Constructing Building Integrity: Raising Standards Through Professionalism

Integrity System Maps:
Real Estate Agents

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Overview

This fact sheet contains the high-level and detailed integrity system maps for real estate agents. It is an additional resource document that should be read in conjunction with the industry fact sheet for real estate agents.
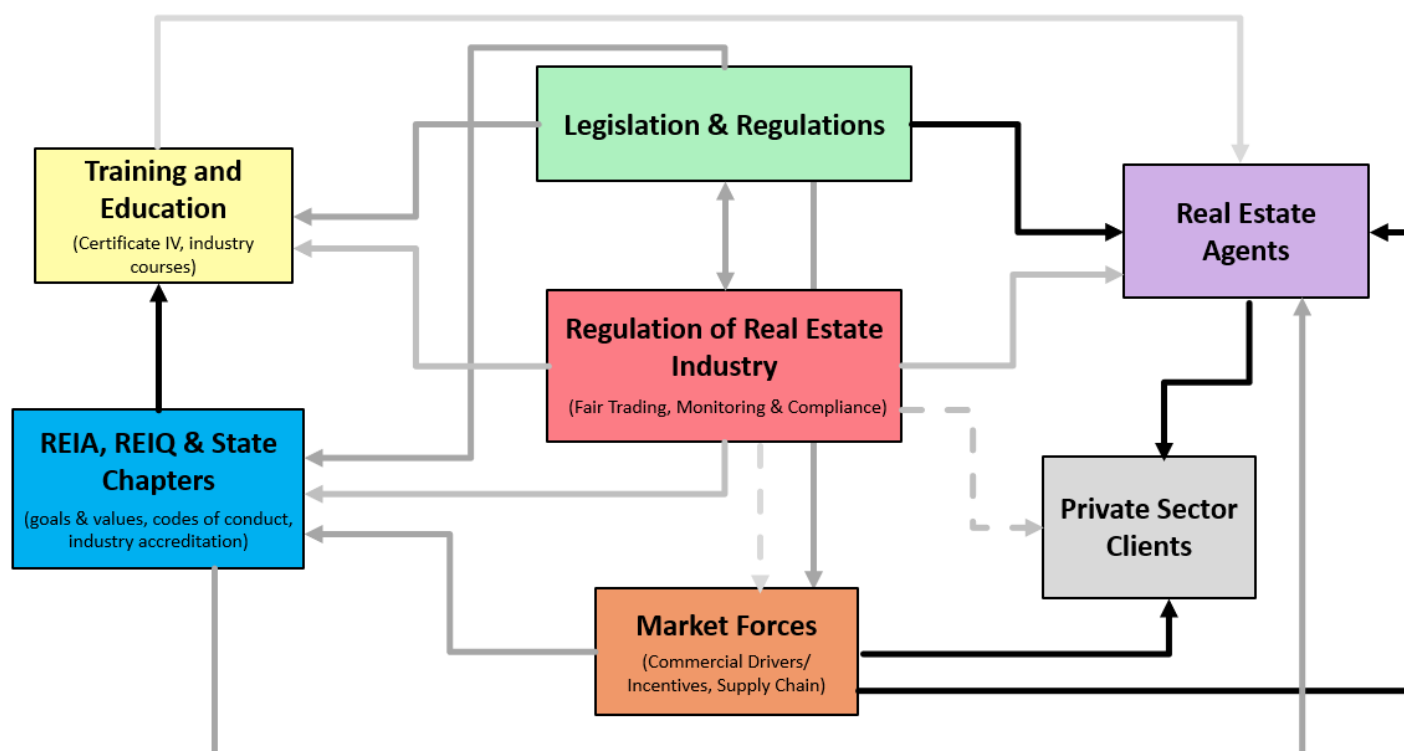
Integrity Systems

Professional integrity systems are made up of mutually supportive norms, institutions and mechanisms that work together to promote high ethical and professional standards. They are comprised of a combination of state institutions and agencies (courts, parliament, prosecutors), state watchdog agencies (industry regulators, statutory registration bodies, ombudsman, auditor general, parliamentary committees), non-governmental organisations (NGOs), laws, norms (e.g. codified acceptable standards), and incentive mechanisms.

Integrity systems aim to make the desired behaviour clear and easy to follow, while also making it hard and risky to do the wrong thing. The integrity system approach recognises that ethics and integrity cannot be left to individual professionals, and that a profession's values, and the public goods it delivers need to be supported by ethical norms, legal regulation, economic incentives and institutional design.

To identify the strengths and weaknesses in the integrity system for real estate agents, two maps were developed: a high-level map covering the system's core components (**Figure 1**); and a detailed map that provides an in-depth summary of the profession's integrity system (**Figure 2**). Please note that the research focused on the national context and four state jurisdictions: Queensland, New South Wales, Victoria and Western Australia.
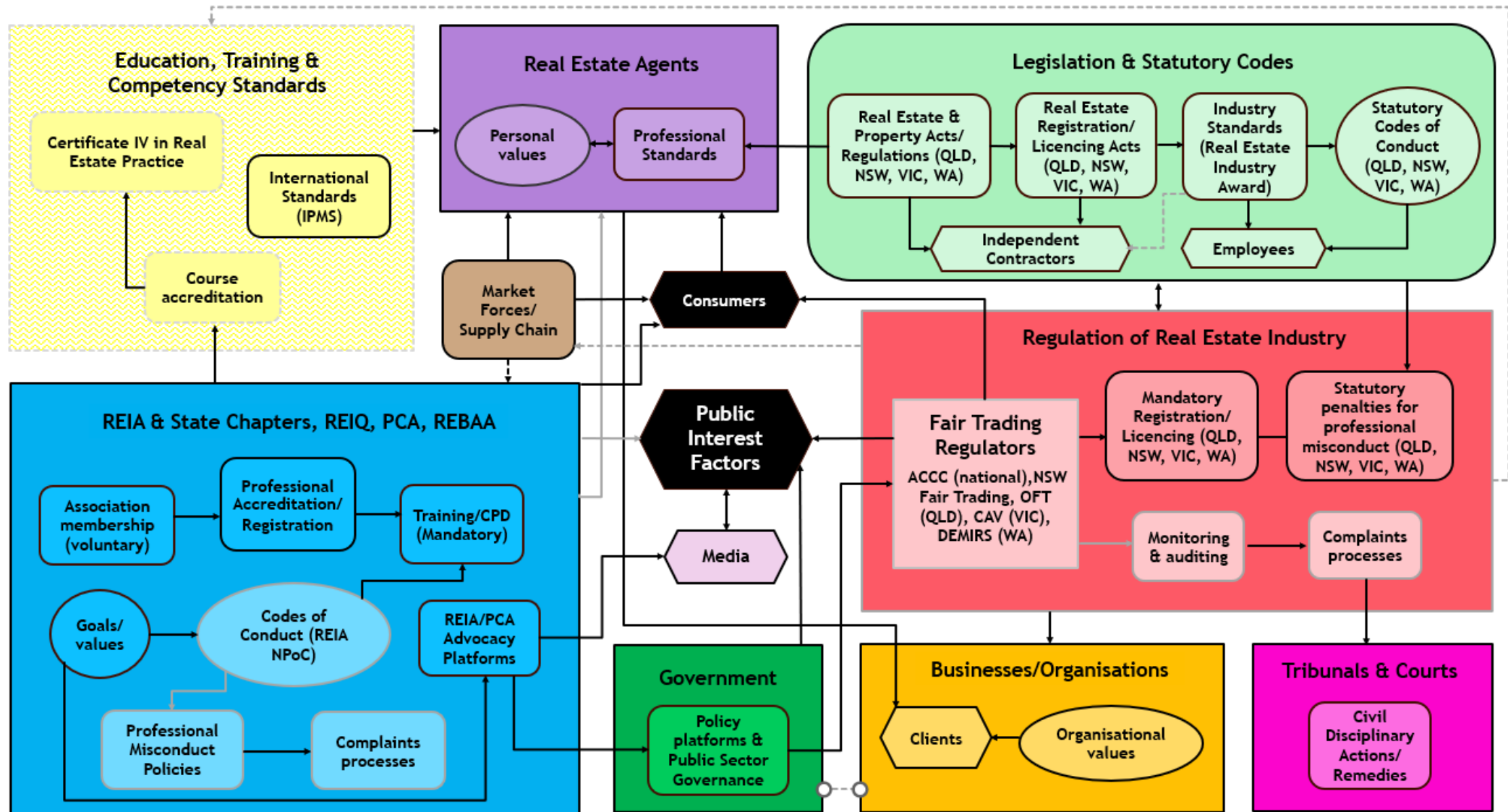
Fig. 1: High-level integrity system map - real estate agents

LEGEND					
→	Direct influence (strong, two-way)	→	Indirect influence (strong, two-way)	→	Indirect influence (strong, one-way)
→	Direct influence (moderate, two-way)	→	Indirect influence (moderate, two-way)	→	Indirect influence (moderate, one-way)
→	Direct influence (weak, two-way)	→	Indirect influence (moderate, two-way)	→	Indirect influence (moderate, one-way)

Fig. 2: Detailed integrity system map - real estate agents

ABBREVIATIONS					
REIA	Real Estate Institute of Australia	REIWA	Real Estate Institute of Western Australia	ACCC	Australian Competition and Consumer Commission
REIQ	Real Estate Institute of Queensland	PCA	Property Council of Australia	OFT	Office of Fair Trading
REINSW	Real Estate Institute of New South Wales	REBAA	Real Estate Buyers Agents Association of Australia	CAV	Consumer Affairs Victoria
REIV	Real Estate Institute of Victoria	REIA NPoC	REIA National Principles of Conduct	DEMIRS	Department of Energy, Mines, Industry Regulation and Safety
REIWA	Real Estate Institute of Western Australia	IMPS	International Property Measurement Standards		

FURTHER READING

Breakey, H. & Charles Sampford (2018) 'Integrity Systems' *Professions Research Library* Professional Standards Councils. https://www.psc.gov.au/research-library/professions/integrity-systems

Pope, J. (2000) Confronting Corruption: The elements of a National Integrity System (The TI Source Book), Transparency International. https://bsahely.com/wp-content/uploads/2016/10/the-ti-source-book-20001.pdf

Sampford, C., Smith, R., & Brown, A. J. (2005). From Greek Temple to Bird's Nest: Towards A Theory of Coherence and Mutual Accountability for National Integrity Systems. *Australian Journal of Public Administration, 64*(2), 96-108.

CITATION

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PROJECT RESEARCH

Sampford, C., Burton, P., Desha, C., Reid, S., Stewart, R., Hampson, K., Phillimore, J., Easthope, H. Ostwald, M., London, K., Pablo, Z., Breakey, H., Cooper, K., Sahin, O., Bazen, E., Gillon, C., Bok, B., Gow, P. (2024), Constructing Building Integrity: Raising Standards through Professionalism. *Final Industry Report*. Griffith University, August 2024. https://www.griffith.edu.au/__data/assets/pdf_file/0029/2007659/ARC-LP-CBI-Final-V2.pdf

Additional research arising from the project (including the Final Industry Report) can be found at: https://www.griffith.edu.au/law-futures-centre/institute-ethics-law-governance/our-research/construction-building-integrity