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Australian Government
Defence

Ministerial Background Brief s22

FOR: **Minister for Defence Industry and Capability Delivery**

CC: SEC, CDF, VCDF, ASSOCSEC, DEPSEC GOV, DEPSEC SE, FASMECC

AUSTRALIAN GOVERNMENT SECURITY VETTING AGENCY RETURN TO KEY PERFORMANCE INDICATORS

Key Issues:
On 25 June 2024, the then Assistant Minister for Defence, the Hon Matt Thistlethwaite MP, requested advice (Attachment A) on when Negative Vetting 1 (NV1) and Negative Vetting 2 (NV2) clearances would be under Key Performance Indicator (KPI) benchmarks, and steps being taken with the Australian Security Intelligence Organisation (ASIO) to return NV1 and NV2 clearances under KPI benchmarks. In 2023–24, the Australian Government Security Vetting Agency (AGSVA) completed a record 82,331 clearances and returned to benchmark median processing times for all clearance levels except for NV1.

Media Considerations:
Significant improvement in vetting performance has resulted in no recent media interest.

Minister Comments:

Thanks

Cleared by: Mr Peter West
First Assistant Secretary Defence Security
Security and Estate Group
s22
21 August 2024

Primary Contact Officer:	**Secondary Contact Officer:**
Ms Mardi Jarvis	s47E(c)
Assistant Secretary Vetting Defence Security	s47E(c)
Security and Estate Group	Security and Estate Group
s22	s22

Sensitivity: No.

1. Following significant improvements in performance, feedback from AGSVA customers and stakeholders has generally been positive and there has been no recent media interest in AGSVA.

Financial Impacts: No.

Systems/legislation/deregulation: No.

Consultation: No.

Attachments:

Attachment A s22 – AGSVA Return to Key Performance Indicators (with the then Assistant Minster for Defence, the Hon Matt Thistlethwaite MP, comment).

Attachment B s22 – AGSVA Return to Key Performance Indicators.

s22

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Ministerial Background Brief

s22

FOR: Assistant Minister for Defence

CC: SEC, CDF, VCDF, ASSOCSEC, DEPSEC GOV, DEPSEC SE, FASMECC

AGSVA RETURN TO KEY PERFORMANCE INDICATORS

Key Issues:
In August 2023, the Australian Government Security Vetting Agency (AGSVA) forecast that all clearance levels would return to benchmark key performance indicators (KPIs) by Quarter Two 2024. Month-on-month performance for all clearance levels has remained under benchmark KPIs since November 2023. Financial year-to-date (FYTD) performance for Baseline and Positive Vetting (PV) clearances are under benchmark KPIs, however Negative Vetting 1 (NV1) and Negative Vetting 2 (NV2) clearances are currently two days and one day (respectively) above their KPIs.

Media Considerations:
Given the significant improvement in vetting performance there has been no recent media interest in vetting performance.

Signature: s22

s22

The Hon Matt Thistlethwaite MP
25 June 2024

Minister comments:
When will NV1 & NV2 clearances be under KPI benchmark? What steps are being taken with ASIO to get NV1 & NV2 under benchmark?

Cleared by: Ms Celia Perkins
Deputy Secretary
Security and Estate Group
s22
14 June 2024

Primary Contact Officer:	Secondary Contact Officer:
Mr Peter West	Ms Mardi Jarvis
First Assistant Secretary Defence Security	Assistant Secretary Vetting Defence Security
s22	s22

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Ministerial Background Brief

s22

FOR: Assistant Minister for Defence

CC: SEC, CDF, VCDF, ASSOCSEC, DEPSEC GOV, DEPSEC SE, FASMECC

AGSVA RETURN TO KEY PERFORMANCE INDICATORS

Key Issues:

In August 2023, the Australian Government Security Vetting Agency (AGSVA) forecast that all clearance levels would return to benchmark key performance indicators (KPIs) by Quarter Two 2024. Month-on-month performance for all clearance levels has remained under benchmark KPIs since November 2023. Financial year-to-date (FYTD) performance for Baseline and Positive Vetting (PV) clearances are under benchmark KPIs, however Negative Vetting 1 (NV1) and Negative Vetting 2 (NV2) clearances are currently two days and one day (respectively) above their KPIs.

Media Considerations:

Given the significant improvement in vetting performance there has been no recent media interest in vetting performance.

Signature:

The Hon Matt Thistlethwaite MP
June 2024

Minister comments:

Cleared by: Ms Celia Perkins
Deputy Secretary
Security and Estate Group
s22
14 June 2024

Primary Contact Officer:
Mr Peter West
First Assistant Secretary Defence Security
s22

Secondary Contact Officer:
Ms Mardi Jarvis
Assistant Secretary Vetting Defence Security
s22

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Sensitivity: No.

1. Following significant improvements in performance, feedback from AGSVA customers and stakeholders has generally been positive and there has been no recent media interest in AGSVA.

Financial Impacts: No.

Systems/legislation/deregulation: No.

Consultation: No.

Attachments:

Attachment A Vetting Statistics: Financial Year to Date, Median Processing Time at 11 June 2024.

s22 [redacted]

Background:

2. In August 2023, Defence advised that predictive modelling indicated that all clearance levels would return to benchmark KPIs by Quarter 2, 2024.

3. Median performance vetting statistics as at 11 June 2024 are at Attachment A. FYTD median performance for Baseline and PV clearances are under benchmark KPIs. Median performance of NV1 and NV2 clearances are two days and one day above their respective benchmark median processing KPIs.

4. Monthly median processing trends as 11 June 2024 s22 [redacted] show month-on-month median performance for all clearance levels have remained under benchmark KPIs since November 2023.

Future

5. All clearances will be under KPI on 1 July 2024 when the new Financial Year (FY) commences.

6. While NV1 and NV2 clearances will start the FY under KPI, their KPIs will likely trend higher in Quarter 3, 2024. s33(a)(i) and s47E(d) [redacted]

7. As AGSVAs backlog reduced, the number of weekly vetting referrals to ASIO also reduced, s33(a)(i) [redacted] s22 [redacted]

8. s33(a)(i) and s47E(d) [redacted] s22 [redacted]

9. s33(a)(i) and s47E(d) [redacted]

10. To minimise the time taken to return to benchmark performance for NV1 and NV2 clearances, Defence has been engaging closely with ASIO on processing performance.

11. s22

Financial Year Performance

12. When measured on a month-to-month basis, all clearance levels have consistently met or exceeded median benchmark KPIs since November 2023.

13. In support of this improving KPI performance:

    a. With several more weeks remaining in this FY, AGSVA have completed 78,523 clearances, which is an increase of nearly 15,000 above last FY.

    b. s22

ATTACHMENT A

Vetting Statistics: Financial Year to Date Median Processing Time (at 11 June 2024)

Clearance level	s22	2023-24 Clearances completed *(as at 11 June)*	2023-24 Median timeframe *(as at 11 June)*	2023-24 Current timeframe (as at 11 June)	Key Performance Indicators
Baseline		35,919	14 days	10	20 days
Negative Vetting 1		31,215	72 days	33	70 days
Negative Vetting 2		8,358	101 days	48	100 days
Positive Vetting		3,031	158 days	175	180 days
Positive Vetting Priority		*1,160*	90 days	102	90 days
Total		**78,523**			

Australian Government
Defence

AGSVA Performance
Summary

Defence FOI 474/26/27
Document 2

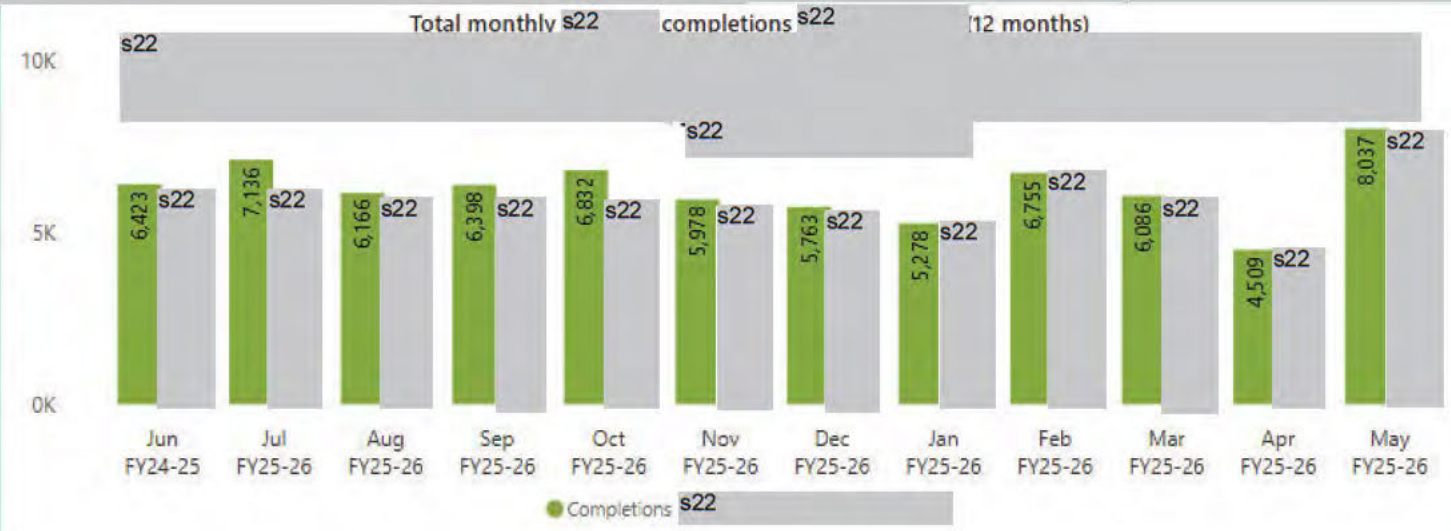
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Security Vetting Agency

AGSVA

s22 s33(a)(i) s22

Median Processing Times

	Shared KPI	AGSVA KPI	AGSVA KPI Target	% Under KPI
Baseline	25 days	19 days	20 days	66%
NV1	40 days	48 days	70 days	77%
NV2	24 days	64 days	100 days	89%
PV	42 days	109 days	180 days	82%
PV Priority*	23 days	82 days	90 days	59%



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AGSVA Performance

Completions, s22

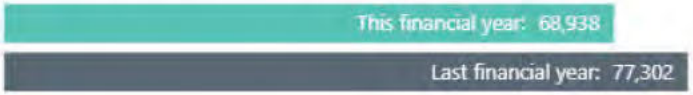
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Defence FOI 474/26/27
Document 2

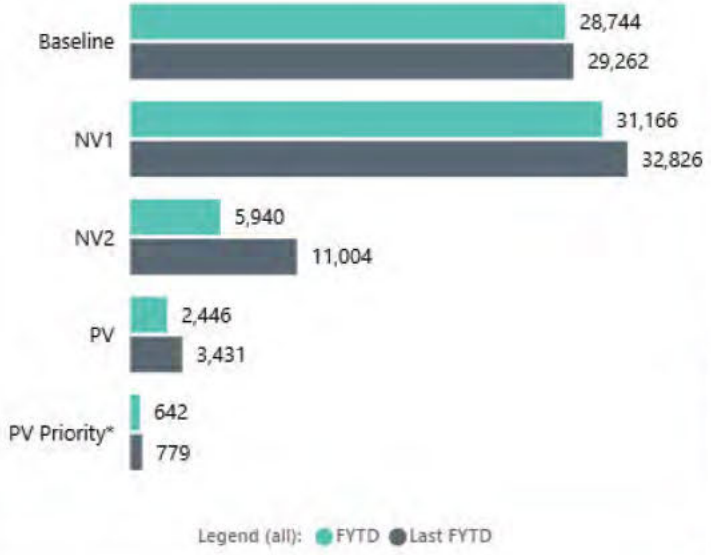
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Security Vetting Agency

AGSVA

Total FYTD completions (all case types)
Year-on-year comparison, as at today's date.

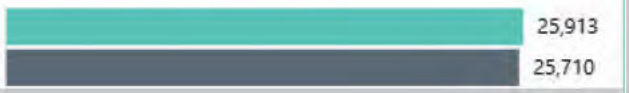


Completions by clearance level and FY (FYTD)
Year-on-year comparison, as at today's date.



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Completions by sponsor type
Year-on-year comparison, as at today's date.



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AGSVA Performance

Detailed overview

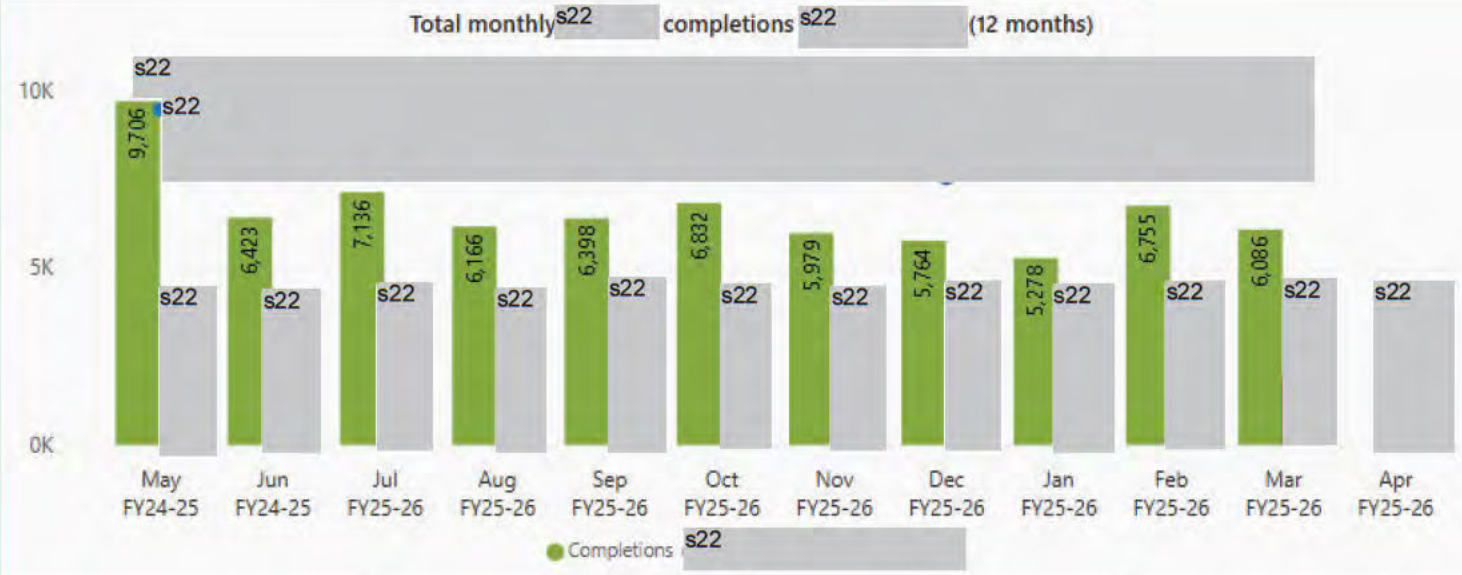
Defence FOI 474/26/27
Document 3

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s22 s33(a)(i) s22

Median Processing Times

	Shared KPI	AGSVA KPI	KPI Target	% Under KPI
Baseline	26 days	18 days	20 days	76%
NV1	44 days	39 days	70 days	95%
NV2	25 days	61 days	100 days	94%
PV	46 days	104 days	180 days	91%
PV Priority*	22 days	80 days	90 days	61%



s22

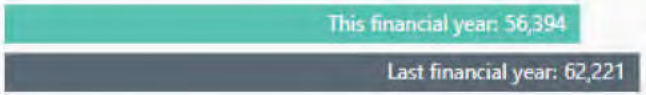
AGSVA Performance

Completions, s22

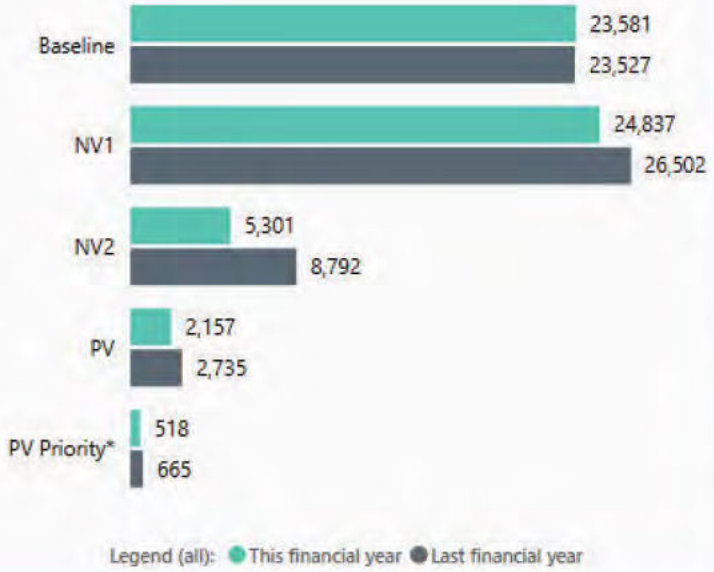
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Document 3

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Financial year to date completed cases (total, all types)
Year-on-year comparison, as at today's date.



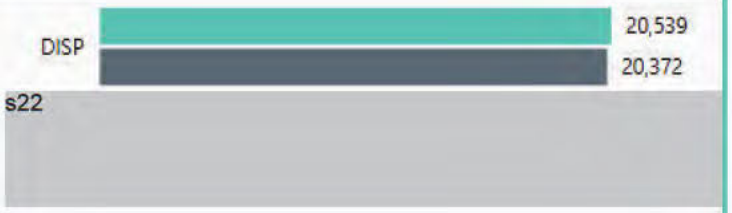
Completed cases by clearance level
Year-on-year comparison, as at today's date.



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Completed cases by sponsor type
Year-on-year comparison, as at today's date.

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Document 4

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AGSVA

AGSVA

Stakeholder Engagement Forum

10 September 2025



[redacted]

AGSVA Performance
FYTD 2025-26

Defence FOI 474/26/27
Document 4

AGSVA KPI Performance: FYTD 2024-25 (as at 31 August 2025)

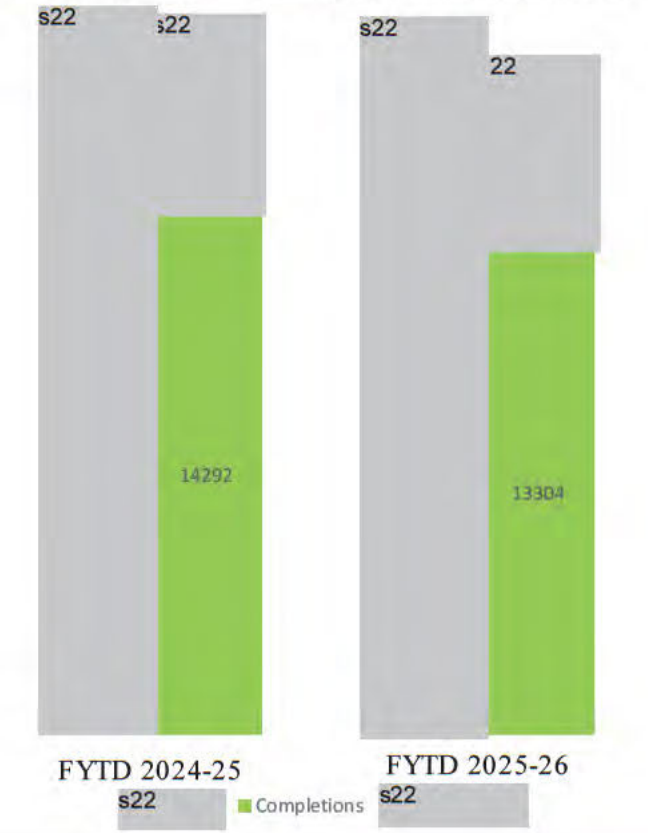
Clearance Level	s33(a)(i)	Cases completed	Cases within KPI*	% Within KPI	Median timeframe	"Rolling" timeframe	KPI Timeframe
Baseline		5,460	4,827	88.7%	14 Days	16 Days	20 Days
NV1		5,687	5,411	95.5%	35 Days	48 Days	70 Days
NV2		1,480	1,397	95.0%	52 Days	90 Days	100 Days
PV		677	558	85.7%	128 Days	143 Days	180 Days
PV - Priority**		127	78	65.0%	78 Days	101 Days	90 Days
Grand Total		13,304	12,193	92.3%			

*Calculated in business days

Completions

s22 s22

Year-on-year comparison, FYTD as at 31 August 2025



Summary:

- Almost all KPI indicators are being met this FYTD, usually by substantial margins.

Defence FOI 474/26/27
Document 5

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Stakeholder Engagement Forum



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Agenda Item 2 – AGSVA Performance Update

Defence FOI 474/2025 Document 5

Australian Government
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AGSVA KPI Performance: FYTD 2024-25 (as at 5 June 2025)

Clearance Level	s33(a)(i)	Cases completed	Cases within KPI*	%Within KPI	Median timeframe	"Rolling" timeframe	KPI Timeframe
Baseline		29,567	24,378	82.6%	15 Days	15 Days	20 Days
NV1		33,239	23,352	70.5%	50 Days	50 Days	70 Days
NV2		11,092	6,709	60.8%	94 Days	93 Days	100 Days
PV		4,309	2,576	60.9%	151 Days	152 Days	180 Days
PV- Priority**		787	290	38.2%	106 Days	105 Days	90 Days
Grand Total		78,207	57,015	73.2%	*Calculated in business days		



Summary:

- FYTD 2024-25: 77,032 clearances completed, up 1.2% from FYTD 2023-24.
- AGSVA is working closely with ASIO on NV clearance KPIs to streamline clearance processing.

Australian Government
Department of Defence
Security and Estate Group

AGSVA GOVERNANCE BOARD PAPER – OCTOBER 2024

Agenda Item – 2) Vetting Performance Update

Recommendation

1. It is recommended that the AGB:

a. **Note** vetting performance as at **18 September 2024** in Attachment A.

Executive Summary

s22

3. **Assessments in Progress:** As at 18 September 2024, AGSVA has 23,878 vetting assessments in progress. This is an increase of 1,753 cases from July 2024 (last AGB) – representing a 7% increase in AGSVA's active workload.

4. **Case Completions:** AGSVA has completed 17,745 cases this FYTD, a 19% decrease when compared to this time last FY.

s22

6. **Median Processing Times** for Baseline, NV1 and NV2 are all under benchmark KPI. Globally, AGSVA's month-on-month performance has consistently tracked under benchmark KPI since July 2024 for all of these clearance levels.

AGSVA Global Performance

s22

Cases in Progress

9. There are currently 23,878 vetting assessments in progress – 4,030 Baselines, 9,945 NV1s, 5,671 NV2s and 4,232 PVs.

s33(a)(i)

11. AGSVA and ASIO are working closely together to remediate the number of open cases above benchmark KPIs. The AGSVA Governance Board should note that these efforts may continue to impact some benchmark KPIs in Q2 & Q3 2024/25.

Cases Completed

12. FYTD, AGSVA has completed 17,745 security clearances. This includes 10,068 initials, 4,657 upgrades and 3,020 revalidations. This represents a 19% decrease in total cases completed this FYTD, when compared to this time last FY.

13. The comparative decrease in cases completed in 2024-25 is a result of last 2023-24 remediation initiatives to clear a large backlog of open and overdue cases, such as overtime; the recall of former AGSVA staff; and performance incentives to ESVS contractors.

14. Also contributing to the lower case completions in 2024-25 is a demand shift away from Baseline cases to more complex cases (NV1 and above) that requires more effort to process and complete.

15. To date, 2024-25 reflects a return to a more 'normal' processing levels.

16. Benchmark performance is also consistent across Defence, DISP and Other Government Departments (OGDs) with Baseline through to NV2 all under KPI.

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Industry Performance

s22

26. Cases in progress: From 1 July 2024, AGSVA has increased its open case holdings by 14% (969 more cases) for DISP entities.

s33(a)(i)

28. Cases Completed: There has been a 45% reduction in cases completed (2,623 fewer completions) this FYTD for DISP entities, when compared to this time last FYTD.

29. Median Processing Times for BL – NV2 DISP-sponsored clearances are all under Benchmark KPI.

s22

s22

Contact Officer: s47E(c)

Authorised by: Mardi Jarvis

Date: September 2024

Attachment

A. AGSVA Performance Update – Key Insights & Statistics

Defence FOI 474/26/27
Document 6

Australian Government
Security Vetting Agency

AGSVA Governance Board October 2024

AGSVA Performance Update:
Key Insights & Statistics



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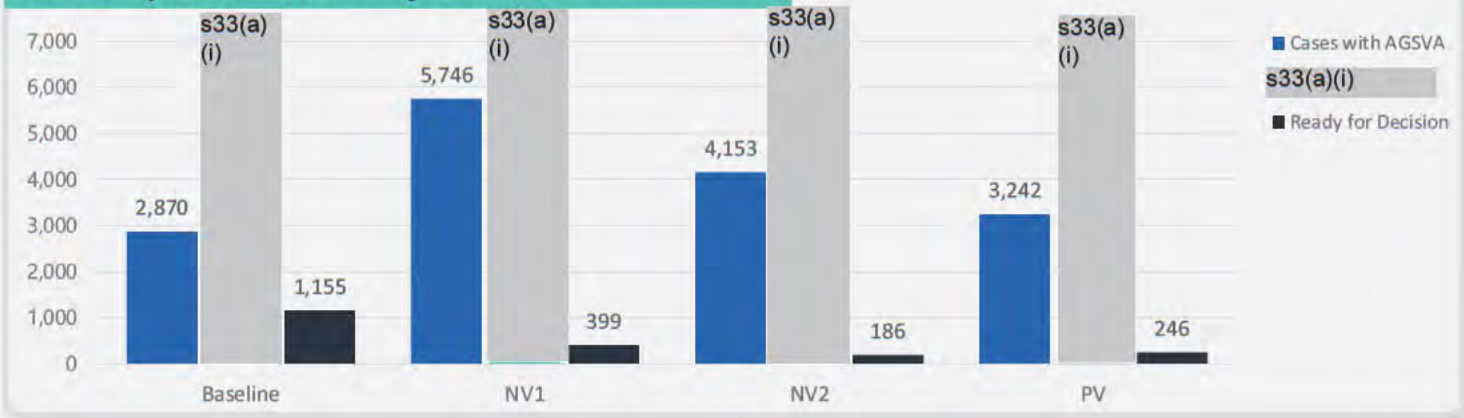
Australian Government

Executive Summary

Defence FOI 464/2627
Document 6

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Item 1: Open Case Volumes by Clearance Level

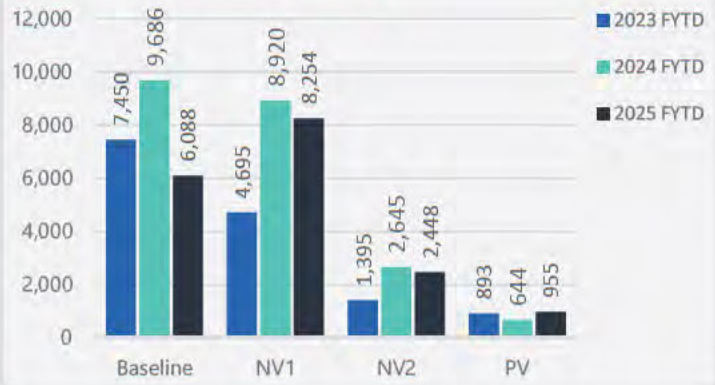


Item 2: Median Processing Times



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Item 4: Completions



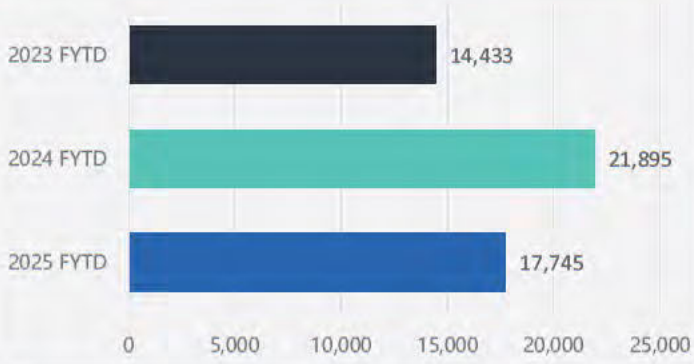
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Case Completions

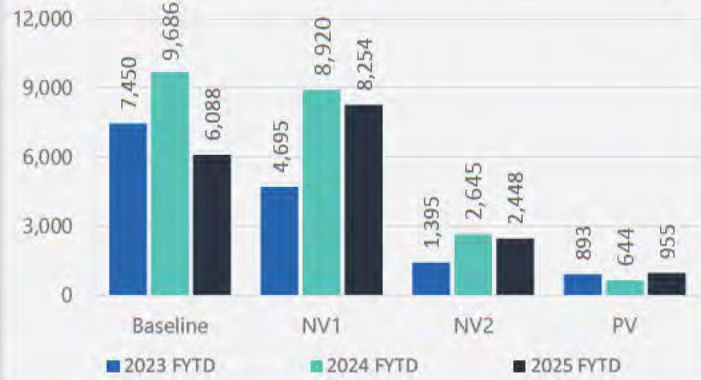
Defence FOI 464/2627
Document 6

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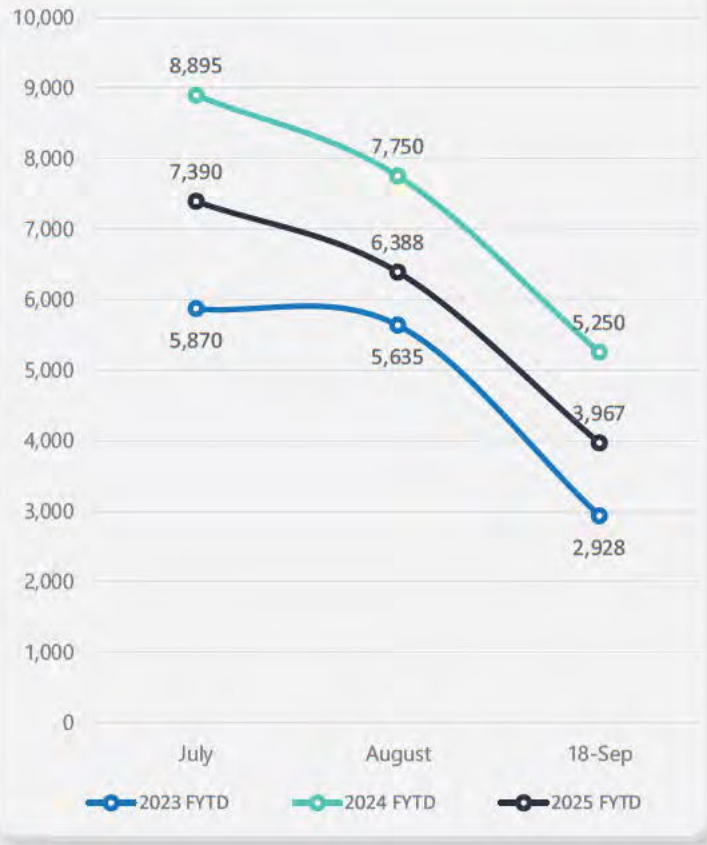
Item 1: Year on Year Completions



Item 2: Completions - By Clearance Level

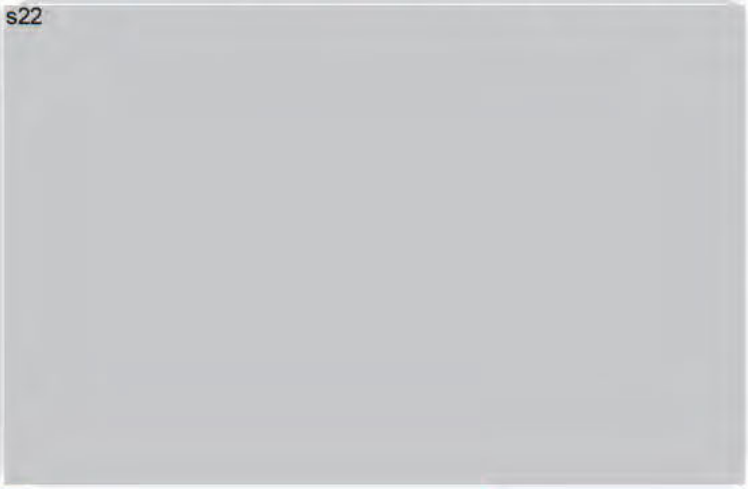


Item 3: Month on Month Completions



Item 4: Completions - By Sponsor Type





Positive Vetting Clearances

Defence FOI 474/2023
Document 6

Australian Government
Security Vetting Agency

s22



4,232

OPEN CASES

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955

COMPLETED CASES

▲ 48% increase in PV cases completed in comparison to this time last FYTD (644).

Excludes cancelled & withdrawn cases.

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191 DAYS

MEDIAN PROCESSING TIME

KPI is 180 days

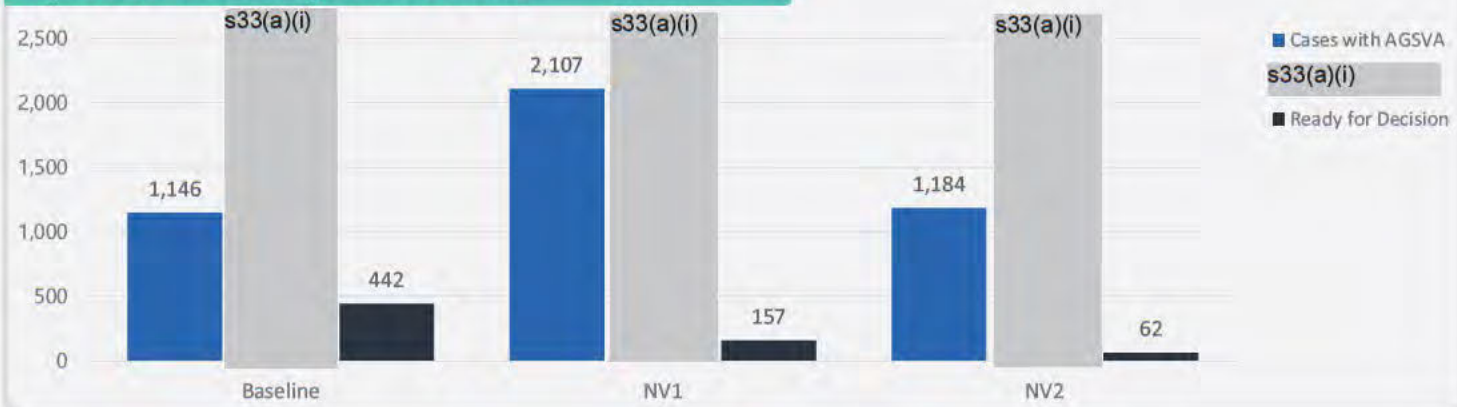
Measured in business days, excludes complex cases.

DISP Performance

Defence FOI 474/2627
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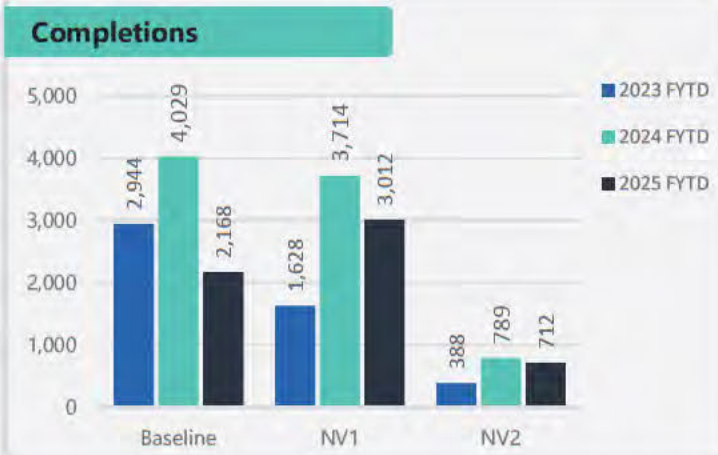
Open Case Volumes by Clearance Level



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Completions



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Performance by Clearance Level



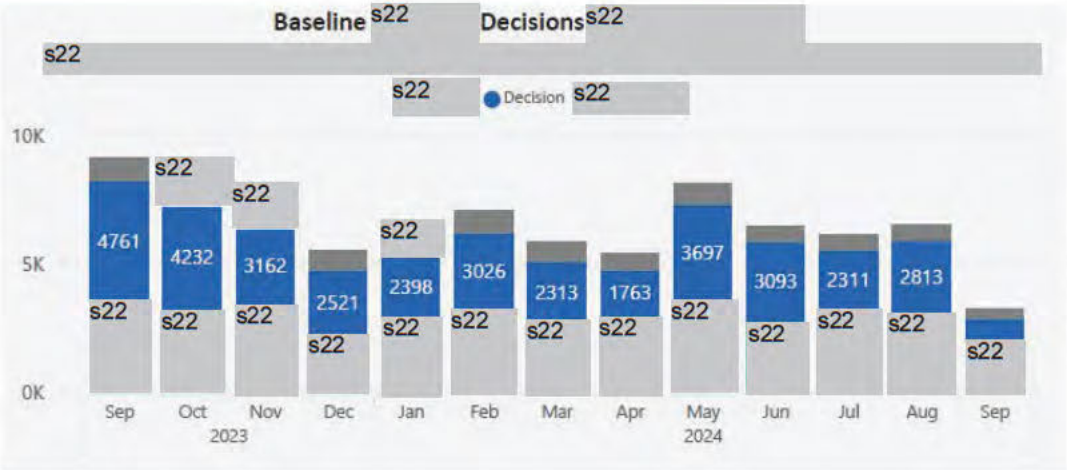
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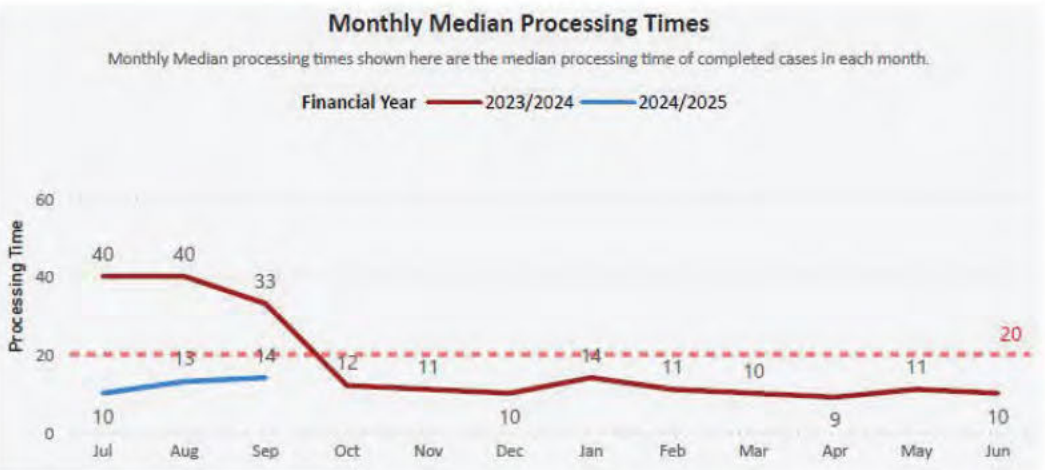
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Baseline Performance

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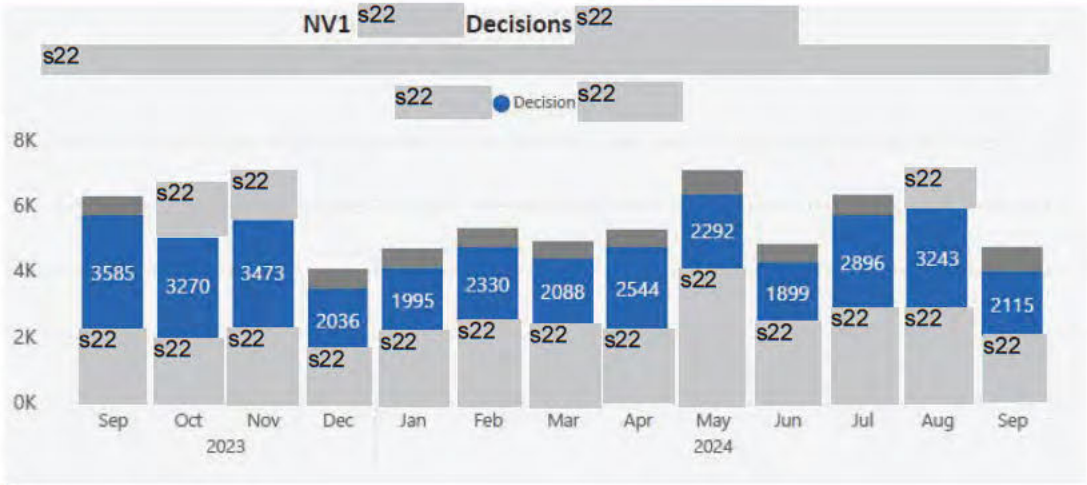
Numbers at a Glance

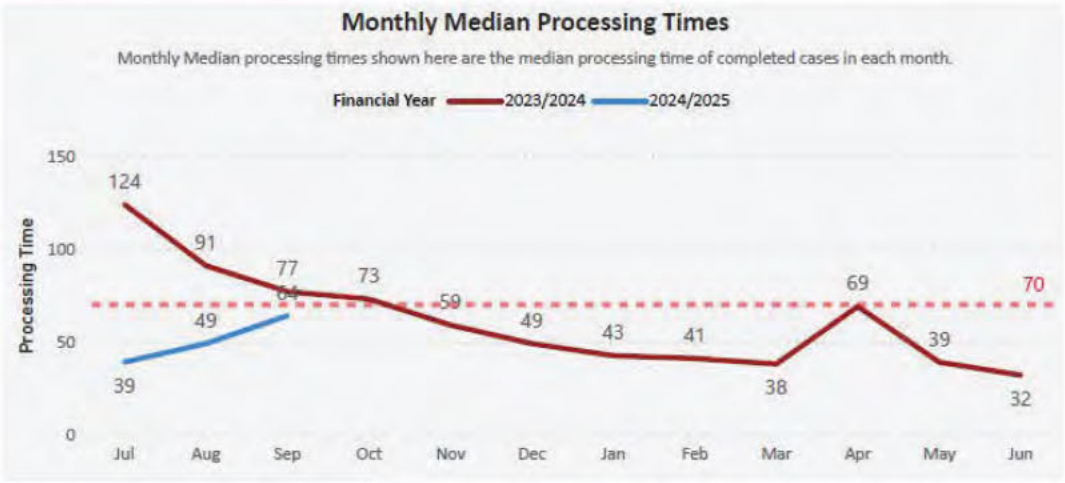
FYTD Median Processing Time AGSVA KPI = 20 Days	**12** Business Days
FYTD Completed Cases	**6,088**
% Routine cases completed within AGSVA KPI AGSVA KPI = 75%	**92.5%**

NV1 Performance

Defence FOI 474/2627
Document 6

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Security Vetting Agency





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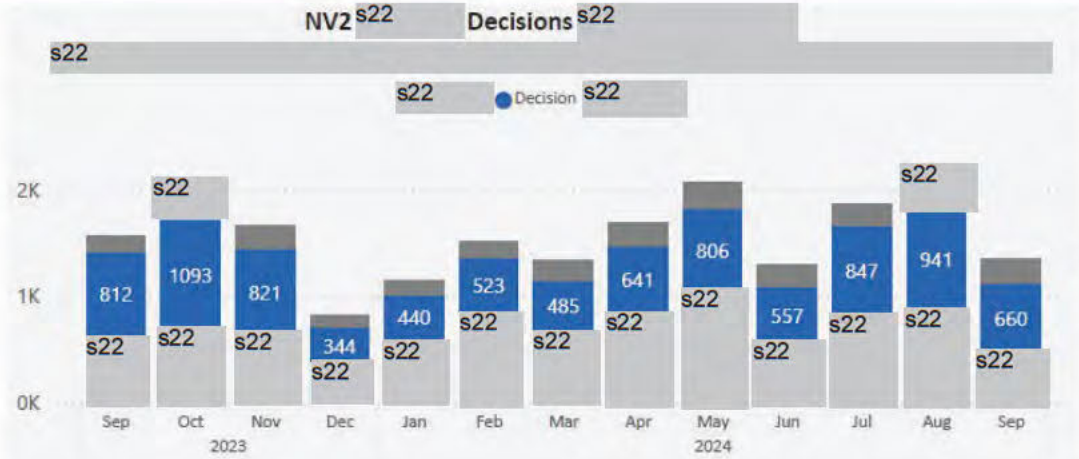
Numbers at a Glance

FYTD Median Processing Time AGSVA KPI = 70 Days	**48** Business Days
FYTD Completed Cases	**8,254**
% Routine cases completed within AGSVA KPI AGSVA KPI = 75%	**64.1%**

NV2 Performance

Defence FOI 474/2627
Document 6

Australian Government
Security Vetting Agency





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Numbers at a Glance

FYTD Median Processing Time AGSVA KPI = 100 Days	86 Business Days
FYTD Completed Cases	2,448
% Routine cases completed within AGSVA KPI AGSVA KPI = 75%	68.8%

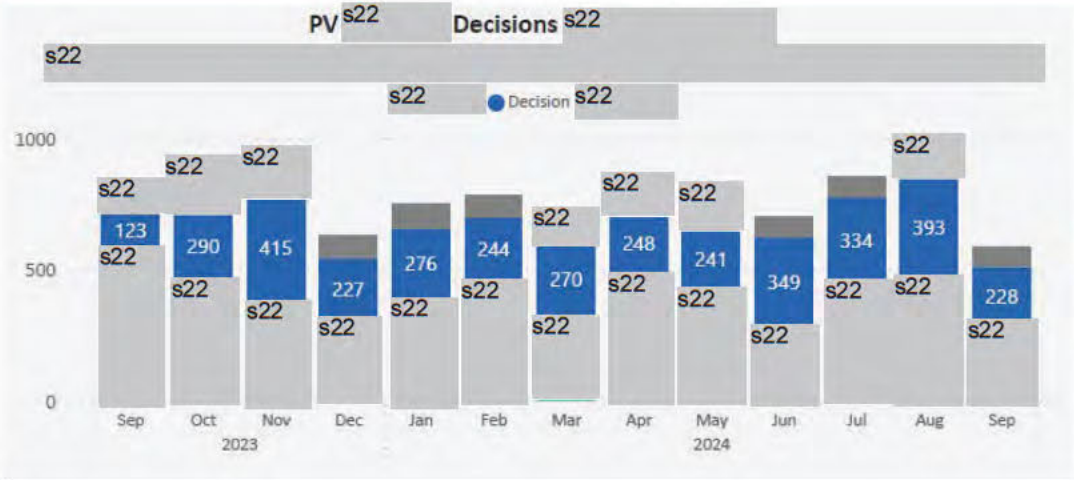
AS AT 18 SEP 2024

Australian Government
Defence

PV Performance

Defence FOI 474/2627
Document 6

Australian Government
Security Vetting Agency





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Numbers at a Glance

FYTD Median Processing Time AGSVA KPI = 180 Days	**191** Business Days
FYTD Completed Cases	**955**
% Routine cases completed within AGSVA KPI AGSVA KPI = 75%	**34.0%**

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Defence FOI 474/26/27
Document 7

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Defence



AGSVA Governance Board – March 2024

AGSVA Performance Update

Learn | Evolve | Align | Deliver

AGSVA Governance Board (2023-2024 FYTD Performance)

Financial Year to Date (FYTD) Summary

Defence FOI 173/23/24
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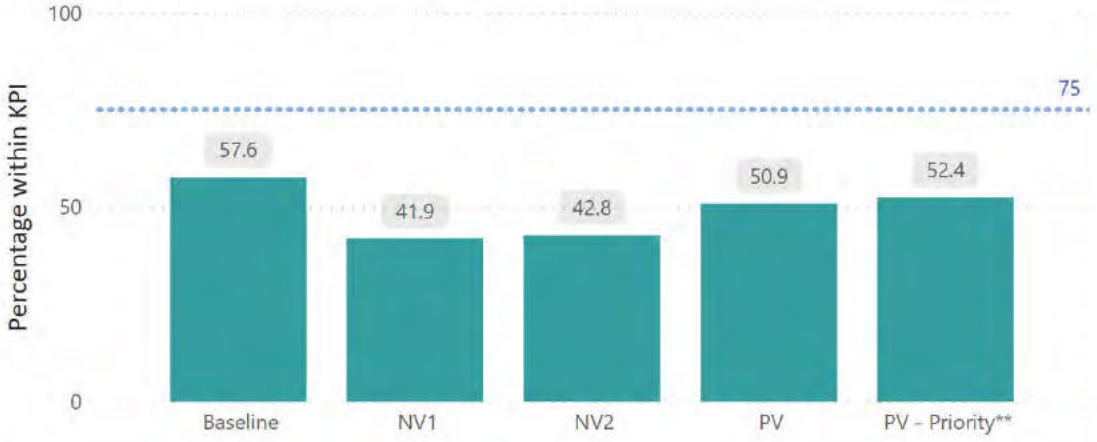
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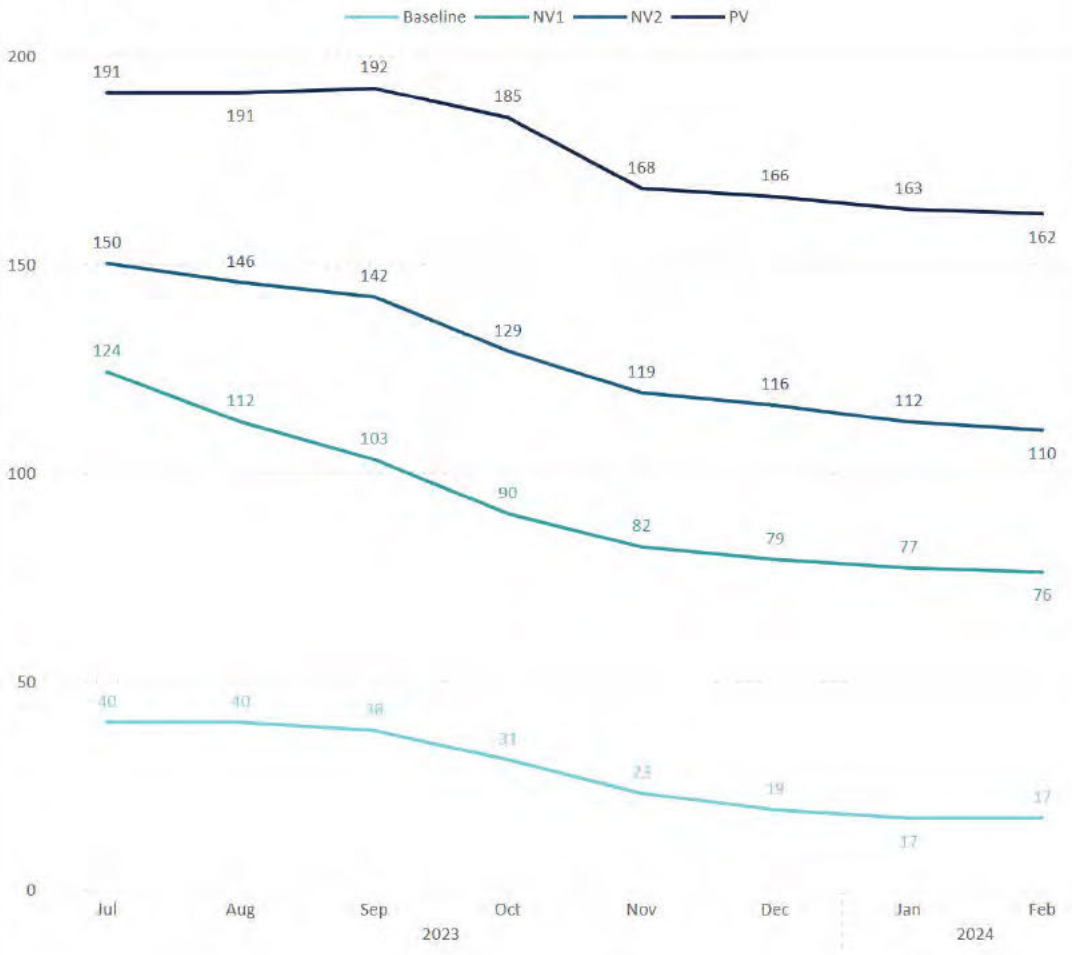
FYTD Performance Summary

Baseline	NV1	NV2	PV
Median Processing Times	Median Processing Times	Median Processing Times	Median Processing Times
17	**76**	**110**	**162**
Business Days	Business Days	Business Days	Business Days
Cases Completed FYTD	Cases Completed FYTD	Cases Completed FYTD	Cases Completed FYTD
25,211	**22,662**	**5,969**	**2,048**
(32,562 completed last FY)	(20,579 completed last FY)	(8,034 completed last FY)	(2,554 completed last FY)

Percentage (%) of Cases Completed Within KPI by Clearance Level FYTD



FYTD Median Processing Time (Business Days) by Clearance Level



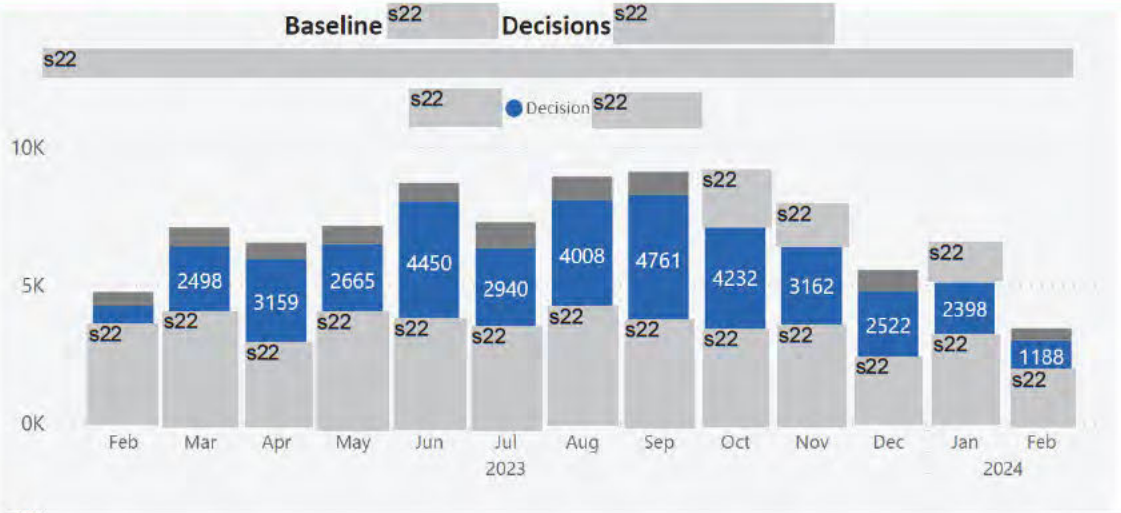
AGSVA Governance Board (2023-2024 FYTD Performance)

Baseline Performance

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Numbers at a Glance

FYTD Median Processing Time AGSVA KPI = 20 Days	**17** Business Days
FYTD Completed Cases	**25,211**
% Routine cases completed within AGSVA KPI AGSVA KPI = 75%	**57.6%**

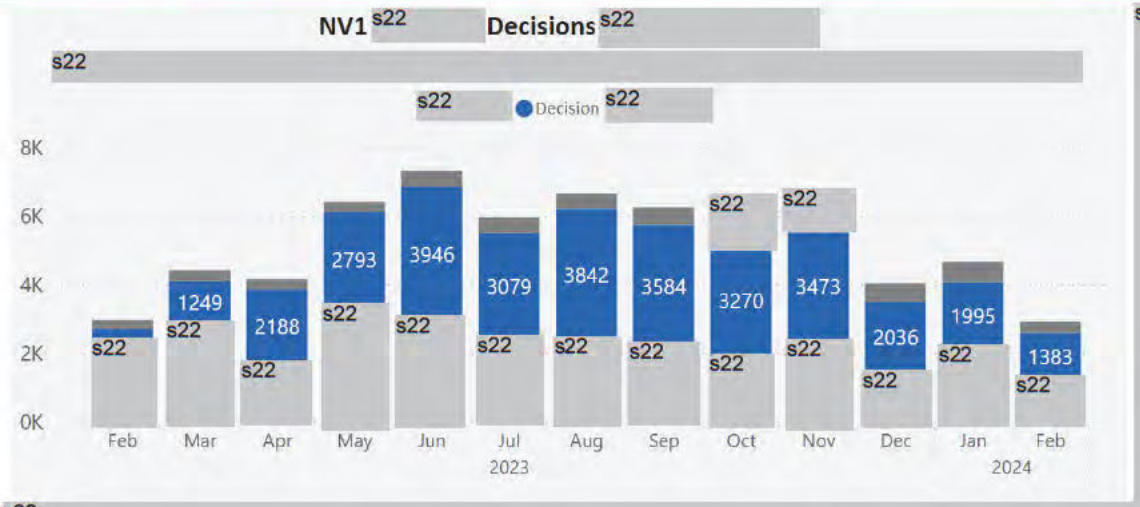
AGSVA Governance Board (2023-2024 FYTD Performance)

Negative Vetting Level 1 Performance

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Numbers at a Glance

FYTD Median Processing Time AGSVA KPI = 70 Days	**76** Business Days
FYTD Completed Cases	**22,662**
% Routine cases completed within AGSVA KPI AGSVA KPI = 75%	**41.9%**

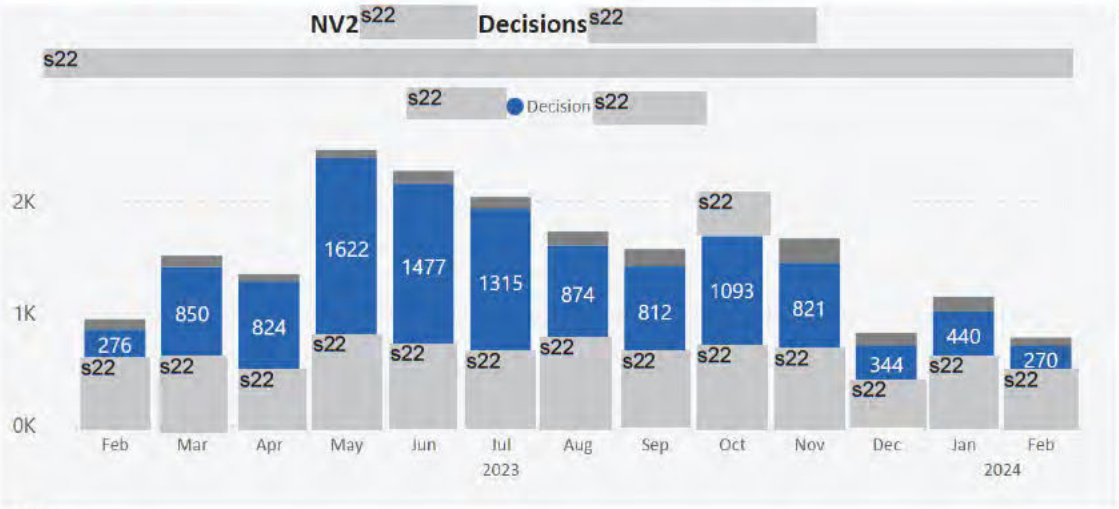
AGSVA Governance Board (2023-2024 FYTD Performance)

Negative Vetting Level 2 Performance

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Numbers at a Glance

FYTD Median Processing Time AGSVA KPI = 100 Days	**110** Business Days
FYTD Completed Cases	**5,969**
% Routine cases completed within AGSVA KPI AGSVA KPI = 75%	**42.8%**

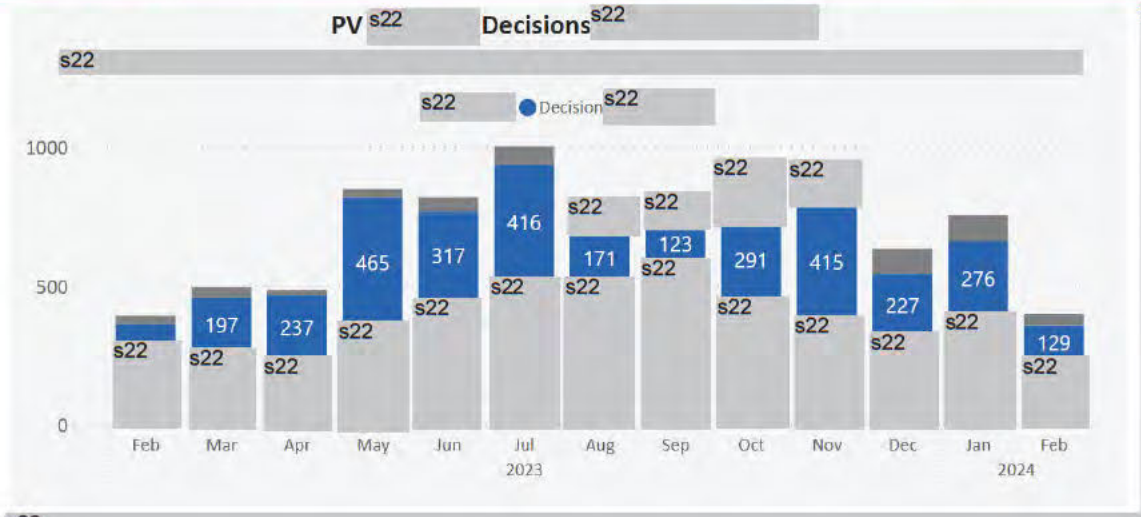
AGSVA Governance Board (2023-2024 FYTD Performance)

Positive Vetting Performance

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Shared KPI = 30 Days

AGSVA KPI = 180 Days

Numbers at a Glance

FYTD Median Processing Time AGSVA KPI = 180 Days	**162** Business Days
FYTD Completed Cases	**2,048**
% Routine cases completed within AGSVA KPI AGSVA KPI = 75%	**50.9%**