Worker Checks Business API — Overview

Business Portal · https://workerchecks.com/vi/tai-lieu/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?

Email support · Back to Help Hub