



Australian Government
Defence

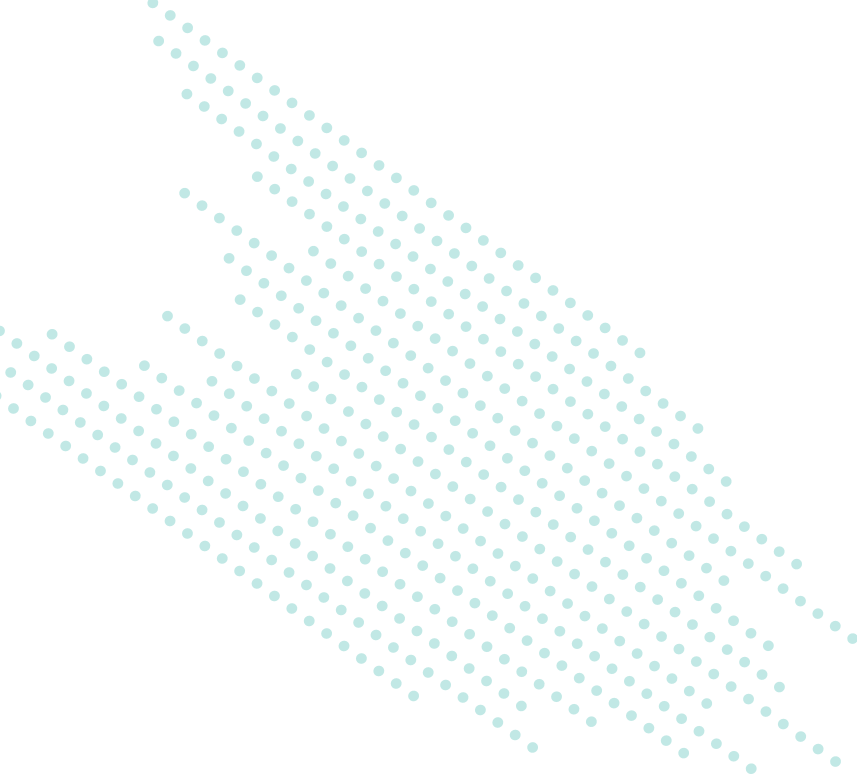
Australian Government Security Vetting Agency

ANNUAL UPDATE 2024–25

AGSVA's mission is to deliver responsive and assured
vetting services to enable security capability

WWW.AGSVA.GOV.AU

AGSVA



Acknowledgement of Country

AGSVA acknowledges the Traditional Custodians of Country throughout Australia. AGSVA recognises their continuing connection to traditional lands and waters and would like to pay respect to their Elders past and present. AGSVA would also like to pay respect to the Aboriginal and Torres Strait Islander men and women who have contributed to the Defence of Australia in times of peace and war.

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Message from Assistant Secretary Vetting



Building on the successes of previous years, AGSVA has achieved another record-breaking milestone. In 2024–25, we completed 83,727 security clearances, the highest annual total since AGSVA's inception in 2010. This represents a 1.6% increase over the previous financial year.

The consistent year-on-year growth reflects the rising demand for security clearances in an increasingly complex threat environment. Last year we saw a 17.2% surge in demand, equivalent to an additional 15,335 cases for AGSVA to process. Our role in safeguarding personnel security continues to expand and is now more critical than ever.

Having previously worked with AGSVA in various capacities, I was honoured to return as Assistant Secretary Vetting this year. This role provides a unique opportunity to contribute to Australia's national security at a pivotal time.

Looking ahead, our priority is to ensure AGSVA remains agile and responsive to the evolving threat environment. Together with the AGSVA team, we will focus on enhancing our vetting processes, improving service delivery and

elevating the customer experience. These efforts will help us continue to assure the suitability of individuals entrusted with protecting our Nation's information and assets.

I am confident in our ability to continue to adapt to the challenges and demand we are facing, and I look forward to working with partners to deliver high-quality security clearances in the year to come.

Mel Flett
Assistant Secretary Vetting
AGSVA

ASV

AGSVA 2024–25 numbers at a glance

At 30 June 2025, **AGSVA** was managing

424,914 clearances for more than
1,130 Australian Government and
Industry partner clients



125,190

emails
actioned



125,729

calls
answered

83,727

security clearance
completions*



34,484

applications
issued to
Defence Industry**



33,340

applications
issued to
other Government
agencies**



4,947,086

views of the
AGSVA website

* Excluding cancellations

** Initial and upgrade

AGSVA highlights for 2024–25

Industry engagement

AGSVA collaborated with the Defence Industry Security Branch in hosting booths at the Avalon Air Show and the International Land Defence Exposition, Land Forces. We had more than 900 interactions between both events.

Details on Page 12.



The Air Force Roulettes aerobatic team performing an aerial display during the Australian International Airshow 2025 at Avalon. CREDIT: Department of Defence

External Security Vetting Services

AGSVA collaborates with external vetting companies to conduct security clearance assessments on behalf of the Australian Government. On 1 July 2024, AGSVA commenced a new standing offer arrangement for External Security Vetting Services (ESVS). The ESVS Panel increased the number of Prime companies providing security clearance assessments from 6 to 8. The ESVS Panel now consists of 725 vetting analysts and support staff.

AGSVA also established a quality forum for ESVS representatives, with the inaugural forum held in June 2025. The focus of the forum is building quality through highlighting AGSVA's quality requirements and clarifying queries from the ESVS cohort.

Details on Page 7.

Exercise Talisman Sabre



AGSVA provided support to a large number of international visitors, processing over 1,300 requests to verify more than 8,000 International Partner visitors in the lead up to Exercise Talisman Sabre.

Details on Page 8.

Exercise Talisman Sabre 2025 was conducted across Australia in July and August 2025. CREDIT: Department of Defence

Customer engagement

AGSVA's Customer Outreach Team engaged with 50 sponsors (23 from Industry, 8 from Defence and 19 from Other Government Departments). This included 154 meetings as part of the outreach program.

Details on Page 12.

Psychological services

The Directorate of Psychological Services provides behavioural, emotional and mental health expertise across all security clearance levels. Over the past financial year, Psychological Services:

- completed 408 psychometric testing sessions
- processed 2,649 requests for psychological consultation
- produced 3,776 psychological assessment reports and 2,460 psychological consultation reports.

Details on Page 7.

Support for the Regional Force Surveillance Group

AGSVA worked onsite with the Regional Force Surveillance Group in Darwin, Cairns and Perth, assisting more than 48 Indigenous recruits from remote and isolated communities to complete their security clearance applications.

Details on Page 8.



The Regional Force Surveillance Group in action. CREDIT: RFSG Facebook page

About AGSVA

Who we are

The Australian Government Security Vetting Agency (AGSVA) is the central agency for the processing and granting of security clearances. AGSVA plays a key role in supporting more than 1,130 federal, state and territory government agencies and industry partners to mitigate insider threats. We do this through providing responsive and assured security vetting services.

Where we work

AGSVA operates at 8 sites across Australia, and our contracted workforce is represented nationally. This ensures AGSVA services are available to sponsors and clearance subjects across Australia.

AGSVA offices as at 30 June 2025



What we do

AGSVA's mission is to deliver responsive and assured vetting services to enable security capability. AGSVA conducts security clearance assessments for federal, state and territory agencies as well as industry partners, to ensure personnel are eligible and suitable to access classified government resources.

Our core business

Vetting operations

AGSVA's key responsibilities include processing security clearances and managing security clearance decisions at all security levels. AGSVA delivers security vetting services through teams across Australia.

External Security Vetting Services

AGSVA collaborates with external vetting companies to conduct security clearance assessments on behalf of the Australian Government. These companies provide significant support to AGSVA in conducting core vetting functions.

In July 2024, AGSVA commenced a new standing offer arrangement for External Security Vetting Services (ESVS) providing security clearance assessments. The new panel includes the following companies:

- Barrington Corporate Risk Pty Ltd
- Cogent Business Solutions Pty Ltd
- Connect3i
- Ernst & Young
- Omni Pty Ltd
- Mitchell Personnel Solutions Pty Ltd
- Sirras Consultants Pty Ltd
- Staff Check Pty Ltd

This ESVS Panel has increased the number of Prime companies supporting AGSVA from 6 to 8, with 725 vetting analysts and support staff as at 30 June 2025. This increase ensures AGSVA can continue to meet current and future vetting demand.

AGSVA works closely with ESVS companies to ensure they are working effectively and adhering to Defence and contract requirements. The ESVS cohort has been diligent in meeting the key performance indicators of timeliness and quality.

To strengthen the focus on quality, AGSVA launched a Quality Forum for the ESVS representatives from each of the 8 Primes. The inaugural forum was held in June 2025. At the forum, AGSVA vetting representatives, Customer Service staff, Psychology Directorate staff and authorised decision-makers presented case studies, outlined AGSVA's quality requirements and answered questions from the ESVS cohort. The feedback has been positive and AGSVA will aim to hold this forum annually, to continue supporting the ESVS panel.

Psychological services

AGSVA's Directorate of Psychological Services provides specialist behavioural expertise, to ensure that risks associated with emotional, mental health and personality concerns are effectively assessed and managed throughout the security clearance process.

Alongside providing psychological assessments, the Psychological Services team works closely with Vetting Analysts to deliver specialised training on psychological tradecraft. In particular, how emotional, mental health and personality concerns relate to security suitability. This training supports AGSVA's due diligence of appropriately assessing these concerns, as required by the *Protective Security Policy Framework*.

Across all clearance levels, the demand for security-related psychological assessment products continues to increase. To address this rising demand, the Psychological Services team's focus over the 2024–25 financial year was on recruiting, training and retaining security psychologists, both staff and contractors. This, together with initiatives to increase efficiency, has enabled the team to maintain the capacity required to service the psychological assessment needs of AGSVA despite increasing workload.

The Directorate of Psychological Services remains committed to providing psychological expertise to AGSVA and will continue to provide high levels of assurance to the Commonwealth when assessing, identifying and managing insider risk.

Support for regional security



Australian Army soldiers from the North-West Mobile Force.
CREDIT: Department of Defence

AGSVA provides support services to the Australian Defence Force (ADF) for recruiting and deploying members across some of the more isolated and remote areas of Australia through the Regional Force Surveillance Group (RFSG).

RFSG plays a critical role in protecting Australia's sovereignty in the regional and remote regions of Australia's north and west. It also provides development and employment opportunities for Aboriginal and Torres Strait Islander peoples on Country. Through the RFSG, Defence enables resilient communities in a strategically important area of Australia, building our national resilience from the ground up.

A significant number of Indigenous RFSG members are from remote and isolated communities. To facilitate members obtaining a security clearance, AGSVA continues to work with the RFSG to resolve long-standing challenges, such as lack of formal documentation, to prove identity and a checkable background and navigate cultural sensitivities that may affect the sharing of personal and security information with AGSVA.

In 2024–25, AGSVA staff worked onsite with the RFSG in Darwin, Cairns and Perth to assist more than 48 Indigenous recruits from remote and isolated communities complete their security clearance applications.

The work done by AGSVA in collaboration with the ADF helps support regional security and provides a positive impact on the lives of our Indigenous soldiers.

Support during international engagements

AGSVA plays an important role in ensuring national security during planned international visits and exercises.

In 2024–25, AGSVA provided support to a large number of international visitors, processing over 1,300 requests to verify more than 8,000 international partner visitors in the lead up to Exercise Talisman Sabre.

Exercise Talisman Sabre is a multilaterally planned and conducted exercise. It is the largest exercise conducted in Australia.



More than 40,000 military personnel from 19 nations participated in Talisman Sabre 2025. CREDIT: Department of Defence

Our customers



AGSVA supports more than 1,130 federal, state and territory government agencies and industry partners. Of these, the largest sponsors of active security clearances include the Department of Defence, the Department of Home Affairs, the Australian Taxation Office, Services Australia and the Department of Health and Aged Care.

Information-sharing with customers

AGSVA's *Personnel Security Risk Information Sharing Framework* facilitates the sharing of security risk information about security clearance holders and applicants. The sharing of information enables entities to have a better understanding of the risk profile of their workforce, to support making informed decisions on the management and mitigation of potential risks to national security.

When risk information is identified, AGSVA informs the Chief Security Officer of the sponsoring entity via a Risk Advisory Notice, Residual Risk Advice, Conditional Clearance Agreement or advice if there is an adverse security clearance outcome. AGSVA provides a briefing for the Chief Security Officer, to give an understanding about the framework prior to the delivery of risk information for their entity.

AGSVA welcomes feedback from sponsoring entities to enhance the framework.

As at 30 June 2025, AGSVA has provided risk information to 291 sponsoring entities since the commencement of the framework in 2020. In 2024–25, AGSVA shared 1,348 separate pieces of risk information with sponsors.

Bettering our Customer Satisfaction Survey

AGSVA is committed to enhancing the customer experience and to continually improving our processes through data-driven decision-making and continuous engagement. AGSVA gathers feedback from customers via surveys to measure their satisfaction in relation to our services. Insights from surveys help inform key improvements to AGSVA's communications, policies and procedures and ensure services are better aligned with customer and stakeholder needs.

AGSVA recognises the importance of more frequent and targeted customer feedback. We engaged market research company Roy Morgan to redesign our Customer Feedback Survey. This new partnership represents a more sophisticated and responsive approach to implementing improvements as a result of customer feedback.

The new survey model will help AGSVA capture real-time insights, allowing us to be more agile and responsive to the evolving needs and experiences of our customers.

AGSVA’s achievements in 2024–25

2024–25 numbers at a glance

Security clearance completions

AGSVA completed a record 83,727 security clearances in 2024–25. This is a 1.6% increase (or 1,396 more clearances) compared to the previous financial year.

Security clearance completions include initial, upgrade and revalidation vetting cases that reach a conclusion, including grant and deny, in the financial year. Clearance completions do not include cancellations.

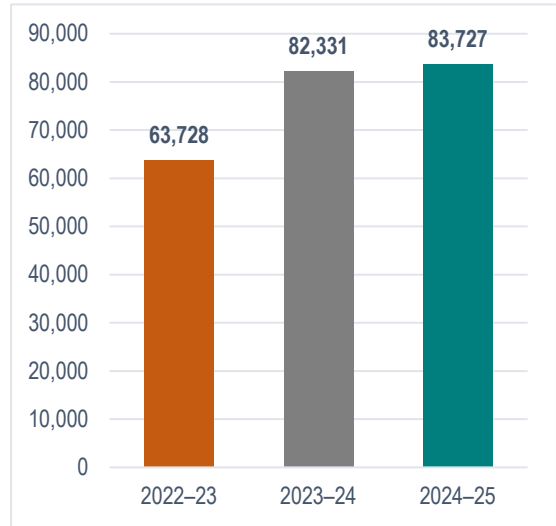


Figure 1: Case completions by financial year

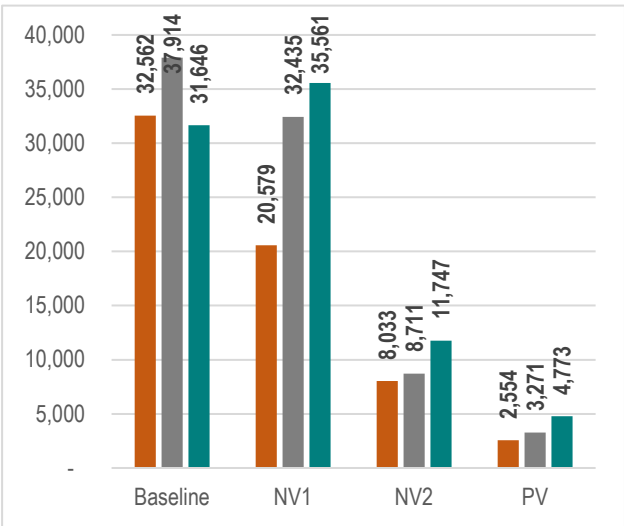


Figure 2: Annual case completions by clearance level at 30 June 2025

Demand for clearances

In 2024–25 there was an increase of 17.2% in total clearance demand from 2023–24 levels. This includes initial applications, upgrades and revalidations.

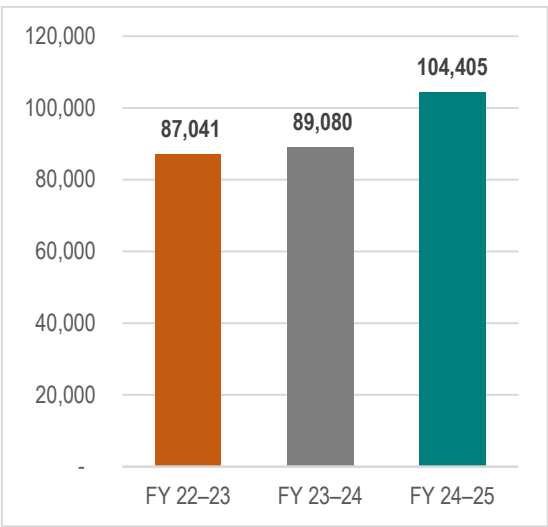


Figure 3: Total demand

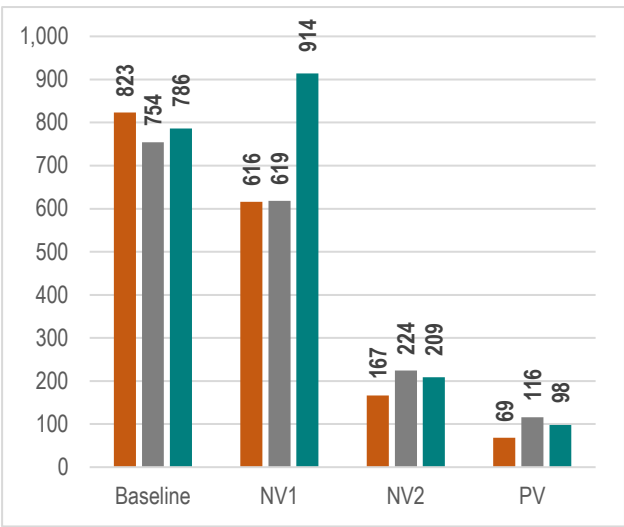


Figure 4: Average weekly application requests by clearance level

Key: 22–23 23–24 24–25

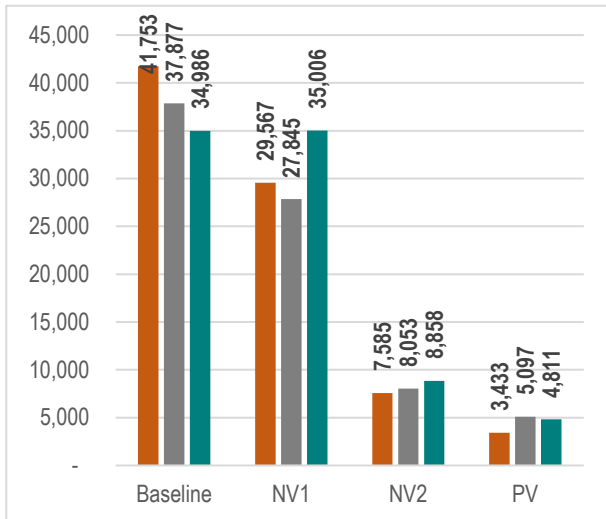


Figure 5: Initial and upgrade demand by clearance level

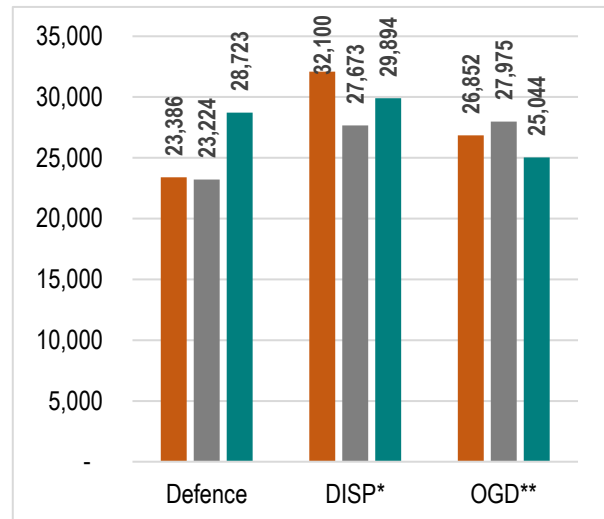


Figure 6: Initial and upgrade demand by sponsor type

Active security clearances

As at 30 June 2025, AGSVA was managing 424,914 clearances for 1,139 Australian Government and industry partner clients.

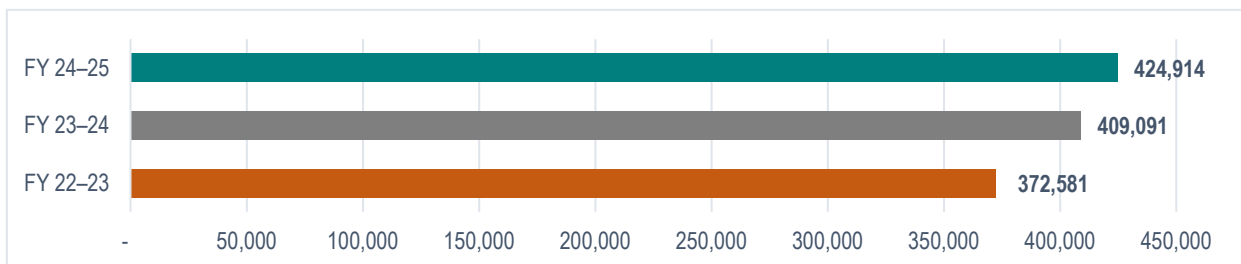


Figure 7: Active security clearances

Requests for information

As part of the security clearance process, AGSVA staff may occasionally need to request additional information from clearance subjects and other parties before a decision is made to grant or deny a clearance. In 2024–25, AGSVA sent out 76% more requests for information (RFIs) compared to 2023–24.

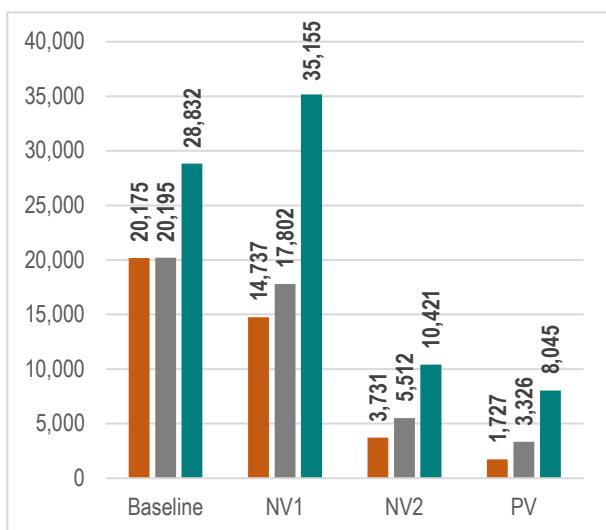


Figure 8: Total RFIs sent over the past three financial years

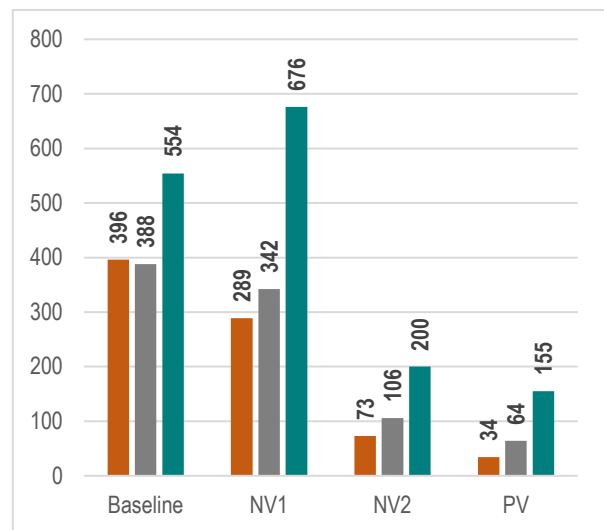


Figure 9: Average number of RFIs sent out each week

Customer engagement

AGSVA's Customer Outreach Team continues to provide proactive support to Industry, Defence and other Government Departments. In the 2024–25 financial year, the team engaged with 50 security clearance sponsors (23 Industry, 8 Defence and 19 other Government Departments). This included 154 meetings organised as part of the outreach program. These meetings were held at a Director or Chief Security Officer level, with stakeholders determining the frequency.

The feedback from stakeholders has been positive and AGSVA's Customer Outreach Team is evolving outreach services to further support sponsors. The team continues to engage with stakeholders to enhance two-way communication, as well as identifying and resolving issues that are complex and sensitive.

Customer feedback

During 2024–25, AGSVA received 1,107 items of feedback from customers. Of these, 77% were positive, 9.5% were negative and 13.5% were suggestions.

Compared to 2023–24, positive feedback increased by 11% and negative feedback decreased by 12.5%. Improvements were largely driven by improved functioning of the myClearance portal and reduced timeframes for processing clearances.

This provides a 90% satisfaction result for 2024–25, including positive feedback and suggestions. The result reflects continued improvement over previous year's results and is indicative of the efforts made by AGSVA staff to improve service delivery and the functionality of myClearance.

Industry support



AGSVA collaborated with the Defence Industry Security Branch in hosting joint booths at two key industry events in 2024–25:

- Land Forces 2024 International Land Defence Exposition, Australia's premier land defence industry event that serves as a platform for Australian and international industry, defence, academia and government to connect and showcase capabilities, strategies and technologies.
- Avalon Australian International Airshow, a major biennial event showcasing the latest in aviation, aerospace and defence technologies.

Royal Australian Air Force performing a low-level fly-by at the Australian International Airshow 2025.
CREDIT: Department of Defence

AGSVA had more than 900 interactions between both these events. It was a great opportunity to engage with our industry partners. The feedback across both events was positive.

Visitors at the Australian International
Airshow 2025 at Avalon.
CREDIT: Department of Defence



A Royal Australian Air Force F-35A Lightning II flying in formation with No. 100 Squadron CA-18 Mustang and a Supermarine Spitfire MK VIII at the Australian International Airshow 2025 at Avalon. CREDIT: Department of Defence

AGSVA's performance in 2024–25

AGSVA results against Key Performance Indicators (KPIs)

KPI TARGET		OUTCOME
Timeliness category		
1.1	Shared KPI with clearance sponsors: 85% of applications will be submitted by the clearance subject and verified by AGSVA within 30 business days.	Not Met 59.6% of cases were completed within the shared KPI timeframe
1.2	Baseline clearances: Achieve median processing time of 20 business days or less for routine, non-complex* Baseline cases (excluding cancellations).	Met Median processing time was 15 days
1.3	Negative Vetting Level 1 clearances: Achieve median processing time of 70 business days or less for routine, non-complex* Negative Vetting Level 1 cases (excluding cancellations).	Met Median processing time was 49 days
1.4	Negative Vetting Level 2 clearances: Achieve median processing time of 100 business days or less for routine, non-complex* Negative Vetting Level 2 cases (excluding cancellations).	Met Median processing time was 93 days
1.5	Positive Vetting clearances: Achieve median processing time of 180 business days or less for routine, non-complex* Positive Vetting cases (excluding cancellations).	Met Median processing time was 149 days
1.6	Priority Positive Vetting clearances: Achieve median processing time of 90 business days or less for routine, non-complex* priority Positive Vetting cases.	Not Met Median processing time was 106 days
1.7	Reactivation of routine, non-complex* inactive clearances: (as per the definition in the <i>Protective Security Policy Framework</i> core requirement 12) within 30 business days.	Reactivations are now processed automatically (This KPI is no longer measured)
1.8	Phone and email: 85% of all enquiries will be resolved within 5 business days.	Met 86% of enquires were resolved within 5 days
Customer experience category		
2.1	Routine cases: 75% of routine, non-complex* cases will be processed within KPI times for Baseline, Negative Vetting Level 1, Negative Vetting Level 2, Positive Vetting and priority Positive Vetting cases.	Not Met 74.3% of cases completed within KPI timeframe
2.2	Satisfaction survey: 80% of clearance subjects surveyed are satisfied with: • using the myClearance application portal and AGSVA website • their overall experience of the clearance process.	Met 90% satisfied
2.3	Satisfaction survey: 80% of security officers surveyed are satisfied with: • using the myClearance security officer portal and AGSVA website • their overall experience with AGSVA.	Met 90% satisfied
Quality category		
3.1	Quality assessment: AGSVA will undertake quality assessment of between 2 to 10% of vetting outcomes each year.	Met 3.93% undertaken
3.2	Quality management: AGSVA will maintain quality management accreditation through ISO 9001 certification.	Met

* Routine, non-complex cases are those that are processed according to KPI timeframes. AGSVA may approve a routine case for urgent or priority processing where the sponsor has raised a formal request, or at AGSVA's discretion. Complex cases are those cases that have:

- had concerns identified through the vetting assessment, and may be undergoing a procedural fairness process and/or additional investigations,
- been referred for an additional external check, or one which may require a more detailed assessment and therefore may take longer to complete, or
- been delayed for reasons out of AGSVA's control (such as the clearance subject being unavailable due to an absence from the workplace, or where AGSVA is awaiting an eligibility waiver from the sponsoring agency).

Financial results for 2024–25

AGSVA expenditure

In 2024–25, AGSVA recorded a total operating expenditure of \$148.19 million against a total operating budget of \$120.28 million (not including salary costs for Australian Public Service personnel). The overspending of the operating budget was due to an overall increase in the demand for security clearances and an increase in the fees charged by external vetting services.

The major cost driver for AGSVA's operating expenses is associated with external vetting, psychological and administrative services. The budget allocation for contracted partners providing these services is included in AGSVA's operating budget. For 2024–25, the total amount allocated for contracted services was \$113.73 million and the actual total expenditure was \$138.66 million. Figure 10 provides a breakup of these costs.

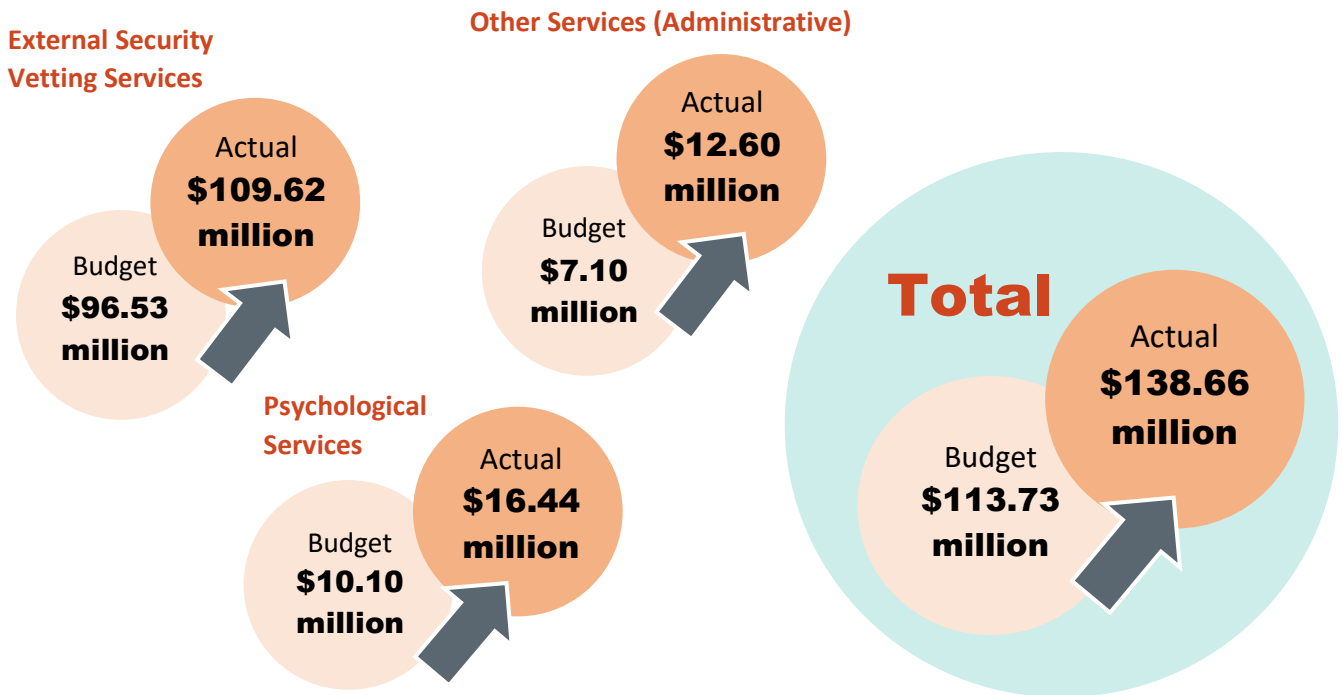


Figure 10: Expenditure on external services

AGSVA revenue

AGSVA charges fees to Government agencies and Defence Industry sponsors for security clearance assessments. AGSVA applies a partial cost recovery model and charges only for the initial clearance, upgrade or revalidation process. AGSVA does not charge fees to maintain a clearance between revalidation. AGSVA's vetting fees do not include costs relating to the Australian Security Intelligence Organisation's personnel security assessments.

Charging fees helps to ensure adequate resourcing is provided to keep clearance processing times within benchmark timeframes and to efficiently recover the cost of providing security vetting services within a growing demand for security clearances.

AGSVA's total revenue from fees in 2024–25 was \$78.59 million.

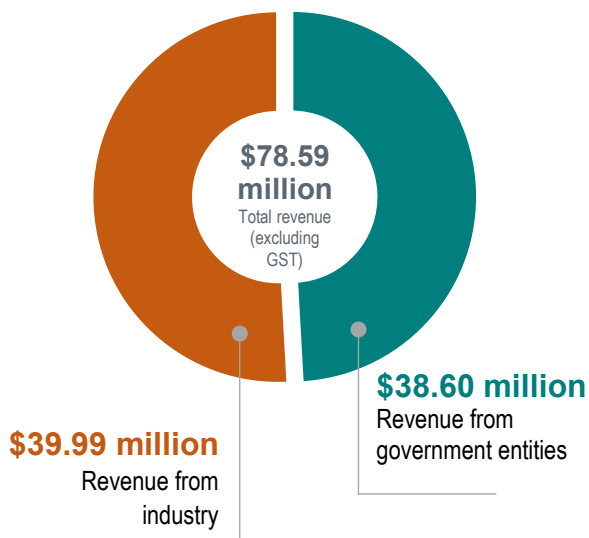


Figure 11: AGSVA's revenue for 2024–25

Current fee structure

In May 2024, the AGSVA Governance Board endorsed AGSVA's recommendation to retain the 2023–24 vetting fees for 2024–25.

Fees are inclusive of Goods and Services Tax.

Table 1: Initial / upgrade / revalidation fees

Clearance level	2023–24	2024–25	Fee variation (%)
Baseline	\$884.00	\$884.00	—
Negative Vetting 1 (NV1)	\$1,355.00	\$1,355.00	—
Negative Vetting 2 (NV2)	\$2,486.00	\$2,486.00	—
Positive Vetting (PV)	\$15,280.00	\$15,280.00	—

Table 2: Cancellation fees

Clearance level	2023–24	2024–25	Fee variation (%)
Baseline	\$442.00	\$442.00	—
NV1	\$678.00	\$678.00	—
NV2	\$1,243.00	\$1,243.00	—

Table 3: PV cancellation fees

Clearance level	2023–24	2024–25	Fee variation (%)
Coordination	\$1,560.00	\$1,560.00	—
Psychological assessment	\$5,346.00	\$5,346.00	—
Vetting assessment	\$14,729.00	\$14,729.00	—
Delegation	\$15,280.00	\$15,280.00	—

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