



Australian Government
Department of Defence

Australian Government Security Vetting Agency

Frequently Asked Questions





Contents

myClearance Portal, Digital Identity and myGovID	4
How do I log into the new myClearance portal?	4
If I've already set up myGovID, do I need to set up a new one?	4
My myGovID was set up using my private email address, does that matter?	4
What myGovID identity strength is required? Basic, Standard or Strong?	4
Where can I go for more information on Digital Identity, myGovID and the myClearance Portal?	4
Security Clearance Applicant	5
What does the Security Clearance process involve?	5
Do you have to be an Australian citizen to be eligible for a security clearance from the Australian Government?	5
What does AGSVA need to know about me?	5
How long do I have to complete my security clearance application?	6
Will a criminal record result in a security clearance being refused? Do I need to disclose specific details of my police record?	6
What will happen to the information I provide, will it be protected?	6
How do I get access to personal information that I have provided AGSVA?	6
Do I have to include all of my personal and business travel? Do I need the exact dates? ..	6
What does AGSVA consider to be regular contact with persons overseas?	6
I don't live with my partner, or share finances with them, do I include them in my application?	7
Personal Information and Documents	7
Why do I need to provide additional evidence if born after 20/08/1986?	7
How do I submit my relevant documentation to AGSVA?	7
What do I do if my supporting documents are in a language other than English?	7
What if I cannot provide the personal documents that need to be submitted with my security clearance package?	8
Will I have to resupply documents in myClearance that I have provided previously?	8
Referees	8
Who should I name as a referee?	8
I don't have any supervisors who can be referees – what do I do?	8
What will my referee(s) be asked?	8





The Assessment Process.....9

- Who will assess my security clearance process?.....9
- How can I verify the credentials of the person contacting me about my security clearance?
.....9
- Will I be interviewed?.....9
- Will I have to undergo a Psychological Assessment?9
- Will an ASIO assessment be required?10

Processing Timelines 10

- How long will my security clearance take to process?.....10
- Can I have my security clearance process prioritised?10
- How can I confirm the progress of my security clearance?10

Clearance Holder 10

- Will overseas travel to certain countries impact my suitability to hold a security clearance?
.....10
- What type of changes in my circumstances do I need to report?10
- How do I update my contact information?11
- How do I report security concerns or suspected wrong-doing about other clearance
holders?11
- How can I confirm my security clearance level?.....11
- How often is a security clearance revalidated?11
- What is the process for getting a security clearance revalidation?11
- Do I need to provide previously submitted documents for my security clearance
revalidation?11
- My sponsor has submitted a request to reinstate my clearance but they have said there is
an outstanding change of circumstance that needs to be processed first – what does this
mean?12
- Will my security clearance be transferable to other government agencies?12
- What happens if I change my employer?.....12
- My sponsor has taken inappropriate action in removing their sponsorship of my clearance
– what do I do?.....12
- How long does my security clearance last if I stop working for the government?12





Frequently Asked Questions

myClearance Portal, Digital Identity and myGovID

How do I log into the new myClearance portal?

The link to access the myClearance Portal is on AGSVA's website. It is accessible via a web browser on a desktop, laptop or tablet screen.

To access myClearance, all users need a myGovID Digital Identity. Digital Identity provides a secure method of logging in to myClearance, making it quicker and easier to access, as well as more secure.

If I've already set up myGovID, do I need to set up a new one?

No, you only need to set up myGovID once.

My myGovID was set up using my private email address, does that matter?

This is the preferred email. The guidance from myGovID is to use a personal email address to set up your myGovID. The reasoning provided for this is because it's your personal Digital Identity, your identity documents will be linked to the email you choose. It should not be a shared or work email address.

What myGovID identity strength is required? Basic, Standard or Strong?

myClearance requires at least 'Standard' identity strength. To achieve Standard identity strength, you need to enter your personal details and verify at least two of the specified Australian identity documents.

Where can I go for more information on Digital Identity, myGovID and the myClearance Portal?

For more information on your Digital Identity or how the Australian Government Digital Identity System works, visit www.digitalidentity.gov.au.

For information or support on myGovID, visit www.mygovid.gov.au.

For more information about myClearance contact your Security Officer or the [AGSVA Clearance Support Team](#).





Security Clearance Applicant

What does the Security Clearance process involve?

Once a request is received for a security clearance, AGSVA will email you details to access the myClearance portal. You will have up to 20 business days from the time you receive your application to enter all information, upload required documentation and submit your completed clearance application.

After AGSVA has assessed and accepted your security clearance package as complete, we will conduct a range of checks to determine your eligibility and suitability to hold an Australian Government security clearance. Depending on the level of security clearance, this may include a psychological assessment, referee reports, financial checks and an interview with a vetting officer.

AGSVA will then make an overall assessment based on the following character traits:

- honesty
- trustworthiness
- maturity
- tolerance
- resilience
- loyalty

Please view our [Vetting Assessment Process](#) page for further information.

Do you have to be an Australian citizen to be eligible for a security clearance from the Australian Government?

Australian citizenship is a condition of eligibility for security clearances. In exceptional circumstances the head of your employing agency may waive this requirement.

Please see our [Eligibility](#) page for further information.

What does AGSVA need to know about me?

The level of security clearance requested and your individual circumstances will determine the number and complexity of the questions asked and the personal documents required. Depending on the level of security clearance, we may ask for information about your immediate family, cohabitants, finances, employment history, education history and overseas travel.

You will be provided an individualised list of personal documents required at the end of your clearance application process. You must provide all documents stipulated. If you are unable to provide a document you must submit a Statutory Declaration. AGSVA will contact you if more information is required. Please view our factsheet '[Why Does AGSVA Get Personal?](#)' for further information.





How long do I have to complete my security clearance application?

You have 20 business days to complete and submit your security clearance application, including uploading the required supporting documentation. If you need an extension please speak to your security officer.

Will a criminal record result in a security clearance being refused? Do I need to disclose specific details of my police record?

A criminal record does not automatically exclude you from the security clearance process. An overall assessment is made based on an individual's honesty, trustworthiness, maturity, tolerance, resilience and loyalty. The most important thing is to be honest and upfront about your personal history.

Please view our factsheet '[Why Does AGSVA Get Personal?](#)' or our [Suitability](#) page for further information.

What will happen to the information I provide, will it be protected?

AGSVA recognises and respects your privacy. The collection, handling, use and disclosure of your personal information is undertaken in accordance with the Australian Privacy Principles set out in the *Privacy Act 1998*. We also operate in line with the [Department of Defence Privacy policy](#).

The information provided by you and/or your referees will only be used by authorised personnel who have a legitimate requirement to access it for security purposes.

For more details visit the [Privacy](#)-page.

How do I get access to personal information that I have provided AGSVA?

Any security clearance applications that have been submitted via myClearance will be accessible through the myClearance Portal. For information on how to request access to personal information you have previously provided to AGSVA, please visit the [Privacy](#) page.

Do I have to include all of my personal and business travel? Do I need the exact dates?

You will need to submit all travel information as well as the dates in your application so they can be properly assessed. Including approximate dates is appropriate in some circumstances. Once you have completed your application, your details will save if you ever need to have your security clearance upgraded or downgraded.

What does AGSVA consider to be regular contact with persons overseas?

This is considered to be people overseas including family, friends and business associates (excluding persons previously provided) that you keep in touch with on a regular and ongoing basis. The contact may be via social media communications, email or by phone.





I don't live with my partner, or share finances with them, do I include them in my application?

A partner is defined by AGSVA as a person with whom you share your life. This encompasses romantic, de-facto, married and separated/pre-divorce relationships. Please include your partner in your application even if you are in the early stages of the relationship, do not live together or do not share assets and/or finances.

Personal Information and Documents

Why do I need to provide additional evidence if born after 20/08/1986?

There were changes to Australian citizenship laws on 20 August 1986. If you were born in Australia on or after 20 August 1986, you need to provide additional documentation as proof of your Australian Citizenship, i.e. Australian passport, parent's full birth certificate showing parent was born in Australia before 20 August 1986 or parent's Australian citizenship certificate issued before your birth.

How do I submit my relevant documentation to AGSVA?

Relevant documents must be uploaded and submitted via the myClearance Portal as part of your security clearance application. Please ensure uploaded documents are clear and legible.

Prior to uploading your documents, you are required to remove/redact:

- All Tax File Numbers
- The first 12 of the 16 Credit or Account Card Numbers
- Card Verification Value (CVV) numbers

The maximum size per document is **5MB**.

Document upload types include: pdf, doc, docx, msg, jpg, png, rtf, xls, xlsx, txt, tiff

Your documents do not need to be certified.

What do I do if my supporting documents are in a language other than English?

Where personal documentation is in a language other than English you will need to obtain a translation of the document from a National Accreditation Authority for Translators and Interpreters (NAATI) accredited provider.

Please be advised you will need to provide us with both the original untranslated document(s) **as well as** the NAATI certified translated document(s).





What if I cannot provide the personal documents that need to be submitted with my security clearance package?

You are required to take all reasonable steps to gather and provide the required personal documents as outlined in your security clearance application. AGSVA may consider exceptional circumstances where it is not possible to provide the information, however this may delay your security clearance or AGSVA may not be able to complete the vetting assessment.

If you are unable to provide certain documents please outline the reasons on your statutory declaration and submit it with your other documentation to AGSVA. Please note a statutory declaration can only be used as a substitute for genuinely unavailable documents.

Will I have to resupply documents in myClearance that I have provided previously?

The first time you complete a security clearance application via myClearance, you will be required to upload your documents, even if you've previously provided them.

Referees

Who should I name as a referee?

A referee needs to be someone who has known you for a minimum of three months in a personal or professional capacity. Collectively, they should cover the whole checkable period for the level of security clearance being sought.

Referees may be a work colleague, neighbour or friend. They should not be a family member, spouse, de facto partner, other romantic partner or ex-partner.

A current supervisor needs to have supervised you for at least three months; any previous supervisor needs to have supervised you for at least three consecutive months over the last 12 months.

It is important before nominating a referee you check with them first to see if they are available to be a referee.

Further guidance on referee requirements can be found on the [Nominating Referees](#) page.

I don't have any supervisors who can be referees – what do I do?

Provision of a supervisory referee is mandatory. If you are unable to provide a current supervisor referee, alternative professional referees include: a previous supervisor, who has supervised you for three months within the last 12 months; a workplace referee who is at or above your current position level and who has worked with you for three consecutive months within the last 12 months; a professional colleague who has had regular business contact with you for three consecutive months within the last 12 months; or a personal referee who has had regular contact with you within the last six months.





What will my referee(s) be asked?

Referees play an important role in the security clearance process by providing a reference to AGSVA and verifying information about your life. They will be asked questions about personal and professional aspects of your life, for example, relationships, finances, substance use, and employment history.

The Assessment Process

Who will assess my security clearance process?

A vetting officer is assigned to conduct your security clearance assessment and make a recommendation on your eligibility and suitability to hold a security clearance. All vetting officers conducting security clearance assessments for AGSVA hold an Australian Government security clearance and a Certificate IV qualification in Government Security (Personnel Vetting). AGSVA uses a panel of vetting companies to complete parts of the clearance assessment.

How can I verify the credentials of the person contacting me about my security clearance?

Security clearance assessments will be conducted by an AGSVA staff member or an authorised external vetting provider contracted to AGSVA.

The following vetting companies are authorised to undertake security clearance assessments for AGSVA:

- Barrington Corporate Risk Pty Ltd
- Cogent Business Solutions Pty Ltd
- Omni Pty Ltd
- Mitchell Personnel Solutions Pty Ltd
- Sirras Consultants Pty Ltd
- Staff Check Pty Ltd

If you have any concerns about the individual who is contacting you in regard to your security clearance, you can verify their credentials by contacting [the AGSVA Clearance Support Team](#).

Will I be interviewed?

An interview is mandatory for security clearances at the Negative Vetting 2 and Positive Vetting levels. However, interviews may be requested for security clearances at other levels to clarify information you have provided.

Please view our factsheet '[Why Does AGSVA Get Personal?](#)' or the [Vetting assessment process](#) page for more information.





Will I have to undergo a Psychological Assessment?

A psychological assessment (PA) is mandatory for a Positive Vetting security clearance. A PA may also be carried out if a job position at a lower level requires it, or if AGSVA needs to clarify information provided.

Please view our factsheet '[Why Does AGSVA Get Personal?](#)' or the [Vetting assessment process](#) page for more information.

Will an ASIO assessment be required?

ASIO assessments are mandatory for all Negative Vetting 1, Negative Vetting 2 and Positive Vetting security clearances. If required, they may also be conducted at the Baseline level.

Processing Timelines

How long will my security clearance take to process?

The vetting process cannot commence until you have submitted your complete security clearance application, including uploading the required supporting documentation. The time it takes to assess each case will vary depending on the level of the security clearance and the individual circumstances of the clearance applicant.

We aim to complete security clearances within benchmark time frames. However, given the complex nature of vetting, unforeseen delays can and do occur.

Please view the [Vetting Timeframes](#) page to learn how you can assist in making the process as fast as possible.

Can I have my security clearance process prioritised?

Security officers can request priority processing for a clearance request if there is an exceptional business need for the sponsor. The request needs to be endorsed by a SES Band 2 or equivalent and certain conditions need to be met.

How can I confirm the progress of my security clearance?

You will be able to track the progress of your security clearance application in the myClearance portal.

Clearance Holder

Will overseas travel to certain countries impact my suitability to hold a security clearance?

Countries of significance may vary depending on the clearance holder's role and their agency's responsibilities. AGSVA will assess any overseas travel as part of your initial clearance process, as well as any clearance upgrade or revalidation. You should maintain accurate records of any overseas travel and comply with any pre-departure or post-travel obligations required by your employer, such as reporting planned travel or participating in security briefings. It is your responsibility to familiarise yourself with any such requirements.





What type of changes in my circumstances do I need to report?

As part of the [responsibilities of holding a security clearance](#) you are obliged to advise AGSVA of changes in personal circumstances. Visit our [Reporting Changes in Circumstances](#) page for a non-exhaustive list of what changes in circumstances you are obliged to report.

How do I update my contact information?

To ensure AGSVA has your most current contact information, we recommend using a personal email address rather than a work email address. You can review and update your contact details and Australian address changes via the myClearance portal, or by calling AGSVA on 1800 640 450.

How do I report security concerns or suspected wrong-doing about other clearance holders?

As a clearance holder you should report significant changes in the personal circumstances of other clearance holders where you believe there may be implications for security. You can provide this information to your agency's security section, your security officer or directly to AGSVA by completing a Change of Circumstance via the myClearance portal.

How can I confirm my security clearance level?

Contact your security officer for any questions regarding your current security clearance level.

How often is a security clearance revalidated?

All security clearances are required to be revalidated at regular intervals. The interval depends on the level of security clearance:

- Baseline – 15 years
- Negative Vetting Level 1 – 10 years
- Negative Vetting Level 2 – 7 years
- Positive Vetting - 7 years

A Positive Vetting clearance is also required to undergo an annual security appraisal.

What is the process for getting a security clearance revalidation?

AGSVA is responsible for initiating and managing the revalidation process. As we will contact you when you are required to undergo a revalidation, it is important to ensure your contact details are kept up to date.

Do I need to provide previously submitted documents for my security clearance revalidation?

The first time you complete a security clearance application via myClearance, you will be required to upload your documents again, even if you've previously provided them.





For all subsequent applications via myClearance, we will have a record of all your previous documents. You will only need to provide documents that have been generated through changes in your circumstances since your previous security clearance action.

If your current security clearance was granted by another agency, you may be required to resubmit documents. If you do need to provide documents, AGSVA will notify you of what documents are required.

My sponsor has submitted a request to reinstate my clearance but they have said there is an outstanding change of circumstance that needs to be processed first – what does this mean?

Reinstatement of a clearance requires submission of any changes of circumstance, as you have not been required to submit changes of circumstance while your clearance has been inactive. In order to reactivate your clearance AGSVA will need to update your record and process your latest change of circumstance.

Will my security clearance be transferable to other government agencies?

All Australian security clearances granted by AGSVA and exempt agencies in accordance with the Protective Security Policy Framework are transferable between agencies. A transfer of security clearance sponsorship will be required and you may also be required to undergo additional checks. You should discuss these requirements with your security officer.

What happens if I change my employer?

If you are leaving your sponsoring agency, you need to contact your security officer so they can advise AGSVA. If you are transferring to a new agency and still require a security clearance, you need to ensure your security officer at the new agency registers their sponsorship of your clearance before your former employer removes sponsorship. If they do not do this in time it may result in your security clearance becoming inactive due to the lack of an Australian Government sponsor.

My sponsor has taken inappropriate action in removing their sponsorship of my clearance – what do I do?

All AGSVA clearances require sponsorship by an authorised agency. If your clearance has become inactive in error your security officer or sponsor will need to resolve this with AGSVA. A sponsor can reactivate a security clearance under certain conditions.

How long does my security clearance last if I stop working for the government?

For your security clearance to remain active, you need a current Australian Government sponsor. If you are leaving the public service your sponsoring agency security officer must advise AGSVA. A security clearance can be reactivated providing it is within the revalidation period. For Positive Vetting security clearances, an annual security appraisal must also have been completed within the last two years.

