Can you escalate my police check? It’s been too long!

AFP Police Checks · https://workerchecks.com/docs/can-you-escalate-my-police-check-its-been-too-long/

Understanding when — and why — a police check can be prioritised.

We understand that waiting for a police-check result can be frustrating, especially if you’re eager to start work. Many people in this situation also need a Nationally Coordinated Criminal History Check for employment or onboarding. However, Worker Checks and all other ACIC-accredited providers must follow national processing rules.

Important
Police checks cannot be escalated or fast-tracked unless they meet strict ACIC “Urgent Priority” criteria.

Why standard checks can’t be escalated

Once your Worker Checks police check is submitted, it’s securely processed through the **Australian Criminal Intelligence Commission (ACIC)** and state and territory police agencies. After submission, no provider — including Worker Checks — can change the order, speed, or manual-review timing.

There is **no general escalation process** for standard checks. All requests must meet ACIC’s definition of an *Urgent Priority*.

What counts as an “Urgent Priority”

An *Urgent Priority* may only be applied where a delay in results could directly affect the **care, safety, or provision of essential community services**. ACIC recognises four broad categories:

1. **Specialist skills** needed for an emergency or disaster response
2. **Political reasons**, including national security (Australian Government only)
3. **Medical reasons**, where a specialist is urgently required

4. **Child-related processes**, such as adoption or emergency foster-care placement

Eligible urgent circumstances

- Volunteers needed for **bushfire or disaster relief**
- Support staff required for an **upcoming election**
- **Medical specialists** urgently filling remote or locum positions
- **Emergency foster carers** awaiting child-placement clearance

Not considered urgent

- Starting a new job tomorrow or soon
- Expired or expiring police clearance
- Inability to work until a check is complete
- Professional registration or licence renewal pending

These are understandably important, but **do not meet ACIC's urgent-priority threshold**.

What Worker Checks can do

If you believe your circumstances genuinely fit one of the urgent categories above, please contact ask@workerchecks.com with evidence (e.g. an agency letter or emergency request). Worker Checks will review your situation and, if applicable, **formally submit an urgent-priority request** to ACIC.

Otherwise, your check will continue through the standard processing queue. Worker Checks' efficient processing returns **80% of Nationally Coordinated Criminal History Checks within 1–3 minutes**, depending on review requirements.

Still need help?
Contact our Australian-based support team via the chat icon, or email ask@workerchecks.com. We're happy to help you understand your result and next steps.

Related checks and compliance services

National Police Check

Fast, ACIC-accredited online clearance.

BusinessHub – Bulk Worker Checks

Bulk billing, live tracking and secure portals.

VEVO Right to Work Check

Instant visa work-rights verification.

Bankruptcy & Insolvency Check

Real-time AFSA financial history checks.

International Police Check

Overseas criminal history screening.

Qualification Verification

Verify degrees, certificates and training.