Check Queue and Worker Status

Business Portal · https://workerchecks.com/docs/check-queue-and-worker-status/

Monitoring Background-Check Workflows in the Worker Checks Business Portal

The **Check Queue** in your **Worker Checks Business Portal** provides a live view of every background-check activity across your organisation — from invitations sent to completed and expired results.
It helps you monitor compliance, track worker progress, and maintain a clean audit trail in line with **ACIC data-retention rules**.

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1. The 8 Sub-Tabs Explained

The **Background Checks** area now contains **eight sub-tabs** for full visibility across all stages of the worker-check lifecycle:

Tab	Purpose
Completed	Lists all successfully completed checks. Includes check type, date, and result (NDCO/DCO).
Not Commenced	Shows workers who've been invited but haven't started their application.
Pending	Displays applications that are submitted and awaiting results from ACIC or other authorities.
NDCO	Filters all "No Disclosable Court Outcome" results — clear checks.
DCO	Lists checks with "Disclosable Court Outcomes" — requires review of listed offences.
AUS Checks	Shows all completed Australian police checks.
INTL Checks	Lists all completed International Police Checks.

Tab	Purpose
AUS Expired	Shows checks where the 3-month certificate-display window has ended. Certificate access and personal-portal links are removed, but high-level record details (name, date completed, and result) remain available for compliance tracking.

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2. “Not Commenced” Tab

Displays all invitations that have not yet resulted in a submitted check.

Status	Meaning
Never Registered	Worker hasn’t yet created a Worker Checks account.
Registered but Not Completed	Worker has registered but hasn’t finished their application.

Automatic Reminders

- Worker Checks sends reminder emails for **three consecutive days and then days 7, 14 & 21** until submission.
- You can **Cancel** any invitation via the **Action → Cancel** button.
- At any time, you can **Resend** the invitation.

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3. “Pending” Checks

Displays all checks that are **submitted and under review**.
These are awaiting confirmation from the relevant government authority.

You can click through to each worker’s **personal dashboard** to monitor progress and view submission timestamps.

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4. “Completed” Checks

Lists all successfully completed checks, including:

- **Check Type** (Police, VEVO, NDIS, International)
- **Date Completed**
- **Result Code** (NDCO = Clear, DCO = Disclosable Outcomes)

Personal-identifiable data is securely deleted **after 12 months**, in line with **Commonwealth Privacy Standards**.

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5. “AUS Expired” Tab

New as of September 2025, the **AUS Expired** tab captures police checks that have passed the **three-month display period**, where the certificates have been purged from the system.
To comply with **ACIC data-handling rules**, Worker Checks automatically purges certificate access and portal visibility after this window.

The **AUS Expired** tab still keeps limited details for record-keeping:

- Worker name
- Check type
- Date completed
- Result (NDCO or DCO)

This allows your organisation to maintain an auditable record without breaching ACIC’s retention limits.

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6. “AUS Checks” & “INTL Checks” Tabs

Use these tabs to separate Australian and International check activity for reporting.
You can filter, sort, or export results via **Export to CSV** or **Export to PDF** for easy compliance audits.

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7. Quick Access to Worker Dashboards

From any tab (except *AUS Expired*), click a worker’s name to open their **Worker Checks personal portal**, where you can view:

- Application progress
- Check certificates (within 3 months)
- Verification logs

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8. Business Portal Features

- Centralised compliance workflow tracking
- Automated reminder & resending system
- Dedicated Expired-Check record retention
- Real-time export to CSV / PDF
- ACIC-compliant data lifecycle management

Log in to Your Worker Checks Business Portal ›

Still Need Help?

Chat

We’re happy to assist you in understanding your results 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

Visa work-rights verification within 60 minutes.

Bankruptcy & Insolvency Check

Real-time AFSA financial history checks.

International Police Check

Overseas criminal history screening.

Qualification Verification

Verify degrees, certificates and training.