

**Supplemental Material S2.** Topic guide for interviews with service managers.

<b>Topic</b>	<b>Questions</b>
To start off...	<ul style="list-style-type: none"> <li>• What is your experience of working with CALD families from a service provider perspective?</li> </ul>
About your resources...	<ul style="list-style-type: none"> <li>• What resources are you able to provide to aid service delivery for CALD families?</li> </ul>
About your view on the policies and procedures...	<ul style="list-style-type: none"> <li>• To what extent do you feel that your policies and procedures aid CALD families within the service?</li> <li>• If anything specific, what goals do you have for these CALD families? How are these fulfilled?</li> <li>• What impact do you feel the service has on the CALD families' lives from a service provider perspective?</li> <li>• How satisfied are you with the support your service is able to provide to CALD families? If anything specific, what goes well? What may not go well?</li> </ul>
About involvement...	<ul style="list-style-type: none"> <li>• In what kind of ways are CALD caregivers being involved in their care from a service provider perspective?</li> </ul>
About the interpreter... (if there)	<ul style="list-style-type: none"> <li>• Can you describe the organisation around interpreters in your service?</li> </ul>
In an ideal world...	<ul style="list-style-type: none"> <li>• How would you like to see your service continue for these CALD families in the future? If anything, what do you feel could be improved?</li> </ul>
Recommendations you may have...	<ul style="list-style-type: none"> <li>• What tips would you have for other healthcare organisations, and their protocols and policies? What tips would you have for CALD families thinking about getting these healthcare services? What tips would you have for healthcare professionals working with CALD families?</li> </ul>
Close	<ul style="list-style-type: none"> <li>• What else would you like to add to this interview, if anything?</li> </ul>