### Supplementary File 1: Staff and client sampling and recruitment for interviews

<table>
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<th>Step</th>
<th>Elements</th>
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| 1. Staff sample selection | - Researcher and program manager meet to discuss availability of staff meeting sample criteria  
                     - This may generate a list of around 25-30 staff to be recruited                                                                                                                                   |
| 2. Staff recruitment     | - Using a prepared script, program manager e-mails participant information and consent to contact form to staff on list generated  
                     - Interested staff e-mail signed consent to contact form to researcher  
                     - Researcher contacts interested staff to explain project and make appointment for interview                                                                                               |
| 3. Staff interviews       | - Staff interviews commence  
                     - Interviewed staff provide names of other staff who may be interested in participating  
                     - Researcher speaks to program manager to determine feasibility of interviewing recommended staff (based on initial sampling criterion)                                                              |
| 4. Client sample selection | - For each care coordinator interviewed, program manager runs a report of recently closed clients  
                     - Care coordinator reviews report, applies exclusion criteria and identifies 'information-rich clients' from list                                                                                 |
| 5. Client recruitment     | - Care coordinator phones clients on list, explains study using a script, obtains verbal consent to contact, informs researcher  
                     - Researcher phones client, explains study, makes appointment with interested client for interview, mails participant information and consent form to client  
                     - Researcher notifies care coordinator of interview date and time                                                                                                                                   |
| 6. Client interviews      | - Care coordinator meets researcher at interview location and introduces researcher and the client, then leaves  
                     - Researcher further explains project to client and obtains consent  
                     - Client interviews commence                                                                                                                                                                         |