Assessed for eligibility (n=156)

Excluded (n=4)
- No contact telephone number (n=3)
- Recent orthotic prescription (n=1)

Contacted (n=152)

Did not respond to contact (n=51)
- Number not recognized/wrong number/number not in service/invalid number (n=22)
- Did not answer telephone (n=29)

Responded to contact (n=101)

Not enrolled (n=61)
- Not willing to participate (n=38)
- Receiving orthotic/footwear treatment (n=4)
- Work commitments (n=5)
- Travel difficulties to data collection site (n=10)
- Required a shoe size of <7 or >14 (n=4)

Enrolled (n=40)

Did not attend Baseline (n=4)
- Work commitments (n=1)
- Withdrew (n=1)
- Home detention (n=1)
- Unable to be contacted (n=1)

Attended Visit 1 (n=36)

Did not attend after 8 weeks (n=6)
- Withdrew due to family commitments (n=2)
- Gout flare (n=1)
- Unable to be contacted (n=2)
- Dissatisfied with shoes (n=1)

Attended Visit 2 (n=30)