T=Translator  
I=Interviewer  
P15=Participant 15

Note: small child watching loud videos on phone without headphones

I=ok, arkun for your time today. So I’m interested in hearing your opinions and experiences erm so you can be as open as possible, there’s no right or wrong answer and if you don’t feel comfortable answering the question at any point you can just let us know.

[P15 child crying in background]

I=ok, so erm to start please could you me bit about yourself, so for example your age… [interrupted by crying child - elder son takes child out of house]

I=ok erm so please could you tell me a bit about yourself so for example your age, what whether you went to school, what grade you finished school and what you do for work?

T=so erm his name is [name] and he study in grade 7 only, and in 1993 he also have opportunity to have a short training related to the [stutter] computers skill, and uh Wat Than [name] what we call at that time, Wat Tans, we have that also is one of the organisation in Cambodia and after that he train about 6 months, about [stutter] computer skill and then later on, they also uh ask him to be a teacher of the computer to teach the disabled people at that centre

I=ok

T=so he work there until about 2008

I=ok, so

T=so after that is previous funded and that’s why he is move to the other places, ok, so I will ask more

I=ok

T=ok, now… ok so he just wanted to add some information related to him, that he’s, now he’s already 51 years. So for him he said that after he finish from the Wat Tan, so he also he apply to work at NCPD but it’s not. He like in period of 3 month, he also apply to work in world research? organisations

I=yeah

T=also he apply there and he also they have recruit him to be a staff there for 3 years and after that he apply to work at NCPD again but it’s not because of he also have a job to work at organisation…

T=IOM

I=ok

T=we call IOM organisation

I=yeah, and then do you still work there now?

T=ok so he been working there almost 10 years, but now he he…

T=so now he’s guard, and he guard only on Saturday and Sunday and uh the holiday

I=ok

T=it’s like the public holiday or something like that, he also have that duty to be a guard

I=ok

T=so is is at the uh CKS, at the research Cambodia something like that

I=and then how many people live in your current household?

T=so four

I=four, yeah

T=four in uh the family. So he has himself, his wife and two sons

I=ok, erm so I would like to hear more about your impairment now, so what was the cause of your disability?

T=ok so he said that because of when he was small that time, his parents just only told him that he was 4-year-old and then he got like high fever and after that they did the injection on him and that’s why he got paralysis.

I=ok, so from Polio most likely

T=yeah yeah

I=erm and erm … so when did you first use the service from exceed worldwide?

T=so he… ok so talk about, ask about when he got the service from Cambodia Trust or exceed since 1998, so he request one wheelchair, so he also got one wheelchair in 1998.

I=mhmm

T=and then after that he got the second wheelchair… just last year he request to get one more and before before that we get the wheelchair from the other people donated to him and either he also got from CPO organisation and also he got from Kien Khleang, what we call VI Kien Khleang.

I=ok, ok. Yeah so he had several wheelchairs over the years from different organisations?

T=yeah different organisations, but when he got the first services form exceed or Cambodia Trust it 1998

I=ok, and in 1998 was that when you got your first wheelchair?

SM/P15=[Khmer]

T=so the first the first, so wheelchair he got it since 1993

I=ok

T=from [name] organisation where they are making or producing the wheelchair

I=ok

T=so he is requested because of his auntie, yeah?

I=mhmm

T=knowing and working there, so that’s why he requested to get one wheelchair from there.

I=yeah

T=so the first wheelchair in 1993

I=ok, can you remember how old you were in 1993?

T=he said that could not remember maybe about 29 years something like that

I=ok so from when first got the fever up until that age, you didn’t have a wheelchair? How did you get around?

T=so uh before that uh actually he from Svay Rieng province that time, and he said before that before 1993, before he got the wheelchair he just only like crawling

I=yeah

T=when he went school he need to crawl, or sometime the other people uh hold him or bring him to school by their bike

I=ok

T=so that or the teacher also when she bring, so they also bring him back home by moto

I=ok yeah, and in that time when you were a child or teenager, do you know whether your parents try to uh use any like uh P&O services or?

T=P&O, or the other treatment from the health centre or blah blah, yeah?

I=yeah

T=so he could not known about this one because his parents didn’t tell much, but just only that his parents try to sold off a lot of land to get the money, yeah?

I=yeah

T=to bring him to get the treatment, but he said because in that that time because of lack of health centre, lack of hospital, lack of the place to get treatment, right?

I=mhmm

T=but but [stutter] he didn’t know, he doesn’t know that time where his mum brought him to, to get the treatment.

I=yeah ok

T=but he said that mum, or parent, like parent brought him to get the other treatment, but a lot of treatment but he doesn’t know where is that

I=yeah, ok. Erm so do you use the wheelchair when you’re outside the house, do you ever go out without using the wheelchair?

T=ok so for him if he just stay inside the home like this, he’s not using the wheelchair, but if he go out for the few distance he’s gonna use his wheelchair. But if he go to work or go the far distance, he’d use his modified moto.

I=ok, yeah, ok, erm and what are the challenges of using a wheelchair when you’re outside?

T=ok so I wanted to add one more, he said that when he go to his office or at workplace, he also keep his wheelchair there.

I=yeah ok

T=so he have one wheelchair spare wheelchair at work. So when he go back moto, when reach to his work, so he can use his wheelchair

I=ok

T=ok…so could you repeat your question?

I=yeah, so what are the challenges you face when using your wheelchair out in public?

T=ok so he said that uh the problems that he’s going to face when he’s using the wheelchair is when go because around surrounding is not really even ground right?

I=mhmm

T=so is mean that it’s going to be uneven, some time he go to upstairs

I=yeah

T=or he just example when he go to the royal palace so is hardly because it has stair right, so he need to get out of the wheelchair, and then just get on the steps and he brought, brings, that wheelchair up and after that he get up on the wheelchair again

I=yeah

T=even though when he stuck some road, I mean like stuck on the road, he need to get out of the wheelchair and then get the wheelchair out of the stuck place and then he jump up on to the wheelchair again.

I=yeah, ok. So just the uneven road and steps

T=yeah and either the other problems that he facing is when go out, the other people also like uh they are not really look at him like he is normal, they just like look at him, and either some people because he said that right now the people have uh high education and [stutter] educate related to the disabled people so that’s why they also understand about the disabled people, and sometimes they come and help, sometimes they are not, it depend on the people.

I=yeah, ok, so do you feel that some people discriminate against you?

T=yeah, it’s like less *inaudible* {28:09} that they they discriminate to the disabled people

I=yeah and why do you think the people do that?

T=ok so he just example, he said that sometime, like one time, he wanted to come up by the hill right? So that he need to try, he need to really move his wheel forward, some people they come and help, some people no just walk across

I=mhmm

T=so mean just some of the people come and help him

I=yeah, and

T=when he use the wheelchair

I=yeah, and erm … how do you think people’s attitudes can be changed? Do you think more people need education about?

T=so ok he also talk about uh for himself, he also try to explain to the other people that even though like you we are able to walk, even though you are disabled people, but you are able to walk, but we’ve seen the disabled people using the wheelchair, hardly to go somewhere, so please help them, yeah?

I=yeah

T=so I try to ask more example like if the if uh like we should share all the information related to the difficulty of the disabled people and the at the school, especially for the young generation, related to whether when you guys see see the disabled people you must support or you must help when they are walking or they are using the wheelchair in the public places

I=yeah

T=he also agree with that, and he said also must be

I=yeah, so one of the best ways to reduce discrimination is to make people aware at a younger age?

T=yeah, but actually like as he said its less of people discriminate on the disabled people, but only like they they they don’t help, example like if the disabled people using the wheelchair they scary to come and help

I=yeah

T=so just walk through

I=ok, why do you think people are scared to help? Is it because maybe because they are scared to erm

T=to help

I=to help, yeah, or they’re worried that you’re yeah dunno like

T=so he also hardly to answer for this one, but he said maybe because of uh when they help might be make a problem to them, because it’s like if they just come and help if shout the other people might be think that

I=they think he’s like infectious?

T=yeah infectious or something like that or, but he said that some people like if they have a good mind they can help.

I=yeah, ok

I=ok erm so now I’m just gonna ask a little bit more about your experience of using P&O services, so when, how did you first hear about exceed worldwide or Cambodia Trust?

[laugh] [SM accidentally knocks over part of the shrine]

T=so that, because he know the exceed, through through because uh we have like because he he was a teacher at the organisation or wat than organisation

I=mmm

T=so that he also like uh have the other uh staff from the other organisation they come to learn how to use a computer, so either have known through one of the staff at exceed, previously she work as uh the receptionist and administrator there, her name is … and then also he also have a wife and his wife also previously was his student also and also uh she also uh has worked for the exceed for since 1995, or in 1990s up to 2000 [stutter] 2017 or 2016

I=ah ok

T=his wife for there as the community worker also, so that’s why the first time he known he also explain for wat than if the other people wanted to apply to work at the organisation, they also apply the CV there

I=ok

T=because of like that time the organisation and organisation they have good cooperation with with each other

I=ok so they all worked together

T=so that, yeah working together. So example if here this [stutter] organisation need a staff so they can be recruit and then because have the application or applicant can apply for that

I=yeah, ok ok.

T=and either we can have in [stutter] NCDP also, if you wanted to work at organisation can apply the CV at NCDP organisation also

I=ok

T=organisation, yeah

I=erm … ok so erm … I forgot what question I was going to ask [chuckle]

T=talk about the barriers at P&O services, how is that right?

I=yes. So you mentioned that you got your new wheelchair last year, why did you decide to get a new wheelchair from exceed?

T=so he said that because of the wheelchair in exceed easy to bend, so when it’s bend, so when he can just bend it and put on his motobike

I=ok, so it like folds down

T=so he can bring everywhere, yeah it just folds down in to

I=yeah, ok.

T=so is easy, but the wheelchair from other is hardly to fold down

I=ok, so it makes it easy for you to get around when you can fold the wheelchair?

T=yeah

I=ok so now I’m gonna erm ask you to read these cards or [translator name] can read this cards to you erm and I’d like you just to explain or say whether this is a barrier to you or not

T=ok

T=yes yes

I=it’s a barrier?

T=it’s barrier because of he said that when house or workplace is far from the exceed, so is also one of the barrier for him

I=ok, can you sorry, can you also read the English as well so I know which card you’re referring to [laugh]

T= barrier to P&O services, cost and [stutter] availability of the transport [T/P15=Khmer]…ok so for him he her understand about the disabled people, even though he also disabled people, so he understand that this is one of the barrier when we go like example when go to get the services and we need to use some money for the cost calculation so is also one of the barrier for the patient. If he give a small amount its ok but mostly for disabled people they are [stutter] unable to pay for services

I=yeah

T=and either for travel costs also

I=yeah, ok so you don’t think it’s a specific barrier for you, but you think it is for other disabled people?

T=yeah he said all, all. Even though he, all, so this is also the main barrier

I=ok

T=barrier to P&O services, hard to get the time off from work

T=so this is not a barrier for him, he said that at his workplace when he wanted to get the services from the rehab, he able to ask to get off from work

I=ok

T=barrier to P&O services, cost of getting the device

T=is the main barrier, because most of the disabled people, they have no money to pay for the services.

I=yeah, ok.

T=so this one I example related to the service example when he go to get the the wheelchair he need to for pay fully for the services and the wheelchair and either when he go to get the repair of the wheelchair also he need to pay for the services and is expensive

I=ok

T=so he said that this is one of the big barrier because of he said that most of the [stutter] disabled people are unable to pay for that

I=mmm

T=barrier to P&O service, family don’t support me using the services

T=ok so he said that this is not the barrier because of the family always support

I=yeah

T=when he wanted to get the services

T=the barrier to P&O service, the staff don’t treat the people well

T=so this one is not, is not the barrier

I=ok

T=because he said that for the staff, staff … and everything, always good and welcome and either they also explaining when the wheelchairs or wheel and when it’s time to come they appoint him to get the wheelchair so they explain clearly.

I=ok, I just wanna ask one question, do you think staff at like medical and health centre erm treat you different to staff at the P&O centre?

T=is the same, normally the same.

T=ok so he also no problem for that, because the other staff at the health centre, they treat the same as the P&O staff, yeah?

I=yeah

T=so when they see him and then like he’s unable to go somewhere just help push the cart

I=yeah, ok

T=k

T=barrier to P&O services, short opening hours

T=so for him it’s not a barrier, because he said that when getting the services, it depend on treatments sometime is treated in short period of time, some in long period of time

I=mhmm

T=barrier to P&O services, long waiting time and needing to come frequently example casting and fitting

T=so isn’t the barrier for him, he said is no problem because of it depend on sometime, uh because they also explain him, because I try to example for him like right example they appoint him to come this time to get the wheelchair, but is no wheelchair because we’re waiting for long time to be ordered

I=mhmm

T=and after that ask him to come again and again, he said that is ok for that because also is have the problem from …

I=yeah, ok. Great, so thinking about your experience of using exceed worldwide and you’re open to criticise the service erm is there anything you would change about the service you receive from exceed?

T=so firstly, he has no idea for that he just only uh he understand himself when going to get the service from the organisation, it must be waiting a bit because of not not only him go to get treatment right, the other client also

I=mmm

T=so and either haven’t, sometime the other client come first so they also get the services first so then he also need to wait, yeah?

I=mhmm

T=and I just example him, that the services should be improved, he said that the other thing is not, but I try to example that as the wheelchair, he want the wheelchair is better than this, yeah, good quality, than this. He said yeah, should be like, he wanted the wheelchair is lighter and also long long lasting, is like for the metal and must be used from [stutter] aluminium that is lighter and either strong and easy to keep clean and is not getting rust easily.

I=yeah

T=because the wheelchair need to use in flooding places

I=yeah, ok. Erm and so do you think that things like wheelchairs should be more available within like healthcare, so erm within like health centre you could order wheelchairs from there, or from hospitals they can also deliver wheelchairs?

T=yes it must be, try to explain him because at [stutter] normally at the health centre they have the wheelchair for only the client, right?

I=yeah

T=but mean can provide that wheelchair for the client to bring home

I=yeah ok erm

T=ok so he also wanted to add and requested a bit related to the restaurant and the shop right, must have the wheelchair when the disabled people arrive there so they need like if they wanted to go to the chair so must be have the mobile wheelchair from his moto to the sitting place

I=yeah so they should have like the wheelchair that the customer can use just to go in and out of the building

T=so is like the mall and everything

I=ok

T=so he requested to have that

I=yeah ok, so to finish erm erm is there anything else you’d like to add about your experience of disability in Cambodia?

T=so for him for the last thing he wanted to request, is he wanted to share all the information related to disabled people, right?

I=mhmm

T=to the young generation, especially at school they must be able to understand how the, how hard life of the disabled people is and either should be be able to understand when they see the disabled people they must be able to help and have not discriminate

I=yeah, ok so hopefully in the future that that can then improve the the livelihoods of people with disabilities and they can have more accessibility to work and things like that

T=yeah

I=ok, and is there anything you’d like to add about your experience of using P&O services in Cambodia?

T=nothing else to add, just related only to the wheelchair must be strong and long lasting

I=ok great, erm I don’t have anymore questions so arkun