Worker Checks Business API — Overview

Business Portal · https://workerchecks.com/docs/api-overview/

For BusinessHub customers · API & Integrations

What is the Business API?

The WorkerChecks Business API lets your internal systems connect directly to Worker Checks — so you can automate check invitations, track progress, and retrieve results without logging into the portal manually.

Who is this for?

The API is designed for **BusinessHub customers** who want to integrate background check workflows into their own software — such as an HR platform, onboarding system, or applicant tracking tool.

You will need a developer or technical resource to build and maintain the integration.

What can the API do?

The API currently supports four core actions:

Action	What it does
Create a check invitation	Send a check request for a worker directly from your system
Cancel an invitation	Cancel a pending check before it has been submitted
Get a result summary	Retrieve the current status and outcome of a completed check
Authenticate	Generate a secure access token to authorise your requests

How does authentication work?

The API uses short-lived **bearer tokens** for security. Your system calls the authentication endpoint using your Widget Secret (available in your BusinessHub account settings) and receives a token valid for **24 hours**. That token is included in the header of every subsequent API request.

Note: Tokens expire after 24 hours and must be refreshed. Build token refresh logic into your integration from the start.

What information comes back from a check?

Once a check is complete, the result endpoint returns:

- **Status** — Pending, In Progress, Completed, or Cancelled
- **Result** — Clear, Attention Required, or Refer (null if not yet complete)
- **Release date** — when the result was finalised
- **Certificate URL** — a secure link to view the full result certificate

Turnaround times: Around 80% of checks return within 1–3 minutes. The remaining ~20% are referred for manual review by ACIC and may take longer, sometimes several weeks.

What do I need to get started?

To use the API you will need:

- An active BusinessHub account with Worker Checks
- Contact Worker Checks to activate your API access
- A developer to build and maintain the integration
- Your product ID for the check type you want to submit (we will provide this)

Rate limits

The result endpoint supports up to **30 requests per minute** per account. If you exceed this, requests will return an HTTP 429 error — wait 60 seconds before retrying.

Ready to integrate? Contact our team to activate your API access and receive your credentials.

Email us to get started

Need help with something else?

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