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Keith Neighbour  
Director

31 May, 2000

**Response by Keith Neighbour to:**

**PRODUCTIVITY COMMISSION**  
**Review of Legislation Regulating the Architectural Profession**  
**Draft Copy May 2000-05-31**

**BACKGROUND – Keith Neighbour**

I attach a personal Summary CV as evidence of knowledge and experience in some of the areas and issues being examined in the Report by the Commission.

Since the late 1998's I have not been active in the role of a Design Architect, but rather as an architect/ project manager for various major construction projects, and as a Facilities and Asset Management Consultant.

Over the past two years I have been commissioned, on an ongoing basis as an independent consultant, by the South Australian Government ( the Department for Administrative and Information Services) to investigate, analyse, (and recommend future preventative procedures) in relation to a number of problem construction projects that have resulted in cost and time overruns, and costly prolonged disputes.

My reports and recommendations to the Government have identified that generally the high risk areas leading to failures in the procurement and delivery of construction projects, are largely in the Contract Documentation and the Contract Administration (Construction) phases, rather than in the Conceptual or Design phases.  
In some cases inadequate or flawed Briefing (pre-Design phase) has contributed to failures attributed to the Design phase.

My findings in a general correlation between a choice of low-cost consultancy services under the competitive tendering process, and unsatisfactory outcomes in cost, time and quality in the delivery of certain construction projects, have been confirmed by the CSIRO Report "*Design and Documentation Quality and its impact on the Construction Process*" (May 2000), and the CORKE Report "*S.A. Government – Review of Capital Works Programme*"(1999).

**Scope of the Inquiry**

It seems that the scope of the Inquiry, the consultation, the evidence and the findings may have not fully addressed the above issues that have a serious impact on the level and quality of services to consumers.

**1.3 Assessment Criteria – Page 5**

*"Competition generally will foster production efficiency and thus generate lower prices and better levels of service for consumers .."*

In view of the above findings and reports in respect to Consulting Services, is this statement proving to be true in practice?



## 1.2 Key Issues – Page 3

*“For most Architects in Australia, building design remains a core feature of their work”.*

## 5.1 Protecting and informing consumers – Page 72

*“Design arguably is what architects do best”.*

Whilst I agree with the fundamental importance of Design in Architects’ services, the successful translation of design into the final built form is equally important, if not more important, in the practical interests of the consumer.

Throughout the Report, too much emphasis has been placed on Design being the unique component and identifier of Architects’ (special) services which impacts on consumers’ interests.

The Design component accounts for approximately 30% of an Architect’s full services for a project.

The remaining 70% of the Architect’s work, including Contract Documentation and Contract Administration (Construction period), which enters a proven high risk area to the consumer in terms of critical final outcomes, requires equal or more consideration in terms of benefit to the consumer.

This area of the Architect’s services equally requires special education, training, experience and on-going professional development.

To meet and resolve the real issues of consumer risk in this area, the Architect’s special abilities are tested to the limit.

### 9.1 Alternative models and approaches – Restriction of Practice - Pages 117-119

The provided analysis of the **regulation of the practice of architecture**, in effect providing a license for a person or entity to practice architecture, appears to be incomplete and superficial, and has not been given proper consideration as an alternative model.

It is my considered opinion, which I have held for some time, that if the present system of registration of architects in Australia is to be dismantled, the only viable alternative model that will meet and satisfy the many deficiencies and problems raised by all parties, and that will truly provide the most comprehensive benefit and protection to consumers, is the licensing of the practice of architecture.

Further, to be viable, this model must encompass the full provision of what is generally identified as total architectural services, and not be limited to the design process (see Overview Page xxx), in order to fully address the high risk areas identified earlier in this response.

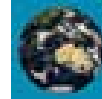
I urge that further and wider consideration be given to this alternative model.

If significant changes are necessary, let’s do the job properly instead of applying more band-aids, or introducing compromise solutions.

Why not bite the bullet?

Keith Neighbour

## SUMMARY CURRICULUM VITAE



**KEITH NEIGHBOUR** AM  
MArch(Penn) BE(Arch)(Adel) FSASM LFRAIA FRIBA

### **Born**

Goolwa, South Australia

### **Educated at**

Victor Harbor High School, South Australia  
SA School of Arts & Crafts, Adelaide, South Australia  
University of Adelaide, South Australia  
University of Pennsylvania, United States of America

### **Professional Education & Qualifications**

1951 Bachelor of Engineering [BE(Arch)] - University of Adelaide  
1951 SA Architectural Travelling Prize  
1953-1954 Fulbright Scholar  
1953-1954 Albert Kahn Memorial Fellowship, University of Pennsylvania, USA  
1954 Master of Architecture [MArch] - University of Pennsylvania, USA

### **Honours**

1954 Honorary Life Member, Tau Sigma Delta, Honour Society in Architecture & Allied Arts USA  
1992 AM (Order of Australia)  
1994 President's Medal for 1994, RAIA (SA )  
1998 Honorary Life Membership, University of South Australia Alumni  
1999 RAIA Special Recognition Award for Outstanding and Ongoing Contribution to Architecture  
1999 Commonwealth Senior Australian Achiever Award

### **Affiliations**

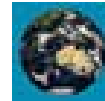
Life Fellow & Privileged Member, Senior Counsellor, Royal Australian Institute of Architects  
President, Association of Consulting Architects  
Chairman, Australian Council of Building Design Professionals  
Past Chairman, Architects Registration Board  
Past Chairman, Construction Industry Advisory Council  
Past President, SA Practising Architects Association  
Past President, Australian American Association  
Past President, American Field Services, International Scholarship Committee  
Past President, Amateur Sports Club

### **Professional Experience**

1948-1954 Hassell & McConnell, Architects, Adelaide, SA  
Architect-in-Chief's Department, Adelaide, SA  
Vincent G. Kling, Architect, Philadelphia, Pa, USA  
Stanford University, San Francisco, USA, (Consultant)  
Howard Lobb & Partners, Architects, London, UK  
1954-1960 Partner, Lawson Cheesman Doley & Partners, Architects, Adelaide, SA  
1956-1978 Director, Barnes & Associates, Structural Engineers, Adelaide, SA  
1960-1978 Chairman, Cheesman Doley Neighbour & Raffin, Architects, Adelaide, SA  
1963-1978 Director, Cheesman Doley Neighbour & Raffin, Sydney, NSW  
1971-1979 Director, Design Develop Pty Ltd, Building Management, Adelaide, SA  
1978-1987 Director, Neighbour & Lapsys Architects, Adelaide, SA  
1987-1993 Chairman, KMH Neighbour Lapsys Architects, Adelaide, SA  
1990-1993 Chairman, Interior Design Associates, Adelaide, SA  
1993-1997 Keith Neighbour Consultant, Architecture + Building  
1994-1997 Consultant to Raffin Maron Architects Pty Ltd, Adelaide, SA  
1997-1998 Consultant to University of South Australia – Property Unit  
1998-1999 Cheesman Neighbour Management Services  
1997 - Managing Director, Arkon Consultants Pty Ltd

## **Lecturing (Part Time)**

1954-1996 Various Subjects, University of Adelaide & University of South Australia



## **Publications**

*Architecture and Medicine and Health* (Harkness Foundation, USA)

*Best Practices for the Procurement and Delivery of Projects*

Publications exceeding 400 architectural and technical articles in National and International Journals and magazines and newspapers.

## **Recent & Current Projects**

- University of South Australia – Space Utilisation Project
- University of South Australia – Asset and Facilities Management Project
- Womens and Chidrens Hospital – Space Utilisation Project
- Department for Administrative & Information Services (DAIS) – SAMIS Project
- Consultant to DAIS – Building Management Services

## **Other Major Projects as Principal In Charge**

- The Terrace, Adelaide - International Hotel
- Flinders University Car Park, South Australia
- SGIC refurbishment, Adelaide - Office Tower
- Hilton International Hotel, Adelaide
- Sheraton International Hotel, Alice Springs
- University of South Australia New City West Campus (Consultant)

## **Major Role**

Over the last two decades, Keith Neighbour's role has been mainly that of Principal Consultant and Project Manager for larger projects carried out by the consultancy practices.

Projects have included international and resort hotels, universities, educational buildings, multi-storey office buildings, hospitals and institutional buildings, both for private and government clients.

In recent years he has specialised in consulting related to Asset and Facilities Management and related systems and procedures in a wide variety of applications.

He has particular experience in Project Management, Post Occupancy & Post Construction Evaluation studies, Asset and Facilities Management, including Space Utilisation and Life Cycle Costing studies.

He has also specialised in project delivery related to the construction industry, including published "Best Practices for the Procurement and Delivery of Projects", and Special Contracts for various types of projects.

Over a number of years, he has written and developed a number of unique and specialised computer programs, which are used to accomplish the following tasks at an early conceptual stage of the project:

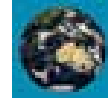
- To estimate time targets and completion dates, throughout all stages, for a proposed project;
- To estimate total costs through to completion for a proposed project, including all associated costs;
- To produce analytical economic projections for the future managed operations of buildings.

## **Related Consultant Activities**

*Project Advice and Assistance*

- Asset / Facilities Management
- Space/Time Utilisation Management
- Life Cycle Costing
- Compiling Briefs
- Feasibility Studies
- Economic Analysis
- Project and Risk Management
- Selection of Consultants and Contractors
- Contract Documents, Tendering and Contract Administration
- Building Codes and Standards
- Contract problems resolution

**Related Consultant Activities (Cont'd)**



- Claims problems resolution
- Post Construction and Post Occupancy Evaluation
- Disputes Advice and Assistance*
- Dispute Resolution and Arbitration
- Expert witness reporting & appearance
- Claims assessment & resolution