I have two or three main concerns with HCP providers . 1/ consistence amongst providers in their assessment of what is a claimable item. One provider says yes and another no . This is because a) the rules are too open to subjectivity .b) the care managers and often their supervisors are not knowledgeable enough on the interpretation of the rules. 2)' onboarding 'by providers is not simply diligence in checking workers and services for the safety of clients . If this was the only case why would a situation exist where if a worker is a " one off " service the worker or business often requires no safety checks ? I suspect the onboard is designed to allow the fully managed plan supervisors to have access to a ready made bank of screened workers provided by self managed clients .without having to search for them . In addition , providers can lock workers to their own platforms and then skim.off additional fees and charges (finder fees etc) from both worker and client whilst paying the worker base rates while at the same time inflating the cost to the client .