

## Sydney Opera House takes centre stage in facilities management case study

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QUT's CRC for Construction Innovation, in partnership with the Department of Industry, Tourism and Resources, is playing a leading role in a major facilities management (FM) case study of Sydney Opera House.

Planned to implement a number of major recommendations from the Australian Government's FM Action Agenda, the project aims to highlight industry best practice using one of Australia's most unique buildings as a model.

The Sydney Opera House is universally recognised as one of the world's most iconic buildings, acknowledged as one of a handful of buildings that symbolises a country. As a functioning performing arts centre, tourist attraction and a major State Government asset, Sydney Opera House must demonstrate that its maintenance budget is used effectively in order to provide value for its stakeholders.

Construction Innovation has led the formation of the project team, bringing together the private sector through Transfield Services Australia (TSA), Sydney Opera House, together with research expertise provided by the University of Sydney, CSIRO and QUT. Construction Innovation has partnered with the Facility Management Association (FMA) to ensure specific

industry uptake of lessons learned through this research and Jason Morris from Rider Hunt Sydney has the task of project managing the process and participant interaction.

QUT's Director of Facilities Management, Andrew Frowd believes that 'the project represents a real opportunity to develop leading-edge practices on an iconic Australian facility that can be translated for the benefit of the industry and the wider community.'

The choice of Sydney Opera House was well considered by the CRC for Construction Innovation, it being essential that the building owners play an integral part in the research and implementation. Significantly, Paul Akhurst, Sydney Opera House Facilities Acting Director, recognises the need to continually deliver value for money as well as a commitment to best practice for the building. The project aims to create 'route models' which, while designed for the specific needs of Sydney Opera House, can be applied to any class of building.

The three research themes being investigated are digital interface modelling, procurement and benchmarking with an overriding issue being how these themes can be integrated into the strategic asset maintenance plan and business objectives of Sydney Opera House. The aim is to highlight how the interaction between business objectives and the effective delivery of FM services can act as a 'business enabler'.

