



# JOURNEY *to* THE FUTURE

Securing a shared future  
for wildlife and people

**ANNUAL REVIEW 2015–2016**

**TARONGA**   
CONSERVATION SOCIETY AUSTRALIA.

*For the Wild*

# A SHARED FUTURE FOR WILDLIFE AND PEOPLE

At Taronga Zoo and Taronga Western Plains Zoo, 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 of 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 to value the wildlife in their care, and around the world.

Our activities range from resolving human-elephant conflict in Mozambique, to building homes for critically endangered Bellingher River turtles and transforming Australian school children into conservation champions.

Our conservation breeding programs for threatened and priority wildlife help a myriad of species, from tiny vibrant Corroboree Frogs to Australasia's first Greater One-horned Rhino calf.

We work in partnerships to support 44 research and conservation projects across Australia, and a further 25 programs around the globe.

Our Zoos are not-for-profit organisations. We pay no dividends, and any surplus is put straight back into support, care and conservation of wildlife.

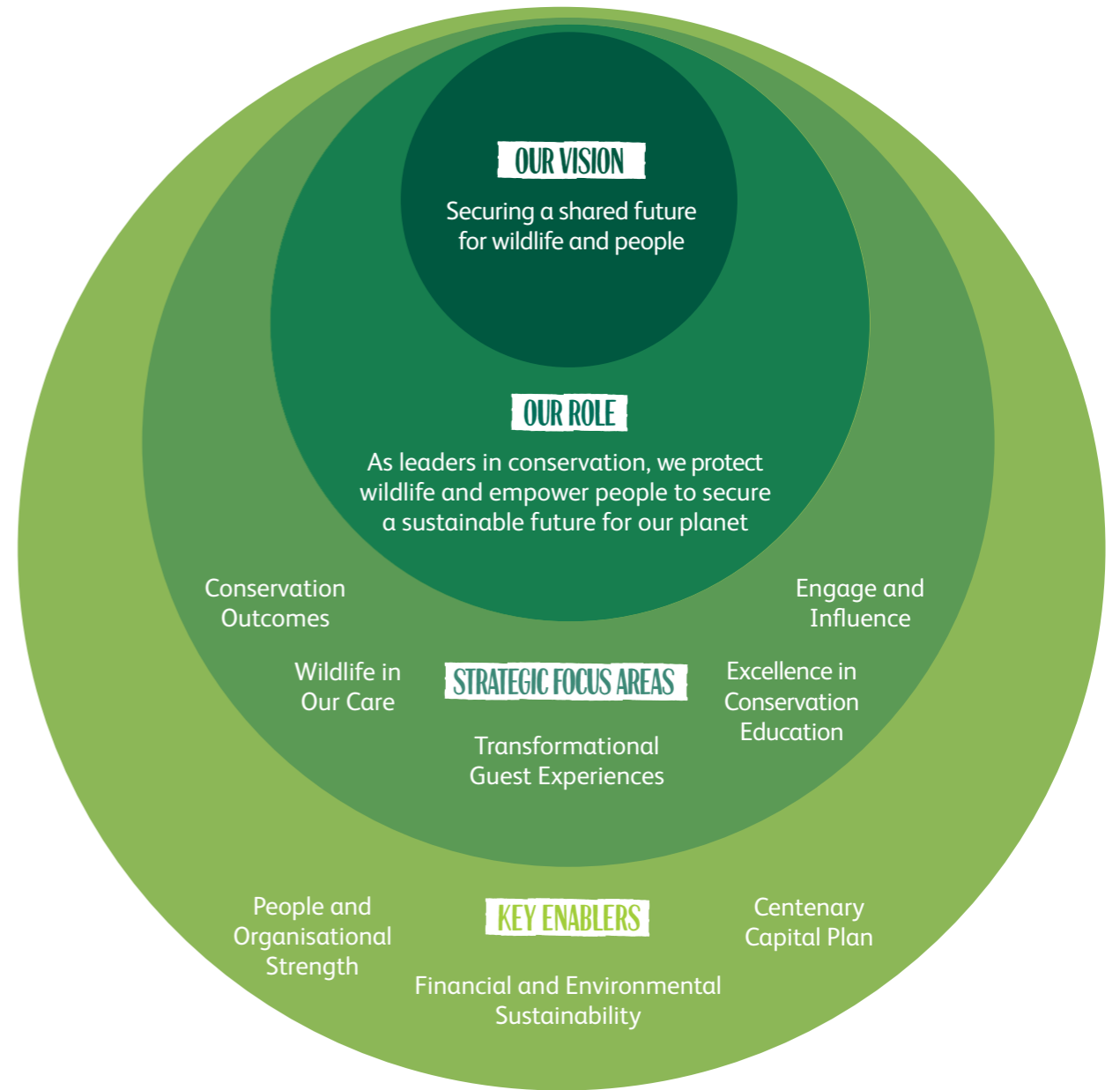




# OUR STRATEGIC DIRECTION

## 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 (*Ornithorhynchus anatinus*)  
**Opened**  
October 1916  
**Site**  
28 hectares  
**Animals**  
Number of Animals: 4,363  
Species/sub-species: 575



**Symbol**  
Giraffe (*Giraffa camelopardalis*)  
**Opened**  
February 1977  
**Site**  
788 hectares  
**Animals**  
Number of Animals: 575  
Species/sub-species: 63



A young visitor gets to connect with Californian Sea-lion, Pepper. PHOTO: PAUL FAHY

# INSPIRING *for* THE WILD

At Taronga Western Plains Zoo, a record number of guests experienced an inspirational overnight stay at one of three unique accommodations, benefiting from special tours and wildlife encounters. More than 37,000 overnight visitors represented a 26% increase on the preceding year. The success of these stays was attested by the Zoo winning the Best Unique Accommodation at the Australian Tourism Awards.

THREE FEMALE AND ONE MALE

GIRAFFE CALVES WERE BORN AT

TARONGA WESTERN PLAINS ZOO



# DIRECTOR and CHIEF EXECUTIVE'S REPORT



**TARONGA'S CENTENARY IN 2016 HAS BEEN A CAUSE TO REFLECT ON THE ROLE OF OUR ORGANISATION, THE EVOLUTION OF OUR ACTIVITIES AND OUR LEGACY FOR WILDLIFE IN THE NEXT 100 YEARS.**

In 100 years Taronga has gone from a location of entertainment in 1916 to a mature conservation and education hub that works well beyond traditional zoo boundaries to tell the story of healthy ecosystems, habitats, wildlife and communities across the globe today.

In 2016, Taronga launched its legacy for the future and for the wild. Taronga committed to dedicating the next 10 years to the conservation of 10 critical species. Five are native to Australia, like the Platypus and the Bilby, and five are on the brink of extinction in Sumatra – a biodiversity hotspot of critical natural importance right on Australia's doorstep. These 10 animals have formed the platform for the Centenary celebrations.

The advancement of Taronga's conservation agenda has been realised on a number of fronts this year, from projects in the field to the development and implementation of inspiring experiences for our 1.84 million guests welcomed this year. This agenda is laying a solid foundation for the next 100 years of conservation and education at Taronga, and the fulfilment of our mission to secure a shared future for wildlife and people.

During the year, Taronga focussed on threatened and priority Australian species for breeding, recovery and release to the wild. Taronga led the investigation of the devastating disease affecting the Bellinger River Snapping Turtle and pioneered a rescue and research program for the critically endangered Plains Wanderer in partnership with the NSW Office of Environment and Heritage.

In 2015/16, a total of 76 joint research and conservation projects were underway, supporting an amazing array of species including whole-genome sequencing of the Platypus and the development of a tetanus vaccination for Asian Elephants.

The Taronga Wildlife Hospital (TWH) received 637 sick, injured and orphaned native animals for treatment and rehabilitation. Thirty endangered marine turtles were treated, most due to plastics ingestion, fishing line and shark net entanglement.

In early 2015, the NSW Government announced their support for a 10 year redevelopment program for Taronga and Taronga Western Plains Zoo. This revitalisation is designed to create experiences that inspire people's positive connections with wildlife and influence behaviour change. One of the most forward-looking projects for the 2015/16 year was the detailed planning undertaken for the Taronga Institute of Science and Learning. The Institute will transform Taronga's capability to undertake leading-edge research and involve individuals and communities to achieve practical outcomes for wildlife.

Whilst undertaking these significant projects, the Zoos have also experienced record-breaking results in many areas for the year. Some notable examples included; Taronga Zoo achieving the highest visitation ever recorded; an unprecedented level of overnight visitation was achieved during the year with 49,231 overnight visitors across both properties, and the 21st season of Twilight at Taronga delivered record-breaking results. Funds raised from these outstanding achievements allow us to reinvest in our commitment to conservation on site as well as on an international scale.

It is timely that this year saw the development and launch of the 2016/2020 Strategic Plan, which is a significant expansion to conservation, research and education activities and collaborations with partners in Australia and around the world. We have also redefined our guest experiences to inspire people's positive connections with wildlife and influence them to contribute to conservation and habitat protection.

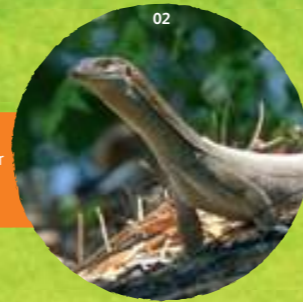
I would like to thank our Board, staff, volunteers, members, supporters and networks whose support ensures Taronga's strong role and achievements as a wildlife organisation.

**Cameron Kerr**  
Executive Director and Chief Executive

*Taronga celebrated the birth of a Francois' Langur in November. One of the world's rarest monkeys, the bright orange male infant was named 'Nangua' after the Mandarin word for pumpkin. PHOTO: PAUL FAHY*



**Christmas Island**  
Assessment of reptile and mammal disease  
Flying Fox Health, Ecology and Conservation



**Kimberley Region**  
Safeguarding monitor lizards following Cane Toad invasion



**Great Barrier Reef**  
Coral resilience to warm and acidic oceans

**Daintree**  
Restoring Cassowary habitat

**Townsville**  
Resistance to Chytridiomycosis in Endangered frogs

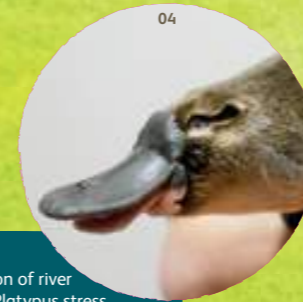
**Central Coast**  
Evaluating wildlife corridors in the Gosford region  
Impact of oil spills on Pelican health



**Kosciusko**  
Assisted Reproduction for Australian frogs  
Resistance to Chytridiomycosis in Endangered NSW frogs  
Reintroduction of Northern Corroboree Frogs



**Lord Howe Island**  
Satellite telemetry of Sea Turtles



**Dubbo**  
Evaluation of river flow on Platypus stress  
Squamate lizards semen cryopreservation  
Tasmanian Devil contraception study  
Dining with Dasyurids  
Tails of Elephant Stress

**Blue Mountains**  
Brush-tailed Rock Wallaby monitoring remnant populations

Song learning in the Regent Honeyeater  
Nest Survival in Regent Honeyeaters

**Sydney**  
Asian Elephant semen cryopreservation  
Validating welfare indices in zoo housed species: accentuating the positive  
Urban Management of free-ranging Brush Turkeys  
Evaluating the impact of Chimpanzee introductions  
Numeracy in amphibians: Do frogs go for more?  
Elephant sleep behaviour  
Rate of passage of penguin feathers in New Zealand Fur Seals  
The Value of Human Wildlife Interactions  
Do Koala Retrovirus variants alter immune function in captive Koalas?

# YEAR in BRIEF

## RESEARCH & CONSERVATION SCIENCE IN AUSTRALIA

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

Taronga scientists bring diverse expertise and work with partners including universities, State and Federal governments and non-government agencies to address urgent environmental questions.

Through Taronga conservation science programs and collaborative investigations, this work will ultimately be applied to

make better informed wildlife and habitat management decisions.

The successful **Taronga Conservation Science Initiative** has already leveraged approximately \$1.1 million of donor funds to garner over \$7 million in scientific grants.

Projects include wildlife issues of urgency in marine, freshwater and terrestrial environments in collaboration with partners working on the ground to ensure that outcomes are implemented to improve wildlife management.

**KEY**

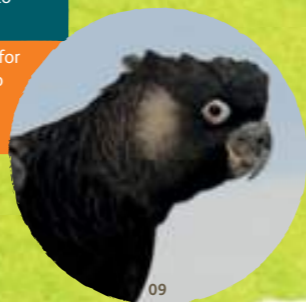
Research

Conservation Programs

**Perth**  
Skype for Elephants

**Western Australia**  
Bio-inspired camouflage to prevent shark attacks

Protecting breeding sites for Carnaby's Black Cockatoo  
Foraging intervention in Red-tailed Black Cockatoos



**Western NSW**  
Developing a scent-based management tool for Dingos

**Riverina**  
George's Turtle Mortality Event Investigation  
Platypus population dynamics and a national risk assessment

**Oceans South of Sydney**  
Sensing the seascape – Marine predator foraging in a changing ocean



**Tasmania**  
Using familiar scents to improve endangered marsupial reintroductions



**South Coast**  
Wild Shark Social Networks  
Health Assessments and Translocations of mammals in Booderee

# YEAR in BRIEF

## OUR GLOBAL REACH

### TARONGA'S CONSERVATION PROGRAMS WORK WITH WILDLIFE, HABITATS AND COMMUNITIES AROUND THE WORLD.

Taronga's annual contribution to field conservation through field partnerships is over \$500,000, but the overall commitment through staff time, facilities and support totals over \$4 million to field conservation each year.

This work is vital to identify and reduce key threats to endangered and priority species, protect important habitat for wildlife, and support healthy communities. From Papua New Guinea to Vietnam, and from Zambia to Indonesia, Taronga works with global conservation experts in the field to secure a shared future for wildlife and people.

01 PHOTO: PROYECTO MONO TOCÓN 02 PHOTO: TARONGA ZOO 03 PHOTO: ELEPHANT AND BEES PROJECT 04 PHOTO: TARONGA ZOO 05 PHOTO: NGUYEN VAN THAI 06 PHOTO: MANDY TURNER 07 PHOTO: PAUL FAHY 08 PHOTO: CHRIS KARA 09 PHOTO: TARONGA ZOO 10 PHOTO: ERIN MORONEY



#### Community Conservation Campaigns

**Beads for Wildlife**  
Supporting people and wildlife in Northern Kenya through alternative incomes and anti-poaching patrols

**Lend Your Eyes to the Wild**  
Global zoo initiative to convert millions of zoo goers to download and utilise the Wildlife Witness smartphone app

**For the Oceans**  
Encouraging shoppers and retailers to make choices that ensure an ocean-friendly future for marine life and humans

**They're Calling on You**  
Recycling mobile phones to reduce landfill and support primate conservation

**Raise Your Palm**  
Encouraging a shift in the Australian supply and demand towards 100% segregated certified sustainable palm oil (CSPO)

**Wildlife Witness**  
Combating illegal wildlife trade for greater protection of wildlife around the world including Sun Bears, rhinoceros and elephants

#### Conservation Programs

**Australasia**  
One Health in Papua New Guinea – Tree Kangaroo (YUS conservation area)

**Costa Rica**  
Environmental Flows for Sawfish.

**Guatemala**  
Community Forest Management for the Alligator lizard

**Kenya**  
Enhancing security for elephants

**Indonesia – Java**  
Protecting the Silvery Gibbon

**Indonesia – Komodo Island**  
Monitoring program for Komodo Dragon

**Indonesia – Sumatra**  
Keeping Supayang Wild – Wildlife Asia

**Wildlife Protection Units in Bukit Tigapuluh**

**Madagascar**  
Finding a way to rid Madagascar of Cane Toads

**Malaysia**  
Combating illegal wildlife trade with TRAFFIC

**Mongolia**  
Strengthening P Horse Populations in Mongolia

**Nepal**  
Fishers living with Fishing Cats

**Nicaragua**  
Wildlife and habitat protection for spider monkeys

**Peru**  
Communities for the San Martin Titi Monkey

**Republic of the Congo**  
Tchimpounga Chimpanzee Rehabilitation Centre

**South Africa**  
Mitigating Farmer-Predator Conflict in Southern Africa

**Testing of improved shark nets to stop bi-catch**

**Sri Lanka**  
Preventing Conflict with People, Elephants and Bees

**Tanzania**  
Evaluate and mitigate threats to vultures

**Thailand**  
Elephant conservation at Kui Buri National Park

**Uganda**  
Community engagement to stop deforestation

**Vietnam**  
Pangolin Conservation Planning

**Protecting the natural habitat of the White-cheeked Gibbon**

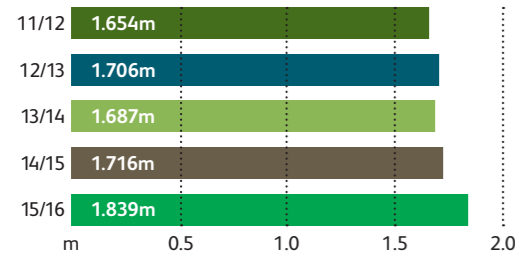
**Zambia**  
Stopping Poaching in South Luangwa

**Zimbabwe**  
Anti-poaching teams protecting Painted Dogs

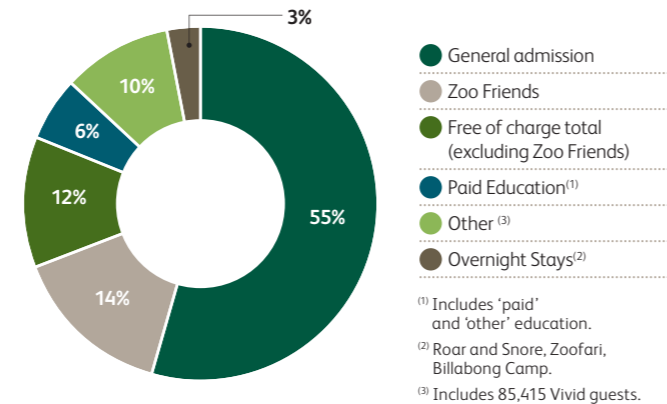
# YEAR in BRIEF

## VISITATION

Total visitation (million people)



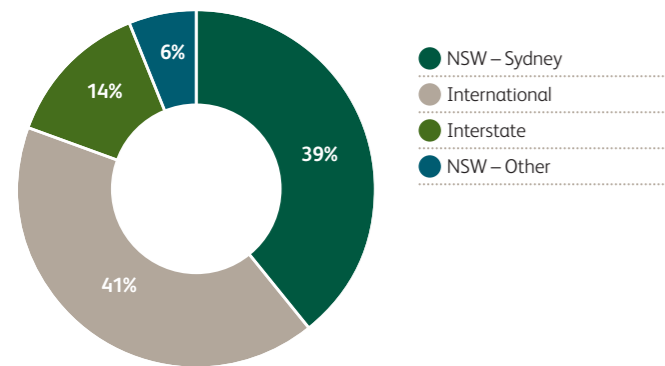
Guest ticketing mix



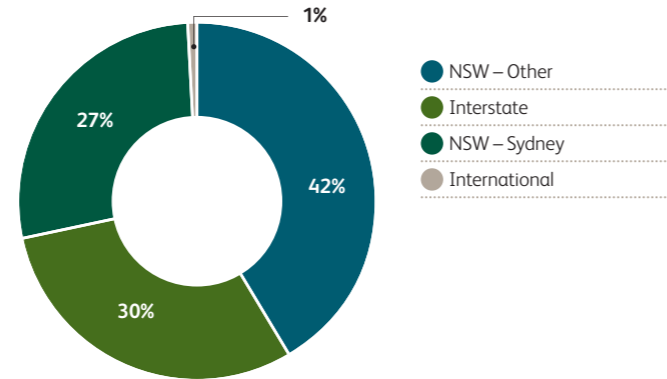
- General admission
- Zoo Friends
- Free of charge total (excluding Zoo Friends)
- Paid Education<sup>(1)</sup>
- Other<sup>(3)</sup>
- Overnight Stays<sup>(2)</sup>

<sup>(1)</sup> Includes 'paid' and 'other' education.  
<sup>(2)</sup> Roar and Shore, Zoofari, Billabong Camp.  
<sup>(3)</sup> Includes 85,415 Vivid guests.

Origin of guests – Taronga Zoo



Origin of guests – Taronga Western Plains Zoo



### Guest attendance

		2014/15	2015/16	Variance	Variance %
Consolidated result	Paid attendance <sup>(1)</sup>	1,400,544	1,437,784	37,240	2.7%
	Paid and FOC* attendance <sup>(2)(3)</sup>	1,715,992	1,838,992	123,000	7.2%
Taronga Zoo	Paid attendance <sup>(1)</sup>	1,190,824	1,211,406	20,582	1.7%
	Paid and FOC attendance <sup>(2)</sup>	1,473,236	1,578,890	105,654	7.2%
Taronga Western Plains Zoo	Paid attendance <sup>(1)</sup>	209,720	226,378	16,658	7.9%
	Paid and FOC attendance <sup>(3)</sup>	242,756	260,102	17,346	7.1%

\* 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.



The heritage of Taronga's elephants was celebrated in April by marking the Buddhist New Year of Songkran, a time of renewal. The elephants took a good look at each other with their colourful painted decorations. PHOTO: PAUL FAHY



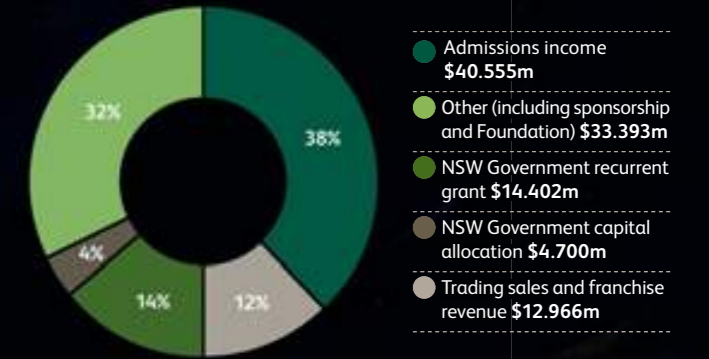
# YEAR in BRIEF

## FINANCIALS

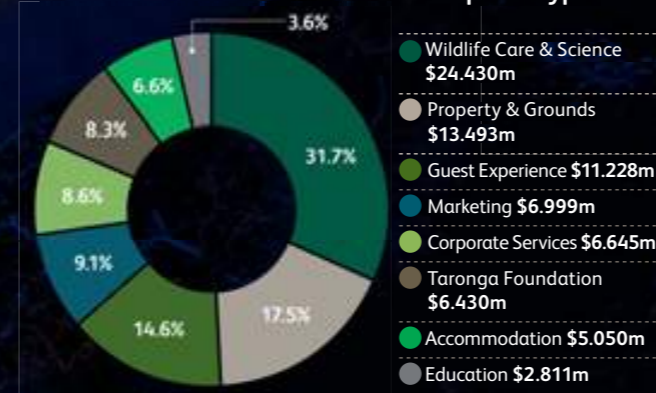
Total income (\$m)



Sources of income for Taronga programs



Allocation of recurrent resources to expense types\*



\*Excludes depreciation and other cash items.

Allocation of employees by Taronga divisions\*

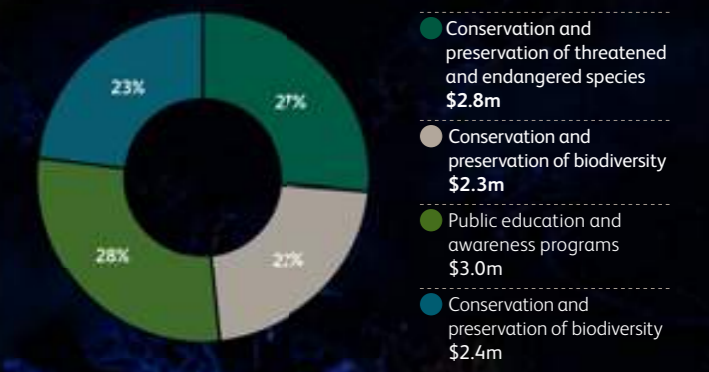


\*FTE - Full time equivalents.

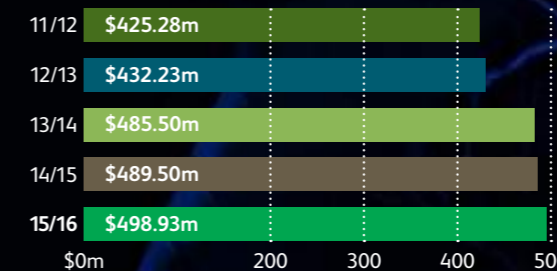
Expenditure on capital development and maintenance (\$m)



Total cost of Social Program Policy activities



Total assets (\$m)



# LEADING *for* THE WILD

Plastic pollution in Australia's marine environment has become so prevalent that a tiny wild Green Turtle hatchling only three weeks old had already eaten it, mistaking it as jellyfish. Weighing only 56 grams when he arrived at the Taronga Wildlife Hospital, 'Andrew' the turtle spent 16 months in care, eventually growing to over 9 kgs before being released off Sydney Heads.

AUSTRALIANS USE 10 MILLION  
PLASTIC BAGS EVERY DAY AND  
MANY END UP IN THE OCEAN

# CONSERVATION OUTCOMES



## ENSURING ALL OUR EFFORTS CONTRIBUTE TO TANGIBLE AND MEASURABLE CONSERVATION OUTCOMES.

### Key achievements

- Taronga has pioneered a conservation and research program for the critically endangered Plains Wanderer in partnership with the NSW Office of Environment and Heritage. Three pairs of these quail-like birds were collected in 2016 and Taronga keepers developed new and innovative husbandry techniques resulting in five successfully bred offspring.
- The first birth in Australasia of a Greater One Horned Rhino calf occurred in October 2015; the calf was named 'Rajah'. He was one of three Rhinoceros species successfully bred in 2015 at TWPZ, including a Black Rhino Calf named 'Dafari'.
- Taronga supports many Australian and international field conservation programs. Outcomes of these include a 70% reduction in elephant-human conflict on trial farms in Mozambique using bee hive fences; preventing over 4 million tonnes of wood from being harvested from the Kibale National Park (Uganda); removing over 1,000 snares, confiscating 24 firearms and apprehending 78 suspected wildlife traders in South Luangwa National Park (Zambia).
- Taronga also supported programs where 35 chimps were released on islands at Kouilou River (Republic of Congo); 50 feral exotic predators were removed from bilby habitat at Scotia Sanctuary (NSW); and enhanced security patrols reduced poaching of Elephants in Kenya to zero.
- The 'Lend your eyes to the wild' campaign was launched to stop the illegal trade of wildlife. Taronga was joined by San Diego Zoo Global (USA) and Chester Zoo (UK) to build a global community to become the eyes and the ears for wildlife. The seven million annual visitors of these zoos are encouraged to download the Wildlife Witness app and report any illegal activities they see.
- The Taronga Foundation raised an incredible \$13.69M to support Taronga's conservation efforts – the most successful year-to-date in the Foundation's 16 year history.
- For the first time, eight participants took part in the 'Trek For the Wild' in Sumatra led by a Taronga Zoo Keeper. As a group they raised over \$30,000 and returned as true ambassadors for Taronga's conservation work in Sumatra.
- Taronga and the Office of Environment and Heritage formed a joint project to build a purpose-built facility to accommodate 16 Bellinger River Turtles as part of an insurance population for this species. This facility has nine large dedicated pools with individual filtration systems to support the insurance colony.
- A White Rhino calf was born into the conservation breeding program at Taronga Western Plains Zoo. The calf called 'Kamari' was born on 19 December 2015 to mother Mopani.



Black Rhinoceros calf Dafari.  
PHOTO: RICK STEVENS



Bilby habitat in NSW was protected.  
PHOTO: ROB DOCKERILL



Taronga supported Bellinger River Turtles.  
PHOTO: PAUL FAHY

### Performance Indicators

	2015/16
<b>Species which are classified as threatened <sup>(1)</sup></b>	
Taronga Zoo	32%
Taronga Western Plains Zoo	49%
<b>Threatened species in conservation programs <sup>(2)</sup></b>	
Taronga Zoo	35%
Taronga Western Plains Zoo	74%

1. Threat status determined by reference to international, national and state categories.

2. Percentage of threatened species in Australian Species Management Program (ASMP) Conservation Programs and Population Management Programs.

Less than 200 Plains Wanderers are thought to be left in the wild. In 2016, Taronga bred the first ever chicks in human care. PHOTO: PAUL FAHY

# WILDLIFE in OUR CARE



## CARING FOR HEALTHY ANIMAL POPULATIONS FOR CONSERVATION OUTCOMES AND ENABLING INSPIRATIONAL EXPERIENCES FOR VISITORS.

### Key achievements

- Successful outcomes for wildlife programs at Taronga Western Plains Zoo included three female and one male Giraffe calves born in 2016, nine African Wild Dogs pups born in December 2015, five otter pups in September 2015 and a Prezwalski horse foal in January 2016.
- The first chimpanzee import to Taronga in over twenty years saw the arrival of three females from Europe. The sisters from Denmark and a single female from Poland are to be introduced to the Taronga chimp community in the coming year.
- In April 2016, the entire insurance colony of critically endangered Bellingher River Turtles was transferred to a newly-built, quarantined facility at Taronga Zoo. This species suffered rapid population declines in 2015 when a virus was discovered, causing widespread mortality throughout its limited distribution.
- Taronga's Australian Registry of Wildlife Health led investigations and managed stakeholders to diagnose and manage 12 wildlife disease incidents including the Bellingher River Turtle die-off.
- The female elephant Thong Dee at Taronga Western Plains Zoo was confirmed as pregnant with a calf expected in November 2016, and at Taronga Zoo, Pak Boon is also expecting a calf in April/May.
- In early 2016 there were as few as 50 critically endangered Corroboree Frogs remaining in the wild. In June Taronga released around 800 zoo-bred eggs to support the remaining wild population. Without this program, which is run in partnership with NSW National Parks and Wildlife, it's predicted that Southern Corroboree Frogs would have gone extinct either this year or next.
- Many zoo animals live beyond the average age of their wild counterparts. This has increased the number of animals in Taronga's care presenting with health conditions associated with ageing. Taronga Wildlife Hospital developed a database to identify animals that are approaching or have reached expected longevity for their species. An animal assessment tool has been developed for objective recognition of age-related changes before they impact quality of life. To date, this Animal Assessment Process has been applied to over 20 individuals from various species with positive welfare outcomes.
- A project to build a Sun Bear climbing structure was developed to provide a more complex environment for the Sun Bears. This involved the construction of a large climbing structure using natural logs and materials to provide a challenging three-dimensional environment. The project used in-house resources to achieve improved facilities for the Sun Bears.



Corroboree Frog populations were boosted.  
PHOTO: TARONGA ZOO



The Sun Bears enjoyed their new climbing structure.  
PHOTO: TARONGA ZOO



Rehabilitated marine turtles were released to the wild.  
PHOTO: TOBY ZERNA, THE DAILY TELEGRAPH

Nine African Wild Dog pups were born at Taronga Western Plains Zoo in December.  
PHOTO: RICK STEVENS

### Performance Indicators

	2015/16
Species in conservation programs <sup>(1)</sup>	
Taronga Zoo	11%
Taronga Western Plains Zoo	37%
Wildlife rehabilitation	
Number of Cases	1,156

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

# TRANSFORMATIONAL GUEST EXPERIENCES



## CREATING COMPELLING EXPERIENCES THAT ATTRACT ZOO GUESTS, EXCEED EXPECTATIONS, INSPIRE LOYALTY AND INFLUENCE BEHAVIOUR CHANGE.

### Key achievements

- Vivid at Taronga was an overwhelming success, with more than 85,000 people attending the event over 23 nights. This was the first of Taronga's major Centenary celebrations and introduced guests to the conservation commitment of the 10 critical Centenary species and inspired children and adults to 'be the light for the wild'. Each night up to 23 Guest Experience staff, 30 volunteers and 15 members of Youth at the Zoo (YATZ) delivered the guest experience from car park operations and ticketing to wayfinding, first aid and interpretation.
- A project to re-imagine the Seal Show ensured the conservation messages and call-to-action could be seamlessly delivered in an engaging and emotive story. A pre show component greatly enhanced guest engagement and participation. Improvements in keepers' skills in stage performance produced strong audience engagement and reaction.
- The Taronga Experience Development Program was created and delivered to 127 employees to enhance their customer service skills. Program participants undertook activities which developed their understanding of how to best communicate and interact with guests; tailor the experience to a variety of social and cultural groups, and increase knowledge about Taronga's offerings.
- A new Meerkat exhibit and children's play area was opened in Taronga Western Plains Zoo.
- Taronga Western Plains Zoo and the Zoofari Lodge won a TripAdvisor Award for Excellence and Travelers' Choice Award for 2015 and 2016. Zoofari Lodge won a LUX Magazine 2016 Award for Best Contemporary Zoofari Retreat (Australia) and Best Experience Accommodation (New South Wales) for 2016.



A very popular visit was made by the Cookie Monster.  
PHOTO: MADELEINE SMITHAM



Multi award-winning accommodation at Taronga Western Plains Zoo.  
PHOTO: TARONGA WESTERN PLAINS ZOO



Taronga's new Seal Show had strong conservation messages.  
PHOTO: RICK STEVENS

A new exhibit at Taronga Western Plains Zoo gives visitors the opportunity to meet a Meerkat.  
PHOTO: RICK STEVENS

### Performance indicators

	2014/15	2015/16
<b>Satisfied guests as measured through satisfaction surveys</b>		
Taronga Zoo	92%	91%
Taronga Western Plains Zoo	88%	91%
<b>Complaints per 1,000 guests<sup>(2)</sup></b>		
Taronga Zoo	0.19	0.14
Taronga Western Plains Zoo	0.49	0.62

(1) Taronga Western Plains Zoo data collection method changed in 2014/15 and results are not directly comparable with those from prior years. Staff actively monitor visitor satisfaction via reviews posted on TripAdvisor, on which the Zoo is rated in the top 1% of attractions worldwide.  
(2) Calculation excludes Twilight Concert attendees at Taronga Zoo and function guests at both Zoos.

# EXCELLENCE *in* CONSERVATION EDUCATION



## INSPIRE ACTION FOR THE WILD THROUGH INNOVATIVE AND AUTHENTIC EDUCATION PROGRAMS.

### Key achievements

- The special volunteering program, Youth at the Zoo (YATZ) has grown to over 500 members across both sites, with the largest intake to date at Taronga Western Plains Zoo of 100 members. The YATZ cohort has been excellent in assisting with campaign activation, holiday programs, Vivid and leadership programs back at their schools. Taronga was extremely proud of YATZ winning the 2016 Zoo and Aquarium Association's Outstanding Education Award.
- The outstanding indigenous programs Burbangana and Walanmarra continue to deliver amazing outcomes for NSW's most at-risk teenagers and children. Delivered in partnership with the Department of Family and Community Services (FACs), the impact on the lives of the participants is profound. An external program evaluation confirmed these impacts and supported the program goals of empowering participants to build their self-esteem and confidence; develop interpersonal relationships and communication skills; and learn cultural practices whilst connecting to culture, animals and their environments.
- Taronga Zoo celebrated 10 consecutive years of running Project Penguin in the Manly community, involving 819 students from 10 schools in the Northern Beaches. The program was conducted over 10 weeks with primary students encouraged by their high school mentors. Students devised special stands and information presentations to raise public awareness about threats faced by the remaining mainland penguin colony at Manly. The program culminated with the Project Penguin Expo Day at Taronga Zoo in June.
- Other successful student projects included Project Habitat, Project Spotted Quoll and Project Yellow-bellied Glider.
- Through the operations of the Zoomobile and Boeing Outreach, over 26,000 students were visited, enabling Taronga to deliver significant outcomes for conservation education. The Boeing Australia initiative enables schools and communities to be actively involved in projects such as tree planting, habitat creation and conservation campaigns that support locally threatened species. This year over 400 trees and shrubs were planted.
- The ZoonsnooZ Sleepover Tour reached an all time high of over 7,500 students from over 170 schools experiencing this popular educational program.
- The Taronga Training Institute (TTI) commenced interstate delivery of the Certificate III course in Captive Animals at Zoos Victoria and Perth Zoo. This new program takes TTI's services across Australia and improves the opportunities for potential students in Victoria and Western Australia.



Project Penguin celebrated 10 years of success.  
PHOTO: FELICIA ECCLES



YATZ grew to over 500 members across both Zoos.  
PHOTO: RICK STEVENS



Project Yellow-bellied Glider.  
PHOTO: PAUL FAHY

### Performance indicators

	2014/15	2015/16
Total visitation	1,715,992	1,838,992
<b>Students visiting on a school excursion</b>		
Taronga Zoo	95,099	99,964
Taronga Western Plains Zoo	11,278	10,646
<b>People participating in Public / Outreach education programs</b>		
Taronga Zoo	42,655	44,733

Students and Visitors were enthralled with wildlife they encountered at the Zoos.  
PHOTO: RICK STEVENS

# ENGAGE *and* INFLUENCE



## STRATEGIC ENGAGEMENT WITH STAKEHOLDERS TO MAKE A DIFFERENCE LOCALLY, NATIONALLY AND GLOBALLY.

### Key achievements

- Taronga has led the formation of the Australasian Responsible Palm Oil Network, uniting seventeen leading community and Zoo-based conservation and wildlife organisations across Australia and New Zealand to drive the urgent transition to Certified Sustainable Palm Oil (CSPO). This network launched a Joint Position Statement with a vision to see 100% of all products in Australian and New Zealand with no links to deforestation.
- Taronga's Centenary Ambassador program commenced in 2016, with different community leaders and celebrities aligning with one of the 10 Centenary species, supporting Taronga's events and helping spread Taronga's conservation messages to their extensive audiences.
- Along with colleagues from Macquarie University, Taronga's marine scientists developed technology to monitor Little Penguin behaviour in the wild and discovered that the capture of prey is negatively impacted by warm waters. These results will provide an early warning for the future of Little Penguins in a climate change scenario.
- Taronga's pathology department embarked on an exciting new venture this year – bones! Taronga is already a world leader in the collection, storage, and management of Wildlife Health data and material and bones are a new addition to this repository. In preserving, examining and cataloguing bones, Taronga will have a permanent and ever growing record of skeletal disease and comparative skeletal anatomy. This unique collection will be very significant in informing future understanding of wildlife orthopaedic disease and helping to ensure the welfare and comfort of older animals.
- As part of the Reconciliation Action Plan a training package was successfully rolled out delivering Cultural Awareness across both sites. In total 284 of staff attended this training which delivered on the 'Respect' focus area of the RAP by increasing cultural awareness and participation. The training was extremely well received. An e-learning resource is being developed to continue this training and support ongoing engagement of staff, and also enabling them to deliver powerful Aboriginal perspectives to Zoo guests.
- A total of 28 staff members represented the Zoos on 85 external committees, functioning across diverse endeavours including conservation, biodiversity, disease management, Recovery programs, biosecurity, veterinary investigation, academic programs and philanthropy. Key positions were held on the Jane Goodall Institute and the International Rhinoceros Foundation.



Indigenous awareness training programs.  
PHOTO: RICK STEVENS



Centenary Ambassador Rove McManus supported Taronga.  
PHOTO: TARONGA ZOO



The Wildlife Witness app went global.  
PHOTO: TARONGA ZOO

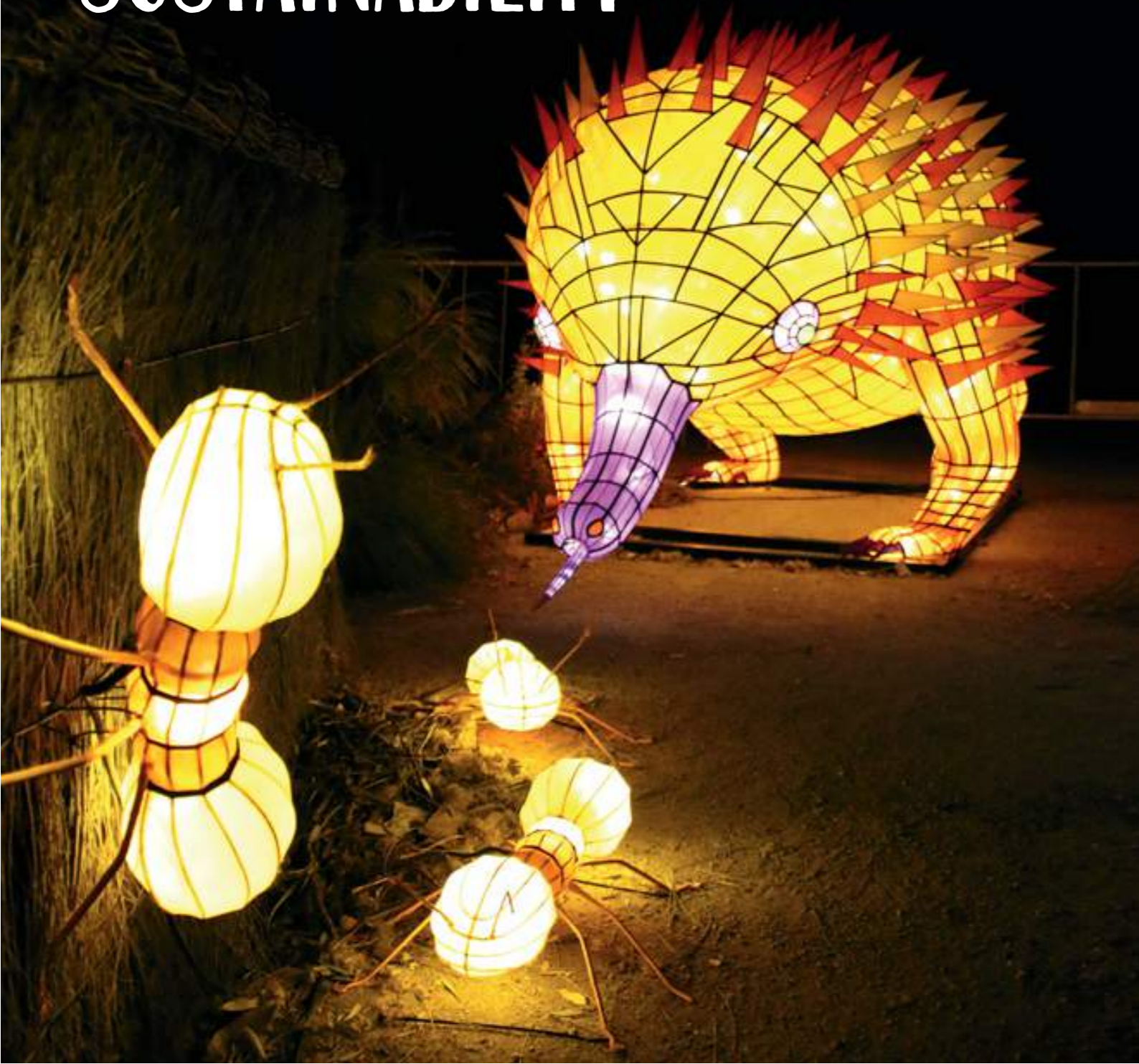
Taronga's work to drive a transition to Certified Sustainable Palm Oil (CSPO) will help to preserve vital habitat for Sumatran Tigers.  
PHOTO: RICK STEVENS

### Performance indicators

	2015/16
Number of community campaign actions for the wild	15,406
Total Facebook followers	212,728
Total Media stories generated <sup>(1)</sup>	4,393

(1) Across TV, print, radio and online

# FINANCIAL *and* ENVIRONMENTAL SUSTAINABILITY



## THE ONGOING MANAGEMENT OF TARONGA'S ENTERPRISE TO FUND AND SUSTAIN SUCCESSFUL CONSERVATION AND EDUCATION OUTCOMES.

### Key achievements

- Continuing the strong growth of prior years, Taronga has attracted increased numbers of international guests. More than 41% of guests at Taronga Zoo visited from overseas.
- The overnight Roar and Snore program at Taronga Zoo operated for a record number of nights throughout the year, providing almost 12,000 guests with unique experiences with Taronga's wildlife, and continues to be 'Sydney's Ultimate Sleepover'.
- A new 5 ha browse site has been leased at the Richmond campus of the University of Western Sydney with 9,000 trees. The site will supply additional browse for the Zoo's animals for many years to come and sustain the increasing future needs.
- The 21st season of Twilight at Taronga delivered record breaking results with 14 of 17 shows sold out and more than 28,000 guests enjoying this iconic experience.
- Taronga's Sustainability Strategy 2016 - 2020 includes a Carbon Reduction target which will become the primary driver for improved resource efficiency, waste reduction and better purchasing choices. The Strategy also includes objectives to integrate sustainability into systems and processes while mitigating and controlling environmental risk.
- ANZ continued its enduring support of Taronga with a substantial contribution to become the Presenting Partner of Taronga's Centenary year. This collaboration enabled many of the key events across the Centenary celebrations.
- Attendance records were excellent for both Taronga Zoo and Taronga Western Plains Zoos with a total of 1.84M visitors, making it the highest year ever for total attendances.
- Energy Efficiency Audits were completed for TZ and TWPZ to identify new opportunities to reduce electricity consumption, increase efficiency of current operations and generate cost savings. Both audits will provide a framework to ensure Taronga Carbon Reduction target will be met by 2020.
- Taronga's gift shops surpassed many records including the highest ever annual income and the highest ever daily taking.
- A waste audit was completed for Taronga Zoo and operational waste assessment completed for Taronga Western Plains Zoo which identified a number of opportunities to reduce waste across both sites. The focus across both zoos has been on food waste as it has contributed up to 20% of the total waste stream.
- Financial management and oversight of increased revenue lines and cost budgets in 2015/16 arising from expanded activities across both sites, and implementation of the Centenary Capital Plan ensured improved financial performance and high quality reporting.



Roar and Snore at Taronga Zoo .  
PHOTO: TARONGA ZOO



Design of new Tiger Exhibit at Taronga Zoo.  
IMAGE: TARONGA ZOO



The most successful Twilight at Taronga season ever.  
PHOTO: TARONGA ZOO

Taronga's celebration of the Vivid Sydney Festival was popular with nighttime visitors.  
PHOTO: PAUL FAHY

### Performance Indicators

	2014/15	2015/16
<b>Direct Government support per visitor (including contribution for capital development) <sup>(1)</sup></b>		
Taronga Zoo	\$8.92	\$10.31
Taronga Western Plains Zoo	\$9.43	\$18.59
<b>Operating expenses per visitor (Excluding Taronga Foundation)</b>		
Taronga Zoo	\$47.35	\$53.66
Taronga Western Plains Zoo	\$70.27	\$72.71
<b>Capital expenditure per visitor</b>		
Taronga Zoo	\$4.60	\$9.56
Taronga Western Plains Zoo	\$18.92	\$18.92
<b>Taronga Foundation fundraising revenue</b>	\$12.85m	\$12.96m

<sup>(1)</sup> Calculation excludes Twilight concert attendees at Taronga Zoo and function guests at both Zoos.



# PEOPLE & ORGANISATIONAL STRENGTH



Tarongas Volunteer program.  
PHOTO: LORINDA TAYLOR



Successful indigenous programs.  
PHOTO: RICK STEVENS



Embracing a positive safety culture.  
PHOTO: TARONGA ZOO

Keeper Steve Dalleywater with Bondi the New Zealand Fur-seal which was rescued after being attacked by a shark.  
PHOTO: PAUL FAHY

## THE ALIGNMENT OF PEOPLE AND PROCESSES WITH STRATEGY AND VALUES.

### Key achievements

- The Human Resources and Life Sciences team worked together to introduce the first Indigenous Traineeship at Taronga, in the Australian Fauna Precinct. The Traineeship provides an Indigenous person with the opportunity to work as a Keeper and study the industry-recognised qualification Certificate III Captive Animals via a scholarship at the Taronga Training Institute. The program has been highly successful to date and a second Indigenous Traineeship is about to commence.
- The Taronga Life Science Volunteer program continues to go from strength to strength, receiving 978 applications this year. A thorough selection process led to 200 candidates being offered volunteer roles. These volunteers were inducted during National Volunteer week in May 2016.
- The wellbeing of workers remained a top priority for Taronga. The rate of lost time injury frequency rate (LTIFR) continues to improve with an 11% reduction across the organisation in 2015/16. All divisions delivered improved performances resulting in a 27% reduction on recordable medical claims. The success of the injury management program was reflected by a 16% reduction in our worker's compensation premium.
- Taronga is committed to promoting a positive safety culture through increasing educational programs for all levels of leadership from executives through to supervisors and leading hands. Special learning modules and workshops were delivered to underline the need to identify, assess, monitor and control risk. The results are an improved safety culture across all divisions which has been measured by the increased risk assessments and safety initiatives.
- A wellbeing expo was organised to provide staff with access to mental health services, allied health strategies for physical improvement to their wellbeing, and other means of ensuring a health work-to-life balance. The opportunity was well received with 120 workers participating.
- A project to migrate the main website taronga.org.au to cloud infrastructure provided scalability, redundancy and security for this key piece of digital real estate.
- Taronga Zoo's radio equipment was upgraded this year, with new licensing arrangements that significantly increased the reach of regular and emergency communications across the site and reduced risk of radio failure.
- A major review of Taronga's network infrastructure was undertaken to determine the scope of an upgrade that will ensure a robust IT platform suitable for a twenty-first century zoo. Additionally, the project to upgrade the outdated PABX telephone system with a new VOIP system got underway.
- A specialised procurement department was established, with an updated framework to; deliver value for money; operate at the highest ethical standards, and actively pursue and demonstrate fair and open competition. A toolkit was developed as a guide to procurement based on the NSW Government Procurement Policy Framework and Taronga's financial delegations.
- Significant upgrades to critical site infrastructure were undertaken, including a new connection to water mains and fire systems, and the scheduled replacement of the main cable of the Sky Safari.

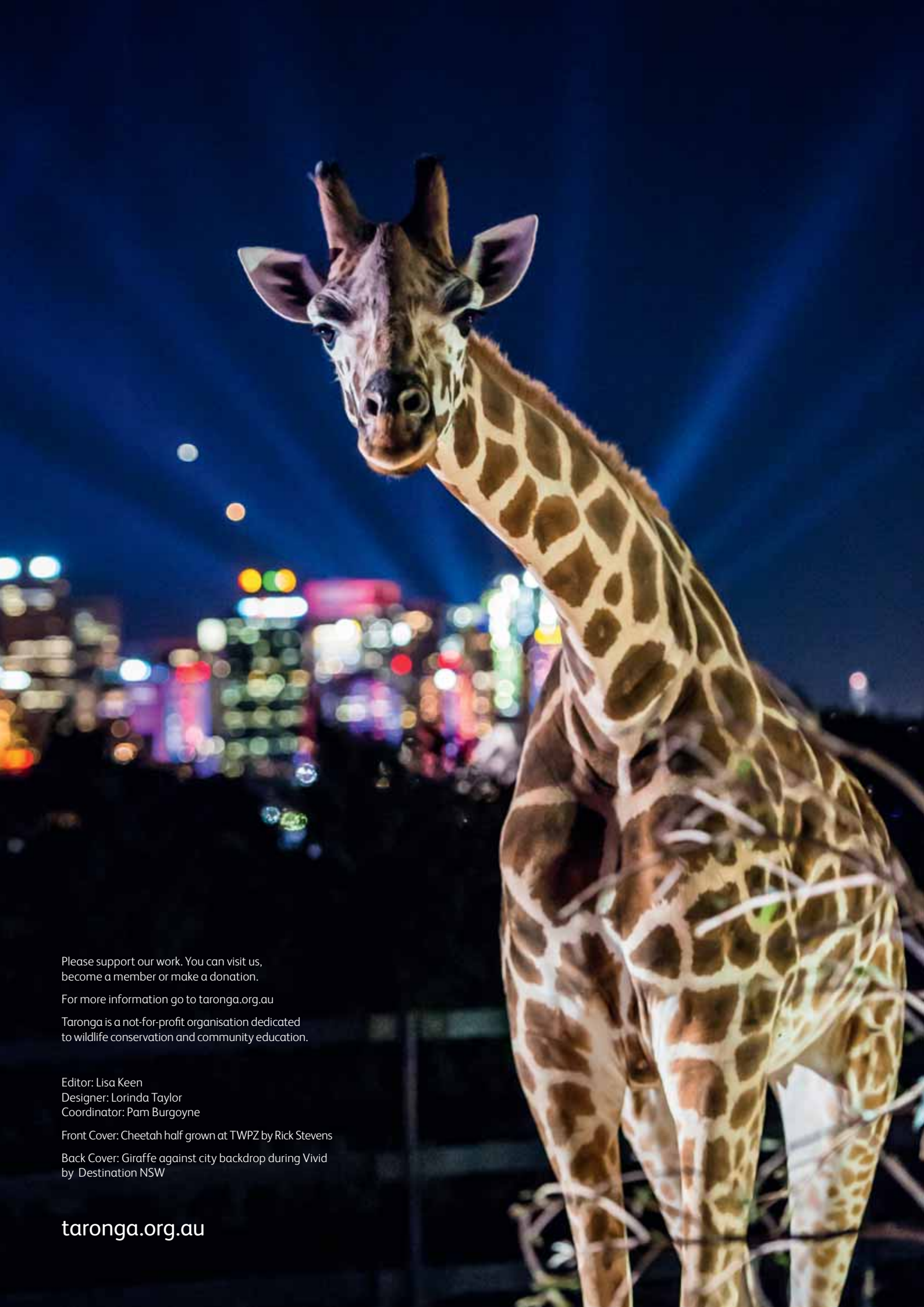
### Performance Indicators

	2014/15	2015/16
<b>Severity Rate</b> Lost time injury frequency / workplace accidents for both zoos	7.04%	5.99%
<b>Staff Turnover</b> Taronga Zoo	7.99%	10.70%
Taronga Western Plains Zoo	3.49%	10.90%

APRIL 2016 MARKED 10 YEARS  
SINCE TARONGA STARTED ITS WORK  
WITH CORROBOREE FROGS

## ACTING *for* THE WILD

In early 2016 there were as few as 50 critically endangered Corroboree Frogs remaining in the wild. In June Taronga released around 800 zoo-bred eggs to support the remaining wild population. Without this program, which is run in partnership with NSW National Parks and Wildlife, it's predicted that Southern Corroboree Frogs would have become extinct either this year or next.



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

For more information go to [taronga.org.au](http://taronga.org.au)

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

Editor: Lisa Keen  
Designer: Lorinda Taylor  
Coordinator: Pam Burgoyne

Front Cover: Cheetah half grown at TWPZ by Rick Stevens

Back Cover: Giraffe against city backdrop during Vivid  
by Destination NSW

[taronga.org.au](http://taronga.org.au)