Where is my police check?

Individual Checks · https://workerchecks.com/docs/where-is-my-police-check/

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Your AccountPolice Check Delays

If you are wondering where your police check is up to, you can see its status at any time in your CheckHub account. Around 80% of Nationally Coordinated Criminal History Checks are returned within 1–3 minutes; the remaining ~20% are referred to the ACIC for manual review, which can take longer, sometimes several weeks. This article shows you how to check your status, what each stage means, and why some checks take longer.

How to find your check — check your status

Your check's current status is always visible in your CheckHub account. To find it:

Step 1 — Log in to your CheckHub account

Sign in using the **same mobile number you entered at checkout** — this is what links your payment and application to your account.

Open the CheckHub login page →

Step 2 — View your check on your dashboard

Your dashboard shows each of your checks and its current status — an **Action button** if something is needed from you, an **In Progress** status while it is processing, or a **Completed** status with your result ready to view and download.

Can’t see your check?Make sure you are logged in with the same mobile number you used at checkout. If you paid with one email or mobile (for example via Apple Pay or Google Pay) but registered with a different one, your payment may not have linked automatically. If your check is missing, contact us at ask@workerchecks.com and we will link it for you.

How long should it take?

Around **80% of Nationally Coordinated Criminal History Checks are returned within 1–3 minutes** of your application being submitted. The remaining ~20% are referred by the ACIC for manual review, which can take longer, sometimes several weeks.

If your check has passed the usual few-minute window, it has almost certainly been referred for manual review — this is normal and does not mean there is a problem with your result.

Why is my check delayed?

When a check takes longer, it has been referred by the ACIC for additional manual review. This is beyond the control of Worker Checks — the additional due diligence is carried out by the relevant authorities, not by us.

A referral **does not** mean there is a problem with your check outcome. It is simply a consequence of the extra checking required, most commonly when a name matches other records. You will be advised by email as your application progresses.

Most referred checks clear within a few business days. Some can take longer, sometimes several weeks. Please allow adequate time in case your application requires manual investigation. For more detail, see Reasons a police check is delayed.

How you will be notified

When your check is complete, your result appears in your CheckHub dashboard and you will be notified by email. You do not need to keep refreshing or contact us to check progress — the status in your dashboard is always up to date. Once complete, you can view, download, print and share your result directly from CheckHub.

Frequently asked questions

Where is my police check?⌄

Your check’s status is always shown in your CheckHub account. Log in with the mobile number you used at checkout to see whether it is in progress, needs an action from you, or is complete.

How long does a police check take?⌄

Around 80% of Nationally Coordinated Criminal History Checks are returned within 1–3 minutes. The remaining ~20% are referred to the ACIC for manual review, which can take longer, sometimes several weeks.

My check has been in progress for days — is something wrong?⌄

No. A check that takes longer than a few minutes has been referred to the ACIC for manual review, which is a normal part of the process. It does not mean there is a problem, and most referred checks clear within a few business days.

Can you speed up my check?⌄

Once a check has been referred to the ACIC for manual review, neither Worker Checks nor any provider can speed it up — the timing is controlled by the ACIC. If your check has not yet started, complete your application via the Action button in your CheckHub.

I can’t find my check in my account.⌄

Make sure you are logged in with the same mobile number you used at checkout. If you paid with a different email or mobile, your check may not have linked automatically. Contact us at ask@workerchecks.com and we will link it.

Will I be notified when my check is ready?⌄

Yes. Your result appears in your CheckHub dashboard as soon as it is complete, and you will be notified by email.

Related checks & services

- Nationally Coordinated Criminal History 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

Still need help?

Contact us via live chat or email — we are available Monday to Friday during business hours.

Email ask@workerchecks.com