## 1 Additional File 2: Flowchart of recruitment process for client survey participants Support service staff seek consent from eligible clients to be approached by researchers Consent provided: Consent not provided: Support staff contact researchers to Support staff advise researchers of organise an interview date and location decline to participate Researchers confirm interview details with support staff and participant (when possible) the day before the interview Two interviewers meet with participant and complete consent forms and client survey Researchers contact support staff to advise that interview is complete 2 3 4

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