

Outline of Services

Outline Of Services

The Outline of Services is a resource for everyone involved in the building and construction process. It aims to clearly outline what architects provide and how and when they are involved, throughout all stages of the process – including briefing, designing, delivering, maintaining, and operating a building.

Architects play an incredibly important and varied role, depending on the project. But we know there’s no clear, common understanding across the industry about what services architects provide, or how and when we provide them.

We also know that there’s inconsistent understanding and language used, including across jurisdictions, about what these services are and what work architects actually do. The Outline of Services aims to change that.

Developed by the Institute’s Large Practice Forum in consultation with our whole membership, the Outline of Services is a tool for anyone in government or industry involved in building and construction projects; and anyone in the architectural profession who wants to educate clients and partners about the nature and timing of these services.

With this resource, we aim to promote informed, transparent discussions about architects’ role in a project before it occurs – providing visibility over essential work that might otherwise be overlooked and leading to better outcomes for clients, industry, communities, and – in the case of government projects – taxpayers.

We advance architecture together.



Stage 1

Strategic Definition

Project Initiation & Conceptual Design				Detailed Design & Construction Documents		Design Delivery & Construction	
Stage 1 Strategic Definition	➔ Stage 2 Briefing & Preparation	➔ Stage 3 Concept Design	➔ Stage 4 Spatial Arrangement	➔ Stage 5 Design Development	➔ Stage 6 Construction Documentation	➔ Stage 7 Manufacturing & Construction	➔ Stage 8 Handover & Use

What it is

Stage 1 seeks to define **Client Requirements** and identify the best solution(s) for achieving these, which may or may not include a building project.

For example, a **Client** that has identified it will outgrow its current premises may anticipate requiring new and larger premises. This stage therefore will seek to clarify the misalignment between the Client’s current and future space requirements and identify ways of addressing the shortfall. A range of solutions are identified, including building a new facility; disbursing the company into several pre-existing facilities, altering and or extending the existing facility, re-organizing the way the existing facility is used, and outsourcing certain business functions to maintain the original facilities’ suitability.

To assess these options a **Business Case** is developed. Internal stakeholders are identified, and evaluation criteria is established derived from the Client’s broader purpose and mission. This evaluation should also consider internal constraints such as timeframe, budget, and impact, and broader societal and regulatory goals around public benefit, environmental impact, compliance, and resilience.

Note that the articulation of the **Client Requirements** should be careful not to proscribe a solution; for example, the problem isn’t that the entity needs a new facility, the problem is that the Client’s current or anticipated needs are unmet some critical way.

During this stage **Project Risks** and **Project Budgets** are considered for each potential solution identified, inform the **Business Case** that will assist in the evaluation of the potential solutions. As part of this stage **Site Appraisals** or high-level space budgets applicable to potential solutions may need to be developed to assist in cost planning, which may need to be tested on potential project sites to confirm the solution can be accommodated within statutory authority requirements.

At the conclusion of this stage, a **Strategic Plan** should be prepared to describe the Client Requirements and identify a range of solutions. It will establish clear criteria for evaluation, a recommended solution or short list of solutions, and an Implementation Plan to progress the recommended solution. The **Implementation Plan** will include a **Project Budget and Timeframe**, identify key stakeholders and critical experts required to develop the solution, and outline a governance structure to oversee implementation.

What it isn’t

Stage 1 is not a design and visualization exercise – any spatial planning is limited solely to testing that any identified space budget for preferred solutions can be accommodated on a potential site or sites and whether there are any regulatory or authority requirements that are to be considered in future stages.

For example, if the **Client Requirements** identify the size of a new facility that is required, and this needs to be accommodated on the ground floor, the high-level spatial planning undertaken in this stage will assess whether the given facility area can fit on the site and meet site planning provisions such as setbacks from boundaries and massing.

The development of building concepts are not part of this stage and should be deferred to **Feasibility Studies** commissioned under Stage 2 and/or **Concept Designs** under **Stage 3**.

Stage 2

Briefing & Preperation

Project Initiation & Conceptual Design				Detailed Design & Construction Documents		Design Delivery & Construction	
Stage 1 Strategic Definition	Stage 2 Briefing & Preparation	Stage 3 Concept Design	Stage 4 Spatial Arrangement	Stage 5 Design Development	Stage 6 Construction Documentation	Stage 7 Manufacturing & Construction	Stage 8 Handover & Use

What it is

Stage 2 considers the client requirements with relation to a specific site or sites. The level of detail required in the analysis is determined by the client’s particular needs. Deliverables are often focussed on supporting a time dependent approval process in order to initiate a project and commence the design of a built outcome in Stage 3. This may include reports or collateral for a business case, presentations, and cost plan reconciliations (by others) versus a previous body of work.

Alternatively, the outcome might be seeking to establish a holistic framework that will guide future, more detailed, briefing commissions, including for example the preparation of precinct structure plans, urban design guides, space management plans or masterplans.

As the scope in this stage of work can be both open-ended and fluid, expectations on the depth of briefing and/or extent of optioneering should be clearly established at outset. For example, some clients may be seeking a high-level vision statement supported by basic yield studies. Other clients, such as a large scale institutional investor or government agency, may request a detailed, multi-disciplinary functional and technical performance brief supported by a reference **Concept Design** in order to adopt an early market procurement strategy.

Feasibility Studies enable clients to tease out specific briefing considerations. This commonly includes population and spatial requirements, flexibility and provision for growth, environmental impacts, production efficiencies, commercial viability, budget, buildability, staging requirements, mandated or public commitments. Several options might be prepared and a framework established to appraise the options. The client may elect to support a particular option, or carry forward multiple options into Stage 3 for further refinement. In all instances it is strongly recommended that overall spatial requirements are tested against the defined **Project Budget** established in Stage 1, including built form, landscape, public realm and anticipated site infrastructure estimates.

Information Registers established in Stage 2 form an important ongoing reference for the management of project opportunities and risks. A matrix can classify this information as verified data, unverified data, incomplete data to be developed during Stage 2, and incomplete data to be deferred to Stage 3.

The range of information potentially desired is vast and may include contamination, geotechnical, feature survey and site services, cultural assessments, existing conditions audits, biodiversity audits, tree audits, topographic analysis, movement systems analysis, heritage assessments, title and zoning analysis, comparative site studies, boundary and adjoining property outlines, encumbrances, marketing studies, stakeholder engagement and listening reports, pre-consultation with Authorities, social and economic reports.

The **Project Brief** will contain guidance on the **Project Objectives** informed by Stage 1, sustainability outcomes and quality aspirations. These may influence how the client refines its **Procurement Strategy** and Project Program. As there is a direct correlation between cost and a building’s area, **Spatial Requirements** do need to be tested against the **Project Budget**. This work is often undertaken by a Quantity Surveyor directly engaged by the **Client**, and should also consider **Life Cycle Assessments** and ongoing maintenance and operational costs.

What it isn’t

Feasibility Studies and any sketch design work associated with Stage 2 should be clearly separated from work that will be undertaken during Stage 3 and beyond as part of the design process for a specific built outcome. For example, illustrative masterplan visions might be prepared in order to determine and shape the brief, and to tease out planning considerations and opportunities controlling the development of the project site, but they are distinct from and not part of the conceptual design process itself.

Architects are often asked to contribute to the development of **Project Implementation Plan**, but responsibility for management of this plan commonly rests with the client or one of its agents.

Stage 3

Concept Design

Project Initiation & Conceptual Design				Detailed Design & Construction Documents		Design Delivery & Construction	
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What it is

Stage 3 Concept Design involves the application and synthesis of creative imagination, design precedents, research, emergent knowledge and critical evaluation to formulate and refine conceptual design options.

The **Concept Design** tests the project brief, grapples with the site and context, confirms scope and the feasibility of the proposition against the objectives, budget, user intent and built purpose, risks and timeframe.

Site Information utilised to complete this stage commonly includes the site feature and level survey and available existing condition information Through the preparation of sketches, diagrams and other information (explanatory text, visualisations, graphics) the three-dimensional form and spatial quality of the ideas being formulated are explored. Additional or missing information required to progress the work should be identified via a Gap Analysis, which may include further on-site investigations.

Information and knowledge shared through engagement processes with stakeholders including Traditional Owners will be embedded in a meaningful and respectful way. Design options will evaluate and respond to the heritage, cultural, community values and statutory controls identified through the research included in the **Project Brief** and informed by specialist consultants.

The process culminates in the identification of a singular preferred option arrived at through a **Design Review** process incorporating presentations and updates, feedback and resolution.

The design strategy includes siting (form, orientation), blocking and stacking (scale), site massing (mass), typology, extent of demolition/retention/protection of existing fabric/ building/landscape, site coverage ratio, floor area ratio, preliminary considerations of structural systems, façade types and materiality, site services infrastructure, health and safety initiatives, inclusive design, operational and embodied carbon implications.

The **Project Brief** and **Design Issues Register** will be updated in this stage, and a project **Risk Register** commenced.

Primary Consultant inputs will be collated for issue with the **Stage Report**. This should include Strategic Engineering, Building Surveyor, Planning, Heritage, and Access disciplines that have informed the optioneering of designs and/or development of a **Return Brief** confirming essential scope to align with the preferred option, including consideration of where Performance Solutions may be required to address NCC/BCA certification requirements. Additional **Specialist Consultant** requirements should be identified, alongside a clear process for engaging these disciplines.

What it isn't

The design team should commence Stage 3 with a clear **Project Brief**, and should not be expected to establish this from first principles during **Concept Design**.

Ideally a level of stakeholder consultation has already commenced in **Stage 2 Briefing & Preparation** in order to develop the **Project Brief**. Ongoing consultation related to Traditional Owners, user and stakeholder groups should be carefully aligned with the Project Program and an already agreed process established prior to Stage 3.

Engineer Services design criteria should be confirmed, but spatial coordination is not undertaken until a preferred Architectural Concept is approved. Materiality will be explored at a high level, however more detailed performance analysis comes during Stage 4.

Some clients seek to fast-track an **Application for Planning** at the end of Stage 3, but **Concept Design** does not provide a sufficient level of detail for lodgement. Additionally, too much design effort expended on specific details or design issues can shift focus away from the best overall strategies that align with the client's vision.

Stage 4

Spatial Arrangement

Project Initiation & Conceptual Design				Detailed Design & Construction Documents		Design Delivery & Construction	
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What it is

The design direction established in **Stage 3 Concept Design** should result in a singular option selected to progress into **Stage 4 Spatial Arrangement** (also referred to as Schematic Design). This option represents the design that best suits the Project Brief, Budget and site constraints. It defines the scale, form(s) and massing of the project, validates functional area relationships and estimates for gross floor areas commonly based on precedent projects.

The **Concept Design** is further refined in Stage 4 to include:

- Integration of the landscape architecture and civil engineering concept briefs including levels, boundary and street conditions, noting this often entails an iterative process of testing all interfaces for alignment;
- More detailed consideration of orientation & relationships with surrounding sites including integration of any preliminary Planning Advice;
- Development of the built form to enhance the Architectural Concept, address façade articulation and building performance requirements;
- Validation of functional area sizes and relationships based on the Client and stakeholder feedback from Stage 3;
- Spatial arrangement including preliminary coordination of structural systems, services zones, plant rooms, core locations, voids, entries and exits, basements, car parking, roofing systems, facade zones and facade types.

Information and knowledge shared through engagement processes with stakeholders including Traditional Owners can be further progressed during Schematic Design. This work will look to elaborate upon themes developed during the prior stage and seek to express them in the formal resolution of the architecture.

Stage 4 provides the client with an architectural package that is spatially arranged and aligns with the **Project Brief and Budget**. Upon review by a Quantity Surveyor, the **Project Budget** will be validated, or the Architect, Primary and Specialist Consultants may be asked to provide advice upon achieving the **Project Budget by modifying the proposed scope of works**. Clients sometimes request interim updates or ongoing support from a Quantity Surveyor during the phase in order to test the project’s cost plan soundness or assess proposed changes to the **Project Brief**. This need should be integrated into the **Design Program** to ensure appropriate time is allowed to generate inputs for this work.

The timing of Engineering and Specialist Consultant’s work should also be carefully integrated with the Design Program. Any gaps identified in the delivery of these additional services in Stage 3 should be addressed prior to the completion of Stage 4. . Design iterations and explorations will be complete at the end of Stage 4. Schematic Design documentation provides the basis for progressing into the **Stage 5 Design Development**.

Stage 4 Spatial Arrangement should not commence prior to the engagement of all relevant Engineering and Specialist Consultants, engaged on the same **Project Brief** and program as the Architect. This phase cannot commence if the Stage 3 **Project Budget** is not aligned with the **Project Brief**. **Sufficient time should be provided to achieve this alignment.**

What it isn’t

Architectural documentation issued at the completion of Stage 4 is not suitable for a building permit application or construction.

If fundamental aspects of the Project Brief or building typology is revisited, (e.g. the Client requests the Architect explore a change in the building’s use from a commercial office to a multi-residential development), the design work should return to **Stage 3 Concept Design** level of detail in order to address the changes.

Spatial Arrangement is also not a method for attempting to achieve a **Project Brief** within an inadequate budget envelope as determined by an end of Phase 3 review. Architects provide a significant contribution to the preparation of the project’s **Planning Application**, but this is a discrete activity that often occurs at the end of the **Spatial Coordination Phase** (or can occur later in the process). In addition to this phase’s outputs, Planning Applications commonly require additional evaluations such as shadow and privacy diagrams or statements of heritage impact or effect.

Stage 5

Design Development

Project Initiation & Conceptual Design				Detailed Design & Construction Documents		Design Delivery & Construction	
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What it is

Stage 5 Design Development spatially and technically coordinates the Architectural Design with **Engineering and Specialist Consultants** in a reasonably comprehensive manner to meet the requirements of the **Project Brief**. This normally includes continued development of services schematic designs to incorporate approximate equipment sizes and capacities, equipment layouts and clearances, preliminary reticulation coordination across disciplines and the refinement of **Performance Solutions**. For example, reflected ceiling plans and building sections are interrogated to maintain the architectural intent as more consultant detail is added to the design on vertical and horizontal ducts, pipes and conduit runs.

Typical construction details and 3D sketches are prepared to refine the design and explain key connections between different building elements.

The timing of **Approval for Planning** consultation and documentation can vary widely, with earlier applications becoming increasingly prevalent. In the interests of program acceleration, Clients seeking to progress **Design Development** in parallel with the planning approval process also increase the risk of abortive work or rework. Changes associated with permit amendments and secondary consent are reduced significantly when applications are made later during Stage 5, following coordination between the various design and engineering disciplines.

The extent to which the Architect’s obligations directly address the **Project Budget** can vary significantly, but most Clients expect the Architect to engage with **Value Management** on an as-needs basis, commonly at the end of Stages 3 – 5. The engagement of a Quantity Surveyor for **Cost Planning** is therefore a critical risk mitigation measure and should ideally remain as a Client-side function throughout the process. The Architect’s scope of services and the **Design Program** should define the period(s) and limitations of such activities. Staging and procurement strategies also impact this workflow and how tender documentation is ultimately prepared for market.

For clarity, the **Outline of Services** does not assume a standard procurement process applies where the Architect remains client-side for the duration of its tenure from inception to the end of the **Defects Liability Period** and may act as Superintendent in the administration of the construction contract. It is now commonplace for alternative modes of service delivery to be adopted such as Design and Construct. These modes of service delivery heavily influence the timing and extent of an Architect’s tasks, processes and deliverables described in this Outline. However, broadly the sequence of these tasks remains the same in all instances, even when considering Early Contractor Involvement in the design process (ie Design Development can only occur after Spatial Arrangements have been agreed, which can only occur once a preferred Concept Design is endorsed).

On larger projects Stage 5 is routinely broken down into subpackages representing a percentage of the total body of work required to complete **Design Development**. This is a commonly misunderstood process and potential source of friction between stakeholders. **Deliverables** needs to be carefully curated, addressed through definitions or by an accompanying checklist of documents. Where partial services are being considered, the level of certification needed should be established, with agreement reached around whether the documentation is being prepared for planning, tender or completion by a third party.

What it isn’t

Stage 5 activities do not include a revisiting of the **Project Brief**, feasibility or yield studies, nor do they include reconsideration of the approved **Spatial Arrangement** (Schematic Design). Coordination is limited to design with the other already engaged disciplines including **Engineering** and **Specialist Consultants**, rather than that of a Contractor and their subcontractors.

Stage 6

Construction Documentation

Project Initiation & Conceptual Design				Detailed Design & Construction Documents		Design Delivery & Construction	
Stage 1 Strategic Definition	Stage 2 Briefing & Preparation	Stage 3 Concept Design	Stage 4 Spatial Arrangement	Stage 5 Design Development	Stage 6 Construction Documentation	Stage 7 Manufacturing & Construction	Stage 8 Handover & Use

What it is

Stage 6 completes **Construction Documentation** to enable the procurement of the project based on a full design, the issue of approvals, consents or building permits as applicable under relevant State and Territory laws by a **Statutory Building Surveyor**, and construction of the works.

It includes working drawings prepared from Client endorsed Design Development documentation, completed specifications and schedules, and liaison with the Cost Planner to facilitate a first principles estimate and support market engagement and delivery.

Stage 5 and Stage 6 are often overlapped via the splitting of the overall Architectural Design into separable portions, stages or trade packages (e.g. civil works, inground services or lift procurement). This requires a careful demarcation of all interconnected design elements impacted by this separation into multiple parts and inevitably entails additional coordination and documentation.

In a further effort to accelerate project delivery, Clients also on many projects overlap **Stage 6 Construction Documentation** and **Stage 7 Manufacturing and Construction**. This involves preparing tender packages based on the project’s construction logic and master program, generating multiple building permits and commencing work on site while the remainder of the design work is being finalised.

The procurement method significantly influences the role and responsibility of the Architect in this phase ranging from more traditional roles and contracts to D&C or Novated Roles and Contracts.

Traditional roles include direct involvement with the Client in the preparation and issue of tender documentation. During the tender the Architect may be asked to answer queries via addendums, review submitted bids for compliance with the documents or support final negotiations. It is important to understand the potential impacts of non-compliant bids on the prepared design. The Client may take up an alternative offer from the Contractor that requires modifications to the documents prior to execution of the contract and potentially approval by the **Statutory Building Surveyor**.

In novated roles the Architect can be directly involved in the preparation of tender packages for subcontractor engagement. Directed by the Contractor, these packages are often curated to suit manufacturing needs or are focussed on performance-based specifications in order to elicit the most timely and competitive response from the market.

What it isn’t

It is possible for a traditional project to include a number of performance-based specification elements, and for a design and build project to have predominately descriptive specifications. The value brought by the design team delivering performance-based specifications depends on the complexity of the building element that is being defined in this way and the maturity and capacity of the subcontractor market delivering the element. Contractors engaged via an ECI process are often best placed to provide recommendations on this approach.

However, many Clients still prefer products visible on completion to be specified by the design team, allowing others to be selected by the Contractor. These decisions should be identified in Stage 3 in the project’s **Responsibility Matrix**, and associated responsibilities and risks clearly understood.

Modular construction and off-site manufacturing is often associated with Stage 6 design deliverables, however the planning for these methods of construction must be implemented much earlier in the process at the start of **Stage 3 Concept Design**. Detailed coordination is needed earlier in the Architectural Design in order to embed these methods, with the ensuing responsibility on Clients to approve prototypes in a timely manner.

Stage 7

Manufacturing
& Construction

Project Initiation & Conceptual Design				Detailed Design & Construction Documents		Design Delivery & Construction	
Stage 1 Strategic Definition	Stage 2 Briefing & Preparation	Stage 3 Concept Design	Stage 4 Spatial Arrangement	Stage 5 Design Development	Stage 6 Construction Documentation	Stage 7 Manufacturing & Construction	Stage 8 Handover & Use

What it is

Traditionally an Architect’s role during **Stage 7 Manufacturing & Construction** provided all Contract Administration functions for the project. Typically now Architects provide a subset of full administration services, providing the Client or Contractor with architectural advice and clarification of the design, to assist in realising the building works.

The procurement method significantly influences the role and responsibility of the Architect in this phase ranging from more traditional roles and contracts to D&C or Novated Roles and Contracts.

The project’s **Responsibility Matrix** should be clear as to who is responsible for responding to **Site Queries**, regular inspections and reporting on **Construction Quality**, reviewing shop drawings, materials and prototypes, and the production and maintenance of **Defects Lists** prior to **Practical Completion**. This may be the design team who have produced earlier stages, or it may be a separate standalone role or client team.

Stage 7 Manufacturing & Construction begins with the commencement of works on site. Activities that trigger commencement of the site phase and the architect’s obligations therein should be made very clear in the project’s Scope of Services. These activities could include the issue by the Building Surveyor of Building Permit Documentation, handover of the site to the Contractor, site preliminaries, demolition, enabling works or early works.

Stage 7 concludes with **Practical Completion**. Handover of the works is formally describe in Stage 8 **Handover & Use**.

Where off site construction (manufacturing) takes place, such as in unitised building, the works may occur out of a traditional sequence and require strategic planning and consideration of the level of design detail required earlier in the process. Greater emphasis is also placed on the logistics of getting large-scale components to site on time, and on the management of material and supply chain partners.

The overlap of Stage 7 with Stage 5 and 6 is commonplace. Parts of the project, such as demolition, enabling works or early works may be undertaken while Detailed Design and Construction Documentation is underway for the main works.

Stage 7 concludes with the issue of a **Practical Completion** certificate, which allows a building to be handed over. Like the start of the **Manufacturing & Construction** stage, works are often completed in stages with construction still occurring while some parts of the project are in use.

The **Plan for Use Strategy** considers tasks and activities undertaken before and after **Practical Completion**, including commissioning and decanting, to enable seamless occupation at the conclusion of construction.

Preparations for handover will include compilation of the draft **Building Manual** and the completion of **Verified Construction Information** in accordance with the **BIM Execution Plan**.

What it isn’t

Design work and construction documentation is completed in previous stages. Any changes in the design proposed by the Client or Contractor, including layouts, components, materials or systems, should be actively managed via the **Change Control Procedures** already established for the project.

With fastrack and staged delivery methods, it is commonplace for contractors to propose or mandate design changes. These are often introduced to generate cost savings, improve constructability or address supply chain issues. Changes to the project’s design intent, performance or materiality can precipitate redesign which, if substantial (e.g. waterproofing details), also requires sign-off by the **Statutory Building Surveyor** prior to execution. These changes should not be considered **Value Management**, which formally is completed prior to the issue of For Construction documentation methods, with the ensuing responsibility on Clients to approve prototypes in a timely manner.

Stage 8

Handover & Use

Project Initiation & Conceptual Design				Detailed Design & Construction Documents		Design Delivery & Construction	
Stage 1 Strategic Definition	Stage 2 Briefing & Preparation	Stage 3 Concept Design	Stage 4 Spatial Arrangement	Stage 5 Design Development	Stage 6 Construction Documentation	Stage 7 Manufacturing & Construction	Stage 8 Handover & Use

What it is

Stage 8 Handover & Use starts with the issue of a **Certificate of Occupancy** by the **Statutory Building Surveyor** and the attainment of **Practical Completion**. **Aftercare** is initiated and the project handed over to the **Client**. The Contractor continues to rectify residual or new defects for the length of the **Defect Liability Period**, typically 12 months. On occasion the Architect is also involved in end-user training sessions, ensuring that the building is used, operated and maintained efficiently.

Project Performance sessions are recommended as soon as possible after **Practical Completion** while all key knowledge holders are available and able to reflect in detail upon the process and outcomes.

Periodically the Architect may be required to provide updates of outstanding defects. In some contracts the Architect is also responsible for obtaining and managing equivalent defects lists from **Primary and Specialist Consultants**.

When all items have been rectified and at the completion of the **Defects Liability Period**, the **Final Certificate** can be issued, accounting for any previously unresolved variations and releasing the remainder of retention monies or bank guarantees.

Additional **Aftercare** activities undertaken during Stage 8 may include sustainability reporting, feedback on service and maintenance proposals provided by third parties to the **Client**, and recommendations for improvements to optimise building performance. It is important that during the **Defects Liability Period** the client does not modify contractually mandated maintenance regimes in such a way as to lessen or void the Contractor’s ongoing responsibilities. Smooth transition from Contractor to Client-led maintenance regimes should also be flagged. In some circumstances, these ongoing maintenance regimes may already be identified as part of the original Contractor procurement process, or integral to a Build and Operate/Maintain Agreement.

Post Occupancy Evaluations are commonly not undertaken by clients at the end of projects. However, even a light touch review can be very beneficial, particularly for institutional asset owners that are capable of understanding trends across multiple projects and methods of delivery, comparing predicted versus actual performance metrics.

What it isn’t

Once a building is handed over, Clients must consider compliance with in-use Planning Conditions, particularly in relation to sustainability (e.g. meeting ongoing renewable energy performance requirements) and building use (e.g. occupancy capacities, hours of operation, use of external spaces). As part of this responsibility, asset owners may look to update or continuously maintain BIM generated by the project

Later in a building’s life, Architects can be asked to assess refurbishment, repurposing or extension opportunities. This formally loops the Architect’s work back to **Stage 1 Strategic Definition**, where the design process starts again.

Outline of Services Definitions

The terms, definitions and detailed descriptions proposed here relate to capitalised terms in the table.

Architect	A person registered with the Architects Registration Board (or equivalent) in their state or territory.
Aftercare	Initiatives aimed at making the use of the building more effective, including improving the performance of the Building Systems .
Architectural Concept	Higher order design intent or vision incorporating not just physical and spatial imperatives such as the site and climatic conditions but also responding creatively to the project’s brief and broader cultural context. The Architectural Concept forms the backbone of the Stage 3 design process, strength tested with the Client and broader consultant team.
Asset Management	The life cycle management of physical assets including their operation, maintenance, upgrade and disposal.

Approval for Planning or Construction Approval processes for buildings differ nationally. The following table briefly outlines the types of planning and construction approvals required for simple projects in each state and territory. This list is not exhaustive and is intended to help direct you to the correct authority with the correct terminology. Note that a project may require different or additional approvals from those noted – it is best to consult with the relevant local authority.

State or Territory	Typical planning approval pathway	Alternative planning approval pathway (residential works on simple sites)	Typical construction approval requirement
ACT	Apply for a Development Application through the Environment, Planning and Sustainable Development Directorate (EPSDD) E-development portal Or Apply for a Works Approval through the National Capital Authority (NCA) (for works on the lakes edges and in the governmental triangle)	For some houses and projects, development approval may not be required if certain requirements are met. Exemptions are defined in the Planning and Development Regulation 2008	Apply for a Building Approval from a licensed building surveyor (also known as building certifier)
NSW	Apply for a Development Application from the local council through the NSW Planning Portal	Apply for a Complying Development Certificate from a Principal Certifying Authority	Apply for a Construction Certificate ¹ from a Principal Certifying Authority
NT	Apply for a Development Application from the NT government through the Development Applications Online website	N/A	Apply for a Building Permit from a private certifier
QLD	Apply for a Development Application from the local government authority	N/A	Apply for Building Rules Consent from a private certifier or local council building surveyor
SA	Apply for a Development Application through the SA Planning Portal	N/A	Apply for Building Rules Consent from a private certifier or local council building surveyor
TAS	Apply for a Planning Permit from the local council	Certain building work does not require consent from Council; for which a ‘no planning approval required’ (NPAR) certificate may be issued by a planning consultant	Apply for a Certificate of Likely Compliance from a building surveyor and then apply for a Building Permit from the local council or licensed building surveyor
VIC	Apply for a Planning Permit from the local council. Certain types of planning applications can be applied for under the expedited VicSmart scheme.	Meet the requirements of Rescode ²	Apply for a Building Permit from a private or municipal (council) building surveyor
WA	Apply for a Development Application from the local council	N/A	Apply for a Certificate of Design Compliance from a building surveyor and then apply for a Building Permit from the local council

Notes to Table:
¹ A Complying Development Certificate acts as a Construction Certificate
² Rescode will be assessed as part of the Building Permit

Outline of Services Definitions

The terms, definitions and detailed descriptions proposed here relate to capitalised terms in the table.

BIM	BIM is a generic term for the process of creating and maintaining buildings with the help of software and technology. In essence BIM is not new; it is what architects have always done – exchange graphic and written information across stakeholders but it is now supported and managed by technology. The term BIM often gets confused as it can describe different things: • BIM as Building Information Model (this refers to a computer model with associated data). • BIM as Building Information Modelling (the task). • BIM as Building Information Management (this is the process). The BIM management plan (BMP) is a formal document that defines how a project will be executed, monitored and controlled with regard to BIM. One of its main purposes is to make clear what members of the project team can expect from each other – who is meant to do what, how, and when in regards to BIM.
Building Contract	The contract between a Client and a Contractor for the carrying out and completion of building works. There are many forms of procurement of building contracts, ranging from the more traditional lump sum agreements, to the newly evolving hybrid forms of procurement born in response to considerations of time, quality, cost and importantly risk. All aim to best respond to the needs of the client, the project particulars and the conditions of industry and market. While the AIA Outline of Services is primarily procurement agnostic, understanding the fundamentals of procurement, their benefits and associated risks, will enable the broader project team to refine the outcome, core tasks, core processes and deliverables of each stage. <i>Refer to the Procurement Supplement for more information.</i>
Building / Maintenance and Operations Manuals	Documents prepared by the Contractor at the end of Stage 7 in draft form and finalised in Stage 8 that provides all Warranties, Schedules, Documentation, Certificates, approvals and other project information as required under the contract
Building Surveyor	(Including Consulting Building Surveyor and Statutory or Relevant Building Surveyor) Statutory building surveyors have legislative authority to assess and evaluate plans and designs for proposed buildings (including proposed alterations and improvements) and proposed regulated building use (including proposed changes in use) to ensure the plans, designs and use comply with the relevant building standards and statutory regulatory requirements. Building surveyors also ensure that buildings are constructed in accordance with approved plans and in accordance with the National Construction Code and Australian Standards to ensure that they are safe and compliant. The intention of the authority provided in the legislation in relation to building standards and regulations is to ensure that work done is completed in a compliant manner and that buildings, because they are compliant, are safe and suitable for occupation. The result of statutory building surveying work should be that the end users of buildings (owners or occupiers) are less likely to be exposed to personal injury or liability for injury, are less exposed to additional costs of repair or excessive maintenance work in order to enable use, and that the value in use of the asset (the building) is not adversely impacted due to non-compliance. Whilst statutory building surveyors work with other building professionals involved in the building process (builders, architects, civil engineers, electrical engineers, fire engineers, developers, manufacturers etc.), the work of statutory building surveyors is discreet, separate and independent of those other parties, particularly as it involves the exercise of a regulatory function which other professionals are not able to perform. Building surveyors acting in statutory roles undertake the following functions: a. assess and determine or certify the extent to which application documents comply with technical building requirements; b. issue approvals, consents or building permits as applicable under relevant State and Territory laws; c. inspect building work to audit compliance with relevant laws; d. inspect health and safety aspects of existing buildings to verify ongoing compliance with approval or occupation requirements; e. where authorised by State and Territory laws, take appropriate compliance and enforcement actions to ensure building work complies with regulatory requirements; f. certify inspected works as complying with regulatory requirements and/or approved documents; and g. approve the use and occupation of buildings or parts of buildings in accordance with relevant laws. Consulting building surveyors work with a broader range of industry professionals, bodies and clients than statutory building surveyors as there are no legislative constraints to the engagements they accept. Provided consultant building surveyors are acting within the limitations of their qualifications and experience, there is a broad range of occupational work that can be undertaken. The result of consulting building surveying work should be that the end users of buildings (owners or occupiers) are less likely to be exposed to personal injury or liability for injury, are less exposed to additional costs of repair or excessive maintenance work in order to enable use, and that the value in use of the asset (the building) is not adversely impacted due to non-compliance. Building surveyors acting in consulting roles undertake the following functions: a. providing design advice to assist in the provision of compliant proposal documentation; b. provide advice to building owners and builders in response to statutory inspections of building work in progress to advise on how to achieve compliance with relevant laws; c. inspect building work on behalf of a building owner to audit agreed aspects such as compliance with relevant laws and contractual requirements including in relation to fitness of purpose and consumer law related aspects of work by the owner’s builder; d. inspect buildings to ascertain and report on the reasons for failures, defects or other aspects of unsatisfactory performance, on behalf of the building owner, builder, design consultant, insurer, a regulator or as an expert assisting a legal process; e. provide advice to owners and operators of buildings about achieving ongoing compliance with approval or occupation requirements designed to protect health and safety aspects of existing buildings and also but not necessarily on work health and safety legislation compliance; f. provide advice to owners and builders responding to compliance and enforcement actions related to how to remediate building work that has been performed otherwise than in conformity with regulatory requirements; g. provide expert evidence to a Court, Arbitrator or Tribunal; h. provide compliance assessment services to product and material certification accreditation bodies to be used as part of certification of products; i. provide opinions or assessments of the adequacy of work performed by other building surveying practitioners to inform an audit process operated by a regulator or other body.

Outline of Services Definitions

The terms, definitions and detailed descriptions proposed here relate to capitalised terms in the table.

Building Systems	The constituent parts of a building, including, but not limited to, structural systems, mechanical, waste and water, electrical and IT systems, façade, ceiling, floors and wall systems.
Business Case	The rationale behind the initiation of a new building or infrastructure project.
Change Control	Procedures for controlling changes to the design and construction following approval of the Stage 3 Concept Design and the final Project Brief . The AIA Outline of Services recommends that Change Control Procedures formally commence at the start of Stage 4. This allows any proposed changes to the Architectural Concept to be properly considered before they are implemented, noting that changes can impact different members of the design team in different ways.
Client	A person or entity who engages an Architect to provide architectural services and, typically later, a Contractor to provide construction services. Professional services contracts and Building Contracts must clearly define what information the design team and the contractor are required to deliver at the end of each of stage of work.
Client Requirements	An early document, often used in Stage 1 prior to the development of a Client Brief , that articulates the needs of the Client which the Project may be procured to meet.
Contract Administration	Provision of services to administer the Building Contract . Full services includes maintaining records of costs, claims, payments, certifications, notifications, shop drawing reviews, samples and prototypes, periodic inspections, instructions, liaison with the Client, and coordination with consultants and the Contractor. More commonly the Architect now provides a subset of full services.
Contractor	A builder or other trade who carries out the construction work under a construction contract. A contractor can be a head contractor or a subcontractor.
Cost Plan	The estimate of construction, or capital, costs for a building, aligned with the Project Budget, unless otherwise agreed with the client team. The level of detail and accuracy of the cost plan should increase as the project progress through its stages as a result of the continuing refinement of the project scope and design. Typically, during master planning and early concept design, cost estimates often rely on benchmarked and program data from similar precedent projects. At these earlier stages cost plan accuracy is low as there is limited design information and typically large contingencies would apply.
Defects	In simple terms a defect is works that do not maintain the standard of quality defined in the building contract. As construction nears Practical Completion, the Architect and other relevant consultants inspect the works and prepare a list of defects that are evident and that must be rectified before Practical Completion. The list may also identify incomplete works that must be completed and equipment not yet installed or operating that must be installed, tested and fully operational. It may also be the case that there are defects that are evident, that will not materially affect the occupation and use of the building, which may not be rectified before Practical Completion. It is the Contractor's responsibility to advise the Architect and relevant consultants of the date that the Contractor anticipates that the works will reach Practical Completion and give sufficient time, based on the contract's terms, for the inspection(s) to be undertaken, the defects list(s) to be prepared and rectification to be completed.
Defects Liability Period	The defects liability period (which may be called the maintenance period) commences on the date of Practical Completion. From that date, for the period identified in the building contract, the Contractor is responsible for rectification of defects that arise in the works due to the quality of workmanship, the failure of materials due to poor construction techniques and for the repair of equipment that fails to meet the performance specifications. The Contractor is not responsible for defects or equipment failures that are the result of normal wear and tear or misuse. This includes failures due to poor design or detailing, the incorrect use of materials or the selection of inappropriate equipment.
Deliverables	The agreed list of outputs that are required at a particular point in the project, commonly at the end of each stage, such as drawings, reports, specifications, etc.
Design Intent	The term ‘design intent’ in architectural practice has been used for many years, generally as an encompassing term referring to an outcome that includes the finished built work as well as the individual and collective ambitions of the client, designer and relevant stakeholders for the project. Capturing and communicating ‘design intent’ is challenging as contract documents often only communicate the built-form component of a project’s aspirations, not the non-physical ambitions/requirements of the project. If the term design intent is used in any contract, ie a client architect agreement, specification or building contract, then its meaning should be explicitly defined within a glossary or further elaborated at the point it is used. Care should be taken when expressing the word ‘design intent’, particularly when a contract is in place between parties. Using the term ‘design intent’ to justify or provide more detail when there is a lack of clarity might be contradictory to the contractual terms. For example, a clause such as: ‘The architect will provide inspections during construction to determine compliance to design intent’ may increase the scope of services beyond what was intended. In such an instance, any clause which outlines services to be provided should be itemised in greater detail instead of using the term ‘design intent’. As the term ‘design intent’ has no universally accepted meaning, its usage – particularly in contracts – should be defined and agreed upon or avoided.
Design Issues Register	A record, commonly in table format, describing outstanding or unresolved design issues at the end of each stage relative to the level of design resolution expected at that stage of the work. These issues can be raised by the Client, Architect or other project team members.

Outline of Services Definitions

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Design Program	A timeline of tasks, activities and deliverables that are required to be completed by the architectural design team during the design process. This timeline includes key dates for starting, finishing, issuing, submitting and presenting various tasks. The timeline might also include dates for receiving and issuing information to other parties including specialist consultancies, authorities and stakeholders. The Design Program forms a subset of the Project Program which describes the total project deliverables including Client and Contractor activities and milestones.
Engineering Services	Civil, structural and building services engineering are typical disciplines required for the completion of most building and infrastructure projects. Building services engineering deals with the internal environmental and environmental impact of a building. Its purpose is to achieve optimal integrated building systems incorporating environmental control and safety provisions for the comfort and well-being of the occupants of the built environment. Typical building services engineering domains include: - acoustics in buildings - air conditioning and mechanical ventilation - data and communications - electrical light and power - energy management - fire safety engineering - fire services - security and access control - vertical transportation - water and waste services. Preliminary or strategic engineering advice recommends the conceptual approach and assumptions, establishes key design criteria relative to the Project Brief, identifies relevant codes and standards, reports on Authority and planning approval matters as they impact the program and budget, and provides advice to the Cost Planner. This preliminary advice should include basic materials and systems and approximate dimensions. Traditionally Architects would engage and manage these services directly on behalf of Clients and be responsible for the ongoing coordination of their inputs. Design delivery today varies greatly across projects: engineers may be directly procured by Clients and/or perform Project Management and coordinating consultant roles. As planning and project requirements have become more complex, the need for Specialist Consultants has also increased (e.g. traffic and pedestrian modelling, acoustic or wind engineering). It is important for the project to establish and maintain a Responsibility Matrix to ensure scope transparency, as well as a mechanism or contingency to address any gaps if they arise.
Facilities Management	Facilities management is an open-ended activity that can include most of the services now offered by separate architectural, building, engineering and environmental consultants. It involves people as well as property, and delivers procurement and on-going management. To enable this, facilities managers are likely to use the skills and experience developed by the more traditional professions. Where these professions are now engaged by the owner, or project manager, they are, under facilities management, more likely to be employed by the facility manager acting for an owner-client or developer. Facilities managers are likely to represent the owner or company in dealing with architects and to undertake the following tasks: - prepare briefs for building and service requirements - oversee project managers - commission project managers, architects and consultants - monitor performance of consultants during building phases - monitor post-occupancy performance - commission consultants for post-occupancy services Architects, by their training, can offer some of the skills required by facilities managers. These include: - space planning - undertaking feasibility studies, - design of buildings and interiors - contract administration - evaluation of buildings - management of project delivery
Feedback	Knowledge derived from previous similar projects, often used to inform dialogue at Stage O. Feedback might comprise Post Occupancy Evaluation feedback, building visits, case study information or discussions with the project teams involved in the previous projects.
First Nations	First Nations or First Nations Peoples refer to Aboriginal and Torres Strait Islander peoples. These terms recognise and respect the position of Aboriginal and Torres Strait Islander peoples as those who first inhabited and cared for the continent now called Australia. Aboriginal peoples are those whose ancestry originates from the mainland. Torres Strait Islander peoples' ancestry originates from the Torres Strait Islands. Indigenous peoples is the term used to include both Aboriginal and Torres Strait Islander peoples, while also associating with Indigenous peoples globally. Each individual, community and group will have different preferences regarding how they are identified. It is good practice to ask their preference and to respect this by using their preferred terms.

Outline of Services Definitions

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Furniture, Fixtures & Equipment Schedules (FFE)	Furniture, Fixtures & Equipment encompasses all the movable or removable items that are added to a building to make it functional. These asset designations are also used to assist in the accounting for a building or facility in its operation. Furniture includes items such as workstations, chairs, tables, lockers and freestanding cabinets that are not permanently attached to the building structure. Fixtures include items that are attached to the building but can be removed without causing damage, such as lighting fixtures, security systems, AV including projectors, shelving units, and window treatments such as blinds. Equipment includes all movable tools and machinery used for specific functions within the building, like kitchen appliances, audio-visual equipment, and other specialist equipment. Often this equipment has permanent components integrated into the structure that are essential to its use and operation, such as exhaust flues or specific floor load bearing capacities. The Client Brief should be clear about the extent to which FFE is documented for the project, and ultimately who is responsible for procuring, installing and maintaining the items. On complex projects FFE is often further categorised into groups to confirm which party is responsible for selection, installation, commissioning and maintenance.
For Record Drawings	Revisions to the final Stage 6 Construction Documentation drawings to reflect any changes made in the course of the construction contract.
Gap Analysis	A formal review and record, commonly undertaken at the end of the stage, to identify gaps in the briefing process, scope (which may identify the need for additional services), Information Register or Deliverables .
Implementation Plan and Project Implementation Plan	Established at the end of Stage 1 Strategic Definition , an Implementation Plan defines the recommended solution including the establishment of a budget, a preferred delivery timeframe, identification of key stakeholders, and critical experts to develop the solution into a Project Brief .
	Established at the end of Stage 2 Briefing & Preparation , a Project Implementation Plan , sometimes referred to as a Project Execution Plan, is a more detailed document that supports the execution of the Project Brief into a design and subsequent built outcome. It reconfirms the approved project budget (and pathway to subsequent approvals), delivery program, governance and reporting structures, communication and contract administration protocols, risk and opportunity matrices.
	Architects contribute to the development of these plans, but responsibility for their management commonly rests with the Client or one of its agents.
Information Register	A record of all information relevant to the development of the design, including information prepared by the consultant team and information sourced from the Client or third parties. Both formal and informal information exchanges occur during the iterative design process.
Landscape Architecture	Landscape Architecture is a broad discipline that creates spaces and places of varying scale in concert with architecture, engineering and the environment. The profession brings science and design together to generate a site response, often having to consider broader impacts such as green infrastructure, climate resilience, culture, heritage, ecology and urban design in order to support healthy communities, natural systems and a sustainable planet.
National Construction Code (NCC)	The NCC is Australia’s primary set of technical design and construction provisions for buildings. It is a performance-based code, setting the minimum required level for safety, health, amenity, accessibility and sustainability of new buildings and building work. The NCC is written and maintained by the Australian Building Codes Board (ABCB) on behalf of the Australian and State and Territory governments. It is a performance-based code for building and plumbing and drainage systems, comprising: • NCC Volume One – Building Code of Australia for Class 2 to 9 buildings • NCC Volume Two – Building Code of Australia for Class 1 and Class 10 buildings • NCC Volume Three – Plumbing Code of Australia The NCC references ABCB, Australian and other standards as referenced documents. The ABCB Housing Provisions Standard is referenced in NCC Volume Two and contains most of the DTS Provisions for Class 1 and 10 buildings. This change was introduced with NCC 2022.
Plan for Use Strategy	This strategy, which is recommended to be adopted from project inception, seeks to establish realistic and measurable targets for building performance outcomes such as energy consumption, embodied and operational carbon, as well as qualitative measures such as user comfort, review these targets during design while mitigating risks, and commit to measuring and evaluating outcomes alongside fine-tuning during the operation.
Practical Completion	Practical Completion typically refers to the stage of a construction contract when the works are determined to be fit for use and/or occupation in accordance with the relevant contract. Works are at Practical Completion when: • they are substantially complete and any incomplete work or defects remaining in the works are of a minor nature and number, the completion or rectification of which is not practicable at that time and will not unreasonably affect occupation and use; • all commissioning tests in relation to the plant and equipment shown have been carried out successfully, and • any approvals required for occupation have been obtained from the relevant authorities and copies of official documents evidencing the approvals have been provided.
Primary Consultant	A Primary Consultant is a consultant, often the Architect, whose responsibilities include direction and coordination of the work of Specialist or Secondary Consultants . The primary consultant is in contract with the Client.

Outline of Services Definitions

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Planning and Authority Advice	Early advice sought to determine any planning risks. Advice can be obtained from architects, planning consultants, the relevant state or local planning department or infrastructure authorities. Planning Advice obtained during Stage 1 will be more strategic in nature, and during Stage 2 might comprise a Design Review to inform the project team about the suitability of the proposals being developed. This may include consideration of: - Planning Schemes (State, local) - Cultural Heritage / First Nations engagement (State) - Heritage (Local, State, National) - Archaeological or Ecological impacts Planning and infrastructure authorities are key Project Stakeholder on any project, providing opinions and approaches that are outside the control of the project team and therefore planning represents a core Project Risk. Pre-design Planning Advice helps to manage this risk by allowing the early views of the planners to inform the briefing and/or design process and can be invaluable in shaping the direction of the design. Planning departments and authorities may charge pre-application fees for early advice, formalising these early engagements to allow them to be recognised as part of the planning process. Larger or complex projects often involve some level of community consultation. Depending on the complexity of the statutory approval pathway, initial consultation with Authorities can be used to develop a Planning Approval Strategy. This would include identification of additional reports (e.g. a Conservation Heritage Management Plan) required to facilitate approval processes. The planning or development application process focusses on ensuring that development proposals are assessed using a consistent process, assessment and decision criteria, and in accordance with community expectations as set out in the relevant local planning scheme. Timeframes for this process are determined by the local council or authority. Ultimately, the planning risk cannot be considered resolved until a Planning Application has been submitted and approved. This may include Planning Conditions that must be met in the subsequent design and construction phases of the project.
Procurement Route	The selected Procurement Route can influence each Stage of the works. An early understanding of the preferred procurement method will assist in determining a projects Scope of Service, identify key milestones and the responsibilities and obligations of the Client, Architect and Contractor at each Stage of the project. The procurement method may assist to establish: - Who appoints the Architect - Who has the authority to direct the Architect - When the project is tendered and when the contractor is appointed - Who has stewardship of design and delivery of the design - What must be achieved at each stage of the project Refer to the <i>Outline of Services Procurement Appendix</i> for more information.
Project Brief	A written statement which details the client’s expectations and the functions of a proposed building. It should also describe the facilities to be provided and the activities to be performed. It should also clearly identify the broad policies within which these are to be achieved in respect of time, cost and quality. The brief should not propose specific design solutions.
Project Budget	The client’s budget for the project, which includes the construction cost, the cost of the professional services and the cost of certain items required post completion and during its operational use. It also includes provisional sums, escalation, contingency sums, GST, furniture and equipment, approval costs and any other cost, allowance or item defined by the Client.
Project Program or Timeline	The Project Program describes total project deliverables including design team, Client and Contractor activities. This timeline includes key dates for starting and finishing various tasks, hold points or gateways, Authority approvals and contractual milestones. It is usually also defines the project’s critical path and any/all staging obligations.
Project Risks	Issues that cannot be fully determined at a particular time/stage that may impact on the design, cost or delivery of a project. Lack of clarity regarding Project Risks can necessitate a redesign or result in cost overruns or programme delays.
Project Stakeholders	Individuals and organisations who are actively involved in the project, or whose interests may be positively or negatively affected as a result of project execution or successful project completion, i.e. Project stakeholders are the people or groups who have something to gain (or lose) from your project’s outcome.
Project Strategies	Strategies to support the design process, generally developed in parallel with the design stages (Stages 2-3) and to respond to the Business Case or Project Brief before they are concluded or support the use of the building. A stakeholder is either an individual, group or organisation that is impacted by the outcome of a project. Stakeholders have an interest in the success of the project and can be within or outside the organisation that is sponsoring the project. Stakeholders are important because they can have a positive or negative influence on the project with their decisions. There are also critical or key stakeholders, whose support is needed for the project to exist.

Outline of Services Definitions

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Quantity Surveyor	Quantity surveying professionals work closely with designers, engineers, project owners, developers, banks, contractors and builders to determine, analyse and manage the costs related to the construction, maintenance and operation of built assets. They can also provide related services such as tax depreciation, insurance estimation, mediation and arbitration. There are many job roles and titles that exist within the quantity surveying profession. The most common with respect to design and construction are Cost Planners and Quantity Surveyors. A Cost Planner investigates financial feasibility in the early stages of a proposed project and throughout the design stages. This assists clients and contractors in determining whether a project is feasible within their time and budget constraints. A Quantity Surveyor estimates and monitors the costs of construction through the lifetime of a building, from feasibility through design and construction to demolition or repurposing.
Responsibility Matrix	A matrix determining who is responsible for the different tasks to be undertaken at each stage of the process. It should establish the lead party and support functions and closely align to the Information Register. This document sets out the boundaries between the design team, specialist subcontractors and the construction team, and the extent to which and when descriptive or prescriptive requirements are prepared for the project.
Responsible Authorities	The approval of certain authorities is generally required for all projects. This can include pre-approval advice, approval advice and conditions of approval. The design team must assess the implications arising out of any conditions or modifications in respect of cost, time, quality, performance etc. See also Planning Advice.
Risk Register	A document that systematically identifies, analyzes, and tabulates potential risks (both threats and opportunities), their potential impacts, and mitigation strategies, serving as a central repository for managing risks throughout the project lifecycle. Risk descriptors should be clear and consistent (i.e. cause, event and effect or impact), and responsibilities understood by all parties.
Safety in Design	“Safe design means the integration of control measures early in the design process to eliminate or, if this is not reasonably practicable, minimise risks to health and safety throughout the life of the structure being designed” (Safe Work Australia, 2018). Safety in design provides a system to formally document a process demonstrating systematic risk management. This process involves a range of participants and stakeholders in consideration of a range of issues such as aesthetics, function, safety and environment. In the early stages of a project, the designer should consider the design and its intended purpose, materials to be used, possible methods of construction, maintenance, operation and demolition and identify hazards and control them through elimination, substitution, isolation, engineering, administration or personal protective equipment (PPE). A Safety in Design Risk Register is the central repository for all safety risks identified and stored throughout the design process.
Site Appraisals	A review of the site or potential sites, which may include an existing building or collection of buildings, to determine the viability of the Client Requirements.
Site Information	e.g. drawings, hazardous materials registers, arboreal reports, conservation management plans, dial-before-you-dig infrastructure details. The range of information potentially desired is vast and may include contamination, geotechnical, feature survey and site services, cultural assessments, existing conditions audits, biodiversity audits, tree audits, topographic analysis, movement systems analysis, heritage assessments, title and zoning analysis, comparative site studies, boundary and adjoining property outlines, encumbrances, marketing studies, stakeholder engagement and listening reports, pre-consultation with Authorities, social and economic reports. If the project involves extensive alteration, adaptation or conservation of an existing building there may be supporting scoping documents prepared in to inform the cost estimate. If not undertaken in this stage, they would become essential in the Spatial Coordination stage. The client and project team may choose to undertake a soft strip of the existing building to inform the design scope and would be documented and undertaken as a parallel activity (including any relevant approvals).
Spatially Arranged	An architectural design in which the client’s spatial requirements and the additional area for any structural and building services systems, including superstructure, risers and plant rooms, have been determined, located and fixed on plans to allow for Stage 5 Design Development to progress without any further iterations. A spatially arranged design with preliminary coordination ensures that every space in a project is defined, including the functional spaces required by the client, common and circulation space, non-habitable space and the area required to accommodate building services and structural systems. Note, spaces are not identically coordinated across all disciplines by the end of Stage 4 Spatial Arrangement. For instance, coordination and clash detection across engineering disciplines continues through Stages 5 & 6. However, the introduction of new areas into the project after Stage 4 can be very disruptive to the overall design development of the project.

Outline of Services Definitions

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Specialist or Secondary Consultants

A specialist consultant is a specialist in a particular field who may contribute to part of a design but generally not the whole design. A specialist consultant’s work is subject to the direction and coordination of the primary consultant (who may or may not be the Architect), and who is generally engaged and paid (either directly or indirectly through the Architect) by the Client.

Typically, consultants may be engaged to provide specialist consulting services including:

- Access: providing access to the built environment for people with disabilities, guidance on best practice and regulatory compliance.
- Acoustic – prevention, absorption, reinforcement, generation and transmission of sound.
- Artists – mural works, sculpture works, artworks selections and installation, coordination with lighting consultant.
- BIM Consultant – review and ensure compliance with client’s BIM requirements.
- Building maintenance/roof access – fall restraint and arrest, safe access and building facade maintenance systems design.
- Building surveyors/certifiers – assessing plans for conformity with National Construction Code (NCC) and local authority requirements, pre-purchase inspections of buildings, issuing compliance certificates on completion.
- Civil – earthworks, water supply, sewerage, site drainage, road works, parking areas.
- Costing specialists or Quantity surveyors – cost estimates, cost planning, compilation of bill of quantities, appraising tenders, measuring variations, assessing prolongation claims.
- Cultural engagement – First Nations stakeholder and community engagement, research and design solutions.
- Door hardware consultants – hardware selections, keying.
- Electrical/communications – lighting, power, emergency lighting and power, clocks, fire detectors, public address systems, call and warning systems, radio and TV installations, telephones and intercoms, sound systems, information technology and associated electrical and electronic systems.
- Energy consultants – energy rating determinations, thermal performance, achieving Section J compliance.
- Environmental engineering – contaminated land, air, water, soil and noise quality.
- Facade engineering – facade, waterproofing and design detailing and testing.
- Fire engineering – fire services design and planning.
- Furniture and equipment procurers – design and selection, scheduling, installation management.
- Geotechnical – site investigation, soils testing.
- Graphic designers – corporate graphics, building graphics, brand management, specialist design such as restaurant menu design.
- Heritage specialists – identification, assessment, management and interpretation of cultural heritage, project management of native title, historical, built and environmental heritage issues.
- Interior and furniture designers – colours and materials, work stations, furniture, task lighting, space planning.
- Kitchens/bars consultants – commercial kitchen design, specialist equipment, selections, specialist contract administration services.
- Land surveyors – subdivision, height contours, invert levels.
- Landscape architects – landscape design.
- Lifts – lifts, hoists, escalators, conveyors.
- Marketing – property marketing.
- Mechanical – ventilation, heating, airconditioning, hot water, steam, town and natural gas, compressed air, oxygen, medical gases, vacuum, pneumatic tubes.
- Model making – physical three-dimensional representation of design.
- Plumbing and hydraulics – cold water, flusher services, fire services, sprinkler systems, sewerage, internal soil and waste plumbing including or excluding sanitary fittings, booster pumps, gas services, other piped services.
- Programming consultants – design development and documentation programming.
- Property valuers, financial analysts – development financing, leasing.
- Safety consultants – occupational health and safety audits, safety in design and construction management.
- Security specialists – alarms systems, bank security, secure area design.
- Signage specialists – coordination with client on building signage, internal and external signage design and documentation, signage tendering and contract administration.
- Specialist lighting – artistic lighting effects and design enhancement.
- Specification writer/consultants – production and coordination of consultant specifications.
- Structural – structural concrete, structural steel, load-bearing masonry and other structural components.
- Swimming pool/water feature consultants – pools design, local authority approvals, fountains design.
- Theatre consultants – specialist auditorium and services including lighting, acoustic and amplification systems.
- Traffic – roadways, vehicular movement, access and parking design.
- Urban planners – policies and plans for the use of land and resources, commercial and retail development planning, masterplanning.
- Visualisation – rendering, photo-realistic representation.
- Waste – planning of waste streams and removal systems and design.
- Wind engineering – management of the effects of wind on building design, structure and surrounding environment.

Involvement of Secondary Consultants, if not already captured in Stage 2 Briefing & Preparation, should be identified at the start of Stage 3 Concept Design, including which disciplines are required, their scope to align with the singular concept, the compliance pathway, what infrastructure will be affected/required and therefore confirmation of:

- client understanding and agreement to each kind of specialist input and at which point in the project and through what process they will be engaged;
- what process will be adopted for the selection of specialist consultants;
- who will engage and pay them (i.e. whether they will be a subconsultant or secondary consultant);
- a clear definition of which specialist consultant (or the primary consultant) will be responsible for each component of the services being provided, to ensure there are no gaps or overlaps between services provided by different consultants, including the primary consultant.

Outline of Services Definitions

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Specification, Outline Specification & Performance Specification	Specifications are written descriptions of the required quality of the built product and its component products. It is a well-structured, detailed description of the quality, standards, workmanship, materials, and technical requirements of the work to be done. The specification links the drawings and schedules with the general conditions of contract. It complements, without duplication, the information in the drawings and schedules or the general conditions of contract. The specification has many roles, including: • A document demonstrating compliance with statutory requirements. • A written record of design decisions, materials required and standards to be adhered to • A tendering document • A legal, contractual document • An on-site working document • A dispute settlement document • A project management tool • A facilities management tool
Stage Report	A report produced at the end of Stages 3 – 5 to capture decision making during the stage and record the outcome of the design process as reviewed by the client. The Stage Report will also contain the Project Strategies and other useful information illustrating the manner by which the design addresses the Project Brief, statutory criteria, technical considerations and optioneering. The Stage Report should be signed off by the Client before proceeding to the next stage, capturing ongoing design issues, gaps and risks.
Strategic Plan	A document prepared at the start of a project to describe the Client’s requirements including a clear articulation of a problem, a range of solutions, measurable criteria for evaluation, and a recommended solution or short list of solutions. The plan’s solution(s) may or may not include a building project.
Tender	An offer to perform work and/or supply goods at a given price, usually made in writing.
Tender Schedule	This includes all schedules that are to be completed and submitted with the Tender . Such schedules could include current commitments, experience of the tenderer (including financial capacity), rates, work health and safety requirements, insurance provisions and any other matters to demonstrate the suitable qualification of the Contractor .
Understanding Country	Country is broadly understood as a holistic worldview that incorporates human, nonhuman and all the complex systems that connect them. Country relates to First Nations Peoples’ cultural groups and the places to which they belong. It is understood in cultural, spiritual and tangible ways. An understanding of Country includes intangible ideas about place, Law, lore, language, customs, spirit, cultural practice, identity and kin. It is very important to recognise that First Nations Peoples’ ‘understanding of Country’ differs between groups, individuals and contexts. Caring for Country is a term used to describe the land management practices and programs that First Nations Peoples undertake, and the role these play in enabling continuing culture. To care for Country is to recognise that the different ecosystems across the continent require different practices to enable sustainable living. First Nations Peoples’ aspirations to care for Country respond to the knowledge and responsibility entrusted to them, providing a deep sense of belonging, purpose and identity. An understanding of the impact on Country relates to understanding the impact on the environment. However, it is not the same thing. First Nations Peoples understand themselves to be part of Country and so by impacting Country people are likewise impacted. The intangible aspects of Country such as spirit, cultural expressions, and lore are inseparable from Country; thereby, when impacting Country, the identity, dignity and self-empowerment of First Nations People are also affected. This may be in both positive and negative ways.
Value Management	Value management constitutes the examination and ‘valuation’ of design or construction options and formalises the process to include all of the stakeholders including the client in the decision-making process. Value management is a disciplined method of identifying areas of potential cost saving, for considering design options and to assist in the selection of the best value solution. It helps identify where the conflicting criteria of minimum cost, maximum quality, best performance and minimum delivery time can be addressed and balanced. The Architect, among other Consultants, has a holistic view of a project, across all disciplines but also more broadly, the impact a building has on its functions, the users and public, and its context. They are well placed to provide detailed and specific advice regarding the value of different building elements, their contribution to the overall project and how best to manage these in relation to cost.