Guidelines for Submission of Security Clearance Packages

The application process for a security clearance requires clearance subjects to submit a security clearance package to the Australian Government Security Vetting Agency (AGSVA).

A security package comprises:
- an online security clearance ePack questionnaire, and
- supporting documentation comprising:
  - a number of mandatory AGSVA forms provided in the security clearance ePack
  - personal documents to confirm identity and background.

Your security advisor/officer will initiate this process for you.

Submission process

Completed ePacks questionnaires are submitted electronically to the AGSVA. This is done by clicking on the ‘submit ePack’ button once you have completed your ePack questionnaire. ePack questionnaires can only be successfully submitted if they have been filled out correctly and in full. It is recommended that you print a copy of your ePack questionnaire and retain for your personal records.

The quickest (and preferred) method for getting your supporting documentation to the AGSVA is to scan and email them to: agsva.ncc@defence.gov.au. Please include your Clearance Subject ID number in the email subject line. Please also ensure documents are scanned in Adobe PDF format, and that the quality of the scanned images is clear and legible.

Alternatively your documentation can be sent via post. The registered mail or express post option enables you to track delivery of your documents. Please only send documents via one method (email or post), not both.

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<th>Registered mail or express post</th>
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<td>Locked Bag 2600</td>
<td>Reply Paid 84658</td>
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Timeline to submit security clearance packages

Clearance subjects are generally unable to start their job until the security clearance process is completed. The sooner we get all the information we need to assess your application the sooner the security clearance process can be completed.

Therefore we request that you complete your security package within 28 days—that is that you provide the AGSVA with both your completed ePack questionnaire and your supporting documentation within 28 days of receiving your log in to your security clearance ePack.

If we haven’t received your security package within 28 days, you and your agency will be sent an email requesting the outstanding information be provided along with a warning that you are at risk of having your security clearance application process cancelled. Three email warnings will be sent before the clearance process is cancelled.

Failure to provide the outstanding information will result in your clearance process being cancelled. If there are extenuating circumstances and you require more time, please ask your security adviser/officer to contact the AGSVA to request an extension. Please be advised that requests for extensions can only be made by security advisers/officers.
Common errors on ePacks and supporting documents provided to the AGSVA

Currently, around 50% of security packages submitted to the AGSVA contain errors. These errors require the AGSVA to reject and return ePack questionnaires and can lead to significant delays for both the clearance subject and the AGSVA.

Please note: the assessment process can only begin once we’ve received your complete security package, ie. both your ePack questionnaire and all your supporting documentation.

A summary of common reasons for rejection and delays follows:

- Incorrect or lack of signatures on AGSVA forms, such as General Consent, Statutory Declaration and Official Secrecy forms.
- Not providing the required Gold Standard as proof of identity (see ‘Gold Standard Proof of Identity’ fact sheet in the Resources section of the AGSVA website).
- The clearance subject and witness signatures on documents are not made on the same day.
- Documents are not submitted in accordance with the Schedule of Requirements.
- Failure to meet post 1986 Australian Citizenship Requirements (see ‘Citizenship requirements for people born after 20 August 1986’ fact sheet in the Resources section of the AGSVA website).

For further advice, please refer to the ‘Frequently Asked Questions’ page on the AGSVA website or call the AGSVA on 1800 640 450 or email securityclearances@defence.gov.au.

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