



Australian Government
Department of Defence

Service Level Charter

Australian Government Security **Vetting** Agency

VERSION 6.0

July 2023



Service Level Charter

Parties

1. Australian Government Security Vetting Agency (AGSVA) is the central vetting agency serving more than 800 client agencies and entities across government and industry. This Service Level Charter (the Charter) is between AGSVA and the Commonwealth, State or Territory entities and the Defence industry entities that use AGSVA personnel security vetting services.
2. In this Charter, the shortened form 'entities' refers to Commonwealth, State or Territory entities and Defence industry entities. The shortened form 'government entities' refers only to Commonwealth, State or Territory entities.

Terms

3. This Charter will commence from the date of execution, and will continue until AGSVA terminates, revokes, amends or replaces this Charter.
4. The Assistant Secretary Vetting is responsible for the day-to-day management of the Charter with responsible entity representatives. Any changes to the Charter will be approved by the Assistant Secretary Vetting through the AGSVA Governance Board. Chaired by the Associate Secretary for Defence, the [AGSVA Governance Board](#) provides AGSVA with strategic guidance on its operations to ensure a more integrated and customer-driven delivery system.
5. AGSVA, by written notice, may terminate, amend or replace the Charter at any time. This will only occur after consultation with the AGSVA Governance Board and with the concurrence of the Assistant Secretary Vetting.

Purpose

6. The purpose of this Charter is to describe agreed vetting service expectations and the mutual obligations that exist between the service provider (AGSVA) and its customers (entities). The Charter documents:
 - a. the services to be delivered;
 - b. standards for service delivery;
 - c. the responsibilities of entities;
 - d. the fees payable for the services; and
 - e. relevant points of contact.

Entity-Specific Requirements

7. Entity-specific terms departing from, or in addition to, the Charter will only be considered where they are consistent with the Australian Government Protective Security Policy Framework (PSPF). The relevant entity Head has written to AGSVA requesting the variation and nominating a point of contact within their entity. The request will need to put forward a business case to demonstrate the need for the proposed change and include a risk analysis.

Reporting against the Charter

8. AGSVA will publish a statement of performance against the Charter and conduct a review of the Charter annually for consideration and clearance by the AGSVA Governance Board.

AGSVA Services

9. The PSPF states that each entity must ensure the eligibility and suitability of its personnel who have access to Australian Government resources (people, information and assets).
10. AGSVA conducts personnel security vetting across government and industry. Security vetting is conducted to ensure that a clearance subject is both eligible and suitable to be granted and maintain an Australian Government security clearance.
11. AGSVA will deliver a robust security clearance vetting process to evaluate an individual's suitability to hold a security clearance, in accordance with the PSPF personnel security vetting standards. [Attachment A](#) outlines some of the vetting services provided.
12. AGSVA will conduct a standardised vetting process that is consistent with the PSPF for assessing and granting clearances in order to provide a seamless customer experience, maximise efficiency, minimise costs and provide a security clearance that is recognised across government, including the authorised vetting agencies.
13. The AGSVA vetting process will involve an inquiry into, and corroboration of, a person's background, character and personal values. AGSVA will not conduct checks that exceed, or are not required, for a security clearance as prescribed by the PSPF. As part of evaluating an individual's eligibility and suitability for employment, entities may wish to conduct additional checks specific to individual entity requirements.
14. AGSVA will make a determination on the suitability of a clearance subject to hold a security clearance. If suitability concerns are identified during the vetting process that raise doubt about the granting or holding of a security clearance, AGSVA will accord the rights of [procedural fairness](#) to a clearance subject as prescribed by the PSPF before a final decision is made.
15. AGSVA undertakes regular assessment of vetting outcomes and regular peer-reviews of vetting cases to provide assurance of application of PSPF requirements and appropriate security outcomes.
16. AGSVA will maintain an ISO 9001 certified Quality Management System (QMS), which applies to all staff including external security vetting service providers and includes comprehensive documentation for managing authorised decision making, compliance against the PSPF, and performance.
17. All personal information shared between AGSVA and entity security personnel is to be handled with sensitivity, and in accordance with the need-to-know principle and the Australian Privacy Principles.
18. AGSVA will respect the privacy of information supplied for the security clearance process. AGSVA will act in accordance with all applicable legislation relating to privacy, including the *Privacy Act 1988* and the *Freedom of Information Act 1982*.

Reporting

19. AGSVA will provide entities with a quarterly business performance report, which will capture the median processing times for all clearance levels.
20. AGSVA will provide clearance sponsors with a quarterly update on the status of all clearance requests for their organisation, including:
 - a. number of security clearance applications requested;
 - b. status of security clearance applications; and
 - c. number of security clearances completed.

Dispute Resolution

21. AGSVA is committed to resolving [disputes](#) and complaints relating to services provided by AGSVA. Entities and AGSVA agree that disputes and/or complaints between the parties, relating to the Charter or AGSVA's services, will be resolved in a cooperative manner.

Key Performance Indicators

22. The Key Performance Indicators (KPIs) reflect a detailed assessment of time taken in the end-to-end processing of security clearances, Australian and international best practice benchmarks, as well as customer service and continuous improvement goals.
23. A shared KPI (1.1) is intended to reduce timeframes, with AGSVA and sponsors working collaboratively with the clearance subject in support of this outcome. The AGSVA KPI timeframes (1.2-1.6 and 2.1) commence when AGSVA has verified that a complete vetting pack has been received from the clearance subject (see Attachment B for a breakdown of the timeframes). The KPIs are shown below.

Table 1: AGSVA Key Performance Indicators as at 1 July 2022

AGSVA KEY PERFORMANCE INDICATORS (KPIs)	
CATEGORY	TARGET
1. Timeliness	1. 85 per cent of applications will be submitted by the clearance subject and verified by AGSVA within 30 business days. (Shared KPI)
	2. Achieve median processing time of 20 business days or less for routine, non-complex* Baseline cases (excluding cancellations).
	3. Achieve median processing time of 70 business days or less for routine, non-complex* Negative Vetting Level 1 cases (excluding cancellations).
	4. Achieve median processing time of 100 business days or less for routine, non-complex* Negative Vetting Level 2 cases (excluding cancellations).
	5. Achieve median processing time of 180 business days or less for routine, non-complex* Positive Vetting cases (excluding cancellations).
	6. Achieve median processing time of 90 business days or less for routine, non-complex* priority Positive Vetting cases.
	7. Reactivation of routine, non-complex* inactive clearances (as per the definition in PSPF core requirement 12) within 30 business days.
	8. 85 per cent of all phone and email enquiries to AGSVA will be resolved within five business days.
2. Customer experience	1. 75 per cent of routine, non-complex* cases will be processed within KPI times for Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting and priority Positive Vetting cases.

	<p>2. 80 per cent of clearance subjects surveyed are satisfied with:</p> <ul style="list-style-type: none"> • using the myClearance application portal and AGSVA website • their overall experience of the clearance process.
	<p>3. 80 per cent of security officers surveyed are satisfied with:</p> <ul style="list-style-type: none"> • using the myClearance security officer portal and AGSVA website • their overall experience with AGSVA.
3. Quality	<p>1. AGSVA will undertake quality assessment of between 2 to 10 per cent of vetting outcomes each year.</p> <p>2. AGSVA will maintain quality management accreditation through ISO 9001 certification.</p>

** Routine cases are those that are processed according to KPI timeframes. AGSVA may approve a routine case for urgent or priority processing where the sponsor has raised a formal request, or at AGSVA's discretion.*

Complex cases are those cases that have:

- a) *had concerns identified through the vetting assessment, and may be undergoing a procedural fairness process and/or additional investigations;*
- b) *been referred for an additional external check, or one which may require a more detailed assessment and therefore may take longer to complete; or*
- c) *been delayed for reasons out of AGSVA's control (such as the clearance subject being unavailable due to an absence from the workplace, or where AGSVA is awaiting an eligibility waiver from the sponsoring agency).*

Entity responsibilities

24. A security clearance is a privilege, not an entitlement. Entities may use security clearances where they need additional assurance of the suitability and integrity of personnel. This could be for access to security classified resources, or to provide greater assurance for designated positions.
25. It is Australian Government policy that the number of people requiring security clearances to perform their duties be kept to a minimum. The PSPF mandates that entities are to identify and record positions that require a security clearance and the level of clearance required. Entities should give careful consideration to what level security clearance is necessary. Increasing demand for security clearances has implications for processing timeframes.
26. Pre-employment screening is the primary activity used to mitigate an entity's personnel security risks. In accordance with the PSPF, it is the entity's responsibility to undertake pre-employment screening, including:
 - a) verifying a person's identity using the Document Verification Service;
 - b) confirming a person's eligibility to work in Australia; and
 - c) obtaining assurance of a person's suitability to access Australian Government resources (people, information and assets), including their agreement to comply with the government's policies, standards, protocols and guidelines that safeguard resources from harm.
27. Entities are required to provide AGSVA with advance notice of the estimated number and level of clearances on a quarterly basis, 12 months in advance. If entities discern

a significant change to that number, they are encouraged to engage with AGSVA as soon as they become aware. AGSVA will provide comparative data capturing forecast versus actual to improve forecasting figures. This forecasting is to include routine clearances and any major projects requiring additional clearances.

28. A sponsoring entity should be aware that more than one entity may maintain an interest in a clearance holder. In the event that an entity cancels sponsorship of a clearance, the entity must advise AGSVA immediately using the Security Officer Dashboard. A cancellation fee may apply in some circumstances where a vetting process is underway.
29. In the event that an entity cancels sponsorship of a clearance subject's security clearance during a vetting process, they must advise AGSVA immediately using the myClearance portal. A cancellation fee may apply in some circumstances.
30. It is the sponsoring entity's responsibility to advise AGSVA of any security concerns, during the assessment, once the clearance has been granted, and while the clearance is being maintained. See contact details at [Attachment C](#).
31. Entities acknowledge that AGSVA is responsible for making the decision to grant, maintain, or deny a security clearance in accordance with the PSPF.

Government entity responsibilities

32. The PSPF states to be eligible for an Australian Government security clearance, an individual must be an Australian citizen and have a checkable background.
33. If the clearance subject is not an Australian citizen and/or has an uncheckable background, the sponsoring government entity must provide AGSVA with an eligibility waiver. If an eligibility waiver is not approved or renewed annually by the sponsoring government entity, the request for a clearance will be denied and/or revoked.

Government entity representatives

34. Chief Security Officers (CSOs) are the primary points of contact for AGSVA. CSO's can be represented by their respective Security Officer or delegate for issues relating to security vetting. Agencies should nominate a secondary point of contact.
35. CSO (or delegate(s), as notified in writing to AGSVA) will be responsible for receiving and coordinating the response to any queries, notices or requests sent by AGSVA.
36. Government entities are responsible for informing AGSVA in writing about personnel changes relating to the CSO, appointed delegates or points of contact.
37. The first point of contact for government entities is the AGSVA [Vetting Customer Services](#) team.
38. The first point of contact for clearance subjects is their designated Security Officer and then, if required, the AGSVA Vetting Customer Services team.

Defence industry entity responsibilities

39. [Defence Industry Security Program \(DISP\)](#) membership is mandatory for defence industry entities working on sensitive or classified information or assets; storing or transporting defence weapons or explosive ordnance; providing security services for Defence bases and facilities; or as a result of a Defence business requirement.
40. DISP membership permits security clearance requests for eligible individuals. Personnel security clearances are able to be requested and managed via the myClearance portal by approved DISP security officers.
41. Security clearance requests relating to contracts with other (non-Defence)

government agencies must be submitted to AGSVA by the Australian Government entity that holds the contract. DISP security officers should only submit requests related to their own DISP membership.

42. The Defence Security Principles Framework (DSPF) requires defence industry entities, as clearance sponsors, to actively monitor and manage the ongoing suitability of clearance holders they manage. In accordance with the DSPF Controls 16.1 and 40.1, Defence industry entities are to monitor the security attitudes and behaviours of their clearance holders. This includes prompt reporting to AGSVA of a noticeable change in attitude or behaviour, security incidents or any incidents that may be a security concern.
43. If a clearance subject is not an Australian citizen and/or has an uncheckable background, then AGSVA must be provided with an eligibility waiver that is approved by the sponsoring Defence Group or service. If an eligibility waiver is not approved by the appropriate delegate, the request for a clearance will be denied. In accordance with PSPF policy, eligibility waivers are to be renewed annually and provided to AGSVA. If the Eligibility waiver is not maintained, the clearance may be revoked.
44. Defence industry entities must ensure that separating personnel have their access to Australian Government resources withdrawn and are informed of any ongoing security obligations in accordance with DSPF Controls 16.1 and 40.1.

Defence industry entity representatives

45. Defence industry entities are to be represented by their respective DISP Chief Security Officer, nominated Security Officer, or delegate, on issues relating to security vetting. Defence industry entities should nominate a primary and secondary point of contact.
 - a. DISP Chief Security Officers (or delegate(s) as notified in writing to AGSVA) will be responsible for receiving and coordinating the response to any queries, notices or requests sent by AGSVA; and
 - b. DISP Chief Security Officers are responsible for informing AGSVA in writing about personnel changes relating to the Security Officer, appointed delegates or points of contact.
46. The first point of contact for defence industry entities and the DISP security officers is the AGSVA [Vetting Customer Services](#) team.
47. The first point of contact for defence industry clearance subjects is their designated DISP security officer and then, if required, the AGSVA Vetting Customer Services team.

Ongoing Assessment of Personnel

48. In accordance with Part 13 of the PSPF, where AGSVA or an entity become aware of concerns about the suitability of an individual to maintain an Australian Government security clearance and to access official or classified Australian Government resources, information of security concern is to be shared as a priority. Contact details for AGSVA are at Attachment C.

Risk Sharing

49. The Personnel Security Risk Sharing Framework (Risk Sharing Framework) will enable AGSVA to share relevant security risk information about personnel who hold a security clearance issued by AGSVA, or who are currently undergoing a security clearance assessment. This will assist sponsor's to have a better understanding of the risk profile of their workforce and to enable sponsor's manage and mitigate any identified risks to security.

50. AGSVA will brief Chief Security Officers into the Risk Sharing Framework prior to sharing risk information. AGSVA will share risk information with sponsors in the following circumstances;
- An Adverse Outcome – where a decision to deny or revoke a clearance.
 - A clearance has been granted/continued with residual risk to security.
 - Clearance Subject is being considered for a grant/continue on a conditional basis.

Positive Vetting Annual Security Appraisal

51. As part of the Positive Vetting (PV) clearance maintenance process, PV clearance holders must undergo an annual security appraisal. The annual security appraisal is primarily intended to prompt clearance holders to advise of any changes in their personal circumstances, identify potential security issues and reinforce the obligations associated with holding a PV clearance.
52. To maintain a PV clearance agencies are to ensure clearance holders undertake an annual security appraisal. Entity processes are to include:
- a. advice to the clearance holders outlining their security obligations;
 - b. completion by the clearance holders of a self-appraisal outlining any security relevant information and changes in personal circumstances;
 - c. comment from supervisors on the clearance holder's security awareness and any issues that may have security implications; and
 - d. a review of the material submitted and any security-relevant material acquired since the previous review.
53. Where concerns are identified, AGSVA may conduct further investigation, and may initiate a review for cause.

AGSVA Fees

54. AGSVA fees and charges will be in accordance with the fee schedule at Attachment D. Cancellation fees will apply if a fully completed pack has been submitted by a clearance subject and is cancelled before completion.
55. AGSVA will issue invoices to clearance sponsors or defence industry entities for all finalised and/or cancelled security clearances. Payment is due within 30 days of the date of receipt of the invoice.
56. AGSVA will continue to apply a partial cost recovery model and not pass indirect costs onto customers. AGSVA's vetting fees do not include costs relating to the Australian Security Intelligence Organisation's personnel security assessments.

Executed on behalf of, the Commonwealth of Australia represented by the Australian Government Security Vetting Agency, a part of the Department of Defence.



Mardi Jarvis

Assistant Secretary Vetting

Australian Government Security Vetting Agency

Attachments

- A. AGSVA Services
- B. Vetting timeframes
- C. AGSVA Contact Details
- D. AGSVA Schedule of Fees

Attachment A

Personnel Security Vetting Services

1. This attachment provides additional details to the information contained in the Charter and lists some of the personnel security vetting services provided by Australian Government Security Vetting Agency (AGSVA).
2. The vetting services provided by AGSVA will comply with the guiding standards and procedures in the Australian Government Protective Security Policy Framework (PSPF), to ensure accountable and customer-centric outcomes for all government agency users.
3. If you require further information, please use the contact details at Attachment C.

AGSVA Service	Responsibility
Privacy	
<p>AGSVA will comply with relevant legislation relating to privacy including the <i>Privacy Act 1988</i> and the <i>Freedom of Information Act 1982</i> (FOI Act).</p> <p>AGSVA will compile a personal security file (PSF) (this may be a physical or electronic record) enclosing records of actions, checks undertaken and interview reports.</p> <p>Clearance subjects may apply to access their personal information held by AGSVA consistent with the provisions set out in the FOI Act or Australian Privacy Principle 12 – Access to personal Information as set out in the Privacy Act. Clearance subjects can seek a correction to their personal information held by AGSVA under the provisions of Australian Privacy Principle 13 – Correction of Personal Information as set out in the Privacy Act. Any third party details and/or information relating to the functions and operations of AGSVA, not publically available, contained within an individual’s request for their personal information is subject redaction under the provision of the FOI Act. AGSVA and entities will share personal information, in accordance with the PSPF, when concerns arise about a clearance subject’s suitability to hold an Australian Government security clearance or access official or classified Australian Government resources (people, information and assets).</p> <p>On completion of a case AGSVA will store and destroy the clearance subject’s PSF in accordance with the <i>Archives Act 1983</i>.</p>	<p>AGSVA / entity / clearance subject</p>
Clearance Status	
<p>AGSVA will respond to requests made by an entity for advice on the status of an individual clearance and/or clearances generally. No additional cost is incurred by entities for these services.</p>	<p>AGSVA</p>

AGSVA Service	Responsibility
Initiate Service	
<p>The entity agrees to the conditions recorded in the Charter, except where an exception has been formalised by both parties.</p> <p>To initiate a clearance process the entity representative will review the level of clearance required and confirm that the person meets the mandatory pre-employment screening and eligibility requirements and submit a request to AGSVA. These requirements consist of: identity verification and confirmation they are eligible to work in Australia.</p> <p>The entity will ascertain from AGSVA whether a current clearance exists for a clearance subject prior to submitting a request for a clearance.</p>	Entity
Eligibility Waiver	
<p>The PSPF states to be eligible for an Australian Government security clearance, an individual must be an Australian citizen and have a checkable background.</p> <p>If the clearance subject is not an Australian citizen and/or has an uncheckable background, the sponsoring entity must provide AGSVA with an eligibility waiver by:</p> <ul style="list-style-type: none"> – establishing an exceptional business requirement and conducting a risk assessment (including seeking advice from AGSVA), and – asking the accountable authority to consider and accept the risk of waiving the citizenship and/or checkable background requirements. <p>If an eligibility waiver is not approved by the sponsoring entity, the security clearance process will be cancelled. Sponsoring entities are to maintain a waiver by completing an annual review and submitting the review to AGSVA. If the waiver is not maintained, AGSVA will revoke the security clearance.</p>	Entity
Security Application	
<p>AGSVA will request the clearance subject's personal security file (PSF) from the holding entity if it has not already been supplied.</p> <p>Upon notification to initiate a clearance from the sponsor, AGSVA will provide the clearance subject access to the appropriate security vetting application.</p> <p>AGSVA will follow up on the return of security applications.</p>	AGSVA
<p>A clearance subject will be given one notification and two reminders to submit their security application or additional information as requested by AGSVA.</p> <p>If the clearance subject has not completed the security application accurately and completely after these requests, AGSVA will notify the corresponding entity of the non-compliance. At this point the agency will have five business days to arrange compliance by the clearance subject.</p> <p>Non-compliance will result in the cancellation of the clearance process.</p>	Entity

AGSVA Service	Responsibility
Vetting	
<p>AGSVA or its authorised external partners will liaise with the clearance subject and conduct any necessary interviews after the completed package is received.</p> <p>If AGSVA cannot progress the clearance application due to a lack of cooperation by the clearance subject, AGSVA reserves the right to suspend the process, pending cancellation, and will advise the corresponding entity accordingly.</p> <p>If the services are discontinued or cancelled, AGSVA will be entitled to payment for vetting services already performed.</p>	AGSVA
<p>The entity and clearance subject, at times, may be required to provide additional information to clarify any gaps, anomalies or discrepancies in the security application. This may result in the case being classified as complex, and take additional time.</p> <p>The entity must provide assistance and resources (including appropriately approved and secure communication method/s) for facilitating required interviews (e.g. where the clearance subject is located overseas).</p>	Entity / clearance subject
Procedural Fairness	
<p>AGSVA will accord the rights of procedural fairness to a clearance subject provided for under the PSPF. A Procedural Fairness Letter will be issued, offering the clearance subject an opportunity to respond to security concerns.</p> <ul style="list-style-type: none"> – A sealed copy of the Procedural Fairness Letter will be provided to the clearance subject via the clearance subject's Security Officer. An explanatory letter to the security officer will accompany the Procedural Fairness Letter. – The clearance subject will be given 15 business days to respond. AGSVA will consider the response from the clearance subject and make a final decision. – If the clearance subject does not respond to the Procedural Fairness Letter within 15 business days of the date specified in the letter, and does not request an extension, AGSVA will provide a recommendation to the delegate to deny the clearance. 	AGSVA / clearance subject / entity
Determination	
<p>AGSVA will make a determination on the suitability of the clearance subject for the sponsored access level and will advise the decision to grant, grant conditional or to deny or revoke the clearance to both the agency and the clearance subject.</p> <p>AGSVA determination is based on all relevant information available at the time the services are performed.</p>	AGSVA

AGSVA Service	Responsibility
Review and Appeals	
<p>Clearance subjects may appeal the outcome of an adverse decision. Advice on how to initiate a review or appeal will be included in the denial letter.</p> <p>The entity agrees to notify AGSVA if it is informed that a clearance subject has, or indicates, an intention to submit, seek or initiate any appeal, grievance, review or legal proceedings in relation to security vetting undertaken by AGSVA.</p>	Entity / clearance subject
Dispute Resolution	
<p>AGSVA is committed to resolving disputes and complaints relating to services provided by AGSVA. Entities and AGSVA agree that any disputes and/or complaints between the parties relating to the Charter or AGSVA's services will be resolved in a cooperative manner.</p> <p>Where issues cannot be resolved, the process for escalation of issues raised by either party will be between AGSVA's Vetting Customer Service team and the entity's Security Officer (or delegate as notified by writing to AGSVA). Resolution should be conducted in good faith and in the quickest time possible, with both parties agreeing to keep the other informed of progress.</p> <p>Issues that cannot be resolved in this way are to be escalated to the senior management of AGSVA and the entity/entities.</p>	AGSVA / entity
Changes in Circumstances	
<p>In accordance with the PSPF, entities must actively monitor and manage the ongoing suitability of their security cleared personnel, including by informing AGSVA of all changes of circumstances that could have a bearing on a clearance subject's suitability to hold an Australian Government Security Clearance.</p>	Entity
<p>Clearance subjects must inform AGSVA of all changes of their personal circumstances as directed on their security advice notification and in accordance with the PSPF.</p>	Clearance subject
<p>AGSVA may initiate actions in relation to the security clearance, including contacting an entity if a change in circumstances requires a review for cause of clearance process.</p>	AGSVA
Positive Vetting annual security appraisal	
<p>AGSVA will initiate all PV annual security appraisal. It is the responsibility of entities to ensure that their clearance holders comply with having their security clearances revalidated within KPI timeframes. Without annual appraisals, AGSVA cannot assess the continued suitability of clearance holders to maintain security clearances.</p> <p><i>Note: PV annual appraisals have been paused since November 2022, with the re-commencement being phased from August 2023.</i></p>	Entity / clearance subject/A GSVA

AGSVA Service	Responsibility
Revalidations	
<p>AGSVA will initiate all revalidations. It is the responsibility of entities to ensure that their clearance holders comply with having their security clearances revalidated within KPI timeframes. Without revalidations, AGSVA cannot assess the continued suitability of clearance holders to maintain security clearances.</p> <p>If a clearance subject does not comply with the revalidation process, AGSVA will cancel the clearance and notify both the entity and the clearance holder.</p> <p><i>Note: Revalidations have been paused since November 2022, with the re-commencement being phased from approximately September 2023 (to be confirmed).</i></p>	<p>AGSVA / entity / Clearance Subject</p>
Separation	
<p>In the event that an individual (either an employee or contractor) separates from an entity after a clearance has been granted, the entity must advise AGSVA.</p>	<p>Entity</p>
Transfer of clearance sponsorship	
<p>In the event that an individual transfers between entities, the gaining entity should confirm the individual's clearance level with AGSVA and then take the following action based on the relevant scenario:</p> <ul style="list-style-type: none"> – transfers to a position requiring the same level of clearance: the gaining entity should confirm the transfer of clearance sponsorship with AGSVA once it has been completed. – transfers to a position requiring a different clearance level: the gaining entity should register an interest at the required clearance level. – where transfers between sponsors occur, the relinquishing sponsor should work collaboratively with the gaining sponsor (where possible) prior to removing sponsorship. If that is not possible, work collaboratively with AGSVA 	<p>Entity</p>
Cancellation of sponsorship	
<p>In the event that an agency cancels sponsorship of a clearance subject's clearance, the entity must advise AGSVA immediately. A cancellation fee may apply in some circumstances.</p>	<p>Entity</p>
Changes in Clearance Level	
<p>In the event that an entity wishes to sponsor an individual for a higher level clearance or have a clearance downgraded, the entity must request the required action using the myClearance portal. AGSVA will then commence the necessary process.</p>	<p>AGSVA / entity</p>
Transfer of other nations' clearances	

Foreign security clearances can be recognised in accordance with Security of Information Agreements or Arrangements (SIA). Where an SIA does not include the necessary security clearance provisions, Defence and AGSVA works with foreign counterparts and sponsors to provide support on a case-by-case basis.

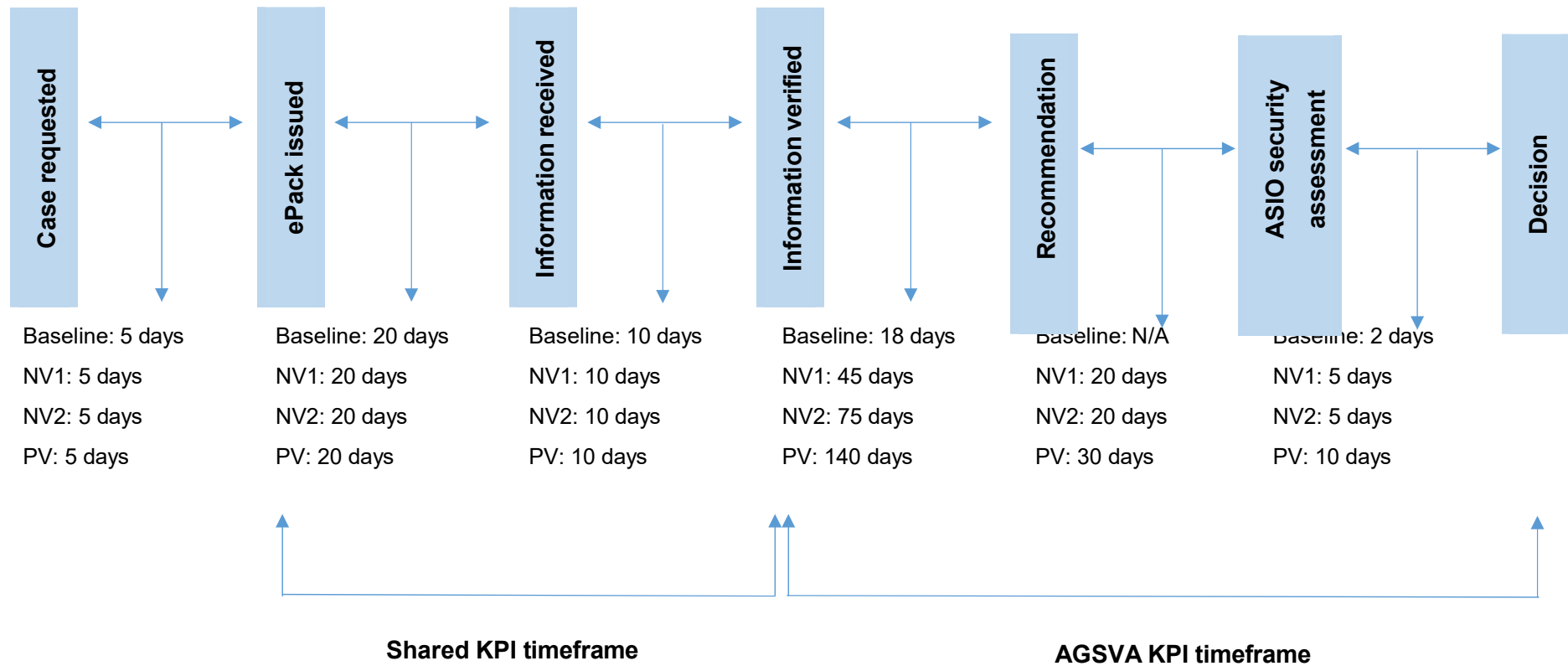
If the security clearance has lapsed or been cancelled, or if the clearance holder requires a security clearance upgrade, this would entail a new vetting action by AGSVA.

AGSVA / entity

AGSVA Service	Responsibility
Temporary Access – Including Short Term and Provisional Access	
<p>In accordance with Part 9 of the PSPF, temporary (rather than ongoing access) to classified information may be required in some limited circumstances. Temporary access is not designed for the rapid on-boarding of employees whilst undergoing the clearance process as a routine business practice.</p> <p>Temporary access may be provided up to and including SECRET level information without a security clearance, after the risks of doing so have been assessed. Temporary access to TOP SECRET information requires an existing Negative Vetting 1 security clearance.</p> <p>Temporary access to security classified information includes:</p> <ul style="list-style-type: none"> a. Short Term access, where the person does not hold a clearance at the appropriate level (but has a valid need-to-know and requires access to relevant information) and the risks can be mitigated. b. Provisional access, where the person has commenced a clearance process by providing the relevant details for assessment by a vetting agency. <p>Entities may approve temporary access until the clearance process is complete. Provisional access can only be approved, where there is a sound business case, a documented risk assessment has been completed and entity head (or delegate) written approval has been sought.</p>	<p>AGSVA / entity</p>

Attachment B

Vetting process KPI timeframes*



*Timeframes are in business days. AGSVA KPI timeframes exclude complex cases.

Attachment C

AGSVA Contact Details

AGSVA Customer Services

Website	www.agsva.gov.au
Telephone	1800 640 450
Email	securityclearances@defence.gov.au
Postal Address	AGSVA Customer Services team PO Box 7951 Canberra BC ACT 2610

Attachment D

AGSVA Schedule of Fees

1. Entities will pay the below fees for security vetting services completed by AGSVA in accordance with this Charter, within 30 days from date of invoice.
2. The AGSVA Governance Board endorses the fees set by AGSVA.
3. AGSVA will review these fees on an annual basis and will advise entities before any revised fees take effect.
4. These fees will remain valid from 01 July 2023 until 30 June 2024 (or until AGSVA terminates, revokes, amends or replaces this Charter).
5. All fees and charges are inclusive of GST.

Fees

Initial / Upgrade / Revalidation	
Baseline	\$884.00
NV1	\$1,355.00
NV2	\$2,486.00
PV	\$15,280.00

Cancellation	
Baseline	\$442.00
NV1	\$678.00
NV2	\$1,243.00

PV Cancellation	
Coordination	\$1,560.00
Psych Assessment	\$5,346.00
Vetting Assessment	\$14,729.00
Delegation	\$15,280.00