
ORDINARY MEETING
OF
COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE
AGENDA

Time: 9:30am
Date: Wednesday, 18 November 2020
Venue: Ngake (16.09)
Level 16, Tahiwi
113 The Terrace
Wellington

MEMBERSHIP

Mayor Foster
Councillor Condie (Chair)
Councillor Foon
Councillor O'Neill
Councillor Rush
Councillor Sparrow
Councillor Young

Have your say!

You can make a short presentation to the Councillors at this meeting. Please let us know by noon the working day before the meeting. You can do this either by phoning 04-803-8334, emailing public.participation@wcc.govt.nz or writing to Democracy Services, Wellington City Council, PO Box 2199, Wellington, giving your name, phone number, and the issue you would like to talk about. All Council and committee meetings are livestreamed on our YouTube page. This includes any public participation at the meeting.

AREA OF FOCUS

The Council-Controlled Organisations Subcommittee is responsible for communicating the Council's priorities and strategic outcomes to CCOs and ensuring delivery by CCOs through the development of Statements of Intent and integration of CCO outcomes with the Council's Long-term Plan and Annual Plan funding processes and decisions. The Subcommittee is also responsible for monitoring the financial performance and delivery on strategic outcomes of the Council's CCOs.

To read the full delegations of this Subcommittee, please visit wellington.govt.nz/meetings.

Quorum: 3 members

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1. Meeting Conduct

1.1 Karakia

The Chairperson will open the meeting with a karakia.

Whakataka te hau ki te uru,	Cease oh winds of the west
Whakataka te hau ki te tonga.	and of the south
Kia mākinakina ki uta,	Let the bracing breezes flow,
Kia mātaratara ki tai.	over the land and the sea.
E hī ake ana te atākura.	Let the red-tipped dawn come
He tio, he huka, he hauhū.	with a sharpened edge, a touch of frost,
Tihei Mauri Ora!	a promise of a glorious day

At the appropriate time, the following karakia will be read to close the meeting.

Unuhia, unuhia, unuhia ki te uru tapu nui	Draw on, draw on
Kia wātea, kia māmā, te ngākau, te tinana,	Draw on the supreme sacredness
te wairua	To clear, to free the heart, the body
I te ara takatū	and the spirit of mankind
Koia rā e Rongo, whakairia ake ki runga	Oh Rongo, above (symbol of peace)
Kia wātea, kia wātea	Let this all be done in unity
Āe rā, kua wātea!	

1.2 Apologies

The Chairperson invites notice from members of apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted.

1.3 Conflict of Interest Declarations

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

1.4 Confirmation of Minutes

The minutes of the meeting held on 16 September 2020 will be put to the Council Controlled Organisations Subcommittee for confirmation.

1.5 Items not on the Agenda

The Chairperson will give notice of items not on the agenda as follows.

Matters Requiring Urgent Attention as Determined by Resolution of the Council Controlled Organisations Subcommittee.

The Chairperson shall state to the meeting:

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting.

The item may be allowed onto the agenda by resolution of the Council Controlled Organisations Subcommittee.

Minor Matters relating to the General Business of the Council Controlled Organisations Subcommittee.

The Chairperson shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Council Controlled Organisations Subcommittee for further discussion.

1.6 Public Participation

A maximum of 60 minutes is set aside for public participation at the commencement of any meeting of the Council or committee that is open to the public. Under Standing Order 31.2 a written, oral or electronic application to address the meeting setting forth the subject, is required to be lodged with the Chief Executive by 12.00 noon of the working day prior to the meeting concerned, and subsequently approved by the Chairperson.

Requests for public participation can be sent by email to public.participation@wcc.govt.nz, by post to Democracy Services, Wellington City Council, PO Box 2199, Wellington, or by phone at 04 803 8334, giving the requester's name, phone number and the issue to be raised.

2. General Business

REVIEW OF ANNUAL REPORTS FOR COUNCIL CONTROLLED ORGANISATIONS FOR THE YEAR ENDING 30 JUNE 2020

Purpose

1. This report provides the subcommittee with a review of the annual reports submitted by Council Controlled Organisations for consideration in accordance with the requirements of the Local Government Act 2002.

Recommendations

That the Council Controlled Organisations Subcommittee:

1. Receive the information.
2. Note any issues for the Chair to raise with the entities covered by this report.

Background

2. The subcommittee is tasked with monitoring the performance of the following entities:
 - Basin Reserve Trust
 - Karori Sanctuary Trust
 - Wellington Cable Car Limited
 - Wellington Museums Trust
 - Wellington Regional Economic Development Agency Limited
 - Wellington Regional Stadium Trust
 - Wellington Zoo Trust
3. Wellington Regional Economic Development Agency Ltd is jointly owned (80% / 20%) by the Wellington City Council and the Greater Wellington Regional Council respectively. In addition to the monitoring by this subcommittee, the stakeholders jointly monitor the company via the Wellington Regional Strategy Committee.
4. Wellington Water Limited is owned in equal (20%) shares with Greater Wellington Regional Council, Lower Hutt City Council, Porirua City Council and Upper Hutt City Council. The shareholders jointly monitor the company via the Wellington Water Committee.
5. Wellington International Airport Limited is 34% owned by the Council and majority owned by Infratil Limited, a publicly listed company. The reporting from Wellington International Airport Limited for their financial year ended 31 March 2020 has previously been considered by this subcommittee.

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6. In terms of a Court Of Appeal Judgement (CA164/04) on 6 September 2005 between the Commissioner of Inland Revenue and the Wellington Regional Stadium Trust, it was established that Sections 5 and 6, Schedules 8 and 9 and Part 5 of the Local Government Act 2002 do not apply to the Wellington Regional Stadium Trust and accordingly the Trust is not a CCO.
7. In recognition of the Council's original investment in the Wellington Regional Stadium Trust and the non-recourse loan from Council to the Trust that was fundamental in the establishment of the Trust and the building of the stadium, the relationship operates as if the Trust was a CCO. This approach is consistent with the Greater Wellington Regional Council's relationship with the Trust.

Discussion

8. Audited annual reports have been received from the following entities for consideration by the subcommittee and are attached as appendices:
 - Basin Reserve Trust
 - Karori Sanctuary Trust
 - Wellington Museums Trust
 - Wellington Regional Stadium Trust
 - Wellington Zoo Trust
9. Audited annual reports have not yet been received from the following entities due to the extended annual reporting timeframes resulting from the COVID-19 lockdown earlier this year. These audited annual reports will be reported to the subcommittee at its next meeting.
 - Wellington Cable Car Limited
 - Wellington Regional Economic Development Agency Limited
10. The annual reports have been reviewed by officers to assess any risks or issues and where any significant issues were identified these have been discussed with the relevant entity.
11. Representatives of the entities covered in this report will attend the subcommittee meeting to present both the annual report and first quarter report for the entities and answer any questions from the subcommittee. The first quarter reports (to 30 September) are presented under the cover of a separate subcommittee report.

12. BASIN RESERVE TRUST

EXECUTIVE SUMMARY

The Basin Reserve hosted over 50 junior club rugby and junior girls football games, a successful Beers at the Basin event, a Blackcaps test match against India and two White Ferns versus South Africa T20 games. As well, it hosted a wide range of corporate functions and a Super Smash men's and women's double-header final which saw both the Wellington franchises win their respective titles.

In the 2019/20 year the Basin Reserve hosted 67 event days, 67 practice days and 76 functions. The calendar was impacted by COVID-19 which caused the cancellation of the Night Noodle Markets and other events. Despite this, there were a range of highlights for the year, including a test match victory by the Black Caps over India attended by 15,000 fans and the concurrent reopening of the Museum Stand (renamed the Old Pavilion) by Mayor Foster in February 2020.

The Basin Reserve redevelopment programme saw the completion of the seismic strengthening and refurbishment of the Museum Stand completed in time for the Blackcaps test match against India in February 2020. The redevelopment programme continues to receive strong support from New Zealand Cricket and the media, the Wellington Cricket community and players and fans alike.



Photo credits: Armstrong Downes Commercial

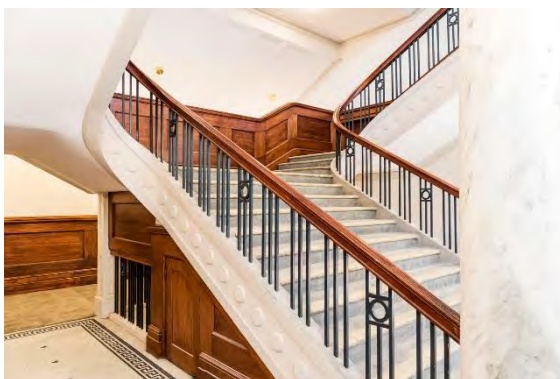


Photo credits: Armstrong Downes Commercial

'Beers at the Basin' was once again a successful event that hosted a sold-out crowd of 5,800 fans and showcased some of the best craft breweries, local wineries, street food and music within the Wellington region. The attendance highlights the demand for the Basin Reserve as a venue for alternate events outside of the cricket calendar. A repeat event is planned again this year (28th November 2020).

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Beers at The Basin 2019

The Players' Pavilion was named after Wellington cricketer Ewen Chatfield at the test match between the Black Caps and India, held in February 2020. The naming of the Players' Pavilion is in recognition of Chatfield's contribution to cricket in Wellington, which is distinguished by his career as a Black Cap and bowling partner of Sir Richard Hadlee plus his long association with cricket in Wellington as he went on to play for the Naenae Club for many years after his international career had ended.



Ewen Chatfield Pavilion

**COUNCIL CONTROLLED ORGANISATIONS
SUBCOMMITTEE
18 NOVEMBER 2020**

SUMMARY FINANCIALS (\$000s)

Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE	Actual	Actual	Actual	Actual	Budget	Variance
30 JUNE	2017	2018	2019	2020	2020	2020
Total Revenue	989	965	957	1,605	1,392	212 ✓
Operating Exp Before Depn	948	840	862	1,496	876	620 ✗
Depreciation	109	116	119	103	129	26 ✓
Surplus(Deficit)	(69)	9	(23)	6	388	382 ✗
FINANCIAL POSITION						
Total Assets	776	770	836	777	1,208	431 ✗
Total Liabilities	185	169	259	194	134	60 ✗
Equity	591	601	577	583	1,074	491 ✗
CASH FLOWS						
Total Net Cash Flows	(82)	64	60	71	15	56 ✓
Opening Cash	109	28	91	152	168	
Closing Cash	28	91	152	223	183	

Despite COVID-19 causing the cancellation of the Night Noodle Markets plus various corporate functions and events, the Trust contained its costs and still returned a breakeven performance. The reason for the higher than normal revenue and expenses relates to the fundraising for the Museum Stand project which has been passed on to Council.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

✓ Achieved ✗ Not Achieved.

30 JUNE		2016	2017	2018	2019	2020
Cricket days	Actual	49 ✓	36 ✗	46 ✓	44 ✓	48 ✗
	Target	27	38	38	38	50
Other sports days	Actual	25 ✓	9 ✗	21 ✓	25 ✓	12 ✗
	Target	12	22	20	20	25
Community event days	Actual	36 ✓	14 ✓	20 ✓	31 ✓	7 ✗
	Target	4	12	13	13	21
Function bookings	Actual	18 ✓	8 ✗	20 ✓	53 ✓	76 ✓
	Target	4	15	17	25	25
Number of practice days	Actual	101 ✓	147 ✓	95 ✗	100 ✓	67 ✗
	Target	71	85	100	100	100
Attendance at all events	Actual	49,778 ✓	37,336 ✓	37,362 ✗	134,858 ✓	54,415 ✓
	Target	27,300	31,000	40,000	41,000	41,000
Ground hire income	Actual	\$196,500 ✓	\$206,600 ✓	\$290,250 ✓	\$223,282 ✗	\$203,856 ✗
	Target	\$100,000	\$149,000	\$173,000	\$234,800	\$290,200
Operational grant per attendance	Actual	\$7.00 ✗	\$10.26 ✓	\$10.68 ✗	\$3.09 ✓	\$7.90 ✓
	Target	\$6.00	\$12.27	\$9.47	\$9.97	\$16.50

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

ISSUES & OUTLOOK

The Trust's SOI sets-out its immediate outlook based on some assumptions provided by Council.

The following parameters were provided by Council to give consistency in the interpretation of the (then) unknown passage of COVID-19.

- No further financial assistance from NZ Government (wage subsidies)
- Alert Level 2 for all of Q1
- Alert Level 1 for Q2, Q3 and Q4
- Trans-Tasman travel recommences for Q4

The table below presents the summary financials to 30 June 2020 (actuals) against the comparable 2021 SOI summary financials which were prepared before the 2020 year end. The main observation being that the actual closing cash position for the 2020 year is stronger than the forecast position in the 2021 SOI.

SUMMARY FINANCIALS (\$000)	Actual	Actual	SOI	SOI	SOI
30 JUNE	2019	2020	2021	2022	2023
Total Revenue	957	1,605	813	952	961
Opex before Depreciation	862	1,496	831	902	924
Net Surplus (Loss)	(23)	6	(137)	(60)	(58)
FINANCIAL POSITION					
Total Assets	836	777	513	425	319
Total Liabilities	259	194	123	96	48
Equity	577	583	390	330	272
CASH FLOWS					
Total Net Cash Flows	60	71	(96)	(7)	2
Opening Cash	91	152	130	35	27
Closing Cash	152	223	35	27	29

The Basin Reserve is looking forward to a full domestic schedule of cricket and some international cricket matches from December 2020.

The ICC Women's World Cup that was scheduled for February 2021 has been postponed for 12 months until February 2022.

Planning has begun for some of the smaller projects within the overall master plan upgrades for the Basin Reserve. Planning is advanced for upgrading the embankment toilet blocks, improving the northern entrance, refurbishing the perimeter fence and gatehouses and installing security lighting to facilitate pedestrian access through the reserve during the hours of darkness.

13. KARORI SANCTUARY TRUST

ACTIVITY SUMMARY

Despite the rapid spread of COVID-19 around the world, and the subsequent closure of borders and lockdown across New Zealand during the last quarter of the year, the Karori Sanctuary Trust welcomed another record number of visitors to ZEALANDIA. Notably, the balance between domestic and international visitors changed this year in response to the closure of New Zealand's international borders in March and offering free entry from 16 May to 30 June. The number of Wellingtonians visiting ZEALANDIA increased to 57% of all visitors, up from 49% last year. Correspondingly, the number of international visitors dropped from 39% to 30% this year.

Some highlights for the year include:

- ZEALANDIA was recognised as a world-leading conservation experience as it was named one of the World's 100 Greatest Places of 2019 by TIME magazine and the number two tourist attraction in Wellington (second to Te Papa) by Trip Advisor. ZEALANDIA is increasingly seen as one of the reasons for people to visit Wellington, from New Zealand and overseas.
- Nearly 60 tuna/eels were translocated from the sanctuary to the lower reaches of Kaiwharawhara catchment enabling them to complete their lifecycle by having access to the sea.
- 44 titipounamu/rifleman fledglings were recorded at ZEALANDIA confirming another successful step in this translocation.
- With the support of the Council, ZEALANDIA opened free to the public post lockdown, hosting 34,960 visitors.
- 143,367 visitors in total for the year (up from 138,141 last year).
- The Trust continues to be a financially sustainable enterprise delivering a 5th consecutive net operating surplus.
- ZEALANDIA continues to demonstrate environmental best practice by being Toitū carbonzero certified for the 5th consecutive year.
- ZEALANDIA recruited over 3,000 new members to support its goal of transforming how we live with nature. Two initiatives during the year helped achieve this growth in membership:
- ZEALANDIA encouraged its guests on our day and night tours to continue to support the sanctuary after their visit by becoming a member. This successful initiative added approximately 1,000 new members who are largely overseas based.
- ZEALANDIA sold 1,700 special offer memberships to visitors who visited for free following the reopening at the end of the COVID-19 pandemic lockdown.

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SUMMARY FINANCIALS

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$'000)		Actual	Actual	Actual	Actual	Budget	Variance*
30 JUNE		2017	2018	2019	2020	2020	2020
Total Revenue		4,465	5,201	6,415	6,437	5,207	1,229 ✓
Op. Exp. before Depn. & Int.		3,814	4,479	4,936	5,175	4,876	299 ✗
Earnings before Depn & Int.		651	722	1,478	1,261	331	930 ✓
Net Surplus (Deficit)		(219)	174	1,145	903	(93)	996 ✓
FINANCIAL POSITION							
Total Assets		4,667	4,621	5,983	7,045	6,229	816 ✓
Total Liabilities		815	594	812	971	1,450	(479) ✓
Equity		3,853	4,027	5,171	6,074	4,779	1,295 ✓
CASH FLOWS							
Total Net Cash Flows		(11)	310	880	379	(95)	474 ✓
Opening Cash		241	230	540	1,420	500	--
Closing Cash		230	540	1,420	1,799	405	--

Despite the challenging operating environment in the last quarter of the year, ZEALANDIA completed the year with a net surplus of 903k and a healthy balance sheet with cash on hand of \$1.8m and term deposits of a further \$2.0m. This capital is tagged for the development of Tanglewood House (the center for people and nature), scholarship funding and the working capital

SUMMARY FINANCIALS

needs of the Trust.

Some other key achievements include:

- Council's operating grant (excluding living wage funding) contributed 14% of the total Trust revenue, down from 15% last year.
- Average revenue per visitor increased by 13% from \$32.85 in 2018/19 to \$37.08 in 2019/20, substantially exceeding the target of \$26.74.
- ZEALANDIA achieved its highest ever revenue of \$6,436,690 in 2019/20 including record income in both tours (\$1m) and retail sales (\$560,000).
- In 2019/20 the Trust raised \$429,084 from members, bequests and other donations that directly supported conservation work, as well as a generous donation from the Terawhiti Trust.

KPI DASHBOARD *(The tables contain a selection of KPIs and not a complete list)*

✓ Achieved ✗ Not Achieved.

Measure	Actual 2016	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Target 2020
Non-financial						
Visitors	125,849 ✓	125,179 ✓	132,337 ✓	138,141 ✓	143,367 ✓	118,100
Individual members	10,572 ✓	10,944 ✓	10,886 ✓	10,932 ✓	14,021 ✓	11,000
Students & education visits	9,478 ✓	11,621 ✓	9,316 ✓	11,727 ✓	8,051 ✗	8,800
Visitor satisfaction rating	99% ✓	95% ✓	96% ✓	97% ✓	95.3% ✓	95%
Volunteer satisfaction rating	n/a	n/a	n/a	n/a	88% ✓	80%
Volunteer numbers	417 ✓	556 ✓	584 ✓	608 ✓	445 ✗	470
Financial						
Full cost to Council per visitor	\$11.34 ✓	\$11.23 ✓	\$13.71 ✓	\$13.44 ✓	\$12.04 ✓	\$14.95
Average subsidy per visit	\$6.95 ✓	\$6.99 ✓	\$6.31 ✓	\$6.21 ✓	\$6.13 ✓	\$8.54
Average revenue per visit	\$26.03 ✓	\$28.01 ✓	\$31.44 ✓	\$32.85 ✓	\$37.08 ✓	\$26.74
Non-Council donations/funding	\$402k ✓	\$419k ✓	\$461k ✓	\$697k ✓	\$1,049k ✓	\$275k

Conservation	Actual	Target
Restore missing species to the wild in accordance with the Restoration Strategy		
Percentage of transferred animal species regarded as self-sustaining	66%	70%
2 species of kākahi (freshwater mussel) plus one bird species (titipounamu) were reintroduced in the 2018/19 year and will take some years to become self-sustaining. As such, 14/21 species are regarded as self-sustaining (assuming ongoing current management). Of these, 2 transfers failed (tomtit, weka) and 2 (bellbird, long-fin eels) are not regarded as self-sustaining.		
Number of new animal species transferred	0	0
Improve the population status of nationally threatened species present		
Number of threatened species present (excluding species held for advocacy or temporarily e.g. takehe, kakapo)	4	4

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

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KPI DASHBOARD *(The tables contain a selection of KPIs and not a complete list)*

Manage species held for captive breeding purposes to ensure they remain healthy and breed successfully		
No. species held for captive breeding	1	2
<i>Maud Island frogs breeding. The target of 2 is no longer applicable as the barking geckos have now left the sanctuary to be released on Mana Island. This is a major conservation success.</i>		
Monitor animal pest status, control mice & successfully respond to any incursions		
Mice maintained at levels below or similar to previous years (abundance per 100 trap nights)	5.7	10
Percentage incursions successfully eradicated	100%	100%
<i>A weasel was detected in the sanctuary in August. This was not redetected and the animal either left or died.</i>		
Monitor plant pest status and reduce distribution of environmental weeds (currently 123) within and near the fence perimeter		
No. species actively controlled or surveyed	36	44
<i>A lower number of invasive plant species infestations were found due to this year's grid searching occurring predominantly in the centre of the sanctuary.</i>		
No. species where control has achieved a decline to low levels of infestation	71	53

ISSUES & OUTLOOK

The Trust's SOI sets-out its immediate outlook based on some assumptions provided by Council.

The following parameters were provided by Council to give consistency in the interpretation of the (then) unknown passage of COVID-19.

- No further financial assistance from NZ Government (wage subsidies)
- Alert Level 2 for all of Q1
- Alert Level 1 for Q2, Q3 and Q4
- Trans-Tasman travel recommences for Q4

The table below presents the summary financials to 30 June 2020 (actuals) against the comparable 2021 SOI summary financials which were prepared before the 2020 year end. The main observation being that the actual closing cash position for the 2020 year is slightly stronger than the forecast position in the 2021 SOI.

SUMMARY FINANCIALS (\$000)	Actual	Actual	SOI	SOI	SOI
30 JUNE	2019	2020	2021	2022	2023
Total Revenue	6,415	6,437	4,931	5,006	5,294
Opex before Depn	4,936	5,175	4,874	4,972	5,294
EBITDA*	1,478	1,261	57	34	0
Net Profit (Loss)	1,145	903	(302)	(306)	(369)
FINANCIAL POSITION					
Total Assets	5,983	7,045	5,853	5,563	5,204
Total Liabilities	812	971	584	600	610
Equity	5,171	6,074	5,269	4,963	4,594
CASH FLOWS					

Total Net Cash Flows	880	379	(560)	(220)	(10)
Opening Cash	540	1,420	1,635	1,074	854
Closing Cash	1,420	1,799	1,074	854	844

Approximately 40% of ZEALANDIA's visitors (excluding members) are international tourists and the closure of the borders has had an immediate and dramatic impact on visitor numbers, tour product take-up and revenues. The Trust's SOI anticipates this impact in 2020/21 and, while there is ongoing uncertainty regarding international visitors to New Zealand, the Trust is planning for an improved economic environment including some international visitors in 2021/22.

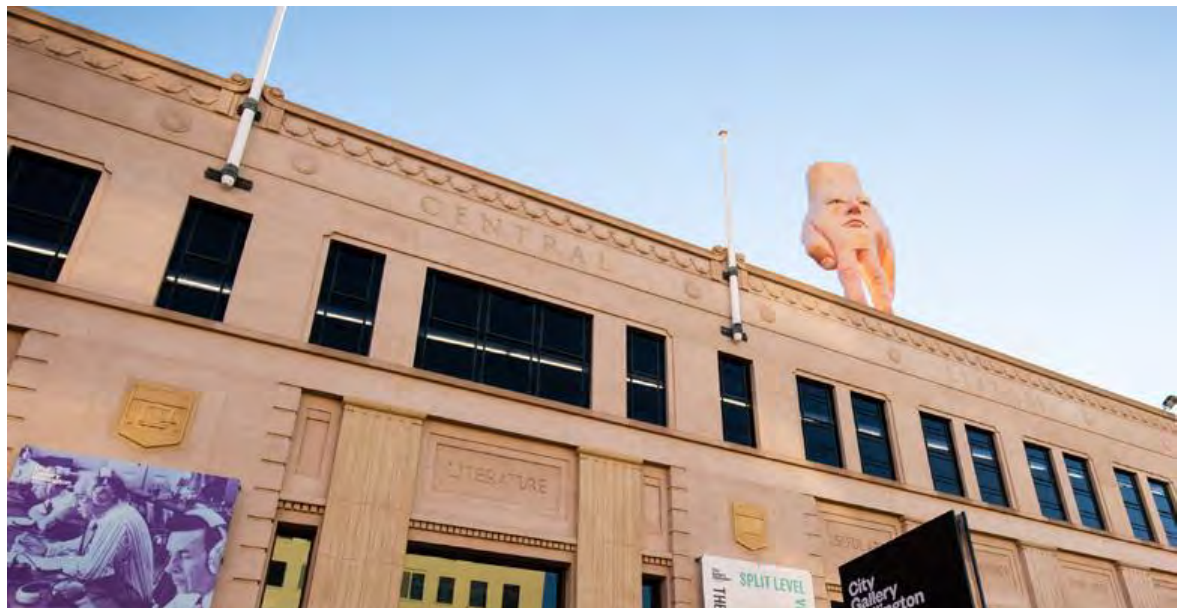
14. WELLINGTON CABLE CAR LIMITED

Annual report not available. Will be reported to the subcommittee at its next meeting.

15. WELLINGTON MUSEUMS TRUST

ACTIVITY SUMMARY

During the year the Trust said farewell to Pat Stuart after 12 years as Chief Executive and welcomed Dr Sarah Rusholme to the role. Sarah has been part of Experience Wellington for over a decade and for the last four years held the position of Director, Children & Young People at Capital E.



Ronnie van Hout: Quasi | City Gallery 2019

Some of the year's highlights

- **Suffrage in Stitches:** The re-staging of Suffrage in Stitches at Wellington Museum which involved more than 500 makers re-presenting the 1893 Suffrage Petition through textile art.
- **Lunar Module:** Space Place celebrating the 50th anniversary of the moon landing with Sheyne Tuffery's exhibition Lunar Module.
- **The Navigators:** Working on a new planetarium show telling the story of Pacific and

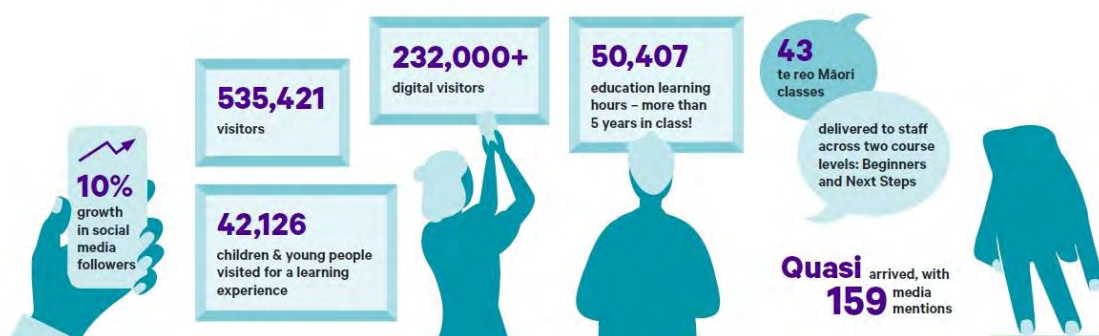
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European navigation which remains on track to open in June 2021.

- **Story Studio LIVE:** The Capital E National Theatre for Children's work with young people to bring their experiences and ideas of growing up in Aotearoa to audiences of their peers through the award winning 2019 version of Story Studio LIVE.
- **Maker Faire Wellington:** Powered by Capital E, Maker Faire brought 50 makers, tinkerers and inventors to an audience of 6,000 at TSB Arena and under the Queens Wharf sails. Taking place all over the world, Maker Faire events are dedicated to Makers of all kinds. Artists, jewellers, cosplayers, engineers, musicians and more come together for the greatest show and tell on Earth. Capital E is the first and only New Zealand organisation to partner with Make Community and deliver the popular event.
- **Quasi:** The installation of Ronnie van Hout's sculpture Quasi on the roof of City Gallery Wellington, causing a media sensation and brought the world to Te Ngākau. Images of Quasi on top of City Gallery made a splash around the world and featured in news items on BBC News, The Guardian, The Independent, Daily Mail, Time, CNN, New York Post, and on Stephen Colbert's popular tour of New Zealand.

Our Year at a Glance



Capital E

Experience Wellington is working with the Council on opportunities for the return of Capital E to Te Ngakau Civic Square as part of the Central Library project.

Wellington Museum

Council has allocated \$10 million in its 2018-28 Long Term Plan for this project. Preliminary designs now indicate that the potential cost of seismic strengthening the building and refurbishing and improving the visitor experience components of the Museum could exceed \$40m, with Experience Wellington expecting to contribute \$6m toward the refurbishing cost. Ministry of Culture and Heritage have advanced \$446k towards the seismic strengthening and to date, Experience Wellington has incurred \$538k relating to the design and engineering assessment of this project.

This project is expected to be considered in the 2021-31 LTP deliberations.

SUMMARY FINANCIALS

Variance (Actual minus Budget). ✔ Favourable variance to budget ✖ Unfavourable variance to budget

SUMMARY FINANCIALS

FINANCIAL PERFORMANCE (\$000)	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Budget 2020	Variance 2020
30 JUNE						
Total Revenue	14,740	12,937	13,602	13,244	12,749	495 ✓
Total Operating Exp	13,877	12,991	13,590	13,295	12,760	535 ✗
Endowment Fund	0	0	17	7	0	7 ✓
Comprehensive Surplus/(Deficit)	863	(53)	29	(44)	(11)	33 ✗
FINANCIAL POSITION						
Total Assets	6,092	6,075	6,809	7,028	6,080	948 ✓
Total Liabilities	1,578	1,614	2,320	2,582	1,621	961 ✗
Equity	4,514	4,461	4,490	4,446	4,459	13 ✗
CASH FLOWS						
Total Net Cash Flows	(843)	64	138	471	0	471 ✓
Opening Cash	1,722	880	944	1,082	830	--
Closing Cash	880	944	1,082	1,554	830	--

COVID-19 marked the year for the Wellington Museums Trust (trading as Experience Wellington). Before 22 March 2020 the Trust was on track to achieve its budget and performance targets. With 78% of annual visitation achieved and trading revenues at 90% of its annual target, Experience Wellington was expecting to achieve its breakeven budget by the end of the financial year. In the end the Trust reported a deficit of \$44k, versus a budgeted deficit of \$11k which under the circumstances was a good result.

The Trust finished the year with cash on hand of \$1.5m which is ahead of budget and a relatively sound position for the Trust at year end.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

✓ Achieved ✗ Not Achieved.

VISITS	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Target 2020
30 JUNE					
Total Visits	780,414 ✓	725,214 ✓	770,320 ✓	535,421 ✗	665,500
City Gallery	180,616 ✓	153,194 ✓	153,676 ✗	111,365 ✗	150,000
*Wellington Museum	138,956 ✓	127,413 ✗	432,946 ✓	100,165 ✗	130,000
Capital E	161,869 ✓	113,414 ✓	137,015 ✗	86,821 ✓	70,500
*Cable Car Museum	242,250 ✓	269,028 ✓	288,889 ✓	192,915 ✗	256,000
Space Place	54,109 ✓	60,441 ✓	55,683 ✓	43,449 ✗	57,000
*Nairn St. Cottage	2,614 ✗	1,724 ✗	2,104 ✓	706 ✗	2,000

*The aggregation of these facilities is referred to as Museums Wellington in parts of the Trust's reporting.

The COVID-19 lockdown impacted the 2020 visitation figures and consequently the visitation-based metrics.

	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Target 2020
30 JUNE					
Council subsidy / visit (\$)	8.89 ✓	10.11 ✓	9.77 ✓	14.55 ✗	11.24

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KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

City Gallery	12.36 ✓	15.10 ✗	15.65 ✗	22.07 ✗	14.96
Museums Wellington	4.55 ✓	4.67 ✓	3.89 ✓	7.25 ✗	5.01
Capital E	9.32 ✓	12.22 ✓	12.20 ✗	21.74 ✓	23.35
Space Place	9.33 ✓	8.05 ✓	8.87 ✓	12.63 ✗	9.48

The Trust average subsidy per visitor metric is reasonably steady and based on an allocation as the operating grant is paid to the Trust as a lump sum. The COVID-19 lockdown has impacted the 2020 figures.

30 JUNE	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Target 2020
Average spend / visit (\$)	3.07 ✗	3.19 ✗	3.37 ✗	3.38 ✓	2.93
City Gallery	2.00 ✗	2.02 ✓	2.36 ✓	2.11 ✓	1.87
Museums Wellington	2.25 ✓	2.28 ✓	2.49 ✓	2.75 ✓	2.16
Capital E	4.03 ✗	4.58 ✓	4.43 ✓	3.42 ✓	3.29
Space Place	9.56 ✗	8.74 ✗	10.25 ✓	10.79 ✓	9.93

Again, the Trust average metric (spend per visit in this case) is relatively stable. It did not quite achieve target this year however the operating entities did achieve their targets.

30 JUNE	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Target 2020
Non-Council revenue (\$000)	4,847	3,834	4,305	3,673 ✓	2,157
... trading revenue (\$000)	n/a	2,548	2,825	2,741 ✓	1,951
City Gallery	n/a	311	363	235	296
Museums Wellington	n/a	910	1,056	808	837
Capital E	n/a	562	608	297	252
Space Place	n/a	528	570	469	566
Sub-letting, interest & other	n/a	237	228	932	206
... fund raising (\$000)	n/a	1,286	1,480	932 ✗	1,701
City Gallery	n/a	300	467	165	574
Museums Wellington	n/a	178	148	152	158
Capital E	n/a	692	784	534	858
Space Place	n/a	116	81	81	111

Trading revenue includes admissions, retail, venue hire, sub-letting and interest.

Fundraising includes donations, sponsorships, other grants and cultural grants (CNZ & MoE for LEOTC).

Some grants were carried over to the next financial year as the projects associated with the funding were unable to be completed.

30 JUNE	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Target 2020
Full cost per visitor (\$)	n/a	13.33 ✓	12.16 ✓	20.00 ✗	19.64
City Gallery	n/a	15.10 ✗	19.20 ✗	24.20 ✗	16.06
Museums Wellington	n/a	6.91 ✗	4.48 ✓	10.49 ✗	7.41
Capital E	n/a	12.22 ✓	12.20 ✓	23.25 ✓	27.50
Space Place	n/a	14.94 ✗	18.97 ✗	20.60 ✗	10.64

Full costs include Council's property ownership costs and rental subsidy paid for Capital E. The Trust does not control Council's property costs.

ISSUES & OUTLOOK

The Trust's SOI sets-out its immediate outlook based on some assumptions provided by Council.

The following parameters were provided by Council to give consistency in the interpretation of the (then) unknown passage of COVID-19.

- No further financial assistance from NZ Government (wage subsidies)
- Alert Level 2 for all of Q1
- Alert Level 1 for Q2, Q3 and Q4
- Trans-Tasman travel recommences for Q4

Based on the parameters provided above, visitation to the facilities operated by the Trust is expected to reduce to 261,700 in 2020/21.

The table below presents the summary financials to 30 June 2020 (actuals) against the comparable 2021 SOI summary financials which were prepared before the 2020 year end. The main observation being that the actual closing cash position for the 2020 year is stronger than the forecast position in the 2021 SOI.

SUMMARY FINANCIALS (\$000)	Actual 2019	Actual 2020	SOI 2021	SOI 2022	SOI 2023
30 JUNE					
Total Revenue	13,602	13,244	12,234	12,599	13,043
Total Operating Expenses	13,590	13,295	13,462	13,289	13,338
Endowment Fund	17	7	0	0	0
Comprehensive Surplus/(Deficit)	29	(44)	(1,228)	(690)	(295)
FINANCIAL POSITION					
Total Assets	6,809	7,028	4,852	4,162	3,867
Total Liabilities	2,320	2,582	1,610	1,609	1,609
Equity	4,490	4,446	3,242	2,553	2,258
CASH FLOWS					
Total Net Cash Flows	138	471	(1,228)	(690)	(295)
Opening Cash	944	1,082	830	(398)	(1,088)
Closing Cash	1,082	1,554	(398)	(1,088)	(1,383)

16. WELLINGTON REGIONAL ECONOMIC DEVELOPMENT AGENCY LIMITED

Annual report not available. Will be reported to the subcommittee at its next meeting.

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17. WELLINGTON REGIONAL STADIUM TRUST

ACTIVITY SUMMARY

The year began with the very positive news of a new partnership with Sky Network Television Ltd that saw Sky secure the naming rights of the Stadium from 1 January 2020.



The Stadium enjoyed another year of big events and good crowds prior to the COVID-19 shutdown which saw the Stadium effectively closed from late March to mid-June.

Despite the impacts of COVID-19, Sky Stadium hosted a total of 28 major event days for the year, plus several community event days. 236,354 fans attended events during the 12 months, with the cumulative attendance since opening now at 10.4 million.

Some highlights of the year:

- Welcoming Sky as the new naming rights partner and saying farewell to Westpac after 20 years.
- Another memorable Wellington test match with the Springboks holding the All Blacks to a 16-16 draw in front of over 34,000 fans.

- A very competitive Wellington Phoenix side which was on track for a home final prior to the COVID-19 shutdown.
- One of the best concerts in recent times, with Queen + Adam Lambert entertaining a passionate 34,000 fans, the largest crowd of the New Zealand leg of their tour.
- The return of the New Zealand Warriors in their first match of a multi-year agreement.



A total of 16 event days that were due to take place over the March to June period were either cancelled or postponed, including Super Rugby, A-League, the Warriors, and several exhibitions. Events later in the year were also impacted.

While Alert Level 1 currently allows unrestricted mass gatherings, the Trust is restricted to hosting domestic content at this current time, and closed borders or further restrictions on mass gatherings mean a very uncertain year ahead. In response, this Council and Greater Wellington Regional Council (the two settlers of the Trust) have provided a \$4.2 million loan facility to assist the Trust in managing the impacts of COVID-19. This was not drawn at balance date but will be utilised in the year ahead. The loan is repayable over 10 years and is interest free for the first two years.

SUMMARY FINANCIALS

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$000)	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Budget 2020	Variance* 2020
30 JUNE						
Total Revenue	14,837	15,755	16,038	11,262	16,400	5,138 ✗
Opex before Interest & Depn	9,521	10,300	9,993	8,952	10,910	1,958 ✓

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SUMMARY FINANCIALS

Interest & Depn	3,615	4,186	4,303	4,381	4,590	209 ✓
Net Surplus / (Deficit)	1,701	1,269	1,742	(2,071)	900	2,971 ✗
FINANCIAL POSITION						
Total Assets	97,715	96,927	97,941	96,032	99,590	3,558 ✗
Bank Borrowings	4,300	2,500	2,500	2,500	4,580	2,080 ✓
Total Liabilities	9,497	7,440	6,712	6,874	8,330	1,456 ✓
Equity	88,218	89,487	91,229	89,158	91,260	2,102 ✗
CASH FLOWS						
Net Cash Flow	(549)	794	1,943	(1,496)	(670)	826 ✗
Opening Cash	669	120	914	2,856	1,670	--
Closing Cash	120	914	2,856	1,360	1,000	--

The Trust made a net loss of \$2.1 million, compared to a net surplus in the prior year of \$1.7m. Much of the loss is attributable to the effect of COVID-19, and the inability to hold events in the last quarter of the year. Sixteen event days were cancelled or postponed. Event revenues were \$4.0 million compared to \$6.3 million in the previous year and a budget of \$5.7 million. These were generated from 28 event days compared to 50 in the prior year.

Operating cashflows remained positive at \$1.7 million but decreased from \$3.6 million in the prior year. The Trust's investment in the stadium infrastructure was \$3.6m for the year in review resulting in a net cash outflow of \$1.5m for the year to 30 June 2020.

ISSUES & OUTLOOK

The effects of COVID-19 could weigh heavily on the 2021 financial year and perhaps beyond. The Stadium was unable to host events for the last quarter of the year and this is reflected in the financial result. The ability to hold events again from late June including some well attended Super Rugby Aotearoa games was welcome. However future restrictions on mass gatherings and restrictions on international borders will severely curtail the Trust's business for the foreseeable future.

Insurance is becoming increasingly unaffordable for the Trust, and was \$1.6 million in the current year, up from \$0.6 million three years ago.

Earthquake strengthening of the stadium was expected to be funded in future from earnings but under the current circumstances this is uncertain.

18. WELLINGTON ZOO TRUST

ACTIVITY SUMMARY

Due to the impact of COVID-19 the Zoo had to close its doors to visitors from 23 March to 15 May 2020. The Zoo re-opened in Alert Level 2 and entry was free from 16 May to 30 June 2020 as an initiative by the Council as a part of the pandemic response plan. The main impact was on visitor revenue which was partly offset by receipt of the wage subsidy for permanent, fixed term and casual staff and funding from the Council for the free period.

Upon reopening at Alert Level 2, there were some operational restrictions necessary to comply with the rules for gatherings and physical distancing. Visitors had to pre-book (for a morning or afternoon slot), to limit numbers in the Zoo and to help manage contact tracing. There were also some limitations on the Zoo experiences.

During the campaign the Zoo welcomed 50,891 visitors from across New Zealand. During the free entry campaign, the Zoo received donations totalling \$20,591 through its website (when booking free entry visits) and in person.

Prior to the disruption caused by COVID-19, the year was going well. The 15th annual Neighbours' Night BBQ was held in January. This event is about giving back to the local community and Newtown neighbours, including Wellington City Council housing tenants, who could visit the Zoo for free after hours. Nearly 2,000 people from the Newtown community enjoyed animal talks and a sausage sizzle.



Neighbours' Night

The substantial upgrade of the Chimpanzee habitat, made possible with Pub Charity's support, was completed and opened last year, and has won the following awards:

- The Chimp Park was announced as a finalist in the New Zealand Wood Resene Timber Design Awards 2020.
- It won the Best Team Award, Wellington Property People Awards – Colliers International.
- It was also Winner, Best Playground, New Zealand Institute of Landscape Architects Awards and was a finalist for their Supreme Project Award.

Planning has begun in earnest to create a new habitat for Snow Leopards at Wellington Zoo. In March, the Design and Construction Supervision contract was awarded to local firm Architecture Workshop, and in June, Story Inc. was awarded the contract for Interpretive Design. The Design team has come together with Zoo staff to work through concept design and developed design.

Planning is underway for staff across the Zoo to upskill their cultural competency as part of its strategy to integrate Te Ao Māori within the Zoo. This plan will encompass te reo Māori and tikanga and is being developed with Taranaki Whānui ki te Upoko o te Ika. It aims to build on developing the Zoo's kaupapa Me Tiaki, Kia Ora! This year the Zoo also hosted students working with WCC's Tira Poutama Iwi Partnerships team who led a te reo Māori session for its staff.

Other highlights during the year include.

- In November the Zoo released its Climate Change Position Statement, which is linked to the United Nations Sustainable Development Goals. The Statement conveys the Zoo's position on the need to take urgent action to combat climate change and it sets out how the Zoo will do this.
- The Zoo raises funds for its Conservation Fund through a portion of income from its Close Encounters and from other donations. Through the Wellington Zoo Conservation Fund, staff time and other operational expenditure, most notably in The Nest Te Kōhanga, the Zoo contributed 7.1% of its 2019/20 operational expenditure directly to field conservation during the year.

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- The Conservation Fund helps finance projects managed by the Zoo's 14 local and global conservation partners and gives its staff the opportunity to contribute to these projects all over the world, through fieldwork and sharing expertise.
- To help with the devastating impacts of the bushfires, the Zoo made donations to WIRES (Australian Wildlife Rescue Organisation) and Zoos Victoria from the Conservation Fund. Wellington Zoo also donated to the Zoo and Aquarium Association Australasia (ZAA) Wildlife Conservation Fund with funds raised online and through on-site visitor donations.
- The Zoo successfully hosted 67 meetings and 27 functions/events which brought in \$210,089. Before COVID-19, the Zoo was on track to meet its financial year target by the end of April 2020. Also, for the first time ever, the Zoo hosted four Full Zoo hires. There were two Christmas functions in December and two functions in February, with a total of 5,246 visitors.
- 7,384 students participated in Zoo learning programmes including 307 students in Zoom webinars – or 'Zoominars' - and 122 Bush Builders participants. These numbers were lower than expected due to COVID-19. During lockdown the Learning Team quickly moved to develop online resources to help students continue their Zoo learning from home and delivering webinars to schools that couldn't make their planned visit.
- 1,160 students participated in the school holiday programmes this year. This number was lower than expected as the April programme was cancelled.

SUMMARY FINANCIALS

* Variance (Actual minus Budget).  Favourable variance to budget  Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$000)						
	Actual 2017	Actual 2018	Actual 2019	Actual 2020	Budget 2020	Variance* 2020
30 JUNE						
Total Revenue	7,425	7,794	8,568	7,994	8,374	(380)
Total Expenses	8,061	7,434	8,752	8,433	8,374	59
Net Surplus (Deficit)	(636)	360	(184)	(344)	0	(344)
FINANCIAL POSITION						
Total Assets	3,926	4,282	4,454	3,299	2,205	1,094
Total Liabilities	2,236	2,232	2,588	1,777	947	830
Equity	1,690	2,050	1,866	1,522	1,258	264
CASH FLOWS						
Net Cash Flow	(916)	1,762	222	(978)	(909)	(69)
Opening Cash	2,822	1,906	3,668	3,890	2,883	--
Closing Cash	1,906	3,668	3,890	2,912	1,974	--

Operating Revenue was lower than budget by \$367k due to visitor revenue being lower than budget by \$1,056k and sales of goods being below budget by \$46k as a result of decreased visitation. This is related to the Zoo being closed from 23 March to 15th May due to COVID-19 and then open for free from 16th May to 30th June 2020 as part of Council's pandemic response plan. The revenue decrease was partly offset by the government wage subsidy which totalled \$581k and funding of \$274k received from Council as a contribution towards the period the Zoo was open for free.

Cash outflows are higher than budget due to payment to Council for vesting of capital funds due as at 30 June 2019 paid in August 2019.

KPI DASHBOARD *(The tables contain a selection of KPIs and not a complete list)*

 Achieved  Not Achieved. *The tables contain a selection of KPIs and not a complete list.*

Measure	Actual	Actual	Actual	Actual	Target
---------	--------	--------	--------	--------	--------

KPI DASHBOARD *(The tables contain a selection of KPIs and not a complete list)*

30 JUNE	2017	2018	2019	2020	2020
Non-financial					
Visitors ^A	230,623 ✗	249,701 ✓	252,973 ✓	220,607 ✗	254,000
Students in LEOTC sessions	10,754 ✓	10,414 ✗	12,023 ✓	8,058 ✗	10,500
Financial					
Full cost to Council per visitor	\$23.20 ✗	\$20.71 ✓	\$20.73 ✓	\$25.86 ✗	\$21.34
Average revenue per visit	\$16.86 ✓	\$16.77 ✓	\$17.53 ✓	\$20.42 ✓	\$19.56
Average subsidy per visit	\$12.86 ✓	\$12.98 ✓	\$13.12 ✓	\$15.44 ✗	<\$13.41
Trust generated income as % of grant	131% ✓	129% ✓	134% ✓	139% ✗	146%
% operating costs generated by the trust.	57.0%	58.4% ✓	57.0% ✓	58.0% ✗	59%

During the free entry campaign from mid-May to 30 June the Zoo noticed an uplift in retail spending which is seen in the relevant KPI. Other KPIs predominantly record the impact of COVID-19.

ISSUES & OUTLOOK

The Trust's SOI sets-out its immediate outlook based on some assumptions provided by Council.

The following parameters were provided by Council to give consistency in the interpretation of the (then) unknown passage of COVID-19.

- No further financial assistance from NZ Government (wage subsidies)
- Alert Level 2 for all of Q1
- Alert Level 1 for Q2, Q3 and Q4
- Trans-Tasman travel recommences for Q4

In response, the Zoo forecasts an operating deficit \$1.575m which results in negative net cash flows and a consequent reduction in reserves. This results in a closing cash position of \$0.04m at the end of 2020/21. This may change over the financial year due to the Strategic Tourism Assets Protection Programme (STAPP) and Wildlife Institutes Relief Fund (WIRF) funding approved from central government. This is for \$910,506 in total, paid in instalments over the financial year.

At this stage, the Zoo is forecasting a return to relative normality in the 2021/22 financial year.

The table below presents the summary financials to 30 June 2020 (actuals) against the comparable 2021 SOI summary financials which were prepared before the 2020 year end. The main observation being that the actual closing cash position for the 2020 year is stronger than the forecast position in the 2021 SOI.

SUMMARY FINANCIALS (\$000)	Actual	Actual	SOI	SOI	SOI
30 JUNE	2019	2020	2021	2022	2023
Total Revenue	7,877	7,994	6,736	8,708	8,962
Total Expenses	7,999	8,433	8,311	8,708	8,962
Operating Surplus (Deficit)	(122)	(439)	(1,575)	0	0
Net Surplus	(184) *	(344) *	(1,575)	0	0
Total Assets	4,454	3,299	293	291	311
Total Liabilities	2,588	1,777	1,008	1,006	1,026
Trust Funds	1,866	1,522	(715)	(715)	(715)

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Net Cash Flow	222	(978)	(1,789)	(2)	20
Opening Cash	3,668	3,890	1,832	43	41
Closing Cash	3,890	2,912	43	41	61

* Includes vesting to Council for asset renewals.

Attachments

Attachment 1.	Basin Reserve Trust annual report ↓ 	Page 30
Attachment 2.	Karori Sanctuary Trust annual report ↓ 	Page 54
Attachment 3.	Wellington Museums Trust annual report ↓ 	Page 120
Attachment 4.	Wellington Regional Stadium Trust annual report ↓ 	Page 215
Attachment 5.	Wellington Zoo Trust annual report ↓ 	Page 243

Author	Warwick Hayes, Project Manager Economic & Commercial
Authoriser	Danny McComb, Manager Economic & Commercial Claire Richardson, Chief Operating Officer

SUPPORTING INFORMATION

Engagement and Consultation

Not applicable.

Treaty of Waitangi considerations

Not applicable.

Financial implications

The CCOs work within the confines of the Council's overall Long Term Plan and Annual Plan framework.

Policy and legislative implications

Not relevant.

Risks / legal

Not relevant.

Climate Change impact and considerations

The CCOs work with the Council and other organisations as part of considering environmental sustainability in their operations, including with the Council's Our Living City programme.

Communications Plan

Officers will incorporate feedback from the Committee into the Letters of Expectation that will be sent to the chair of the relevant CCO.

Health and Safety Impact considered

Not relevant.

BASIN RESERVE TRUST
ANNUAL REPORT
FOR THE YEAR ENDED 30 JUNE 2020

**BASIN RESERVE TRUST
ANNUAL REPORT
For the year ended: 30 June 2020**

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BASIN RESERVE TRUST ENTITY INFORMATION For the year ended: 30 June 2020

Legal name

Basin Reserve Trust ("the Trust").

Type of entity and legal basis

The Trust is incorporated in New Zealand under the Charitable Trusts Act 1957 and also registered with the Charities Commission, registration number CC29029. The Trust was established by the Wellington City Council ("WCC") and Cricket Wellington ("CW") and is a Council Controlled Organisation ("CCO") as defined by Part 1, section 6 of the Local Government Act 2002.

The Trust's purpose or mission

The primary objective of the Trust is to manage, administer, plan, develop, maintain, promote and operate the Basin Reserve for recreational activities and for the playing of cricket, for the benefit of the inhabitants of Wellington.

Structure of the Trust's operations, including governance arrangements

The Trust comprises a Board of four Trustees who oversee the governance of the Trust. The Trustees delegate the daily operation of the Trust to CW pursuant to a Management Agreement dated 13 May 2019. The Trust's financial affairs are managed by an external Accountant, who also attends Trustee meetings and partakes in financial discussions.

Main sources of the Trust's cash and reserves

Operating grants received from the WCC are the primary sources of funding to the Trust. The terms under which this funding is provided are contained in a Management Deed dated 16 March 2005.

Contact details

Physical Address:	Old Pavilion, Basin Reserve Sussex Street Wellington
Postal Address:	P O Box 578 Wellington
Phone	(04) 384-3171

**BASIN RESERVE TRUST
STATEMENT OF SERVICE PERFORMANCE
For the year ended: 30 June 2020**

Introduction

The iconic Basin Reserve has a rich history. The first game of cricket was played at the Basin on 11 January 1858, making it the oldest cricket ground in New Zealand. The ground not only hosts cricket games, but sporting fixtures of every variety. It has hosted national events and competitions including VE Day celebrations, Royal Tours, exhibitions, Scout jamborees, concerts and festivals. In 1998, the Basin Reserve was listed as a Heritage Area, becoming the first sports ground to receive such a designation and further enhancing its heritage significance. The Basin is also home to the William Wakefield Memorial that was erected in 1882 and commemorates one of Wellington's founders, William Wakefield.

The Basin Reserve plays a role in assisting Wellington City Council to achieve the recreation and leisure participation aims signalled in the 2018-28 Ten Year plan and the "Living WELL" Wellington Sport & Active Recreation Strategy. The redevelopment will reposition the Basin as New Zealand's premier cricket venue and help attract national and international events to Wellington.

The day to day management of the Basin Reserve is undertaken by Cricket Wellington, under a management agreement with the Basin Reserve Trust ("BRT"). This Statement of Service Performance highlights the achievements of the BRT for the period July 2019 to June 2020.

Objectives

The objectives of the Trust are stated in the Trust Deed as agreed between the Wellington City Council and the BRT and are highlighted below:

1. To manage, administer, plan, develop, maintain, promote and operate the Basin Reserve for recreation and leisure activities and for the playing of cricket for the benefit of the inhabitants of Wellington;
2. To establish a long term policy for the further development of the Basin Reserve as a recreational facility and as a facility for the playing of cricket, other sports and as a venue for other community based activities;
3. To enter into management agreements and other contracts that are necessary or desirable to achieve the objects of the Trust;
4. To promote and co-ordinate the raising of funds to assist the management, administration, maintenance, planning, promotion and further development of the Basin Reserve;
5. Generally, to do all acts, matters and things that the Trustees consider necessary or conducive to further or attain the objects of the Trust set out above for the benefit of the public of Wellington;
6. To operate as a successful undertaking, managed on a not-for profit basis;
7. To preserve and enhance the significant and recognised heritage value of the Basin Reserve;
8. To comply with all legislative and regulatory provisions relating to its operation and performance, including statutory and general Council objectives for Council controlled organisations, and to acknowledge the Council's contribution where appropriate.

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BASIN RESERVE TRUST STATEMENT OF SERVICE PERFORMANCE For the year ended: 30 June 2020

2019/20 Highlights

There were a number of significant highlights during the 2019/20 year, they include:

- Reopening of the Old Pavilion (Museum Stand) by Mayor Foster on the first day of the Blackcaps v India Test in February 2020
- Convincing Blackcaps Test Match victory vs India
- Naming of the Ewen Chatfield Player Pavilion after Wellington and New Zealand cricketing great - Ewen Chatfield
- Two well attended International T20's games between the White Ferns and South Africa in February 2020
- Record crowds for the Super Smash men's and women's T20 double headers, including the "Christmas at the Basin" event and the double header Super Smash finals day with Wellington winning both finals!
- The Basin was awarded the NZC domestic cricket pitch of the year
- The ICC Women's Cricket World Cup 2021 launch event attended by Jacinda Ardern. Unfortunately since then the event has been postponed until 2022, due to COVID-19.
- A successful Beers at the Basin event, showing the best craft breweries, local wineries, street food and music to a sold-out crowd of 6,500
- A wide range of corporate functions and conferences with 76 held throughout the year
- Teitū Carbon Zero status awarded on December 2019

2019/20 Performance

In-line with the objectives of the Trust and the 2019/20 Statement of Intent the BRT performed well in 2019/20, and were on-track to exceed all targets until COVID-19, which led to the cancellation of numerous events including the Night Noodle Markets.

The table below provides a comparison between 2019/20 targets and actuals and 2018/19 actuals.

		2020	2019	
Measure	Measurement			
Number of event days		<u>Target</u>	<u>Actual</u>	<u>Actual</u>
<i>Cricket Events</i>	Cricket days	50	48	44
<i>Other Sports Events</i>	Sports days	25	12	25
<i>Practice Facility Usage</i>	Practice days	100	67	100
<i>Community Events</i>	Other days	21	7	31
<i>Functions</i>	Function days	25	76	53
Numbers attending events	Attendance figures	41,000	54,415	134,858
Event income (\$)		290,200	203,856	255,012
Council operating grant (\$)		425,250	430,438	416,900
Cash subsidy (grant) per attendance (\$)		10.40	7.90	3.10

**BASIN RESERVE TRUST
STATEMENT OF SERVICE PERFORMANCE
For the year ended: 30 June 2020**

Non-financial Performance Measures

These targets are how the Trust is evaluated in the public eye. These measures are broken down into two areas, being number of event days and numbers attending events.

- Number of event days:
 - Cricket days
 - Other Sports days
 - Practice Facility days
 - Community Event days
 - Function days
- Numbers attending events

These measures simply summarise all events staged at the ground and the number of spectators attending these events. For high profile ticketed events such as Concerts, International and Domestic Cricket, accurate data is gained from the ticketing agents. These types of events represent approximately 90% of the total annual attendance. For smaller 'open to public' events such as rugby and football, we make an estimate of attendance based on head counts. Community events are events that are open to the public, whereas function events are generally private events and are booked through the Trust's Concessionaire and are held in the Long Room.

The Trust records usage of the venue's Cricket Practice Facilities. Following considerable investment in these practice facilities over the years, it is important to gauge their level of use. Of note, the usage of the Practice Facilities includes international cricket practices for matches at Sky Stadium. With no Practice Facilities of its own, Sky Stadium contracts the Basin Reserve Trust to provide these facilities on its behalf. This is perhaps a good example of the close and positive relationship between the two venues.

Working alongside the simple metrics of events and attendance, the Trust is focused upon attaining a high level of customer satisfaction from its users. To assess customer satisfaction, the Trust relies upon a range of sources. For international and domestic cricket, online reporting tools provide an accurate and measurable review of the venue's performance both on and off the field. For other events, the Trust has relied upon feedback from non-independent sources and feedback was not received on all events.

In terms of on-field, the Basin Reserve continues to be recognised as the premier cricket venue in the country. The outfield drainage was receiving an upgrade at the end of this financial year and will offer an excellent playing surface for both cricket and other sports, once completed. The Cricket block itself is world renowned for its pace and bounce, key aspects for delivering high quality cricket entertainment to the public.

Event Days, Practice Days and Functions

The Basin Reserve continues to be a very well utilised community venue. In 2019/20 the Basin Reserve hosted 71 event days, 67 practice days and 78 functions. An overview of the wide range of events is outlined below;

Community Events

The Beers at the Basin, a popular festival that showcases Wellington's craft beer industry, has become an annual feature on the BRT's event calendar. A sell-out crowd of 6,500 attended the November 2019 event. The BRT continues to support its local community with use of ground enabling neighbouring school's cross-country events to take place. A wide range of community events that take place at the end of each cricket season (March-May) were cancelled due to COVID-19. The most significant event that was cancelled was the 2020 Night Noodle Markets.

**BASIN RESERVE TRUST
STATEMENT OF SERVICE PERFORMANCE
For the year ended: 30 June 2020**

Domestic Cricket

As the home of Cricket Wellington and the home ground of the Wellington Firebirds in the Plunket Shield, Ford Trophy and Men's Super-Smash, as well as the Wellington Blaze in the Hallyburton Johnston Shield and Women's Super-Smash, the Basin Reserve features a busy schedule of games and practise days. In total 44 games of Domestic Cricket were held in 2019/20 and 67 practise days.

Over the past few seasons, Cricket Wellington's innovative marketing strategies has led to significant growth in the fans attending the Super Smash men's and women's T20. The successful 'Christmas at the Basin' event on 21 December 2019 was backed up with an unforgettable double header Grand Final. The day showcased the Basin to a wide audience and created lasting memories as both Wellington teams won their respective games and were crowned Super Smash Champions.

The Basin also contains an indoor practise facility (under the RA Vance Stand) that features two training nets that were developed and are maintained by Cricket Wellington. These facilities are in use 250 days a year and are accessible to players and teams of all ages and abilities.

International Cricket

February 2020 was a busy month of International Cricket. The White Ferns played two well attended International T20's games vs South Africa. The Basin also hosted the Blackcaps vs India first Test. A strong crowd of over 15,000 attended the game that was won convincingly by New Zealand. The game also marked two key milestones for the Basin - the reopening of the Old Pavilion (Museum Stand) and the naming of the Ewen Chatfield Player Pavilion after Wellington and New Zealand cricketing great, Ewen Chatfield.

The Basin pitch again received a good rating from the ICC and New Zealand Cricket were pleased with the event delivery and venue presentation across all international matches.

Other Sports Events

In recent years the BRT has repositioned the Basin Reserve as a multi-sport venue providing year-round access to the community. Through a partnership with Wellington Rugby and Capital Football, 6 junior rugby and 6 junior girls football events were held during the 2019 winter months. Over 50 games were played with approximately 2,000 children involved with many more parents and caregivers enjoying, from the side-lines, their children playing on the Basin Reserve.

To prepare for the Women's Cricket World Cup, the Basin turf underwent a significant renovation which prevented junior rugby and football from being played at the Basin in the 2020 winter. This led to a reduction in actual other sport event days vs the 2019/20 Statement of Intent target.

Functions

The BRT has contracted Black and Gold Events (a division of KAPURA) to manage and promote the recently refurbished Norwood Room and Long Room in the R A Vance Stand as a venue for conferences, meetings, wedding celebrations, Christmas functions and team building workshops. In total 76 functions were held in 2019/20 with many more cancelled from March-June due to COVID-19.

Basin Reserve Redevelopment

A significant milestone was achieved this reporting year with the completion of the earthquake strengthening and redevelopment of the Old Pavilion. The stand was seismically strengthened and refurbished, enabling the 1,000-seat grandstand and public toilets to be available to fans attending events at the Basin Reserve. This has also resulted in a 70% increase in public toilet capacity.

The 95-year-old building also provides a home for the New Zealand Cricket Museum and Cricket Wellington administration offices.

**BASIN RESERVE TRUST
STATEMENT OF SERVICE PERFORMANCE
For the year ended: 30 June 2020**

An update on future projects is as follows:

- Council's plans for the upgrade of the embankment, toilet blocks and the perimeter fence and ground entrances are currently on hold, pending the outcome of the "Get Welly Moving" project.
- The BRT is progressing initial planning for replacement floodlights and are confident of securing funding, so that the consenting process for replacement floodlights can commence in 2020/21.

ICC Women's Cricket World Cup 2021

The Basin hosted the CWC21 launch event on 11 March 2020. The Trust via its relationship with Cricket Wellington worked on a competitive bid document with Wellington NZ. Unfortunately however, this event has been postponed until 2022 due to COVID-19.

Sponsorship

The Trust are continuing to look for a naming rights partner for the ground. Over the past two years 75 companies have been approached. Whilst mindful of the impact the COVID-19 will have on the corporate sponsorship dollar, the Trust are hopeful that the completion of the Old Pavilion redevelopment will create a more attractive commercial proposition to take back to market following the ICC Women's Cricket World Cup 2021, which requires a clean venue.

Fundraising

The BRT was successful in securing funding from four major class 4 trusts, as well as the Lotteries Commission to support the Museum Stand Redevelopment. At financial year-end \$720,000 had been distributed from the BRT to the Wellington City Council. Unfortunately, due to COVID-19, the BRT had \$175,000 of granted funding from class 4 trusts cancelled before it was paid out.

Wellington Regional Stadium Trust ("WRST") Turf Services Partnership

The BRT continued its positive partnership with the WRST. Under a partnership agreement the WRST provides turf management services that ensures the Basin Reserves outfield, wicket blocks and practice wickets are maintained to international standards. The work of the WRST Turf team was recognised with the Basin picking up the prestigious domestic cricket pitch of the year award at the New Zealand Cricket Annual Awards.

BASIN RESERVE TRUST
STATEMENT OF COMPLIANCE AND RESPONSIBILITY
For the year ended: 30 June 2020

SUMMARY OF ANNUAL PERFORMANCE

The Basin Reserve hosted over 50 Community Junior Club Rugby and Junior Girls Club Football games, a successful Beers at the Basin event, a Blackcaps Test Match and 2 White Ferns vs South Africa T20 games. As well as this it also held a wide range of corporate functions and a Super Smash men's and women's double headers and a "Fill the Basin" event.

The Basin Reserve continues to be a very well utilised community venue. In 2019/20 the Basin Reserve hosted 71 event days, 67 practise days and 76 functions.

The Basin hosted the CWC21 launch event on 11 March 2020. The Trust via its relationship with Cricket Wellington worked on a competitive bid document with Wellington NZ. Unfortunately however, this event has been postponed until 2022 due to COVID-19.

The playing surface continues to receive excellent reviews from New Zealand Cricket and the International Cricket Council. Overall the wicket block at the Basin Reserve was awarded the prestigious domestic cricket pitch of the year award.

In-line with the objectives of the Trust and the 2019/20 Statement of Intent the BRT performed well in 2019/20, and were on-track to exceed all targets until COVID-19, which led to the cancellation of numerous events including the Night Noodle Markets.

A significant milestone was achieved this reporting year with the completion of the earthquake strengthening and redevelopment of the Old Pavilion. The stand was seismically strengthened and refurbished, enabling the 1,000-seat grandstand and public toilets to be available to fans attending events at the Basin Reserve.

COMPLIANCE


The Board and management of the Basin Reserve Trust ("the Trust") confirm that all statutory requirements of the Local Government Act 2002 regarding financial and operational management have been complied with.

RESPONSIBILITY


The Board and management of the Trust accept responsibility for the preparation of the annual Financial Statements and the judgements used in them.

The Board accepts responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of the financial reporting and performance information of the Trust.

In the opinion of the Board and management, the Annual Report for the year ended 30 June 2020 fairly reflect the financial position, results of operations and service performance achievements of the Trust.



Alan Isaac
Chairman
Date: 21 August 2020



Michael Horsley
Trustee
Date: 21 August 2020

**BASIN RESERVE TRUST
STATEMENT OF FINANCIAL PERFORMANCE**
For the year ended: 30 June 2020

	Notes	Actual 2020	Budget 2020	Actual 2019
		\$	\$	\$
Revenue				
Council funding	1	680,438	675,250	686,900
Other grants		720,000	350,000	35,186
Sales of goods and services	2	203,856	366,700	255,012
Interest revenue		284	160	266
Total Revenue		1,604,578	1,392,110	957,364
Expenses				
Depreciation of property, plant and equipment	3	102,739	128,650	118,970
Costs related to providing goods and services	3	627,336	752,250	736,281
Other expenses	4	148,856	123,590	126,476
Vesting of capital grants	5	720,000	-	-
Total Expenses		1,599,031	1,004,490	980,727
Surplus/(Deficit) for the Year		5,547	387,620	(23,363)

Explanations of major variances against budget are provided in note 17

**COUNCIL CONTROLLED ORGANISATIONS
SUBCOMMITTEE
18 NOVEMBER 2020**

**BASIN RESERVE TRUST
STATEMENT OF FINANCIAL POSITION
As at 30 June 2020**

	Notes	Actual 2020	Budget 2020	Actual 2019
		\$	\$	\$
Assets				
Current Assets				
Bank accounts and cash	6	223,259	183,354	151,807
Debtors and prepayments	7	87,116	135,400	135,033
Total Current Assets		310,375	318,754	286,840
Non-Current Assets				
Property, plant and equipment	8	466,478	889,099	548,940
Total Non-Current Assets		466,478	889,099	548,940
Total Assets		776,853	1,207,853	835,780
Liabilities				
Current Liabilities				
Creditors and accrued expenses	10	182,735	124,033	238,241
Income received in advance		11,400	10,000	20,368
Total Current Liabilities		194,135	134,033	258,609
Total Liabilities		194,135	134,033	258,609
Total Assets less Total Liabilities		582,718	1,073,820	577,171
Trust Equity				
Contributed capital	11	100	100	100
Accumulated surpluses	11	582,618	1,073,720	577,071
Total Trust Equity		582,718	1,073,820	577,171

Explanations of major variances against budget are provided in note 17

**BASIN RESERVE TRUST
STATEMENT OF CASH FLOWS
For the year ended: 30 June 2020**

Note	Actual 2020	Budget 2020	Actual 2019
	\$	\$	\$
Cash Flows from Operating Activities			
Receipts of council funding	713,255	665,600	707,655
Receipts of other grants	710,000	350,000	45,857
Receipts from sale of goods and services	261,957	326,700	220,630
Interest receipts	284	160	266
Payments to suppliers and employees	(784,185)	(845,300)	(831,135)
Payments of other grants	(720,000)	-	-
GST (net)	(42,803)	(12,000)	(26,682)
Net Cash Flows from Operating Activities	138,508	485,160	116,591
Cash Flows from Investing and Financing Activities			
Payments to acquire property, plant and equipment	(67,056)	(470,000)	(56,262)
Net Cash Flows from Investing and Financing Activities	(67,056)	(470,000)	(56,262)
Net Increase/(Decrease) in Cash for the Year	71,452	15,160	60,329
Add opening bank accounts and cash	151,807	168,194	91,478
Closing Bank Accounts and Cash	6	223,259	183,354

Explanations of major variances against budget are provided in note 17

**COUNCIL CONTROLLED ORGANISATIONS
SUBCOMMITTEE
18 NOVEMBER 2020**

**BASIN RESERVE TRUST
STATEMENT OF ACCOUNTING POLICIES
For the year ended: 30 June 2020**

ACCOUNTING POLICIES APPLIED

BASIS OF PREPARATION

The Board has elected to apply PBE SFR-A (PS) Public Benefit Entity Simple Format Reporting - Accrual (Public Sector) on the basis that the Trust does not have public accountability (as defined) and has total annual expenses of less than \$2 million.

All transactions in the financial statements are reported using the accrual basis of accounting.

The financial statements are prepared on the assumption that the Trust will continue to operate in the foreseeable future. To support this assumption, the Trust has relied on a Letter of Comfort received from the WCC, stating that "the Council will provide such support where necessary to maintain financial viability".

GOODS AND SERVICES TAX

The Trust is registered for GST. All amounts in the financial statements are recorded exclusive of GST, except for debtors and creditors, which are stated inclusive of GST.

INCOME TAX

The Trust is registered with the Charities Commission and is thus exempt from income tax under the Income Tax Act 2007. The Trust is not exempt from the need to comply with indirect tax obligations such as Goods and Services, Fringe Benefit and Entertainment and accordingly complies with those obligations that are applicable.

SIGNIFICANT ACCOUNTING POLICIES

Revenue

Grants

Council and other grants are recognised as revenue when the funding is received unless there is an obligation to return the funds if the conditions of the grant are not met ("use or return condition"). If there is such an obligation, the grant is initially recorded as a liability and recognised as revenue when conditions of the grant are satisfied.

Sale of goods

Revenue from the sale of goods is recognised when the goods are sold to the customer.

Sale of services

Revenue from the sale of services is recognised by reference to the stage of completion of the services delivered at balance date as a percentage of the total services to be provided.

Donated Assets

Revenue from donated assets is recognised upon receipt of the asset if the asset has a useful life of 12 months or more, and the value of the asset is readily obtainable and significant.

Interest revenue

Interest revenue is recorded as it is earned during the year.

**BASIN RESERVE TRUST
STATEMENT OF ACCOUNTING POLICIES
For the year ended: 30 June 2020**

Administration and overhead costs

These are expensed when the related service has been received.

Bank accounts and cash

Bank accounts and cash comprise cash on hand, cheque or savings accounts, and deposits held at call with banks.

Debtors

Debtors are initially recorded at the amount owed. When it is likely the amount owed (or some portion) will not be collected, a provision for impairment is recognised and the loss is recorded as a bad debt expense.

Property, plant and equipment

Property, plant and equipment is recorded at cost, less accumulated depreciation and impairment losses.

Donated assets are recognised upon receipt of the asset if the asset has a useful life of 12 months or more, and the current value of the asset is readily obtainable and significant. Significant donated assets for which current values are not readily obtainable are not recognised.

For an asset to be sold, the asset is impaired if the market price for an equivalent asset falls below its carrying amounts.

For an asset to be used by the Trust, the asset is impaired if the value to the Trust in using the asset falls below the carrying amount of the asset.

Depreciation is provided on a straight-line basis at rates that will write off the cost of the assets over their useful lives. The useful lives and associated depreciation rates of major classes of assets have been estimated as follows:

Leasehold improvements	4 to 45.5 years	(2.20% to 25.20%)
Drainage works	14 to 18 years	(5.50% to 7.20%)
Furniture & fittings	2.5 to 8.5 years	(12.00% to 48.00%)
Plant	3 to 6.5 years	(16.20% to 33.00%)

Creditors and accrued expenses

Creditors and accrued expenses are measured at the amount owed.

Budget figures

The budget figures are derived from the statement of intent as approved by the Board at the beginning of the financial year. The budget figures have been prepared in accordance with Tier 3 standards, using accounting policies that are consistent with those adopted by the Board in preparing these financial statements.

Tier 2 PBE Accounting Standards applied

The Trust has not applied any Tier 2 Accounting Standards in preparing its financial statements.

CHANGES IN ACCOUNTING POLICIES

There have been no changes in accounting policies from those used in the previous financial year.

**COUNCIL CONTROLLED ORGANISATIONS
SUBCOMMITTEE
18 NOVEMBER 2020**

**BASIN RESERVE TRUST
NOTES TO THE FINANCIAL STATEMENTS
For the year ended: 30 June 2020**

1 Council funding	2020	2019
	\$	\$
Operational grant - WCC	430,438	416,900
Turf management grant - WCC	250,000	250,000
Total council funding	680,438	666,900

2 Sales of goods and services	2020	2019
	\$	\$
Ground hire income	180,238	223,282
Concession income	22,500	30,000
Picket fence income	1,118	1,730
Total sales of goods and services	203,856	255,012

3 Costs related to providing goods and services	2020	2019
	\$	\$
Building expenses	43,789	63,239
Ground expenses	370,891	431,933
Occupancy expenses	152,913	146,096
Event running expenses	59,378	94,636
Picket fence expenses	365	377
Total costs related to providing goods and services	627,336	736,281

4 Other expenses	2020	2019
	\$	\$
Audit fee for the financial statement audit	14,500	13,884
Management fee	100,000	84,000
Marketing	4,353	3,666
Other administrative expenses	30,103	23,926
Total other expenses	148,956	125,476

5 Vesting of capital grants

This entry relates to the transfer of these funds to the Wellington City Council. The Trust has transferred funds of \$720,000 (2019 \$0) to the Council to support the Museum Stand Redevelopment.

**BASIN RESERVE TRUST
NOTES TO THE FINANCIAL STATEMENTS
For the year ended: 30 June 2020**

6 Bank accounts and cash

	2020	2019
	\$	\$
Cheque account	31,117	9,132
Savings accounts	192,142	142,675
Total bank accounts and cash	223,259	151,807

7 Debtors and prepayments

	2020	2019
	\$	\$
Gross debtors	82,058	130,001
Net debtors	82,058	130,001
Prepayments	5,060	5,032
Total debtors and prepayments	87,116	135,033

8 Property, plant and equipment

	Plant	Furniture & Fittings	Drainage Works	Leasehold Improvements	Total
	\$	\$	\$	\$	\$
Carrying amount at 1 July 2018	39,323	13,606	54,406	459,114	566,449
Additions	51,460	13,418	-	36,593	101,461
Disposal (net of accumulated depreciation)	-	-	-	-	-
Depreciation expense	(31,028)	(7,183)	(10,190)	(70,571)	(118,970)
Carrying amount at 30 June 2019	59,757	19,841	44,216	425,126	548,940
Carrying amount at 1 July 2019	59,757	19,841	44,216	425,126	548,940
Additions	10,968	3,287	-	6,042	20,277
Disposal (net of accumulated depreciation)	-	-	-	-	-
Depreciation expense	(29,189)	(6,862)	(10,190)	(56,498)	(102,739)
Carrying amount at 30 June 2020	41,536	16,246	34,026	374,670	466,478

The land and buildings that the ground is situated on are owned by the WCC and are occupied under a lease agreement with them.

9 Operating lease commitments

The arrangements concerning occupation of the Basin Reserve are governed through a registered lease between the WCC and the Wellington Regional Stadium Trust Incorporated. The lease of the ground is from 1 July 1999 for a lease term of 33 years with a right of renewal for 33 years expiring in 2055. A registered variation to the lease allows for an assignment of the lease in favour of the Basin Reserve Trust, which assignment awaits perfection and registration. There is a nominal \$1.00 rent payable per annum throughout the term of the lease, including the right of renewal.

**COUNCIL CONTROLLED ORGANISATIONS
SUBCOMMITTEE
18 NOVEMBER 2020**

**Absolutely Positively
Wellington City Council**
Me Heke Ki Pōneke

**BASIN RESERVE TRUST
NOTES TO THE FINANCIAL STATEMENTS
For the year ended: 30 June 2020**

10 Creditors and accrued expenses	2020	2019
	\$	\$
Creditors	166,735	224,357
Accrued expenses	16,000	13,884
Total creditors and accrued expenses	182,735	238,241

11 Equity	2020	2019
	\$	\$
Contributed capital		
Balance at 1 July	100	100
Balance at 30 June	100	100
Accumulated surpluses		
Balance at 1 July	577,071	600,434
Surplus (Deficit) for the year	5,547	(23,363)
Balance at 30 June	582,618	577,071
Total equity	582,718	577,171

12 Commitments

There were no material operating or capital commitments as at 30 June 2020 (2019 Nil).

13 Contingent liabilities

There were no material contingent liabilities or assets as at 30 June 2020 (2019 Nil).

**BASIN RESERVE TRUST
NOTES TO THE FINANCIAL STATEMENTS
For the year ended: 30 June 2020**

14 Related-party transactions

Related-party disclosures have not been made for transactions with related parties that are within a normal supplier or client/recipient relationship on terms and conditions no more or less favourable than those that it is reasonable to expect the Trust would have adopted in dealing with the party at arm's length in the same circumstances.

WCC are a related-party of the Trust because the Trust is a Council Controlled Organisation and also the Trust has assumed an Operating lease commitment, with the WCC pursuant to Note 8 above.

Mr J P Greenwood is a Trustee of the Trust and also a Consultant to Greenwood Roche Lawyers.

CW is a related party of the Trust as well, as they appoint two Trustees to the Trust.

The Trust paid the Wellington Regional Stadium Trust \$339,113 (2019 \$365,661) for Turf Management

WRST are a related-party of the Trust because they are a Council Controlled Organisation of the WCC.

Related-party transactions significant to the Trust requiring disclosure

1. WCC made a grant of \$430,438 (2019 \$416,900) to the Trust as a contribution towards the costs of operating the Trust.
2. WCC made a grant of \$250,000 (2019 \$250,000) to the Trust as a contribution towards the costs of Turf Management. As at balance date there was an amount of \$0 (2019 \$28,537) due from the WCC to the Trust for this.
3. The Trust paid WCC the sum of \$0 (2019 \$10,000) as a contribution for the Karori Park operation.
4. The Trust paid WCC the sum of \$720,000 (2019 \$0) as a contribution to the Old Pavilion upgrade.
5. The Trust paid legal fees to Greenwood Roche totaling \$11,580 (2019 \$5,063). This amount was 50% of the market rate. As at balance date there was an amount of \$0 (2019 \$1,250) due from the Trust to Greenwood Roche.
6. The Trust paid a management fee to CW of \$100,000 (2019 \$84,000) during the year under review. As at balance date there was an amount of \$57,500 (2019 \$0) due from the Trust to CW.
7. The Trust paid WRST the sum of \$339,113 (2019 \$365,661) for Turf Management during the year under review.

15 Trustee fees

In the year to 30 June 2020, the Trustees did not receive any remuneration in regard to their duties as trustees (2019 Nil).

16 Events after the balance date

There were no significant events after the balance date (2019 Nil).

**BASIN RESERVE TRUST
NOTES TO THE FINANCIAL STATEMENTS
For the year ended: 30 June 2020**

17 Explanations of major variances against budget

Explanations for major variances from the Trust's budgeted figures in the 30 June 2020 statement of intent are as follows:

Statement of financial performance

1. The budget included Other Grants of \$350,000 for turf renovation and upgrade, which wasn't received. However Other Grants of \$720,000 were received from third parties to pay to the WCC as a contribution to the public upgrade of the Old Pavilion, which is situated at the Ground.
2. The Trust budgeted to hold two international test matches in this financial year whereas only one international test match was actually held. This budgeted income was included in the Sales of goods and services.
3. The budget included Sponsorship Income of \$40,000, which wasn't achieved.
4. Actual Event Running costs were lower than budgeted for due to holding only one international test match as referred to in 2 above.
5. The budget didn't include the Other Grants expense of \$720,000, which was paid to the WCC as a contribution to the public upgrade of the Old Pavilion, which is situated at the Ground.

Statement of financial position

1. Property, plant and equipment was lower than budgeted for, due to the capital expenditure of \$350,000 on turf renovation and upgrade, not being spent by the Trust but by the WCC.
2. Equity is lower than budgeted for due to the opening equity being lower than envisaged and the Trust also not carrying out the turf renovation and upgrade of \$350,000 itself as noted in 1 above.

Statement of cash flows

1. The actual capital expenditure was lower than budgeted and the Receipts of other Grants was also lower than budgeted, by the \$350,000 that was to be received and spent on the turf renovation and upgrade.

18 COVID-19 disclosure

On 11 March 2020, the World Health Organisation declared the outbreak of COVID-19 a pandemic and two weeks later the New Zealand Government declared a State of National Emergency. From this, the country was in lockdown at Alert Level 4 for the period 26 March to 27 April and remained in lockdown at Alert 3, thereafter, until 13 May.

During the lockdown period the Basin Reserve was closed to the public as a thoroughfare. The conference centre was closed and Black and Gold, who have the facilities concessions, were provided with three months of rent relief by the Trust. A number of community related end of cricket season events were cancelled including the commercially lucrative Night Noodle Markets. As a result of less activity at the venue operating expenses, including the turf management costs, were reduced which enabled the Trust to post a modest surplus for the 2019/20 financial year.

BASIN RESERVE TRUST
NOTES TO THE FINANCIAL STATEMENTS
For the year ended: 30 June 2020

18 COVID-19 disclosure (continued)

The effects of the ongoing pandemic in regards to major revenue generating events will be felt in 2020/21. The Women's Cricket World Cup (postponed to 2022) and Night Noodle Market have already been removed from the event calendar. The Basin remains confident of hosting internal bi-lateral Cricket and have received a letter of comfort from the WCC, that confirms essential funding support for its council-controlled organisations, to ensure their ongoing viability as we respond to COVID-19.



Independent Auditor's Report

**To the readers of the Basin Reserve Trust's financial statements and performance
information for the year ended 30 June 2020**

The Auditor-General is the auditor of the Basin Reserve Trust (the Trust). The Auditor-General has appointed me, Bonar Robertson, using the staff and resources of Audit New Zealand, to carry out the audit of the financial statements and performance information of the Trust on his behalf.

Opinion

We have audited:

- the financial statements of the Trust on pages 8 to 18, that comprise the statement of financial position as at 30 June 2020, statement of financial performance, statement of cash flows, and statement of accounting policies for the year ended on that date and the notes to the financial statements that include other explanatory information; and
- the performance information of the Trust on pages 2 to 6.

In our opinion:

- the financial statements of the Trust on pages 8 to 18:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2020; and
 - its financial performance and cash flows for the year then ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with the Public Benefit Entity Simple Format Reporting – Accrual (Public Sector) Standard; and
- the performance information of the Trust on pages 2 to 6 presents fairly, in all material respects, the Trust's actual performance compared against the performance targets and other measures by which performance was judged in relation to the Trust's objectives for the year ended 30 June 2020.

Our audit was completed on 21 August 2020. This is the date at which our opinion is expressed.

The basis for our opinion is explained below, and we draw your attention to the impact of Covid-19 on the Trust. In addition, we outline the responsibilities of the Board of Trustees and our responsibilities relating to the financial statements and the performance information, we comment on other information, and we explain our independence.

Emphasis of matter – Impact of Covid-19

Without modifying our opinion, we draw attention to the disclosures about the impact of Covid-19 on the Trust as set out in note 18 to the financial statements and pages 3 to 6 of the performance information.

Basis for our opinion

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the Responsibilities of the auditor section of our report.

We have fulfilled our responsibilities in accordance with the Auditor-General's Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Board of Trustees for the financial statements and the performance information

The Board of Trustees are responsible on behalf of the Trust for preparing financial statements that are fairly presented and that comply with generally accepted accounting practice in New Zealand. The Board of Trustees are also responsible for preparing the performance information for the Trust.

The Board of Trustees are responsible for such internal control as they determine is necessary to enable them to prepare financial statements and performance information that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements and the performance information, the Board of Trustees are responsible on behalf of the Trust for assessing the Trust's ability to continue as a going concern. The Board of Trustees are also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the Board of Trustees intends to liquidate the Trust or to cease operations, or has no realistic alternative but to do so.

The Board of Trustees' responsibilities arise from the Local Government Act 2002 and the Basin Reserve Trust Deed.

Responsibilities of the auditor for the audit of the financial statements and the performance information

Our objectives are to obtain reasonable assurance about whether the financial statements and the performance information, as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance information.

For the budget information reported in the financial statements and the performance information, our procedures were limited to checking that the information agreed to the Trust's statement of intent.

We did not evaluate the security and controls over the electronic publication of the financial statements and the performance information.

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- We identify and assess the risks of material misstatement of the financial statements and the performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- We obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal control.
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Trustees.
- We evaluate the appropriateness of the reported performance information within the Trust's framework for reporting its performance.
- We conclude on the appropriateness of the use of the going concern basis of accounting by the Board of Trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements and the performance information or, if such disclosures are

inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Trust to cease to continue as a going concern.

- We evaluate the overall presentation, structure and content of the financial statements and the performance information, including the disclosures, and whether the financial statements and the performance information represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Our responsibilities arise from the Public Audit Act 2001.

Other Information

The Board of Trustees are responsible for the other information. The other information comprises the information included on pages 1 to 18, but does not include the financial statements and the performance information, and our auditor's report thereon.

Our opinion on the financial statements and the performance information does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the financial statements and the performance information, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the financial statements and the performance information or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

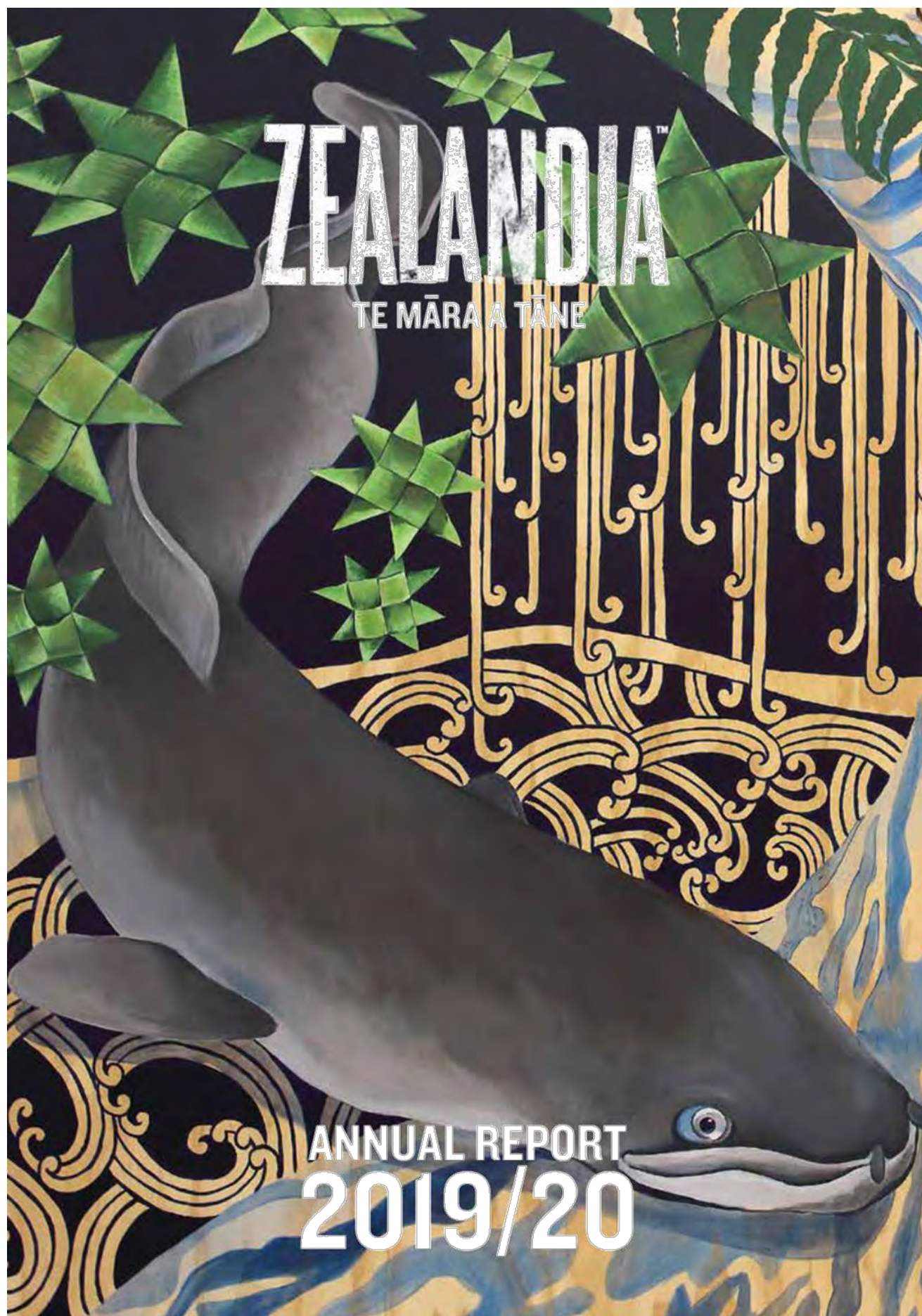
Independence

We are independent of the Trust in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1: International Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board.

Other than the audit, we have no relationship with, or interests in, the Trust.

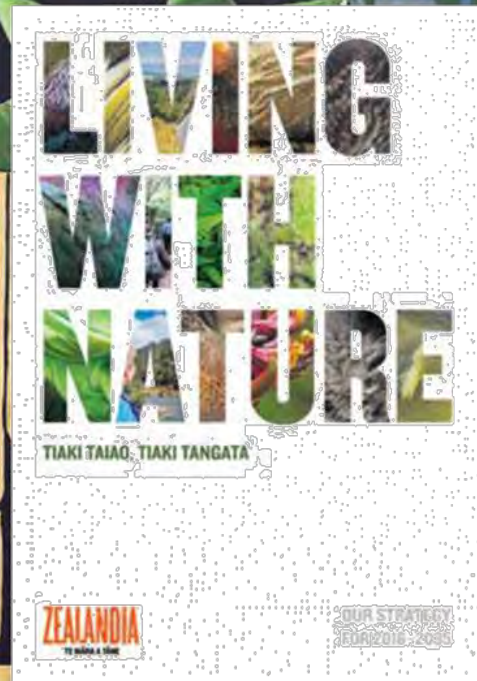


Bonar Robertson
Audit New Zealand
On behalf of the Auditor-General
Wellington, New Zealand



Introduction

Welcome to the Karori Sanctuary Trust's Annual Report for the financial year ending 30 June 2020. This report meets our reporting requirements for Wellington City Council and uses an integrated reporting format.



ZEALANDIA's 20-year strategy, **Living with Nature - Tiaki Taiao, Tiaki Tangata**, describes four strategic themes that guide and inform all we do. We are:

- A place that treasures
- A place that engages
- A place for learning
- A place that empowers

In this report we recognise that everything we do has positive impacts across a range of areas. In this light, we have chosen to tell the ZEALANDIA story as related to our strategic themes through the lens of the Integrated Reporting (<IR>) Framework. In this report, we review our contribution through four key <IR> areas, termed capitals: social, environmental, financial and human.

As set out in the international <IR> framework, an integrated report is a concise communication about how an organisation's strategy, governance, performance and prospects, in the context of its external environment, lead to the creation of value in the short, medium and long term. The framework enables an organisation to best tell its value creation story and impact across its capitals.

This annual report was project managed by Matthew Valentine, Manager Corporate Services; content was provided by the ZEALANDIA team; and layout design by volunteer, Caroline Cameron, and design foundations by Capiche Design.

Cover and inside photo: Te Kāhui o Waiti mural painted by Margaret Tolland for ZEALANDIA's education foyer. Photo credit: Melissa Broadman.

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Roto Kawau (Lower Lake) at ZEALANDIA. Photo credit: Melissa Boardman.

Tēnā koutou.

As we write this foreword to our 2019/20 annual report much of the world is still to emerge from the immediate health impacts of the COVID-19 pandemic. The economic consequences are also being realised and will likely be felt for a long time to come.

In this context, it has been a year of two parts.

It started with Time magazine naming ZEALANDIA as one of the world's 100 greatest places in 2019; an accolade that is testament to the hard work and support of numerous people over many years. Further recognition was achieved during the year as we were finalists in the Mitre 10 Community Award section of the New Zealander of the Year Awards and received the silver award for our 2018/19 annual report from the Australasian Reporting Awards.

Our transformational agenda has remained at the forefront of our work and this year saw continued and significant progress in all areas.

Our conservation activity included the final stages of preparation for the removal of perch from Roto Kawau (the lower lake), and the reinvigoration of the restoration of our wetlands within the sanctuary (page 24); these are projects generously supported by the Holdsworth Charitable Trust and the Wellington City Community Trust. Downstream, we continued our leadership role in the Sanctuary to Sea project (page 23), and translocated nearly 60 tuna (both short and long-fin eels) from the sanctuary to the lower reaches of the Kaiwharawhara catchment, enabling them to complete their lifecycle by having access to the sea. The titipounamu which were translocated into the sanctuary in 2019 had a stellar breeding season, with 44 fledglings sighted (page 26), and our weed team has continued its great work in removing sycamore trees from the sanctuary.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke



Summer in the Sanctuary event held at ZEALANDIA.
Photo credit: ZEALANDIA.

Up to the end of March 2020, visitor numbers were exceeding those for the same period last year and many more of our international visitors were choosing to take guided tours, adding to the quality of their experience at ZEALANDIA. To accommodate demand, we increased day tours to up to 13 times per day as well as our scheduled cruise ship and night tours.

The rapid spread of COVID-19 around the world, and the subsequent closure of borders and lockdown across New Zealand has thrust everyone into an entirely different world. Approximately 40% of our visitors (excluding members) are international tourists and the closure of the borders has had an immediate and dramatic impact on visitor numbers, tour product take-up and, of course, revenues.

On re-opening the sanctuary in mid-May, we provided free entry to the sanctuary through to and beyond the end of the financial year, in partnership with Wellington City Council. This initiative attracted over 34,000 visitors and saw a significant boost to our membership numbers which stood at over 14,000 by the end of June. The obvious delight of local visitors was very evident and for many people it was their first exploration of what ZEALANDIA has to offer.

In response to the significant impact the pandemic has had on our revenue, we launched a Givealittle campaign in late May. We remain humbled by the overwhelming generosity of so many people – your support is highly valued and greatly appreciated.

We have also been the recipient of a considerable donation from the Terawhiti Trust which has been placed in a scholarships fund for researchers in our Centre for People and Nature (see page 16). We are extremely grateful to the Trust for this significant gift.

Despite the extraordinarily difficult operating environment experienced in the closing months of the financial year, we have finished the year with a strong balance sheet and a clear plan for tackling the challenges of 2020/21. We have no doubt that one of the hallmarks of the new financial year will be continued uncertainty around international travel and tourism.

As we adjust to this new operating environment we will continue our focus on facilitating transformation. We will seek to attract and engage with more New Zealanders as we all spend more time exploring our own backyards. We will continue our work at a national scale with predator free work, the National Science Challenge, and a broad portfolio of world-leading research (see page 21), and we will, of course, continue the transformation of Te Māra a Tāne, notably with the completion of the perch removal from Roto Kawau.

None of our work or the significant impacts we are achieving would be possible without the support of our visitors, volunteers, members, donors, researchers, staff, Board, Guardians and partner organisations. There are far too many to mention them all here but we would like to acknowledge our Te Tiriti partners, Taranaki Whānui ki te Upoko o te Ika and Ngāti Toa Rangatira. We also acknowledge Wellington City Council as our principal partner, and everyone who has so generously supported us through donations over the past few months.

Ehara taku toa i te toa takitahi, engari kē he toa takitini



Paul Atkins
Chief Executive



Phillip Meyer
Chair

The Year in Review

Named by **TIME Magazine** as one of the World's Top **100** Greatest Places of 2019 recognising the extraordinary transformative impact we have achieved through restoration of native ecosystems.

We continued our mission to restore the Wellington native bird life with **44** tītipounamu/rifleman fledglings recorded at ZEALANDIA this year.

We translocated nearly **60** tuna/eels from the sanctuary to the lower reaches of Kaiwharawhara catchment enabling them to complete their lifecycle by having access to the sea.

With the generous support of Wellington City Council, we opened ZEALANDIA free to the public post lockdown and provided a nature-rich experience for **34,960** visitors.

Over **400** volunteers continued to form an important part of our community and **88%** were satisfied/very satisfied with their experience at ZEALANDIA.

We inspired and engaged a record **143,367** people with their visit to ZEALANDIA.

We remain a financially sustainable enterprise by delivering a **5th** consecutive net operating surplus and will continue to manage our finances carefully to respond to the continued economic uncertainty.

We continue to demonstrate environmental best practice by being Toitū carbonzero certified for the **5th** consecutive year.

We made significant progress on improving our native canopy by completing the final stages of our adult sycamore tree control.

We recruited over **3,000** new members to support our goal of transforming how we live with nature.

Creating Value – The impact of our integrated reporting capitals across the United Nations Sustainable Development Goals

- Building our organisation's capacity to drive transformation.
- Contribute to economic growth for Wellington.



Sustain our financial health

Contribute to economic growth

Financial Capital

Our assets needed to provide goods or services, as measured in terms of money value

- Being a hub where people of all ages can learn, create and share new knowledge.
- Equipping people with experience and skills for a nature-rich future.



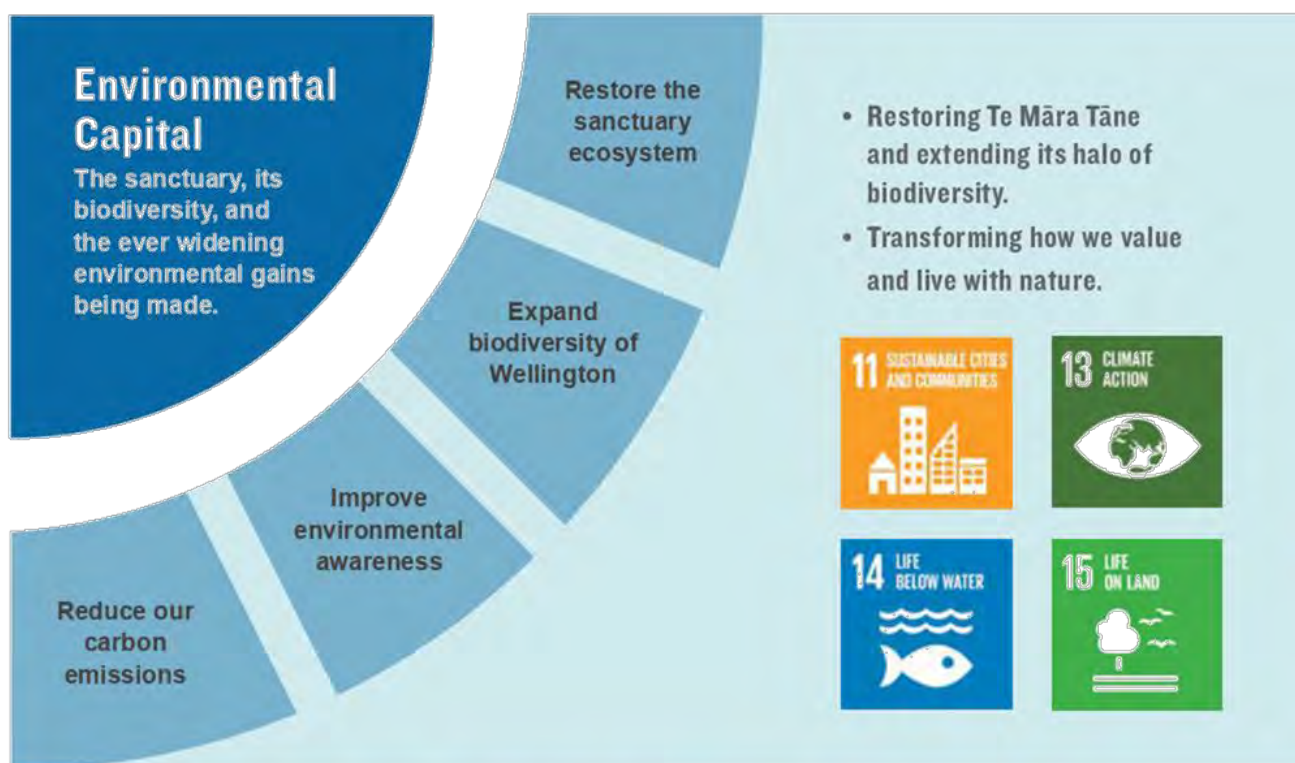
Contribute to lifelong learning

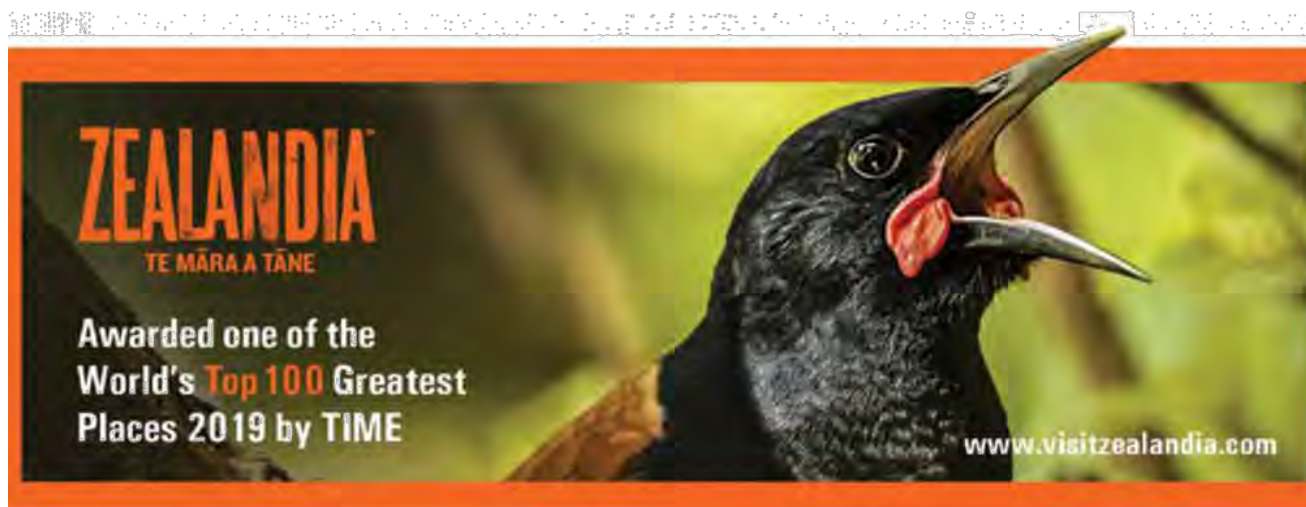
Human Capital

The collective skills, knowledge and talents of individuals combining to create value

Promote health & safety

Staff & volunteer development





Awards and Celebrations

ZEALANDIA was named by TIME Magazine as one of the World's 100 Greatest Places of 2019, an accolade that recognises the extraordinary transformative impact we have been able to achieve through the hard work and support of a whole community – our staff, volunteers, members, supporters, Board and Guardians. ZEALANDIA has been pivotal in demonstrating that whole cities can be transformed through the reintroduction and protection of native wildlife. Environmental change that leads to significantly positive social, economic and wellbeing changes supports our vision and shows what can be accomplished together.

In January, ZEALANDIA was honoured to be nominated as one of the finalists in the Mitre 10 Community of the Year category in the New Zealander of the Year Awards for 2020. Our nomination recognises the significant contribution the ZEALANDIA team has made to the economic, social and environmental health of the Wellington region. This nomination follows our semi-finalist position achieved both in 2018 and 2019.

Our 2018/19 annual report received a Silver Award at the 2020 Australasian Reporting Awards (ARA). The ARA Awards recognise quality impactful reporting and provides an opportunity for ZEALANDIA to benchmark our annual report against the world's best practice criteria. This is the third consecutive year that we have received such recognition.



Future Action



Aerial view of our sanctuary - Te Māra a Tāne. Photo credit: Rob Suisted.

We will continue to adjust to the impact of the spread of COVID-19 around the world. The closure of the borders has had an immediate and dramatic impact on visitor numbers, tours uptake and, of course, revenues. ZEALANDIA's tours are now being reoriented towards the domestic market to fill the gap left by our international and cruise-ship visitors. We are applying for funding through government funds available for tourism assets and wildlife management and will continue to seek support for our education and conservation offerings.

We will continue our focus on facilitating transformation by engaging with more New Zealanders. We are building on the positive response from Wellingtonians who noticed their incredible backyard wildlife during the lockdown, and the unprecedented visitation we experienced following our reopening.

The growth of the Centre for People and Nature will continue, with an injection of new energy in the appointment of ZEALANDIA's first Postdoctoral Fellow, Chris Woolley. Chris will help progress

research within the sanctuary as well as key projects focused on the relationship between people and nature.

While the restoration of Roto Kawau (the lower lake) was unable to go ahead in 2020 due to the COVID-19 lockdown, the planning has been done and we are ready to start the process again in autumn 2021. Some of the major activities that have already taken place include gaining necessary permits and consents, as well as relocating nearly 60 tuna/eels further downstream.

In 2020/21 we will continue our pine management. The number of pine trees at ZEALANDIA is large, and now the sanctuary is also home to a host of rare and endangered wildlife, their removal must be undertaken with the utmost care. There are known trees that require removal in the short term to reduce health and safety risks, and others that require removal for restoration reasons. Those in the latter category will be removed over decades due to the sensitive nature of the forest.

SOCIAL CAPITAL

Social Capital

Social capital is a shared set of values that enable people to work together effectively to achieve a common purpose.

Personal relationships and networks of people all contribute to the success of ZEALANDIA.

Our work in this area is underpinned by our organisational values of:

- **Manaakitanga:** We welcome all, share our love of nature with enthusiasm and generosity, and value our supporters.
- **Hāporitanga:** We call on and value active input from all parts of the community.
- **Mātauranga:** We wisely develop and use our understanding of people and our natural world.
- **Kotahitanga:** We work in a collaborative movement of communities and organisations, sharing our experiences, and valuing others' insights.



Founding member, Ethne Wynham-Smith. Photo credit: Chris Gee.

Embracing mātauranga Māori



The annual Te Reo Māori parade in Wellington. Photo credit: ZEALANDIA.

Our ongoing commitment to Te Tiriti o Waitangi, and the growth of our foundation in te ao Māori, was further solidified this year through new activities across the organisation designed to increase our long-term confidence, capability and capacity. Our rangers' work as members of Te tini o Hākuturi, a Taranaki Whānui group, has seen the establishment of cultural health monitoring in the Kaiwharawhara, and multiple requests for workshops and to lead various wai kaitiakitanga kaupapa.

Matariki

We held our first Matariki celebrations for both our team and our visitors in July 2019, which included star-themed family activities, bilingual storytelling, and an extremely popular night sky session with the Wellington Astronomical Society.

Te Wiki o Te Reo Māori

During Te Wiki o Te Reo Māori (Māori Language Week) we hosted a wide range of activities to build knowledge, understanding and appreciation of te reo Māori. We took part in the annual parade through Wellington and attended Victoria University's Toitū te Ao festival day, as well as delivering staff and volunteer language-building workshops throughout the week.

We marked the end of the week with the launch of our first bilingual storytelling signage - the new botanical trail introducing the plants of the sanctuary. We worked closely with mana whenua on the content and translation, building and strengthening our relationship with Taranaki Whānui. This signage was launched during Te Wiki o Te Reo Māori with a dawn walk and unveiling.

SOCIAL CAPITAL

Our volunteers and members

Our volunteers

Our volunteer programme continues to flourish, with over 400 volunteers supporting our work. Our volunteers span a range of ages and backgrounds. Many bring skills and experience to their roles and gladly share their expertise with staff and other volunteers. Others learn new skills and knowledge which they will carry with them into the future.

Our 2020 volunteer survey showed that levels of satisfaction continue to increase, with 88% of volunteers who participated saying they are satisfied/very satisfied with their volunteer experience. Levels of loyalty also continue to increase, with 87% of volunteers surveyed saying they would recommend volunteering at ZEALANDIA to others. Volunteering provides an important way to give back, to do something meaningful as an individual while contributing to the ongoing growth and evolution of our organisation.

ZEALANDIA's annual volunteer appreciation evening, held in August 2019, was well attended, with over 100 volunteers enjoying the opportunity to gather and celebrate. This was also an enjoyable occasion for staff, as it provided a formal opportunity to show their appreciation. We acknowledged the contribution of volunteers through the presentation of our annual volunteer awards.



Faye Schaefer Award recipient Linton Miller.
Photo credit: Judi Lapsley Miller.

The 2019 recipient of our highest volunteer accolade, the Faye Schaefer Award, was Linton Miller. This award is presented in remembrance of Faye, a long-standing volunteer, and acknowledges the contribution of a volunteer who embodies Faye's many qualities, including kindness, generosity and dedication.

Linton is a long-term volunteer who has been involved in many different projects across all sanctuary operations. He is patient and kind to humans and wildlife alike and always goes above and beyond the call of duty. He is known for his quiet, unassuming nature and dedication, and is always friendly, approachable and generous with his time and knowledge.



Volunteer, Judy Mikoz. Photo credit: ZEALANDIA.

"I have been volunteering as a project advisor in the finance team since March 2019 working on a wide range of projects in finance, contract management, pricing, and mentoring. Volunteering at ZEALANDIA has given me the opportunity to contribute in the areas where my skills and experience are suited and valued. ZEALANDIA is a great place to volunteer and I enjoy the collaborative work I've done with a wide range of teams. Long may it continue!"

- Volunteer, Judy Mikoz

Our members

ZEALANDIA's membership programme provides a unique opportunity for Wellingtonians and people all around the world to become part of our journey to transform how we live with nature. Members can visit ZEALANDIA for free to experience conservation activities and learn about the activities we undertake to conserve our taonga through our regular newsletters.

This year we welcomed more than 3,000 new members. Two initiatives during the year helped achieve this outstanding growth in membership:

- We encouraged guests on our day and night tours to continue to support ZEALANDIA after their visit by becoming a member. This successful initiative added approximately 1,000 new members who are largely overseas based.
- We sold 1,700 special offer memberships to ZEALANDIA visitors who visited for free following the reopening of ZEALANDIA at the end of the COVID-19 pandemic lockdown.

This year there were over 26,000 member visits, up 8% on last year. One of the benefits of the membership programme is to share the conservation experience at ZEALANDIA with friends and relatives. This year members introduced over 6,000 new friends or relatives to ZEALANDIA.

On the 14th and 15th May 2020, ZEALANDIA reopened exclusively to members and guests, following the closure of the sanctuary due to the COVID-19 pandemic. These two days were very popular, with 722 members and 420 members' friends and relatives visiting.

SOCIAL CAPITAL



SOCIAL CAPITAL

Our support partners, sponsors and donors

"I am delighted to have signed this MoU which underscores the importance of our relationship with the Zoo and the value we are adding, together, to our city. ZEALANDIA has worked closely with the Zoo over many years and we continue to strengthen all aspects of the relationship, ranging from animal welfare through to joint projects in conservation and visitor engagement."

- Paul Atkins, ZEALANDIA Chief Executive



Daniel Warsaw (left), Wellington Zoo Acting General Manager Animal Care and Science and Paul Atkins, ZEALANDIA Chief Executive after signing the MoU. Photo credit: Wellington Zoo.

Our continuing close partnership with Wellington City Council (WCC) is crucial to our ongoing financial sustainability as we adjust to this new operating environment and continue with our contribution to making Wellington a nature-rich and liveable region. WCC provides financial support through an annual grant that in 2019/20 represented 14% of our overall revenue.

As part of our ongoing commitment to working together for Wellington's wildlife, ZEALANDIA and Wellington Zoo signed a Memorandum of Understanding (MoU) in 2019. With the signing of the MoU, Wellington Zoo will continue to treat native wildlife patients from ZEALANDIA at The Nest Te Kōhanga.

The Zoo will also offer support for veterinary health checks and wildlife disease screenings on-site at ZEALANDIA. The relationship may also lead to joint research projects, funding opportunities and further professional advice and support.

In June, we were delighted to receive a significant donation from the Terawhiti Trust. The Trust's generous gift will fund future scholarships and fellowships for our Centre for People and Nature and support New Zealand's next generation of leaders to find new ways that enhance and transform how we live with nature.

Our supporters

Donations, grants and appeals remain very important to the sanctuary. We could not have built our fence or delivered much of our conservation and restoration work without these kind contributions. In 2019/20 we raised \$429,084 from members, bequests and other donations that directly supported our conservation work as well as the generous donation from the Terawhiti Trust. Bequesting a gift is one of the way people can support ZEALANDIA. These special gifts create a lasting legacy that provides continuous support to ZEALANDIA to enable us to carry out our important conservation work. We would like to sincerely thank those people and their whanau for their generosity in choosing to support ZEALANDIA.



SOCIAL CAPITAL

The next generation discovering ZEALANDIA with our new botanical signs. Photo credit: ZEALANDIA.



Stephen Jarvis. Photo credit: Stephen Jarvis.

Stephen Jarvis is a long-time supporter and volunteer of ZEALANDIA. In 2019, Stephen was a recipient of the sanctuary's Kākā Award for an outstanding contribution as a volunteer. When asked about why ZEALANDIA was so important to him, Stephen said:

"Growing up in the industrial West Midlands of England is about as far away from Aotearoa as you can get and yet these special islands in the South Pacific still managed to captivate me from afar. Now, decades later, I live in central Wellington within easy reach of ZEALANDIA. Whether I'm in the valley as a volunteer or otherwise, I always feel a sense of awe as I walk through this fragment of primeval Gondwana."

SOCIAL CAPITAL

**We also wish to offer our sincere thanks to the following
for their generous support in 2019/20:**

**Principal funder and
strategic partner**



Strategic partners



Founding supporters

NZ Lotteries Grants Board
Todd Corporation & Todd Foundation
Greater Wellington Regional Council
Keith Taylor Charitable Trust
The Fletcher Trust
The Community Trust of Wellington

Other supporters

Beca
David and Hilary Young
Donald and Pamela Paterson Trust
Dorothy L Newman Charitable Trust
Erin and Ian
Endangered Species Foundation
Emst & Young
F H Muter Charitable Trust
Fix and Fogg
Fletchers Construction
Forest & Bird
Gillian Ching and the Chingford Trust
James Cook Hotel Grand Chancellor Wellington
John Flux
John & Avenal McKinnon
Karori Brooklyn Community Trust/The Lion Foundation
Karori Lions Club
Liesle Theron and David Goddard
Massey University
Ministry of Education
Museum of New Zealand Te Papa Tongarewa
New Zealand Community Trust
Ngāi Tahu
Ngāti Koata
Ngāti Kuia
Ngāti Manuhiri
Ngāti Pāoa
Paddy Brow Charitable Trust
Steam & Sand
Te Ati Awa ki Whakarongotai,
Te Kawerau ā Maki
Techsoup/Microsoft
New Zealand T/GEAR Charitable Trust
The Combined Rotary Clubs of Wellington
The Rotary Club of Karori
W.N Pharazyn Charitable Trust
Wellington Botanical Society
Wellington Community Trust
Whittaker's Chocolate

Connecting for influence

SOCIAL CAPITAL



Chief Executive, Paul Atkins (far left) and Danielle Shanahan (centre left) hosting Patron Helen Clark (centre right) and Peter Davis (far right) at ZEALANDIA. Photo credit: ZEALANDIA.



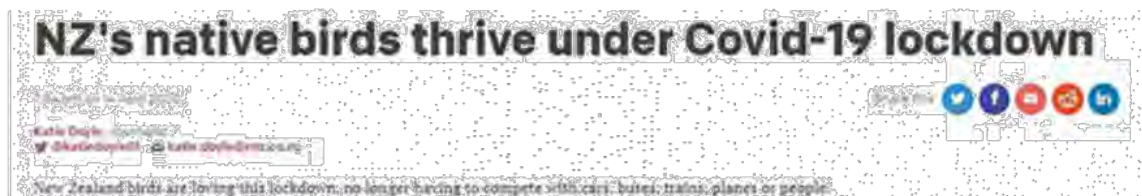
Nicola Willis MP (far left) and Hon Jacqui Dean MP (centre) visit ZEALANDIA hosted by Chief Executive, Paul Atkins (far right). Photo credit: ZEALANDIA.

Our international links remain strong despite the restrictions on overseas travel. We are planning a joint event in early 2020/21 with the United Arab Emirates Embassy to celebrate our common goals of commitment to the environment and sustainability. Our links with Canberra remain strong with Minister Mick Gentleman (a member of the Australian Capital Territory Legislative Assembly) visiting. A planned trip to Canberra to see the progress of the Woodlands and Wetland Trust's new visitor centre unfortunately was cancelled due to the COVID-19 lockdown, but we maintain close contact with the sanctuary and look forward to visiting in the future.

Several Members of Parliament have visited this year including Nicola Willis MP and Hon Jacqui Dean MP.

SOCIAL CAPITAL

Communicating our message



ZEALANDIA in the media

Our communications goal is to position ZEALANDIA as an urban ecosanctuary radically changing the way people connect with nature. Telling our stories through our own and partners' social media channels is key to our increasingly strong reputation as a leader in urban conservation.

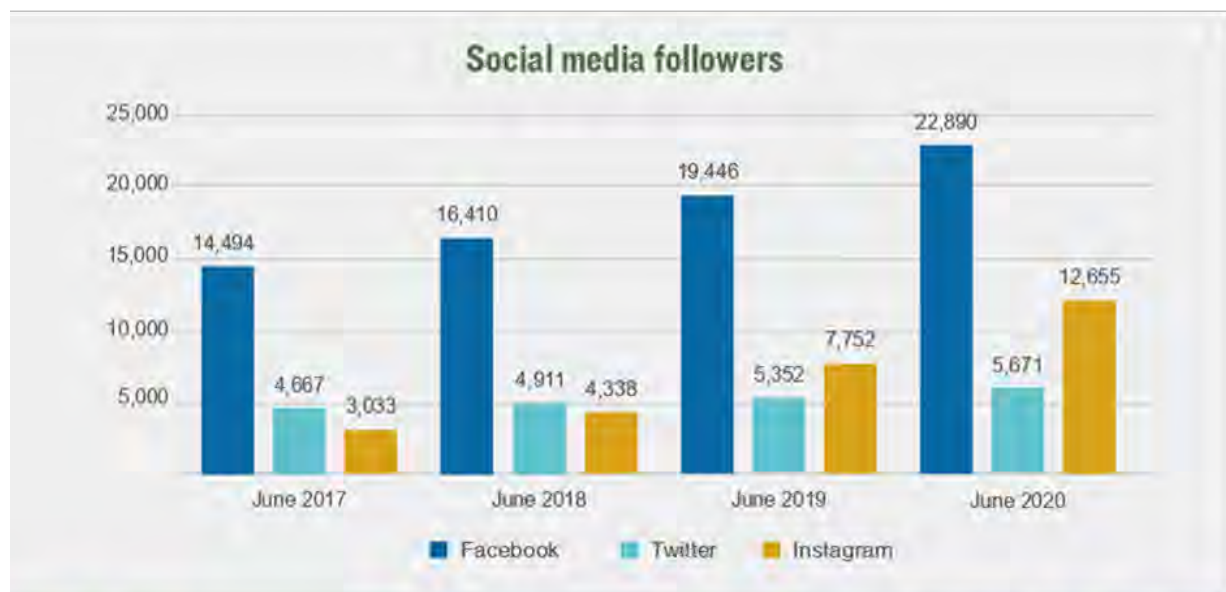
In 2019/20, two key ZEALANDIA stories caught the attention of New Zealand, and the world.

In August 2019, ZEALANDIA was announced as one of the World's 100 Greatest Places of 2019 by TIME magazine, one of only three New Zealand organisations, and the only ecosanctuary to be awarded this honour. This story was picked up by Stuff/ DomPost, New Zealand Herald, and The Breeze and The Hits radio stations.

As the city emptied and people spent more time at home during the COVID-19 pandemic response, reports of increased wildlife sightings were all over the news and social media. We were the first port of call for media enquiries about nature in the city, an aspect of our increasing reputation as New Zealand

experts on urban restoration and connections between people and nature. Dr Danielle Shanahan was interviewed for multiple stories across press, radio and television news. The sightings of species like piwakawaka (fantail) in the middle of the city were incredibly exciting, showing what can happen if we make space for nature in our cities. The enthusiastic responses from Wellingtonians about the wildlife they were seeing in their own backyards shows the increasing value that people place on the nature around them and bodes well for the future.

Our social media presence continues to grow with over 41,000 followers by the end of the year, up 27% since June 2019. Our focus this year has been to create a community of followers who are using our social media platforms to engage with, and share their nature experiences, with others. By using this approach, we have been using the user-generated content that visitors have provided to increase our brand awareness and reach and to support our wider communication objective to radically transform the way we live with nature.



Conservation leadership and research

SOCIAL CAPITAL



Holden Hohaia (Taranaki Whānui) and ZEALANDIA's Danielle Shanahan unveiling the new botanical signage.
Photo credit: ZEALANDIA.

This year, ZEALANDIA researcher Dr Danielle Shanahan has taken up a co-leadership role within the National Science Challenge Biological Heritage programme. The area of focus is on the social and ecological connections that make ecosystem regeneration successful. This is an extremely

exciting body of work for ZEALANDIA to be involved in, with multiple partners across Aotearoa/ New Zealand. This work will form the second five-year tranche of investment in the Challenge, which ultimately aims to reverse New Zealand's decline in biodiversity through an innovation pathway.

ZEALANDIA led research shows wellbeing benefits of spending time in nature

ZEALANDIA led research into the role of nature in Wellingtonian's lives has shown that spending time in nature helps people feel better, and becoming involved in a local trapping group can give your health an even bigger boost.

The work is based on a survey of 1,200 Wellington city residents, and found that levels of depression, anxiety and stress are lower in people who spent more time in natural spaces. People who take part in predator trapping had even lower levels of depression and stress, and greater feelings of social cohesion.

The research forms part one of a longitudinal study and was carried out in collaboration with Wellington City Council. The work capitalises on the fact that Wellington provides a unique living laboratory to explore the link between people and nature, as it is one of the only cities in the world where positive trends in native birdlife are evident.

This type of research helps us understand the true contribution of nature to our everyday lives and demonstrates that it can have a significant role in supporting prosperous, healthy cities.

ENVIRONMENTAL CAPITAL

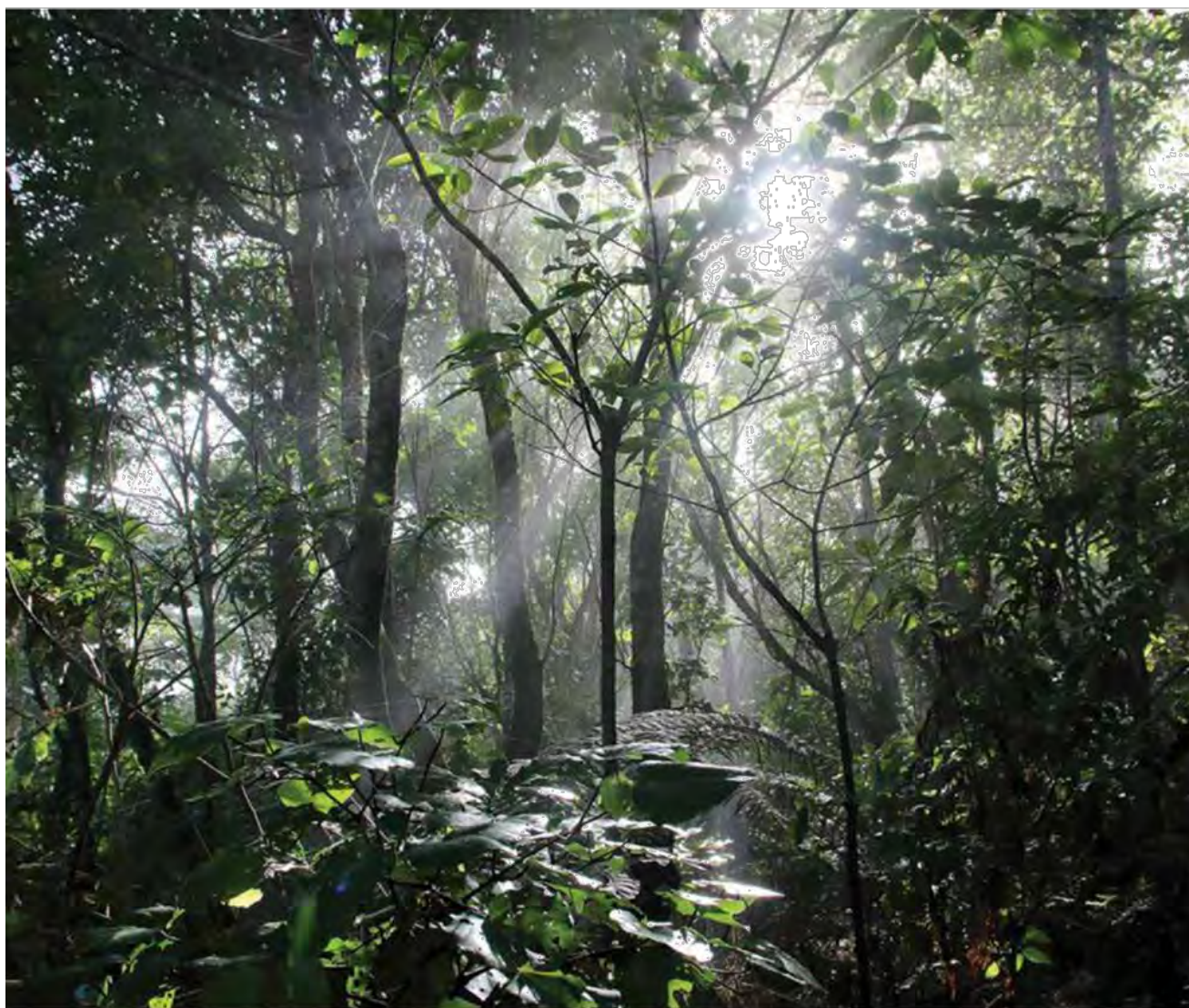
Environmental Capital

Environmental capital includes all stocks of the natural environment needed to support life and human activity, including things like soil, water, plants, animals, as well as minerals and energy resources.

ZEALANDIA continues to progress its work to add value to Wellington and the wider region through environmental restoration and transforming how we value and live with nature.

Our work in this area is underpinned by our organisational value of:

- Kaitiakitanga: We are effective stewards of Te Māra a Tāne, the sanctuary valley, its halo and our resources.



ZEALANDIA forest. Photo credit: Melissa Boardman.

Working together: Sanctuary to Sea Kia Mouriora te Kaiwharawhara

Te Māra a Tāne, the ZEALANDIA sanctuary, sits in a wider landscape which includes many people and organisations taking action to care for Wellington's unique and precious habitats. Our Conservation and Restoration Strategy emphasises the need to work in collaboration with people to ensure our actions not only achieve great outcomes within the fence, but scale-up in their impact for people and nature city-wide.

ZEALANDIA's Sanctuary to Sea project, established in 2017, provides a framework for the many people working to restore the health of the Kaiwharawhara catchment — Kia Mouriora te Kaiwharawhara. This year, among the significant efforts of our many partners, the core ZEALANDIA-led activities included community meetings that enabled groups to discuss progress in their respective areas, and the finalisation of our strategy document which articulates our collective community vision.

We began a collaboration with organisations who care for the estuary, including Taranaki Whānui, CentrePort, the Department of Conservation, and KiwiRail, to explore the possibilities for habitat restoration. Several exciting opportunities have emerged from a multi-stakeholder workshop held in February, including new plantings and the installation of novel structures that provide refuges for native fish. These ideas and actions will become the focus of activity and effort over the next few years.

One stream, many ripples

Te Tini o Hākuturi is a dedicated group of local mana whenua combining mātauranga Māori and western knowledge to monitor the mouri, and uphold the mana, of the Kaiwharawhara Whaitua (catchment).

It's a three-year project, part of the Kia Mouriora te Kaiwharawhara – Sanctuary to Sea journey, to create a freshwater kaitiaki monitoring framework that incorporates tikanga (customs) and kawa (protocol) with new technologies.

Te Tini o Hākuturi has identified six monitoring sites throughout the Kaiwharawhara catchment to monitor four times a year, two of which are in the sanctuary, and one directly outside. The group has completed



Map of Kaiwharawhara catchment.
Photo credit: Google maps.

two initial rounds of monitoring this year and the monitoring framework continues to be refined as information is gathered and new tools are trialled.

Te Tini o Hākuturi are active members of the Kia Mouriora Te Kaiwharawhara – Sanctuary to Sea strategy team. Members are regularly asked to speak at events and are often contacted by other iwi and community water monitoring groups for ideas, inspiration and advice.

Environmental DNA testing (eDNA) has been a recent engaging and exciting addition to the project.

The Environmental Protection Authority selected Te Tini o Hākuturi to lead the development of an eDNA science engagement programme that seeks to make science accessible to, and relevant for, iwi and community groups across the country. Equipped to take their own water samples, the group is accessing a wider environmental window particularly into a world of species that are not visible, including tracking the recovery of ecosystems and understanding when they are under stress and need help.

Te Tini o Hākuturi is engaging the wider Taranaki Whānui whānau in the project to collectively exercise kaitiakitanga (guardianship) and knowledge sharing. The rōpū utilises Make Ripples - a social outreach platform to engage with others, reaching waterways as far as Rēkohu (Moriori)/Wharekauri (Māori)/Chatham Islands (Tauīwi). This project is also supported by Te Papa Atawhai (DOC) and Taihoro Nukurangi (NIWA).

Wetland restoration



The ZEALANDIA wetland weeding team. Photo credit: ZEALANDIA.

Over the past two years we have turned our attention to the ZEALANDIA wetlands, which were identified in our Conservation and Restoration Strategy as the next real focus for our restoration efforts.

Wetlands are incredibly important ecosystems—they have cultural and spiritual significance for Māori, and they are often considered the 'kidneys' of the landscape as they can filter contaminants from land before they reach other waterways. Wetlands have been heavily impacted across New Zealand with only about 10% of what was there previously now remaining. Those that do remain succumb readily to invasion of undesirable plants—the availability of light and abundance of nutrients in the soils mean plants such as blackberry can take off and quickly smother native species.

ZEALANDIA's human-made wetlands are no exception. We are improving the state of these habitats starting with the removal of key weeds, and this effort will ramp up next summer. We are planning on our first planting effort in the area for some years, for July 2020.

This work has been generously supported by the Holdsworth Charitable Trust.

The ZEALANDIA Conservation team was particularly excited to work with Greater Wellington Regional Council, and several wetland experts including Owen Spearpoint, Bev Clarkson and Ngaire Foster to establish permanent monitoring plots within the Keith Taylor wetland. This work will help us assess the effectiveness of restoration efforts over time. At the end of June, we sent off our first soil samples to discover how we are tracking. This will give us an exceptional baseline against which to measure our efforts.

Shining a light on moths

Invertebrates are a critical part of any ecosystem. They are, of course, precious in their own right, but they are also pollinators of native plants, decomposers of dead matter, and they provide food for other species. Despite their importance, they are a tricky group of species to research and understand in a restoration context. Part of the problem is the lack of comparative and historical data.

At ZEALANDIA we are fortunate to have one of the few historical data sets on moths. Around 100 years ago, eminent NZ entomologist George Vernon Hudson lived just on the boundary of where ZEALANDIA now sits. He worked extensively to create a comprehensive list of Lepidoptera (moths and butterflies). Moths provide a great way to study an ecosystem as they have many different adaptations that reflect what plant species are present.

Now, the Wellington Branch of the New Zealand Entomology Society has embarked on a project in partnership with ZEALANDIA to develop a contemporary list of moths for the sanctuary. They use methods such as attracting moths in using a bright light to capture and identify individuals, and later generate a species list. The generation of this list will likely take a few years, but ultimately the project will enable us to do some comparison over time to understand how the forest of today differs from the forest of 100 years ago.



A group of keen citizen scientists at a monthly moth-catching session at ZEALANDIA.
Photo credit: Alison Ballance / RNZ.

ENVIRONMENTAL CAPITAL

Titipounamu establishing in the sanctuary



Titipounamu chicks together. Photo credit: Melissa Boardman.

Titipounamu/rifleman were reintroduced into the sanctuary in March 2019 with the support of Taranaki Whānui, Greater Wellington Regional Council, the Department of Conservation and many more partners. The first year after a reintroduction is a nervous time, as there are many unpredictable reasons why a translocation may not succeed. However, we were thrilled to see translocated birds take up territories and successfully rear nestlings. While we provided specially designed nest-boxes, the birds predominantly used natural nest locations, indicating that the forest at ZEALANDIA is providing suitable habitat such as nest holes to support the species.

Ultimately, there were 44 known fledglings, and likely more we did not find. They are a very secretive nester, and we know of some nests in well-visited locations that were not discovered till the fledglings emerged. In January, we noted that some of the young birds were starting to find their own territories, another major milestone for the project. We will continue to monitor this species closely in the coming breeding season.

Freshwater sponges in ZEALANDIA streams

As part of the freshwater work at ZEALANDIA we have been looking at some of the lesser-known species present in the awa (streams). This kind of research is important as it helps us understand the ecosystem we are working with, but also helps us identify whether any conservation action is required to maintain or enhance populations.

This year one of our interns, Mathilde Nieuwjaer, alongside Kaitiaki Ranger Aaria Dobson-Waitere, focused on understanding the ecology of *Heterorotula kakahuensis*, the only native species of freshwater sponge found in Aotearoa/New Zealand.

They discovered small sponges located all along the Te Mahanga stream, with the biggest located near the outflow from the upper lake. This initial work suggests that temperature influences their presence and growth; sponges appeared to be found more often in warmer water. This will help us plan further restoration action of the lake and stream habitats.



Weed control in the sanctuary. Photo credit: ZEALANDIA.

Restoring the indigenous character of the forest

Each year a two-person weed team tackles the significant job of keeping the environmental weeds within the sanctuary in check. This work is key to restoring the indigenous character of the forest.

While the pine trees are obvious in their presence, species such as sycamore have been our top priority as they are prolific seeders, and their wind-swept helicopter seeds travel great distances. For a long time, the sanctuary was quite probably the source of sycamore spreading to neighbouring bush such as Polhill. They had formed vast and dominant stands of trees around the eastern pylon within the sanctuary.

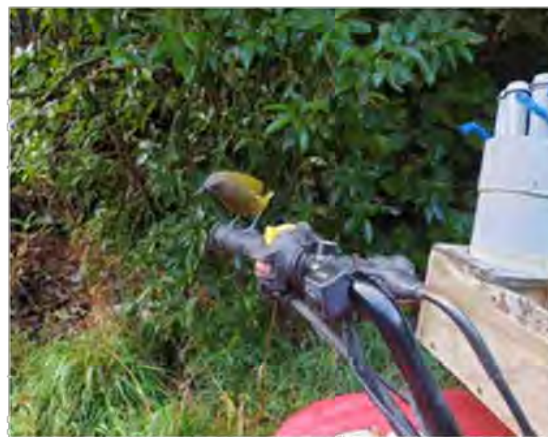
This year saw a major milestone, with over 600 sycamores (*Acer pseudoplatanus*) targeted, not to mention countless unrecorded juveniles pulled out by the roots. The massive infestation around the eastern pylon has now been largely controlled, and the canopy will be sycamore-free as a result. Only juveniles and seedlings that have either escaped the net, or recently sprouted, remain to be targeted.

This work has involved many rangers and volunteers for over a decade, which makes it the success of many.

Conservation continued during lockdown

The COVID-19 lockdown meant many valley operations ceased but maintaining animal welfare and caring for species that might be even further threatened should we ignore them was considered 'essential work'. This meant our team of rangers continued to make sure the fence was secure, and that dependent species such as hihi, takahē and the advocacy tuatara were well cared for.

The essential tasks included providing supplementary feed for specific animals, including sugar water for hihi, locusts for the advocacy tuatara, and pellets for the takahē. The Infrastructure team walked the fence line regularly to ensure the continued integrity of the structure and the species in the sanctuary were not at risk due to potential incursions.



A ranger's bike gets a visitor during the lockdown. Photo credit: ZEALANDIA.

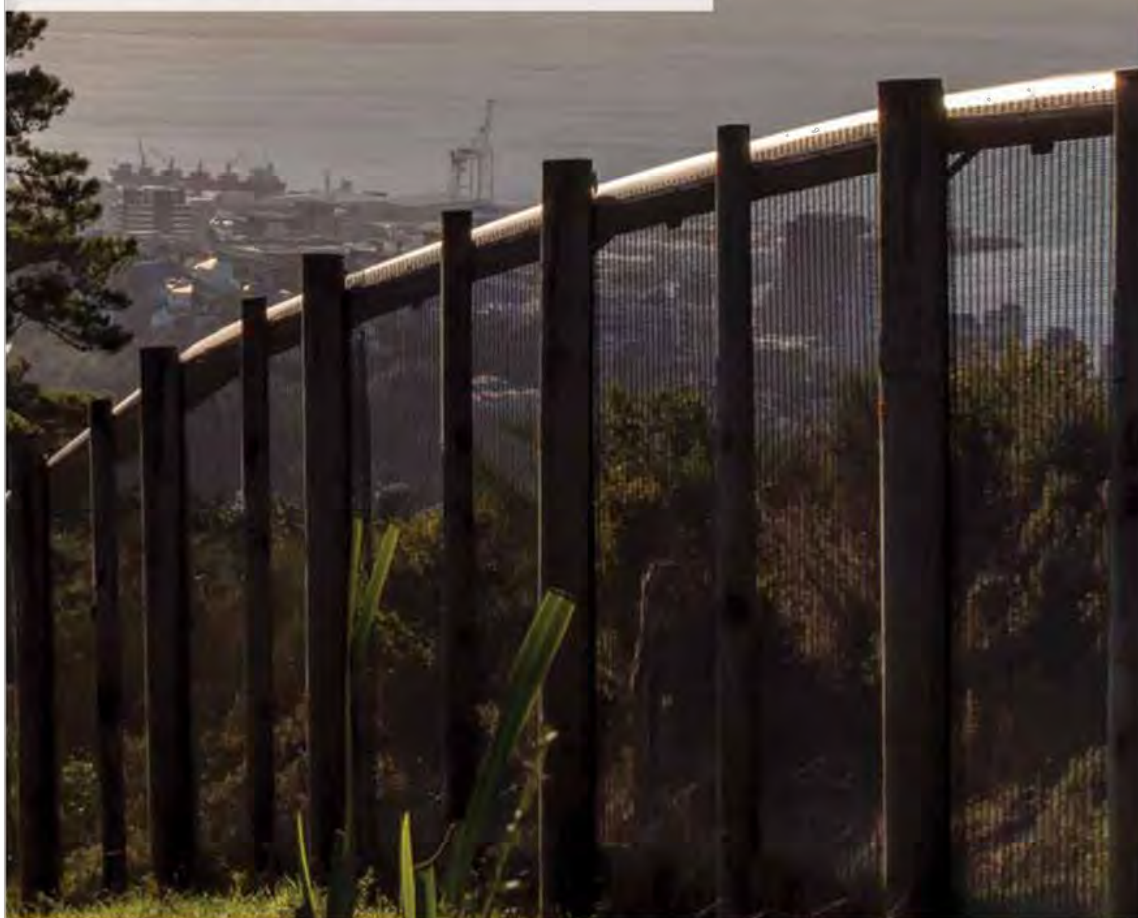
ENVIRONMENTAL CAPITAL

ZEALANDIA fence

The 8.6km ZEALANDIA fence is critical in maintaining our biosecurity against potential predators. Our team closely monitors and maintains the fence on a regular basis to identify any possible deterioration or risks.

In 2020, we started a major five-yearly audit of our fence. The audit included a team of staff and volunteers assessing a sample of each fence component across several risk areas. As the part of the process we will engage expert engineers to review our audit results and make recommendations on any future action.

We continue to work with Wellington City Council to both manage the maintenance of our perimeter track that provides the foundation of our fence and help address track erosion issues. In late 2020, we plan to fix several erosion and drainage issues and remove some tree stumps and roots close to the fence that pose a biosecurity risk on the western side of the perimeter track.



The ZEALANDIA fence. Photo credit: Hayley May.



Artwork by Predator Free Schools participants on display at Te Papa Museum. Photo credit: ZEALANDIA.

ENVIRONMENTAL CAPITAL

Excellence in sustainability

ZEALANDIA is committed to being an environmentally responsible organisation and taking a proactive approach to sustainability issues. ZEALANDIA aims to enable and empower employees, volunteers, visitors, and the community to act sustainably.



Toitū carbonzero certified for the fifth consecutive year

ZEALANDIA has been Toitū carbonzero certified for the fifth consecutive year. Our emissions in 2018/19 were 89 tonnes, which is 2% lower than the previous year's total of 91 tonnes and 17% lower than the base year total of 108 tonnes in 2014/15. We expect our carbon footprint to reduce significantly in 2019/20 to 66 tonnes mainly as a result of lower emissions from our two electric passenger buses and the impact of closing the sanctuary for seven weeks due to the COVID-19 lockdown.

ZEALANDIA carbon emissions year by year





A free water refill dispenser at Rātā Café.
Photo credit: ZEALANDIA.

RefillINZ

ZEALANDIA joined the RefillINZ campaign in 2020. RefillINZ, an award-winning, grassroots campaign, aims to prevent plastic pollution at source by making it easier to refill your reusable water bottle than buy water in a single-use plastic bottle. We offer six free water refill locations for our visitors.

The Green Team

Our Green team focuses on educating, inspiring and empowering ZEALANDIA staff around good sustainability practices. The team's major achievements this year include:

- Developing a new carbon emission forecast model to allow ZEALANDIA to closely monitor our performance and improve decision making in this area.
- Reduced our sales of plastic bottles by 2,700 per year.
- Introduced new reusable takeaway cups in our café.
- Installed a new water fountain in our visitor centre.
- Participated in a video made by Toitū to showcase the strides made in reducing our carbon emissions and to encourage others on a sustainability journey.

Next year, the Green team will continue to focus on reducing our carbon emissions even further by completing a plastic use audit of our café, and implementing an energy audit of our visitor centre.

HUMAN CAPITAL

Human Capital

Human capital is the collective capabilities, knowledge, and talents of people that can be used to create value.

ZEALANDIA's education work represents an investment in people through sharing environmental knowledge and helping to deliver wider conservation transformation beyond the sanctuary. We value the talent and productivity that people bring to our organisation.

Our work in this area is underpinned by our organisational values of:

- **Manaakitanga:** We welcome all, share our love of nature with enthusiasm and generosity, and value our supporters.
- **Kotahitanga:** We work in a collaborative movement of communities and organisations, sharing our experiences, and valuing others' insights.



Some of the new ZEALANDIA guides recruited over the summer. Photo credit: ZEALANDIA.

Growing the next generation



HUMAN CAPITAL

New activities for families on the ZEALANDIA website. Photo credit: ZEALANDIA.

The ZEALANDIA Education and Youth team are at the forefront of conservation education in New Zealand, leading the way in pedagogical change from explanation to co-creation.

We have now completed the first full year of the T-Gear Charitable Trust-funded *Nature at Your Place* programme. *Nature at Your Place* enabled 25 decile one to six schools to engage with ZEALANDIA in a rich and immersive new programme, which involved sessions in class, at ZEALANDIA, and then back at school developing their own conservation or environmental project.

Continuing from the 2018/19 year, the number of school and ECE students engaging with ZEALANDIA continued to be ahead of forecast. Until COVID-19

arrived in March, we were in line to surpass the record number of students that we achieved last year. This was the result of programming and systemic changes allowing us to schedule activity evenly across the year rather than being subject to the traditional supply and demand model where summer months were exceedingly busy and winter quiet.

COVID-19 created an abrupt and unexpected break in our school's programmes. While we were unable to work directly with schools during the lockdown, our educators spent the break creating new and exciting resources to help teachers, families and young people connect with nature in their own backyards.

Making valley exploration easier

To make it easier for our visitors to explore the sanctuary, we introduced the first stage of a planned upgrade of wayfinding and informational signage within the sanctuary. Following a new, simplified palette of design elements, we updated existing entry, health and safety and 'in the valley' signage; as well as new large-scale visitor maps at the entry and at key points throughout the sanctuary. These new materials have enabled visitors to better orient themselves and plan their day's expedition in the sanctuary. Accessible tracks for those with mobility issues are now also much more clearly marked.



New signage in the sanctuary.

Photo credit: ZEALANDIA.

HUMAN CAPITAL

Enhancing visitor experience

ZEALANDIA is a wonderful visitor attraction, an urban ecosanctuary teeming with wildlife allowing visitors to experience New Zealand's exceptional native ecosystems. It is our goal that by visiting the sanctuary, people are inspired to change the way they connect with and value nature.

Self-guided visitors can learn more about the sanctuary by taking advantage of regular, short nature talks. Guides share stories about some key species at ZEALANDIA, such as takahē, tuatara and kākā, and how we can aid their conservation. We also introduced a wetlands talk this year, to highlight the threats facing wetlands and what we are doing to restore ours. These talks were especially popular with families and helped visitors notice and understand more about some of our special species.

This year over 23,000 people experienced ZEALANDIA via a guided tour, up 4% on last year. This growth was achieved despite a season shortened due to the closure of the sanctuary

during the COVID-19 pandemic. The last cruise ship visitors were hosted on 14 March 2020 and ZEALANDIA closed to the public on 24 March 2020.

Every day during the peak season from Christmas to New Year, we hosted up to 13 public day tours as well as the scheduled cruise ship and night tours. There was a 24% increase in guests on the ZEALANDIA By Day tour and tours revenue increased to over \$1m.

In 2019/20 we introduced a new training programme for our guides to ensure the consistency and quality of all tours, based on the messages and vision outlined in our 20-year strategy, *Living with Nature*. Providing an excellent visitor experience is central to our goal of encouraging every visitor to use their ZEALANDIA experience as a springboard for taking conservation action where they live. Through this programme we recruited 22 guides for the summer season with several of these guides also finding other employment opportunities at ZEALANDIA.

Visitors on ZEALANDIA's Tours



During the COVID-19 lockdown, we launched a new virtual tour of ZEALANDIA on the Google Earth platform. The tour allows visitors from around the world to virtually explore 13 locations in the sanctuary from their own homes, using Google Earth imagery and 360-degree photography.

Looking ahead, the closure of international borders will have a negative impact on the number of tour guests in 2020/21. International tourists comprise 50% of ZEALANDIA By Night tour guests and over 80% of ZEALANDIA's day tour guests. The loss of the cruise ship season will also result in between 6,000 to 7,000 fewer tour guests and fewer general admission guests. ZEALANDIA's tours are being reoriented towards the domestic market and prices have been held at the 2019/20 season prices to ensure they remain attractive and affordable for domestic tourists. However, even with these changes we are expecting to host approximately half the number of tour guests in 2020/21.

Creating connections for community conservation



The Ora Toa Men's Group hosted by Terese Mcleod from ZEALANDIA. Photo credit: Wesley Community Action.

In December 2019 we welcomed a visit from the Ora Toa Men's Group, part of the Maraeroa Health Clinic and Wesley Community Action programmes in Cannon's Creek, Porirua. Their visit was facilitated by Terese Mcleod, our Lead Ranger Bicultural Engagement. It was the first time any of the group had visited ZEALANDIA, and they were thrilled at the opportunity to experience rich and abundant native wildlife.

"It was a bit of a trudge for the boys but well worth it as we were blessed with a beautiful day and the views were amazing!", they posted to their Facebook group. As a result of their visit, the group has developed a passion for conservation, and this enthusiasm has been the catalyst for the development of a community-driven conservation project in their own rohe/area. We are now working with the group as well as key stakeholders, like DOC and Greater Wellington, to develop a governance plan and steering group to facilitate the programme and to help the community become kaitiaki of their own restoration and conservation project.

HUMAN CAPITAL

Creative ways to connect people with nature



Artist Chris Barrand leads a printing workshop during the Summer in the Sanctuary programme.
Photo credit: ZEALANDIA.

Conservation Week ran from 14-22 September 2019, around the nationwide theme Nature Needs Us. We ran a programme of activities for all ages including Nature Day – a day full of performances, art and craft activities for all the family; seminars with EPA bee expert Dr Elodie Urlacher and DOC's Threatened Species Ambassador Nic Toki; and a panel discussion on the ethics surrounding the use of dead wildlife with experts from the science, art, taxidermy and conservation sectors. A taxidermy workshop with artist and taxidermy expert Antoinette Ratcliffe sold out. The week ended with the novel ExtINKtion tattoo fundraising event, which saw people queueing for up to two hours to get a native bird tattoo or tattoo voucher and raised over \$5,000 each for ZEALANDIA and Forest and Bird.

Over the course of the summer holiday period the Education and Youth team ran initiatives supporting wider learning and engagement outcomes. As part of the programme for school holiday providers,

we were visited by over 400 young people from across the Wellington region. The Predator Free Wellington schools programme hosted the exhibition 'Inspired by nature: a future for Wellington' in the Pāteke Room at ZEALANDIA. Additionally, we delivered a series of workshops, drop-in activities and performances as part of the public programme Summer in the Sanctuary. Of note was the success of the conservation and nature-themed puppet performances by Anna Bailey and storytelling by Moira Wairama.

February saw the start of a series of freshwater-themed activities. This included World Wetlands Day featuring Greater Wellington, Lakes 360 and Hākuturi, and a seminar with international dragonfly experts Ruory MacKenzie Dodds and Kari de Koenigswarter. The impact of COVID-19 unfortunately meant the cancellation of public programmes and activities for the remainder of the year, but the team is looking forward to being able to offer them again.



Kaitiaki Ngāti Koata - Tuatara at ZEALANDIA. Photo credit: Ricky Situ.

HUMAN CAPITAL

People, capability and culture

At ZEALANDIA, all our people contribute every day to our performance and achievements, and they create value across our four capitals. We care for ZEALANDIA staff by providing support to enable everybody to contribute to our nature-rich vision and realise their full potential.

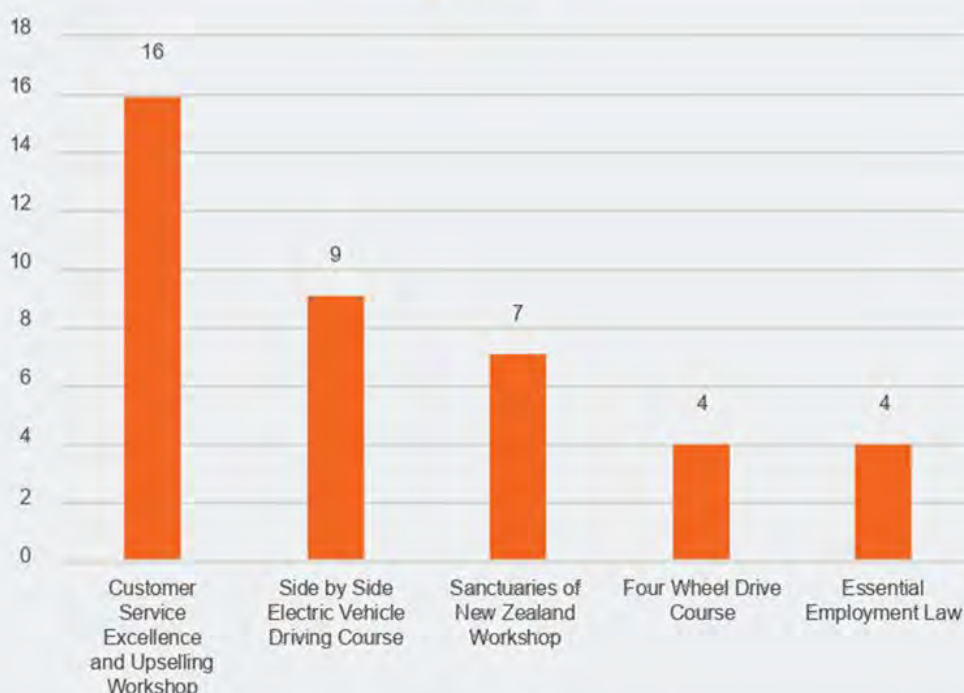
ZEALANDIA remains committed to developing and retaining our staff. In 2019/20 we have invested over \$24,000 in staff training to ensure that we continue to support the professional development of our people.

In August 2019, seven staff members attended the Sanctuaries of New Zealand (SONZI) conference in Whangārei. It was a good opportunity to network and share knowledge about the exciting conservation work happening all over Aotearoa.

"At the beginning of March 2020, I nervously set off for an Outward Bound Women in Leadership course. I had no idea I would come back a week later feeling as if I were a whole new person! I am grateful for the experience which has given me better leadership and communication skills and much more self-awareness which will help me greatly in my role on the conservation team. It was truly a life-changing experience."

**- Chrissy Joy,
ZEALANDIA Conservation Ranger**

**Training courses attended by staff
in 2019/20**





ZEALANDIA staff participate in an outdoor first aid course. Photo credit: ZEALANDIA.

In January, our duty operations team completed a two-day outdoor first aid course. This was an opportunity not only to refresh basic first aid skills but also to practice doing first aid in some specific outdoor situations, including recognising, and managing serious emergencies and providing basic life support.

Our focus on developing and strengthening our organisational culture continued into 2019/20. Building on feedback from our staff engagement survey in 2018, we have improved communication by introducing a new programme of staff discussions that will:

- Continuously improve our ability to work together in unity towards a clearly understood and shared vision and goals.
- Share important information that enables the above.
- Provide regular opportunities for discussion in areas of particular cross-organisational importance.

HUMAN CAPITAL

Governance: the Board and Guardians

The Karori Sanctuary Trust Board

The Board continues to work together with the senior management team to ensure the long-term success of ZEALANDIA. The Board meets monthly, although through the lockdown period met weekly via Zoom. Continuing professional development is important to the Board and they support director development internally and externally. The Board hosted an external observer at its February meeting to observe our approach to demonstrating good governance.

In early March, the Board considered various strategic scenarios as the COVID-19 situation developed, helping prepare ZEALANDIA to successfully navigate the lockdown period.

In June the reappointment of Phillip Meyer (Chairman) and Pete Monk (Audit and Risk Committee Chair) were endorsed by the Guardians and confirmed by Wellington City Council. Looking forward, the Board will be working on their own capability in te reo Māori and developing their own learning pathways.

The Guardians

At the AGM in 2019 Latu Clark and Ellen Carlyon were elected as member-appointed Guardians. Mayor Andy Foster and Councillor Teri O'Neill became the Wellington City Council representatives on the Guardians, and in early 2020 Helen McConnell was appointed by the Wellington Tenth Trust as its representative. We thank outgoing Guardians Dr Peter Gilberd, Kevin Mason, John Burnett and Anaru Smiler for their contribution.

The Guardians awarded three Honorary Memberships at the 2019 AGM. These went to: Richard Bentley, a former trustee and Chairman of the Trust from 1998-2009; Helen Ferner, a founding trustee from 1995-2007 who led the fence trials and design; and Dr Colin Miskelly, a key conservation advisor and subsequent trustee from 1998-2009.

Board Meeting Attendance

Name	3 Jul 2019	25 Jul 2019	20 Aug 2019	3 Sep 2019	24 Sept 2019	31 Oct 2019	29 Nov 2019	17 Dec 2019	27 Feb 2020	19 Mar 2020	30 Apr 2020	28 May 2020	25 Jun 2020	Total
Phillip Meyer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	13/13
David Bibby	✓	✓	✓	✓	✗	✗	✓	✓	✓	✓	✓	✓	✓	11/13
Russell Spratt	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	12/13
Pete Monk	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	12/13
Jo Breese	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	13/13
Libby Harrison	✗	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	✓	✓	10/13

Note: Additionally during the five-week lockdown the Board meet weekly for an update with the Chief Executive.

Audit and Risk Committee Attendance

Name	3 Sep 2019	29 Nov 2019	19 Mar 2020	28 May 2020	Total
Peter Monk (Chair)	✓	✓	✓	✓	4/4
Phillip Meyer	✓	✓	✓	✓	4/4
Libby Harrison	✓	✓	✗	✓	3/4
Iain Craig (Independent member)	✓	✗	✗	✗	1/4
Board members in attendance					
David Bibby	✓	✓	✓	✓	4/4
Russell Spratt	✗	✗	✗	✗	0/4
Jo Breese	✓	✓	✗	✓	3/4

People, Capability and Culture Committee

Name	19 Mar 2020	28 May 2020	Total
David Bibby (Chair)	✓	✓	2/2
Jo Breese	✓	✓	2/2
Russell Spratt	✓	✗	1/2
Phillip Meyer	✓	✓	2/2
Board members in attendance			
Pete Monk	✓	✓	2/2
Libby Harrison	✗	✗	0/2

Maintaining a safe environment

HUMAN CAPITAL



Additional health and safety measures taken to keep all our people and visitors safe.
Photo credit: ZEALANDIA.

The health, safety and wellbeing of our people and visitors is a priority, and we promptly put in place a number of measures throughout the COVID-19 alert levels to ensure that ZEALANDIA is always a safe place to both work and visit.

In late March we closed ZEALANDIA to the public under COVID-19 alert levels three and four as directed by government's advice. On reopening ZEALANDIA at level two in mid-May, and in-line with Ministry of Health requirements, we introduced additional health and safety measures to keep all our people and visitors safe.

We will continue with all required health and safety measures in line with government advice during the operation of the COVID-19 alert system.

In 2019/20 we have:

- Replaced one of our petrol quad bikes with a new electric side-by-side vehicle with greatly improved driver safety.
- Invested in our people by providing first aid training, quad bike and side-by-side vehicle training.
- Continued to provide key health and wellbeing information to our people through the Employee Assistance Programme. This year the messages included "Staying strong through uncertain times", "Prioritise self-care" and "Strengthen your relationships".
- Delivered a number of safety improvements to our visitor centre carpark including the painting of a new zebra crossing, the removal of an individual car park space to help buses turn around, and the installation of a new bus stop.
- Installed new Fire and Medical Emergency Action Plan signage across our offices.
- Improved again on our health and safety awareness survey results from our 400 volunteers, with the most recent results showing 87% agree/strongly agree that ZEALANDIA has good health and safety practices in place. This is an improvement of 20% since the 2015 survey.
- Improved our health and safety dashboard reporting for our Board by providing further trend analysis on our near misses and hazards.
- Started planning of stage one of our pine management project that firstly involves identifying and prioritising the removal a number of trees that pose a potential health and safety risk in the sanctuary.
- Replaced the CCTV system in our visitor centre.

FINANCIAL CAPITAL

Financial Capital

Financial capital is the pool of funds available to an organisation to deliver its operations.

ZEALANDIA optimises these funds to achieve a better overall financial position and this enables a more sustainable future for the organisation. By building a sound financial capital base we can deliver our organisational goals.

Our work in this area is underpinned by our organisational value of:

- Kaitiakitanga: We are effective stewards of Te Māra a Tāne, the sanctuary valley, its halo and our resources.



Hihi at ZEALANDIA. Photo credit: Steve Attwood.

Remaining financially sustainable in the new environment

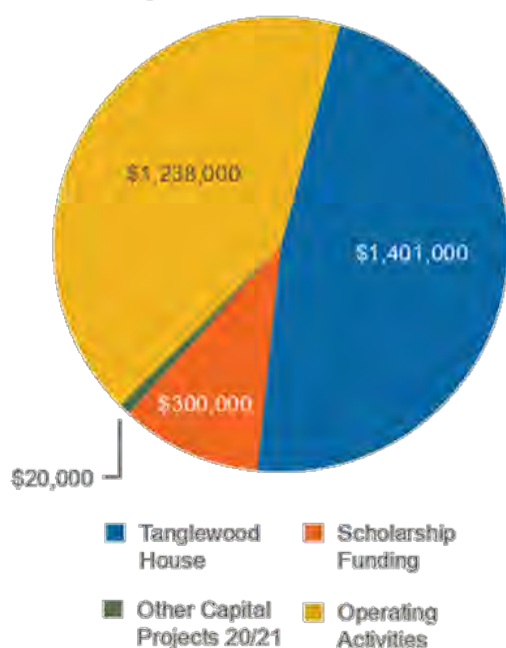
FINANCIAL CAPITAL

In March, we faced the significant economic challenge of a global pandemic and responded swiftly to remain financially sustainable in the final quarter of 2019/20. We were very grateful to receive generous support from the following:

- Wellington City Council through its part-funding of free post-lockdown entry to the public.
- Ministry of Social Development through its wage subsidy scheme.
- Givealittle appeal.

Despite the challenging operating environment in the last quarter, ZEALANDIA completed the financial year with only a small operating deficit of \$100,000 (after adjusting for one-off income items) and a healthy balance sheet. At the end of 2019/20, our operating working capital balance was \$2,959,381 and we will continue to manage this balance carefully in 2020/21 and beyond. The balance includes unexpended commitments for our Tanglewood House build and scholarship funding. The remainder of \$1.2m will be set aside in reserve to cover our expected 2020/21 budget deficit; it includes at least three months of operating expenses in line with financial management best practice.

Future allocation of our working capital balance of \$2.959m



Key achievements

We welcomed a record 143,367 visitors to ZEALANDIA this year.

The WCC grant (excluding living wage funding) contributed 14% of the total Trust revenue, down from 15% last year.

Average revenue per visitor increased by 13% from \$32.85 in 2018/19 to \$37.08 in 2019/20, substantially exceeding our target of \$26.74.

We achieved our highest ever revenue of \$6,436,690 in 2019/20 including record income in both tours (\$1m) and retail sales (\$560,000).

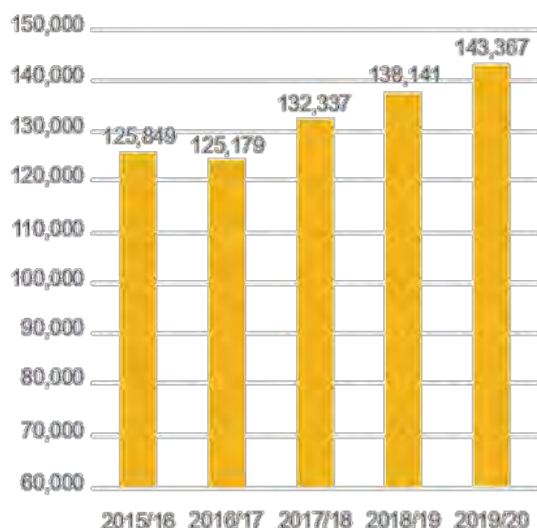
We remain a financially sustainable enterprise that has steadily built up a good balance of working capital over the last five years. We have allocated a significant part of this balance to reinvest in specific projects and set aside an amount for a future rainy day. That rainy day has now arrived!

Net operating surplus (deficit) before extraordinary items	
Year	\$
2019/20	903,051
2018/19	444,622
2017/18	174,099
2016/17	87,670
2015/16	107,892
2014/15	(511,349)
2013/14	(1,373,375)
2012/13	(1,698,643)

FINANCIAL CAPITAL

Our economic contribution

Visitors to ZEALANDIA



This year, ZEALANDIA was recognised as a world-leading conservation experience as it was named as one of the World's 100 Greatest Places of 2019 by TIME magazine and the number two tourist attraction in Wellington (second to Te Papa) by Trip Advisor. ZEALANDIA is increasingly seen as one of the reasons for people to visit Wellington, from New Zealand and overseas. It provides opportunities for visitors to see and experience New Zealand's native wildlife, just five minutes from the city centre.

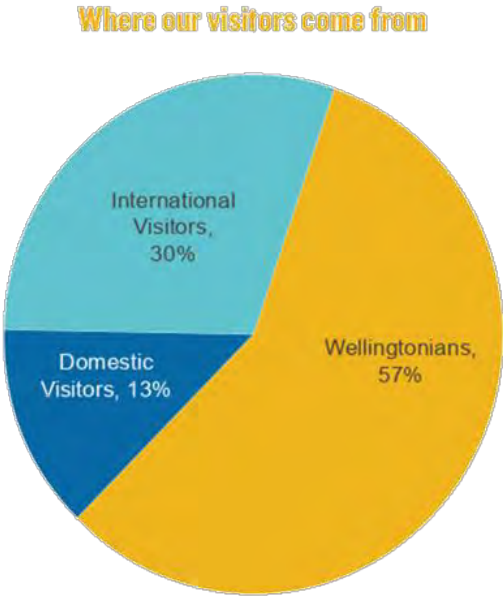
Reopening ZEALANDIA following the COVID-19 lockdown

On 24 March 2020 ZEALANDIA closed to the public in response to the COVID-19 pandemic. After seven weeks, ZEALANDIA reopened to the public for free on 16 May. Free entry to ZEALANDIA was part of Wellington City Council's initiative to stimulate activity across the city post-lockdown, and ran until 30 June. During this time ZEALANDIA hosted over 34,000 visitors, a record number for this time of the year. Based on the success of the campaign, ZEALANDIA extended the offer to cover the July school holiday period.

ZEALANDIA not only benefits Wellington's environment but also contributes positively to its regional economy. Over the busy summer season ZEALANDIA employed over 100 people and provided over 400 training opportunities to volunteers and interns to learn new skills and further their careers. In 2019/20, ZEALANDIA has contributed close to \$30m of economic value to the Wellington region through capital investment, job creation, training and other local spending.

Economic value to Wellington \$m





This year, ZEALANDIA hosted 143,367 visitors, up 4% on last year. With the closure of New Zealand’s international borders in March 2020 in response to the COVID-19 pandemic and through offering free entry from 16 May to 30 June, the number of Wellingtonians visiting ZEALANDIA this year has increased to 57% of all visitors, up from 49% last year. Correspondingly, the number of international visitors has dropped from 39% to 30% this year. Looking forward, we will work closely with WellingtonNZ to position Wellington as an attractive destination for New Zealand domestic tourists.

FINANCIAL CAPITAL



A stream at ZEALANDIA. Photo credit: Janice McKenna.

Our infrastructure



Te Tiritiri o Papatūānuku, the newly refurbished ground floor space of the ZEALANDIA visitors centre. Photo credit: ZEALANDIA.

In June 2020 we completed the refurbishment of the ground floor space of the ZEALANDIA visitors centre. The blessing ceremony, led by Holden Hohaia of Taranaki Whānui, was attended by a mix of ZEALANDIA staff, funders and others involved in the project. The name of the space, Te Tiritiri o Papatūānuku, was revealed along with the name of the mural, Te Kāhui o Waiti, created by Wellington Artist Margaret Tolland.

We offer sincere thanks to everybody involved in the project, particularly the design team at StudioC, Holden Hohaia, Margaret Tolland who created the stunning mural, and the funders: The Lions Foundation, Karori Brooklyn Community Charitable Trust and the Combined Rotary Clubs of Wellington.

Lead Ranger – Education and Youth, Steve Moorhouse, who oversaw the project, said, "The intention of the new space is threefold. The first is to act as a welcoming and calming space for visitors to the sanctuary, the second as a learning space, and finally as a place where ZEALANDIA can tell the stories of current and future work."



ZEALANDIA staff using our new mountain bikes. Photo credit: ZEALANDIA.

In early 2020, we took ownership of a new side-by-side electric vehicle that replaced one of our petrol quad bikes. The purchase of the new vehicle was generously funded by Transpower through its Community Care Fund and will help ZEALANDIA reduce our carbon footprint and improve safety for our people with its protective cage feature.

This year the New Zealand Community Trust kindly funded the purchase of six new mountain bikes for use in our sanctuary. These new additions replaced our old fleet of bikes that were gifted to us a number of years ago by NZ Post.

In 2019/20 we continued to progress plans for Tanglewood House, our purpose-built hub for the ZEALANDIA Centre for People and Nature. The hub will accommodate all our research and education work, creating a physical space for interdisciplinary dialogue and discovery related to our 'living with nature' goals. Following the granting of resource consent, more detailed preliminary drawings have been completed and it is anticipated that building work will commence during the latter part of 2020/21.

Performance Reporting

2019/20 Statement of Intent targets

Non-financial Performance Measures*

Measure	Actual	Annual Target	✓ Achieved ✗ Not achieved
Visitation	143,367	>118,100	✓
Education Visits (LEOTC, tertiary, early childhood, school holiday programme and outreach)	8,051	>8,800	✗
Members (Individual Members)	14,021	>11,000	✓
Volunteers numbers	445	>470	✗
Volunteer Satisfaction Survey	88%	>80%	✓
Percentage of Satisfied Visitors	95.3%	>95%	✓

*The measures against Strategy Areas table on pages 49 to 51 provides commentary on each performance measure.

Financial Performance Measures

Measure	Actual	Annual Target	✓ Achieved ✗ Not achieved
Full cost per visitor (including WCC costs)	\$12.04	<\$14.95	✓
Average subsidy per visit (Total WCC operating grant/all visitors)	\$6.13	<\$8.54	✓
Average revenue per visitation (excludes Council & Government grants)	\$37.08	>\$26.74	✓
Non-Council Donations/Funding	\$1,049,397	>\$275,000	✓
Net surplus (deficit) before depreciation and tax	\$1,261,476	>\$331,100	✓
Non-WCC grant revenues as a % of overall revenue	86%	>75%	✓
Membership subscription revenue	\$382,866	>\$318,300	✓

Conservation Measures

Conservation Measures	Actual	Annual Target	Commentary
Restore missing species to the wild in accordance with the Restoration Strategy			
% transferred animal species regarded as self-sustaining.	66%	70%	2 species of kākahi (freshwater mussel) plus one bird species (titipounamu) were reintroduced in the 2018/19 year and will take some years to become self-sustaining. As such, 14/21 species are regarded as self-sustaining (assuming ongoing current management). Of these, 2 transfers failed (tomtit, weka) and 2 (bellbird, long-fin eels) are not regarded as self-sustaining.
Number of new species transferred or 'topped up'.	0	0	
Maintain or improve the population status of nationally threatened species present			
Number of threatened fauna species present and breeding successfully.	4	4	Hiihi, Maud Island frog; Cook Strait giant weta; tuatara, & takahē (usually excluded for reporting purposes as the pair is held for advocacy purposes).
Manage species held for captive breeding purposes to ensure they remain healthy and breed successfully			
Number of species breeding in captivity.	1	2	Maud Island frogs breeding. The target of 2 is no longer applicable as the barking geckos have now left the sanctuary to be released on Mana Island. This is a major conservation success.
Monitor animal pest status, control mice & successfully respond to any incursions			
Mice maintained to target levels (abundance per 100 trap nights).	5.7	<10	On track. This is the average number across three monitoring periods (July, Sept and March). Abundance was high in March (13.6) and a June/July mouse control operation has been completed to reduce numbers again.
Percentage of incursions successfully eradicated.	100%	100%	A weasel was detected in the sanctuary in August. This was not redetected and the animal either left or died.
Monitor plant pest status and reduce distribution of environmental weeds (currently 123) within and near the fence perimeter			
Number of pest plant species actively controlled or surveyed.	36	44	A lower number of invasive plant species infestations were found due to this year's grid searching occurring predominantly in the centre of the sanctuary.
Number of pest plant species where control has achieved a decline to low levels of infestation in the sanctuary.	71	53	Achieved.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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Measures against Strategy Areas

MEASURE against Strategy Areas	TARGET 2019-20	ACTUAL 2019-20
Restoring Te Māra a Tāne and its extending halo of biodiversity		
Continue to grow the Sanctuary to Sea project through the development and implementation of a three-year strategic plan.	A minimum of 10 community groups active in restoring the Kaiwharawhara catchment.	Target surpassed. 30+ community groups are now involved in the project in some way.
Carry out perch removal in the lower lake.	Lower lake perch removal completed, pending appropriate weather conditions.	Project postponed due to COVID-19 shutdown.
Establish a cultural health monitoring programme with mana whenua.	Mana whenua beginning active monitoring in the sanctuary.	Target surpassed. The Hakuturi group has been actively monitoring in the sanctuary.
Building our organisation's capacity to drive transformation		
Building our organisation's capacity to drive transformation.	A net surplus before depreciation and tax of \$331,100.	The net surplus before depreciation and tax is \$1,261,476.
	Non-WCC grant revenues equating to >75% of overall income.	The Non-WCC grant (excluding living wage funding) revenues equating to 86% in 2019/20.
	11,000 members.	Achieved. We have 14,021 members as at 30 June 2020 (27% above target).
	Membership subscriptions of \$318,300.	Achieved. We received \$382,866 of membership subscriptions in 2019/20 (20% above target).
	Full cost per visitor (including WCC costs) \$14.95.	Achieved. The full cost per visitor is \$12.04 in 2019/20.
	Average WCC subsidy per visitor of no more than \$8.54.	Achieved with an average WCC subsidy per visitor of \$6.13 due to the impact of achieving 21% above target visitor results in 2019/20.
	Average revenue per visitor of no less than \$26.74.	Achieved with an average revenue per visit of \$37.08 due to better than budgeted commercial revenue including higher than expected Tours and Membership revenue.
	Non-Council Donations/Funding of \$275,000.	Achieved with Non-Council Donations/Funding income of \$1,049,397 in 2019/20.
	Maintain > 470 volunteers, with the establishment of new avenues for people to volunteer.	445 active or in training volunteers with 62 applicants on the waiting list. Recent improvements in record management of volunteer details identified no-longer-active volunteers who have subsequently been removed from the system. We have an appropriate number of active volunteers to run our operations smoothly and expect to increase this level further in 2020/21.
	> 80% of volunteers are satisfied with their relationship with ZEALANDIA	Achieved. 88% satisfaction.

MEASURE against Strategy Areas	TARGET 2019-20	ACTUAL 2019-20
Creating inspiring, accessible experiences and change through example and shared passion for action		
Continue development and delivery of signage and interpretation upgrades alongside overall visitor experience planning.	Visitor numbers – 118,100 separate visitations with breakdown of visitor demographics.	Visitor numbers during the year were 143,367.
Continue to develop and grow activities and experiences for young people and families.	8,800 education visitors.	The Education and Youth team hosted 8,051 in 2019/20. Prior to the impact of the COVID-19 pandemic, based on previous years visit numbers and confirmed bookings for the remainder of the year, we were on target to reach approximately 12,500 education visits in 2019/2020. While visitation ahead of COVID-19 was tracking well ahead of target, we were significantly impacted by the closedown and the period after re-opening.
Continue to grow our range of programmes and offerings to reach a wider cross-section of Wellington's diverse communities.		
Increase engagement opportunities for those with differing accessibility needs.		
Develop new tours experiences that enable visitors to build a deeper understanding of our conservation and restoration activities, and our natural heritage.	Visitor experience – ZEALANDIA achieves a satisfied visitor rating of 95% or greater.	
Participate in the Council's review of the Leisure Card programme with the aim to improve accessibility to ZEALANDIA when price might otherwise be a barrier, subject to operational and commercial considerations.	Continue to improve accessibility and achieve Be.Accessible Gold rating.	A number of mapping improvements have been made that mark more clearly the more accessible areas in our sanctuary. Also, a new step has been installed on our boat to make this facility more accessible to our visitors.
Forming strong and enduring local, national and international partnerships based on shared goals		
We will identify key ways through which our partnership with Wellington City Council can deliver greater gains for biodiversity across the region.	A growing number of partnerships and programmes that enable us to work with and through others in community restoration projects.	Delivered as planned.
We will grow our leadership roles in Predator Free Wellington, contributing to the delivery of school-based programmes in Miramar and through leading research coordination.	Delivery of education programmes as agreed as part of the Predator Free Wellington partnership.	Delivered as planned.
	Research coordination for Predator Free Wellington as developed and agreed.	Delivered as planned.
We will participate in international research gatherings (e.g. conferences) to share our knowledge and solidify partnerships.	Identification and delivery of a range of avenues for communicating our learnings to other sanctuaries and other conservation/restoration initiatives.	Delivered. The team at ZEALANDIA attended the Sanctuaries of NZ Conference in order to achieve this target and has also published science journal articles on ZEALANDIA work.
We will continue to liaise with all our CCO colleagues and especially with Experience Wellington and The Cable Car to contribute where possible to further improving the overall experience in the Kelburn precinct at the top of the cable car.	Participation in an increasing number of events (eg conferences, workshops, speaking engagements) that enable the broader communication of our knowledge for use in other locations.	Completed, despite disruption from COVID-19.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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MEASURE against Strategy Areas	TARGET 2019-20	ACTUAL 2019-20
Embracing mātauranga Māori and other knowledge frameworks		
Continue to grow and integrate mātauranga Māori perspectives into all elements of ZEALANDIA project and programme development processes.	Delivery of activities and opportunities for staff and volunteers to increase their knowledge and confidence in te ao Māori.	Delivered.
Develop and deliver learning opportunities for staff and volunteers to increase their capacity and capability in te reo Māori and te ao Māori.		
Develop and grow relationships that enable closer partnerships with iwi and integration of mātauranga Māori.		
Develop and deliver public programmes and initiatives that increase connection to te ao Māori.	Improved visitor experience through new public programmes and activities for Matariki and Māori Language Week 2019.	Delivered.
Increase bilingual content in signage and interpretation materials.	Bilingual content incorporated in all new signage and interpretation materials developed.	On track: Bilingual and bicultural wildlife signage in planning. Bilingual welcome and safety signage in the lower sanctuary.
Being a hub where people of all ages can learn, create new knowledge and share their insights and understanding		
Implement a communications strategy to grow the impact of the Centre for People and Nature.	Research programme on the relationship between people and nature in Wellington underway.	Completed.
Carry out research focussed on understanding how changes to Wellington's biodiversity is affecting people.	Maintain (and grow where possible) the number of peer-reviewed science publications emerging from the ZEALANDIA team.	Delivered.
Raise funds to support and expand our formal and informal education programmes, with a focus on opportunities for those less able to access conservation experiences and learning.	Deliver agreed school-based conservation education in Wellington as part of the Predator Free Wellington partnership.	Delivered.
	Continue to deliver valley-based and outreach programmes under our Ministry of Education LEOTC contract.	Delivered.
	Continue to expand the range of programmes and activities offered to schools.	Delivered: New programmes established for 2020 and online content created during COVID-19 lockdown.
	Continue to expand the range of activities for children, young people and families during school holiday periods.	Delivered.
	Continue to grow the number of school holiday programmes visiting ZEALANDIA.	Delivered.
Equipping people with experience and skills for a nature-rich future		
Develop a long-term visitor experience plan aligned with the restoration and valley management plans.	Long-term visitor experience plan developed and implemented.	Plan developed, to be implemented over next few years.
	Signage and interpretation within the sanctuary continued to be upgraded as funding allows.	Botanical signage, and new entry signage delivered.
Provide learning and development opportunities for volunteers that are applicable both inside and outside the sanctuary.	Diversity of learning opportunities and programmes offered to volunteers increased.	Volunteer seminars and activities delivered.
Increase the diversity of ZEALANDIA's partners and volunteers by working with and through a wider variety of community organisations.		
Develop and deliver visitor programmes and events that appeal to both current and potential new audiences.	Programmes and events that enable a wider diversity of people to engage with ZEALANDIA developed and delivered.	The late 2019/20 activities were impacted by our closure due to COVID-19 but earlier programmes delivered as planned.

FINANCIAL STATEMENTS

KARORI SANCTUARY TRUST (INC.) FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

Statement of Comprehensive Revenue and Expense for the year ended 30 June 2020

	Note	2020 \$	2019 \$
Operating Revenue			
Membership Subscriptions		382,866	338,775
Wellington City Council Grant		1,032,124	1,006,950
Other Grants and Donations*		1,005,831	697,089
Admissions		2,072,155	1,986,776
Sale of Goods		1,398,999	1,566,137
Other		127,045	72,569
Total Operating Revenue		6,019,020	5,668,296

Other Revenue			
Finance Income		52,308	46,315
COVID-19 Wage Subsidy		365,362	-
Tanglewood House Funding**		-	700,000
Total Operating Revenue and Other Revenue	2	6,436,690	6,414,611

Operating Expenses			
Cost of Goods Sold		643,892	691,583
Other Operating Expenditure	3	4,420,822	4,152,179
Trustee Remuneration	9	110,500	92,733
Depreciation and Amortisation Expense	6,7	358,425	333,494
Total Operating Expenses		5,533,639	5,269,989

Operating Surplus/(Deficit)		903,051	1,144,622
Other Comprehensive Revenue		-	-
Total Comprehensive Revenue and Expense		903,051	1,144,622

* Included within 2019/20 Other Grants and Donations is a contribution of \$300,000 towards a future fellowship and scholarships programme.

**In 2018/19 the Trust received a \$700,000 contribution towards the future build of new premises, to be named Tanglewood House.

Statement of Changes in Equity for the year ended 30 June 2020

	2020 \$	2019 \$
Accumulated Funds at Beginning of Year	5,171,429	4,026,807
Net Comprehensive Revenue and Expenses	903,051	1,144,622
Accumulated Funds at End of Year	6,074,480	5,171,429

The accompanying notes on pages 55 to 62 form an integral part of these financial statements.

Karori Sanctuary Trust (Inc.)

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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Statement of Financial Position as at 30 June 2020

	Note	2020 \$	2019 \$
Current Assets			
Cash and Bank		1,798,657	1,419,943
Term Deposit		2,000,000	1,250,000
Accounts Receivable	4	52,535	40,218
Prepayments		16,069	14,443
Stock on Hand		62,645	59,200
Total Current Assets		3,929,906	2,783,804
Non-Current Assets			
Property, Plant and Equipment	6	3,109,153	3,187,290
Intangible Assets	7	5,948	11,892
Total Non-Current Assets		3,115,099	3,199,182
Total Assets		7,045,005	5,982,986
Current Liabilities			
Accounts Payable and Accruals	5	379,893	325,894
GST Payable		42,795	13,446
Accrued Holiday Pay		153,798	125,466
Income in Advance		394,039	346,751
Total Current Liabilities		970,525	811,557
Total Liabilities		970,525	811,557
Net Assets		6,074,480	5,171,429
Equity			
Accumulated funds		6,074,480	5,171,429

The Board of Trustees authorised the financial statements for issue on;

Chairman:



Date: 27 August 2020

Trustee:



Date: 27 August 2020

The accompanying notes on pages 55 to 62 form an integral part of these financial statements.

Karori Sanctuary Trust (Inc.)

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Statement of Cash Flows for the year ended 30 June 2020

	Note	2020 \$	2019 \$
Cash Flows from Operating Activities			
Cash was provided from:			
Membership Subscriptions		418,846	348,509
Grants and Donations		2,042,204	1,862,238
Admissions and Other Revenue		3,592,941	3,603,147
COVID-19 Wage Subsidy		365,362	-
Tanglewood House Funding		-	700,000
Net GST Receipt		29,349	21,426
Total		6,448,702	6,535,320
Cash was applied to:			
Payments to Suppliers and Employees		(5,097,958)	(4,878,927)
Total		(5,097,958)	(4,857,501)
Net Cash Flows from Operating Activities	8	1,350,744	1,656,393
Cash Flows from Investing Activities			
Cash was provided from:			
Interest Received		52,308	46,315
Receipt from Maturity of Term Deposits		2,750,000	3,250,000
Total		2,802,308	3,296,315
Cash was applied to:			
Purchase of Plant, Equipment & Other Assets		(274,338)	(673,111)
Investment in Term Deposits		(3,500,000)	(3,400,000)
Total		(3,774,338)	(4,073,111)
Net Cash Flows from Investing Activities		(972,030)	(776,796)
Opening Cash		1,419,943	540,346
Net Increase/(Decrease) in Cash		378,714	879,597
Closing Cash		1,798,657	1,419,943

The accompanying notes on pages 55 to 62 form an integral part of these financial statements.

Karori Sanctuary Trust (Inc.)

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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Statement of accounting policies

i. Statement of compliance and basis of preparation

Statement of compliance

The financial statements presented here are for the reporting entity, Karori Sanctuary Trust. The Trust is a charitable trust registered under the Charities Act 2005.

As the primary objective of the Trust is to develop a secure native wildlife sanctuary which benefits the community, rather than making a financial return, the Trust is a public benefit entity for the purpose of financial reporting.

These financial statements were authorised for issue by the Board of Trustees on 27 August 2020.

Basis of preparation

The financial statements are prepared in accordance with Generally Accepted Accounting Practice in New Zealand (NZ GAAP). They comply with Public Benefit Entities Standards Reduced Disclosure Regime (PBE Standards RDR) and authoritative notices that are applicable to entities that apply PBE standards.

The Trust applies Tier 2 PBE Standards and disclosure concessions. The Trust is eligible to report in accordance with Tier 2 PBE Standards RDR because it does not have public accountability and it is not large.

Management has applied judgement in determining whether revenue streams have been appropriately classified as exchange or non-exchange in nature.

The financial statements have been prepared on a going concern basis, and the accounting policies have been applied consistently throughout the period.

Measurement base

The financial statements have been prepared on a historical cost basis.

The financial report is measured in New Zealand dollars and all values are rounded to the nearest dollar (\$) unless otherwise stated.

ii. Recognition of revenue

Grants are recognised as revenue when the requirements under the grant agreement have been met. Any grants for which the requirements under the grant agreement have not been completed are carried as liabilities until all the conditions have been fulfilled. Revenue received from membership subscriptions is allocated proportionally over the period to which they relate. The unearned portion of subscriptions is shown under current liabilities. Prepaid visits are also treated as current liabilities.

Sales of goods and admissions comprise the amounts received and receivable for goods and services supplied to customers in the ordinary course of business. This revenue is recognised when the goods or services are provided to the customer.

Exchange revenue is defined as transactions in which one entity receives assets or services, or has liabilities extinguished, and directly gives approximately equal value (primarily in the form of cash, goods, services or use of assets) to another entity in exchange. Revenue streams defined as exchange are membership subscriptions, admissions, sales of goods, certain other

grants (where there is an exchange obligation) and certain items of other revenue.

Non-exchange transactions arise where an entity receives value from another entity without giving approximately equal value in exchange. Revenue streams defined as non-exchange are the Wellington City Council grant as well as other grants and donations and items of other revenue that are not included under exchange transactions.

Interest income is accounted for as earned.

In the financial statements, there is no financial recognition of support given in the form of donated labour and materials.

iii. Cost of goods sold

Cost of goods sold comprises the purchase of stock items and other directly attributable costs relating to the Café, Retail, Functions and Education services.

iv. Property, plant and equipment and intangible assets

Property, plant and equipment and intangible assets are measured initially at cost. Cost includes expenditure that is directly attributable to the acquisition of the items. The cost of an item is recognised only when it is probable that future economic benefit or service potential associated with the item will flow to the entity.

Subsequent costs that meet the recognition criteria above are recognised in the carrying value of the item of the fixed asset or intangible asset. Such cost includes the cost of replacing part of the asset if the recognition criteria are met. When significant parts of the asset are required to be replaced at intervals, the entity recognises such parts as individual assets with specific useful lives and depreciates them accordingly. Likewise, when a major inspection is performed, its cost is recognised in the carrying amount of the fixed asset as a replacement if the recognition criteria are satisfied. All other repair and maintenance costs are recognised in surplus or deficit as incurred.

Measurement subsequent to initial recognition:

Subsequent to initial recognition, Property, plant and equipment and intangible assets are measured using the cost model.

Karori Sanctuary Trust (Inc.)

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Statement of accounting policies

v. Depreciation and amortisation

Depreciation of Property, plant and equipment and amortisation of intangible assets is calculated on a straight-line basis so as to allocate the cost of the assets over their useful lives as follows:

Building/Infrastructure	5-100 years
Exhibitions	2-20 years
Leasehold improvements	10-25 years
Predator fence	25-50 years
Fixtures, Plant and Equipment	2-25 years
Vehicles	3-14 years
Other Assets	3-25 years
Computer Software	3 years

vi. Cash and Bank

Cash and bank includes bank balances, funds held at call with financial institutions and other short-term and highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

vii. Accounts and Sundry Receivables

Accounts receivable are stated at anticipated realisable value after providing against debt where collection is doubtful.

viii. Stock on Hand

Stock on hand comprise of retail, food and beverages. They are stated at the lower of cost and net realisable value. Cost is determined on a weighted average cost basis.

ix. Leased Assets

As Lessee:

Operating leases

Operating lease payments are recognised as an expense in the periods the amounts are payable.

Finance leases

A finance lease is a lease that transfers to the lessee substantially all the risks and rewards incidental to ownership of an asset, whether or not title is eventually transferred.

At the commencement of the lease term, finance leases where the Trust is the lessee are recognised as assets and liabilities in the statement of financial position at the lower of the fair value of the leased item or the present value of the minimum lease payments.

The finance charge is charged to the surplus or deficit over the lease period so as to produce a constant periodic rate of interest on the remaining balance of the liability.

x. Impairment

Property, plant and equipment and intangible assets held at cost that have a finite useful life are reviewed for impairment whenever events or changes in circumstances indicate that the carrying amount may not be recoverable. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable service amount.

The recoverable service amount is the higher of an asset's fair value less costs to sell and value in use. If an asset's carrying amount exceeds its recoverable service amount, the asset is regarded as impaired and the carrying amount is written-down to the recoverable amount. The total impairment loss is recognised in the surplus or deficit. The reversal of an impairment loss is recognised in the surplus or deficit.

xi. Employee Entitlements

Employee entitlements to salaries and wages, annual leave and other benefits are recognised when they accrue to employees.

The liability for employee entitlements is carried at the present value of the estimated future cash outflows.

xii. Goods and Services Tax (GST)

The financial statements have been prepared so that all components are stated exclusive of GST with the exception of receivables and payables that include GST invoiced.

xiii. Income Tax

The Trust being a charitable organisation is income tax exempt under the Income Tax Act 2007.

xiv. Statement of Cash Flows

The following are the definitions of the terms used in the statement of cash flows:

(a) Operating activities include all transactions and other events that are not investing or financing activities.

(b) Investing activities are those activities relating to acquisition, holding and disposal of property, plant and equipment and of investments.

(c) Financing activities are those activities that result in changes in the size and composition of the capital structure. This includes both equity and debt not falling within the definition of cash.

(d) Cash is considered to be cash on hand and current accounts in banks, net of bank overdrafts.

xv. Changes in accounting policies

There have been no changes in accounting policies in the year.

Comparative figures have been reclassified where applicable to conform with current year classifications.

Karori Sanctuary Trust (Inc.)

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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Wellington City Council
Me Heke Ki Pōneke

2. Revenue

	2020 \$	2019 \$
<i>Revenue from exchange transactions:</i>		
Sale of goods and services	3,751,065	3,964,256
Grant revenue	73,414	66,740
Interest Income	52,308	46,315
<i>Revenue from non-exchange transactions:</i>		
Grant revenue	1,171,714	1,110,155
Bequests	34,262	36,117
Gifts, Donations	758,565	491,028
Free Admissions Revenue from Wellington City Council	230,000	-
COVID-19 Wage Subsidy	365,362	-
Tanglewood House Funding	-	700,000
Total Revenue	6,436,690	6,414,611

3. Operating Expenditure

	2020 \$	2019 \$
Administration and Management	65,139	80,701
Personnel Costs	3,592,723	3,260,704
Fees to auditor		
- fees to PwC for audit	38,784	34,700
Other Operating Expenditure	724,176	776,074
Total Operating Expenditure	4,420,822	4,152,179

4. Accounts Receivable

	2020 \$	2019 \$
<i>Total receivables comprises:</i>		
Receivables from the sale of goods and services (exchange transactions)	48,535	40,218
Donation receivables (Non-exchange)	4,000	
	52,535	40,218

5. Accounts Payable and Accruals

	2020 \$	2019 \$
<i>Total payables comprises:</i>		
Trade Payables	159,382	175,415
Payroll Accruals	220,511	150,479
	379,893	325,894

Karori Sanctuary Trust (Inc.)

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G. Property, Plant and Equipment for the year ended 30 June 2020

	Trust Buildings	Exhibition Centre	Leasehold Improvements	Predator Fence	Fixtures, Plant and Equipment	Vehicles	Other Assets	Buildings - Work in Progress	Total
COST									
As at 1 July 2019	1,928,150	3,639,384	1,132,006	2,457,633	622,941	375,327	895,023	104,378	11,154,842
Additions at cost	10,803	-	63,751	-	19,655	29,073	56,292	94,768	274,342
Disposals	-	-	-	-	-	-	-	-	-
As at 30 June 2020	1,938,953	3,639,384	1,195,757	2,457,633	642,596	404,400	951,315	199,146	11,429,184
ACCUMULATED DEPRECIATION									
As at 1 July 2019	687,755	3,620,304	660,448	1,807,190	355,627	170,736	665,492	-	7,967,552
Depreciation charge	82,952	9,634	48,700	95,231	37,711	35,902	42,349	-	352,479
Disposals	-	-	-	-	-	-	-	-	-
As at 30 June 2020	770,707	3,629,938	709,148	1,902,421	393,338	206,638	707,841	-	8,320,031
NET BOOK VALUE	1,168,246	9,446	486,609	555,212	249,258	197,762	243,474	199,146	3,109,153

The current balance in Buildings - Work in Progress is the development of Tanglewood House.

Karori Sanctuary Trust (Inc.)

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

6. Property, Plant and Equipment for the year ended 30 June 2019

	Trust Buildings	Exhibition Centre	Leasehold Improvements	Predator Fence	Fixtures, Plant and Equipment	Vehicles	Other Assets	Buildings - Work in Progress	Total
COST									
As at 1 July 2018	1,491,656	3,639,384	1,132,006	2,457,633	594,667	178,387	807,308	195,555	10,496,596
Additions at cost	-	-	-	-	28,274	196,940	87,815	345,317	658,246
Completion of Building	436,494	-	-	-	-	-	-	(436,494)	-
Disposals	-	-	-	-	-	-	-	-	-
As at 30 June 2019	1,928,150	3,639,384	1,132,006	2,457,633	622,941	375,327	895,023	104,378	11,154,842
ACCUMULATED DEPRECIATION									
As at 1 July 2018	624,300	3,610,510	607,033	1,711,959	319,581	139,868	635,566	-	7,648,817
Depreciation charge	63,455	9,794	53,415	95,231	36,046	30,868	29,926	-	318,735
Disposals	-	-	-	-	-	-	-	-	-
As at 30 June 2019	687,755	3,620,304	660,448	1,807,190	355,627	170,736	665,492	-	7,967,552
NET BOOK VALUE	1,240,395	19,080	471,558	650,443	267,314	204,591	229,531	104,378	3,187,290

During the 2018/19 year Pukeahu House (formerly the Brierley Pavilion) was completed.

The current balance in Buildings - Work in Progress is the development of Tanglewood House.

Karori Sanctuary Trust (Inc.)

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7. Intangible Assets for the year ended 30 June 2020

	Computer Software	Total
COST		
As at 1 July 2019	62,801	62,801
Additions at cost	-	-
Disposals	-	-
As at 30 June 2020	62,801	62,801
ACCUMULATED DEPRECIATION		
As at 1 July 2019	50,909	50,909
Amortisation	5,946	5,946
Disposals	-	-
As at 30 June 2020	56,855	56,855
NET BOOK VALUE	5,946	5,946

7. Intangible Assets for the year ended 30 June 2019

	Computer Software	Total
COST		
As at 1 July 2018	47,936	47,936
Additions at cost	14,865	14,865
Disposals	-	-
As at 30 June 2019	62,801	62,801
ACCUMULATED DEPRECIATION		
As at 1 July 2018	36,150	36,150
Amortisation	14,759	14,759
Disposals	-	-
As at 30 June 2019	50,909	50,909
NET BOOK VALUE	11,892	11,892

Karori Sanctuary Trust (Inc.)

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

8. Reconciliation of Cash Flow Statement

Reconciliation of net cashflow from operating activities with operating surplus

	2020 \$	2019 \$
Net Surplus/(Deficit) from Operations	903,051	1,144,622
Adjustments		
Depreciation and amortisation	358,425	333,494
Interest Received	(52,308)	(46,315)
Movements in Working Capital Items		
Decrease / (Increase) in GST Receivable	29,349	21,426
Decrease / (Increase) in Stock on Hand	(3,445)	(16,201)
Decrease/(Increase) in Receivables and Prepayments	(13,943)	15,157
(Decrease) / Increase in Income in Advance	47,288	150,671
(Decrease) / Increase in Accounts Payable from Operations	82,327	53,539
	141,576	224,592
Net Cash Flow from Operating Activities	1,350,744	1,656,393

9. Related Party Transactions

During the year, the following related party transactions occurred:

	2020 \$	2019 \$
Related Party Transactions:		
Grants from Wellington City Council	1,032,124	1,006,950
Sales to Wellington City Council	23,017	17,160
Financial support to fund free admissions from Wellington City Council	230,000	-
Fee for payroll services provided by Wellington City Council	9,000	9,000
Rental expense paid to Wellington City Council	18,383	20,055

Wellington City Council charged the Trust for a number of other services in the ordinary course of business, including rates, licence fees, arborist and advertising fees.

The partner of one of the Board Trustees was employed by the Trust in our Conservation team.

During the 2017 year, the sale of the Visitors Centre and associated assets was finalised to the Wellington City Council. As part of the sale transaction the Trust signed an agreement to lease the Visitors Centre back from the Council for an initial 10 year term with the option for the Trust to extend the lease in 10 year increments in perpetuity. Annual rental of the Visitors Centre is \$1 if demanded. The lease arrangement has been accounted for as a finance lease under PBE IPSAS 13, resulting in an immaterial asset and lease liability being recognised in the financial statements.

	2020 \$	2019 \$
Key management personnel compensation:		
Leadership team remuneration	783,988	701,534
Full-time equivalent members	5	5
Board remuneration paid to Trustees	110,500	92,733

Key management personnel are defined as the Board of Trustees, the Chief Executive and the Strategic Management Team.

Karori Sanctuary Trust (Inc.)

10. Lease Commitments

i. ZEALANDIA land and Trust offices

The Trust is a party to an agreement with the Wellington City Council and Wellington Regional Council for the transfer of ZEALANDIA land and its ultimate lease to the Karori Sanctuary Trust. The Current Deed of Lease is dated 8 January 2013. The Trust also leases its office building from the Wellington City Council.

ii. Photocopiers, telephone system and EFTPOS terminals

Commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows:

	2020 \$	2019 \$
Within one year	15,215	11,752
Later than one year but not later than five years	32,714	33,668
	47,929	45,420

11. Capital Commitments

As at 30 June 2020, there are no capital commitments (2019: none).

12. Contingent Liabilities

There are no contingent liabilities as at 30 June 2020 (2019: none).

13. Contingent Assets (possible income)

During the year, the Trust received notice that it has been named as a beneficiary in a will. The will has been challenged by a third party in the Family Court. The timing and value of the bequest is dependent on the outcome of the judicial process and cannot be reliably estimated at balance date. Consequently, an asset has not been recognised at 30 June 2020. If the possible income from the bequest is subsequently received, it will be accounted for in the year in which it is received.

14. Post balance date events

There are no post balance date events which affect these financial statements (2019: none).

15. Impact of COVID-19

On 11 March 2020, the World Health Organisation declared the outbreak of COVID-19 a pandemic. On 26 March 2020, the New Zealand Government increased its COVID-19 alert level to level 4, resulting in a nationwide lockdown. As part of the lockdown ZEALANDIA was closed to the public and the majority of staff were required to work remotely from home, with a skeleton staff on site to maintain animal welfare and biosecurity.

ZEALANDIA re-opened in mid-May under COVID-19 alert level 2 and all staff returned to the office with the move down to level 1.

The impact of COVID-19 in 2019/20 has been manageable due to the busy summer season finishing in March. The Trust received the Government Wage Subsidy Scheme, and launched a successful public appeal in May, both of which have supported the ongoing operations of the Trust. In addition, Wellington City Council has provided a level of financial support to enable free admissions to the public in the period following the reopening of the sanctuary through to 30 June 2020, and remains committed to ensuring ZEALANDIA is able to continue providing a native wildlife sanctuary which benefits the community.

As at 30 June 2020, the Trust is in a strong financial position. While \$1.7 million of the year end cash and bank balance has been committed (primarily the construction of Tanglewood House and provision of research fellowships), the Trust continues to hold sufficient cash reserves to help mitigate any currently foreseen adverse financial impact COVID-19 may have.

In the 2020/21 financial year we expect a 40% reduction in visitor numbers, as a significant portion of our visitors are international tourists. In response we have shifted our focus towards the Wellington and New Zealand market. Expenditure has been scaled back in relation to revenues, and management is pursuing other income streams including further COVID-19 related funding, grant applications, appeals, donations and membership support. In addition, all non-committed capital expenditure has been postponed until the economic outlook is more certain.

We are continuing to monitor the economic situation closely so we can remain agile and respond quickly to further developments.

On consideration of the factors above, the Board of Trustees consider the preparation of the financial statements on a going concern basis is appropriate.

Karori Sanctuary Trust (Inc.)

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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Wellington City Council
Me Heke Ki Pōneke



Independent auditor's report

To the readers of Karori Sanctuary Trust's financial statements and performance reporting for the year ended 30 June 2020

The Auditor-General is the auditor of Karori Sanctuary Trust (the "Trust"). The Auditor-General has appointed me, Christopher Ussher, using the staff and resources of PricewaterhouseCoopers, to carry out the audit of the financial statements and performance reporting of the Trust on his behalf.

Opinion

We have audited:

- the financial statements of the Trust that comprise the statement of financial position as at 30 June 2020, the statement of comprehensive revenue and expense, statement of changes in equity and statement of cash flows for the year ended on that date and the notes to the financial statements that include accounting policies and other explanatory information; and
- the performance reporting of the Trust.

In our opinion:

- The financial statements of the Trust
 - present fairly, in all material respects:
 - its financial position as at 30 June 2020; and
 - its financial performance and cash flows for the year then ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with the New Zealand Public Benefit Entity Reduced Disclosure Regime; and
- the performance reporting of the Trust presents fairly, in all material respects, the Trust's actual performance compared against the performance targets and other measures by which performance was judged in relation to the Trust's objectives for the year ended 30 June 2020.

Our audit was completed on 28 August 2020. This is the date at which our opinion is expressed.

The basis for our opinion is explained below, and we draw your attention to a matter. In addition, we outline the responsibilities of the Board of Trustees and our responsibilities relating to the financial statements and the performance reporting, we comment on other information, and we explain our independence.

Basis for our opinion

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the Responsibilities of the auditor section of our report.

We have fulfilled our responsibilities in accordance with the Auditor-General's Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of matter - Impact of COVID-19

Without modifying our opinion, we draw attention to the disclosures about the impact of COVID-19 on the Trust as set out in note 15 to the financial statements

Responsibilities of the Board of Trustees for the financial statements and the performance reporting

The Board of Trustees is responsible on behalf of the Trust for preparing financial statements that are fairly presented and that comply with generally accepted accounting practice in New Zealand. The Board of Trustees is also responsible for preparing the performance reporting for the Trust.

The Board of Trustees is responsible for such internal control as it determines is necessary to enable it to prepare financial statements and performance reporting that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements and the performance reporting, the Board of Trustees are responsible on behalf of the Trust for assessing the Trust's ability to continue as a going concern. The Board of Trustees is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the Board of Trustees intend to liquidate the Trust or to cease operations, or has no realistic alternative but to do so.

The Board of Trustees' responsibilities arise from the Local Government Act 2002.

Responsibilities of the auditor for the audit of the financial statements and the performance reporting

Our objectives are to obtain reasonable assurance about whether the financial statements and the performance reporting, as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance reporting.

Karori Sanctuary Trust (Inc.)

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For the target information reported in the performance reporting, our procedures were limited to checking that the information agreed to the Trust's statement of intent.

We did not evaluate the security and controls over the electronic publication of the financial statements and the performance reporting.

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- We identify and assess the risks of material misstatement of the financial statements and the performance reporting, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- We obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal control
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Trustees
- We evaluate the appropriateness of the reported performance reporting within the Trust's framework for reporting its performance.
- We conclude on the appropriateness of the use of the going concern basis of accounting by the Board of Trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust's ability to continue as a going concern. If we conclude that a material uncertainty exists we are required to draw attention in our auditor's report to the related disclosures in the financial statements and the performance reporting or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Trust to cease to continue as a going concern.
- We evaluate the overall presentation, structure and content of the financial statements and the performance reporting, including the disclosures, and whether the financial statements and the performance reporting represent the underlying transactions and events in a manner that achieves fair presentation

We communicate with the Board of Trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit

Our responsibilities arise from the Public Audit Act 2001.

Other Information

The Board of Trustees is responsible for the other information. The other information does not include the financial statements and the performance reporting, and our auditor's report thereon

Our opinion on the financial statements and the performance reporting does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon. At the time of our audit, there was no other information available to us.

In connection with our audit of the financial statements and the performance reporting, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the financial statements and the performance reporting or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact.

Independence

We are independent of the Trust in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1: International Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board.

Other than the audit, we have no relationship with, or interests in, the Trust.

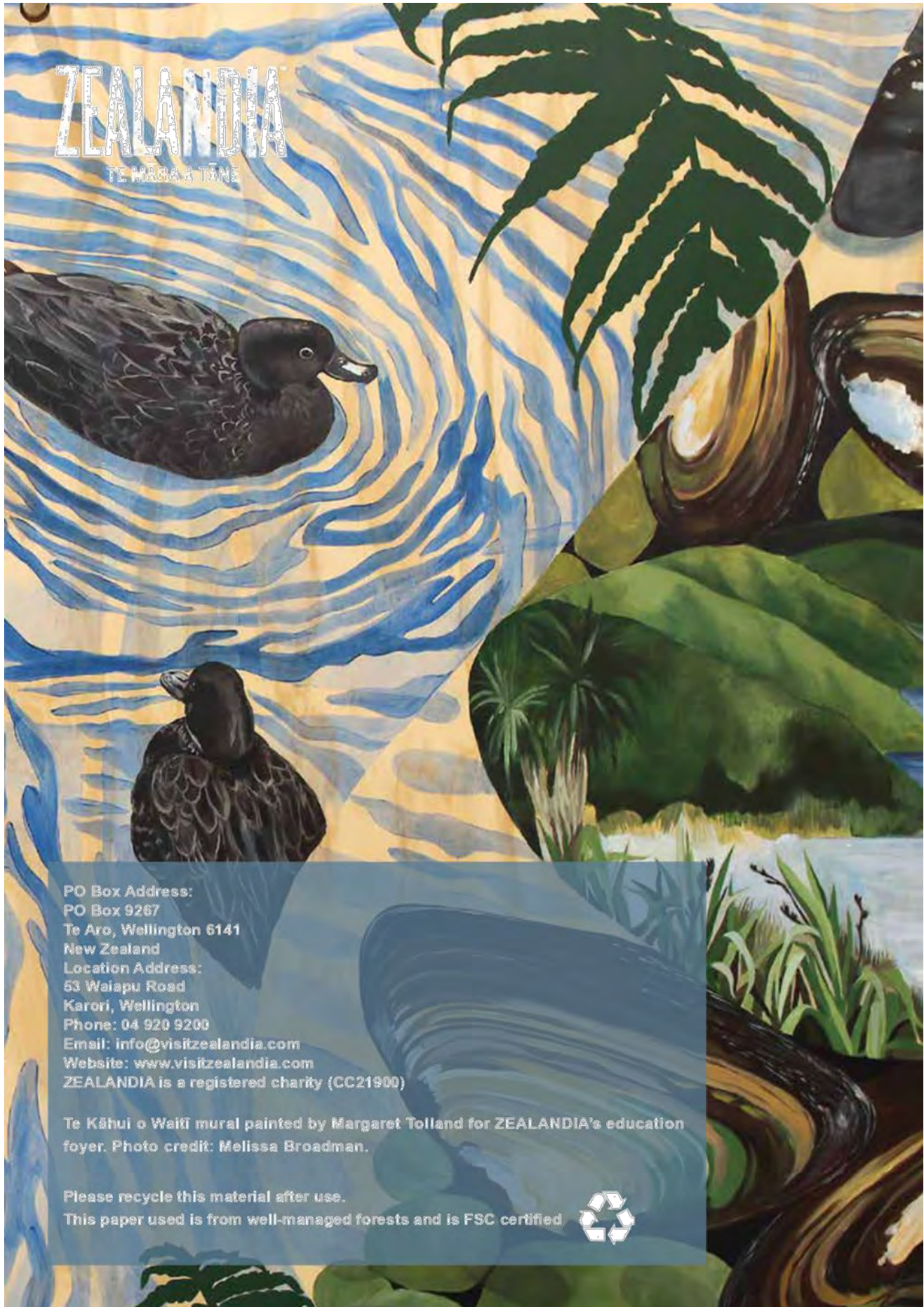
Christopher Ussher
PricewaterhouseCoopers
On behalf of the Auditor-General
Wellington, New Zealand

PricewaterhouseCoopers

Karori Sanctuary Trust (Inc.)

Directory

Trustees:
Phillip Meyer FAIM, Life FNZIM, CF Inst D, F Fin
Pete Monk
Emeritus Professor David Bibby CNZM, PhD, DSc
Russell Spratt
Libby Harrison, PhD
Jo Breese
Guardians:
Roy Sharp, Chair
Jim Lynch QSM
Professor Nicola Nelson, PhD
Julia Bracegirdle
Mayor Andy Foster
Councillor Teri O'Neill
Helen McConnell
Latu Clark
Ellen Carlyon
Senior Management:
Paul Atkins, Chief Executive
Danielle Shanahan, PhD, Director Centre for People and Nature
Matthew Valentine, Manager Corporate Services
Anastasia Turnbull, Manager Learning and Development
Chris Fitzgerald, Manager Commercial Development





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4 Experience Wellington 19/20
Greetings



he Experience Wellington Board of Trustees. Backrow: Peter Jackson, Peter Johnston. Frontrow: Jackie Lloyd (Chair), Jane Lloyd, Rachel Farrant, Aileen Collett

Tēnā koutou

Kia pāorooro te mihi maioha nei ki ngā pae maunga huri noa i te Whanganui-ā-Tara.

Kei te mihi te Tiamana me te Poari ki te Koromatua o Pōneke koutou ko ngā Kaikaunihera, ko ngā kaitautoko whānui o te Taraati nei.

I Hōngongoi, i wehe atu te tētēkura o te Taraati i muri i ngā tau tekau mā tahi. Kia pai to whakatā pahake e Pat. Pērā i te whakatauki, e waimarie ai te Taraati, kua haere mai a Sarah Rusholme hei aratakina. Mauri ora.



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5 Experience Wellington 13/20
 Greetings

Chair's Overview

Tēnā koutou,

I am sure many of you will be reflecting on a year that has been unlike any other.

For Experience Wellington, this last year has also included the farewell of Chief Executive Pat Stuart, who has been with the organisation for over 12 years and the welcome of our next Chief Executive, Dr Sarah Rusholme.

Personally, and on behalf of the Board I would like to recognise and thank Pat for the significant role that she has played as Chief Executive. Her life has been one of service, and at Experience Wellington, that has been service to our city, our arts and cultural sectors, and service to our communities.

Experience Wellington works with and touches the hearts of many diverse groups in Wellington, along with domestic and international visitors. Through her leadership, hundreds of thousands of people have experienced the Wellington we love.

Experience Wellington evolved considerably under Pat's tenure. When Pat took on the role of Chief Executive, a total of 30 exhibitions were hosted across our sites in the 2009 year, this now compares to over 550 events and programmes in the past year alone. Visitor numbers have also grown significantly - with around 550,000 visitors when Pat started in 2008 to over 770,000 visitors last year experiencing our offerings in person. The strong strategic focus on engaging with our community should only deepen as creative works continue specifically for the domestic market.

Pat's leadership and stewardship have positioned Experience Wellington to withstand the unexpected. The focus on the health, safety and wellbeing of our staff and visitors, and the upgrading of our collection storage and business systems have made for a resilient organisation. Through lockdown, staff were able to connect with each other through vital systems from home and continue to innovate and switch to a digital approach offering creative content online for our audiences.

As we farewelled Pat we welcomed Dr Sarah Rusholme as Chief Executive. Sarah has been a part of Experience Wellington for over a decade and for the last four years held the position of Director, Children & Young People Capital E Nōku Te Ao.

We are delighted to have Sarah as our next Chief Executive. She brings passion, drive and energy and the desire to lead and further develop Experience Wellington's role in our city, and I am looking forward to working with Sarah in her new position.

Finally, I would like to thank our Board of Trustees for their support and stewardship over the last year as well as acknowledge and thank the dedicated, creative and innovative team at Experience Wellington. Thank you for continuing the creation of remarkable art, culture and science experiences for our visitors.

Ngā mihi nui,
 Jackie Lloyd
 Heamana | Chair

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Experience Wellington 19/20
Greetings



Stuart Tumu Whakarae | Chief Executive



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Tā Mātou Tāpaetanga

Our Contribution to Wellington

Tēnā koutou,

The year ending 30 June 2020 will not be remembered for our performance or success, even though we continued to inspire our communities with world class innovative programming. Instead, it will be the memory of being stopped in our tracks when our Government announced its strategy to eliminate COVID-19. The immediate impact was surreal acknowledgement of a sudden, unseen threat that we knew would change our lives.

Before 22 March 2020 we were on track to achieve budget and performance targets. With 78% of our annual visitation achieved and trading revenues at 90% of the annual target, we expected to achieve breakeven by the end of the financial year.

With the ongoing support of our Principal Funder Wellington City Council, as well as Creative New Zealand, Ministry of Education and the Government's wage subsidy, we have achieved a satisfactory year-end result of \$44,000 deficit, and retained staffing levels which will enable us to rebound with fully open visitor experiences in 2020/2021.

There is still plenty to celebrate and this annual report illustrates our commitment to our vision of Engaged Curious Communities and our strategic pou that commits us to deepening our engagement with audiences, Embracing Te Ao Māori and continuous improvement of our organisation.

7 Experience Wellington 19/20 Greetings

Thank you to our wonderful Experience Wellington team who coped well with lockdown, finding new ways to do their work, and more importantly adapted their thinking about how to engage our communities. They produced entertaining programming and interesting, sometimes quirky, Wellington stories to entertain. Our efforts were supported by good business systems making communication and working online seamless. Staff wellbeing was prioritised during this period and we continue to see this as fundamental to our recovery and our future success.

Thank you to Mayor Foster and Wellington City Councillors for their ongoing support, as well as City Gallery Wellington Foundation and our many supporters including Wellington Community Trust and The Lion Foundation. Thank you to our suppliers who reduced rent or deferred payment during lockdown; gestures which are much appreciated.

Despite disruption, work has continued on the Wellington Museum Project and we now have completed concept designs. The earthquake strengthening work required for this 130-year-old Category 1 heritage

building is now fully scoped. Unfortunately a number of other projects have been delayed, including a major international art exhibition at City Gallery, now proposed for 2022. The 10th Capital E National Arts Festival will now be staged in 2023, and we will be replacing next year's festival with Creative Collider which will bring together Wellington's creative sector and children and young people to spark ideas for future festivals.

Our immediate focus, though, is on recovery. Like many organisations we have reassessed our financial forecasting for 2020/2021 to factor in the reality of COVID-19 impacts on business, with significantly lower visitation and the associated loss of trading revenue predicted. Our commitment to Wellington is enduring and our mission is to contribute to its recovery through remarkable art, culture and science experiences that generate vitality, for the city we love.

Ngā mihi nui,
Pat Stuart
Tumu Whakarae | Chief Executive



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8 Experience Wellington 19/20
Greetings



Sarah Rusholme, Tumū Whakarae | Chief Executive



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From our incoming Chief Executive

Tēnā koutou katoa,

It is a privilege to step into the role of Tumū Whakarae | Chief Executive, following Pat Stuart's impressive 12 year tenure at Experience Wellington. I am delighted to lead this fantastic organisation as we continue to create remarkable art, culture and science attractions that generate vitality, enriching the city we love.

I have been part of the Experience Wellington whānau for over a decade and for the last four years I have had the honour of leading the creative Capital E team. I am immensely proud of the unique and diverse experiences that our six sites offer, and I find myself constantly in awe of the talent of our team, which you'll be able to read more about in our review of 2019/2020.

Experience Wellington has a powerful presence across the capital. The way we elevate and celebrate the city's stories, creativity and taonga

will play a transformative role as we rebound from COVID-19.

Now's the time to explore and be uplifted by homegrown talent, ideas, art and history - and to support the tourism industry of Aotearoa. Over the coming year you'll hear about the projects we have planned that will showcase Wellington as the creative and cultural capital.

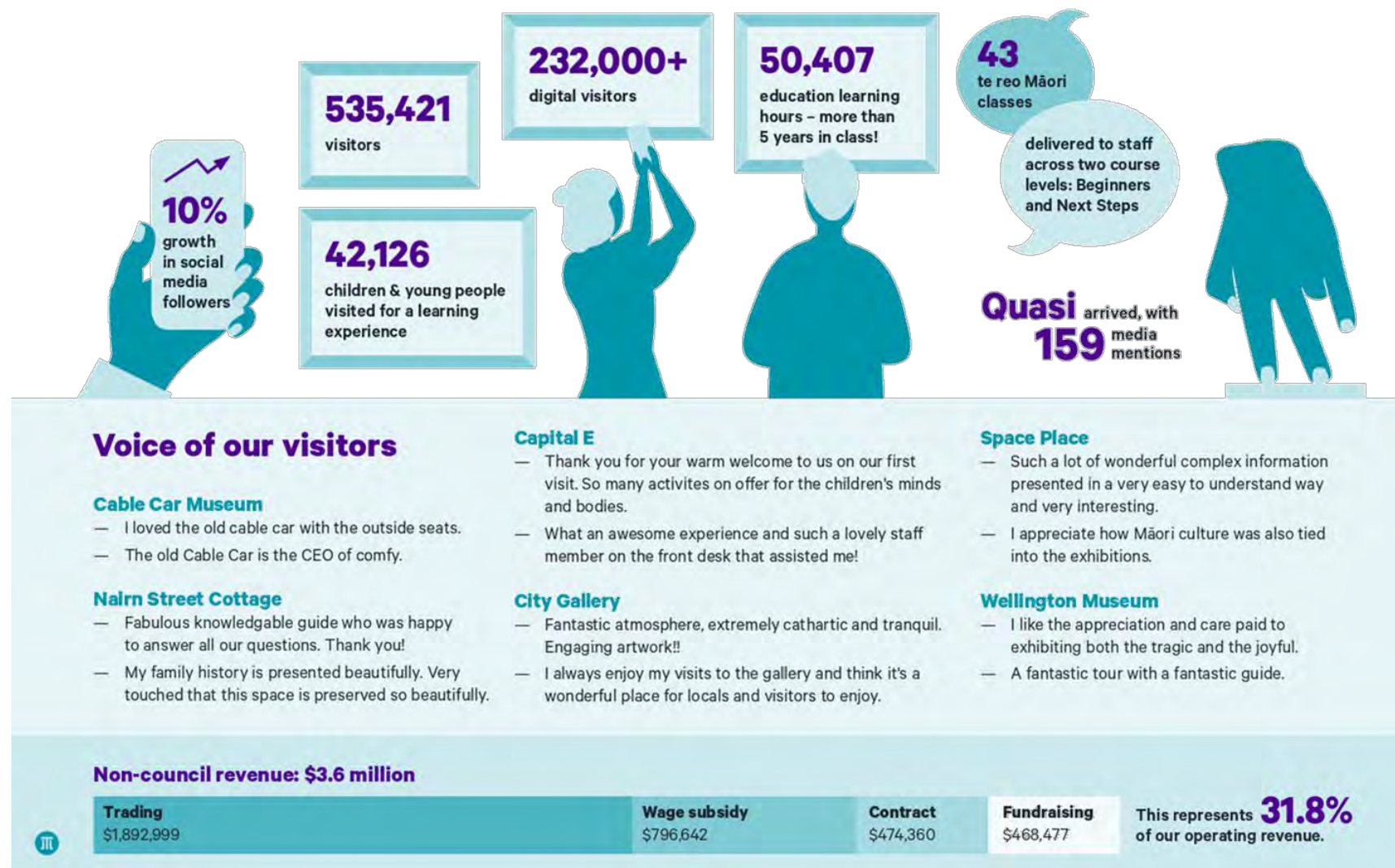
Thank you to everyone who has supported Experience Wellington over the last year. We have loved having you visit or partner with us and look forward to welcoming you again soon to discover, explore, learn and be uplifted and inspired alongside us.

Waiho i te toipoto kaua i te toiroa.

Ngā mihi nui,
Dr Sarah Rusholme
Tumū Whakarae | Chief Executive

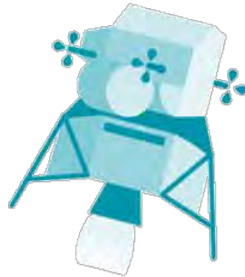


Our Year at a Glance



Highlights of the year

We are proud of our achievements throughout this last year and the ongoing scale and growth of programmes and audiences reached.



Lunar Module

Space Place celebrating the 50th anniversary of the moon landing with Sheyne Tuffery's exhibition *Lunar Module*.

Quasi

The installation of Ronnie van Hout's sculpture *Quasi* on the roof of City Gallery Wellington, causing a media sensation and brought the world to Te Ngākau.



Maker Faire Wellington

Powered by Capital E, Maker Faire brought 50 makers, tinkerers and inventors to an audience of 6,000 at TSB Arena and under the Queens Wharf sails.



The Navigators

Working on a new planetarium show telling the story of Pacific and European navigation which remains on track to open in June 2021.



Suffrage in Stitches

The re-staging of *Suffrage in Stitches* at Wellington Museum which involved more than 500 makers re-presenting the 1893 Suffrage Petition through textile art.

Story Studio LIVE

The Capital E National Theatre for Children's work with young people to bring their experiences and ideas of growing up in Aotearoa to audiences of their peers through the award winning 2019 version of *Story Studio LIVE*.



12 Experience Wellington 19/20
COVID-19 Lockdown



Engaging with our audiences under COVID-19 lockdown

While COVID-19 has proven challenging, it has provided space and time for innovation and the development of new initiatives that work in the real world as well digitally.

Capital E

During lockdown, Capital E digitised the excitement from PlayHQ with Term Time Online videos. Whānau could watch a range of online activities from science to dance, crafts to music and more across social platforms. Capital E was able to reach an audience right across the country who were desperate for creative content to entertain tamariki. Positive feedback was received and the videos performed strongly with 361%

increase on Facebook post reach. Our online offering continues to grow and provides a great source of content for parents and caregivers.

City Gallery Wellington

COVID-19 presented City Gallery Wellington with an opportunity to explore new and exciting options for digital content. The development of art-based quizzes for social media engaged our audiences, covering Wellington sculpture art and art in movies. We also shared the secrets from behind the scenes of City Gallery – where does our artwork come from and how long it takes to install an exhibition as well as addressing rumours of a resident ghost. We livestreamed our first virtual event, City Gallery Book Club which focussed on books and movies about pandemics. The event was well attended and

rebroadcast on Radio Active a few days later. Recording future events like this provides the opportunity to expand our audience reach.

Wellington Museum

The Battle of Manners Street, a riot between US servicemen and local Wellingtonians around the treatment of Māori, was first posted on the 3rd of April to coincide with the 77th anniversary of the battle. Later it was reposted during the Black Lives Matter discussion, with Wellington Museum bringing the important and sometimes uncomfortable stories from our past to the wider Wellington community. The post reached over 129,000 people on Facebook alone, with huge engagement, it has been the most popular post in Wellington Museum's social media history.



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Our Strategic Pou: We Change Lives

Ā Mātou Pou Rautaki

Our Strategic Pou: We Change Lives

We are committed to deepening our engagement with existing audiences and developing new audiences for our remarkable experiences.

At Experience Wellington we work for the city of Wellington and its people to create inspiring, stimulating art and culture experiences as well as sharing stories of our heritage. Our mahi provides immense social value for all ages and backgrounds. Our inclusive experiences promise an environment of creativity, learning and connectedness that enhances wellbeing and generates vitality.





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Our Strategic Pou: We Change Lives

Strategic Project:

Te Waka Huia o Ngā Taonga Tuku Iho Wellington Museum Project

The historic 1892 building, The Bond Store – a nationally significant Category 1 Heritage building, and home to Wellington Museum, is one of the oldest structures in the city and is an important reminder of Wellington's past.

Museums play a vital role in the wellbeing of a city. They are a public civic place that provides a space to prompt discussion and provide a link to the region's identity, past and future. We pride ourselves on being involved in activities that enhance people's wellbeing.

A project is underway to reshape and enhance the visitor experience within the Museum and deepen engagement with our community and to address urgent building works to improve the Bond Store's earthquake resilience.

The project is an investment in the city, providing Wellingtonians an enduring, inclusive, cultural treasure for years to come. We hope to begin

building works midway through 2021, which are expected to take up to two years to complete.

While the building will be closed, the Museum will continue to 'share the stories and objects of Wellington' by connecting the community via pop-up experiences, outreach programmes, community-led initiatives as well as the utilisation of other Experience Wellington facilities. The development of new exhibitions will allow us to deepen and broaden our audience and offering, with mana whenua, Pasifika, youth and accessible communities as our focus.

Once Wellington Museum reopens, visitors will find a place to have fun and be active, to discover and explore new ways to look at our changing city. With almost 130 years of history in the city of Wellington, this iconic building will continue its legacy as a place of inclusion that enhances the health and wellbeing of our visitors.



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 Our Strategic Pou: We Change Lives



Strategic Project:

High Profile Art at City Gallery Wellington

Planning for City Gallery Wellington's next high value, international art exhibition is well underway. The only New Zealand venue showing this important work and in partnership with two well-known and influential Australian institutions, this exhibition is a coup and a once in a lifetime opportunity for Wellington.

The pandemic has had an impact on the timing of the New Zealand exhibition with the dates moving out a year later than originally planned. The new timing of the exhibition provides a great opportunity as the city rebounds from the effects of COVID-19, bringing a theme of wellbeing and unity. Art nourishes our souls. It has magical properties and uplifts and transports our spirits. It fires our imaginations, sparking new ways to see the world and to think about how we occupy it.

We are excited to present this remarkable exhibition and we look forward to sharing more about the artist and their work later this year.



Karen Walker speaking at City Gallery Wellington November 2019. Photo by Mark Tantrum



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Experience Wellington 19/20 | Wellington Museum
Our Strategic Pou: We Change Lives

Suffrage in Stitches

546 makers, 300 metres, 500 fabrics, 27,000 individual hand stitches and two exhibitions. *Suffrage in Stitches* is the ambitious, community-driven Wellington Museum project honouring the wāhine toa who pioneered the women's rights movement of 1893 Aotearoa.

In collaboration with the up-cycling initiative Vinnies Re Sew, Wellington Museum turned a community engagement programme into a hugely successful textile exhibition. Reflecting the original petition's number of pages, 546 individually designed fabric panels were created by members of the public. Professional artists, community groups and amateur sewing hobbyists across the country unravelled the personal stories behind 546 signatures.

Suffrage in Stitches first opened in Wellington Museum's Flux gallery in August 2019. The exhibition was opened by Minister Carmel Sepuloni and attended by the Governor General. Over 50,000 people visited the works during the month-long installation.

Back by popular demand, *Suffrage in Stitches* returned to Wellington Museum in December 2019 and ran until April 2020. Museums Wellington's Exhibition team enhanced the display and created online content from Te Puna Mātauranga o Aotearoa National Library of New Zealand to accompany the works.



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Wellington
Museum

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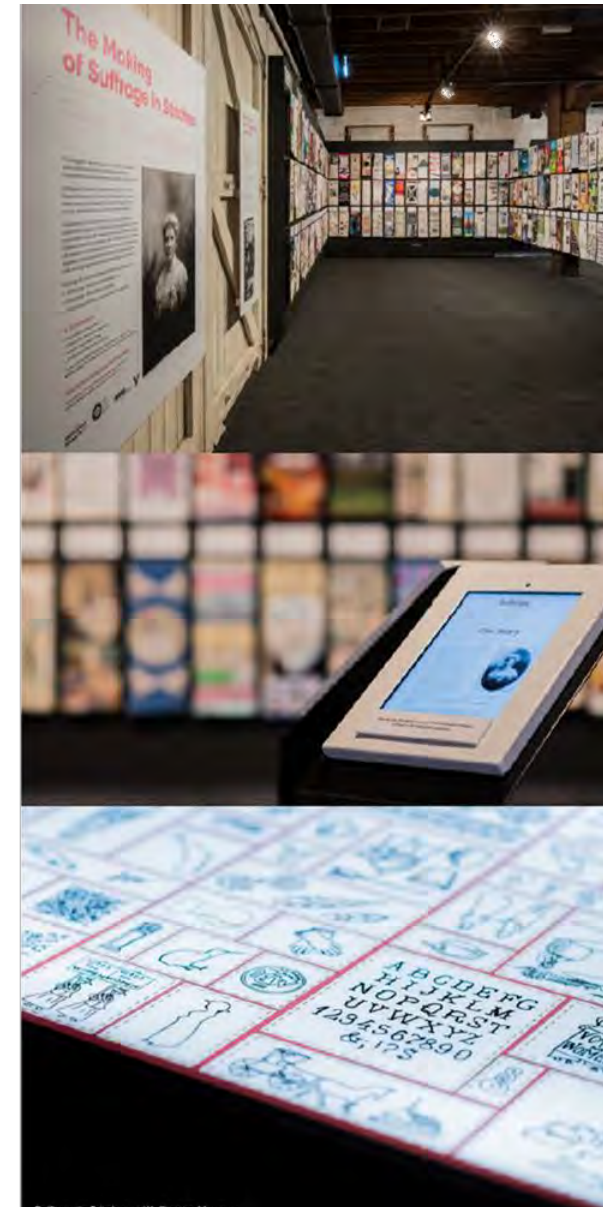
What started as a collective exhibition emerged as a sharing of history and connection of people. Makers discovered a love of history, new friendships and a renewed appreciation for those before them. Every contribution, every conversation and every stitch became a thread woven into the rich tapestry that is New Zealand history.

We thank Vinnies Re Sew, particularly Caroline O'Reilly and her team of volunteers, for partnering with Wellington Museum to bring this important exhibition to thousands of visitors over the last year.

Thank you to Carolina Angelica Prato-Casanova of Natural Macro Photography, with the help of equipment loaned by Woolf Photography and Cut the Mustard, who kindly donated hundreds of hours of time to photograph and document the individual panels for our website, developed to showcase our history through the fabric panels.



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Experience Wellington 19/20 | City Gallery Wellington
Our Strategic Pou: We Change Lives

Quasi

It was a strange sight. One early August morning in the normally quiet Te Ngākau Square, a giant, pink hand, lifted by a helicopter, rose above the Wellington skyline. *Quasi* had arrived.

In partnership with the Wellington Sculpture Trust, City Gallery Wellington migrated *Quasi* north from his home on the roof of the Christchurch Art Gallery. Now he presides over Wellington, atop City Gallery.

Quasi is a nod to Quasimodo, the deformed bell ringer in *The Hunchback of Notre-Dame* who is misshapen and misunderstood — very similar to the infamous *Quasi*. Artist Ronnie van Hout says “*Quasi* represents the history of the outsider, the freak, the artist. Like Quasimodo, he is not a real monster, but a misunderstood abject self who is denied a name, who bears only a description — as misshapen.”

Van Hout asks “How much could we love a detached hand that has taken on a life of its own?” Whether you love him or hate him, *Quasi* brings forth a response from all who fall under his gaze. Images of *Quasi* on top of City Gallery made a splash around the world and featured in news items on *BBC News*, *The Guardian*, *The Independent*, *Daily Mail*, *Time*, *CNN*, *New York Post*, and on Stephen Colbert’s popular tour of New Zealand. Locally, he lit up media with highlights in *The Dominion Post*, *New Zealand Herald*, *Stuff*, *The Spinoff* and many others.



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Much discussion is had online regarding *Quasi*; multiple Tinder accounts use his image, emojis were developed, memes created, offers to knit hand warmers were made, and a steady stream of people visited Te Ngākau Civic Square to take a photo.

Quasi lends a hand to the partnership of City Gallery Wellington and the Wellington Sculpture Trust in bringing attention back to Te Ngākau Civic Square. The artwork stands ominously above the surrounding construction, foreshadowing the city square's return to life and vibrancy.

Quasi is a joint project with Wellington Sculpture Trust and City Gallery Wellington, with support from Wellington City Council, Wellington Community Trust, and Richard Burrell.



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Maker Faire 2019. Photo by Justine Hall



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Maker Faire 2019

Make, create and celebrate! Taking place all over the world, Maker Faire events are dedicated to Makers of all kinds. Artists, jewellers, cosplayers, engineers, musicians and more come together for the greatest show and tell on Earth.

Capital E is the first and only New Zealand organisation to partner with Make Community and deliver the popular event. Our second Maker Faire took place in Shed 6 in October and attracted over 6,000 creative enthusiasts.

The whānau-friendly showcase of creativity and resourcefulness was teeming with curious crafts and Kiwi ingenuity. Matchstick sculptures, robot battles, handmade soap, 3D printing and a life-size kinetic Lego man were among the amazing mahi of the 55 participating creators. Maker Faire Wellington offers an engaging 'behind the scenes' experience for children and their families. Professional crafters shared their process and techniques with anyone interested in learning more.

Capital E's Creative Producer of Public Programmes, Karen Carey, reflected on the event saying, "we are passionate about expressing and igniting creativity at Capital E and Maker Faire is all about getting creative, thinking outside

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Experience Wellington 19/20 | Capital E
 Our Strategic Pou: We Change Lives



Maker Faire 2019. Photo by Justine Hall

the box, and inspiring people of all ages to become Makers themselves. This is the second year we produced the festival and we're inspired seeing all the new and returning makers share their ideas, skills and projects so generously. Maker Faire Wellington provided amazing opportunities for hands on engagement and inter-generational learning."

Local and national news covered our festival with 28 media pieces in total. Notably, Stuff's "Kea Kids News" segment highlighted the event, including an interview with John Espin from Stupid Fighting Robots and reached an incredible 4,052,518 views.

We are privileged to have been a part of the Make Community. As the children's centre for all things creative, we love providing opportunities for young people to learn, grow and explore their creative potential.



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Our Strategic Pou: We Change Lives

Split Level Viewfinder: Theo Schoon and New Zealand Art

City Gallery Wellington challenged audiences with a contentious exhibition *Split Level Viewfinder: Theo Schoon and New Zealand Art*. In curating the exhibition, Aaron Lister of City Gallery and art historian Damian Skinner asked viewers to think critically about Theo Schoon's place in the art history of Aotearoa.

The Dutch-New Zealand artist worked across and between cultures and contexts. Working with paint, photography, ceramics and jade carvings, the artist adopted conventions of Māori art. While Schoon interacted with and worked alongside tangata whenua, his work is now considered appropriated and culturally presumptuous.

Split Level Viewfinder opened in July and immediately attracted controversy. Calling the exhibition racist and harmful, a group of art history students occupied the gallery space one Thursday evening.

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City Gallery anticipated the provocative exhibition would invite debate. In response to the criticism, Director Elizabeth Caldwell said, "one of the exhibition's aims is to introduce new generations to this work, the issues it carries, and its role in our art history." For Caldwell, the "protest was not unexpected, given protests happening elsewhere in the art world. This exhibition opens up the very issues being raised, putting them front and centre." Neglecting our art history's problematic past would be synonymous with suggesting these issues never existed.

A series of public programmes were devised to accompany the exhibition to help visitors learn about and understand the topics it explored. The opening weekend talks, *In Conversation with Theo Schoon*, examined the works from a range of perspectives and discussed the artist's significance in New Zealand's recent art history.

City Gallery continues to be a place for research, display and debate about art and its importance in Aotearoa. The exhibition closed in early November and toured to Te Uru Waitākere Contemporary Gallery, where the conversation continued.

Thank you to the City Gallery Wellington Foundation, Auckland Art Gallery Toi o Tāmaki, the Schoon Estate, and The Fletcher Trust for supporting this thought-provoking exhibition.

Rebel and Warlock: Theo Schoon on Aotearoa and the Māori Past, 1999



Mr McGee 2019. Photo by Stephen A'Court



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Mr McGee and the Biting Flea

As the national leader in live performance for children and young people, Capital E aims to create life-long connections to the arts through positive early experiences.

International research has found that experiencing live theatre at a young age promises a wide range of benefits including boosting literacy and vocabulary, encouraging communication, developing emotional intelligence and the courage to explore difficult subjects.

In 2019, Capital E's National Theatre for Children presented Patch Theatre Companies show, *Mr McGee and The Biting Flea*. This brought New Zealand children's author Pamela Allen's well-loved stories to life. The show was performed in 22 centres across the country to almost 10,000 children aged 2-8 years old. For many, *Mr McGee* was their first theatre experience. Pamela Allen's quirky characters captured the children's attention with absurd tales of greedy kings, lost ducklings and elusive monsters!

Access to the arts varies widely between areas, and children in many communities face barriers that significantly limit their opportunities to engage with professional arts experiences.

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Teachers highlight transport and ticket costs as major factors preventing children from attending high-quality performances. We fundraise to heavily subsidise ticket prices so that early childhood centres and schools across the country can afford to experience theatre in a professional setting. Without fundraising, we would have to charge approximately \$35-\$40 per person to cover production and tour costs. Last year our dedicated fundraising team made it possible to sell our junior production tickets at \$9 per person with every 10th person free of charge.

The 2019 *Mr McGee* season impressed teachers and students alike. Teachers' feedback consistently mentioned how engaged the children were with the show.

Waipu Primary School of Northland shared their experience saying "Very enjoyable show this year. My children know many of the Pamela Allen stories, and enjoyed seeing them come to life. Great set, and portrayal of the characters." A student from Auckland's Birkenhead Playcentre was quoted in exclaiming "It was funny, Miss. Can we go again?"

Theatre inspires young minds in ways the classroom cannot. We will continue to make the benefits of art available to all corners of Aotearoa.



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Experience Wellington 19/20 | City Gallery Wellington
Our Strategic Pou: We Change Lives

Eavesdropping

City Gallery's spring exhibition invited Wellington to listen up. *Eavesdropping*, curated by Joel Stern of Liquid Architecture and James Parker of Melbourne Law School, assembled 13 works by eight contemporary artists and collectives exploring the personal, legal and ethical consequences of eavesdropping.

Chief Curator Robert Leonard discovered *Eavesdropping*'s first iteration at the Ian Potter Museum of Art in Melbourne in 2018. Our partnerships with Creative Victoria, Australia Council for the Arts, Massey University and City Gallery Wellington Foundation made it possible to bring the multimedia exhibition to our capital city.

As the centre of New Zealand government, Wellington offered the ideal backdrop to examine the politics of listening in and listening back. Oval Office audiotapes from the Nixon era, intimate Manus Island conversations and visual representations of sonic evidence were featured among the interactive exhibits.

City Gallery's public programmes team won an Experience Wellington *Changing Lives* award for their impressive selection of complementary events. Artist Hado Afshar and human rights activist Murdoch Stephens



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led a discussion with unannounced guest Behrouz Boochani in the Gallery's Auditorium. Behrouz, the award-winning writer and Manus Island detainee, unexpectedly arrived in New Zealand just three days before the event. After screening a section of Hoda's film *Remain*, the trio discussed the fabrication and suppression of identity, freedom and how art and literature capture things journalism cannot.

In a special LitCrawl taster session, in collaboration with Claire Mabey of Verb Wellington, City Gallery hosted a writer's response to *Eavesdropping*. The event took place during the Tuatara Open Late in October and drew an audience of over 300. Novelists Annaleese Jochems and Catherine Robertson and poets Nikki Lee Birdsey and Ruby Solly shared their new works inspired by sonic surveillance.

City Gallery also published *Eavesdropping: A Reader* to accompany the exhibition. Much like the exhibition, the publication boasts an eclectic collection of essays, interviews and art.

Our curators and public programme designers work together to deliver experiences that articulate and amplify the human stories inherent in contemporary art. City Gallery continues to stand as the academic sounding board for the art, philosophy and politics of today.



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Experience Wellington 19/20 | Space Place
Our Strategic Pou: We Change Lives

Moon Landing 50th Anniversary

On 20 July 1969, the Eagle module of Apollo 11 landed on the Sea of Tranquility's edge and Neil Armstrong made history in becoming the first person to walk on the Moon. Space Place celebrated 50 years since NASA's incredible achievement with a range of events offering a Wellington perspective.

On the Moon landing anniversary, Space Place held a panel discussion focusing on the mission's impact and significance. Our Senior Science Communicator, Haritina Mogoşanu, invited a range of experts and enthusiasts to reflect on the historic day. Guests included former NZ Spaceflight Association Lead David MacLennan, Science Media Centre Director Dacia Herbulock, Director of the New Zealand Astrobiology Network Samuel Leske, Victoria University Space Association students, former astronomy educator at Carter Observatory Frank Andrews and award-winning music producer Rhian Sheehan.

Rhian Sheehan composed the music for *CAPCOM Go: The Apollo Story*, a new planetarium show launched in July. The immersive short film showcases the Apollo mission and the dedicated individuals who dared to make the journey possible. Young and old, viewers always leave having learned something new.



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Experience Wellington 19/20 | Space Place
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During his three-month residence at Thomas King Observatory, artist Sheyne Tuffery exhibited *Lunar Module*. The mixed media series conveys the complexities of Apollo and the preliminary missions of Mercury and Gemini. The works also explore Wellington's reaction to the major event.

Using Wellington landscapes as backgrounds, Tuffery experimented with paper, paint and stereoscopic motion-graphic animation. The layered works paid tribute to the dangerous expedition and inspired visitors to conduct their own research into the wild space journey.

Sci-Fi Sunday complemented Space Place's celestial celebration. During July, the planetarium screened two films based on the epic mission: Oscar-winning *First Man* (2018) and Australian sci-fi comedy *The Dish* (2000).

We are looking forward to another year of inspiring the next generation of stargazers and space explorers one small step or giant leap at a time.



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City Gallery Senior Tour, 2019. Photo by Elias Rodriguez & Mark Tantrum



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Gallery Babes, City Gallery Seniors & Tuatara Open Late

With our constant rotation of exhibition tours, artist talks, live performances and panel discussions, there are always fresh and exciting ways to explore contemporary art. At City Gallery Wellington, art is for everyone. Our regular and free public programmes are tailored to the needs of new families, the elderly and underrepresented communities.

Gallery Babes makes space for new parents to enjoy an intimate art tour with their under-ones. Public Programmes Coordinator Rachel Fox and Visitor Services Host Graham Frost lovingly guide participants through the world of contemporary art. Our popular whānau-friendly tours book out months in advance. Overall, 327 parents made bookings for last year's line-up.

Inciting laughter and learning, Gallery Babes is a social programme where connections are made. During a tour of *Split Level View Finder* in August, one mother whose family live overseas, discovered that another Gallery Babes attendee lived on the same street as her. The pair swapped details and arranged to support each other with their childcare.

Similarly, City Gallery Seniors provides space for older community members to experience modern art in a safe and social environment. Over 60 senior citizens attended our tours last year. A Probus member thanked Rachel for her hospitality during the group's tour in September saying, "Your guidance gave so much more depth to Theo Schoon's creativity."

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Experience Wellington 19/20 | City Gallery Wellington
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Rachel increases the Gallery's inclusivity with her outreach programmes. In March, Rachel hosted a free tour for migrants and former refugees living in Wellington. The City Central English Language Group were invited to a private tour of *Unravelling* and Elisabeth Pointon's *What Goes Up*. An article on the English Language Partners NZ website shared the group's experience. The exhibitions stimulated discussion about the different ways to create, view and display art. The huge one-word works of Elisabeth Pointon inspired their next lesson where students explored synonyms for and the meaning behind her 'outstanding' textiles.

Sponsored by Tuatara Breweries, City Gallery's Open Late celebrates art, music and film unlike anywhere else. Occurring on the first Thursday of the month, our free event promises an ever-changing line up of exciting experiences. From live performances, tours, RadioActive DJs and artist talks, there's something for everyone. And it wouldn't be a Wellington city event without an incredible selection of food and drink. Food trucks and our onsite bar accompany the buzz of late-night event.

Tuatara Open Late draws an average of 340 visitors per event. Our December 2019 Open Late screened *Věra Chytilová: Daisies* and showcased psychedelic pop Wellington band Glass Vaults to an audience of over 500.

Our public programmes team craft and deliver engaging and inclusive events with care. We are looking forward to another year of celebrating art with the diverse communities of Wellington that make our city so vibrant.



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Learning Experiences

Experience Wellington is fortunate to work with enthusiastic and talented educators. Our education teams provide a variety of enriching experiences meeting the needs of teachers and students across the country. We curate popular LEOTC programmes at all of our sites and Capital E's National Theatre for Children tours two live performances annually.

Overall, our education programmes, National Theatre for Children tours and *Te Kuia me te Pungawerewere* tour (in partnership with Taki Rua), reached 42,126 children and young people from ages 2-16. We achieved an incredible combined total of 50,407 learning hours. That's more than five years in class!

From exploring the mysteries of outer-space to sharing local heritage stories, no day is ever the same for our Museums Wellington educators. Across all Museums Wellington sites, the team reached 7,721 children from 149 schools and

early childhood centres. *Museum Highlights* is their most popular tour with 1,365 children attending during July and December 2019.

Led by Senior Educator Alison Woollard, the team is made up of some of Experience Wellington's newest staff. Lockdown was a challenge the team faced apart while staying connected digitally and they devised content for teachers and students while socially distanced. Ministry of Education Advisor Terina Taiea congratulated Museums Wellington of the mahi outlined in their six-monthly report noting the amount of time we invested "to support local curriculum needs as well as the needs of Māori learners."

During lockdown, Museums Wellington produced *Learning in your Living Room*, a six-part activity resource that encouraged children to celebrate the taonga in their home. The idea came from *A Place Called Home*, a collaborative project between our educators and Corinna School.

Ongoing relationships with local schools are important. City Gallery Educators Helen Lloyd and Claire Hopkins teamed up with artist Ruth Robertson Taylor to deliver a unique and rewarding art experience for Wainuiomata High School in November. Ruth recently completed the Te Ngākau Civic Square mural across from the gallery. The mural, *Weaving Hope*, commemorates those lost in the 2019 Christchurch mosque attack.

Made possible with funding from City Gallery Wellington Foundation, we provided transport for Wainuiomata High School students to attend a free bespoke stencil art workshop led by Ruth and our educators at the Gallery. The classes were able to keep stencils from the workshop and made their own mural honouring kaitiakitanga and sustainable living.

Capital E's MediaLab and OnTV achieved a consistently high attendance rate with over 7,000 children experiencing their LEOTC programmes.

The OnTV programmes at Capital E encourages children to think creatively and work in a team. *Newscast*, where children devise and record their own live news show, is our most popular programme with over 1,000 students taking on the challenge this financial year.

Capital E's Digital Education Team was recognised as one of three providers for the Toloa Kenese



programme. At the Porirua Toloa Awards ceremony in February, the Minister for Pacific Peoples, Aupito William Sio, congratulated those championing greater Pacific participation in STEM programmes. Through the initiative, Capital E shared their expertise with Pacific students from Porirua.

The National Theatre for Children shows performed close to 20,000 tamariki and rangatahi around the country. For many children it meant their first time experiencing a high-quality live performance. The theatre team brings productions into schools and heavily subsidised tickets make the magic of theatre accessible to more children. Our educators welcome another year in breaking the barriers restricting tamariki and rangatahi from accessing transformative knowledge and experiences.

Making education engaging and accessible is at the heart of what our educators do. Our Education teams feel privileged to work with children and witness the magical moments where connections are made and young minds are inspired.

Wellington Museums Trust (Wellington Museums Trust) 2019

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Experience Wellington 19/20 | Wellington Museum
Our Strategic Pou: We Change Lives



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Our Collections

Museums Wellington continues to strengthen our collection to reflect Wellington's rich history. Our collection received 25 new acquisitions, 13 of these consist of more than one item. Significant collections were acquired from Capital Performing Arts Society, June & Rex Manning, the estate of Simon Manchester and Wellington City Archives.

This dress, profiled on social media recently, was made by Mavis Chun of Wellington in the 1950s and is part of Wellington Museum's collections. After her parents passed away in the late 1940s, Mavis had to put aside her own ambitions to take care of her nine youngest siblings. Her brother Stan recalls they were "a rascally and undisciplined bunch" whom Mavis had to rule with an iron fist!

The Wellington City Archives collection includes Mayor John G. W. Aitken's Key to the City, which was presented to him at the opening of Wellington Town Hall in 1904. Made by respected jeweller Frank Grady, the gold and pounamu ceremonial key is the collection highlight of the year.

In another stand out acquisition, Mercury Energy kindly donated a Mark XIV British contact mine, now converted to a buoy. The mine was one of several used to defend Wellington harbour during World War II and later converted for use as a buoy in the Central North Island hydro scheme.

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Experience Wellington 19/20
 Our Strategic Pou: We Change Lives

We Change Lives

Key Results

Physical Visitation

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual	Notes
	Achieved: Total 770,320 visits.	Total visits: 665,500 are achieved.	Not Achieved: Total 535,421 visits.	From late March physical visitation has been significantly negatively impacted as a result of COVID-19. This includes border closures, no international visitors, limited domestic tourists and site closures.
City Gallery Wellington	153,676	150,000	111,365	
Wellington Museum	132,953	130,000	100,165	
Capital E ¹	137,015	70,500	86,821	
Cable Car Museum	288,889	256,000	192,915	
Space Place	55,683	57,000	43,449	
Nairn Street Cottage	2,104	2,000	706	

Quality of Visit

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual	Notes
City Gallery Wellington	86% Not Achieved	90%	85% Not Achieved	Quality of visit has been affected by reduced access to City Gallery. The popularity of the Cable Car Museum particularly during the peak tourism season affected the quality of visit.
Wellington Museum	93% Achieved	90%	92% Achieved	
Capital E	95% Achieved	90%	93% Achieved	
Cable Car Museum	84% Not Achieved	90%	78% Not Achieved	
Space Place	91% Achieved	90%	91% Achieved	
Nairn Street Cottage	96% Achieved	90%	98% Achieved	

¹ The biennial Capital E National Arts Festival was held in 2018-19. Capital E Visitation figures includes the Hannah Playhouse.



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Our Strategic Pou: We Change Lives

Children & Young People Visiting for LEOTC²

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual
	Achieved: 80,208 children & young people visited for a learning experience.	40,250 children & young people visited for a learning experience.	Achieved: 42,126 children & young people visited for a learning experience.
City Gallery Wellington	4,038	4,500	2,410
Wellington Museum ³	5,627	7,000	3,136
Capital E ⁴	64,422	20,500	31,995
Space Place	6,121	8,250	4,585

Virtual Visitation

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual
	Achieved: Total 274,093 unique visits.	Total unique visits: 216,500 to web/mobile sites are achieved.	Achieved: Total 232,013 unique visits.
City Gallery Wellington	87,922	75,000	86,579
Museums Wellington	140,646	96,000	110,444
Capital E	45,525	45,500	34,990

²The number of students as part of a booked group visiting us for learning experiences. The delivery of LEOTC is part-funded by the Ministry of Education.
³Museums Wellington includes Wellington Museum, Cable Car Museum and Naim Street Cottage. It excludes Space Place which is reported separately.
⁴The biennial Capital E National Arts Festival was held in 2018-19. Capital E's figures includes the Hannah Playhouse.



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Experience Wellington 19/20
 Our Strategic Pou: We Change Lives

Social Media Profile

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual
	Achieved: 68,059 Facebook friends and Instagram & Twitter followers	65,000 Facebook friends and Instagram & Twitter followers are achieved	Achieved: 74,871 Facebook friends and Instagram & Twitter followers
City Gallery Wellington	37,923	35,000	41,078
Museums Wellington ⁶	12,218	12,000	14,387
Capital E	8,040	8,000	9,123
Space Place	9,878	10,000	10,283

Collection Development

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual
New to Collection ⁶	26 Not Achieved	100	25 Not Achieved
Collection Assessment ⁷	2,044 Achieved	1,000	2,189 Achieved
Collection Accessibility ⁸	6.04% Not Achieved	10%	7% Not Achieved

⁶ Museums Wellington includes Wellington Museum, Cable Car Museum and Nairn Street Cottage. It excludes Space Place which has its own social media profile.

⁷ New to Collection means: Commissions, acquisitions or donations of an item or a collection of items that have been accessioned into the collection. Refer to page 34 for details of this year's acquisitions.

⁸ Collection Assessment means: The number of items (individual or type e.g. lifebuoys) that are reviewed for retention or disposal.

⁹ Collection Accessibility means: The % of the Collection that is on display, on loan, used for research purposes or accessed through other mediums such as online.



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Experience Wellington 19/20
Our Strategic Pou

Ā Mātou Pou Rautaki

Our Strategic Pou: Embracing Te Ao Māori

We acknowledge tangata whenua as kaitiaki and Te Tiriti o Waitangi. We strive to reflect the values of te ao Māori in our work and in what our audiences see, feel and experience.

As a national leader in the arts and cultural sector, Experience Wellington aims to represent an authentic Māori dimension at all organisation levels Embracing Te Ao Māori uplifts the mana of the stories we tell and connections we make.

Ko koe ki tēnā, ko ahau ki tēnei kīwai o te kete — you at that and I at this handle of the basket.



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Experience Wellington 19/20 | Space Place
 Our Strategic Pou: Embracing Te Ao Māori



Strategic Project:

The Navigators

Space Place shares stories of New Zealand's history through the stars. The night sky maps our past and guides us towards the future. Using radically different techniques, our nation's first people and European settlers both relied on the science of stars to navigate towards their new home.

The Navigators is an ambitious strategic project currently in development. Made possible by Lottery's Tuia 250 grant awarded to Museums Wellington in 2019, the project draws on our nation's dual voyaging heritage.

The Navigators is a 25-minute planetarium film comparing voyaging traditions through a series of interviews with astronomy experts and Pasifika voyaging knowledge-holders. The strategic project benefits include increasing dialogue between mātauranga Māori and science communities and the opportunity to present both sides of Aotearoa voyaging history with mana, authority and meaning.

Engagement with key experts ensure our production offers a balanced understanding and appreciation of maritime and celestial knowledge across our founding cultures. Aotearoa Master Navigator Jack Thatcher has agreed to be the project's lead subject matter expert in waka kaupapa.

We have also engaged with individuals from key organisations including WellingtonNZ, Wellington City Council, New Zealand Astrobiology Network, NASA, ESA, and Auckland Museum.

Between April 2019 and March 2020, we completed three critical milestones in the research and design development stages. First, we appointed Museums Wellington representatives for the project's key roles: Brett Mason as the Project Sponsor, Anton Carter as the Executive Producer, Haritina Mogosanu as Content Advisor, Annie Mercer as Project Coordinator and John Dow as Project Manager (external contractor).

Secondly, we developed six external contracts for the production phase. These contracts included roles for script development, film treatment, graphic design and for a tikanga cultural advisor.

For the third milestone, *The Navigators* development team attended four one-day wānanga and workshops hosted at Wellington Museums and Space Place. Each wānanga was rich with knowledge integral to the project's success. The first and second wānanga focused on Pasifika navigation techniques and early European voyaging technology. Our core production team explored storytelling techniques in a film treatment wānanga. In the final workshop our production team focussed on script development.

We are so thankful to all contributing to *The Navigators* project. We look forward to premiering the film in the new year, sharing the knowledge gathered and enabling our visitors to see the world through the eyes of their ancestors.



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Experience Wellington 19/20 | Capital E
Our Strategic Pou: Embracing Te Ao Māori

Story Studio LIVE 2019

Capital E is home to the National Theatre for Children. Our award-winning theatre team produce consistently high-quality productions made for, by, with and between the tamariki and rangatahi of Aotearoa.

In partnership with CreativeNZ we delivered the second iteration of *Story Studio Live*, an innovative theatrical experience for young people. In 2019, the show was devised from storytelling workshops held by Capital E's theatre team with students aged 11-13 from several Wellington schools. Students explored themes of belonging, cultural identity and embracing te reo Māori through a range of media. Poetry, karakia, haka, rap, illustration and letters were used by students to articulate what 'home' means to them.

Our creative team combined these experiences to form the show's episodic narrative. The live radio-style play resulted in an engaging and sometimes confronting examination of New Zealand's cultural history, present and future through the lens of high school students.

The indigenous language of Aotearoa was celebrated on stage with actor Neenah Dekkers-Reihana retelling the legend of Hineahuone, the creator of people, entirely in te reo Māori.

Truths about Captain Cook's arrival were highlighted in a movie



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Story Studio LIVE 2019 by Hannah Kelly, Neenah Dekkers-Reihana and Gene Musaku



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Experience Wellington 19/20 | Capital E
Our Strategic Pou: Embracing Te Ao Māori

trailer section and a game show style segment questioned contestants' identities in *How Samoan Are You?* The interactive parts of the show saw "DJ Mauri Ora" asking children in the audience the pātai of the day: Is Aotearoa a fair place? What do you like? What would you change? Jo Hodgson of Theatreview praised the show's challenging conversations and called *Story Studio Live* "an important piece of theatre... the messages within are deep, important and heartfelt."

At the 2019 Wellington Theatre Awards, Capital E won the **Excellence Award for Theatre for Young Audiences**. The creative team was also nominated for **Excellence Award for Theatre for Social Change**, and crew member Thomas Lambert was nominated for **Sound Designer of the Year**.

The show's success is not only measured in awards but in how many students we were able to reach. Heavily subsidising tickets and performing

in schools made our tour very accessible. Nationally, *Story Studio Live 2019* performed to 100 schools and one home education network. Overall, the tour reached over 15,000 audience members and for many, *Story Studio Live* would have been their first professional theatre experience.

Over a third of schools involved had not experienced a Capital E production before and 87% of these schools were decile six or below. Over 50% were decile three or below.

Making accessible, meaningful content is at the heart of what we do. Our creative team is proud to have made a platform for our youth to express what is important to them. The third *Story Studio Live* production is currently in development and we look forward to inspiring more future creators, doers and leaders.



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Photo: Credit and (top) (left) and (right) photos are from the show.

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Experience Wellington 19/20
Our Strategic Pou: Embracing Te Ao Māori



Recreating how Māui slowed the sun at Space Place



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Te Rōpū Mahi Tiriti

As leaders in Wellington's cultural sector, Experience Wellington has the responsibility and privilege of including an authentic Māori dimension at all organisation levels and visitor experiences. Te Rōpū Mahi Tiriti makes this possible.

Led by Heamana | Chair Helen Lloyd, Te Rōpū Mahi Tiriti is the work group championing the embodiment of te ao Māori across all of our sites. Their efforts are reflected in our organisation's values, tangible resources and everyday moments that celebrate our bicultural identity.

In 2019, after the culmination of much hard mahi, the Board of Trustees endorsed Embracing Te Ao Māori to stand as the central strategic pou for Experience Wellington's 10-year strategic plan.

The work group also made te reo Māori lessons available for staff during work hours for a second consecutive year. Taking place in October 2019 and February 2020, these popular lessons were delivered by the inimitable Joan Costello. The courses gave staff confidence to greet each other in te reo Māori and explore more complicated sentence structures and concepts, relating to tikanga.

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Experience Wellington 19/20
Our Strategic Pou: Embracing Te Ao Māori

Lockdown unfortunately prevented Experience Wellington staff from attending their annual three day wānanga at Hongoeka Marae, run by Victoria University of Wellington Museum & Heritage Studies. It is hoped to reschedule a professional development wānanga for later this year, supported by Te Rōpu Mahi Tiriti.

In early 2020 Wiremu Chrisp, Wellington Museum Kaitaki Manuhiri I Visitor Services Host translated all Experience Wellington job titles in te reo Māori. In one example, Visitor Services Host has been translated to “Kaitiaki Manuhiri” which means “someone who looks after our visitors.” The translations were important to Wiremu and Te Rōpū Mahi Tiriti as they not only visually Embrace Te Ao Māori but better reflect the Māori values, like manaakitanga, inherent in our staff’s mahi.

Te Rōpū Mahi Tiriti are excited to share the projects and resources that are currently in development. We look forward to another year of furthering our understanding of, and implementing te ao Māori.

Ma whero ma pango ka oti ai te mahi – When working together, we can achieve our goals.



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Our Strategic Pou: Embracing Te Ao Māori

Te Reo Māori Lessons

Experience Wellington's Te Rōpū Mahi Tiriti partnered with Kaiako | Māori Language Teacher Joan Costello to deliver te reo Māori lessons to staff during work hours across the year.

Over seven months 43 classes were delivered to 52 staff members. Two course levels were available each term: Beginners and Next Steps. Most staff completed both courses.

From Visitor Services Hosts to Directors, our te reo Māori classes were made up of staff from teams across the organisation. Together staff learned how to introduce themselves with personalised pepeha and studied more complicated te reo Māori sentence structures.

The lockdown period only slightly affected attendance as the second course continued via Zoom. Wellington Museum Kaitiaki Manuhiri | Visitor Services Host Wiremu Chrisp continued to devise and deliver his own te reo lessons to staff for the remainder of alert level 4.

Results from our te reo Māori course survey found:

85% of survey takers indicated they want to continue taking te reo Māori lessons at work

90% of survey respondents agreed or strongly agreed that they now have more confidence in te reo Māori pronunciation

Over 75% felt the lessons improved their te reo Māori vocabulary

Almost 75% indicated they are now using more te reo Māori at work.

Building confidence in using the language and gaining a better understanding of tikanga Māori were often referenced in staff's positive outcomes of the course.

"I found it was really good being able to access the learning of te reo Māori at work, both increasing the accessibility to the training but also then learning with and alongside my colleagues"
- Louise Saviker

"I gained confidence to try out te reo Māori in a safe and inclusive environment."
- Marten Coombe

We look forward to building on the knowledge gained from this training in order to more effectively pursue our Te Tiriti o Waitangi obligations and Embrace Te Ao Māori at all organisational levels.

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Our Strategic Pou

Ā Mātou Pou Rautaki

Our Strategic Pou: Leading the Way

We are committed to continuous improvement of our organisation effectiveness.

Experience Wellington is dedicated to innovation and excellence. We are leaders in the arts, culture and heritage sector with the responsibility to deliver meaningful experiences and employment.

By embracing change, we continuously improve our charity's reach, effectiveness and environmental impact. Our robust business systems keep us connected and ready for challenges.

We demonstrate whanaungatanga to support our teams' wellbeing and celebrate the successes of our talented and creative Experience Wellington whānau.





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Experience Wellington 19/20 | Capital E
Our Strategic Pou: Leading the Way

Strategic Project:

Identifying a long-term home for Capital E Nōku Te Ao

Capital E Nōku Te Ao is the leading centre for creativity for young people in Aotearoa. With a focus on engaging tamariki and rangatahi to ignite and fuel their creativity, Capital E's vision is to equip them to contribute as confident, connected and capable citizens with the skills to shape a positive future for themselves and their communities.

The reach of Capital E is huge with normally around 80,000 children and young people enjoying one of Capital E's theatre shows, education and digital programmes, or play for under-fives each year. Capital E has a unique, influential role to play in the creative ecosystem of Aotearoa.

For 15 years the home of Capital E was Te Ngākau Civic Square, the heart of the city, until November 2012 when the building was discovered to be earthquake prone, and Capital E was forced to close.

While moving to Queens Wharf has provided a new home for Capital E close to Wellington Museum, the space is limited, and so are many of Capital E's activities.

We are exploring with Wellington City Council as to how Capital E might return to a revitalised Te Ngākau, potentially within a reimagined Central Library.



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Experience Wellington 19/20 | Capital E
Our Strategic Pou: Leading the Way

Capital E and the Library share clear alignment in their purpose and offerings. Our kaupapa has always been to create extraordinary experiences for, with, by, and between children and young people. 21st century libraries are spaces where the community can connect and engage to discover, innovate, create and showcase ideas: all strong synergies with the mahi of Capital E.

In partnership with Council, Capital E plays a significant role in the city's vibrancy, and we envision future Capital E activating a thriving Te Ngākau for our youngest citizens. With thousands of children and young people coming to experience Capital E, the centre of our city will buzz with the creativity and liveliness of tamariki, generating vitality and enriching the city we love.



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48 Experience Wellington 19/20
Our Strategic Pou: Leading the Way

Strategic Project:

Upgrade of IT equipment and systems

Over the last three years Experience Wellington has undertaken a significant review of our IT equipment and systems. To meet the needs of our six experiences as well as the operational functions that support our business, our systems needed to be fast with remote access to provide robust and connected services with a single user sign-on.

The initial phase of this work included an IT hardware upgrade, move to a new internet provider and the installation of Office 365. The benefits of this investment in our equipment and systems came to light during Levels 4 and 3 as our teams worked from home. Office 365 meant that access to email, important documents and files was seamless, resulting in being able to operate as much as possible in a business-as-usual mode during this difficult time.

Salesforce has been an important addition to our toolbox with the Fundraising team leading the use of this CRM. Migration of valuable data from various systems is underway and once completed the whole organisation will benefit from Salesforce applications in understanding and reaching our audiences.

The focus for the next year is reviewing the ticketing and venue hire system options as well as introducing a cloud-based point of sale for our onsite and online retail operations. Acknowledging the complexity of the different systems that function across the business and the ongoing importance of keeping our systems operating and relevant, we have partially seconded a staff member to oversee the ongoing review and implementation of business systems.

Embracing the newest technology trends ensures our charity stays connected, creative and productive. Thank you to Tim Cassin, James Unwin, Delyse Diack, Erika McClintock and other team members who are dedicated to steering Experience Wellington into the future.

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Experience Wellington 19/20
 Our Strategic Pou: Leading the Way

Wellbeing, Health & Safety

The health, safety and wellbeing of our staff has always been at the forefront of everything we do, and abiding by the Health and Safety at Work Act 2015, we recognise that a well-functioning health and safety system relies on strong participation and leadership.

Our Wellbeing, Health and Safety Committee is made up of representatives from all Experience Wellington sites who regularly meet to discuss health and safety best practise, and ways to minimise harm to our staff and our visitors. Sharing relevant resources with staff from Ministry of Health (MoH), Worksafe, and Ministry of Business Innovation and Employment (MBIE) helps to keep the health, safety and wellness of staff top of mind.

Over the year, nine staff members completed First Aid training through New Zealand Red Cross. Seven staff members were trained in operating fire extinguishers by Capital Fire Extinguishers Ltd, and 19 staff completed the St John's Mental Health First Aid course in February.

Staff are encouraged, and supported by their managers, to report any potential hazards in order to eliminate risk. A total of 36 minor incidents were reported during the year, with a mix of near misses, accidents, and slips trips and falls making up most of the reports. No serious harm incidents were reported.

In the wake of Aotearoa's lockdown in March, the need for additional support in the wellbeing space was recognised, and a sub-group of the committee

was set up. The group provided useful resources to staff on a regular basis such as mindfulness and mental health information, links to EAP services, light-hearted motivational material, activities to keep children entertained, virtual learning opportunities and webinars, along with raising awareness for selfcare. This additional support helped staff feel connected while working apart.

One of the hot favourites produced by the group was *The Good Times*, edited by Fundraising Administrator Lizzie Murray. This collaborative collection of good news stories and puzzles received a huge amount of positive feedback from staff and trustees. The "well needed ray of sunshine" was reportedly "much better than the doom and gloom in the media." One staff member called *The Good Times* "an amazing team building initiative. I've felt closer to others across the Trust, and our team has enjoyed doing the puzzles together."

Our Wellbeing, Health and Safety Committee work hard to develop a culture of acceptance and understanding, a place where our mental health is as important as our physical health. Safety is everyone's responsibility, and we are proud to highlight the behind-the-scenes work of our committee. Thank you for making sure we work safe and go home safe.



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Environmental Sustainability Committee

Environmental sustainability is everyone's responsibility. Executive Advisor Jo Arenhold and Education Engagement Advisor Hana Makin lead the group that ensures our charity considers the impact we have on our local environment.

The Environmental Sustainability Committee produce useful resources to keep staff updated with the best recycling practices for work and home. They make a difference by providing staffrooms with reusable lunchbox containers and making composting and soft-plastic recycling available across our sites. The committee also share sustainability facts in our weekly internal 'What's On' emails.

In June, with the help of Wellington City Council, our charity was awarded Toitū Carbon Zero certification. Close monitoring of the air

conditioning systems at Wellington Museums and City Gallery was a key factor in reducing our electricity use.

The committee challenged Experience Wellington to Plastic Free July. The global movement encourages participants to refuse single use plastics and seek sustainable alternatives. On 4 July the committee partnered with Vinnie's Re Sew to hold the second annual Wellington Museum Plastic Free Fair. The Fair featured environmentally friendly products, a clothes swap, a reusable bowl cover and snack bag workshop. A sewing-machine and machinist also provided help to mend clothes that would otherwise turn up in landfill. The Plastic Free Fair proved to be a great way to ignite sustainable living conversations and changes among our working whānau.

In October, the committee completed a site-wide rubbish audit. The results gave a crucial insight into what we can do to reduce the volume of waste sent to landfill.

In response to the COVID climate Hana advised that "the environment benefitted hugely from lockdown – we're trying to keep that momentum going in a positive way by promoting cycling, not buying unnecessary items and purchasing New Zealand made or second hand goods to reduce our carbon footprint."

We are lucky to have such an eco-friendly group of staff leading us towards a greener future.

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Experience Wellington 19/20 | Wellington Museum
 Our Strategic Pou: Leading the Way



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Great Big Waterfront Clean Up 2020

You can't beat Welly on a good day - but you can play your part in keeping our city beautiful. In January, Wellington Museum partnered with Sustainable Coastlines to deliver a community clean-up project on the capital's waterfront for the second year in a row.

Once again, the general public was invited to join the Great Big Waterfront Clean Up. Guided by experts and our staff, volunteers picked up rubbish between Wellington Museum and Waitangi Park. Participants made a huge impact on the harbour and learnt the best recycling practices.

In just over two hours, 118 tidy kiwis collected 3,000 litres of litter. Even a whole coffee table was discovered washed up on the rocks!

The attendance rate increased by almost 50% over the previous year. The project also attracted a diverse range of people. This year's community effort was made up of families, the Petone Beach Clean Up Crew, French Embassy representatives and tourists alike. Wellingtonians are becoming increasingly environmentally conscious, and have come to realise looking after our harbour goes hand-in-hand with looking after our heritage.

We look forward to getting our hands dirty again at the next Great Big Waterfront Clean Up.

Inclusion Group

Access is a human right, not a privilege. Formally known as the Accessibility Group, our Inclusion Group's mission is to ensure everyone can comfortably enjoy the remarkable experiences we offer onsite, offsite and online.

Changing the group's name was important for widening their objectives. No matter your background, disability or sexual and gender identity, the Inclusion Group strives to make our sites welcoming and safe for all.

The Inclusion Group stays up to date on the best accessibility practices and five members represent our charity in the Arts for All Wellington Network, run by Arts Access Aotearoa. The

network meets to share information and resources to increase the access of cultural events and venues for underserved and underrepresented communities in the capital.

The group identify and limit barriers faced by members of the disabled community. The Inclusion Group's efforts ensured the appropriate staff are trained in operating evacuation chairs across our sites.

Last year Museums Wellington Registrar, Nikolas Brocklehurst, trained 11 staff members across Museums Wellington, Capital E and the Executive Office. Visitor and Commercial Services Manager and Inclusion Group representative Erika McClintock reported

11 permanent City Gallery hosts are currently trained in operating the equipment.

In recognition of World AIDS Day in December, the Inclusion Group hosted a successful Red Friday fundraiser for the New Zealand AIDS Foundation. Red velvet cupcakes and other baked goods were sold to staff to help end HIV stigma in Aotearoa. Beating their \$100 target, the group managed to donate \$152.39 to NZAF.

The Inclusive Group embraces what make us different and continually seeks opportunities to enhance the accessibility of our experiences.

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Experience Wellington 19/20
 Our Strategic Pou: Leading the Way

Ngā Paraihe Kaimahi

Experience Wellington Staff Awards 2019

Our talented and committed staff are integral to our charity's success. We are proud to recognise the remarkable mahi and passion from the teams we are so lucky to work with.

In March, Experience Wellington celebrated last year's achievements in style at Dockside Restaurant and Bar. Staff enthusiastically committed to the glamorous 'Roaring Twenties' theme, dressing in sequins, suits and feather boas. Attendees partied like Gatsby and danced the Charleston to the live jazz band. Trustee Peter Jackson noted it was the best and most fashionable staff awards yet.

Structured by our Strategic Pou, the awards acknowledged staff, teams or projects that reflect our core values.



Cal Roberts, Leanne Murray, Louise Saville, Maria Orlan-Mateos and Jo Arenhold



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Changing Lives Award

We are proud to recognise staff dedicated to deepening audience engagement and developing new audiences for our remarkable experiences and stories.

Award Recipients

City Gallery Wellington Public Programmes Team, Tracey Monastra and Rachel Fox with Chief Curator, Robert Leonard.
For the public programmes accompanying *Eavesdropping*.

Capital E Live team (and wider Capital E)
For Story Studio Live 2019 exploring children’s perspective on biculturalism in Aotearoa.

L: Experience Wellington Trustee Diane Gilbert and Changing Lives Award recipients Kelly Kiwa and Ruth Loe
C: Experience Wellington Trustee Diane Gilbert and Changing Lives Award recipients Rachel Ingram and David Waller
R: Experience Wellington Trustee Peter Jackson and Embracing Te Ao Māori Award recipient Wiremu Chrisp

Marianne Taylor Creative Producer and the Live and Business & Development Teams of Capital E
For bringing thousands to the 2019 Capital E National Arts Festival for Children.

Rachel Fox, Public Programmes Coordinator, City Gallery Wellington
For commitment to producing content for under-represented audiences.

Suffrage in Stitches Project Team (led by Rachel Ingram and David Waller)
For the delivering the community focussed textile exhibition.

Embracing Te Ao Māori

Acknowledging tangata whenua as kaitiaki and Te Tiriti o Waitangi is crucial to Experience Wellington. Recipients embed te ao Māori in their ways of working and what our audiences see feel and experience.

Award Recipients

Wiremu Chrisp
For leadership, patience and encouragement of colleagues starting on their journey to Embrace Te Ao Māori.

Museums Wellington
For commitment to partnering with mana whenua in the development of Wellington Museum and *The Navigators*.

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Experience Wellington 19/20
Our Strategic Pou: Leading the Way



Leading the Way

We are established leaders in the arts and culture sector. These recipients lead the way with whanaungatanga and innovation.

Award Recipients

Annie Mercer

For her can-do attitude and commitment to whanaungatanga.

Ideatorium/Capital E Marketing and Programming Teams

For the innovative new pathway for artists to submit ideas across creative streams.

L: Experience Wellington Trustee Rachel Farrant with Leading the Way Award recipient Melissa Conway, Karen Coney and Delyse Diack
C: Experience Wellington Trustee Rachel Farrant with Leading the Way Award recipient Annie Mercer
R: Experience Wellington Chief Executive Pat Stuart with Values Champion Award recipient Kathy Watson



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Values Champion Awards

Our Values Champion are recognised for their commitment to one or more of our core values: Connected, Boldness, Quality First and Leading.

Award Recipients

Connected

These recipients deepened engagement with the communities we serve.

Jo Arenhold with Ella Quivooy & Kate Van Arts

For developing the Self-Guided Walking tour map connecting all six Experience Wellington sites.

Boldness

We are proud to highlight those who use innovation and creativity to achieve the best for our city.

City Gallery Educators: Claire Hopkins and Helen Lloyd

For bringing artists and schools together.

Leading

We value our high performing culture and recognise those who help our charity flourish.

Delyse Diack

For leadership displaying professionalism, empathy and commitment to doing the best for staff and audiences.

Quality First

Recipients perform at high standard and make a real difference to Wellington City.

Kathiy Watson

For excellence in venue delivery.

All four Values Champions 2019

Connected, Boldness, Leading, Quality First

Two recipients modelled all four Experience Wellington values:

Marta Ordejon-Mateos

Simon Jones

Staff Achievements

Our organisation is made up of incredibly talented individuals, and we relish the opportunity to share their successes. We celebrate the work of our staff as artists, directors, musicians, performers, writers and producers, and the creative lens they then bring to their work at Experience Wellington.

We are grateful that working in a creative sector attracts creative people, and below you will find a selection of our most celebrated.

Dr Sarah Rusholme Chief Executive

Our new Chief Executive is currently in her second year of her NZCER Teaching & Learning Research Initiative research project. As the co-lead investigator alongside Dr Andrea Milligan of Victoria University of Wellington, Sarah, Andrea plus a team of teachers and informal educators are investigating how visits to cultural institutions equip tamariki and rangatahi to be active participants in their communities. Their project was represented at the New Zealand Social Science Conference in October 2019. Last year's SocCon theme was Turangawaewae (A Sense of Place).



Sarah Rusholme and family amongst the Capital E team



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Experience Wellington 19/20
 Our Strategic Pou: Leading the Way



Philip Cristian Claassen
Venue and Events Coordinator, Museums Wellington

Outside of Museums Wellington, Philip Cristian Claassen is an award-winning screenplay writer and published author.

Philip wrote the screenplay for the incredibly successful short film *Tommy*. The Melbourne film has been entered into 17 international film circuits, including the prestigious Hollywood Film Festival in Los Angeles. *Tommy* has won 12 awards including Best Film and Best Screenplay at Romania's Long Story Shorts International Film Festival, Best Screenplay at the Core International Film Festival in Boston and the latest award for Best Cinematography at the ARFF International Film Festival in Paris. Philip's film has also been nominated for Best Australian Film along with Best Australian

Actor (Stephen Degenaro) and Best Australian Actress (Simone Ball). His short film *Degree of Separation* is being used as a training video for Social Workers of Domestic Violence in Australia and has gained distribution rights in Hollywood.

Philip made another literary achievement amidst the worldwide travel restrictions with his recently published book *Your Comprehensive Guide to New Zealand*. With an impressive 600 page count, this book has been in the works since 2010.

Philip has several projects currently in development including two short films, (*Millie vs* and *Today*), one feature film (*Isla's Song*) and a second travel guide (*New Zealand for Free*).

Still from Philip's film Tommy



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Experience Wellington 19/20
Our Strategic Pou: Leading the Way



Haritina Mogosanu
Senior Science Communicator, Museums Wellington

Haritina Mogosanu shares her vast knowledge of space in and outside of work. Hari volunteers for Space Science Communication and runs a charitable trust called the New Zealand Astrobiology Network. She is an Executive Committee member for the Society for Science Communicators of New Zealand (SCANZ).

In February 2020 Hari spoke at the Australian Planetarium Association in Melbourne. She was also a finalist for the education category of the 2019 NEXT magazine's Woman of the Year Awards.

Anton Carter
Deputy Director, Museums Wellington

Anton Carter was selected as an artist for the New Zealand delegation of the Festival of Pacific Arts and Culture 2020. The Festival is currently postponed but will showcase some of the best Māori and Pacific art in Aotearoa.

Anton is a DJ and mixes music with spoken word. For the festival, Anton is sampling old Pacific records and creating lyrics inspired by Pacific regions and oceans.

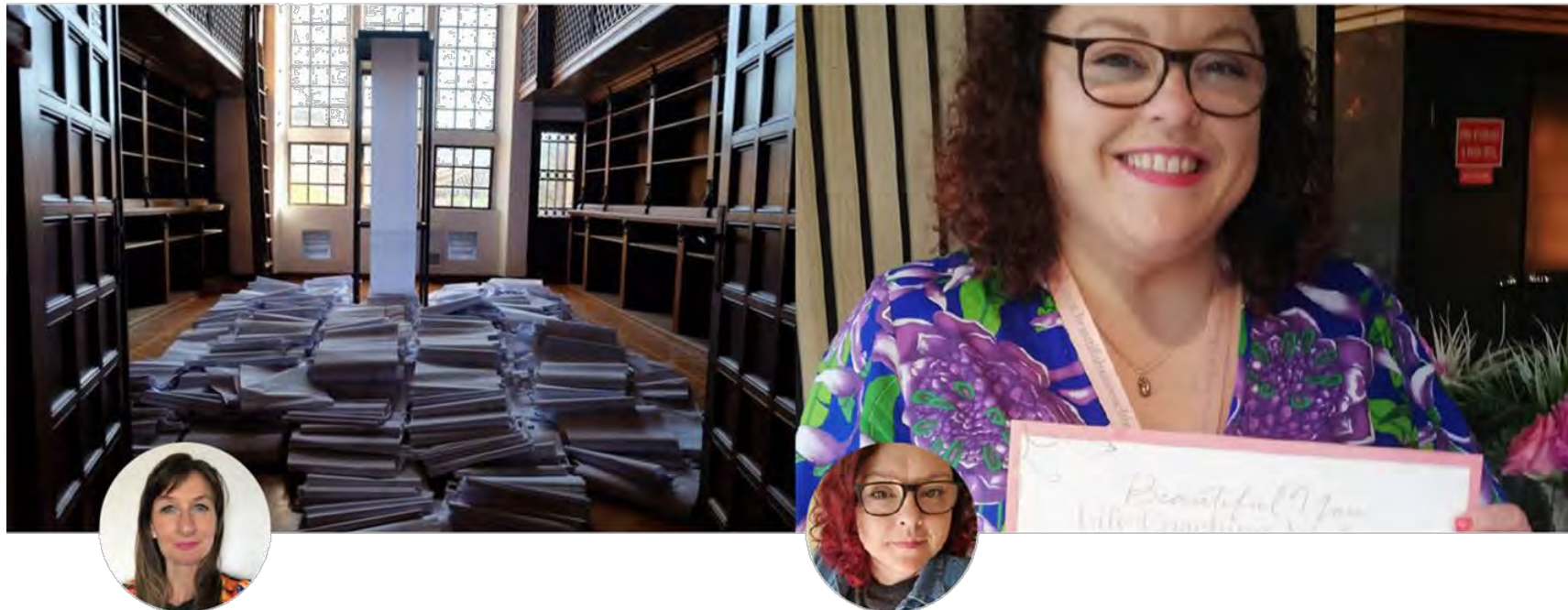
Left: Hari Mogosanu (second from the left back row) and the finalists for the NEXT Woman of the Year awards in 2019. Photo by NEXT magazine. Right: Anton Carter, who is taking a good time! Photo by NEXT magazine.



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Experience Wellington 19/20
Our Strategic Pou: Leading the Way



Amber Baldock
Exhibitions Manager, City Gallery

Amber Baldock also attended the 3rd 2019 Venice Biennale. Creative New Zealand selected Amber as the Exhibition Co-ordinator for the New Zealand Pavilion.

Abby Rainbow
Education Bookings Coordinator, Capital E

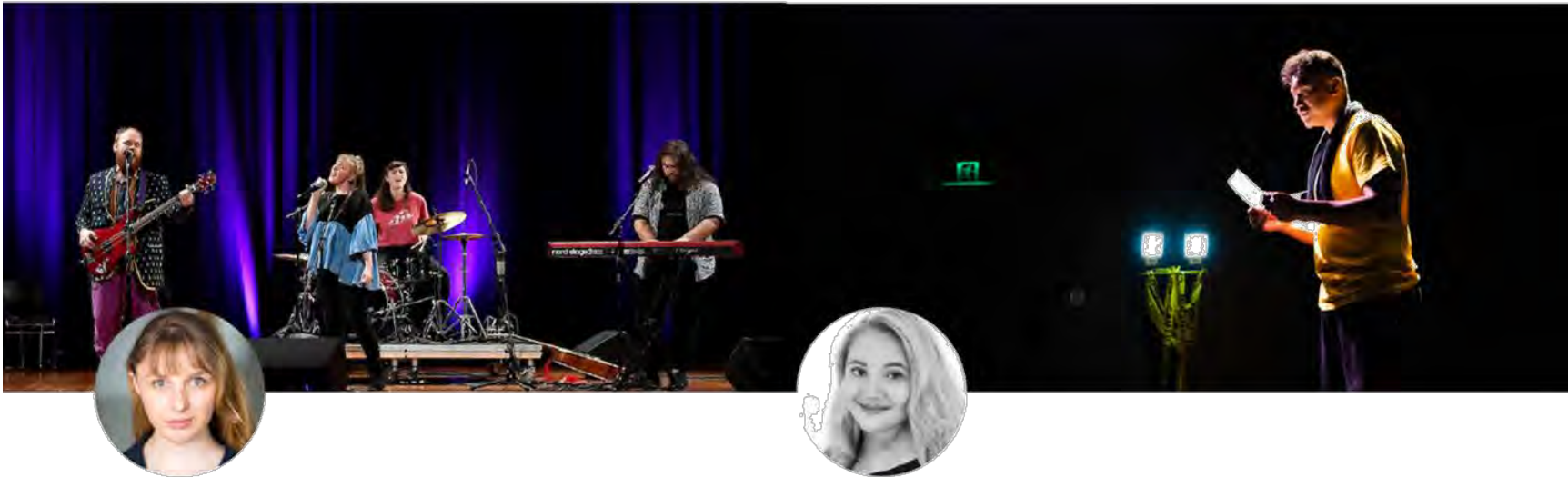
Abby Rainbow recently became a qualified Life Coach through the 'Beautiful You Life Coaching Academy'. She possesses a wealth of knowledge in wellness and offers essential advice to her clients and Experience Wellington's Wellbeing Committee.

Re: Exhibition view: Shane Mitchell, Posthumous, 58th Venice Biennale (01 May-26 November 2019). Courtesy the artist and Moxman, Wellington. Photo: David Straight. L: Abby with her Life Coach qualification



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Our Strategic Pou: Leading the Way



Pippa Drakeford
Production Manager, Public Programmes, Capital E

Pippa Drakeford showcases her comedic and musical talents in various live performances. Pippa performed in the award-winning show *How to Write an Album in 12 Hours* in the New Zealand Fringe Festival, the Auckland Fringe Festival show, the Hutt Winter Festival 2019, and PANNZ. Pippa was also awarded 'Maestro' at the NZ Theatresports competition in 2019.

Beth Taylor
Associate Producer – Live, Capital E

Capital E's talented Associate Producer-Live, Beth Taylor, also works as a producer for the company Act of Kindness, which was awarded 'Promising Emerging Company', and nominated for 'Outstanding Ensemble Performance' for their show *Legend* at the NZ Fringe Festival 2020.

Beth also produced *TAHI: New Zealand Festival of Solo Performance* which won 'Best Newcomer' at the 2019 Wellington Theatre Awards.

L: How to Write an Album in 12 Hours performing at the Hutt Winter Festival. Photo by Masaru Udagawa. Pippa's headshot photo by Tabitha Arthur. R: Actor, Signifihi Muiakumading, cuts letters to his youngerself in LEGEND, at TAHI: New Zealand Festival of Solo Performance. Photo by Rectoria Photography

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Experience Wellington 19/20
Our Strategic Pou: Leading the Way



Robert Leonard Chief Curator, City Gallery

Robert Leonard writes on contemporary art for a range of publications. His essay 'Sincere Disconnect' appeared in Christchurch Art Gallery's 2019 catalogue *Brent Harris: Towards the Swamp*. This year, Australian art magazine *Vault* featured his essays on Stuart Ringholt, Peter Peryer and Zac Langdon-Pole. His essay on Colin McCahon's *Numerals* is on the McCahon 100 website. He also writes regularly for his own website.

Chartwell Trust and several philanthropists have funded Robert's forthcoming book on New Zealand art critic Giovanni Intra. It will be copublished by Los Angeles publisher Semiotext(e) and Robert's new imprint Bouncy Castle. Robert was also awarded an arts practitioner grant from the Asia New Zealand Foundation. Once borders open, he will travel across Asia for curatorial research.



Aaron Lister Curator, City Gallery

Aaron Lister is a talented art writer. Aaron has written for *Contemporary Hum*, a platform dedicated to documenting Aotearoa projects overseas. Its website features Aaron's recent interview with artist Yona Lee. Aaron also recently contributed to *News from the Sun*, a City Gallery Wellington and Bad News Books publication.

A collection of Aaron's works feature on his own website, including his essay "Women in the Window: Joan Bennett, Cindy Sherman, Casa Susanna".



Moya Lawson Assistant Curator, City Gallery

Moya Lawson is a board member of play_station, a Wellington artist-run initiative. Last year Moya helped facilitate Elisabeth Pointon's project *FOR THE LAST TIME WOULD YOU LOOK AT THAT* through the initiative. Pointon's *OUTSTANDING* banner was displayed at Hobart Tasmania's Hobiennale but was unable to fly as intended due to the Australian bush fires. The banner trilogy was shown at City Gallery and *OUTSTANDING* was flown over Wellington in July.

Creative New Zealand selected Moya as one of six attendants for Dane Mitchell's Post hoc exhibition for the Biennale Arte 2019 in Venice.



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Experience Wellington 19/20
Our Strategic Pou: Leading the Way



Visitor Services Hosts

Our visitor services hosts are also a seriously talented bunch. Many of City Gallery's front of house team practice their art and curation after hours.

Gina Matchitt was awarded the 2019 Blumhardt Curatorial internship at the Dowse. Ana Iti is currently an artist in residence at McCahon House.

Auckland Art Gallery featured Sorawit Songsataya's sculpture installation

The Interior. Sorawit was also recently announced as an artist in residence at Govett-Brewster.

Robbie Motion's paintings were showcased at the iconic Wellington vintage shop Hunters & Gatherers in January 2015.

Simon Attwooll's screenprints series *Sometimes a bad experience is better than a long explanation* was exhibited at Suite Gallery in November 2019.

Elizabeth Pollock: What Goes Up, City Gallery Wellington, 2019. Photo by Mark Tantrum



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Whakauka Pakihi

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Governance Report

He Ripoata Kāwanatanga

Governance Report

Experience Wellington is governed by a Trust Deed between Wellington City Council and Wellington Museums Trust Incorporated. The Deed was first executed on 18 October 1995 and updated on 15 August 2007.

Te Mana Whakahaere Governance

Trustees	Date Appointed	Number of Meetings Attended
Jackie Lloyd (Chair)	1 July 2011	9
Diane Calvert (Councillor)	1 Nov 2016	7
Rachel Farrant	1 July 2013	8
Jane Wrightson	1 Jan 2016	9
Peter Jackson	1 June 2019	8
Peter Johnston	1 June 2019	9

Our Board of Trustees are appointed by Council and are standard-bearers for Experience Wellington’s vision. They are responsible for setting the strategic direction and approving the Statement of Intent and the Strategic Plan. The Board monitors organisational performance, the organisation’s ongoing viability and the maintenance of its competitiveness. It delegates the day-to-day operation of Experience Wellington to the Chief Executive, who reports to the Board.

The Board meet no fewer than nine times per year and operate three committees which review relevant matters prior to consideration by the full Board. These are the Audit and Risk (A&R) Committee; the People, Performance, and Safety (PPS) Committee; and the Chief Executive Performance and Remuneration (CEP&R) Committee. In addition, the Board will convene ad hoc working groups to consider specific issues. Guidance in specialist areas is also provided as appropriate.

As part of its health and safety due diligence the Board undertake regular health and safety observations, and annually dedicate one Board meeting to

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Governance Report

visiting sites where meetings are not regularly held. The Board also monitor health and safety through the PPS Committee and via regular Board reports from management.

The Board is committed to the highest standard of corporate governance, overseeing reporting, and meeting best practice standards. The Board undertake an annual self-review, including a review of individual Trustees and the Chair's performance.

Te Komiti Whakahaere Board Committees

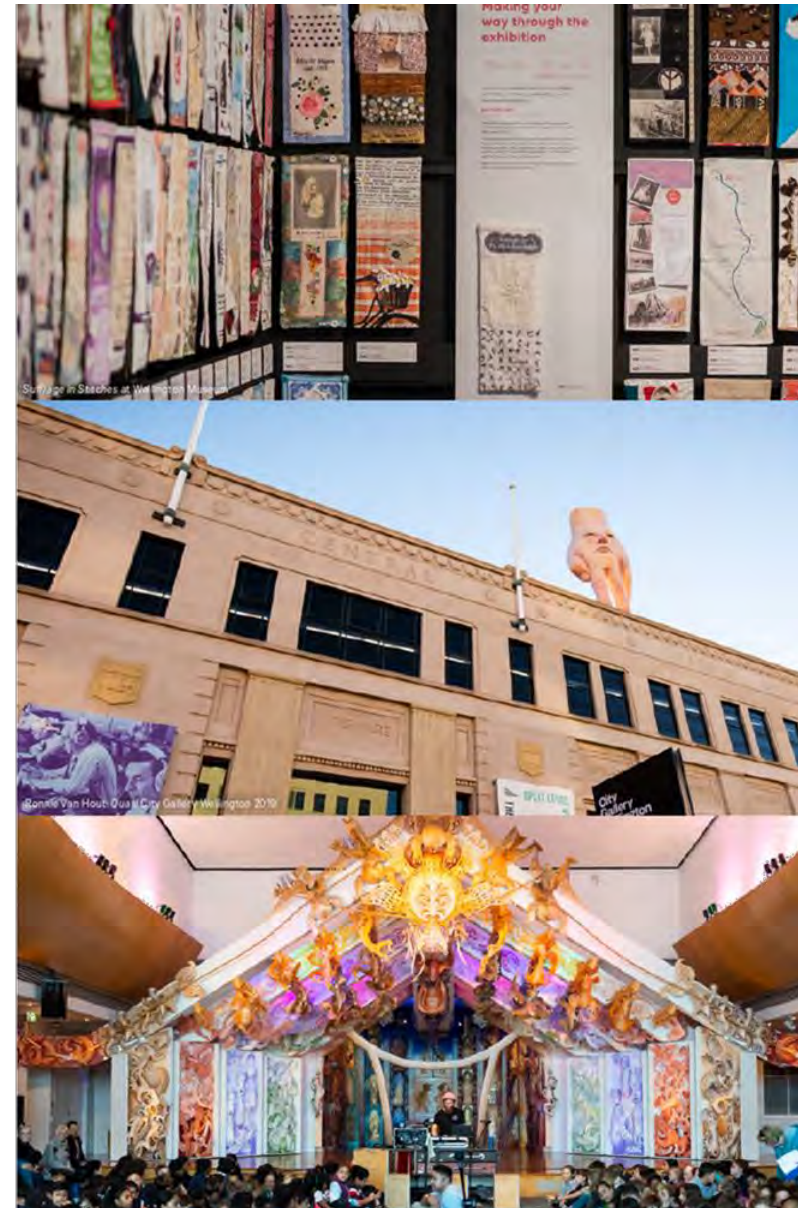
Audit and Risk (A&R) Committee assists the Board in carrying out its duties in regard to financial reporting, risk management and legislative compliance.

Chief Executive Performance and Remuneration (CEP&R) Committee advises the Chair in connection with the performance and remuneration of the Chief Executive.

People, Performance and Safety (PPS) Committee provides guidance and support to the Chief Executive in a Human Resources context and assists the Board to meet its due diligence responsibilities regarding Experience Wellington's compliance with Health and Safety legislation.



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Partners & Supporters



Heroes and Villains workshop at Capital E



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Ngā Pou Whirinaki

Partners & Supporters

Many thanks to our Principal Funder Wellington City Council.

To deliver our public and education programmes, engage with the community, expand our collections or showcase quality theatre we rely on the generous support of individuals, organisations, trusts and foundations. With your help our doors are open to all – enabling inclusion, learning, creativity and connectedness that uplifts, enhances health and wellbeing and generates vitality.

PRINCIPAL FUNDER

**Absolutely Positively
Wellington City Council**
Me Heke Ki Pōneke


MINISTRY OF EDUCATION
TE TĀHUHU O TE MĀTAURANGA

 **Foundation**


ARTS COUNCIL OF NEW ZEALAND TOI AOTEAROA

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 Partners & Supporters

With our thanks

Auckland Art Gallery Toi o Tamaki	Lottery Grants Board Heritage and Environment	Radio New Zealand	Wellington Astronomical Society
Avalon TV Studios	Maritime Friends of Wellington	Rātā Foundation	Wellington Historical & Early Settlers' Association
Budget Rental Cars	Mark Tantrum	Seresin Estate	Wellington City Council Public Art Fund
Carter Observatory Trust	Mayhemsound Ltd	Spencer Levine Design	Wellington Community Trust
Chartwell Trust	Melbourne Law School	Taranaki Whānui ki Te Upoko o te Ika	Wellington Sculpture Trust
Community Trust South	Ministry for Culture & Heritage	Te Whare Hēra Wellington International Artist Residency	WellingtonNZ
Connect New Zealand	Ministry of Education	The Fletcher Trust	
Creative Victoria	MJF Lighting	The Lion Foundation	
Department of Conservation	New Zealand Institute of Architects	The Stout Trust	
Eastern & Central Community Trust	NZME	Thomas George Macarthy Trust	
EightyOne	Otago Community Trust	TSB Community Trust	
Interislander	Qin Foundation	Tuatara Breweries	
Liquid Architecture	Radio Active	Victoria University of Wellington, Museum & Heritage Studies	
Lottery Grants Board			

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Key Results

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Key Results

Trading Revenue⁹

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual
	Achieved: \$2,825,000 of non-Council revenue.	\$2,157,000 of non-Council revenue is achieved.	Achieved: \$2,741,000 of non-Council revenue.
City Gallery Wellington	\$363,000	\$296,000	\$235,000
Museums Wellington ¹⁰	\$1,056,000	\$837,000	\$808,000
Capital E ¹¹	\$608,000	\$252,000	\$297,000
Space Place	\$570,000	\$566,000	\$469,000
Sub Total	\$2,597,000	\$1,951,000	\$1,808,000
Sub-letting, Interest & Other	\$228,000	\$206,000	\$932,000

Fundraising¹²

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual	Notes
	Achieved: \$1,480,000 of non-Council revenue.	\$1,701,000 of non-Council revenue is achieved.	Not Achieved: \$932,000 of non-Council revenue.	A number of projects scheduled for FY2019-20 were postponed due to COVID-19 restrictions and have been rolled over into the FY2020-21.
City Gallery Wellington	\$467,000	\$574,000	\$165,000	
Museums Wellington	\$148,000	\$158,000	\$152,000	
Capital E	\$784,000	\$858,000	\$534,000	
Space Place	\$81,000	\$111,000	\$81,000	

⁹ Trading revenue includes admissions, retail, venue hire, sub-letting and interest

¹⁰ Museums Wellington includes Wellington Museum, Cable Car Museum and Naim Street Cottage. It excludes Space Place which is reported separately.

¹¹ Capital E's Non-Council Revenue figure includes the Hannah Playhouse.

¹² Fundraising includes donations, sponsorships, other grants and cultural grants (CNE & MoE for LEOTC).



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Key Results

Spend per Visitor

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual
	Not Achieved: \$3.37 was the average spend per visitor.	The average spend per visitor is \$2.93	Achieved: \$3.38 was the average spend per visitor
City Gallery Wellington	\$2.36	\$1.87	\$2.11
Museums Wellington ¹³	\$2.49	\$2.16	\$2.75
Capital E ¹⁴	\$4.43	\$3.29	\$3.42
Space Place	\$10.25	\$9.93	\$10.79

Operating Subsidy per Visit

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual
	Achieved: \$9.77 was the average subsidy per visit.	The average subsidy per visit is \$11.24	Not Achieved: \$14.55 was the average subsidy per visit.
City Gallery Wellington	\$15.65	\$14.96	\$22.07
Museums Wellington ¹⁵	\$3.89	\$5.01	\$7.25
Capital E ¹⁶	\$12.20	\$23.35	\$21.74
Space Place	\$8.87	\$9.48	\$12.63

Full Subsidy per Visit incl. of Council Ownership Costs

Measure	2018/2019 Actual	2019/2020 Target	2019/2020 Actual
	Achieved: \$12.16 was the average subsidy per visit.	The average subsidy per visit is \$19.64	Not Achieved: \$20.00 was the average subsidy per visit.
City Gallery Wellington	\$19.20	\$16.06	\$24.20
Museums Wellington	\$4.48	\$7.41	\$10.49
Capital E	\$12.20	\$27.50	\$23.25
Space Place	\$18.97	\$10.64	\$20.60

¹³⁻¹⁵ Museums Wellington includes Wellington Museum, Cable Car Museum and Nairn Street Cottage. It excludes Space Place which is reported separately.

¹⁶⁻¹⁸ Capital E's Spend per Visitor figure includes the Hannah Playhouse.



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Te Ripoata Kaitātari

Independent Auditor's Report



To the readers of Wellington Museums Trust Incorporated's Financial Statements and Performance Information for the year ended 30 June 2020

The Auditor-General is the auditor of Wellington Museums Trust Incorporated (the Trust). The Auditor-General has appointed me, Sonia Isaac using the staff and resources of KPMG, to carry out the audit of the financial statements and performance information of the Trust on his behalf.

Opinion

We have audited:

- the financial statements of the Trust on pages 74 to 93, that comprise the statement of financial position as at 30 June 2020, the statement of comprehensive revenue and expense, statement of changes in equity and statement of cash flows for the year ended on that date and the notes to the financial statements that include accounting policies and other explanatory information; and
- the performance information of the Trust on pages 35 to 37.

In our opinion:

- the financial statements of the Trust on pages 74 to 93,
 - present fairly, in all material respects:
 - its financial position as at 30 June 2020; and
 - its financial performance and cash flows for the year then ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with Public Benefit Entity Accounting Standards applying the reduced disclosure regime; and
- the performance information of the Trust on pages 35 to 37 presents fairly, in all material respects, the Trust's actual performance compared against the performance targets and other measures by which performance was judged in relation to the Trust's objectives for the year ended 30 June 2020.

Our audit was completed on 12 August 2020. This is the date at which our opinion is expressed.



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Experience Wellington 19/20
Independent Auditor's Report

The basis for our opinion is explained below. In addition, we outline the responsibilities of the Board of Trustees and our responsibilities relating to the financial statements and the performance information, and we explain our independence.

Emphasis of matter – Covid-19

Without modifying our opinion, we draw attention to the disclosures about the impact of COVID-19 on the Trust set out on [page 82](#) (Availability of Future Funding) of the financial statements and [page 35](#) (Key Results Indicators) of the performance information.

Basis for our opinion

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the Responsibilities of the auditor section of our report.

We have fulfilled our responsibilities in accordance with the Auditor-General's Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Board of Trustees for the financial statements and the performance information

The Board of Trustees are responsible on behalf of the Trust for preparing financial statements that are fairly presented and that comply with generally

accepted accounting practice in New Zealand. The Board of Trustees also responsible for preparing the performance information for the Trust.

The Board of Trustees are responsible for such internal control as it determines is necessary to enable it to prepare financial statements and performance information that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements and the performance information, the Board of Trustees are responsible on behalf of the Trust for assessing the Trust's ability to continue as a going concern. The Board of Trustees are also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the Board of Trustees intends to liquidate the Trust or to cease operations, or has no realistic alternative but to do so.

The Board of Trustees' responsibilities arise from the Local Government Act 2002.

Responsibilities of the auditor for the audit of the financial statements and the performance information

Our objectives are to obtain reasonable assurance about whether the financial statements and the performance information, as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will always detect a material misstatement when it exists.

Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material



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Independent Auditor's Report

if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance information.

For the budget information reported in the financial statements and the performance information, our procedures were limited to checking that the information agreed to the Trust's statement of intent.

We did not evaluate the security and controls over the electronic publication of the financial statements and the performance information.

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- We identify and assess the risks of material misstatement of the financial statements and the performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- We obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal control.
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Trustees.
- We evaluate the appropriateness of the reported performance

information within the Trust's framework for reporting its performance.

- We conclude on the appropriateness of the use of the going concern basis of accounting by the Board of Trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements and the performance information or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Trust to cease to continue as a going concern.
- We evaluate the overall presentation, structure and content of the financial statements and the performance information, including the disclosures, and whether the financial statements and the performance information represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Our responsibilities arise from the Public Audit Act 2001.

Other Information

The Board of Trustees is responsible for the other information. The other information comprises the information included in the Annual Report, but does not include the financial statements and the performance information, and our auditor's report thereon.



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 Independent Auditor's Report

Our opinion on the financial statements and the performance information does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the financial statements and the performance information, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the financial statements and the performance information or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Independence

We are independent of the Trust in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1: International Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board of Trustees.

Other than the audit, we have no relationship with, or interests in, the Trust.



Sonia Isaac
 KPMG
 On behalf of the Auditor-General
 Wellington, New Zealand



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Financial Statements

Statement of Financial Position

For the year ended
30 June 2020
in New Zealand Dollars

	Note	2020 Actual	2020 Forecast	2019 Actual
ASSETS				
Non-current assets				
Property, plant and equipment	7	2,120,232	2,153,000	2,265,890
Collection and artefacts	8	2,338,816	2,339,000	2,338,816
Intangible assets	9	63,754	8,000	47,998
Endowment Fund with Nikau Foundation	12	259,528	-	252,208
Total non-current assets		4,782,330	4,500,000	4,904,912
Current Assets				
Inventories		195,443	150,000	182,912
Trade and other receivables	10	497,022	600,000	639,414
Cash and cash equivalents	11	1,553,485	830,000	1,082,238
Total current assets		2,245,950	1,580,000	1,904,564
Total assets		7,028,280	6,080,000	6,809,476
EQUITY				
Reserves	12	2,568,043	2,601,000	2,560,723
Retained earnings	12	1,877,801	1,858,000	1,928,876
Total equity		4,445,844	4,459,000	4,489,599
LIABILITIES				
Non-current liabilities				
Employee benefits	13	59,638	50,000	66,846
Total non-current liabilities		59,638	50,000	66,846
Current liabilities				
Trade and other payables	14	2,102,046	1,321,000	1,869,444
Employee benefits	13	420,752	250,000	383,587
Total current liabilities		2,522,798	1,571,000	2,253,031
Total liabilities		2,582,436	1,621,000	2,319,877
Total equity and liabilities		7,028,280	6,080,000	6,809,476



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Financial Statements

Statement of Comprehensive Revenue and Expense

For the year ended
30 June 2020
In New Zealand Dollars

	Note	2020 Actual	2020 Forecast	2019 Actual
Revenue				
Revenue	4	13,219,444	13,362,000	13,551,415
Total Revenue		13,219,444	13,362,000	13,551,415
Operating expenses				
Personnel expenses	6	(6,823,249)	(6,233,000)	(6,217,378)
Depreciation and amortisation expenses	7, 9	(523,225)	(550,000)	(479,507)
Other operating expenses	5	(5,948,909)	(6,632,000)	(6,893,365)
Total operating expenses		(13,295,383)	(13,415,000)	(13,590,250)
Operating surplus/(deficit) before finance income		(75,939)	(53,000)	(38,835)
Finance income				
Finance income		24,864	42,000	50,648
Endowment fund earnings		3,267		5,618
Net finance income		28,131	42,000	56,266
Surplus/(Deficit) for the period		(47,808)	(11,000)	17,431
Endowment fund revaluation		4,053	-	11,590
Other comprehensive revenue and expense		4,053	-	11,590
Total comprehensive income for the period		(43,755)	(11,000)	29,021

Statement of Changes in Equity

For the year ended
30 June 2020
In New Zealand Dollars

	Note	2020 Actual	2020 Forecast	2019 Actual
Balance at 1 July 2019	12	4,489,599	4,470,000	4,460,578
Surplus/ (Deficit) for the period		(43,755)	(11,000)	29,021
Total comprehensive income for the period		(43,755)	(11,000)	29,021
Transferred to Reserve		-	-	-
Balance at 30 June 2020	12	4,445,844	4,459,000	4,489,599



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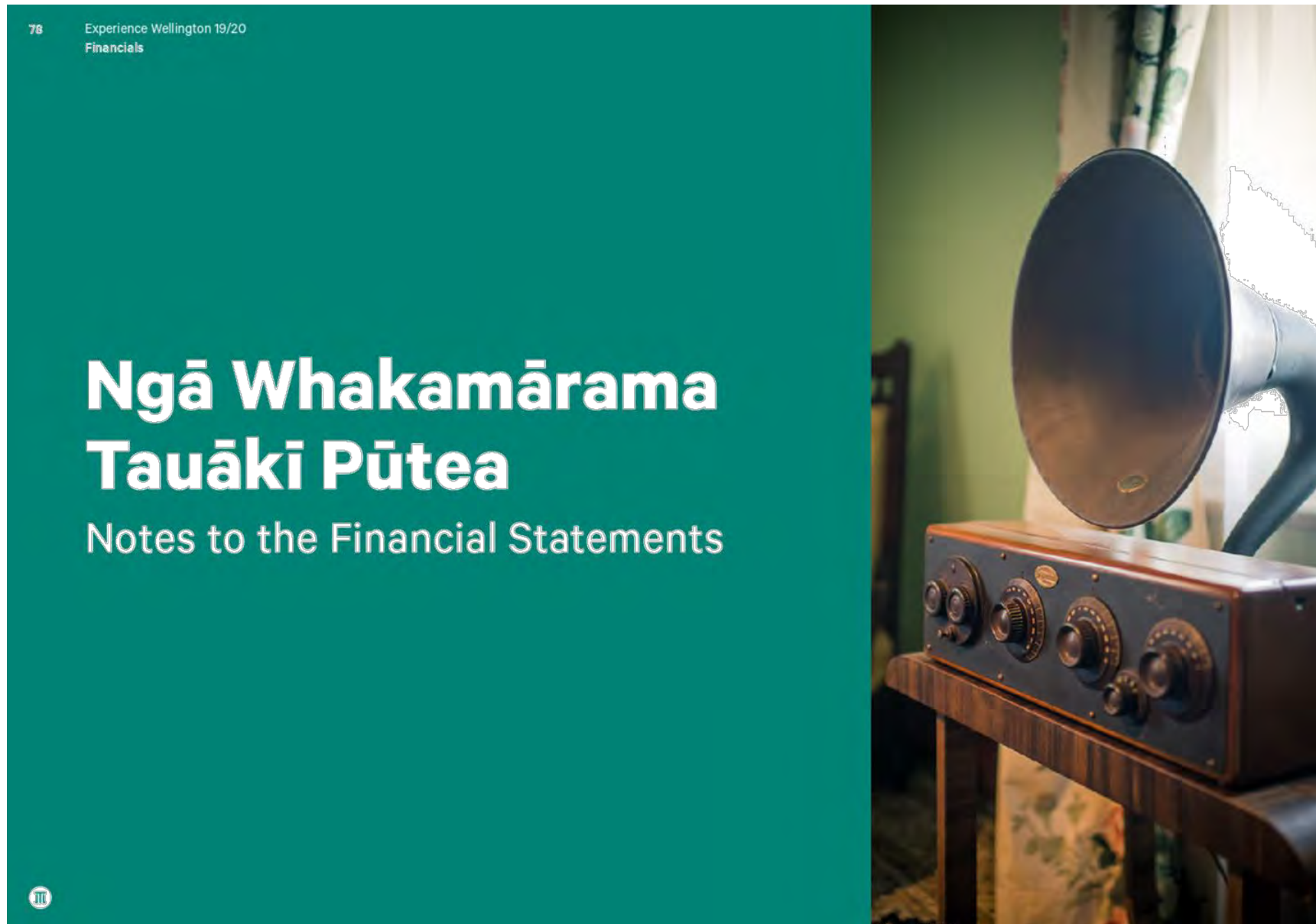
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Financial Statements

Statement of Cash Flows

For the year ended
30 June 2020
in New Zealand Dollars

	Note	2020 Actual	2020 Forecast	2019 Actual
CASH FLOWS FROM OPERATING ACTIVITIES				
Cash was provided from:				
Receipts from customers		4,147,132	2,946,000	4,647,606
Receipts from related parties		9,563,374	9,251,000	9,524,239
		13,710,506	12,197,000	14,171,845
Cash was applied to:				
Payments to suppliers and employees		(11,346,940)	(9,780,000)	(11,817,330)
Payments to related parties		(1,442,476)	(1,769,000)	(1,257,083)
Net GST received/(paid)		(34,139)	(140,000)	(24,452)
		(12,823,555)	(11,689,000)	(13,098,865)
Net Cash Inflow from Operating Activities	18	886,951	508,000	1,072,980
CASH FLOWS FROM INVESTING ACTIVITIES				
Interest received		24,864	42,000	50,648
Cash was applied to:				
Purchase of property, plant and equipment		(440,568)	(550,000)	(750,521)
Endowment Fund			-	(235,000)
Net Cash Outflow from Investing Activities		(415,704)	(508,000)	(934,873)
CASH FLOWS FROM FINANCING ACTIVITIES				
		-	-	-
Net Cash Inflow from Financing Activities		-	-	-
Net Increase/(Decrease) in cash and cash equivalents		471,247	-	138,107
Cash and cash equivalents at the beginning of the period		1,082,238	830,000	944,131
Cash and cash equivalents at the end of the period	11	1,553,485	830,000	1,082,238

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Experience Wellington 19/20
 Notes to the Financial Statements

Significant Accounting Policies

1. Reporting Entity

The Wellington Museums Trust Incorporated, now trading as Experience Wellington, is a registered charity under the Charities Act 2005 and domiciled in New Zealand. It is a Wellington City Council (Council) Controlled Organisation (CCO) in terms of the Local Government Act 2002.

The financial statements of Experience Wellington include the activities of the following business units: the Wellington Museums Trust; Wellington Museum; City Gallery Wellington; Capital E; Nairn Street Cottage; Cable Car Museum; and Space Place at Carter Observatory.

The main activity of Experience Wellington is to manage and develop cultural institutions and to operate them for the benefit of the residents of Wellington and the public generally.

The financial statements of Experience Wellington are for the year ended 30 June 2020. The financial statements were authorised for issue by Trustees on 12 August 2020.

2. Basis of Preparation

a. Statement of Compliance and Basis of Preparation

The financial statements have been prepared in accordance with Tier 2 Public Benefit Entity Standards. Experience Wellington is a public sector entity and is listed in Schedule 2 of the Public Audit Act 2001. The criteria under which Experience Wellington is eligible to report in accordance with Tier 2 PBE Standards are that it is not publicly accountable and is not large and disclosure concessions have been applied. Certain comparative figures have been represented to correspond with current year's presentation.

b. Basis of Measurement

The financial statements are prepared on the historical cost basis except for donations into the Endowment Fund which is recorded at fair value.

c. Presentation Currency

These financial statements are presented in New Zealand dollars (\$).

3. Significant Accounting Policies

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

a. Property, Plant and Equipment

Items of property, plant and equipment are stated at cost, less accumulated depreciation and impairment losses.

i. Subsequent Costs

Subsequent costs are added to the carrying amount of an item of property, plant and equipment when that cost is incurred if it is probable that the future economic benefits or service potential embodied with the item will flow to Experience Wellington and the cost of the item can be measured reliably. All other costs are recognised in surplus/ (deficit) as an expense as incurred.



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ii. Depreciation

Depreciation is charged to surplus/ (deficit) using the straight line method. Depreciation is set at rates that will write off the cost or fair value of the assets, less their estimated residual values, over their useful lives. The estimated useful lives of major classes of assets and resulting rates are as follows:

— Computer & AV equipment	33% SL
— Office and equipment	25% SL
— Motor vehicles	20% SL
— Building Fittings	5-25% SL
— Exhibitions	10% SL
— Collections & artefacts	Not depreciated

The residual value of assets is reassessed annually.

b. Collections and Artefacts

Collections are artefacts that are of cultural or historical importance. A substantial amount of the Collections were acquired on 29 February 1996 from the Wellington Maritime Museum Trust (WMMT) with others added either as gifts or

purchases since 1996. Collections are carried at historic cost as assessed at the time of transfer from the WMMT. All subsequent acquisitions to the collections are recorded at cost if purchased. Where an asset is acquired through a non-exchange transaction, its cost is measured at its fair value as at the date of acquisition. Where the fair value of the assets is not able to be reliably measured, they are recorded at nil. Because the useful life of the collections is indeterminate, they are not depreciated.

An external valuation of the Collections from an independent valuer is obtained on a periodic basis to ensure that the carrying value of the Collections that are held at cost does not exceed their fair value.

Trustees obtained a valuation at 30 June 2014 and have confirmed that the carrying value at 30 June 2020 is appropriate and that no impairment has occurred.

c. Intangible Assets

Computer Software

Software applications that are acquired by Experience Wellington are stated at cost less accumulated amortisation and impairment losses.

Amortisation is recognised in surplus/ (deficit) on a straight-line basis over the estimated useful lives of intangible assets, from the date that they are available for use. The estimated useful lives for the current and comparative periods are as follows:

— Computer software	33% SL
---------------------	--------

d. Trade and Other Receivables

Trade and other receivables are measured at their cost less impairment losses.

e. Inventories

Inventories (merchandise) are stated at the lower of cost and net realisable value. Net realisable value is the estimated selling price in the ordinary course of business, less the estimated costs of completion and selling expenses.

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Experience Wellington 19/20
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Cost is based on the first-in first-out principle and includes expenditure incurred in acquiring the inventories and bringing them to their existing location and condition.

f. Cash and Cash Equivalents

Cash and cash equivalents comprise cash balances and call deposits.

g. Impairment

The carrying amounts of Experience Wellington's assets other than inventories are reviewed at each balance date to determine whether there is any indication of impairment. If any such indication exists, the assets recoverable amount is estimated.

An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable service amount. The recoverable service amount is the higher of an asset's fair value less costs to sell and value in use.

Value in use is determined using an approach based on either a depreciated replacement

cost approach, restoration cost approach, or a service units approach. The most appropriate approach used to measure value in use depends on the nature of the impairment and availability of information.

If an asset's carrying amount exceeds its recoverable service amount, the asset is regarded as impaired and the carrying amount is written-down to the recoverable amount. The total impairment loss is recognised in the surplus or deficit. The reversal of an impairment loss is also recognised in the surplus or deficit.

h. Employee Benefits

Long Service Leave

Experience Wellington's net obligation in respect of long service leave is the amount of future benefit that employees have earned in return for their service in the current and prior periods. The obligation is calculated using the projected unit credit method and is discounted to its present value. The discount rate is the market

yield on relevant New Zealand government bonds at the Statement of Financial Position date.

i. Provisions

A provision is recognised when Experience Wellington has a present legal or constructive obligation as a result of a past event, and it is probable that an outflow of economic benefits will be required to settle the obligation. If the effect is material, provisions are determined by discounting the expected future cash flows at a pre-tax discount rate that reflects current market rates and, where appropriate, the risks specific to the liability.

j. Trade and Other Payables

Trade and other payables are stated at cost.

k. Revenue

i. Funding

The trading activities of Experience Wellington are supported by grants and sponsorship. Grants received that have an obligation in



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substance to return the funds if conditions of the grant are not met are initially recognised as a liability and revenue is recognised only when the services are performed or conditions fulfilled. Funds that have no such obligation attached, and merely a restriction imposed on the use of the funds, are recognised as revenue when they become available.

ii. Services Provided

Revenue from services rendered is recognised in proportion to the stage of completion of the transaction at the reporting date. Income is recognised as the service is provided (e.g. exhibition run). Where exhibitions are not scheduled to run until the following fiscal year, revenue is deferred and amortised to income throughout the period of the exhibition.

iii. Donations

Cash donations from the community are recognised in the Statement of Comprehensive Income at the point at which they are receipted into the Trust's bank account.

iv. Sale of Merchandise

Revenue from the sale of merchandise is recognised when the significant risks and rewards of ownership have been transferred to the buyer. No revenue is recognised if there are significant uncertainties regarding recovery of the consideration due, associated costs or the possible return of the merchandise, or where there is continuing management involvement with the merchandise.

I. Expenses

i. Operating Lease Payments

Payments made under operating leases are recognised in surplus/ (deficit) on a straight-line basis over the term of the lease. Lease incentives received are recognised in surplus/ (deficit) over the lease term as an integral part of the total lease expense.

ii. Finance Income and Expenses

Finance income comprises interest income. Interest income is recognised as it accrues, using the effective interest method.

Finance expenses comprise interest expense on borrowings. All borrowing costs are recognised in surplus/ (deficit) using the effective interest method.

Endowment Fund

The Endowment Fund is categorised as a financial asset designated at fair value through other comprehensive revenue and expense. After initial recognition, the Endowment Fund is measured at fair value, with gains and losses recognised in other comprehensive revenue and expense, except for impairment losses, which are recognised in the surplus or deficit. When sold, the cumulative gain or loss previously recognised in other comprehensive revenue and expense is transferred to the surplus or deficit.

Availability of Future Funding

Experience Wellington is reliant on the Council for a large part of its income and operates under a Funding Deed with the Council. The Funding Deed was for a period of three years and is extended annually for a further year subsequent



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to the initial 3 year term. Funding from the Council has been approved for the year ended 30 June 2021. In addition, due to the forecast impact of COVID-19 on future visitation and revenue, the Council have provided a Letter of Comfort regarding funding for any shortfall that may arise.

The Council has agreed to fund \$430,494.96 (plus GST) being the current proportion of rental subsidy previously allocated to the Capital E building rental, for use by Experience Wellington for Capital E's interim accommodation.

If Experience Wellington was unable to continue in operational existence for the foreseeable future, adjustments may have to be made to reflect the fact that assets may need to be realised other than at the amounts stated in the balance sheet.

In addition, Experience Wellington may have to provide for further liabilities that might arise, and to reclassify property, plant and equipment as current assets.

m. Income tax

Experience Wellington is registered as a Charitable Trust and is exempt from income tax. Experience Wellington is not exempt from indirect tax legislation such as Goods and Services Tax, Fringe Benefit Tax, PAYE or ACC and accordingly it is required to comply with these regulations.

n. Goods and services tax

All amounts are shown exclusive of Goods and Services Tax (GST), except for receivables and payables that are stated inclusive of GST.

o. Statement of Intent Forecast Financial Statements

Forecast Financial Statements are approved by the Board of Trustees and issued as part of the annual Statement of Intent. The Forecast Financial Statements are prepared in accordance with Generally Accepted Accounting Practice in New Zealand (NZ GAAP), using accounting policies that are consistent with those used in preparing these Financial Statements. The Forecast Financial Statements are not audited. The Forecast for the 2019-20 financial period is included in the Financial Statements.



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4. Revenue and Other Operating Income

	Note	2020	2019
Revenue from exchange transactions			
Retail Sales		936,845	1,199,572
Admissions income		528,128	927,953
Facility hire		335,292	469,037
Sub-lease income		40,875	73,910
Other income		51,859	129,273
		1,892,999	2,799,745
Revenue from non-exchange transactions			
Wellington City Council operational grant		7,530,880	7,341,217
Wellington City Council rental grant		1,796,098	1,768,980
Wellington City Council underwrite	19/20	259,988	187,574
Ministry of Education contracts for service		219,594	323,170
Creative New Zealand contracts for service		254,766	455,000
Other grants, sponsorship & donations		468,477	675,729
Government Wage Subsidy		796,642	+
		11,326,445	10,751,670
Total revenue		13,219,444	13,551,415



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5. Other Operating Expenses

	2020	2019
Cost of sales	599,746	644,356
Exhibitions & programmes	1,696,137	2,355,665
Rent paid	1,871,196	1,826,257
Marketing & promotions	441,076	661,820
Occupancy costs (excluding rent)	607,003	680,300
Other administration expenses	195,474	200,055
Communication costs	123,821	156,522
Trustee fees & expenses	95,030	84,078
Technology costs	193,254	182,686
Professional fees	61,998	66,736
Provision for Bad Debts	28,074	-
Auditors' remuneration audit fee	36,100	34,890
	5,948,909	6,893,365

6. Personnel Expenses

	2020	2019
Wages and salaries	6,823,249	6,217,378
	6,823,249	6,217,378



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7. Property, Plant and Equipment

Work in progress includes \$621,778 related to the planned earthquake strengthening and upgrade of the Wellington Museum which is owned by the Wellington City Council (a related party). The Council has allocated \$10 million in its 2018-28 Long-Term Plan for this project in the years 2020-21 and 2021-22 and on confirmation of this project these costs would be reimbursed to Experience Wellington and absorbed within the project budget.

	Computer equipment	Office & equipment	Motor vehicles	Building fittings	Work in Progress	Exhibitions	Total
Balance at 30 June 2020							
Cost	948,288	1,501,591	23,730	2,501,087	874,931	1,363,906	7,213,533
Accumulated depreciation	730,467	1,473,866	23,730	2,249,935	-	615,303	5,093,301
Carrying value	217,821	27,725	-	251,152	874,931	748,603	2,120,232
Current year depreciation	187,083	17,864	-	155,124	-	137,991	498,062

Balance at 30 June 2019							
Cost	874,501	1,499,756	23,730	2,482,239	616,998	1,363,906	6,861,130
Accumulated depreciation	543,384	1,456,002	23,730	2,094,811	-	477,313	4,595,240
Carrying value	331,117	43,754	-	387,428	616,998	886,593	2,265,890
Current year depreciation	161,184	15,453	-	154,287	-	137,991	468,915

8. Collections & Artefacts

	2020	2019
Opening balance	2,338,816	2,338,816
Additions	-	-
Disposals	-	-
Closing balance	2,338,816	2,338,816

9. Intangible Assets

	2020	2019
Cost	280,940	240,020
Accumulated amortisation	217,186	192,022
Carrying value	63,754	47,998
Current year amortisation	25,163	10,592



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10. Trade and Other Receivables

	2020	2019
Accounts receivable	289,089	254,062
Receivables from related parties	-	192,564
Prepayments	32,585	27,336
GST receivable	175,348	165,452
	497,022	639,414

11. Cash & Other Equivalents

	2020	2019
Bank balances	1,342,586	253,934
Call deposits	210,899	828,304
	1,553,485	1,082,238



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12. Equity and Reserves

Reconciliation of Movement in Equity and Reserves

	Capital Reserve	Capital E	Endowment Fund	Nairn St Cottage Collection	Wellington Museum	Retained Earnings	Total Equity
Balance at 1 July 2019	2,122,961	44,630	252,208	23,895	117,029	1,928,876	4,489,599
Surplus/(Deficit) for period	-	-	3,267	-	-	(51,075)	(47,808)
Endowment fund revaluation	-	-	4,053	-	-	-	4,053
Balance at 30 June 2020	2,122,961	44,630	259,528	23,895	117,029	1,877,801	4,445,844
Balance at 1 July 2018	2,122,961	44,630	235,000	23,895	102,700	1,931,192	4,460,578
Surplus / (Deficit) for the period	-	-	5,618	-	-	11,813	17,431
Endowment fund revaluation	-	-	11,590	-	-	-	11,590
Transferred to Wellington Museum Collection	-	-	-	-	14,129	(14,129)	-
Balance at 30 June 2019	2,122,961	44,630	252,208	23,895	117,029	1,928,876	4,489,599

Capital Reserve

The Capital Reserve was established on 29 February 1996 on the transfer from the Wellington Maritime Museums Trust of their collection and artefacts, cash and other sundry office equipment of the Wellington Maritime Museum.

Nairn Street Cottage Reserve (formerly the Colonial Cottage Museum) Collection Reserve

During the year ended 30 June 2003 The Colonial Cottage Friends Society wound up the society and donated the remaining funds (\$11,948) to

the Experience Wellington for the purpose of establishing a collection fund for the Colonial Cottage Museum now known as the Nairn Street Cottage. Experience Wellington agreed to transfer this and a similar amount to the fund.

Wellington Museum (formerly the Museum of Wellington City & Sea) Collection Reserve

During the year ended 30 June 2005 the Trustees decided to place all donations received from the Pōneke History Club membership into a collection reserve for future museum acquisitions.

Endowment Fund

In 2019 the Trustees decided to place the proceeds from the Sir Alexander Grant bequest into an endowment fund managed by Nikau Foundation. The future return on this fund is to be used to support programming and the development of museum and art gallery assets managed by Experience Wellington.



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13. Employee Benefits

	2020	2019
Current		
Payroll accruals	162,647	125,155
Liability for holiday pay	258,105	258,432
	420,752	383,587
Non-current		
Liability for long-service leave	59,638	66,846
	59,638	66,846
	480,390	450,433

14. Trade and Other Payables

	2020	2019
Trade payables	348,246	418,173
Payables to related parties	126,134	128,673
Funds held and Revenue in advance	1,478,603	1,121,424
ACC premiums	5,661	5,661
GST Payable	-	-
Non-trade payables and accrued expenses	143,402	195,913
	2,102,046	1,869,844

Operating Leases Leases as Lessee

Non-cancellable operating lease
 rentals are payable as follows:

	2020	2019
Less than one year	1,261,707	1,584,112
Between one and five years	2,480,588	2,352,668
More than five years	-	-
	3,742,295	3,936,779



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14. Trade and Other Payables (continued)

Experience Wellington holds leases on property, office equipment and motor vehicles.

Two of the property leases are for Council owned buildings – Wellington Museum on Queens Wharf and City Gallery Wellington on Te Ngākau Civic Square. Under the Funding Deed between Experience Wellington and the Council, rental payable to Council under these leases is covered by a rental subsidy.

Since 1 September 2013 Experience Wellington has leased premises for the operation of Capital E and by agreement with Council, the cost of these leases is covered by the rental subsidy.

Other property leases are held by Experience Wellington for storage of Collections and the operation of the Executive office.

15. Capital Commitments

As at 30 June 2020, there are no capital commitments (2019: \$nil), which have not been accounted for.

16. Contingencies

There are no material contingent liabilities at balance date (2019: \$nil).



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 Notes to the Financial Statements

17. Reconciliation of Operating Surplus to Net Cash Flows from Operating Activities

	2020	2019
Operating Surplus / (Deficit) for the Year	(47,808)	17,431
Adjustments:		
Add Non-Cash Items:		
Depreciation and amortisation expense	523,215	479,507
Movements in Working Capital:		
Decrease/(Increase) in Other Current Assets	129,861	21,235
(Decrease)/Increase in Trade Creditors	272,639	101,878
(Decrease)/Increase in Accruals and Provisions	37,175	509,195
Investing Income	(28,131)	(58,266)
Net Cash Inflow from Operating Activities	886,951	1,072,980

18. Related parties

i. Identity of related parties

Experience Wellington is not related to the Council by shareholding. It was established by, and is reliant upon, the Council for a large part of its income which indicates sufficient reliance on the Council, by Experience Wellington, for a related party relationship to exist. Additionally, the Council consolidates the financial results of Experience Wellington for its own reporting purposes.

Experience Wellington operates under a Funding Deed with the Council which requires delivery of services in accordance with the provisions of the Trust Deed, the Funding Deed and the Statement of Intent, agreed with Council on an annual basis.

The Funding Deed was for a period of three years and is extended annually for a further year subsequent to the initial 3-year term. The rental grant is paid back to the Council as rent on properties owned by the Council and occupied by Wellington Museum and City Gallery Wellington.

In the case of Capital E which no longer occupies a Council owned building the rental grant is used to meet Capital E's accommodation costs.

Experience Wellington purchased accounting services during the year totalling \$8,952 (2019: \$5,560) from an accounting firm, of which one Trustee is a partner.



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18. Related parties (continued)

ii. Related party transactions

During the year, Experience Wellington entered into related party transactions of the following nature:

	Transaction value year ended		Balance outstanding as at 30 June	
	2020	2019	2020	2019
Receipts				
Wellington City Council - operational grant	7,530,880	7,341,217	-	-
Wellington City Council - rental grant	1,796,098	1,768,980	-	-
Wellington City Council - The Attic project	-	-	-	-
Wellington City Council - miscellaneous	236,396	67,674	-	192,564
Total receipts	9,563,374	9,177,871	-	192,564
Payments				
Wellington City Council - rental	1,338,485	1,338,485	-	-
Wellington City Council - The Attic Project	-	-	-	-
Wellington City Council - miscellaneous	103,991	98,431	126,134	128,673
Total payments	1,442,476	1,436,916	126,134	128,673

iii. Remuneration of key management personnel

Executive officers' remuneration is included in "personnel" expenses (see note 6).

	2020	2019
Trustees	95,030	84,078
Executive officers	933,950	896,379
	1,028,980	980,457

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Experience Wellington 19/20
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19. Space Place at Carter Observatory

Experience Wellington governs, manages and controls Space Place at Carter Observatory for Council under a Memorandum of Understanding (MOU), as if it were an institution under the Trust Deed but subject to and with the benefit of the MOU. Under this agreement the Council has agreed to reimburse Experience Wellington for any deficit incurred through the operations of Space Place. Therefore, Experience Wellington has recognised the operations of Space Place in the financial statements.

20. Hannah Playhouse

Experience Wellington operates the Hannah Playhouse as part of the Capital E business unit for the owners, which are the Hannah Playhouse Trust and the Wellington City Council (Council), under a Management Agreement which was first executed on 25 February 2016 and extended to 30 June 2020. Under the agreement, Experience Wellington operates the Hannah Playhouse as a theatre for performing arts with the benefit of Council underwriting the operating budget up to \$85,000 for the financial year 2019-20. Experience Wellington gave notice to the owners of Hannah Playhouse that it would not be extending this Agreement beyond 30 June 2020 and subsequently all ties to the Hannah Playhouse have been severed.

21. Subsequent Event

There have been no significant events after balance date that have affected the accuracy of these financial statements.



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Te Papatohu Directory



Executive Office

Level 8, AMI Plaza, 342 Lambton Quay
PO Box 893, Wellington
P: 04 471 0919
E: experience@experiencewellington.org.nz
experiencewellington.org.nz



Wellington Museum
Te Waka Huia o Ngā Taonga Tuku Iho
The Bond Store, Queens Wharf
PO Box 893, Wellington
P: 04 472 8904
E: museumswellington@experiencewellington.org.nz
museumswellington.org.nz/wellington-museum



Space Place Te Ara a Whānui Ki Te Rangī
Botanic Gardens
PO Box 893, Wellington
P: 04 910 3140
E: spaceplace@experiencewellington.org.nz
museumswellington.org.nz/space-place



Cable Car Museum
1 Upland Road
PO Box 893, Wellington
P: 04 475 3578
E: cablecar@experiencewellington.org.nz
museumswellington.org.nz/cable-car-museum



Nairn Street Cottage
68 Nairn Street
PO Box 893, Wellington
P: 04 384 9122
E: cottage@experiencewellington.org.nz
museumswellington.org.nz/nairn-street-cottage



City Gallery Wellington Te Whare Toi
Te Ngākau Civic Square
101 Wakefield Street
PO Box 893, Wellington
P: 04 913 9032
E: citygallery@experiencewellington.org.nz
citygallery.org.nz



Capital E Nōku te Ao
4 Queens Wharf
PO Box 893, Wellington
P: 04 913 3740
E: capitale@experiencewellington.org.nz
capitale.org.nz



New Zealand Cricket Museum
Ngā Taonga Kirikiri
The Old Grandstand, Basin Reserve
PO Box 578, Wellington
P: 04 385 6602
E: cricket@experiencewellington.org.nz
nzcricnetmuseum.co.nz

Note: The New Zealand Cricket Museum is currently closed and is expected to re-open in October 2020.

Plimmer's Ark Galleries
Old Bank Arcade (timbers in situ)











Sky Stadium Annual Report 2020

Chairman & Chief Executive's Report

The Stadium enjoyed another year of big events and good crowds prior to the COVID-19 shutdown which saw the Stadium effectively closed from late March to mid-June.

Some highlights of the year:

- Welcoming Sky as our new naming rights partner and saying farewell to Westpac after 20 years.
- Another memorable Wellington test match with the Springboks holding the All Blacks to a 16-16 draw in front of over 34,000 fans.
- A very competitive Wellington Phoenix side which was on track for a home final prior to the shutdown.
- One of the best concerts in recent times, with Queen + Adam Lambert entertaining a passionate 34,000 fans, the largest crowd of the New Zealand leg of their tour.
- The return of the New Zealand Warriors in their first match of a multi-year agreement.

An otherwise busy and eventful year was overshadowed by the impact of COVID-19, which is having a significant impact on the sports and events industry, the effects of which will weigh heavily on the 2021 financial year and perhaps beyond. The Stadium was

unable to host events for the last quarter of the year and this is reflected in the financial result. The ability to hold events again from late June including some well attended Super Rugby Aotearoa games was welcome. However future restrictions on mass gatherings and restrictions on international borders will severely curtail the Trust's business for the foreseeable future.

The year began with the very positive news of a new partnership with Sky Network Television Ltd that saw Sky secure the naming rights of the Stadium from 1 January 2020. Sky Stadium is only the second name for the venue. The change concluded the agreement with Westpac, the naming rights partner since the Stadium first opened in 2000, ending one of the longest partnerships in New Zealand sport.

The Trust and Sky are working on delivering outstanding fan experiences, with innovations both in the Stadium and across all screens.

The financial year began with the return of the Warriors to Wellington as part of a two-year (with a third-year option) agreement to host a NRL game in Wellington. The following weekend we witnessed another very memorable test between the All Blacks and the Springboks as they prepared for the Rugby World Cup in Japan.



The Wellington Lions went all the way to the Mitre 10 Cup final defeating Canterbury in a home semi-final before losing the decider to Tasman in Nelson. The Wellington Phoenix saw good crowds, as new coach Ufuk Talay's team secured six wins in their nine home games.

We hosted two T20 internationals between the Blacks Caps and England (in November) and India (in January).

The Stadium continued its strong run of concerts with one of the best shows in recent times as Queen + Adam Lambert dazzled a 34,000 strong crowd.

Thanks to the Board of Trustees for their ongoing support and guidance and to the staff whose hard work and commitment contributes directly to the success of the Stadium. A special mention must be made of our hirers who choose Sky Stadium to host their events and to the fans and attendees who make these events so special.

COVID-19

The Stadium was closed from the start of Alert Level 4 in late March. With the move to Alert Level 1 on 8 June, it was able to resume events with crowds in attendance and hosted four Super Rugby Aotearoa games between June and August, and the Armageddon

expo in early August. Under Alert Level 2 the Stadium is unable to host mass gatherings.

All capital works including seismic resilience and the concourse upgrade were paused over the lockdown period.

The Trust held constructive discussions with all its major commercial contractors. All parties took a pragmatic and partnership approach to these discussions and no major contractual issues were encountered. The Trust extended all Sky Stadium Memberships and Box Licences by a period equivalent to the time we were unable to host events.

A total of 16 event days that were due to take place over the March to June period were either cancelled or postponed, including Super Rugby, A-League, the Warriors, and a number of exhibitions. Events later in the year were also impacted. The Stadium had been in line to host two All Blacks test matches in July and August as well as a number of concerts for the upcoming summer.

The financial impact of COVID-19 on the 2019/20 financial year was significant, affecting the financial result to the tune of almost \$2m.

While Alert Level 1 currently allows unrestricted mass gatherings, the Trust is restricted to hosting domestic content at this current time, and closed borders or further restrictions on mass gatherings mean a very uncertain year ahead.



Events

Sky Stadium hosted a total of 28 major event days for the year, plus several community event days. 236,354 fans attended events during the 12 months, with the cumulative attendance since opening now at 10.4 million. These numbers are significantly down on forecast and prior years. Sixteen event days in the March to June period were either postponed or cancelled because of COVID-19. The March to June period is normally one of the busiest times of the year for events.

QUEEN + ADAM LAMBERT

The Stadium continued its run of great shows with Queen + Adam Lambert entertaining over 34,000 fans for the first show of their Australasian tour. The crowd was the largest of the band's New Zealand shows.

RUGBY

SUPER RUGBY

Super Rugby was significantly impacted by COVID-19, with the Hurricanes hosting just two regular season games before the season was cancelled. The rearranged Super Rugby Aotearoa kicked off at the end of June, with the balance of the games taking place in the next financial year.

MITRE 10 CUP

The Wellington Lions had a strong season, winning all their home games including a semi-final on their way to the final in Nelson.

ALL BLACKS V SOUTH AFRICA

The 2018 clash between the All Blacks and the Springboks produced a test for the ages. The 2019 test against the same opposition was no different. The sides produced a memorable draw continuing the trend of very exciting and close international rugby matches in the capital in recent years. 34,248 fans were in attendance.

HURRICANES 2020

v Sharks	WIN	38-22
v Blues	LOSS	15-24
v Crusaders (Super Rugby Aotearoa)	LOSS	25-39

WELLINGTON LIONS 2019

v Canterbury	WIN	23-22
v Counties Manukau	WIN	29-22
v Otago	WIN	54-24
v Northland	WIN	57-36
v Waikato	WIN	39-21
v Canterbury (SF)	WIN	30-19



COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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PHOENIX FANS
December 2019



WARRIORS V SHARKS
19 July 2019



FOOTBALL

WELLINGTON PHOENIX

After a slow start, the Phoenix went on an unbeaten run of seven games at home and were on track for their first home final in five years before the COVID-19 outbreak. The team had to relocate to Australia to complete the season.

CRICKET

In November we hosted the Black Caps v England in a T20 in front of 9,772 fans and in January we hosted the Black Caps and India for a T20 in front of 13,162 fans. The match will be remembered for the after-midnight finish time which India won in a super over.

EXHIBITIONS

We hosted only five exhibition days compared to our normal 15 due to COVID-19. The Wellington Armageddon Expo and The Wellington Food Show were rescheduled to the following financial year while the Better Home and Living show was cancelled.

RUGBY LEAGUE

In October 2018 the New Zealand Warriors announced a partnership with the Stadium to play a home game in Wellington in each of the next two NRL seasons. Their match against the Sharks in July 2019 was their tenth game in Wellington. The match produced a thrilling encounter with the Warriors winning by a point. Unfortunately, their next game against the North Queensland Cowboys was cancelled as a result of COVID-19. We hope to welcome the Warriors back in 2021.

COMMUNITY EVENTS

The Trust is proud to be able to give back to the regional community through making the Stadium available for several community events each year. Throughout the year it was used by Police, Corrections and Customs for dog training and by Fire and Emergency New Zealand, Wellington Free Ambulance, and the Defence Force for several training exercises. We hosted the Wellington Phoenix Community Day and the Stadium Stair Climb.

WELLINGTON PHOENIX FC 2019-20

v Western United FC	LOSS	0-1
v Perth Glory	LOSS	1-2
v Brisbane Roar	WIN	2-1
v Sydney FC	DRAW	2-2
v Central Coast Mariners	WIN	2-1
v Western Sydney Wanderers	WIN	2-0
v Newcastle Jets	WIN	2-1
v Western United FC	WIN	2-0
v Melbourne Victory	WIN	3-0

CRICKET

T20 v England	WIN	NZ WON BY 21 RUNS
T20 v India	LOSS	INDIA WON IN SUPER OVER



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FINANCIAL PERFORMANCE

The Trust has made a net loss of \$2.1 million, compared to a net surplus in the prior year of \$1.7m. Much of this loss is attributable to the effect of COVID-19, and the inability to hold events in the last quarter of the year. Sixteen event days were cancelled or postponed.

Event revenues were \$4.0 million compared to \$6.3 million in the previous year and a budget of \$5.7 million. These were generated from 28 event days compared to 50 in the prior year.

The budgeted surplus for the year was \$0.9 million which included \$3.3 million of council grant income. Actual grant income received during the year was \$0.4 million, as the timing of the works was also affected by COVID-19. This income is part of a \$5 million contribution to the concourse upgrade project, of which \$2.0 million has been received to date. The balance will be received in the coming financial year.

Insurance is becoming increasingly unaffordable for the Trust, and was \$1.6 million in the current year, up from \$0.6 million three years ago.

Operating cashflows remained positive at \$1.7 million but decreased from \$3.6 million in the prior year.

The two settlers of the Trust, being Wellington City Council and Greater Wellington Regional Council have made available a \$4.2 million loan facility to assist the Trust in managing the impacts of COVID-19. This was not drawn down at balance date but will be utilised in the year ahead. The loan is repayable over 10 years and is interest free for the first two years.

CAPITAL WORKS

During the year, the next phase of the concourse upgrade commenced primarily focussed on upgrades to all of the public catering outlets. Three months of progress was lost due to COVID-19 but works have since recommenced.

Considerable progress was made on seismic resilience of the Fran Wilde Walk over the year. Strengthening should be complete by early 2021.

BASIN RESERVE

The Trust's turf team also provides turf management services to the Basin Reserve Trust. It was another busy year at the Basin Reserve, hosting a Black Caps v India test match and two T20 White Fern matches against South Africa.

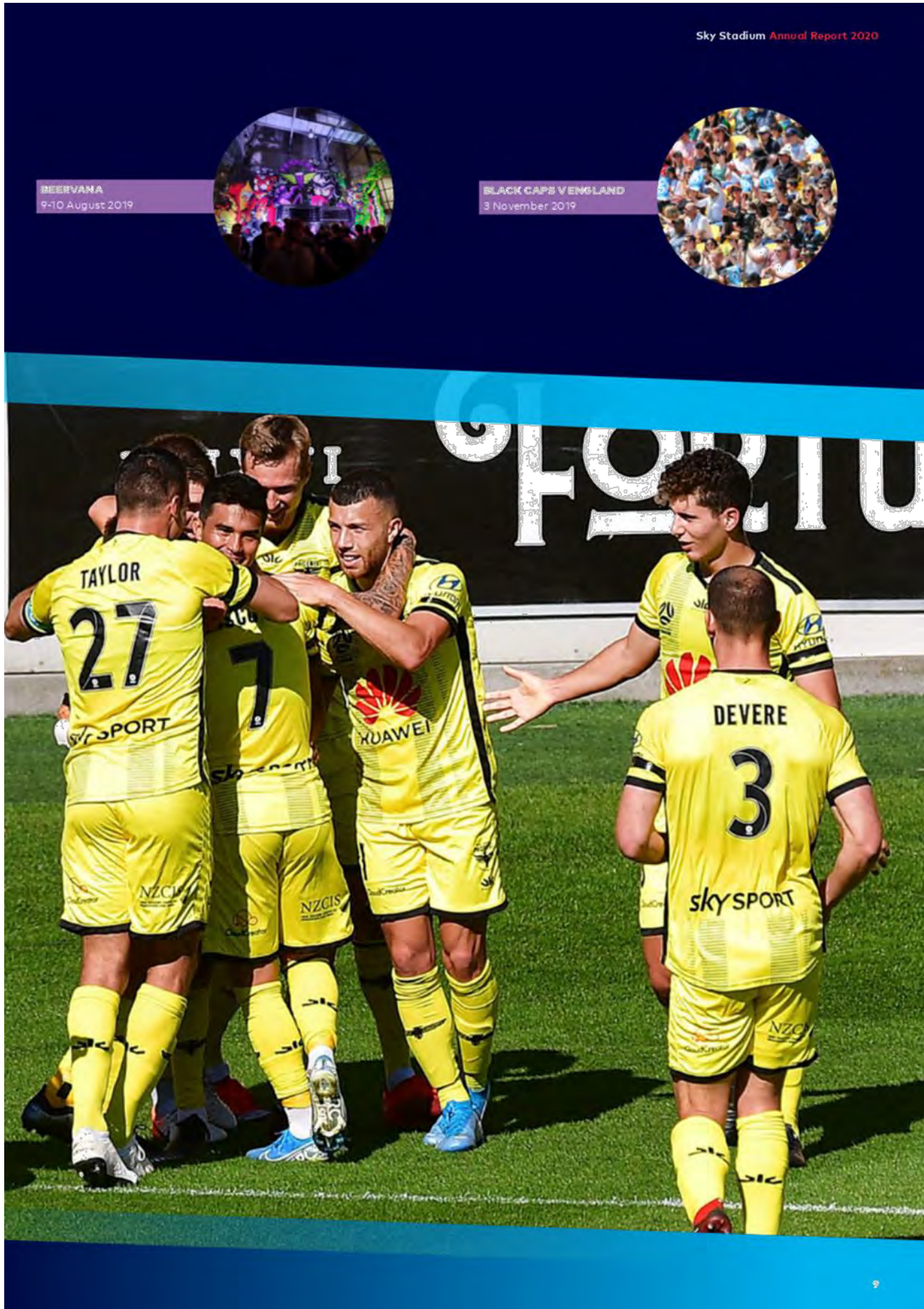
The ground played host to the following:

DAYS	
Cricket match days	46
Cricket practice days	82
Junior Sports (Rugby/Football)	7
Other Events	1
TOTAL	136

MEMBERSHIPS AND CORPORATE BOXES

The Stadium Members Club remains an active and passionate supporter group as do our Corporate Box holders and we thank both for their ongoing support of the Stadium. We saw a rise in membership numbers over the year.

Our Annual Members' Function in September was again popular and those who attended were treated to some fantastic stories from Erin Rush, Graham Mourie, Grant Nisbett and Norm Hewitt.



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NAMING RIGHTS SPONSOR

As we move into our third decade, we are thrilled to welcome Sky Network Television as our naming rights partner. The six-year agreement will include several activations aimed at improving the fan experience both at the Stadium and on television. We are very grateful to Chief Executive Martin Stewart and his team.

With the rebrand to Sky Stadium, the Trust has taken the opportunity to replace all wayfinding signage and to introduce bilingual signage in English and Te Reo Māori throughout the venue, which along with the new logo design and branding, has been very well received.

As the naming rights sponsor of the Stadium since its opening in 2000, Westpac New Zealand played a critical role in the growth of the venue in its foundation years, establishing it as the go-to venue for a range of world-class sport and entertainment events. We thoroughly enjoyed working with Westpac over the past two decades, developing the partnership at both the local and national level. We remain very appreciative for the support from the Board of Westpac, Chief Executive Officer David McLean, his predecessors and the wider Westpac team in what has been one of New Zealand's longest commercial sporting partnerships.

ACKNOWLEDGEMENTS

Sky Stadium is proud of its position as an iconic venue for the Wellington region. The diverse range of events that we provide each year is possible thanks to the support of our key stakeholders, the Wellington City Council and Greater Wellington Regional Council, as well as WellingtonNZ.

Both councils supported the Trust by way of a loan facility to assist the Stadium to continue to operate in the current uncertain environment.

We achieve such a diverse and successful calendar of events only with the support of our clients. We are most appreciative and thank the following for working with us last year:

- | | |
|------------------------------------|------------------------------------|
| • Hurricanes Rugby | • Armageddon |
| • Wellington Rugby Union | • Jade Promotions |
| • New Zealand Rugby | • North Port Events |
| • Wellington Phoenix Football Club | • Wellington Culinary Events Trust |
| • Cricket Wellington | • TEG Dainty |
| • New Zealand Cricket | • New Zealand Warriors |

Thank you also to our dedicated staff, who worked tirelessly over the year to deliver great events for Wellington.

The team is supported by a number of key suppliers and contractors all of whom go above and beyond in their provisions, often with short notice. We thank you all for your professionalism and support.

We acknowledge four departing Trustees. Firstly, we thank David Ogden and Simon Marsh, our Council representatives from Greater Wellington Regional Council and Wellington City Council respectively and we welcome on board Glenda Hughes and Sean Rush as the new Council representatives. We also bid farewell to Dame Therese Walsh after four years and to Mark McGuinness after nine years, and we thank them both for their invaluable service to the Trust. We welcomed Nicola Crauford onto the Board part way through the year.

Finally, we offer our sincere thanks to the fans who support all of our events throughout the year. We hope that you have enjoyed your various experiences here at Sky Stadium over the past twelve months and we look forward more than ever to welcoming you back again soon.

John Shewan
Chairman

Shane Harmon
Chief Executive

Sky Stadium Annual Report 2020

EVENTS HELD DURING THE YEAR		
DATE	EVENT	ATTENDANCE
19 Jul 2019	Rugby League: New Zealand Warriors v Cronulla Sharks	13,226
27 Jul 2019	Rugby Test: All Blacks v South Africa	34,248
9-10 Aug 2019	Exhibition: Beervana	13,431
23 Aug 2019	Mitre 10 Cup Rugby: Wellington Lions v Canterbury	2,160
29 Aug 2019	Mitre 10 Cup Rugby: Wellington Lions v Counties Manukau	1,228
15 Sep 2019	Mitre 10 Cup Rugby: Wellington Lions v Otago	2,353
20-22 Sep 2019	Exhibition: Home & Garden Show	7,506
28 Sep 2019	Mitre 10 Cup Rugby: Wellington Lions v Northland	2,261
12 Oct 2019	Mitre 10 Cup Rugby: Wellington Lions v Waikato	1,730
13 Oct 2019	A League: Phoenix v Western United FC	6,516
19 Oct 2019	Mitre 10 Cup Rugby Semi Final: Wellington Lions v Canterbury	1,879
27 Oct 2019	A League: Phoenix v Perth Glory	5,254
3 Nov 2019	Cricket T20: Black Caps v England	9,772
23 Nov 2019	A League: Phoenix v Brisbane Roar	5,565
21 Dec 2019	A League: Phoenix v Sydney FC	6,500
4 Jan 2020	A League: Phoenix v Central Coast Mariners	6,723
11 Jan 2020	A League: Phoenix v Western Sydney Wanderers	7,408
24 Jan 2020	A League: Phoenix v Newcastle Jets	6,906
31 Jan 2020	Cricket T20: Black Caps v India	13,162
5 Feb 2020	Concert: Queen + Adam Lambert	34,199
15 Feb 2020	Super Rugby: Hurricanes v Sharks	11,040
21 Feb 2020	A League: Phoenix v Western United FC	5,834
7 Mar 2020	Super Rugby: Hurricanes v Blues	13,778
15 Mar 2020	A League: Phoenix v Melbourne Victory	6,069
21 Jun 2020	Super Rugby: Hurricanes v Crusaders	17,606
TOTAL ATTENDANCE		236,354

Sky Stadium Annual Report 2020

Financial statements

WELLINGTON REGIONAL STADIUM TRUST (INCORPORATED) STATEMENT OF COMPREHENSIVE REVENUE & EXPENSE FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 \$000	2019 \$000
Revenues			
Event Revenues		3,987	6,254
Corporate Box, Membership & Sponsorship Revenues		4,292	4,580
Sundry income	1	2,983	5,205
Total Revenue		11,262	16,038
Less Operating Expenses	2	8,952	9,993
Operating Surplus before Depreciation & Finance costs		2,310	6,045
Less:			
Depreciation	8	4,206	4,094
Finance costs	3	175	209
Total comprehensive revenue & expense		(2,071)	1,742

WELLINGTON REGIONAL STADIUM TRUST (INCORPORATED) STATEMENT OF STATEMENT OF CHANGES IN TRUST FUNDS & LIMITED RECOURSE LOANS FOR THE YEAR ENDED 30 JUNE 2020

	Notes	2020 \$000	2019 \$000
Balance at 1 July		91,229	89,487
Total comprehensive revenue & expense for the year		(2,071)	1,742
Balance at 30 June		89,158	91,229

The accompanying accounting policies and notes form part of these financial statements.

Sky Stadium Annual Report 2020

WELLINGTON REGIONAL STADIUM TRUST (INCORPORATED)
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2020

	Notes	2020 \$000	2019 \$000
TRUST FUNDS			
Accumulated Surplus		48,763	50,834
Limited Recourse Loans			
Greater Wellington Regional Council	4	25,000	25,000
Wellington City Council	4	15,395	15,395
Total Trust Funds & Limited Recourse Loans		89,158	91,229
NON-CURRENT LIABILITIES			
Revenue in Advance		53	292
Borrowings	5	2,500	2,500
Total Non-Current Liabilities		2,553	2,792
CURRENT LIABILITIES			
Revenue in Advance	6	2,816	2,465
Payables	7	1,505	1,455
Total Current Liabilities		4,321	3,920
TOTAL FUNDING		96,032	97,941
Represented by:			
NON-CURRENT ASSETS			
Property Plant & Equipment	8	93,078	93,585
Total Non-Current Assets		93,078	93,585
CURRENT ASSETS			
Cash		1,360	2,856
Receivables & Prepayments	10	1,594	1,500
Total Current Assets		2,954	4,356
TOTAL ASSETS		96,032	97,941

The accompanying accounting policies and notes form part of these financial statements.

On behalf of the Trustees:

TRUSTEE

30 September 2020

TRUSTEE

30 September 2020

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

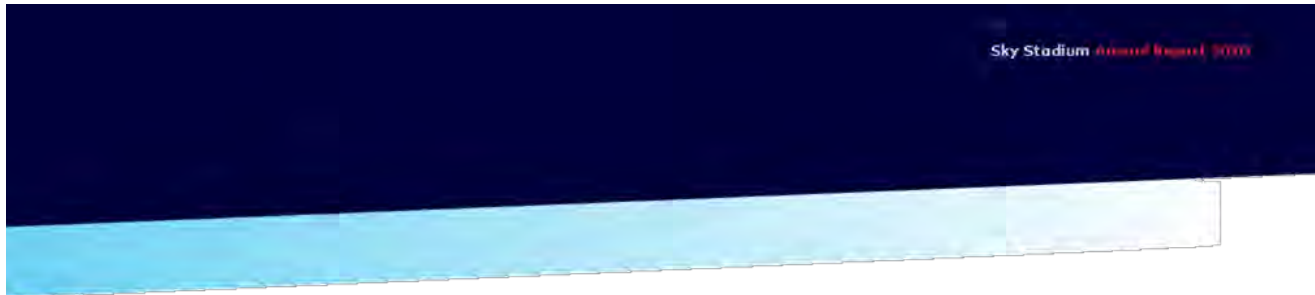
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WELLINGTON REGIONAL STADIUM TRUST (INCORPORATED) STATEMENT OF CASH FLOWS AS AT 30 JUNE 2020

	Notes	2020 \$000	2019 \$000
CASH FLOWS FROM / (USED IN) OPERATING ACTIVITIES			
Cash was provided from:			
Event and operating income		4,269	6,758
Corporate box, membership and sponsorship income		4,160	3,973
Goods and services tax	16	–	162
Sundry income		2,680	2,997
		11,109	13,890
Cash was applied to:			
Payments to suppliers and employees		(9,172)	(10,100)
Interest paid		(165)	(191)
Goods and services tax	16	(88)	
		(9,425)	(10,291)
Net cash inflow from operating activities		1,684	3,599
CASH FLOWS FROM / (USED IN) INVESTING ACTIVITIES			
Cash was provided from:			
Grant income		373	1,170
Cash was applied to:			
Purchase of property, plant & equipment		(3,553)	(2,827)
Net cash (outflow) from investing activities		(3,180)	(1,657)
CASH FLOWS FROM / (USED IN) FINANCING ACTIVITIES			
Net cash inflow (outflow) from financing activities		–	–
NET INCREASE / (DECREASE) IN CASH HELD		(1,496)	1,942
Cash at beginning of the period		2,856	914
CASH AT END OF THE PERIOD		1,360	2,856

The accompanying accounting policies and notes form part of these financial statements.



**WELLINGTON REGIONAL STADIUM TRUST
(INCORPORATED)**
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2020

1. SUNDRY INCOME

	Note	2020 \$000	2019 \$000
Carpark income		1,602	1,933
Tenancy income		330	276
Grant income	12	373	840
Gain on transferred assets		-	1,377
Interest income		2	2
Other sundry income		676	777
Total sundry income		2,983	5,205

The Grant income has been received from the Wellington City Council as a contribution to the concourse upgrade project which is currently underway.

During the year the Trust applied for and received \$248,379 in wage subsidies as part of the Ministry of Social Development's COVID-19 Wage Subsidy and Extension Scheme. Of the amount received, \$178,083 has been recognised within Other sundry income, and \$70,296 has been recognised in Revenue in Advance.

The Gain on transferred assets in the prior financial year arose from assets transferred to the Trust on termination of a lease of premises within the Stadium building. Under the lease agreement, the tenant was responsible for the construction of the exterior walls, floor slab and the internal fit out. Upon termination, the ownership of these items passed to the Trust, with no consideration payable. An external valuation of the assets transferred was obtained, and they have been recorded in the asset register at that value and are being depreciated over their remaining useful lives.

2. OPERATING EXPENSES

	Note	2020 \$000	2019 \$000
Event operating expenses		2,677	3,345
Maintenance and facility operation		2,074	2,210
Insurance		1,554	1,353
Personnel *	12	2,116	2,305
Loss on disposal of assets		15	34
Audit Fee - annual audit		34	34
Rental expense on operating leases		4	11
Doubtful debt expense		4	62
Other operating expenses		474	639
Total operating expenses		8,952	9,993

*Personnel expense includes Kiwisaver employer contributions of \$58,147 (2019: \$58,603)

3. FINANCE COSTS

	2020 \$000	2019 \$000
Interest and line fee on bank loan	162	178
Interest rate swaps - fair value adjustment	9	26
Other financing charges	4	5
Total finance costs	175	209

4. LIMITED RECOURSE LOANS

The development of the stadium was partially funded by the Wellington City Council (\$15 million) and the Greater Wellington Regional Council (\$25 million). The funding was by way of unsecured limited recourse loans. No interest has been charged on these loans by the Councils.

The Wellington City Council loan includes an amount for accrued interest (face value \$394,893) which arose under a membership underwrite agreement. The interest component is not payable until both of the original Council limited recourse loans have been repaid. The underwrite was fully repaid in a previous financial year and no further interest will accrue.

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The Trust is required to pay surplus funds to the Wellington City Council and the Greater Wellington Regional Council in reduction of their loans after meeting costs, liabilities, and debt reductions and after allowing for the appropriate capital expenditure and transfers to reserves. No surplus funds are available for repayment in the current year.

To maintain the Stadium asset to a suitable standard will require ongoing investment in the asset. This will be funded either from accumulated earnings or borrowings. The Trust's view is that it will need to maintain a level of borrowing for the foreseeable future. Until the bank loan is extinguished, the Trust is not required to make any repayments of the limited-recourse loans.

5. BORROWINGS

	2020 \$000	2019 \$000
Non-Current Borrowings		
Westpac New Zealand Ltd	2,500	2,500

The Westpac borrowing is secured by a Composite General Security Agreement and a registered first mortgage over the Stadium property.

The following interest rate swap has been entered into, effectively fixing the interest rate at:

	Interest Rate	Expires
\$2.5 million	4.67%	October 2021

At balance date the loan limit is \$10 million, and therefore \$75 million remains available for drawdown if required. The current facility expires on 30 June 2022 and is expected to be extended prior to that date.

6. REVENUE IN ADVANCE (CURRENT)

This balance represents the portion of funds received from corporate box holders, stadium members and signage and sponsorship agreements that will be recognised as revenue in the next 12 months, as the services deliverable under the contracts are delivered to those clients.

IMPACT OF COVID-19

With the restrictions on mass gatherings put in place by the New Zealand government in order to manage the impact of the global Covid 19 pandemic, the Trust was unable to host events at Sky Stadium for a period of three months from late March 2020 until late June 2020.

Purchasers of Stadium memberships and corporate box licenses purchase these items in order to attend such events. Revenue is received in advance and recognized on a straight-line basis over the term of the agreement. As no services were able to be provided to members or boxholders during this period, no revenue has been recognized for the last quarter of the current financial year. Members and box holders have been granted a three-month extension to their membership/license and the revenue will be recognized over the remaining extended term of the agreement.

The Trust also has signage and sponsorship arrangements in place, some of which are paid annually in advance. These agreements have been reviewed on a case by case basis with each sponsor and appropriate adjustments made where they have been impacted by the reduction in events held for the last quarter.

The amount of revenue deferred is \$664,000 and it is anticipated that this will be recognized in the next financial year as the benefits under the arrangements are delivered.

7. PAYABLES

	2020 \$000	2019 \$000
Trade payables	744	874
Accrued expenses	554	305
Employee entitlements	111	189
Fair value of interest rate swaps	96	87
	1,505	1,455

Sky Stadium Annual Report 2019

8. PROPERTY PLANT & EQUIPMENT

	1 July 18 \$'000		30 June 19 \$'000	Additions \$'000	Disposals & Impairment \$'000	30 June 20 \$'000
Cost						
Land	4,225		4,225			4,225
Pitch	3,397		3,397			3,397
Stadium Buildings	86,409		90,326	1,327	(20)	91,633
Fitout	16,963		17,289	1,056	(315)	18,030
Replay Screen & Production equipment	3,740		3,754	33	(5)	3,782
Fittings	1,743		1,781	12	(5)	1,788
Plant, machinery & equipment	31,071		31,690	458	(131)	32,017
Work in progress	1,920		822	828	*	1,650
	149,468		153,284	3,714	(476)	156,522
Depreciation	1 July 18	Charge for year	30 June 19	Charge for year	Disposals	30 June 20
Land	—		—			—
Pitch	(556)	(229)	(785)	(230)		(1,015)
Stadium Buildings	(28,286)	(1,752)	(29,908)	(1,799)	15	(31,692)
Fitout	(8,750)	(453)	(9,193)	(488)	308	(9,373)
Replay Screen & Production equipment	(2,897)	(197)	(3,090)	(189)	6	(3,273)
Fittings	(1,475)	(57)	(1,529)	(56)	4	(1,581)
Plant, machinery & equipment	(13,869)	(1,406)	(15,194)	(1,444)	128	(16,510)
Work in progress	—		—			—
	(55,833)	(4,094)	(59,699)	(4,206)	461	(63,444)
Carrying value	1 July 18		30 June 19			30 June 20
Land	4,225		4,225			4,225
Pitch	2,841		2,612			2,382
Stadium Buildings	58,123		60,418			59,941
Fitout	8,213		8,096			8,657
Replay Screen & Production equipment	843		664			509
Fittings	268		252			207
Plant, machinery & equipment	17,202		16,496			15,507
Work in progress	1,920		822			1,650
	93,635		93,585			93,078

*The additions column of Work in Progress shows the net increase in this category over the year.

There is no evidence of impairment in the carrying amount of any Property Plant and Equipment at balance date.

For details of the security held by Westpac over the stadium land and buildings refer to Note 5.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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Sky Stadium Annual Report 2020

9. INSURANCE

The Trust has insurance cover for the Stadium asset with a combined maximum policy limit of \$230m for material damage and business interruption. This is less than the building reinstatement value which was last assessed in September 2019 at \$302m. The Trust has received advice which supports the limits as being appropriate cover in the context of modelled probable losses from fire, earthquake and other loss events, and taking account of the current insurance market. The Trust is required to cover the first \$70 million of any earthquake claim.

10. RECEIVABLES

	2020 \$'000	2019 \$'000
Trade receivables	815	896
Prepayments	783	666
Less provision for doubtful debts	(4)	(62)
	1,594	1,500

11. FINANCIAL INSTRUMENTS RISK

INTEREST RATE RISK

Interest rate risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in the market interest rates. The Trust uses interest rate swaps to manage the interest rate risk on its borrowings. The interest rates on the Trust's borrowings are disclosed in Note 5. The interest rate swaps are recorded at fair value and classified as held for trading.

CREDIT RISK

Financial instruments which potentially expose the Trust to credit risk consist of bank deposits, short term investments, accounts receivable and interest rate swaps. The Trust invests with high credit quality financial institutions. Accordingly, the Trust does not require any collateral or security to support financial instruments with organisations it deals with. There is no concentration of credit risk with respect to accounts receivable.

CURRENCY RISK

The Trust has no exposure to currency risk.

12. RELATED PARTY TRANSACTIONS

Related parties arise where one entity has the ability to affect the financial and operating policies of another through the presence of control or significant influence. Related parties include the settlors of the Trust, the governing body and key management personnel.

Related party disclosures have not been made for transactions with related parties that are within normal supplier relationships on terms and conditions no more or less favourable than those it is reasonable to expect the Trust would have adopted in dealing with the party at arm's length in the same circumstances.

SETTLORS OF THE TRUST

Wellington City Council

Councillor Sean Rush has been the Wellington City Council's representative on the Board of Trustees since November 2019. Prior to that it was Simon Marsh. Trustee Fees for the Council representative are paid directly to the Council.

Details of the Advance from the Wellington City Council are given in Note 4.

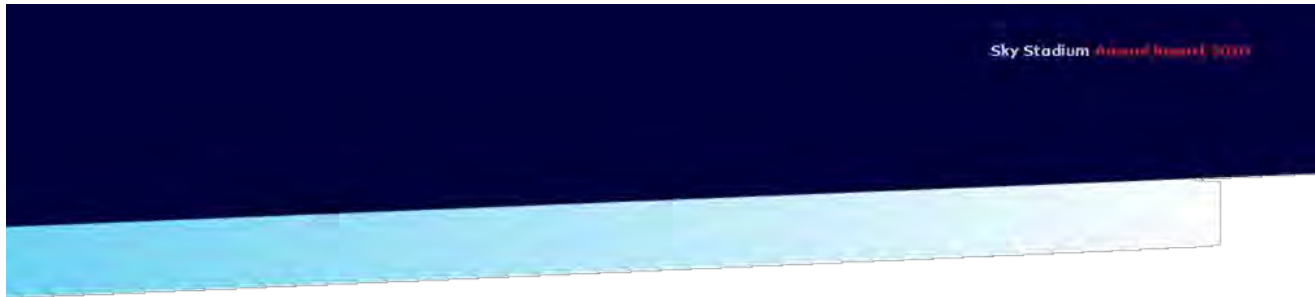
The Basin Reserve Trust is a Council Controlled Organisation of the Wellington City Council. During the year the Trust received income from the provision of turf management services to the Basin Reserve Trust, of \$339,113 (2019: \$368,146). The receivables balance outstanding is \$67,830 (2019: \$109,477).

During the year the Trust also received grant income of \$372,719 (2019: \$840,000) from the Wellington City Council as detailed in Note 1.

Greater Wellington Regional Council

Councillor Glenda Hughes has been the Greater Wellington Regional Council's representative on the Board of Trustees since November 2019. Prior to that it was David Ogden. Trustee Fees for the Council representative are paid directly to the Council.

Details of the Advance from the Greater Wellington Regional Council are given in Note 4.



	2020 \$000	2019 \$000
Key management personnel compensation		
Board members		
Trustee Fees	81	171
Full time equivalents based on number of Trustees	8	8
Management team		
Remuneration	1,026	1,193
Full time equivalent members	6	6

During the period the Trustees waived payment of their Trustee Fees for a period of six months, in light of the disruptions caused by the COVID-19 pandemic.

13. COMMITMENTS

The following amounts have been committed to by the Trust, but not recognised in the financial statements:

	2020 \$000	2019 \$000
Operating leases		
Non cancellable operating lease commitments		
Within one year	3	16
Between one and five years	4	53
More than five years	-	7
	7	76
Capital expenditure		
Amounts committed to capital expenditure	3,457	1,863

14. CONTINGENCIES

The Trust has no contingent liabilities at 30 June 2020 (2019: Nil).

15. EVENTS AFTER BALANCE DATE

Since 30 June 2020, the two settlers of the Trust have jointly provided the Trust with a loan facility of up to \$4.2 million to assist the Trust in managing the impact of COVID-19 on its operations.

The term of the loan is 10 years, with an annual interest rate of 3% that applies from year 3. At the date of completion of these accounts there have been no drawdowns against this loan.

There were no other events subsequent to balance date that require adjustment of amounts in the financial statements or additional disclosures.

16. GOODS & SERVICES TAX IN CASH FLOW STATEMENT

In the Statement of Cash Flows, the GST (net) component of operating activities reflects the net GST paid and received with the Inland Revenue Department. The GST (net) component has been presented on a net basis, as the gross amounts do not provide meaningful information for financial statement purposes.

17. IMPACT OF COVID-19 AND GOING CONCERN ASSESSMENT

The COVID-19 pandemic has impacted the revenues of the Trust through the restrictions on mass gatherings and the closure of international borders. This caused cancellation or postponement of events that would have taken place in the last quarter of the June 2020 financial year as well as future bookings.

Many of the events that take place at the Stadium involve international teams and artists. Uncertainty exists over how long the restrictions on mass gatherings and the operation of international borders will be in place.

If these restrictions continue Trust revenues will be impacted directly through loss of event revenues and indirectly from reduced memberships, corporate box licenses, signage and sponsorship.

However with ongoing non-event revenue, careful management of operating and capital expenditure, the exploration of alternative uses of the Stadium assets and with the support of the Council and Westpac loan facilities referred to in Notes 5 and 15, the Trustees are satisfied that the going concern basis remains valid for the preparation of these financial statements.

In making this assessment, a significant judgement has been made that the event calendar will return to levels similar to pre COVID-19 levels within the next two years.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Sky Stadium Annual Report 2020

18. SIGNIFICANT ACCOUNTING POLICIES

REPORTING ENTITY AND PERIOD

Wellington Regional Stadium Trust Incorporated (the Trust) is a charitable trust established by the Wellington City Council ("WCC") and Greater Wellington Regional Council ("GWRC"). The Trust is domiciled in New Zealand.

The Trust is responsible for the planning, development, construction, ownership, operation and maintenance of the Sky Stadium, Wellington, as a multi-purpose sporting and cultural venue.

The Trust was incorporated under the Charitable Trust Act 1957. The Trust is also a charitable entity under the Charities Act 2005, registration CC10754.

The financial statements of the Trust are for the year ended 30 June 2020. The financial statements were authorised for issue by the Trustees on 30 September 2020.

STATEMENT OF COMPLIANCE AND BASIS OF PREPARATION

The financial statements have been prepared in accordance with the Trust Deed which requires compliance with generally accepted accounting practice in New Zealand.

As the primary purpose of the Trust is to provide a community and social benefit, it is a public benefit entity for financial reporting purposes.

The financial statements of the Trust comply with Public Benefit Entity (PBE) standards.

The financial statements have been prepared in accordance with Tier 2 PBE Standards. The Trust meets the requirements for Tier 2 reporting as it does not have public accountability and is not large (as defined by XRB A1).

The financial statements have been prepared on an historical cost basis, except for interest rate swaps.

The financial statements are presented in New Zealand dollars, and all values are rounded to the nearest thousand dollars (000) unless otherwise stated.

The financial statements have been prepared on a going concern basis, and the accounting policies have been applied consistently throughout the period. The impact of COVID-19 on the going concern assessment is discussed in Note 17.

REVENUE

Revenue is recognized to the extent that it is probable that the economic benefits will flow to the Trust and the revenue can be reliability measured. It is recognized at the fair value of the consideration received. Specific recognition criteria apply to the following income streams as noted below.

Revenue from Exchange transactions

Corporate Box, Memberships & Sponsorship Revenues
Licenses for Corporate boxes are issued for terms of between four and six years. Signage and sponsorship properties are sold for a range of terms of between one and six years. The related license fees/revenues are paid annually and initially recorded as Revenue in Advance with the revenue recognised on a straight-line basis throughout the term.

Stadium memberships have been sold for terms ranging between two and five years. Payment may be made upfront or in a series of instalments. The payments received are recorded as Revenue in Advance and recognised on a straight-line basis over the term of the membership.

Rental income

Rents are recognised on a straight-line basis over the term of the lease.

Revenue from Non-Exchange transactions

Grant income

Grants are recognized as income once the conditions of the grant are met.

EXPENSES

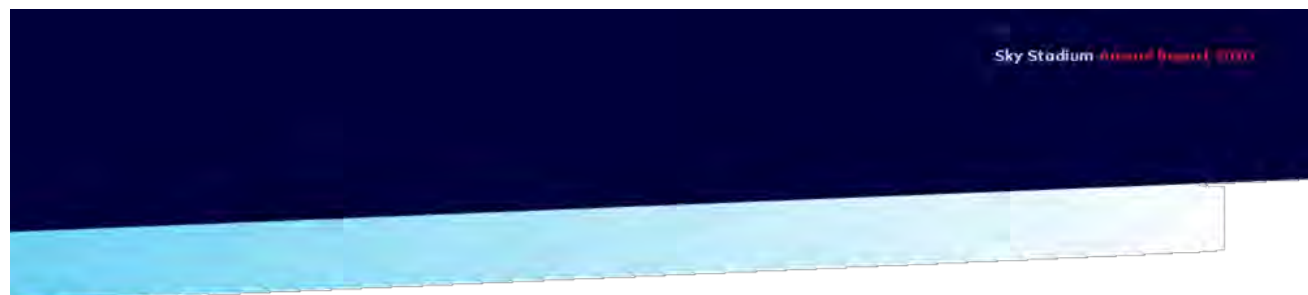
Expenses are recognised on an accrual basis when the goods or services have been received.

Interest

Interest expense is accrued using the effective interest rate method. The effective interest rate exactly discounts estimated future cash payments through the expected life of the financial liability to that liability's net carrying amount. The method applies this rate to the principal outstanding to determine interest expense each period.

Taxation

As a Charitable Trust, the Trust meets requirements for exemption from income tax and accordingly no provision for income tax is recorded in the financial statements.



All items in the financial statements are exclusive of GST, except for receivables and payables, which are stated as GST inclusive.

FINANCIAL INSTRUMENTS

The Trust classifies its financial assets and financial liabilities according to the purpose for which they were acquired. The Trust determines the classification of its investments at initial recognition and re-evaluates this designation at every reporting date.

NON-DERIVATIVE FINANCIAL INSTRUMENTS

Non-derivative financial instruments comprise trade and other receivables, cash and cash equivalents, loans and borrowings, and trade and other payables.

Non-derivative financial instruments are recognised initially at fair value plus, for instruments not at fair value through profit and loss, any directly attributable transaction costs. After initial recognition non-derivative financial instruments are measured as described below.

A financial instrument is recognised if the Trust becomes a party to the contractual provisions of the instrument. Financial assets are derecognised if the Trust's contractual rights to the cash flows from the financial assets expire or if the Trust transfers the financial asset to another party without retaining control or substantially all risks and rewards of the asset. Purchases and sales of financial assets in the ordinary course of business are accounted for at trade date. Financial liabilities are derecognised if the Trust's obligations specified in the contract expire or are discharged or cancelled.

Financial Assets

Cash and cash equivalents comprise cash balances and call deposits with up to six months' maturity. These are recorded at their nominal value.

Trade and other receivables are stated at their cost less impairment losses.

Financial Liabilities

Financial liabilities comprise trade and other payables and borrowings and are all classified as other financial liabilities. Financial liabilities with a duration of more than 12 months are recognised initially at fair value less transaction costs and subsequently measured at amortised cost using the effective interest rate method.

Amortisation is recognised in the Statement of Comprehensive Revenue & Expense as is any gain or loss when the liability is derecognised.

Financial liabilities entered into with duration less than 12 months are recognised at their nominal value.

Derivative Financial Instruments

Derivative financial instruments are recognised at fair value as either assets or liabilities. The Trust does not hold any derivatives that qualify for hedge accounting. Derivatives that do not qualify for hedge accounting are classified as held for trading financial instruments with fair value gains or losses recognised in the Statement of Comprehensive Revenue & Expense. Fair value is determined based on quoted market prices.

EMPLOYEE ENTITLEMENTS

Employee entitlements that the Trust expects to be settled within 12 months of balance date are measured at undiscounted nominal values based on accrued entitlements at current rates of pay. These benefits are principally annual leave earned but not yet taken at balance date, and bonus payments.

No provision for sick leave is accrued, as past experience indicates that compensated absences in the current year are not expected to be greater than sick leave entitlements earned in the coming year.

OTHER LIABILITIES & PROVISIONS

Other Liabilities and provisions are recorded at the best estimate of the expenditure required to settle the obligation. Liabilities and provisions to be settled beyond 12 months are recorded at their present value.

LEASES

Leases where the lessor effectively retains substantially all the risks and rewards of ownership of the leased items are classified as operating leases. Payments made under these leases are expensed in the Statement of Comprehensive Revenue & Expense in the period in which they are incurred. Payments made under operating leases are recognised in the Statement of Comprehensive Revenue & Expense on a straight-line basis over the term of the lease.

PROPERTY, PLANT AND EQUIPMENT

Recognition

Expenditure is capitalised as property, plant and equipment when it creates a new asset or increases the economic benefits over the total life of an existing asset and can be measured reliably. Costs that do not meet the criteria for capitalisation are expensed.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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Sky Stadium Annual Report 2020

Measurement

Items of property, plant and equipment are initially recorded at cost.

The initial cost of property, plant and equipment includes the purchase consideration and those costs that are directly attributable to bringing the asset into the location and condition necessary for its intended purpose. Subsequent expenditure that extends or expands the asset's service potential and that can be measured reliably is capitalised. Borrowing costs are not capitalised.

Impairment

The carrying amounts of property, plant and equipment are reviewed at least annually to determine if there is any indication of impairment. Where an asset's recoverable amount is less than its carrying amount, it will be reported at its recoverable amount and an impairment loss will be recognised. The recoverable amount is the higher of an item's fair value less costs to sell and value in use. Losses resulting from impairment are reported in the Statement of Comprehensive Revenue & Expense.

Disposal

Gains and losses arising from the disposal of property, plant and equipment are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of Comprehensive Revenue & Expense in the period in which the transaction occurs.

Depreciation

Depreciation is provided on all property, plant and equipment, with certain exceptions. The exceptions are land, some aspects of the pitch and assets under construction (work in progress).

Depreciation is calculated on a straight-line basis, to allocate the cost or value of the asset (less any residual value) over its useful life. The estimated useful lives of the major classes of property, plant and equipment are as follows:

Land	indefinite
Pitch	10 years to indefinite
Buildings	8 to 70 years
Replay screen & production equipment	3 to 25 years
Fitout	5 to 50 years
Fittings	3 to 20 years
Plant & machinery & equipment	2 to 70 years

The residual values and useful lives of assets are reviewed, and adjusted if appropriate, at each balance date.

Work in progress

The cost of projects within work in progress is transferred to the relevant asset class when the project is completed, and then depreciated.

CRITICAL ACCOUNTING ESTIMATES AND ASSUMPTIONS

In preparing these financial statements, the Trust has made estimates and assumptions concerning the future. These estimates and assumptions may differ from the subsequent actual results. Estimates and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Estimating useful lives and residual values of property, plant, and equipment

At each balance date, the useful lives and residual values of property, plant, and equipment are reviewed. Assessing the appropriateness of useful life and residual value estimates of property, plant, and equipment requires a number of factors to be considered such as the physical condition of the asset, expected period of use of the asset by the Trust, and expected disposal proceeds from the future sale of the asset.

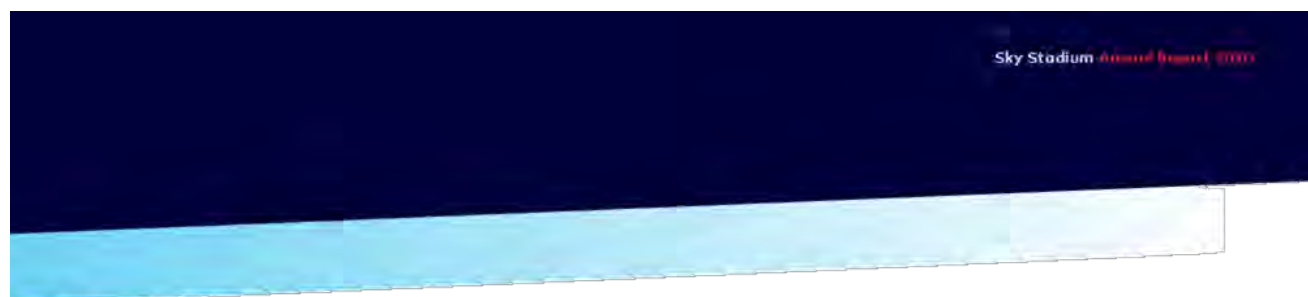
An incorrect estimate of the useful life or residual value will affect the depreciation expense recognised in the statement of comprehensive revenue and expense, and carrying amount of the asset in the statement of financial position. The Trust minimises the risk of this estimation uncertainty by regular physical inspection of assets, including periodic independent review, and a planned preventative maintenance and asset replacement programme.

STATEMENT OF CASH FLOWS

The statement of cash flows has been prepared using the direct approach. Operating activities include cash received from all income sources of the Trust, record cash payments made for the supply of goods and services and include cash flows from other activities that are neither investing nor financing activities. Investing activities relate to the acquisition and disposal of assets. Financing activities relate to the funding structure of the Trust.

CHANGES IN ACCOUNTING POLICIES

There have been no changes in accounting policies in the year ended 30 June 2020.



AUDIT NEW ZEALAND
Mana Arotake Aotearoa

Independent Auditor's Report

TO THE READERS OF WELLINGTON REGIONAL STADIUM TRUST'S FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2020

The Auditor-General is the auditor of the Wellington Regional Stadium Trust (the Trust). The Auditor-General has appointed me, Andrew Clark, using the staff and resources of Audit New Zealand, to carry out the audit of the financial statements of the Trust on his behalf.

OPINION

We have audited the financial statements of the Trust on pages 12 to 22, that comprise the statement of financial position as at 30 June 2020, the statement of comprehensive revenue and expense, statement of changes in trust funds and limited recourse loans and statement of cash flows for the year ended on that date and the notes to the financial statements that include accounting policies and other explanatory information.

In our opinion, the financial statements of the Trust on pages 12 to 22:

- present fairly, in all material respects:
 - its financial position as at 30 June 2020; and
 - its financial performance and cash flows for the year then ended; and
- comply with generally accepted accounting practice in New Zealand in accordance with Public Benefit Entity Standards Reduced Disclosure Regime.

Our audit was completed on 30 September 2020. This is the date at which our opinion is expressed.

The basis for our opinion is explained below, and we draw attention to the impact of Covid-19 on the Trust. In addition, we outline the responsibilities of the Trustees and our responsibilities relating to the financial statements, we comment on other information, and we explain our independence.

EMPHASIS OF MATTER – IMPACT OF COVID-19

Without modifying our opinion, we draw attention to the disclosures about the impact of Covid-19 on the Trust as set out in notes 1, 6, 15 and 17 to the financial statements.

BASIS FOR OUR OPINION

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the Responsibilities of the auditor section of our report.

We have fulfilled our responsibilities in accordance with the Auditor-General's Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

RESPONSIBILITIES OF THE TRUSTEES FOR THE FINANCIAL STATEMENTS

The Trustees are responsible on behalf of the Trust for preparing financial statements that are fairly presented and that comply with generally accepted accounting practice in New Zealand.

The Trustees are responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible on behalf of the Trust for assessing the Trust's ability to continue as a going concern. The Trustees are also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the Trustees intend to wind-up the Trust or to cease operations, or have no realistic alternative but to do so.

The Trustees' responsibilities arise from clause 15 of the Trust Deed of the Trust.

Sky Stadium Annual Report 2020

RESPONSIBILITIES OF THE AUDITOR FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements, as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General's Auditing Standards will always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers taken on the basis of these financial statements.

We did not evaluate the security and controls over the electronic publication of the financial statements.

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- We obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal control.
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.

- We conclude on the appropriateness of the use of the going concern basis of accounting by the Trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Trust to cease to continue as a going concern.
- We evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Our responsibilities arise from the Public Audit Act 2001.

OTHER INFORMATION

The Trustees are responsible for the other information. The other information comprises the information included on pages 2 to 11, but does not include the financial statements, and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Sky Stadium Annual Report 2020

INDEPENDENCE

We are independent of the Trust in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1: International Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board.

Other than the audit, we have no relationship with, or interests in, the Trust.



Andrew Clark
Audit New Zealand
On behalf of the Auditor-General
Wellington, New Zealand

TRUST PARTICULARS

Settlers

Wellington City Council and Greater Wellington Regional Council

Trustees

John Shewan, Tracey Bridges, Nicola Crauford, Glenda Hughes, Steven Fyfe, Mark McGuinness (retired 30 June 2020), Sean Rush and Rachel Taulelei

Date of settlement

1 January 1998

Auditors

Audit New Zealand, Wellington on behalf of the Controller and Auditor-General

Solicitors

Maude & Miller

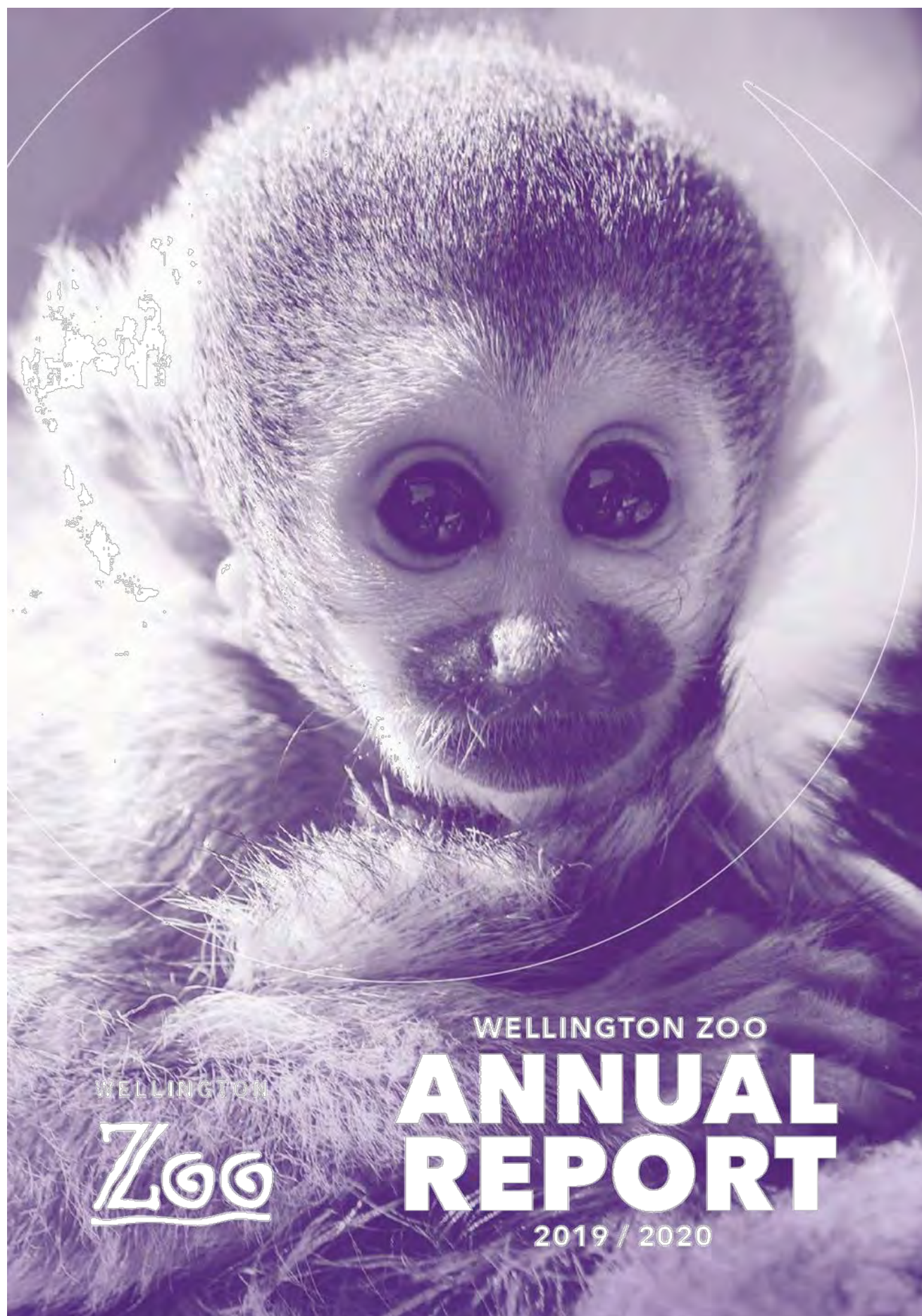
Bankers

Westpac New Zealand Ltd

Photography by Photosport, Brady Dyer and Byron Taylor.



The logo for Sky Stadium is centered on a dark blue background. The word "sky" is in a white, lowercase, sans-serif font. Below it, the word "STADIUM" is in a red, uppercase, sans-serif font. The background features diagonal stripes in shades of blue.



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Highlights



WHĀNAU

Our Role

Achieved Toitū carbonzero certification for seventh year running

Welcomed over 50,000 visitors for free in May and June

Launched two EV charging stations



TINANA

Our Animals

The Nest Te Kōhanga treated 496 native animals

Successfully bred Goliath Bird-Eating Tarantula spiderlings

Birth of critically endangered Cotton-Top Tamarin



HINENGARO

Our Purpose

Developed a new Conservation Strategy

Contributed \$582,613 directly to field conservation through donations and staff time

Launched the Local Conservation Grants Programme supporting six regional projects



WAIRUA

Our Community

Celebrated ten years of The Nest Te Kōhanga

Reached 50,000 followers on Facebook and 10,000 on Instagram

Installed our conservation action mural



ORANGA

A Healthy Organisation

Our Chief Executive was elected to the World Association of Zoos and Aquariums Council (WAZA) and appointed Chair of the Ethics and Animal Welfare Committee

Our reptile breeding facility Te Piringa Iti became operational

Customer Relationship Management (CRM) system Salesforce was implemented with the launch of phase 1

Trust Chair Report

Craig Ellison
Chair, Wellington Zoo Trust



Wellington Zoo has now completed one year of its strategy for 2019-23. We were on track to achieve great success in our strategic focus areas until March 2020 when, for us all, COVID-19 hit with a huge impact on our organisation. We were closed to visitors from 23 March - 15 May and of course, this greatly affected our visitor revenue for 2019/20. So, while we have achieved or exceeded all our non-financial targets, understandably, we have not done so with our financial measures.

We responded, as the Zoo with the biggest heart, to COVID-19 and made sure our animals and our people were well cared for and supported. Now we will look to rebuild and regenerate over the coming year based on our strategic priorities of Oranga, Wairua, Whānau, Hinengaro and Tinana.

The Zoo is a community place and we have welcomed our community with open arms and aroha in line with our organisational value of Manaakitanga. As part of Wellington City Council's pandemic plan we opened the Zoo for free from 16 May - 30 June and this gave us an opportunity to welcome our community back to the Zoo after the COVID-19 crisis. It was fantastic to see so many come to the Zoo when we reopened - both for us and the animals in the Zoo.

As a progressive zoo we have reviewed our Conservation Strategy this year - conservation of wildlife and wild places is at our heart. The Conservation Strategy sets a clear direction for our important conservation work. Our construction work also supports our conservation work and I am particularly proud of Te Piringa Iti, our new reptile breeding facility which was completed this year and has already seen the arrival of a Moko Kākāriki Wellington Green Gecko, a local species of conservation importance.

Our flagship animal hospital, The Nest Te Kōhanga, was ten years old in 2019 and we celebrated with The Nestival in December.

We are still ambitious for more success in 2020/21 by focussing on the recovery from COVID-19. Part of this work will be further planning and progress on the Snow Leopard project - an exciting new experience due to be opened in early 2022.

I would like to express my thanks for the dedication of our Trustees in embracing the work of the Zoo. I would also like to thank our brilliant Zoo team for their response to the COVID-19 crisis. Working together, the Board and our people have come through this together. As the Our Say, Our Future staff survey completed this year showed - working together we can be a louder voice to be heard for all the values the Zoo holds dear.

We look forward to an exciting year ahead.

Me Tiaki, Kia Ora!

Chief Executive Report

Wellington Zoo, like other organisations, has had to embrace change and rise to challenges in 2019/20. COVID-19 created a situation where Wellington Zoo was closed for nearly two months, which has never happened before in our 114 year history. Wellington Zoo has survived the Spanish Flu pandemic in 1918, two World Wars, the Great Depression and the Global Financial Crisis – we know we will survive COVID-19 with the challenges and opportunities it has presented.

We responded to the COVID-19 crisis as a united team. We took inspiration from the resilience and perseverance of our people and cared for our animals and our people together. Our online community grew in number and their engagement with our people and animals in a time of crisis was uplifting.

We welcomed 220,607 visitors this year, and we appreciate how important community support is for our success. As part of Wellington City Council's Pandemic Plan the Zoo opened for free from 16 May until 30 June. During this

time we had 50,891 visitors. It was wonderful seeing families enjoying the Zoo after months of lockdown.

Prior to COVID-19 we were well on the way to delivering the measures for our strategic focus areas of conservation, animal welfare, sustainability and community. As the Zoo with the biggest heart we supported our people to work with our conservation partners to support the Kākāpō response, NIWA Antarctica research, Chimpanzees in Senegal and TRAFFIC South East Asia in their fight against illegal animal trade. The launch of our Local Conservation Grants Programme this year has enabled us to support innovative projects to support local conservation initiatives.

We welcomed new animals to Wellington Zoo including two female Tasmanian Devils and two male Squirrel Monkeys. We celebrated animals born at Wellington Zoo this year including Squirrel Monkeys, a Cotton-Top Tamarin, Goliath Bird-Eating Tarantula spiders and Nyala. Some animals left the Zoo such as two Porcupines who

moved to Orana Wildlife Park and three male Nyala who went to Keystone Wildlife Conservancy. Sadly, we farewelled four animals whose deaths shook us hard. Djembe, the Lioness, Yindi the Dingo and Rosebud the Kunekune are all greatly missed at the Zoo. Skipper the Nyala, died from fireworks stress and we hope to never see this again in our Zoo. We ask that people do not use fireworks anywhere near the perimeter of the Zoo.

Our sustainability work was enhanced this year by the development of our Climate Change Position Statement and receiving Toitū carbonzero certification for the seventh year. Climate Action is one of our driving forces and is imperative to build a better world for people and animals.

We have been well supported this year by our funders and supporters and this is greatly appreciated. As we strive to achieve our goals we must grow our funding base. As a charitable trust this is always our greatest challenge. With the total effects of COVID-19 still unknown we appreciate the support we have from our community, funders and supporters.

As we prepare to start 2020/21 I am excited for what we have planned for Wellington Zoo over the coming year. Our people give their very best selves to make Wellington Zoo a wonderful place and we thank everyone who has supported Wellington Zoo in 2019/20; we can't do our important work without you. We will be striving to ensure that next year brings success for our Zoo as we rebuild and regenerate after COVID-19.

Me Tiaki, Kia Ora!



Karen Fifield MNZM
Chief Executive, Wellington Zoo Trust

COVID-19

This year we have experienced unexpected disruption, like every organisation has, due to the impacts of the COVID-19 pandemic. Throughout this report you will see mention of COVID-19, and how it has affected every facet of the Zoo's operations from visitation to updating the vehicle fleet. From the first announcement of the country moving to Alert Level 2 on Saturday 21 March, Zoo operations were affected. And, the Zoo responded immediately and effectively. Visitor programmes were suspended and our staff were asked to work from home if they could. Some staff members who could not work from home were deployed into other on site teams and we implemented additional health and safety protocols to ensure physical distancing of teams who remained at the Zoo. From the start of Alert Level 3 and into Alert Level 4 the Zoo was closed to visitors, and would remain closed for the longest time in its history.

Despite the lack of visitors we still needed to ensure that our animals received their usual high standard of excellent care from our team while keeping our people as safe as possible. The Animal Care and Science team roster was reconstructed in the space of two days to create two separate teams spread out across the Zoo to maintain both animal care and staff welfare.

The Safety, Assets and Sustainability team were also split into two rosters to ensure they could safely be on site each day.

A large number of our team managed to work effectively from home during Alert Levels 2, 3 and 4. All Zoo staff members, whether at home or at the Zoo, were flexible, resilient and quickly adapted to their new way of working. Using Workplace and Workchat by Facebook for internal communications within the teams and with our Board proved effective to maintain collaboration across all areas of the Zoo.

Not being able to welcome visitors to the Zoo has had a significant impact on the Zoo's revenue and operations. The Zoo was successful in applying for the Government Wage subsidy scheme for both permanent and casual staff and will also receive support from the Wellington City Council.

One of the most important things during the time the Zoo was closed was how we communicated with our community and visitors to ensure ongoing engagement. We received a large number of media enquiries and managed to fulfil all relevant interview requests. We also had a clear social media approach during lockdown – to highlight the work that was continuing at the Zoo; to cheer people up

with great animal content; and to showcase the learning and engagement initiatives we developed. We continued to regularly communicate with those community members on our mailing list, to update them on what was happening at the Zoo and to thank them for their support.

One of the questions we received most often from our community, and media, was how the animals coped during lockdown and with no visitors in the Zoo. Some of the animals appeared to miss the stimulation of having different people, sights and smells to look at; while others did not seem to notice any difference.

During the COVID-19 crisis we were touched by the support from our community, who generously donated \$20,591.33 through our website when they booked their free entry visits and in person when we reopened. We are grateful to our community of supporters.

The COVID-19 lockdown was tough on all of us. However now we are through the response period we welcome the challenges and opportunities provided to us by going through this period of rebuilding and regeneration.





At Wellington Zoo, we are the Zoo with the biggest heart: a creative, innovative and progressive zoo.

We are a team of powerfully passionate individuals who are champions for the welfare of all animals - within and beyond the boundaries of the Zoo. We are supported by a community that actively takes part in our commitment to caring for and saving species locally, nationally and globally.

We are guided by our kaupapa, Me Tiaki, Kia Ora! We must look after our environment, so all things will flourish. It is up to us collectively to make a difference for animals and the wild places they call home.

Whānau

OUR ROLE

INSPIRED BY TĀNE WE
PROTECT OUR PLANET

Integrating the United Nations Sustainable Development Goals: Life On Land, Life Below Water, Climate Action, Quality Education, Responsible Consumption and Production, and Sustainable Cities and Communities

Last year, working with stakeholders, Wellington Zoo identified the United Nations Sustainable Development Goals (SDGs) that are important to us. We've focused on these in our new Zoo strategy. In the coming year we will identify targets for the Zoo to achieve in each of these areas - aligned to the UN's targets and Protecting Our Planet, the upcoming World Association of Zoos and Aquarium (WAZA) sustainability strategy.

In addition, as a result of our commitment to the SDGs of Life on Land, Life Below Water and Climate Action, we have developed both a Zoo Conservation Strategy and Climate Change Position Statement.



Having a global framework to use like the United Nations Sustainable Development Goals helps us to speak the same language as our colleagues and partners around the world. By embracing these global goals, we can really show how we can play our part to help the world become more sustainable.

Amy Hughes, General Manager
Communication, Experience and
Conservation

Our Climate Change Position Statement

In November, we released our Climate Change Position Statement, which is linked to the SDGs and the work we do every day to save wildlife and wild places. With world-wide recognition as a leader in environmental climate action, such as winning the inaugural WAZA Environmental Sustainability Award last year, it's important that the Zoo publicly states that we all need to take action to mitigate climate change.

The Position Statement, publicised on the Zoo website, clearly and unequivocally conveys our position that we must take urgent action, together, to combat climate change and its massive impacts. It sets out the Zoo's commitment to act and how we will do that.

Climate change march and Zero Carbon Bill

Wellington Zoo staff participated in the third national climate change march in September. The march called on the Government to declare a climate emergency, cease all new exploration and extraction of fossil fuels, and invest in building a renewable and regenerative economy. It also sought cross-party support for a Zero Carbon Act.

Wellington Zoo Trust were signatories to a letter supporting cross-party consensus for the Zero Carbon Bill which Parliament has now passed. Further, Wellington Zoo and Wellington City Council have both made commitments to reduce CO2 emissions and work towards a zero carbon capital by 2050.

WAZA Sustainability Strategy

Our Chief Executive, Karen Fifield MNZM, has been coordinating the development of the WAZA sustainability strategy, Protecting Our Planet. Its framework uses the SDGs and it offers guidelines for how these may be implemented in zoos and aquariums. It will be launched at the online WAZA conference in October 2020.



Developing initiatives for social, environmental and economic sustainability

Toitū carbonzero certification

We're proud that the Zoo achieved Toitū carbonzero certification for the seventh year running. It demonstrates our commitment to reducing environmental impacts and links directly to our recent Position Statement on Climate Change.

This year showed a reduction in carbon emissions by 29%, against a 2017/18 baseline. The main gains were through our switch to electricity provider Ecotricity who are a Toitū carbonzero certified supplier. We also reduced our waste to landfill and decreased freight emissions.

As part of this work, we secured New Zealand native restoration project carbon credits. We purchased some of our carbon credits through Hinewai Reserve on Banks Peninsula, an ecological restoration project. Our General Manager Safety, Assets and Sustainability and

General Manager Communication, Experience and Conservation visited the Reserve to understand the work being done and how our carbon credits are applied.

New EV charging stations

This year we worked with Wellington City Council and Chargenet to install two electric vehicle charging stations outside the front entrance to the Zoo. This helps both Zoo visitors and our local residents who may need after hours parking to charge EVs.

We have two electric vehicles and continue to phase all Zoo vehicles to electric. New electric utility vehicles are due to enter the fleet early next year. Their purchase was delayed this financial year due to COVID-19.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Maintain Toitū carbon zero certification	Achieved for 2018/2019*	Achieved	✓	Achieved

*Certification for 2018/19 verified 30th October 2019 with a 29% reduction in emissions compared to 2017/18 financial year figures.



Social and community initiatives

Neighbours' Night

We hosted our 15th annual Neighbours' Night BBQ in January, with nearly 2,000 locals coming along. Every year we invite our immediate neighbours, including Wellington City Council housing tenants, to visit the Zoo for free after hours.

This is a favourite event as we get to give back to so many local community members. They are able to explore the Zoo after hours, experience special animal talks and enjoy a sausage sizzle.

Zoo staff volunteer their time for the evening to welcome our community to the Zoo. We are grateful to our supporting partners - New World Newtown, Frucor Suntory and Tip Top - for providing the food and beverages. New World staff helped cook the barbecues and we also welcomed staff from Waste Management to help our guests sort their waste to minimise the event's environmental impact.



We were proud to be part of another successful Neighbours' Night at Wellington Zoo for a second year. Neighbours' Night is a wonderful celebration of diversity and inclusion and we could not think of a better event for us to be involved with. We are a locally owned and operated community store in the heart of Newtown and proud to be able to work with the amazing team at the Wellington Zoo to give back in a meaningful way to our community.

Mark Troup-Paul, Owner-Operator,
New World Newtown





Free visitation in COVID-19 Alert Level 2

After closing our doors when the COVID-19 lockdown began in late March, we were really pleased to be able to open to visitors at Alert Level 2. And thanks to Wellington City Council support, entry to the Zoo was free from 16 May until 30 June.

Alert Level 2 still meant some restrictions for our operation, as it did for the whole country. In particular, visitors had to pre-book (for a morning or afternoon slot), so that we could limit numbers in the Zoo appropriately and manage contact tracing. Demand was overwhelming, which we resolved quickly after some early technical issues. We also placed some limitations on the Zoo experience, for health and safety reasons. Some areas were closed and there were no animal talks or Close Encounters.

As we carefully monitored visitor numbers and activity, we were able to ease some restrictions, releasing more tickets weekly and letting our Zoo Crew members visit as normal without pre-booking in June. Once we moved into Alert Level 1, we increased the number of visitors that could come to the Zoo each day, but still used the pre-booking system to make sure the Zoo was not overwhelmed by people. During this free period 50,891 people took advantage of the opportunity to visit the Zoo.



We went last Wednesday and it was great. It was very generous of you to continue the free entry to the end of June, despite being now at level 1 and being able to open properly to the public. We made a donation on the way in. ”

Facebook comment from a visitor

The Warehouse Zoofari

Zoofari is a nationwide programme giving many Kiwi kids their first zoo experience. Supported by The Warehouse Group, it gives funding to low decile schools to visit zoos across the country. Wellington Zoo, Auckland Zoo, Hamilton Zoo and Orana Wildlife Park partner with The Warehouse Group on Zoofari.

This year, 346 students from four schools across Wellington and Lower North Island visited us. Other scheduled visits were postponed due to COVID-19.

In January, a meeting of New Zealand Zoo Educators was held to discuss the upcoming Zoofari campaign and identify more opportunities for us to work together.

Fundraising for the 2020 Zoofari programme began in March. Wellington Zoo staff visited regional The Warehouse stores to promote the programme and the new partnership with Transit, a bus company. Fundraising was affected by the country going into COVID-19 Alert Level 4 commencing that week.

Winter Wednesdays

As part of our social sustainability accessibility initiatives, once again, we invited the community to wrap up warm and visit us for half price entry on the four Wednesdays in August. This year we welcomed 2,781 visitors across four weeks despite rain on one Wednesday.



Tinana

OUR ANIMALS

INSPIRED BY TANGAROA
WE CARE FOR OUR ANIMALS



World leading animal care so the animals live their best lives

Enrichment

Training and enrichment

The Nest Te Kōhanga and Animal Care teams have worked to build on the existing programmes of conditioning and training with our animals for improved husbandry and veterinary care. This has included: training for conscious blood draws and hand injections across a range of our species, including Lions, Cheetah, and Giraffe; recall conditioning with Squirrel Monkeys, Capuchin monkeys and White-Cheeked Gibbons; and medical treatment training for the Sun Bear and Tigers. As a result, health monitoring and interventions can be administered in a positive, enhanced welfare-enriched environment.

The Animal Care team hosted an animal training morning with the New Zealand Army, New Zealand Police, Department of Corrections and Border Control dog units. The dog units experienced training with Kea, Sun Bear, Giraffe and Lions.

Behavioural enrichment

Behavioural enrichment, the physical or mental stimulation we give our Zoo animals, is a vital part of the Five Domains of Animal Welfare. It encourages animals to explore and interact with their habitat and stimulates natural behaviours as well as providing psychological stimulation. It means our animals are active and happy, living better lives. During the COVID-19 response the Animal Care team each had one day a week working from home. A number of the team used this as an opportunity to make enrichment items for animals to help provide extra stimulation during a period where they did not have visitors for stimulation.

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Nutrition Centre

The specialist staff in the Nutrition Centre, assisted by the keeping and veterinary teams, ensure all our animals' diets meet their nutritional and behavioural needs. During COVID-19 Alert Levels 3 and 4 the Zoo's Visitor Rangers were also deployed to the Nutrition Centre to ensure all diets were catered for while we operated under emergency rosters.

The Nutrition Centre has continued to focus on environmental sustainability in its procurement practice. We procure high quality, often locally produced, items. For example, we now use "Bio-Zyme" cleaning products which are environmentally friendly, non-toxic and biodegradable and New Zealand made. They last two to three times longer than the products they've replaced. We've also switched our replaceable batteries to long-lasting rechargeable options. These new products proved invaluable for the expanded cleaning regimes needed for staff and visitor areas under COVID-19.

Red panda feed sourcing

The Red Pandas had some dental concerns which, after investigation, we concluded was related to their dietary supplements which were imported. Working with a local feed supplier based in Palmerston North, we obtained alternative pellets for the Red Pandas. We've now fully transitioned their supplementary diet to these new pellets, with positive results observed to date and with a smaller carbon footprint.





The Nest Te Kōhanga

The Nest Te Kōhanga is the Zoo's state of the art animal hospital where both Zoo animals and injured native wildlife are treated by our experienced veterinarian team. The Nest Te Kōhanga continues to embody our commitment to care of animals when they need it most.

Over the year, The Nest Te Kōhanga team have been involved in over 2,500 clinical interactions with a wide variety of species. Due to COVID-19 health and safety procedures, we could not treat native wildlife brought to us by members of the community in the last quarter of the year.

We continue to ensure The Nest Te Kōhanga team is well-placed to provide excellent care. Our new Veterinarian, Dr Phil Kowalski, started with us at the end of the financial year and Shanna Rose was appointed Team Leader The Nest Te Kōhanga, following the disestablishment of the Wildlife Health Manager position after the incumbent resigned.

The Nest Te Kōhanga passed its four-yearly audit by the Ministry of Health's Office of Radiation Safety on radiation practices.



Caring for our Zoo animals

Some of the notable diagnostic, medical and surgical work performed this year for our Zoo animals were:

- ♦ **Sumatran Tiger Senja** had allergy skin tests, performed under general anaesthetic by skin specialist Dr Helen Orbell from Massey University, which showed a large range of allergies. These are being managed via immunotherapy treatment.
- ♦ **Cheetah Cango** received a root canal from Dr Angus Fechny, a Massey University dental specialist.
- ♦ **Giraffe Sunny** underwent a successful general anaesthetic procedure, which can be incredibly complex, to investigate an abscess on his jaw, which has now been treated.
- ♦ **Red Panda Sundar** was anaesthetised to investigate increased salivation and weight loss. A dental examination led to multiple fillings and extractions. Diet changes have reduced the risk of recurrence.
- ♦ **Sun Bear Sasa** received a general anaesthetic and skin work by specialist dermatologist Dr Helen Orbell from Massey University, with testing revealing allergies for which immunotherapy therapy is planned.
- ♦ **Giraffe Zahara** has been receiving conscious hand injection training successfully. She's now being injected by hand with her contraceptive drugs rather than darted.

Caring for native wildlife

The Nest Te Kōhanga is the hub for native wildlife care in the Wellington region. This year we treated 496 injured native animals, 69% of which were able to be released back into the wild. Native wildlife treatment included the following:

Kiwi Pukupuku Little Spotted Kiwi
This case was a demonstration of collaborative effort between Wellington Zoo, Zealandia, Massey University and Pacific Radiology.

A Kiwi Pukupuku at Zealandia, showing abnormal muscle coordination movements (Ataxia), was referred to The Nest Te Kōhanga. The Kiwi was diagnosed with toxoplasmosis, an infection usually fatal in birds. He received an MRI with help from the Massey University Anaesthesiology Department and Pacific Radiology. We installed night vision cameras in The Nest Te Kōhanga to observe his behaviour and ensure his treatment plan was effective. The Kiwi was successfully released back to Zealandia.

Another Kiwi Pukupuku was admitted to The Nest Te Kōhanga from Zealandia in June, exhibiting similar symptoms and with the same diagnosis.

Kororā Little Blue Penguin
A Kororā was attacked by a dog during a beach clean-up in Houghton Bay and rushed to The Nest Te Kōhanga by a family who witnessed the attack. After treatment for several bite wounds, nerve damage and physiotherapy, the Kororā was successfully released at Houghton Bay with the family present.

Takapū - Australasian Gannet
A very weak, young Takapū was found in Paremata Harbour and brought to The Nest Te Kōhanga. With treatment for parasites and rehabilitation, the Takapū gained 0.7kg and was successfully restored back to the wild. This species is notoriously difficult to rehabilitate successfully.



Having the precious support of the team at The Nest Te Kōhanga has meant that many more of Aotearoa’s native animals which are brought to SPCA Wellington, have been able to be saved. We are immensely grateful for their expertise; sending an animal to The Nest Te Kōhanga means knowing that it will be in the best possible hands, receiving the best veterinary treatment and care available.

Alison Main,
SPCA Wellington



Kākā

A North Island Kākā was found on the ground in Melrose, weak and unable to fly. The Wellington SPCA brought her in and she was diagnosed with rodenticide toxicity, a condition often fatal if untreated. After five weeks of intensive treatment, she was transferred to Wildbase Recovery for further rehabilitation. Two weeks later she was successfully restored back to the wild.

Also, a Kākā received orthopaedic surgery on its broken left wing. This Kākā is recovering well and receiving physiotherapy to help restore full function.

Tūatara

A male Tuatara from Zealandia arrived with a severely injured and infected tail which had to be amputated. After more than six months of treatment, he had completely healed and was returned to Zealandia.

Rūru Morepork

A Ruru that had been attacked by a dog was successfully treated at The Nest Te Kōhanga and returned to its home range.

Toroa Pango Sooty Albatross

In June we received a Toroa Pango Light Mantled Sooty Albatross at The Nest Te Kōhanga. He was originally found in Petone.

The bird received supportive care, pain relief and fluids as he was very weak and underweight. We conducted a full health check under anaesthetic, including x-rays and blood tests. Unfortunately after almost two weeks in hospital the bird passed away. The post mortem showed that the cause of death was a blockage in the stomach, caused by two small pieces of plastic.

Takahē

An injured juvenile Takahē was brought in to The Nest Te Kōhanga in June but could unfortunately not be saved.

The Nest Te Kōhanga team’s expertise was also shared with up and coming veterinarians. Eight final year veterinary students from Massey University spent a day with the team, finding out what is involved in being a Zoo Wildlife veterinarian.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Number of native animals receiving medical attention by The Nest Te Kōhanga	496	450	✓	N/A New Measure
Percentage of native patients released to the wild after triage and treatment by The Nest Te Kōhanga	69%	50%	✓	65%



Science based animal welfare practices so the animals are happy

The Animal Welfare Committee ensures that the Zoo is positioned as a leader, advocate and authority on science-based animal welfare best practice. Reflecting the priority of this objective, it has external representatives as well as Zoo staff. These external members are Massey University Associate Professor Dr Ngaio Beausoleil, Victoria University of Wellington Associate Professor Dr Anne Galloway and include former Wellington City Councillor Dr Peter Gilbert. The Committee met three times this year, rather than the usual four times, due to COVID-19.

Presentations to the Committee
13 September – Chimpanzee Politics, presented by Jo Thomas, Animal Care Manager

20 November – Free the Bears conservation staff grant work, presented by Amy Saunders, Carnivore Keeper

5 June – TRAFFIC conservation staff grant work, Claudia Richards, Zoo Educator and Lynne Laurie, Health & Safety Advisor

“The existence of the Committee and its various activities provide evidence of the absolute priority put on animal welfare by Wellington Zoo Trust. A key strength of the Committee is the diverse expertise, experience and perspectives brought by the various internal and external members. This diversity encourages both deep and holistic consideration of animal welfare, both within the Zoo and in the wider community. It is a privilege to be part of this group of people, who are so passionate about welfare.”

Dr Ngaio Beausoleil, Associate Professor
(Applied Ethology and Animal Welfare Science),
Massey University



Animal Welfare Committee (above): from left to right: Dr Peter Gilbert, Dr Ngaio Beausoleil (Massey University), Dr Anne Galloway (Victoria University of Wellington), Roseen Fildes (MNHM), Daniel Wrayman, Jo Richardson, Zel Lamasovich, Dr Clary Fitzhugh, Glyn Avey, Simon Egan, Bob Steep, Claudia Richards

ZAA Accreditation

Every three years we are assessed by the Zoo and Aquarium Association Australasia's (ZAA) Standards team to ensure animals at the Zoo are experiencing positive animal welfare in line with the Five Domains of Animal Welfare.

While this was not an assessment year, Zoo staff continue to use ZAA assessment criteria to ensure continuous positive animal welfare.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Maintain Zoo and Aquarium Association Animal Welfare Accreditation Achieved	Achieved	Achieved	✓	Achieved

Strategic species planning for our site and staff expertise

A number of different animals came into our care this year, from other zoos or wildlife organisations. And, we had success with several significant breeding programmes at the Zoo.

Some of our animals went to new homes across the country and to Australia. These moves resulted from species planning decisions relating to, for example, breeding, numbers and group dynamics. These moves are generally made on the recommendation of Species Coordinators who manage the species programmes for animals in zoos as part of both regional and global managed species programmes.

Moving animals around the country and overseas is complex and needs to be done with a great deal of consideration and planning. We donate 5% of the transport costs for animals coming to and from the Zoo to partner organisation TRAFFIC South East Asia which helps combat illegal wildlife trade. This year, that contribution was \$5,244.10.

Species Coordinators

Species Coordinators are voluntary positions that help support managed programmes for species transfers and breeding across Australasia and internationally. Their work can cover zoos, sanctuaries, wildlife parks and similar facilities.

Species Coordinators work with studbooks, which record the ancestry of each animal within a regional or international population. A studbook allows a species coordinator to determine the level of relatedness between each and every individual animal in the programme, and so make transfer and breeding recommendations that will have the best genetic and demographic outcomes for the species.

Species Coordinator positions at Wellington Zoo:

- Simon Eyre, Animal Science Manager: Tuatara, Meerkat, Nyala, African Crested Porcupine
- Harmony Neale, Primate Team Leader: Pygmy Marmoset
- Nathan Spurdle, Primate Keeper: Buff Banded Rail, New Zealand Kingfisher

New animal arrivals and breeding programmes

Tasmanian Devil duo

Two female Tasmanian Devils, Cassia and Clove, joined Dash (our existing female) in September from the Tasmanian Department of Primary Industries, Parks, Water and Environment.

Wellington Zoo is a proud partner of the Save the Tasmanian Devil Program, a Tasmanian government initiative (2003) to respond to the threat of Devil Facial Tumour Disease. The disease is a rare, contagious cancer that has significantly reduced wild Tasmanian Devil populations.

Squirrel Monkeys

Two male Squirrel Monkeys from France were welcomed to the Zoo in July and introduced to the troop for breeding with two babies born as a result of successful introductions.

Wellington Green Gecko Moko Kākāriki

Four Moko Kākāriki Wellington Green Gecko arrived from Zealandia in August and two from Ngā Manu Nature Reserve (Waikanae) in January. We had our first successful breeding in Te Piringa Iti, our reptile breeding facility, in June, with one Gecko born.



Notable new-borns

We welcomed many babies to the Zoo this year including some significant ones like the first Tarantulas bred in human care in this region in 20 years, and our local Wellington Moko Kākānki Green Gecko which are particularly significant to our local region. This year we welcomed:

- 13 Tarantulas
- A Cotton-Top Tamarin (critically endangered)
- Meerkat pups
- Two Red Rumped Agoutis
- Two Nyala calves
- Catfish and Blind Cave Fish (multiple births)

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	30	20	✓	31



Animal farewells

Sadly, we also said some tough goodbyes this year:

- A male Nyala, Skipper, died after probably being spooked by Guy Fawkes fireworks and a nearby bush fire. Zoo staff were devastated by this needless tragedy and we have added our voice to the building community conversation about banning private firework sales.
- Djembe, a female 17-year-old Lion, was euthanised after her health and quality of life deteriorated due to age-related health concerns which could not be effectively treated without compromising welfare.
- Rosebud, a Kunekune pig, was also euthanised after her health and quality of life deteriorated with age-related health concerns which could not be effectively treated without compromising welfare.
- Yindi, a female Dingo, was euthanised after it became clear through her behaviour that her quality of life had become compromised.

Some animals went to new homes:

- A female Koa to Invercargill Aviaries
- Two African Crested Porcupines to Orana Wildlife Park
- Five Capybara males to Taronga Zoo
- Three male Nyala to Kaystone Wildlife Conservancy
- Meerkats to Natureland Zoo and Brooklands Zoo

Also, a female Kākā was restored to Boundary Stream Reserve Hawke's Bay in November 2019. This Kākā joined others there that came from Wellington Zoo.



Hinengaro

OUR PURPOSE

**INSPIRED BY TŪ WE SAVE
WILDLIFE AND WILD PLACES**



Recognition and involvement of the Zoo's conservation expertise

New Conservation Strategy

We developed a Conservation Strategy, aligned with our overarching strategy, which focuses on our conservation efforts, resources and investment until 2023. The Conservation Strategy reinforces Me Tiaki, Kia Ora! as our kaupapa and brings together conservation and sustainability for saving wildlife and wild places.

It sets out measurable actions in four areas: recognition and involvement of the Zoo's conservation expertise; effective field partnerships for long-term conservation outcomes; focused investment in conservation innovations; and integrating the UN SDGs.

Our goal for Wellington Zoo's conservation work is to make a genuine and ongoing contribution to saving wildlife and wild places in Wellington, New Zealand, and around the world. We will achieve this by working with our community, supporting our partners, developing our people, and leading projects for impact on the ground. Recognising the urgency of the climate change crisis for wildlife and humanity, our conservation work will aim to improve resilience to climate change impacts.

The need to save wildlife and wild places continues, with many species cared for at the Zoo continuing to be threatened internationally. The International Union for Conservation of Nature's (IUCN) Red List of Threatened Species now classifies Pygmy Marmosets as 'vulnerable to the risk of extinction'. Zoo resident species Duvaucel's Gecko, Grand Skink and Moko Kākāriki Wellington Green Gecko are also now at a higher risk of extinction.



It was fantastic to develop our Conservation Strategy to 2023 underpinned by our kaupapa Me Tiaki, Kia Ora! We must protect the environment so all things will thrive. There are so many ways in which we participate in conservation we wanted to develop clear goals so we could make a genuine and ongoing contribution to saving wildlife and wild places in Wellington, in New Zealand, and around the world.

*Amy Hughes,
General Manager Communication,
Experience and Conservation*

Staff conservation
champions

Driven by our strong commitment to saving wildlife and wild places, we ensure all our staff can be involved in conservation work. The Zoo gives every staff member the opportunity to get involved in a conservation project. This provides real practical benefit to those projects and our conservation partners, and connects staff with the heart of the Zoo's kaupapa.

Communication, Experience and
Conservation team, Conservation
Volunteers NZ, Wellington South
Coast

Eleven members of this team worked with Conservation Volunteers NZ to plant 100 native plants at Tarakena Bay on Moa Point and 120 native plants on the South Coast. Their contribution will help restore the dunes, prevent erosion and provide critical habitat for Lizards and Kororā Little Blue Penguins.





Conservation Fund staff grants

All permanent staff are invited to apply for grants from the Wellington Zoo Conservation Fund to support the work of our conservation partners in the field. They give support and expertise while learning about the challenges and opportunities our partners face working to save animals in the wild. This year we've had three Zoo staff working locally and globally. Unfortunately, a number of trips had to be postponed due to COVID-19 travel restrictions and will hopefully be completed next year.

Claudia Richards and Lynne Laurie
TRAFFIC | Malaysia



Claudia Richards, Educator, and Lynne Laurie, Health and Safety Advisor, spent three weeks working in Malaysia assisting Wellington Zoo's conservation partner, TRAFFIC, the wildlife trade monitoring network. They were working on TRAFFIC's educational resources and volunteer training manuals. It was an incredible opportunity for them to find out about TRAFFIC's work. For example, every year TRAFFIC visits two schools to talk about the impact on local species of the illegal wildlife trade and inspire the students to help change this in the future. With Wellington Zoo's ongoing support, TRAFFIC was able to visit an additional two schools in 2019.

Mel Williamson
Jane Goodall Institute | Senegal (JGIS, Senegal)



Mel Williamson, Veterinary Technician, spent time in Senegal West Africa tracking critically endangered West African Chimpanzees and collating data as part of the JGIS research team. Mel also assisted with their Roots and Shoots programme and worked with the Agroforestry team on reforestation.



Conservation Volunteer Leave

All Zoo staff have the opportunity to take a week of conservation volunteer leave. This gives every staff member a chance to be directly involved in field conservation. Staff are able to choose the project they want to volunteer to support.

Deleese McLaren
The Tawaki Project | West Coast Penguin Trust

Deleese McLaren, Keeper, volunteered with Zoo conservation partner the West Coast Penguin Trust on the Tawaki Fiordland Crested Penguin project. Tawaki are under-studied and this long term research is vital to investigate and assess their marine ecology, breeding and population. Deleese was involved in searching for new nest sites for future data collection and analysis such as faeces and feathers. She also participated in physical monitoring of individual Tawaki.



Dave Laux
Blue Iguana Conservation | Grand Cayman

Dave Laux, Team Leader Reptiles and Invertebrates, travelled to Grand Cayman with the support of Blue Iguana Conservation, to provide specialist support to both the Blue Iguana field programme and to the Grand Cayman Blue Iguana Captive Breeding Facility at the QEII Botanical Gardens.



Holly Adam
Yellow-Eyed Penguin Trust | Otago

Holly Adam, Keeper, joined the Yellow-Eyed Penguin Trust for her conservation leave. The Trust manages numerous reserves across coastal Otago, aiming to save this endangered species by restoring coastal forests and controlling predators. Each day Holly checked the nests to monitor the health of the chicks and adults, in particular checking for avian diphtheria, and helped diagnose and treat any indications of poor health. Holly also assisted the Trust with their pest management work.



Meighan McMain
NZ Whale and Dolphin Trust and DOC | The Catlins

Meighan McMain, Visitor Ranger, worked with an Otago University student studying the effects of tourism on a Hector's Dolphin population at Porpoise Bay. The fieldwork was photo identifying the Dolphins from a boat and observing interactions with swimmers from the headland. It's really important these small, special Dolphins have access to shallow waters to rest. The results will assist future review of marine mammal tourism guidelines.



Kelsey Fly
Conservation Volunteers NZ | Wellington South Coast

Kelsey Fly, Finance and Administration Advisor, helped out Conservation Volunteers NZ at Tarakena Bay on the Miramar Peninsula. They planted native species, such as flax, to help restore dunes and prevent erosion. This in turn helps improve Kororā Little Blue Penguin habitat.



Sarah Gough
Dunedin Wildlife Hospital | Otago

Sarah Gough, Veterinary Technician, worked with the team at Dunedin Wildlife Hospital. Sarah contributed her nursing skills to the care of many patients, included five Penguin species, three Gull species, Kahu Harrier and Kererū. Most patients are admitted for predator attacks, traumatic injuries and toxicities. Sarah's duties included diagnostic procedures and treatments such as radiographs, wound care and physiotherapy, preparing patient diets and monitoring anaesthesia. Sarah also had the wonderful opportunity to see seven patients discharged, back to their home range or into further rehabilitation.



Bob Stoop and Emily Kay
Giraffe Conservation Foundation | Namibia

Bob Stoop, Team Leader Herbivores and Birds, and Emily Kay, Veterinarian, travelled to Namibia at the Giraffe Conservation Foundation's request to assist with a Giraffe collaring project. The solar powered GPS tracking devices fitted to the sedated Giraffe will give a better understanding of Giraffe movements and how they utilise their habitats.



Amy Saunders
KORI | Kaikoura

Carnivore Keeper, Amy, spent time in Kaikoura assisting the Kaikoura Ocean Research Institute (KORI) with The Great Kaikoura Whale Count. This coincides with the annual migration of Humpback whales past Kaikoura, as they head north from summer feeding grounds in Antarctica, to winter breeding and calving areas in warmer, tropical waters.

Over 100 Humpback whales were seen migrating past Kaikoura last month, and Amy was fortunate enough to see a resident Sperm whale and two Humpback whales breaching in South Bay.



**The Nest Te Kōhanga
Conservation Field Work**

NIWA Antarctica Field Work

We were excited to be involved in cold climate conservation in Antarctica, working alongside NIWA (National Institute of Water and Atmospheric Research). Senior Veterinarian Dr Baukje Lenting and Wildlife Health Services Manager, Dr Craig Pritchard, each spent over a month in McMurdo Sound, Antarctica as part of the Zoo's support of NIWA's research programme, Ross-Ramp: Ross Sea Research and Monitoring Programme. The programme aims to gather information to monitor the effectiveness of the Ross Sea Marine Protected Area (MPA). Our experts assisted the team to anaesthetise Weddell Seals and place cameras and GPS trackers to follow their movement patterns and observe how these link to their food distribution. The information gathered will help conservation of this species.

Kākāpō Field Work

After a successful breeding season there was evidence of Aspergillosis, a potentially fatal lung disease, spreading amongst the Kākāpō on Whenua Hou Codfish Island. These birds were uplifted to Auckland Zoo for medical care and treatment. Three of our veterinary technicians worked at Auckland Zoo's New Zealand Centre for Conservation Medicine in June/July 2019, caring for these critically endangered birds.



Science and research projects

Wellington Zoo works with New Zealand and overseas universities and other partners on research projects that contribute to the global understanding of wildlife welfare.

Victoria University of Wellington

- Wildlife Health Services Manager, Dr Craig Pritchard, assisted a Victoria University of Wellington Masters student with an urban rat radio-tracking project which involves anaesthetising live captured urban rats to fit radio collars. The project aims to assist Predator-Free Wellington and Landcare Research by informing their probability models around re-invasion of pests to the Miramar Peninsula.
- A Masters student from Victoria University, completed behavioural observations on the Wellington Zoo Chimpanzee community with the assistance of the Primates team. Her study is focused on observing social dynamics due to the minimal number of adult and sub-adult males we have in the community, which is causing friction between the only two adult males Marty and Alexis.

Further research projects and publications

- Lead exposure in rural and urban Tūi – undergraduate project in preparation for publication by Alisdair Eddie and The Nest Te Kōhanga team.
- Total ear canal ablation in a Lion – case study being written up for publication by Dr Helen Orbell and The Nest Te Kōhanga team.
- Lysosomal storage disease in a South Island Kākā (Nestor meridionalis meridionalis) – case study being written up for publication by Dr Bob Jolly, Dr Stuart Hunter and The Nest Te Kōhanga team.
- A comparative study of litter size and sex composition in a large dataset of callitrichine monkeys – Simon Eyre (co-author), published in the American Journal of Primatology.



Masterate Programme in Zoo Animal and Wildlife Health with Massey University

The joint venture Services Agreement for the Masterate Programme in Zoo Animal and Wildlife Health with Massey University is in the process of being renewed. This agreement includes provision of specialist support from Massey University teaching staff for complex procedures in The Nest Te Kōhanga along with teaching and mentoring of our Veterinary staff. The Zoo has also agreed to increase the use of Massey University's Wildbase Recovery for the medium term rehabilitation of any injured wildlife treated in The Nest Te Kōhanga, before their return to us for release back into the wild.

The Holdsworth Charitable Trust has re-signed a three year agreement to support the Wellington Zoo and Massey University Masterate Programme in Zoo Animal and Wildlife Health at The Nest Te Kōhanga.

Massey University Masterate Programme in Zoo Animal and Wildlife Health research projects undertaken by Residents were:

- Pathogens of Hoiho Yellow Eyed Penguins – Master's thesis in preparation by Emily Kay
- Disease screening of Fijian Bats – Master's thesis in preparation by Jessica McCutchan
- What disturbances of clinical significance to physiological homeostasis are occurring during anaesthesia across a range of zoo animals – Master's thesis in preparation by Nigel Dougherty
- The ethics and animal welfare of aged animal management in zoos – Master's thesis in preparation by Alison Clarke
- Investigating marine predation injuries to Hoiho Yellow-Eyed Penguins – Master's thesis in preparation by Kathryn Johnson

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Participate in zoo-based research projects and paper publication	13	11	✓	10



Position Statement on Control of Introduced Animals

The Zoo has developed a Position Statement on the Control of Introduced Animals in New Zealand. It includes our declaration that any decision on animal control we need to take at the Zoo will be based on the Zoo's animal welfare standards, and will only occur if there are no effective and viable alternatives. We will always aim to minimise any suffering and harm we cause to animals.

The control of introduced species can be controversial. We will join other conservation groups in discussing why this work is sometimes needed, while acknowledging the impact of control activities on target animals and uncertainties where these exist. We will advocate the use of those control methods considered to be most humane and effective, and will support the development of new control methods towards this.

Wellington Zoo is committed to supporting the conservation of endangered species in New Zealand, as well as internationally. We will be a good neighbour to our local community and wildlife, such as working to restore the Town Belt adjacent to the Zoo at the Manchester Street Reserve and encouraging responsible pet ownership. We'll also continue efforts to free the Zoo itself of the key introduced species that cause significant negative impact on native wildlife.

We collaborate with organisations such as Capital Kiwi, Predator-Free Wellington, Wellington City Council, Zealandia, DOC and others to make Wellington a great place for native wildlife to thrive.

100 year moth project

During December, Wellington Zoo staff joined Zealandia, Te Papa, Greater Wellington Regional Council and DOC staff to assist with the 100 year moth project. This is an initiative between the Entomological Society of NZ (Wellington branch) and Zealandia. Staff helped to identify and generate a list of moth and butterfly species present at Zealandia. This will be used to tell the story of land use change and restoration in the Zealandia area.

Zoo submissions to Government on biodiversity

Wellington Zoo engages with central government to ensure our voice is heard at a high level and we contribute to national environmental goals.

This year, the Zoo submitted on the proposed National Policy Statement for Indigenous Biodiversity (Ministry for the Environment) and on the proposed revision of the New Zealand Biodiversity Strategy (DOC).

Effective field partnerships for long term conservation outcomes

Wellington Zoo enjoys a wide range of strong, collaborative conservation and wildlife partnerships. Working together enhances and improves conservation efforts in New Zealand and internationally.

MOU with Zealandia

One of the Zoo's most important conservation partnerships is with Zealandia. We are two iconic capital environmental attractions that connect people with animals and are committed to ongoing conservation of Wellington's native wildlife.

Reflecting this, the Zoo and Zealandia formalised our partnership by signing of a Memorandum of Understanding (MoU) in August 2019. The MoU sets out that:

- We will continue collaborating with a focus on community, accessibility and local conservation.
- Wellington Zoo will continue to treat native wildlife patients from Zealandia at The Nest Te Kōhanga and offer support for veterinary health checks and wildlife disease screenings on-site at Zealandia.
- Our organisations will look at identifying possibilities for joint research projects, funding opportunities and further professional advice and support.

We look forward to an even stronger partnership and the results for conservation that will bring.



I am delighted to have signed this MoU which underscores the importance of our relationship with the Zoo and the value we are adding, together, to our city. ZEALANDIA has worked closely with the Zoo over many years and we continue to strengthen all aspects of the relationship, ranging from animal welfare through to joint projects in conservation and visitor engagement.



Paul Atkins,
Chief Executive ZEALANDIA



Wellington Zoo Conservation Fund

We raise funds for the Wellington Zoo Conservation Fund through a portion of income from the Zoo's Close Encounters and other donations.

Through the Wellington Zoo Conservation Fund, staff time and other operational expenditure, most notably in The Nest Te Kōhanga, we have contributed 7.1% of our annual operational expenditure directly to field conservation this year.

Our Conservation Partners

The Wellington Zoo Conservation Fund helps finance projects managed by our conservation partners and gives our staff the opportunity to contribute to these projects all over the world, through fieldwork and sharing expertise. Our 14 global and national conservation partners work with endangered, critically endangered and cornerstone species that we care for at Wellington Zoo. Each partner also works closely with their local communities, including those who share habitats with these animals, to help save them in the wild. This year we renewed agreements with:

- **Proyecto Titi in Colombia**, which works to protect the Critically Endangered Cotton-Top Tamarin. The Zoo made a one-off donation of US\$5,000 to Proyecto Titi this year for education programmes in Santa Catalina aimed at reducing capture of these animals as pets.
- **West Coast Penguin Trust** works to promote awareness of Kororā Little Blue Penguins, Tawaki Fiordland Crested Penguins and other threatened seabirds through participation in community events, media liaison and school education programmes from Karamu to Haast.
- **Wildcats Conservation Alliance**, whose mission is to save wild Tigers & Amur Leopards for future generations by funding carefully chosen conservation projects.
- **Kea Conservation Trust**, who are involved in work to protect the Kea, the world's only alpine parrot.



We are very pleased to continue our long standing partnership with Wellington Zoo Conservation Fund which is helping support nest monitoring of Kea at key sites throughout the South Island. For the past ten years Wellington Zoo has supported Kea monitoring in Nelson Lakes NP, in the Hawdon Valley in Arthur's Pass and in Fiordlands, Murchison and Stuart Mountains. This further three year commitment will go directly into supporting ongoing monitoring of Fiordland kea to help identify any threats to nesting Kea and ascertain breeding outcomes.



Tamsin Orr-Walker, Chief Executive
Kea Conservation Trust



- | | |
|---|--|
| 1 Kea Conservation Trust, New Zealand | 8 Red Panda Network, Nepal |
| 2 Madagascar Fauna and Flora Group, Madagascar | 9 Jane Goodall Institute, New Zealand |
| 3 Proyecto Titi, Colombia | 10 West Coast Penguin Trust, New Zealand |
| 4 Golden Lion Tamarin Association, Brazil | 11 Free the Bears, Cambodia, Laos, Vietnam |
| 5 WildCats Conservation Alliance, Asia and Europe | 12 TRAFFIC, South East Asia |
| 6 Save the Tasmanian Devil Program, Australia | 13 Cheetah Outreach, South Africa |
| 7 Fauna and Flora International, Vietnam | 14 Wild Welfare, worldwide |

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Number of Field Conservation Projects supported for threatened (NZ) endangered or critically endangered (global) species	12	8	✓	9
Percentage of OPEX directly contributed to field conservation	7.1%	6%	✓	7.6%

**Matiu Somes Island Moko Kākāriki
Wellington Green Gecko and Ngāhere
Gecko monitoring**

The DOC-supported and Zoo-led Moko Kākāriki Wellington Green Gecko and Ngāhere monitoring trips on Matiu Somes Island restarted for the season in November and finished in March 2020, with over 900 hours clocked up. Highlights included:

- 13 target species sightings, including six new Ngāhere geckos and one new Moko Kākāriki Wellington Green Gecko (a gravid female).
- Collaborating with Wildlands Consultants, together we have now placed nearly 300 monitoring covers on the Island.
- Trained nine new staff in Gecko monitoring and handling techniques and continued to build the skills of a further seven staff.
- Passed on basic handling and monitoring skills to DOC staff who joined us. We are continuing our in-depth training with Gemma Wright, Kaitiaki Ranger, so she may pass the skills on to mana whenua and continue to build their involvement in the project.



Moko Kākāriki Wellington Green Gecko restoration group

The Zoo began its involvement in a collaborative group with Zealandia, DOC, Ngā Manu and private breeders working to restore Moko Kākāriki Wellington Green Geckos to islands and other safe locations in our region.

Four juvenile Moko Kākāriki Wellington Green Geckos were transferred to Wellington Zoo from Zealandia, with a further two animals arriving from Ngā Manu. These animals have moved into our reptile-breeding facility, Te Piringa Iti, with the first baby born in May.

Cheetah Outreach

We were lucky to be given the opportunity to name Cheetah Outreach's new Anatolian guard dog puppy. We named it Tiaki, in line with our ethos Me Tiaki, Kia Ora!. These guard dogs are a key part of Cheetah Outreach's conservation work; they protect livestock from Cheetah and help to minimise human animal conflict.

Australian Bushfires action

We made financial contributions to help with the devastating impacts, including extensive wildlife death and injury, of the bushfires this year.

The Zoo made donations to WIRES (Australian Wildlife Rescue Organisation) and Zoos Victoria from the Conservation Fund. We also donated to the Zoo and Aquarium Association Australasia (ZAA) Wildlife Conservation Fund with funds raised online and through on-site visitor donations.



Victoria University of Wellington lectures

As part of our MoU with Victoria University of Wellington, two free community lectures were co-hosted at Wellington Zoo:

"The give and take of biodiversity: Mass Extinctions." (The third talk in a three part series - other talks held at Te Papa and Zealandia). Palaeontologist Mike Hannah, from Victoria University of Wellington, explored the events, which forever changed the course of life on Earth. He answers the question "How many mass extinctions have there been?" Wellington Zoo's Conservation Manager, Clare Stringer, spoke about the role of zoos (and everyone) to make a difference at this pivotal moment in time.

"Evolution in Isolation: Island Syndrome in Plant and Animals." Dr Kevin Burns, Professor of Biology at Victoria University of Wellington was joined by Team Leader Conservation Engagement, Anna McKenzie-Pollock who did Conservation work on Maud Island and Keeper Danielle Rae who has recently returned from Madagascar working with The Madagascar Fauna and Flora Group, shared their work, emphasising the conservation challenges that island syndrome presents and how community understanding and action can impact on conservation goals.

Focused investment in conservation innovations

Local Grants Programme

Wellington Zoo was excited to announce the launch of the Wellington Zoo Conservation Fund Local Grants Programme during Conservation Week. The Zoo is offering funding for projects in the Greater Wellington Region, including the Chatham Islands which is included as part of the Rongotai electorate, that have clear community conservation value for native wildlife and wild places. We want to show our support for local community conservation projects and those who are doing fantastic work on the ground.

Six grants totalling \$17,350 were approved this year:

New management tools for small scale lizard conservation (Kāpiti)

This project is trialling two novel techniques for the control of mice in lizard conservation areas. If successful, it could give a better alternative to the use of brodifacoum.

Ex situ conservation of *Dactylanthus taylorii* (Wellington)

Dactylanthus is a unique endemic New Zealand plant that is bat-pollinated, and now limited to only 5% of its former range. This project is supporting the establishment of seed banking (conventional and cryobanking) and living collections for this species. It could enable the future reintroduction of *Dactylanthus* to Wellington.

Kōhanga o Porokapa 2020 (Wellington)

This grant supports a project to increase the area under restoration at Mākara Peak, particularly with podocarps. The project has excellent local support along with an exciting vision of supplying podocarp seeds to other projects and having more Korimako in the Outer Town Belt.

Trialling the world's first "no-dig" live capture trap for lizards (Wellington)

There's a need for improved technology for the capture and survey of lizards, and this innovative project is supporting field trials of a novel "no-dig" trap for lizards. The trap aims to be more effective and versatile than current options. One of the field trial sites will be Matiu Somes Island. Auckland Zoo is also supporting the initiative.

Monitoring prevalence and distribution of *P. oppidanus* (Wellington)

This project supports survey work of our Critically Endangered Wellington snail, *P. oppidanus*, by voluntary group TAHER (Te Ahumairangi Hill Ecological Restoration). The Zoo has had other engagement with the group on this work too.

Chatham Island Tāiko Conservation (Chatham Islands)

The tracking of juvenile and adult Tāiko from the Chatham Islands, enabled by this project, could help us to understand how this species is affected by climate change and its fisheries interactions. In the past, the Zoo treated the first Chatham Island Tāiko to be transported to the mainland in The Nest Te Kōhanga. This bird has since successfully bred and produced four chicks.



Critically Endangered Snails - TAHER

The Zoo has assisted TAHER (Te Ahumairangi Hill Ecological Restoration group) in their work recovering a population of Critically Endangered snails found in only one Wellington location, by using social media to raise the work's profile. The Zoo also attended a WCC workshop, along with DOC, to discuss our role in this project.

Kete ō ngā Taonga - NEXT Foundation

In early November we were pleased to host a Frozen Zoo/Ark summit organised by the NEXT Foundation.

The Foundation's vision is to establish a 'frozen ark', or cryobank, in New Zealand to safeguard the genetic information of native New Zealand fauna. It's an exciting opportunity for Wellington Zoo to be involved as a key stakeholder at the scoping stage, along with other partners such as local and international geneticists, DOC, iwi, Manaaki Whenua, AgResearch, Te Papa and Auckland Zoo.





Wairua

OUR COMMUNITY

**INSPIRED BY RONGO
WE STRENGTHEN COMMUNITY
SUPPORT AND ACTION**

**Engaging, message driven
experiences to build community
environmental action**

Community perception research

This year we commissioned a comprehensive survey among Wellington region residents on their perceptions of Wellington Zoo.

Objectives and methodology

We wanted to examine community understanding and experience of the Zoo and ensure we have social licence to operate from our community. We wanted to understand:

- How people perceive Wellington Zoo - what we do well, could improve, overall rating as a place to visit;
- how this aligns to perceptions of zoos in general ; and
- the level of awareness of Wellington Zoo initiatives.

We commissioned Buzz Channel to conduct research to understand perceptions of Wellington Zoo among Wellington residents, including visitors and non-visitors to the Zoo. They surveyed 513 residents from the Wellington region.

Survey Results

We were pleased to find that perceptions of Wellington Zoo are overwhelmingly positive - with an overall rating of 82% as a good place to visit.

Individual perception results for Wellington Zoo included:

- 87% agree Wellington Zoo is an educational place to visit
- 82% think it's a fun place to visit
- 81% agree they take care of their animals
- 80% think Wellington Zoo is a great place to get close to animals
- 79% agree Wellington Zoo supports conservation of wild animals
- 78% agree the staff are friendly and knowledgeable
- 72% agree that Wellington Zoo is committed to environmental sustainability

Results also showed that perceptions of Wellington Zoo and zoos in general are overwhelmingly positive:

70% of residents feel zoos play an important role in their community. Similarly, 69% said that Wellington Zoo adds value to our community.

Wellington residents consider animal welfare, conservation and education as the most important aspects of what a zoo does/ should do.

Animal welfare, conservation and education were also mentioned as aspects that Wellington Zoo does well.

The report notes increased information and education around Wellington Zoo's wildlife conservation efforts and animal welfare could help to influence these residents to be more supportive of zoos.

NESTiVAL

CELEBRATING 10 YEARS

OF THE NEST TE KŌHANGA

We were thrilled to celebrate the tenth anniversary of The Nest Te Kōhanga, Wellington Zoo's award-winning animal hospital, in December 2019.

The Nest Te Kōhanga is the largest and most ambitious project in the Zoo's history. It is a world-leading facility that enables us to provide Zoo animals with amazing veterinary care, and is a regional hub for treating and rehabilitating injured native wildlife from Wellington and further afield. Since opening, The Nest Te Kōhanga veterinary team has treated over 4,500 native wildlife patients brought to us by members of the community, the SPCA, DOC

and Zealandia. Many of these patients have been successfully released back to the wild. The Nest Te Kōhanga also adds a different dimension to visitor experience at Wellington Zoo and inspires the next generation of wildlife vets. It showcases the work of our veterinary team and gives visitors the opportunity to see and engage with our team about the work we do to care for animals. Each of the main treatment rooms feature large viewing windows so visitors can experience all animal check-ups and procedures. Our Animal Care and Science team provide commentary while they work, and visitors can ask questions.



70 | Engaging, message driven experiences to build community environmental action



We celebrated the ten years of The Nest Te Kōhanga with a visitor celebration and a VIP event.

- The visitor celebration, The Nestival, was held on the weekend of 30 November / 1 December. This was a family event where families enjoyed special vet-themed talks, entertainment, and games and activities for kids like being junior vets for the day.
- The VIP event, The Nest Te Kōhanga 10th Year Celebration, was held on 9 December. Wellington Zoo welcomed stakeholders, partners, Wellington City Councillors and Members of Parliament to celebrate the significant achievements of The Nest Te Kōhanga and its contribution to native wildlife and the community.

Over the years, The Nest Te Kōhanga team have felt fortunate to treat some of New Zealand's rarest wildlife. Some of our well-known patients include Stella the Kākāpō chick, a Chatham Island Tāiko, Happy Feet the Emperor Penguin, an Olive Ridley Sea Turtle, a Royal Albatross, a Hoiho Yellow-eyed Penguin, a number of Tawaki Fiordland Crested Penguins, as well as various species of Kiwi and Skinks.

We know that both Stella and the Tāiko have gone on to successfully breed after their restoration to the wild, boosting the populations of these critically endangered animals. And, treating all of these amazing native animals has allowed our Wellington community to get up close to wildlife they may never otherwise get to see.

“With the Nestival we celebrated ten years of The Nest Te Kōhanga, a fantastic asset to Wellington Zoo... Ten years of providing world-class care for injured and sick animals, both at the Zoo and in the community, and sharing this work with visitors.”

Karen Fifield MNZM,
Wellington Zoo Trust, Chief Executive



Valentine’s Day

We held our most successful Valentine’s Night yet with 929 visitors enjoying this special event; 114 more than last year. The Zoo is open to adults only and they can attend especially themed talks, enjoy live music or just enjoy a picnic in the Zoo. It is the sole adults-only event in the Zoo calendar and continues to increase in popularity.

TV3’s The Project did a live cross on the night to the Meerkat habitat. We also tried a fun outdoor promotion via an Instagram competition, giving away free double passes that were mounted on outdoor street posters that people had to look for around town.

Family Friday Nights at the Zoo

We planned to open until 8pm every Friday evening in March to give visitors an opportunity to experience Wellington Zoo at dusk. Visitor numbers for the first three Fridays put us well on track to exceed last year’s visitation numbers, but the COVID-19 lockdown meant we weren’t open for the last Friday in March.

Conservation Week

We celebrated Conservation Week on 21-22 September, welcoming 2,546 visitors over two days. It was a fun-filled weekend of events and activities where visitors learned how they could help nature. The theme in 2019, the event’s 50th year, was Nature Needs Us.

Conservation action mural

Thanks to local Wellington artist Chimp, we now have an eye-catching conservation action mural at the front of the Zoo. It highlights conservation action messages amidst a beautiful portrayal of some of the endangered species we care for at the Zoo. We’ve previously collaborated with Chimp on murals in The Nest Te Kōhanga and the Lion cave.

New species signs

We’ve refreshed many of our species and conservation connection signs. They are bright and colourful with a contemporary look and feel, and create better continuity of interpretation throughout the Zoo.

The species signs share easy-to-read, interesting information with our visitors, along with the species’ origin and current IUCN conservation status. Updates to the conservation connection signs are complementary and tell the story of our conservation partners and the Zoo’s work to support them.

Newtown Festival

The Zoo had a stand at the Newtown Festival in March, which is an important way to connect with our local community. We had a Forest Stewardship Council (FSC) display, showcasing what this is and how we live it at the Zoo, along with activities, games and retail sales.

Safe Cat Safe Wildlife

As part of a ZAA regional initiative, three staff members from Wellington Zoo attended online training on the development of the Safe Cat Safe Wildlife community conservation campaign piloted by Zoos Victoria. The aim is for this campaign to roll out in Zoos and Aquariums across Australasia to harness our collective impact for community conservation.



Zoo Crew Membership

We're grateful for the support of our Zoo Crew whānau, who are the visitors we see most regularly and understand the important work of the Zoo.

A Zoo membership for organisations was launched and is being actively promoted through various marketing channels. This is a transferrable pass for all staff within that organisation.

In January we held a promotion called The Biggest Fan in Jan aimed to drive Zoo Crew visitation by finding the person who visited the Zoo most often during January. Our biggest fan visited a whopping 28 times, with our second biggest visiting 21 times. Visitor Rangers gave out spot prizes during the promotion.

Due to COVID-19, all Zoo Crew memberships were extended for the length of time the Zoo was closed and while the Zoo was free to all visitors.

Close Encounters

A Close Encounter is more than just meeting an amazing animal up close; it's a chance for our visitors to learn more about where they come from, how we care for them and what they can do to support them in the wild. Ten percent of the proceeds go to the Wellington Zoo Conservation Fund. This year we welcomed 4,511 visitors to meet Red Panda, Cheetah, Giraffe, Capybara, Meerkat and Lemurs up close.

We did temporarily close the Lemur Close Encounter as a health and safety precaution during the measles outbreak in 2019 to ensure the animals were not infected.

Due to COVID-19 we closed all Close Encounters during Alert Levels 4, 3 and 2 to look after our animals, staff and visitors. We ran a competition where one lucky family won a virtual Close Encounter via Zoom. This was the first time the Zoo ran a remote Close Encounter and this unique event was highly enjoyed by the winning family.



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
People participating in animal Close Encounters	4,511	4,000	✓	5,265



Learning

Wellington Zoo provides a range of engaging formal and informal learning opportunities right across the Zoo. By connecting visitors and students with our animals, their habitats and the role of progressive zoos, we help them discover what they can do to care for the natural world - at school, home and in the wider world.

Along with experiences for students run by our Learning team, our Visitor Rangers and Animal Care teams deliver informal learning every day through animal talks, Close Encounters and engaging with visitors.

Learning programmes were suspended during COVID-19 Alert Levels 3 and 4. However, the Learning team successfully developed online educational materials for our community and online webinars that could be delivered to schools via Zoom.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Education Visits	8,058	10,500	✗	N/A new measure

Learning Experience Outside the Classroom (LEOTC)

We hold a contract with the Ministry of Education to provide LEOTC opportunities in the Science & Technology learning area for school students.

7,384 students participated in Zoo learning programmes including 307 students in Zoom webinars – or ‘Zoominars’ and 122 Bush Builders participants.

These numbers were lower than expected due to COVID-19. During lockdown the Learning Team quickly moved to develop online resources to help students continue their Zoo learning from home, and delivering webinars to schools that couldn’t make their planned visit.

As part of the contract with the Ministry, we provide six-monthly reports to New Zealand Council for Educational Research (NZCER) the monitoring agency for the contracts on numbers and our evaluation of the programmes, including impact on participants. We also have a monitoring visit from NZCER each year. We had great feedback from NZCER on how we are delivering LEOTC sessions to students.

We were pleased to assist St Patrick’s College to develop a learning session for NCEA Level 3 Biology on Homeostasis. This collaboration came out of the good relationship we have built with the school over several years of learning sessions. This relationship has also led to a closer relationship with Wellington secondary school Science department heads.

We hosted a LEOTC Advisory Group meeting at the Zoo. This group is comprised of education professionals from a number of Wellington institutions who act as a sounding board for the development of our LEOTC programme.



The focus of the programmes is for students to leave the Zoo with at least one conservation action they can do from now on. This is strongly evident in the student feedback. Fantastic Wellington Zoo team - you are really making a difference.



New Zealand Council for Educational Research (NZCER) Report



Child Cognition Lab research (VUW)

This research, commenced last year, aims to understand the empathy towards animals of our younger visitors. This year these research visits continued and VUW has presented some initial findings in a progress report. Children seem to attribute more complex mental states to mammals. This research continues.

School holiday programmes

1,160 students participated in our school holiday programmes this year. This number was lower than expected as the April programme was cancelled.

Particularly popular days included Animal Ambulance, Zoo Keeper Apprentice and Globe Trotters. We also introduced new resources, like Junior Zoo Keeper Task Books and Globe Trotters Passports, to help structure the days and make it a fun, enjoyable experience for all participants.

Wellington Zoo Bush Builders

Through this environmental literacy programme, we help urban students discover the wonder of the world around them and seek to empower them, with knowledge and practical skills, to take action for the environment.

In 2019 Gracefield School, Pinehaven School, Thorndon School and South Wellington Intermediate School all completed restoration or school environment enhancement planting projects.

Bush Builders projects scheduled for the first half of 2020 were postponed due to COVID-19.

Kiwi Guardians

This programme, led by DOC and Toyota, aims to have more kids and their families out exploring New Zealand's outdoors. Hundreds of kids sign up each year to be Kiwi Guardians through Wellington Zoo.

VUW collaboration

Design course

A number of Zoo staff from Learning, Community Engagement and Animal Care, worked with Victoria University of Wellington (VUW) students on their Multi-species Design course based on our Otters.

We challenged the students to think about engaging visitors with the Otters, and the Otters' welfare needs and use of their space. The students interviewed staff and observed visitors. They came up with several great ideas, including children's learning props, an app linked to conservation actions for visitors to complete and an animal ambassadors volunteer programme. Zoo staff were thrilled with the level of knowledge and thought that had gone into developing these ideas as well as the students' understanding of the Zoo's work.

Marketing Course

We partnered with VUW School of Business, with some of their students concentrating on developing marketing plans for the Zoo's Venues products as part of a project (due for completion in July 2020).



Celebrating nature days

We marked international celebrations of amazing animals and those who care for them:

- Bee Awareness Month
- World Veterinary Nurse Day
- International Zoo Keepers' Day
- World Animal Day
- International Day of Zoo and Aquarium Educators
- World Chimpanzee Day
- International Red Panda Day
- World Lion Day
- International Tiger Day

The Zoo also promoted community involvement in The Great Kōrerū Count (20-29 September), run by the Discovery and Urban Wildlife Trust, as well as the NZ Garden Bird survey run by Manaaki Whenua - Landcare in June and July.

Social media

This year we hit a few significant social media milestones. We surpassed 50,000 followers on Facebook; and on Instagram reaching over 10,000 followers enabled us to unlock new features only available to accounts with that number of followers. We hit an all-time record high of new followers on Facebook with 803 new followers on 12 May, 2020, which is when our free tickets were announced. Our total following as at 20 June 2020 is 50,569 for Facebook, 12,700 on Instagram, 9,301 on Twitter and 1,032 on LinkedIn.

Being closed for some of the year, due to the COVID-19 lockdown in New Zealand, our social media channels become more important than ever as our only way to stay connected to our communities. The Zoo's positive animal and staff stories were a welcome antidote to the COVID-19 doom and gloom filling people's newsfeeds.

Some of the most popular content this year:

- Our Staff Takeover days were incredibly popular during the lockdown and helped our community feel connected to the Zoo while it was closed.
- The Facebook video of our Otters getting their lunchtime feed, during lockdown, saw a massive reach of 270,300 with 11,476 post engagements. The Otters also did very well on Instagram.
- The Facebook post about our Capybara baby in October saw a reach of just over 74,000 with 9,301 post engagements. We enlisted writer and blogger Emily Writes to help us engage with her online audience and choose a name for the Capybara: May.
- One of Wellington Zoo's most popular LinkedIn posts was about us announcing our award for the Resene New Zealand Institute of Landscape Architecture awards, for our playground (for humans) next to the Chimpanzee habitat.
- On Twitter a few of our tweets about Capybara did very well and we also received a good reception for our slow-motion video of a bee flying.



Media coverage

The media is another avenue for us to tell Wellington Zoo stories to our community, and contribute to their understanding of the Zoo's wide-ranging work in animal care, conservation and sustainability. We have a high profile and also receive a lot of media coverage.

Some story highlights from the past year were:

- A lot of stories ran about how the Zoo was doing during the COVID-19 lockdown and directly after. A lot of the main media outlets in New Zealand ran stories on the topic, as did some international ones as far afield as the UK (The Guardian, The Daily Mail and Metro), France and America. One of our keepers was included in a story profiling various essential workers in Wellington.
- We backed the Kororā Little Blue Penguin again this year for the Bird of the Year election, which saw a number of mentions in stories on the subject. The Spinoff ran a cheeky parody on the whole competition called Dirtbag of the Year. Alfonso the Rooster's amusing love/hate relationship with Keeper Jeff won him the popular vote.
- The exciting news of the Goliath Bird-Eating spiderlings captured the imagination of many with stories in the NZ Herald, Newstalk ZB, the Newshub 6pm news, RNZ, and a variety of international news sites in Indonesia, Poland and Germany. We even had an article and social media post on popular science channel IFL Science.
- TVNZ featured a number of stories on the Zoo including a live cross to The Nest Te Kōhanga on TVNZ's Breakfast about our ten year anniversary of The Nest Te Kōhanga, some 6pm news stories on animal welfare, nutrition and our breeding facility Te Piranga Iti and a live cross to Hero HQ and the baby Tarantulas.



Venues

Our Venues team works to highlight the Zoo as a great location for both small and large off-site meetings, functions and conferences, providing unique and sustainable venues for guests.

We successfully hosted 67 meetings and 27 functions/events which brought in \$210,089. Before COVID-19, we were on track to meet our financial year target by the end of April 2020.

Also, for the first time ever, we hosted four Full Zoo hires. There were two Christmas functions in December and two functions in February, with a total of 5,246 visitors.

“Once again the Zoo has been the centre of our client and staff function, and once again it has been a resounding success. Your staff are amazing, nothing is ever too much trouble, they stop and chat to people about the animals they are looking at, are very knowledgeable and informative. We are getting nothing but compliments from our clients and staff. Please pass on our thanks to all the crew who were involved.”

Anne from Catalyst





Retail

We worked to enhance our products and team this year, with notable highlights:

- Our Re-Wrap Animal Finger Puppets won the Museums Shops Association of Australia and New Zealand (MSAANZ) Retail Recognition Award for best bespoke product.
- Our first Big Shop Sale, when we opened till 9pm on Friday 6 December, was a success and brought in \$4,893 revenue. The sale was promoted exclusively through free marketing.
- We introduced JEKCA animal-themed building bricks in November 2019. The social media post supporting the product got the greatest reach for any Zoo retail post (over 11,000 people reached and nearly 250 reactions, comments and shares).
- The Sales and Service team upskilled through training and development over the year. They also had opportunities to test out promotional offers to drive product sales, such as Zoo Crew Memberships.

Integrating Te Ao Māori within the Zoo

Planning is underway for staff across the Zoo to upskill their cultural competency as part of our strategy to integrate Te Ao Māori within the Zoo. This plan will encompass te reo Māori and tikanga and is being developed with Taranaki Whānui ki te Upoko o te Ika. This builds on the work of developing the Zoo's kaupapa Me Tiki, Kia Ora! This year we also hosted students working with WCC's Tira Poutama Iwi Partnerships team who led a te reo Māori session for our staff.



Maintaining lasting partnerships for community support and conservation outcomes

Grants

The Zoo is a charitable trust, and we know that as a result of COVID-19 many trusts and charities are struggling. We're lucky to have the support of Wellington City Council, and we are so appreciative of the financial support we receive every year from Zoo partners and supporters.

This year we were grateful to receive the following:

Pub Charity: \$400,000* donation to support upgrades to the Giraffe Management Facility and habitat. This funding will be used to re-design and fabricate new management fences and Giraffe training structure, habitat painting and earthworks, and renewed signage.

Lottery Environment and Heritage: \$75,000* grant to support a new Tuatara Conservation Facility and Moko Kākāriki Wellington Green Gecko visitor experience.

Stout Trust: \$25,000* awarded for developing the new Tuatara Conservation Facility.

Wellington Community Trust Lift Grant: \$10,000* in operational funding to support the second phase of the Customer Relationship Management (CRM) Salesforce implementation. We'll work with the CRM developer to devise a roll out plan for the Sales and Service team, including training and fine-tuning after the build is complete.

Four Winds Foundation: \$15,000* awarded towards installing a Public Announcement System. This PA system will be a vital health and safety tool during emergencies.

Lion Foundation: \$10,000* also awarded for the proposed Public Announcement System.

Koala Trust: \$9,767 to support operational costs of The Nest Te Kōhanga consumables.

Brian Whiteacre Trust: \$4,750 also to support operational costs of The Nest Te Kōhanga consumables.

Anstiss Garland Charitable Trust: \$1,240 towards The Nest Te Kōhanga salaries.

*This does not agree to amounts shown in Note 1 of the financial statements as it was awarded this year but was not all recognised during the year in accordance with accounting standards.

Support from our partners

Frucor Suntory

We again worked with Frucor Suntory to increase the number of water fountains in the Zoo to help us continue to reduce single use plastics. This year, we ordered two water fountains for visitors, though their installation has been delayed due to COVID-19. Frucor also donated juices to Neighbours' Night and continue to focus on supplying low-sugar and sugar-free drinks for sale.

Tip Top

Tip Top continues to be a valued partner. This year they supported us with ice creams during Neighbours' Night. Each year, Tip Top join us on-site to scoop ice cream for our visitors for donations, which was unfortunately not able to progress due to COVID-19.

Mojo

Last year, our café partner Mojo introduced single origin coffees which aligned the places the coffee was harvested with the animals we care for. 15% of proceeds of these coffees are donated to the Wellington Zoo Conservation Fund. This year, sales of Mojo's single origin conservation coffee beans, sourced from home countries of some Zoo animals, raised \$947 for the Wellington Zoo Conservation Fund.

New World

Newtown New World contributed over \$2,000 worth of food to our annual Neighbours' Night and were on site for the event too.

Wellington City New World installed beautiful wall images in their underground car park showcasing some of the animals helped through the Zoo's local and global conservation projects.

Wellington City New World has donated a further \$2,875 to our Conservation Fund through their Community Sponsorship Partnership.

Wellington City New World also sells our reusable Zoo bags as does New World Newtown.

The Holdsworth Charitable Trust

The Holdsworth Charitable Trust has re-signed a three year agreement to support the Wellington Zoo and Massey University Masterate Residency Programme in Zoo Animal and Wildlife Health at Wellington Zoo's The Nest Te Kōhanga.



At Tip Top we truly value our partnership with Wellington Zoo. Ice Cream is a treat which really brings people together, and to be able to be a part of bringing people together in such a rich, educational, values driven, and fun environment is very special. We look forward to working with the Zoo Crew for many years to come.



Sam Oldfield, Tip Top

Sponsors

Clemenger BBDO
Comply With
Dot Loves Data
Frucor Suntory
New World Newtown
New World Wellington City
NZME
Pacific Radiology
The Warehouse
Think Turf
Tip Top
Umbrellar
Weta Digital

Trusts and Foundations:

Anstiss Garland Charitable Trust
Brian Whiteacre Trust
Four Winds Foundation
Koala Trust
Lion Foundation
Lottery Environment Fund
Stout Trust
Pub Charity
The Holdsworth Charitable Trust
Wellington Community Trust

Anstiss-Garland
Charitable Trust

CLEMENGERBBDO

DOT. loves data



Koala
Trust



NZME.



thewarehouse



Wellington
Community Trust



NEW WORLD
Wellington City

Brian Whiteacre.
Charitable Trust



Four Winds
Foundation

The Holdsworth
Charitable Trust

Lion Foundation



Pacific Radiology



stout trust

ThinkTurf

umbrellar

weta
DIGITAL

Engagement with our partners

We seek to actively engage with our partners and connect them with the work we do.

Wellington City Council staff and families

We held Zoo Open Days in February for our Council whānau, attracting 461 visitors.

DOC

The second annual DOC Family Day event had to be postponed due to COVID-19. This event aims to facilitate a deeper understanding of our work and how we support conservation. The event will be rescheduled, with free entry to the Zoo for DOC staff and their families.

Tranzit

Tranzit signed a two year strategic partnership agreement to provide bus services for The Warehouse Zoofari programme. The programme gives many school kids a chance to visit the Zoo. Tranzit is enthusiastic to support the programme with their electric bus fleet and double decker buses. They also offer social media support.

Weta Digital

The Zoo was pleased to re-sign our partnership agreement for 2019/20.

During the COVID-19 restrictions, Wellington Zoo worked with Weta Digital to create a home-based activity for our community. Gino Acevedo the Head of Art Direction at Weta Digital, created a draw-along video, to teach viewers how to draw and colour a Chimpanzee mask. The video was enjoyed by our community, and some members shared their artistic impressions with us.

Victoria University of Wellington (VUW)

As part of our partnership with VUW, we again provided general admission passes to new faculty and staff – 120 Family passes in total. Due to COVID-19, we unfortunately had to postpone the second annual VUW alumni event and a free student day for all students at VUW.



Oranga

A HEALTHY ORGANISATION

ORANGA CREATES THE FOUNDATION FOR OUR ZOO STRATEGY AND ENABLES US TO ACHIEVE THE OTHER FOUR PILLARS OF WHĀNAU, TINANA, HINENGARO AND WAIRUA.



Model values aligned behaviours

Our values (Manaakitanga):



WE ARE A VOICE TO BE HEARD
KA RONGO TE PŌ KA RONGO TE AO



WE HAVE A STRONG GREEN FURRY HEART
ME MANAWANUI



WELCOME TO OUR WILD PARTY
HE WHĀNAU KOTAHĪ TĀTOU



WE PUNCH ABOVE OUR WEIGHT
EHARA TAKU TOA I TE TOA TAKIHĀHI,
ENGARI HE TOA TAKITINI

We aim to live these every day, whether it is welcoming visitors to our wild party through engaging visitor programmes or proving that Wellington Zoo has a voice to be heard through recognition of our staff expertise.

Our strong green furry hearts were on show throughout the COVID-19 disruption, ensuring our people and animals were well cared for. And with our Chief Executive being the first New Zealander elected onto the WAZA Council, we are definitely punching above our weight.

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Sustain a safety conscious culture

We aim to deliver best practice and strive for continuous improvement. We are conscious of our duty of care to our animals, staff and visitors to keep them safe, and of the particular operational risks a zoo involves.

The Wellington Zoo Trust Board is actively involved in managing health and safety risk at the Zoo. For staff, we have clear policies and plans in place, and hold regular training and drills.

Emergency Management plan

The Zoo's Emergency Management Plan was fully reviewed this year, including our new emergency text notification system for key emergency events/incidents. Our new Code Orange procedure was also introduced as part of the review to address significant earthquakes and tighten our response processes to such an event.

This new Code Orange procedure was tested in late May when a magnitude 5.9 earthquake struck near Levin in the early morning. This provided an opportunity for us to test the emergency notification system, habitat containment check procedures and was a great learning experience for those on the ground – considering many support staff and management were still working from home at this stage. Overall it was an exemplary response

from the team on-site and provided a great learning and improvement opportunity for future drills and incidents.

Emergency Code drills and training

As part of the Zoo's ongoing emergency management preparedness and training, debrief sessions with Zoo staff were held following each emergency event or drill throughout the year. These provide timely feedback on performance during the event or drill and indicate areas for improvement.

In-depth emergency drills were conducted by the Sales & Service team across multiple team meetings to upskill new staff and ensure they feel comfortable and understand their roles in the emergency response context.

Following firearms legislation changes, the Zoo implemented a number of procedural and physical changes in firearms management and use, Emergency Response Training (ERT) and membership of the ERT. All magazines on our existing operational firearms have been altered to reduce their capacity. We have been in regular communication with the New Zealand Police Wellington Firearms Officer while implementing all changes to ensure we were compliant. A training workshop was held with ERT members to discuss these changes and the proposed future changes to the legislation that may affect the Zoo.



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Safety Improvement Team meeting attendance	96%	70%	✓	92%
Successful Emergency drill/incident debriefs held	8	8	✓	9

Sustain a safety conscious culture | 97



Embed wellbeing for our people

Risk management

The Strategic Management Team (SMT) and the Board's Finance, Audit and Risk Committee undertook their annual review of the Zoo's Risk Matrix prior to its adoption by the Trust Board. The SMT and the Committee recommended that no changes be made to the existing Risk Analysis and Mitigation Plan and deemed all risk probabilities, impacts and values appropriate in the current environment. However, we have added the risk of a pandemic to the Risk Matrix since the COVID-19 crisis.

The Trust Board continue to be actively involved in the Zoo's significant risk areas. The Board's site visits across the Zoo include reviewing the mitigation measures currently in place and engaging with each team on how the measures work in each area.

SafePlus survey

In March our staff were invited to complete the SafePlus survey again (WorkSafe's online performance improvement tool). Results show we remain in the *Performing* area.

The detailed results will inform our health and safety practices, and will help development of the Zoo's 2020/21 Health & Safety Action Plans. Results of the survey are also presented to the Trust Board and all Zoo staff.

Following last year's survey, we ran some staff learning sessions on bullying and on sexual harassment. We also reviewed the Safety Improvement Team meetings and updated the team structure.

Participation in the survey was a bit lower this year. It may have been affected by COVID-19, with Alert Level 4 starting within the two week survey participation window.

Mental health workshops

Mental health workshops, facilitated by Michael Hempseed, were held in August. These included a workshop for all staff, a toolkit session for all managers and team leaders, and an evening session open to staff who wanted to attend with their partners and family.

The themes of these workshops were Stress, Sleep and Dealing with Failure and Mental Health and Wellbeing. 56 people attended the first (which was 60.8% of staff at the time), and 66 people the second (64.7% of staff).

Workshops on people policies

Learning sessions were held on Wellington Zoo policies for Bullying and Harassment, Equal Employment Opportunities and Diversity, Domestic Violence and Sexual Harassment. These were facilitated by Cullen Law.

The Employee Experience Review

The employee experience relates to an employee's journey at Wellington Zoo from their on-boarding experience to training and development while a staff member, through to the off-boarding process when they leave. This review aims to ensure each stage of an employee's journey is consistent, documented and well supported to a high standard. We wanted to have the employee experience as well-developed and considered as that of our visitor experience.

The review has been scoped, with work initiatives identified and prioritised. The first part of this work was a staff survey - *Our Say, Our Future*. Key themes were presented back to staff and working groups formed to explore two of these themes: *A Voice to be Heard* and *Social Events*. Subsequently, SMT has accepted the Social Events working group's proposal to establish a social events staff committee with an annual budget for team building and events.

Components of the review completed this year include:

- reviewing our job advertisements to align with the Zoo's new strategy
- reviewing our online application form for vacant positions
- creating an online exit survey managed by an external provider that all departing staff are invited to complete.

Components of the Review underway include:

- reviewing our approach to on-boarding new staff, including plans for an online induction tool (which will also record staff learning and development participation over time)
- reviewing the Disciplinary and Performance policies, guides and templates
- reviewing the Recruitment and Selection policy, and planning a new recruitment toolkit to support it.

During COVID-19 we surveyed staff to assess how they were coping with working from home and more generally in the lockdown environment. We also assessed readiness for the transition back to working on-site.

Volunteers

Wellington Zoo is extremely grateful for all that our wonderful volunteers contribute. Our volunteers help us connect people with animals, role model conservation and sustainability action and build understanding in the community of the Zoo's work and mission. They also support the Zoo team to provide the highest standard of animal care and welfare, helping staff with day-to-day activities, animal health and rehabilitation and visitor engagement.

We have approximately 50 volunteers across Animal Care, The Nest Te Kōhanga and Visitor Experience.

We celebrated our volunteers with an afternoon tea during National Volunteer Week in June each year, as well as the annual awards evening, to recognise them for their devotion to the Zoo, our visitors and our animals.

“It means quite a lot to be a volunteer at Wellington Zoo, the feeling of being a part of the rehabilitation of many NZ Native species is very rewarding. Knowing that my time is having a positive impact and contributing to the conservation efforts of The Nest Te Kōhanga and Wellington Zoo.”

Wellington Zoo
Volunteer



Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Volunteer Engagement Survey	Completed	Completed	✓	Completed

Volunteer Development

Over the past year we have improved communications with our volunteers by having a dedicated message board in the volunteer house where staff write animal and general zoo updates so the volunteers have up-to-date information. We have invited volunteers to more training opportunities and learning sessions that have been provided for staff such as the te reo Māori lessons and the conservation leave talks presented by staff.

Volunteer survey

Every year we check in with our volunteers to ensure they are satisfied with our volunteer programme across the three strands of volunteering - engaging our volunteers, supporting the work of The Nest Te Kōhanga and helping our Animal Care and Science team.

This year's results show that our volunteers are overwhelmingly positive about their experiences: 85.7% happy with Volunteer programme (76% in 2019); 80.9% happy with support given (85% in 2019); 90% happy with communications (80% in 2019).

Aotearoa Bike Challenge 2020

During February Zoo staff competed with other workplaces in this challenge, riding their bikes to work as much as possible. Wellington Zoo finished number one in the non-profit category for the most kilometres cycled.





Grow our people through learning and development

Our passionate, dedicated staff are the lifeblood of Wellington Zoo. We aim to provide a large number and wide range of opportunities to let them learn, develop and flourish on the job.

Animal Care Keeper Development Programme

This programme aims to ensure ongoing learning and development is valued and prioritised at every level within the Animal Care Team, and our staff feel motivated and supported to progress along the career pathways available to them at the Zoo.

Work commenced in the spirit of co-design, with multiple workshops held with team members to collect ideas and ensure those who will be directly affected can contribute. Further design and implementation work is now underway. A working group, assisted by an organisational development consultant, is currently shaping the programme into modules.

This work will help inform the development of a Learning and Development framework for the entire Zoo.

Animal Care Team Leader internship programme

Over the past year, two of our Animal Care Team Leaders completed a three month internship with our Animal Care Manager. Each Team Leader enhanced their leadership skills and broadened their experience by working directly with the Animal Care Manager and across the full range of animal care operations at the Zoo.

Gold Agouti awards

We had a great time celebrating successes of our colleagues and volunteers at our annual Gold Agouti Awards in August.

Award categories included: Saving Animals in the Wild; Connecting People and Animals; People Love and Support the Zoo; Lead the Way; Living the Values; Health and Safety; Aoraki Awards for Long Service; Volunteer Excellence Awards and Chief Executive's Awards for Excellence.

This year we introduced the Volunteer Aoraki Awards to acknowledge the valuable work of our fabulous volunteers.

Winners

CEO Individual Excellence
Charles Wilson, Team Leader Learning

CEO Individual Excellence (Highly Commended)
Emily Elvin, Design and Production Advisor

CEO Team Excellence
Sunny the Giraffe relocation & Surgery teams

CEO Team Excellence (Highly Commended)
Capybara Encounter Development Team

Connecting People with Animals
Claudia Richards, Zoo Educator

Leading the Way
Bob Stoop, Team Leader Herbivores and Birds

Living the Values
Ash Howell, Content and Communications Advisor

People Love & Support the Zoo
Zel Lazarevich, Marketing and Communications Manager

Saving Animals in the Wild
Amy Saunders, Carnivore Keeper

Special Recognition Award
Jeremy O'Brien, Nutrition Manager

Health & Safety
The Teams that work with Dangerous Animals

Volunteer Excellence Award
The Nest Te Kōhanga – Crystal Reynolds

Volunteer Excellence Award
Visitor Experience – Susan Arons

Volunteer Excellence Award
Animal Care & Science – Olivia Rumbal

Volunteer of the Year
Adam Fenemore

Aoraki Awards for Long Service

Simon Eyre (15 yrs)
Rachel Boaden (10 yrs)
Daniel Warsaw (5 yrs)
Jo Thomas (5 yrs)
Kerianne Crocker (5 yrs)
Anders Muller (5 yrs)
Ali Gregory (5 yrs)

Volunteer Aoraki Awards

Susan Arons (10 yrs)
Alison Borbely (5 yrs)
Diane Richardson (5 yrs)
Gabriel Fergus (5 yrs)
Laura Philipsen (5 yrs)
Norma Hudson (5 yrs)
Anne Cole (5 yrs)



Staff learning sessions, training and development events, and sharing expertise

Learning sessions
We regularly hold learning sessions at the Zoo to share knowledge and experience amongst all our staff about all that the Zoo seeks to achieve. Presenters include both Zoo staff and external guests.

Learning sessions delivered for staff at the Zoo this year were:

- Karen Fifield, Chief Executive: on Future Zoos, her predictions for the Zoo profession of 2119.
- New survey tool Ask your team, which the Zoo will use for various issues.
- Cancer Society: on protecting yourself from the sun and understanding the risks (part of our SunSmart policy development).
- Lincoln Park Zoo (Chicago) Director, Dr Megan Ross: Dr Ross came to Wellington Zoo specifically to learn about our sustainability work. While here, she presented on her journey to becoming a scientist and zoo director.
- Cullen Law facilitated sessions around our policies on Bullying and Harassment, Equal Employment Opportunities and Diversity, Domestic Violence and Sexual Harassment.
- A Documentary: Fools & Dreamers: Regenerating a Native Forest with Botanist Hugh Wilson on his work at Hinewai Nature Reserve, Banks Peninsula.
- Animal Science Manager, Simon Eyre: on Sustainable Species Planning and Animal Welfare - Going Beyond the Five Freedoms.
- Zoo Maintenance Team: on Maintenance at the Zoo, Job Requests and Management Work on Site (to streamline the process across the Zoo).
- Introduced Species Management, including guest speakers from Good Nature and Anticimex: on the different techniques applied to manage introduced species at the Zoo.
- Amaru Bio Park Zoo (Ecuador) Director, Victoria Arbelaez presented about her Zoo.
- Students working with Wellington City Council's Tira Poutama Iwi Partnerships team: a te reo Māori learning session in February with a follow-up session planned for later in 2020.
- Carnivore Keeper Amy Saunders: on her time with Free the Bears in Laos (Conservation Fund Staff Grant).
- Herbivores & Birds Keeper Jeff Lewis: on his work with Save the Tasmanian Devil Program in Tasmania (Conservation Fund Staff Grant).
- Herbivores & Birds Keeper Deleece McLaren: her Conservation Volunteer Leave with the Tawaki Project, West Coast and Milford Sound.
- Senior Veterinarian Baukje Lenting: on her experiences working with Weddell Seals in Antarctica on a NIWA programme.
- The Nest Te Kōhanga staff: on their work with Kākāpō on Whenua Hou Codfish Island and at Auckland Zoo.

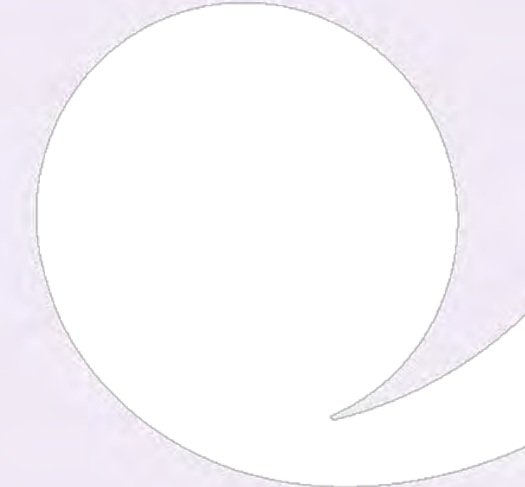
- Team Leader Conservation Engagement Anna McKenzie-Pollock: on her conservation work on Maud Island Frogs.
- Veterinary Technician Mel Williamson: on her work with the Jane Goodall Institute in Senegal (Conservation Fund Staff Grant).
- Carnivore Keeper Danielle Rae: on her work with the Madagascar Fauna and Flora Group (Conservation Fund Staff Grant).
- Relevant staff, volunteers and students had training in: sedative and anaesthetic drug administration; first aid; pre-procedure briefings; use of medical gases; and safety when working around The Nest Te Kōhanga's salt water pool.
- Willis Street Physiotherapy: a manual handling learning session, covering injury causes, prevention and management and advice on back care and wellbeing.
- Conservation Volunteers NZ shared their work with us and invited us to join them.
- Richard Johnston from DOC about his work with conservation dogs.
- Joan Costello, Te Wiki o te reo Māori - Māori Language Week.
- Becky Ingham, Hookpod.
- Maintenance Team ran Fire Training (Extinguisher and Warden).



Staff are key to Wellington Zoo's success. Through continued training and development we ensure that we provide the support to help their performance as well as their wellbeing.



Susan Macdonald,
Chief Financial Officer





Training and development events

- DOC ran a bird banding training workshop at the Zoo in August. This started the process for key Zoo staff to obtain banding permits, so that they can band wildlife patients released from The Nest Te Kōhanga.
- The Sales and Service team (14 staff) had Sales and Customer Service training through KiwiHost in December. The training included techniques to increase productive sales conversations and to build product knowledge and skills to sell retail products, Close Encounters and Memberships.
- Ten members of The Nest Te Kōhanga and Animal Care teams have been undertaking online training in Oiled Wildlife Response. This training, developed jointly by University of California, Davis and Massey University, will equip staff further in this field to provide practical support in any Oiled Wildlife Response in New Zealand.
- The Learning and Community Engagement teams all have access to online learning through San Diego Zoo Global as part of the Zoo's membership of the International Zoo Educators' Association. This covers topics such as interpretation, volunteer management and in-depth animal information.

Zoo staff attended a number of conferences and workshops throughout the year:

- ZAA Primate TAG meeting, Sydney, Lizzie MacDonald, Primates Keeper
- MSAANZ Conference (Museum Shops Association of Australia and NZ), Sydney Australia, Ali Gregory, Sales and Service Manager
- Animal Behaviour Welfare Consultative Committee meeting, Dunedin, Simon Eyre, Animal Science Manager
- ZAA Primate, Bird and Australian Mammals TAG meetings, Sydney Simon Eyre, Animal Science Manager
- ASZK (Australasian Society of Zoo Keeping) Animal Training Conference, Queensland, Kaitlyn Manu, Elise Gillespie, Kat Smith, Keepers
- Interpretation New Zealand Conference, Auckland, Charles Wilson, Team Leader Learning and Anna McKenzie-Pollock, Team Leader Conservation Engagement
- Interpretation Australia Conference, Melbourne, Jude Turner, Community Engagement Manager
- Kea Summit, Te Anau, Charles Wilson, Team Leader Learning, Clare Stringer, Conservation Manager, Kim Schotel, Herbivores and Birds Keeper
- WREMO (Wellington Region Emergency Management Office) Business Continuity Workshop, Wellington, Lynne Laurie, Health and Safety Advisor

- ASZK (Australasian Society of Zoo Keepers) Large Varanid Workshop, Alice Springs, Matt Forbes, Reptiles and Invertebrates Keeper
- International Society for Applied Ethology Understanding Animals Conference, Wellington, Shanna Rose, Team Leader, The Nest Te Kōhanga.
- Chief Executive Karen Fifield attended the 74th WAZA conference in Buenos Aires, Argentina
- 9th World Congress of Herpetology, Dunedin, Reptiles and Invertebrates Keepers Chye-Mei Huang and Joel Knight
- Project Jonah Marine Mammal Medic Workshop Wellington, (Animal Care Manager Joanne Thomas, Wildlife Health Service Manager Dr Craig Pritchard, Team Leader The Nest Te Kōhanga Shanna Rose and Veterinary Technician Mel Williamson).

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Staff Recognition programme	1	1	✓	1
Staff Learning and Development Sessions held	21	10	✓	10



Sharing expertise

Many Wellington Zoo staff are recognised experts in their fields. Staff consistently model the value ‘A voice to be heard’, through multiple avenues ranging from participation on local, regional or international boards, presenting and sharing their expertise at conferences, to managing studbooks for optimal animal care outcomes across NZ and internationally.

World Association of Zoos and Aquariums (WAZA)

Karen Fifield, Chief Executive of Wellington Zoo Trust, was elected to the World Association of Zoos and Aquariums (WAZA) Council and was appointed Chair of WAZA’s Ethics and Animal Welfare Committee. Karen is the first New Zealander elected to the WAZA Council. It is fantastic to have New Zealand represented at global Council level, given the critical work of WAZA in setting global standards for animal welfare and professional ethics as progressive, leading zoos and aquariums.

Karen is also currently the Chair of the WAZA Sustainability Subcommittee. In October 2018, she was asked to lead a WAZA member writing team to develop a Sustainability Strategy for progressive zoos and aquariums throughout the world, based on the United Nations Sustainable Development Goals. This Strategy will be launched at the WAZA virtual conference in October 2020.

Board of Wild Welfare

Karen also sits on the Board of Wild Welfare, one of the Zoo’s international conservation partners. Wild Welfare assists zoos to establish positive animal welfare outcomes.

Zoo and Aquarium Association Australasia (ZAA)

General Manager Communication, Experience and Conservation, Amy Hughes, was elected to the Board of the Zoo and Aquarium Association Australasia (ZAA). While this meant she stepped down as Chair of the newly formed ZAA Wildlife Conservation Committee, she remains an active member. This Committee is distributing funds raised through donations to the Australian Bushfires to conservation projects across Australia.

Daniel Warsaw, General Manager Animal Care and Science, was appointed to the newly formed ZAA Ethics Committee. Simon Eyre, Animal Science Manager, remains Chair of the ZAA Standards Committee.

Other Board representation and Committee Appointments

- Amy Hughes, General Manager Communication, Experience and Conservation, International Zoo Educators Association Board Oceania Regional Representative.
- Clare Stringer, Conservation Manager, ZAA Palm Oil Task Force and WCC Environmental Reference Group.
- Chief Executive, Karen Fifield, elected again to the Sustainable Business Council Advisory Board but stepped down when appointed to the WAZA Council.
- Daniel Warsaw, General Manager Animal Care and Science, Treasurer of The Madagascar Fauna and Flora Group, one of the Zoo's international conservation partners.
- Joanne Thomas, Animal Care Manager, New Zealand representative on the Australasian Society of Zoo Keepers (ASZK) Committee and 2022 conference liaison for International Congress of Zookeepers.

External presentations by staff

- Karen Fifield, Chief Executive, presented on the Wellington Chamber of Commerce's carbonzero Business Panel, Going Zero: Showcasing a Carbon Zero Future, about the impacts of climate change on businesses and how to ensure our environment is preserved for future generations.

- Karen also presented on the Sustainable Business Council's AGM panel, Unlocking the power of community to transform your business, which was part of the event Looking back to look forward: an ambitious vision for a sustainable New Zealand.
- Karen presented to the Victoria University of Wellington Tourism School on Zoo 2119 about her view of what zoos will be like in 100 years' time.
- Chye-Mei Huang and Joel Knight, Reptiles and Invertebrates Keepers, presented at the World Congress of Herpetology on Wellington Zoo's collaboration project with DOC for native Gecko monitoring on Matiu Somes Island and Joel presented a poster on our new Reptile Breeding Facility, Te Piringa Iti.
- Amy Hughes, General Manager Communication, Experience and Conservation, presented a webinar for Toitū Envirocare showcasing last year's work developing the Zoo's materiality matrix for the UN Sustainable Development Goals.
- Charles Wilson, Team Leader Learning, presented at The Aotea College Science Careers Expo.
- Tim Dench, Zoo Educator, and Anna McKenzie-Pollock, Team Leader Conservation Engagement, presented at Forest & Bird's conservation and careers event Ngā Here at VUW.
- Danielle Rae, Carnivore Keeper, and Clare Stringer, Conservation Manager, participated in TradeMe's series of community talks.



Sustain financial success by data driven decision making

Maintaining a progressive zoo like ours requires significant investment. We need to provide the highest level of animal welfare and meet the needs of our visitors and community. As a social enterprise, we apply robust business principles to help achieve our social and environmental mission. We have continued to increase our share of Zoo operating costs since becoming a charitable trust in 2003; this year to 58%.

With no visitors to the Zoo during Alert Levels 3 and 4, and limited numbers when we re-opened, revenue was significantly impacted. Nevertheless, we quickly put in place changes to our management of resources and were fortunate to have Wellington City Council and central government support.

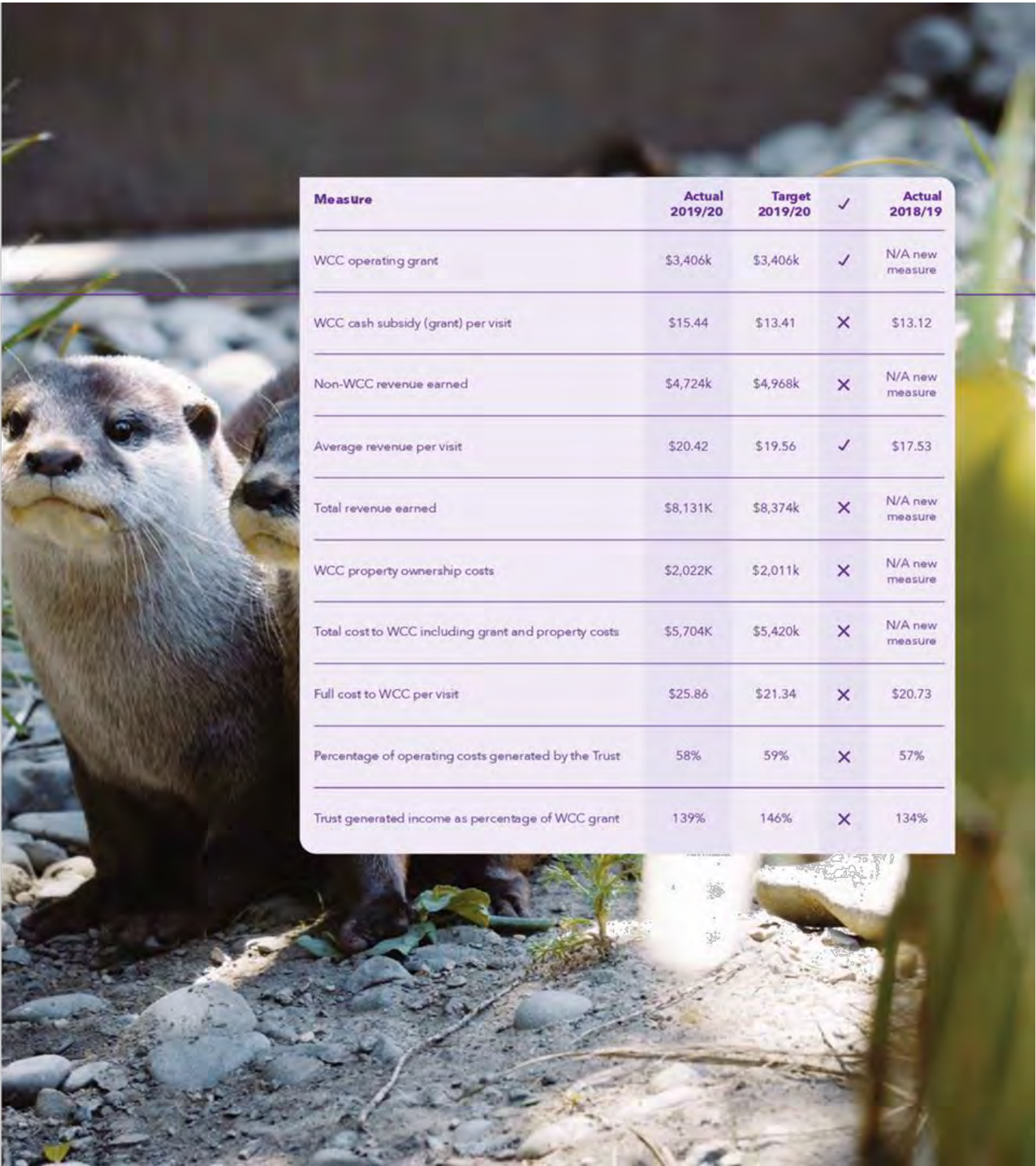
CRM Salesforce

The Zoo's new CRM system (Salesforce) has been implemented to support engagement, relationships and sales with Wellington Zoo members, sponsors, and partners.

Salesforce has been integrated with our existing systems: Rezdy, our booking system and Silverstrips, which is our content management system for our website.

The new system will provide better data around acquisition and retention of membership to inform marketing and communication as well as support relationship management with key stakeholders.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
WCC operating grant	\$3,406k	\$3,406k	✓	N/A new measure
WCC cash subsidy (grant) per visit	\$15.44	\$13.41	✗	\$13.12
Non-WCC revenue earned	\$4,724k	\$4,968k	✗	N/A new measure
Average revenue per visit	\$20.42	\$19.56	✓	\$17.53
Total revenue earned	\$8,131K	\$8,374k	✗	N/A new measure
WCC property ownership costs	\$2,022K	\$2,011k	✗	N/A new measure
Total cost to WCC including grant and property costs	\$5,704K	\$5,420k	✗	N/A new measure
Full cost to WCC per visit	\$25.86	\$21.34	✗	\$20.73
Percentage of operating costs generated by the Trust	58%	59%	✗	57%
Trust generated income as percentage of WCC grant	139%	146%	✗	134%



Commit to outstanding daily visitor care

We missed welcoming our Zoo visitors during the COVID-19 restrictions. Our visitors are a vital point of connection to our mission outside the Zoo - to save wildlife and wild places. Visitor learning, engagement and advocacy is key. Every visitor gives us an opportunity to connect people with animals and so encourage our community members to take actions in their own lives to help. The more visitors, the more chances we have to, ultimately, contribute to animal wellbeing everywhere. Through being able to provide a connection with nature, the Zoo also benefits the wellbeing of its visitors, particularly important at a time where people have been very limited in their movement during the COVID-19 lockdown.

Visitor revenue is also central to funding the conservation work we do directly and indirectly, and to providing excellent animal welfare.

Visitor numbers

COVID-19 had a huge impact on visitor numbers in the last quarter of this year. We were shut for a period of time, and when we opened at Alert Level 2 we restricted numbers and suspended visitor programmes.

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Visitors	220,607	254,000	✗	252,973

“The staff were amazing and the experience was a once in a lifetime thing. Worth every dollar spent and a great afternoon was had by all.”

Tripadvisor review, January 2020



Visitor survey

Measure	Actual 2019/20	Target 2019/20	✓	Actual 2018/19
Measure visitor feedback and satisfaction	8.9	8.5	✓	9.1

We want to make sure we are delivering outstanding visitor care every day. To ensure we are delivering on this promise, we regularly survey our visitors to assess how they value their Zoo visits. We consistently receive high marks for overall value of visits, and this year was no exception despite being closed for nearly two months.

Qualmark

The Zoo has achieved Qualmark Enviro Gold certification since 2009, and we did it again this year, in the Sustainable Tourism category. Qualmark is New Zealand tourism's official quality assurance organisation, providing a trusted visitor guide to quality travel experiences.

Qualmark's evaluation criteria recognise businesses that are motivated to protect what makes New Zealand unique and special. These criteria focus on environment, people, and health and safety; the framework used by Tourism New Zealand. The improvements mean that Qualmark is taking a much more rounded view of what quality means. It offers a more tailored experience to members, recognising that not one size fits all.



The Zoo has kept growing and improving its efforts to promote sustainability and responsible and conscious behaviour in and with our environment ... I congratulate Wellington Zoo and the entire team for their fantastic work within the community and for our environment: locally and internationally.



Harald Bettin,
Tourism Business Advisor,
Qualmark.

Improve and maintain the physical assets

Sound management and development of our assets within the Zoo is critical to short-term and longer-term objectives, such as health and safety, animal welfare, the visitor experience and stakeholder support.

Snow Leopards

After being approved in Wellington City Council's Long-Term Plan (2018-28), planning has begun in earnest to create a new habitat for Snow Leopards at Wellington Zoo.

In March, the Design and Construction Supervision contract was awarded to local firm Architecture Workshop, and in June, Story Inc. was awarded the contract for Interpretive Design. The Design team has come together to work through concept design and developed design.

Design work will ensure these majestic big cats have the best possible animal welfare, and that we have best practice staff spaces along with an engaging visitor experience connecting to conservation stories of this vulnerable species.





Te Piringa Iti and Moko Kākāriki Wellington Green Geckos

Our dedicated New Zealand native reptile breeding facility, Te Piringa Iti, became operational this year. In May, we were thrilled to have our first breeding success, with a baby Moko Kākāriki born.

Retrofitted in the Zoo's old animal hospital with the support of Lottery Environment and Heritage and the Stout Trust, this facility has been designed to support the breeding and care of native reptiles, particularly Moko Kākāriki Wellington Green Geckos. It's not on visitor view, so the visitor experience at Hero HQ is being developed to showcase the Moko Kākāriki. With the generous support of Lottery Environment and Heritage, a new outdoor habitat is being developed there to engage our community with Wellington's own Hero reptile species.

This project was delayed due to COVID-19 restrictions. It's scheduled for completion by October 2020.

Squirrel Monkeys

With the arrival of two male Squirrel Monkeys to the Zoo's troop, we needed to improve their habitat. Now, a more functional den area, as well as improved UV lighting, has enhanced animal welfare. This refurbishment also improved visitor viewing, by giving the Squirrel Monkeys more places to perch and move around the habitat. These improvements paid off when we welcomed the arrival of two baby Squirrel Monkeys this year.

The Twilight Te Ao Māhina

Our Kiwi and Tuatara habitat has received upgrades. Better lighting, planting and irrigation installed in the main Kiwi habitats have improved the visitor experience and animal viewing opportunities, while also improving the habitat with more functional useable space for Kiwi and support for new plant growth. A chiller system was installed in the Tuatara habitat to provide more temperature control.

Tuatara Conservation Facility

With the generous support of Lottery Environment and Heritage and Stout Trust, in early February we started the construction of a new Tuatara Conservation Facility to improve their outdoor space and overall welfare. This project was disrupted due to COVID-19 restrictions; it's due to be completed in October 2020.

The elevated location will provide improved drainage and UV exposure, along with more opportunity for the Tuatara to dig and burrow, contributing to their overall wellbeing. The facility itself won't be accessible to visitors, so we plan to incorporate signage on the building's exterior acknowledging the important conservation underway inside to support Tuatara.

Giraffe House

Thanks to support this year from Pub Charity, we're improving how we work with Giraffe in their current habitat. Outside earthworks finished in November, increasing the amount of useable space in the upper part of the habitat for the Giraffe and widening their walkways. New substrate was installed around the Giraffe House to improve their hoof care.

The next phase is the construction and installation of a new Giraffe training structure. Zoo staff visited Australia Zoo to view their Giraffe trainer equipment to ensure ours will be fit for purpose and meet our high animal care and welfare standards. Fabrication of this new trainer was delayed due to COVID-19 till early next financial year.

We will also create new visitor signage highlighting the Five Domains of Animal Welfare and how we care for Giraffe at the Zoo.



Chimpanzee Park

The substantial upgrade of our Chimpanzee habitat, made possible with Pub Charity's support, completed and opened last year, won awards:

- The Chimp Park was announced as a finalist in the New Zealand Wood Resene Timber Design Awards 2020.
- It won the Best Team Award, Wellington Property People Awards – Colliers International.
- It was also Winner, Best Playground, New Zealand Institute of Landscape Architects Awards and was a finalist for their Supreme Project Award.

Sustainably caring for our assets

As part of our continued focus on reducing our environmental impact, we started a phased introduction of sub-metering units for the Zoo's water reticulation system. While water use around the Zoo has a limited impact on our carbon footprint, monitoring, reporting and reducing our mains water use across the Zoo will be important for years to come.

We are also developing a detailed Asset Management Plan (AMP) linked to Wellington City Council's AMP processes to ensure the appropriate ongoing maintenance and renewal of the Zoo asset.

To date, we have completed a realignment of the Zoo's existing assets into the WCC asset structure which will improve ongoing detailed financial reporting of the Zoo asset for WCC officers.

We will continue to work with WCC officers to develop our detailed asset management plan in line with their processes for asset renewals, business continuity and earthquake resilience, in readiness for WCC's Long-Term Plan development.

Meet all legal and compliance requirements

Ministry for Primary Industries audits

We again passed our annual audit by the Ministry for Primary Industries, for the Zoo's license as a Containment Facility and as a Container Transitional Facility. MPI commended the quality of our Standard Operating Procedures, training and staff engagement.

ComplyWith

ComplyWith survey results measuring our legal compliance reporting for the past year indicated that 73.4% of our legal compliance obligations had been fully met, 26.3% of the obligations did not arise during the period and 0.3% of obligations were non-compliant. The report noted that there was generally a high level of full compliance at Wellington Zoo, particularly in health and safety and hazardous substances, which is a high risk area for our organisation.





Wellington Zoo Trust Board of Trustees



From left to right: Michael Potts, Fleur Fitzsimmons, Raewyn Blackley, Benjamin Bateman, Craig Ellison (Chair), Nina Welanck Brown

Strategic Management Team



From left to right: Allie Binaco, Daniel Warsaw, Karen Fifield MNZM, Chris Jeram, Suzan Macdonald, Amy Hughes





Independent Auditor's Report

To the readers of the Wellington Zoo Trust's financial statements and performance information for the year ended 30 June 2020

The Auditor-General is the auditor of the Wellington Zoo Trust (the Trust). The Auditor-General has appointed me, Bonar Robertson, using the staff and resources of Audit New Zealand, to carry out the audit of the financial statements and performance information of the Trust on his behalf.

Opinion

We have audited:

- the financial statements of the Trust on pages 135 to 158, that comprise the statement of financial position as at 30 June 2020, the statement of comprehensive revenue and expense, statement of changes in equity, statement of cash flows and statement of accounting policies for the year ended on that date and the notes to the financial statements that include other explanatory information; and
- the performance information of the Trust on pages 10 to 125.

In our opinion:

- the financial statements of the Trust on pages 135 to 158:
 - present fairly, in all material respects:
 - its financial position as at 30 June 2020; and
 - its financial performance and cash flows for the year then ended; and
 - comply with generally accepted accounting practice in New Zealand in accordance with the Public Benefit Entity Reporting Standards Reduced Disclosure Regime; and
- the performance information of the Trust on pages 10 to 125 presents fairly, in all material respects, the Trust's actual performance compared against the performance targets and other measures by which performance was judged in relation to the Trust's objectives for the year ended 30 June 2020.

Our audit was completed on 21 August 2020. This is the date at which our opinion is expressed.

The basis for our opinion is explained below, and we draw your attention to the impact of Covid-19 on the Trust. In addition, we outline the responsibilities of the Board of Trustees and our responsibilities relating to the financial statements and the performance information, we comment on other information, and we explain our independence.

Emphasis of matter – Impact of Covid-19

Without modifying our opinion, we draw attention to the disclosures about the impact of Covid-19 on the Trust as set out in notes 18 to 20 to the financial statements and pages 10 to 11 of the performance information.

Basis for our opinion

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the Responsibilities of the auditor section of our report.

We have fulfilled our responsibilities in accordance with the Auditor-General's Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Board of Trustees for the financial statements and the performance information

The Board of Trustees are responsible on behalf of the Trust for preparing financial statements that are fairly presented and that comply with generally accepted accounting practice in New Zealand. The Board of Trustees are also responsible for preparing the performance information for the Trust.

The Board of Trustees are responsible for such internal control as they determine is necessary to enable them to prepare financial statements and performance information that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements and the performance information, the Board of Trustees are responsible on behalf of the Trust for assessing the Trust's ability to continue as a going concern. The Board of Trustees are also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the Board of Trustees intends to liquidate the Trust or to cease operations, or has no realistic alternative but to do so.

The Board of Trustees' responsibilities arise from the Local Government Act 2002 and the Wellington Zoo Trust Deed.

Responsibilities of the auditor for the audit of the financial statements and the performance information

Our objectives are to obtain reasonable assurance about whether the financial statements and the performance information, as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor-General’s Auditing Standards will always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of these financial statements and the performance information.

For the budget information reported in the financial statements and the performance information, our procedures were limited to checking that the information agreed to the Trust’s statement of intent.

We did not evaluate the security and controls over the electronic publication of the financial statements and the performance information.

As part of an audit in accordance with the Auditor-General’s Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- We identify and assess the risks of material misstatement of the financial statements and the performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- We obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust’s internal control.
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Trustees.
- We evaluate the appropriateness of the reported performance information within the Trust’s framework for reporting its performance.
- We conclude on the appropriateness of the use of the going concern basis of accounting by the Board of Trustees and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor’s report to the related disclosures in the financial statements and the performance information or, if such disclosures are

inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor’s report. However, future events or conditions may cause the Trust to cease to continue as a going concern.

- We evaluate the overall presentation, structure and content of the financial statements and the performance information, including the disclosures, and whether the financial statements and the performance information represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Trustees regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Our responsibilities arise from the Public Audit Act 2001.

Other Information

The Board of Trustees are responsible for the other information. The other information comprises the information included on pages 1 to 9 and 126 to 134, but does not include the financial statements and the performance information, and our auditor’s report thereon.

Our opinion on the financial statements and the performance information does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the financial statements and the performance information, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the financial statements and the performance information or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Independence

We are independent of the Trust in accordance with the independence requirements of the Auditor-General’s Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1: International Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board.

Other than the audit, we have no relationship with, or interests in, the Trust.



Bonar Robertson
Audit New Zealand
On behalf of the Auditor-General
Wellington, New Zealand

Statement of Compliance and Responsibility

For the year ended 30 June 2020

Compliance

The Board and management of the Wellington Zoo Trust confirm that all the statutory requirements of the Local Government Act 2002 regarding financial and operational management have been complied with.

Responsibility

The Board and management of the Wellington Zoo Trust accept responsibility for the preparation of the annual Financial Statements and the judgements used in them.

They also accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of the financial reporting and performance information of the Wellington Zoo Trust.

In the opinion of the Board and management, the Annual Report for the year ended 30 June 2020 fairly reflect the financial position, results of operations and service performance achievements of the Wellington Zoo Trust.




Craig Ellison
Chairperson

21 August 2020




Karen Fifield
Chief Executive

21 August 2020

Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2020

	Note	Actual 2020 \$000	Budget ¹ 2020 \$000	Actual 2019 \$000
REVENUE				
Grants and Operating Revenue	1	7,967	8,334	7,821
Finance Revenue		27	40	56
Operating Revenue		7,994	8,374	7,877
Capital Grants and Donations	1	269	-	691
TOTAL REVENUE		8,263	8,374	8,568
EXPENSE				
Operating Expense	2	8,428	8,368	7,991
Depreciation		5	6	8
Operating Expense		8,433	8,374	7,999
Vesting of Capital Grants and Donations	3	174	-	753
TOTAL EXPENSE		8,607	8,374	8,752
NET SURPLUS/(DEFICIT) before taxation		(344)	-	(184)
Income Tax Expense		-	-	-
NET SURPLUS/(DEFICIT) for the year		(344)	-	(184)
Other Comprehensive Revenue		-	-	-
TOTAL COMPREHENSIVE REVENUE AND EXPENSE		(344)	-	(184)

The accompanying notes form part of these financial statements.

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes. Refer to Note 18 and Note 19 for variances.

Statement of Changes in Equity

For the year ended 30 June 2020

	Note	Actual 2020 \$000	Actual 2019 \$000
Equity Opening Balances			
Accumulated Comprehensive revenue and expense		242	352
Restricted Funds		1,624	1,698
Total Equity-Opening Balance		1,866	2,050
Comprehensive Revenue			
(Deficit)/Surplus for the year to retained earnings	10,11	(344)	(184)
Total comprehensive revenue		(344)	(184)
Equity Closing Balances			
Accumulated Comprehensive revenue and expense		242	242
Restricted Funds		1,280	1,624
Total Equity-Closing Balance		1,522	1,866

The accompanying notes form part of these financial statements. Refer to Note 18 and Note 19 for variances.

Statement of Financial Position

As at 30 June 2020

	Note	Actual 2020 \$000	Budget ¹ 2020 \$000	Actual 2019 \$000
ASSETS				
Current Assets				
Cash and cash equivalents	4	2,912	1,974	3,890
Trade and other receivables	5	300	130	467
Inventories		87	100	92
		3,299	2,204	4,449
Non-Current Assets				
Property, Plant and Equipment	6	-	1	5
		-	1	5
TOTAL ASSETS		3,299	2,205	4,454
LIABILITIES				
Current Liabilities				
Trade, other payables and accruals	7	545	617	1,395
Monies held in trust	7	9	-	9
Revenue in Advance	8	661	-	792
Employee Benefits	9	562	330	392
		1,777	947	2,588
TOTAL LIABILITIES		1,777	947	2,588
NET ASSETS		1,522	1,258	1,866
EQUITY				
Accumulated Comprehensive revenue and expense	10	242	351	242
Restricted Funds	11	1,280	907	1,624
TOTAL EQUITY		1,522	1,258	1,866

The accompanying notes form part of these financial statements.

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes. Refer to Note 18 and Note 19 for variances.

Statement of Cash Flows

For the year ended 30 June 2020

	Note	Actual 2020 \$000	Budget ¹ 2020 \$000	Actual 2019 \$000
Cash flows from operating activities				
Cash was provided from:				
Operating Revenue		8,155	8,210	8,315
Interest Received		27	40	55
NetGST received		142	-	-
Cash was applied to:				
Payments to Suppliers		(3,501)	(2,370)	(2,703)
Payments to Employees		(5,801)	(5,998)	(5,340)
NetGST Paid		-	-	(105)
Net cash inflow from operating activities		(978)	(118)	222
Cash flows from investing activities				
Cash was applied to:				
Purchase of property, plant and equipment		-	(791)	-
Net cash (outflow) from investing activities		-	(791)	-
Net Increase/(Decrease) in Cash and cash equivalents held		(978)	(909)	222
Cash and cash equivalents at beginning of year		3,890	2,883	3,668
Cash and cash equivalents at end of year	4	2,912	1,974	3,890
Made up of:				
Cash and bank balances		2,912	1,974	3,890
Closing Cash Balance		2,912	1,974	3,890

The accompanying notes form part of these financial statements.

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been aggregated for comparative purposes. Refer to Note 18 and Note 19 for variances.

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Statement of Accounting Policies

For the year ended 30 June 2020

Reporting Entity

The Wellington Zoo Trust (the Trust) is a charitable trust registered under the Charitable Trusts Act 1957 domiciled in New Zealand and is also a council-controlled organisation as defined under Section 4, Part 1 of the Local Government Act 2002, by virtue of the Council's right to appoint the Board of Trustees. The Trust was established on 1 July 2003 by the Wellington City Council.

The financial statements have been prepared in accordance with the requirements of the Charitable Trusts Act 1957 and section 69 of the Local Government Act 2002.

The Trust is reliant on the Wellington City Council (the Council) for the majority of its income and operates under a Contract for Services with the Council. The Contract for Services was re-negotiated to 30 June 2021. Ongoing funding for the Trust has been approved in the 2018/2028 Long Term Plan. The Trust has made a further going concern assessment in Note 20.

The primary objective of the Trust is to manage, administer, plan, develop, maintain, operate and promote the Wellington Zoo for the benefits of the inhabitants of Wellington and as an attraction to visitors to Wellington, not to make a financial return. Accordingly, the Trust has designated itself as a public benefit entity for the purposes of New Zealand PBE IPSAS.

Under this framework, the Trust is eligible to apply the reduced disclosure regime (Tier 2 entity) of the Public Benefit Entity Accounting Standards. The Trust meets this criteria as is not a large public sector entity with total expenses ≥ \$30million and is not publically accountable.

The reporting period for these financial statements is for the year ended 30 June 2020. The financial statements were authorised for issue by the Board of Trustees on 21 August 2020.

Statement of Compliance

The financial statements have been prepared in accordance with New Zealand generally accepted accounting practice. They comply with PBE IPSAS and other applicable Financial Reporting Standards, as appropriate for Tier 2 public benefit entities.

Measurement Base

The measurement base applied is historical cost. The accrual basis of accounting has been used.

Functional and Presentation Currency

These financial statements are presented in New Zealand dollars rounded to the nearest thousand, unless otherwise stated. As a result of rounding there may be slight discrepancies in subtotals

Significant Accounting Policies

Critical Accounting estimates and assumptions

In preparing these financial statements, the Trust has made estimates and assumptions concerning the future. The Trust has assessed the financial records and there are no significant critical accounting estimates. These estimates and assumptions may differ from the subsequent actual results. Estimates and assumptions are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Grants

Grants received from the Wellington City Council are the primary source of funding to the Trust and are restricted for the purposes of the Trust meeting its objectives as specified in the trust deed. The Trust also receives other assistance for specific purposes, and these grants usually contain restrictions on their use.

Grants are recognised as revenue when they become receivable unless there is an obligation to return the funds if the conditions of the grant are not met. If there is such an obligation the grants are initially recorded as grants received in advance, and recognised as revenue when the conditions of the grant are satisfied.

Revenue

Revenue comprises revenue from operating activities, investment revenue, grants and donations and other revenue and is measured at the fair value of consideration received or receivable. Revenue may be derived from either exchange or non-exchange transactions. Most of the services that the Trust provides for a fee are subsidised by grants therefore do not constitute an approximately equal exchange. Accordingly most of the Trust's revenue is categorised as non-exchange.

Donated, subsidised or vested assets

Where a physical asset is acquired for nil or nominal consideration, the fair value of the asset received is recognised as revenue. Such revenue is recognised when control over the asset is obtained.

Interest

Interest revenue is recognised using the effective interest rate method.

Volunteer Services Recognition

The Trust benefits from the service of dedicated volunteers in the delivery of its activities. Due to the

difficulty in determining the value of these donated services with sufficient reliability, donated services are not recognised in these financial statements.

Taxation

The Trust is registered as a Charitable Trust and is exempt from income tax under the Income Tax Act 2007. The Trust is not exempt from indirect tax legislation such as Goods and Services Tax and accordingly is required to comply with these regulations.

Goods and Services Tax (GST)

All items in the financial statements are exclusive of GST, with the exception of receivables and payables, which are stated as GST inclusive. Where GST is not recoverable as an input tax, it is recognised as part of the related asset or expense.

Debtors and other receivables

Debtors and other receivables are initially measured at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment.

Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of less than three months.

Investments

Term deposits are initially measured at the amount invested.

Creditors and other payables

Creditors and other payables are initially measured at fair value and subsequently measured at amortised cost using the effective interest method.

Inventory

Inventories are recorded at the lower of cost (determined on a first-in first-out basis) or net realisable value. This valuation includes allowances for slow moving and obsolete stock. Net realisable value is the estimated selling price in the ordinary course of business, less applicable variable selling expenses.

Property, Plant and Equipment

Recognition

Property, plant and equipment consist primarily of operational assets. Expenditure is capitalised when it creates a new asset or increases the economic benefits over the total life of an existing asset. Costs that do not meet criteria for capitalisation are expensed.

The Trust also manages the construction and development of buildings, structures and enclosures on behalf of the Council. These assets are not recorded in the Trust's financial statements as ownership vests in the Council.

Measurement

Property, plant and equipment are valued at historical cost less accumulated depreciation and impairment losses.

The initial cost of property, plant and equipment includes the purchase consideration, and those costs that are directly attributable to bringing the asset into the location and condition necessary for its intended purpose. Subsequent expenditure that extends or expands the asset's service potential is capitalised.

Impairment

The carrying amounts of property, plant and equipment are reviewed at least annually to determine if there is any indication of impairment. Where an asset's recoverable amount is less than its carrying amount, it will be reported at its recoverable amount and an impairment loss will be recognised. The recoverable amount is the higher of an item's fair value less costs to sell and value in use.

Disposal

Realised gains and losses arising from the disposal of property, plant and equipment are recognised in the Statement of Comprehensive Revenue and Expense in the period in which the transaction occurs.

Depreciation

Depreciation is provided on all assets owned by the Trust excluding assets under construction (work in progress). Depreciation is calculated on a straight line basis, to allocate the cost or value of the asset (less any residual value) over its useful life. The estimated useful lives of the assets are as follows:

Plant

Audio Visual Equipment	3 years
Projector	5 years
Shade Sail	10 years
Hospital Equipment	10 years
Garden Furniture	10 years
Living Room Furniture	15 years
Endoscope	8 years

Furniture and Equipment

Composter	10 years
CCTV	3 years
Incubators	12.5 years

Work in Progress

The cost of projects within work in progress is transferred to the relevant asset class when the project is completed and then depreciated.

Employee Benefits

A provision for employee benefits (holiday leave, long service leave, and retirement gratuities) is recognised as a liability when benefits are earned but not paid. The Trust recognises a liability and an expense for a one off payment where contractually obliged or where there is a past practice that has created a constructive obligation.

Short Term Employee Benefits

Holiday leave (annual leave and time off in lieu) is calculated on an actual entitlement basis at the greater of the average or current hourly earnings in accordance with sections 16(2) & 16(4) of the Holidays Act 2003.

Other Contractual Entitlements

Other contractual entitlements include termination benefits. Termination benefits are recognised in the Statement of Financial Performance only when there is a demonstrable commitment to terminate employment. Termination benefits settled within 12 months are reported at the amount expected to be paid, otherwise they are reported as the present value of the estimated future cash outflows.

Provisions

The Trust recognises a provision for future expenditure of uncertain amount or timing when there is a present obligation (either legal or constructive) as a result of a past event it is probable that expenditures will be required to settle the obligation and a reliable estimate can be made of the amount of the obligation.

Provisions are not recognised for future operating losses. Provisions are measured at the present value of the expenditures expected to be required to settle the obligation using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provision due to the passage of time is recognised as a finance cost.

Revenue in Advance

The Trust has received non-exchange funds for specific purposes with conditions that would require the return of the monies if the Trust is not able to fulfil the agreement. The revenue from these agreements will only be recognised as the conditions are fulfilled over time.

The Trust has received non-exchange funds which apply to periods beyond the current year with conditions that would require the return of the monies if the Trust is not able to fulfil the obligation.

Contingent Assets and Liabilities

Contingent liabilities and contingent assets are disclosed in the notes to the financial statements. Contingent liabilities are disclosed if the possibility that they will crystallise is not remote. Contingent assets are disclosed if it is probable that the benefits will be realised.

Animal Collection

In accordance with customary practice among Zoological organisations, animals are not recorded as there is no objective basis for establishing value. Additionally, animals have numerous attributes, including species, age, sex, relationship and value to other animals, endangered status and breeding potential whereby it is impracticable to assign value. Expenditure related to animal acquisitions is expensed in the period of acquisition.

Equity

Equity is the residual interest in the Trust and is measured as the difference between total assets and total liabilities. The components of equity are accumulated surpluses and deficits and restricted funds (special funds, trusts and bequests).

Restricted funds are those reserves that are subject to specific conditions of use whether under statute or accepted as binding by the Trust because of the specific reason for which the funds were provided.

Transfers from these reserves may be made only for specified purposes or when certain specified conditions are met.

Statement of Cash Flows

The statement of cash flows is prepared using the direct approach. Operating activities include cash received from all revenue sources of the Trust and record the cash payments made for the supply of goods and services. Investing activities relate to the acquisition and disposal of assets. Financing activities relate to transactions that change the equity and debt capital structure of the Trust.

Related Parties

Related parties arise where one entity has the ability to affect the financial and operating policies of another through the presence of control or significant influence. Related parties include Wellington City Council, key management personnel and the governing body (Trust Board).

Trustees' remuneration is any money, consideration or benefit received receivable or otherwise made available, directly or indirectly, to a trustee during the reporting period. The disclosures for the Trust include the remuneration of the Trustee board as they occupy the position of a member of the governing body of the Trust.

Changes to Accounting Policies

There have been no changes in accounting policies this year.

Notes to the Financial Statements

Note 1: Revenue

	Actual 2020	Budget ¹ 2020	Actual 2019
	\$'000	\$'000	\$'000
Exchange Revenue			
Sale of Goods	394	440	409
Other Corporate Income	131	127	121
Total Exchange Revenue	525	567	530
Non-Exchange Revenue			
Admissions	2,784	3,840	3,418
Other Revenue	75	213	122
Contractual Revenue			
Ministry of Education	85	84	84
Wellington City Council Operating Grant	3,408	3,408	3,320
Wellington City Council Funding for Free Entry Period	274	-	-
Wage Subsidy	581	-	-
Operating Grants and Donations			
Forkers Brands	30	-	30
Brian Wilkerson Trust	5	-	10
TG McCarthy	-	-	10
General Donations	152	-	242
UNESCO	-	-	1
Koala Trust	10	-	10
White	20	225	20
J&A Mauger Charitable Trust	-	-	5
Nikou Foundation	-	-	4
Archie-Garland Charitable Trust	1	-	2
Unilech	4	-	2
Winton and Margaret Bear Charitable Trust	-	-	2
National Institute of Water and Atmospheric Research	15	-	-
One Foundation	-	-	9
Operating Grants and Donations	237	225	347
Total Non-Exchange Operating Revenue, Grants and Donations	7,442	7,768	7,291
Capital Grants and Donations			
Pub Charity	181	-	263
Stout Trust	-	-	96
Wellington Community Trust	95	-	242
Loteries Trust Board	87	-	135
Pelorus Trust	-	-	2
Fixcor	6	-	13
Total Non-Exchange Capital Grants and Donations	269	-	691
Total Non-Exchange Revenue	7,711	7,768	7,982
Total Grants, Donations and Operating Revenue	8,236	8,335	8,512

Grants and Donations include grants and bequests received for capital and operational purposes of \$507K (2019:\$1,038K).These grants were received for specific purposes. \$349K of these Grants and Donations has been transferred to Restricted Funds until it is needed, refer to Note 11.

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 2: Expense on operating activities

	Note	Actual 2020 \$000	Budget ¹ 2020 \$000	Actual 2019 \$000
Marketing and Commercial costs		226	279	302
Auditor's remuneration:				
- Audit Services		30	27	32
Entertainment		6	6	1
Consumables		410	530	493
Cost of goods sold		195	229	214
Other Costs		847	657	967
Insurance premiums		10	10	10
Materials and Services		238	285	326
Personnel costs		6,005	5,886	5,222
Trustees' remuneration	16	96	112	82
Utilities		365	347	342
		8,428	8,368	7,991

- Personnel costs include costs such as salaries, wages, leave and other employee earned compensation.
- Other costs include expenditure not separately disclosed, such as:
 - professional costs
 - travel
 - administration costs
 - animal collection costs
 - vehicle fleet costs
 - contracts

¹ The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 3: Vesting of Capital Grants and Donations

This entry relates to the transfer of these funds to Wellington City Council. The Zoo has transferred funds of \$174K (2019:\$753K) to Wellington City Council towards capital spend for this year.

Note 4: Cash and cash equivalents

	Actual 2020 \$000	Budget 2020 \$000	Actual 2019 \$000
Bank Balances	2,807	1,974	3,885
Cash on hand	5	-	5
Total Cash and cash equivalents	2,812	1,974	3,890

Note 5: Trade and other receivables

	Note	Actual 2020 \$000	Budget 2020 \$000	Actual 2019 \$000
Receivables (Gross)		19	130	190
Trade Receivables due from Wellington City Council	15	229	-	109
Less provision for impairment of trade receivables		-	-	-
Trade Receivables		248	130	299
GST Receivable		-	-	115
Prepayments		52	-	53
		52	-	168
Total Trade and other receivables		300	130	467
Trade Receivables comprises:				
Receivables from the sales of goods and services (exchange transactions)		248	130	264
Receivables from transfers (non-exchange transactions)		0	-	35
		248	130	299

As at 30 June 2020, no Trade Receivables were assessed as impaired.

Note 6: Property, Plant and Equipment

	Actual 2020 \$000	Budget ¹ 2020 \$000	Actual 2019 \$000
Operational Assets			
Plant			
Plant at cost – opening balance	48	48	48
Accumulated depreciation	(48)	(47)	(47)
Total Plant – opening balance	-	1	1
Depreciation Expense	-	(1)	(1)
Total plant – closing balance	-	-	-
Furniture and Equipment			
Furniture and Equipment at cost – opening balance	171	171	171
Accumulated Depreciation	(166)	(165)	(159)
Total Furniture and Equipment – opening balance	5	6	12
Depreciation Expense	(5)	(5)	(7)
Total Furniture and equipment – closing balance	-	1	5
Total Operational Assets	-	1	5
Work in progress			
Work in progress at cost – opening balance	-	-	-
Additions	-	-	-
Other	-	-	-
Work in progress at cost – closing balance	-	-	-

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 7: Trade, Other Payables, Accruals and Monies held in Trust

	Actual 2020 \$000	Budget ¹ 2020 \$000	Actual 2019 \$000
Payables under Exchange Transactions			
Exchange Payables and Accruals			
Trade Payables and Accruals	195	617	382
Trade Payables due to parent	179	-	902
Total Payables under Exchange Transactions	374	617	1,284
Non-Exchange Payables			
Taxes Payable (GST, PAYE)	171	-	111
Total Payables under Non-Exchange Transactions	171	-	111
Total Payables	545	617	1,395
Donations held in Trust	-	-	-
Regional Amenities Fund (administered on behalf of Wellington Regional Amenities Fund)	9	-	9
Total Monies held in Trust	9	-	9

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 8: Revenue in Advance

	Actual 2020 \$000	Budget ¹ 2020 \$000	Actual 2019 \$000
Revenue in Advance under Exchange Transactions			
Exchange Revenue in Advance			
Admissions Revenue	281	-	257
Total Revenue in Advance under Exchange Transactions	281	-	257
Non-Exchange Revenue in Advance			
Wage Subsidy	17	-	-
Grants and Sponsorships	363	-	535
Total Revenue in Advance under Non-Exchange Transactions	380	-	535
Total Revenue in Advance	661	-	792

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 9: Employee Benefits

	Actual 2020 \$000	Budget ¹ 2020 \$000	Actual 2019 \$000
Payroll Accruals	160	80	109
Holiday Leave	402	250	283
Total employee benefits	562	330	392
Represented by:			
Current	562	330	392
Total employee benefits	562	330	392

¹The budget figures are derived from the Statement of Intent as approved by the Board at the beginning of the financial year. Where required these figures have been broken down further for comparative purposes.

Note 10: Accumulated (Deficit)/Surplus

	Note	Actual 2020 \$000	Actual 2019 \$000
Accumulated Surplus/Deficit			
Opening Balance		242	352
Net deficit/surplus		(344)	(184)
Transfers from restricted funds	11	769	1,033
Transfers to restricted funds	11	(425)	(1,019)
Accumulated Surplus/Deficit—closing balance		242	242
Total accumulated surplus/(deficit)		242	242

Note 11: Restricted Funds

	Actual 2020 \$000	Actual 2019 \$000
Trusts, Bequests and Capital Grants		
Opening Balance	925	921
Additional funds received	350	897
Funds utilised	(604)	(893)
Trusts, Bequests and Capital Grants – closing balance	671	925
Animal Transfers		
Opening Balance	369	479
Additional Operating Grants and Donations received	-	-
Transfers from Other Operating Revenue	-	-
Funds utilised	(68)	(110)
Animal Transfers – closing balance	301	369
Conservation Fund		
Opening Balance	330	298
Funds received	75	122
Funds utilised	(97)	(90)
Conservation Fund – closing balance	308	330
Opening Balance	1,624	1,698
Transfers from retained earnings	425	1,019
Transfers to retained earnings	(769)	(1,093)
Restricted Funds – closing balance	1,280	1,624

The Trust has accumulated funds of \$100 contributed by Wellington City Council upon establishment of the Trust on 1 July 2003.

Restricted Funds: Purpose of each reserve

Trusts, Bequests and Capital Grants are monies received for a specific purpose.

Animal Transfer Reserve Fund is made up of money received specifically for the transfer of animals as well as money that the Trust has tagged from Other Operating Income to fund future animal transfers.

Conservation fund is made up of money received specifically to support field conservation.

Note 12: Financial Instruments

The Zoo's financial instrument categories include loans and receivables (cash and cash equivalents, trade and other receivables and financial liabilities at amortised cost (payables that arise directly from operations and borrowings). The main purpose of the Zoo's financial instruments is to raise finance for the Zoo's operations.

Note 13: Commitments

The Trust had no capital commitments as at 30 June 2020 (2019:Nil).

The Trust had no operating lease commitments as at 30 June 2020. Payments due not later than one year Nil, payments due between one to two years Nil (2019:Nil).

Note 14: Contingencies

The Trust had no contingent liabilities as at 30 June 2020 (2019:Nil).

Note 15: Intra group transactions and balances

	2020 \$000	2019 \$000
Expense for services provided to the Zoo from WCC:		
Wellington City Council	342	908
	<u>342</u>	<u>908</u>
Revenue for services received by the Zoo from:		
Wellington City Council	3,684	3,326
	<u>3,684</u>	<u>3,326</u>
Current receivables owing to the Zoo from:		
Wellington City Council	229	109
	<u>229</u>	<u>109</u>
Current payables owing from the Zoo to:		
Wellington City Council	179	902
	<u>179</u>	<u>902</u>

Note 16: Related Party disclosures

Key Management Personnel Compensation

	2020 \$000	2019 \$000
Total employee benefits	1,018	998
Trustee remuneration	96	82
Total Key Management Personnel Remuneration	<u>1,114</u>	<u>1,080</u>

Key management personnel include the Chief Executive, other senior management personnel and Trustees.

Trustees' Remuneration

Trustees' remuneration is any money, consideration or benefit received, receivable or otherwise made available, directly or indirectly, to a trustee.

The following people held office as trustees of the Zoo during the reporting period. The aggregate remuneration paid to the trustees during the year totalled \$96,000 (2019:\$82,435) and is disaggregated and classified as follows:

Trustee Remuneration	2020 \$000	2019 \$000
Craig Ellison (term as Board Chair started 1 January 2016)	32	32
Nina Welamyk Brown (term started 1 January 2019)	16	8
Michael Potts (term started 1 September 2016)	16	16
Raewyn Bleakley (term started 1 December 2014)	16	16
Ben Bateman (term started 1 July 2017)	16	10
Councillor Fleur Fitzsimons (term started 20 November 2019)	-	-
Councillor Peter Gilbert (term finished 12 October 2019)	-	-
Total Trustee Remuneration	96	82

	2020 \$000	2019 \$000
Trustees		
Remuneration	96	82
Full-time equivalent members	5.89	5.50
Strategic Management Team		
Remuneration	1,018	998
Full-time equivalent members	6.00	5.73
Total Key Management Personnel Remuneration	1,114	1,080

Full time equivalent calculations for Trustees are based on number of months in employment and for the Chief Executive and other senior management personnel are based on 2,080 hours. Wellington City Councillors CCO Trust Board appointments are unpaid positions.

Related party transactions

During the year trustees and key management, as part of a normal customer relationship, were involved in minor transactions with the Trust.

The Trust receives a grant from the Wellington City Council under a Contract for Services. In addition, the Wellington City Council receives/pays amounts for the provision/receipt of other goods and services. These other transactions are conducted on an arms-length basis. The amounts owing to/from related party balances are disclosed in Note 15.

No provision has been required, nor any expense recognised for impairment of receivables for any loans or other receivables to related parties (2019:\$Nil).

Note 17: Events after balance date

There were no significant events after balance date that affect the financial statements (2019:\$Nil).

Note 18: Explanations of major variances against budget

Statement of comprehensive revenue and expense

Revenue

Operating Revenue was lower than budgeted by \$367,000 due to visitor revenue being lower than budget by \$1,056,000 and sales of goods being below budget by \$46,000 as a result of decreased visitation. This is related to the impact of the Zoo being closed from 23 March -15th May due to COVID-19 and then open for free from 16th May to 30th June 2020 as part of the Wellington City Council Pandemic plan. Conservation income is \$75,000 which is unbudgeted as it is transferred to restricted funds set aside for these purposes and operational grants and donations being above budget. This revenue decrease has been partly offset by receipt of the Government Wage Subsidy \$581,000 and funding of \$274,000 received from Wellington City Council as contribution towards the period the Zoo was open for free.

Capital Grant revenue is \$269,000 which is related to capital grants and donations received in the year.

Statement of financial position

Current Assets

Current Assets are greater than budgeted by \$1,095,000 largely because cash and cash equivalents are higher than budget by \$938,000 due to receipts of grant funding for capital projects and visitor revenue and operational grants and donations revenue is higher than budgeted. Trade and other receivables are above budget by \$170,000 largely due to higher than budgeted receivables from Wellington City Council. This is for recharges of renewals for capital works completed of \$228,000.

Current Liabilities

Current liabilities are greater than budgeted by \$830,000 due to higher than budgeted revenue in advance as a result of receipts of grant funding for capital projects. This includes the balance of grants from Wellington Community Trust for veterinary equipment for the Nest Te Kōhanga of \$40,000, Pub Charity for the Giraffe Management facility and habitat project \$239,000. Employee Benefits are above budget by \$232,000 due to annual leave provision being higher than budget by \$72,000 and payroll accruals of \$160,000. The annual leave provision has been impacted by COVID-19 with employees not taking annual leave over that period.

Statement of Cashflows

Cashflow

Cash outflows are higher than budgeted by \$934,000 due to payment to Wellington City Council for vesting of capital funds due as at 30 June 2019 paid in August 2019 of \$866,000.

Note 19: Explanations of major variances against prior year

Statement of comprehensive revenue and expense

Revenue

Operating Revenue was higher than prior year by \$117,000. This is due to visitor revenue being below prior year by \$634,000 due mainly to reduced visitation due to the impact of COVID-19 having to close to the Zoo to visitors from 23 March until 15 May 2020 and free entry from 16 May to 30 June 2020 as an initiative as part of Wellington City Council Pandemic Plan. This was offset by the increase in the Wellington City Council Operating Grant \$86,000, receipt of the Wage Subsidy \$581,000 and funding received from Wellington City Council for the period the Zoo was open for free entry of \$274,000.

Expense

Operating Expenditure was higher than prior year by \$434,000. This is due to personnel costs being above prior year by \$783,000. This is due to an increase in staffing levels from 70 FTE to 79 FTE and an increase in leave liability due to the impact of COVID-19 and staff not taking leave during this period. Other expenditure was \$349,000 lower than prior year. This is mainly due to the impact of lower expenditure on marketing, services, travel, training, materials, and consumables due to the impact of COVID-19.

Statement of financial position

Current Assets

Current Assets are lower than prior year by \$1,150,000 largely because cash and cash equivalents are lower than prior year by \$978,000 due to payment for vesting of \$866,000. Trade and Other receivables are lower than prior year by \$167,000 due to lower receivables due from Wellington City Council. There were recharges of renewals for capital works completed of \$229,000 and in the prior year there were recharges for renewals of capital works of \$109,000 and \$125,000 of capital works in progress to be recharged to Wellington City Council. There was also a GST Receivable balance due of \$115,000 in the prior year.

Current Liabilities

Current liabilities are lower than prior year by \$811,000. Trade payables and other accruals are lower than prior year by \$850,000 largely due to vesting due to Wellington City Council of \$174,000 compared to vesting due to Wellington City Council of \$866,000 in the prior year for the Chimpanzee project, Wellington Green Gecko Breeding programme project and the Wellington Community Trust grant spend on veterinary equipment for the Nest Te Kōhanga

Equity

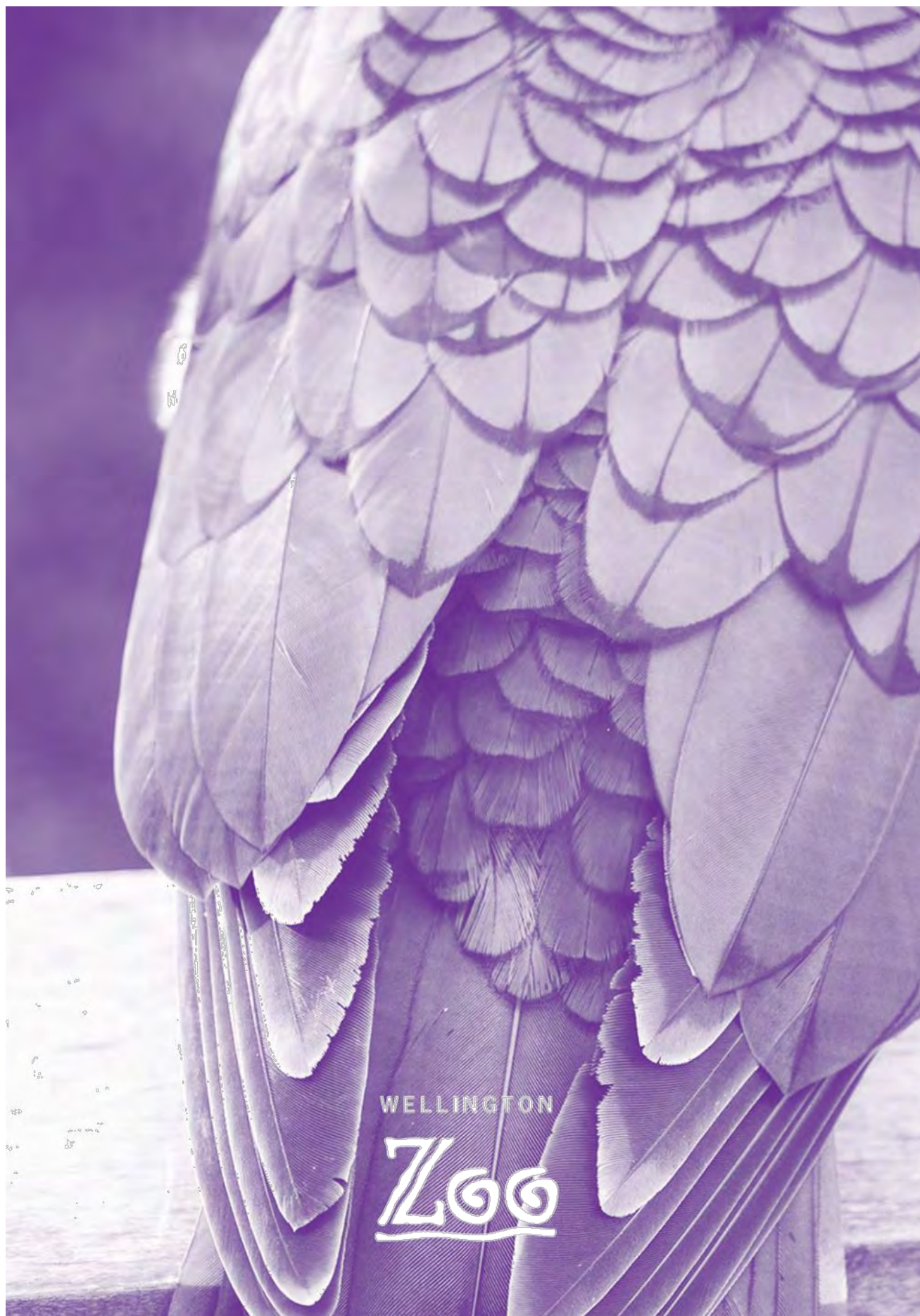
Closing equity is lower than prior year due to the net deficit of \$344,000 for the year ending 30 June 2020.

Note 20: COVID-19 Impact

On 11 March 2020, the World Health Organisation declared the outbreak of COVID-19 a pandemic and two weeks later the New Zealand Government declared a State of National Emergency. From this, the country was in lockdown at Alert Level 4 for the period 26 March to 27 April and remained in lockdown at Alert Level 3, thereafter, until 13 May.

Due to the impact of the global pandemic COVID-19 the Zoo had to close its doors to visitors from 23 March to 15 May 2020. The Zoo re-opened in Alert Level 2 and entry was free from 16 May to 30 June 2020 as an initiative by Wellington City Council as a part of the City Pandemic plan. The main impact was on visitor revenue which was partly offset by receipt of the Wage Subsidy for our permanent, fixed term and casual staff and funding from Wellington City Council for the free period.

The Trust provided a revised Business plan and final SOI to Wellington City Council with a COVID-19 impact budget for 2020-2021 and this was approved by Council. The budget and business plan for 2020-2021 was developed based on assumptions from Wellington City Council and our own view of the impacts on Wellington Zoo Trust from COVID-19. This has resulted in a forecasted deficit in 2020-21 of \$1.576 million. Wellington City Council has approved a fund of \$5 million in its 2020-21 annual plan to provide essential funding support to Council Controlled Organisations. They have also provided a letter of comfort to support the going concern assumption. The Board have therefore adopted the going concern assumption in the preparation of these financial statements.



REVIEW OF QUARTER ONE REPORTS FOR THE COUNCIL CONTROLLED ORGANISATIONS FOR THE PERIOD ENDING 30 SEPTEMBER 2020

Purpose

1. This report provides the sub-committee with a review of the first quarter reports submitted by Council Controlled Organisations for consideration in accordance with the requirements of the Local Government Act 2002.

Recommendations

That the Council Controlled Organisations Subcommittee:

1. Receive the information.
2. Note any issues for the Chair to raise with the entities covered by this report.

Background

2. The subcommittee is tasked with monitoring the performance of the following entities:
 - Basin Reserve Trust
 - Karori Sanctuary Trust
 - Wellington Cable Car Limited
 - Wellington Museums Trust
 - Wellington Regional Economic Development Agency Limited
 - Wellington Regional Stadium Trust
 - Wellington Zoo Trust
3. Wellington Regional Economic Development Agency Ltd is jointly owned (80% / 20%) by the Wellington City Council and the Greater Wellington Regional Council respectively. In addition to the monitoring by this subcommittee, the stakeholders jointly monitor the company via the Wellington Regional Strategy Committee.
4. Wellington Water Limited is owned in equal (20%) shares with Greater Wellington Regional Council, Lower Hutt City Council, Porirua City Council and Upper Hutt City Council. The shareholders jointly monitor the company via the Wellington Water Committee.
5. In terms of a Court Of Appeal Judgement (CA164/04) on 6 September 2005 between the Commissioner of Inland Revenue and the Wellington Regional Stadium Trust, it was established that Sections 5 and 6, Schedules 8 and 9 and Part 5 of the Local Government Act 2002 do not apply to the Wellington Regional Stadium Trust and accordingly the Trust is not a CCO.
6. In recognition of the Council's original investment in the Wellington Regional Stadium Trust and the non-recourse loan from Council to the Trust that was fundamental in the

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

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establishment of the Trust and the building of the stadium, the relationship operates as if the Trust was a CCO. This approach is consistent with the Greater Wellington Regional Council's relationship with the Trust. As agreed between the Councils the Trust reports on a six monthly basis.

Discussion

7. Quarterly reports have been received from the following entities for consideration by the subcommittee and are attached as appendices:
 - Basin Reserve Trust
 - Karori Sanctuary Trust
 - Wellington Cable Car Limited
 - Wellington Museums Trust
 - Wellington Regional Economic Development Agency Limited
 - Wellington Zoo Trust
8. The first quarter reports have been reviewed by officers to assess any risks or issues and where any significant issues were identified these have been discussed with the relevant entity.
9. Representatives of the entities covered in this report will attend the subcommittee meeting to present the quarterly report and answer any questions from the subcommittee.
10. BASIN RESERVE TRUST

ACTIVITY SUMMARY

Quarter highlights

The Basin Reserve Trust has now executed sublease arrangements with Cricket Wellington and the NZ Cricket Museum for their occupation of the designated areas in the Museum Stand (referred to as the old pavilion).

The collections and archives of the NZ Cricket Museum have been returned to the NZCM space in preparation for reopening the NZCM in early 2021.

The project to renovate the outfield was completed during Q1 and teams have since played on the new surface.

The upgrade and refurbishment of the changing facilities in the RA Vance stand was completed during Q1. These facilities now meet the standards set by the ICC for gender neutral changing rooms (necessary to host ICC Women's World Cup matches) and are a further improvement to the facilities offered by the Basin Reserve. Player's feedback to date has been positive.

The ICC Women's World Cup which was originally scheduled to be held in February 2021 will now be held in March 2022. The postponement is due to COVID-19.

The Trust secured a further \$231k toward the redevelopment of the RA Vance changing rooms (for the Women's Cricket World Cup). This brings the total funds raised by the Trust toward the capital projects to \$951k so far.

SUMMARY FINANCIALS (Year To Date)

Variance (Actual minus Budget). Favourable variance to budget Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$000)	30 Sep 18 Actual	30 Sep 19 Actual	30 Sep 20 Actual	30 Sep 20 Budget	30 Sep 20 Variance	30 Jun 21 Budget
Total Revenue	316	307	386	369	17	813
Total Expenses	196	218	188	203	15	949
Surplus (Deficit)	120	88	198	166	32	(137)
FINANCIAL POSITION						
Total Assets	828	1,081	907	820	86	513
Total Liabilities	108	415	126	128	2	123
Equity	720	666	781	692	89	390
CASH FLOWS						
Total Net Cash Flows	132	391	217	184	33	(96)
Opening Cash	92	152	223	130	--	130
Closing Cash	224	543	440	314	--	35

The bulk of the Trust's revenue in Q1 is the Council's operating grant. Beers at the Basin was not budgeted for and a \$10k deposit was received in Q1. There was also a small timing difference in the rental received by the Trust from Cricket Wellington, again not budgeted for. These items account for the slight increase in revenues earned over budget. Cost control has also helped the Trust return a slightly better surplus for the period than was budgeted.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

^ denotes annual target.

Target met or on track		At risk of not achieving target		Will not reach target	
MEASURE		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Cricket Event Days	Actual	2	3	0	On target
	Target	0	6	4	
There were no Firebirds preseason games played due to the outfield turf renovation which was done over the winter.					
Other Sports Event Days	Actual	11	10	0	On target
	Target	7	12	0	
Turf renovation project meant no junior sport during the winter.					
Community Event Days	Actual	0	0	0	On target
	Target	2	2	0	
Community events are generally not hosted during the winter months.					
Function Days	Actual	8	18	6	On target
	Target	6	6	0	
There is a growing reputation for the Basin Reserve as a function venue.					

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

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KPI DASHBOARD <i>(The table contains a selection of KPIs and is not a complete list)</i>					
Practice Facility Usage (days)	Actual	11 ✓	9 ✗	16 ✓	On target
	Target	10	15	15	
Ahead of target at present.					
Ground Hire Income	Actual	\$500	\$11,418	\$38,900	On target
	Target^	\$234,800	\$290,200	\$79,100	
Numbers Attending Events	Actual	2,500	2,050	n/a	On target
	Target^	40,000	41,000	15,000	
No junior sport due to the turf renovations during the winter.					
Operating Grant per Attendee	Actual	\$104.58	\$135.47	n/a	On target
	Target^	\$16.09	\$16.50	\$46.30	
This metric is almost meaningless during the early parts of the year (Q1 & Q2) while attendances are very low.					

ISSUES & OUTLOOK
<p>No issues to report. There is ongoing uncertainty regarding the possible impact of COVID-19 on international events which are scheduled (see below). This is also true for domestic events if we suffer outbreaks of COVID-19.</p> <p>The key events planned for quarter two are as follows</p> <ul style="list-style-type: none"> • Beers at the Basin end Nov. • BLACKCAPS v West Indies Test Match mid Dec. • Plunket Shield, Hallyburton Johnston Shield and Super Smash over the summer months. • Black and Gold conferences and events throughout the year.

11. KARORI SANCTUARY TRUST

ACTIVITY SUMMARY
<p>On 16 May 2020, ZEALANDIA reopened with free public admission in partnership with Council as part of COVID-19 recovery initiatives. Due to the success of this offer, ZEALANDIA decided to extend its free entry to cover the July school holidays (ending 19 July). This was a successful initiative with over 15,000 visitors in the first 19 days on July, on top of the 34,000 visitors that came during the Council's promotional period.</p> <p>During the first quarter, ZEALANDIA hosted 34,297 visitors, up from 24,374 visitors in Q1 2019/20. Over August and September, there has been a 43% increase in visitors from the North Island when compared to last year, and an 18% increase in visitors from the South Island. Visitation from Wellingtonians during August and September dropped by 21%, most likely due to the popularity of the free entry campaign.</p>

Membership

At the end of September 2020, ZEALANDIA had 17,355, up from 12,788 at the end of March 2020. From 1 June 2020, ZEALANDIA launched a promotion to join its membership program for a discounted rate of \$50 (normally \$100). This proved to be a popular offer with Wellingtonians leading to a growth of 4,000 members during the promotional period. While the promotion has ended, ZEALANDIA's membership continues to be popular with visitors.

Highlights

- ZEALANDIA extended the post-lockdown free admissions through to the end of the school holidays (19 July), and hosted 34,297 visitors during the first quarter, up 43% on the same quarter last year.
- ZEALANDIA has 17,355 members at the end of September 2020, up from 14,021 on 30 June 2020, and 11,096 at the same time last year.
- The sanctuary celebrated the completion of the first community partnership project for young people. This is a collaboration between ZEALANDIA, rangatahi/young people and staff from the Karori Youth Centre.
- The Trust appointed ZEALANDIA's first postdoctoral research fellow, Dr Chris Woolley. Chris will be investigating questions about the wellbeing benefits we get from nature.
- During Mental Health Awareness Week (21 - 27 September), ZEALANDIA shared the restorative power of nature by recording five new soundscapes at the sanctuary. The downloadable recordings are filled with an array of different bird species that people will not often hear in an urban environment.
- The annual volunteer awards night was held on 7 August. This annual celebration of the contribution of volunteers was attended by 83 volunteers. The Faye Schaefer Award, the ultimate volunteer award, was presented this year to Gill Mason.

SUMMARY FINANCIALS (Year To Date)

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE	30 Sep 18	30 Sep 19	30 Sep 20	30 Sep 20	30 Sep 20	30 Jun 21
(\$000)	Actual	Actual	Actual	Budget	Variance	Budget
Total Revenue	1,039	1,129	1,032	955	77 ✓	4,931
Op. Exp. before Depn & Int.	1,058	1,172	1,085	1,149	64 ✓	4,874
Earnings before Depn & Int.	(19)	(43)	(53)	(194)	141 ✓	57
Surplus (Deficit)	(91)	(132)	(142)	(284)	142 ✓	(302)
FINANCIAL POSITION						
Total Assets	5,340	6,098	7,171	6,152	1,019 ✓	5,853
Total Liabilities	1,404	1,058	1,239	865	374 ✗	584
Equity	3,936	5,040	5,932	5,287	645 ✓	5,269
CASH FLOWS						
Total Net Cash Flows	493	177	232	(328)	560 ✓	(1,160)
Opening Cash	1,637	2,663	3,793	3,034^	--	3,034^
Closing Cash	2,130	2,840	4,024	2,706	--	1,874

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

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SUMMARY FINANCIALS (Year To Date)

[^] Includes term deposits & investments

Overall, revenue performance (excluding Council funding) is \$758,208 against a budget of \$707,729. Retail sales totalled \$67,067, down 21% on last year. The drop in retail sales is as a direct consequence of the reduction in international visitors to ZEALANDIA. However, the retail store exceeding its sales budget by 31% is a pleasing result in the current operating environment.

Rātā Café sales revenue totalled \$200,894, up 6% on last year. Rātā Café remains a popular destination and is experiencing increasing demand as a space for small functions.

The quarter one year-to-date result for net operating surplus (deficit) before depreciation is tracking favourably mainly due to higher than budgeted café revenue of \$85,893 and membership income of \$36,863.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

[^] denotes annual target.

Target met or on track		At risk of not achieving target		Will not reach target	
MEASURE		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Full costs to Council*	Total	\$372,708	\$357,498	n/a	n/a
	\$/visit	\$16.33	\$14.86	n/a	
* Council operating grant plus property related costs. Figures recognise the operating grant on an accruals basis. This measure includes property costs which the Trust does not control.					
Figures not available at the time of writing.					
Council Subsidy (\$/visit) <i>WCC operating grant/visitors</i>	Actual	\$9.40	\$10.72	\$6.55	On track
	Target^	\$8.80	\$8.54	\$12.85	
Trading Revenue** (\$/visit) <i>** Revenue per visit excludes interest, Council and other grants.</i>	Actual	\$33.94	\$34.58	\$20.41	On track
	Target^	\$26.48	\$26.74	\$27.01	
Non-Council Funding <i>Donations and other non-council funding</i>	Actual	\$158,958	\$197,537	\$94,613	On track
	Target^	\$270,000	\$275,000	\$200,000	
Membership Subscription Revenue^^ <i>^^ Not a KPI – this is a management target.</i>	Actual	\$64,312	\$78,553	\$112,863	On track
	Target^	\$312,100	\$318,300	\$324,700	
Visitors	Actual	22,818	24,065	34,297	On track
	Target	14,317	17,028	10,093	

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

Students & Education Visits	Actual	2,234	3,450	1,220	On track
	Target	1,882	1,882	1,925	
Individual Members	Actual	10,999	11,096	17,355	Achieved
	Target^	10,800	11,000	11,200	

Overall quarter one has been a strong one for ZEALANDIA. A particular highlight of the strong Q1 performance is the significant growth in memberships which highlights the strength of both local (and wider) community support for the activity.

ISSUES & OUTLOOK

No issues to note.

In early October 2020 a hole was found in the predator exclusion fence, vandalised by someone with a power tool. It is believed that the hole was discovered, by a member of the community, very soon after it was cut. A rapid incursion response was enacted and is still ongoing, with no evidence yet of an incursion.

There is confirmed nesting of tītipounamu, which are entering their second season following translocation from Wainuiomata Mainland Island. The news to-date is very promising for a successful establishment, as several of last year's juveniles have been discovered with territories.

The kākahi (freshwater mussels) that were placed in the upper reservoir in 2018 are doing well and a recent visit to this translocation indicates it is a resounding success.

12. WELLINGTON CABLE CAR LIMITED

ACTIVITY SUMMARY

Passenger trips are up on budget reflecting a good level of domestic tourism and the WellingtonNZ led "support local" promotions. During the July school holidays passenger trips were only 12% below the same period last year, which under the circumstances is a good result. However, with international travel to New Zealand (particularly the cruise ship industry) still uncertain, the outlook remains very challenging.

The annual maintenance shutdown for the Cable Car followed the July school holidays. This was the most ambitious programme attempted by the company and work was completed ahead of schedule and the Cable Car was able to open one day earlier than planned. Acknowledgement was extended to Stephen Ward and Andrew Creswell for achieving this without accidents or incidents.

In responding to the challenging environment, the board and management have taken the opportunity to reimagine the purpose and values of the organisation.

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Our Shared Purpose ..

Host uniquely Wellington experiences that locals are proud of and visitors remember & share



Our Values ..

- Kaitiakitanga**
Custodians of a Wellington taonga & our environment
- Safe Workplace**
Safe Site & Safe Conversations
- Guest Centred**
The guest experience makes our business
- Pride**
We strive to take pride in everything we do
- Team**
The Team works together to deliver consistently great Wellington experiences
- Adaptability**
We embrace new ideas to sustain & improve our business

SUMMARY FINANCIALS (Year to Date)

* Variance (Actual minus Budget). ✔ Favourable variance to budget ✘ Unfavourable variance to budget

FINANCIAL PERFORMANCE (\$000)	30 Sep 18 Actual	30 Sep 19 Actual	30 Sep 20 Actual	30 Sep 20 Budget	30 Sep 20 Variance	30 Jun 21 Budget
Total Revenue	1,581	533	380	195	185 ✔	1,685
Total Expenditure	1,598	1,040	939	966	27 ✔	3,370
Surplus (Deficit) after tax	(13)	(346)	(403)	(557)	154 ✔	(1,685)
FINANCIAL POSITION						
Total Assets	12,042	12,204	11,549	n/a	n/a	9,943
Total Liabilities	1,964	1,674	1,249	n/a	n/a	1,240

SUMMARY FINANCIALS (Year to Date)

Equity	10,078	10,530	10,300	n/a	n/a	8,704
CASH FLOWS						
Total Net Cash Flows	(664)	(954)	(520)	n/a	n/a	(1,296)
Opening Cash	4,097	5,007	3,786	n/a	n/a	3,786
Closing Cash	3,536	4,053	3,266	n/a	n/a	2,490

The first quarter has gone slightly better than expected. The company has contained its expenditure as much as possible in response to the fall in passenger revenue and is continuing to hold reasonable cash reserves for its essential maintenance and future capital programmes. This situation will be monitored during the year.

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

Target met or on track		At risk of not achieving target		Will not reach target	
MEASURE		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Passenger Trips	Actual	216,349 ✓	179,669 ✗	105,929 ✓	On track
	Target	190,269	216,763	62,887	

Although the Cable Car has comfortably achieved its Q1 target and is on track to achieve its full year target, the outlook remains challenging while international travel to New Zealand is restricted.

Fare Income	Actual	\$583,408 ✓	\$532,896 ✗	\$335,966 ✓	On track
	Target	\$533,317	\$601,669	\$167,505	

The company's fare revenue is tied directly with its passenger trips. The average fare per passenger is up to \$3.17 which is above the forecast \$2.66 average fare per passenger trip.

ISSUES & OUTLOOK

Profitability of the Cable Car has recently relied on New Zealand's healthy international visitation specifically around the cruise ship industry. The immediate future of this industry and the consequent impact on the Cable Car is uncertain but it is expected to negatively affect the business this summer.

13. WELLINGTON MUSEUMS TRUST

ACTIVITY SUMMARY

All sites, with the exception of Nairn Street Cottage, fully reopened under normal operating hours from 6 July 2020. Visitation across all sites has risen steadily since reopening and has exceeded all quarterly targets.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

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The July school holidays saw strong visitation at Wellington Museum with the Mittens exhibition. There was also strong visitation at Space Place and PlayHQ and sell out workshops in Capital E, plus Square Eyes film screenings at City Gallery and performances of Orchestra Wellington's 'Where's my Triangle?' Visitor numbers across all facilities totaled 85,687 which comfortably exceeded the target of 50,950. The 2020-21 targets are based on an operating environment of closed borders and no international visitors.

Some programme highlights:

- Wellington Museum's mini-exhibition Mittens – 'Floofy and Famous' and accompanying 'Pet Project' saw outstanding visitor numbers, particularly during the school holidays, with merchandise selling out several times.
- City Gallery Wellington: Elisabeth Pointon's flyover artwork took place after being rescheduled due to COVID and adverse weather conditions. Terminal at City Gallery opened alongside a vibrant timetable of diverse programming.
- Capital E: Two postponed National Theatre for Children projects: Lost Letter Office and Story Studio LIVE 2020 re-commenced development. The latter includes a series of workshops with schools and kura exploring young people's perspectives on the environment. Light Years opened in August in PlayHQ.

The Wellington Museum strengthening, and development project was unsuccessful in securing funds from the Government's COVID-19 Shovel Ready fund. The Chief Executive and Chair met with project consultants and Council officers to discuss next steps in early September.

SUMMARY FINANCIALS (Year To Date)

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE	30 Sep 18	30 Sep 19	30 Sep 20	30 Sep 20	30 Sep 20	30 Jun 21
(\$000)	Actual	Actual	Actual	Budget	Variance	Budget
Revenue	3,254	3,202	3,010	2,900	110 ✓	12,234
Opex before Depreciation	3,150	3,224	3,234	3,207	27 ✗	12,942
Depreciation	106	129	129	130	1 ✓	520
Net Surplus (Deficit)	(2)	(153)	(353)	(437)	84 ✓	(1,228)
FINANCIAL POSITION						
Total Assets	7,935	8,572	9,054	8,015	1,039 ✓	4,852
Total Liabilities	3,469	4,197	4,963	3,981	982 ✗	1,610
Equity	4,466	4,375	4,091	4,034	57 ✓	3,242
CASH FLOWS						
Total Net Cash Flows	2,081	2,364	1,760	1,935	175 ✗	(1,228)
Opening Cash	944	1,072	1,555	830	--	830
Closing Cash	3,025	3,436	3,315	2,765	--	(398)

Revenue is slightly improved on the budget and reflected in the higher than forecast visitation while expenditure tracks close to budget. At this stage the net position is a slight improvement on budget.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

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KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

^ denotes annual target.

Target met or on track		At risk of not achieving target		Will not reach target	
MEASURE		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Full Costs to Council*	Total	\$2,271,900	\$2,817,754	n/a	n/a
	\$/visit	\$15.38	\$16.99	n/a	

* Council operating grant plus property related cost (including rental grant paid for Capital E). Figures recognise the gross operating grant, not allocated among the various activities. This measure includes property costs which the Trust does not control.

This is a Council metric, not controlled by the Trust.

MEASURE		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Council grant per visit (\$/visit)	Actual	\$12.54 ✗	\$11.29 ✗	\$22.53 ✓	On target
	Target^	\$10.05	\$11.24	\$29.47	

Subsidy per Visit forecast is based on the probable percentage of the operating grant received from Council as follows:

- City Gallery – 30%
- Museums Wellington (Wellington Museum, Cable Car Museum and Nairn Street Cottage) – 26%
- Capital E (including the Hannah Playhouse) – 22%
- Space Place – 4.9% plus the cash underwrite
- Trust's Executive Office – 17.1%

City Gallery	Actual	\$14.29 ✗	16.75 ✗	\$28.30 ✓	On target
	Target^	\$12.65	\$14.96	\$43.34	
Museums Wellington Wellington Museum, Cable Car Museum & Nairn St Cottage	Actual	\$20.01 ✗	7.83 ✗	\$11.33 ✓	On target
	Target^	\$5.00	\$5.01	\$15.52	
Capital E	Actual	\$13.82 ✗	8.21 ✓	\$39.36 ✗	On target
	Target^	\$10.76	\$23.35	\$39.26	
Space Place	Actual	\$0.93 ✓	7.10 ✓	\$9.37 ✓	On target
	Target^	\$9.72	\$9.48	\$23.56	

MEASURE		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Spend per visit (\$/visit)	Actual	\$3.89	\$3.17	\$3.48 ✓	On target
	Target^	n/a	n/a	\$1.93	
City Gallery	Actual	\$2.49 ✓	\$2.56 ✓	\$1.83 ✓	On target
	Target^	\$1.80	\$1.87	\$1.76	
Museums Wellington Wellington Museum, Cable Car Museum & Nairn St Cottage	Actual	\$8.59 ✓	\$2.28 ✓	\$2.89 ✓	On target
	Target^	\$2.28	\$2.16	\$1.76	
Capital E	Actual	\$4.86 ✓	\$2.58 ✗	\$2.60 ✗	On target

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KPI DASHBOARD <i>(The table contains a selection of KPIs and is not a complete list)</i>					
	Target^	\$3.12	\$3.29	\$2.79	
Space Place	Actual	\$10.00 ✓	\$11.37 ✓	\$10.24 ✓	On target
	Target^	\$9.85	\$9.93	\$5.67	
MEASURE		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Total Non-Council Revenue (\$000s)	Actual	\$612	\$861	\$644	On target
	Target^	\$2,478	\$3,858	\$2,458	
... Trading Revenue					
City Gallery	Actual	\$100	\$107	\$37	On target
	Target^	\$307	\$296	\$99	
Museums Wellington <i>Wellington Museum, Cable Car Museum & Nairn St Cottage</i>	Actual	\$208	\$157	\$128	On target
	Target^	\$845	\$837	\$144	
Capital E	Actual	\$132	\$112	\$28	On target
	Target^	\$509	\$252	\$127	
Space Place	Actual	\$134	\$150	\$104	On target
	Target^	\$542	\$566	\$136	
Sub-letting, interest & other	Actual	\$38	\$33	\$8	On target
	Target^	\$275	\$206	\$30	
... Fund Raising Revenue					
City Gallery	Actual	\$52	\$42	\$115	On target
	Target^	\$274	\$574	\$395	
Museums Wellington <i>Wellington Museum, Cable Car Museum & Nairn St Cottage</i>	Actual	\$59	\$49	\$45	On target
	Target^	\$173	\$158	\$100	
Capital E	Actual	\$201	\$179	\$153	On target
	Target^	\$1,051	\$858	\$942	
Space Place	Actual	\$32	\$32	\$26	At risk
	Target^	\$103	\$111	\$485	
VISITATION		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Total Visits	Actual	147,707 ✓	165,855 ✓	85,651 ✓	Achieved
	Target	136,400	136,438	50,950	
<p>The 2020-21 targets are based on an operating environment of closed borders and no international visitors.</p> <p>Visitation across all sites has risen steadily since reopening and have exceeded all quarterly targets. 168% of the Q1 target (50,950) was achieved with 85,687 visits: a total of 33% of the annual target for 2020-21. This compares to Q1 of 2019-20 with 165,855 visits or 25% of the 2019-20 annual target (noting no impact from COVID-19 in Q1 of 2019-2020).</p>					

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

Cable Car Museum	Actual	42,789 ✓	41,952 ✓	21,954 ✓	Achieved
	Target	30,500	36,300	17,500	
While significantly impacted as a result of no international visitors, is still tracking ahead of the projected target for the quarter. Approximately half the number of visitors as the 2019-20 year.					
City Gallery	Actual	40,179 ✗	41,271 ✓	20,415 ✓	Achieved
	Target	45,000	40,000	11,200	
Started to see a slow rebound in numbers in July, which declined when Alert Level 2 was announced in August and started to return once that was lifted. Numbers are approximately half of what was seen in the previous year (however noting Q1 2019-20 was bolstered by a busy programme schedule and NZ International Film Festival).					
Capital E	Actual	27,145 ✓	42,948 ✓	10,785 ✓	Achieved
	Target	21,600	21,638	9,250	
Seeing continually high visitor numbers attending PlayHQ, even during Alert Level 2. Significantly less visitors overall than the 2019-20 period which included visitors to the Hannah Playhouse (no longer managed by Experience Wellington) and National Theatre for Children tours which were cancelled due to COVID-19.					
Wellington Museum	Actual	23,927 ✗	26,373 ✓	22,314 ✓	Achieved
	Target	27,000	25,300	9,000	
Tracking well ahead of target, especially over the school holiday period with the popularity of the Mittens exhibition. Q1 numbers are similar to last year.					
Space Place	Actual	13,392 ✓	13,168 ✓	10,183 ✓	Achieved
	Target	12,000	12,800	4,000	
Similar numbers to Q1 of 2019-20 due to continued venue hire and school group bookings. Well above what was predicted for this quarter.					
Nairn Street Cottage	Actual	275 ✗	143 ✗	0	Achieved
	Target	300	400	0	
Seasonal closure throughout Q1 and set to reopen at the end of October.					

ISSUES & OUTLOOK

The project to strengthen and refurbish the Wellington Museum (Bond Store) was presented unsuccessfully to the government's Shovel Ready fund, acknowledging Council's \$10m commitment to the project in the 2018-28 LTP. The total cost is currently estimated to be \$43m. Work is underway to include the project in the 2021-31 LTP consultation document. In preparation, some more detailed understanding of its seismic risks and options will be considered. The Museum team would continue outreach education and programming as well as community consultation for the development project throughout any building closure.

Work continues between the Trust and Council in relation to the future accommodation of Capital E and opportunities presented by a reimagined Central Library at Te Ngakau Civic Square.

The Navigators Project script is currently being finalised with filming expected to be finished by the end of 2020. The project will then go into postproduction with the aim of completion by April 2021. A wānanga was held to run through the script and Jack Thatcher is being consulted to ensure the script is accurate in the portrayal of the ancient techniques of Pacific Navigation.

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Planning has also started on developing resource material to support the Navigators film and will be a mix of online content (videos, interviews) and physical material (publication, posters). This will allow the Trust to provide more in-depth information and background knowledge, that expands on topics highlighted in the film.

14. WELLINGTON REGIONAL ECONOMIC DEVELOPMENT AGENCY LIMITED

EXECUTIVE SUMMARY

Highlights



\$4.8 mil

The budget value of all film permit applications YTD Sep 20



\$4.7 mil

Capability and R&D funding YTD Sep



\$2.059 mil

COVID-19 Vouchers issued during Q1 to support businesses



\$2.2 mil

The value of business events secured YTD Sep 20



\$10 mil

Equivalent Advertising Value achieved from our marketing activities YTD Sep



540

Businesses supported through COVID-19 Business Response during Q1

WellingtonNZ received \$1m from the national Strategic Tourism Assets Protection Programme via MBIE. Recognizing RTOs as a key conduit between national government and tourism operators, the funding will be directed to domestic tourism marketing, development of city and regional Destination Management Plans and tourism operator capability building programmes.

Covid-19 Business Recovery Support

Support delivery

1,100 businesses have contacted WellingtonNZ for support during Jul-Sep including:

- 876 new businesses
 - Of which 64 new Māori businesses (7%)

540* businesses received fully-funded professional advice, valued at \$2,000,000

- Of which 42 Māori businesses received \$140,000 (7%)

**other businesses are progressing through the pipeline*

Remaining support available

- \$2,400,000 funding remains available to support regional businesses for fully-funded advice during Oct-Nov

Regional Business Partner Programme

WellingtonNZ has supported 356 regional businesses year-to-date (Jul-Sep) through the RBP programme, including 185 receiving hands-on support in the form of growth capability development, innovation support and mentorship.

Workforce Development

The Wellington Interim Regional Skills Leadership Group (iRSLG) has been established. The group is comprised of business owners, government agencies, and community leaders from across the region. WNZ CEO John Allen sits on the group. The group will inform central government regional labour force challenges and opportunities, in the context of COVID-19 in the short term, and of the Reform of Vocational Education in the mid-term.

WNZ facilitated projects with 11 businesses for 80 VUW School of Business & Government students for trimester two, including 40 international students.

Tech internship programme Summer of Tech hosted its Meet and Greet event online for the first time on September 9th. Over 2200 students and more than 100 employers from across NZ took part. In Wellington, 185 internships were offered by 58 employers. This represents 80% of last year's level, which is encouraging.

Screen Wellington

Attraction and facilitation

Permitting and projects have grown through the first quarter with 56 projects welcomed and facilitated, worth a combined \$5.3m.

COVID-19 has presented an opportunity to attract productions to Wellington as well as continue filming for existing projects. Several feature films that had halted due to COVID-19, commenced filming throughout the region including *Poppy*, *Millie Lies Low*, *Whina* and *Avatar*. These projects were some of the first in the world to do so. Several commercials and Season 3 of *Wellington Paranormal* were also completed.

Screen sector development

The Lane Street Studio development in Upper Hutt continues, with the official media launch and visit in August from Remutaka MP Chris Hipkins.

Business planning is underway for the Regional Film Office network (RFONZ) in preparation to deliver regional and national recommendations made in the 2030 Screen Sector Strategy, currently with Cabinet for comment.

The virtual production/LED capability established in Wellington over lock-down is growing, with new technology companies established to test the technology with Epic/Unreal Engine and ARRI Australia. They have now been accepted into Creative HQ's incubator.

UNESCO City of Film

The completed Wellington UNESCO City of Film four-year strategy and first year programme of work was delivered to Council.

New relationships have been established, including a partnership with Ngā Taonga, Toi Whaakari drama school, Capital E and Film for Change.

A collaboration with sister Cities of Film has created a global website <https://citiesoffilm.org/> and the Wellington UNESCO City of Film Collaboration Collective has been established. This is a group of individuals and established screen sector groups who will provide feedback and guide the Cities of Film work.

Work continues with Māpunato ensure WellingtonNZ builds a bicultural foundation and puts Māori visual storytellers at the forefront of its work.

Economic Development Projects

Tākina, the official name for the convention and exhibition centre has been announced and the first client site visit has been hosted. The clients hosted are considering Tākina for a conference bid in 2027.

Digital

Developed a lot of content in support of local businesses and events and have seen a significant uplift in web traffic over the past quarter. The increase can be mostly attributed to the Digital Nights campaign, but eat & drink and See & do content has also seen a spike.

These are the best results since Q3 2019.

- Received 546,469 sessions between July -Sept, from 336,081 unique users.
- Users on the website are up 104% from social media with 104,000 users coming to the site in from social media in a three-month period.

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- There were 988,817 pages viewed.

Wildly Famous

WellingtonNZ's Weibo is maintaining engagement with over 16,000 followers and will be a useful channel for both a domestic-Chinese travel audience and when international travel resumes.

Locally Q1 efforts have focused on connecting tourism operators to access Government Tourism Transitions fund support. This helps local businesses work with experts and decide whether to pivot, hibernate, adjust or close while borders are closed.

Two tourism teams went through a week-long Creative HQ Design Sprint process. Carbon-Neutral Wellington and Family-Friendly Wellington prototyped new solutions, involving team members from 10 tourism partners including WIAL, Wellington Cable Car, James Cook Hotel, Weta Workshop and YHA.

Following the lockdown, to get the capital back into dining out at their favourite restaurants, cafes and bars WellingtonNZ partnered with the Wellington Culinary Events Trust, to create Greatest Hits - the ultimate compilation of the region's favourite dishes and drinks. WCET reported that almost 10,000 exiting traffic clicks going directed to Wellington eateries websites and booking pages over the campaign period.

A design sprint with Creative HQ and the retail sector in May (alongside discussions with WCC) raised the opportunity to work with retailers following the Level 4 and 3 lockdowns in April/May 2020. 185 stores participated. Shoppers could head in-store and spend \$40+ to go in the draw to win a \$25,000 prize pool (staycations and shopping sprees). \$25,000 of surprise and delight gifts were also given away in-stores. With 4532 entries and 12,500 website visits, the campaign was fairly successful, and whilst it may not have driven as much footfall as hoped, feedback from retailers is that it enhanced the in-store experience and boosted positive sentiment.

Wellington i-SITE reopened in July after maintenance work at the Michael Fowler Centre was completed.

Major Events and Venues Strategy

The restrictions on mass gatherings brought about by COVID-19 had an immediate impact on Major Events in the city, with several events being postponed or cancelled. The focus shifted to events with the ability to move between COVID-19 levels that could be delivered in the city.

Van Gogh Digital Nights exhibition: 23,000 people attended the exhibition in the first quarter with solid bookings tracking throughout Q2.

Events that were moved from Q1 to Q2 are all tracking well and there is a further stage of the process for the FIFA Women's World Cup 2023 allocations which will take place in early November.

Venues Wellington – Performances & Business Events

- Delivered 20 Performance Events with 23,156 guests.

Ticketed performance events returned to our Venues in July, albeit with the sector and the business significantly impacted by COVID-19. Through the quarter, navigating changing Alert Levels, Venues Wellington did deliver some well-attended events including Dr Seuss's The Cat In The Hat, NZSO and Orchestra Wellington concerts, Breaking Beats Winter Meltdown at the TSB Arena and Fat Freddy's Drop playing to a sold out MFC.

- Over the quarter, the Events and Experiences team delivered 15 Business Events with 1,284 attendees.

The impact of COVID-19 has been most significant for the Business Events part of the business. The move from Level 1 back to Level 2 resulted in cancellations for Q1 and will flow into Q2 and beyond.

Venues Wellington has hosted some smaller events, the highlight being the Downstream Hybrid event in early August.

To aid the Venues Wellington sales pipeline for conference and events, a promotional video was

created to engage audiences – in a distinctly Wellington way.

Creative HQ

Six new teams entered incubation in July, and seven teams exited in September.

The 2020NZ GovTech Accelerator launched on Sep 14th and will run until Dec 3rd with the final showcase being held at Parliament and live-streamed to a wider audience. The programme has eight projects from central and local government and addresses issues from social inequality, regional procurement and freshwater data.

CHQ are working in collaboration with the Wellington arts sector to deliver the first Arts Accelerator-Ringatoi Pōneke: Artist Intensive. It's an eight-week immersive programme that supports independent artists and arts practitioners to discover new pathways towards financial sustainability in an artist-led environment. WellingtonNZ had 47 applications of which 10 artists from a variety of disciplines were accepted.

Creative HQ is currently running a pilot programme, the Innovation Barometer, to collect data on the Innovative ability of the public sector.

- Innovation services have been delivered to a wide range of clients including Transpower, Electra, Powershop, Todd Energy, EY, NZ Festival of the Arts and Atlantis Healthcare.
- Innovation services delivered to Government include Callaghan, Corrections, Greater Wellington Regional Council, Hutt City Council, Ministry of Education, MPI, NZTE, Plant & Food Research and Stats NZ.
- CHQ is in discussion with several overseas government clients for work to be delivered remotely.

SUMMARY FINANCIALS (include CreativeHQ but do not include Venues Wellington as the financial results for the venues are reported within Council's financial position).

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE	30 Sep 18	30 Sep 19	30 Sep 20	30 Sep 20	30 Sep 20	30 Jun 21
(\$000)	Actual	Actual	Actual	Budget	Variance	Budget
Total Revenue	8,201	9,036	11,267	10,029	1,238 ✓	27,045
Total Expenses	7,317	7,984	8,307	7,221	1,086 ✗	27,545
Net Surplus (Deficit)	884	1,052	2,960	2,808	151 ✓	(500)
FINANCIAL POSITION						
Total Assets	7,088	9,064	12,196	7,000	5,196 ✓	6.632
Total Liabilities	3,735	4,957	5,537	4,600	937 ✗	4.094
Equity	3,353	4,107	6,659	2,400	4,259 ✓	2.538
CASH FLOWS						
Total Net Cash Flows	1,601	2,047	3,410	2,000	1,410 ✓	5606
Opening Cash	1,911	2,443	4,659	2,500	--	2.443
Closing Cash	3,512	4,490	8,069	4,500	--	3.003

Revenue for the quarter exceeds budget as a result of additional funding received from Government sources and other 3rd parties due to COVID-19 Response Programmes, along with the release of some income held in advance at the end of the financial year when programmes were halted due to COVID-19. Also, clarification of the way forward in some areas has seen programmes of work

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(marketing and activity expenses) restarted or started. On the downside, Visitor Centre commissions are affected by lower traffic numbers with the absence of international tourists. Domestic tourists do see an uplift during the school holidays, but domestic tourists have a lower level of booking experiences via the Visitor Centre than historically seen with international tourists. Digital Nights, the successful Van Gogh experience, has resulted in additional revenue and expenditure associated with the production of the event.

On the balance sheet, additional cash is held as anticipated due to core funding occurring bi-annually. Additionally, some income being held as income in advance from June 2020 year end, as some programmes of work were halted in response to COVID-19. WellingtonNZ anticipates and are planning for this revenue to be spent later this financial year.

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

WellingtonNZ has refined its range of performance measures so in some cases historic data is not available.

KEY PERFORMANCE INDICATORS

Target met or on track	At risk of not achieving target		Will not reach target		
KEY PERFORMANCE MEASURES	YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS	
Delivering direct value / ROI to shareholders					
Direct economic impact from WellingtonNZ's activities and interventions	Actual	n/a	\$122.8m	\$24.2	On track
	Target [^]	n/a	New	\$86m	
Shaping & amplifying the regional destination / brand story					
Equivalent Advertising Value (EAV) from media activity	Actual	n/a	\$24.6m	\$10m	On track
	Target [^]	n/a	\$25.0m	\$10m	
Value of out of region venue and event expenditure	Actual	\$52.3m	\$56.3m	n/a	No data
	Target [^]	\$58m	\$125.0m	\$40m	
Number of Wellington region residents that attend events	Actual	n/a	n/a	n/a	No data
	Target [^]	n/a	n/a	475,000	
Supporting businesses to upskill and grow					
Number of different business engagements in WellingtonNZ programmes	Actual	n/a	868	1,493	On track
	Target [^]	n/a	New	3,789	
Financial health					
Budget on track – income, expenditure and	Actual	n/a	n/a	Achieved	On track

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*


surplus	Target [^]	n/a	n/a	To budget	
Percentage revenue from commercial / non-Council funding & commercial activity	Actual	n/a	25.4%	32%	On track
	Target [^]	n/a	30.0%	30%	

INDIRECT MEASURES OF IMPACT

Target met or on track	At risk of not achieving target		Will not reach target		
INDIRECT MEASURES OF IMPACT		YTD 30 Sep 19	YTD 30 Sep 20	YTD 30 Sep 21	STATUS
Number of international visitors	Actual			n/a	No data
	Target^			100,000	
Data not available as IVS is not currently being captured due to the absence of International visitors to survey.					
International visitor arrivals through Wellington International Airport - from Australia	Actual	32,240	33,401	2	On track
	Target^	New	153,000	40,000	
Q1 forecast was zero visitors					
International visitor arrivals through Wellington International Airport - International (exc. Australia)	Actual	9,968	10,934	2	On track
	Target^	New	New	10,000	
Q1 forecast was zero visitors					
Visitor nights recorded in the Accommodation Data Programme	Actual	n/a	n/a	529,700	On track
	Target^	New	New	1,832,261	
Visitor spend - domestic	Actual	\$450m	\$453m	\$437m	On track
	Target^	New	New	\$1,453m	
Updated from Q1 report with September figures which have just arrived.					
Visitor spend – Australian	Actual	\$51mil	\$56mil	-	Under review
	Target^	New	New	\$60m	
Updated from Q1 report with September figures which have just arrived.					
Visitor spend – International (incl. Australia)	Actual	\$158m	\$175m	-	Under review
	Target^	\$2,640m	\$2,755m	\$86m	
Updated from Q1 report with September figures which have just arrived. International spend modelling is currently being impacted by a new modelling method, figures will need to be revised.					
Share of NZ multi-day conferences in the Wellington region	Actual	22%	n/a	n/a	No data
	Target^	19%	19%	22%	
Data available later in November.					

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KPI DASHBOARD <i>(The table contains a selection of KPIs and is not a complete list)</i>					
Population growth due to migration to the Wellington region	Actual <i>Target[^]</i>	n/a <i>New</i>	n/a <i>New</i>	Annual 1,500	
Share of NZ international students reported in the Wellington region	Actual <i>Target[^]</i>	7% <i>n/a</i>	n/a <i>7%</i>	Annual 7.2%	
Wellington region GDP growth	Actual <i>Target[^]</i>	n/a <i>New</i>	n/a <i>New</i>	n/a -2.5%	On track
<i>Provisional figure only.</i>					
Total number of work ready job seekers in Wellington region at June 30	Actual <i>Target[^]</i>	n/a <i>New</i>	9,718 <i>New</i>	13,962 29,000	At risk
<i>May not meet target, but that's a positive in the current climate as it means less job seekers in Wellington.</i>					
Total consumer spending in Wellington region through electronic card data - total	Actual <i>Target[^]</i>	n/a <i>New</i>	n/a <i>New</i>	\$1,163m \$5,415m	On track
<i>Month of July & August only.</i>					
Total consumer spending in Wellington region through electronic card data – retail	Actual <i>Target[^]</i>	n/a <i>New</i>	n/a <i>New</i>	\$374m \$1,389m	On track
<i>Month of July & August only.</i>					
Total consumer spending in Wellington region through electronic card data – hospitality	Actual <i>Target[^]</i>	n/a <i>New</i>	n/a <i>New</i>	\$191m \$846m	On track
<i>Month of July & August only.</i>					
Economic Indicators  <p>The infographic displays four key economic indicators with icons and trend arrows:</p> <ul style="list-style-type: none"> GDP, YE June 2020 (Provisional Growth): -1.5% (Red arrow pointing down, indicating a decrease from 2.5% in December 2019). Jobs filled in Wellington Region as of August 2020: 246,447 (Green arrow pointing up, indicating an increase from 242,537 in August 2019). Number of work-ready Job Seekers in Wellington Region as of end of Sep 2020: 13,962 (Red arrow pointing up, indicating an increase from 10,531 in March 2020). Increase in Consumer spend in Wellington Region for month ending 30th September compared to same time last year: 0.5% (Black arrow pointing right, indicating a slight increase). 					

ISSUES & OUTLOOK

Marketing summary coming up in Q2

- Summer launch of 'Wild Weekends' - our new Domestic campaign
- Love Local Christmas campaign
- Find Your Wild & Love Local summer campaign
- Summer event promotion

ISSUES & OUTLOOK

- New content and structure for Business & Meet sections
- Finalise Tākina brand and promotional assets

15. WELLINGTON ZOO TRUST

ACTIVITY SUMMARY

The Board approved the Snow Leopard concept design at its July meeting. The next phase of the project will include value engineering the design through developed design stage to ensure the projects stays within the project budget, while still achieving the key design outcomes identified at the start of the project.

A multi-levelled Keeper Development Programme has been co-designed with input from a working group of Animal Care staff. The first two levels of the programme were launched in September and a more intricate 'Specialist' level will then be developed ready for launch in early 2021.

WorkSafe have made a SafePlus video at Wellington Zoo which will be one of a series of case studies to be used to promote health and safety in the workplace as everyone's responsibility.
<https://www.youtube.com/watch?v=wCyrP0vhY2k&feature=youtu.be>

The Memorandums of Understanding have been renewed with Kea Conservation Trust and Associação Mico-Leão-Dourado Golden Lion Tamarins. The Zoo also agreed to a further donation to Free the Bears to further their work on the water sustainability project in their Laos sanctuary.

The Trust was asked by WellingtonNZ to participate in a week-long design sprint at Creative HQ on Wellington becoming a 'green destination' for tourists and how we can help tourism providers. The Zoo was also asked to be an expert interviewee on another design sprint making Wellington a family friendly destination.

Wellington Zoo was named by The Discoverer Blog as one of the ten best Zoos in the world. In their description they note *"Conservation is high on the agenda at Wellington Zoo. Its staff members collaborate on several research projects including the study of malaria in wild kororā.... threats to New Zealand sea lions, and lead poisoning in kākā and tūt bird populations."*

Planning and training for Hero HQ *"Minibeasts Behind the Scenes"* visitor experience commenced in August and bookings went live on 23 September. This experience provides visitors an opportunity to look behind the scenes at Hero HQ (the Zoo's reptile and invertebrate habitat) to see how the staff care for Tarantulas, Giant African Millipedes, Emperor Scorpions and Goliath Stick insects.

During August and September, the Zoo's IT network upgrade to Office 365 was completed successfully with minimal disruption to staff. New Wi-Fi units were also installed in many of the buildings which expanded the network for Zoo staff and simplified moving laptops around the Zoo connected to the network.

GM Animal Care and Science, Daniel Warsaw, had his MBA research paper 'The influence of animal welfare accreditation programmes on zoo visitor perceptions of the welfare of zoo animals' published in the 30 July issue of the Journal of Zoo and Aquarium Research.

During COVID-19 lockdown, two new-born Nyala calves were named Jacinda and Dr Ashley. On sending a message to Jacinda to tell her, she responded with a letter and a handwritten note: *"Thank you so much again!! Neve often visits the zoo without me – hopefully she'll see the baby Nyala next visit!"*

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SUMMARY FINANCIALS (Year To Date)

* Variance (Actual minus Budget). ✓ Favourable variance to budget ✗ Unfavourable variance to budget

FINANCIAL PERFORMANCE	30 Sep 18	30 Sep 19	30 Sep 20	30 Sep 20	30 Sep 20	30 Jun 21
(\$000)	Actual	Actual	Actual	Budget	Variance	Budget
Total Revenue	1,849	2,287	2,176	1,298	878 ✓	6,736
Total Expenses	1,863	2,118	1,988	2,054	66 ✓	8,311
Net Surplus (Loss)	(14)	169	188	(756)	944 ✓	(1,575)
FINANCIAL POSITION						(1,575)
Total Assets	4,793	4,070	4,370	2,093	2,277 ✓	
Total Liabilities	2,740	2,103	2,692	1,988	704 ✗	293
Equity	2,053	1,967	1,678	105	1,573 ✓	1,008
CASH FLOWS						(715)
Total Net Cash Flows	109	(261)	627	11	616 ✓	
Opening Cash	3,668	3,890	2,912	1,832	--	(1,789)
Closing Cash	3,777	3,629	3,539	1,843	--	1,832

The Zoo received the first payments from MBIE STAPP (Strategic Tourism Assets Protection Programme) and DOC WIRF (Wildlife Institutions Relief Fund) grants. This funding is to be used specifically for Wellington Zoo animal care, veterinary supplies and animal housing maintenance.

The 2019/20 annual contribution to conservation measure was 7.1% compared to that of 7.6% the year before. This was lower due to the suspension of international travel and less time spent by staff members on international projects. Close to \$1 million has been raised for the Trust's Conservation Fund over the past decade.

The Zoo's performance is tracking well against budget year to date.

KPI DASHBOARD (The table contains a selection of KPIs and is not a complete list)

^ denotes annual target. The Trust reports against its annual targets each quarter.

Target met or on track		At risk of not achieving target		Will not reach target	
MEASURE		YTD 30 Sep 18	YTD 30 Sep 19	YTD 30 Sep 20	STATUS
Full costs to Council*	Total	\$1,314,065	\$1,338,914	n/a	n/a
	\$/visit	\$21.73	\$29.80	n/a	
* Council operating grant plus property related costs. Figures recognise the operating grant on an accrued (not payment) basis. This measure includes property costs which the Trust does not control.					
Council Subsidy (\$/visit)	Actual	\$16.61	\$18.95	\$17.42	On target
	Target^	\$13.58	\$13.41	\$13.76	
Annual measure influenced by visitor numbers. At this stage the Zoo is on target but full year visitation will influence this.					
Trading Revenue** (\$/visit)	Actual	\$20.28	\$21.87	\$25.97	On target
	Target^	\$17.21	\$19.56	\$17.77	
** Revenue per visit excludes interest, Council grants and other grants.					
Tracking well ahead of budget at this stage.					
Percentage Operating Costs Generated by	Actual	54%	46%	66%	On target

KPI DASHBOARD *(The table contains a selection of KPIs and is not a complete list)*

the Trust	Target^	56%	59%	59%		
Trust Generated Income as Percentage of the Council's grant	Actual	122%	115%	147%	On target	
	Target^	127%	146%	144%		
Percentage of native patient successful released to the wild after treatment in the Nest Te Kōhanga	Actual	60%	68%	66%	On target	
	Target^	>70%	50%	50%		
Native Animal Admissions to The Nest Te Kōhanga						
	2015	2016	2017	2018	2019	2020
January	63	67	76	54	78	84
February	51	41	52	70	57	55
March	60	39	33	57	51	44
April	30	28	22	37	36	0
May	37	33	47	33	34	2
June	34	23	21	38	24	28
July	33	17	20	36	18	39
August	26	15	24	25	23	25
September	25	24	22	30	30	
October	19	43	28	40	30	
November	33	41	37	44	44	
December	67	58	61	48	58	
	478	429	443	512	483	277
Visitors	Actual	49,970 ✓	44,934 ✗	50,149 ✓	On target	
	Target	43,501	47,277	49,304		
The year has started well with strong quarter one visitation under the circumstances.						
Zoo School (LEOTC) Visits	Actual	3,309	2,481	4,998	On target	
	Target^	10,500	10,500	20,000		
Zoo led Conservation education programmes and student self-guided visits.						

ISSUES & OUTLOOK

The Zoo has once again received funding from The Warehouse for the Zoofari programme which will begin in Term One 2021. The Zoofari programme enables many students from low decile schools to visit and receive free educational experiences with a special focus on conservation at zoos across New Zealand.

Marketing kicked off its school holiday advertising campaign outside of Wellington (upper South Island/lower North Island regions) aiming to capitalise on domestic tourism. The campaign includes digital billboards, radio and Facebook advertising.






Phase 1 of the Giraffe House Management project has been completed with the new trainer and fencing installed in late September. The second phase of the improvement works includes new feeders and browse holders, both in the House and the habitat, along with a building refresh and

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

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paint. The full project is scheduled for completion by the end of December.

Attachments

Attachment 1.	Basin Reserve Trust Q1 report ↓ 	Page 352
Attachment 2.	Karori Sanctuary Trust Q1 report ↓ 	Page 367
Attachment 3.	Wellington Museums Trust Q1 report ↓ 	Page 384
Attachment 4.	Wellington Regional Economic Development Agency Ltd Q1 report ↓ 	Page 402
Attachment 5.	Wellington Zoo Trust Q1 report ↓ 	Page 441

Author	Warwick Hayes, Project Manager Economic & Commercial
Authoriser	Danny McComb, Manager Economic & Commercial Claire Richardson, Chief Operating Officer

SUPPORTING INFORMATION

Engagement and Consultation

Not applicable.

Treaty of Waitangi considerations

Not applicable.

Financial implications

The CCOs work within the confines of the Council's overall Long Term Plan and Annual Plan framework.

Policy and legislative implications

Not relevant.

Risks / legal

Not relevant.

Climate Change impact and considerations

The CCOs work with the Council and other organisations as part of considering environmental sustainability in their operations, including with the Council's Our Living City programme.

Communications Plan

Officers will incorporate feedback from the Committee into the Letters of Expectation that will be sent to the chair of the relevant CCO.

Health and Safety Impact considered

Not relevant.



Basin Reserve Trust
Report to the Wellington City Council
CCO Committee

First Quarter ending 31 September 2020



1. Highlights

Quarter One highlights are outlined below

- Executed Sub-Lease arrangements with CW and the NZ Cricket Museum
- Return of the NZ Cricket Museum collection and archives
- Completion of outfield sand carpet renovation
- Commencement of the changing room upgrades (to make gender neutral)
- Postponement of the ICC Women's World Cup which will now be held in March 2022

2. Statement of Intent KPI Performance

Quarter One is the quietest event delivery period for the Basin Reserve Trust as the ground is transitioned from winter to summer sport and the outfield renovation is completed. The table below outlines quarter one actuals vs targets

Measure	Measurement	Annual Target	YTD	Q1 Target	Q1 Actual	Comments
• Cricket Events	Cricket days	33	0	4	0	No FB pre-season games played in Q1 due to outfield recovery
• Other Sports Events	Sports days	20	0	0	0	N/A
• Community Events	Event days	20	0	0	0	N/A
• Practice facility usage	Practice days	100	16	15	16	On-track
• Functions	Function days	15	6	0	6	Ahead of target

Cricket Events and Practise Facility Usage

During September, the Basin was used by the Firebirds for pre-season training sessions. No pre-season games were able to be played due to the sand carpet upgrade that was delayed slightly due to COVID-19.

From October onwards usage by Cricket Wellington will significantly increase with more teams accessing the practise facilities (following daylight savings).

Other Sports and Community Events

Due to the sand carpet upgrade the Basin was unavailable for junior rugby and junior girls' football this winter. This activity will return in 2021.



Functions

Through its contract with Black and Gold Events who manage and promote the recently refurbished Norwood Room and Long Room in the RA Vance Stand as a venue for conferences, meetings, weddings, celebrations, Christmas functions and team building workshops the BRT is pleased to report that despite the challenges present by COVID-19, six conferences were held in quarter one.

3. Master Plan Redevelopment

The Trust continues to work with Council in progressing the vision of the Masterplan. With the completion of the Old Pavilion redevelopment, planning is now underway to deliver the following projects in the 2021 winter ahead of the 2021/22 season and the Women's Cricket World Cup

- Embankment toilet upgrade
- Picket fence upgrade
- Ground lighting
- Electrical master plan / power supply
- Permanent broadcast towers
- Sightscreen upgrade
- In venue wifi connectivity
- Additional groundsman storage

Council's plans for the upgrade of the perimeter fence and ground entrances are currently on hold pending outcomes from the Get Welly Moving project

4. Fundraising

The BRT has been successful in securing \$231,000 for the changing room upgrades. To date the BRT has secured \$951,000.

5. Basin Reserve Trust Meetings

The BRT Trustees met on 25 September. The meeting schedule for the remainder of this reporting year is outlined in the table below

Friday 18 December 2020	10.00am	Library, Old Pavilion, Basin Reserve
Friday 26 March 2021	10.00am	Library, Old Pavilion, Basin Reserve
Friday 25 June 2021	10.00am	Library, Old Pavilion, Basin Reserve



6. Financial Performance

A year to date summary of financial performance is outlined below (Please refer to the attached Statement of Financial Performance for the period ending 30 September 2020 for further information)

FINANCIAL PERFORMANCE (\$000)	Budget Q1	Actual Q1	Variance Q1	Budget YTD	Actual YTD	Variance YTD	Budget FYE
Total Revenue	369	386	17	369	386	17	813
Total Expenses	203	188	15	203	188	15	949
Net Surplus (Loss)	166	198	32	166	198	32	(136)
FINANCIAL POSITION							
Total Assets	820	906	86				513
Total Liabilities	128	126	2				123
Equity	692	781	89				390
CASH FLOWS							
Total Net Cash Flows	184	217	33	184	217	33	(21)
Opening Cash	130	223	93	130	223	93	130
Closing Cash	314	440	126	314	440	126	34

7. Outlook

Key events planned for quarter two are as follows

- Beers at the Basin
- BLACKCAPS v West Indies Test Match
- Plunket Shield, Hallyburton Johnston Shield and Super Smash
- Black and Gold conferences and events

8. Issues / Risks

- Continued uncertainty regarding the impacts of COVID-19 and the potential impact on the Basin's events schedule

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Wellington City Council
Me Heke Ki Pōneke

BASIN RESERVE TRUST STATEMENT OF FINANCIAL PERFORMANCE For the quarter ended: 30 September 2020

Forecast FYE 30-Jun-21		Actual Qtr to 30-Sep-20	Budget Qtr to 30-Sep-20	Variance Qtr to 30-Sep-20	Budget FYE 30-Jun-21
\$		\$	\$	\$	\$
694,659	Revenue	347,330	347,329	1	694,659
	Council funding				
140,700	Grants other	38,900	21,550	17,350	117,700
360	Sale of goods and services	68	90	(22)	360
	Interest revenue				
835,719	Total Revenue	386,298	368,969	17,329	812,719
	Expenses				
85,000	Depreciation of property, plant and equipment	18,250	29,500	11,250	118,000
660,400	Costs related to providing goods and services	140,152	143,000	2,848	684,200
148,580	Other expenses	29,737	30,645	908	147,080
893,980	Total Expenses	188,139	203,145	15,006	949,280
(58,261)	Surplus/(Deficit) for the Year	198,159	165,824	32,335	(136,561)

BASIN RESERVE TRUST
STATEMENT OF FINANCIAL POSITION
As at: 30 September 2020

Forecast As at 30-Jun-21		Actual As at 30-Sep-20	Budget As at 30-Sep-20	Variance As at 30-Sep-20	Budget As at 30-Jun-21
\$		\$	\$	\$	\$
	Assets				
	Current Assets				
34,506	Bank accounts and cash	440,025	314,036	125,989	34,506
74,350	Debtors and prepayments	18,458	15,000	3,458	35,200
108,856	Total Current Assets	458,483	329,036	129,447	69,706
	Non-Current Assets				
442,940	Property, plant and equipment	448,228	491,440	(43,212)	442,940
442,940	Total Non-Current Assets	448,228	491,440	(43,212)	442,940
551,796	Total Assets	906,711	820,476	86,235	512,646
	Liabilities				
	Current Liabilities				
71,557	Creditors and accrued expenses	125,834	128,152	2,318	110,707
12,000	Income received in advance				12,000
83,557	Total Current Liabilities	125,834	128,152	2,318	122,707
83,557	Total Liabilities	125,834	128,152	2,318	122,707

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

18 NOVEMBER 2020

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Wellington City Council
Me Heke Ki Pōneke

BASIN RESERVE TRUST STATEMENT OF FINANCIAL POSITION As at: 30 September 2020

Forecast As at 30-Jun-21 \$		Actual As at 30-Sep-20 \$	Budget As at 30-Sep-20 \$	Variance As at 30-Sep-20 \$	Budget As at 30-Jun-21 \$
468,239	Total Assets less Total Liabilities	780,877	692,324	88,553	389,939
100	Trust Equity				
468,139	Contributed capital	100	100		100
	Accumulated surpluses	780,777	692,224	88,553	389,839
468,239	Total Trust Equity	780,877	692,324	88,553	389,939

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

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Wellington City Council
Me Heke Ki Pōneke

BASIN RESERVE TRUST CASH FLOW PROJECTION For the quarter ended: 30 September 2020					
Forecast FYE 30-Jun-21		Actual Qtr to 30-Sep-20	Budget Qtr to 30-Sep-20	Variance Qtr to 30-Sep-20	Budget FYE 30-Jun-21
\$		\$	\$	\$	\$
	Current Assets				
34,506	Bank accounts and cash	440,025	314,036	125,989	34,506
74,350	Debtors	18,458	15,000	3,458	35,200
108,856		458,483	329,036	129,447	69,706
	To Be Applied As Follows:				
71,557	Creditors and accrued expenses	125,834	128,152	2,318	110,707
12,000	Income received in advance				12,000
83,557		125,834	128,152	2,318	122,707
25,299		332,649	200,884	131,765	(53,001)
	Commitments				
	Net Turf Management 2020/21	201,300	201,300		
	Capital Additions				
		201,300	201,300		

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

18 NOVEMBER 2020

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

BASIN RESERVE TRUST STATEMENT OF FINANCIAL PERFORMANCE FOR THE QUARTER ENDED 30 SEPTEMBER 2020

Forecast FYE 30-Jun-21	Income	Actual Qtr to 30-Sep-20	Budget Qtr to 30-Sep-20	Variance Qtr to 30-Sep-20	Budget FYE 30-Jun-21
694,659	Grant Income				
	Grant Wellington City Council	347,330	347,329	1	694,659
694,659	Grant Other	347,330	347,329	1	694,659
	Ground Hire Income				
57,500	Ground Hire International Cricket				57,500
1,200	Ground Hire Domestic Cricket				1,200
41,400	Ground Hire Winter Sports	21,400	11,400	10,000	18,400
100,100	Ground Hire Other Events	21,400	11,400	10,000	77,100
	Other Income				
30,000	Concession Income	7,500	7,500		30,000
10,000	Rent	10,000	2,500	7,500	10,000
600	Picket Fence Income		150	(150)	600
40,600		17,500	10,150	7,350	40,600
360	Interest Income				
	Interest income	68	90	(22)	360
835,719	Total Income	386,298	368,969	17,329	812,719

BASIN RESERVE TRUST
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE QUARTER ENDED 30 SEPTEMBER 2020

Forecast FYE 30-Jun-21	Expenditure	Actual Qtr to 30-Sep-20	Budget Qtr to 30-Sep-20	Variance Qtr to 30-Sep-20	Budget FYE 30-Jun-21
	Building Expenses				
12,000	Repairs & Maintenance	402	2,000	1,598	12,000
10,500	Cleaning	3,046	2,625	(421)	10,500
12,000	Electrical Services	6,779	1,200	(5,579)	7,000
7,000	Fire System	2,530	1,750	(780)	7,000
5,000	Painting				5,000
10,500	Pest Control	2,023	2,625	602	10,500
1,500	Plumbing				1,500
400	Other				400
58,900		14,780	10,200	(4,580)	53,900
	Ground Expenses				
2,000	Electrical Services				2,000
1,500	Equipment Hire				1,500
2,000	Cleaning				2,000
2,000	Irrigation				2,000
3,500	Painting	1,730	500	(1,230)	3,500
2,500	Plumbing		625	625	2,500
13,000	Rubbish Removal	967	2,000	1,033	13,000
18,000	Structures Repairs & Maintenance	725	4,500	3,775	18,000
	Turf	92,500	92,500		418,800
390,000		95,922	100,125	4,203	463,300

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

18 NOVEMBER 2020

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

BASIN RESERVE TRUST STATEMENT OF FINANCIAL PERFORMANCE FOR THE QUARTER ENDED 30 SEPTEMBER 2020

Forecast FYE 30-Jun-21		Actual Qtr to 30-Sep-20	Budget Qtr to 30-Sep-20	Variance Qtr to 30-Sep-20	Budget FYE 30-Jun-21
	Occupancy Expenses				
8,500	Gas	1,651	2,125	474	8,500
27,000	Electricity	4,020	6,750	2,730	27,000
40,000	Rates	10,207	10,000	(207)	40,000
16,000	Security	4,482	4,000	(482)	16,000
9,000	Telephones & Internet	1,270	2,250	980	9,000
16,500	Water Rates	1,219	2,500	1,281	16,500
2,500	Television				2,500
1,300	Insurance	600		(600)	1,300
20,000	Consumables Laundry & Toilet	6,001	5,000	(1,001)	20,000
140,800		29,450	32,625	3,175	140,800
20,000	Event Running Expenses				20,000
20,000	Event Running				20,000
14,500	Administration Expenses				14,500
12,000	Audit	(276)		276	12,000
80	Accounting	3,000	3,000		80
20,000	Bank Fees	56	20	(36)	20,000
100,000	Consultants	480	2,500	2,020	100,000
146,580	Management Fee	25,000	25,000		146,580
		28,260	30,520	2,260	

BASIN RESERVE TRUST
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE QUARTER ENDED 30 SEPTEMBER 2020

Forecast
FYE
30-Jun-21

Actual
Qtr to
30-Sep-20

Budget
Qtr to
30-Sep-20

Variance
Qtr to
30-Sep-20

Budget
FYE
30-Jun-21

6,000
 2,000
 200
 8,200

85,000
 85,000
 893,980

(58,261)

Other Expenses

Interest Expense
 Marketing
 Miscellaneous
 Picket Fence Expenses
 Grant Wellington City Council

Depreciation Expense

Depreciation Expense

Total Expenditure

Net Surplus (Deficit) for the Period

1,477
 1,477

18,250
 18,250

188,139

198,159

125
 50
 175

29,500
 29,500

203,145

165,824

(1,352)
 50
 (1,302)

11,250
 11,250

15,006

32,335

6,000
 500
 200
 6,700

118,000
 118,000

949,280

(136,561)

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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BASIN RESERVE TRUST MANAGEMENT ACCOUNTS COMMENTARY FOR THE QUARTER ENDED 30 SEPTEMBER 2020

Income

1. Ground Hire Other Events - Didn't budget for the Beers at the Basin event, for which the Trust has received a \$10,000 deposit in the quarter.
2. Rent - Timing difference, in that the full years rent has been received from Cnckel Wellington, whereas only budgeted for a quarter of the annual rent.

Expenditure

1. Building Electrical Services - Incurred additional LED lighting replacements in the R A Vance Stand that wasn't budgeted for.
2. Depreciation - opening balance of depreciable property was less than anticipated.



Report to the Wellington City Council CCO Performance Committee First Quarter ending 30 September 2020



A PLACE THAT TREASURES
HE WĀHI TAOKA



A PLACE THAT ENGAGES
HE WĀHI KĀHUNA



A PLACE FOR LEARNING
HE WĀHI MĀTAURANGA



A PLACE THAT EMPOWERS
HE WĀHI WHAKAMAHA

Highlights

- ZEALANDIA extended the post-lockdown free admissions through to the end of the school holidays (19 July), and hosted 34,297 visitors during the first quarter, up 43% on the same quarter last year.
- ZEALANDIA has 17,355 members at the end of September 2020, up from 14,021 on 30 June 2020, and 11,096 at the same time last year.
- We celebrated the completion of the first community partnership project for young people. This is a collaboration between ZEALANDIA, rangatahi/young people and staff from the Karori Youth Centre
- We appointed ZEALANDIA's first postdoctoral research fellow, Dr Chris Woolley. Chris will be investigating questions about the wellbeing benefits we get from nature
- During Mental Health Awareness Week (21 - 27 September), we shared the restorative power of nature by recording five new soundscapes at the sanctuary. The downloadable recordings are filled with an array of different bird species that people will not often hear in an urban environment



Karori Youth Centre proudly displaying their mini mōra space and mural they built as a ZEALANDIA initiative. Photo Credit: ZEALANDIA

VISITOR EXPERIENCE

On 16 May 2020, ZEALANDIA reopened with free public admission in partnership with Wellington City Council as part of their initiative to get Wellington moving. Due to the success of this offer, ZEALANDIA decided to extend the free entry offer to cover the July school holidays (ending 19 July). This was a successful initiative with over 15,000 visitors in the first 19 days on July, on top of the 34,000 visitors that came during the Wellington City Council's promotional period.



A PLACE THAT ENGAGES
TE Wāhi Huihira

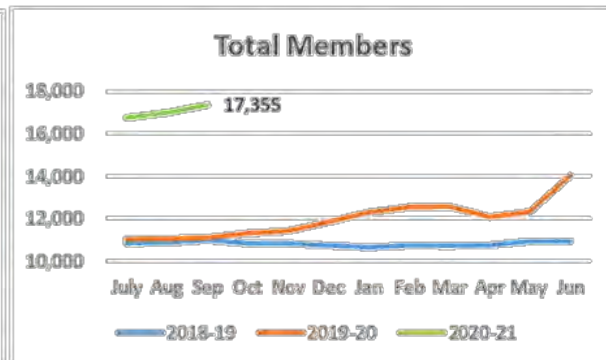
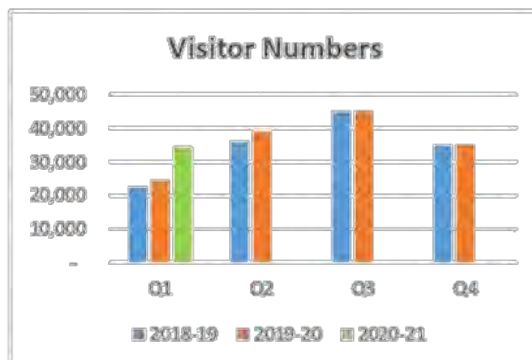
During the first quarter, ZEALANDIA hosted 34,297 visitors, up from 24,374 visitors in Q1 2019/20. During August and September, there has been a 43% increase in visitors from the North Island when compared to last year, and an 18% increase in visitors from the South Island. Visitation from Wellingtonians during August and September dropped by 21%, most likely due to the popularity of the free entry offer. As expected, visitation from international visitors has dropped from over 3,500 visitors in Q1 2019/20 to approximately 500 visitors this year.

We continue to offer the opportunity to experience ZEALANDIA through a guided tour. Tours have continued to be popular with visitors however are down 20% on Q1 2019/20.

Visitor Comments

"ZEALANDIA is one of my favourite places in Wellington. Birdsong surrounds you any day you visit, and the valley is just bursting with life. The staff are friendly and exceptionally knowledgeable - many of them have been working or volunteering there for years, if not over a decade. Plenty of walking tracks to choose from, for all levels of ability. The yearly membership is well worth it, too - unlimited entry, and discounts on guided tours." – ZEALANDIA visitor August 2020

Being able to see the rare Takehē was an extra special treat that I really enjoyed. Overall, I absolutely recommend visiting if you're in Wellington for the weekend, and if you're a local... get the annual membership pass! My only issue is that I wish I'd done it sooner!" – ZEALANDIA visitor September 2020



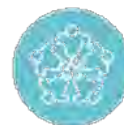
Visitor Demographics Q1	%
Local	64%
Rest of North Island	26%
South Island	9%
Australia	0%
Asia Pacific	0%
Europe	1%
United States & Canada	0%
Rest of the World	0%

Membership

At the end of September 2020, ZEALANDIA had 17,355, up from 12,788 at the end of March 2020. From 1 June 2020, ZEALANDIA launched a promotion to join ZEALANDIA's membership program for a discounted rate of \$50. This have proved to be a popular offer with Wellingtonians leading to a growth of 4,000 members during the promotional period. While the promotion has ended, ZEALANDIA's membership continues to be popular with visitors.

MEDIA

A high level of media during this quarter focused on ZEALANDIA as a destination, especially as there was a focus on domestic tourism across the country. We were listed as one of the top NZ wildlife sanctuaries and were recognized as the 'one who started it all' and mentioned as being close to the city with a range of rare species to see. In October there was further media interest related to the vandalism of the ZEALANDIA fence, with Dr Danielle Shanahan completing several interviews. Most sentiment was around people being upset and shocked that something like this would happen. We received 1.8k reactions and over 200 comments on the post on our Facebook page. We also received considerable media interest in the pua o Te Rēinga/dactylanthus taylorii translocation and planting day event held at ZEALANDIA in mid-October.



A PLACE THAT SPOKES
HE WŌHI KŌHĪNGA

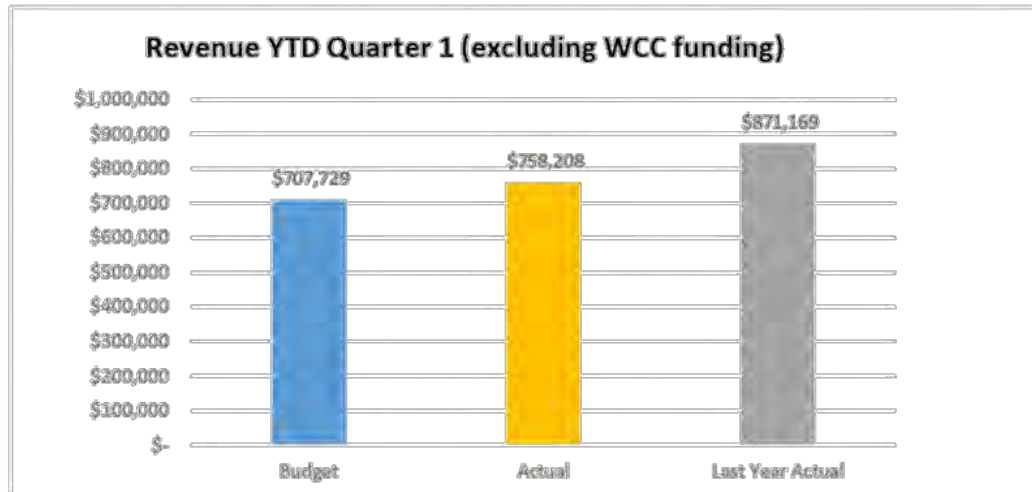
FINANCIAL SUSTAINABILITY

Revenue

Overall, revenue performance (excluding the WCC funding) is \$758,208 against a budget of \$707,729. Revenue year to-date is \$112,961 (13%) lower than last year at the end of quarter one.



**A PLACE THAT TREASURES
HE WAIHI TAONGA**



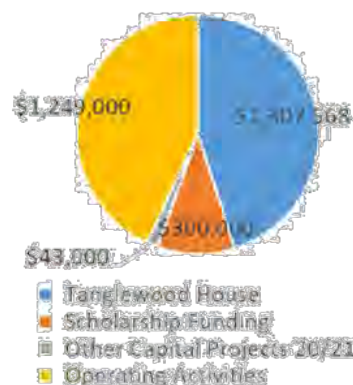
Operating Surplus (Deficit)

The quarter one year-to-date result for net operating surplus (deficit) before depreciation is tracking favourably by \$113,248 mainly due to higher than budgeted café revenue of \$85,893 and membership income of \$36,863.

Working Capital

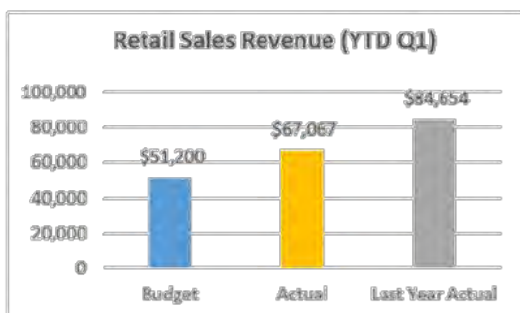
As at 30 September, we have a working capital balance of \$2,899,000 and these funds are earmarked to support the following key areas

Allocation of Working Capital Balance
of \$2.899m



Retail

Retail sales totalled \$67,067, down 21% on last year. The drop in retail sales is as a direct consequence of the reduction in international visitors to ZEALANDIA. However, the retail store exceeding the sales budget by 31% is a very pleasing result in the current operating environment.

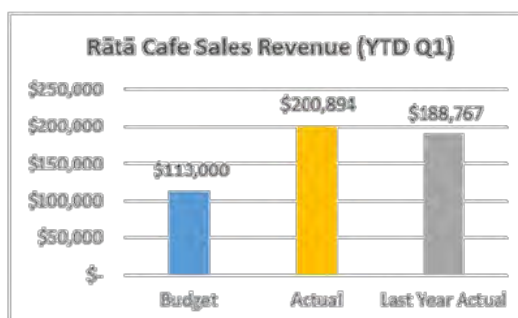


Rātā Cafe

Rātā Café sales revenue totalled \$200,894, up 6% on last year. Rātā Café remains a popular destination and is experiencing increasing demand as a space for small functions.



**A PLACE THAT TREASURES
HE WĀHI TAONGA**



STRATEGY & GOVERNANCE

Our annual report for 2019/20 was completed and sent to WCC in late September. The report highlights our key achievements and performance story over the last year. The document can be found on-line at:

<https://www.visitzealandia.com/annualreport>



COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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VOLUNTEERS

The response rate for this year's annual volunteer survey was 39%, the highest response rate for surveys conducted from 2015 onwards.

Ratings for both satisfaction and loyalty continue to increase: 88% of volunteers are satisfied/very satisfied with their volunteer experience, and 87% of volunteers agree/strongly agree they would recommend volunteering to others. Many areas have shown a continuing upward trend in ratings, which is a positive reinforcement of the efforts being put into improving communications, induction processes/training both centrally and at an individual team level. This year has been an unusual one and it is encouraging that volunteer enthusiasm has increased, not decreased, over the imposed COVID-19 break.



A PLACE THAT EMPOWERS
HE WĀHI WHAKAMAHI

Volunteer Awards Night: The annual volunteer awards night was held on 7 August. This annual celebration of the contribution of our volunteers was attended by 83 volunteers. The Faye Schaeef Award, our ultimate volunteer award, was presented this year to Gill Mason.



Gill Mason with the Faye Schaeef Award
Photo Credit: Chris Gee

Learning

ZEALANDIA Youth Collective: Start up project

The ZEALANDIA Youth Collective: Start-Up Project took place over four days in the first week of the September School holidays.



A PLACE FOR LEARNING
HE WĀHI MĀTAURANGA

The ZEALANDIA Youth Collective is a space for young people aged 15-18 to connect with nature through collaborative projects and events, inspired by conservation and developed by the interests of the group.

At the conclusion of the project, Collective members had articulated what the Youth Collective is, what the values of the Collective are and what the Collective works together to achieve. Through this mahi they also worked to create a visual identity for the group.



Youth Collective presenting their artwork. Photo Credit: ZEALANDIA

CONSERVATION

Pua o Te Rēinga Whakakāinga Anō/*Dactylanthus taylorii*/Woodrose Translocation

This important translocation has now passed its first major stage. While the physical seed translocation project was led and owned by Otari-Wilton's Bush, ZEALANDIA led the cultural exchange and mātauranga aspects of the project. This translocation is an historic first with selected representatives from across all six iwi within the Greater Wellington Region. This collaborative and co-operative translocation has multiple outcomes, such as engaging more people with mātauranga Māori, an opportunity to broaden and deepen that mātauranga, particularly about a species where some of that is elusive, and developing resources about translocations from a Māori cultural perspective. It also strengthens the kaitiakitanga, advocacy and future success of this species across all neighbouring iwi who may have this species in their rohe. The three stages of the translocation were:

- A 2-day wānanga/workshop for delegates at Ōtari Native Botanic Gardens to learn about this plant prior to heading to Pureora Forest Park.
- A two-day hikoi to collect the seed from Pureora and forge relations with local iwi
- A welcome and planting day at ZEALANDIA Te Māra a Tāne for invited guests

Of course, as with any translocation, there is always some uncertainty as to whether it will be successful. We will be monitoring the planting plots into the future to check whether flowers appear (expected in about five years) and will also need to do top up seeding in the future. All of this work will happen with our kaitiaki partners.



A PLACE THAT TREASURES
HE WĀHI TAONGA



Pua o te Rēinga *Dactylanthus taylorii*.
Photo credit: Ngā Manu Reserve – a toanga brinaina iwi, mātauranaa, mātauranaa Māori together



Pua o te Rēinga *Dactylanthus taylorii*.
Photo credit: Ngā Manu Reserve – a toanga brinaina iwi, mātauranaa, mātauranaa Māori together

Kākahi /freshwater mussels revisited.

Amber McEwan (VUW PhD student) has revisited the kākahi that were placed in the upper reservoir in 2018. She has re-found a remarkably high number of those animals (62%), so to-date this unique translocation has been a resounding success.

Responding to the hole in the fence.

In early October 2020 a hole was found in our predator exclusion fence, intentionally vandalised by someone with a power tool. We believe the hole was discovered within a very short period after it was cut, with a member of the community passing the information on less than a day after the last fence check. Our incursion response was enacted rapidly with exceptional infrastructure ready to be used across the valley. The event coincided with a routine pest audit which we were able to extend. Finally, the process involved a measured communication response which sparked widespread disbelief in our community, and we have noticed with gratitude greater vigilance among members of the public we encounter along the fence line. The incursion response is still ongoing, but as yet we have no evidence of any incursion.

Breeding season underway.

The Conservation team's efforts are currently focused on finding and monitoring the nesting efforts of key species in the valley. We have so far confirmed nesting of tītipounamu, which are entering their second season following translocation from Wainuiomata Mainland Island. The news to-date is very promising for a successful establishment, as several of last year's juveniles have been discovered with territories.



RISK MANAGEMENT

We regularly monitor our known and potential risks using the standard risk methodology, as detailed in the following table.

Probability of Risk	Impact of Risk					
	2	3	4	5	6	7
1	3	4	5	6	7	8
0	2	3	4	5	6	7
-1	1	2	3	4	5	6
-2	0	1	2	3	4	5
-3	-1	0	1	2	3	4

MEASUREMENT AGAINST TARGETS IN THE SOI 2020/21

Non-Financial Performance Measures (Quarterly Targets)

Measure	2020/21 Quarter 1		2020/21 Annual	
	Actual	Target	Actual (YTD)	Target (YTD)
Visitation	34,297	10,093	34,297	70,000
Education Visits ¹	1,220	1,925	1,220	9,000

¹Education visits are also included in total visitation numbers above.

Non-Financial Performance Measures (Annual Targets)

Measure	Actual YTD	Annual Target 2020/21
Individual Members	17,355	11,200
Number of Volunteers	500	>490
Volunteer Satisfaction Survey	88%	> 80%
Percentage of Satisfied Visitors	97%	>95%

Financial Performance Measures

Measure	Actual YTD	Annual Target 2020/21
Full cost per visitor (including WCC costs) ²	TBC	\$15.29
Average subsidy per visit (Total WCC operating grant/all visitors)	\$6.55	\$12.85
Average revenue per visitation (excludes Council & Government grants)	\$20.41	\$27.01
Non-Council Donations/Funding	\$94,613	\$200,000
Net surplus (deficit) before depreciation and tax	(\$53,321)	\$57,320
Non-WCC grant revenues as a % of overall revenue	77%	>75%
Membership subscription revenue	\$112,863	\$324,700

²Awaiting YTD full cost (including WCC costs) figure from WCC.

MEASUREMENT AGAINST TARGETS IN THE SOI 2020/21

Conservation Programme (Annual Targets)

Measure	Target	YTD Actual	Comment
Manawaroa. We actively restore ecosystem function to foster resilience			
Number of fauna or flora species transferred into or out of the sanctuary, or 'topped up'	1	1	Target achieved. Pua o te Reinga, <i>Dactylanthus taylorii</i> , was translocated from Pureora in the first quarter
Percentage of the bird community that is native	80%	TBC	Not yet measured this year
Kaitiakitanga. We look after what we have alongside our many partners.			
% of incursions into the mouse-free area eradicated, or under active response	100%	100%	On track, mouse prints were found in October and later a mouse was trapped. No indication since.
Mice maintained to target level	<10	Data still to be collected.	On track. Mouse operation completed in July 2020.
% pest animal incursions successfully eradicated, or under active response	100%	100%	Currently a precautionary incursion response is underway. No indication of intruders so far.

Measures against Strategy Areas

Strategic Initiatives	Key performance indicators for 2020/21	Tracking 2020/21
A place that treasures - He Wāhi Taonga		
Implement the Sanctuary to Sea strategy with partners to achieve tangible outcomes for people, the forest and the water.	Removal of perch from the lower reservoir on track according to project plan.	On track
Carry out perch removal in the lower lake, and progress key wetland restoration initiatives.	Partnerships with at least 10 community groups are active in the Sanctuary to Sea project.	On track
Support ongoing cultural health monitoring carried out by mana whenua.	A net surplus before depreciation and tax of \$57,320	The quarter one year-to-date result for net operating surplus (deficit) before depreciation is tracking favourably by \$113,248 mainly due to higher than budgeted café revenue of \$85,893 and membership income of \$36,863.
Develop smart initiatives to grow our people (staff, volunteers and interns), support systems and enduring financial vitality.	Non-WCC grant revenues equating to >75% of overall income	On track. We currently have Non-WCC grant revenues equating to 77% as at end of quarter one
Continue to identify and implement opportunities to reduce waste through initiatives to reduce, reuse and recycle and to reduce our carbon footprint in line with the WCC's Te Atakura First to Zero Policy.	Membership subscriptions of \$324,700	Year to date income of \$112,863 and expected to meet target by year end
Maintain our Carbon Zero accreditation and deliver good sustainability practices across the whole of the organisation.	Full cost per visitor (including WCC costs) TBC	Awaiting YTD full cost (including WCC costs) figure from WCC.
Redevelop the ZEALANDIA website to provide a more relevant and integrated user experience across all aspects of our work including visitation, education, research, members and supporters. (On hold)	Average WCC subsidy per visitor of no more than \$12.85	Tracking favourably to target at \$6.55 as at 30 September
Improve the facilities of the Pāteke Room conference facilities by installing sound proofing and conference lighting. (On hold)	Average revenue per visitor of no less than \$27.01	Tracking lower at \$20.41 but expected to meet target at year end.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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Strategic Initiatives	Key performance indicators for 2020/21	Tracking 2020/21
Improve the dining experience in Rātā Café by converting the balcony into a year-round facility and undertaking a refresh of furniture and décor.	Non-Council Donations/Funding of \$200,000	Year to date income of \$94,613 and expected to meet target by year end.
A place that engages - He Wāhi Huihuinga		
Continue development and delivery of signage and interpretation upgrades alongside overall visitor experience planning.	Visitor numbers – 70,000 separate visitations with breakdown of visitor demographics.	ZEALANDIA has hosted 34,297 visitors and is on track to achieve the full year SOI target.
Continue to provide activities and experiences for young people and families.	ZEALANDIA achieves a visitor satisfaction rating of 95% or greater.	ZEALANDIA visitor satisfaction rating was 97% as measured from Trip Advisor and Google reviews feedback and 6.3 out of 7 as measured by GetSmart.
Continue to grow our range of programmes and offerings to reach a wider cross-section of Wellington's diverse communities.	9,000 education engagements	Affected by Level 2 restrictions amongst schools, but tracking close to target
Increase engagement opportunities for those with differing accessibility needs in line with the WCC Accessible Wellington Action Plan 2019.	11,200 members	On track. ZEALANDIA had 17,355 members as at 30 September 2020
We will participate in international research gatherings (e.g. workshops) to share our knowledge and solidify partnerships. (On hold)	Maintain > 490 volunteers and the range of avenues for people to volunteer	Achieved. 500 volunteers currently in system across wide range of ages and backgrounds
We will grow our corporate and philanthropic partnerships through key initiatives such as the Centre for People and Nature.	> 80% of volunteers are satisfied with their relationship with ZEALANDIA	Achieved. 88% satisfaction in 2020 survey
A place for learning - He Wāhi Mātauranga		
Continue to grow and integrate Mātauranga Māori perspectives into all elements of ZEALANDIA project and programme development processes.	Deliver visitor, staff and volunteer programmes and activities for Matariki and Māori Language Week.	Achieved. Te Wiki o Te Reo Māori/Mahuru Māori: A great turnout of staff participated in te wiki o te reo Māori. Staff recited the ZEALANDIA Te Māra a Tāne karakia which was uploaded to Facebook. The staff lunch time discussion theme was Te Reo Māori within the organization, covering key historical aspects of Te Reo Māori, fun language exercises, encouragement to engage.
Develop and grow relationships that enable closer partnerships with iwi and integration of Mātauranga Māori.	Deliver activities and opportunities for staff and volunteers to increase their knowledge and confidence in te reo and te ao Māori.	On track. Events and opportunities for Māori Language Week as above. Internal development tools and processes being developed.

Strategic Initiatives	Key performance indicators for 2020/21	Tracking 2020/21
Continue research focussed on understanding how changes to Wellington's biodiversity is affecting people, and how community-led conservation can gain environmental outcomes.	Incorporate bicultural and bilingual content in all new permanent signage and interpretation materials.	On track
Raise funds to support and expand our formal and informal education programmes, with a focus on opportunities for those less able to access conservation experiences and learning.	Research programme on the relationship between people and nature in Wellington continues, with significant outputs in support of Predator Free Wellington and Wellington City Council.	On track
	Continue to deliver valley-based and outreach learning programmes under our Ministry of Education LEOTC contract	On track
A place that empowers - He Wāhi Whakamana		
Extend the reach of ZEALANDIA'S work and impact through partnerships and participation in community awareness and engagement programmes and projects beyond the fence.	Continue to expand the range of programmes and activities offered to schools and young people	On track. Though this quarter, we are tracking ahead of our schools target for the year to date. Bookings are strong for term 4. Learner groups can now also book for 2021. We have also completed the Community Partnership Project with Karori Youth Centre and, in the first week of the term 3 school holidays, the ZEALANDIA Youth Collective: Start-Up Project. The partnership project model allows us to directly engage with audiences who we do not currently have a relationship with and the Youth Collective model builds on the relationships created from the partnership projects as well creating opportunities for other young people to engage with ZEALANDIA.
Provide learning and development opportunities for volunteers that are applicable both inside and outside the sanctuary.		
Increase the diversity of ZEALANDIA's partners and volunteers by working with and through a wider variety of community organisations.		

FINANCIAL PERFORMANCE

Detailed financials are attached.

Profit and Loss

Karori Sanctuary Trust Inc.
For the 3 months ended 30 September 2020

JUL-SEP 2020

Income	
Trading Income	
Admissions	100,856
Membership	112,863
Other trading revenue	384,644
Bad and Doubtful Debts Recovered	2,139
Total Trading Income	600,502
Other Operating Income	
WCC Grant	224,800
Living Wage WCC Funding	48,637
Sponsorships, grants and donations	152,965
Total Other Operating Income	426,402
Non-Operating Income	
Interest Income	4,741
Total Non-Operating Income	4,741
Total Income	1,031,645
Operating Expenses	
Salaries and Wages	810,693
Cost of Goods Sold	97,610
Other Operating Expenses	94,606
Trustee Expenses	32,724
Administration Costs	49,333
Total Operating Expenses	1,084,966
Net Surplus/(Deficit) before Depreciation and Tax	(53,321)
Other Expenses	
Depreciation Expense	88,862
Total Other Expenses	88,862
Net Profit	(142,183)

Balance Sheet

Karori Sanctuary Trust Inc. As at 30 September 2020

30 Sep 2020

Assets

Current Assets	
Accounts Receivable	60,477
Accrued Income	4,438
Cash	4,026,350
Posboss Cash Holding Account	355
Prepayments	(7,253)
Stock on Hand	53,485
Total Current Assets	4,137,852
Fixed Assets	
Fixed Asset WIP (Work in Progress)	217,257
Fixed Assets	2,815,761
Total Fixed Assets	3,033,018
Total Assets	7,170,871

Liabilities

Current Liabilities	
Accounts Payable	66,103
Accrued Liability	66,692
GST	30,751
Holiday Pay Accrued	150,699
Payroll Taxes	240
Posboss Suspense Account	(249)
Project / Capex Fund	172,406
Suspense	260
Unearned income	751,674
Total Current Liabilities	1,238,576
Total Liabilities	1,238,576
Net Assets	5,932,295

Equity

Current Year Earnings	(142,183)
Retained Earnings	6,074,478
Total Equity	5,932,295

Statement of Cash Flows

Karori Sanctuary Trust Inc.
For the 3 months ended 30 September 2020

	JUL-SEP 2020
Operating Activities	
Receipts from customers	1,645,088
Payments to suppliers and employees	(1,286,093)
Interest received	4,741
Cash receipts from other operating activities	(76,684)
Net Cash Flows from Operating Activities	287,051
Investing Activities	
Payment for property, plant and equipment	(55,457)
Net Cash Flows from Investing Activities	(55,457)
Net Cash Flows	231,594
Cash and Cash Equivalents	
Cash and cash equivalents at beginning of period	3,792,856
Cash and cash equivalents at end of period	4,024,450
Net change in cash for period	231,594

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Experience Wellington 2020-21

Quarter One Visitor Numbers & Highlights Report to Council

as at 30 September 2020



Visitor Numbers

Institution	2020-21 Target	YTD Visitor Numbers	% of Annual Target	Q1 Target	Q1 Visitor Numbers Achieved	% of Q1 Target
City Gallery Wellington	56,200	20,451	36%	11,200	20,415	183%
Wellington Museum	56,000	22,314	40%	9,000	22,314	248%
Capital E	45,500	10,785	24%	9,250	10,785	117%
Cable Car Museum	79,000	21,954	28%	17,500	21,954	125%
Space Place	24,000	10,183	42%	4,000	10,183	255%
Nairn Street Cottage	1,000	0	0%	0	0	100%
TOTAL	261,700	85,687	33%	50,950	85,687	168%

NB. All sites, with the exception of Nairn Street Cottage, fully reopened under normal operating hours from 6 July 2020.

QUARTER ONE – JULY, AUGUST, SEPTEMBER

Commentary on variation against Target:

Our 2020-21 targets are based on our current COVID-19 operating environment of closed borders and no international visitors. Visitation across all sites has risen steadily since reopening, and we are pleased to report that we have exceeded all quarterly targets. 168% of the Q1 target (50,950) was achieved with 85,687 visits: a total of 33% of the annual target for 2020-21. This compares to Q1 of 2019-20 with 165,855 visits or 25% of the 2019-20 annual target (noting no impact from COVID-19 in Q1 of 2019-2020).

- **City Gallery Wellington:** started to see a slow rebound in numbers in July, which declined when Alert Level 2 was announced in August and started to return once that was lifted. Numbers are approximately half of what was seen in the previous year (however noting Q1 2019-20 was bolstered by a busy programme schedule and NZ International Film Festival).
- **Wellington Museums:** tracking well ahead of target, especially over the school holiday period with the popularity of the Mittens exhibition. Q1 numbers are similar to last year.
- **Capital E:** is seeing continually high visitor numbers attending PlayHQ, even during Alert Level 2. Significantly less visitors overall than the 2019-20 period which included visitors to the Hannah Playhouse.
- **Cable Car Museum:** While significantly impacted as a result of no international visitors, is still tracking ahead of our projected target for the quarter. Approximately half the number of visitors as the 2019-20 year.
- **Space Place:** Similar numbers to Q1 of 2019-20 due to continued venue hire and school group bookings. Well above what was predicted for this quarter.
- **Nairn Street Cottage:** seasonal closure throughout Q1 and set to reopen at the end of October.

Programme highlights:

- **Wellington Museum's** mini-exhibition *Mittens – Floofy and Famous* and accompanying 'Pet Project' saw outstanding visitor numbers, particularly during the school holidays, with merchandise selling out several times.
- **City Gallery Wellington:** Elisabeth Pointon's flyover artwork took place after being rescheduled due to COVID and adverse weather conditions. *Terminal* at City Gallery opened alongside a vibrant timetable of diverse programming.
- **Capital E:** Two postponed National Theatre for Children projects: *Lost Letter Office* and *Story Studio LIVE 2020* recommenced development. The latter includes a series of workshops with schools and kura exploring young people's perspectives on the environment. *Light Years* opened in August in PlayHQ.

Priority Projects

- **The Navigators Project** script is currently being finalised with filming expected to be finished by the end of 2020. The project will then go into postproduction with the aim of completion by April 2021. A wānanga was held to run through the script and Jack Thatcher is being consulted to ensure the script is accurate in the portrayal of the ancient techniques of Pacific Navigation.

Experience Wellington 2020-21 Quarter 1 Visitor Numbers and Highlights Report to Council, as at 30 September 2020

1

Planning has also started on developing resource material to support the Navigators film and will be a mix of online content (videos, interviews) and physical material (publication, posters). This will allow us to provide more in-depth information and background knowledge, that expands on topics highlighted in the film.

- Planning for **City Gallery Wellington's** next high value international art exhibition continues, including discussions with partners and the impacts from dealing with at COVID-19 environment.
- **Staff Accommodation** will remain an ongoing challenge until we receive certainty about the funding and timing of the Museum redevelopment project. In the interim we have developed a short-term approach to managing our office accommodation issues.
- The **Wellington Museum Development** project was unsuccessful in receiving funds from the Government's COVID-19 Shovel Ready fund. The Chief Executive and Chair with senior representatives and Project Consultants met with Council representatives to discuss next steps in Early September. The Chair and the Director Museums Wellington (in place of the Chief Executive) met with the Chief Executive of the Ministry for Culture & Heritage to discuss potential funding opportunities for the Project. Acting Chief Executive James Unwin and the Director met with Council officer, Danny McComb to provide an update on the Project and to discuss next steps with the LTP process. Mr McComb provided advice that there was strong support within Council for the Project.
- **Business Systems Review:** The upgrade of the organisation's main operational, communication and data storage system is complete. This involved replacing computer hardware and the transition to the cloud-based Office 365. This significantly improved flexible and remote working and was invaluable during lockdown. We also moved to a VIOP communication system (3CX) and new internet provider, Lightwire. Our new CRM system (Salesforce) ensures we capture data for all interactions with our customers, supporters and sponsors. This project is slowly being rolled out but is also dependent on successful integration with retail systems.
- **Future E:** The Chief Executive is continuing dialogue with stakeholders, including the Wellington City Library team and Athfield Architects.

July School Holidays:

- Strong visitation over the July school holidays at Wellington Museum with the Mittens exhibition, Space Place, PlayHQ and sell out workshops in Capital E, plus *Square Eyes* film screenings at City Gallery and performances of Orchestra Wellington's 'Where's my Triangle?'
- Strong engagement for school holiday programmes with most sold out/fully attended across sites.

James Unwin
Acting Chief Executive

Key Result Indicators 2020-21

Update on Progress against Targets, as at 30 September 2020 (Q1)



OUR CITY

City Residents' Awareness: The number of Wellingtonians who know about our institutions as assessed through the Annual Residents' Survey conducted by Council.

Residents' Awareness	2020-2021 Target	2020-2021 Result
City Gallery Wellington	95%	
Wellington Museum	95%	
Capital E	90%	
Cable Car Museum	95%	
Space Place	92%	
Nairn Street Cottage	54%	

OUR VISITORS

Physical Visitation: The total number of visits to institutions including general public, education and function attendees. The annual target is reviewed each year and benchmarked against the average visitation for the institution during the previous three years.

Visitor Numbers	2020-21 Target	2020-21 YTD Result	Q1 Target	Q1 Result	Q2 Target	Q2 Result	Q3 Target	Q3 Result	Q4 Target	Q4 Result
City Gallery Wellington	56,200	20,451	11,200	20,451	13,400		13,400		18,200	
Wellington Museum	56,000	22,314	9,000	22,314	12,500		20,500		14,000	
Capital E	45,500	10,785	9,250	10,785	12,500		9,750		14,000	
Cable Car Museum	79,000	21,954	17,500	21,954	17,500		25,500		18,500	
Space Place	24,000	10,183	4,000	10,183	8,000		8,000		8,000	
Nairn Street Cottage	1,000	0	0	0	250		500		250	
Experience Wellington Total	261,700	85,768	50,950	85,678	62,150		77,650		70,950	

*City Gallery visitation may be affected by earthquake strengthening of the Town Hall.
Targets reflect the current COVID-19 environment of closed borders and no international visitors.*

Key Result Indicators 2020-21

Update on Progress against Targets, as at 30 September 2020 (Q1)



Virtual Visitation: The total number of unique user visits to institutional web/mobile sites.

Virtual Visitation	2020-21 Target	2020-21 YTD Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	78,000	20,115	20,115			
Museums Wellington	110,000	38,090	38,090			
Capital E	35,000	15,227	15,227			
Experience Wellington Total	223,000	73,432	73,432			

Social Media Profile: A snapshot of Facebook friends, Instagram and Twitter followers.

Social Media Profile	2020-21 Target	Q1 Snapshot	Q2 Snapshot	Q3 Snapshot	Q4 Snapshot
City Gallery Wellington	41,500	41,744			
Museums Wellington	13,500	13,902			
Capital E	9,500	9,395			
Space Place	10,800	10,376			
Experience Wellington Total	75,300	75,966			

Repeat Visitation: the number of visitors who have visited the institution at least once in the previous twelve months.

Repeat Visitation	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	50%			
Wellington Museum	35%			
Capital E	80%			
Cable Car Museum	32%			
Space Place	31%			

NOTE: This KRI is not included in the 2020-21 SOI but we will continue to monitor repeat visitation internally as a management tool.

Key Result Indicators 2020-21

Update on Progress against Targets, as at 30 September 2020 (Q1)



Quality of Visit: Visitor feedback based on comfort, access, experience, knowledge gained, the friendliness of staff, the length of visit and overall enjoyment.

Quality of the Visitor Experience	2020-21 Target	2020-21 Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	88%		83%*			
Wellington Museum	90%		88%			
Capital E	90%		93%			
Cable Car Museum	80%		83%			
Space Place	90%		88%			
Nairn Street Cottage	90%		N/A			

*Over this quarter very little visitor data (43 surveys) was collected at City Gallery Wellington due to a combination of lower attendance and higher repeat visitation.

Children & Young People Visiting for a Learning Experience: The number of students as part of a booked group visiting institutions for learning experiences. The delivery of LEOTC is part-funded by the Ministry of Education.

Learning Experience Visitors	2020-21 Target	2020-21 YTD Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	4,500	467	467			
Museums Wellington	3,500	629	629			
Capital E	10,000	1,664	1,664			
Space Place	3,000	948	948			
Experience Wellington Total	21,000	3,708	3,708			

Museums Wellington includes the Wellington Museum, Cable Car Museum and Nairn Street Cottage.

Please note that the Capital E numbers for the table Children & Young People Visiting for a Learning Experience include our education experiences (Digital offerings are funded by LEOTC, National Theatre for Children is funded by Creative New Zealand).

Key Result Indicators 2020-21

Update on Progress against Targets, as at 30 September 2020 (Q1)



OUR SUSTAINABILITY

Non-Council Revenue: The total amount of revenue generated from non-Council sources.

Trading (\$'000)	2020-21 Target	2020-21 Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	99	37	37			
Museums Wellington	144	128	128			
Capital E	127	28	28			
Space Place	136	104	104			
Sub Total	506	297	297			
Sub-letting, Interest & Other	30	8	8			
Experience Wellington Total	536	305	305			
Fundraising (\$'000)	2020-21 Target	2020-21 Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	395	115	115			
Museums Wellington	100	45	45			
Capital E	942	153	153			
Space Place	485	26	26			
Experience Wellington Total	1921	339	339			

Museums Wellington includes the Wellington Museum, Cable Car Museum and Naim Street Cottage.

**A number of projects scheduled for FY2019-20 were postponed due to COVID-19 restrictions and have been rolled over into FY2020-21.

Spend per Visitor: Visitor related revenue (admissions and sales).

Spend per Visitor (\$)	2020-21 Target	2020-21 Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	1.76	1.83	1.83			
Museums Wellington	1.06	2.89	2.89			
Capital E	2.79	2.60	2.60			
Space Place	5.67	10.24	10.24			
Experience Wellington Total	1.93	3.48	3.48			

Museums Wellington includes Wellington Museum, Cable Car Museum and Naim Street Cottage.

Key Result Indicators 2020-21

Update on Progress against Targets, as at 30 September 2020 (Q1)



OUR PEOPLE

	2020-21 Target	2020-21 Result
Health and Safety	No preventable serious harm incidents involving workers or visitors as defined by the Health and Safety at Work Act 2015.	

	2020-21 Target	2020-21 Result
Staff Satisfaction	At least 77% of staff are engaged with the organisation as indicated through the annual Staff Engagement Survey.	

OUR HERITAGE

Collection Development: Our Heritage Collections contribute to our understanding of Wellington's identity; its history, art and creativity which include visitors to some of Wellington's most important heritage sites (see visitor number KRI).

	2020-21 Target	2020-21 Result
New to the Collection	200	
Collection Assessment	800	
Collection Accessibility	10%	

New to the Collection: Commissions, acquisitions or donations of an item or a collection of items that have been accessioned into the collection.

Collection Assessment: The number of items (individual or type e.g. lifebuoys) that are reviewed for retention or disposal.

Collection Accessibility: The % of the Collection that is on display, on loan, used for research purposes or accessed through other mediums such as online.

Key Result Indicators 2020-21

Update on Progress against Targets, as at 30 September 2020 (Q1)



COUNCIL'S SUBSIDY PER VISIT

The Council subsidy per physical visitor is calculated first by dividing the number of forecast visits into the operating grant received from Council (Table 1). Council's ownership costs such as insurance, maintenance and depreciation are then added (Table 2) to provide an estimate of the full subsidy per visit. The information regarding ownership costs is supplied by Council.

Table 1: Operating subsidy per visit

Subsidy per Visit (\$)	2020-21 Target	2020-21 Result	Q1 Result	Q2 Result	Q3 Result	Q4 Result
City Gallery Wellington	43.34	28.30	28.30			
Museums Wellington	15.52	11.33	11.33			
Capital E	39.26	39.36	39.36			
Space Place	23.56	9.37	9.37			
Experience Wellington Total	29.47	22.53	22.53			

Subsidy per Visit forecast is based on the probable percentage of the operating grant received from Council as follows:

City Gallery Wellington – 30%

Museums Wellington (Wellington Museum, Cable Car Museum and Nairn Street Cottage) – 26%

Capital E – 22%

Space Place – 4.9% plus the cash underwrite

Central services provided through the Executive Office – 17.1%

Table 2: Full subsidy per visit inclusive of Council's ownership costs

Full Subsidy per Visit (\$)	2020-21 Target	2020-21 Result
City Gallery Wellington	46.87	
Museums Wellington	16.79	
Capital E	42.46	
Space Place	23.56	
Experience Wellington Total	31.93	

Council's estimated ownership costs are supplied by Council.

Strategic Projects 2020-21

Update on Progress against Targets, as at 30 September 2020 (Q1)

Strategic Priorities have first claim on resources after the delivery of visitor experience programmes.

KEY PROJECTS UPDATE FOR Q1	
Project:	Q1 Update:
To present high profile, large scale international contemporary art exhibitions at City Gallery Wellington. Elizabeth Caldwell, Director City Gallery	<ul style="list-style-type: none"> Planning for City Gallery Wellington's next high value international art exhibition continues, including discussions with partners and the impacts from dealing with the COVID-19 environment.
To complete the development of Wellington Museum. Brett Mason, Director Museums Wellington	<ul style="list-style-type: none"> This project was unsuccessful in receiving funds from the Government's Shovel Ready fund. The Chief Executive and Chair, with senior representatives and Project Consultants, met with Council officers to discuss the building status and next steps in early September. A meeting between the Acting Chief Executive, Museums Wellington Director, and Council officer Danny McComb discussed the project within the context of LTP process. Indications were that there was strong support within Council for the project. The Experience Wellington Board and ELT met with the project consultants on 22 October, and an update on these discussions will be provided to Council's Chief Executive on 6 November.
Producing 'The Navigators' planetarium show for Space Place Brett Mason, Director Museums Wellington	<ul style="list-style-type: none"> The script is currently being finalised with filming to be finished by the end of 2020. The project will then go into postproduction with the aim of completion by April 2021. A wānanga was held to run through the script and Jack Thatcher is being consulted to ensure the script is accurate in the portrayal of the ancient techniques of Pacific Navigation. The film will be using animation with the protagonist being a 12-year-old Māori girl. Auditions for a young actor will take place soon. Live shots will be used in conjunction with animation. Planning has started for resource material to support the Navigators show and will be a mix of online content (videos, interviews) and physical material (publication, posters). This will provide in-depth information and background knowledge, that expands on topics highlighted in the film and shares the content gathered during the extensive consultation phase.
Identifying a long-term home for Capital E Nōku Te Ao Dr Sarah Rusholme, Chief Executive	<ul style="list-style-type: none"> Ongoing dialogue continues with key stakeholders, including the Wellington City Library Team and Athfield Architects. Future E was discussed by the Chief Executive at Council's CCO LTP session and further information was distributed.
To upgrade our IT equipment and systems. James Urwin, Finance Manager	<ul style="list-style-type: none"> We are currently working with our technology partner (Gravity Lab) to build a test environment to connect our proposed new retail systems, Vend and Shopify, to our CRM (Salesforce) and our accounting system (Xero). Once built, we will need to test extensively to make sure that data is being pulled through correctly before we fully switch and go live. We are still investigating a ticketing solution and will conduct initial sessions with our team, Gravity Lab and PatronBase to investigate opportunities.

Statement of Financial Performance

Experience Wellington

For the 3 months ended 30 September 2020

	SEPT QTR ACT	SEPT QTR BUD	YTD ACTUAL	YTD BUDGET	FULL YR BUDGET	2019 YTD
Trading Income						
Trading Income	298,235	126,482	298,235	126,482	775,478	518,380
WCC Operating Grant	1,930,377	1,930,215	1,930,377	1,930,215	7,720,868	1,872,720
WCC Rental Subsidy	442,345	442,251	442,245	442,251	1,769,004	442,245
Sponsorship and Donations	21,787	78,499	21,787	78,499	276,496	17,087
Grants Other	316,883	327,243	316,883	327,243	1,644,737	327,189
Investment Income	839	10,720	839	10,720	30,000	5,460
Other Income	40	25,866	40	25,866	287,758	14,291
Total Revenue	3,010,407	2,941,276	3,010,407	2,941,276	12,504,341	3,197,372
Cost of Sales						
Cost of Sales (Trading Income)	125,665	40,696	125,665	40,696	270,397	152,300
Openings - Exhibitions & Programmes	640	10,000	640	10,000	21,290	1,368
Total Cost of Sales	126,305	50,696	126,305	50,696	291,687	153,668
Net Revenue	2,884,101	2,890,580	2,884,101	2,890,580	12,212,654	3,043,703
Operating Expenses						
Employee Costs	1,900,922	1,676,039	1,900,922	1,676,039	6,717,529	1,651,309
Council Rent	334,621	334,707	334,621	334,707	1,338,828	334,621
Exhibitions & Programmes	346,579	528,430	346,579	528,430	2,210,543	450,670
Marketing & Promotions	66,905	158,590	66,905	158,590	633,459	129,947
Occupancy Costs	292,823	300,370	292,823	300,370	1,188,918	299,815
Communication Costs	24,768	24,784	24,768	24,784	101,114	32,934
Trustee Fees and Expenses	24,000	23,550	24,000	23,550	94,200	22,926
Technology Costs	65,512	51,292	65,512	51,292	168,381	67,500
Professional Fees	16,603	63,737	16,603	63,737	254,967	25,777
Administration Fees	34,904	55,474	34,904	55,474	212,688	54,104
Depreciation	129,456	129,951	129,456	129,951	519,800	130,834
Total Operating Expenses	3,237,091	3,346,924	3,237,091	3,346,924	13,440,427	3,200,437
Net Surplus/(Deficit)	(352,990)	(456,344)	(352,990)	(456,344)	(1,227,773)	(156,734)

Statement of Financial Performance (Executive Office)

Experience Wellington

For the 3 months ended 30 September 2020

Institution is 10 Trust Office.

	QTR ACT	QTR BUD	YTD ACTUAL	YTD BUDGET	FULL YR BUDGET	YTD 2019
Trading Income						
Trading Income	304	-	304	-	-	1,750
WCC Operating Grant	1,834,963	1,834,875	1,834,963	1,834,875	7,339,508	1,779,249
Sponsorship and Donations	63	-	63	-	-	-
Grants Other	-	-	-	-	-	10,000
Investment Income	839	10,720	839	10,720	30,000	5,460
Other Income	(3,300)	-	(3,300)	-	-	-
Grants - Living Wage	-	-	-	-	-	40,000
Total Revenue	1,832,869	1,845,595	1,832,869	1,845,595	7,369,508	1,836,459
Cost of Sales						
Cost of Sales	222	-	222	-	-	-
Total Cost of Sales	222	-	222	-	-	-
Net Revenue	1,832,647	1,845,595	1,832,647	1,845,595	7,369,508	1,836,459
Operating Expenses						
Employee Costs	506,388	468,996	506,388	468,996	1,875,989	201,395
Exhibitions & Programmes	200	-	200	-	-	325
Marketing & Promotions	38,768	146,724	38,768	146,724	586,915	5,812
Occupancy Costs	26,379	20,250	26,379	20,250	81,000	23,579
Communication Costs	4,429	7,200	4,429	7,200	28,800	7,118
Trustee Fees and Expenses	24,000	23,550	24,000	23,550	94,200	22,926
Technology Costs	60,974	27,750	60,974	27,750	111,000	59,164
Professional Fees	7,029	23,700	7,029	23,700	94,800	18,796
Administration Fees	3,796	3,390	3,796	3,390	14,510	3,144
Depreciation	30,656	27,000	30,656	27,000	108,000	27,857
Total Operating Expenses	702,618	748,560	702,618	748,560	2,995,214	370,116
Net Surplus/(Deficit)	1,130,028	1,097,035	1,130,028	1,097,035	4,374,294	1,466,343

Statement of Financial Performance (Museums Wellington)

Experience Wellington

For the 3 months ended 30 September 2020

Institution is 20 Museum, 22 Naim St, 21 Cable Car.

	QTR ACT	QTR BUD	YTD ACTUAL	YTD BUDGET	FULL YR BUDGET	YTD 2019
Trading Income						
Trading Income						
Admissions	5,082	-	5,082	-	-	7,617
Bar	301	-	301	-	-	229
Membership	-	-	-	-	-	104
Retail Sales	90,513	36,989	90,513	36,989	246,599	110,256
Venue Hire	32,034	7,499	32,034	7,499	50,000	38,157
Total Trading Income	127,930	44,488	127,930	44,488	296,599	156,363
WCC Rental Subsidy	175,456	175,455	175,456	175,455	701,820	175,456
Sponsorship and Donations	7,545	-	7,545	-	-	9,986
Grants	37,376	25,107	37,376	25,107	100,432	39,451
Other Income	1,783	-	1,783	-	-	4,209
Total Revenue	350,090	245,050	350,090	245,050	1,098,851	385,465
Cost of Sales						
Cost of Sales	88,948	15,558	88,948	15,558	152,962	66,683
Total Cost of Sales	88,948	15,558	88,948	15,558	152,962	66,683
Net Revenue	261,141	229,492	261,141	229,492	945,889	318,783
Operating Expenses						
Employee Costs	488,500	357,865	488,500	357,865	1,436,510	432,100
Council Rent	175,456	175,458	175,456	175,458	701,832	175,456
Exhibitions & Programmes	17,245	44,032	17,245	44,032	206,301	37,357
Marketing & Promotions	5,969	3,469	5,969	3,469	17,101	21,414
Occupancy Costs	77,474	85,814	77,474	85,814	341,732	81,931
Communication Costs	14,080	6,354	14,080	6,354	26,336	10,886
Technology Costs	2,034	2,338	2,034	2,338	11,886	2,998
Professional Fees	30	125	30	125	510	1,151
Administration Fees	10,104	13,758	10,104	13,758	54,707	16,273
Depreciation	73,864	82,500	73,864	82,500	330,000	78,444
Total Operating Expenses	864,758	771,713	864,758	771,713	3,126,915	858,009
Net Surplus/(Deficit)	(603,617)	(542,221)	(603,617)	(542,221)	(2,181,026)	(539,226)

Statement of Financial Performance (Space Place)

Experience Wellington

For the 3 months ended 30 September 2020

Institution is 26 Space Place.

	QTR ACT	QTR BUD	YTD ACTUAL	YTD BUDGET	FULL YR BUDGET	YTD 2019
Trading Income						
Trading Income						
Admissions	70,865	19,998	70,865	19,998	99,999	97,223
Bar	4,553	-	4,553	-	-	2,558
Membership	1,350	-	1,350	-	-	873
Retail Sales	16,946	4,999	16,946	4,999	25,000	23,191
Venue Hire	10,569	6,000	10,569	6,000	30,000	25,638
Total Trading Income	104,283	30,997	104,283	30,997	154,999	149,484
WCC Operating Grant	95,414	95,340	95,414	95,340	381,360	93,470
WCC Underwrite	-	-	-	-	-	988
Sponsorship and Donations	58	-	58	-	-	963
Grants	26,007	23,178	26,007	23,178	484,698	31,209
Other Income	-	-	-	-	184,000	-
Total Revenue	225,763	149,515	225,763	149,515	1,205,057	276,114
Cost of Sales						
Cost of Sales	16,275	3,799	16,275	3,799	19,000	13,516
Openings - Exhibitions & Programmes	-	-	-	-	-	55
Total Cost of Sales	16,275	3,799	16,275	3,799	19,000	13,571
Net Revenue	209,488	145,716	209,488	145,716	1,186,057	262,542
Operating Expenses						
Employee Costs	124,910	196,153	124,910	196,153	784,772	166,613
Exhibitions & Programmes	32,989	26,094	32,989	26,094	130,756	17,546
Marketing & Promotions	1,386	15,838	1,386	15,838	59,703	18,138
Occupancy Costs	18,055	21,426	18,055	21,426	85,224	20,661
Communication Costs	2,877	2,530	2,877	2,530	10,322	2,828
Technology Costs	2,045	600	2,045	600	2,497	808
Professional Fees	373	-	373	-	-	-
Administration Fees	3,835	5,788	3,835	5,788	19,654	4,371
Depreciation	761	2,751	761	2,751	11,000	2,114
Total Operating Expenses	187,231	271,180	187,231	271,180	1,103,928	233,079
Net Surplus/(Deficit)	22,257	(125,464)	22,257	(125,464)	82,129	29,463

Statement of Financial Performance (Space Place) | Experience Wellington

Capital E

Experience Wellington For the 3 months ended 30 September 2020

Institution is 30 Capital E.

	QTR ACT	QTR BUDGET	YTD ACTUAL	YTD BUDGET	FULL YR BUDGET	YTD 2019
Trading Income						
Trading Income						
Admissions	20,917	16,035	20,917	16,035	139,908	27,351
Retail Sales	2,540	1,038	2,540	1,038	6,000	3,614
Royalty/Production/Tour fees	-	-	-	-	-	88
Venue Hire	4,603	1,500	4,603	1,500	7,500	4,222
Total Trading Income	28,059	18,573	28,059	18,573	153,408	35,275
WCC Rental Subsidy	107,624	-	107,624	-	-	107,624
Sponsorship and Donations	2,574	999	2,574	999	3,996	2,639
Grants	150,000	233,438	150,000	233,438	937,526	167,000
Other Income	800	3,624	800	3,624	14,496	2,617
Total Revenue	289,058	256,634	289,058	256,634	1,109,426	315,155
Cost of Sales						
Cost of Sales	4,243	3,315	4,243	3,315	26,891	13,673
Openings - Exhibitions & Programmes	282	-	282	-	1,290	781
Total Cost of Sales	4,525	3,315	4,525	3,315	28,181	14,454
Net Revenue	284,533	253,319	284,533	253,319	1,081,245	300,702
Operating Expenses						
Employee Costs	321,549	283,728	321,549	283,728	1,140,400	318,370
Exhibitions & Programmes	190,708	237,561	190,708	237,561	1,010,109	170,067
Marketing & Promotions	6,283	3,558	6,283	3,558	15,200	25,104
Occupancy Costs	105,320	106,980	105,320	106,980	426,913	99,119
Communication Costs	607	2,850	607	2,850	12,256	4,316
Technology Costs	(270)	1,704	(270)	1,704	11,498	1,235
Professional Fees	4,099	-	4,099	-	1,000	2,169
Administration Fees	8,868	12,888	8,868	12,888	45,757	16,640
Depreciation	9,324	9,000	9,324	9,000	36,000	8,545
Development (FMC)	446	-	446	-	-	-
Digital-Marketing & Communications	6,763	-	6,763	-	-	-
Total Operating Expenses	653,693	658,269	653,693	658,269	2,699,133	645,565
Net Surplus/(Deficit)	(369,160)	(404,950)	(369,160)	(404,950)	(1,617,888)	(344,863)

Statement of Financial Performance (City Gallery)

Experience Wellington

For the 3 months ended 30 September 2020

Institution is 40 City Gallery.

	QTR ACT	QTR BUD	YTD ACTUAL	YTD BUDGET	FULL YR BUDGET	YTD 2019
Trading Income						
Trading Income						
Admissions	8,895	3,600	8,895	3,600	11,400	9,379
Bar	321	3,000	321	3,000	12,000	3,487
Membership	587	900	587	900	3,600	639
Retail Sales	22,635	11,124	22,635	11,124	76,773	36,787
Royalty/Production/Tour fees	-	-	-	-	11,500	16,569
Venue Hire	5,041	13,800	5,041	13,800	55,200	33,545
Total Trading Income	37,478	32,424	37,478	32,424	170,473	100,407
WCC Rental Subsidy	159,165	159,165	159,165	159,165	636,660	159,165
Sponsorship and Donations	11,547	77,500	11,547	77,500	272,500	2,910
Grants	103,500	45,520	103,500	45,520	122,080	39,529
Other Income	757	21,342	757	21,342	85,962	1,500
Wages On-charged	-	600	-	600	2,100	-
Contractors fees On-charged	-	300	-	300	1,200	-
Total Revenue	312,447	336,851	312,447	336,851	1,290,975	303,510
Cost of Sales						
Cost of Sales	15,966	18,024	15,966	18,024	71,546	38,750
Openings - Exhibitions & Programmes	358	10,000	358	10,000	20,000	533
Total Cost of Sales	16,325	28,024	16,325	28,024	91,546	39,282
Net Revenue	296,123	308,827	296,123	308,827	1,199,429	264,228
Operating Expenses						
Employee Costs	459,574	408,060	459,574	408,060	1,634,910	443,637
Exhibitions & Programmes	105,436	220,745	105,436	220,745	863,380	224,409
Marketing & Promotions	7,291	9,350	7,291	9,350	114,600	57,551
Occupancy Costs	224,760	225,149	224,760	225,149	890,746	218,188
Communication Costs	2,775	5,850	2,775	5,850	23,400	5,433
Technology Costs	729	18,900	729	18,900	31,500	2,839
Professional Fees	428	900	428	900	3,600	3,661
Administration Fees	7,948	19,650	7,948	19,650	78,060	11,744
Depreciation	13,571	8,700	13,571	8,700	34,800	13,605
Total Operating Expenses	822,512	917,304	822,512	917,304	3,674,996	981,067
Net Surplus/(Deficit)	(526,390)	(608,477)	(526,390)	(608,477)	(2,475,567)	(716,839)

Balance Sheet

Experience Wellington
As at 30 September 2020

	30 SEP 2020	30 JUN 2020
Assets		
Bank		
AUD 00001	1,800.21	1,777.49
Call	210,925.36	210,898.77
Credit Card - Brett Mason	599.84	-
Credit Card - Karryn Baudet	1,104.74	1,104.74
Credit Card - Pat Stuart	1,045.67	-
Credit Card - Sarah Rusholme	2,253.96	-
Credit Card Amber Callanan	543.74	161.37
Main	2,647,372.12	903,514.99
MCH	446,546.59	446,490.32
WM Fundraising	16.90	16.90
Total Bank	3,312,209.13	1,563,964.58
Current Assets		
Accounts Receivable	657,636.81	57,395.14
Cricket Museum	7,709.00	9.00
Inventory	135,622.00	135,622.00
less Provision for Doubtful Debts	(27,315.40)	(27,315.40)
Main bank account holding	(1,911.43)	(1,911.43)
Petty Cash	7,155.90	7,155.90
Prepayments	2,024.27	32,584.93
Stock Adjustment	30,040.42	59,821.42
Sundry debtors	259,000.00	259,000.00
Total Current Assets	1,069,961.57	522,361.56
Fixed Assets		
Less Accumulated Depreciation on Building Fittings	(2,288,814.39)	(2,249,935.25)
Building Fittings	2,501,087.08	2,501,087.08
Building-WIP	891,931.37	874,931.37
Collections and Artefacts	2,338,816.00	2,338,816.00
Computer & AV Equipment	948,071.74	948,288.26
Exhibitions	1,363,906.31	1,363,906.31
Intangible Assets - Software	280,939.66	280,939.66
Less Accumulated Depreciation on Computer & AV Equipment	(774,451.18)	(730,466.93)
Less Accumulated Depreciation on Exhibitions	(643,800.70)	(615,303.09)
Less Accumulated Depreciation on Motor Vehicles	(23,730.00)	(23,730.00)
Less Accumulated Depreciation on Office Equipment	(1,478,469.80)	(1,473,866.13)
Less Accumulated Depreciation on Software	(224,676.15)	(217,185.24)
Motor Vehicles	23,730.00	23,730.00
Office Equipment	1,504,090.84	1,501,590.84
Total Fixed Assets	4,412,630.78	4,522,802.88

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

18 NOVEMBER 2020

Balance Sheet

	30 SEP 2020	30 JUN 2020
Non-current Assets		
Legacy Investment with Nikau Foundation	259,528.00	259,528.00
Total Non-current Assets	259,528.00	259,528.00
Total Assets	9,054,329.48	6,868,657.02
Liabilities		
Current Liabilities		
Accounts Payable	253,616.82	329,338.02
Capital E Staff Birthdays	(405.72)	(357.52)
Gift Vouchers	4,498.46	3,852.46
GST	46,632.11	(175,351.02)
PAYE Payable	(13.50)	-
Provision for ACC	5,660.57	5,660.57
Provision for Holiday Pay	258,105.31	258,105.31
Provision for Long Service Leave	59,638.00	59,638.00
Revenue in Advance	3,939,227.73	1,478,602.80
Rounding	10.13	10.00
Staff Social Club	5,528.63	4,903.20
Sundry Accruals	386,604.57	442,752.69
Suspense	200.00	-
Unpaid Expense Claims	-	296.72
Wages Deductions Payable	(29.40)	(342.00)
Credit Card - Marianne Taylor	1,616.16	2,406.52
Credit Card - Annie Mercer	532.48	3,419.58
Credit Card - Sarah Rusholme	-	4,231.70
Debit Card - Trust Office	9.86	-
Credit Card- Erika McClintock	970.02	874.22
Credit Card Elizabeth Caldwell	884.78	1,923.35
Credit Card - Pat Stuart	-	2,274.80
Credit Card - Brett Mason	-	594.46
Total Current Liabilities	4,963,287.11	2,422,833.86
Total Liabilities	4,963,287.11	2,422,833.86
Net Assets	4,091,042.37	4,445,823.16
Equity		
Acquisition Funds	(5,029.33)	(3,238.17)
Capital E Reserves	44,630.00	44,630.00
Capital Reserve	2,122,961.39	2,122,961.39
City Gallery Reserves	256,261.00	256,261.00
Current Year Earnings	(352,989.63)	(47,808.38)
Nairn Street Cottage Reserves	23,895.40	23,895.40
Retained Earnings	1,881,047.41	1,928,855.79
Wellington Museum Reserves	37,266.13	37,266.13
WM - Plimmers	83,000.00	83,000.00
Total Equity	4,091,042.37	4,445,823.16

Statement of Cash Flows

Experience Wellington

For the 3 months ended 30 September 2020

	JUL-SEP 2020	YTD
Operating Activities		
Cash was provided from:		
Receipts from customers	2,601,962	2,601,962
Receipts from related parties	2,372,622	2,372,622
Total Cash was provided from:	4,974,584	4,974,584
Cash was applied to:		
Payments to suppliers and employees	(3,094,310)	(3,094,310)
Payments to related parties	(223,081)	(223,081)
Net GST received/(paid)	139,171	139,171
Total Cash was applied to:	(3,178,220)	(3,178,220)
Net Cash Flows from Operating Activities	1,796,364	1,796,364
Investing Activities		
Interest received	839	839
Payment for property, plant and equipment	(37,247)	(37,247)
Net Cash Flows from Investing Activities	(36,408)	(36,408)
Net Cash Flows	1,759,956	1,759,956
Cash and Cash Equivalents		
Cash and cash equivalents at beginning of period	1,555,396	1,555,396
Cash and cash equivalents at end of period	3,315,352	3,315,352
Net change in cash for period	1,759,956	1,759,956



Our Purpose:

To make the Wellington region wildly famous

SOI Areas of Focus:

**Supporting
businesses to upskill
and grow**

**Shaping and
amplifying the
regional destination
story**

**Being an advocate and
catalyst for economic
development projects**



Supporting Businesses to Upskill and Grow

WellingtonNZ.com

COVID-19 Business Recovery Support

Creating awareness

- Over **900 businesses** have been called by the WellingtonNZ Business Recovery team and its partners, to ensure SMEs across the region are aware of the support available
- One-to-many presentations have been run in all Territorial Areas
- Flyer drops and a **two-week radio advertising** campaign have been run alongside digital advertising, to reach as diverse a range of communities as possible

Support delivery

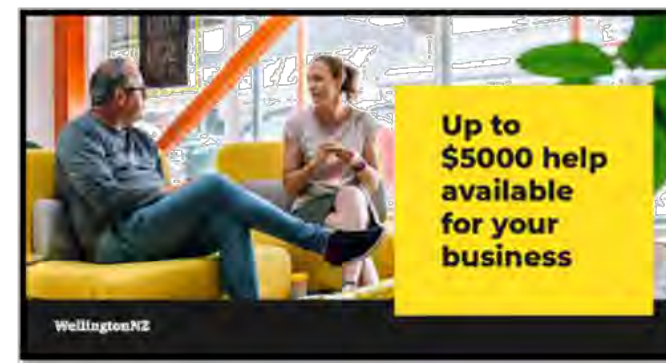
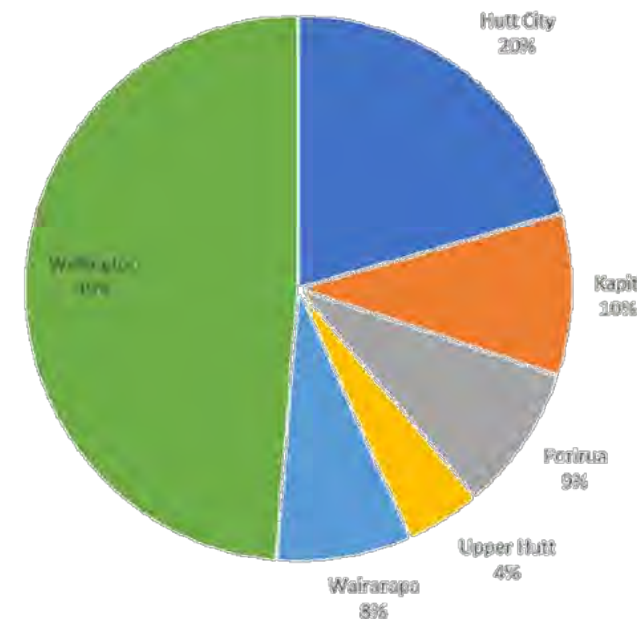
- **1,100 businesses** have contacted WellingtonNZ for support during Jul-Sep including:
 - 876 new businesses
 - Of which **64 new Māori businesses** (7%)
- 540* businesses received fully-funded professional advice, valued at **\$2,000,000**
 - Of which 42 Māori businesses received \$140,000 (7%)

*other businesses are progressing through the pipeline

Remaining support available

- **\$2,400,000 funding remains** available to support regional businesses for fully-funded advice during Oct-Nov

Businesses Funded Across the Region
Jul-Sep - Covid Recovery Vouchers



Supporting Growing and New Businesses in the Region

Regional Business Partner Programme – Growth & new businesses

- WellingtonNZ has supported **356 regional businesses year-to-date (Jul-Sep)** through the RBP programme, including 185 receiving hands-on support in the form of growth capability development, innovation support and mentorship.
 - 60% of these businesses are located in Wellington City, while 40% are based in one of the region's other territorial authorities.
 - We have delivered **\$120,000 of Capability Voucher** funding and **\$4,600,000 of R&D funding** to businesses in the region (including \$3.6m R&D loans).
 - This funding helps businesses access growth advice and invest in new technology development.

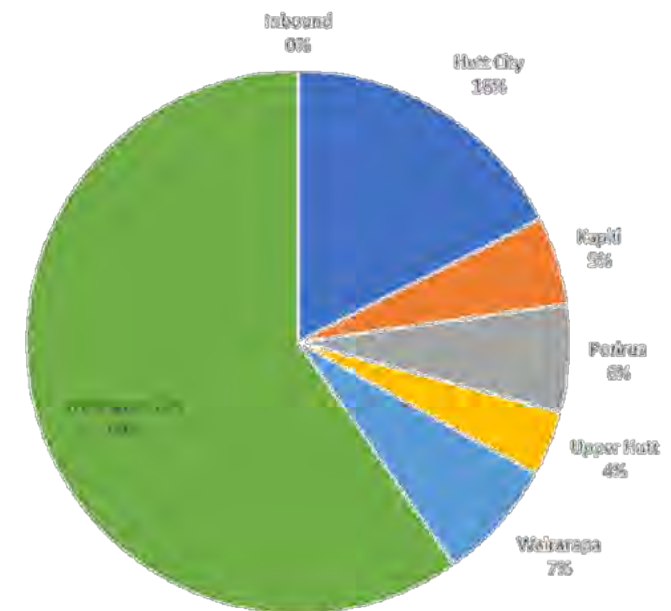
PopUp Business School – new and budding businesses

- WNZ partnered with Hutt City Council, Upper Hutt City Council, and MSD to run a **PopUp Business School in the Hutt Valley**. The 2-week event was well attended, attracting **58 attendees** in total

Porirua Launch Lab

- WNZ and Porirua City Council have partnered to support the Porirua Launch Lab, an **incubator programme delivered by CreativeHQ** at the Settlement
- The programme is currently supporting a second cohort of startup businesses

Businesses Supported Across the Region (YTD)



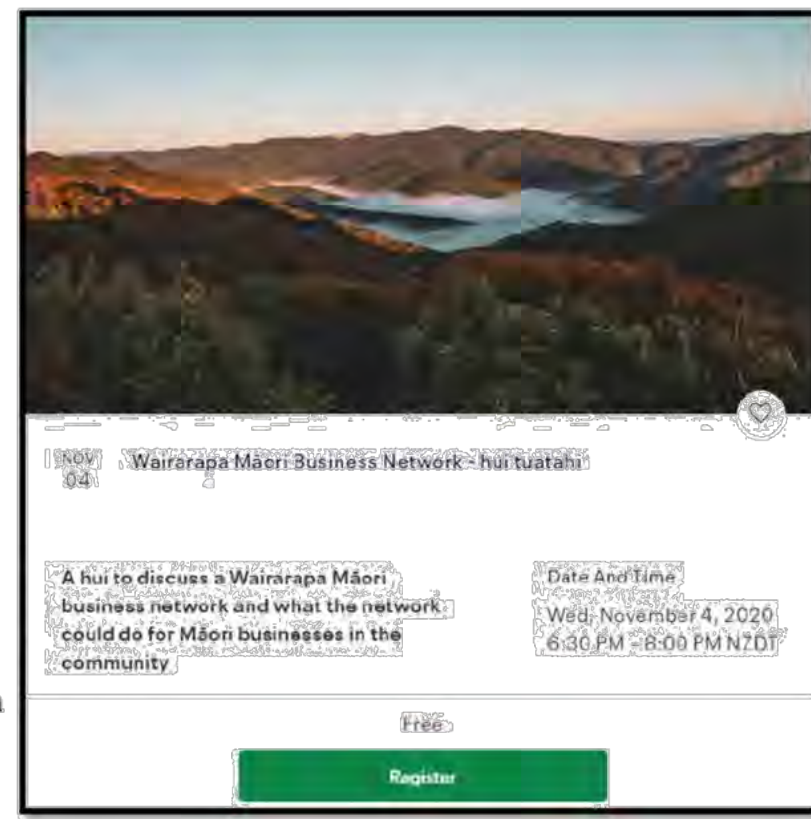
Pakihi Māori Support (Māori Business Support)

Strengthening the Māori business eco-system

- WNZ is collaborating with Te Puni Kōkiri and A1 Homes CEO Paul Southey to **establish a Māori Business Network for the Wairarapa**. An establishment hui is scheduled on 4 November at the Carterton Events Centre to seek interest from local Māori businesses.
- We are also forming a strong relationship with **Te Rōpū Pakihi, the Kāpiti/Horowhenua Māori Business Network**. We continue to work with them to offer support and information to their members and to refer Māori businesses in the Te Tai Hauāuru region to the network for further support.

Supporting and building the capability of Māori businesses (including Covid-19 support)

- **Te Puni Kōkiri and WellingtonNZ** have worked collaboratively over both rounds of Business Advisory Funding to further support Māori businesses. We have set up an informal referral process between the organisations so businesses know about and have access to all support available.
- **Over 100 Māori businesses have contacted WellingtonNZ** for support in the past five months.



Supporting Workforce Development

Regional Workforce Leadership

- The Wellington Interim Regional Skills Leadership Group (**iRSLG**) has been established
- The group is comprised of business owners, government agencies, and community leaders from across the region. WNZ CEO John Allen sits on the group.
- The group will **inform central government regional labour force** challenges and opportunities, in the context of COVID-19 in the short term, and of the Reform of Vocational Education in the mid term

Pathways to Employment

- WNZ facilitated **projects with 11 businesses for 80 VUW School of Business & Government students** for trimester two, including 40 international students
- Tech internship programme **Summer of Tech** hosted its Meet and Greet event online for the first time on September 9th. Over 2200 students and more than 100 employers from across NZ took part. In Wellington, **185 internships were offered by 58 employers**. This represents 80% of last year's level, which is encouraging.

Driving Stakeholder Action

- **Education to Employment Brokers (EEBS)** have been appointed in the two regions allocated for Wellington, Wellington CBD and the Hutt valley. We worked with Wellington EEBS, Elite Management School on employer participation in the first **Education-to-Employment Path Day in September**. Twelve employers from IT, engineering, creative arts and conservation came together to talk to 70 students from Wellington secondary schools about their workplace and career pathways.



Screen Wellington – supporting the Film and Screen Sector

Attraction and facilitation

- Permitting and projects have grown through the first quarter with **56 projects welcomed and facilitated**, worth a combined **\$5.3M**.
- Covid has presented an opportunity to attract productions to Wellington as well as continue filming for existing projects. Several **feature films** that had halted due to Covid-19, commenced filming throughout the region including *Poppy*, *Millie Lies Low*, *Whina* and *Avatar*. These projects were some of the first in the world to do so. Several commercials and Season 3 of *Wellington Paranormal* were also completed. See Wellington Paranormal case study [here](#).

Screen sector development

- The Lane Street Studio development in Upper Hutt continues, with the official media launch and visit in August from Remutaka MP and Education Minister Chris Hipkins. Build of first sound stage is underway.
- Business planning is underway for the Regional Film Office network (RFONZ) in preparation to deliver regional and national recommendations made in the 2030 Screen Sector Strategy, currently with Cabinet for comment after the election.
- The virtual production/LED capability established in Wellington over lock-down is growing, with new technology companies established to test the technology with Epic/Unreal Engine and ARRI Australia. They have now been accepted into Creative HQ's incubator. Ongoing educational training opportunities for this technology.

UNESCO City of Film

- The completed Wellington UNESCO City of Film four-year strategy and first year programme of work was delivered to council
- New relationships have been established, including a partnership with Ngā Taonga, Toi Whaakari drama school, Capital E, Film for Change,
- We have collaborated with our sister Cities of Film in creating a global website <https://citiesoffilm.org/>
- We have established the Wellington UNESCO City of Film Collaboration Collective, a group of individuals and established screen sector groups to feedback and guide the Cities of Film work
- Work continues with Māpuna to ensure we build our bicultural foundation and put Māori visual storytellers at the forefront of our work as indicated in our strategy.



Lane St Studios Ministerial visit with Hon Chris Hipkins, August 2020.



Massey University Creative Media Production students filming scenes using the new virtual studio set up at Avalon Studios, September 2020

Supporting innovation - Creative HQ

Incubation:

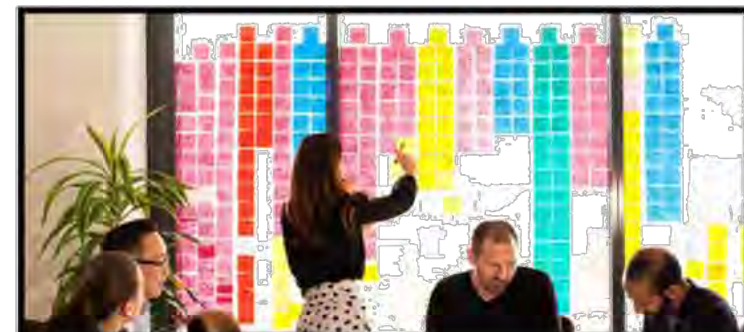
- **6 new teams entered incubation** in July, and 7 teams exited in September.
- Events and workshops during the quarter included: Problem Discovery Bootcamp, Ideation Bootcamp, Sales Sprint and a Graduation Event.
- Partnership with Deloitte furthered with monthly finance workshops and 1-1 sessions for teams.
- Energization of the **Porirua Launch Lab** programme through weekly rotation of CHQ staff providing specialist coaching to teams.

Accelerators:

- The **Tourism Accelerator** that was cancelled due to Covid-19 has been completely re-scoped and re-launched as the Tourism Design Accelerator. This programme kicks off on the 29 October 2020. The participating six ventures will be announced on Friday 16 October.
- Plans are underway to launch an **environment and climate-focused accelerator in March 2021**. The current focus is programme design and pulling together partnerships and sponsors.
- The **2020 NZ GovTech Accelerator** launched on Sep 14th and will run until Dec 3rd with the final Showcase being held at Parliament and live-streamed to a wider audience. The programme has 8 projects from central and local government and addresses issues from social inequality, regional procurement and freshwater data.
- CHQ are working in collaboration with the Wellington arts sector to deliver the first **Arts Accelerator - Ringatoi Pōneke: Artist Intensive**. It's an eight-week immersive programme that supports independent artists and arts practitioners to discover new pathways towards financial sustainability in an artist-led environment. We had 47 impressive applications of which we accepted 10 artists from a variety of disciplines. The programme kicked off on the 30th of September and wraps up on the 20th of November.

Enterprise & Gov Tech Innovation:

- Creative HQ is currently running a pilot programme, the **Innovation Barometer**, to collect data on the innovative ability of the public sector. Organisations likely involved include WCC, MFE, LINZ, DIA, ECCA, MoH and several others. This has been endorsed and promoted by the Government Chief Digital Officer to all agencies to get involved.
- Innovation services have been delivered to a wide range of clients including Transpower, Electra, Powershop, Todd Energy, EY, NZ Festival of the Arts and Atlantis Healthcare.
- Innovation services delivered to Government include Callaghan, Corrections, Greater Wellington Regional Council, Hutt City Council, Min Ed, MPI, NZTE, Plant & Food Research, Stats NZ & WNZ
- CHQ is in discussion with several overseas government clients for work to be delivered remotely





Tākina

Wellington Convention & Exhibition Centre

- This quarter, we launched Tākina, the official name for the stunning new convention and exhibition centre.
- Tākina is the result of ongoing enriching kōrero with Kura Moeahu of Tāranaki Whanui, designed in collaboration with Cato Design. Tākina means to invoke and is part of a beautiful karakia gifted to this centre from Kura. It relates to the wind that makes Wellington a unique place - sometimes winds that rage and stir ideas, sometimes calm that leads to reflection.
- Tākina is more than a name. It is a narrative for this world-class convention and exhibition centre, deeply connected to our special place in the world - Te Whanganui-a-Tara - that will weave through the events that take place here and the ideas that are shared.
- We hosted the first client site visit on site at Tākina. The clients hosted are considering Tākina for a conference bid in 2027 and were extremely positive about the options Tākina would provide the conference. They were also impressed that Tākina is making the most of local contractors and suppliers, and that base isolation technique being used was invented in Wellington by Bill Robinson to minimise damage to buildings during an earthquake.





Regional Trails Framework



- All Council Trails Framework Partners have been approached to **extend and fund the initial 3-year project for a further 3-year period.**
- We are about to launch the **Spring Trails Campaign**, a photo competition to drive website visitation and trail visitation and stimulate our social channels. In addition we are shooting several **Signature Trail interpretation videos** to attract visitors to the trail and adjacent trail hospitality and businesses
- All **Regional Trails site visit audits** with regional team members evaluating each other's trails has now been completed. This has been a fantastic learning opportunity between our regional partners. **Commercial product gap analysis and report** is underway.
- The **Remutaka Cycle Trail** has successfully obtained **3-year MBIE funding for a 0.5 FTE dedicated Trail Manager** to amplify the marketing, stakeholder management and product development for the trail and roll out the Experience Plan.
- We are assessing interest from Capital Kiwi, Pūkaha National Wildlife Centre and Zealandia with **Trail Voluntourism commercial product development** for High-net worth individuals, domestic, student/back packers and Christmas products.



Marketing summary

Q1

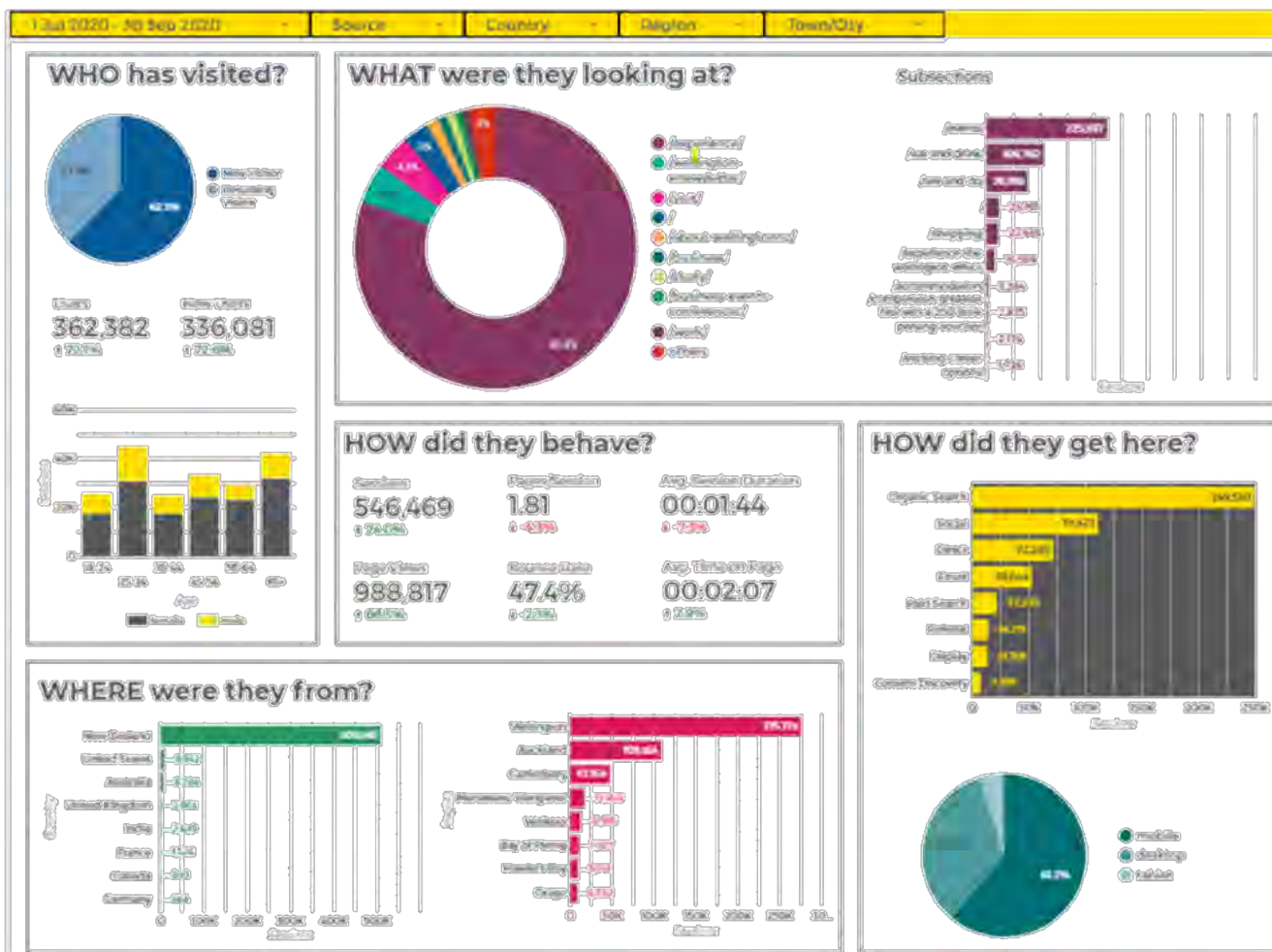
- Highest website traffic since Q3 2019
- Domestic Winter Campaign
- 4 x Love Local support campaigns
- A Wellington for Everyone campaign drive busy school holidays
- 155 media clips valued at \$10.1 million
- Digital Nights launch media campaign
- 104% increase in social media traffic to website

Coming up in Q2

- Summer launch of 'Wild Weekends' - our new Domestic campaign
- Love Local Christmas campaign
- Find Your Wild & Love Local summer campaign
- Summer event promotion
- New content and structure for Business & Meet sections
- Finalised Tākina brand and promotional assets



Digital marketing - WellingtonNZ.com performance



We've developed a lot of content in support of local businesses and events and have seen a significant uplift in web traffic over the past quarter. The increase can be mostly attributed to the Digital Nights Campaign but eat & drink and See & do content also seen a spike.

These are our best results since Q3 2019.

We received **546,469 sessions** between July - Sept, from **336,081** unique users.

Users on the website are up **104% from social media with 104,000** users coming to the site in from our social media in a three-month period.

There were **988,817** pages viewed, with the top five pages being: Van Gogh Alive, Top 10 must dos, Events, See & Do, and Experience

Visitation came from:

- New Zealand | 91.25%
- United States | 2.35%
- Australia | 1.95%

Domestic winter campaign

At the start of 2020, we began planning for a domestic campaign that would build off the success of last year's high-performing **Wellington Effect** campaign to drive domestic visitation during the quieter winter months.

Due to COVID-19 restrictions, we delayed the launch of this until late June/early July. We were fortunate enough to have all the creative ready for placement and were able to beat the domestic marketing clutter.

The campaign was led by the Wellington Effect hero video featuring Frank Sinatra's 'You make me feel so young' and supported by OOH creative. All targeted at females aged 25 – 54, outside of Wellington, predominantly in Auckland.

The media consisted of a large buy across cinema pre-roll and prime time TV across shows like 1 News at 6pm, Shortland Street and Fair Go. The video was also promoted across TVNZ On Demand, YouTube and displayed on key sites like NZ Herald and Stuff. This was supported by a full schedule of digital advertising.

Results

- TVC delivered a 372% value on top of our spend with 62% of our potential audience reached at least once and 46% reached three times.
- Cinema placement reached an audience of 26,675 in our target demographic.
- Digital video across TVNZ On Demand, YouTube and DV360 delivered a high level of completed views at just over 2 million with a lower than the average cost per click.

This campaign will be followed by our realigned domestic marketing campaign plan, created with COVID-19 issues in mind for domestic tourism conversion.



Wildly famous in the media

Internationally, despite the pandemic, coverage continued to roll out with Wellington stories appearing in 360 Neuseeland (Germany), IM First Class (Malaysia), Australian Gourmet Traveller, Escape, The Adelaide Review (Australia).

Domestically, we hosted three famils across the quarter. Karen Walker covered Wellington and Wairarapa across her social media channels, NZ Herald Travel Editor Stephanie Holmes wrote two feature articles on food/wine and NZ history, and Sharon Stephenson covered eat/drink for The Life, Business Desk's new lifestyle outlet.

Coverage highlights include a suite of coverage on Digital Nights: Van Gogh Alive including One News, Newshub Late and RNZ, What Now, NewstalkZB, Kia Ora magazine, Breakfast TV live from Wellington, Family Times and Avenues, The Life (Business Desk), NZ Herald Travel cover story and various coverage across Stuff, Sunday Star Times and NZME.

Our own content continues to perform well, with our total subscribed audience across social media and eDMs growing to 539,102, an increase of 14,000 subscribers in the past quarter.

Q1 2020/21	
Number of media hosted	3
Number of media clips	155
Reach of media activity	55.5 million
Value of media activity	\$10.1 million
<i>Note these figures are across all markets</i>	

There's a Wellington for everyone campaign

As New Zealanders began to plan short breaks under Alert Level One, we saw an opportunity to encourage Wellingtonians to stay in our region and attract a whānau-friendly drive time audience.

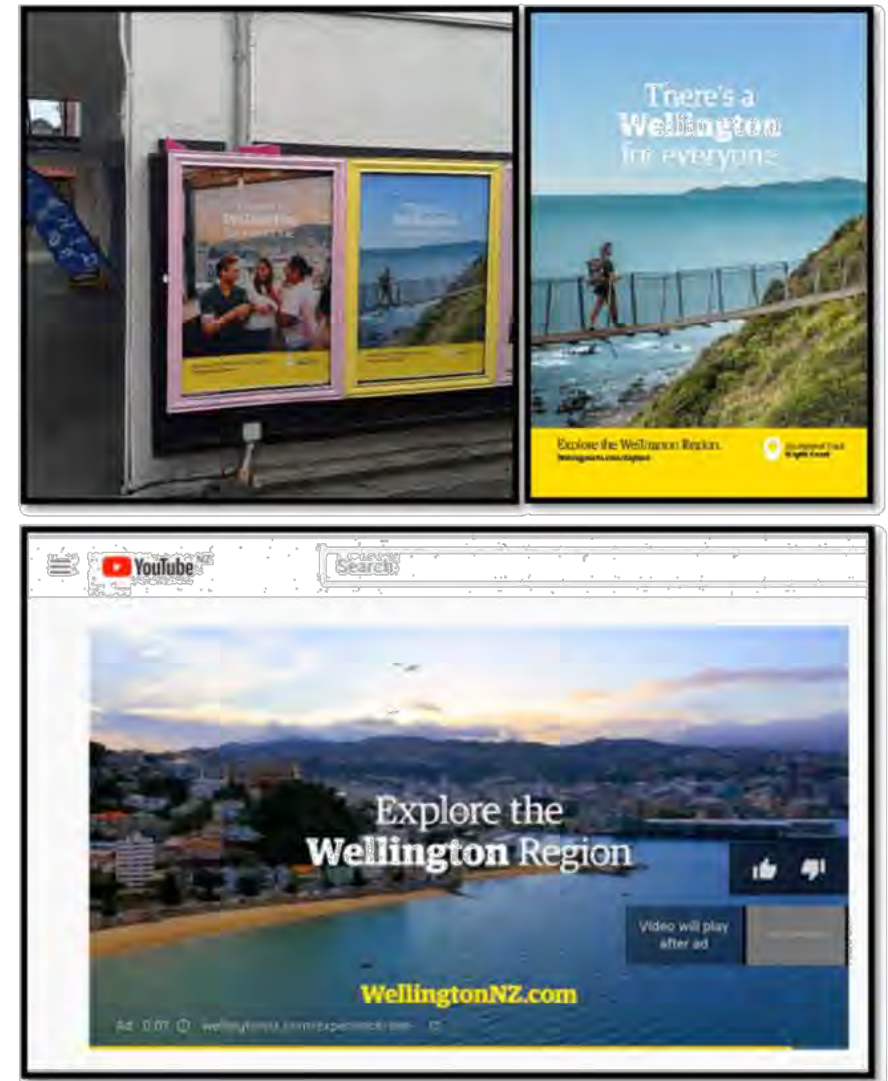
To ensure the campaign promoted the entire region an overarching video was created to showcase tourism, hospitality and retail businesses.

The video gave us the ability to add additional b-roll and stills to our regional collection and provide to our partners.

The one-minute video, featuring a song from local musician RIIKI, was promoted across digital channels including TVNZ On Demand, YouTube, Stuff, Herald and Facebook/Instagram. It was supported by OOH around Wellington, Nelson, Manawatu, Whanganui, Taranaki and Hawkes Bay.

The campaign generated over 400,000 impressions for the video and created a primed audience pool for the Explore Wellington platform to retarget from.

The target travel period of the July school holidays saw an increase in domestic visitor spend across the Wellington region.



Explore the Region campaign

As a conversion layer for the 'There's a Wellington for everyone' campaign, we reskinned our popular Advent Calendar platform with 22 special, one-of-a-kind deals from right across the region, encouraging Wellingtonians (and drive-time visitors) to explore their own backyard and support local tourism operators. We commissioned local artist Dean Proudfoot to create a fun, vibrant map illustration.



Promotion of the platform included social ads, carousels, a [Stuff](#) article, and KNOW edm features. We ended up with 10,748 downloads – physical voucher redemptions are still tbc, but at time of reporting, we had 237 redemptions across the 9 deals that used our digital redeem button. We saw high redemptions for the low price-point, locals/family-oriented activities like the Zoo and East by West ferry, but zero or single-digit redemptions for most of the tour-style, higher price-point tourism offerings – a useful learning for future campaigns.

Love Local: Wellington Unlocked

- A design sprint with Creative HQ and the retail sector in May (alongside discussions with WCC) raised the opportunity to work with retailers following the Level 4 and 3 lockdowns in April/May 2020. With a daytime economy struggling, high numbers of people WFH, and a loss of foot traffic, we created Wellington Unlocked - a campaign to incentivise shopping local in-store throughout June and July.
- 185 stores participated. Shoppers could head in-store and spend \$40+ to go in the draw to win a \$25,000 prize pool (staycations and shopping sprees). \$25,000 of surprise and delight gifts were also given away in-stores.
- We had a strong media buy for this campaign, including:
 - A radio partnership with Mediaworks with \$1,750 worth of retail voucher giveaways
 - Digital billboards and street posters/adshels
 - Dominion Post Your Weekend features
 - Facebook/Instagram stories and a dedicated KNOW Wellington e-newsletter
 - A video series showcasing the stories behind the retailers
- We also wanted retailers to be able to take ownership of the promotion and act as ambassadors of the campaign, so we provided physical and digital assets, incl. a counter-top display, window sticker and social tiles
- With 4532 entries and 12,500 website visits, the campaign was fairly successful, and whilst it may not have driven as much footfall as we would have liked, feedback from retailers is that it enhanced the in-store experience and boosted positive sentiment.



Love Local: Greatest Hits

Following the nationwide lockdown, to get the capital back into dining out at their favourite restaurants, cafes and bars WellingtonNZ partnered with the Wellington Culinary Events Trust, to create Greatest Hits - the ultimate compilation of the region's favourite dishes and drinks.

With a central Greatest Hits hub living on the 'Wellington On A Plate' website, we utilised WellingtonNZ's channels, as well as media partnerships with Stuff and RadioActive to drive people to the site, reminding people of Wellington's best food and drink experiences to ultimately drive back inside their favourite eatery and bar.

WellingtonNZ supplied all original photograph and video assets, and then utilising sponsored & native content, strategic social media, OOH/adshels, Radio advertising & interviews, and new mediums such as Mediaworks 'Ads on Pause' Greatest Hits generated almost 18k visitors from Wellington with another 10k from outside of the region to the WOAP website.

WCET reported that almost 10,000 exiting traffic clicks going directed to Wellington eateries websites and booking pages over the campaign period.



Supporting Regional Tourism Operators

- Q1 efforts have focussed on connecting tourism operators to access Government Tourism Transitions fund support. This helps local businesses work with experts and decide whether to pivot, hibernate, adjust or close while borders are closed.
- WellingtonNZ received \$1m from the national Strategic Tourism Assets Protection Programme via MBIE. Recognizing RTOs as a key conduit between national government and tourism operators, the funding will be directed to domestic tourism marketing, development of city and regional Destination Management Plans and tourism operator capability building programmes.
- Two tourism teams went through a week-long Creative HQ Design Sprint process. *Carbon-Neutral Wellington* and *Family-Friendly Wellington* prototyped new solutions, involving team members from 10 tourism partners including WIAL, Wellington Cable Car, James Cook Hotel, Weta Workshop and YHA.
- A bright spot was the opening of Pipinui Point accommodation at Boomrock. WellingtonNZ has been supporting this new offering with product development advice and media support for several months; it's a welcome addition to the boutique accommodation sector.
- COVID L2 distancing requirements meant the Tourism Operator Expo scheduled for 21 September was postponed, now rescheduled for mid-November. The objective is to connect regional tourism activity operators with hotel concierges, event staff, B&B hosts, Wellington City Ambassadors and others to update their knowledge on the visitor offering. Those at the frontline of greeting visitors to Wellington can then better promote experiences and support the hard-hit tourism activity sector.
- Other Q2 activity includes working with travel agencies on domestic packages for Digital Nights, connecting local operators with opportunities through Tourism New Zealand's 'Do Something New New Zealand' domestic campaign and providing operator status updates or alternative activity suggestions to inbounds and wholesalers.



Telling our story to visitors: Wellington i-SITE Visitor Information Centre

- Wellington i-SITE reopened in July after maintenance work on the MFC commenced after Easter. The changing visitor market to locals and domestic has been an interesting learning curve.
- The Wellington City Ambassadors have been busy roving the streets in both July and October school holidays and helping at Wellington Zoo. There's little likelihood of a 2020/21 cruise season, however the WCAs continue to remain engaged and keen to use their knowledge with a Domestic audience.
- Ticket sales have been high since events have been rescheduled.
- Covid-19 measures now in place at the i-SITE include contract tracing and sneeze guards.
- Sales and visitor numbers dipped during Alert Level 2 but have been steadily rising during the October school holidays.
- Staff at the i-SITE have been seconded and have been helping the Business Recovery and Business Events teams providing COVID-19 and Tourism Transitions Funding to tourism operators.



Making Wellington wildly famous in China

- Tourism New Zealand is keeping 'brand New Zealand' alive until borders re-open. One initiative is livestreaming, which gained in popularity during China's lockdown. This video format has a "real-time connection" whereby audiences have Facetime-like interactions with the broadcasters during the livestream event. Potential customers get answers to questions and a more in-depth experience, making promotions more convincing and engaging.
- WellingtonNZ's first livestream with TNZ in July attracted an audience of almost 4,000. In September, TNZ partnered with Maefengwo, China's 'travel bible'. Using TNZ and WellingtonNZ hosts, their travel journey focussed on Wellington's food scene through Cuba Street and Hannah's Laneway. During the 2.20 hour livestream, 51,000 viewers tuned in. The total Engagement Index (an index that reflects comments, likes, sharing and virtual gifting) reached 345k. It is TNZ's second best performing activity on Mafengwo and plans for future Wellington streams are already underway.
- WellingtonNZ's Weibo is maintaining engagement with over 16,000 followers and will be a useful channel for both a domestic-Chinese travel audience and when international travel resumes.



Wellington – wildly famous for Business Events

- In person sales activity has recommenced and the BEW team are pleased to be having in person meetings with existing and potential clients again. The team visited Christchurch clients and held sales calls along with hosting a lunch for Christchurch based professional conference organisers. The team have also hosted two group lunches in Wellington with local clients and professional conference organisers.
- The team have been working hard with rebooking events that have been displaced or postponed by Covid with the first major conference taking place this week. The team have also secured two large events that will take place this year.
- The BEW team have hosted several client familiarisations for meeting planners, local clients and incentive agents. The most recent was a 2-day famil focusing on Wellington's incentive offering with an Auckland based Australian incentive agent, the client loved her time in Wellington and immediately decided to include Wellington in a proposal to one of her clients for an incentive group looking at destinations for 2021.



Wellington – wildly famous as a great place for international students to study

Pathways to Education and Employment

- **Alumni Connect** has provided opportunities for **59 tertiary students** to connect with 31 graduate alumni. Alumni provide mentorship for pathways into employment in Wellington.
- We are working to **expand the programme to secondary students**, connecting them to current tertiary international students to foster secondary-to-tertiary pathways.
- WellingtonNZ ran two **‘Work Ready’** online webinars for International Student in Q1, attended by **40 students**. The programme has been expanded to cover more topics.

Student Experience

- We are working and providing support to the **Wellington International Student Association**, most recently for Sports Day activities for college students.

The Wellington Story

- We have released a **full marketing toolkit** to our institution partners. It includes videos and imagery to give partners the opportunity to consistently communicate about the region
- **Online international education famils** led by VUW and ENZ continue to attract hundreds of overseas students and agents. Our regional piece is consistently well received.

Sector governance and leadership

- **Championing engagement and participation continues** to be a key focus. We are supporting our EWI partners through these difficult times and supporting students and the Wellington International Student Association (WISA).



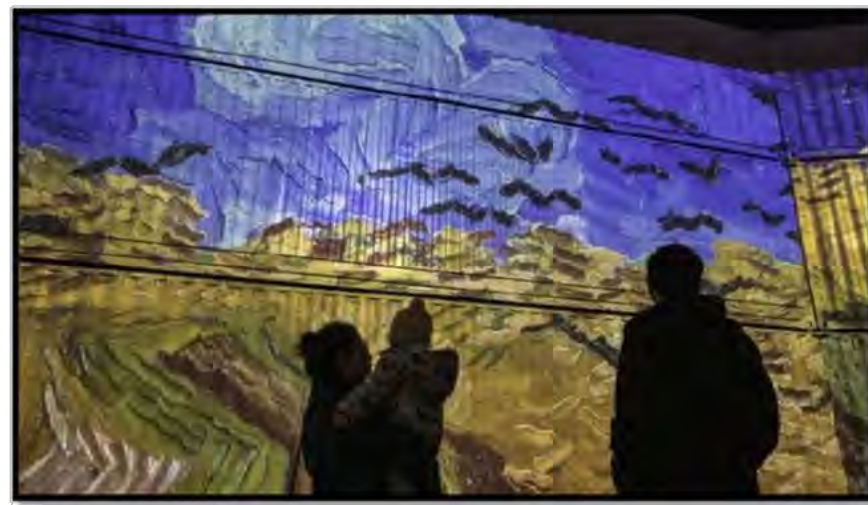
Making Wellington Wildly Famous for Major Events

The restrictions on mass gatherings brought about by COVID-19 had an immediate impact on Major Events in the city, with several events being postponed or cancelled.

The focus then shifted to what events with the ability to move between Covid 19 levels could be delivered in the city. The Major Events team identified Van Gogh Digital Night's exhibition from Grande Exhibitions in Melbourne as an event that could meet this criteria and secured the event for Wellington.

The exhibition structure was built on the Wellington Waterfront with the opening night being the 28th of August. 23,000 people attended the exhibition in the first quarter with solid bookings tracking throughout Q2

Events that were moved from Q1 to Q2 are all tracking well and there is a further stage of the process for the FIFA Women's World Cup 2023 allocations will take place in early November.



Venues Wellington: Performance events

Delivered 20 Performance Events with 23,156 guests.

Ticketed performance events returned to our Venues in July, albeit with the sector and our business significantly impacted by Covid-19. Through the quarter, navigating changing Alert Levels, we did deliver some very well attended events including Dr Seuss's The Cat In The Hat, NZSO and Orchestra Wellington concerts, Breaking Beats Winter Meltdown at the TSB Arena and Fat Freddy's Drop playing to a sold out MFC.

Our Live in WLG events brand supported events to come back strong in Level 1. We've worked to grow our Live in WLG audience, with the goal of becoming the go-to info guide for Wellington's live events. Using smart analytics and acquisition techniques from our digital team, our Facebook audience doubled over this period from 9043 followers to over 18,000.

Our Live in WLG edm newsletter is sitting on over 30,000 subscribers with a strong average open rate of 25%. We look forward to utilising the newly applied Ticketmaster/Ubiquity database integration system 'Archtics' to become more tactical in our targeted messaging across social media and e-newsletters.



Venues Wellington: Business events

Over the quarter, our Events and Experiences team delivered **15 Business Events** with **1284 attendees**.

The impact of Covid –19 has been most significant for the Business Events part of our business, the move from Level 1 back to Level 2 resulted in a number of cancellations for Q1 and will flow into Q2 and beyond.

We have hosted some smaller events, the highlight being the Downstream Hybrid event in early August.

Filling the sales pipeline

To aid the Venues Wellington sales pipeline for conference and events, we created a promotional video to engage audiences with our available offering – in a distinctly Wellington way.

We worked with Wrestler and talented Wellington comedian Carrie Wood to develop a way of telling our Venues story with empty venues whilst maintaining the vibrancy and excitement of the Wellington story. The result was an engaging, tongue-in-cheek take on conferences and businesses events.

The video itself features all five Venues Wellington venues in various capacities whilst weaving in the vibrant Wellington lifestyle and event scene.



Business Operations

WellingtonNZ.com

Business Operations

People & Culture

- The realities of Covid-19 on our revenue within the Venues required us to enter into a **consultation for change** piece within the Events & Experience team. This has just completed, and a new structure will take effect from 1 November.
- Following on from the impacts of Covid-19, several key areas have been the focus, specifically; **wellbeing and mental health** support and awareness, with **flexible working options** being utilised by more team members either on an ad-hoc or formal basis.
- The 2020 **Living Wage** rate took effect in the organisation from 1 September 2020.
- Our annual **remuneration review** round, due on 1 July, was delayed, whilst the financial effects of Covid-19 were analysed. We will revisit this decision on 1 November, any movements made will follow the State Service Commissioners principles for wage restraint during Covid-19
- WellingtonNZ has begun its journey in increasing its **Cultural Capability**, with Māpuna Consultants engaged to deliver a series of hui. Māpuna ran a survey which highlighted the varying levels of knowledge and skills across the organisation, and the need to further grow and enhance our understanding to positively impact the work we do. Over half the organisation have attended the first two hui with positive feedback received so far, and further hui to happen in Q2.

Business Services (continued)

Health and Safety

Within WellingtonNZ most of our reported incidents occur within the operation of our Venues and of those the majority relate to personal health incidents of patrons. With the Venues only realistically being able to operate in Level 1, we have obviously had lower numbers of incidents. However we have seen a rise in incidents involving contractors working onsite during maintenance tasks whilst the Venues were closed to the public.

IT

During the quarter we have implemented some upgrades to our CRM system and have been working with WCC's IT providers, LiquidIT to develop a proposal to clean up historic IT infrastructure cabling etc within the Venues.



WellingtonNZ Statement of Financial Performance for the 3 months Ended 30 September 2020, Including Creative HQ but excluding the Venues Project

STATEMENT OF COMPREHENSIVE INCOME	YTD Actual 30 Sep 20	YTD Budget 30 Sep 20	Variance YTD
Revenue			
Event revenue	0	0	0
Shareholder grants	7,423,324	6,826,385	596,939
Government grants	819,416	611,879	207,536
Partner revenue	1,258,217	1,181,408	76,809
Visitor Centre	4,572	10,258	(5,686)
Sub lease and carpark revenue	1,750	1,750	0
Interest income	6,282	10,200	(3,918)
Other income	1,733,110	1,488,165	244,945
Total Revenue	11,267,071	10,059,186	1,207,885
Direct Costs			
Cost of sales	959	1,532	573
Wages (events etc)	0	0	0
Other direct costs	0	0	0
Total Direct Costs	959	1,532	573
Operating Expenses (overheads)			
Salaries and wages	2,871,641	2,932,811	60,868
Other employment costs	110,256	71,221	(39,035)
Occupancy costs	161,818	148,882	(12,936)
Marketing & activity expenses	4,779,088	5,672,271	(893,183)
Utilities	7,787	7,493	(294)
IT and communications	114,413	138,884	24,471
Insurance	300	0	(300)
Administration costs	100,002	156,701	(56,699)
Vehicle expenses	10,810	11,558	748
Travel costs	10,926	11,432	506
Professional fees	2,775	7,308	4,533
Director fees	47,498	64,168	16,670
Other operating expenses	0	0	0
Total Operating Expenditure	8,306,337	7,219,349	(1,086,988)
Total Expenditure	8,307,296	7,220,881	(1,086,415)
Net Surplus/(Deficit) before Depreciation and Tax	2,959,775	2,838,305	121,470
Interest expense	0	0	0
Depreciation	66,440	64,427	(2,013)
Movement in investment valuation	0	0	0
Taxation expense	14,826	0	(14,826)
Net Surplus/(Deficit)	2,859,509	2,773,878	85,631

Additional funding received from Government sources and other 3rd parties due to Covid Response Programmes.

Clarification of way forward in some areas has seen programmes of work (marketing and activity expenses) restarted or started.

Visitor Centre commissions being affected by lower traffic number with the absence of international tourists. Domestic Tourists do see an uplift during the school holidays, but domestic tourists have a lower level of booking experiences via the centre than historically seen with international tourists.

Digital Nights, the successful Van Gogh experience, has resulted in additional revenue and expenditure associated with the production of the Major Event.

WellingtonNZ

STATEMENT OF FINANCIAL POSITION – AS AT 30 September 2020

Including Creative HQ and Excluding Venues Project

STATEMENT OF FINANCIAL POSITION	As at 30-Sep-20	As at 30-Jun-20
Shareholders Equity		
Paid up capital		
Retained earnings	6,658,769	3,541,826
Total Shareholder/Trust Funds	6,658,769	3,541,826
Current Assets		
Cash and cash equivalents	8,089,646	4,659,728
Other current assets	1,759,722	1,962,652
Total Current Assets	9,829,367	6,621,380
Investments	1,569,540	1,569,514
Non-current Assets		
Fixed assets	797,346	815,317
Other non-current assets	0	135,362
Total Non-current Assets	797,346	950,679
Total Assets	12,196,253	9,141,573
Current Liabilities		
Accounts payable	376,558	1,156,010
Other current liabilities	5,119,629	4,429,176
Total Current Liabilities	5,496,187	5,579,186
Non-current Liabilities	41,297	20,561
Total Liabilities	5,537,484	5,599,747
Net Assets	6,658,769	3,541,826

Additional cash being held is as anticipated due to core funding occurring bi-annually.

No issues with cash held and all debts are being paid as due.

Some income being held as income in advance from June 2020 year end, as in-appropriate programmes of work were halted in response to Covid-19. We anticipate and are planning for this revenue now to be spent later this financial year.

WellingtonNZ Service Performance – YTD Sep 2020

Highlights



\$4.8 mil

The budget value of all film permit applications YTD Sep 20



\$4.7 mil

Capability and R&D funding YTD Sep



\$2.059 mil

COVID-19 Vouchers issued during Q1 to support businesses.



\$2.2 mil

The value of business events secured YTD Sep 20



\$10 mil

Equivalent Advertising Value achieved from our marketing activities YTD Sep

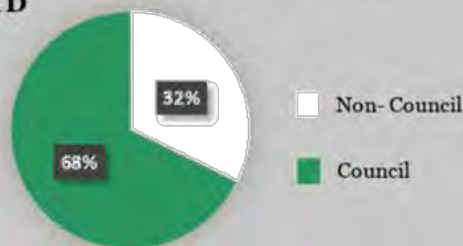


540

Businesses supported through COVID-19 Business Response during Q1

Financials

Council vs Non-Council/ Commercial – Actual YTD



Includes WellingtonNZ, Venues and CHQ

Key performance indicators – Direct Measures



Key performance indicators – Indirect Measures



WellingtonNZ Service Performance – YTD Sep 2020

WellingtonNZ is delivering direct value/ROI on our shareholders investment	YTD	Target 2020/21
Direct Economic Impact of WellingtonNZ's activities and interventions (1)	\$24.2 M	\$86 Million
WellingtonNZ is shaping and amplifying the regional destination/brand story		
Equivalent Advertising Value (EAV) from media activity (2)	\$10 M	\$10 Million
Value of expenditure generated from events (including business, performance and major events)(3)	N/A	\$ 40 Million
The number of Wellington Region Residents that attend events (4)	N/A	475,000
WellingtonNZ is supporting businesses to upskill and grow		
Number of different business engagements in WellingtonNZ programmes (5)	1,493	3,789
Internal – Financial Health		
Budget on track – income, expenditure and surplus (5)	Budget	To Budget
% of Revenue from commercial/non council funding and commercial activity (combined WellingtonNZ and CHQ) (6)	32%	30%
Internal – Employee Health		
Employee Engagement (7)	66%	70%
Internal – Stakeholder Relation Health		
Stakeholder Satisfaction (8)	Annual	80%

Comments on measures

- (1) Estimate with available data only. Will need to be revised at a later date.
(2) Data will be available in Nov
(3) Data will be available in Nov
(4)
(5)
(6) Q1 Actual from Engagement and Wellbeing Pulse Survey
(7)

Traffic Light Key

- KPI measure on track
- KPI at risk of not meeting target
- KPI measure will not meet target
- KPI data not available

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE

18 NOVEMBER 2020

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Economic Indicators



-1.5%

GDP, YE June 2020
(Provisional Growth)



2.5%
YE December
2019
(Provisional)



246,447

Jobs filled in Wellington
Region as of August 2020



242,537
August 2019



13,962

Number of work-ready Job Seekers
in Wellington Region as of end of
Sep 2020



10,531
March 2020



0.5%

Increase in Consumer spend in
Wellington Region for month
ending 30th September compared to
same time last year



Indirect Measures of Impact

	YTD	Target 2020/21
Number of International Visitors (1)	N/A	100,000
Australian visitors through WIAL (2)	2	40,000
International Visitors through WIAL (3)	2	10,000
Visitor Nights recorded in the Accommodation Data Programme (4)	529,700	1,832,261
Domestic Visitor Spend (5)	\$290.7 M	\$1,453 Million
Australian Visitor Spend (6)	\$13 M	\$60 Million
International Visitor Spend (7)	\$64 M	\$86 Million
NZ Multi-Day conference in Wellington Region (8)	N/A	22%
Population Growth due to Migration to Wellington Region (9)	Annual	1,500
Share of NZ International Students reported in Wellington Region (10)	Annual	7.2%
Wellington GDP Growth (11)	-1.5%	-2.5%
Total Number of Work Ready Job Seekers in Wellington Region (12)	13,962	29,000
Total Consumer spending in Wellington Region – Total (13)	\$1,163 M	\$5,415 Million
Total Consumer spending In Wellington Region – Retail (14)	\$374 M	\$1,389 Million
Total Consumer spending in Wellington Region – Hospitality (15)	\$191 M	\$846 Million

Comments on measures

- (1) Data not available as IVS is not currently being captured due to the absence of International visitors to survey.
- (2) On Track as we forecasted 0 visitors for Q1
- (3) On Track as we forecasted 0 visitors for Q1
- (4) Fully Quarter – July to Sep figures
- (5) Month of July and August only
- (6) Month of July and August only
- (7) International spend modelling is currently being impacted by a new modelling method, figures will need to be revised.
- (8) Data available in Nov
- (9)
- (10)
- (11) Provisional figure only
- (12) We may not meet target, but that's a positive as it means less Job Seekers in Wellington...
- (13) Month of July and August only
- (14) Month of July and August only
- (15) Month of July and August only

1

To: Wellington City Council
From: Wellington Zoo Trust
Date: 30 September 2020



First Quarter Report 2020/21 Financial Year

Highlights

- Wellington Zoo has been named by *The Discoverer Blog* as one of the ten best Zoos in the world. In their description they note "Conservation is high on the agenda at Wellington Zoo. Its staff members collaborate on several research projects including the study of malaria in wild kororā..... threats to New Zealand sea lions, and lead poisoning in kākā and tūī bird populations." https://www.thediscoverer.com/blog/10-best-zoos-in-the-world/XvHvVpKgiwAG5avy?utm_source=blog&utm_medium=email&utm_campaign=1125335643.
- A multi-levelled Keeper Development Programme has been co-designed with input from a working group of Animal Care staff. The first two levels of the programme were launched in September and a more intricate 'Specialist' level will then be developed ready for launch in early 2021.
- WorkSafe have made a SafePlus video at Wellington Zoo which will be one of a series of case studies to be used to promote health and safety in the workplace as everyone's responsibility. <https://www.youtube.com/watch?v=wCvP0vHtZk&feature=youtu.be>.
- We have received our first payments from MBIE STAPP¹ and DOC WIRF² grants. This funding is to be used specifically for Wellington Zoo animal care, veterinary supplies and animal housing maintenance.
- The WZT Board approved the Snow Leopard concept design at its July meeting. The next phase of the project will include value engineering the design through developed design stage to ensure the projects stays within the project budget, while still achieving the key design outcomes identified at the start of the project.
- The Memorandums of Understanding have been renewed with Kea Conservation Trust and Associação Mico-Leão-Dourado Golden Lion Tamarins. We also agreed to a further donation to Free the Bears to further their work on the water sustainability project in their Laos sanctuary.
- WZT was asked by WellingtonNZ to participate in a week-long design sprint at Creative HQ on Wellington becoming a 'green destination' for tourists and how we can help tourism providers. We were also asked to be an expert interviewee on another design sprint making Wellington a family friendly destination.
- Planning and training for Hero HQ "Minibeasts Behind the Scenes" visitor experience commenced in August and bookings went live on 23 September. This experience provides visitors an opportunity to look behind the scenes at Hero HQ (the Zoo's reptile and invertebrate habitat) to see how we care for Tarantulas, Giant African Millipedes, Emperor Scorpions and Goliath Stick insects.
- GM Animal Care and Science, Daniel Warsaw, had his MBA research paper 'The influence of animal welfare accreditation programmes on zoo visitor perceptions of the welfare of zoo animals' published in the 30 July issue of the Journal of Zoo and Aquarium Research.

Challenges this Quarter

The need to move to COVID-19 Alert Level 2 during the quarter impacted on operations with Close Encounters being suspended and Venues bookings restricted due to capped numbers and social distancing requirements. While visitation numbers and retail sales during July and August were buoyant it is expected that September financials will reflect the full impact of COVID-19 restrictions.

Visitor Attendance as at 30 September 2020:

	Current YTD 2020/21
Actual	50,149
Annual Target	254,000

Student and Education Visits

Annual Target	Current YTD 2020/21
20,000	4,998

¹ Strategic Tourism Assets Protection Programme

² Wildlife Institutions Relief Fund



Photo: Wellington Zoo Trust Annual Report 2020

Health, Safety and Wellbeing

- WZT's people leaders participated in St John's Mental Health First Aid Training workshops during August and September. A further workshop will be held in December for staff interested in being part of a WZT Mental Health First Aid team which will triage staff situations if they arise.
- WZT Board Trustees and the Strategic Management Team attended an inhouse Health & Safety Workshop at the end of July. As Health and Safety is the responsibility of the full Board the three-hour workshop took a "deep dive" into health and safety from a strategic governance position and covered how critical risks were identified, assessed and mitigated.
- As part of the Zoo's ongoing Health, Safety and preparedness work, General Manager, Safety, Assets and Sustainability, ran a series of workshops to redevelop the Zoo's Business Continuity Plan (BCP). The BCP will pinpoint the most critical areas of the Zoo and identify potential risks in those areas to better prepare Wellington Zoo to recover as quickly and easily as possible following a significant incident.

Financial Success

- WZT received a "good news" non-standard audit management report with no new issues for 2019/20. Additional audit work this year was around financial sustainability and the going concern assumption due to COVID-19, which was satisfied by WCC's Letter of Comfort. The term "non-standard" captured the impact of COVID-19 on our organisation (as it will with every other organisation audited this year) and is not a modification of WZT's Audit Opinion.

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Learning and Development

- WZT Board Trustees held their annual Board Development Session in September which was facilitated by Sally Gough and Karen Fifield. The session was based around the Gallup 34 Strengths Finder³ profiles which were overlaid with those of the Strategic Management Team to indicate where WZT's governance and management strengths lay within the organisation.
- Our People and Culture team attended a Flexible Work Essentials course run by HRINZ with a view to set up a working group across the Zoo to review our Flexible Working Arrangements Policy. Following staff working from home during the COVID-19 lockdown, some expressed a desire to be able to do this more frequently now that we are back in Alert Level 1. Management is now looking at how this would work for Wellington Zoo and needed to ensure a robust, fair and consistent approach to flexible work across the organisation was adopted.
- The Strategic Management Team had a planning day at Zealandia to discuss two major initiatives and how best to implement them: Flexible Working Arrangements Policy (mentioned above); and the development of a Learning and Development Framework for staff.
- The following Staff Learning Sessions/Workshops were held:
 - Team Leader Reptiles and Invertebrates talked about his Conservation Volunteering Leave in the Cayman Islands supporting the National Trust of Caymans Blue Iguana Conservation programme by assisting with the 2020 population census and providing support and training at the captive breeding facility;
 - One of our Rangers used their Conservation Volunteering Leave to help with a University of Otago Masters' student study on the effect of tourism on Hector's Dolphins in Porpoise Bay, Catlins; and
 - Two staff members reported on their trip to Malaysia to work with TRAFFIC, the wildlife trade monitoring network, which was made possible through the Conservation Staff Fund.

Infrastructure Improvements

- During August and September, WZT's IT network upgrade to Office 365 was completed successfully with minimal disruption to staff. New Wi-Fi units were also installed in many of the buildings which expanded the network for Zoo staff and simplified moving laptops around the Zoo connected to the network.
- In July 2020, Wellington Zoo went live with its amended website structure which will make it easier for our virtual visitors to find what they want and improve their overall user experience. The main visual change was the new navigation menu but other changes like tweaks to names of headings and where pages sat on the website were more subtle.

Legal Compliance

- WZT's Annual Report 2019/20 was published on our website and superbly documents the many and varied achievements of our people, care and welfare of our animals, our interaction with the community and various conservation initiatives - <https://wellingtonzoo.com/assets/Resources/Annual-Report-2020-artwork-FINAL-higher-res2.pdf>.

³ <https://www.gallup.com/diffonstrengths/>



Photo: WZT Conservation Strategy 2020 Launch

- WZT's Conservation Strategy 2020-23 was launched to the WZT team late September. The goal is to make an impactful and ongoing contribution to saving wildlife and wild places regionally, nationally and internationally and the Strategy gives us focus for our conservation work going forward. A separate stakeholder and supporter event to launch the Conservation Strategy is planned for later in the year.
- General Manager, Animal Care and Science, Daniel Warsaw was elected to the New Zealand ZAA Committee at its Annual General Meeting in July.
- WZT's 8th Toitū carbon zero audit was completed on 29 September. We used 70 tonnes less carbon than last year so we will again attain certification.
- The 2019/20 annual contribution to conservation measure was 7.1% compared to that of 7.6% the year before. This was lower due to the suspension of international travel and less time spent by staff members on international projects. Close to \$1 million has been raised for WZT's Conservation Fund over the past decade.



Photo: New Visitor Experience area at Giraffe House

- Phase 1 of the Giraffe House Management project has been completed with the new trainer and fencing installed in late September. The second phase of the improvement works includes new feeders and browse holders, both in the House and the habitat, along with a building refresh and paint. The full project is scheduled for completion by the end of December.
- Sun Bear Sasa and Sumatran Tiger Senja's immunotherapy training is going very well with Senja now accepting an injection from the Keeper. Once this behaviour is fully embedded, and Senja is consistent with her involvement, the treatment will start.

Species Planning

Arrivals

Species	Gender		Date
Cape Barren Goose	Female	From Willowbank Wildlife Reserve	8/7/2020

Native Animal Admissions to The Nest Te Kōhanga

	2015	2016	2017	2018	2019	2020
January	63	67	76	54	78	84
February	51	41	52	70	57	55
March	60	39	33	57	51	44
April	30	28	22	37	36	0
May	37	33	47	33	34	2
June	34	23	21	38	24	28
July	33	17	20	36	18	39
August	26	15	24	25	23	25
September	25	24	22	30	30	
October	19	43	28	40	30	
November	33	41	37	44	44	
December	67	58	61	48	58	
	478	429	443	512	483	277



Photo: Cilia, Wellington Zoo's new Cotton Top Tamarin baby (endangered)

- Conservation Partners:
 - Proyecto Titi have named our newly born female Cotton Top Tamarin Cilia; and
 - Inger Perkins from our conservation partner, West Coast Penguin Trust, visited in July and met with The Nest Te Kōhanga team as part of our conservation medicine collaboration with the transport of injured and/or sick penguins to our hospital for treatment.
- Animal Care Manager, Jo Thomas, presented to Probus Wellington on the complex dynamics of our Chimpanzee group. This endangered species live within complex communities and by understanding the hierarchical grouping and allegiances it helps our community understand how important it is that we protect these animals.



Photo: Jacinda Nyala

- During COVID-19 lockdown, two new-born Nyala calf were named Jacinda and Dr Ashley. On sending a message to Jacinda to tell her what we had done, she responded with a letter and a handwritten note: *"Thank you so much again!! Neve often visits the zoo without me – hopefully she'll see the baby Nyala next visit!"*
- Considering the COVID-19 situation, it was encouraging to receive grants from the Koala Trust (\$8,867.75) and Brian Whiteacre Trust (\$5,000) for The Nest Te Kōhanga during the quarter. The demand for financial support from Trusts and Foundations is significant and it is great to know that these organisations are still wanting to support the amazing work we do here at Wellington Zoo.
- Mayor Andy Foster attended our 3 July Board meeting and a full staff meeting during September and presented on WCC's vision for the City and of Wellington Zoo's fit into this vision.
- Victoria University held their annual "Big Day Out" employee engagement event and we had an opportunity to highlight our partnership work during this occasion. Two of our team presented to over 85 Victoria University library staff members about Wellington Zoo and what the partnership with them had achieved for conservation.
- We have received funding from The Warehouse for the Zoofari programme which will begin in Term One 2021. The Zoofari programme enables many students from low decile schools to visit and receive free educational experiences with a special focus on conservation at zoos across New Zealand.
- Wellington Zoo's Learning Team hosted a secondary school Science Heads of Departments and Capital City Science Educators' teacher hui on 29 July. The opportunity was used to showcase the work our Learning Team does and to market ourselves direct to the Science/Biology teachers.
- Marketing kicked off its school holiday advertising campaign outside of Wellington (upper South Island/lower North Island regions) aiming to capitalise on domestic tourism. The campaign includes digital billboards, radio and Facebook advertising.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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- As at 30 September 2020 Wellington Zoo had 51,202 Facebook followers, 13,874 Instagram followers, 9,271 Twitter followers and 1,170 LinkedIn followers. It was also a busy month for media with interviews on Newstalk ZB, and Stuff about our Goliath Bird Eating Tarantulas, and various other articles in the NZ Herald, DomPost, FMCG Business, Bendigo Advertiser and Australasian Leisure Management.
- In the week commencing 21 September, we participated in "The Great Kererū Count" and to celebrate rangers and volunteers ran some fun Kererū-themed activities at The Nest Te Kōhanga. Activities included a Kererū colouring competition, Kererū origami and learning how to make anti-window strike decorations.
- The WZT Board of Trustees expressed a desire to financially support a specific WZT initiative and settled on Te Ao Māori Project, which will ensure we respect and integrate Te Tiriti o Waitangi into our governance and practices across the entire Zoo. This will be a five-year project with Year 1 covering the development of culturally distinctive pathways for Māori through Zoo staff being competent in areas of tikanga Māori.



Craig Ellison
Board Chair, Wellington Zoo Trust








Appendix 1 – Wellington Zoo Strategy Framework 2020/21

Required WCC Performance Measures	Pre COVID-19 Target 20-21	Tracking YTD 30.09.20		COVID-19 Budget 20-21	Tracking YTD 30.09.20		Comments as at 30.09.20
		\$	%		\$	%	Notes
Visitors	254,000	50,149	20%	173,882	50,149	29%	
Student and education visits	20,000	4,998	25%	14,645	4,998	25%	Zoo led Conservation education programmes and student self-guided visits.
Council operating grant per visitor	\$13.76	\$17.42	NA	\$20.10	\$17.42	NA	Annual Measure based on visitor numbers and WCC grant
Full cost to Council	\$21.77	Annual Measure	NA	\$31.80	Annual Measure	NA	This target is generated by WCC and is not controlled by the Trust. It includes depreciation and shared services costs, CCO team costs, insurance, CAPEX interest and the OPEX grant. To be reassessed over 2020-21.
Trading Revenue per visit (excl. grants & interest)	\$17.77	\$25.97	NA	\$18.63	\$25.97	NA	
Non-Council donations and funding	\$324k	Annual Measure	NA	\$222K	Annual Measure	NA	Non-Council operational grants, donations, sponsorships and bequests. This target does not include any capital funding.
Percentage of operating costs generated by Trust	59%	NA	66%		NA	66%	
Trust generated income as percentage of the Council grant	144%	NA	147%		NA	147%	
Additional WZT Performance Measures							
		\$	%		\$	%	Notes
Measure visitor feedback and satisfaction	8.5	9.4	NA	8.5	9.4	NA	This target is based on the overall experience rating which is measured out of ten. Please note we did not collect surveys in Level 2, this result is based on the surveys that were collected in September
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	25	30	120%	25	30	120%	IUCN Red List and DOC National list
Percentage of native animals released to the wild after triage and treatment by the Nest Te Kohanga (TNTK)	50%	NA	66%	50%	NA	66%	Post 72-hour triage period.
% of OPEX directly contributed to field conservation	7%	NA	Annual Measure	7%	NA	Annual Measure	This measure uses the Zoo Aquarium Association (ZAA) Australasia Framework to measure direct contributions to field conservation.
Number of field conservation projects supported for threatened (NZ) and vulnerable, endangered or critically endangered (global) species	12	15	125%	12	15	125%	Now includes three Local Conservation Grant projects as well as our other conservation commitments.
Participate in zoo-based research projects, scientific papers and presentations	10	11	110%	10	11	110%	These projects are directly related to conservation medicine, animal welfare science and visitor engagement research. 1. Pathogens of yellow eyed penguins – Master's thesis in preparation by Emily Kay. 2. Disease screening of Fijian bats – Master's thesis in preparation by Jessica McCutchan (Resident). 3. What disturbances of clinical significance to physiological homeostasis are occurring during anaesthesia across a range of zoo animals – Master's thesis submitted by Nigel Dougherty (Resident). 4. The ethics and animal welfare of aged animal management in zoos – Master's thesis in preparation by Alison Clarke (Resident). 5. Investigating marine predation injuries to yellow-eyed penguins – Master's thesis in preparation by Kathryn Johnson (Resident). 6. Lead exposure in rural and urban Tui – Undergraduate project in preparation for publication by Alisdair Eddie and TNTK team. 7. Total ear canal ablation in a lion – case study being written up for publication by Dr Helen Orbell and TNTK team. 8. Lysosomal storage disease in a South Island Kākā (Nestor meridionalis meridionalis) – case study being written up

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Additional WZT Performance Measures								
		#	%		#	%		Notes
Participate in zoo-based research projects, scientific papers and presentations Cont.								for publication by Dr Bob Jolly, Dr Stuart Hunter and TNTK team. 9. Surgical repair of a meningoencephalocele in a Kākāpō – paper in preparation, Baukje Lenting co-author. 10. Plastic ingestion is an underestimated cause of death for southern hemisphere albatrosses – paper in preparation, Baukje Lenting, Phil Kowalski and Shelly Butcher co-authors. 11. The influence of animal welfare accreditation programmes on zoo visitor perceptions of the welfare of zoo animals - published in Journal of Zoo and Aquarium Research, Daniel Warsaw author.
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	Annual Measure			Achieved	Annual Measure		Occurs every three years. Next accreditation in early 2022.
Maintain Toitū carbonzero certification	Achieved	Annual Measure			Achieved	Annual Measure		Toitū carbonzero audit has occurred, waiting for confirmation
Safety Improvement Team meeting attendance	80%	3 meetings	96%		80%	3 meetings	96%	Measured against those staff available to attend meetings. Sept. meeting delayed a week due to availability of staff and early apologies given.
Successful emergency drill/incident debriefs held	6	2	25%		8	2	25%	Includes emergency drills, trial evacuations and real incidents occurring which require debriefing.
Volunteer engagement survey	1	Annual Measure			1	Annual Measure		This annual survey measures the satisfaction levels of those volunteering across the organisation.
Staff recognition programme	1	Annual Measure linked to Gold Agouti Awards			1	Annual Measure		This measure refers to the year-long recognition of staff excellence at full staff meetings and culminates in the annual staff awards event in August. This has been moved to 1 October this year due to the impact of COVID-19 Alert Level change from AL1 to AL2.
Staff learning and development sessions held	10	2	20%		10	2	20%	In-house learning opportunities from both internal and external speakers.

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Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust			
Quarter One 2020/21			
SNZ000's			
Actual	EARNINGS STATEMENT	Actual	Budget
30-Jun-20		30-Sep-20	30-Sep-20
	Revenue		
3178	Trading Income	942	312
3680	WCC Grants	888	874
665	Other Grants	266	38
237	Sponsorships and Donations-Operational	55	60
269	Sponsorships and Donations-Capital	0	0
27	Investment Income	2	3
207	Other Income	23	11
8,263	Total Revenue	2,176	1,298
	Expenditure		
6,101	Employee Costs	1,446	1497
2,327	Other Operating Expenses	542	557
5	Depreciation	0	0
	Interest		
174	Vested Assets		
8,607	Total Expenditure	1,988	2,054
(344)	Net Surplus/(Deficit) before Taxation	188	(756)
0	Taxation Expense		
(713)	Operating Surplus (Deficit)	188	(756)
(344)	Net Surplus/(Deficit)	188	(756)
-8.6%	Operating Margin	8.6%	-58.2%

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Actual 30-Jun-20	STATEMENT OF FINANCIAL POSITION	Actual 30-Sep-20	Budget 30-Sep-20
	Shareholder/Trust Funds		
0	Share Capital/Settled Funds	0	0
0	Revaluation Reserves	0	0
1,280	Restricted Funds	1,248	1322
242	Retained Earnings	430	-1217
1,522	Total Shareholder/Trust Funds	1,678	105
	Current Assets		
2,912	Cash and Bank	3,539	1843
300	Accounts Receivable	653	150
87	Other Current Assets	178	100
3,299	Total Current Assets	4,370	2,093
	Investments		
0	Deposits on Call	0	0
0	Other Investments	0	0
0	Total Investments	0	0
	Non-Current Assets		
0	Fixed Assets	0	0
0	Other Non-current Assets	0	0
0	Total Non-current Assets	0	0
3,299	Total Assets	4,370	2,093
	Current Liabilities		
545	Accounts Payable and Accruals	526	550
	Provisions		0
1,232	Other Current Liabilities	2,166	1438
1,777	Total Current Liabilities	2,692	1,988
	Non-Current Liabilities		
0	Loans - WCC	0	0
0	Loans - Other	0	0
0	Other Non-Current Liabilities	0	0
0	Total Non-Current Liabilities	0	0
1,522	Net Assets	1,678	105
1.9	Current Ratio	1.6	1.1
46.1%	Equity Ratio	38.4%	5.0%

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Actual 30-Jun-20	STATEMENT OF CASHFLOWS	Actual Sep-20	Budget Sep-20
	<i>Cash provided from:</i>		
3178	Trading Receipts	942	312
3680	WCC Grants	888	1,641
665	Other Grants	266	38
506	Sponsorships and Donations	55	60
27	Investment Income	2	3
268	Other Income	1,648	11
8324		3,801	2,065
	<i>Cash applied to:</i>		
5,801	Payments to Employees	1,492	1,497
3,501	Payments to Suppliers	1,682	557
0	Net GST Cashflow		0
0	Other Operating Costs (VESTING)		0
	Interest Paid	0	0
9302		3,174	2,054
-978	Total Operating Cash Flow	627	11
	Investing Cash Flow		
	<i>Cash provided from:</i>		
0	Sale of Fixed Assets		0
	Other		
0		0	0
	<i>Cash applied to:</i>		
	Purchase of Fixed Assets		0
	Other -vesting Cash for Capital Projects	0	0
0		0	0
0	Total Investing Cash Flow	0	0

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Actual 30-Jun-20	STATEMENT OF CASH FLOWS (CONT)	Actual 30-Sep-20	Budget 30-Sep-20
	Financing Cash Flow		
	<i>Cash provided from:</i>		
	Drawdown of Loans		
	Other		
0		0	0
	<i>Cash applied to:</i>		
	Repayment of Loans		
	Other		
0		0	0
0	Total Financing Cash Flow	0	0
(978)	Net Increase/(Decrease) in Cash Held	627	11
3,890	Opening Cash Equivalents	2,912	1,832
2,912	Closing Cash Equivalents	3,539	1,843

Actual 30-Jun-20	CASH FLOW RECONCILIATION	Actual 30-Sep-20	Budget 30-Sep-20
(344)	Operating Surplus/(Deficit) for the Year	188	(756)
	Add Non Cash Items		
5	Depreciation	0	0
	Other (movement restricted funds)	-32	
(339)		156	(756)
	Movements in Working Capital		
168	(Increase)/Decrease in Receivables	(353)	0
5	(Increase)/Decrease in Other Current Assets	(91)	2
(849)	Increase/(Decrease) in Accounts Payable	(19)	(1)
37	Increase/(Decrease) in Other Current Liabilities	934	766
(639)		471	767
	Net Gain/(Loss) on Sale:		
0	Fixed Assets	0	0
	Investments	0	0
0		0	0
(978)	Net Cash Flow from Operations	627	11

REVIEW OF THE HALF YEAR REPORT FOR WELLINGTON INTERNATIONAL AIRPORT LIMITED TO 30 SEPTEMBER 2020

Purpose

1. This report provides the sub-committee with a review of the report submitted by Wellington International Airport Limited for consideration in accordance with the requirements of the Local Government Act 2002.

Recommendation/s

That the Council Controlled Organisations Subcommittee:

1. Receive the information.

Background

2. Wellington International Airport Limited is 34% owned by the Council and majority owned by Infratil Limited, a publicly listed company on the New Zealand securities and derivatives market, which is operated by NZX Limited (NZX). The market operates under a legislative framework established by the Financial Markets Conduct Act 2013.
3. The reporting from Wellington International Airport Limited is considered by this subcommittee under the cover of a separate subcommittee report and depending upon timing of the subcommittee meeting and the publication of the company's report, this process is sometimes considered in public excluded by this subcommittee.
4. Consideration of the report by this subcommittee in the public excluded forum is not necessary as the company's report has been released to the NZX which itself is subject to a regulatory framework under the Financial Markets Authority Act 2011.

Discussion

5. The half year report has been received from Wellington International Airport Limited for consideration by the subcommittee and is attached as an appendix.
6. The report has been reviewed by officers and no risks or issues have been identified.

Attachments

Attachment 1. Wellington International Airport Ltd financial statements for the six months to 30 September [↓](#)  Page 459

Author	Warwick Hayes, Project Manager Economic & Commercial
Authoriser	Danny McComb, Manager Economic & Commercial Claire Richardson, Chief Operating Officer

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

SUPPORTING INFORMATION

Engagement and Consultation

Not applicable.

Treaty of Waitangi considerations

This report is in relation to reporting the half year financial report for WIAL.

Financial implications

The CCOs work within the confines of the Council's overall Long-term Plan and Annual Plan framework.

Policy and legislative implications

Not relevant.

Risks / legal

Not relevant.

Climate Change impact and considerations

This report is in relation to reporting the half year financial report for WIAL.

Communications Plan

Not applicable.

Health and Safety Impact considered

Not relevant.



WELLINGTON INTERNATIONAL AIRPORT LIMITED

**Consolidated Financial Statements
for the Six Months Ended 30 September 2020**

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE PERIOD ENDED 30 SEPTEMBER 2020

	Note	6 months 30 Sep 2020 \$000 Unaudited	6 months 30 Sep 2019 \$000 Unaudited	12 months 31 Mar 2020 \$000 Audited
Aircraft movement and terminal charges		11,312	40,328	80,780
Retail and trading activities		7,951	25,649	52,078
Property rent and lease income		6,539	6,646	13,519
Total revenue		25,802	72,623	146,377
Operating expenses	A2	(10,319)	(14,672)	(29,377)
Employee remuneration and benefits		(4,558)	(7,551)	(13,810)
Subvention payment	D1	(37,501)	(44,272)	(44,329)
Total operating and other expenditure		(52,378)	(66,505)	(87,516)
Investment properties revaluation net increase/(decrease)	B2	3,895	2,050	(5,450)
Depreciation	B1	(13,516)	(13,556)	(28,394)
Gain/(loss) on sale of property, plant and equipment	B1	-	5	(323)
Impairment of property, plant and equipment	B1	-	-	(5,698)
Operating earnings before financing expense		(36,197)	(5,393)	18,996
Interest income		169	536	680
Interest expense		(13,086)	(13,033)	(25,465)
Other finance income		573	(1,649)	149
Net financing expense		(12,346)	(14,146)	(24,636)
Net (loss)/profit from continuing operations before taxation		(48,543)	(19,539)	(5,640)
Taxation income/(expense)		18,699	10,574	34,527
Net (loss)/profit after taxation		(29,844)	(8,965)	28,887
Other comprehensive income				
Items that will not be reclassified to profit or loss:				
Property, plant and equipment revaluation		-	-	33,262
Income tax on property, plant and equipment revaluation		-	-	(5,959)
Total items that will not be reclassified to profit or loss				27,323
Items that may subsequently be reclassified to profit or loss:				
Fair value movements recognised in the cash flow hedge reserve		(4,657)	3,175	(6,574)
Tax effect of movements in the cash flow hedge reserve		1,304	(859)	1,541
Total items that may subsequently be reclassified to profit or loss		(3,353)	2,286	(4,733)
Total other comprehensive income		(3,353)	2,286	22,590
Total comprehensive income		(33,197)	(6,679)	51,477

The accompanying notes form part of and are to be read in conjunction with these consolidated financial statements.

**CONSOLIDATED STATEMENT OF CHANGES IN EQUITY
FOR THE PERIOD ENDED 30 SEPTEMBER 2020**

Note	Attributable to Equity Holders					Total Equity \$000
	Capital \$000	Asset Revaluation Reserve \$000	Cash Flow Hedge Reserve \$000	Other Reserves \$000	Retained Earnings \$000	
Balance as at 1 April 2020	9,050	506,778	(12,280)	-	137,383	640,931
Comprehensive income						
Net (loss)/profit	-	-	-	-	(29,844)	(29,844)
Other comprehensive income	-	-	(3,353)	-	-	(3,353)
Total comprehensive income	-	-	(3,353)	-	(29,844)	(33,197)
Contributions by and distributions to owners						
Dividends to equity holders	D1	-	-	-	(12,061)	(12,061)
Total contributions by and distributions to owners		-	-	-	(12,061)	(12,061)
Unaudited balance as at 30 September 2020	9,050	506,778	(15,633)	-	95,478	595,673
Balance as at 1 April 2019	9,050	479,455	(7,547)	332	122,376	603,666
Comprehensive income						
Net (loss)/profit	-	-	-	-	(8,965)	(8,965)
Other comprehensive income	-	-	2,286	-	-	2,286
Total comprehensive income	-	-	2,286	-	(8,965)	(6,679)
Contributions by and distributions to owners						
Movement in executive redeemable shares		-	-	(332)	-	(332)
Dividends to equity holders	D1	-	-	-	(13,880)	(13,880)
Total contributions by and distributions to owners		-	-	(332)	(13,880)	(14,212)
Unaudited balance as at 30 September 2019	9,050	479,455	(5,261)	-	99,530	582,774
Balance as at 1 April 2019	9,050	479,455	(7,547)	332	122,376	603,666
Comprehensive income						
Net profit/(loss)	-	-	-	-	28,887	28,887
Other comprehensive income	-	27,323	(4,733)	-	-	22,590
Total comprehensive income	-	27,323	(4,733)	-	28,887	51,477
Contributions by and distributions to owners						
Movement in executive redeemable shares		-	-	(332)	-	(332)
Dividends to equity holders	D1	-	-	-	(13,880)	(13,880)
Total contributions by and distributions to owners		-	-	(332)	(13,880)	(14,212)
Audited balance as at 31 March 2020	9,050	506,778	(12,280)	-	137,383	640,931

The accompanying notes form part of and are to be read in conjunction with these consolidated financial statements.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

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CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 SEPTEMBER 2020

	Note	30 Sep 2020 \$000 Unaudited	30 Sep 2019 \$000 Unaudited	31 Mar 2020 \$000 Audited
Cash and cash equivalents		84,633	17,154	15,621
Receivables		9,425	15,543	14,063
Prepayments and sundry receivables		3,037	5,033	5,359
Current tax asset		3,388	-	-
Current assets		100,483	37,730	35,043
Property, plant and equipment	B1	1,204,354	1,145,671	1,206,427
Investment properties	B2	95,574	97,398	92,079
Derivative financial instruments		25,071	19,771	38,421
Non current assets		1,325,399	1,262,840	1,336,927
Total assets		1,425,882	1,300,570	1,371,970
Trade and other payables		659	2,556	1,649
Current tax payable		-	8,233	15,073
Accruals and other liabilities		9,166	12,590	13,649
Accrued employee benefits		1,170	3,696	3,833
Derivative financial instruments		786	581	265
Loans and borrowings	C1	105,000	50,000	55,000
Current liabilities		116,761	77,666	89,469
Deferred taxation		96,275	125,472	97,567
Lease liabilities		10,616	8,815	10,729
Derivative financial instruments		19,882	14,241	17,097
Loans and borrowings	C1	586,675	491,602	515,877
Non current liabilities		713,448	640,130	641,570
Attributable to shareholders		595,673	582,774	640,931
Total equity		595,673	582,774	640,931
Total equity and liabilities		1,425,882	1,300,570	1,371,970

The accompanying notes form part of and are to be read in conjunction with these consolidated financial statements.

**CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE PERIOD ENDED 30 SEPTEMBER 2020**

	Note	6 months 30 Sep 2020 \$000 Unaudited	6 months 30 Sep 2019 \$000 Unaudited	12 months 31 Mar 2020 \$000 Audited
Cash flows from operating activities				
<i>Cash was provided from:</i>				
Receipts from customers		30,440	75,725	150,476
Interest received		169	535	680
<i>Cash was disbursed to:</i>				
Payments to suppliers and employees		(20,763)	(26,203)	(46,807)
Interest paid		(13,416)	(12,700)	(24,659)
Subvention payment	D1	(37,501)	(44,272)	(44,329)
Net cash flows from operating activities		(41,073)	(6,914)	35,361
Cash flows from investing activities				
<i>Cash was provided from:</i>				
Proceeds from sale of property, plant and equipment		-	5	-
<i>Cash was disbursed to:</i>				
Purchase of property, plant and equipment		(11,476)	(32,208)	(80,568)
Net cash flows from investing activities		(11,476)	(32,203)	(80,568)
Cash flows from financing activities				
<i>Cash was provided from:</i>				
Increase in borrowings		160,000	160,023	100,000
<i>Cash was disbursed to:</i>				
Repayment of borrowings		(25,000)	(50,000)	(45,000)
Bond issue costs		(1,262)	(137)	(371)
Dividend payment	D1	(12,061)	(13,880)	(13,880)
Repayment of lease liabilities		(114)	-	(186)
Net cash flows from financing activities		121,563	36,006	40,563
Net increase/(decrease) in cash and cash equivalents		69,012	(3,111)	(4,644)
Cash and cash equivalents balance at the beginning of the period		15,621	20,265	20,265
Cash and cash equivalents balance at the end of the period		84,633	17,154	15,621

		6 months 30 Sep 2020 \$000 Unaudited	6 months 30 Sep 2019 \$000 Unaudited	12 months 31 Mar 2020 \$000 Audited
Reconciliation of net profit after taxation to net cash flows from operating activities:				
Net (loss)/profit after taxation		(29,844)	(8,965)	28,887
Other Finance income		(573)	1,649	(149)
Depreciation	B1	13,516	13,566	28,394
Investment properties revaluation net decrease/(increase)	B2	(3,895)	(2050)	5,450
Deferred tax impact from change in depreciation rules		-	-	(23,332)
Other movements not involving cash flows		(19,032)	(10,580)	(5,743)
Movements in working capital		(1,245)	(534)	854
Net cash flows from operating activities		(41,073)	(6,914)	35,361

The accompanying notes form part of and are to be read in conjunction with these consolidated financial statements.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS FOR THE PERIOD ENDED 30 SEPTEMBER 2020

REPORTING ENTITY

The unaudited, condensed and consolidated half year financial statements presented are those of the Wellington International Airport Limited Group (the Group), comprising Wellington International Airport Limited (WIAL and/or the Company) and its subsidiaries: Wellington Airport Noise Treatment Limited (which provides noise mitigation activities to manage the impact of noise generated from the airport on the surrounding community), Whare Manaakitanga Limited (Rydges Wellington Airport hotel company) and Metaki Limited (captive insurance company).

The Group operates in Wellington providing integrated airport and commercial facilities and services to various airlines and other airport users. The Group also operates a commercial retail park adjacent to the airport site.

STATUTORY BASE

WIAL is a profit oriented company incorporated and domiciled in New Zealand as a limited liability company registered under the Companies Act 1993. The company has bonds listed on the New Zealand Debt Exchange (NZDX) and on that basis meets the definition of a Reporting Entity under the Financial Markets Conduct Act 2013 and the Financial Reporting Act 2013.

BASIS OF PREPARATION

These financial statements for the six month period to 30 September 2020 have been prepared using Generally Accepted Accounting Practice in New Zealand (NZ GAAP) and comply with IAS 34: *Interim Financial Reporting* and NZ IAS 34: *Interim Financial Reporting*, as appropriate for a for-profit entity.

These financial statements have been prepared in accordance with the accounting policies stated in the Group's published Annual Report for the year ended 31 March 2020 and should be read in conjunction with the Annual Report. Where relevant, prior year amounts have been reclassified for consistency with the current year presentation. This has no impact on the reported results.

Accounting estimates and judgements

Unless otherwise stated, the key accounting estimates and judgements have not changed from those used in preparing the financial statements for the year ended 31 March 2020 as published in the 2020 Annual Report.

COVID-19

In March 2020, the World Health Organisation declared a global pandemic as a result of the outbreak and spread of COVID-19. In response, the New Zealand Government has imposed significant restrictions around travel including quarantining of international travellers arriving into New Zealand. These restrictions have been in effect for substantially all of the six month period covered by these financial statements and remain in effect at the date of release of these financial statements.

COVID-19 has had a significant impact on the aviation industry and on WIAL's business and the longer-term effects of COVID-19 on WIAL's business remain uncertain and the potential impacts of the pandemic continue to evolve.

With regards to these half year financial statements, COVID-19 has specifically impacted certain areas of financial reporting and have required the Group to make estimates or judgements. The Group has forecast a significant reduction in passengers for the year ending 31 March 2021 and a slow recovery back to pre-COVID-19 levels occurring in the financial year ending 31 March 2023. Whilst passenger traffic continues to improve as domestic travel recovers, there remains uncertainty around forecast domestic and international air travel from the ongoing impacts of COVID-19, and on WIAL's cash flows as a consequence. Forecasts are based on the information available to the Group at the time of preparing these financial statements and are based on reference to various data sources including airlines, IATA and travel and tourism bodies. Further disclosure of the material impacts of COVID-19 are included in the relevant notes in these financial statements.

NOTES CATEGORIES

The summary notes include information which is required to understand the consolidated half year financial statements and is material and relevant to the operations, financial position and performance of the Group.

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**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
FOR THE PERIOD ENDED 30 SEPTEMBER 2020**

A. FINANCIAL PERFORMANCE

A1. Segment reporting and non-NZ GAAP measure

Operating segments are identified based on the nature of the internal reporting provided to the chief operating decision-maker. The chief operating decision-maker of the Group has been identified as the Chief Executive Officer. Based on the internal reporting to the Chief Executive Officer, the Group is considered to have one operating segment.

The Group refers to a non-NZ GAAP financial measure of earnings before interest, tax, depreciation, amortisation, change in fair value of financial instruments, impairment and gain/(loss) on sale of assets (EBITDAF) and subvention payment within these consolidated financial statements. The Board and management consider it a useful non-NZ GAAP financial measure as it shows the contribution to earnings prior to non-cash items, cost of financing and subvention and is used by management, in conjunction with other measures, to monitor financial performance. The limited use of this non-NZ GAAP measure is intended to supplement NZ GAAP measures and is not a substitute for NZ GAAP measures. As these measures are not defined by NZ GAAP, NZ IFRS, or any other body of accounting standards, the Group's calculations may differ from similarly titled measures presented by other companies.

	6 months 30 Sep 2020	6 months 30 Sep 2019	12 months 31 Mar 2020
	\$000	\$000	\$000
	Unaudited	Unaudited	Audited
Net (loss)/profit after taxation	(29,844)	(8,965)	28,887
Subvention payment	37,501	44,272	44,329
Net financing expense	12,346	14,146	24,636
Taxation (income)/expense	(18,499)	(10,574)	(34,527)
Depreciation	18,516	13,566	28,394
Investment properties revaluation (increase)/decrease	(3,895)	(2,050)	5,450
Gain/(loss) on sale of property, plant and equipment	-	(5)	323
Impairment of property, plant and equipment	-	-	5,698
EBITDAF before subvention payment	10,925	50,390	103,190

A2. Operating expenses

	6 months 30 Sep 2020	6 months 30 Sep 2019	12 months 31 Mar 2020
	\$000	\$000	\$000
	Unaudited	Unaudited	Audited
Fees paid to auditors:			
Audit of statutory financial statements	71	40	106
Taxation and other assurance services (Note 7)	76	57	90
Directors' fees	215	335	674
Regulatory compliance and airline pricing consultation	191	114	344
Marketing and development	429	1,562	2,456
Cleaning and energy	1,184	1,368	2,852
Rates and insurance	3,884	3,574	7,208
Repairs and maintenance	952	1,333	2,379
Noise mitigation program	256	1,141	2,018
Expected credit loss provision	50	-	1,000
Administration and other expenses	3,011	5,149	10,250
Total operating expenses	10,319	14,672	29,377

Note 7 - Includes audit of WIAL's regulatory Annual Disclosures.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued) FOR THE PERIOD ENDED 30 SEPTEMBER 2020

B. FIXED ASSETS

B1. Property, plant and equipment	6 months 30 Sep 2020	6 months 30 Sep 2019	12 months 31 Mar 2020
	\$'000	\$'000	\$'000
	Unaudited	Unaudited	Audited
Opening balance	1,206,427	1,127,029	1,127,029
Additions	11,443	32,045	80,208
Disposals	-	(5)	-
Depreciation	(13,516)	(13,395)	(28,394)
Movement in asset revaluation	-	-	33,282
Impairment losses	-	-	(5,698)
Closing balance	1,204,354	1,145,671	1,206,427

Revaluation

Land, buildings and civil assets are revalued at least every five years. Land and buildings were last revalued as at 31 March 2016 with the exception of the Hotel Business assets which were independently valued at 31 March 2020. Civil assets were revalued as at 31 March 2020. All valuations are undertaken by independent registered valuers in accordance with the New Zealand Institute of Valuers asset valuation standards. Details of the valuations are set out in the 2020 Annual Report.

As at 30 September 2020, the Group made an assessment of whether the carrying amounts of assets differed materially from fair value. This assessment is based on the latest available information at the time of preparation of these financial statements and includes passenger and cashflow forecasts.

Due to COVID-19, there is uncertainty around forecast domestic and international air travel and consequently on WIAL's cash flows. The Group has forecast a significant reduction in passengers for the year ending 31 March 2021 and a slow recovery back to pre-COVID-19 levels occurring in financial year ending 31 March 2023. These forecasts are based on the information available to the Group at the time of preparing these financial statements and are based on reference to various data sources including airlines, IATA and travel and tourism bodies.

The Group's estimates of passengers, recovery and growth rates remain uncertain and are dependant on a number of factors. This includes any potential future restrictions on travel, for example as a result of further COVID-19 outbreaks or changing of alert levels, border controls for international travel, public demand and behaviour with respect to travel and airline scheduling. Material changes in any of these factors might have a material impact on the Group's estimates of income and cashflows used in fair value assessments as at 30 September 2020. In addition, the longer-term effects of COVID-19 on WIAL's business remain uncertain and the potential impacts of the pandemic continue to evolve.

Capitalised borrowing costs

For the period ended 30 September 2020, capitalised borrowing costs relating to capital work in progress amounted to \$0.7 million (30 September 2019: \$0.9 million, 31 March 2020: \$1.8 million), with an average capitalisation rate of 4.1% (30 September 2019: 4.8%, 31 March 2020: 4.6%).

B2. Investment properties

As at 30 September 2020, the fair value of investment properties owned by the Group were assessed by independent valuers Jones Lang LaSalle (JLL). This valuation estimated a fair value of \$85.1 million (30 September 2019: \$88.6 million, 31 March 2020: \$81.2 million) which resulted in a valuation increase of \$3.9 million (30 September 2019: \$2.1 million, 31 March 2020: decrease of \$5.5 million). This valuation increase is recognised in the consolidated statement of comprehensive income.

The investment property balance as at 30 September 2020 also includes Right-of-Use assets as defined under NZ IFRS 16 of \$10.9 million (30 September 2019: \$8.7 million, 31 March 2020: \$10.9 million).

As part of the valuation process, the Group has provided information to JLL including current tenants, rent agreements and lease terms based on information available at the time of preparing these financial statements. This valuation is based on a discounted cash flow and capitalisation rate approach. JLL have stated in their report that 'given the circumstances of COVID-19, JLL have had regard to a range of inputs and market evidence in coming to an opinion of market value. Notwithstanding this, there may be a greater range around the opinion of market value than would normally be the case'.

**NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued)
FOR THE PERIOD ENDED 30 SEPTEMBER 2020**

C. FUNDING

C1. Loans and borrowings

This note provides information about the contractual terms of the Group's interest-bearing loans and borrowings. For more information about the Group's exposure to and management of interest rate and foreign currency risk, refer to the 2020 Annual Report.

	Issue Date	Maturity	Interest Rate	6 months 30 Sep 2020	6 months 30 Sep 2019	12 months 31 Mar 2020
				\$000	\$000	\$000
Commercial Paper	Sep-20	Dec-20	0.81%	30,000	25,000	30,000
Drawn bank facilities	Aug-20	Refer below	1.18%	60,000	-	-
Wholesale bonds WIA0620	Jun-13	Jun-20	5.27%	-	25,000	25,000
Retail bonds WIA020	Nov-13	May-21	6.25%	75,000	75,000	75,000
Retail bonds WIA030	May-16	May-23	4.25%	75,000	75,000	75,000
Retail bonds WIA040	Aug-16	Aug-24	4.00%	60,000	60,000	60,000
Retail bonds WIA050	Dec-16	Jun-25	5.00%	70,000	70,000	70,000
Retail bonds WIA060	Apr-19	Apr-30	4.00%	103,894	102,281	103,010
Retail bonds WIA070	Aug-20	Aug-26	2.50%	100,000	-	-
USPP Notes - Series A (US\$36 million)	Jul-17	Jul-27	3.47%	61,388	56,512	68,134
USPP Notes - Series B (US\$36 million)	Jul-17	Jul-29	3.59%	61,388	56,512	68,134
Total borrowings at face value				696,670	545,305	574,278
Unamortised transaction costs				(4,995)	(3,703)	(3,401)
Carrying value of borrowings				691,675	541,602	570,877
Current				105,000	50,000	50,000
Non-current				586,675	491,602	515,877

Financial Covenants and Other restrictions

The impacts of COVID-19 have resulted in WIAL forecasting a significant reduction in passenger numbers and income. As a result, WIAL has modelled certain scenarios where a breach in certain covenants may occur at the measurement dates of 31 March 2021 and 30 September 2021, without corrective action being undertaken.

In response, and during the six month period to 30 September 2020, WIAL has increased its bank facilities from \$100 million to \$170 million, extended its bank facility maturity dates and issued a \$100 million retail bond (WIA070). WIAL has also worked with its banking group to secure a temporary waiver of certain bank covenants for the test dates of 30 September 2020, 31 March 2021 and 30 September 2021. WIAL has also obtained a temporary waiver for its USPP debt covenants for these test dates. Notwithstanding the temporary covenant waivers obtained, WIAL complied with its financial covenants during the period and as at the test date of 30 September 2020.

WIAL has also put in place a \$75.8 million shareholder support agreement, in the form of a commitment from both its shareholders in the form of redeemable preference shares. This remains undrawn as at 30 September 2020.

Bank facilities

The Group's debt includes unsecured and unsubordinated bank facilities with a negative pledge arrangement, which with limited exceptions does not permit the borrower to grant any security over its assets. The bank facilities require the borrower to maintain certain levels of shareholder funds and operate within defined performance and gearing ratios. The banking arrangements also include restrictions over the sale or disposal of certain assets.

The arrangements in place as at 30 September 2020 are outlined in the table below.

Bank facilities	30 Sep 2020			31 Mar 2020	
	Maturity	Facility	Drawn	Facility	Drawn
		\$000	\$000	\$000	\$000
China Construction Bank (New Zealand) - Tranche A	Aug-23	25,000	15,000	15,000	-
China Construction Bank (New Zealand) - Tranche B	May-22	15,000	15,000	-	-
Westpac New Zealand	May-22	55,000	-	30,000	-
MUFG Bank, Auckland Branch	Jun-22	30,000	30,000	30,000	-
ANZ Bank New Zealand	May-23	45,000	-	25,000	-
Total		170,000	60,000	100,000	-

Bonds

The Trust Deeds for the bonds require the Group to operate within defined performance and debt gearing ratios. The arrangements under the Trust Deeds create restrictions over the sale or disposal of certain assets. As at 30 September 2020, the bonds had a fair value of \$517.1 million (30 September 2019: \$443.7 million, 31 March 2020: \$415.7 million). During the period the Group issued \$100 million of retail bonds (WIA070 issued on 14 August 2020) at a coupon rate of 2.50%.

USPP notes

On 27 July 2017 WIAL completed its inaugural United States Private Placement (USPP) note issuance, securing US\$72 million of long term debt. The USPP comprised two equal tranches, a US\$36 million 10 year note with a coupon of 3.47% and a US\$36 million 12 year note with a coupon of 3.59%. In conjunction with the USPP issuance, WIAL entered into Cross Currency Interest Rate Swaps (CCIRS) to hedge the exposure to foreign currency risk over the term of the notes. As at 30 September 2020, the USPP notes had a fair value of \$123.2 million (30 September 2019: \$117.1 million, 31 March 2020: \$122.3 million). This debt is carried in the consolidated statement of financial position at amortised cost, translated to New Zealand dollars using foreign exchange rates at balance date.

COUNCIL CONTROLLED ORGANISATIONS SUBCOMMITTEE 18 NOVEMBER 2020

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS (continued) FOR THE PERIOD ENDED 30 SEPTEMBER 2020

D. OTHER NOTES

D1. Related parties

WIAL is 66% owned by NZ Airports Limited, which is wholly owned by Infratil Limited. Wellington City Council owns the remaining 34% of the Company.

	6 months 30 Sep 2020 \$000 Unaudited	6 months 30 Sep 2019 \$000 Unaudited	12 months 31 Mar 2020 \$000 Audited
Transactions made during the period			
Infratil and its subsidiaries			
Infratil Group - subvention payment	(37,501)	(44,272)	(44,329)
Infratil Limited - insurance and other costs	(195)	(4)	(120)
Vodafone New Zealand Limited - commercial rents and other costs	38	-	129
H.R.L. Morrison & Co Limited			
Directors' fees	(114)	(193)	(382)
Consulting and other fees	(4)	(9)	(9)
Wellington City Council			
Dividend payment	(12,061)	(13,880)	(13,880)
Directors' fees	(28)	(45)	(89)
Rates	(1,867)	(1,862)	(3,621)
Grants, consents and other fees	(29)	(58)	555
	6 months 30 Sep 2020 \$000 Unaudited	6 months 30 Sep 2019 \$000 Unaudited	12 months 31 Mar 2020 \$000 Audited
Balance receivable/(payable) as at the end of the period			
Infratil and its subsidiaries	-	-	15
Wellington City Council	4	25	-
D2. Capital commitments	6 months 30 Sep 2020 \$000 Unaudited	6 months 30 Sep 2019 \$000 Unaudited	12 months 31 Mar 2020 \$000 Audited
Contracted but not provided for	26,024	4,363	21,628

The commitments contracted but not provided for includes the purchase of part of the Miramar Golf Club, terminal building upgrades, runway and transport capital works. The Group paid a deposit of \$10 million for the Miramar Golf Club on 11 December 2019 with the remainder to be paid upon WIAL taking title to the land.

D3. Contingent and subsequent events

The Group is in negotiations with a contractor on one of its projects in relation to closing out works and costs. These remain ongoing with the final outcome, timing and expected settlement amounts being unknown at 30 September 2020 and at the date of these financial statements being released (30 September 2019: Nil, 31 March 2020: Nil).

There were no events after the reporting date requiring adjustment or disclosure.

LETTER OF EXPECTATION TO WELLINGTON REGIONAL ECONOMIC DEVELOPMENT AGENCY LTD

Purpose

1. This report seeks the Council Controlled Organisations Subcommittee's consideration and input into the Letter of Expectation for the Wellington Regional Economic Development Agency Limited (WellingtonNZ).

Recommendation/s

That the Council Controlled Organisations Subcommittee:

1. Receive the information.
2. Confirm the key messages for the Letter of Expectation to the Wellington Regional Economic Development Agency Limited.
3. Recommend that the Strategy and Policy Committee receive the information and approve the key messages for the Letter of Expectation.
4. Note that officers will prepare the key messages to be expressed in the Letter of Expectation, incorporating the directions of the subcommittee and the Strategy and Policy Committee, for signing by the Chair of the Wellington Regional Strategy Committee.

Background

2. This report outlines the key messages to be included in the Letter of Expectation to WellingtonNZ.
3. A Council Controlled Organisation (CCO) is required by the Local Government Act 2002 to prepare a draft Statement of Intent by 1 March of the preceding financial year. As a matter of good practice, the Council sets out its expectations of its CCOs in a Letter of Expectation which is intended to assist with business planning and with the preparation of its Statement of Intent.
4. In terms of clause 2.2(b) of its Terms of Reference, the Wellington Regional Strategy Committee (WRSC) is tasked with agreeing the Letter of Expectation on behalf of the shareholding councils of WellingtonNZ.
5. The shareholding councils of WellingtonNZ are Wellington City Council (80%) and Greater Wellington Regional Council (20%).
6. Wellington City Council has four representatives on the WRSC out of ten members in total. This Council's formal input to the Letter of Expectation is managed via its representatives on the WRSC.
7. The WRSC is scheduled to meet on 24 November 2020 to, among other things, consider the key messages to be included in the Letter of Expectation to WellingtonNZ, that will be signed by the Chair of the WRSC on behalf of the shareholding councils.

COUNCIL CONTROLLED ORGANISATIONS

SUBCOMMITTEE

18 NOVEMBER 2020

Discussion

8. To a large degree, this Council's expectations are enduring, including that WellingtonNZ's activities are expected to maintain an ongoing alignment to the Council's strategic direction and its annual and long-term plans.
9. The context for the Letter of Expectation this year includes several important and challenging themes set to a background of the global COVID-19 pandemic and managing both the immediate responses to the pandemic and the longer-term recovery from the pandemic.
10. In the context of the COVID-19 response and recovery, this Council faces financial challenges. These include infrastructure and planning for growth, resilience and investing in its assets for the future while caring for the environment and responding to climate change. The combination of these factors will require a focus on robust financial management and delivering services in a financially sustainable and affordable manner.
11. In response to its investment demands and consequent financial challenges, this Council is working through a process to consider how it will deliver its services in the most cost-effective manner and it expects that WellingtonNZ will adopt a similar focus.
12. Given the challenges facing Council, new investment that does not align closely with the Council's priorities is unlikely to be supported.
13. The following expectations of the Wellington City Council should be expressed to the WRSC for inclusion with the Letter of Expectation to WellingtonNZ.
 - WellingtonNZ's SOI will outline its strategy for driving performance activities in Wellington and growing the utilisation of its performing arts venues together with driving the opportunities created by venues that are coming onstream, namely Takina, the St James Theatre and the Town Hall.
 - The SOI should articulate targeted initiatives and programmes that promote a strong events programme and domestic visitation to support Wellington's economy particularly in the near term and in a post-COVID environment. WellingtonNZ should be ready for the return of international travel to Wellington and the planning should anticipate this during the three-year SOI term.
 - WellingtonNZ will be expected to demonstrate how it plans to, or already, contributes to Council achieving its targets for Te Atakura and waste minimisation. This will have specific application to the Venues Wellington business and Council will expect to see specific targets and actions.
 - WellingtonNZ should plan on receiving a modest inflation indexed increase on the current year operating grant.
 - Where WellingtonNZ is facing challenges to third party revenue or managing cost pressures over and above the Council operating grant, Council expects to see robust plans to manage these pressures.
 - Improving accessibility to Council's activities and services will continue to be a focus for the Council and it is expected that WellingtonNZ will support this initiative by planning to improve accessibility where possible to its venues and events.
 - The Council is working on new strategies in the areas of economic development, arts and culture, and children and young people. WellingtonNZ is expected to

engage with the Council in the development of these new strategies and will be expected to adopt and support any new strategic outcomes.

- The Council expects to consider plans for the investment needed to maintain and/or upgrade the Venues Wellington portfolio in support of its strategic priorities for Wellington through the 2021-31 long-term planning process. WellingtonNZ should plan for this programme of investment in the venues and its SOI should consider how it will leverage opportunities created by the investment.

14. The Letter of Expectation will also accommodate messages from the Greater Wellington Regional Council that will be coordinated via the WRSC.

Attachments

Nil

Author	Warwick Hayes, Project Manager Economic & Commercial
Authoriser	Danny McComb, Manager Economic & Commercial Claire Richardson, Chief Operating Officer

COUNCIL CONTROLLED ORGANISATIONS

SUBCOMMITTEE

18 NOVEMBER 2020

SUPPORTING INFORMATION

Engagement and Consultation

Not relevant

Treaty of Waitangi considerations

Communication, engagement and partnership with Iwi Māori is a priority for Council and consequently also for CCOs. The goals and progress of some CCOs toward becoming bi-lingual and/or bi-cultural organisations reflect this commitment.

Financial implications

WellingtonNZ works within the financial constraints of the Council's Long-term Plan and Annual Plan framework.

Policy and legislative implications

Not relevant

Risks / legal

Not relevant

Climate Change impact and considerations

WellingtonNZ will work with the Council and other organisations as part of considering environmental sustainability in their operations, including with the Council's Our Living City programme.

Communications Plan

The Wellington Regional Strategy Committee will incorporate feedback from the Committee into the Letter of Expectation that will be sent from the Wellington Regional Strategy Committee to the chair of WellingtonNZ.

Health and Safety Impact considered

Not relevant

LETTERS OF EXPECTATION TO COUNCIL CONTROLLED ORGANISATIONS

Purpose

1. This report seeks the Council Controlled Organisations Subcommittee's consideration and input into the Letters of Expectation addressed to the following Council Controlled Organisations (CCOs).
 - Basin Reserve Trust
 - Karori Sanctuary Trust
 - Wellington Cable Car Limited
 - Wellington Museums Trust
 - Wellington Regional Stadium Trust
 - Wellington Zoo Trust

Recommendations

That the Council Controlled Organisations Subcommittee:

1. Receive the information.
2. Confirm the messages in the Letters of Expectation to the following organisations:
 - a. Basin Reserve Trust
 - b. Karori Sanctuary Trust
 - c. Wellington Cable Car Limited
 - d. Wellington Museums Trust
 - e. Wellington Regional Stadium Trust
 - f. Wellington Zoo Trust
3. Recommend that the Strategy and Policy Committee receive the information and approve the key messages in the Letters of Expectation.
4. Note that officers will prepare Letters of Expectation incorporating the directions of the subcommittee and the Strategy and Policy Committee for signing by the Chair of the subcommittee.

Background

2. Council Controlled Organisations are required by the Local Government Act 2002 to prepare a draft Statement of Intent for the Council by 1 March of the preceding financial year. The Council sets out its expectations of its CCOs in a Letter of Expectation.
3. This report outlines the key messages to be presented to each CCO in a Letter of Expectation. The Letter of Expectation is designed to assist the entity with business planning and with the preparation of its Statement of Intent.

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4. The letters serve to reiterate or emphasise some of the Council's enduring expectations while also alerting the entities to new Council initiatives or programmes or expected outcomes from the entities.
5. Officers will incorporate any feedback from this subcommittee and the Strategy and Policy Committee into the Letters of Expectation that will be signed by the Chair of this subcommittee.
6. In terms of a Court Of Appeal Judgement (CA164/04) on 6 September 2005 between the Commissioner of Inland Revenue and the Wellington Regional Stadium Trust, it was established that Sections 5 and 6, Schedules 8 and 9 and Part 5 of the Local Government Act 2002 do not apply to the Wellington Regional Stadium Trust and accordingly the Trust is not a CCO.
7. In recognition of the Council's original investment in the Wellington Regional Stadium Trust and the non-recourse loan from Council to the Trust that was fundamental in the establishment of the Trust and the building of the stadium, the relationship operates as if the Trust was a CCO. This approach is consistent with the Greater Wellington Regional Council's relationship with the Trust.

Discussion

8. To a large degree, the Council's expectations are enduring, including that CCOs are expected to maintain an ongoing alignment to the Council's strategic direction and its annual and long-term plans.
9. The Council's 2021-31 Long-term Plan will focus on four wellbeing outcomes that will influence Wellington over the next ten years.
 - Environment outcome: a sustainable, natural eco-city where the natural environment is being preserved, biodiversity improved, natural resources are used sustainably, and the city is adapting to climate change – for now and future generations.
 - Social outcome: a people friendly, compact, and accessible capital city. An inclusive, liveable and resilient city where people, mana whenua, Maori and communities can learn, are connected, well housed, safe and healthy.
 - Cultural outcome: an innovative and inclusive city. Wellington is a vibrant, creative city with the energy and opportunity to collaborate, explore identities and openly express, preserve and enjoy their arts, culture and heritage.
 - Economic outcome: a dynamic and sustainable economy. The city is attracting and developing creative talent across the city, creating jobs through innovation and growth while ensuring what we make is being reused.
10. The context for the Letters of Expectation this year includes several important and challenging themes set to a background of the global COVID-19 pandemic and managing both the immediate responses to the pandemic and the longer-term recovery from the pandemic.
11. In the context of the COVID-19 response and recovery, the Council faces challenges related to infrastructure and planning for growth, resilience and investing in its assets for the future while caring for the environment and planning to mitigate the impacts of climate change. The combination of these factors will require a focus on robust financial management and delivering services in a financially sustainable and affordable manner.

12. Council's operating environment is challenged by some specific demands including:
 - **Infrastructure:** balancing the Council's focus on maintaining its existing infrastructure assets with the significant investment needs in its three waters portfolio and Let's Get Welly Moving.
 - **Resilience:** investing in the Central Library and other seismic challenges in Te Ngākau Civic Square.
 - **Environment:** mitigating the impacts of climate change with the implementation of Te Atakura – First To Zero, and a clear focus on waste minimisation.
13. In response to its investment demands and consequent financial challenges, Council is working through a process to consider how it will deliver its services in the most cost-effective manner. The Council expects that CCOs will adopt a similar focus, working together to achieve priority outcomes for Wellington.
14. Given the challenges facing Council, new investment that does not align closely with the Council's priorities is unlikely to be supported. Council and CCOs will continue to work together on how best to maximise limited resources.
15. Council's Letters of Expectation to CCOs will request that the Statements of Intent acknowledge the operating environment as well as accommodating the following general expectations as applicable to individual CCOs.
 - CCOs will be expected to demonstrate how they plan to, or already, contribute to Council achieving its targets for Te Atakura and waste minimisation. Council will expect to see specific targets and actions.
 - CCOs that receive operational grant funding should plan on receiving a modest inflation indexed increase on the current year operating grant.
 - CCOs that are facing challenges to third party revenue or managing cost pressures over and above the Council operating grant are expected to have robust plans to manage these pressures.
 - Improving accessibility to Council's activities and services will continue to be an immediate focus for the Council and it is expected that CCOs will continue support this initiative by planning to improve accessibility where possible.
 - Council is working on new strategies in the areas of economic development, arts and culture, and children and young people. Council will engage with CCOs in the development of these new strategies and CCOs will be part of the implementation of any new strategic outcomes.
16. In addition to the foregoing, the following specific points will be addressed to individual CCOs in the Letter of Expectation.

BASIN RESERVE TRUST

- Update plans for the Women's Cricket World Cup.
- Discuss opportunities to increase utilisation of the Basin Reserve.

KARORI SANCTUARY TRUST

- Update the status of and plans for the Tanglewood House project.

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WELLINGTON CABLE CAR LTD

- Update the capital works plans.
- Describe plans to counter the negative impact of the reduction in cruise ship passengers on the business.

WELLINGTON MUSEUMS TRUST

- Plans for fundraising for the Bond Store upgrade, if this project receives support through the LTP.
- Describe the plans to sustain the Wellington Museum through closure if the Bond Store upgrade project receives support.

WELLINGTON REGIONAL STADIUM TRUST

- Describe plans to counter the impact of the loss of overseas acts and international sports fixtures.
- Update capital work plans.

WELLINGTON ZOO TRUST

- Update on Snow Leopards project and plans to leverage this investment.

Attachments

Nil

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SUPPORTING INFORMATION

Consultation and Engagement

Not applicable.

Treaty of Waitangi considerations

Communication, engagement and partnership with Iwi Māori is a priority for Council and consequently also for CCOs. The goals and progress of some CCOs toward becoming bi-lingual and/or bi-cultural organisations reflect this commitment.

Financial implications

The CCOs work within the confines of the Council's overall Long-term Plan and Annual Plan framework.

Policy and legislative implications

Not relevant.

Risks / legal

Not relevant.

Climate Change impact and considerations

The CCOs work with the Council and other organisations as part of considering environmental sustainability in their operations, including with the Council's Our Living City programme.

Communications Plan

Officers will incorporate feedback from the Committee into the formal Letters of Expectation that will be sent to the chair of the relevant CCO.

Health and Safety Impact considered

Not relevant.