

OUR BACKYARD

Annual Review 2018–2019



TARONGA 
CONSERVATION SOCIETY AUSTRALIA

For the Wild

A SHARED FUTURE *for* WILDLIFE AND PEOPLE

At Taronga we believe that wildlife and people can share this planet.

We believe that all of us have a responsibility to protect the world's precious wildlife, not just in our lifetimes, but for generations into the future.

Our zoos create experiences that delight and inspire lasting connections between people and wildlife. We aim to change lives and create conservation champions eager to engage with their communities and to value the wildlife in their care, and around the world.

Our activities range from cryopreserving coral species of the Great Barrier Reef, to successfully breeding and releasing Bellingher River Turtles, a critical development for their long-term survival in the wild, and educating the conservation and wildlife champions of tomorrow.

Our conservation breeding programs for threatened and priority wildlife help a myriad of species, with our 10 Legacy Species program representing an increased commitment over the next decade to five Australian and five Sumatran species at risk of extinction.

In the last 12 months alone Taronga partnered with 39 organisations working on the front line of conservation across 18 countries.

Taronga is a not-for-profit organisation. The revenue we make through our zoos, our accommodation, events and through donations to the Taronga Foundation goes directly back into support, care and conservation of wildlife.



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Overview

Taronga Conservation Society Australia (Taronga) operates Taronga Zoo in Sydney and Taronga Western Plains Zoo in Dubbo. Taronga is a leader in the fields of conservation, research and environmental education.

Taronga is constituted under the Zoological Parks Board Act 1973 as a statutory authority owned by the people of New South Wales (NSW) and administered by the Minister for the Environment and Heritage.

Amended legislation in 1992 defined Taronga’s responsibilities in education, conservation, research and recreation. A minor amendment to the Act was undertaken in 2008 to formally recognise Taronga Conservation Society Australia as the official name, to better describe the work of the organisation.



Bradleys Head Rd, Mosman NSW 2088
PO Box 20, Mosman NSW 2088
Tel: 02 9969 2777 | Fax: 02 9969 7515
Open 9.30am – 5.00pm (Sep – Apr)
Open 9.30am – 4.30pm (May – Aug)
taronga.org.au



Obley Rd, Dubbo NSW 2830
PO Box 831 Dubbo NSW 2830
Tel: 02 6881 1400 Fax: 02 6884 1722
Open: 9.00am – 4.00pm
Open 8.30am – 5.00pm (during school holidays)
taronga.org.au/dubbo

OUR STRATEGIC DIRECTION

Our vision is to secure a shared future for wildlife and people.

Our strategic plan defines our unique role, and the way we contribute to wildlife conservation, science and learning.



Symbol	Platypus (<i>Ornithorhynchus anatinus</i>)
Opened	October 1916
Site	28 hectares
Animals	Number of Animals: 4,558 Species/sub-species: 307



Symbol	Giraffe (<i>Giraffa camelopardalis</i>)
Opened	February 1977
Site	758.3 hectares
Animals	Number of Animals: 697 Species/sub-species: 63



SOUTHERN CORROBOREE FROGS — CHRIS WHEELER

OUR ORGANISATION



MICHELLE SHAW, ZOO NUTRITIONIST — OGLIVY

Minister for Energy and Environment

The Hon. Matt Kean MP *BBus, GradDipCA MP*

Taronga Conservation Society Australia Board

Chairman Mr Steve Crane *BCom, FAICD, SF, Fin*

Executive Director and Chief Executive

Mr Cameron Kerr *BSc (Hons), MCom, GAICD*

Executive Team

Ms Bettina Sammut

BA, Cert (PR), Grad Cert (HRM), Grad. Cert Change Mgt AGSM

**Director,
People, Culture
and Safety**

- Human Resources and Payroll
- Work Health and Safety
- Volunteer Programs
- Organisation Development and Learning
- Diversity and Inclusion

Ms Narelle Beattie

BCom, MA, CA

**Director,
Corporate Services
and Governance**

- Finance
- Procurement
- Governance
- Information and Digital Technology
- Capital Project Management

Mr Simon Duffy AM

*BTeach, BEd
GAICD*

**Director,
Taronga Zoo**

- Environmental Sustainability
- Wildlife Operations:
 - Animal Presentation Precinct
 - Australian Fauna Precinct
 - Exotic Fauna Precinct
 - Horticulture and Browse
 - Exhibit Projects
- Facilities and Asset Operations
- Maintenance, Works and Trades
- Education
 - University Programs
 - School Education
 - Taronga Training Institute
 - Cultural and Community Programs

Mr Steve Hinks

DipMgt, DipBus, MMgt

**Director,
Taronga Western
Plains Zoo**

- Commercial Operations
- Guest Operations and Guest Experience
- TWPZ Accommodation
- Facilities and Asset Operations
- Wildlife Operations and Animal Nutrition
- Conservation and Science
- Marketing and Communications

Mr Paul Maguire

PSM BEd (PE and Sci)

**Director,
Guest Experience
and Community
Conservation**

- Guest Experience Programs
- Guest Experience Operations
- Community Conservation
- Interpretation
- Security and Cleaning
- Sky Safari

Ms Libby Hodgson

BA (Hons)

**Director,
Marketing, Commercial
and Fundraising**

- Marketing, Communications, Design and Digital
- Events
- Retail
- Accommodation
- Catering
- Tourism
- Fundraising and Memberships
- Corporate Partnerships

Mr Nick Boyle

BSc (Comms), LLB

**Director,
Welfare, Conservation
and Science**

- Conservation Science
- Population and Welfare
- Taronga Wildlife Hospital
- Nutrition
- Recovery Programs

OUR BOARD

Appointed Board

Section 6 of the Zoological Parks Board Act 1973 (NSW) stipulates the criteria under which the members are appointed to the Board. The Board met six times during the year and the number of meetings attended by each member is shown in brackets.

Mr Steve Crane BCom (6)
FAICD, SF Fin

Ministerial appointee. Chairman of Taronga Conservation Society Australia. Mr Crane is Chairman of nib Holdings Limited and Global Valve Technology, and a Director of Australian Pipeline Limited (APA Group) and SCA Property. Steve has more than 40 years of financial market experience, as well as an extensive background in publicly-listed companies. Term expires 30 June 2021.

Clr Roy Bendall (5)

Representing Mosman Council. Member of the Corporate Services, Audit and Risk Committee. Clr Bendall has broad experience working in international financial and capital markets, and project management specialising in the trade and maritime infrastructure sector. He is also a legal practitioner with experience in regulatory reform and the provision of regulatory advice to corporations and the Government. Term expires 3 May 2020.

Ms Penny Bingham Hall (5)
BA FAICD SF Fin

Ministerial Appointee. Member of the Corporate Services, Audit and Risk Committee. Ms Bingham-Hall spent 23 years with Leighton Holdings (CIMIC Group Limited) including as Executive General Manager Strategy and Executive General Manager Corporate. She is a Director on the boards of BlueScope Steel Ltd, Dexu Property Group, Fortescue Metals Group, Port Authority of NSW, Macquarie Specialised Asset Management and the Crescent Foundation. Ms Bingham Hall has extensive experience in the building, construction and property industries. She also spent 10 years as a Director and Deputy Chair of the Tourism and Transport Forum. Term expires 31 December 2020.

Ms Nancy Fox (6)
BA JD (Law) FAICD

Ministerial appointee. Chair of the Corporate Services, Audit and Risk Committee. Ms Fox is a Director on the Boards of Perpetual Limited, ING Bank Australia and Lawcover. She is Chairman of the Perpetual Equity Investment Company and a former Director of the Australian Theatre for Young People and HCF Life. Nancy has more than 25 years of experience in financial services and risk management gained in Australia, the United States and across Asia. Term expires 30 June 2021.

Mr John Walkom (4)

Representing Dubbo Community. Member of the Marketing Committee. Mr Walkom is Chair of Regional Development Australia Orana, Independent Chair Dubbo Regional Council Audit Risk Management Committee, Board member of Western Regional Local Health District and Company Director Techni-Clean Australia. He is an active and highly regarded member of the local community in Dubbo, having worked closely with a broad range of stakeholders including community, business, federal, state and local government representatives. Term expires 1 September 2021.

Mr Graham Wackett (5)

Representing Taronga’s volunteer community. Member of the Corporate Services, Audit and Risk Committee and the Marketing Committee. Mr Wackett has been an active volunteer at Taronga Zoo in Sydney since 2006 and has a strong background in hotel, resort and attractions ownership and management. Previous executive roles include Managing Director and CEO of Southern Pacific Hotel Corporation, and Managing Director Travelodge Australia and Travelodge Developments. Mr Wackett also has strong tourism industry experience, having previously served as a member of the Board of Tourism NSW, Tourism Training Australia and the Tourism Task Force. Term expires 31 December 2019.

Dr Ian Roth PSM (6)
BVSc MANZCVs GAICD

Ministerial Appointee. Chair of the Wildlife Committee. Director on the Board of RSPCA NSW and RSPCA Australia, life member of the Australian and New Zealand College of Veterinary Scientists, member of the Australian Veterinary Association and a graduate of the Australian Institute of Company Directors. Until January 2016, Dr Roth was the NSW Chief Veterinary Officer, Director of the Animal Welfare Unit within NSW Department of Primary Industries and a Director of Wildlife Health Australia. He has worked in the areas of animal health and animal welfare for 40 years and was honoured in the 2016 Australia Day Awards with a Public Service Medal “for outstanding public service to veterinary science, particularly animal welfare and biosecurity in NSW”. Term expires 30 June 2020.

The Hon. Robyn Parker (6)
GAICD

Ministerial Appointee. Chair of the Marketing Committee. Ms Parker has over 30 years of public sector experience which began with roles in child and family services across a number of disadvantaged communities. Ms Parker is a non-executive Director of several education and charitable organisations as well as Local Land Services Hunter Region. She was a specialist TAFE teacher for over 14 years before moving into the political arena, spending 12 years as an MLC, MP and Cabinet Minister in the NSW Parliament. Ms Parker was the CEO of Delphis Australia until March 2017. Term expires 31 December 2019.

Dr Rosalind Dubs (5)
BSc Dr ès Sc FTSE FAICD

Dr Dubs has had a diverse international business career, with senior executive and board roles in publicly listed, private and government companies. Currently a Director of ASC Pty Ltd, the Australian Academy of Technology and Engineering, ANU Enterprise Pty Ltd, Astronomy Australia Ltd, and former Director of Aristocrat Leisure Ltd. Previously she ran business lines for engineering multinational Thales SA in Paris, Stuttgart and Sydney. Dr Dubs has also been Deputy Vice-Chancellor (External Relations) at the University of Technology Sydney and chaired the Australian Space Industry Innovation Council. Term expires 29 August 2020.

Board Committees

Corporate Services, Audit and Risk Committee (7)
Chair – Ms Nancy Fox

Monitors financial performance, including work health and safety, environmental sustainability, human resource management, capital works programs and facilities management. Monitors and covers issues relating to internal control systems, risk management systems, financial reporting and other financial responsibilities. Consists of selected board members:

- Ms Nancy Fox
- Mr Roy Bendall
- Ms Penny Bingham-Hall
- Mr Graham Wackett

Marketing Committee (6)
Chair – Ms Robyn Parker

Monitors all marketing activities including communications, Taronga Foundation, guest experience, community programs and tourism development. Consists of selected board members:

- Ms Robyn Parker
- Mr Graham Wackett
- Mr John Walkom

Wildlife Committee (6)
Chair – Dr Ian Roth

Monitors population management, wildlife conservation, research and veterinary services.

Consists of selected board members and external contributors from appropriate specialist fields:

- Dr Ian Roth
- Dr Rosalind Dubs
- Prof Richard Kingsford, University of NSW
- Ms Brooke Taylor
- Mr Paul Sinclair, Mirri (until April 2019)
- Mr Steve Coleman, W NSW, RSPCA
- Dr Simon Longstaff AO, The Ethics Centre

Animal Ethics Committee (6)
Chair – Dr Justine O’Brien

Statutory committee through which all research projects involving animal research must be approved. Constituted in accordance with the Animal Research Act 1985 and consists of the following representatives:

- Dr Justine O’Brien
- Dr Monique Van Sluys (Researcher)
- Dr Jo Day (Researcher)
- Dr Frances Hulst (Veterinarian)
- Dr Michelle Campbell (Veterinarian)
- Dr Peter Johnson (Veterinarian)
- Mr Brendon Neilly (Animal welfare representative)
- Mr David Roden (Independent representative)
- Mr Harold Eagleton AM (Independent representative)

The committee reviewed and approved 16 new projects. The committee also approved 13 ongoing projects and 1 amendment application.

CHAIRMAN'S REPORT

Taronga's reputation and influence continued to grow with a new wave of historic achievements shaping the direction of our second centenary of operation. Our zoos showed leadership in wildlife, conservation and education, further building on our vision to secure a shared future for wildlife and people.

This year over two million people visited our zoos, which was another year of record attendance. This extraordinary number of guests included growth in international guests and a rise in Zoo Friend memberships as notable strengths for the year.

Our zoos continue to grow in popularity as a place to connect with wildlife and learn about conservation and the environment. Taronga is a haven to foster and nurture future generations of conservation leaders and advocates for the wild, and this is evident through record education attendance.

We again committed financial support to various conservation programs both in Australia and internationally, through new and ongoing corporate partnerships and generous donations to the Taronga Foundation.

Our capital expenditure was significant with investment in redevelopment of animal exhibits and creating new ways to connect with our guests. The most notable being the completion and opening of the Taronga Institute of Science & Learning. This new facility puts science on display and includes world-first immersive learning environments that connect school students with Australian native and exotic wildlife and facilitate inquiry based learning. Led by a broad and diverse team of Taronga staff, the design of these habitat classrooms reflects Taronga's innovation and creativity in designing and delivering conservation education programs.

Construction progressed further on the Wildlife Retreat at Taronga and African Savannah exhibit at Taronga Zoo Sydney, as well as commencement of the Waterhole Café and water play area at Taronga Western Plains Zoo. These exciting developments see our zoos constantly evolving and staying at the forefront of animal care and welfare as well as providing guest experiences to inspire behavior change that will positively impact wildlife.

This year Taronga Zoo welcomed Sumatran Tiger cubs and as a result the Tiger Trek experience exposed more guests to the important message of Certified Sustainable Palm Oil. This year saw us reach the major milestone of 100,000 emails being sent from guests to consumer brands encouraging them to make the transition to Certified Sustainable Palm Oil.

On the sustainability front Taronga's Institute of Science & Learning became the first building in a zoo environment to achieve a six star GreenStar rating, another accolade for this cutting-edge space. Both Taronga Zoo and Taronga Western Plains Zoo also achieved carbon neutral certification six years ahead of the target date, a significant achievement that will continue to be built on in the future.

Celebrating the breeding success across both zoos is always a highlight and this year was no different. We welcomed a number of exciting births including an Australian Sea-lion pup, Chimpanzee and Western Lowland Gorilla babies born at Taronga Zoo, whilst Giraffe calves, Oriental Small-clawed Otter pups and Spider Monkey babies were born at Taronga Western Plains Zoo.

Finally, I recognise the contribution and support of the Hon. Gabrielle Upton, former Minister for the Environment and Heritage and the Hon. Matt Kean, Minister for Energy and Environment. I would like to thank the Taronga Board members for their support and guidance throughout the year. To all the dedicated staff and volunteers whose hard work results in the conservation outcomes and amazing guest experiences across both sites – thank you. We are very proud of your accomplishments.



Steve Crane
Chairman



CHIEF EXECUTIVE REPORT

The past 12 months have heralded a new era for Taronga and further strengthened our position as a global leader in conservation and an advocate for the wild, both in Australia and around the world.

CAMERON KERR WITH REGENT HONEYEATER — GUY DIXON

The official opening of the Taronga Institute of Science & Learning by Their Royal Highnesses the Duke and Duchess of Sussex, was a monumental milestone.

It put an international spotlight on Taronga's conservation science and education programs and provides a platform for new and expanded collaborations that will advance our efforts to secure a shared future for wildlife and people. The first of its kind in the Southern Hemisphere, we are ambitious about the role of the Taronga Institute in inspiring future generations and have been encouraged by its success in the first year of operations.

Our conservation programs both in Australia and overseas saw Taronga partner with 39 different organisations working on the frontline of conservation, many with a specific focus on our 10 Legacy Species. For example, Taronga has partnered with Sahara Conservation Fund who are working with partners in the UAE to release critically endangered Addax and Scimitar-horned Oryx into Niger and Chad. These programs provide real conservation action to support wildlife, habitat and communities.

Meanwhile, conservation work in our own backyard was at the forefront this year. Among other projects the Taronga team were very proud to assist with the Lord Howe Island conservation project to remove invasive species and protect endangered and endemic wildlife on the island. A team from Taronga is based on Lord Howe Island caring and managing the Lord Howe Island Woodhen and Lord Howe Island Pied Currawong populations, both species identified as being at risk during the rodent eradication process. The team will remain there until these species are successfully re-introduced into the wild.

Taronga's scientists continued their critical work to preserve the Great Barrier Reef, sending a team into the field to cryopreserve more coral species. Taronga's CryoDiversity Bank now holds 21 species of coral from different regions of the Great Barrier Reef, the largest living bank in existence. Taronga's breed for release programs achieved big wins for the Bellinger River Turtle and the Yellow-spotted Bell Frogs. Wild populations for both species are critically low; being able to reintroduce 10 Bellinger River Turtles and 1,576 young Yellow-spotted Bell Frogs is vital to keeping these species persistent in the wild.

The 110-hectare Sanctuary situated in Dubbo, alongside Taronga Western Plains Zoo, saw the commencement of the conservation breeding programs for the critically endangered Plains-wanderer and Greater Bilby this year. The Sanctuary plays an important role in the National Recovery Program for these iconic species and will continue to be a key focus over the next 12 months. The Wild Herds exhibit opened at Taronga Western Plains Zoo in July 2018, showcasing the Mongolian Takhi complete with a replica Mongolian village. This species has come back from the brink of extinction thanks to reintroduction programs and the crucial role played by zoos.

At Taronga we are a champion for wildlife, and are dedicated to inspiring the next generation of conservation advocates and scientists. This year Taronga Zoo welcomed record education attendance with students across primary, secondary, vocational and tertiary levels participating in a variety of education programs as well as a significant rise in onsite teacher professional learning.

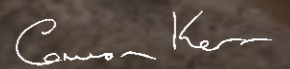
A unique education alliance was also established with the University of Sydney

through which students studying a Bachelor of Science / Bachelor of Advanced Studies (Taronga Wildlife Conservation) and Master of Education (Taronga Conservation Education) complete part of their studies at the Taronga Institute. More than 1,100 students completed part of their undergraduate or postgraduate programs at Taronga in the inaugural year of the alliance.

Our Burbangana and Walanmarra programs for at-risk youth are run in partnership with Family and Community Services across both zoos. The programs provide strong cultural connection, engagement and training to create career pathways for young people. This year the first two participants gained successful employment as Indigenous Guest Experience Officers joining the Taronga family.

Both Taronga Zoo and Taronga Western Plains Zoo were involved in a number of community events across the year, including Mardi Gras, Eid Festival, Vivid Sydney, DREAM Festival and Dubbo Stampede.

This year's numerous achievements and awards across both zoos have seen another successful 12 months for Taronga, which you will see in the following report. These achievements are not possible without the dedicated and passionate team who strive on a daily basis to create a better world for wildlife. I offer a heartfelt thank you to the Board, valued partners and supporters and the employees and volunteers who work tirelessly towards our vision.



Cameron Kerr
Chief Executive

CONSERVATION SCIENCE *in* AUSTRALIA

Over the last twelve months Taronga scientists and partner organisations conducted multidisciplinary programs under our unified mission of increasing understanding and protection of wildlife through investigation, evidence-based application and communication of science to the community.

Taronga's programs and partnerships within and beyond Australia have been carefully selected to ensure effective, practical and timely outcomes that address current and future conservation challenges, particularly in wildlife and ecosystem health. With our partners in university, governmental agencies and non-governmental conservation groups, we have garnered scientific grants from highly competitive funding bodies, including the Australian Research Council, to support these programs. Since 2011, almost \$1.2 million of philanthropic donations acquired through the Taronga Foundation have been leveraged to provide over \$7 million in scientific grants, allowing Taronga to continue wildlife conservation initiatives underpinned by our expertise spanning wildlife health, ecology, biodiversity conservation (reproduction and genetics), behaviour and nutrition.



Christmas Island

Christmas Island reptile disease investigation



Great Barrier Reef

Coral cryobanking saving new genetic diversity from the northern and central region of the Great Barrier Reef

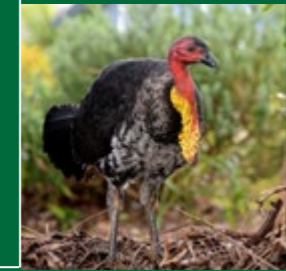
Photo: Gary Cranitch



Sydney

Improved diet for echidnas

Photo: Dave Katague



Sydney

Assessing the ecological role of Brush-turkeys in urban Sydney

Photo: Tony Britt-Lewis



Taronga Western Plains Zoo Dubbo

Plains-wanderer breeding program

Photo: Corrine Symons



Brindabella Mountains

Northern Corroboree Frog release

Photo: Lorinda Taylor



Booderee National Park, Jervis Bay

Translocation of Eastern Quoll from Tasmania



Sydney Oceans

Satellite tracking of marine turtles released from Taronga Wildlife Hospital (TWH)

Photo: Toby Zerna, Daily Telegraph



Yass

Yellow-spotted Bell Frog reintroduction

Photo: Michael McFadden



Montague Island

Sensing the seascape research into the impact of climate on marine ecosystems

Photo: Anders Alexander

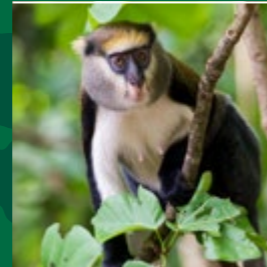
OUR GLOBAL REACH / CONSERVATION & COMMUNITY

Taronga's conservation work supports 39 projects focussed on wildlife, habitats and communities in 18 countries around the world.

Taronga plays a leading role in several national threatened species recovery programs and contributes to 16 state and national recovery programs. Taronga also works with communities to inspire and support individuals and businesses to choose, champion and change their everyday behaviours to support wildlife conservation and environmental sustainability. Taronga directly contributes over \$500,000 annually, and more in in-kind support through expert staff, conservation partners and through the long established field grants program.

This work, along with that of our partners is vital to identify and reduce key threatening processes, protect important habitat for wildlife, and support healthy communities. From Fiji to Kenya, Morocco to Sumatra, and all around Australia, Taronga works with global conservation experts in the field to secure a shared future for wildlife and people.

Our overall commitment through conservation science, threatened species recovery, community conservation and education for conservation totals over \$11 million directly invested in conservation in 2018/2019.



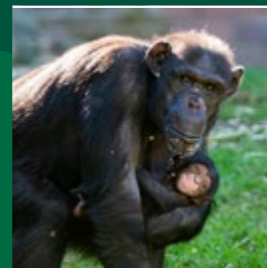
Benin

Strengthening the conservation of Benin's threatened primates through community empowerment



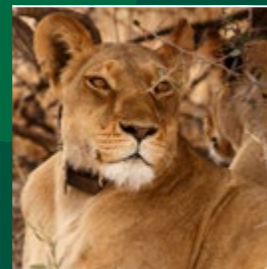
Kenya

Partnering with Northern Rangelands Trust to protect African Lion, zebra, Giraffe and African Elephant
Photo: Kira Mileham



Republic of Congo

Partnership with Jane Goodall Institute Australia caring for Chimpanzees at Tchimpounga Sanctuary
Photo: Rick Stevens



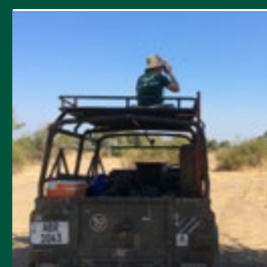
Northern Botswana

Supporting a community-led early warning system for carnivore and people coexistence



Botswana

Reducing conflict between communities and lions with Eye-Cow
Photo: Bobby-Jo Clow



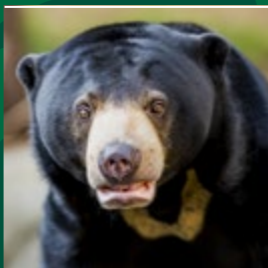
Zambia

Supporting critical ground based and aerial anti-poaching patrols in South Luangwa National Park
Photo: Michelle Campbell



Nepal

Funding vital research programs in Kathmandu Valley to support pangolin conservation



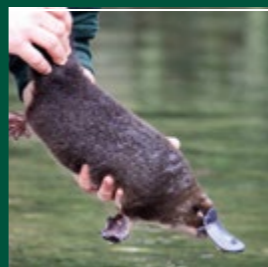
Cambodia

Conservation partnership with Free the Bears to rescue Sun Bears
Photo: Rick Stevens



Madagascar

Partnership to support the recovery of 10,000 confiscated Radiated Tortoises
Restoring habitat for the critically endangered Greater Bamboo Lemur with The Karianga Project



Australia

Improving our understanding of environmental impacts on Platypus health and distribution
Photo: Amy Russell



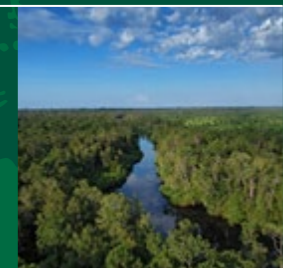
Sumatra, Indonesia

Supporting the protection of Taronga's Sumatran Legacy Species in Way Kambas National Park
Rhino protection with the International Rhino Foundation
Supporting the protection of Painted Terrapin eggs from poaching and natural predation
Photo: Rick Stevens



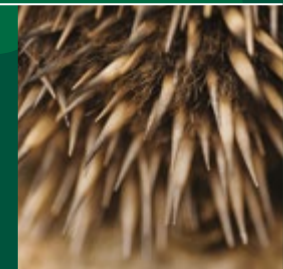
Vietnam

Supporting staff training to conserve the White-cheeked Gibbon and Saola in Pu Mat National Park



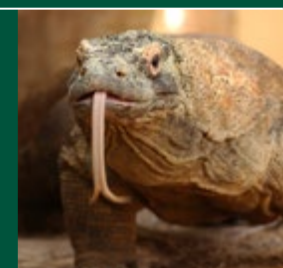
Central Kalimantan Indonesia

Initiating Biodiversity Conservation in the Rungan River landscape



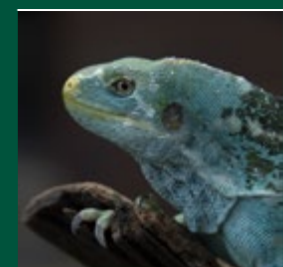
Indonesia

Stable isotope analysis of echidna quills to assess animal origin
Photo: Paul Fahy



Komodo, Indonesia

Supporting community initiatives to preserve habitat for the Komodo Dragon
Photo: Gary Ramage



Fiji

Supporting the survival of the Fijian Crested Iguana
Photo: Lorinda Taylor

TURNING VISITATION *into* OUTCOMES *for* THE WILD

VISITATION



2.04m

visitation across both zoos



1.26m+

digital community



32,000+

schools, community groups and charities attended **free of charge or heavily subsidised community events** including Eid at the Zoo and Dream Night

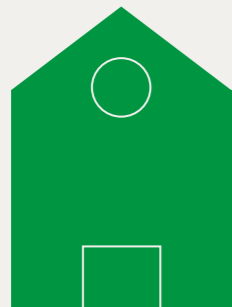
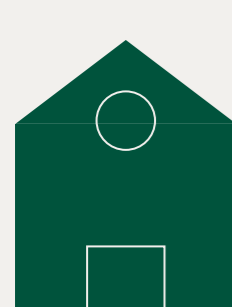


5th

consecutive year of **growth** for visitation to Taronga Western Plains Zoo, Dubbo

11/15

sold-out Twilight concert shows. A new record!



18%

growth in school excursions with the opening of the Taronga Institute of Science and Learning

One of the ways that Taronga achieves its vision for a shared future for wildlife and people is by creating positive connections between people and the animals in our care. In 2018/19 Taronga achieved visitation success and records across all areas and more importantly saw many positive outcomes for the wild achieved as a result of this.

OUTCOMES



100,000

emails sent through **Tiger Trek** campaigning for Sustainable Palm Oil



\$10.9m

Direct contribution to **in-situ conservation**



1,000+

schools and business take up the **litter free oceans pledge**



240,000+

single-use plastic items removed from Taronga's waste streams



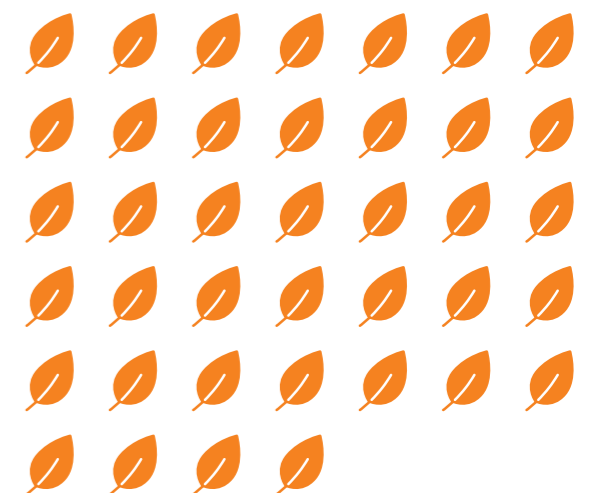
1,000,000+

items of **compostable food packaging** segregated and sent to organic waste composting

Guest Awareness



Conservation projects



Conservation programs under way with **39 projects in 18 countries**

CONSERVATION SCIENCE

Actively participate in wildlife conservation initiatives that ensure the long-term security of wildlife in suitable ecosystems and habitats

FEMALE PLAINS-WANDERER — DAVID PARKER, NSW DEPARTMENT OF PLANNING INDUSTRY AND ENVIRONMENT





Yellow-Spotted Bell Frog – Amy Russell

Key Achievements

Lord Howe Island Bird Conservation Project

Lord Howe Island (LHI) is the largest populated island to undertake a full-scale eradication of rodents. For over 15 years, experts from around the world have been involved in the development of the rodent eradication program, which aims to remove destructive invasive species, conserve threatened species and protect unique world heritage values.

Taronga is responsible for the care and management of two endangered and endemic non-target species, the LHI Woodhen and LHI Pied Currawong, both identified at risk during the baiting process. The specially built, on-island facility is designed to care for up to 350 birds. A team of experienced Taronga staff are based full time on island and responsible for the daily management of the facility providing expert husbandry and veterinary care for the birds. The birds remain in Taronga’s care for the duration of the project and will be released in stages once baiting is completed.

Bellinger River Turtle Release

Securing the future of the Bellinger River Turtle in the wild saw a significant milestone this year. Ten zoo-bred juvenile turtles were reintroduced to the Bellinger River with radio transmitters attached to their shells for the first time. Six months after the release, nine turtles were found to be still alive and doing well. This is a critical development for the species whose long-term survival may rely on the ex-situ breeding program. Taronga Zoo also bred another 30 turtles this year bringing the total Taronga population to 80 individuals.

Bringing Back the Yellow-spotted Bell Frog

Thought to be extinct in the wild the Yellow-spotted Bell Frog hasn’t been seen in the wild since 2015. This year both adult females at Taronga Zoo produced healthy clutches of eggs permitting staff to release 1,576 young frogs at two sites in NSW, keeping this species persistent in the wild. Taronga researchers have undertaken post-release monitoring of the frogs and aim to develop a reintroduction protocol to see this species re-establish in the wild.

“

The Plains-wanderer has experienced a decline of >90% since 2001, and recent monitoring has found no Plains-wanderers in the wild.

”

Taronga Sanctuary

The 110-hectare site dedicated to breeding Australian fauna for reintroduction programs is currently focused on creating insurance populations and breed for release programs for the critically endangered Plains-wanderer and the Greater Bilby.

Plains-wanderer

Collection of additional birds from the wild took place in September, November and December 2018. One male and one female were found and brought to the Sanctuary increasing the population to eight wild-caught birds. The Plains-wanderer has experienced a decline of >90% since 2001, and recent monitoring has found no Plains-wanderers in the wild. The facilities at Taronga Western Plains Zoo can hold up to 30 birds per year and also enable keepers to monitor and study the birds, which is critical to generate an understanding of their behaviour in the early stages of this conservation breeding program.

Greater Bilby

The Sanctuary was declared invasive predator free in October 2018 and has remained so since this time, a testament to the integrity of the predator exclusion fence surrounding the Sanctuary. In November, three pairs of Greater Bilby were established in the breeding facility in the Sanctuary. The pairs have produced nine offspring, some of which have been identified for release into the Sanctuary and other reintroduction sites. Research that will inform and improve reintroductions of the Greater Bilby is also prioritised as part of the program with a PhD candidate established and co-supervised by Taronga and University of NSW.

Great Barrier Reef Recovery

Taronga continued its involvement with partner organisations to further build on the species cryopreserved from the Great Barrier Reef. A total of 390 sperm samples were cryopreserved and banked from 69 colonies, representing 12 coral species. Five of these species had not previously been banked. Taronga’s CryoDiversity Bank now has a total of 21 species of coral from

the field trips since 2011, including live samples from the northern Great Barrier Reef region, an area that has suffered greatly from bleaching yet retains isolated pockets of surviving corals.

This year’s program also included cross-fertilisation experiments using fresh and frozen sperm. The team were able to show for the first time that frozen sperm collected from *A. tenuis* corals of the central region were able to fertilise *A. tenuis* oocytes from the northern region and vice versa, demonstrating the potential for cryopreservation technologies to assist coral reef restoration and gene flow.

Veterinary Training in Wildlife Care

Taronga is developing a continuing education program in wildlife treatment and care for veterinarians and veterinary nurses, as part of the NSW Government’s Koala Strategy. This program will support the assessment and treatment of native wildlife that are presented to domestic pet and specialist veterinary hospitals in NSW each year. To date Taronga has developed two of five online learning modules that aim to provide veterinarians and veterinary nurses with the knowledge and skills to effectively treat and manage wildlife patients. This education program will ensure positive welfare and conservation outcomes for NSW wildlife.

Wildlife Health Education

Training the next generation of conservation scientists in the fields of wildlife health and disease saw 142 scientists congregate at Taronga Zoo for the Pathology Short Course and Wildlife Translocation Health Symposium. The course addressed the critical skill shortages in the field of wildlife health and comparative pathology. The four-day systematic review of wildlife disease was paired with the delivery of hands-on workshops to provide participants with practical skills and field-adaptable disease investigation techniques. The one day translocation health symposium highlighted the many disciplines in translocation science including ecology, nutrition, behaviour, welfare and disease risk analysis.

PERFORMANCE INDICATORS	Target by 2020	Definition	2018/19
Wildlife Conservation Wildlife in Taronga’s care has an identified and communicated role in conservation	100%	Percentage is assessed via the Animal Population Assessment tool	90%

“

Taronga's CryoDiversity Bank now has a total of 21 species of coral from the field trips since 2011, including live samples from the northern Great Barrier Reef region, an area that has suffered greatly from bleaching yet retains isolated pockets of surviving corals.

”

Taronga's Work in Sumatra

There is a 360-degree approach to conservation in Sumatra, with wildlife, habitat and community a strong focus. In the support of wildlife, Taronga provides veterinary advice and assistance, leadership in reproductive biology and funding of protection units that benefit all five Sumatran Legacy Species. Taronga has begun work with partners to maintain and expand on reforestation projects in Way Kambas National Park, a major focus for the coming years. Taronga is also seeking to engage the community with the primary objective to generate income and opportunity through eco-tourism.

This is established through Taronga's partnership with Ecolodges Indonesia and saw the first Taronga led tour to Way Kambas National Park in August 2018.

International Recognition

Taronga is a global leader in wildlife conservation and was awarded the World Association of Zoos and Aquariums (WAZA) Conservation Award in October 2018. The award was assessed against eight zoos and aquaria, all highly respected around the world for their conservation work. Taronga was recognised for the depth and breadth of its conservation work including education, community campaigns, research and field programs.

Wild ENFORCE Project

The fight against illegal trade of wildlife is the driving force of a Taronga-led, multi-national research group called Wild ENFORCE. Through sponsorship from Australian Geographic and the Taronga fellowship program researchers collected wild and captive reference keratin samples from the Philippine Pangolin, Red-vented Cockatoo and Palawan Forest Turtle. These three species are the most trafficked in the region and a priority for TRAFFIC South-east Asia. 150 samples were transported to Taronga laboratories where they are awaiting analysis. These samples add to the growing Forensic Reference Library covering both Asian and Australian species.

Animal Nutrition

This year Taronga's nutrition team contributed expertise to assist Australian conservation efforts for critically endangered species, and internationally to improve the diets of at risk species being cared for by South-East Asian rescue organisations. The team also collaborated with honours students to undertake nutrition research at Taronga Zoo. This involved a variety of areas including assessing supplements to aid foot health in Asian Elephants and Giraffes, feeding behaviour in Red Pandas and Sun Bears and optimising gut microbial population in a range of native Australian species. The relationship between dietary carotenoids and feather colour in Regent Honeyeaters and Golden Whistlers was also assessed along with developing guides to monitor body condition of animals and the environment impact and sustainability of Taronga's animal food.

Science Snapshot

CryoDiversity Bank Collection

400

sperm samples from
12 species of hard coral



5/12

species of hard coral have
never been collected before

Breed and Release



1,200+

Critically endangered

Northern and Southern Corroboree
Frogs, tadpoles and eggs released



9 Greater Bilbies

bred on site

WILDLIFE IN OUR CARE

Be a leader in the care and presentation of wildlife, providing positive welfare, dignity and respect for all





Plains-wanderer at TWPZ Wildlife Hospital – Rick Stevens

Key Achievements

Critically Endangered Cubs

There is estimated to be less than 350 Sumatran Tigers remaining in the wild and of these only 50 breeding pairs. This year Taronga Zoo successfully bred the critically endangered Sumatran Tiger and welcomed three healthy cubs to first time mother Kartika. The cubs have been exceptional ambassadors for their wild counterparts providing an invaluable opportunity to connect guests with Taronga’s Legacy commitment, share information about the importance of sustainable palm oil production and use, and empowering guests with knowledge for action.

Animal Relocations

Three Giraffe along with a number of other species were temporarily relocated in order to facilitate the redevelopment of the Savannah project, part of the Centenary Capital Plan. Relocating the Giraffe herd was a complex operation; they were temporarily relocated to the heritage elephant temple exhibit. A detailed training and conditioning program was developed and carried out to ensure each Giraffe cooperatively walked into the transport crate. The move involved extensive logistical planning and took three days to transfer three Giraffe to their temporary exhibit. The herd will move back to the new Savannah exhibit once construction is completed.

PERFORMANCE INDICATORS	Target	Definition	2018/19
Wildlife at our Zoos are independently assessed as being in a positive welfare state	100%	Assessment is conducted of the wildlife on site. ZAA accreditation will be used until the Taronga tool is created and implemented	90%
Number of avoidable animal welfare incidents	5	Incident is assessed as avoidable by the Taronga Animal Welfare Committee	5
Animal welfare incidents are remediated within 24 hours	100%	Actions are implemented within 24 hours to begin to address a welfare incident or negative welfare assessment is addressed	100%
Number of wildlife rehabilitation cases	1,500	Number of cases treated at TZ and TWPZ	1,332

Chimpanzee Introductions

Three female Chimpanzees were imported by Taronga Zoo from Europe in 2015 to join the regional conservation breeding program. The introduction of the new females to the Chimpanzee community was highly significant and the first time in over 20 years unrelated individuals were introduced. The process was long and challenging with strong bonds in the established communities making introductions difficult. The three Chimpanzees were successfully integrated to the regional conservation breeding program with two individuals joining Taronga Zoo’s Chimpanzee community and one individual integrating into Monarto Zoo’s community. The integration of the three new females is a very important achievement for the ongoing conservation efforts of Chimpanzees.

Breeding Success at Taronga

Taronga Western Plains Zoo experienced a baby boom this year with the birth of three Giraffe calves, three Black-handed Spider Monkey babies, four Oriental Small-clawed Otters, three Ring-tailed Lemurs, 13 Scimitar-horned Oryx, a Bongo calf and three Takhi foals. Significant breeding success was also achieved at Taronga Zoo this year with the birth of a critically endangered Australian Sea-Lion and Red Panda cub triplets. Two Short-beaked Echidna births were achieved, one in Sydney and one in Dubbo, demonstrating Taronga’s consistent husbandry expertise in breeding this species that has been traditionally challenging to breed.

Gorilla Behavioural Husbandry Program

Taronga Zoo’s Gorilla keepers established an intensive behavioural husbandry program in consultation with Behavioural Husbandry Expert, Tim Sullivan to address challenges in display and animal management. Young silverback male, Kibali, is continuing to mature and develop social strategies, this has provided challenges for keeping staff in managing daily husbandry and the guest experience. These challenges have been addressed through the new program that encompasses animal training sessions, conditioning, nutritional enrichment and exhibit modifications. To date the program has been successful in decreasing tension in the group, increasing cooperative husbandry behaviours and increasing visibility for guests.

Dignity and Respect for Wildlife

Taronga is committed to providing dignity, respect and the best care for its animals. To support this a new framework was developed for portraying wildlife with dignity and respect to provide guidance to staff, guests and the community. The framework was developed through extensive consultation with internal and external stakeholders over two years and applies to all aspects of animal care and animal-guest experiences. The framework is designed to position Taronga as a leading zoo and role model for the treatment of wildlife more broadly.

Accreditation and Tracking

Taronga successfully completed the Zoo and Aquarium Association (ZAA) Accreditation at both zoos, recognising Taronga as providing positive animal welfare for its animals. Taronga has also been a key player in the development of the ZIMS Animal Care and Welfare software. Both programs support Taronga to demonstrate that it provides positive animal welfare outcomes for its animals. The ZIMS Animal Care and Welfare software was launched in October 2018 and provides the capacity to record, monitor and track animals welfare parameters over time for any given animal or group of animals in a zoo population.

Exhibit Improvements

Major exhibit modifications were undertaken at Taronga Zoo to improve behaviour husbandry, animal welfare and guest experience for the Western Lowlands Gorilla, Sun Bear and Sumatran Tiger exhibits. A number of modifications were made to the exhibits to improve and increase species-specific behaviour with a focus on natural habitat landscaping and appropriate high vertical structures to provide animals with the opportunity to engage in behaviours typical in the wild. Behavioural data is continuously being collected to monitor the animals and how they are interacting with the new exhibit modifications.

Release Snapshot

Conservation and Population Management

2,735

frog eggs, juvenile frogs and turtles released into the wild



Breed Snapshot

Animal Births

36

births across both zoos

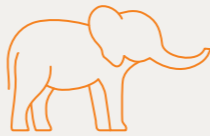
3	Tiger cubs	
3	Black handed Spider Monkey babies	
4	Oriental Small-clawed Otter pups	
3	Ring-tailed Lemurs babies	
13	Scimitar-horned Oryx calves	
1	Bongo calf	
7	Takhi foals	
1	Australian Sea-lion pup	
3	Red Panda cubs	
2	Short Beaked Echidna puggles	



TURTLE RELEASE — TOBY ZERNA, THE DAILY TELEGRAPH

Taronga’s Welfare Responsibilites

Taronga’s welfare responsibilites are varied and extend beyond just the zoo population.



Zoo population



Free-ranging species



Animals released to the wild



Wildlife sanctuary



Animal products
in animal diets



Invasive
species



Wildlife Hospital
animals



Key Sumatran
species

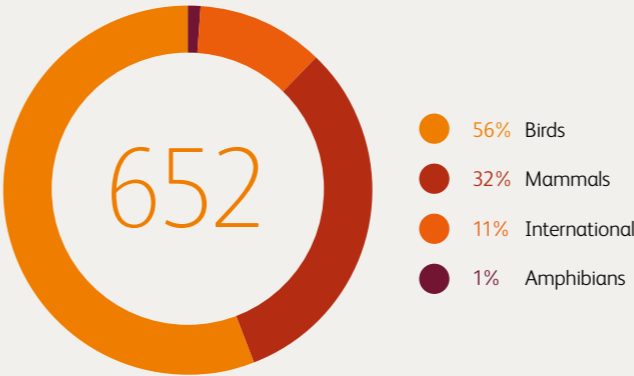
Marine Turtles Admitted to Taronga Wildlife Hospital

● Green Sea Turtle	24
● Hawksbill Sea Turtle	15
● Loggerhead Sea Turtle	1
● Turtles released with satellite trackers	10

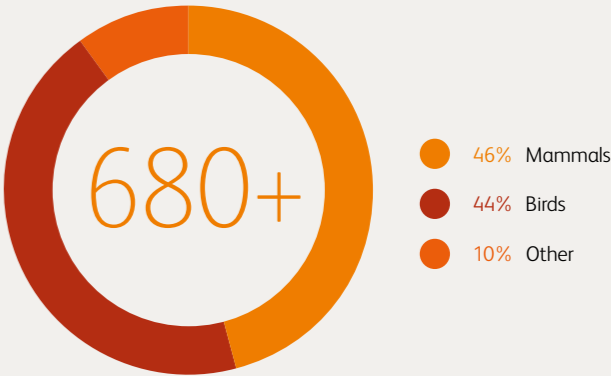


40 Total number of endangered
Marine Turtles admitted

Total Animals Admitted to Taronga Wildlife Hospital



Total Animals Admitted to Taronga Western Plains Zoo Wildlife Hospital



EXCELLENCE *in* CONSERVATION EDUCATION

Increase participation and inspire action for the wild
through innovative and authentic education programs



Woodlands Classroom – Milos Mlynarikov

Key Achievements

New Ways of Learning

The opening of the Taronga Institute of Science & Learning has transformed education at Taronga Zoo. The new habitat classrooms, themed around a woodland, desert and rainforest environment combine cutting edge technology and animal exhibits. The immersive spaces provide a transformative experience by taking students to the animal’s natural habitat providing a unique opportunity to interact with wildlife. In each room the animals move freely around the space and display natural behaviours which generates curiosity in the students.

The opening of the Taronga Institute of Science & Learning combined with a new marketing strategy saw the highest number of students on record attend Taronga Zoo for education programs. Since opening more than 30,000 students have attended education programs in the Institute and almost 20,000 students have taken part in workshops in the habitat classrooms.

Historic Alliance

History was created with the Taronga and University of Sydney alliance, the first of its kind in Australia. The alliance reflects the shared commitment to excellence in higher education, scientific discovery and practical wildlife conservation. Under the alliance,

students can enrol in a Bachelor of Science / Bachelor of Advanced Studies (Taronga Conservation Science) or Master of Education (Taronga Conservation Education) completing a proportion of their studies at the Taronga Institute of Science & Learning. In the inaugural year, 44 students enrolled in the alliance courses with Taronga having contributed to the delivery of three units of study.

Helping At-Risk Youth

The Burbangana and Walanmarra programs provide strong cultural connections, ongoing engagement and career pathways for some of the state’s most trauma effected and at-risk young people. The partnership between Taronga and Family and Community Intensive Support Services has continued to strengthen with one of the main objectives to increase training and employment opportunities for young people who have graduated the program. This year the first two participants were successful in gaining employment as Indigenous Guest Experience Officers at Taronga Zoo and Taronga Western Plains Zoo.

Commitment to Sustainable Seafood

The accolades continue to flow for Taronga’s ‘Seals for the Wild’ presentation that was awarded the Marine Stewardship Council (MSC) Oceania 2019 Wave of Change – Public Engagement Award

for the second year in a row. This award recognises the impact that Taronga Zoo has on engaging and inspiring guests about the importance of sustainability, the ocean and the wildlife it supports. Taronga Zoo also celebrated Sustainable Seafood Week (11–17 March) with daily giveaways during the week at the seal presentation, to bring further awareness to the public about changes they can make as individuals to help protect the ocean’s wildlife.

10 years of Industry Leadership

The Taronga Training Institute celebrated 10 years of operation and was recognised for excellence in the delivery of accredited training in Animal Care and Management and Tourism. This included a Highly Commended in the Heidi Hellingman Award for Outstanding Service to Industry hosted by the Australia Society of Zoo Keeping. This award recognised the significant contribution the Taronga Training Institute has made through the delivery of training at both Dubbo and Sydney, and more recently its expansion to Perth Zoo and Zoos Victoria.

Teacher Professional Learning

Developing and delivering teacher professional learning has been a strategic objective for Taronga as a means of impacting a greater number of students in NSW. Last year Taronga delivered professional learning to over 1,500 teachers. The increased interest in onsite professional learning can be attributed to the opening of the Taronga Institute of Science & Learning, with an incredible 500% growth in course attendance this year.

Take a Google Expedition

Taronga through a collaborative partnership with the NSW Department of Education STEMshare Community and Google for Education, developed two virtual reality Google Expeditions to connect with a global education audience. Google Expeditions is a digital education platform and has had over one million downloads in the Google Play store alone. Teachers are now able to expertly guide students through captivating 360-degree panoramic scenes with embedded interactive points of interest all from their own classroom.

Challenging Students in Science Week

Status Critical: A Conservation Challenge at Taronga Zoo during National Science Week was created in collaboration with the University of Sydney and designed to highlight Taronga’s Legacy Species. Over 450 students from Stage 2 to Stage 5 were engaged in a series of hands-on activities at stations around the zoo. The challenges were designed to help students understand the threats confronting animals and empowered students to identify conservation actions that positively impact threatened species.

Youth at the Zoo

The Youth at the Zoo (YATZ) program has increased membership numbers by 20% across Taronga Zoo and Taronga Western Plains Zoo. The program provides an opportunity for teenagers to become actively involved in Taronga’s education, community and conservation projects. A particular area of focus for this program has been building capacity for special needs young people to participate in activities and more importantly be part of a positive and supportive youth network. In January 2019, a new youth program was trialled at Taronga Zoo for a young person with cerebral palsy. This specially designed program was created through strong stakeholder consultation with disability support services and psychologists to ensure inclusion, safety and ongoing delivery of this exciting new initiative.

PERFORMANCE INDICATORS		2017/18	2018/19
People participating in Public / Outreach education programs	Taronga Zoo and Taronga Western Plains Zoo	48,041	52,882

School Education Snapshot

Students at Taronga



118,000

students have attended **education programs** at Taronga Zoo Sydney and Taronga Western Plains Zoo Dubbo

20,000

students have taken part in workshops in the in the Taronga Institute of Science & Learning **habitat classrooms**

Teacher engagement

500%

growth in **Teacher Professional Learning** course attendance

18/19

17/18

10%

growth in **Taronga Teacher Association** membership

18/19

17/18

TRANSFORMATIONAL GUEST EXPERIENCES

Attract an increasing number of guests to our zoos and inspire action through experiences that increase knowledge and change people's attitudes and behaviours



Sumatran Tiger Cubs – Rick Stevens

PERFORMANCE INDICATORS		2014/15	2015/16	2016/17	2017/18	2018/19
Satisfied guests as measured through satisfaction surveys	Taronga Zoo	92%	92%	91%	91%	91.2%
	Taronga Western Plains Zoo	79%	79%	82%	80%	89.31
Complaints per 1,000 guests (1)	Taronga Zoo	0.19	0.14	0.14	0.23	0.24
	Taronga Western Plains Zoo	0.49	0.62	0.62	0.38	0.42

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

*Total Visitation (Paid admissions and FOC) includes the following:

- 2. Includes Zoo Friends, paid education and overnight stays.
- 3. Includes function guests and Twilight Concert and Vivid attendees at Taronga Zoo.
- 4. Includes function guests at Taronga Western Plains Zoo.

“

Staff are now able to validate tickets and allow entry via mobile devices. The initiative has significantly reduced queuing time in peak periods at Taronga Zoo by 18 minutes.

”

Key Achievements

Leading the Transition to Sustainable Palm Oil

Taronga continues to lead the way to encourage companies to transition to sustainable palm oil. Taronga Zoo held a workshop for 25 participants from across the Australasian Zoo network to develop a road map for the next five years. The participants collaborated across key pillars of community, corporate, government, internal policy and labelling legislation. Taronga Zoo’s Tiger Trek exhibit also celebrated reaching the milestone of 100,000 emails sent to Australian manufacturers and retailers, encouraging their transition to 100% Certified Sustainable Palm Oil (CSPO).

Access @ Taronga

Creating a special experience for guests with autism and their families at Taronga Zoo was at the core of the Access @ Taronga event. In conjunction with Autism Spectrum Australia, Taronga Zoo opened its gates early at 8am providing the opportunity for guests with autism to enjoy the peace and tranquillity of the zoo before gates open to the public. Additional experiences such as the bird and seal shows were arranged to accommodate the guests with special needs as well as round trips on the Sky Safari.

Reducing Queues

The introduction of a mobile ticket validation system has reduced the time spent queuing at validation points for guests’ to gain entry to the Zoos. Staff are now able to validate tickets and allow entry via mobile devices. The initiative has significantly reduced queuing time in peak periods at Taronga Zoo by 18 minutes.

Going Digital

The Taronga Zoo and Taronga Western Plains Zoo apps both achieved high engagement, with downloads exceeding 10% of visitation respectively. Taronga also worked in partnership with Shazam to bring to life virtual keeper talks to improve the overall guest experience.

Project Cubs

The debut of the three new Sumatran Tiger cubs at Sydney created a high demand from guests eager to meet them. To provide transformational guest experiences, visitors were greeted with exclusive video content of the cubs, a special Taronga Talks podcast, extra presentations and Wild Squad activities to add value during peak periods and to further raise awareness for the Sumatran Tiger’s plight in the wild.

Centenary Theatre

Taronga’s Centenary Theatre delivers conservation and wildlife messages in an exciting and engaging manner. Over 200,000 guests have visited the Centenary Theatre in the last year, with great feedback and over 90% satisfaction. The feature film, Wild Squad Adventures inspires 5–12 year olds to become future conservationists. The day-long program of shows includes animations, live keeper shows and short films, including the popular ‘*Super-smalls! Giant bug show*’.

Visitation Snapshot

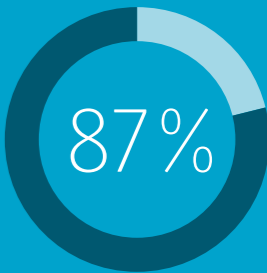
Admissions



2 million+

guests across the two locations for the **second consecutive year**

Guest satisfaction



guests surveyed were **satisfied with the helpfulness of staff**

Zoo Friends



130,000+

Zoo Friends members recorded by the end of the year

350,000

Zoo Friends visits during the year

ENGAGE *and* INFLUENCE

Engage, grow and mobilise our members, supporters and networks to achieve positive outcomes for wildlife





Taronga Institute of Science & Learning Launch – Rick Stevens

Key Achievements

Royal Official Opening

The world-class Taronga Institute of Science & Learning was officially opened on the 16th of October 2018, by Their Royal Highnesses the Duke and Duchess of Sussex. The official opening attracted widespread media coverage that sparked an international conversation about the incredible work Taronga is achieving in education and conservation both in Australia and globally.

The official opening event generated 2,284 total pieces of coverage across earned media and social, with a combined reach of one billion people. Taronga’s own supplied imagery and footage along with Taronga Institute of Science & Learning messaging was used in 99% of the coverage.

Keeping Oceans and Rivers Litter Free

Plastic pollution is having a damaging impact on our marine and freshwater wildlife. Following on from the Litter Free Oceans program, the Litter Free Rivers program was launched with a focus on pollution in the river and freshwater systems. The targeted behaviour change and public education program encourages individuals, schools and businesses to reduce their plastic footprint through educational toolkits. Over 200 businesses and 1,000 schools have downloaded toolkits to date.

PERFORMANCE INDICATORS		2016/17	2017/18	2018/19
Community Conservation	Number of Community campaign actions for the wild	31,884	81,408	137,191

“
Through sharing stories of wildlife and conservation,
Taronga Talks podcast series aims to inspire change...
”

Taronga Foundation New Chairman

Following almost 19 years of support for the Taronga Foundation, during which time over \$100m was raised for conservation programs and the care of Taronga’s animals, Maurice Newman AC stepped down from the role as Chairman of the Taronga Foundation. David Paradise AO has taken on the role of Chairman and is a dedicated environmentalist and recent recipient of the Order of Australia (AO) for his service to the community for philanthropy, charity and business. David is committed to using his networks and influence to further the Taronga Foundation’s endeavours to raise vital funds for conservation and lead future growth.

Wild about Wild Squad

Taronga’s Wild Squad activation continues to grow from strength to strength, providing children with the tools and the skills to be advocates for the wild. This year, over 15,000 children have pledged to make positive changes for the environment, and have enjoyed a new Wild Squad Adventure Forest educational experience onsite.

Taronga Talks Podcast

Through sharing stories of wildlife and conservation, Taronga Talks podcast series aims to inspire change, by telling untold stories from behind-the-scenes at both zoos and the deep connections staff have with animals and the natural world. The Taronga Talks podcast has been listened to over 15,600 times across the 13 episodes that have been released to date.

Events and Fundraising

Engaging conservation advocates through events such as City to Surf, Zoofari Ball and CEO Challenge has been a key focus of the Taronga Foundation. Raising funds and allowing participants to learn first-hand about how their contribution enables Taronga to deliver vital conservation outcomes. The fundraising events raised funds for Taronga’s vital conservation work in Australia and around the world.

New Website Launched

Connecting guests with user-friendly information about visiting both zoos and the conservation outcomes being achieved, saw a new mobile-first designed website launched. The new website centred on providing an engaging and intuitive user experience with a strategic focus on a customer-centric and data-led approach to content and navigation, meeting the diverse and complex needs of the organisation.

Moment to Cherish

This year Taronga Zoo developed Project Engage, an initiative for all staff to support and interact with Taronga Zoo Friends and guests in meaningful and memorable ways. At the heart of the project was a concerted effort by staff to create pop-up guest interactions and spend time inspiring and assisting guests. Taronga staff approached guests to talk about various animals and projects, answer questions, take photos and inspire guests to become champions for the wild. This included encouraging specific choices that can make a world of difference to wildlife through Taronga’s behaviour change campaigns.

Community Conservation
Programs Snapshot

Litter Free Oceans

830
schools signed up for
educational toolkits



230
businesses signed up
for educational toolkits



Wildlife Witness

18,000
people downloaded the
Wildlife Witness app



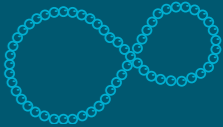
They’re Calling on You

50,000
mobile phones have been
reused and recycled
through the campaign



Beads for Wildlife

10,000
beaded products sold with all profits
going towards crafts-women and their
communities in Northern Kenya



PEOPLE *and* ORGANISATIONAL STRENGTH

Support and enable our people to achieve Taronga's vision and strategic objectives.



“

Through the successful recruitment and on boarding of six Indigenous Guest Experiences Officers at Taronga Western Plains Zoo, capacity was created to increase opportunities for Aboriginal students to participate in Community and Cultural programs.

”

Key Achievements

Utilising Mobile Technology

Taronga introduced ‘StaX’ – an experience mobile app for employees to focus on simplifying processes, enhancing the zoo end user experience and integration with back-end systems for straight forward processing via mobile technology. The trial version of the app was released to Taronga Zoo employees in March 2019 and included features such as safety messaging, digitised annual leave applications, procurement requisitions, employees directory and emergency code alerts.

Feedback from employees have been extremely positive and the app has been used to lodge over 1300 leave requests and purchase requisitions. It has provided essential information to employees with over 26,000 views in the first two months of operation.

Procurement Made Easy

A procurement intranet site was introduced to Taronga to facilitate all aspects of procurement. The microsite was designed to make the end user procurement journey hassle-free by having very clear sections, good search bar capabilities and the use of simple non-technical language. The procurement microsite is a single place where all policies, procedures, templates and important information can be found.

SAP Project Elevate

Taronga’s growth and diversification requires excellent data analysis to support the broad range of commercial, education and conservation activities. Currently access to data and ease of analysis is limited and not available on timely basis. Taronga has a new partnership with its sponsor SAP to uplift core business systems to continuously updated cloud systems for finance, procurement, payroll and human resources. The project will provide current and continuously updated cloud systems for Taronga’s new phase of commercial growth, as well as expanded education and conservation programs.

Birrany and Malungan Programs

Through the successful recruitment and on boarding of six Indigenous Guest Experiences Officers at Taronga Western Plains Zoo, capacity was created to increase opportunities for Aboriginal students to participate in Community and Cultural programs. The Birrany and Malungan Programs are funded by Taylor Construction and are culturally led programs that help re-engage students back to school through mentoring from zoo employees in a particular area if interest. Each young person was provided with an opportunity of ongoing support and training whilst building trust and re-connecting with their cultural identity.

PERFORMANCE INDICATORS		2014/15	2015/16	2016/17	2017/18	2018/19
Severity Rate	Lost time injury frequency / workplace injuries for both zoos	7.04	5.99	3.88	3.97	3.73 <small>(inc. contractors)</small>
Employee Turnover	Taronga Zoo	7.99%	10.70%	9.03%	13.19%	20.34%
	Taronga Western Plains Zoo	3.49%	10.90%	3.26%	9.28%	19.75%

System Upgrades

Taronga’s core ticketing solution Centaman was upgraded this year alongside the implementation of newly developed online ticket and membership web stores. This upgrade provided the implementation of solutions for sales, tours and experiences, partner tour operator integrations and reporting enhancements. The new general admission web store has processed over 80,000 (\$8.88m) transactions to date and Zoo Friends Membership web store over 6,700 transactions since launched in February 2019.

TarongaRISE

A key strategic target for Taronga was to demonstrate visible work health and safety (WHS) leadership. The TarongaRISE WHS leadership training was developed to ensure the senior leadership team had the knowledge and skills to implement TarongaRISE, Taronga’s safety management system. The training provided clear guidance on duties of officers and outlines the requirements of the safety management system to maintain a positive safety culture. A 100% satisfaction rate on the learning content was achieved from attendees.

Promoting Mental Health

A healthy work-life balance is critical to mental health and Taronga recognises the need to manage risks in the workplace that may lead to psychological injury. Since July 2018 Taronga has undertaken various initiatives to create a mentally healthy workplace. These include training 38 employees to apply mental health first aid and provided mental health masterclass training to 17 managers and supervisors. Seven lunch and learn workshops for employees and volunteers were also held on how to prevent and manage mental health.

Scholarships and Fellowships

Taronga’s Len Bleasel AM Scholarship program is awarded to employees for the opportunity to complete additional studies or gain experience through formal education or field trips. Mr Len Bleasel AM was the Chairman of Taronga from 1996 to 2015 and has generously supported this program for the last three years. The 2019 recipients range across a variety of studies from project management, volunteer management, horticulture, tertiary education and support for a PhD in animal nutrition.

eLearning for Volunteers

Taronga has been rolling out a suite of eLearning modules for volunteers. All new volunteers are now required to complete a number of eLearning modules including work, health and safety, animal welfare, emergency awareness, bullying and harassment and code of conduct. The volunteer eLearning modules are now inline with training for employees and are being rolled out to existing volunteers as well. Through intensive support and communication Taronga Zoo volunteers currently have a completion rate of 94% for eLearning modules.

Getting Social with Workplace

Workplace by Facebook is Taronga’s internal communication platform and has proven a successful tool that encourages organisational and divisional connections. In March 2019, Taronga marked one year with Workplace and it is evident teams are enjoying the sense of community it creates and the ability to share stories and achievements across both sites. Taronga teams have access to presentations and talks through live streaming and continuous updates on conservation projects in the field. Taronga was a finalist in the 2019 Workplace Transform Awards for Best Cross Function Collaboration. Highlighting the value of being able to share information on projects that contribute to Taronga’s vision.

Taronga’s People Snapshot

Volunteer Programs



650

Taronga **volunteers**



134,000

hours of service contributed by Taronga volunteers

Work Health Safety



96% ↑

increase in **hazard and near-miss reporting**



32% ↓

decrease in **incidents** since 2017



FINANCIAL *and* ENVIRONMENTAL SUSTAINABILITY

Continuous improvement and integration of
financial and environmental sustainability



TWILIGHT AT TARONGA CONCERT — MACLAY HERIOT



Lion Pride Lands — Rick Stevens

“

This year Twilight at Taronga experienced its fastest selling season, a major achievement in the 24 year history of the event. An unprecedented 11 out of 15 shows at the annual event achieving sell-out status.

”

Key Achievements

Taronga Now Carbon Neutral

To reduce Taronga's impact on climate change, a commitment was made to accelerate the carbon neutral certification. In December 2018, both Taronga Zoo and Taronga Western Plains Zoo were carbon neutral certified – six years ahead of the target. Taronga is actively reducing emissions year-on-year with a multi-stage plan to develop viable energy efficiencies and renewable energy opportunities across both sites. The remaining greenhouse gas emissions are offset towards habitat conservation and rehabilitation projects and offsite renewable energy generation. These projects provide broader benefits towards the conservation of Koalas and Regent Honeyeaters.

Record Breaking Major Events

This year Twilight at Taronga experienced its fastest selling season, a major achievement in the 24 year history of the event. An unprecedented 11 out of 15 shows at the annual event achieving sell-out status. The New Year's Eve festivities also attracted record support with the greatest number of people to date celebrating onsite at Taronga, contributing vital funds to the Taronga Foundation.

Regional Success

Taronga Western Plains Zoo enjoyed a strong year with general admission and overall visitation achieving growth on the prior year. The autumn school holiday period saw over 28,000 guests experience the zoo during the two week period, 43 per cent higher than the same school holiday period the previous year. The new exhibit developments of Lion Pride Lands and Wild Herds along with a large number of animal births continue to be a drawcard for visitors to Taronga Western Plains Zoo.

Expansion of Solar Energy

Electricity makes up approximately 70% of Taronga's carbon footprint. Taronga has implemented several new solar installations this financial year including roof mounted solar photovoltaic systems at the Taronga Institute of Science & Learning, the Wildlife Retreat at Taronga and the Hire Centre at Taronga Western Plains Zoo. Transitioning to cleaner sources of electricity will not only reduce the amount of greenhouse gas emitted into the atmosphere but reduce ongoing operational costs.

“

The Taronga Institute of Science & Learning has achieved the highest rating available under the Green Building Council of Australia – a six star GreenStar rating.

”

Highest GreenStar Rating

The Taronga Institute of Science & Learning has achieved the highest rating available under the Green Building Council of Australia – a six star GreenStar rating. The building is also the first GreenStar building in a zoo environment. Key features include a passive design of atrium and public spaces that takes advantage of cross-ventilation, the use of recycled water for toilet flushing and irrigation from the water treatment plant. Roof mounted solar photovoltaic and solar hot water installations along with water and energy efficient fittings and appliances, sustainable material choices have all contributed to achieving the six star rating.

Waste Management

This year Taronga Zoo implemented some new innovative waste streams to further help increase its diversion rate. Two public facing recycling streams were deployed – one for beverage containers and one for compostable packaging. All takeaway packaging served in food and beverage venues utilise packaging made from corn-starch. This can now be disposed through the new compostable packaging stream and goes to the composting facility together with the animal waste. Taronga Zoo has a current diversion rate of 88% and is expected to reach the 90% diversion target in the coming months.

Continued Sustainability Success

Taronga is dedicated to working with partners to introduce more sustainable measures across both zoos. This includes a new printer fleet roll out providing greater flexibility and control over print jobs, resulting in a reduction in paper and ink consumption. Taronga's cold beverage contract also featured sustainable considerations with all soft drinks to be transitioned to aluminium cans rather than plastic. The introduction of a milk bladder system at Taronga Zoo also removed over 25,000 single-use plastic milk containers from use each year. A plan to move towards reusable water bottle options rather than single-use plastic packaging is also underway to allow guests to refill at water stations throughout the site.

The creation of a dedicated retail space that focuses entirely on sustainable and environmentally friendly products has seen these product ranges increase to 15% of total sales.

New Purchase Cards Introduced

To streamline the high volume of low payment transactions, purchase cards or P-Cards were introduced as a payment mechanism providing significant benefits to employees, the organisation and suppliers of goods and services. The purchase card system creates a number of efficiencies including reduction in the need to request invoices or petty cash transactions, faster approvals, straightforward record reconciliation and reduces the use of paper in the workflow process.

Events & Accommodation Snapshot

Wild Ropes



15,000

children climbed on Wild Ropes course

33% ↑

increase in number of children climbing

2018/19

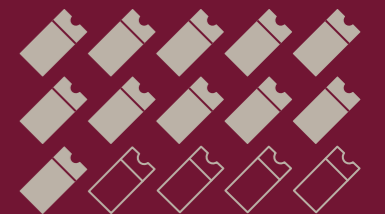
2017/18

Twilight at Taronga 2019



26,000

people attended the summer concert series



11/15

sold out shows

CENTENARY CAPITAL PLAN

Deliver the Centenary Capital Plan on time and on budget to secure Taronga's position as a leading conservation and nature tourism organisation



Key Achievements

Taronga Institute of Science & Learning

In 2018 the Taronga Institute of Science & Learning was completed and officially opened. This was a monumental moment that marked a major milestone for wildlife conservation and conservation education.

The project delivered a world leading environmentally sustainable six star GreenStar facility that enables Taronga to provide a cutting edge on-display science and research facilities as well as offering immersive education solutions.

The facility is a world-class science and research hub in an open and transparent environment to promote the cross pollination of ideas between departments. The building incorporates purpose-built laboratories, including multi-disciplinary research laboratory, teaching laboratory and cryoreserve.

The Taronga Institute of Science & Learning has received a number of accolades since opening, the most recent being a winner of the 2019 Australian Institute of Architects (NSW) Award in the category of Educational Architecture.

Hire Centre Opened

Taronga Western Plains Zoo's new hire centre was officially opened in December 2018 and now provides a smoother guest experience when hiring a bike or electric cart. The new hire centre has also created suitable storage and maintenance facilities for these assets. The hire centre features over 1,000m² of solar panels, an important step towards achieving a centre that uses renewable energy.

Waterhole Café Commences

Construction of the Waterhole Café and water play area commenced in March this year. The redevelopment will provide improved facilities and an immersive dining experience where guests can view animals whilst enjoying a meal at the new café. The project also features a children's water play area, picnic facilities and viewing of ungulates, meerkats and tortoise. The project is due to be completed in early 2020.

Wildlife Retreat at Taronga

Over the past 12 months, construction of the Wildlife Retreat at Taronga and Lower Australian Habitat precinct has advanced considerably. The project will deliver a highly immersive and engaging guest experience, enabling guests to view Australian wildlife in a natural and tranquil environment. The Wildlife Retreat at Taronga is on track to achieve a five star GreenStar rating in line with Taronga's sustainability endeavours.

The revitalised precinct will encourage people to spend time at Taronga Zoo learning about unique connections between Indigenous Australians and the environment. The experience will include tours and talks that encourage engaging interactions with native animals, that will increase awareness about the threats these species face in the wild.

Siamang Ape Holding Facility

Construction was completed of Taronga Western Plains Zoo's Siamang Ape holding facility this year. The new facility provides a first-class facility that enables improved husbandry care for the Siamang Apes and will allow this highly engaging exhibit to be effectively utilised into the future.

Improving Maintenance Programs

This year Taronga has been striving towards increasing the proportion of scheduled maintenance and reducing reactive maintenance across the two zoos. Significant savings in maintenance expenditure, safety and efficiency will be gained by shifting to a preventative maintenance focus. An extensive scheduled maintenance database of works has been created. The database details all scheduled maintenance across the zoos, recommended service intervals, approved contractors and works owner.

A proactive asset risk audit was also undertaken at Taronga Zoo to prioritise the highest asset risks and develop a work plan for asset maintenance moving forward. The extensive information gathered on the condition of the various aspects across the site will inform maintenance scheduling in the future.

Capital Works and Project Planning Snapshot

Taronga Institute of Science & Learning



Six star GreenStar facility



Winner of the 2019 Australian Institute of Architects (NSW) Award for Educational Architecture

Taronga Western Plains Zoo Hire Centre



1,000m²

of solar panels installed

Taronga Western Plains Zoo Solar Farms

2

new solar farms planned to be constructed



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Our Backyard

Please support our work. You can visit us, become a member or make a donation.

Taronga is a not-for-profit organisation dedicated to wildlife conservation and community education.

For more information go to taronga.org.au



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