

Table 1: Domains, themes, and sub-themes from this study.

Domain	Theme	Sub-themes
Practitioners' experiences		
	Patient interactions	Cultural brokerage <i>A process of mediating different cultural views, in which respect and cultural sensitivity is vital.</i>
		Cultural sensitivity in assessment and treatment <i>Being careful to take sociocultural factors into account when assessing and treating patients.</i>
		Diversity of ethnic Chinese <i>The term "ethnic Chinese" encompasses a wide range of individuals with differing health needs.</i>
	External factors	Organisational challenges <i>Practitioners often face significant administrative workloads and financial constraints.</i>
		Feeling ignored <i>There is a perception that the Government has largely not taken practitioners' long-standing concerns seriously.</i>
		Role of alternative medicine <i>Practitioners of alternative medicine felt they could provide a complementary, potentially more culturally-comfortable service.</i>
Practitioners' views of patient experiences		
	Pre-service	
		Low awareness of mental health <i>The perception of mental health as something to "get over", rather than receive treatment for is still reasonably widespread.</i>
		Stigma & shame <i>Mental illness is still seen as shameful, often conflated with psychosis or insanity.</i>

Table 1 (continued): Domains, themes, and sub-themes from this study.

Domain	Theme	Sub-themes
		<p>Effects on wider family <i>The stigma of mental illness can affect family members too, discouraging help-seeking.</i></p> <p>Isolation from support systems <i>Having fewer family or social supports can make help-seeking particularly challenging.</i></p> <p>Lack of language, culturally appropriate services <i>Even individuals who are willing to seek help struggle to find suitable mental health services.</i></p>
	Within service	<p>Trustworthiness of Government services <i>Government mental health services are seen as more credible, and are appreciated for their affordability.</i></p> <p>Language & cultural barriers <i>Some patients struggle to adjust to language barriers and differing cultural expectations within mainstream mental health services.</i></p> <p>Delayed in help-seeking <i>Anecdotal evidence indicates that patients generally don't seek help until a late-stage "breaking point".</i></p>
Suggestions for system improvement		
	Frontline changes	<p>Someone like them <i>Seen as the ideal: practitioners with a similar cultural background and fluent in the patient's mother tongue.</i></p>
	Systemic changes	<p>Resourcing for research <i>More clarity on the needs within the community were seen as vital foundational work for any further action.</i></p> <p>Improving mental health awareness <i>Further psychoeducation to encourage increased awareness of mental health and mental illness among ethnic Chinese.</i></p> <p>Giving patients choice <i>Expanding the availability of language and culturally appropriate services, and allowing patients more freedom to choose what works for them.</i></p> <p>Increased representation <i>Seen as important to ensure ethnic Chinese and Asian viewpoints on mental health are given sufficient attention.</i></p>