

Price-statement update: 3 October 2026;
other source review: 19 August 2026

MASTER CONTROL / PACK 00

Agency paperwork master register

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The control map for a Victorian real estate agency that sells, leases, manages, grows and pilots new concepts.

THE FIVE-STAGE CONTROL MAP

A file becomes defensible when each stage has an owner, a current source, an approval and retained evidence.

01 Licence	02 Authority	03 Verify	04 Transact	05 Retain
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W AGENT RULE

Draft the operational brief. Use official prescribed forms. Route legal instruments to the licensed professional responsible for them.

PACK 00 / ACTION CHECKLIST

Build the evidence file

Tick only when the document exists, is current, has been approved by the right person and is stored against the matter.

01	Entity and licence	Company or individual licence, officer in effective control, office supervision, representatives and myCAV change notices.	☐
02	Client appointment	Correct written authority, negotiable commission notice, expenses, rebates, commission sharing, scope and signed copy.	☐
03	AML/CTF	Enrolment, governing-body oversight, compliance officer, program, risk assessment, customer due diligence, reporting and records.	☐
04	Sales	Vendor identity, title, material facts, estimate evidence, required Property Price Statement (PPS where October 2026 rules apply), due-diligence checklist and legal sale documents.	☐
05	Rentals	Prescribed application and agreement, disclosures, minimum standards, condition report, bond, safety checks, notices and service proof.	☐
06	Commercial	Authority, campaign file, heads of terms, retail lease classification, proposed lease, brochure, disclosure, outgoings and guarantees.	☐
07	Business sales	Authority, seller financial pack, Section 52 path where applicable, buyer confidentiality, due diligence and legal sale contract.	☐
08	People	Employment or contractor classification, licence checks, award classification, commission agreement, information statements and safety.	☐
09	Data and marketing	Collection notices, privacy policy, consent evidence, ad approvals, media licences, complaints, cyber response and retention.	☐
10	New ventures	Pilot first, document brand/IP and venue responsibilities, obtain permits and insurance, then lawyer-build franchising documents.	☐

PACK 00 / SIGNING BOUNDARY

What W Agent must not blur

These controls are deliberately conservative. They protect the client, the agency and the professional who is responsible for the final instrument.

1	Use this register as the index for the agency's compliance system, not as proof that each obligation has been completed.
2	Every live matter needs a named owner, due date, source version, evidence link and final approval status.
3	Prescribed government forms must be opened from the official source immediately before use.

OFFICIAL SOURCES

Open the live source again immediately before use. A saved or printed copy can become stale.

01	CAV price-statement reforms https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/new-changes-to-property-sales-and-underquoting-laws
02	CAV price-statement industry QAs https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/new-changes-to-property-sales-and-underquoting-laws/industry-qas-new-changes-to-property-sales-and-underquoting-laws
03	CAV estate agent forms https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/fees-and-forms
04	AUSTRAC real estate starter kit https://www.austrac.gov.au/industry-and-business/obligations-and-guidance/program-starter-kits/real-estate-program-starter-kit/real-estate-program-starter-kit-getting-started
05	CAV professional conduct https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/running-your-business/professional-conduct/professional-conduct-and-obligations
06	Fair Work real estate award https://awards.fairwork.gov.au/MA000106.html
07	ACCC franchising code https://www.accc.gov.au/business/industry-codes/franchising-code-of-conduct

IMPORTANT

This W Agent pack is a general operational checklist, not legal, conveyancing, financial, tax, valuation, planning, building, employment or franchising advice. It is not a prescribed form, authority, contract, disclosure document or government-approved instrument. Laws, forms, facts and transaction risks change. Obtain matter-specific advice and use current official or professionally licensed documents before signing, serving, advertising, receiving trust money or providing a regulated service.