

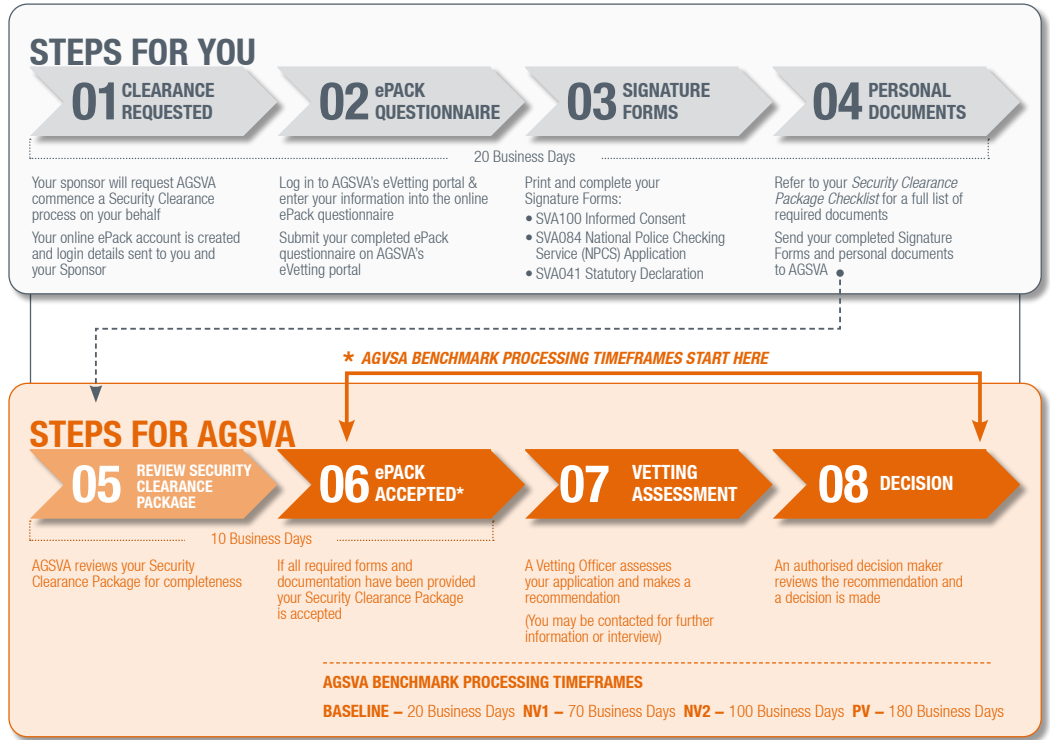


How to: avoid unnecessary delays during your security clearance process...

50% of all submitted Security Clearance Packages contain errors or missing items. This delays the start of the vetting assessment. Avoid this and speed up your clearance process by getting your submission right the first time around.

8 STEP SECURITY CLEARANCE PROCESS

(Indicative of a standard process, additional stages may be required)



01 CLEARANCE REQUESTED

Get ahead of your security clearance process as soon as you're aware you'll be going through one. Using our Security Clearance Applicant guidebook, familiarise yourself with the process and the type of information and documentation you may be required to provide.

- **Read through the Security Clearance Applicant Guidebook**
Available on the Resources page of the AGSVA website, or request one from your Security Advisor.
- **Locate your Personal Documents**

If you need to order copies of your personal documents or have documents translated get these processes started as early as possible. Please note, translated document(s) must be accredited by the National Accreditation Authority for Translators and Interpreters (NAATI).

02 ePACK QUESTIONNAIRE

Once you receive your email containing your login details for your ePack Questionnaire you have 20 business days to submit your ePack, signature forms and personal documents.

Depending on your personal history, completing your ePack may take a while, so set aside some time and remember to 'save' as you go. The information provided in your ePack and the personal documents you submit should match. Common errors to look out for:

- **Misspelling names**
Including 'other given names' (e.g. middle names); 'former names' (e.g. maiden names); or name variations like shortened versions of names, nicknames and spelling variations you have used (e.g. Anne, Ann).
- **Incorrect Current Addresses**
If you are moving house, do not list a new home as the current address before moving in, as you will not have the documents required to prove that you live there.
- **Incorrect Current Employment**
If your clearance is for a new job that you have not started, do not list this as your current employer.
- **Missing Names**

You have 20 business days to submit your Security Clearance Package.

This includes your ePack Questionnaire, signature forms and personal documents. Please discuss any delays with your Security Advisor.

Need a Password Reset?

Your Security Advisor can reset your password if you are unable to log in to AGSVA's eVetting Portal.



03 SIGNATURE FORMS

There are **3** forms you will be required to submit for your clearance process and all have different witness requirements. **Each form must be correctly witnessed, and signed by you.**

- SVA100 Informed Consent Acknowledgement: **general witness, anyone over 18**
- SVA084 National Police Checking Service (NPCS) Application: **no witness required**
- SVA041 Statutory Declaration: **requires specific witness (specified on page 2-3 of SVA041).**

All corrections/changes made on these forms must be initialled by both the applicant and witness. Where signatures have to be witnessed, the date of the signatory and witness must be the same.

Please note: The statutory declaration certifies your documents. No other document certification is required.

04 PERSONAL DOCUMENTS

You are required to submit all items listed in your Security Clearance Package Checklist.

This may require looking through boxes in your garage, or contacting 'Births, Deaths, and Marriages' for a copy of your certificate.

Before you send in your documentation, make sure:

- All copies of your documentation are complete, clear and legible
- Photo identification is current and contains a clear photograph and your signature
- Read 'Emailing Documents to AGSVA' below for further instructions.

Commonly missed documents:

- **Evidence of current or previous address (e.g. drivers licence, utility bill).**
- **Evidence of current or previous employment (e.g. pay slips, offer of employment).**

Make sure the evidence provided for your name, current address, and employment match the information you put in your ePack.

Once your Security Clearance Package has been submitted, AGSVA will review it to make sure your submission is correct and complete. If any items are missing or incorrect AGSVA will contact you by email and you will need to respond to any requests within 5 business days.

WE WILL TAKE IT FROM HERE

Once we have your completed Security Clearance Package it will be accepted.

Depending on the level of clearance, you may be contacted by a Vetting Officer for further information or for interview.

Please note that AGSVA processing timeframes start when your Security Clearance Package is assessed as complete.

Emailing Documents to AGSVA

The quickest method for sending your forms and personal documents to AGSVA is by scanning and emailing them to agsva.ccc@defence.gov.au

To ensure the submission is received on our end:

- Keep your attachment size under 15MB
- Do not send password protected documents
- If you send multiple emails include your name and Clearance ID number in the subject line, as well as how many emails you will be sending.

e.g 'John Smith, CS12345 – Baseline Documents 1/4'

Use a personal email address that you check often – we want to be able to reach you.

A note on Referee Availability

Unresponsive referees can cause further delays to the clearance process.

If you nominate someone as a referee, please make sure they have time to be part of the security clearance process, and understand what being a referee means.

We have a whole **page** just for them on the AGSVA website for more information.

If you are unsure about any part of your Security Clearance Package talk to your Security Advisor.

Contact AGSVA via email: securityclearances@defence.gov.au or telephone: **1800 640 450**

Visit our website <https://www.agsva.gov.au>
for more information about the security clearance process.