Questions on Notice Supplementary Budget Estimates 2023
Prime Minister and Cabinet Portfolio

Department/Agency: Office of National Intelligence

Topic: SEQoN myClearance vetting system - delays in accessing data
Senator: Sheldon
Type of question: Hansard page 114

Number of pages: 1

Question 82:

Mr Shearer: The myClearance system, as I understand it, is meant to produce very rapid transfer of that data. In some cases, we've experienced hours of delay, or numbers of days of delay, in accessing that data.

Senator SHELDON: When you say numbers of days, it could be three, four, five, or it could be 14 or 20—

Mr Shearer: I'd have to take that on notice.

Senator SHELDON: Are you aware of it being longer than a month or a couple of months?

Mr Shearer: I'm not. Again, I'd have to take that on notice to be sure.

ONI Response:

ONI is unable to readily access the information held on the myClearance system owing to login and multifactor authentication issues and ONI's requirement for its staff to operate in a secure facility. As a result, ONI contacts AGSVA for checking clearance information and for recording an interest in an AGSVA clearance holder. This is done by:

- phone call enquires to AGSVA, taking approximately five minutes per check; and
- email enquiries to AGVSA. Response times to these emails range from same-day response to five days on average.