

Automate Document Verification and Worker Screening

Eliminate per-check fees and reduce verification turnaround from days to minutes

THE CHALLENGE

Australian government agencies are required to verify the identity documents and conduct background screening checks for employees, contractors and consultants. This applies across departments of all sizes, from onboarding a single contractor to screening tens of thousands of aged care or child safety workers.

Today, most agencies outsource these checks to commercial Gateway Service Providers who charge \$40–50 per check. For a department processing tens of thousands of checks annually, this represents hundreds of thousands of dollars in avoidable expenditure. The process is also slow: verification requests are submitted manually, results are returned asynchronously, and HR or onboarding team must then reconcile outcomes against their systems of record.

Meanwhile, the Australian Government's Document Verification Service (DVS) offers government agencies direct access for a flat annual fee of ~\$5,000–6,000. The capability exists. The challenge is seamlessly connecting it to HR systems and onboarding workflows in a governed way.

WHY THIS MATTERS

Overspending on verification

An agency processing 10,000 checks annually could be spending AU\$400,000 via Gateway Service Providers for a service the government can access directly at a flat annual fee. Switching to a direct DVS integration delivers immediate payback.

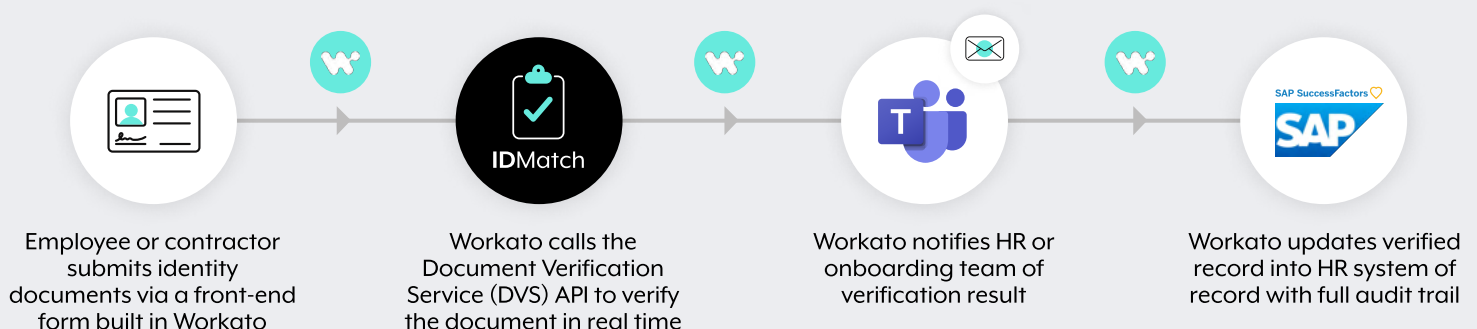
Slow, manual turnaround

Manual verification workflows create bottlenecks in onboarding. Contractors and consultants cannot begin work until screening clears, and delays compound across large project teams.

Compliance and audit risk

Without a system of record that logs each verification check, agencies lack a defensible audit trail. This is particularly critical in regulated sectors such as aged care and child safety.

DOCUMENT VERIFICATION & WORKER SCREENING WORKFLOW BUILT ON WORKATO



Benefits of Automated Document Verification

90%+ cost reduction per check

Replace \$40–50 per-check Gateway Service Provider fees with direct DVS access at a flat annual fee of \$5,000–6,000. A department processing 10,000 checks annually saves over \$400,000 in the first year alone.

Defensible audit trail

Every verification check is logged with timestamp, document type, outcome and the associated employee or contractor record. This satisfies audit requirements in regulated sectors.

Minutes, not days

Real-time API-based verification replaces manual submission and asynchronous response cycles. Contractors can be cleared to start work on the same day.

Repeatable across government

The pattern is reusable for any agency that employs staff, engages contractors or outsources to consultancies. Worker screening for aged care, child safety and national security all follow the same integration architecture.

Who Should Care?

CFOs and procurement leads seeking to reduce per-transaction verification costs. HR directors responsible for onboarding velocity and compliance. CIOs evaluating integration platforms that can connect directly to the DVS hub. Any agency with 100+ employees will see payback; those with 1,000+ will see it immediately.

“What I love about it is the practical building block architecture.”

HEAD OF ARCHITECTURE
AUSTRALIAN FEDERAL GOVERNMENT AGENCY

