T=translator   
I=Interviewer   
P6=participant 6

I=erm, so first erm, can you tell me a bit about yourself so about what you do for work, occupation, age?

T=ok, so my name is [name], erm I am seller and either [stutter] I have my own salon at home, ok?

I=mhmm

T=and I got married and have uh one son and one daughter. I am 35 years.

I=erm, uh I would like to hear a bit more about your impairment, so erm what caused your impairment?

T=so erm… when I was small, I didn’t know clearly about this problem but just only mum told that got the injections and after that got this problems… and didn’t say anything, my mum mum didn’t say anything related to the what what was the problem whether got fever or not.

I=ok

T=so just only I know that I got injection and then after that I got this impairment

I=ah ok, erm and how does your impairment effect your day-to-day life? So, for example at work

T=ah she doesn’t feel any difficulty, [stutter] she said just feel that, just the same thing as normal because she able to do, because her upper limb is fine. And one more thing for the impairment at the lower limb, it’s just below knee so she able to… she’s able to walk and able to do the daily life. So, it’s not affected much to the, to her daily life.

I=ok, erm so are you able to do everything at home as well?

T=ok, she said the that… it’s ok for her, just only difficult to walk, but she’s able to do the housework and the other thing at home.

I=yeah, ok erm…so erm do people treat you differently because of your disability?

T=she said that no

I=no

T=she doesn’t feel anyone discriminate or criticise on her disability or impairment, and she also said that uh some people also like erm they try to to, how to say that, they try to press on her that like, they try to say that shes ok, she’s able to, she has impairment but able to get married she has a family and she’s able to work as the other normal people

I=ok, so

T=and compared [stutter], to the other normal people because they have no job, they don’t do anything, for she’s her comparing to the normal people, she’s better than the normal people.

I=mhmm, ok so you find that people are very supportive?

T=yes, she said that.

I=erm ok, so you had an orthotic device before? Erm when did you have your orthotic?

T=so erm uh she got the first device when she was 8 years old, and at that time she is studying grade 1 and she stopped studying in uh grade 7.

I=mhmm

T=ok, yeah. And then uh she has been using [stutter] around 4 to 5 device, ok?

I=ok

T=And erm the experience when got the first device, she said that is ok for her, she is able to walk because when she was small, she was young so she can adapt with that one, that device and she is able to walk. And she said that when she got the device the way she walk is better then without the device.

I=ok, so erm when did you have your last device?

T=ok, so the [stutter] last device she got, before she got married and now she got married already, erm, 10 years.

I=oh wow

T=because of her first kid already 9-year-old.

I=ok, erm so why did you stop using the device?

T=ok [laugh], so she said that erm so got uh for that last device… she didn’t know the places to go because that time, as I tell you right, that [stutter] before we were at the Calmette? Hospital and she’s only uh did the last device at the Calmette hospital and after that is where [stutter] for the orthosis is high and everything and she could not find that place at Calmette hospital because she didn’t know the information that we moved to, to the current place.

I=ok, so did you try and go to the old place and then you couldn’t find the new place?

T=ok so she also call and contact to [Community Worker] where is that location but she’s also busy and either she doesn’t know the places

I=ok

T=so that’s why, and one more thing it’s hardly to contact

I=ok

T=I think due to the service, and now is very hardly to contact, so that’s why hasn’t contact, and she also busy with her business so that’s why she’s last long without the the device.

I=mhmm, ok. So, when did you last try and contact?

T= she also lost the phone contact from Leah Meng [Community Worker]

I=ok

T=ok, anything else.

I=ok, so are you planning to get a new device?

T=yes (T/P6=[Khmer] [laugh])

T=she said that now uh because she’s busy with her business and either she said that she will find sometime to go to the clinic to make the new device

I=erm I can just ask erm that uh is there anything about your experiences of erm disability in Cambodia that you wanted to mention?

T=ok, so she said that for uh, for the services, she said that before, we have like community workers, they come to pick up the client from home and to the centre. Due to covid 19, so that’s why we don’t have that service anymore, and either she said that some patient [stutter] they have no ability to pay for traveling…

I=mhmm

T=from here, from their home to the centre. So that’s why they try to earn more money so when they busy with their business, so they also have no time to go to the centre.

I=yeah, so the cost of getting to the centre

T=yeah cost

I=and time away from work …

T=yes and either, yeah. So for sharing erm information also so we only just like have that uh that programme again so she said that, she said that’s why and either the phone number when lost, the phone number hardly to contact.

I=yeah

T=and because previously we just only come and get the client, got collecting the client from home like a survey. After survey we can see a lot of client, we just notice and then we appoint the client that next week or this week on Tuesday I will come to pick you up from home to the centre.

I=mhmm ah ok, so you think there should be more community visits?

T=yeah more community visits so they are able to, because sharing the, to information they are busy with their business they are hardly to check with the social media and that thing right?

I=yeah ok

T=so better to pick up the client from the home

I=yeah, ok uh … tell me about your first P&O experience

T=ok so she said that for the uh P&O service, before, she said that its ok for that P&O service when they, when they go together the device and do the thing its ok. They are explaining clearly, they speak politely, yeah?

I=mhmm

T=just only the that that time its like erm because when the client go to get the service [stutter] at our place, uh and then they are going to give some amount of money for their traveling cost, and for their lunch. And that time because of like erm, I don’t know, that staff they speak it’s not really like, they just again like speak with the staff and again not not with the client.

I=ok

T=maybe they just make fun or the sound is not really comfortable to listen

I=ok

T=[laugh]

I=erm after your first appointment did you have any follow up visits?

T=so we have like uh … last time because of people not like holding the phone right, [stutter] it’s not everyone have a phone, right? so that’s why we have a follow-up plan like uh community worker form our centre they just come and

I=yeah

T=visit their home and ask how is it and if any problem they can repair at home.

I=yeah, ok. Erm and then

T=so they have home visit.

I=erm have you had any P&O service from any other erm provider or just exceed worldwide?

T=ok so she said that just only heard that from Banteay Prieb its nearby there also, and then they said that also make a new device but she said she has never been there, just only heard the information

I=ok

T=but I think that Banteay Prieb is just only making the wheelchair and crutches

I=ok so they only make crutches and wheelchairs that place?

T=Mmm yeah.

I=ok, so that’s why she’s never been their because she wants…

T=but just only she heard the information from the other people that they are making [stutter] the orthosis device, but for me I don’t think they are making it there.

I=ok, yeah. Erm so anything else about, like any negative experiences of using a device?

T=she said that it’s not bad experience or negative thought about using the device, but she just only say that when using the [stutter] device, her leg is bigger than nowaday that she is not using the device

I=ok, so it changes your leg when you use it

T=yeah

I=ok, so yeah I think that’s all the questions there.