

## **AGSVA SERVICE LEVEL CHARTER FOR DEFENCE INDUSTRY**

### **Australian Government Security Vetting Agency and Defence Industry**

#### **Term**

This Service Level Charter (the Charter) will commence from 1 January 2015 or on the date of execution, whichever is the latter, and will continue until the AGSVA terminates, revokes, amends or replaces this Charter.

On 1 December 2009, the Australian Government announced that Commonwealth security vetting processes would be centralised in the Department of Defence (Defence). This central vetting unit, known as the Australian Government Security Vetting Agency (AGSVA), would conduct security vetting for all Commonwealth agencies (excluding other authorised agencies) and, if requested, for state and territory agencies. Clearances granted by the AGSVA have whole-of-government effect.

Defence is a major customer of the AGSVA and is, in turn, supported by a wide range of industry providers. This Charter denotes the services provided by the AGSVA to Defence's industry providers.

#### **Parties**

This Charter is between the AGSVA and all defence industry providers using the AGSVA's services. Defence industry providers are non-government organisations, businesses, companies or contractors that are sponsored by Defence for security clearances to provide services, advice and support to Defence.

The AGSVA is responsible for granting, revalidating and re-evaluating security clearances for the Commonwealth (excluding other authorised vetting agencies) in compliance with Australian Government protective security policies. The AGSVA promotes government national security objectives by assessing the eligibility and suitability of people who require access to security protected or other sensitive official information or assets to do their work.

## **Purpose**

The purpose of this Charter is to describe agreed vetting service expectations. It documents:

- the services to be provided
- the responsibilities of relevant Defence staff
- the responsibilities of defence industry providers
- standards for service delivery
- the fees payable for the services
- relevant points of contact
- governance arrangements.

## **Services**

Security vetting is conducted to ensure that a clearance subject who needs to access classified assets or information to support government objectives is both eligible and suitable to be granted and maintain a security clearance. A clearance is an inquiry into, and corroboration of, a person's background, character and personal values.

No individual or entity owns a security clearance. A clearance reflects a government requirement for an individual to access classified material or information and is valid only while this government requirement remains current. The AGSVA will make decisions to grant, continue, deny or revoke a security clearance in accordance with the Australian Government Protective Security Policy Framework (PSPF). It is government policy that the number of people requiring security clearances to perform their duties is kept to a minimum.

The AGSVA will conduct a standardised process for assessing and granting clearances in order to maximise efficiency, reduce costs and provide a security clearance that is recognised across government, including the authorised agencies, and is consistent with the PSPF.

The AGSVA provides services as outlined at Attachment 1. These services are provided under a fee-for-service model as outlined at Attachment 2.

As part of evaluating clearance subjects for employment, defence industry providers may wish to conduct additional checks specific to their organisation's requirements. The AGSVA will not conduct checks that exceed, or are not required, for a security clearance as prescribed by the PSPF. The AGSVA will make a determination on the suitability of a clearance subject to hold a security clearance. Defence industry providers acknowledge that the AGSVA is responsible for deciding whether to grant, continue, deny or revoke a clearance subject's security clearance.

The AGSVA will respect the privacy of information supplied for the security clearance process. The AGSVA will act in accordance with all applicable legislation relating to privacy including the *Privacy Act 1988* and the *Freedom of Information Act 1982*.

Where the AGSVA becomes aware of credible information which is of direct relevance to a clearance subject's suitability to hold an Australian Government security clearance and to access official or classified Australian Government resources, the AGSVA will, in accordance with its obligations under the PSPF, share this personal information with Defence.

The AGSVA completes urgent / priority clearance actions to meet the needs of government. A request for urgent / priority processing must be submitted to the AGSVA by a Defence Band 2 / 2-Star Officer.

Defence industry providers are to ensure clearance subjects have access to computer and internet facilities to enable the completion and electronic submission of their security clearance application.

Defence industry providers are required at the end of a financial year to provide the AGSVA with a forecast of the monthly estimated number and level of clearances required for the next financial year. This forecasting is to include routine clearances and any major projects requiring additional clearances.

**Key performance indicators**

Table 1 shows the AGSVA's key performance indicators.

	Meet clearance benchmarks for 95% of cases.
	Make Defence Internet system available to accept ePacks more than 99% of the time excluding scheduled and notified outages.
	Action all calls to the AGSVA Vetting Enquiry Centre between 8:30 and 17:00 (Australian Eastern Standard Time / Australian Eastern Daylight Savings Time) within 30 minutes.
	Provide all defence industry providers with a monthly update on the status of all clearances that are not completed within the benchmark time.

**Table 1: AGSVA KPIs**

## **Timeframes**

The AGSVA aims to finalise all security clearances within the agreed benchmark timeframes and is committed to completing them faster where possible, subject to maintaining the integrity of the vetting processes, PSPF compliance, and timely support from defence industry providers and the clearance subject. Benchmark timeframes are:

- Baseline Vetting: one month
- Negative Vetting 1: four months
- Negative Vetting 2: six months
- Positive Vetting: six months

The benchmark timeframes commence when the AGSVA receives a fully completed vetting pack, including all relevant supporting documentation, from the clearance subject.

Defence industry providers acknowledge that the ability of the AGSVA to complete clearance actions within these timeframes may be affected by (but not limited to):

- the accurate completion and submission of supporting documents and information by the clearance subject
- defence industry providers not completing required citizenship checks at recruitment
- the management of additional checks for non-Australian citizens
- the management of additional checks for clearance subjects with backgrounds that are difficult to verify
- the availability, degree of cooperation and timeliness of the clearance subject and referees in providing information
- the timeliness of response of third-party organisations (for example the Australian Security Intelligence Organisation)
- the volume and relative priority of clearance requests that the AGSVA is processing.

## **Fees**

Payment is in accordance with the fee schedule at Attachment 2. Charges will also apply if a fully completed pack has been submitted by a clearance subject and is subsequently cancelled before completion.

## **Billing and payment**

The AGSVA will issue invoices monthly for all finalised security clearances. Payment is due within 30 days of the date of receipt of the invoice. Late payment might see a clearance suspended until full payment has been received.

## **Representatives**

Defence industry providers are to be represented by their designated security officer (i.e. for Defence Industry Security Program (DISP) companies this is their DISP security officer; for all other, non-DISP, defence industry providers this is their Department of Defence security officer) or delegate on issues relating to security vetting. Defence industry providers should nominate a primary and secondary point of contact. Defence industry providers are responsible for informing the AGSVA in writing about personnel changes relating to the DISP security officer (where relevant), appointed delegates or points of contact. Designated security officers (or delegate(s) as notified in writing to the AGSVA) will be responsible for receiving and coordinating the response to any queries, notices or requests sent by the AGSVA.

The first point of contact for all defence industry providers is the Customer Relationship Management (CRM) team.

Clearances subjects should firstly liaise with their designated security officer for any questions or concerns, and then, if required, call the AGSVA Vetting Enquiry Centre. Contact details for the AGSVA, including those of the CRM team and the Vetting Enquiry Centre, are at Attachment 3.

## **AGSVA reporting**

The AGSVA will report to defence industry providers monthly on the:

- number of security clearance applications requested
- status of security clearance applications
- number of security clearances completed
- average AGSVA-wide completion time for each clearance type.

## **Review and appeals process**

If the AGSVA identifies any suitability concerns during the vetting process which hinder the granting of a security clearance, a procedural fairness letter will be issued, offering the clearance subject an opportunity to mitigate security concerns.

A sealed copy of the procedural fairness letter will be provided to the clearance subject via the clearance subject's designated security officer. An explanatory letter to the clearance subject's designated security officer will accompany the procedural fairness letter.

The clearance subject will be given 14 days (from the date specified in the letter) to respond to the

AGSVA's concerns and correct any information. The AGSVA will then consider the response from the clearance subject and make a final recommendation to the AGSVA delegate to grant, continue, deny or revoke the clearance.

If the clearance subject does not respond to the procedural fairness letter within 14 days of the date specified in the letter, and does not request an extension, the AGSVA will provide a recommendation to the AGSVA delegate to deny or revoke the clearance.

If the AGSVA delegate denies or revokes the security clearance, the clearance subject and the clearance subject's designated security officer will be notified and advised of the clearance subject's right to seek a review or appeal, as well as their avenues of appeal.

Defence industry providers should notify the AGSVA if informed that a clearance subject has submitted, or indicates an intention to submit an appeal, redress of grievance, review or legal proceedings in relation to services provided by the AGSVA.

### **Aftercare**

Defence industry providers and their designated security officers are to implement and monitor any specific aftercare requirements that are specified by the AGSVA.

Clearance subjects are responsible for informing the AGSVA of any changes in circumstances that may affect their security clearance, both during the assessment process and once a clearance has been granted. The AGSVA's contact details are listed at Attachment 3.

Defence industry providers and their designated security officers also have a responsibility to monitor staff performance and behaviour and inform the AGSVA of any changes of circumstances that may have bearing on a clearance subject's continuing suitability to hold an Australian Government security clearance.

If a defence industry provider or their designated security officer have any doubt about a clearance subject's suitability to maintain a security clearance, they are responsible for notifying the AGSVA and requesting a review for cause through the relevant Defence sponsor or contract manager. The AGSVA will consider the circumstances and decide whether the review for cause is required. A review for cause will only be conducted where genuine security concerns are identified. The defence industry provider is also responsible for managing the clearance holder in the workplace while the AGSVA undertakes the review for cause.

**Revalidations and re-evaluations**

A revalidation is a periodic review conducted to ensure that an individual is still suitable to hold a security clearance at the granted level. The purpose of the revalidation is to identify the need to maintain the current security clearance and assess the accuracy and currency of information about the individual. A re-evaluation is a more comprehensive process than revalidation and is only conducted for Positive Vetting clearance holders. Positive Vetting re-evaluations will be conducted every five years. Positive Vetting clearance holders also complete an annual security appraisal.

Revalidations / re-evaluations for security clearances are required as shown in Table 2 below.

<b>PSPF standards for the frequency of revalidations / re-evaluations</b>				
	Baseline Vetting	Negative Vetting Level 1	Negative Vetting Level 2	Positive Vetting
Revalidation	15 years	10 years	5 years	Annual Security Appraisal.  A full re-evaluation is conducted every 5 years

**Table 2: Security Clearance Revalidation Frequency**

The AGSVA will initiate all re-evaluations and revalidations. It is the responsibility of defence industry providers and their designated security officers to ensure that their clearance holders comply with having their security clearances revalidated or re-evaluated within the above timeframes. There are potential security risks when clearance holders do not complete revalidation processes. Without revalidations, the AGSVA cannot assess the continued suitability of clearance holders to maintain security clearances. If a clearance subject does not comply with a revalidation process, the AGSVA will cancel the clearance and notify both the designated security officer and the clearance holder.

**Transfer of other nations’ clearances**

Security clearances issued by the Governments of Canada, New Zealand, the United Kingdom and the United States of America may be recognised by the AGSVA and transferred at the same level if the security clearance is current. 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 the AGSVA. Any new vetting action undertaken in these circumstances would be complex due to the lack of an independently verifiable checkable background. The AGSVA is unable to undertake a security clearance for a non-Australian citizen who does not reside in Australia.

### **Changes in clearance level**

In the event that an individual's current clearance level needs to be changed, the defence industry provider should ensure the appropriate form on the AGSVA security officer dashboard is completed and submitted to the AGSVA by their designated security officer.

### **Cancellation of a vetting process**

Should a defence industry provider decide a clearance is no longer required once a vetting process has commenced, the defence industry provider must advise the AGSVA immediately by ensuring the appropriate form on the AGSVA security officer dashboard is completed and submitted to the AGSVA by their designated security officer. A cancellation fee will apply in some circumstances (see Attachment 2).

### **Separation**

In the event that an individual separates from a defence industry provider after a clearance has been granted, the defence industry provider must advise the AGSVA, by ensuring the appropriate form on the AGSVA security officer dashboard is completed and submitted to the AGSVA by their designated security officer.

### **Dispute resolution**

The AGSVA is committed to resolving disputes and complaints relating to services provided by the AGSVA. Defence industry providers and the AGSVA agree that any disputes or complaints between the parties relating to the Charter or AGSVA services will be resolved in a cooperative manner.

The process for escalation of issues raised by either party will be:

- All communication should initially be exchanged between the AGSVA CRM team and the defence industry provider's designated security officer (or delegate as notified by writing to the AGSVA).
- In the event of an issue arising, the party with the issue must arrange a meeting with the other party to discuss the issue. This should be done within two weeks of the issue being identified.
- If the issue cannot be resolved to the satisfaction of the instigating party concerned, then the issue must be set out in writing and forwarded to the other party. This must be done within two weeks of the initial meeting taking place.
- The responding party must then forward a written response to the instigating party in dispute, addressing the problems raised and outlining a way forward. This must be done within two weeks of receiving the written complaint.
- If necessary, the representatives of each party will meet again to seek resolution of the issue. Issues that cannot be resolved in this way are to be escalated to the Executive Management of the AGSVA and the defence industry provider(s).

### **Governance**

The Assistant Secretary Vetting is responsible for the day-to-day management of the Charter.

Any variations to this Charter will be in accordance with the processes outlined in paragraphs 47–54.

The AGSVA, by written notice, may terminate, revoke, amend or replace the Charter at any time.

In the event of termination of the Charter, the AGSVA will, unless defence industry providers advise otherwise, complete all services underway at the date of termination. Defence industry providers will pay the fees for these services in accordance with extant AGSVA fees and charges.

In the event of revocation of the Charter the AGSVA will, unless defence industry providers advise otherwise, cease any further assessment of applications and defence industry providers will pay the fees for those services already conducted in accordance with extant AGSVA fees and charges.

In the event of amendment or replacement of the Charter the AGSVA will advise defence industry providers in writing of the date that the Charter will be amended or replaced, and the date that any changes the updated Charter introduces will come into effect.

### **Performance reporting**

The AGSVA will publish a general statement of performance on the AGSVA website. The AGSVA will conduct an internal review of the Charter annually.

#### **Attachments:**

1. AGSVA Services
2. AGSVA Schedule of Fees
3. AGSVA Contact Details

**ATTACHMENT 1**

**AGSVA SERVICES**

The services provided by the AGSVA will comply with the minimum standards and procedures in the Australian Government Protective Security Policy Framework (PSPF).

The AGSVA will aim to provide services in a timely and effective manner, as outlined below.

<b>SERVICE</b>	<b>RESPONSIBILITY</b>
<b>Initiate service</b>	
A defence industry provider agrees to the conditions as recorded in the Charter, except where a notice of amendment has been formalised by both parties.	DEFENCE INDUSTRY
<p>To initiate a Clearance, process the defence industry provider representative will review the level of clearance required and submit a request to the AGSVA.</p> <p>The defence industry provider representative will ascertain from the AGSVA whether a current clearance exists for a clearance subject prior to submitting a request for a clearance.</p>	DEFENCE OR DISP DESIGNATED SECURITY OFFICER
The defence industry provider is required to provide AGSVA annually the estimated number of clearances they will require per month, including business as usual and any major projects requiring additional clearances.	DEFENCE OR DISP DESIGNATED SECURITY OFFICER
<b>Security pack</b>	
<p>The AGSVA will request the clearance subject's personal security file (PSF) from the holding agency if it has not already been supplied.</p> <p>The AGSVA will provide the clearance subject access to the appropriate security vetting package.</p> <p>The AGSVA will follow up on the return of security packs.</p> <p>The clearance subject will receive up to three reminders to return the security pack. The defence industry provider's representative(s) will be notified of any individual's non-compliance to complete the security pack.</p>	AGSVA
A clearance subject will be given three reminders to submit their security pack or additional information as requested by the AGSVA. If the clearance subject has not complied with these requests the AGSVA will notify the designated security officer of the non-compliance. At this point the designated security officer will have 14 days to arrange compliance by the clearance subject. Non-compliance will result in the cancellation of the clearance process and the cancellation of a current clearance.	DEFENCE OR DISP DESIGNATED SECURITY OFFICER

<b>Timeframes</b>	
<p>The AGSVA aims to finalise clearances within the following timeframes:</p> <ul style="list-style-type: none"> <li>• Baseline Vetting: one month.</li> <li>• Negative Vetting 1: four months.</li> <li>• Negative Vetting 2: six months</li> <li>• Positive Vetting: six months.</li> </ul> <p>The timeframe commences on date the AGSVA receives a fully completed vetting pack, including supporting documentation.</p> <p>The AGSVA will aim to provide the services within these timeframes. However, the ability of the AGSVA to meet these timeframes may be affected by (but not limited to):</p> <ul style="list-style-type: none"> <li>• the accurate completion and submission of supporting documents and information by the clearance subject</li> <li>• defence industry providers not completing required citizenship checks at recruitment</li> <li>• the management of additional checks for non-Australian citizens</li> <li>• the management of additional checks for clearance subjects with backgrounds that are difficult to verify</li> <li>• the availability, degree of cooperation and timeliness of the clearance subject and referees in providing further information</li> <li>• the timeliness of response of third-party organisations (for example the Australian Security Intelligence Organisation)</li> <li>• the volume and relative priority of clearance requests that the AGSVA is processing.</li> </ul>	<p>AGSVA</p>
<b>Vetting</b>	
<p>The AGSVA will liaise with the clearance subject and conduct any necessary interviews after the completed package is received.</p> <p>If the AGSVA cannot progress the clearance application due to a lack of cooperation by the clearance subject, the AGSVA reserves the right to suspend the process, pending cancellation, and will advise the defence industry provider accordingly.</p> <p>If the services are discontinued or cancelled, the AGSVA will be entitled to payment for vetting services already performed.</p>	<p>AGSVA</p>
<p>The defence industry provider and clearance subject, at times, may be required to provide additional information to clarify any gaps, anomalies or discrepancies in the security pack.</p>	<p>DEFENCE OR DISP DESIGNATED SECURITY OFFICER / CLEARANCE SUBJECT</p>

<b>Determination</b>	
<p>The 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 with conditions or to not grant the clearance to both the designated security officer and the clearance subject.</p> <p>The AGSVA determination is based on all relevant information available at the time the services are performed.</p>	AGSVA
<b>Provisional access</b>	
<p>The Department of Defence (Defence) may approve provisional access for defence industry clearance subjects up to SECRET security classified resources where there is a sound business case to support access during the clearance process.</p> <p>Defence is to only approve provisional access to TOP SECRET classified resources in exceptional circumstances where:</p> <ul style="list-style-type: none"> <li>• the person requiring access holds a Negative Vetting Level 1 clearance</li> <li>• the exception is critical to the agency meeting its outcomes, and</li> <li>• the risks to any affected agency can be mitigated or managed.</li> </ul> <p>Before granting provisional access, Defence is to confirm with the AGSVA that:</p> <ul style="list-style-type: none"> <li>• the clearance applicant has submitted a completed clearance pack and required documents, and</li> <li>• there are no readily identifiable suitability concerns.</li> </ul> <p>Defence may approve provisional access until the clearance process is complete. Defence may change the type of temporary access from short term to provisional once the AGSVA has confirmed it has received the completed pack and advises there are no concerns.</p>	AGSVA / DEFENCE
<b>Procedural fairness</b>	
<p>The AGSVA will accord the rights of procedural fairness to a clearance subject provided for under the PSPF.</p>	AGSVA
<b>Privacy</b>	
<p>The 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>. The AGSVA will compile a 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 information held in their PSF consistent with the <i>FOI Act</i>, although in some cases, such as where the disclosure would be detrimental to the protection of essential public interests, this information may not be provided. On completion of a case the AGSVA will store the clearance subject's PSF in accordance with relevant legislation and Department of Defence policies and procedures.</p>	AGSVA / CLEARANCE SUBJECT

<b>Review and appeals process</b>	
<p>Clearance subjects are able to seek a review or appeal the outcome of a decision.</p> <p>For non-APS employees and contractors, the first avenue of appeal is to write to the Secretary of Defence. If a clearance subject is not satisfied with the response a complaint can be submitted to the Commonwealth Ombudsman requesting a review of the decision. The security assessment provided by ASIO is also subject to appeal through the Administrative Appeals Tribunal. Further information on this process can be provided by the AGSVA if required. The Defence industry provider agrees to notify the 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 the AGSVA.</p>	CLEARANCE SUBJECT / DEFENCE INDUSTRY
<b>Changes in circumstances</b>	
<p>As part of each clearance process, the AGSVA will inform the clearance subject of the requirement to notify changes in his or her circumstances to the AGSVA, both during the assessment process and once a clearance is granted.</p>	AGSVA
<p>Defence industry providers must inform the AGSVA of all changes that would have a bearing on a clearance subject's suitability to hold an Australian Government Security Clearance. Defence industry providers must request a review for cause, through the relevant Defence sponsor or contract manager, when there are doubts about a clearance subject's suitability to maintain a security clearance.</p>	DEFENCE OR DISP DESIGNATED SECURITY OFFICER / DEFENCE INDUSTRY
<p>Clearance subjects must inform the AGSVA of any changes of circumstances as directed on their security advice notification and in accordance with the PSPF.</p>	CLEARANCE SUBJECT
<b>Changes in clearance level</b>	
<p>In the event that an individual need to change their current clearance level, the defence industry provider should ensure the appropriate form from the AGSVA security officer dashboard is completed and submitted.</p>	DEFENCE OR DISP DESIGNATED SECURITY OFFICER
<b>Separation</b>	
<p>If a clearance subject separates from a defence industry provider, the defence industry provider must advise the AGSVA.</p>	DEFENCE OR DISP DESIGNATED SECURITY OFFICER
<b>Cancellation of a vetting process</b>	
<p>Should a defence industry provider decide a clearance is no longer required once a vetting process has commenced, the defence industry provider must advise the AGSVA immediately. A cancellation fee may apply in some circumstances. See Attachment 2.</p>	DEFENCE OR DISP DESIGNATED SECURITY OFFICER

<b>Transfer of clearance sponsorship</b>	
<p>In the event that a defence industry provider gains or loses a clearance subject, as a result of a clearance subject changing employer, the defence industry provider should ensure that the following occurs:</p> <p>If gaining a clearance subject the defence industry provider's designated security officer should initially confirm the individual's clearance level with the AGSVA and then:</p> <ul style="list-style-type: none"> <li>• <i>Transfers to a position requiring the same level of clearance:</i> the gaining defence industry provider's designated security officer should confirm the transfer of clearance sponsorship with the AGSVA by completing and submitting the appropriate form on the AGSVA security officer dashboard.</li> <li>• <i>Transfers to a position requiring a different clearance level:</i> the gaining defence industry provider's designated security officer should complete and submit the appropriate form on the AGSVA security officer dashboard.</li> </ul> <p>If losing a clearance subject, the defence industry provider's designated security officer should request a clearance cancellation or transfer by completing and submitting the appropriate form on the AGSVA security officer dashboard.</p>	DEFENCE OR DISP DESIGNATED SECURITY OFFICER
<b>Reporting</b>	
The AGSVA will provide a monthly report to the defence industry provider detailing information about their clearance requests.	AGSVA
<b>Clearance level status</b>	
The AGSVA will respond to requests for advice on the status of an individual clearance and / or clearances generally. No additional cost is incurred by defence industry providers for these services.	AGSVA

## ATTACHMENT 2

### AGSVA SCHEDULE OF FEES

#### Clearances

Defence industry providers will pay the following amounts for security vetting services completed (granted / continued / denied / revoked) by the AGSVA in accordance with this Charter, within 30 days from the date of the invoice.

The AGSVA will review these fees on an annual basis. The AGSVA will advise defence industry providers before any revised fees take effect.

NEW CLEARANCES AND CLEARANCE UPGRADES			
Clearance	Base Rate	Including surcharge	Including GST (billed charge)
Baseline Vetting	\$326.00	\$358.60	\$394.46
Negative Vetting Level 1	\$882.00	\$970.20	\$1067.22
Negative Vetting Level 2	\$1672.00	\$1839.20	\$2023.12
Positive Vetting	\$7411.00	\$8152.10	\$8967.31

REVALIDATIONS AND RE-EVALUATIONS			
Clearance	Base Rate	Including surcharge	Including GST (billed charge)
Baseline Revalidation	\$130.40	\$143.44	\$157.78
NV Level 1 Revalidation	\$352.80	\$388.08	\$426.89
NV Level 2 Revalidation	\$668.80	\$735.68	\$809.25
PV Re-evaluations	\$5928.80	\$6521.68	\$7173.85

Positive Vetting re-evaluations are charged at 80 per cent of the initial (new) clearance charge. The costs for the annual Positive Vetting security appraisal forms (SAF) are included in the re-evaluation costs.

#### Cancellations

Cancellation fees only apply once a complete vetting pack, including supporting documents, has been submitted by a clearance subject. In the event that a defence industry provider decides a clearance is no longer required, the fees outlined below will be applied. The AGSVA will review these fees annually. The AGSVA will advise defence industry providers before any revised fees take effect. These fees will remain valid until 30 July 2015 (or until the AGSVA terminates, revokes, amends or replaces this Charter).

Cancelled clearances up to and including Negative Vetting Level 2, will be charged at 50% of the clearance charge. For example, if a request for a new clearance / clearance upgrade is cancelled the cancellation fee will be 50% of the relevant new clearance / clearance upgrade fee; if the cancellation relates to a revalidation the cancellation fee will be 50% of the relevant revalidation fee. If the AGSVA is not advised that a clearance is no longer required until after the clearance has been granted / continued / denied / revoked the full cost of the clearance will be charged.

7. Positive Vetting clearance cancellations will be charged according to the assessment stages that have been completed.

<b>POSITIVE VETTING NEW CLEARANCE CANCELLATION FEES</b>			
	Base rate	Including surcharge	Including GST (Billed rate)
Pack received	\$400	\$440	\$484
Clearance checks ordered	\$1400	\$1540	\$1694
Referee and supervisor interviews	\$2100	\$2310	\$2541
Psychological assessment	\$4500	\$4950	\$5445
Vetee interview and case assessment	\$5800	\$6380	\$7018
Final report and delegation	\$7411	\$8152.10	\$8967.31

8. Positive Vetting re-evaluation cancellations are charged at 80% of the charge of new clearances according to the assessment stages that have been completed. The fees shown below exclude GST and a 10 per cent service surcharge, which will be added upon invoicing.

<b>POSITIVE VETTING RE-EVALUATION CANCELLATION FEES</b>			
	Base rate	Including surcharge	Including GST (Billed rate)
Pack received	\$320	\$352	\$387.20
Clearance checks ordered	\$1120	\$1232	\$1355.20
Referee and supervisor interviews	\$1680	\$1848	\$2032.80
Psychological assessment	\$3600	\$3960	\$4356
Vetee interview and case assessment	\$4640	\$5104	\$5614.40
Final report and delegation	\$5928.80	\$6521.68	\$7173.85

### ATTACHMENT 3 AGSVA CONTACT DETAILS

<b>AGSVA Website</b>	<a href="http://www.agsva.gov.au">www.agsva.gov.au</a>
<b>AGSVA Customer Relationship Manager Representatives</b> (Defence industry providers, designated security officers)	Customer Relationship Management Team Telephone: 1800 640 450 Email: <a href="mailto:agsva.crm@defence.gov.au">agsva.crm@defence.gov.au</a> Department of Defence Campbell Park Offices Campbell, ACT, 2600
<b>AGSVA Vetting Enquiry Centre</b> (Clearance subjects)	Telephone: 1800 640 450 Email: <a href="mailto:securityclearances@defence.gov.au">securityclearances@defence.gov.au</a>
<b>DEFENCE INDUSTRY WEBPAGE</b> <b>Security vetting information for Defence Industry webpage</b>	<a href="http://www.defence.gov.au/dsa/vetting/">www.defence.gov.au/dsa/vetting/</a>

### ATTACHEMENT 4

#### HTR ENGINEERING DEFENCE CLEARANCE SPONSORSHIP SERVICES

HTR Engineering offers Defence Consultants the opportunity to gain Defence Clearance. The process is outlined as follows: To initiate the process HTR requires all applicants to fill in the Authorisation Form which gives HTR permission to proceed with the Clearance activation / renewal / upgrade request.

Step 2. Prepayment of the Australian Government Security Vetting Agency (AGSVA) Costs to be made by the Consultant. No AGSVA paperwork can be processed begin until HTR receives payment.

Step 3. HTR initiates the process. AGSVA issues the Candidate and HTR the appropriate EPack paperwork and as soon as the paperwork is completed by the applicant HTR's Security Officer will submit the EPack documents to AGSVA.

Step 4. AGSVA will advise the HTR Security Officer when the review is completed. The time required to process the documents depends on the level of clearance sought. Please see below:

- Baseline Vetting: One month
- Negative Vetting 1: Four months
- Negative Vetting 2: Six months
- Positive Vetting: Six months to Twelve months.

**HTR charges a \$100.00 fee for service. \$50.00 of this is donated to Solider On, \$30.00 to the FSO and \$20.00 to HTR for Administration Costs.**