**Contribution statement:**

Nicole Koehler contributed to all components of the study. She proposed the project idea, designed the interview questions and associated participant recruitment documents, completed the ethics application, trained the interviewer, entered all data, analysed all quantitative data, created the initial sets of statement categories (qualitative data), coded qualitative data, drew all tables/figure, wrote the first draft of the manuscript, and contributed to editing and finalisation of the manuscript.

Erica Schmidt assisted with the ethics application, explanatory statement and interview questions, and also assisted with the editing of manuscript drafts.

Matthew A Roberts provided expert advice regarding dialysis and site specific information, assisted with the ethics application and associated documents and interview questions, and also assisted with the editing of manuscript drafts.

Jenepher Martin assisted with the ethics application, associated recruitment documents and interview questions, coded qualitative data, refined statement categories (qualitative data), and also contributed to manuscript writing, editing and finalisation.