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SECURITY SERVICE PROCESS CYCLE

AUTHENTIC. CONTRACTING. PEOPLE. DEVELOPMENT.

AFTER-CARE

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STEP 01

CURIOSITY

You look at <https://www.keane.com.au/securityservices.html> for information about the security process, requirements, obligations.

STEP 02

ENQUIRY

You contact us via our contact page found here:
<https://www.keane.com.au/contact-us.html> or email
DISP@keane.com.au

STEP

03

CONFIRM REQUIREMENTS

The Keane Security Officer Team provide you further information and confirm requirements to apply.

STEP 04

CONFIRMATION TO PROCEED

You confirm via email to DISP@keane.com.au that you want to proceed and therefore accept our fee structure and terms and conditions.

You provide the details which the Keane Security Officer Team have previously requested at Step 3 so that Keane can initiate your clearance application pack with AGSVA and provide you with an invoice.

STEP

05

INVOICE

The Keane Security Officer Team organise with our Accounts Team for an invoice to be sent to you.

STEP

06

PAYMENT

Our Accounts Team confirm payment of invoice with the Keane Security Officer Team.

STEP

07

INITIATE CLEARANCE

A nominated Keane Security Officer from the Keane Security Officer Team will initiate the security clearance process online through the AGSVA.

STEP 08

CLEARANCE PACK

- AGSVA provide you with a "clearance pack" via a link to the AGSVA myClearance portal.
- AGSVA confirm what you need to access the portal.
- You login using the instructions provided by AGSVA which include using your myGov ID for dual factor authentication.
- The Keane Security Officer Team provide advice and guidance to you in the process to access your clearance application pack.

STEP

09

COMPLETE APPLICATION

You access and complete the clearance pack online.

The Keane Security Officer Team provide advice and guidance for you to complete your clearance application pack if you require.

STEP

10

EVALUATION

AGSVA evaluate your clearance application.

OUTCOME

- AGSVA will advise you and the nominated Keane Security Officer of the outcome of the evaluation.
- This may include requiring you to provide additional information or documents until they are able to complete their evaluation.
- Please note: going through the evaluation of the clearance process, and engaging Keane to deliver the security sponsorship service to you, is **NOT** a guarantee that you will be assessed as being suitable to obtain an Australian Government security clearance.
- If successful you will move to Step 12.
- If unsuccessful the Keane Security Officer Team will provide advice on your options which may include requesting a review.

STEP

12

SUCCESSFUL OUTCOME (SECURITY OBLIGATIONS)

- The Keane Security Officer Team will contact you to confirm the evaluation outcome and to advise, and confirm your understanding, of your ongoing security obligations.
- The Keane Security Officer Team will provide you access to the initial mandated Security Training you must undertake.

STEP

13

MANDATORY SECURITY TRAINING

You complete the mandatory online security training.

STEP 14A

AFTER-CARE

Someone from the Keane Security Officer Team will contact you every 6-months to confirm your security obligations and identify any changes in your circumstances.

STEP 14B

AFTER-CARE

- At 12 months you confirm via email to DISP@keane.com.au that you **DO** need Keane to maintain your clearance sponsorship. The Keane Security Officer Team will organise for Accounts Team to send you an invoice (revert to **STEP 5**).
 - The Keane Security Officer Team will provide you access to the annual mandated Security Training you must undertake.

OR

- At 12 months you confirm via email to DISP@keane.com.au that you **DO NOT** need Keane to maintain your clearance sponsorship.
 - The Keane Security Officer Team will deregister Keane's interest in your clearance.

