



Zoological Parks Authority

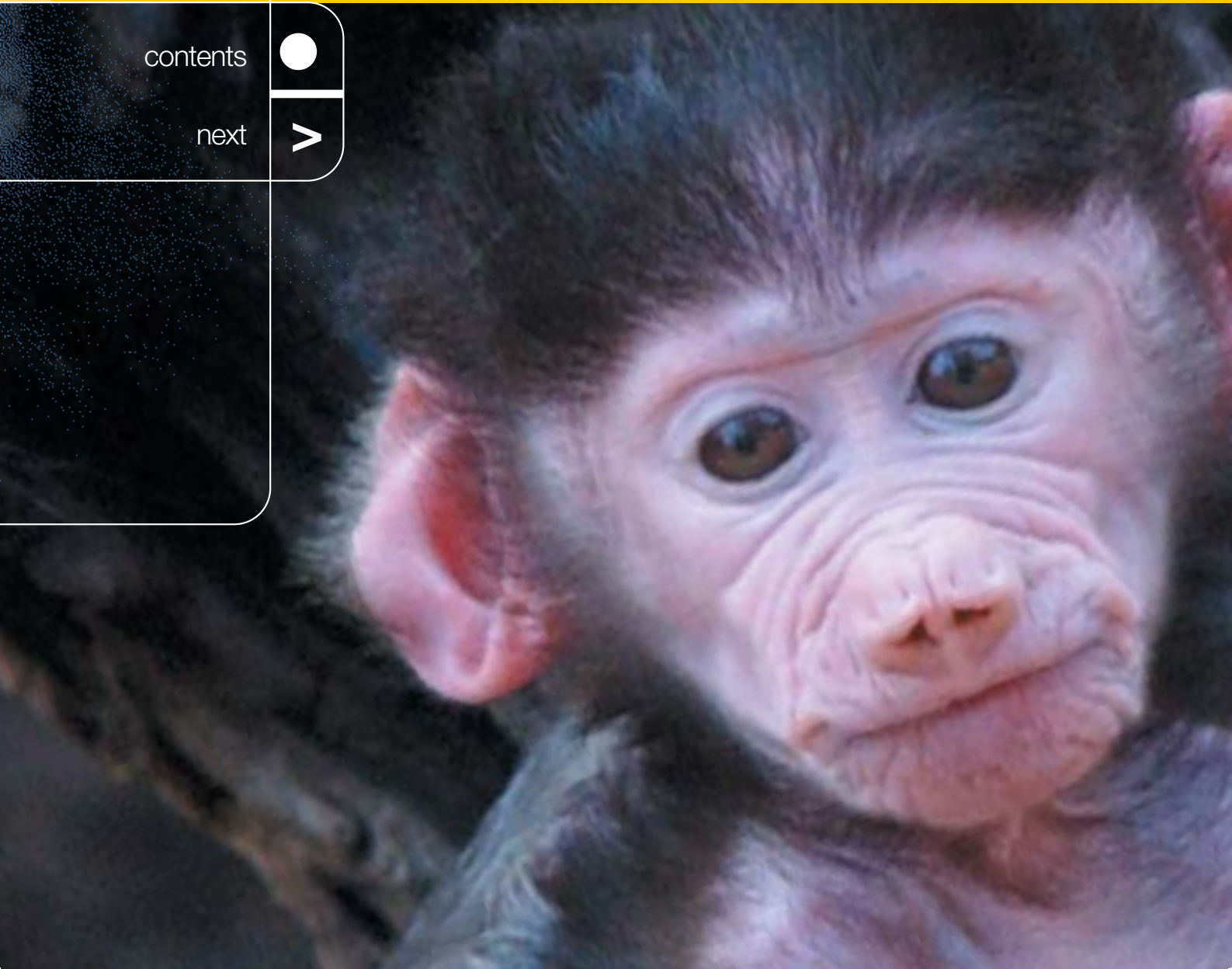
2004

annual report

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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 2003-2004 – 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.

Zoological Parks Authority Annual Report 2003-2004
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Front cover: Perth Zoo's infant *Hamadryas Baboon*, Taye, born 27 May 2004. Picture by Kerris Berrington, News Limited (*The Sunday Times*).

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Statement of Compliance

FOR THE YEAR ENDED 30 JUNE 2004

Minister for the Environment

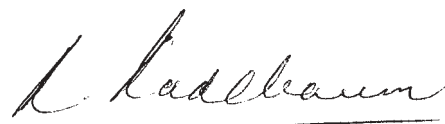
In accordance with Section 66 of the Financial Administration and Audit Act 1985, we hereby submit for your information and presentation to Parliament, the Annual Report of the Zoological Parks Authority for the financial year ended 30 June 2004.

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



Prof J Howell

Chairman
27 August 2004



Ms M Nadebaum

Deputy Chairperson
27 August 2004



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Chairman's Report

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Chairman's Report

A key to the success and continued relevance of Perth Zoo over its 106 year history has been the organisation's ability to not only adapt to changing needs and demands but to also balance its diverse activities and roles.

While continuing to attract more visitors per head of population than any other capital city zoo in Australia, Perth Zoo has strengthened its key non-recreational programs, in particular its research and education activities.

The pure enjoyment of a day at the Zoo remains a key attraction for members of the public but a primary goal for the Board and management has been to ensure that we take advantage of this captive audience and a much broader audience to increase the community's understanding of and empathy for nature.

Conservation underpins all elements of the Zoo's operations including its commercial activities, collection planning, breeding programs, research and education.

Under the leadership of the new Chief Executive, Susan Hunt, a directorate restructure in 2003-04 provided the organisation with the impetus for a renewed focus on research following the loss of crucial Federal funding in 2002-03.

By increasing its collaborative efforts with other zoos, universities, specialists and conservation organisations, the Zoo is enhancing its research commitment and contribution.

This contribution extends well beyond the bounds of the Zoo with the research program providing valuable data and information for in situ and ex situ conservation efforts around the nation and overseas.

Similarly, the Zoo's expanding education program, in particular its emphasis on community and adult education, is adding considerably to the broader pool of knowledge and expertise within the general community and within specialist fields such as veterinary and wildlife medicine.

These programs, of course, would not be possible without the tremendous support of the Zoo's business operations and ongoing support from the State Government, through the Minister for the Environment, the Hon Dr Judy Edwards, as well as our sponsors and the public of Western Australia.

On behalf of the Board, I would like to thank former Board member John Kerr for his contribution and thank my fellow Board members for their support throughout the year.

Congratulations to the Zoo's management team and staff for another year of achievements and hard work and a very special thank you to the Zoo's volunteers for their outstanding contribution.



Murdoch University Veterinary Students at Perth Zoo

A handwritten signature in black ink that reads "John Howell".

John Howell
Chairman



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Year in Brief

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Outcomes, Outputs and Performance Information

Relationship to Government Strategic Goals

Broad, high level government strategic goals are supported at agency level by more specific desired outcomes. Agencies deliver outputs to achieve these desired outcomes, which ultimately contribute to meeting the higher level government strategic goals. The following table illustrates this relationship.

Government Strategic Goal	Desired Outcome(s)	Output(s)
To ensure that Western Australia has an environment in which resources are managed, developed and used sustainably, biological diversity is preserved and habitats protected.	Positive community attitudes towards the understanding and appreciation of wildlife and environmental conservation.	1. Visitor services 2. Community education and awareness
	Conservation of wildlife	3. Wildlife collection management

Outcome 1: Positive community attitudes towards the understanding and appreciation of wildlife and environmental conservation

Output 1: Visitor Services

Perth Zoo aims to maximise visitation by providing a quality and unique “value for money” attraction that provides recreation, education and commercial facilities set in ecologically themed botanic gardens.

Output Performance Measures	2003-04 Target	2003-04 Actual	Reason for Significant Variance
Quantity Customers admitted to the Zoo	560,000	528,880	Competing venues and activities, lack of significant new events/attractions during the period.
Quality Overall customer satisfaction	100%	99%	
Timeliness Service to customers every day of the year	366	366	
Cost (Efficiency) Average cost per admission (based on total cost of services to the Zoo)	\$25.75	\$28.00	Due to lower than expected admission numbers. The majority of costs are fixed and therefore do not decrease with the lower visitation.

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Outcomes, Outputs and Performance Information (continued)

Output 2: Community education and awareness

Perth Zoo aims to promote clear conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate the community about conservation issues. The Zoo's commercial activities are also underpinned by conservation messages.

Output Performance Measures	2003-04 Target	2003-04 Actual	Reason for Significant Variance
Quantity Participants in formal education programs	58,869	57,603	
Quality Participant satisfaction with formal education programs	95%	95%	
Timeliness Educational activities provided at agreed time	100%	98%	
Cost (Efficiency) Average cost per participant	\$16.77	\$18.51	Lower than expected participants and increased operating costs.

Note: This is a new indicator developed in 2003-04 as part of a review of the Authority's Output structure. As no original 2004 budgets are available for this measure, the 2004 targets are based on estimated actuals as published in the 2004-05 Budget Statements.

Outcome 2: Conservation of wildlife

Output 3: Wildlife collection management

The conservation value of the wildlife collection will be optimised by effective management, selection, captive breeding, breeding for re-introduction and provision of research opportunities.

Output Performance Measures	2003-04 Target	2003-04 Actual	Reason for Significant Variance
Quantity Species	220	218	
Quality Visitor confirmation of the adequacy of quality of life of animals	100%	96%	
Timeliness 'On exhibit' animal enclosures open for public viewing every day of the year	95%	97%	
Cost (Efficiency) Average cost per species	\$42,941	\$43,827	

Note: Following a review of the Authority's Output structure during 2003-04, a new key effectiveness indicator for the Conservation of Wildlife outcome was developed. As no original 2004 budgets are available for this measure, the 2004 targets are based on estimated actuals as published in the 2004-05 Budget Statements.

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Highlights

Output 1: Visitor Services

Perth Zoo aims to maximise visitation by providing a quality and unique “value for money” attraction that provides recreation, education and commercial facilities set in ecologically themed botanic gardens.

- Recorded an all-time high of 99% overall satisfaction rate for the Zoo’s facilities. In addition, 99% of surveyed visitors reported good animal visibility and 95% of the surveyed general public described the Zoo as either quite or extremely good value for money.
- Opened a new reptile nursery providing visitors with the chance to see some of the youngest animals bred at the Zoo.
- Opened a new echidna exhibit providing improved visibility for visitors and more space and stimulus for the animals.
- Expanded the commercial Close Encounters behind-the-scenes tour program for visitors to help meet increased demand.
- Continued the improvement of visitor amenities with an upgrade of entry facilities, the provision of new shaded areas for school groups and the opening of the new Oak Lawn area.
- Introduced Adults at Kids’ Prices on Tuesdays and Wednesdays in the off-peak months of February and March, and again in May and June, to increase access to the Zoo and boost visitor numbers in low visitation times.
- Revised the Zootober program run in October and attracted 54,000 visitors compared to 40,808 for the same period in 2002.
- Recorded increased attendance at the Twilight Concerts, up nearly 6% with a total of 26,212 people attending the eight concerts at the Zoo.
- Completed a review of water management options for the two main water bodies within the Zoo.
- Continued implementation of recommendations from the Zoo’s energy audit to reduce energy consumption across the site.
- Inducted into the Hall of Fame for Best Product Marketing having won this category in the WA Tourism Awards three times in the past five years. The Zoo was also a finalist in the Significant Festivals and Events categories and the Sir David Brand Award for Tourism.
- Achieved significant growth in the Friends of Perth Zoo program with a 38% increase in memberships.
- The Zoo’s Curator of Horticulture was appointed to the Specialist Horticulture Group in Australasian zoos.

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Highlights (continued)

Output 2: Community education and awareness

Perth Zoo aims to promote clear conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate the community about conservation issues. The Zoo's commercial activities are also underpinned by conservation messages.

- Generated substantial media coverage including international, national, state and regional coverage in print, broadcast and web media. This promoted conservation messages to the broad community. Media activity focused on the Zoo's leading conservation and research role and extensive activities and events program.
- Conducted the fifth annual Great Australian Marsupial Night Stalk with the support of Zoo staff who volunteered their time to coordinate this national community education and research project.
- Provided off-site educational talks to 41 community groups (around 2500 people) as part the Zoo's adult and community education program.
- Expanded the Zoo's education program to include an Early Childhood Education program for pre-school, kindergarten and pre-primary children.
- Developed adult education courses with The University of Western Australia Extension Service.
- Attracted more than 50,000 primary, secondary and tertiary students.
- Continued participation in Garden Week with horticulture staff assisting in the development of the Ecotopia exhibit. Animals were incorporated into the display to help promote back yard conservation messages to a broad audience.
- Launched Project Sun Bear as the Zoo's primary fundraising and community education initiative. The project aims to raise money to bring two rescued Sun Bears from Cambodia to Perth to start a new life as part of an Australasian breeding program.
- Completed the first full year of clinical rotations at Perth Zoo for Murdoch University final year veterinary students and assisted with the development of a Post Graduate course in Wildlife Medicine at Murdoch University.
- Assisted with a range of Department of Conservation and Land Management courses in basic and advanced wildlife care.

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Highlights (continued)

Output 3: Wildlife Collection Management

The conservation value of the wildlife collection will be optimised by effective management, selection, captive breeding, breeding for re-introduction and provision of research opportunities.

- Secured an additional \$3.6 million from the State Government for the elephant exhibit redevelopment, bringing the total State Government funding for this project to \$4.7 million over three years. The redevelopment will see the size of the elephant exhibit increase threefold.
- Completed stage two of the orang-utan exhibit redevelopment, providing an additional enclosure and new climbing apparatus in one of the existing enclosures.
- Provided more than 130 Lancelin Island Skinks (bred at Perth Zoo) for release onto Favourite Island in Jurien Bay.
- Recorded the first known successful captive breeding of Pink-eared Turtles in the world with 23 hatchlings from three clutches.
- Bred twin Red Panda cubs (born 9 December 2003) as part of an Australasian breeding program for this endangered species.
- Welcomed the birth of a male Hamadryas Baboon on 27 May 2004 – the first successful birth of this species at Perth Zoo in nearly 20 years.
- Bred twin Ring-tailed Lemurs as part of the Australasian breeding program.
- Recorded another successful year for the native species breeding-for-release program, providing 47 Western Swamp Tortoises, 7 Numbats and 43 Dibblers to the Department of Conservation and Land Management for release into the wild as part of threatened species recovery programs.
- Provided a home for two Tasmanian Devils from the eastern states. The post-reproductive animals have taken on the role of ambassadors for their species.
- Added two Bilbies to the Nocturnal House exhibit. These are the first Bilbies at the Zoo for more than a decade.
- Restarted the Zoo's internationally-renowned breeding program for the critically endangered Sumatran Orang-utan with the arrival of a new breeding male from Canada. The male, who brings with him a valuable new genetic line, has been paired with a female Perth Zoo orang-utan.
- Received a new breeding male Sumatran Tiger from Germany. Chosen as the best genetic match, the male will be paired with the Zoo's female tiger in 2005 as part of the Australasian breeding program for this critically endangered species.
- Expanded the fodder production partnership with Banksia Hill Detention Centre with the additional planting of around 1000 plants at the centre. In addition to helping the Zoo meet its animal fodder requirements, this initiative is providing detainees with the opportunity to gain work and social skills.



Ring-tailed Lemur

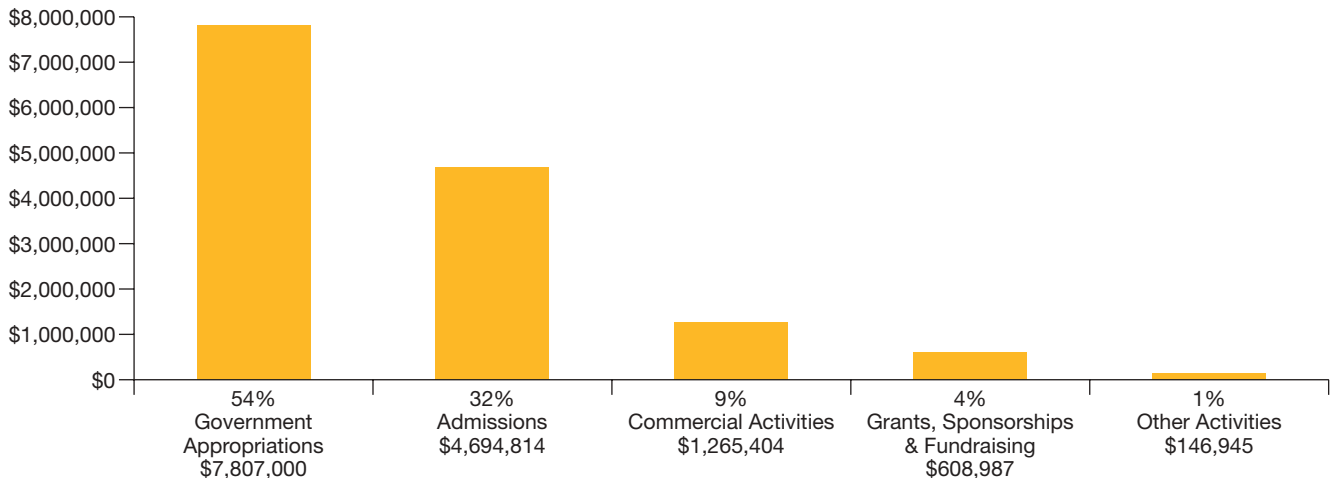
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Financial Overview

Revenue

The Zoological Parks Authority receives revenue from the State Government in the form of a consolidated fund appropriation. The Authority also generates its own revenue from the operations of Perth Zoo including visitor admissions, commercial activities (Zoo Shop, café, events and activities, rides, etc) and fundraising. In addition, the Zoo receives specific purpose grants and sponsorships for activities such as animal breeding, animal research and animal exhibits. The revenue generated from various sources in 2003-04 is detailed below.

Sources of Revenue



A total of 528,880 people visited Perth Zoo during the year, contributing total gate revenue of \$4.7 million. The number of visitors was 5.6% less than the target of 560,000 and remained at a similar level to last year’s total of 531,319. The admissions revenue yield of \$8.88 per visitor reflected a small increase in admission prices during the period but was lower than expected due to an “Adults at Kids’ Prices” promotion and an increased number of free entries associated with Friends of Perth Zoo members. The shortfall in admissions revenue was partly offset by increased revenue from commercial activities. This included increased revenue from behind-the-scenes experiences for the general public and a significant increase in Friends of Perth Zoo memberships.

The Zoo continued with initiatives to increase existing revenue streams and develop new revenue streams to meet operational costs. The success of these initiatives will assist in maintaining and upgrading animal and visitor facilities and enhancing the visitor experience.

State Government funding provided 54% of the Zoo’s revenue base. This support enables visitor admission prices to remain relatively low in comparison with other zoos around Australia and other competing attractions within Perth and Western Australia. A special events program continued to run through the busy summer season. The Zoo also provided opportunities for the public to access the Zoo at lower prices through an “Adults at Kids’ Prices” promotion during the year.

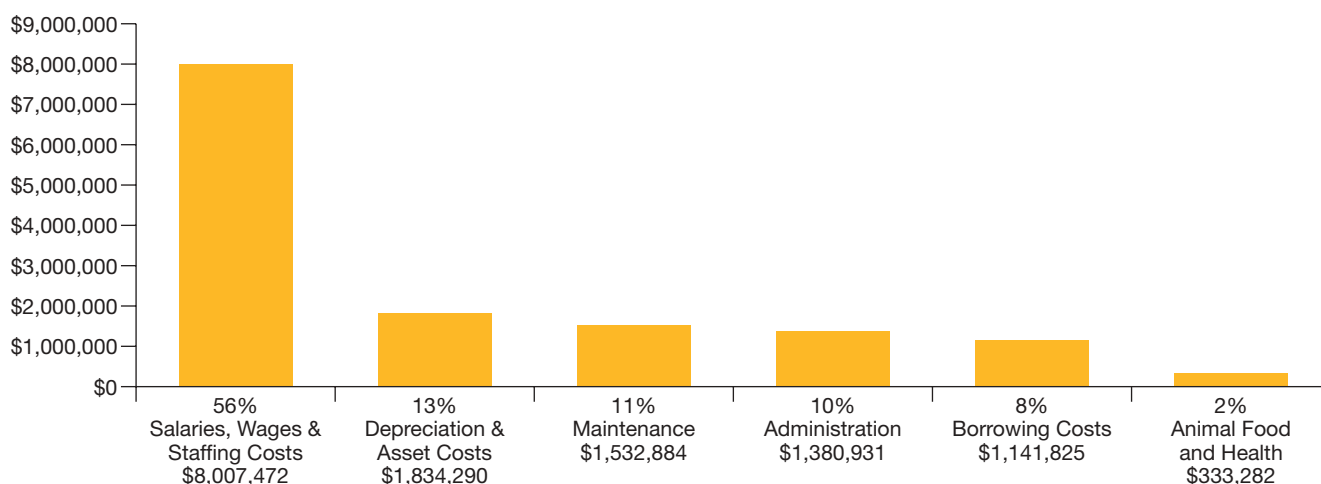
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Financial Overview (continued)

Expenditure

The various categories of the Zoo’s operating expenditure in 2003-04 are shown below.

Expenditure Categories



Salaries, wages and staffing costs accounted for 56% of the Zoo’s expenditure for 2003-04. This included direct costs of employee salaries and wages, costs of providing for leave liabilities and indirect payroll costs such as superannuation, workers’ compensation and payroll tax. Increases in award rates of pay and the associated on-costs contributed to higher costs in this area.

Depreciation and asset costs made up 13% of 2003-04 expenses, reflecting the fact that the majority of the Zoo’s assets are high value, non-current, depreciable assets. This total includes capital user charge costs of \$400,000 to State Government.

Maintenance costs continued to rise, reflecting the work being undertaken on the Zoo’s ageing infrastructure and the ongoing implementation of a comprehensive preventative maintenance program. These costs now account for 11% of expenditure.

Administration costs, including insurance, information technology, communications, printing, advertising and promotions, accounted for 10% of expenditure. These costs were reduced significantly during the year to assist in offsetting the revenue shortfall from admissions.

The borrowing costs associated with the Zoo’s debt portfolio continued to be a large expenditure item (8% of total expenditure). The Zoo’s capital works program has traditionally been funded using borrowings from the WA Treasury Corporation. The Zoo had drawn down its remaining approved borrowings as at 30 June 2004. No borrowings are currently approved over the forward estimates. As at 30 June 2004, the Zoo’s debt liability was \$18.3million.

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.



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Looking Ahead – Major Initiatives for 2004–05

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Looking Ahead – Major Initiatives for 2004-05

Major initiatives or projects planned for next year include:

- Construction of a new African Painted Dog exhibit as the new main entry point for the African Savannah.
- Opening of refurbished exhibits for Celebes Macaque and Fishing Cat.
- Opening of the refurbished Camp Ndutu as a new theatre facility.
- Start of physical work (demolition and construction) on the elephant exhibit redevelopment.
- Upgrade of animal exhibits to improve interpretation and enjoyment opportunities for visitors and support animal breeding programs.
- Continued focus on breeding of native and exotic species and further development of the assisted reproduction program consistent with the Zoo's collection planning and regional priorities.
- Review of the Zoo's operations and events to ensure Perth Zoo remains competitive and meets the needs of its visitors.
- Further initiatives to increase Friends of Perth Zoo memberships.
- Increased focus on Project Sun Bear to promote fundraising and community awareness.
- Continued implementation of initiatives in the Zoo's energy audit to meet energy reduction targets.
- Further development of the Zoo's education and learning experiences to provide a coordinated interpretation approach throughout the Zoo.
- Continued focus on fostering relationships with the tertiary sector to achieve the Zoo's goals in education, research and conservation.



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Chief Executive Officer's Report

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Chief Executive Officer's Report

Sustainability has been a major focus for the agency in 2004-05 with an emphasis on developing a sound foundation for the current and future operations of Perth Zoo.

The focus on sustainability is very broad, encompassing physical, financial and operational elements including infrastructure requirements, commercial demands, conservation and community education commitments, research obligations and environmental management.

The sustainability emphasis directly supports the Zoo's mission and the State Government's strategic goal of ensuring that Western Australia has an environment in which resources are managed, developed and used sustainably and that biological diversity is preserved and habitats protected.

The strategic focus on sustainability is also a necessity in ensuring that Perth Zoo maintains its position as a leading conservation, research, tourism and recreation facility. To do this, much effort is being directed toward securing a sustainable operational and financial footing for the agency.

During the year, Perth Zoo's Master Plan detailing the Zoo's development requirements for the next 20 years was finalised and submitted to the State Government.

As part of the 2004-05 Budget, the State Government announced it would provide an additional \$3.6 million for the Zoo's elephant exhibit redevelopment project – one of the early priorities in the Master Plan. This brings the total State Government funding for this project to \$4.7 million over three years.

Funding requests for other capital works priorities outlined in the Master Plan will be submitted as part of the annual budget process.

Using internally generated capital works funds and a capital works allocation from the State Government, significant improvements to animal enclosures and visitor facilities were undertaken in 2003-04. The Zoo's Master Plan was the guiding tool for these developments and will continue to be so in years to come.

During the year, particular emphasis was placed on the continued development of the Zoo's fundraising and sponsorship programs after having brought these functions in-house in the prior year. Significant growth in these areas was achieved and new partnerships were developed with a number of external organisations which will provide ongoing benefits over a number of years.

The highly successful Close Encounters commercial behind-the-scenes program for visitors was also expanded. In addition to providing the Zoo with a growing revenue stream, part proceeds from the Close Encounters program are also directed to in situ conservation projects around the world as part of the Zoo's support for in situ conservation efforts.

In closing, I would like to sincerely thank all of our staff and volunteers who showed yet again that they are the backbone of Perth Zoo, with visitor feedback and numerous awards testimony to their professionalism and talent.



Susan Hunt
Chief Executive Officer



*Asian Elephant, Tricia,
and Keeper*



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Agency Profile

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Vision, Mission, Outcomes and Outputs

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 outcomes and outputs.

Outcome 1: Positive community attitudes towards the understanding and appreciation of wildlife and environmental conservation

Output 1: Visitor Services

Perth Zoo aims to maximise visitation by providing a quality and unique "value for money" attraction that provides recreation, education and commercial facilities set in ecologically themed botanic gardens.

Output 2: Community education and awareness

Perth Zoo aims to promote clear conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate the community about conservation issues. The Zoo's commercial activities are also underpinned by conservation messages.

Outcome 2: Conservation of wildlife

Output 3: Wildlife collection management

The conservation value of the wildlife collection will be optimised by effective management, selection, captive breeding, breeding for re-introduction and provision of research opportunities.

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Agency Operating Structure

Perth Zoo's objectives and outcomes are delivered through three directorates: Life Sciences; Animal Health Services 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, the Director of Animal Health Services 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 Director of Animal Health Services and Research, 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 Planning and Development Committee is chaired by the Chief Executive Officer and comprises directors and middle management from across the Zoo. The committee meets monthly to consider planning (capital works and minor works programs) proposals and assist with the development of yearly and longer-term priorities.

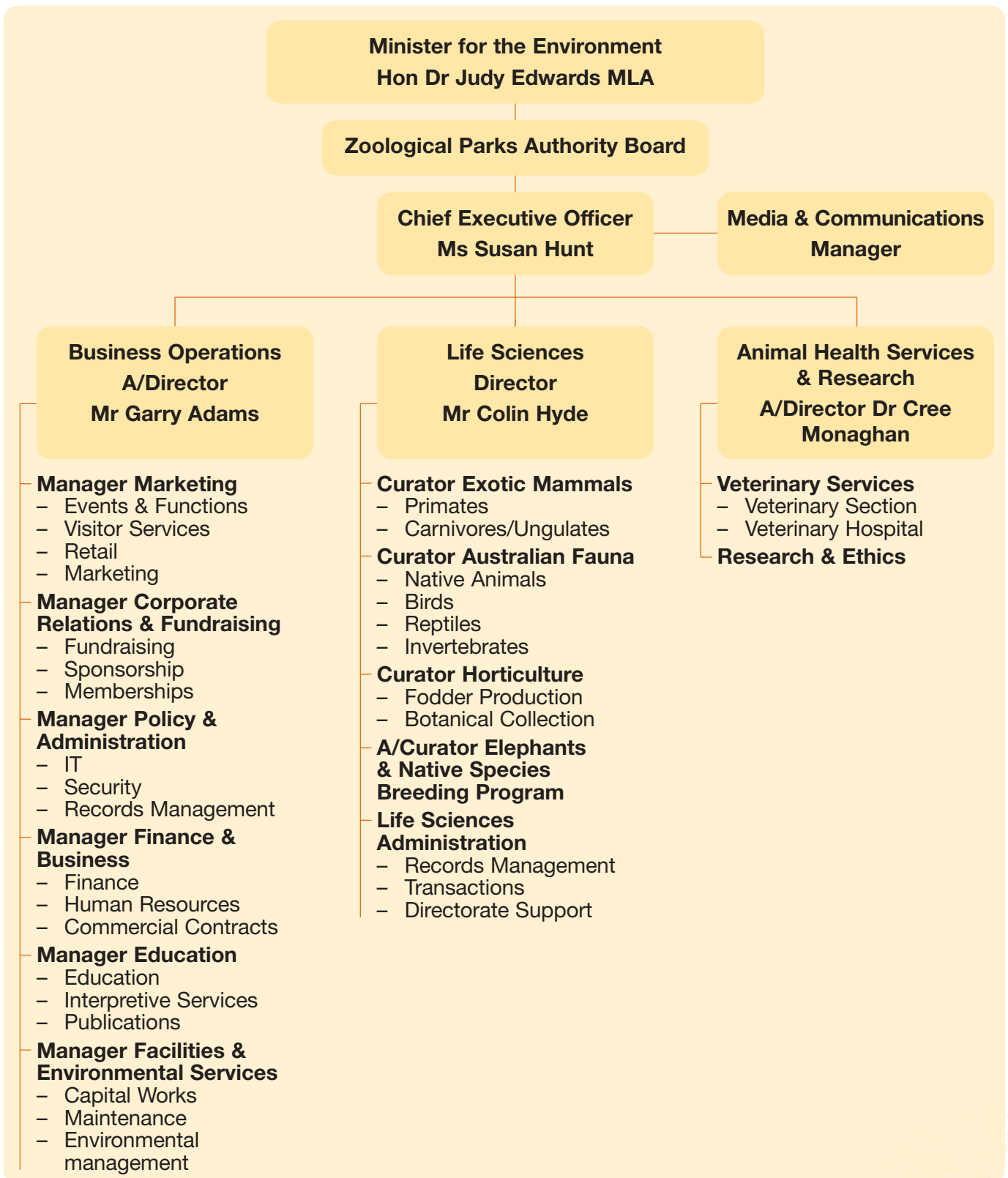
The Environmental Management Group is also chaired by the Chief Executive Officer and includes representatives from business operations, horticulture, facilities and environmental services. The group oversees initiatives to further the environmental sustainability focus of the Zoo, monitor processes to maximise environmental best practice and provides a forum for staff to raise issues and submit ideas. It meets monthly.

Other standing committees include the Occupational Safety and Health Committee, the Disability Services Committee, the IT Planning Committee and the Risk Management Committee.

Special project groups are established as required to coordinate and oversee specific breeding programs or capital works projects (including the Asian Elephant Exhibit upgrade and the African Painted Dogs Exhibit).

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Agency Organisational Structure



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Legislative 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
Public Interest Disclosure Act 2003
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

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Legislative Environment (continued)

Legislation Impacting on the Authority's Activities *(continued)*

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

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 e-mail@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 southern outskirts of the Perth metropolitan area, for fodder production and off-site service area.

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Stakeholders

Major Stakeholders

Community of Western Australia
City of South Perth
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
The 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

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Corporations Supporting Conservation

CORPORATE PARTNERS IN CONSERVATION

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

- Alinta – Alinta Summer Sunsets and the Alinta Zoo Hopper
- Commonwealth Bank – Commonwealth Bank April Jazz and Project Sun Bear
- Community Newspaper Group – Carols, Candles & Creatures, and Project Sun Bear
- Coca-Cola – Marketing and promotions
- Diabetes Australia (Western Australia)
- 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 Project Sun Bear Appeal
- Tiwest – The Great Australian Marsupial Night-Stalk in partnership with Tiwest
- Water Corporation – Water Corporation Australian Wetlands, the Western Swamp Tortoise and the upgrade of the Zoo's drinking fountains
- Western Potatoes – Western Potatoes' Zoo Twilight Concerts
- City of South Perth – Summer events season
- The Rotary Club of Mill Point – Entrance sculpture

In-kind sponsors:

- Arbor Centre Pty Ltd – Donation of horticulture product
- City of South Perth – Provision of vacant council land to grow fodder
- Dickies Tree Service – Donation of horticulture product
- Don & Joy Williams – Donation of native plants
- Australia Post – ZooFever marketing
- Eagle Full Service Vending – Product supply
- Lamb Print – ZooFever marketing
- Madcat Media – IT interactive game
- Market Equity – Market research
- Mustard Catering – Catering
- Neil Myers, Creations Unlimited – Photography
- Peedac (Boola Wongin Nursery) – Donation
- Spicers Paper – ZooFever marketing
- Steggles Hatcheries – donation
- Wesley CD – Project Sun Bear
- Western Power – Orang-utan exhibit and rhinoceros exhibit upgrades
- Vmoto – Donation of promotion prize

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Volunteers

Perth Zoo continued to receive outstanding support from members of the volunteer Perth Zoo Docent Association (Docents – from the Latin docere “to teach”).

The Docent Association has around 285 members including three members who have been active since the association’s inception in 1982.

In 2003-04, Docents provided a total of 45,102 hours of service to the Zoo. This contribution included staffing the visitors’ information centre, conducting daily guided walking tours and Zebra Car tours, and generally assisting Zoo visitors with directions and information on the Zoo’s collection of flora and fauna.

Docents also assisted with the Zoo’s successful summer events season.

During the year, a number of Docents assisted with animal watches and the preparation of behavioural enrichment items for the animals.

In addition to these important roles, Docents also conducted raffles, auctions and other activities to raise money for the Zoo’s fundraising initiatives.

Nearly 84% of Docent Association members are women and the average Docent age is 56. The age of members ranges from 18 through to 85 reflecting the broad diversity of volunteers.

The average length of service for active members is six years and five months.

The Docent Association conducts an annual recruitment process. In August 2003, 47 new volunteers joined the Docent ranks after successfully completing a 10-week training course run by the Docent Training Team.



A Docent Snake-handler



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Corporate Governance

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

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Corporate Governance

The Minister for the Environment, the Hon Dr Judy Edwards, is the Minister responsible for the Zoological Parks Authority (formerly the Zoological Gardens Board), which manages Perth Zoo. The Zoological Parks Authority 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 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.

Zoological Parks Authority Board

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, John Kerr completed his term and existing members Margaret Nadebaum (Deputy Chairperson) and Karen Lang were reappointed for three-year terms. As at June 2004, there was one Board member vacancy.

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 eleven occasions in the reporting period. The number of meetings attended by each member is shown in brackets.

Emeritus Professor John Howell AO (10 out of possible 11)

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 (QEII 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. He was appointed Chairperson of the new Zoological Parks Authority for a three-year term in May 2002. His current term of appointment expires 22/5/05.

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Zoological Parks Authority Board (continued)

Ms Margaret Nadebaum (10 out of possible 11)

Deputy Chairperson

Ms Nadebaum has held a number of senior positions in education including Chief Executive Officer of the Ministry of Education in Western Australia and Principal of Methodist Ladies' College in Perth. 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 and Wagering Commission. Ms Nadebaum joined the Zoological Gardens Board in March 1997. Her current term of appointment expires 23/2/07.

Mr John Collins (8 out of possible 11)

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.

Mr Mike Evans (10 out of possible 11)

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.

Ms Karen Lang (10 out of possible 11)

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 current term of appointment expires 23/4/07.

Ms Jenelle Provost (9 out of possible 11)

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 Andrew Thompson (9 out of possible 11)

Professor of Parasitology at the School of Veterinary and Biomedical Sciences, Division of Health Sciences, 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. His three year term expires on 21/2/06.

Mr John Kerr (4 out of possible 5). Term expired 24/12/03.

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Zoological Parks Authority Board (continued)

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 \$12,200
Deputy Chairperson	annual fee of \$8,500
All other Members	sitting fee of \$320 per full day or \$210 per half day

Perth Zoo takes out Directors and Officers Liability Insurance, covering members of the Zoological Parks Authority Board and senior management. The limit of liability is \$10 million. The Zoo contributed \$12,585.87 to the annual premium with Board members and senior management 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. Three of these committees (Animal Ethics, Research and Audit) include external (to the Zoo) representation. The performance of the committees was reviewed by the Board during the year. 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), Jenelle Provost (Board Representative), John Kerr (Board Representative, part year), Susan Hunt (Perth Zoo Chief Executive Officer), Garry Adams (Perth Zoo Acting 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), Jenelle Provost (Board Representative), John Kerr (Board Representative, part year), Mike Evans (Board Representative), Susan Hunt (Perth Zoo Chief Executive Officer), Garry Adams (Perth Zoo Acting Director Business Operations), and Wayne Clark (internal audit, HLB Mann Judd). A representative from the Office of the Auditor General attends as an observer.

Title: **Animal Ethics Committee (meets quarterly)**

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: Susan Hunt, (Chair, Perth Zoo Chief Executive), Karen Lang (Board representative), Graham Mabury (public interest), 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), Cree Monaghan (Perth Zoo Acting Director Animal Health Services and Research), Trueman Faulkner (Perth Zoo Acting Curator Elephants/NSBP) and Simone Vitali (Perth Zoo Senior Veterinarian).

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Zoological Parks Authority Board (continued)

Formal Committees of the Board (continued)

Title: **Research Committee (meets bi-monthly)**

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

Members: Andrew Thompson (Chair, Board representative), Colin Hyde (Deputy Chair, Perth Zoo Director Life Sciences), Alan Lymbery (Murdoch University), Keith Morris (Department of Conservation and Land Management), Ric How (WA Museum), Graeme Martin (University of Western Australia), Cree Monaghan (Perth Zoo Acting Director Animal Health Services and Research), Helen Robertson (Perth Zoo Curator Australian Fauna).

Executive Management Team

The Executive comprises the Chief Executive Officer, the Director of Business Operations, the Director of Life Sciences and the Director of Animal Health Services and Research. 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 2004) were:

Susan Hunt BA (Hons), MA (Arts)

Chief Executive Officer

Susan Hunt was appointed Chief Executive Officer on 30 March 2004 after acting in the position for nine months following the retirement of Brian Easton. Susan 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 and has also worked in the university and private sectors in social science research, writing and lecturing. Susan is a member of the Institute of Public Administration and a member of the Board of the Australasian Regional Association of Zoological Parks and Aquaria.

Colin Hyde B. App. Sci. (Env. Sci.), Assoc. Dip. (Env. Ctl.)

Director Life Sciences

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 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, logistics and animal ethics. He is Chair of the RSPCA Animal Ethics Committee and Co-chair of the Fauna Rehabilitation Foundation Inc.

Dr Cree Monaghan BSc BVMS (Hons) MVS

(Acting) Director Animal Health Services and Research

Cree Monaghan joined the Zoo in early 1998. A veterinarian with a Masters Degree in Zoo and Wildlife Medicine and Management, she has worked in the zoo industry since 1995. As Director, Cree is responsible for research programs and animal health including nutrition, fertility, policy development, disease investigations and staff and student training. She also manages special project areas and is responsible for developing collaborative research and breeding 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.

Garry Adams B.Com, CPA

(Acting) Director Business Operations

Garry Adams joined Perth Zoo in December 2001 as Manager Business and Finance. He has over 12 years experience in the Western Australian Public Sector in the areas of audit, regional development and health. He has been acting in the role of Director of Business Operations since July 2003. Directorate responsibilities include finance, marketing, human resource management, facilities and environmental services, policy and administration, sponsorship, fundraising and education.

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Compliance with Legislation and Government Policy

COMPLIANCE REPORTS

Chief Executive Officer's Report on Compliance with Legislation Public Sector Management Act 1994 Section 31(1)

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

To ensure employee awareness of the standards and the claim process, information was included in induction presentations and material provided to new staff. Information is also available to all staff on the Zoo intranet. Specific reference is made to the standards in relevant policies.

Monitoring of Perth Zoo's compliance with the standards included the use of checklists, internal reviews, audits by human resource staff and analysis of matters raised relating to formal or informal claims of a breach of standard.

The Zoo conducted 35 recruitment processes and received two breach claims of which one was withdrawn and the other is under review.

Compliance with Code of Ethics and Code of Conduct

The Zoo's Code of Conduct was reviewed to take into account new and revised legislation and staff feedback. The Public Sector Code of Ethics and the Zoo's revised Code of Conduct continue to be communicated to staff through the induction process, at section meetings, briefing sessions and as hand outs in hard copy and on the Zoo's intranet.

Methods used to assess compliance included a review of customer satisfaction feedback forms, staff surveys and analysis by human resource staff of matters raised that related to Codes of Conduct and workplace behaviour. Feedback from customer surveys raised no concerns in relation to ethical codes or conduct.

In 2003-04, five complaints relating to breaches of the Zoo's Code of Conduct were lodged with human resources staff. Four of these complaints were investigated internally and the fifth by an independent consultant. All were resolved through education, performance management, coaching, internal transfer and appropriate disciplinary action.



Susan Hunt
Chief Executive Officer

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Compliance with Relevant Written Laws

Freedom of Information

The Manager Policy and Administration is the designated Freedom of Information Coordinator and is responsible for assisting with day-to-day public access to documents. The Records Coordinator and Reception Desk officers also assist with general inquiries. Inquiries should be directed to the Manager Policy and Administration on (08) 94740325 or to the Records Coordinator on (08) 94740399 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 2004, 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 incurred the following expenditure in advertising, market research, polling, direct mail and media advertising.

Expenditure with Advertising Agencies	Nil
Expenditure with Market Research Organisations	
Market Equity Pty Ltd	\$ 22,145
Expenditure with Polling Organisations	Nil
Expenditure with Direct Mail Organisations	
Disco Direct Mailing Service	
Northside Distributors	
Templar Marketing	\$ 20,072
Expenditure with Media Advertising Organisations	
Media Decisions WA	
Marketforce Productions	
Eyezon Pty Ltd	
Macwrite Publicity Services	
Countrywide Publications	
Universal Publishers	
Marketforce Australia	
West Australian Publishers	
Walsh Media Services	
Media FX	
WA Newspapers Ltd	\$268,942
Total Expenditure	\$311,159

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Compliance with Government Policy

Equal Employment Opportunity Outcomes

(Equal Opportunity Act 1984, S146)

A key focus in implementing the Zoo's Equal Opportunity Management Plan in 2003-04 has been developing the skills of staff through communication and team building training to promote a positive, inclusive and harassment-free workplace culture. The Zoo's Code of Conduct was reviewed and staff briefed on workplace conduct and appropriate behaviour. Front-line supervisors were offered training in conflict management, which included cultural awareness training and developing mentoring and coaching skills.

The Zoo was again successful in securing Commonwealth Workplace English Language and Literacy Program funding to improve workplace English language and literacy, as well as provide opportunities for staff to develop competencies that complement their responsibilities and develop career paths.

Continuing strategies to improve the diversity of the Zoo's workforce included partnering with external agencies to improve access to a more diversified pool of candidates and the provision of application writing and interview skills training for contract staff.

The popularity of the Zoo's work experience program continued with 117 placements over the year. Some participants successfully applied for appointment to the keeper pool. Recruitment for the keeper pool included four traineeships, assisting the Zoo in exceeding its targets for youth employment.

The Zoo also exceeded its targets in the areas of workforce diversity for women and people from culturally diverse backgrounds.

Employment of people with a disability and Indigenous Australians remained constant and will be a focus in the coming year. The Zoo continued to look for opportunities to improve the level of indigenous representation. In addition to an Education Cadet and Horticulture Apprentice, the Zoo also took on an Indigenous Events and Tourism Trainee through a structured workplace learning program.

Workforce	ACTUAL 30 June 2003	ACTUAL 30 June 2004	TARGET 30 June 2004
Men	48.3%	43.7%	50.0%
Women	51.7%	56.3%	50.0%
Indigenous Australians	1.4%	1.3%	4%
Culturally & Linguistically Diverse Backgrounds	8.4%	9.8%	8%
People with Disabilities	7.7%	7.3%	7%
Youth (<25)	7.6%	10.7%	9%

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Compliance with Government Policy (continued)

Disability Services Plan Outcomes

(Disability Services Act 1993, S29)

The Zoo's Disability Services Plan 2000-2004 was evaluated and a new plan developed setting goals and targets for 2004-2008. While the general aims and objectives of the plan remain the same, the strategic goals and how these will be achieved have changed reflecting progress already made in the area of disability services as well as the changing services and facilities available at the Zoo.

Modifications and upgrades undertaken in 2003-04 included the completion of nine new water fountains providing wheelchair access, an upgrade of the baby change facilities near the Information Centre, a safety and accessibility audit of the Variety Special Playground and the introduction of a preventative maintenance plan.

Access to buildings and facilities was improved with the completion of pathway modifications in the Rainforest Exhibit and an upgrade of the Conference Centre toilet facilities to include new facilities for people with a disability. A new car park was completed by the City of South Perth providing two additional disability parking bays close to the Zoo's front entrance.

The Zoo continued to provide wheelchairs, electric scooters and electric vehicles as transport aid options.

The Zoo also 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.

This year, Adults at Kids' Prices was offered every Tuesday and Wednesday throughout February, March, May and June 2004 to help increase access to the Zoo.

The Zoo map and signs around the Zoo were improved to ensure they included information about services available to meet the needs of the disabled. The Talking Zoo audio tours continued to offer information about the Zoo's services and exhibits in an alternative medium. Monitors were also placed at the front entrance providing information about available services.

Customised tours incorporating touch tables, Docent guides and education staff were made available on request as part of services to improve the experiences available to people with disabilities or access issues. Docent guides receive disability awareness training as part of their 10-week induction program.

The involvement of the Facilities and Environmental Services Manager on the Disability Services Committee and as the committee's representative on capital works projects has proven invaluable in ensuring disability and access issues are addressed in projects such as the new African Painted Dog exhibit and the Asian Elephant exhibit redevelopment.

Input from people with disabilities is encouraged through the Zoo's customer feedback forms.

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Compliance with Government Policy (continued)

Sustainability at Perth Zoo

In keeping with our vision of becoming the world's first sustainable Zoo, Perth Zoo is committed to responsible and sustainable environmental and business management. The Zoo ensures that sustainable environmental and business practices are followed through its activities, premises, plant and equipment.

The Zoo's sustainability policy is consistent with the Western Australian Government's Sustainability Strategy and meets the requirements of the Sustainability Code of Practice. Perth Zoo focuses on achieving its sustainability objectives through the implementation of sustainable environmental and business management projects that maximise sustainability and minimise the impact on environment through the adoption of efficient business and environmental strategies.

The Zoo is developing a Sustainability Action Plan that includes information on how it is meeting the commitments of the Sustainability Code of Practice. The Action Plan details sustainable environmental and business management activities currently being developed and undertaken by the Zoo including:

- the development of the Zoo as a centre for public education on sustainability principles and as a model for best practice environmental management;
- research into animals and plants in the Zoo collection and breeding threatened native species for release into the wild;
- support of in-situ conservation projects;
- education program emphasis on sustainability in all development and exhibitory by demonstrating how humans can minimise their impact on the environment, save resources, save money and live a healthier lifestyle;
- priority to environmental management with continual improvement initiated and managed through the Zoo's Environmental Management Group;
- upgrade of the Zoo's water bodies to introduce best practice water management principles;
- review of all areas of the Zoo to minimise energy use;
- conservation of significant trees and plants through the Zoo's Botanical Plan developed by the horticultural section;
- internal communication aimed at raising staff awareness of the range of sustainability issues, their contributions and responsibilities; and
- progressive implementation of an energy management program across the Zoo.

Energy Smart Program

In accordance with the Energy Smart Government Policy, Perth Zoo is committed to increasing the efficiency of its non-transport related energy use. The policy targets a 12% reduction in non-transport related energy use by 2006-07 with a 6% reduction targeted for 2003-04.

During the year, timers were installed on all electric storage hot water systems and several other electrical appliances. Two of the Zoo's five operating bore pumps were replaced with more efficient units and \$28,000 was spent on increasing the automation of the irrigation system to improve operator control and reduce running times.

These actions resulted in a decrease in electricity consumption from the previous year, however this was offset by an increase in gas consumption.

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Compliance with Government Policy (continued)

The Zoo's total energy figures for the year are detailed in the table below. The decrease in energy costs reflects the application of lower pricing structures for the entire year.

	2001/02 Baseline Data	2003/04 Actuals	Variation %
Energy Consumption (MJ)	*8,444,263	9,050,191	7.17
Energy Cost (\$)	*210,561	196,923	-6.48
Greenhouse Gas Emissions (tonnes of CO ₂)	*1,794	1,897	5.74

* The baseline data differs from that reported in 2002-03 due to the identification of an error in the previous figures.

In 2004-05, the Zoo will be undertaking a number of projects that will make it very difficult to achieve reductions in energy consumption. These projects include a major extension and upgrade of the elephant exhibit and new exhibits for a Fishing Cat, African Painted Dogs and Celebes Macaques, as well as the installation of water treatment systems for three large water bodies. The Zoo will, however, continue to implement further measures to improve energy use and ensure that energy efficiency measures are incorporated into the design of the new projects.

Waste Recycling

A total of 2080 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 included aluminium cans (320 kilograms), plastic and glass drink bottles, scrap metal (6980 kilograms), polystyrene boxes, plastic chemical containers and photocopier toner cartridges. The Zoo also operates a composting program that enables it to use all of its collected animal waste in the Zoo gardens and at offsite fodder production areas. This involves approximately 350 cubic metres of organic waste material.



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Report on Operations

- > Life Sciences Directorate:
 - Exotic Fauna
 - Australian Fauna
 - Horticulture

- > Animal Health Services and Research Directorate:
 - Veterinary Section
 - Assisted Reproduction
 - Research

- > Business Operations Directorate:
 - Marketing, Events, Commercial Business Activities
 - Corporate Relations and Fundraising
 - Media and Communications
 - Visitor Services and Education
 - Facilities Maintenance and Capital Works
 - Environmental Management
 - Planning, Policy and Administration
 - Human Resources

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Life Sciences Directorate

Objective

- To promote the understanding and appreciation of wildlife and conservation through the presentation of a diverse, well-maintained, interesting collection of animals and 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.

Overview

During the year, the directorate managed the Zoo's collection of flora and fauna in line with the agency's mission statement, objectives and Animal Collection Plan – the latter 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 species breeding-for-release program. This successful program is undertaken as part of broader species recovery programs led by the Department of Conservation and Land Management.

In the latter part of 2003-04, a new Curatorial position responsible for the management of the elephant section and the Native Species Breeding Program (NSBP) was established within the Life Sciences Directorate. The creation of this position has been very successful in providing an appropriate level of managerial support for these two important and diverse areas.

The Life Sciences Directorate and Animal Health Services and Research Directorate worked closely together to coordinate various tasks and activities and achieve required outcomes.

Significant animal births in 2003-04 included twin Ring-tailed Lemurs, three clutches of Pink-eared Turtles, twin Nepalese Red Pandas and a Hamadryas Baboon.

Outcomes

Exotic Fauna

During the year, extensive planning and design work was undertaken for the redevelopment of the Zoo's 18-year-old Asian Elephant exhibit. As part of the 2004-05 State Budget, the Government announced it would provide an additional \$3.6 million for the redevelopment, bringing the total State Government funding for the project to \$4.7 million over three years. The redevelopment project will provide more space and new facilities for the Zoo's elephants, as well as increased visitor interaction and viewing opportunities.

Construction will take place over two years and will see the size of the elephants' exhibit increase threefold. The project will provide significant new animal enrichment activities and cater for the maturing bull elephant.

Perth Zoo has four Asian Elephants (an endangered species), one male and three females, of varying ages. At 47 years of age, Tricia is the matriarch of the herd, followed by 15-year-old male Putra Mas and two younger females, Permai (15 years) and Teduh (14 years). This grouping provides important social interaction and breeding opportunities for the animals. Although now in her twilight years, Tricia remains in good health.

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Life Sciences Directorate (continued)

Demolition and construction work on Stage One of the elephant exhibit redevelopment is due to begin in the first half of 2004-05. Stage One will provide a new exercise and display area for the three females, including a new pool. This will free up the existing elephant yard for the use of the bull. This yard will also be extended and the perimeter fence strengthened. In addition, a new barn will be built for the bull elephant.

Stage two will include an additional display and exercise area for the females adjacent to their other yard with a through-gate to provide one large area and access to a grove of mature rainforest trees. In addition, the existing barn for the females will be extended. Stage two will also include a new, larger swimming area for the bull.

During the year, investigations continued into the fertility of one of the Zoo's female Southern White Rhinoceros, Katala, who has not conceived, while blood tests confirmed that the younger female, Sabie, was pregnant again. Sabie gave birth to her first calf in December 2002 and, if all goes well, should give birth to her second offspring in May 2005. Perth Zoo is part of an Australasian breeding program for this conservation dependent species. The aim of the program is to secure a genetically diverse population of Southern White Rhinoceros.

Work also continued on the development of a breeding program for the Zoo's elephants (see Animal Health Services and Research Directorate report for more details).

January 2004 saw the arrival of a young male Sumatran Tiger from Rheine Zoo in Germany as part of an international breeding program for this critically endangered species. Dumai, chosen as the best genetic match for Perth Zoo's female tiger Setia, is expected to play a key role in the Australasian captive breeding program for this threatened species. The Australasian and European Sumatran Tiger captive breeding programs are part of a global tiger conservation



New Sumatran Tiger, Dumai

management initiative aimed at providing a crucial back-up population of tigers to support the survival and/or recovery of wild populations in the future. The Sumatran Tiger is facing extinction with estimates that there could be as few as 400 left in the wild in Indonesia. Dumai will be introduced to Setia for breeding purposes when he is mature enough, with plans for a pairing in July 2005.

The Zoo's two Syrian Bears moved to a new home in the eastern states in October, reflecting a change in priorities at the Australasian level. In line with the new regional focus, Perth Zoo will be concentrating on Sun Bears. The Zoo plans to start a Sun Bear breeding program with the proposed transfer of two rescued Sun Bears from Cambodia to Perth in 2005-06. These bears, rescued by Free the Bears Fund, cannot be released back into the wild. (For more detail on Project Sun Bear refer to the Business Operations Directorate report).

After a long wait and much planning, a new male Sumatran Orang-utan arrived from Canada in May signalling the restart of Perth Zoo's internationally renowned breeding program for this critically endangered species. Seventeen-year-old Dinar brings with him a valuable new genetic line and has already been paired with his first female. It is 10 years since the birth of an orang-utan at Perth Zoo, with the hiatus in the Zoo's breeding program (which is part of an Australasian breeding program) reflecting the long birth intervals of orang-utans and the extended infant-rearing years.

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Life Sciences Directorate (continued)

Dinar is, as yet, an unproven breeder but the expectation is that he will continue the Zoo's contribution to the gene pool of this species by ushering in the third generation of orang-utans bred at Perth Zoo. The importance of a global captive population of orang-utan is increasing with field biologists predicting the potential demise of the species in the wild within 10 years.

May 27 saw the first successful birth of a Hamadryas Baboon at the Zoo for almost 20 years. The young male is progressing well. The Hamadryas Baboon lives in Ethiopia, Somalia, Saudi Arabia and Yemen and is classified as Near Threatened which means that without protection it may become yet another threatened species in the wild.

Australian Fauna

During the year, a new reptile nursery was opened providing visitors with the opportunity to view young reptiles normally housed in off-display areas. The Zoo runs a very successful captive breeding program for reptiles but most of the breeding activity and care of the youngsters takes place in special behind-the-scenes breeding areas. The nursery has proved very popular. It is planned to rotate the animals on display as births occur and youngsters mature.

The nursery's first residents included six 12-week-old Pink-eared Turtles. The tiny fresh water turtles were from one of three clutches of Pink-eared Turtle eggs that hatched at the Zoo in early 2004. The 23 hatchlings are the first known successful captive breeding of this species.

During the year, the Perentie exhibit was extended to provide the animals with an additional outside area. The extension has resulted in a significant increase in different behaviours exhibited by the animals when outside. The Reticulated Python exhibit was also extended.

A new Echidna exhibit providing the echidnas with underground retreats and more space and stimulus – including a water body – was completed and opened in the Australian Bushwalk. The new facility, which includes underground viewing of the Echidnas' burrows, provides excellent visibility for visitors.

In 2003-04, the collection was boosted with the addition of two new species. The Zoo provided a home for two post-reproductive Tasmanian Devils from the eastern states who have taken on the role of ambassadors for their species. In addition, two Bilbies were added to the Nocturnal House – the first Bilbies at the Zoo for more than a decade. The Bilbies were provided by the Department of Conservation and Land Management and Kanyana Wildlife Fauna Rehabilitation Centre.

The Native Species Breeding Program continued to provide high level support to in-situ conservation programs managed by the Department of Conservation and Land Management (CALM). The Zoo's role in these species recovery programs is to breed threatened native species for release into monitored habitats in the wild to augment and create new wild populations. The ultimate aim of these recovery programs is to increase the long term security of these species in the wild. In 2003-04, Perth Zoo provided 47 Western Swamp Tortoises, 7 Numbats and 43 Dibblers to CALM for release into reserves in Western Australia.



Pink-eared Turtle

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Life Sciences Directorate (continued)

The cessation of the Marsupial Cooperative Research Centre funding in June 2003 left the national community education program – The Great Australian Marsupial Night Stalk (which is coordinated by Perth Zoo each year) – without financial support in 2003. To overcome this setback, Perth Zoo staff volunteered their time, with support from the Zoo, to ensure the fifth annual Night Stalk went ahead in August/September 2003. During the six weeks of Night Stalk, members of the public – including schools and community groups – conduct spotlight surveys in their local areas and record sightings of marsupials and feral pests. Although scaled down, the 2003 event provided continuity while the search for a new funding source continued. The year ended on a positive note with resource company Tiwest providing a three-year Night Stalk sponsorship.

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.

The augmentation of the koala fodder plantation at the Zoo's Byford property continued throughout the year with the planting of 2000 Eucalyptus seedlings by primary school students and volunteers from Westpac Bank.

The fodder production partnership with the Banksia Hill Detention Centre, which began last year, continued to grow with the additional planting of around 1000 plants at the centre. This initiative is providing a positive focus for the residents of the centre as well as much needed assistance for the Zoo in meeting specialised fodder requirements for the animals.

Horticulture staff participated once again in Garden Week, assisting with the Ecotopia exhibit. Animals were incorporated into the display providing the chance to promote back yard conservation messages to a broad audience.

As part of the staff's ongoing commitment to local conservation issues, assistance was again provided with the planting of native plants in the Milyu sanctuary in South Perth on the shores of the Swan River. This sanctuary hosts a broad range of migratory and local wading birds throughout the year and is an important resting place and food source for these birds.

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Animal Health Services 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.

Overview

In July 2003, research (excluding the Native Species Breeding Program) and veterinary services were separated from the former Life Sciences and Research Directorate to create a new Directorate of Animal Health Services and Research. The restructure has provided a renewed focus for research following the cessation of Federal Government funding for the Marsupial Cooperative Research Centre which provided crucial funding for the Zoo's research and Native Species Breeding Program.

The function of the new directorate is multifaceted, integrating research activities and veterinary services to deliver outcomes that contribute to best practice for the care and keeping of the zoological collection. A directorate of this kind is unique amongst Australian zoos with its combination of two strategically aligned core zoo activities.

In 2003-04, research activities were reviewed with assistance from the Perth Zoo Research Committee to ensure they were closely aligned with the Zoo's strategic objectives. Veterinary activities were given a higher profile with veterinary advice now officially incorporated into broader Zoo activities such as collection planning, husbandry, public health, research, animal behaviour, business operations and education.

Outcomes

Veterinary Section

The main areas of focus for the veterinary section in 2003-04 included the provision of high quality preventative medicine, the successful import and export of animals in managed programs, the review of and research into husbandry and veterinary practices, and the provision of conservation-based education programs.

This year saw the completion of the first veterinary residency under the inaugural Masters Philosophy Program between Murdoch University School of Veterinary and Biomedical Sciences and Perth Zoo. This three-year program provides clinical training for a qualified veterinarian in the area of zoo and wildlife medicine and research. The program also requires the submission of a Masters Research project. The inaugural resident's research project, *Hepatitis B virus in Silvery Gibbons (Hylobates moloch)*, has significant conservation importance for this critically endangered primate, with highly relevant outcomes for the successful management of this species in zoological breeding programs. A new resident has been selected for the next three-year program.

During the year, the Perth Zoo/Murdoch University collaborative teaching program in Zoo and Wildlife Medicine for final year veterinary students was reviewed and the length of the unit increased to 28 full time teaching weeks. This program, which began in early 2003, has received excellent feedback from students.

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Animal Health Services and Research Directorate (continued)

New educational initiatives in 2003-04 included staff participation in the development of teaching units for two new Murdoch University Conservation Medicine courses.

Perth Zoo veterinary staff also assisted with a range of Department of Conservation and Land Management (CALM) courses in basic and advanced wildlife care. Zoo staff coordinated and presented three basic wildlife courses and one advanced course.

On the medical front, the veterinary team treated 53 wild cockatoos brought in by CALM as part of an ongoing program between the two agencies to rehabilitate injured and sick birds. Success with these difficult rehabilitation cases continued to improve with around 50% of birds returned to the wild. The nature of the injuries and the level of fitness required to survive in the wild means that many birds can never be returned to the wild. In these cases, the birds can play an important role in captive breeding programs.

Perth Zoo veterinary staff also examined 240 confiscated reptiles for the Australian Customs Service. Most of the animals did not require ongoing veterinary attention, however a small number were housed temporarily at Perth Zoo for medical treatment.

A focus on nutrition (animal diets) continued throughout the year with reviews of the diets for parrots, orang-utans, gibbons, pandas and Sun Bear. Laboratory analysis of various fodder was also undertaken providing valuable nutritional content information which has been shared with zoos around Australia.

During the year, veterinary staff tackled a number of complex bird disease issues and, consequently, implemented an upgraded quarantine process for all incoming birds.

Responsible for ensuring Australian Quarantine Inspection Service requirements are met, the veterinary section was kept busy with a number of significant animal arrivals in 2003-04. Veterinary staff are responsible for the care and assessment of animals during quarantine periods which vary for different species and individuals depending on the requirements and/or identification of medical issues on arrival. Major arrivals during the year included a male orang-utan from Canada and a male Sumatran Tiger from Germany. Both animals were brought in for breeding programs.

Prior to their departure to the eastern states, the Zoo's two Syrian Bears were anaesthetised and given a thorough health check. Both were in excellent condition.



Wild Cockatoo receiving treatment at Perth Zoo

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Animal Health Services and Research Directorate (continued)

Assisted Reproduction

One of the major outcomes of the creation of the new directorate has been the ability to concentrate on the Zoo's assisted reproduction program, working collaboratively with external organisations. Using modern technology and adapting human medical procedures, it is hoped that assisted reproduction will help some of the world's most endangered species. The ability to access an international gene pool through assisted reproduction is very important for threatened species and particularly relevant for Cheetah. There are known fertility issues with wild and captive Cheetah believed to stem from a genetic collapse of the species many years ago when the Cheetah almost became extinct.

In October 2003, Perth Zoo's Cheetah was artificially inseminated in the hope of replicating the 2001 success when Australia's first cheetah cub conceived through AI was born at Perth Zoo. The 2003 procedure involved a team of 10 veterinary staff with specialists from around the state. Although an ultrasound later confirmed that the Cheetah was not pregnant, this work and the broader assisted reproduction program are providing vital information for world-wide conservation efforts critical to the long term future of Cheetah and other threatened species.

During the year, the animal health and life sciences teams continued work on the development of a breeding program for the Zoo's Asian Elephants. Given the complexities of elephant breeding and the lengthy hormonal cycles involved, this is a long term project. The breeding of female elephants at the correct age is important in providing physical, social and behavioural benefits to the animals. Over the past three years, blood has been collected from the Zoo's two breeding age females to develop reproductive hormonal profiles. Special elephant hormonal test kits have also been imported to provide further detail on the reproductive cycles.

To assist the Zoo in developing this important breeding program, three exotic animal reproduction specialists from the Institute for Zoo and Wildlife Research (IZW), in Berlin, visited Perth Zoo in October 2003 to perform ultrasound examinations and reproductive assessments of the Zoo's elephants. Internationally renowned specialists in elephant and rhinoceros breeding, these three veterinarians have provided significant input to the direction of Perth Zoo's breeding program for these two species. Based on the specialists' assessments and recommendations, the Zoo's elephant breeding program will focus on both natural breeding and the development of artificial insemination (AI) as an option. AI is currently only performed by specialists.

Work also continued on the development of an artificial insemination program for the Zoo's Rothschild's Giraffe. With assistance from Murdoch University reproduction specialists and PIVET medical centre, the first giraffe AI procedure at the Zoo was undertaken using frozen semen from Auckland Zoo. The procedure did not result in a pregnancy however this was not unexpected. AI with giraffe is very new around the world. The potential benefits of work in this field are enormous including the contribution to international understanding with new reproductive and procedural data, and the future possibility of valuable genetic matches between females and males across the globe. It is hoped that AI will help overcome the logistical difficulties involved in the transfer of large animals and broaden the genetic pool for breeding programs.

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Animal Health Services and Research Directorate (continued)

Research

Perth Zoo works in collaboration with various institutions to investigate issues to help maintain its high husbandry and animal breeding standards, to assist in in-situ conservation projects and to add to the general body of knowledge on different species. Research topics are usually provided by the Zoo and taken up by students undertaking Honours, Masters and PhD studies. All students have a Zoo supervisor with experience in research and relevant animal expertise.

Projects approved for study in 2003-04 included various behavioural research projects to help provide information for the general management of species and breeding activities. These projects included a study of the behavioural interactions between our Southern White Rhinoceros, an investigation into the reproductive biology of the Eclectus Parrot, the behaviour of the orang-utan colony following the introduction of a new male, the social behaviour of a pack of African Painted Dogs and the behavioural activity patterns of the Capuchin Monkey.

Other research activities with direct Western Australian in-situ conservation application included food trials with native Western Australian species housed at Perth Zoo to determine the palatability of non-baited sausages that are used for fox control in Western Australia. The Department of Conservation and Land Management has been conducting research in this field for a number of years and the results from the Zoo trials are vital to the development of the program plans.

Malleefowl chick feeding behaviour is also being studied at the Zoo to improve the survival rate of chicks in the wild.

A long-running study into the visual capabilities of marsupials, in particular the Numbat, continued with significant findings.

The Perth Zoo web site includes information on potential research activities and provides a contact point for interested students and researchers.

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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.

Overview

During 2003-04, the directorate focused on developing strategies to increase visitation and improve visitor services, develop diversified revenue streams, increase public access, establish business partnerships, improve education outcomes and upgrade the underlying infrastructure of the Zoo.

Important improvements to animal enclosures and visitor facilities were undertaken and significant growth was achieved in the fundraising and sponsorship areas.

The directorate continued to coordinate the development of strategic and operational planning across the Zoo to guide the overall organisational directions throughout the year.

A substantial amount of staff time was spent participating in the State Government's functional review processes which will require significantly more attention in the coming financial year with the implementation of the State Government's shared corporate service initiatives.

Outcomes

Visitation

The Zoo attracted a total of 528,880 visitors in 2003-04, down slightly from 531,319 last year. The reduction reflects increasing competition in the marketplace from outdoor cinemas and events, local council festivals and concerts and a range of educational attractions. This was compounded by extremely hot weather in traditional peak visitation months.

The admission revenue yield increased slightly during the year with the level of the increase affected by a number of factors including admission numbers, a small increase in admission prices, discounted promotional activities and an increase in Friends of Perth Zoo members. The commercial yield per visitor increased slightly reflecting increased revenue from various areas including Friends of Perth Zoo memberships and commercial behind-the-scenes activities.

Market Equity conducted 500 face-to-face intercept interviews with Perth Zoo visitors and 301 telephone interviews with members of the public in April 2004. According to this market research, Perth Zoo remains a key attraction visited by more than one in four members of the public in the past year. The market research revealed excellent customer satisfaction levels and acknowledgment of the Zoo's conservation role.

- Overall satisfaction with the Zoo's facilities reached an all-time high of 99%, with 95% of the general public describing the Zoo as either quite or extremely good value for money;
- 99% of visitors reported good animal visibility (up from 96% in 2003) and 92% of the general public agreed that Perth Zoo educates visitors about conservation (up from 89% in 2003);
- 91% of the general public believed Perth Zoo demonstrated how people could have an effect on wildlife and 98% of visitors believed Perth Zoo had an important role in the community (up from 95% in 2003).

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Business Operations Directorate (continued)

Marketing

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

Successfully integrating education and recreation, the *Make Your Mark for Conservation* school holiday program was extremely popular in 2003-04.

An Adults at Kids' Prices promotion was undertaken on Tuesdays and Wednesdays in the off-peak months of February and March, and again in May and June, to increase access and to help boost visitor numbers in low visitation times. Post code analysis showed the initiative successfully attracted people from areas with significant numbers of seniors, families with pre-school children and people in the lower to middle income brackets.



Make your mark for conservation

Events

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

A revised Zootober program of activities in October 2003 saw a significant increase in attendance, with 54,000 visitors compared to 40,808 for the same period in 2002. The revamped program featured a greater emphasis on conservation-related activities.

The Carols, Candles and Creatures event in December, presented by the Community Newspaper Group, attracted 2425 people. The popular Peter's Trumpet Happy Zoo Year evening on 31 December was yet again a sell out event with 4700 people.

In January 2004, Alinta Summer Sunsets replaced the Night Zoo program of previous years with an earlier closing time of 7.30pm instead of 9pm. Attendance was well below expectations at 13,235 with low numbers attributed to exceptionally hot weather and the absence of new animal attractions. A review of this program is under way.

Attendance at Perth Zoo's popular Twilight Concerts increased again in 2004, up by nearly 6% with a total of 26,212 people attending the eight concerts. The concerts, sponsored by Western Potatoes, were held every Saturday night in February and March.

Fine weather, school holidays and the Easter break all helped to attract a total of 60,724 people to the Zoo in April, exceeding budget expectations by around 10 per cent. Just over 11,500 people visited the Zoo on Sundays during the Commonwealth Bank April Jazz concert season.

Commercial Business Activities

The Zoo's Close Encounters program, providing behind-the-scenes experiences for the general public, continued to grow generating nearly \$50,000 in revenue.

Retail sales through the Zoo Shop were strong with a net profit of \$179,624 whilst restaurant and catering revenue from the catering contract with Spotless Services Limited was similar to last year.

The carousel maintained its popularity with more than 40,000 youngsters enjoying the ride.

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Business Operations Directorate (continued)

Corporate Relations and Fundraising

During 2003-04, the Corporate Relations and Fundraising Section achieved significant growth, securing new partnerships, developing new products and implementing strategic fundraising initiatives.

The Zoo welcomed Tiwest as sponsor of The Great Australian Marsupial Night Stalk and the Community Newspapers Group as naming rights sponsor of Carols, Candles and Creatures, and supporter of Project Sun Bear.

Long-term partner Alinta continued its sponsorship of the Alinta Zoo Hopper, as well as its naming rights sponsorship of the Alinta Summer Sunsets season in January.

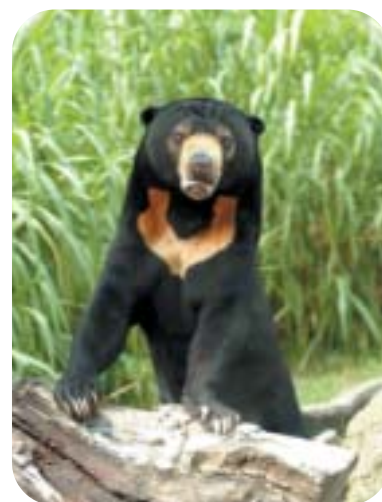
Other major partners who continued their valuable support for the Zoo included Commonwealth Bank, Coca-Cola, Mix 94.5, Network Ten, Peters and Brownes, Water Corporation, Western Potatoes and the City of South Perth.

In March 2004, the Zoo launched Project Sun Bear, a major new fundraising initiative to bring two rescued Sun Bears from Cambodia to Perth to start a new life as part of an Australasian breeding program. The aim is to raise over \$600,000 to build a new Sun Bear exhibit suitable for breeding, transport the bears to Perth and develop a breeding program at the Zoo for this threatened species. A component of the program is ongoing support to Sun Bear conservation projects in Cambodia.

Perth Zoo is working with Free the Bears Fund, who rescued the two bears, to provide the rare male and female Sun Bear with a new home at Perth Zoo. The rescued bears cannot be released back into the wild. Free the Bears Fund is currently providing specialist care for the bears in its Cambodian sanctuary until the exhibit at Perth Zoo is completed. As at 30 June 2004, more than \$32,000 had been raised for Project Sun Bear with support from major sponsors, schools and members of the public.

During the year, the introduction of new products and more effective marketing of existing products resulted in an overall increase in fundraising. The Friends of Perth Zoo program continued to grow with memberships increasing by 38% from 5420 last year to 7466 at the end of June 2004. The Adopt an Animal program yielded over \$52,500.

The Zoo received around \$40,000 in public donations for the Orangutan Appeal and a further \$13,000 in general donations. No bequests were received.



Sun Bear

Media and Communications

The Zoo generated substantial unpaid media exposure in 2003-04 including international, national, state and regional coverage in print, broadcast and web media.

Media coverage focused on the Zoo's leading conservation and research role in breeding threatened exotic and native species, as well as the Zoo's extensive activities and events program.

Perth Zoo's Australian Walkabout exhibit featured on German television in September 2003 when World Rally Championship participants visited the Zoo. The Zoo also featured in international media as part of the Rugby World Cup coverage after a visit by the Georgian team.

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Business Operations Directorate (continued)

National media exposure included several segments on Channel 9's *Today Show* and *Animal Hospital*, ABC television's *George Negus Program* and Channel 10's *Good Morning Australia*, *Rove Live* and *Totally Wild*, as well as national and interstate news services (free to air and Sky News) and regional radio. State-wide television exposure included segments on *Postcards WA*, *Stateline* and news services.

The Zoo achieved extensive print media coverage in daily and weekend newspapers in Western Australia and interstate, community newspapers across the metropolitan area, regional papers and various magazines including *High Life British Airways Magazine*, *RAC Road Patrol*, *Scoop Magazine*, *Perth Woman* and *The Veterinarian*.

Media highlights in 2003-04 included coverage of the Zoo's assisted reproduction program, commercial Close Encounters behind-the-scenes tours, animal births, the launch of Project Sun Bear, the arrival of a new breeding male Sumatran Orang-utan and the opening of a new reptile nursery.

Visitor Services

In October 2003, the Zoo introduced the Talking Zoo Audio Tour. Using iPod digital audio players, Talking Zoo provides visitors with a choice of more than 60 different audio tracks about the animals at the Zoo, the threats they face in the wild and the conservation work being carried out at Perth Zoo and other zoos to try to save threatened species. Whilst the visitor take-up rate has been slow, feedback from users indicates it is a high quality, useful product.

Two new walking trail maps – one for early morning visitors and the other for visitors who enter the Zoo after 2.30pm – were introduced to assist patrons in making the most of their visit with a suggested itinerary for that time of day.

Education

The Zoo offers a diverse range of on-site education services to its visitors, as well as off-site and on-line education services to the general public. On-site services include formal education programs for school, university and adult groups and interpretive material/services for other Zoo visitors. Off-site education experiences include talks to community groups, an information and enquiries service, a community conservation education program and a range of educational publications.

The Zoo's school education program, *Living Links*, supports the Western Australian curriculum by offering over 40 different education experiences for students from kindergarten level to Year 12 across a wide range of learning areas with lessons presented by Zoo Education Officers or self-guided Zoo trails. The Zoo also offers a range of arts programs, presented by visiting performers. During the year, over 50,000 primary, secondary and tertiary students visited Perth Zoo. Twenty-five schools also participated in the Zoo's new overnight *Zoo Camp* education experience.

In 2003-04, the Zoo's education program was expanded to include an Early Childhood Education (ECE) program for pre-school, kindergarten and pre-primary children.

As part of the Zoo's Adult and Community Education program, staff and Docents presented off-site educational talks to 41 community groups (around 2500 people). The Zoo also offered various courses, including *Exotic Animal Breeding in Small Zoos*, through UWA Extension.

Perth Zoo website received over 374,385 visits (from 3,468,762 hits) during 2003-04, a 227% increase on the previous year. A new interactive, conservation education game called *Pythons and Logs* was added to the web site. The game provides a novel way for children and adults to learn about Numbats.

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Business Operations Directorate (continued)

Facilities Maintenance

The Zoo's computerised maintenance management system (CMMS) was modified to meet specific work request requirements and a CAD Bureau Services contract was developed for the provision and maintenance of a complete and up-to-date spatial data set of the Zoo's infrastructure. A detailed inventory of plant and equipment was also undertaken and recorded using the CMMS. Together with the spatial data, this will provide base level information for future asset management and comprehensive preventative maintenance programs.

The structural integrity inspection program for designated dangerous animal enclosures continued in 2003-04.

Capital Works

The Zoo's capital works program in 2003-04 included:

- completion of Stage 2 of the orang-utan exhibit redevelopment with construction of a new holding enclosure and the installation of new climbing structures in one of the existing enclosures;
- construction of a new Echidna exhibit in the Australian Bushwalk;
- extension of the Perentie exhibit in the Australian Reptile Encounter building to provide an outdoor display area;
- provision of an additional yard for the Nepalese Red Pandas;
- removal of the former Butterfly House and pavilion buildings, creating space for a new African Painted Dog exhibit (due to be completed in 2004-05) and additional lawn area;
- modification of one of the koala enclosures to hold and display Tasmanian Devils; and
- installation of automated security gates at the two main vehicle entry points to the Zoo grounds.

Work also commenced on:

- extensive planning and design work for the redevelopment of the elephant exhibit;
- conversion of the Camp Ndutu building into a theatrette;
- modification of the former Syrian Bear and Sun Bear exhibits to house Celebes Macaques and a Fishing Cat;
- construction of a holding facility for wetland birds; and
- construction of a primate holding facility at the quarantine complex.

Environmental Management

Monitoring of groundwater extraction from the five active bores confirmed that the Zoo continued to operate within its groundwater licence allocation and well within calculated sustainable extraction rates. Installation of a digital data logger on the main sewer outlet improved the Zoo's capacity to assess its waste water discharge patterns. Designs for water treatment systems for the main lake and the wetland exhibit were prepared under the guidance of the Zoo's Water Management Group. Installation of the systems is planned for early 2004-05.

The operation of the Zoo's Environmental Management Group, including its terms of reference, was reviewed with the aim of providing a better focus on key operational environmental issues, particularly water and energy management. The group, chaired by the Chief Executive Officer, continued to meet monthly.

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Business Operations Directorate (continued)

Planning, Policy and Administration

In line with the requirements of the Zoological Parks Authority Act, a Business and Operational Plan 2003-04 was prepared and submitted to the Minister for approval.

In line with the requirements of the State Records Act 2000, Perth Zoo's Record Keeping Plan was submitted and approved by the State Records Office. As part of this plan, a Vital Records Policy was developed along with records management performance indicators which will be reviewed annually. A new Retention and Disposal Authority was also developed (and approved by the State Records Office) to reflect all functions of the Zoo's operations.

During the year, the network server hardware was upgraded to provide improved network access and file sharing efficiency. Work began on an upgrade of the operating system software across the Zoo to take advantage of improvements in software functionality and reliability. In addition, the key back-office software systems were upgraded to improve firewall security, antivirus detection and removal, database support and data backup and recovery.

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, the Emergency Plan and Procedures were updated, and regular emergency drills and training were conducted.

Continuing a security hardware upgrade, the Zoo began implementation of a new key safe system, upgraded staff and contractor security access capabilities and installed an automated gate system.

Human Resources

A major focus in 2003-04 was the development of a framework for staff reward and recognition, consistent with the aims and objectives of the Zoo. As part of this process, the Zoo commissioned a review of the Keeper Career Structure with extensive staff consultation. A revised structure is being finalised.

During the year, the Zoo successfully trialled a new supervisory level within the Keeper Career Structure. These supervisory positions will be filled on a permanent basis in 2004-05.

The total number of staff – including contracted staff, externally funded positions and secondments – increased from 133 full time equivalents (FTEs) at 30 June 2003 to 136 FTEs at 30 June 2004. The turnover rate of permanent employees decreased from 6.5% in 2003 to 5.8% in 2004.

Workers' Compensation and Rehabilitation

The total number of claims lodged decreased from 25 in 2002-03 to 21 in 2003-04 with the average number of lost days per claim rising slightly from 14.28 days in 2002-03 to 14.77 days in 2003-04.

Of the 21 new claims lodged, only three involved significant lost days with the other 18 claims averaging just 0.67 lost days. Five claims remained open at 30 June 2004 with all other claims finalised during the year. The most common injuries were sprains, strains, minor cuts and abrasions and foreign bodies in the eye.

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Business Operations Directorate (continued)

	2001-02	2002-03	2003-04
Number of claims	21	25	21
Number of lost time injuries	8	11	9
Average number of lost days/ LTI		14.28	14.77
Severity rate	12.5	9.09	11.11
Frequency rate		46.52	33.60
Estimated cost of claims incurred per \$100 wage roll	1.08	1.77	3.90
Number of Rehabilitation Cases	1	1	1
Number of employees returning to full time work	1	1	0
Number of employees returning to part time work	0	0	1

Work continued on Standard Operating Procedures for key areas to help address the incidence of minor injuries and ensure the use of protective personal equipment including protective eye wear. Other preventative strategies included a continued focus on induction and training for staff and supervisors, back care education and early intervention case management programs to improve the rate of return for injured staff.

Building on the Operation Lift Program established last year, the Zoo conducted ergonomic assessments of new and unusual jobs around the Zoo. The outcomes of these assessments have driven changes to facilities, job design and manual handling training and induction.

Occupational Safety and Health

The Zoo's Occupational Safety and Health Committee continued to meet 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. In late 2003-04, the Zoo appointed five new occupational safety and health representatives who completed training before taking up their positions on the committee.

A total of 63 hazards/incidents were reported during the year (62 last year). Of these reports, 24 identified hazards that posed a possible risk to safety. Most of the remaining reports related to minor injuries to staff.

A major initiative in 2003-04 was the development of a proposed Fit for Work policy. The policy goes beyond the more traditional focus on drugs and alcohol in the workplace to encompass a broader approach including medical conditions (physical, psychological and emotional), fatigue and stress. It emphasises prevention and early intervention through a process of education, awareness, assistance, and counselling and, in the event of a breach of the policy, the application of appropriate disciplinary procedures. The policy will be finalised in 2004-05.

As part of the Zoo's staff wellness program, staff took advantage of skin cancer checks and a flu vaccine clinic, both held on-site. The Zoo also continued a preventative care program for staff, providing access to vaccination programs for tetanus, rabies and hepatitis B. Staff utilisation of the Employee Assistance Program, which provides a confidential counselling service for staff and their families, continued to grow.

These preventative strategies contributed to a decrease in accessed sick leave, down from an average of 5.01 days per person in 2002-03 to 4.60 days in 2003-04.

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Business Operations Directorate (continued)

Training and Professional Development

The Zoo's permanent, contract and casual staff have access to a wide range of training delivered through in-house workshops, seminars, information sessions, on-the-job learning, induction, external courses, work placements, conferences, international training opportunities and the Zoo's intranet.

As part of a strategic focus on succession planning, a number of frontline supervisors and future leaders were invited to undertake Certificate III and IV in Business (Frontline Management).

The Zoo also continued to support vocational training with four staff enrolled in the Certificate III in Zoo Keeping, two horticultural apprentices, a cadetship in education and a traineeship in events and marketing.

Under a new Professional Development Assistance Program introduced in July, eight staff received support to attend development opportunities in 2003-04. Six staff were also supported through the Zoo's Study Assistance Program for a range of studies including a Post-Graduate Certificate in Captive Vertebrate Management and the Certified Practising Accountant Program.

In 2003-04, employees spent 1.2 hours on average per month engaged in formal training courses. This figure does not include on-the-job training, formal study outside of work hours, professional development or conference attendance. However, with the recent increase in staff numbers, the average training hours per full time equivalent decreased from 20.21 hours last year to 14.53 hours in 2003-04.

Reflecting the agency's commitment to training, the Zoo was short-listed for the Department of Education and Training's *Training Excellence Awards 2004* (medium employer category).

During the year, the work experience program for tertiary students was streamlined with a focus on encouraging local youth who have established a commitment to pursuing a career with wildlife either through university or TAFE studies. The Zoo accommodated 117 work experience placements in the reporting period.



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Performance Indicators

SECTION EIGHT

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AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

ZOOLOGICAL PARKS AUTHORITY PERFORMANCE INDICATORS FOR THE YEAR ENDED JUNE 30, 2004

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, 2004.

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 effectiveness and efficiency.

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.

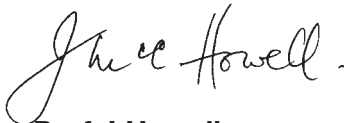
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D D R PEARSON
AUDITOR GENERAL
September 29, 2004

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Zoological Parks Authority
Certification of Performance Indicators
For the Year Ended 30 June 2004

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 2004.



Prof J Howell
Chairman
27 August 2004



Ms J Provost
Member
27 August 2004

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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:

Promote positive community attitudes towards the understanding and appreciation of wildlife and environmental conservation.

OUTPUT 1:

Visitor services

Output description: Perth Zoo aims to maximise visitation by providing a quality and unique "value for money" attraction that provides recreation, education and commercial facilities set in ecologically themed botanic gardens.

OUTPUT 2:

Community education and awareness

Output description: Perth Zoo aims to promote clear conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate the community about conservation issues. The Zoo's commercial activities are also underpinned by conservation messages.

OUTCOME 2:

Conservation of wildlife

OUTPUT 3:

Wildlife collection management

Output description: The conservation value of the wildlife collection will be optimised by effective management, selection, captive breeding, breeding for re-introduction and provision of research opportunities.

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Effectiveness and Efficiency Indicators

OUTCOME 1:

Promote positive community attitudes towards the understanding and appreciation of wildlife and environmental conservation.

This outcome is measured by surveying our customers to gauge the extent to which the Zoo communicates its conservation message.

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

EFFECTIVENESS INDICATORS

To obtain information in relation to effectiveness indicators 1.1 and 1.2 Market Equity was commissioned by Perth Zoo to conduct customer research in April 2004. 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:

	2001	2002	2003	2004
Population*	575,971	576,656	531,319	528,880
Desired Sample	500	500	500	500
Achieved Sample	501	500	505	500
Response Rate	100%	58.82%	61.06%	50.71%
Sampling Error	±4.5%	±4.5%	±4.5%	±4.5%

* Population is based on annual visitors to Perth Zoo

1.1. The Zoo as an educational/learning experience

"The Zoo's exhibits educate visitors about conservation problems facing wildlife"	2001 Actual	2002 Actual	2003 Actual	2004 Actual	2004 Target
Agree	87%	87%	93%	88%	95%
Neither agree/disagree	8%	5%	3%	7%	–
Disagree	3%	5%	3%	3%	5%
Don't know/No Response	2%	3%	1%	2%	–

Note to this Indicator

Although there has been a decrease in the number of visitors that agree that the Zoo provides an educational learning experience (down from 93% in 2003 to 88% in 2004), the percentage of visitors that disagree has remained the same. Perth Zoo continues to be seen as a recreational learning environment with dedicated education programs for students, schools and the community.

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

"The Zoo promotes changes in lifestyle which can help the conservation of wildlife and the environment"	2001 Actual	2002 Actual	2003 Actual	2004 Actual	2004 Target
Agree	70%	72%	74%	77%	80%
Neither agree/disagree	23%	8%	15%	14%	12%
Disagree	5%	10%	6%	5%	6%
Don't know	2%	10%	5%	4%	2%

Note to this Indicator

This indicator has shown a small but steady increase over the years. 77% agree that the Zoo promotes lifestyle change, only 5% disagree and the balance neutral on the issue. The Zoo actively promotes awareness of issues relating to conservation of wildlife and the environment. This is done through formal education programs run within the Zoo, interpretation initiatives, publications and work practices. Issues such as habitat conservation, water and energy management, and recycling are practiced and promoted by the Zoo.

EFFICIENCY INDICATORS

OUTPUT 1: VISITOR SERVICES

1.3 Cost of Services per Admission

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

	2001 Actual	2002 Actual	2003 Actual	2004 Actual	2004 Target
Total customers admitted to the Zoo	575,971	576,656	531,319	528,880	560,000
Total cost of services (000's) (based on gross expenditure including retail outlet)	\$12,185	\$13,786	\$15,169	\$14,809	\$14,421
Average cost per admission	\$21.16	\$23.91	\$28.55	\$28.00	\$25.75

Note to this Indicator

Previously, the average cost per admission was based on the expenditure from the Statement of Financial Performance in the annual report. This expenditure does not include the expenditure associated with the Zoo's retail outlet as these are netted off revenue and the trading profit shown as revenue in the Statement of Financial Performance.

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During the review of performance indicators in 2003–04 it was decided that to maintain consistency with the Statement of Financial Performance format in the Budget Statements, the gross expenditure would be used as the basis of future reporting of this indicator. The comparatives for 2001 and 2002 and the target for 2004 have been restated using gross expenditure in the table above to provide more meaningful information.

The lower than expected admission numbers during the period resulted in a higher cost per admission. The average cost is similar to the 2003 figure due to reduced costs in 2004. The higher costs in 2003 were due to a large write down of fixed assets during that reporting period.

OUTPUT 2: COMMUNITY EDUCATION AND AWARENESS

1.4 Operating Expenditure per participant

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

	2001 Actual	2002 Actual	2003 Actual	2004 Actual	2004 Target
Number of participants in formal education programs	n/a	n/a	n/a	57,603	58,869
Costs of providing all Perth Zoo formal education programs (\$000's)	n/a	n/a	n/a	\$1,066	\$987
Average cost per participant	n/a	n/a	n/a	\$18.51	\$16.77

Note: This new indicator was developed in 2003–04 as part of a review of the Authority's Output structure. Therefore, comparative information is not available for this indicator. As no original 2004 budgets are available for this measure, the 2004 targets are based on estimated actuals as published in the 2004–05 Budget Statements.

Note to this Indicator

This new indicator was developed during the year and relates to the number of participants in formal education programs run by the Zoo. These education programs include lessons provided to visiting school students, formal educational activities to the general public and formal teaching programs associated with undergraduate and post graduate veterinary courses.

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OUTCOME 2:

Conservation of wildlife.

EFFECTIVENESS INDICATORS

2.1. 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. These species are all part of programs managed by the Department of Conservation and Land Management (CALM) through the Recovery Team process as part of the species recovery plan.

	2001 Actual Animals Produced	2002 Actual Animals Produced	2003 Actual Animals Produced	2004 Actual Animals Produced	2004 Target
Western Swamp Tortoise	43	40	42	47	50
Numbat	16	14	11	13	13
Dibbler	42	41	40	52	42
Shark Bay Mouse	107	161	7	–	–
TOTAL	208	256	100	112	105

Note: Following a review of the Authority's Output structure during 2003–04, a new key effectiveness indicator for the Conservation of Wildlife outcome was developed. As this key effectiveness indicator was an existing performance indicator of the Zoo, comparative information is available. As no original 2004 budgets are available for this measure, the 2004 targets are based on estimated actuals as published in the 2004–05 Budget Statements.

Note to this Indicator

Good breeding success has continued with the Western Swamp Tortoise, Dibbler and Numbat species. The breeding for release program for the Shark Bay Mouse ceased in 2003 and captive breeding of Shark Bay Mice is no longer required by the Recovery Team. This followed the successful establishment of free living populations from previous releases.

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2.2. Percentage of species in the animal collection that are part of a regionally managed program where the Perth Zoo has complied with that program.

The Zoo's collection plan is a strategic planning document that outlines Perth Zoo's current and future animal collection requirements along with associated management actions. The collection plan is reviewed annually by Perth Zoo and proposed actions negotiated with the Australasian Regional Association of Zoological Parks and Aquaria (ARAZPA) institutional members. The collection plan considers the physical and business needs and resources of the organisation, and integrates these with the opportunities arising from regionally managed animal collections.

Perth Zoo aims to comply with all agreed actions in regional animal management programs. Cooperation among member institutions of ARAZPA is one of the cornerstones of Perth Zoo's animal management process and is vital to the success of animal population management.

	2003 Actual	2004 Actual	2004 Target
Number of species in Perth Zoo animal collection	224	218	217
Number of species in the animal collection that are part of a regional management program	33	35	34
Percentage of species in the animal collection that are part of a regional management program	14%	16%	16%
Number of species where Perth Zoo has complied with the regional management program	33	35	34
Percentage of species where Perth Zoo has complied with the regional management program	100%	100%	100%

Note: Following a review of the Authority's Output structure during 2003–04, a new key effectiveness indicator for the Conservation of Wildlife outcome was developed. As this key effectiveness indicator was an existing performance indicator of the Zoo, comparative information is available for 2003–04. As no original 2004 budgets are available for this measure, the 2004 targets are based on estimated actuals as published in the 2004–05 Budget Statements.

Note to this Indicator

The number of species in the collection is in accordance with Perth Zoo's animal collection plan. Perth Zoo works cooperatively with other zoos in the region to manage a significant number of species and this indicator shows that Perth Zoo has been totally compliant with agreed regional cooperative management program initiatives.

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EFFICIENCY INDICATOR

OUTPUT 3: WILDLIFE COLLECTION MANAGEMENT

2.3 Cost of each species in the Perth Zoo animal collection

	2003 Actual	2004 Actual	2004 Target
Number of species maintained within the animal collection	224	218	217
Total cost of maintaining all species within the animal collection (000's)	\$10,234	\$9,554	\$9,809
Average cost of maintaining each species in the animal collection	\$45,688	\$43,827	\$45,203

Note: Following a review of the Authority's Output structure during 2003–04, a new efficiency indicator for the Conservation of Wildlife outcome was developed. As this key effectiveness indicator was an existing performance indicator of the Zoo, comparative information is available for 2002–03. As no original 2004 budgets are available for this measure, the 2004 targets are based on estimated actuals as published in the 2004–05 Budget Statements.

Note to this Indicator

The cost of maintaining each species has decreased due to a reduction in general operating costs for the output. This reduction in costs is due to a combination of cuts to the Zoo's overall expenditure during the period to offset revenue shortfalls and a lower percentage of central costs being incurred by this Output. Central costs are allocated to outputs based on average staff full time equivalents (FTE's) and increased staffing levels in the Zoo's other two outputs has resulted in this output sharing a smaller portion of the central cost allocation.



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Financial Statements

SECTION NINE



AUDITOR GENERAL

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

ZOOLOGICAL PARKS AUTHORITY FINANCIAL STATEMENTS FOR THE YEAR ENDED JUNE 30, 2004

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, 2004 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 29, 2004

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Zoological Parks Authority
Certification of Financial Statements
For the Year Ended 30 June 2004

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 2004 and the financial position as at 30 June 2004.

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
27 August 2004



Ms J Provost
Member
27 August 2004



Mr G Adams
Principal Accounting Officer
27 August 2004

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STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2004

	NOTE	2004 \$	2003 \$
REVENUE			
Revenues from ordinary activities			
<i>Revenue from operating activities</i>			
Admissions		4,694,814	4,668,492
Grants/sponsorships/donations		608,987	1,001,629
Restaurant		308,772	300,161
Memberships & adoptions		301,024	156,998
Rides, maps, commissions & hire		263,187	225,318
Shop trading profit	2	179,624	171,437
Events & tourism		172,661	144,467
Car parking		40,136	41,906
<i>Revenue from non-operating activities</i>			
Other revenues from ordinary activities	3	144,217	298,757
Proceeds from sale of fixed assets	4	2,728	31,072
Total revenues from ordinary activities		6,716,150	7,040,237
EXPENSES			
Expenses from ordinary activities			
Salaries & wages	5	6,597,237	6,512,714
Other staff related expenses		619,927	659,378
Borrowing costs		1,141,825	1,150,869
Depreciation and amortisation expense		1,355,237	1,480,663
Maintenance & upkeep		1,532,434	1,350,689
Administration		1,023,727	1,141,590
Advertising and promotion		357,654	429,297
Animal operational expenses		333,282	340,524
Superannuation		629,940	546,255
Workers' compensation premium		160,368	144,473
Capital user charge	6	416,440	310,000
Costs of disposal of non-current assets	4	62,613	510,313
Total expenses from ordinary activities		14,230,684	14,576,765
Loss from ordinary activities before grants and subsidies from State Government		(7,514,534)	(7,536,528)
Grants and Subsidies from State Government			
Output appropriations	7	7,807,000	7,596,000
Resources received free of charge	8	–	28,500
Total Operating Grants & Subsidies		7,807,000	7,624,500
NET PROFIT		292,466	87,972
Net increase in asset revaluation reserve	20	544,253	2,815,510
Total revenues, expenses and valuation adjustments recognised directly in equity		544,253	2,815,510
Total changes in equity other than those resulting from transactions with WA State Government as owners		836,719	2,903,482

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

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STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2004

	NOTE	2004 \$	2003 \$
Current Assets			
Cash assets	9	1,001,196	713,046
Inventories	10	121,639	116,368
Amounts receivable for outputs	11	1,836,000	700,000
Receivables	12	361,167	545,434
Restricted cash resources	13	183,628	119,179
Prepayments		23,200	27,853
Total Current Assets		3,526,830	2,221,880
Non-Current Assets			
Land, buildings and improvements	14	21,447,134	21,519,623
Plant, equipment and furniture	14	1,680,575	1,221,651
Plant and equipment under lease	15	–	2,732
Amounts receivable for outputs	11	2,349,000	2,302,000
Total Non-Current Assets		25,476,709	25,046,006
Total Assets		29,003,539	27,267,886
Current Liabilities			
Payables		251,139	250,561
Borrowings from WA Treasury Corporation	16	700,000	681,514
Employee benefits	17	693,581	848,423
Accrued expenses	18	606,797	449,592
Lease liability	15	–	532
Unearned income	19	314,024	269,871
Total Current Liabilities		2,565,541	2,500,493
Non-Current Liabilities			
Borrowings from WA Treasury Corporation	16	17,602,022	17,787,514
Employee benefits	17	638,291	419,542
Total Non-Current Liabilities		18,240,313	18,207,056
Total Liabilities		20,805,854	20,707,549
NET ASSETS		8,197,685	6,560,337
Equity			
Contributed equity	20	1,437,220	670,000
Asset revaluation reserve		3,359,763	2,815,510
Accumulated profits		3,400,702	3,074,827
TOTAL EQUITY		8,197,685	6,560,337

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 2004

	NOTE	2004 \$ Inflows (Outflows)	2003 \$ Inflows (Outflows)
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Sale of goods and services		7,525,150	7,364,367
Interest received		2,527	1,840
GST receipts from ATO		282,369	355,441
GST receipts on sales		256,549	247,999
Payments			
Employee costs		(7,897,567)	(7,833,368)
Supplies and services		(3,740,217)	(3,648,749)
Interest paid to WA Treasury Corporation		(1,126,069)	(1,152,757)
GST payments on purchases		(532,946)	(533,750)
Capital user charge		(416,440)	(310,000)
Net cash used in operating activities	21	(5,646,644)	(5,508,977)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of non-current physical assets		(1,139,947)	(882,182)
Proceeds from sale of non-current physical assets		2,728	31,072
Net cash used in investing activities		(1,137,219)	(851,110)
CASH FLOWS FROM FINANCING ACTIVITIES			
Proceeds of borrowings from WA Treasury Corporation	16,24	500,000	264,000
Repayment of borrowings from WA Treasury Corporation	16	(667,006)	(639,467)
Repayment of finance lease	15	(532)	(2,788)
Net cash used in financing activities		(167,538)	(378,255)
CASH FLOWS FROM STATE GOVERNMENT			
Output appropriations		6,944,000	6,086,000
Capital contributions		680,000	670,000
Holding account drawdowns		(320,000)	–
Net cash provided by State Government		7,304,000	6,756,000
Net increase in cash held		352,599	17,658
Cash assets at the beginning of the financial year		832,225	814,567
Cash assets at the end of the financial year	22	1,184,824	832,225

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

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

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 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 financial 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) Output Appropriations

Output Appropriations are recognised as revenues in the period in which the Authority gains control of the appropriated funds. The Authority gains control of appropriated funds at the time those funds are deposited into the Authority's bank account or credited to the holding account held at the Department of Treasury and Finance.

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

(B) Contributed Equity

Under UIG 38 "Contributions by Owners Made to Wholly-Owned Public Sector Entities" transfers in the nature of equity contributions must be designated by the Government (owners) as contributions by owners (at the time of, or prior to the transfer) before such transfers can be recognised as equity contributions in the financial statements.

Capital contributions (appropriations) have been designated as contributions by owners and have been credited directly to Contributed Equity in the Statement of Financial Position. Capital appropriations which are repayable by the Authority to the Treasurer are recognised as liabilities.

(C) 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.

(D) 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.

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

(E) 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 expenses plant, equipment and furniture with a cost of less than \$1,000 in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

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

(F) 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, equipment and furniture, 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
Plant, Equipment & Furniture	20%	5 years
Motor Vehicles	20%	5 years

(G) Revaluation of Non-current Assets

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.

(H) 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.

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

(I) Cash

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

(J) Inventories

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

(K) 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.

(L) Employee Benefits

(1) Annual Leave

The liability for annual 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 annual leave expected to be settled more than 12 months from 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. Consideration is given, when assessing expected future payments, to expected future wage and salary levels including relevant on-costs.

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

(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".

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

(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 (refer notes 5 and 17).

(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. In previous years, the liability for future payments was provided for at reporting date by the Authority. During 2003–04 the Department of Treasury and Finance implemented new accounting and reporting arrangements in relation to superannuation. Under the revised arrangements, pension and pre-transfer benefit liabilities which were previously reported in the Authority's Statement of Financial Position were transferred to the Treasurer for reporting centrally.

In accordance with Treasurer's Instruction 955 (3)(iv), the transfer has been accounted for as a contribution by owner in these financial statements. In future, annual movements in these liabilities will continue to be reported as an expense by the Authority but the expense will be matched by a notional revenue item, for the liability assumed by the Treasurer, in the Statement of Financial Performance.

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 and Wages

Accrued salaries and wages (refer note 18) 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.

(M) 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.

(N) 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.

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

(O) Comparative Figures

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

(P) 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 lease 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.

(Q) 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.

(R) Rounding of amounts

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

	2004 \$	2003 \$
2. SOUVENIR SHOP OPERATIONS		
RETAIL SHOP OPERATIONS		
SALES	757,654	763,103
Less: Cost of Sales		
Opening Inventory	116,368	82,537
Purchases	384,034	424,319
	500,402	506,856
Closing Inventory	(121,639)	(116,368)
Cost of Goods Sold	378,763	390,488
GROSS TRADING PROFIT	378,891	372,615
Operating Expenses		
Payroll	164,132	158,854
Consumables	21,131	25,305
Depreciation	14,167	17,187
Total Operating Expenses	199,430	201,346
Other Income		
Sundry	163	168
NET PROFIT	179,624	171,437
3. OTHER REVENUE	144,217	298,757

Included in the other revenue figure is \$71,608 associated with a retrospective adjustment to the Authority's workers' compensation insurance premium.

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 \$	2003 \$
4. DISPOSAL AND WRITE-OFF OF NON-CURRENT ASSETS		
Net Profit on the Sale of Non-Current Assets		
During the period, the Authority disposed of the Butterfly House and Pavillion buildings adjacent to the main lawn to facilitate further capital development within the Zoo. These assets had been written down to nil in the previous financial year to reflect the negligible salvage value of the buildings.		
Plant, 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	–	31,072
Buildings & Improvements	537,500	–
Less accumulated depreciation	(537,500)	–
Book value of assets sold	–	–
Proceeds from sale and trade-in	2,728	–
Net profit on sale	2,728	–

Costs of Disposal of Non-Current Assets

During the period, the Authority approved the write-off of a number of fixed assets. These write-offs consisted of various computing, communications and general equipment which were unserviceable, obsolete, lost or stolen. Other assets written-off included \$67,004 relating to assets that individually were valued at under \$1,000 and therefore no longer met the asset recognition criteria. Assets with a book value of \$1,945 that were gifted by the Authority were also written-off during the period. (Refer note 30 for details of gifted and lost/stolen assets).

Plant, Equipment & Furniture	427,381	35,926
Less accumulated depreciation	(364,768)	(19,167)
Book value of Plant, Equipment & Furniture written-off	62,613	16,759

During the period, an asset relating to the Zoo's previous Master Plan which had been fully depreciated was written-off. The old plan was obsolete, following the development of a new Master Plan for the Zoo.

Buildings & Improvements	348,238	–
Less accumulated depreciation	(348,238)	–
Book value of Buildings & Improvements assets written-off	–	–
Book value of assets written-off	62,613	16,759

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 \$	2003 \$
Write-down of assets		
In the previous reporting period, two buildings were written down to nil to reflect the fair value of these assets. During the period, the Zoo disposed of these two buildings via a tender process, to make way for future developments within the Zoo grounds (refer sale of non-current assets above).		
Buildings & Improvements		
Depreciation on write-down	–	512,500
Transfer from Asset Revaluation Reserve	–	(18,946)
Loss on write-down of assets	–	493,554
Total assets written-off	<u>62,613</u>	<u>510,313</u>

5. SALARIES AND WAGES

The salaries and wages figure consists of:

Salaries and wages paid to employees	5,808,537	5,700,769
Annual & long service leave paid to employees	691,332	664,939
Movement in annual & long service provisions	97,368	147,006
Total	<u>6,597,237</u>	<u>6,512,714</u>

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.

6. CAPITAL USER CHARGE

416,440	<u>310,000</u>
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The capital user charge represents the opportunity cost of capital invested in the net assets of the Authority used in the provision of outputs. The charge is calculated on the net assets adjusted to take account of exempt assets. Payments are made to the Department of Treasury and Finance on a quarterly basis and the charge is based on a rate of 8% set by the Government.

7. OUTPUT APPROPRIATIONS

Output appropriations are accrual amounts reflecting the full cost of outputs delivered.

The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

Output appropriations	<u>7,807,000</u>	<u>7,596,000</u>
	<u>7,807,000</u>	<u>7,596,000</u>

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

2004
\$

2003
\$

8. RESOURCES RECEIVED FREE OF CHARGE

In previous years, a notional expense has been included in the financial statements representing the provision of external audit services by the Office of the Auditor General along with an equivalent revenue item in the form of resources received free of charge for these services.

Commencing with the 2003–04 audit, the Office of the Auditor General will be charging a fee for auditing the accounts, financial statements and performance indicators. The fee for the 2003–04 audit (\$35,200) will be due and payable in the 2004–05 financial year. Therefore, no external audit expense or revenue for resources free of charge is required to be reported for the 2003–04 financial year.

Administration expenses	–	28,500
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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
	–	28,500

9. CASH ASSETS

Cash at Bank		
Perth Zoo Sponsorship Trust	1,227	1,550
Total Cash at Bank	1,227	1,550
Trust Account funds held at Treasury	988,739	700,466
Cash on hand	11,230	11,030
Total Cash Assets	1,001,196	713,046

10. INVENTORIES

Inventories comprise:

Retail Shop Inventory	121,639	116,368
	121,639	116,368

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. During the period, the Authority drew down \$320,000 from the asset replacement holding account for work associated with the elephant exhibit upgrade project.

Represented by:

Current	1,836,000	700,000
Non-Current	2,349,000	2,302,000
	4,185,000	3,002,000

The current portion of the asset relates to the amounts expected to be drawn down for asset replacement during the next 12 months and are associated with the elephant exhibit upgrade.

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 \$	2003 \$
12. RECEIVABLES		
Trade Debtors	200,565	235,844
GST Receivable	116,101	115,927
Workers' Compensation	15,607	1,282
Grant Funds	7,727	172,239
Restaurant Dividend	21,167	20,142
	361,167	545,434

(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	44,334	97,065
Australian Taxation Office	116,101	123,331
Total	160,435	220,396

(ii) Net Fair Values

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

13. RESTRICTED CASH RESOURCES

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	183,628	92,444
Total Restricted Cash Resources	183,628	119,179

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 \$	2003 \$
14. LAND, BUILDINGS, IMPROVEMENTS, PLANT, EQUIPMENT & FURNITURE		
Land:		
At fair value 2003	1,168,000	932,000
Buildings and Improvements:		
At fair value 2002	21,150,020	21,743,497
Less Accumulated Depreciation	2,252,129	1,679,898
	18,897,891	20,063,599
At cost	1,361,426	987,324
Less Accumulated Depreciation	125,902	463,300
	1,235,524	524,024
Works in Progress	145,719	-
Total Buildings and Improvements	20,279,134	20,587,623
Total Land, Buildings and Improvements	21,447,134	21,519,623
Plant, Equipment and Furniture:		
At fair value 2003	955,202	-
Less Accumulated Depreciation	63,146	-
	892,056	-
Plant, Equipment and Furniture:		
At cost	1,955,650	3,600,825
Less Accumulated Depreciation	1,167,131	2,379,174
	788,519	1,221,651
Total Plant, Equipment and Furniture	1,680,575	1,221,651
Total Land, Buildings, Improvements, Plant, Equipment & Furniture	23,127,709	22,741,274

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 July 2004 and is based on valuations as at July 2003 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).

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

Plant, equipment and furniture are being progressively revalued under the transitional provisions of AASB 1041(8.12) (b). The valuation of plant, equipment and furniture is on the basis of fair value, utilising current market buying values performed every three years. The valuation of plant, equipment and furniture reported above was performed in December 2003 and is based on valuations as at July 2003. 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 plant, equipment and furniture 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).

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

	Land	Buildings & Improvements	Plant, Equipment & Furniture	Total
2003/04				
Carrying amount at start of year	932,000	20,587,623	1,221,651	22,741,274
Additions	–	891,367	346,690	1,238,057
Disposals	–	–	–	–
Revaluation increments/(decrements)	236,000	–	341,662	577,662
Depreciation	–	(1,132,675)	(233,996)	(1,366,671)
Asset class transfers	–	(67,181)	67,181	–
Write-offs	–	–	(62,613)	(62,613)
Carrying amount at end of year	1,168,000	20,279,134	1,680,575	23,127,709

	Land	Buildings & Improvements	Plant, Equipment & Furniture	Total
2002/03				
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	932,000	20,587,623	1,221,651	22,741,274

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

15. LEASE LIABILITY

The Authority's finance leases on two photocopiers expired during the period. One of the photocopiers was returned to the supplier at the end of the lease agreement and the asset has been removed from the Authority's books. The remaining photocopier was fully amortised during the period but is yet to be returned to the supplier. There are no lease commitments associated with the remaining leased asset, with the Authority now renting the asset on a monthly basis, pending replacement of the asset.

	2004 \$	2003 \$
<u>Disposal of Leased Asset on Expiration of Lease</u>		
Plant & Equipment under Lease	23,156	–
Less Accumulated amortisation	(23,156)	–
Book value of disposed leased asset	–	–
Plant & Equipment under Lease	9,642	32,798
Less: Accumulated amortisation	9,642	30,066
Closing value of leased asset	–	2,732
Lease Payments made during the year:		
Interest Expense	47	291
Liability Reduction	532	2,788
Total Payments	579	3,079
Lease Commitments:		
– not later than one year	–	579
– later than one year and not later than two years	–	–
– later than two years and not later than five years	–	–
Minimum lease payments	–	579
Deduct future finance charges	–	47
Lease Liability	–	532
Represented by:		
Current Liability	–	532
Non-Current Liability	–	–
	–	532

(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 2004

	2004 \$	2003 \$
16. BORROWINGS FROM WA TREASURY CORPORATION		
Details of Borrowings as at the end of the period are detailed below:		
Borrowings		
Opening Balance	18,469,028	18,844,495
add Additional Borrowings	500,000	264,000
less Repayments of Principal	(667,006)	(639,467)
	18,302,022	18,469,028
Represented by:		
Current Liability	700,000	681,514
Non-Current Liability	17,602,022	17,787,514
	18,302,022	18,469,028

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 2004, the weighted average interest rate on the Authority's PLA was 6.16%.

17. EMPLOYEE BENEFITS

Current Liabilities

Liability for Annual Leave	416,853	564,986
Liability for Purchased Leave	2,202	-
Liability for Annual Leave on-costs	75,430	100,463
Liability for Long Service Leave	168,725	155,063
Liability for Long Service Leave on-costs	30,371	27,911
	693,581	848,423

Non-Current Liabilities

Liability for Annual Leave	200,203	-
Liability for Annual Leave on-costs	36,037	-
Liability for Long Service Leave	340,722	326,141
Liability for Long Service Leave on-costs	61,329	59,940
Liability for Superannuation	-	33,461
	638,291	419,542

Total current & non-current employee entitlements	1,331,872	1,267,965
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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

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 these on-costs are disclosed above. The associated expense is included under salaries and wages expenses at note 5.

Superannuation

Employer obligations in respect of the Pension Scheme and the pre-transfer benefit for employees who transferred to the Gold State Superannuation Scheme are unfunded. In previous years, the liability for future payments was provided for at reporting date by the Authority. During 2003–04 the Department of Treasury and Finance implemented new accounting and reporting arrangements in relation to superannuation. Under the revised arrangements, pension and pre-transfer benefit liabilities were transferred at reporting date to the Treasurer, for reporting centrally.

In accordance with Treasurer's Instruction 955 (3)(iv), the transfer has been accounted for as a contribution by owner in these financial statements. In future, annual movements in these liabilities will continue to be reported as an expense by the Authority but the expense will be matched by a notional revenue item, for the liability assumed by the Treasurer, in the Statement of Financial Performance.

A liability of \$87,220 was transferred to the Treasurer during the period and this liability was established from data supplied by the Government Employees Superannuation Board.

	2004	2003
	\$	\$

18. ACCRUED EXPENSES

The accrued salaries and wages figure for 2004 includes \$92,000 that relates to the estimated back-pay owing to employees for pay rises expected to be approved in 2004–05, with a retrospective component relating to the 2003–04 year.

Accrued expenses consists of:

Accrued Salaries and Wages	307,483	166,034
Accrued Interest owing to WA Treasury Corporation	299,314	283,558
Total	606,797	449,592

19. UNEARNED INCOME

Unearned income consists of:

Friends of Perth Zoo Memberships	150,815	116,775
Grants and sponsorships	162,153	151,739
Other	1,056	1,357
Total	314,024	269,871

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 \$	2003 \$
20. EQUITY		
Contributed Equity		
Balance at the beginning of the year	670,000	–
Capital contributions (i)	680,000	670,000
Contributions by owners (ii)	87,220	–
Balance at the end of the year	1,437,220	670,000

- i) Capital contributions have been designated as contributions by owners and are credited directly to equity in the Statement of Financial Position.
- ii) Superannuation liability assumed by the Treasurer during the period. Under Treasurer's Instruction 955 (3)(iv), this transfer is designated as a contribution by owners.

Asset Revaluation Reserve

During the period, the Authority commenced the revaluation of plant, equipment and furniture assets and the land assets were also revalued as part of the annual revaluation of this class of assets. This follows the revaluation of buildings and improvements during the previous financial year.

Balance at the beginning of the year	2,815,510	–
Revaluation increment – Land	236,000	75,000
Revaluation increment – Buildings	–	2,759,455
Revaluation decrement – Buildings	–	(18,945)
Revaluation increment – Plant, Equipment & Furniture	341,662	–
Transfer to Accumulated Profits	(33,409)	–
Balance at the end of the year	3,359,763	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(g).

Accumulated Profits

Opening balance	3,074,827	2,986,855
Transfers from Asset Revaluation Reserves	33,409	–
Net profit	292,466	87,972
Closing balance	3,400,702	3,074,827

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

21. RECONCILIATION OF PROFIT/(LOSS) FROM ORDINARY ACTIVITIES BEFORE GRANTS & SUBSIDIES FROM GOVERNMENT TO NET CASH USED IN OPERATING ACTIVITIES

	2004 \$	2003 \$
Loss from ordinary activities before grants and subsidies from Government	(7,514,534)	(7,536,528)
Non-cash items:		
Donated assets	(99,342)	(11,792)
Proceeds from sale of fixed assets	(2,728)	(31,072)
Amortisation of leased asset	2,732	4,630
Depreciation	1,366,672	1,493,220
Superannuation liability assumed by the Treasurer	87,220	–
Write-off of fixed assets	62,613	510,313
Resources received free of charge from Government	–	28,500
(Increase)/decrease in assets:		
Increase in inventories	(5,271)	(33,831)
(Increase)/decrease in receivables	184,441	(230,353)
(Increase)/decrease in prepayments	4,653	(8,929)
Increase/(decrease) in liabilities:		
Increase in annual leave provision	63,074	151,357
Increase in purchased annual leave provision	2,202	–
Increase/(decrease) in long service leave provision	32,092	(4,352)
Increase/(decrease) in superannuation provision	(33,461)	2,963
Increase in payables	1,809	25,717
Increase in unearned income	44,153	35,604
Increase in accrued expenses	157,205	41,686
Net GST (payments)/receipts	5,971	69,690
Net change in GST in receivables/payables	(6,145)	(15,800)
Net cash used in operating activities	<u>(5,646,644)</u>	<u>(5,508,977)</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:

Cash on hand	11,230	11,030
Cash at bank	184,855	120,729
Trust account funds held at Treasury	988,739	700,466
	<u>1,184,824</u>	<u>832,225</u>

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

23. NON-CASH FINANCING AND INVESTING ACTIVITIES

During the financial year, the Authority acquired assets with an aggregate fair value of \$11,919 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 fully drawn down on all approved borrowings associated with capital works projects.

25. CAPITAL EXPENDITURE COMMITMENTS

The estimated amount of commitments for capital works in progress at 30 June 2004 not provided for in the financial statements was \$164,000 (2003 – \$142,172). The amount is payable within one year.

26. EXPLANATION OF SIGNIFICANT VARIATIONS

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

(A) Comparison of Actual Results with Estimates

Details and reasons for significant variations between actual revenue and expenditure and the Estimates contained in the Budget Statements are detailed below. It should be noted that the categories of revenue and expenditure presented in the Budget Statements differ from the categories used in these financial statements. The variances below are based on comparing the total revenue and expenditure from ordinary activities and then identifying significant variances according to the categories in these financial statements.

The actuals for the total revenue and expenditure from ordinary activities shown below differ from those in the Statement of Financial Performance. This is due to the fact that the net trading results of the shop operations are included in the Statement of Financial Performance in these financial statements and the Estimates in the Budget Statements report the gross revenue and expenditure associated with these items.

	2004 Actual \$	2004 Estimate \$	Variation \$
(i) NET PROFIT	292,466	991,000	(698,534)
<p>Due to a combination of a number of factors. The major one being the lower than expected admission numbers resulting in admissions and some commercial revenue being less than the estimate. Expenditure for salaries and wages, maintenance and cost of goods sold were higher than expected.</p>			

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 Actual \$	2004 Estimate \$	Variation \$
REVENUE:			
(ii) Total Revenues from ordinary activities	7,294,343	7,519,000	(224,657)
The lower than expected total revenue is mainly due to a significant shortfall in admissions revenue associated with lower than expected visitor numbers. Details of this and other significant variations are as follows:			
Admissions	4,694,814	5,259,630	(564,816)
Due to lower than expected admission numbers. The original budget was based on 560,000 visitors and the actual admissions were 528,880, resulting in reduced revenue.			
Memberships & adoptions	301,024	168,010	133,014
Due to significant increase in Friends of Perth Zoo Memberships and animal adoptions. Following a review, these programs were actively promoted during the period.			
Grants/sponsorships/donations	608,987	400,000	208,987
Due to higher than expected level of grants/sponsorships/donations during the period. Also due to part of the original budget being based on expected net proceeds whereas the actual figures were a combination of revenue and expenditure. The expenditure has been reported as part of expenses from ordinary activities in these financial statements.			
Retail	757,817	820,170	(62,353)
Due to the original budget for retail sales being based upon 560,000 visitors to the Zoo. The lower than expected visitor numbers resulted in reduced retail sales.			
Other revenues from ordinary activities	144,217	48,750	95,467
Due to retrospective refund associated with worker's compensation premium that was received during the period.			

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 Actual \$	2004 Estimate \$	Variation \$
EXPENDITURE:			
(iii) Total Expenses from ordinary activities	14,808,877	14,421,000	387,877
The higher than expected expenditure is due to a combination of factors. In addition to the significant variances that are detailed below, the expenditure associated with salaries and wages, maintenance and asset write-offs was also higher than originally budgeted.			
Cost of Goods Sold	378,763	327,000	51,763
Due to original budget being based on opening and closing stock figures for the retail outlet that were revised during the period.			
Depreciation and amortisation expense	1,355,237	1,568,000	(212,763)
Due to impact of asset revaluation on annual depreciation expense and deferment of some capital works expenditure to 2004–05.			
Animal operational expenses	333,282	406,250	(72,968)
Due to some costs associated with hand raising of animals being associated with salaries and wages rather than at this item.			
Superannuation	629,940	567,000	62,940
Due to increases in the superannuation liability associated with present and past employees with unfunded liabilities linked to the pension scheme and Gold State Superannuation Schemes of the Government Employees Superannuation Board. These liabilities were assumed by the Treasurer during the period via an equity contribution by owners (refer note 17).			

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

(B) Comparison of Actual Results with those of the Preceding Year

Details and reasons for significant variations between actual revenue and expenditure and the corresponding item of the preceding year are detailed below.

	2004 Actual \$	2004 Estimate \$	Variation \$
(i) NET PROFIT	292,466	87,972	204,494
Due to the reduction in asset write-offs during the period.			
REVENUE:			
(ii) Grants/sponsorships/donations	608,987	1,001,629	(392,642)
Due to cessation of grants associated with native species breeding from the Marsupial Cooperative Research Centre (MCRC) in June 2003. The Zoo had been receiving annual Commonwealth funding through the MCRC of over \$300,000 for the breeding of threatened and endangered native species.			
(iii) Memberships & adoptions	301,024	156,998	144,026
Due to significant increase in Friends of Perth Zoo Memberships and animal adoptions. Following a review, these programs were actively promoted during the period.			
(iv) Other revenues from ordinary activities	144,217	298,757	(154,540)
Due to a GST refund from the ATO in the previous financial year.			
EXPENDITURE:			
(v) Maintenance & upkeep	1,532,434	1,350,689	181,745
Due to the ongoing implementation of preventative maintenance systems and practices within the Zoo. The program included painting, visitor facility improvements and energy management initiatives.			
(vi) Administration	1,023,727	1,141,590	(117,863)
Reductions to expenditure in this area were made during the period to assist with offsetting lower than expected revenue from admissions.			

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 Actual \$	2004 Estimate \$	Variation \$
(vii) Advertising and promotion Reductions to expenditure in this area were made during the period to assist with offsetting lower than expected revenue. Alternative lower cost promotional opportunities and partnerships were sought to ensure that the impact on revenue generation was minimised.	357,654	429,297	(71,643)
(viii) Superannuation Due to increases in the superannuation liability associated with present and past employees with unfunded liabilities linked to the pension scheme and Gold State Superannuation Schemes of the Government Employees Superannuation Board. These liabilities were assumed by the Treasurer during the period via an equity contribution by owners (refer note 17).	629,940	546,255	83,685
(ix) Capital user charge Due to the increase in average net assets of the Authority.	416,440	310,000	106,440
(x) Fixed assets written off Due to the significant write-down of two building assets in the previous financial year.	62,613	510,313	(447,700)

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

27. 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.

	Visitor Services		Community Education and Awareness		Wildlife Collection Management		Total	
	2004	2003	2004	2003	2004	2003	2004	2003
	\$	\$	\$	\$	\$	\$	\$	\$
Revenue from ordinary activities	2,819,587	3,099,728	535,984	436,386	3,938,772	4,095,957	7,294,343	7,632,071
Inter-segment revenue	-	-	-	-	-	-	-	-
Total revenues from ordinary activities	2,819,587	3,099,728	535,984	436,386	3,938,772	4,095,957	7,294,343	7,632,071
Expenses from ordinary activities	4,188,257	3,921,710	1,066,332	1,012,777	9,554,288	10,234,112	14,808,877	15,168,599
Profit/(Loss) from ordinary activities before grants & subsidies from Government	(1,368,670)	(821,982)	(530,348)	(576,391)	(5,615,516)	(6,138,155)	(7,514,534)	(7,536,528)
Segment assets	282,125	271,045	32,546	33,175	467,190	271,334	781,861	575,554
Unallocated assets							28,221,678	26,692,332
Total assets							29,003,539	27,267,886

- 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 are included in the Statement of Financial Performance and the segment information reports the gross revenue and expenditure associated with these items.

SEGMENT DESCRIPTIONS:

Visitor Services

Perth Zoo aims to maximise visitation by providing a quality and unique 'value-for-money' attraction that provides recreation, education and commercial facilities set in ecologically themed botanic gardens.

Community Education and Awareness

Perth Zoo aims to promote clear conservation messages to the community. This is achieved by providing educational programs and publications, interpretation and information services that educate the community about conservation issues. The Zoo's commercial activities are also underpinned by conservation messages.

Wildlife Collection Management

The conservation value of the wildlife collection will be optimised by effective management, selection, captive breeding, breeding for re-introduction and provision of research opportunities.

GEOGRAPHICAL SEGMENTS:

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

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

28. 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 2004						
Assets						
Cash Resources	4.81%	854,335	–	–	330,489	1,184,824
Inventories		–	–	–	121,639	121,639
Receivables		–	–	–	361,167	361,167
Prepayments		–	–	–	23,200	23,200
Total financial assets		854,335	–	–	836,495	1,690,830
Liabilities						
Payables		–	–	–	251,139	251,139
Borrowings from WATC	6.16%	–	700,000	17,602,022	–	18,302,022
Employee Entitlements		–	–	–	1,331,872	1,331,872
Accrued Expenses		–	–	–	606,797	606,797
Unearned Income		–	–	–	314,024	314,024
Total financial liabilities		–	700,000	17,602,022	2,503,832	20,805,854
Net financial assets		854,335	(700,000)	(17,602,022)	(1,667,337)	(19,115,024)

	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	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)

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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

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.

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.

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

	2004	2003
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	8
The total remuneration of the members of the Accountable Authority is:	\$34,525	\$22,517

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

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

\$70,001 – \$80,000	1	–
\$80,001 – \$90,000	1	1
\$90,001 – \$100,000	–	1
\$100,001 – \$110,000	2	1
\$110,001 – \$120,000	–	1
\$140,001 – \$150,000	1	–
\$170,001 – \$180,000	–	1
The total remuneration of senior officers is:	\$514,676	\$569,725

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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NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2004

	2004 \$	2003 \$
30. SUPPLEMENTARY FINANCIAL INFORMATION		
Write-Offs		
Bad debts written off by the Accountable Authority	608	–
Damaged retail shop stock	2,830	3,341
Cashier shortages written off by the Accountable Authority	1,037	1,217
	4,475	4,558
Losses through theft and other causes		
Lost/stolen public property written off by the Accountable Authority	8,822	13,372
Amount recovered through insurance proceeds	(5,138)	(11,972)
	3,684	1,400
Gifts of Public Property		
During the period, the Authority gifted a gene amp asset to Murdoch University. The asset had been located at Murdoch University while the Zoo had an employee based at the University. As the Zoo did not have the required licences to relocate the equipment to the Zoo, the asset was gifted to the University. During the period, the Authority also gifted a number of catering assets located in the Zoo's restaurant to the current catering contractors. These assets had been fully depreciated and had negligible salvage value.		
Gifts of public property provided by the Authority	1,945	–
	1,945	–

31. IMPACT OF ADOPTING AASB EQUIVALENTS TO IASB STANDARDS

The Australian Accounting Standards Board is adopting the Standards of the International Accounting Standards Board for application to reporting periods beginning on or after 1 January 2005.

The Authority has commenced transitioning its accounting policies and financial reporting from current Australian Standards to Australian equivalents of International Financial Reporting Standards (IFRS). The Authority has allocated internal resources to conduct assessments to isolate key areas that will be impacted by the transition to IFRS. As the Authority has a 30 June year end, priority has been given to considering the preparation of an opening balance sheet in accordance with AASB equivalents to IFRS as at 1 July 2004. The opening balance sheet and the restatement of the financial statements for the reporting period ended 30 June 2005 will be required to present comparatives for the first financial report prepared on an IFRS basis for the period ended 30 June 2006.

The Authority developed an implementation plan in December 2003 to manage the transition to the IFRS. The implementation is being managed internally and includes:

- identifying staff resources and training requirements;
- assessing and rating the impacts of the IFRS on the agency;
- identifying and implementing information system modifications; and
- regular progress reporting to the Corporate Executive and Board.

The Authority has not been able to reliably quantify the impacts on the financial report at this stage but it is expected that the following pending standards will have the most significant impact on reporting under the IFRS basis.

- AASB 101 – Presentation of Financial Statements.
- AASB 116 – Property, Plant & Equipment.
- AASB 136 – Impairment of Assets.



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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 and 2002–03 Annual Reports
(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 – published quarterly)

Zoo News (an education newsletter with information on Zoo education products, news and professional development opportunities – published quarterly and distributed to schools throughout the state)

Zoo Map

Education schools program promotional poster

Night Stalk promotional poster and flyer

Threatened Species Trail

Brochures and leaflets:

- Adopt an Animal
- Bequests
- Carols, Candles and Creatures
- ZooFever Season Information
- Zootober
- April Jazz
- Twilights
- Adults at Kids' Prices – May/June
- Weddings/Functions
- Close Encounters Behind-the-Scenes Tours
- Conferences
- Into Wildlife
- Wild About Animals
- Zoo Camp
- Biology Day

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