**Supplementary file:** Interview topic guide (this guide was modified slightly for each participant group: clinicians, managers, and front-of-house staff)

Initial question: What is your current understanding of family-centred care in hearing rehabilitation for adult clients?

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| COM-B component | Further interview prompts | |
| CAPABILITY  (Physical and Psychological) | 1. How often do you feel that family members attend initial or fitting appointments? 2. Thinking about your initial and fitting appointments over the last fortnight:    1. To what extent do you feel that you involve family members within appointments?    2. How do you go about involving family members? 3. What sorts of things prompt you to involve family members? 4. What sorts of things make you less likely to involve family members? 5. Do you feel you know how to best involve family members? 6. To what extent do you feel comfortable or confident in involving family members within appointments? 7. What sorts of things might impact the likelihood that you’ll involve family members in appointments? | |
| Reflective MOTIVATION | 1. How important do you feel it is to involve family members in hearing rehabilitation as part of your job? Do you feel it is part of your role? 2. We are interested to know whether, if at all, family can help or hinder appointments:   a) How do you think family involvement could help in an appointment?  b) How do you think family involvement could hinder appointments?   1. Can you tell me about your beliefs surrounding the value or importance of family-centred care? 2. To what extent do you feel family involvement influences client outcomes? 3. What do you believe are the potential consequences for clients if family members are not involved in rehabilitation? 4. Are you aware of any evidence for or against involving family members in rehabilitation? 5. In your experience, how do family members respond to being asked to be involved in rehabilitation? 6. Why/why don’t you typically involve family members in standard appointments? 7. To what extent do you feel that you are able to successfully involve family members hearing rehabilitation? | |
| Automatic MOTIVATION | 1. How do you feel about the effect of HI on family members of adults with HI? 2. How do you feel when family members are involved in appointments? | |
| Physical OPPORTUNITY | | 1. Are there any systems or tools in place to facilitate family involvement at your clinic? 2. Can you describe any clinical tools that are available to use to help you facilitate family involvement within appointments? 3. What is your workplace’s perspective on involving family members in appointments? 4. Within your workplace, what organisational factors   a) facilitate involvement from family members?  b) hinder involvement from family members? |
| Social OPPORTUNITY | | 1. What do you think other colleagues think about involving family in appointments? 2. What do you think other colleagues think about family-centred care more broadly? 3. To what extent do you think family members are involved in appointments at your clinic and more broadly in audiology appointments in general? 4. To what extent have you received training or support in how to involve family members in rehabilitation? |