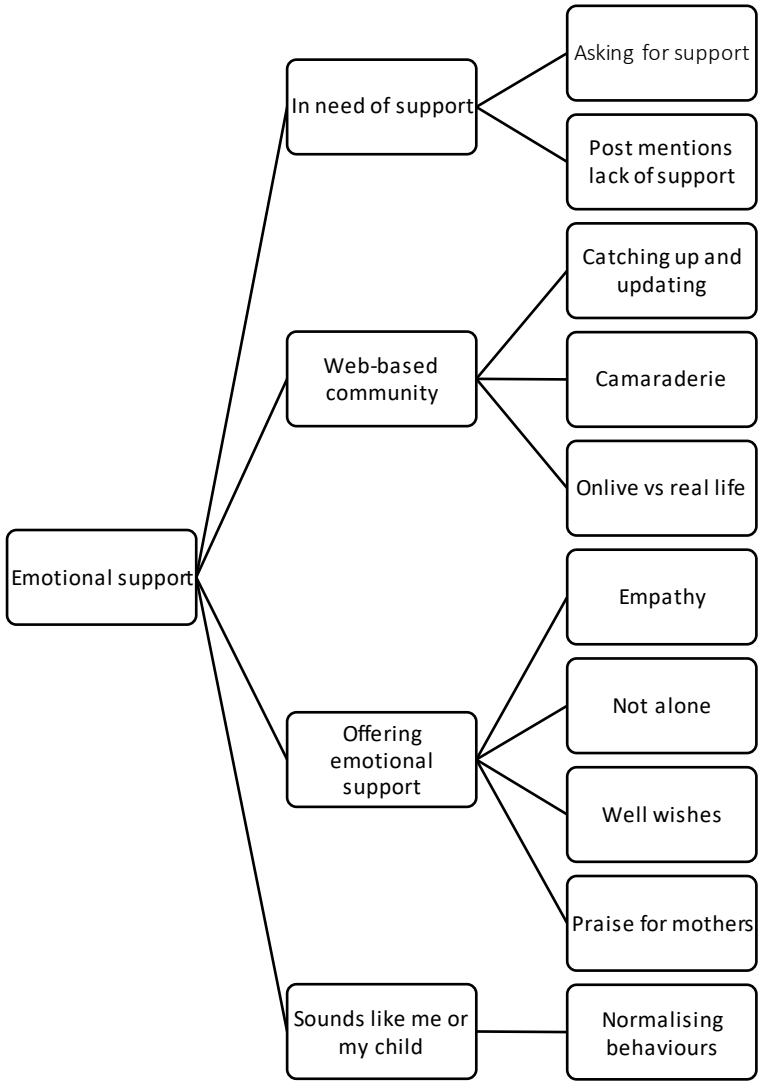
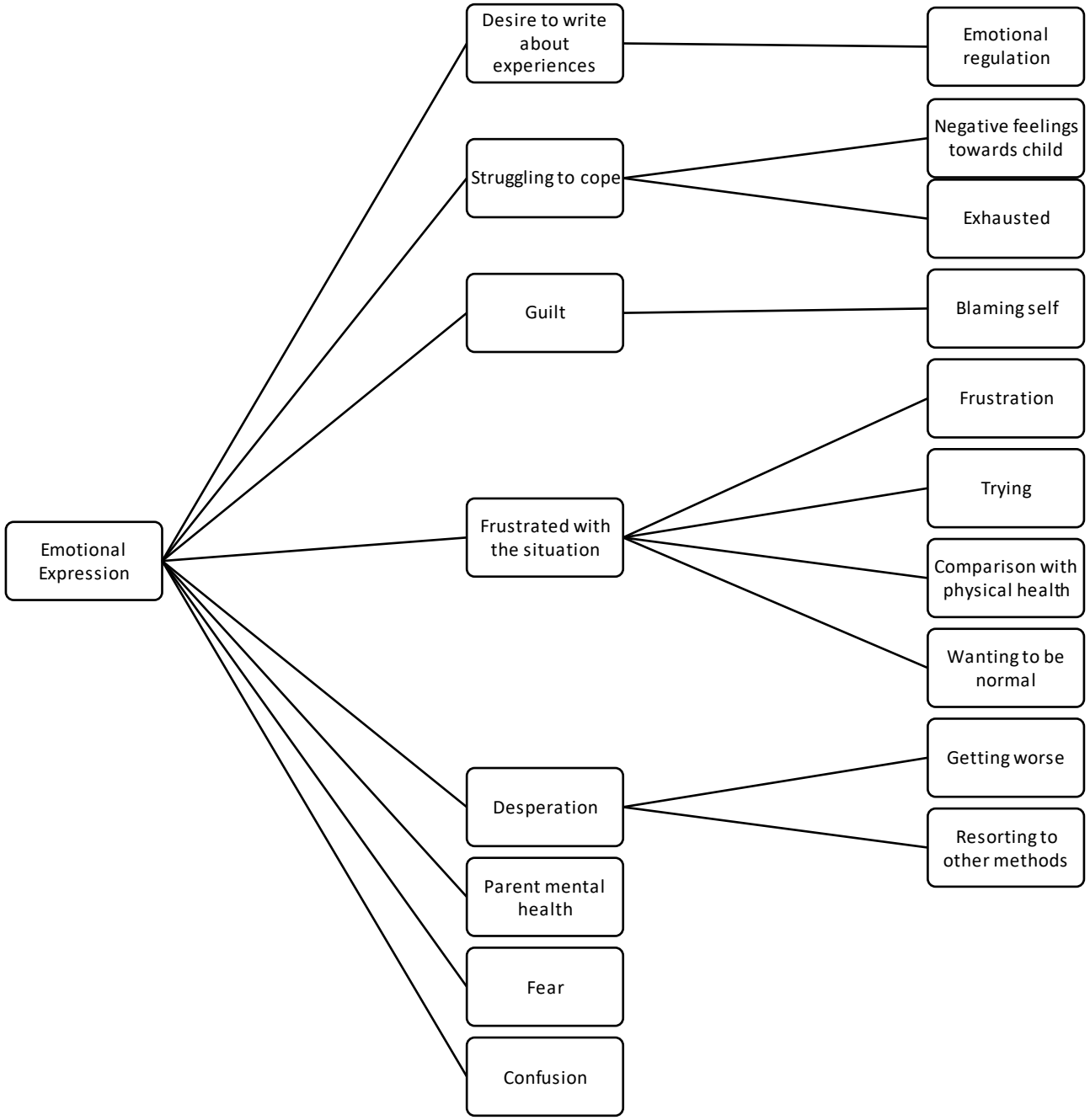
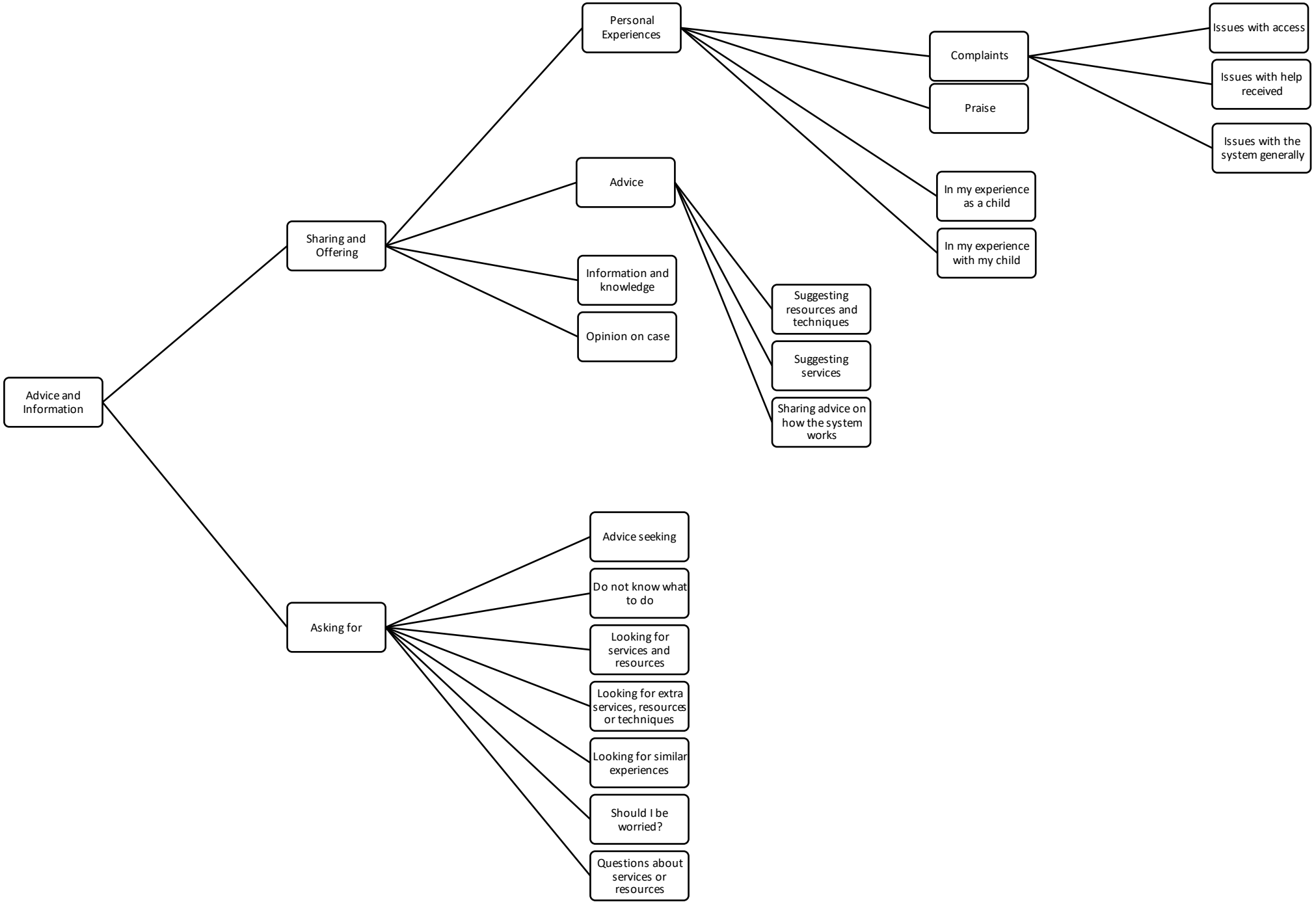
Multimedia Appendix 1 : Domains, themes and subthemes.






Advice and Information
Sharing and Offering
Personal Experiences
Complaints
Issues with access
Issues with help received
Issues with the system generally
Praise
In my experience as a child
In my experience with my child
Advice
Suggesting resources and techniques
Suggesting services
Sharing advice on how the system works
Information and knowledge
Opinion on case
Asking for
Advice seeking
Do not know what to do
Looking for services and resources
Looking for extra services, resources or techniques
Looking for similar experiences
Should I be worried?
Questions about services or resources