

## Supplementary Material

**Table S1.** Interview schedules for puppy raisers and staff.

Puppy raiser participants	Staff participants
<i>General questions</i>	
- How many puppies have you raised so far?	- N/A
- Tell me what it's like to be a puppy raiser.	
- How would you compare your everyday life when raising your first puppy with your life before that?	
- How would you compare the practice of raising an assistance dog puppy with raising a pet puppy?	
<i>Motivations and expectations</i>	
- What motivated you to become a puppy raiser in the first place?	- What motivates people to become puppy raisers?
- What were your expectations when you commenced the program?	- What is required of a raiser to raise a successful puppy?
- (If participants have raised more than one puppy), what motivated you to continue the practice of puppy raising?	- Why do some raisers decide to raise another puppy, and others don't?
- (If participants have raised more than one puppy) How would you compare your experience raising your first puppy with your experiences with subsequent puppies?	
<i>Insights</i>	
- What do you think contributes to raising a successful puppy?	- What contributes to raising a successful assistance dog puppy?
- What is required of you, and what are the ideal conditions for you to successfully raise an assistance dog puppy?	- What are the ideal conditions to successfully raise an assistance dog puppy?
<i>Challenges</i>	
- Tell me about any challenges that you encountered.	- What kind of challenges do raisers commonly encounter?
- How did those difficulties affect your practice or the outcomes of your raising practice?	- What do they do in those situations?
- What could've been done differently to eliminate those impacts?	- What do you or [your organisation] do in those situations?
<i>Puppy issues: health, behavioural issues</i>	
- Did you experience any health or behavioural issues when raising your first puppy?	- What are the issues that first-time raisers commonly have with their puppies?
- Tell me what you felt when you encountered those issues	- What do they usually do to respond to those situations?
- What was your approach when the issue first happened?	- How about experienced raisers?
- What did you do to search for a solution?	
- Would you handle the situation differently now that you have had more experience?	

**Table S1.** Interview schedules for puppy raisers and staff (Cont.)

<b>Puppy raiser participants</b>	<b>Staff participants</b>
<i>Training and engagement</i>	
<ul style="list-style-type: none"> <li>- Were you provided with clear instructions regarding your practice?</li> <li>- Were these instructions realistic and how effective were you able to carry them out?</li> <li>- How did your ability or inability to carry out the instructions affect your puppy outcomes?</li> <li>- Could the organisation have provided any resources to help you better follow instructions?</li> </ul>	<ul style="list-style-type: none"> <li>- In terms of following instructions, how would you compare raisers' practice with what you expect them to do?</li> <li>- To what extent does this affect the puppy outcomes?</li> <li>- How different is it between first-time raisers and experienced raisers?</li> <li>- What would make it more (or less) feasible for raisers to better follow instructions?</li> </ul>
<i>Knowledge</i>	
<ul style="list-style-type: none"> <li>- What do you know now that you wish you had known before you commenced your practice as a puppy raiser?</li> <li>- What advice would you give to someone who was considering raising an assistance dog puppy for the first time?</li> </ul>	<ul style="list-style-type: none"> <li>- How often do raisers reach out to you to seek information about raising their puppy?</li> <li>- How different is it between first-time raisers and experienced raisers?</li> <li>- What could be done differently to better equip first-time raisers?</li> </ul>
<i>Organisational supports</i>	
<ul style="list-style-type: none"> <li>- What supports did your organisation offer to assist you as a puppy raiser?</li> <li>- Could they have done anything more or different that would have improved your experience?</li> </ul>	<ul style="list-style-type: none"> <li>- What kind of supports do puppy raisers commonly seek from you [or your organisation]?</li> <li>- What other types of supports would you like your organisation to offer, to better support the raisers?</li> </ul>
<i>Responsibility/workload</i>	
<ul style="list-style-type: none"> <li>- How do you feel about the workload? How did the workload affect your practice, and how did you manage it?</li> </ul>	<ul style="list-style-type: none"> <li>- How do raisers feel about the workload of raising a puppy?</li> <li>- What do you think about those perceptions?</li> </ul>