

Supplemental data file 1. List of statements and corresponding numbers.

1. Post surgery complications, including balance problem, tinnitus and facial nerve damage
2. Satisfactory management of post surgery complications by professionals
3. Poor after-surgery care
4. Surgeon/nursing staff's poor bedside manner
5. Complications created by wearing a cochlear implant device (e.g. headache, dizziness)
6. Fast recovery from surgery
7. Complications that happened during surgery
8. Awareness of the surgical risks before surgery
9. Support of friends and family after surgery and through therapy (rehabilitation)
10. Support and influence of support groups: chat rooms, Facebook, other support systems
11. Having to travel long distances to the clinic for adjustments, repairs and therapy
12. Long distance from the cochlear implant clinic
13. Ability to hear on the phone using a cochlear implant device
14. Good relationship with implant audiologist/therapist
15. Knowledge and experience of the implant audiologist/therapist
16. The amount of time the implant audiologist/therapist spends with the patient
17. Being dependent on others to maintain a cochlear implant device
18. Remembering the large number of items that need to be replaced or cleaned
19. Easy access to resources and support materials to learn about the device, and handling
20. Sending reminders and instructions for maintenance
21. Simplicity of cochlear implant use and maintenance compared to hearing aids
22. Negative impact of age on ability to use and maintain a cochlear implant device
23. Personality of the patient: confident, resilient, and independent

24. Existence of other health problems (reduced eyesight, reduced mobility in fingers and memory)
25. Mental health (e.g. anxiety, depression)
26. Inability to optimally maintain the device as a result of work/family commitments
27. Commitment, determination and motivation to improve hearing and communication
28. Expecting to perform optimally at a very early stage
29. Knowing how to handle and use a cochlear implant device
30. Ease of maintaining a cochlear implant device (e.g. changing the microphone cover, batteries, etc.)
31. Perceived benefit from the cochlear implant device
32. The amount of hearing in the opposite ear (non-implanted ear)
33. The brain's capacity to adjust and learn
34. Long duration and cause of the hearing loss
35. The high costs associated with batteries, maintenance and accessories (phone clip, dry bricks, etc.)
36. The high cost of repairs and parts
37. Reimbursement from Health Funds, government assistance, funding options
38. The high cost of travel to cochlear implant clinic
39. The high cost of appointments
40. The high cost of insuring a cochlear implant device for loss/damage
41. Difficulties associated with applying for and receiving National Disability Insurance Scheme (NDIS) funding
42. A good relationship with the administration staff at the clinic
43. The high number of cancellations and rescheduling of appointments by the clinic
44. The high number of appointments required to be attending after surgery

45. Sound exhaustion as a result of constantly wearing the device
46. Hearing and adapting to new sounds
47. Sound quality of the cochlear implant device
48. Quality of maps (programming done on the external device)
49. Changes made to maps (programming done on the external device) at each sessions
50. The stigma associated with wearing a cochlear implant device
51. Having a lifestyle that is rich in environmental sounds and speech
52. Ignorance of others regarding the limitations of a cochlear implant device (e.g. talking from another room, not facing a CI user when talk, expecting a CI user to hear everything)
53. Commitment to therapy (rehabilitation program)
54. The need to use subtitles when watching TV (captions)
55. Ability to hear which direction sounds are coming from
56. Inability to hear in background noise
57. Using the remote control
58. Having several programs on the cochlear implant device
59. Slow progress with cochlear implant device
60. Early positive results (e.g. at switch on)
61. Fear of losing or damaging the device
62. Poor sound quality of music with a cochlear implant device
63. Complications created as a result of programming the device (mapping) e.g. twitching, pain
64. The need to take a cochlear implant device off (e.g. to shower, swim, go to bed)
65. Improvements in cochlear implant technology
66. The ease of making appointments when required
67. Being comfortable to ask for help when needed
68. The ease of repair and ordering parts

69. The ease of obtaining upgrades
70. The large amount of information provided during therapy (rehabilitation appointments)
71. Comfort of wearing a cochlear implant device
72. Moisture issue with cochlear implant device
73. The convenience of having rechargeable batteries
74. The ease of use of a cochlear implant device and accessories
75. Flexibility of listening exercises provided at therapy sessions (e.g. computer-based programs, paper version, audiobooks, etc.)
76. Low durability of the cochlear implant device and parts (e.g. coil, cable, etc.)
77. The compatibility of the cochlear implant device with the hearing aid and other devices
78. The ability of the cochlear implant device to record patients' preferences (data logging)
79. Having to go to different places to receive services after implantation; one for the hearing aid and another for the cochlear implant
80. Being able to see the same implant audiologist/ therapist
81. The longer battery life provided by disposable batteries
82. Device malfunction
83. The provision of ongoing support for the cochlear implant device by the manufacturers
84. Availability of accessories (to talk on the phone, hear TV, control the device, etc.)
85. The cosmetics and look of the device
86. The need to carry batteries, accessories and bags around to maintain the device
87. The inconvenience of having to charge several parts with different chargers (e.g. remote, batteries, accessories)