

Additional File One. All 93 factors (barriers and facilitators) identified across all three target behaviours in the COM-B analysis (Step 4; Adapted from Nickbakht et al, 2022 and Bennett et al, 2022), whether they selected to form the basis of the final intervention (n=19) and reasons for non-selection.

COM-B domain	Factors identified through the COM-B analysis	Barrier/facilitator/mixed (number of statements describing this phenomenon)	Target Behaviour*	Wording of target barrier/facilitator or if selected (as some combined)	Reason for non-selection
Physical Capability (Physical skill, strength or stamina)					
	N/A	N/A	Ask, Inform, Manage	N/A	N/A
Psychological Capability (Knowledge or psychological skills, strength or stamina to engage in the necessary mental processes)					
	No knowledge of how to detect the signs and symptoms for emotional distress	Barrier (3)	Ask	Audiologists require knowledge of how to detect signs and symptoms for emotional and psychological distress	
	Knowledge of mental health signs and symptoms	Facilitator (2)	Manage	Audiologists require knowledge of	
	(No) Knowledge of how to approach/ask about emotional well-being	Mixed (8)	Ask		

Not knowing the triggers to ask	Barrier (1)	Ask	how to ask about emotional well-being
Not having the language to ask about emotional well-being	Barrier (2)	Ask	
(No) counselling skills	Mixed (5)	Ask	
Knowing about resources/where to find resource	Facilitator (2)	Ask	Clinicians demonstrated a good knowledge base
Not knowing how to measure psychosocial wellbeing	Barrier (1)	Ask	Not currently part of clinical processes; not vital
Building rapport/trust with clients	Facilitator (2)	Ask	Clinicians demonstrated a good knowledge base
(Lack of) skill of getting deep about emotional well-being	Mixed (2)	Ask	Advanced skill. We decided to work on the basic skills first and will look into advanced training for clinicians as a secondary study

Asking about emotional well-being is difficult	Mixed (2)	Ask	* Linked to Psychological Capability. Audiologists require knowledge of how to ask about emotional well-being and Psychological Capability. Audiologists require language skills for discussing mental health-related topics
Forgetting to ask	Barrier (2)	Ask	* Linked to Automatic Motivation. Audiologists need reminders/prompts to help them remember to ask clients about mental wellbeing
Forgetting to provide information on the emotional impacts of hearing loss during client interactions	Barrier (1)	Inform	Clinicians demonstrated a
Audiologists' awareness of emotional impacts of hearing loss	Facilitator (32)	Ask	

(No) knowledge of where to access additional information and resources	Mixed (5)	Inform		good knowledge base This was generally not a barrier for clinicians
Lack of language skills for describing and discussing the social and emotional impacts of hearing loss	Barrier (3)	Inform	Audiologists require language skills for discussing mental health-related topics	
Skills for discussing mental health-related topics	Facilitator (4)	Manage	Audiologists require knowledge of treatment/management options for emotional and psychological distress, and how to provide reliable information regarding funding and access for psychological services	
(No) knowledge of mental wellbeing management options	Mixed (19)	Manage		
No knowledge of professional services / funding / access	Barrier (15)	Manage		
(Lack of) language skills to discuss or describe mental health support options	Mixed (10)	Manage		
No knowledge of mental health self-help strategies	Barrier (2)	Manage		
Knowledge of mental health programmes / techniques delivered by psychologists	Facilitator (8)	Manage		
Knowledge of how to find information as required	Facilitator (2)	Manage		

No knowledge of Guidelines	Barrier (7)	Manage	No guidelines currently available for audiologists No shared-decision making resources currently available that consider mental wellbeing needs * Linked to Reflective Motivation. Audiologists need reassurance that asking about and providing mental wellbeing support is within their scope of practice
No knowledge of resources / tools to aid discussion of options	Barrier (5)	Manage	
No knowledge of which approaches are within/outside of the HHCs' scope of practice	Barrier (2)	Manage	
(No) knowledge of referral processes, who to refer to or how to refer	Mixed (23)	Manage	Audiologists require knowledge of who to refer to and how to refer for mental

				wellbeing support
Lack of knowledge regarding which clients are likely to benefit from mental health support, and by how much	Barrier (1)	Manage		A complex phenomenon and difficult to teach within the time constraints of this project The need for ongoing training and support was not incorporated into the intervention per say, but into the implementation strategy This was generally not a barrier for clinicians
Inability to execute clinical procedures due to a lapse in skills	Barrier (5)	Manage		
Inability to apply person-centred care	Barrier (1)	Manage		
Physical Opportunity (Opportunity afforded by the environment involving time, resources, locations, cues, physical 'affordability')				
Time for asking about emotional well-being	Mixed (7)	Ask		Time was generally not a barrier for clinicians
(Lack of) time	Mixed (5)	Inform		
(Lack of) time	Mixed (6)	Manage		
Lack of Tools (e.g., clinical resources)	Barrier (2)	Ask	Audiologists	
Lack of internal resources	Barrier (2)	Inform	require clinical	

Availability of resources from external organisations	Facilitator (2)	Inform	resources to assist with (i) asking about wellbeing, (ii) providing information on the wellbeing impacts of hearing loss, and (iii) providing information on wellbeing treatment/management strategies	
(Lack of) clinical resources aiding provision of mental health support	Mixed (18)	Manage		
Financial barriers	Barrier (7)	Manage		Time was generally not a barrier for clinicians Although this barrier is likely to have an impact on the target behaviours, it was deemed to be too difficult to address within the
Lack of mental health services appropriate for people with hearing loss	Barrier (6)	Manage		

project
timeframe

Social Opportunity (Opportunity afforded by interpersonal influences, social cues and cultural norms that influence the way we think about things)

(Lack of) clients' openness to questions about emotional well-being	Mixed (26)	Ask	Audiologists require reassurance that clients will be receptive to them asking about and providing mental wellbeing	
Clients are (not) open to receiving information on the emotional impacts of hearing loss	Mixed (13)	Inform		* Linked to Reflective Motivation. Audiologists require reassurance that clients are open to receiving information on mental wellbeing treatment/management options during
Clients are not open to discussing mental health support options	Barrier (11)	Manage		
Clients create opportunity and are open to discussing mental health support	Facilitator (9)	Manage		

If clients bring it up, audiologist asks about emotional impacts of hearing loss	Facilitator (4)	Ask	audiological appointments This was generally not a barrier for clinicians
Cochlear implant clients more willing to express feelings than hearing aid clients	Facilitator (3)	Ask	This was generally not a barrier for clinicians
Male clients do not feel comfortable talking about emotions	Barrier (2)	Ask	This was generally not a barrier for clinicians *Linked to Social Opportunity.
Lack of client awareness about audiologists' role in supporting emotional wellbeing	Barrier (3)	Ask	Audiologists require reassurance that clients will be receptive to them asking about mental wellbeing
Supportive Peers	Facilitator (5)	Ask	Audiologists need to feel supported by

Working in an environment with supportive colleagues who encourage the provision of information relating to the emotional impacts of hearing loss

Facilitator (4)

Inform

peers in their workplace

Normalisation of discussions relating to emotional well-being (reduced stigma)

Facilitator (3)

Ask

Audiologists need to see their managers and senior staff role modelling provision of mental wellbeing support
Audiologists require

Working in an environment with supportive managers who encourage the provision of information relating to the emotional impacts of hearing loss

Facilitator (4)

Inform

reassurance from their managers that provision of mental wellbeing support is a vital part of their service provision despite it not being a claimable service.

Experienced and supportive managers and colleagues who role model best-practice

Mixed (11)

Manage

Presences of significant others

Facilitator (5)

Ask

This was generally not a

Clients provide opportunities to discuss the emotional impacts of hearing loss, and even raise the topic	Facilitator (1)	Inform	barrier for clinicians This was generally not a barrier for clinicians
Automatic Motivation (Automatic processes involving emotional reactions, desires, impulses, inhibitions, drive states and reflex responses)			
Feeling comfortable (or not) with asking clients about wellbeing	Mixed (10)	Ask	The need for audiologists to overcome their negative emotions preventing them from providing mental wellbeing support were initially deemed an important component of the intervention; however, during the process of intervention development we had to eliminate some elements to manage time
Anticipated regret about asking clients about wellbeing	Barrier (1)	Ask	
Feeling anxious about asking clients about wellbeing	Barrier (1)	Ask	
Feeling helpless due to not knowing how to fully support clients	Barrier (3)	Manage	
Feeling uncomfortable when discussing mental health management options with clients	Barrier (7)	Manage	

				constraints and this factor was dropped.
Being in the habit of asking clients about wellbeing	Mixed (6)	Ask	Audiologists need reminders/prompts to help them remember to ask clients about mental wellbeing	
Use of reminders/prompts to promote asking clients about wellbeing	Facilitator (4)	Ask		
Reinforcement through clinic policy	Facilitator (1)	Inform		Although this was not included as part of the intervention per say, this factor was considered when developing the implementation strategy
Desire to develop and provide information via written resources	Facilitator (1)	Inform		Clinicians' motivations toward providing mental wellbeing support were
Happy to provide information	Facilitator (3)	Inform		
Feeling good when able to help clients	Facilitator (4)	Manage		
Motivated to help clients to avoid future negative feelings	Facilitator (4)	Manage		

Fears clients' potential negative reactions to mental health related discussions

Barrier (12)

Manage

generally not a barrier
* Linked to **Reflective Motivation.** Audiologists require reassurance that clients are open to receiving information on mental wellbeing treatment/management options during audiological appointments
*Linked to **Psychological Capability.** Audiologists require knowledge of who to refer to and how to refer for mental wellbeing support

Lacks confidence in ability to refer to appropriate mental health specialists

Barrier (3)

Manage

Confidence in own ability to provide mental health support

Facilitator (2)

Manage

Emotionally comfortable with providing mental health support

Facilitator (2)

Manage

*Linked to **Psychological Capability**. Audiologists require knowledge of treatment/management options for emotional and psychological distress, and how to provide reliable information regarding funding and access for psychological services

Reflective Motivation (Reflective processes involving planning and evaluation)

Beliefs about consequences from asking clients about wellbeing

Mixed (15)

Ask

Audiologists need to feel responsible for (i) asking about mental wellbeing, (ii) providing information on the mental

Intention to prioritise and share information	Facilitator (4)	Inform	wellbeing impacts of hearing loss, and (iii) providing information on mental wellbeing treatment/management strategies
Beliefs about positive impacts/benefits	Facilitator (7)	Inform	
Doubts about whether mental health services are truly beneficial for clients with hearing loss	Barrier (8)	Manage	
Beliefs that addressing mental health results in improved client outcomes	Facilitator (22)	Manage	
Belief that providing mental health support enhances audiological practice	Facilitator (11)	Manage	
A desire to provide mental health support	Facilitator (12)	Manage	
A desire to learn how to better provide mental health support	Facilitator (5)	Manage	
Optimistic about the benefits of providing mental health support	Facilitator (2)	Manage	
Beliefs about confidence/capabilities for asking clients about wellbeing	Mixed (11)	Ask	
(Lack of) Confidence	Mixed (7)	Inform	
Personal interest in the client as an individual	Facilitator (11)	Ask	Audiologists need to develop confidence in their ability to ask about mental wellbeing and respond with empathy when clients describe their challenges

Beliefs about whether asking clients about wellbeing is within the scope of audiology practice	Mixed (5)	Ask	Audiologists need reassurance that asking about and providing mental wellbeing support is within their scope of practice
Beliefs about clinical boundaries with respect to the HHCs scope of practice	Mixed (20)	Manage	Audiologists require reassurance that clients are open to receiving information on mental wellbeing treatment/management options during audiological appointments
Limiting beliefs concerning the role and responsibility of the HHC	Barrier (6)	Manage	Audiologists require reassurance that clients are open to receiving information on mental
Belief that clients would react unfavourably if provided information on mental wellbeing	Barrier (4)	Inform	
Belief that clients would react unfavourably if the audiologist provided advice on managing mental wellbeing	Barrier (4)	Manage	
Belief that clients are open to discussing mental health management options	Facilitator (5)	Manage	

Beliefs about GPs perceptions regarding the role of the HHCs in providing mental health support

Mixed (6)

Manage

wellbeing
treatment/management options during
Audiologists need
reassurance that GPs would react positively to receiving a referral from an audiologist regarding concerns for a client's mental wellbeing
Audiologists need
reassurance that psychologists have the skills required to address the psychological needs of adults with hearing loss seeking psychological support

Beliefs about psychologists' ability to address the needs of adults with hearing loss seeking mental health support

Barrier (8)

Manage

Beliefs about psychologists openness to receiving referrals from HHCs	Facilitator (3)	Manage	Audiologists need reassurance that psychologists are open to receiving referrals from them
Beliefs about the need to find the right mental health practitioner to suit the client's needs	Facilitator (4)	Manage	Clinicians' motivations towards working more collaboratively with mental health practitioners was generally not a barrier
Desire to work more collaboratively with mental health services	Facilitator (7)	Manage	

*Three target behaviours (i) Ask: asking clients about their mental wellbeing; (ii) Inform: providing general information on the mental wellbeing impacts of hearing loss; and (iii) Manage: providing personalised information on managing the mental wellbeing impacts of hearing loss.