How Fast Is a Nationally Coordinated Criminal History Check (NCCHC)? Turnaround Times Explained

Nationally Coordinated Criminal History Checks · https://workerchecks.com/fr/documents/how-fast-is-a-national-police-check/

Quick answer

80% of NCCHCs ordered through Worker Checks are returned **within 1–3 minutes** during business hours — provided there are no name matches requiring manual review by ACIC. Checks referred for manual review by police can take longer, **sometimes several weeks**.

80%
of standard NCCHCs returned within 1–3 minutes

1–3 min
fastest typical return time (clear results)

~20%
of checks referred for ACIC manual review

Longer
for manually reviewed checks, sometimes several weeks

What determines how long a police check takes?

All ACIC-accredited providers — including Worker Checks — connect directly to the same national criminal history database operated by the Australian Criminal Intelligence Commission (ACIC). This means no provider can guarantee a faster result than any other; turnaround time is determined by the ACIC system, not the provider.

Worker Checks is an ACIC-accredited provider of national police checks (NCCHCs) with direct NSS API access, and 80% of checks are returned within 1–3 minutes for applicants with no name matches in the national database.

There are two possible outcomes when ACIC processes your check:

- **Automatic result (no name match):** your details are checked against the national database and no matching records are found. ACIC returns the result automatically — 80% of Worker Checks NCCHCs are returned within 1–3 minutes.
- **Manual review (name match):** your name matches one or more records in the national database. ACIC officers must manually review the record to determine whether it relates to you. This process can take longer, sometimes several weeks, and cannot be expedited by you or your provider.

Important

A “name match” does *not* mean you have a criminal record — it simply means your name (or a similar name) appears somewhere in the national database. Approximately 20% of all NCCHCs are referred for manual review for this reason.

Typical turnaround time by check type

Check type	Typical turnaround	Status
Standard NCCHC (employment)	1–3 min (automatic) Longer, sometimes several weeks (manual review)	Fast
Volunteer NCCHC	1–3 min (automatic) Longer, sometimes several weeks (manual review)	Fast
NDIS Worker Screening Check	6–8 weeks (state-run; not processed by ACIC)	Longer
International Police Check	Typically 5–15 business days (varies by country)	Varies

How to get your NCCHC result as fast as possible

While you cannot speed up ACIC’s processing, you can avoid delays on your end by following these steps when submitting your check through Worker Checks:

1

Use online identity verification (IDV)

Worker Checks uses biometric identity verification — no post office visit required. Completing IDV online removes a common source of delays.

2

Enter your name exactly as it appears on your ID

Discrepancies between your submitted name and your ID documents are the most common cause of preventable delays. Use your full legal name, including middle names if requested.

3

Submit during business hours

ACIC processes checks during standard Australian business hours. Checks submitted in the evening or on weekends are queued and begin processing the next business day.

4

Check your email for consent or correction requests

Worker Checks may email you if additional information or consent is required. Responding promptly keeps your application moving.

Can you pay extra for a faster result?

No. Because all ACIC-accredited providers connect to the same national database, no provider can offer a guaranteed express service that bypasses the ACIC queue. Any provider advertising a “guaranteed 1-hour result” is referring to the typical automatic result time — which applies only when no manual review is required.

Worker Checks does not charge express fees for this reason. You pay a flat rate and receive your result as soon as ACIC processes it.

Worker Checks pricing
Employment NCCHC — **$52.00** | Volunteer NCCHC — **$21.00**
No hidden fees. No express surcharges. Results delivered to your email and your secure portal.

How will I receive my result?

Once ACIC returns your result, Worker Checks will:

- send you an email notification with a link to your certificate
- make your certificate available in your secure Worker Checks portal
- store your certificate so your result is permanently verifiable

If you ordered on behalf of a worker through BusinessHub, both you and the worker will be notified when the result is ready.

Frequently asked questions

My check has been pending for more than an hour. What should I do?
If your check has been processing for more than 5–10 minutes during business hours, it has likely been referred for manual review by ACIC. This is normal and affects approximately 20% of applications. You do not need to resubmit. Manual reviews can take longer, sometimes several weeks. If you have any questions while you wait, please contact our team via the Help Hub chat.

Does having a common name slow down my check?
It can. If your name is shared by others in the national database, ACIC may refer your check for manual review to confirm your identity. Providing accurate middle names and ensuring your ID documents match your submission exactly can help ACIC identify you more quickly.

Is Worker Checks faster than other providers?
Worker Checks holds direct NSS API accreditation with ACIC — meaning your application is submitted directly to the national database with no intermediary step. This is the fastest possible submission method available to any ACIC-accredited provider. Once submitted, all providers receive results on the same timeline, as it is determined entirely by ACIC.

Can I use my NCCHC result for multiple employers?
Yes — your Worker Checks certificate can be shared with multiple employers via a secure verification link. However, many employers require a check to be issued within a specific timeframe (commonly 3–12 months). Check with your employer before reusing an existing certificate.

What is an NCCHC? Is it the same as a “national police check”?
Yes — a Nationally Coordinated Criminal History Check (NCCHC) is the official ACIC term for what is commonly known as a “national police check.” The two terms refer to the same product. Worker Checks uses the official ACIC terminology across all our products and communications, but if an employer, recruiter, or volunteer organisation asks you to obtain a national police check, an NCCHC ordered through Worker Checks fully satisfies that requirement.

You may also see the terms “police check,” “criminal history check,” or “background check” used informally — these typically all refer to the same NCCHC product issued through ACIC-accredited providers like Worker Checks.

Still have questions about your check? Our team is available to help via live chat or the Help Hub.
Visit Help Hub