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Bradleys Head Road, Mosman NSW 2088 PO Box 20, Mosman NSW 2088 Tel: 02 9969 2777 | Fax: 02 9969 7515 Open 9.30–5.00pm (Sept–Apr) Open 9.30–4.30pm (May–Aug)





Obley Rd, Dubbo NSW 2830 PO Box 831, Dubbo NSW 2830 Tel: 02 6881 1400 | Fax: 02 6884 1722 Open 9.00–4.00pm taronga.org.au

GREATER BILBY B

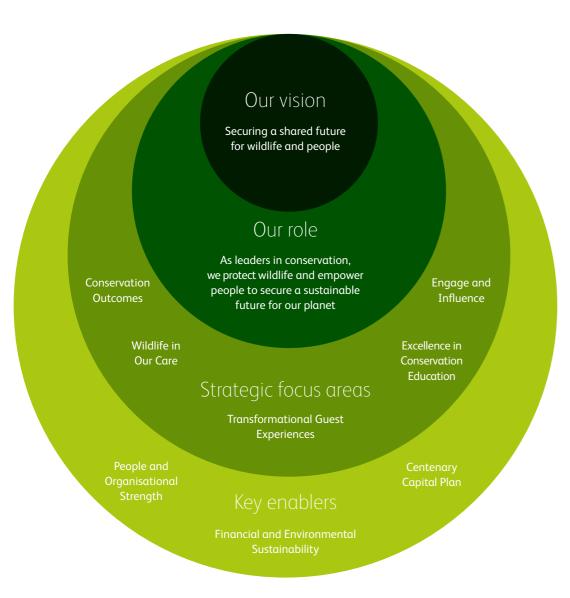
SYDNEY, AUSTRALIA 33°50'36.5"S 151'14'36.2"E

TARONGA

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.





Platypus (Ornithorhynchus anatinus)

October 1916

Site

28 hectares

Animals Number of Animals: 4,480 Species/sub-species: 307



(Giraffa camelopardalis)

Opened February 1977

319 hectares

Animals Number of Animals: 705 Species/sub-species: 64





EXECUTIVE DIRECTOR and CHIEF EXECUTIVE'S REPORT

Looking back on the achievements of the past 12 months, we can truly say that moving into its second century, Taronga has embraced its contemporary mandate as an advocate and representative for wildlife – not just within our Zoos but across Australia and the world.

In July 2017, I was honoured to join 10 Taronga supporters journeying into the heart of Sumatra, at Way Kambas National Park, as part of the 'CEO Challenge' to learn about and bolster support for endangered Sumatran wildlife. At the same time, back on home soil, guests at Taronga Zoo Sydney were given the opportunity to connect with Sumatran culture and one of our 10 Legacy Species, the Sumatran Tiger – whilst learning about Taronga's involvement in vital conservation programs – with the launch of our unique Tiger Trek experience.

We can be proud of the significant efforts and milestones already achieved in the inaugural year of our 10 Legacy Species program. Over the next decade, this program seeks to turn around the fate of five Australian and five Sumatran species that are at threat of extinction. While Tiger Trek raises awareness and elicited real conservation action on behalf of the Sumatran Tiger, over at Taronga Western Plains Zoo a 110ha predator-proof sanctuary was established for the endangered Greater Bilby, as part of the National Recovery Plan for the iconic Australian species.

Meanwhile, prospects for Sumatra's endangered pangolin – the world's most trafficked mammal – are a little brighter with Taronga-led forensic research offering valuable scientific insights for conservationists and law enforcement. At the same time, in a public awareness coup for the species, the pangolin featured on the cover of *Australian Geographic* in an article focussing on the work of Taronga scientists. In 2017/18 we also celebrated the birth of a female Asian Elephant, and successfully bred and released endangered Corroboree Frogs into the wild – and this is all just the beginning of what is shaping up to be a powerful new program to protect and raise awareness of endangered wildlife.

Of course, our conservation programs are wide and varied – and include Taronga's Great Barrier Reef coral preservation work, which continued to thrive this year. New coral cell types collected from Heron Island increased the genetic diversity of Taronga's Cryodiversity Bank to include species from the southern Reef. With 16 coral species, Taronga now houses the largest coral bank in the world.

Nurturing the next generation of scientists, conservationists and wildlife advocates remains central to our goals, and in 2017/18 more than 150,000 students participated in our formal and informal education programs. The long-awaited Institute of Science and Learning was also successfully completed this year, representing a hub of science and education initiatives that will increase Taronga's capacity to conduct essential research and cultivate future scientists.

Taronga's Burbangana program for at-risk young people, run in collaboration with Family and Community Services, saw its highest number of graduates since its launch 10 years ago with a record 24 young people engaging in valuable educational programs and activities at the Zoo.

Both of our Zoos were again the site of a number of successful community events over the past year, attended by a total of more than 150,000 people. These included yet another successful Vivid Sydney at Taronga Zoo, our third consecutive Eid, New Year's Eve and the 23rd Twilight Concert series. At Taronga Western Plains, highlights included the launch of Lion Pride Lands in March 2018 and the Zoo's 40th birthday celebrations in October 2017. More than 100 volunteers and employees participated in a lantern parade in celebration of the Zoo and its shared history with the Dubbo community.

Our achievements and accolades have been many and varied over the past year — as you'll see in the following review — and they couldn't have happened without involvement of the whole Taronga family, including our dedicated Board, valued partners, generous supporters and tireless employees and volunteers to whom I offer a heartfelt thanks. I hope you all have many memories of a successful year and look forward to another spectacular 12 months ahead.

. .

Cameron Kerr
Executive Director & Chief Executive



Christmas Island

Christmas Island reptile disease investigation

CONSERVATION SCIENCE in AUSTRALIA

Over the last 12 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 nongovernmental 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.



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



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



Supporting staff training to conserve the Whitein Pu Mat National Park

YEAR in BRIEF: OUR GLOBAL REACH

TARONGA

Taronga's conservation programs support wildlife, habitats and communities in 33 countries around the world.

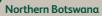
Taronga directly contributes over \$500,000 annually to conservation partnerships and field grants. Taronga also leads several threatened species recovery projects, conservation science projects and community campaigns. Our overall conservation commitment through employee time, facilities and project support totals over \$5.6 million directly invested in field conservation each year.

This work is vital to identify and reduce key threats to threatened 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.



Republic of

Partnership with Jane Goodall Institute Australia caring for Chimpanzees at Tchimpounga Sanctuary



Supporting a communityled early warning system for carnivore and people coexistence



Botswana

Reducing conflict between communities and lions with i-Cow



Supporting critical ground based and aerial antipoaching patrols in South Luangwa National Park

Photo: Michelle Campbell

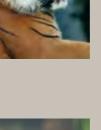


Sumatra, Indonesia

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



Australia

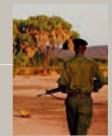
Improving our understanding of environmental impacts on Platypus health and distribution



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



Kenya

Partnering with Northern Rangelands Trust to protect African Lion, zebra, Giraffe and African Elephant

Photo: Kira Mileham



cheeked Gibbon and Saola



Indonesia

Stable isotope analysis of echidna auills to assess animal origin

Photo: Paul Fahy



Supporting the survival of the Fijian Crested Iguana

Photo: Lorinda Taylor



Komodo, Indonesia

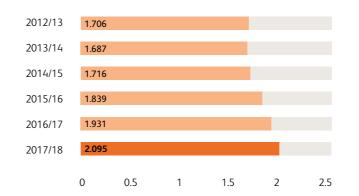
Supporting community initiatives to preserve habitat for the Komodo Dragon

Photo: Gary Ramage

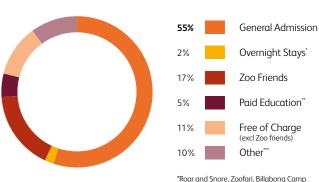


VISITATION SNAPSHOT



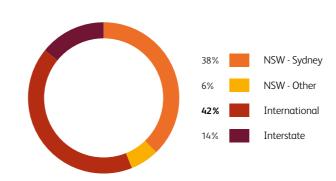


Guest Ticketing Mix

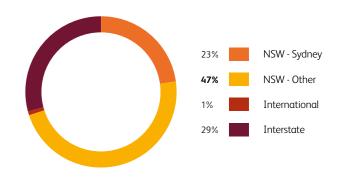


*Roar and Snore, Zoofari, Billabong Camp ** Includes 'paid' and 'other' education ***Twilight, Vivid, Wild Ropes, Functions

Origin of Guests – Taronga Zoo, Sydney



Origin of Guests – Taronga Western Plains Zoo, Dubbo



Guest Attendance KPIs

		2016/17	2017/18	Variance #	Variance %
Consolidated result	Paid attendance ⁽¹⁾ Paid and FOC* attendance ⁽²⁾⁽³⁾	1,495,638 1,931,258	1,656,910 2,094,560	161,272 163,302	10.8 % 8.5 %
Taronga Zoo	Paid attendance ⁽¹⁾ Paid and FOC* attendance ⁽²⁾	1,267,546 1,667,891	1,425,123 1,830,795	157,577 162,904	12.4% 9.8%
Taronga Western Plains Zoo	Paid attendance (1) Paid and FOC* attendance (3)	228,092 263,367	231,787 263,765	3,695 398	1.6 % 0.2 %

* FOC - Free of charge

1. Includes Zoo Friends, paid education and overnight stays.

2. Includes function guests and Twilight Concert and Vivid attendees at Taronga Zoo.

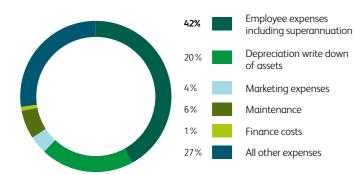
3. Includes function guests at Taronga Western Plains Zoo.

FINANCIAL SNAPSHOT

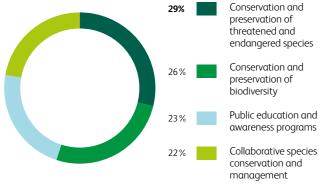
Total income (\$m)



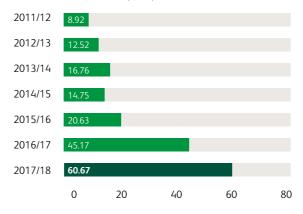
Allocation of recurrent resources to expense types



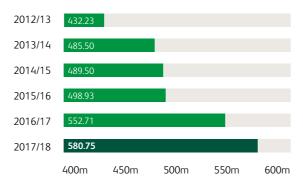
Total cost of Social Policy Program activities



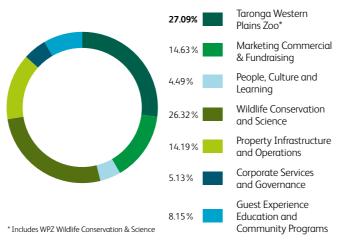
Expenditure on capital development and maintenance (\$m)



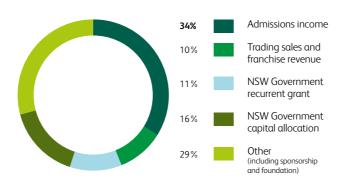
Total Assets (\$m)



Allocation of employees by Taronga division



Sources of income for Taronga Programs







Taronga's leading amphibian reintroduction projects

March 2018 release

Yellow-spotted **Bell Frogs** Status: critically

endangered





Corroboree Frogs Status: critically

endangered



May 2018 release

Frog eggs Status: critically

endangered



Key achievements

Fight Against Wildlife Trafficking

Taronga continues to play a key role in the fight against illegal wildlife trafficking, which threatens conservation, welfare and biosecurity. Taronga has established a multinational research group and developed forensic methods to detect illegal trafficking in species including the Short-beaked Echidna and pangolin. The diet-induced differences between zoo-based and wild echidnas were investigated for use by regulatory officials to combat wildlife traders' claims that animals are captive-bred. The same techniques will be used on pangolin quills to determine trade routes for the world's most heavily trafficked mammal.

Taronga Western Plains Sanctuary

Taronga has achieved a major milestone in its efforts to save threatened species in NSW and support both the National Bilby Recovery Program and the Office of Environment and Heritage's 'Re-wilding NSW' project. In February 2018, the National Parks and Wildlife Service granted Taronga the licence to operate its Western Plains Sanctuary as a free-range fauna park. Addressing the scientific, practical and ethical considerations of such a pioneering project was a rigorous undertaking. Taronga has already completed construction of a predator-proof fence and initial pest control to support the release of bilbies into the Sanctuary

Asian Elephant Conservation

Taronga Western Plains Zoo welcomed a female elephant calf in June, the second to be born there and the sixth born across both Zoos since the breeding program began 12 years ago. This successful program is just one aspect of Taronga's work in elephant conservation, which includes working with governments and conservation agencies in Asia to turn around the decline of Asian Elephants. Taronga also funds wildlife protection units and ranger stations in Thailand and Sumatra to help suppress elephant poaching, and the Taronga Western Plains Zoo Wildlife division initiated the ZAA Australasian Elephant Workshop 2018.

Reintroducing Endangered Frogs

In late 2017, Taronga achieved the first successful reintroduction of the Yellowspotted Bell Frog, once thought to have been extinct. In March 2018, the first 200 frogs were released into a new site, with 500 more to follow in spring. Taronga also released 114 juvenile Northern Corroboree Frogs in the Brindabella Mountains, following a successful monitoring season in which juvenile frogs released in 2014 were found to be establishing nests and laying eggs. In May, Taronga continued its participation in the reintroduction program for the Southern Corroboree Frog, releasing 505 eggs at several sites in Kosciuszko National Park.

Marine Ecosystems and Climate Change

Taronga is investigating the impact of climate on marine ecosystems, focussing on the area around Montague Island off Australia's southeast coast, where the ocean is warming two- to three-times faster than the global average due to an intensification of the East Australian Current. By deploying innovative techniques developed in part through work with the Little Penguins at Taronga, this work has demonstrated the link between food availability and ocean processes. Tangible evidence like this helps policy makers better manage key marine ecosystems.

Coral Cryobanking

Taronga is collaborating with partner organisations to establish Great Barrier Reef coral 'cryopreservation'. In November 2017, biologists collected and banked sperm and

other cell types from eight species of hard corals on Heron Island, bringing new genetic diversity to Taronga's Cryodiversity Bank - which now houses 16 coral species and represents the largest coral bank in the world.

Marine Turtle Conservation

Taronga continues its commitment to the marine turtle rehabilitation tracking project. This year, the team identified a specific research question, appropriate technology and specified a target species for the project. A commitment of \$50,000 was secured through a partnership with SUEZ to improve holding facilities and fund satellite trackers. The award of the 2017 Taronga Green Grants to marine plastics-based initiatives and the Litter Free Oceans campaign further bolstered efforts towards protecting marine turtles.

Marsupial Translocation

Taronga's Australian Registry of Wildlife Health has partnered with Parks Australia for the past four years to re-introduce small terrestrial mammals to Booderee National Park, which has been devoid of small terrestrial marsupials for more than 100 years. The Eastern Shield program brings together land managers to implement fox and cat control in coastal NSW and Victoria, providing an opportunity for pilot reintroduction research. This work began with the translocation of the Long-nosed Potoroo, then the Southern Brown Bandicoot and finally, in March 2018, the Eastern Quoll from Tasmania, which had been extinct on the mainland since the 1960s

Performance Indicators	Target	Definition	2017/18
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%





Protecting Plains-wanderers

Taronga is establishing a zoo-based breeding population of the native Plains-wanderer as part of the NSW Government's Saving Our Species program. In April 2018 purpose-built facilities were completed at Taronga Western Plains Zoo, and in May the first three pairs of Plains-wanderers arrived. The birds are being monitored to identify baseline behaviour indicators, to assess and analyse possible changes over time from wild-caught birds and zoo-bred birds. The information will help ensure zoo-based insurance population individuals maintain natural behaviours and are suitable for future release.

Improved Echidna Diet

Taronga's Nutritionist, with manufacturing partner Vetafarm, has designed an improved diet for zoo-based echidnas, eliminating the pervasive problem of nutrition-related stomach lining inflammation and improving reproductive success. Further investigations uncovered that previous assumptions about the digestive capabilities and nutritional requirements of the echidna were wrong. Working with partners from the University of Adelaide, University of NSW, Australian Nuclear Science and Technology Organisation, Smithsonian Institution, Perth Zoo, Zoos Victoria and Save Vietnam's Wildlife, Taronga is now investigating other insectivores, including the pangolin and Numbat, to improve our understanding of their diet and its effect on health and reproduction.

Moving Asian Elephant 'Gung'

In January 2018, Asian Elephant 'Gung' was transported from Taronga Zoo to Taronga Western Plains Zoo. Training and conditioning sessions in the months leading up to the move ensured he was calm throughout the journey. Aided by familiar Keepers, his arrival was smooth and efficient. The move allowed 'Gung' to reconnect with his first calf 'Luk Chai', along with cows 'Porntip' and 'Thong Dee' with whom he spent many years at Taronga. 'Gung' now plays an important role as mentor to the three young bulls at

Taronga Western Plains Zoo, ensuring they are raised with appropriate social and potential breeding skills.

Lion Pride Lands Success

Taronga Western Plains Zoo's Lion Pride Lands opened in March 2018. The pride of eight Lions enjoyed a smooth move to their new home thanks to the preparation and dedication of the Keeping Team. The Lions are enjoying the new areas to explore and taking the patrol truck in their stride. The future for Lion Pride Lands includes the recent arrival of new Lions – two females and one male Lion – who will become the new breeding pride for Taronga Western Plains Zoo.

Zoo Baby Boom

Significant animal births at both Taronga and Taronga Western Plains Zoos this year have included six Cheetah cubs, two Takhi foals, two Giraffe calves, a female Asian Elephant calf, a Black Rhinoceros calf, a baby Western Lowland Gorilla, a Chimpanzee baby, an Australian Sea-lion pup, and a Goodfellow's Tree Kangaroo joey.

Wild Dogs Transferred to NZ

Eight African Wild Dogs were transferred from Taronga Western Plains Zoo to Orana Park New Zealand. This was a complex exercise in zoo vet medicine and animal husbandry, managing a large cohort of socially complex and sensitive animals through a rigorous pre-export isolation process, which involved numerous anaesthetic events for veterinary examination and sampling to fulfil biosecurity requirements for import into New Zealand. The group arrived safely.

Nutrition Consulting Services

Taronga's nutrition consulting services supported the care of wildlife in zoos across Australia, including Perth Zoo, Symbio Wildlife Park and Zoos Victoria. Consulting services included reviews of a range of in-situ and exsitu programs, including critically endangered species such as Numbats, Western Swamp Tortoises, Geocrinia Frogs, Western Ground Parrots, Orange-bellied Parrots, Plains-

wanderers, Leadbeater's Possums, Mountain Pygmy-possums and Helmeted Honeyeaters.

Looking After Little Penguins

Taronga Wildlife Hospital treats and rehabilitates over 30 Little Penguins annually. The majority of these originate from the Manly Little Penguin colony, which is listed as an endangered population. Taronga works in close collaboration with the Office of Environment and Heritage to protect these penguins, which have become a Sydney icon and are the last remaining mainland colony. Employees at the hospital have continued involvement with the citizen science-based Project Penguin, threatened species fundraising events and beach clean ups in collaboration with the National Parks and Wildlife Service.

Animal Births





Cheetah cub



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Takhi foals

TT.

Western Lowland Gorilla

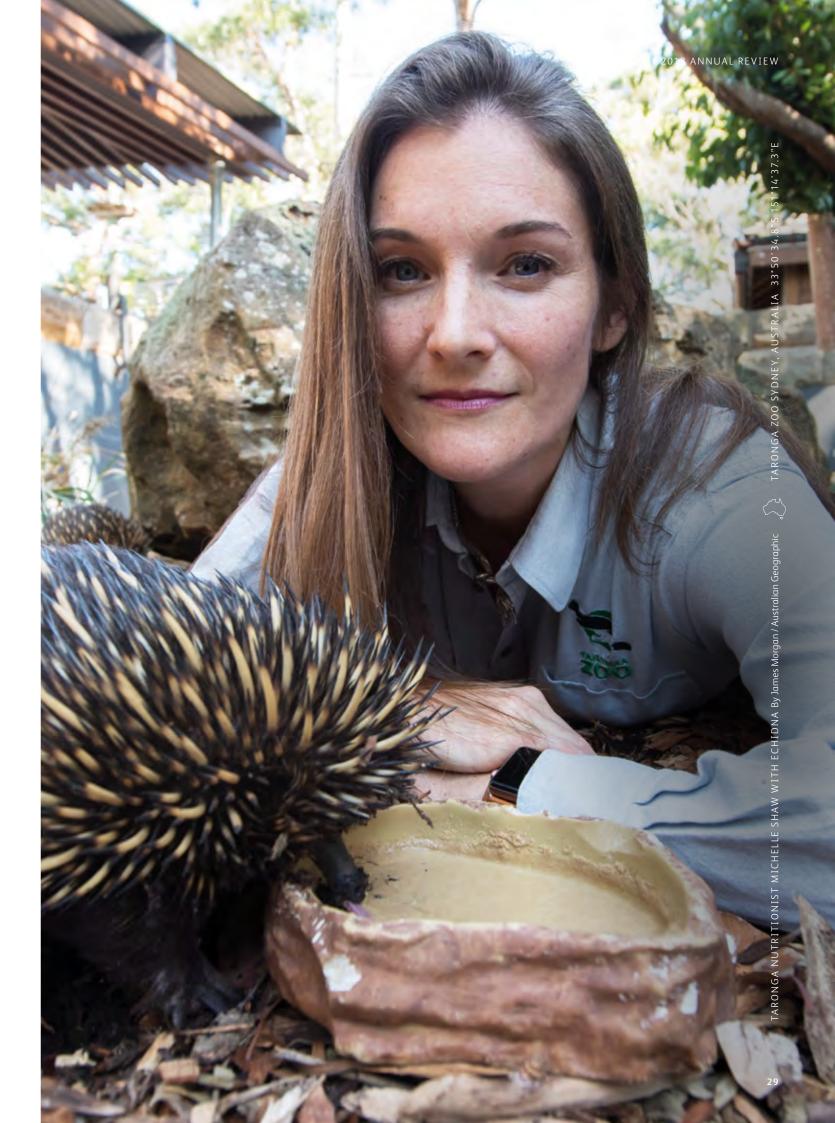
Asian Elephant
Black Rhinoceros

Chimpanzee

Australian Sea-lion

Goodfellow's Tree Kangaroo

Performance Indicators	Target	Definition	2017/18
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	100%
Number of avoidable animal welfare incidents	5	Incident is assessed as avoidable by the Taronga Animal Welfare Committee	6
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	1500	Number of cases treated at TZ and TWPZ	1186





Excellence in Conservation Education

Project Penguin



1,000

Northern Beaches students

6 L

Primary High schools





27 58

Primary school students

High schools students

Key achievements

STEM Study at Taronga

Taronga's education team has developed a suite of best-practice programs for the new Taronga Institute of Science and Learning. The Taronga Education Taskforce met regularly to develop opportunities for collaborative program delivery across all education portfolios. STEM (Science, Technology Engineering and Maths) based programs were developed with the goal of increasing participation in STEM subjects and careers. Detailed operational planning was undertaken in preparation for the opening of the Institute in July 2018. The Institute includes a number of science laboratories including Taronga's first Teaching Lab, and world-first immersive classrooms that incorporate multi-species animal exhibits.

Vivid Sydney

Vivid 2018 shone a light on young people and recognised them as key stakeholders in ensuring the future of wildlife. Students from across the state were invited to contribute to the event by drawing Taronga's Legacy Species and pledging their hopes for the earth and wildlife. Student work was used in the skinning of lanterns and in interpretation around the site, including a soundscape.

Taronga Teachers Association Grows

Membership of the Taronga Teachers
Association (TTA) has grown 10% since
December 2017 thanks to a strong marketing
campaign and a newly developed program
of special events for members, including
education preview days, behind-the-scenes
tours, video conferences, new resources and
professional development courses. TTA is a
membership group for teachers who want to
become leaders in environmental education.

Project Insitu

In its 13th year, Taronga's project-based learning conservation education program, Project Insitu, involved over 1500 primary and high school students across 18 schools engaging their local community to help save locally threatened species. The highly successful program applied best-practice STEM teaching methods to enable students to create STEM-based solutions to increase species' population numbers. Since its inception, the program has positively impacted 14 threatened species and over 12,000 students and teachers.

Zoomobile Connecting Communities

In 2018, Taronga's Community Zoomobile provided 34,745 preschool students, charity and community groups and aged facilities with a unique opportunity to connect to culture, wildlife and conservation. Delivered with Brewarrina elder, Colin Hardy OAM, 'Animals of the Dreaming' was once again a highlight of this outreach program, bringing together music, song and storytelling to connect students and community to culture in a rich and meaningful way.

Tertiary Studies at Taronga

Over 200 students completed their Certificate II Animal Studies, Certificate III Captive Animals and Certificate II and III Tourism with the Taronga Training Institute (TTI).

TTI also delivered Tourism Units of Competency to over 400 volunteers at Taronga and Taronga Western Plains Zoos, Sydney Living Museums, the Anzac Memorial, the Art Gallery of NSW, the Museums Discovery Centre and Transport Heritage. About 1,300 students participated in workshops at Taronga in 2017-18, while many university students completed work placements and a cohort of postgraduate students were co-supervised by Taronga employees to undertake on-site Honours, Masters and PhD research projects.

Helping At-Risk Young People

Taronga's partnership program with Family and Community Services (FACS) continues to deliver for the state's most traumaeffected and at-risk young people. This year the Burbangana Program at Taronga Zoo had 24 graduates, its largest participation rate since it began over 10 years ago. The Walanmarra Program at Taronga Western Plains Zoo has also grown through the successful recruitment of the Walanmarra Support Officer role. One of the highlights for participants this year was being invited to the official opening of Lion Pride Lands in Dubbo.

Performance Indicators		
Total visitation	2016/17	2017/18
Students visiting on a school excursion		
Taronga Zoo	96,627	97,174
Taronga Western Plains Zoo	8,926	8,045
People participating in Public Outreach education programs		
Taronga Zoo & Taronga Western Plains Zoo	51.621	48.041







Events Bring New Audiences

Almost 150,000 guests attended events at Taronga in 2017/18, with Vivid Sydney, the 23rd Twilight concert series, Eid at the Zoo and New Years' Eve all attracting new audiences. Vivid showcased the work of NSW school children and their hopes and aspirations for wildlife, while Twilight at Taronga once again amplified awareness around wildlife trafficking and Taronga's Wildlife Witness app.

Wild Ropes a Wild Success

In its fourth year of operations, Wild Ropes at Taronga Zoo recorded its highest ever participation rates, up over 50% on the prior year. The addition of a children's course was a particular success, with the experience now catering to the entire family, encouraging active participation in the outdoor environment.

Tiger Trek Promotes Sustainable Palm Oil

Tiger Trek is a highly immersive experience that transports guests to Indonesia by plane, where they walk through a replica Sumatran village and enter the jungle of Way Kambas National Park for intimate encounters with Sumatran Tigers. At the end, a digital supermarket experience allows

guests to actively encourage companies to make more sustainable choices through the Raise Your Palm community campaign. Through Taronga's Tiger Trek exhibit, over 60,000 emails have been sent to Australian manufacturers and retailers encouraging their transition to 100% Certified Sustainable Palm Oil (CSPO).

Authentic Animal and Cultural Connections

Two exciting new precincts at Taronga Western Plains Zoo, Lion Pride Lands and Wild Herds, incorporate walk-through enclosures, immersive cultural theming and rich storytelling across physical, graphic, text and audio media to create powerful guest experiences. In Wild Herds, 'gers' (dwelling tents) create the authentic sense of a Mongolian Village, providing context for the guests to engage with the Takhi herd and their powerful conservation story. Lion Pride Lands offers unique, up-close opportunities to connect with lions, African culture and a representative African village.

Zoo App-reciation

The Taronga Western Plains Zoo app was developed to be launched in 2019, with

a focus on guest wayfinding, day planning and creating positive connections. The app helps increase dwell-time and engagement across precincts, drives guests to participate in conservation campaigns and helps grow Taronga's community of 1 Million Advocates. Some of the key features include: Choose your Adventure with half-day, one-day and two-day itineraries; Act for the Wild, which invites guests to take positive action; plus, new content highlighting Taronga's conservation partnerships, research and programs. Several updates were also made to the Taronga Zoo app including enhancing functionality to aid guest wayfinding and creating a Mandarin language option.

Our Volunteers

Taronga's volunteers had a successful year, with a record 49 positions operating across all nine divisions. Their contributions – about 128,960 hours in total – were acknowledged by Volunteering Australia, with Taronga boasting 16 finalists in the NSW Volunteer of the Year Awards. Taronga also increased support of new volunteers by ensuring 100% are completing a comprehensive eLearning onboarding program.

Taronga's volunteers

49

Positions operating across all 9 Divisions - more positions than ever before



16

Finalists in the 2017 NSW Volunteer of the Year Awards



2,060

Expressior of interest

$\big) \mid$	

Performance indicators				
Satisfied guests as measured through satisfaction surveys	2014/15	2015/16	2016/17	2017/18
Taronga Zoo	92%	92%	91%	91%
Taronga Western Plains Zoo	79%	79%	82%	80%
Complaints per 1,000 guests (1)	2014/15	2015/16	2016/17	2017/18
Taronga Zoo	0.19	0.14	0.14	0.23
Taronga Western Plains Zoo	0.49	0.62	0.62	0.38



Zoo Friends

Taronga has increased the number of Zoo Friends members by 55% on the previous year, reflecting the strong community support in both Sydney and Dubbo. Member events, rewards and communications ensure Zoo Friends are up to date with the latest activities at Taronga and their frequent visits throughout the year have made a welcome contribution to Taronga's record attendance figures.

Corporate Partnerships

Taronga's corporate partnerships programs continued to provide support via the Taronga Foundation. Principal Partner QBE helped celebrate the 20th anniversary of Taronga's Free Flight Birdshow by supporting additional fundraising during the Birdshow presentation. ANZ renewed a four-year partnership of Taronga's Asian Elephant

Breeding and Conservation Program, while American Express was engaged as a new partner supporting Vivid Sydney at Taronga. The corporate partnerships programs also strengthened existing partnerships including additional support from SUEZ to provide turtle tracking devices for Taronga's Hospital to aid in the tracking and release of five rehabilitated turtles.

Hot Off the Press

Taronga's engagement with and strategic use of the media to tell the story of conservation went from strength to strength across the year, with broad-based coverage in publications as diverse as the Australian Financial Review and Australian Geographic. In Australian Geographic, a feature on Taronga's ground-breaking scientific work on illegal wildlife tracking saw the first ever non-Australian species – the pangolin – feature on the cover in the history of that publication. Sydney Metro featured front page coverage of the opening of Taronga Zoo's Tiger Trek, and Taronga's second annual #vdaypunoff garnered international participation.

Litter Free Oceans Campaign

This new campaign targets ocean litter and its impact on marine life through a digital experience that includes a website where individuals, communities, businesses and schools can register to make a difference. The website features the story of Andrew, a turtle successfully rehabilitated and released after ingesting litter, and allows users to calculate their use of disposable plastic, while providing information to encourage switching to reusable items. Other toolkit elements include curriculum-related education resources and a strategic social media communication plan. Launched in early

June, 1,000 individuals and 400 schools have already signed up. The anti-litter messaging reflects a key NSW Government priority for the environment.

Tourism Hall of Fame

TZ Facebook

TWPZ Facebook

TZ Instagram

Twitter

YouTube

For the fourth year running, Taronga Western Plains Zoo was awarded Gold in the 'Unique Accommodation' category at this year's NSW Tourism Awards, earning a place in the esteemed Hall of Fame for this category.

Taronga Digital Snapshot

2017 Fundraising Ball

Pride of the Plains was the theme for the Taronga Foundation's 2017 fundraising ball, which raised money for Taronga's conservation programs and the development of the new Savannah precinct at Taronga Zoo. More than 320 supporters attended the event at Taronga Zoo.

Performance Indicators						
Community 2016/17 2017/18						
Number of community campaign actions for the wild	31,884	81,408				

YoY Growth June 2018 YoY Growth June 2017 201.289 229.383 14% 25% 63,734 17% 24% 74,642 118,000 16% 125,249 6% 20,123 19,100 13% 5%

5,808

Litter Free Oceans







"Pangoliosaresold by the falcour traders pump their stomachs with a corn genel that's like centent."

4,159

17%

40%

AUSTRALIAN GEOGRAPHIC SPREADS



Winning at Work Safety

Safe Work Australia announced Taronga as the joint-runner up for the 2017 Workplace Reward. During the National Safe Work Month in October 2017, Taronga ran a safety initiative focused on sharing safety knowledge and engaging and encouraging workers to have their say. Activities included Safety Bingo at a employees lunch; 'Have your say' posters created by employees; 'Safety in Action' posters competition; a review of safety induction eLearning modules for continuous improvement and a WHS Committee meeting focused on innovation and leadership.

Developing New People and Leaders

This year the Organisational Development and Learning team provided a holistic eLearning onboarding program to 152 new Taronga employees and 128 volunteers. The program focuses on safety, sustainability and animal welfare. Launched in July, Leading for the Wild (#LFW) is a leadership and management development program for current and aspiring leaders which has already seen over 40 participants across Sydney and Dubbo seeking to grow their leadership skills through a range of flexible learning programs.

Supporting Mental Health

Mental health is a growing concern in our society, with an increasing number of people disclosing mental illness during the employment process. Taronga sees this as an opportunity to better support employees and provide managers with the tools to implement adjustments where necessary. Taronga has adopted the blended learning option provided by Mental Health First Aid Australia to deliver training to 45 employees across both Zoos. Select employees were identified to champion mental health first aid and are now trained in crisis response. This training complements existing resilience training and mental health skills training for managers and supervisors.

Project Evolve

Taronga is committed to building and supporting capable, motivated, engaged and high performing teams. To support this goal, the Wildlife division launched Project Evolve in January 2018, which is focused on continuously improving engagement, efficiency and culture as well as empowering teams to identify inefficiencies in their current work practices and prioritise solutions.

Digital Strategy Action Plan

A priority this year was to strengthen underlying IT infrastructure and maximise efficiency as part of Taronga's Digital Strategy Action Plan. A key update included a new email service that provides a highly available, standards-compliant, user-friendly solution for accessing email, to be expanded over the coming year. Another infrastructure uplift project included implementing a new telephone network and system, contact centre, security systems and an upgraded Wi-Fi solution. Industry-leading vendors were used to ensure ongoing stability and availability of networks and associated systems.

Social Media at Work

In March 2018, Taronga implemented the new communication and engagement platform 'Workplace by Facebook', which has become a space where divisions can share news, be informed and easily communicate with each other. Staff have quickly and enthusiastically embraced the platform, streaming Taronga events, presentations and activations to connect with employees and volunteers.

Risk Management Review

This governance project involved the organisation-wide review of strategic and major operational risks, including identification of existing and potential controls to reduce the likelihood or impact of risks, and updating the online risk register. The Taronga Risk Management Policy and Procedures were also revised as part of the project.

Performance indicators	2014/15	2015/16	2016/17	2017/18
Severity Rate Lost time injury frequency / workplace accidents for both Zoos	7.04	5.99	3.88	4
Staff Turnover Taronga Zoo Taronga Western Plains Zoo	7.99% 3.49%	10.70 % 10.90 %	9.03 % 3.26 %	13.19% 9.28%

People and Organisational Strength

Collaborative eLearning

New Taronga employees Completed online eLearning

Taronga volunteers

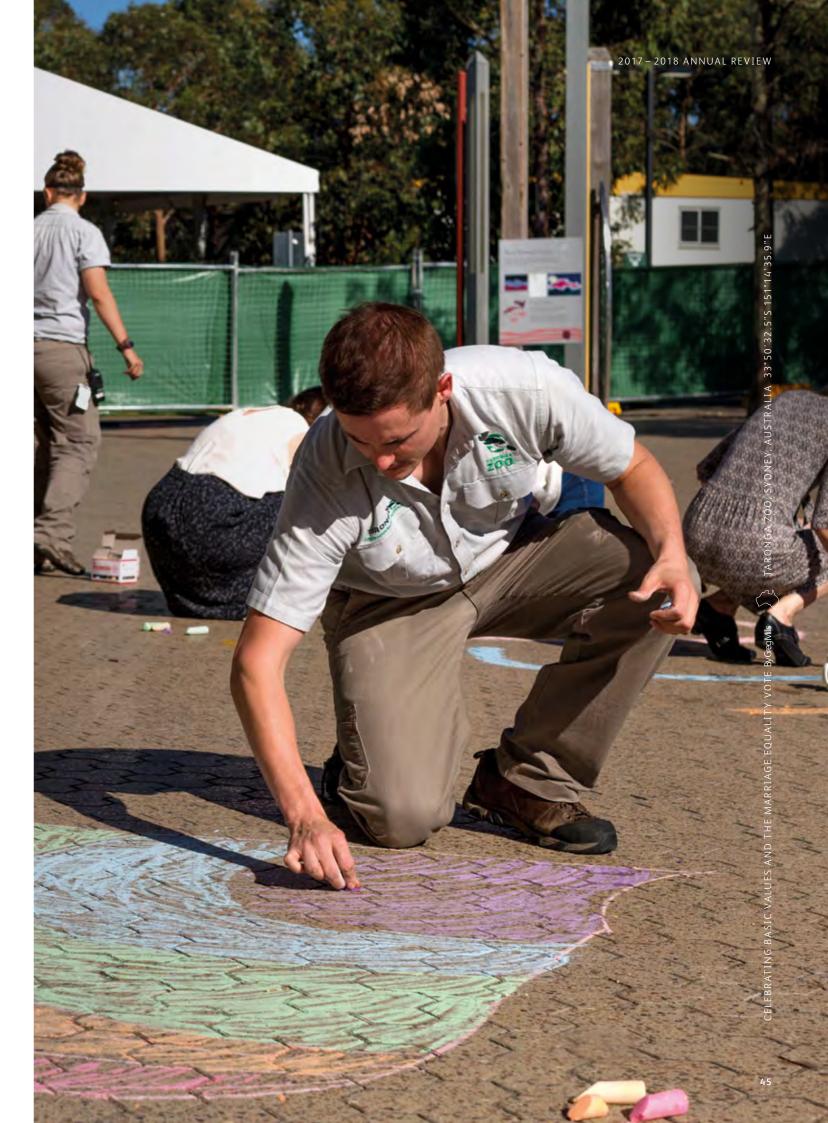
Completed online

eLearning

Launched in July 2017 40 employees

on board

Leading for the Wild





TARONGA 2017 – 2018 ANNUAL REVIEW

Key achievements

Record Attendance

Taronga once again saw record attendances at both Zoos this year with almost 2.1 million visitors in total. This record growth was achieved across all aspects of the visitation mix, from events through to accommodation and general admissions, and across both domestic and international markets, demonstrating Taronga's relevancy and engagement across all sectors of the community.

Strong International Support

Taronga Sydney continued to enjoy the support of overseas quests across the year, with international visitors comprising 42% of total. This was assisted by growth in guest numbers from China after the most successful Chinese New Year celebrations and promotions at Taronga to date.

Regional Success

Taronga Western Plains Zoo enjoyed a strong year with general admissions and overall visitation achieving growth on the prior year, with visitation from across regional NSW particularly positive. This demonstrates the appeal of new experiences on the Zoo circuit, such as Lion Pride Lands and new interactive experiences such as the Lion Pride Lands Tour and the Savannah Truck Tour.

Dedicated to Sustainability

Sustainability played a major role in how Taronga selected many partners across the year. In particular, the five-year catering contract awarded to Epicure saw the creation of a dedicated sustainability fund, a joint focus on reducing the environmental impact of Taronga's onsite catering and, in just the first 12 months, the removal of more than 1 million items of single use plastic from Taronga's food outlets. Other initiatives have included the installation of e-water (electrolysed salt water) systems in all the main catering areas to produce 100% natural, safe and biodegradable cleaners and sanitisers, mitigating the use of an estimated 12,000L of conventional chemicals per year. Plans are in place to implement e-water at Taronga Western Plains Zoo along with a larger reticulated system at Taronga Zoo, which is capable of producing enough e-water for the entire site and removing the need for any conventional chemicals to be used. It's also estimated that the installation of the milk juggler system, which stores milk in bulk bladders, will avoid about 16,000 milk bottles per annum.

Fundraising Success

The Taronga Foundation once again enjoyed the support of donors from across Australia, achieving a net income of just over \$9 million. Individual philanthropy saw a number of generous gifts made to Taronga, particularly in support of the Taronga Institute of Science & Learning. Events, the support of Taronga's Wildlife Defenders and the generous support of Taronga's Friends of the Future also played a major role.

Savings Emissions and Habitats

To reduce emissions year-on-year, a multistage project plan has been developed looking at viable energy efficiency and renewable energy opportunities at Taronga and Taronga Western Plains Zoos. Taronga has committed to offsetting all emissions resulting from 2017/18. Taronga's conservation and sustainability teams are liaising closely with Greenfleet to develop an emission offset partnership to allow organisations, including Taronga, to offset their emissions towards local carbon sequestering projects which provide broader ecosystem benefits and habitat to several of Taronga's Legacy Species. Taronga is striving to become NCOS carbon neutral-certified by early 2019.

Clean Electricity Generation

Stage 1 of a multi-stage project plan to reduce Taronga's grid-based, carbonintensive electricity consumption was approved in February 2018. This involves the implementation of several separate

mid- to large-scale solar PV installations at Taronga and Taronga Western Plains Zoos. This investment is in the range of \$750,000 and will drastically reduce the amount of grid-based electricity generated emissions and contribute to onsite renewable energy generation. It will also mitigate financial risk by reducing price volatility associated with the electricity market. Once Stage 1 has been fully implemented by the end of next financial year, it is expected Taronga's renewable energy generation will more than triple.

Waste Management Wins

contract with Cleanaway came into effect in August 2017 and has included new waste streams; new back-of-house bins; new waste signage across the site; new office recycling stations; and an increased focus on education through a biannual workshop and information session. Through these initiatives – and the Green Team's ongoing contribution – Taronga Western Plains Zoo has increased its waste diversion from 20% in 2016/17 to 40% this financial year. For the first time, data was also captured on animal waste and kitchen food waste generation, which will help when undertaking a feasibility study of implementing an on-site or off-site composting system to improve current waste management practices.

Container Deposit Scheme

Return and Earn container deposit scheme, NSW's largest litter-mitigation program. To one large reverse-vending machine kiosk opposite the Zoo's main entrance for the local community to use and redeem their been diverted from landfill.

Taronga Western Plains Zoo's formal waste

Taronga Zoo became one of the first collection points for the NSW Government's support the program, Taronga implemented container deposit. Taronga also implemented four smaller reverse-vending machines inside the Zoo. Since the program's implementation in December 2017, 500,000 containers have

Sustainable relationships -







Performance Indicators	2014/15	2015/16	2016/17	2017/18
Direct Government support per visitor (including contribution for capital development) (1) Taronga Zoo Taronga Western Plains Zoo	\$8.92 \$9.43	\$10.31 \$18.59	\$14.62 \$33.40	\$17.18 \$34.73
Operating expenses per visitor (Excluding Taronga Foundation) Taronga Zoo Taronga Western Plains Zoo	\$47.35 \$70.27	\$53.66 \$72.71	\$55.72 \$83.93	\$53.94 \$91.10
Capital expenditure per visitor Taronga Zoo Taronga Western Plains Zoo	\$4.60 \$18.92	\$9.56 \$12.50	\$22.36 \$31.48	\$28.73 \$32.08
Taronga Foundation fundraising revenue	\$12.85m	\$12.96m	\$21.07m	\$17.74m

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







Five Star Green-star building

The construction of the Taronga Institute of Science and Learning further demonstrated Taronga's commitment to sustainability. The Institute has been designed as a Five Star Green-star building representing 'Australian Excellence' in sustainable building design – and is fast approaching six Star with the addition of rooftop solar panels this year.

The design team has worked hard to reflect the inherent personality of Taronga in the building form, projected through the physical connection between internal and external spaces and design elements, including the nature-inspired facade screen and colour palette.

Taronga Wildlife Retreat

The Lower Australia and Wildlife Retreat project commenced construction this financial year, after an extensive design development phase and procurement exercise.

The revitalisation of the Australia Habitat will be delivered in two phases, with the first phase completed in 2019 and the second in 2021. Immersed within the Australia Habitat, the Taronga Wildlife Retreat will wrap around a wildlife sanctuary housing animals such as wallabies, echidnas, bandicoots, Platypus, Koalas and freshwater eels. Central to the Taronga Wildlife Retreat concept is the opportunity for people to learn more about wildlife, and to inspire conservation champions.

Plains-wanderers Aviaries and Sanctuary Construction of a 110ha predator-proof

sanctuary was completed at Taronga Western Plains Zoo this year, providing the perfect location for seeding mammal re-wilding efforts in NSW and supporting efforts such as the National Bilby Recovery Plan. In addition, the Taronga Property Team managed the construction and completion of a bank of 30 Plains-wanderer aviaries in support of the recovery plan for this species.

Lord Howe Island

Taronga completed the construction of 70 pens and 10 aviaries on Lord Howe Island (LHI) as part of a captive management project to preserve two of the island's endangered bird species. This construction forms part of the Lord Howe Rodent Eradication Project, which is aiming to eradicate black rats and house mice. Taronga will be responsible for the husbandry and care of two endangered bird species, the LHI

Woodhen and LHI Pied Currawong, both of which have been identified as vulnerable to the baiting process.

Savannah Project Gets Underway

A development application has been approved for the Taronga Zoo Savannah project, with detailed design and tender documents finalised and the construction tender phase having commenced. The African Savannah will be a multi-species habitat that includes a lion-breeding facility, expanded savannah for giraffes, zebras and Fennec Foxes, as well as a specialised Meerkat encounter space.

Centenary Capital Projects

Construction of Centenary Capital Projects at Taronga Western Plains Zoo continues as planned with both Wild Herds and Lion Pride Lands successfully completed and opened this year. Work is also underway on a new hire facility for bikes and carts and planning has commenced for a revitalised education facility and wildlife hospital.

Capital Works and Project Planning

Taronga Zoo Tiger Trek

The Tiger Trek precinct was successfully opened in August 2017. This exhibit provides Taronga's guests with an immersive and engaging experience that conveys the action its visitors can take to aid in conserving the endangered Sumatran Tiger population. The experience incorporates three separate tiger exhibits, state-of-the-art accommodation and breeding dens, an immersive Sumatran village and interactive quest facilities.

Taronga Institute of Science & Learning

Completed in June 2018, the Institute provides Taronga with a world-class facility to pursue its vision of creating a global centre of excellence in conservation science and learning. Furthermore, the Institute will significantly increase Taronga's capacity to undertake leading research, as well as inspire individuals and communities to achieve positive conservation and wildlife outcomes.

Taronga Wildlife Retreat & Australia Habitat

Construction of the Taronga Wildlife Retreat and Australia Habitat project commenced in late 2017. This project will revitalise the existing Australia Habitat precinct and give visitors a new immersive experience. The Taronga Wildlife Retreat incorporates 62 guest rooms providing an engaging, overnight wildlife experience. The Retreat will wrap around a native wildlife sanctuary and nestle into the new Australia Habitat, home to iconic species such as Koalas, kangaroos and other native animals.

African Savannah and Congo

The design of the African Savannah was completed in early 2018 and procurement of a main construction contractor is underway. Once complete, the African Savannah project will deliver revitalised exhibit spaces in the heart of the Zoo. The main construction works are scheduled to commence in late 2018. A second phase of this project is scheduled to commence in 2021 and will involve the construction of a lush forest exhibit for our growing gorilla family.

Taronga Western Plains Zoo Lion Pride Lands

Taronga's exciting new Lion Pride Lands exhibit was successfully opened in March 2018. The precinct includes an immersive Maasai Village, a 3.5ha African Lion exhibit, as well as an exciting ranger-led tour in a purpose-built safari vehicle. As the largest project in the current master plan of works, this exhibit brings to life

an African safari adventure experience.

Wild Herds

Construction works were completed in June 2018 for this exciting new project showcasing the Przewalski's Horse and Taronga's conservation successes with this wild horse. Scheduled deer feeding within this walk-through exhibit will provide an up-close and personal guest experience inspired by Mongolian nomadic life.

The African Waterhole and Overlook Cafe

A development application for the Overlook Cafe design has been submitted and is under assessment by Dubbo Regional Council. The development will offer an improved guest experience, by creating a new cafe environment including a Meerkat exhibit, picnic facilities, children's water play, landscaping, car parking and restrooms. Construction is scheduled to commence in early 2019.

Hire Facility Upgrade

The redevelopment of the bikes and electric carts hire facility commenced mid-2018. This project will provide an improved entry experience for Taronga's guests in addition to creating a suitable storage and maintenance facility for these assets.

Taronga has built

110_h

Predator-proof Sanctuary 3.5 ha

Lion Pride Lands precinct

3

Sumatran Tiger Exhibits / ()

Lord Howe Island

Aviaries on

Aviaries on Lord Howe Island Star Green-star building Taronga Institute of Science & Learning

