



The Bigger Picture

Securing a shared future for wildlife and people

For the Wild

TARONGA 
CONSERVATION SOCIETY AUSTRALIA

YEAR IN REVIEW 2012–2013

A Shared Future for Wildlife and People

Taronga is deeply committed to wildlife conservation, science and learning.

At Taronga and Taronga Western Plains Zoos we bring people and wildlife together for positive outcomes by creating inspiring and educational visitor experiences. Our conservation breeding programs are helping to secure a future for endangered and critically endangered species including the Eastern Bongo, Sumatran Tiger and Tasmanian Devil.

But what you see when you visit Taronga's two Zoos is just the tip of the iceberg – it is only part of The Bigger Picture.

As part of a 360-degree approach to conservation, we work closely with partners in Australia and globally to support wildlife and habitat conservation projects around the world; from community-based conservation of Madagascar's spiny forest, to wildlife protection units on the Indonesian island of Sumatra. We are also conducting ground-breaking scientific research to help protect wildlife including Australian frog species and the world's coral reefs.

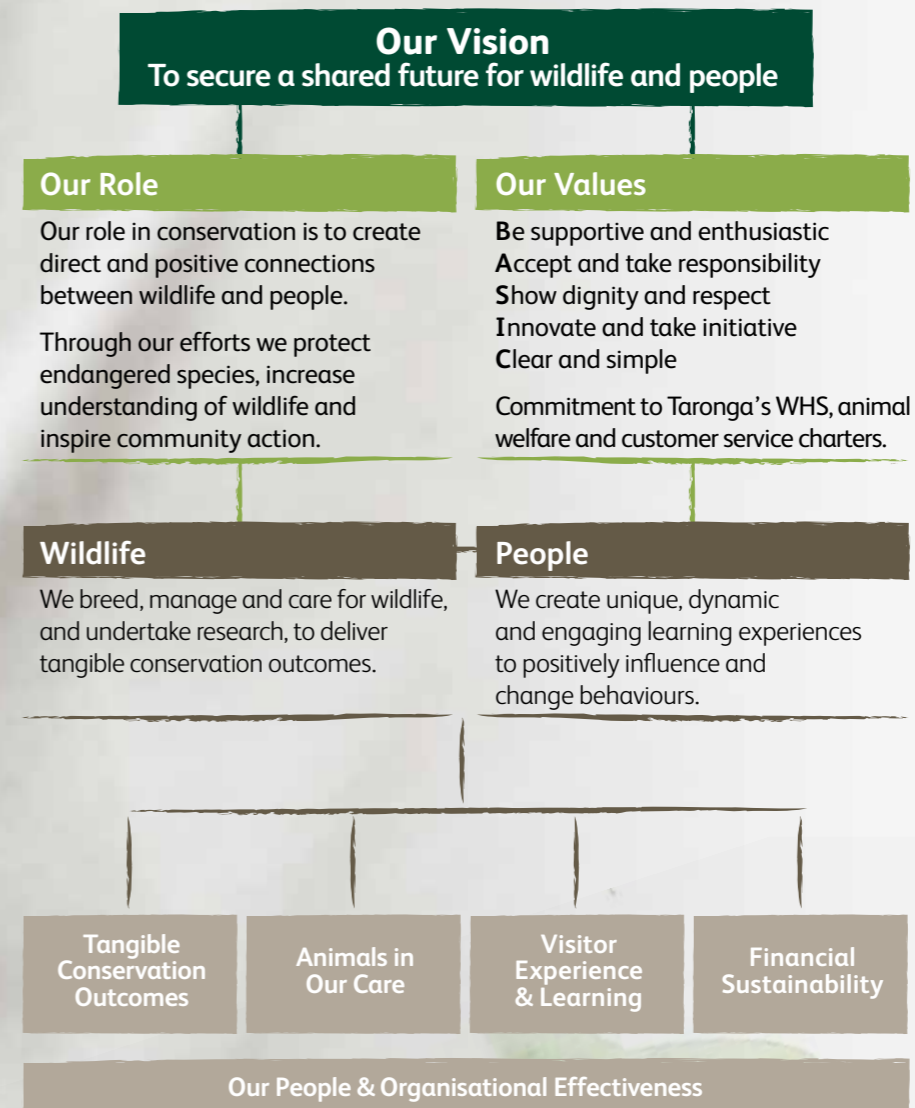
At Taronga, we see The Bigger Picture: a shared future for wildlife and people.



Wedge-tailed Eagle 'George'.
PHOTO: BOBBY JO CLOW

Our Strategic Direction

Our vision is to secure a shared future for wildlife and people. Taronga's unique role and the way we will conduct our work in supporting wildlife conservation, science and learning are defined by our Strategic Plan.



TARONGA ZOO

Symbol
Platypus
(*Ornithorhynchus anatinus*)
Opened
October 1916
Site
28 hectares
Animals
Number of Animals: 3,752
Species/sub-species: 348



TARONGA WESTERN PLAINS ZOO

Symbol
Giraffe
(*Giraffa camelopardalis*)
Opened
February 1977
Site
788 hectares
Animals
Number of Animals: 535
Species/sub-species: 76



NSW GOVERNMENT



Cameron Kerr meeting one of Taronga Western Plains Zoo's Galapagos Tortoises.
PHOTO: MANDY QUAYLE

Director and Chief Executive's Report

2012/13 has been an important year for Taronga. At both sites, and beyond the grounds of our two Zoos, we have expanded our commitments in education, research and conservation science whilst continuing to deliver engaging and inspiring experiences for visitors. 2012/13 also marked the completion of Taronga's 12 year \$221m Master Plan redevelopment partnership with the NSW Government.

Total attendances at Taronga and Taronga Western Plains Zoos increased by 2.4% to 1.7 million in 2012/13. The increase in attendances was driven by the 'Dinosaurs in the Wild' experience at Taronga Zoo which resulted in a 6.8% increase in year on year visitation from November to January. With nearly 450,000 visitors, 'Dinosaurs in the Wild' made it the busiest summer period ever for the Zoo.

In the final year of the Master Plan, Taronga and the NSW Government together invested more than \$12 million in capital development and asset maintenance at Taronga and Taronga Western Plains Zoos. At Taronga Zoo, construction commenced on the **Lemur Forest Adventure** which is scheduled to open in December 2013 as one of the Zoo's most interactive and engaging visitor experiences. Taronga also re-launched the Taronga Centre function spaces after completion of a \$750,000 capital development upgrade. At Taronga Western Plains Zoo, the **Zoofari Lodge Main House** refurbishment has revitalised the Zoo's premium accommodation product and the construction of **Billabong Camp** has created a brand new overnight experience for visitors to enjoy.

The Taronga Foundation delivered another strong result in 2012/13, raising \$11 million to support capital developments at both Zoos and research and conservation science projects in Australia and around the world. **The vision and generous support of Taronga Foundation donors has also enabled Taronga to leverage nearly \$1.9 million in scientific grants via the Taronga Conservation Science Initiative.** Projects funded by the Initiative include studies on frog immunity to chytrid fungus to help conserve endangered species in NSW, and the Great Barrier Reef Coral CryoReserve at the Wildlife Reproductive Centre at Taronga Western Plains Zoo.

Taronga has continued its support of organisations working around the world to identify and reduce key threats to endangered and critically endangered species, protect vital habitat for wildlife, and address human-wildlife conflict. Through the Conservation Partnerships and Field Grants programs, **Taronga supports more than 30 in-situ projects** including wildlife protection units which prevent poaching and logging and efforts to stop illegal wildlife trade. Closer to home, **Taronga supports community conservation programs to drive behaviour change amongst visitors and the general public** including **They're Calling on You, Don't Palm Us Off** and **Beads for Wildlife**. Taronga has also partnered with Woolworths to promote sustainable seafood consumption in grounds at Taronga Zoo and in store around the country.

Within our two Zoos, Taronga has celebrated a number of significant births including as part of formal recovery programs. Taronga Zoo had its **most productive Regent Honeyeater breeding season with 38 fledged chicks released at Mt Pilot National Park, Victoria, during the year.** **Over 1,100 Southern Corroboree Frog eggs were also produced at Taronga Zoo,** a significant number of which were released into fenced, chytrid-free enclosures in Kosciuszko National Park and artificial chytrid-free pools at breeding sites within the National Park. At Taronga Western Plains Zoo, **keepers were overjoyed at the birth of White Rhinoceros calf 'Macheo',** born from 'Mopani', who had been pregnant when the Zoo lost four White Rhinoceros to an unknown illness last year. **1,221 animals were also treated at Taronga's wildlife hospitals.**

At Taronga and Taronga Western Plains Zoos, **159,325 students were involved in Taronga learning programs.** This included over 1,114 students from Western Sydney who participated in the Endanger Ranger program, a NSW Government election commitment and immersive overnight education program at Taronga Western Plains Zoo. **Over 350 students were also enrolled in courses run by the Taronga Training Institute** including Animal Studies, Captive Animal Management and Tourism, and **24 postgraduate students from nine universities** supervised on site and in the field.

As I do each year I would like to thank Taronga Chairman, Len Bleasel AM, and the Board for their support and guidance. I would also like to thank Taronga's donors, corporate partners and Zoo Friends whose support had enabled Taronga to further expand its reach and contribution to education, research and conservation science. Most importantly, I would like to convey my sincere appreciation to the staff and volunteers at Taronga and Taronga Western Plains Zoos for their tireless work over the past 12 months. They are wonderful ambassadors for wildlife and underpin Taronga's efforts to secure a shared future for wildlife and people.

Cameron Kerr
Director and Chief Executive

For the Rhinos

5

Number of surviving species of rhinoceros (Black Rhinoceros, White Rhinoceros, Indian Rhinoceros, Sumatran Rhinoceros and Javan Rhinoceros).

The main threats to rhinoceros in the wild are illegal poaching and habitat destruction.

...we have conservation breeding programs for the Black Rhinoceros, White Rhinoceros and Greater One-Horned Rhinoceros at Taronga Western Plains Zoo and support the International Rhino Foundation to help conserve rhinoceros in Africa and Asia. Taronga staff also provide veterinary support to help breed the critically endangered Sumatran Rhinoceros at the Sumatran Rhino Sanctuary in Way Kambas National Park.

White Rhinoceros 'Mopani' and calf 'Macheo' at one day old. PHOTO: LEONIE SAVILLE

Year in Brief

Research & Conservation Science in Australia

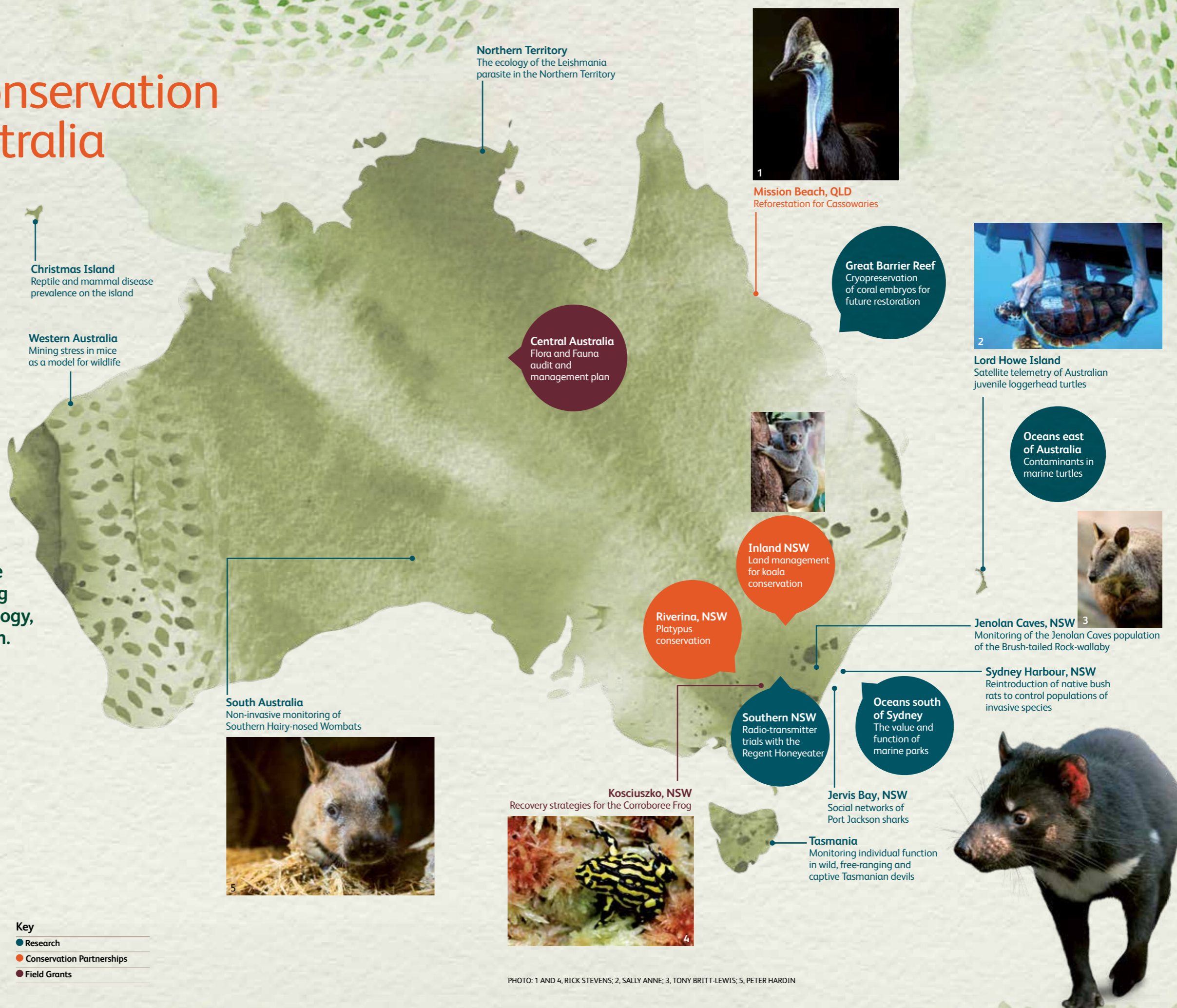
Australia wide
Non-invasive measurements of stress in marsupials and monotremes



Taronga has a strong commitment to research and conservation science across a range of disciplines including animal behaviour, reproduction, ecology, nutrition, genetics and wildlife health.

Taronga continues to expand its commitment to research and conservation science. Taronga scientists bring diverse expertise and work with partners including universities and state and Federal government agencies to address urgent environmental questions. Through our collaborative investigations and Taronga conservation science programs including the **Australian Registry of Wildlife Health**, **Wildlife Reproductive Centre** and **Australian Marine Mammal Research Centre**, our work will ultimately be applied to make better informed wildlife and habitat management decisions.

The vision and generous support of Taronga Foundation donors has also enabled the creation of the **Taronga Conservation Science Initiative**. Established in 2011 to expand Taronga's contribution to conservation science, the Initiative has leveraged nearly \$1.9 million over two years in scientific grants to explore issues of importance in the marine and terrestrial environments.



1
Mission Beach, QLD
Reforestation for Cassowaries



2
Lord Howe Island
Satellite telemetry of Australian juvenile loggerhead turtles

Oceans east of Australia
Contaminants in marine turtles



3
Jenolan Caves, NSW
Monitoring of the Jenolan Caves population of the Brush-tailed Rock-wallaby



Inland NSW
Land management for koala conservation

Riverina, NSW
Platypus conservation



Oceans south of Sydney
The value and function of marine parks

Southern NSW
Radio-transmitter trials with the Regent Honeyeater

Jervis Bay, NSW
Social networks of Port Jackson sharks

Tasmania
Monitoring individual function in wild, free-ranging and captive Tasmanian devils



5
South Australia
Non-invasive monitoring of Southern Hairy-nosed Wombats



4
Kosciuszko, NSW
Recovery strategies for the Corroboree Frog

Key

- Research
- Conservation Partnerships
- Field Grants

PHOTO: 1 AND 4, RICK STEVENS; 2, SALLY ANNE; 3, TONY BRITT-LEWIS; 5, PETER HARDIN

Year in Brief Our Global Reach

Taronga works with partners around the world to help secure a shared future for wildlife and people.

Taronga commits staff time and expertise to support more than 30 in-situ conservation projects. Taronga works with a large number of conservation experts and community groups around the world to identify and reduce key threats to endangered and critically endangered species, protect vital habitat for wildlife, and address human-wildlife conflict.

Taronga also supports community conservation campaigns including **Beads for Wildlife**, **Don't Palm Us Off** and **They're Calling on You** to raise community awareness about the threats facing wildlife and help secure a shared future for wildlife and people.

Conservation Partnerships

Democratic Republic of Congo

Jane Goodall Institute (Eastern Lowland Gorilla)

Fiji

National Trust of Fiji (Fijian Crested Iguana)

Indonesia

Komodo Survival Program (Komodo Dragon)

International Rhino Foundation (Sumatran Rhino)

The Orangutan Project (Sumatran Orangutan, Sumatran Tiger, Sumatran Elephant)

Kenya

Northern Rangelands Trust (Giraffe)

Madagascar

Omaha's Henry Doorly Zoo and Aquarium (OHDZA), Madagascar Biodiversity Partnership (MBP) and Conservation Fusion (CF) (Ring-tailed Lemur)

Nigeria

Wildlife Conservation Society and Great Ape Survival Project (Cross River Gorilla)

Republic of Congo

Jane Goodall Institute (Chimpanzee)

Sri Lanka

Department of Wildlife Conservation (Asian Elephant)

Tanzania

University of Oxford (African Wild Dog)

Thailand

Department of National Parks, Wildlife and Plant Conservation (Asian Elephant)

Zimbabwe

International Rhino Foundation (Black Rhino)

Research

Antarctic

Leopard seal nutrition mapping project

Using 3-D photogrammetry to estimate body mass of marine mammals

Respiratory physiology and safe anaesthesia of the leopard seal

Borneo

Seed dispersal by the Orang-utan in the Sabangau forest, Borneo

China

Giant Panda reproductive seasonality: faecal and behavioural assessment in China

Sulawesi, Indonesia

Sulawesi Macaque biology and conservation in Selamatkan Yaki National Park

Thailand

Asian Elephant assisted reproduction

Aerosol transmission of pathogenic bacteria from Asian elephants



1
Nigeria
Wildlife Conservation Society and Great Ape Survival Project (Cross River Gorilla)



2
Uganda
New Nature Foundation (Kibale Fuel Wood Project)



3
Nepal
Himalayan Nature (Protecting key habitats for Fishing Cats)



4
Fiji
National Trust of Fiji (Fijian Crested Iguana)

● Brazil

Brazil
Royal Zoological Society of Scotland (Ecology and conservation of the Giant Armadillo)



5



Madagascar
Omaha's Henry Doorly Zoo and Aquarium (OHDZA), Madagascar Biodiversity Partnership (MBP) and Conservation Fusion (CF) (Ring-tailed Lemur)

Sulawesi
Sulawesi Macaque biology and conservation in Selamatkan Yaki National Park

Field Grants

Brazil

IPÊ - Instituto de Pesquisas Ecológicas (Protecting the Lowland Tapir in Brazil)

Royal Zoological Society of Scotland (Ecology and conservation of the Giant Armadillo)

Cambodia

University of Oxford (Ecology and conservation of Dholes)

Indonesia

Friends of National Parks Foundation (Reforestation project at the Lamandau River Wildlife Reserve)

Zoological Society of London (Enhancing wildlife protection in the Berbak ecosystem)

Nepal

National Trust for Nature Conservancy (Assessing human-bear conflicts)

Himalayan Nature (Protecting key habitats for Fishing Cats)

New Zealand

Bushy Park Trust (Establishing a new population of Hihi)

Nigeria

Tropical Research and Conservation Centre (Regenerating Sclater's Guenon habitat)

Philippines

Mabuwaya Foundation (Buffering human-crocodile conflict at Dinang Creek, San Mariano)

Uganda

New Nature Foundation (Kibale Fuel Wood Project)

Zambia

South Luangwa Conservation Society (Anti-snaring work at Luangwa National Park)

PHOTO: 1, AINARE IDOJAGA; 2, REBECCA GOLDSTONE AND MICHAEL STERN; 3, LORINDA TAYLOR; 4, JOEL SARTORE; 5, KEVIN SCHAFER, PANTANAL GIANT ARMADILLO PROJECT.



Antarctica
Leopard seal nutrition mapping project

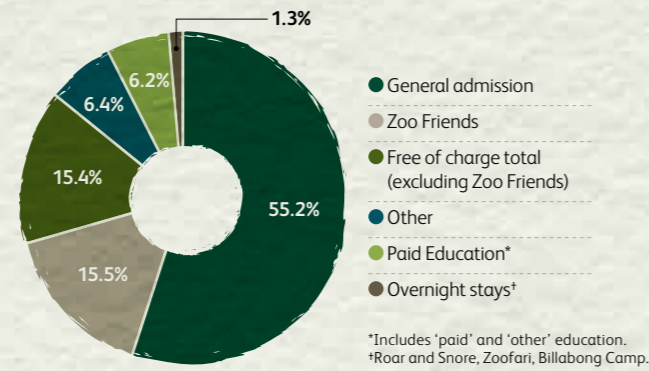
● Antarctica

Year in Brief Visitation

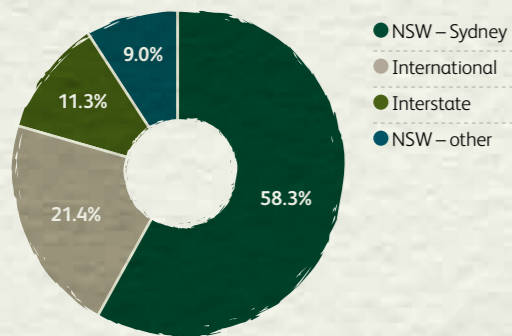
Total visitation (million people)



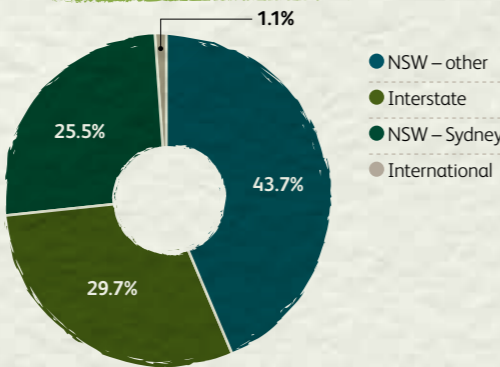
Guest ticketing mix



Origin of guests – Taronga Zoo



Origin of guests – Taronga Western Plains Zoo



Guest attendance

	2011/12	2012/13	Variance	Variance %
Consolidated result				
Paid attendance ⁽¹⁾	1,298,200	1,355,877	57,677	4.4%
Paid and FOC* attendance ⁽²⁾⁽³⁾	1,665,673	1,706,278	40,605	2.4%
Taronga Zoo				
Paid attendance ⁽¹⁾	1,101,113	1,159,627	58,514	5.3%
Paid and FOC attendance ⁽²⁾	1,430,049	1,477,638	47,589	3.3%
Taronga Western Plains Zoo				
Paid attendance ⁽¹⁾	197,087	196,250	-837	-0.4%
Paid and FOC attendance ⁽³⁾	235,624	228,640	-6,984	-3.0%

*FOC – Free of charge.
1. Includes Zoo Friends, paid education and overnight stays.
2. Includes function guests and Twilight Concert attendees at Taronga Zoo.
3. Includes function guests at Taronga Western Plains Zoo.

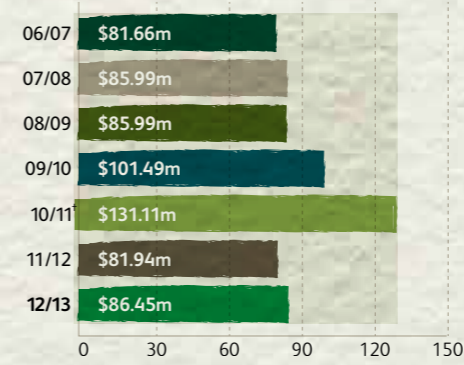


Year in Brief Financials



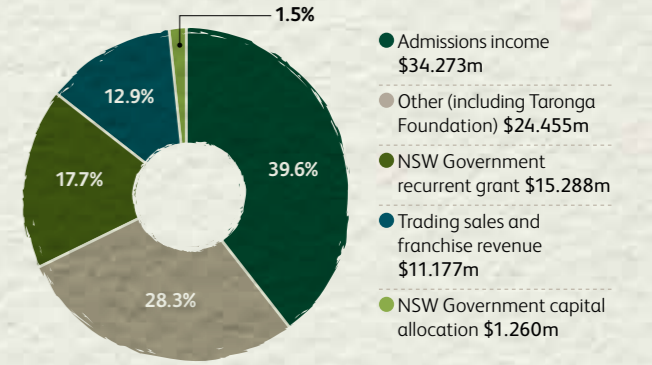
Green Iguana, Taronga Zoo
PHOTO: LORINDA TAYLOR

Total income (\$m)

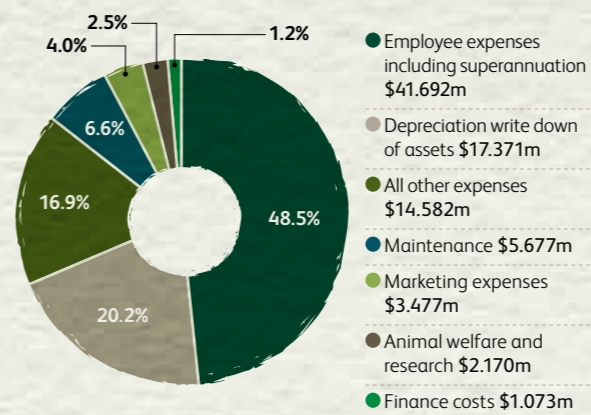


*Total income includes one-off Government grant of \$36 million.

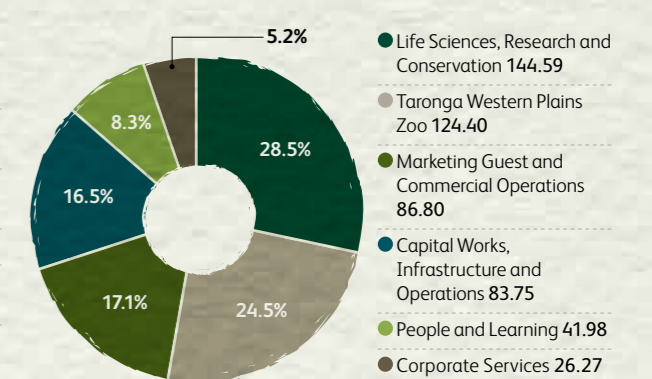
Sources of income for Taronga programs



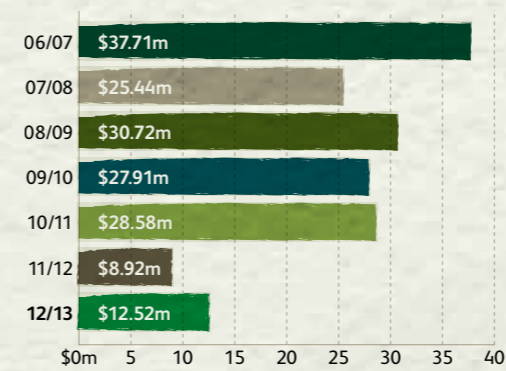
Allocation of recurrent resources to expense types



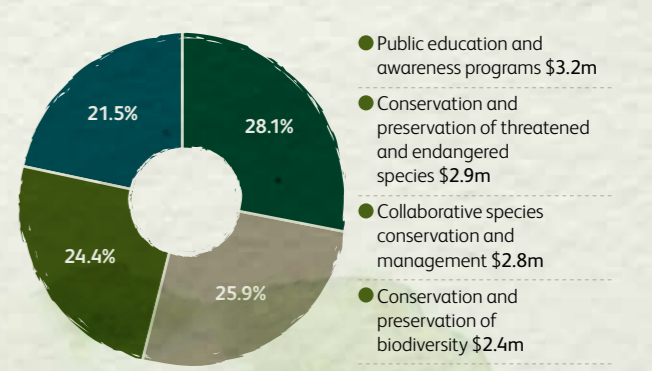
Allocation of employees by Taronga division



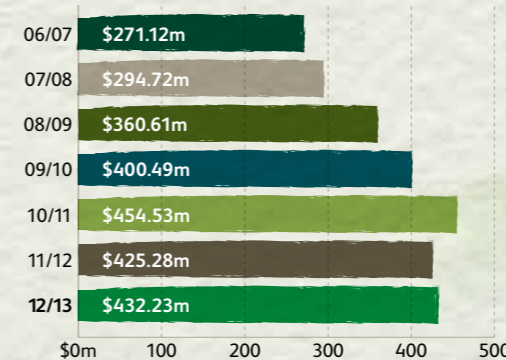
Expenditure on capital development & asset maintenance (\$m)



Total cost of Social Program Policy activities



Total assets (\$m)



17
The number of chimpanzees in Taronga's breeding group.

For the Chimpanzee

...we are supporting the Jane Goodall Institute to expand the Tchimpounga Chimpanzee Rehabilitation Centre in the Congo. As the largest Chimpanzee sanctuary in Africa, it is home to more than 150 Chimpanzees that have been rescued from the illegal bushmeat and pet trades.

Chimpanzee 'Samaki' PHOTO: RICK STEVENS

Tangible Conservation Outcomes

The Ring-tailed Lemur is classified as near threatened; numbers have declined by 20-25% in the last 24 years.



Ring-tailed Lemur, Taronga Zoo
PHOTO: LORINDA TAYLOR

Ensuring all our efforts contribute to tangible and measurable conservation outcomes.

Key achievements

1. In its first two years, the Taronga Conservation Science Initiative received \$1.9 million in grants to support nine projects which underpin species and ecosystem management and conservation with sound science.
2. At the request of the Christmas Island National Park, the Australian Registry of Wildlife Health undertook extensive studies to determine the impact of disease on the island and specifically local species extinctions.
3. Taronga reared and released 1,100 Alpine Tree Frogs to Kosciuszko National Park as part of a joint research partnership with James Cook University and the NSW Office and Environment and Heritage to investigate innate immunity to chytrid fungus.
4. A Conservation Partnership was established with Omaha's Henry Doorly Zoo and Aquarium, Madagascar Biodiversity Partnership and Conservation Fusion to support community-based conservation of Madagascar's spiny forests and the Ring-tailed Lemur.
5. Taronga expanded its commitment to protecting wildlife and stopping illegal wildlife trade, from supporting wildlife protection units which prevent poaching and logging, to shoring up veterinary assistance programs for animals caught in snares in Asia and Africa.
6. Taronga staff have travelled to, assessed and added value to six conservation projects supported by the Taronga Foundation in different countries across the globe.
7. Taronga partnered with Woolworths to educate visitors about the importance of sustainable seafood choices. The partnership has unprecedented potential for Taronga to drive behaviour change and empower the community to become involved in marine conservation.
8. Taronga and SITA were declared joint winners of the Australian Business Award for Environmental Sustainability. Taronga's partnership with SITA ensures Taronga Zoo maximises recycling and minimises waste to landfill, with over 80% of all waste on site now recovered for recycling.

Performance indicators

	2011/12	2012/13
Collection species which are classified as threatened⁽¹⁾		
Taronga Zoo	30%	28%
Taronga Western Plains Zoo	47%	45%
Threatened species in conservation programs⁽²⁾		
Taronga Zoo	43%	46%
Taronga Western Plains Zoo	70%	77%

1. Threat status is determined by reference to international, national and state categories.
2. Percentage of threatened species within the collection in Australian Species Management Program (ASMP) Conservation Programs and Population Management Programs.



Tjeerd Jegen, Australian Sea-lion 'Maya' and Cameron Kerr launch the Taronga – Woolworths sustainable seafood partnership. PHOTO: RICK STEVENS



Rebecca Atencia and Matt Green at the Tchimpounga Chimpanzee Rehabilitation Centre, Congo. PHOTO: FERNANDO TURMO



Alpine Tree Frog, Taronga Zoo. PHOTO: MICHAEL MCFADDEN



Lesley Small and Emma Pollard laying camera traps in Sumatra.

Animals in Our Care



37
 Number of joeys Taronga's Tasmanian Devil breeding program has produced. Devils are paired based on the breeding recommendations of the 'Save the Tasmanian Devil Program'

Tasmanian Devil joey
 PHOTO: LORINDA TAYLOR

The care and management of a sustainable collection of animals supporting conservation and research outcomes and providing inspirational visitor experiences.

Key achievements

- 1,221 animals were treated at Taronga's wildlife hospitals.
- Taronga had its most productive Regent Honeyeater breeding season. 38 fledged chicks underwent and cleared pre-release quarantine examinations for release at Mt Pilot National Park, near Chiltern Victoria in April 2013.
- Over 1,100 live, fertile Southern Corroboree Frog eggs were produced at Taronga Zoo. 120 eggs were released into fenced, chytrid-free enclosures in Kosciuszko National Park and 563 into artificial chytrid-free pools at breeding sites within the National Park. 100 eggs were also transferred to the Amphibian Research Centre to expand the captive population.
- White Rhinoceros calf 'Macheo' was born from 'Mopani' who had been pregnant when Taronga Western Plains Zoo lost four White Rhinoceros to an unknown illness the previous year.
- The first Short-beaked Echidna puggle born at Taronga Zoo in 25 years was discovered by Backyard 2 Bush keepers. Unfortunately the puggle did not survive but has improved understanding of how the species breeds and best practice husbandry.
- A male Pygmy Hippopotamus arrived at Taronga Zoo from North Queensland in May 2013 and will be paired with Taronga's female to become the Zoo's next breeding pair.
- Almost 250 staff participated in Animal Welfare Workshops, held at both zoos, to increase staff understanding of Taronga's animal welfare responsibilities.
- A Responsible Pet Care Show was developed and presented every day during the 2013 Easter School Holiday period to help visitors better care for their pets and reduce their impacts on native wildlife.

Performance indicators

	2011/12	2012/13
Collection species managed in conservation programs ⁽¹⁾		
Taronga Zoo	13%	13%
Taronga Western Plains Zoo	33%	35%
Wildlife rehabilitation		
Number of cases	1,123	1,221

1. Percentage of total collection species in Australian Species Management Program (ASMP) Conservation Programs and Population Management Programs.



The Hon. Robyn Parker MP and Michael McFadden inspecting Corroboree Frog facilities at Taronga Zoo. PHOTO: DANIELLE HENRY



Dr Larry Vogelnest and Dr Liz Arthur examining Sumatran Tiger 'Jumlah' at Taronga Zoo. PHOTO: DANIELLE HENRY



Regent Honey-eater. PHOTO: DEAN INGWERSEN, BIRDLIFE AUSTRALIA



Fennec Fox kit, Taronga Zoo. PHOTO: RICK STEVENS





Komodo Dragon hatchling, Taronga Zoo.
PHOTO: RICK STEVENS



Sun Bear 'Mary' featuring in Wild Life at the Zoo Series 2. PHOTO: PETER HARDIN



Sir David Attenborough, Farley McDonald and Koala 'Yindi'. PHOTO: BEN GIBSON



Students participating in the NSW Government's Endanger Ranger program. PHOTO: SHALLON McREADDIE

Visitor Experience & Learning

The creation of innovative and engaging experiences that attract Zoo guests, exceed guest expectations, inspire loyalty and influence positive behaviour change.

Key achievements

1. Taronga's 12 year, \$221 million capital development Master Plan was completed.
2. Visitor satisfaction increased to 91% at Taronga Zoo. Visitor satisfaction was relatively steady at 84% at Taronga Western Plains Zoo.
3. Taronga Western Plains Zoo was awarded the Inland NSW Tourism Award for Best Tourist Attraction.
4. A total of 159,325 students were involved in Taronga learning programs. Another 5,700 students participated in a video conference facilitated by Taronga Education staff.
5. The Endanger Ranger program, a NSW Government election commitment, was delivered and enabled 3,300 students from Western Sydney to participate in an immersive overnight education program at Taronga Western Plains Zoo over a two-year period.
6. The Burbangana and Walanmarra programs continued to deliver unique and engaging experiences to at-risk indigenous young people. Psychologists and a community services team are working with Taronga to document and understand the theory of engagement, with a significant grant allocated for the development and expansion of the programs over the next three years.
7. The Taronga Training Institute continued to expand with over 350 students per annum.
8. Zoo Friends membership grew to record levels. Taronga now has over 77,000 Zoo Friends including 9,000 local members in Dubbo equivalent to more than 20% of the population.
9. Over 20,000 up-close animal encounters were delivered during the year, enabling a record number of visitors to engage more closely with Taronga's animals.
10. Wild Life at the Zoo Series 2 aired nationally on ABC television.
11. Taronga's online presence reached new heights: the Taronga YouTube channel had 1.9 million views; Facebook fans grew by 45% to 61,000 fans; and website visitation grew by 22% to 2.3 million visits annually.

Performance indicators

	2011/12	2012/13
Visitation – total	1,665,673	1,706,278
Students visiting on a school excursion		
Taronga Zoo	107,063	108,142
Taronga Western Plains Zoo	14,397	13,384
People participating in Public/Outreach education programs		
Taronga Zoo	37,127	37,799
Satisfied guests as measured through satisfaction surveys		
Taronga Zoo	89%	91%
Taronga Western Plains Zoo	85%	84%
Complaints per 1,000 guests⁽¹⁾		
Taronga Zoo	0.18	0.22
Taronga Western Plains Zoo	0.61	0.45
Conference and workshop proceedings delivered by staff (including workshops convened)	35	30

1. Calculation excludes Twilight concert attendees at Taronga Zoo and function guests at both Zoos.

Financial Sustainability

19

Number of fledged Little Penguin chicks produced in the 2012 breeding season at Taronga Zoo.

Little Penguins are the only penguin species to breed in Australia.

The ongoing management of our business to fund and sustain successful conservation outcomes.

Key achievements

- Total visitation at Taronga and Taronga Western Plains Zoos increased by 2.4% on 2011/12.
 - Taronga Zoo welcomed 1.48 million visitors, a 3.3% increase on the previous year.
 - Taronga Western Plains Zoo visitation was slightly below the previous year at 228,640.
- The 'Dinosaurs in the Wild' experience at Taronga Zoo resulted in a 6.8% increase in year on year visitation from November to January to nearly 450,000 visitors. This made it the busiest summer period ever for the Zoo.
- The Taronga Foundation raised \$11 million to support capital developments and conservation and research projects.
- The Taronga Wildlife Defender regular giving program was launched and has identified new Taronga Foundation supporters through face to face, direct mail and telemarketing.
- In a tough retail environment, retail sales made a record net contribution to Taronga's bottom line.
- Taronga commenced a five-year partnership with Restaurant Associates for catering services at Taronga Zoo and re-launched the Taronga Centre function spaces after completion of a \$750,000 capital development upgrade.
- Taronga Western Plains Zoo achieved a record level of revenue from operations, up 5% on the previous year to \$12 million.
- Renovation of the Zoofari Lodge Main House at Taronga Western Plains Zoo was completed, revitalising the Zoo's premium accommodation product.
- Billabong Camp, a brand new overnight experience at Taronga Western Plains Zoo, was constructed and launched in April 2013.

Performance indicators

	2011/12	2012/13
Direct Government support per visitor (Including contribution for capital development)⁽¹⁾		
Taronga Zoo	\$9.66	\$7.80
Taronga Western Plains Zoo	\$10.62	\$8.90
Operating expenses per visitor (Excluding Taronga Foundation)⁽¹⁾		
Taronga Zoo	\$44.33	\$42.70
Taronga Western Plains Zoo	\$63.47	\$65.62
Capital expenditure per visitor		
Taronga Zoo	\$3.09	\$5.03
Taronga Western Plains Zoo	\$3.18	\$8.58
Taronga Foundation fundraising revenue	\$11.2m	\$11.0m

1. Calculation excludes Twilight concert attendees at Taronga Zoo and function guests at both Zoos.



The refurbished Zoofari Lodge dining room. PHOTO: MARK JAMES



T-Rex installed for the 'Dinosaurs in the Wild' experience at Taronga Zoo. PHOTO: ANDERS ALEXANDER



Billabong Camp. PHOTO: BEN GIBSON



Dragon boat racing to support the Taronga Foundation during Chinese New Year.



The alignment of people and processes with strategy and values.

Our People & Organisational Effectiveness

Taronga has held Sumatran Tigers since 1979. Over the past 30 years, 10 litters have been born with 14 cubs successfully reared into adulthood.

Sumatran Tigers 'Sakti' (back) and 'Kartika' (front). PHOTO: RICK STEVENS

Key achievements

- Volunteers helped deliver new visitor experiences including the 'Dinosaurs in the Wild' exhibition and 'Big Cat Trail' guided walk at Taronga Zoo.
- The number of workplace injury claims decreased. Workers' compensation claims fell from 44 in 2011/12 to 21, and Lost Time Injury claims from 18 to 12.
- Taronga worked closely with WorkCover NSW and NSW Health to ensure continuous improvement in workplace health and safety, and facilitate effective information sharing and comprehensive investigation in response to incidents.
- 10 staff members participated in local and international work experience and research projects as part of the Zoo Friends and Conservation Fellowships program.
- Staff from Taronga and Taronga Western Plains Zoos were supported by the Zoo Friends membership program to attend and present papers at the Australasian Zoo and Aquarium Association conference.
- The Leadership Team completed a 12 month leadership development program to help drive Taronga toward its centenary in 2016.
- Eight staff completed the Certificate IV in Project Management and 20 staff gained a qualification in TAE40110 Cert IV in Training and Assessment or TAE10 Enterprise Trainer Skill Set to support the Taronga Training Institute.
- Taronga continued its support for industry skills development with six trainees/apprentices employed across the organisation.
- Specialist positions were recruited including Aboriginal Discovery Officers to deliver 'Nura Diya, Taronga's Aboriginal Wildlife Experience' and Mandarin speaking Discovery Officers to assist in the delivery of tours to the expanding Chinese market.

Performance indicators

	2011/12	2012/13
Severity rate		
Lost time injury frequency/ workplace accidents for both Zoos	20.8	13.58
Staff turnover		
Taronga Zoo	5.2%	3.0%
Taronga Western Plains Zoo	4.9%	2.7%



National Volunteer Week celebrations at Taronga Western Plains Zoo. PHOTO: MANDY QUAYLE

For the Short-beaked Echidna

...the Taronga Wildlife Hospital nursed this wild orphaned puggle to full health. Weighing only 120g when he arrived, 'Beau' required 24-hour care for the first five months. He now weighs 3kg and has been transferred to the Taronga Zoo Education Centre where he has an important role as an Ambassador for echidnas in the wild.

2013

The year the first Short-beaked Echidna puggle was born at Taronga Zoo after 25 years!



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