

**Appendix 1: Interview questions:****Health professionals:**

1. What do you think contributes to potentially avoidable hospitalisations for TYPE 2 DIABETES, COPD, CONGESTIVE HEART FAILURE in Benalla?
2. What could be done to help patients with TYPE 2 DIABETES, CONGESTIVE HEART FAILURE, COPD living in Benalla avoid unnecessary hospitalisation?
3. What do you think currently works regarding integration of care for patients with TYPE 2 DIABETES, COPD, CONGESTIVE HEART FAILURE in Benalla?
4. How do you think we could improve integration of care for patients with TYPE 2 DIABETES, COPD, CONGESTIVE HEART FAILURE in Benalla?

**For patients:**

1. Can you tell me a little about yourself?
2. I understand you have been diagnosed with diabetes/heart failure/COPD. Overall, what has your experience of having this condition been like?
3. What types of support are you currently receiving?
4. Is there any support you would like but do not have?
5. Are you able to manage your condition?
6. What helps or hinders you from doing this?
7. How do you find the self management approach?
8. Who or what is important to managing your condition?
9. Who or what prevents you from managing your condition well?
10. I understand that you have been hospitalised in the past year, is there anything that could have helped you to avoid this hospitalisation?