AND INVESTING ACTIVITIES**

During the financial year the Authority acquired assets with an aggregate fair value of \$11,792 by means of insurance claims. These acquisitions are not reflected in the Statement of Cash Flows.

24. FINANCING FACILITIES

At the reporting date the Authority had yet to draw down \$700,000 in approved borrowings associated with capital works projects. These funds will be drawn down, as required, in the future.

25. EXPLANATION OF SIGNIFICANT VARIATIONS**(A) Comparison of Actual Results with those of the Preceding Year**

The Zoological Parks Authority was established on 22 May 2002 following the dissolution of the Zoological Gardens Board on 21 May 2002. Therefore, the actual figures reported for the 2001-02 financial year were only for the period 22 May 2002 to 30 June 2002. This has resulted in all the items of revenue and expenditure reported for 2002-03 varying significantly from the results of the preceding year.

For this reason, it is not considered relevant to list each individual item for comparison in these financial statements.

(B) Comparison of Estimates and Actual Results

Section 42 of the Financial Administration and Audit Act requires statutory authorities to prepare annual budget estimates. Treasurer's Instruction 945 requires an explanation of significant variations between those budget estimates and the actual results. Significant variations, considered to be those greater than \$30,000 and greater than 10%, are explained below:

	2003 Actual \$	2003 Estimate \$	Variation \$
(i) NET PROFIT	87,972	951,185	(863,213)
Due primarily to the write-down of two buildings located in the Zoo that are to be disposed of in 2003/04. Lower than expected admissions and catering revenue along with increased operating costs contributed to the reduced profit.			
REVENUE:			
(ii) Restaurant	300,161	365,000	(64,839)
The restaurant dividend was below budget due to lower than expected visitor numbers, resulting in less revenue from food and beverage sales. In addition, there was a lower than expected level of revenue from functions.			
(iii) Memberships & adoptions	156,998	-	156,998
The Zoo's membership and adoption products were previously sold as a revenue item of the Perth Zoo Society Incorporated on behalf of the Zoo. Following the winding up of the Perth Zoo Society, the direct sale of these products transferred to the Zoo. The original budget did not separately identify this revenue, as it was incorporated in the revenue item of grants/sponsorships/donations.			

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

	2003 Actual \$	2003 Estimate \$	Variation \$
(iv) Shop trading profit	171,437	125,516	45,921
Improvements to shop merchandising and promotion has resulted in higher sales despite the lower than expected admission figures for 2002-03. Increased patronage by the tourist market and easier access for non Zoo visitors has also assisted in raising sales revenue.			
(v) Other revenues from ordinary activities	278,559	62,500	216,059
The majority of this revenue is associated with a retrospective refund of GST related to admission revenue. The funds were actually received in 2001-02 but an amount of \$231,638 was carried over to 2002-03 and applied to activities associated with refunding the funds to the general public.			
EXPENSES:			
(vi) Other staff related expenses	659,378	577,000	82,378
Due to costs associated with employee terminations, hand rearing of animals and previously outsourced activities being resourced internally.			
(vii) Maintenance & upkeep	1,350,689	1,029,000	321,689
Due to costs associated with capital works maintenance allocation that were not included in original budget.			
(viii) Advertising and promotion	429,297	374,000	55,297
Due to costs associated with administering promotional activities with sponsors, for which specific sponsorship funding has been received.			
(ix) Animal operational expenses	340,524	405,000	(64,476)
Due to animal breeding funds being expended on direct and indirect salary costs associated with hand rearing animals. This has resulted in these costs being reported in the salary and other staff related categories of expenditure rather than at this item.			
(x) Superannuation	546,255	490,000	56,255
Due to higher than expected contributions associated with factors such as termination payments, internally staffing previously outsourced activities and impact of higher non-contributory rate in 2002-03.			
(xi) Fixed assets written off	510,313	20,000	490,313
Due to the write-down of two significant building assets during the period. The two buildings are to be disposed in 2003-04 and based on tender information received subsequent to reporting date, both assets have been written down to nil to represent their fair value.			
GRANTS & SUBSIDIES FROM GOVERNMENT:			
(xii) Consolidated Fund appropriation	7,596,000	7,671,000	(75,000)
Due to reduction in accrual appropriation by \$100,000 during the period following decrease in depreciation expense estimate and increase in cash appropriation by \$25,000 due to higher than expected capital user charge expense.			

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003****26. SEGMENT (OUTPUT) INFORMATION****INDUSTRY SEGMENTS:**

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

	Conservation of Biodiversity		Customer Services, Community Education and Awareness		Total	
	2003	22 May 2002 to 30 June 2002	2003	22 May 2002 to 30 June 2002	2003	22 May 2002 to 30 June 2002
	\$	\$	\$	\$	\$	\$
Revenue from ordinary activities	4,094,162	2,548,576	3,537,909	1,646,525	7,632,071	4,195,101
Inter-segment revenue	-	-	-	-	-	-
Total revenues from ordinary activities	4,094,162	2,548,576	3,537,909	1,646,525	7,632,071	4,195,101
Expenses from ordinary activities	9,442,894	1,443,851	5,725,705	630,395	15,168,599	2,074,246
Profit/(Loss) from ordinary activities before grants & subsidies from Government	(5,348,732)	1,104,725	(2,187,796)	1,016,130	(7,536,528)	2,120,855
	2003	2002	2003	2002	2003	2002
	\$	\$	\$	\$	\$	\$
Segment assets	271,334	168,185	304,220	309,294	575,554	477,479
Unallocated assets					26,692,332	23,454,839
Total assets					27,267,886	23,932,318

NOTE: (i) Intersegment pricing is on a cost basis.

(ii) The total operating revenue and operating expense figures shown above differ from those in the Statement of Financial Performance. This is due to the fact that the net trading results of the shop operations and net result of assets disposals are included in the Statement of Financial Performance and the segment information reports the gross revenue and expenditure associated with these items.

SEGMENT DESCRIPTIONS:**Conservation of Biodiversity**

The Perth Zoo presents native and exotic wildlife in a way which provides learning opportunities for our visitors to support conservation. The utility of the wildlife collection will be optimised by selection, breeding for re-introduction and provision of research opportunities, which further promotes and enhances the conservation of biodiversity.

Customer Services, Community Education & Awareness

The Perth Zoo aims to provide a quality and unique 'value-for-money' attraction which promotes a clear conservation message to the community. This is achieved by producing educational programs and publications, interpretation and media that educate the community on conservation issues. The Zoo also provides recreational facilities such as picnic lawns, BBQ's, playgrounds and food/function outlets set in ecologically themed botanic gardens.

GEOGRAPHICAL SEGMENTS:

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

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**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003****27. ADDITIONAL FINANCIAL INSTRUMENTS DISCLOSURES****Interest Risk Exposure**

The Authority's exposure to interest rate risk and the effective interest rates on financial instruments are:

	Weighted Average Effective Interest Rate	Variable Interest Rate \$	Quarterly Fixed Due Within 1 Year \$	Quarterly Fixed Due After 1 Year \$	Non Interest Bearing \$	Total \$
30 June 2003						
Assets						
Cash Resources and Investments	2.25%	109,819	-	-	722,406	832,225
Inventories		-	-	-	116,368	116,368
Receivables		-	-	-	545,434	545,434
Prepayments		-	-	-	27,853	27,853
Total financial assets		109,819	-	-	1,412,061	1,521,880
Liabilities						
Payables		-	-	-	250,561	250,561
Borrowings from WATC	5.93%	-	681,514	17,787,514	-	18,469,028
Employee Entitlements		-	-	-	1,267,965	1,267,965
Accrued Expenses		-	-	-	449,592	449,592
Unearned Income		-	-	-	269,871	269,871
Total financial liabilities		-	681,514	17,787,514	2,237,989	20,707,017
Net financial assets		109,819	(681,514)	(17,787,514)	(825,928)	(19,185,137)

	Weighted Average Effective Interest Rate	Variable Interest Rate \$	Quarterly Fixed Due Within 1 Year \$	Quarterly Fixed Due After 1 Year \$	Non Interest Bearing \$	Total \$
30 June 2002						
Assets						
Cash Resources and Investments	2.47%	96,862	-	-	717,705	814,567
Inventories		-	-	-	82,537	82,537
Receivables		-	-	-	368,970	368,970
Prepayments		-	-	-	18,924	18,924
Total financial assets		96,862	-	-	1,188,136	1,284,998
Liabilities						
Payables		-	-	-	337,478	337,478
Borrowings from WATC	6.00%	-	639,467	18,205,028	-	18,844,495
Employee Entitlements		-	-	-	1,117,997	1,117,997
Accrued Expenses		-	-	-	407,906	407,906
Unearned Income		-	-	-	234,267	234,267
Total financial liabilities		-	639,467	18,205,028	2,097,648	20,942,143
Net financial assets		96,862	(639,467)	(18,205,028)	(909,512)	(19,657,145)

Credit Risk Exposure

All financial assets are unsecured.

Amounts owing by other government agencies are guaranteed and therefore no credit risk exists in respect to those amounts. In respect of other financial assets the carrying amounts represent the Authority's maximum exposure to credit risk in relation to those assets.

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2003**

Net Fair Value

The net fair values of the financial assets and liabilities approximate their carrying values as disclosed in the statement of financial position and the notes to the financial statements. No financial assets and financial liabilities held by the Authority are readily traded on organised markets in standardised forms.

28. CAPITAL EXPENDITURE COMMITMENTS

The estimated amount of commitments for capital works in progress at 30 June 2003 not provided for in the financial statements was \$142,172 (2002 - \$116,448). The amount is payable within one year.

29. REMUNERATION OF MEMBERS OF THE ACCOUNTABLE AUTHORITY AND SENIOR OFFICERS

Senior officers includes the Chief Executive Officer, three Directors and any other senior management positions forming part of the Corporate Executive.

	2003	2002
Remuneration of Members of the Accountable Authority		
The number of members of the Accountable Authority, whose total of fees, salaries, superannuation and other benefits for the financial year, fall within the following bands are:		
\$1 - \$10,000	8	7
The total remuneration of the members of the Accountable Authority is:	\$22,517	\$1,024

The superannuation included here represents the superannuation expense incurred by the Authority in respect of the 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 three Directors that form the Corporate Executive of the Zoo.

The number of Senior Officers, other than senior officers reported as members of the Accountable Authority, whose total fees, salaries, superannuation and other benefits for the financial year, fall within the following bands:

\$1 - \$10,000		3
\$10,001 - \$20,000		1
\$80,001 - \$90,000		
\$90,001 - \$100,000	1	
\$100,001 - \$110,000	1	
\$110,001 - \$120,000	1	
\$170,001 - \$180,000	1	
The total remuneration of senior officers is:	\$569,725	\$39,931

The superannuation included here represents 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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SECTION ELEVEN

Appendix

Appendix -
Publications

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APPENDIX - PUBLICATIONS

Perth Zoo web site at www.perthzoo.wa.gov.au

FOI Information Statement

Zoological Gardens Board Annual Reports prior to 2000-01 (held in the National Library, State Library of Western Australia and university libraries in Western Australia)

Zoological Gardens Board 2000-01 Annual Report
(available in PDF format by request at www.perthzoo.wa.gov.au).

Zoological Gardens Board 2001-02 Annual Report
(available for viewing or downloading at www.perthzoo.wa.gov.au).

Zoological Parks Authority 2001-02 Annual Report
(available for viewing or downloading at www.perthzoo.wa.gov.au).

News Paws Magazine (containing conservation and visitor services news for Perth Zoo members and for sale to the public)

Zoo News (an education newsletter with information on Zoo education products, news and professional development opportunities)

Zoo Map

Brochures and leaflets:

- Adopt an Animal
- Bequests
- Carols by Candlelight
- ZooFever Information
- Zootober
- April Jazz
- Weddings/Functions
- Close Encounters Behind-the-Scenes Tours
- Conferences
- Threatened Species Pack
- Frog Ponds Made Easy

Discovery Trail (an activity trail for families)

Unless otherwise specified, the above publications are available from Perth Zoo at 20 Labouchere Road, South Perth, Western Australia.