



JOINT WITNESS STATEMENT OF AYNUR COSKUN AND HAFIZE COSKUN

- 1 I, Aynur Coskun, make this statement with my daughter, Hafize Coskun and I, Hafize Coskun, make this statement with my mother, Aynur Coskun.
- 2 We make this statement together as wife and daughter respectively of Abdurrahman Coskun (**Andy**).

Personal story

Andy's background

- 3 Andy migrated with his family from Turkey as a child. They initially settled in Perth. He was the eldest of four children. He left school in Grade 5. He learnt English pretty quickly and was always used as an interpreter even as a kid. He would interpret for family and friends. He would also interpret for the wider Turkish community, helping with immigration, enrolments, licences and any other documentation. Until his death, he would still help the older people in our community.
- 4 Andy had to leave school early to help support his family. He started working at the Butcher, and went on to do many other jobs. His family moved to Melbourne, where he became a Leading Hand Supervisor.
- 5 I (Aynur) met Andy in Sunday school in 1984 we got married in 1985. We have three children: two sons and a daughter.

Finishing work and planning a holiday

- 6 Andy had been working at General Mills manufacturing pasta sauces for 15 years. He did night shifts as a Team Leader. At the end of 2016, Andy was told that General Mills would be closing down their site in Melbourne. The announcement gave the employees a year to prepare. In October 2017, when Andy was 53, the General Mills site closed down. Andy was okay with it; he had job offers from other companies in the food industry. He was headhunted by his ex-managers to come and work with them in their new companies.
- 7 But Andy wanted some time off. He and I (Aynur) wanted to go overseas for a holiday, and it was the perfect time to do it. By this time, our kids were young adults with partners. We thought that we would have a holiday before any grandkids came along—a little mini-retirement.

- 8 By the end of 2017, Andy decided to take up a job offer overseas in Cyprus. The job was on his friend's fish farm. Andy would be a sales representative. He and I (Aynur) would live in Cyprus, which is a 40-minute flight from Turkey. Andy was also intending to travel, because he spoke fluent Turkish and English. Our plan was to stay overseas for about a year. Andy was looking forward to a new chapter.
- 9 Another reason we intended to spend some time overseas was that both our parents were overseas in Turkey and getting older. The plan was to have a holiday and spend quality time with our parents. Because Cyprus is so close to Turkey, Andy would be able to work and still be close to our parents, keeping an eye on them and seeing them some weekends. It was going to be our time to relax and enjoy our second stage of life.
- 10 After Andy finished work at General Mills, he said, "Alright, I'm painting the house." He kept himself busy, painting things and going to Bunnings. He would send photos to me (Aynur) saying, "I've painted your wardrobe as well. I made that one white as well." He wasn't isolated, and he wasn't low in motivation. Then, all of a sudden, everything dropped.

The first signs that something was wrong

- 11 I (Aynur) had received news my father was on his death bed, so my sisters and I went to Turkey and managed to bring my father back here to Australia. We managed to restore him some level of health. I (Aynur) had been back from overseas for two weeks when all of a sudden everything changed.
- 12 One morning in December 2017, I (Aynur) was in the kitchen making coffee. Andy came up to me and said, "Honey, I feel funny. There's something funny inside me; something is wrong inside." He kept saying, "There's something black. You don't understand." He couldn't explain it to me.
- 13 Andy had previously seen a haematologist for a blood condition. Because something didn't feel right, he decided to go back and see the haematologist, and he had a blood test and a CT scan.
- 14 One morning, before we got the test results back, Andy woke up and said, "I've got this awful feeling inside of me." Some people say they know when they're about to hear bad news. Because his parents were overseas, and because they were old, I (Aynur) thought maybe we were going to hear that something bad had happened to them. I said something that we say in our country: "Wish for the best and all that should be fine."
- 15 As days went on, Andy just stopped looking into my (Aynur's) eyes. When I talked to him, his eyes were down, and he didn't always look at me. He had stopped eating. We'd

cook his favourite foods, but he didn't eat anything. He just wanted to sleep, but then he couldn't sleep.

- 16 Andy started saying, "Don't leave me alone." He didn't want to be in crowds. He used to enjoy going to our local shopping centre in the morning for coffee and meeting up with friends to have breakfast. So I (Aynur) took him out a couple of times, but then when we were there, he would start sweating and wouldn't enjoy it.
- 17 I (Aynur) would then come back home with Andy, and the kids would come and say, "Dad, let's go out! Let's go to the beach." They would try to take him to go for walks—the things that he normally enjoyed doing. He wouldn't say no, but you could tell he was forcing himself to go and do it because of the kids. We thought, "This is not going well."
- 18 Nothing like this had ever happened to Andy before. Separately my daughter and I called Beyond Blue, and then the Black Dog Institute. We were told to find a counsellor for him. My daughter spoke with a hospital counselling service and was told he needed to make the call himself.

Calling the CAT Team

- 19 On Christmas Eve, Andy called the Crisis Assessment and Treatment Team (**CAT Team**).
- 20 The CAT Team came out to us the next day, which was Christmas Day. There were two social workers in the CAT Team. They came in and had a chat with Andy and organised another consultation at the hospital. They told us to take him to the mental health department of the hospital that day to see the psychiatrists. The social workers assessed Andy in the morning of Christmas Day, and we were told to attend the hospital in the afternoon.
- 21 We went with Andy to the hospital. He told the psychiatrists, "I'm having black thoughts." That's how he labelled it. When we were in front of the psychiatrist, that was the first time that I (Hafize) had heard my dad describe his thoughts of suicide. He talked to the psychiatrist very openly about his suicide plan.
- 22 Andy was prescribed some medication and discharged. The next day, 26 December 2017, we had two different social workers come out to visit us. They came to the house and asked Andy the same questions: "How are you? Did you sleep?" Andy didn't report feeling any better
- 23 The day after that, 27 December 2017, we went back to the hospital. Andy told the psychiatrist and social workers there, "I haven't been sleeping and I'm still having these thoughts." He requested to be admitted into hospital. The psychiatrist at the hospital

prescribed him Valium, as well as the other medication to calm him down and to help him sleep.

- 24 This went on for a week. Social workers would visit our home, and it was only those two times mentioned above that Andy went to the hospital site. In the second week, the social workers came every second day. In the third week, they came twice. At no point did Andy feel any better, or report that he felt any better.
- 25 I (Hafize) think that when you're feeling that way, as my dad was, the days feel so long. So, for him, it was a long time between visits, it was a long time for him to be feeling low, and he was so frustrated with this feeling.
- 26 Even I (Aynur) was getting frustrated, because Andy kept saying to me, "They ask some questions. I have to repeat myself 100 times. No-one's listening." They kept sending new people, so of course they were going to repeat the questions.
- 27 Andy would openly say things like, "I'm scared I'm going to do something." It was so hard for me (Aynur) to hear that my husband didn't want to be home, that we couldn't help fix him. That he wanted to be admitted. I was thinking, "Why doesn't he feel safe at home?"
- 28 Andy mentioned how he proposed to end his life. He kept saying, "The only thing stopping me is my family. I can't do that to them." That shows that he was still thinking of others.
- 29 I (Aynur) went with him in the car a couple of times. Andy started to take risks in his driving that he never used to, like stopping and giving way to cars and then driving in front of them and I (Aynur) would think, "That's not him."

Seeking help

- 30 Andy was on strong medication. The GP sent him to see someone for counselling at the GP's clinic. It was someone who didn't understand medication—not a psychiatrist, which would have made more sense. Even though Andy was insisting that he was not feeling any better from the medication, our GP didn't change it. The GP only upped the dose, instead of maybe trying him on a different medication.
- 31 Andy's depression came on very suddenly, and he deteriorated quickly. In those last six weeks, we as a family dropped everything to spend time with him. We went on walks together, went to the beach, played cards and watched footy together. We tried to support him and spend time with him. That was exactly what he would have done for any one of us.

- 32 A week before Andy took his life, he went to an appointment with a psychologist that the GP had organised. Andy only went to this one appointment with her. I (Aynur) took Andy to his appointment but sat in the waiting room while he went in. Afterwards, I asked him how it went. He replied that he did a lot of talking about his past and that he had to keep a diary and write down how he was feeling and what he had done for the day. We obtained a diary for him, which he started to write in. His second appointment with the psychologist was scheduled for the following week. Andy would never make it to that appointment.
- 33 On 1 February 2018, five days before he took his life, Andy went back to his GP. I (Aynur) went with him. I was in the room with him when he said to the GP, "I'm not better. I want to take my life sometimes. I want to be admitted." His GP said, "Well, if it gets worse, just call the CAT Team." His next appointment with the GP was booked for a week later.
- 34 Andy called the CAT Team. Whoever it was that he asked for help refused him. What options did he have when no-one heard him?
- 35 On 2 February 2018, four days before he took his life, Andy went to visit a relative. About a year earlier, the relative had experienced mental illness. The relative said to him, "Look, do you want to talk to my psychiatrist?" So Andy's relative rang their own psychiatrist; they had 24-hour access to this psychiatrist.
- 36 Andy said to the psychiatrist, "I feel like I want to do something to myself." He was open to her. The psychiatrist said, "I can't help you. I'm not your psychiatrist. You need to go and see your GP or your psychologist." Even she turned him down.

Ending his life

- 37 On the morning of the day Andy ended his life, I (Hafize) was up really early for my gym session, then I came home and asked Dad to go for a walk. The night before, we had gone for a walk and had a nice chat, so I thought I'd push him a little more. Plus, we always hear that physical activity is good for your mental health. He was annoyed but still put on his socks and shoes. We were going to walk to pick Mum up from her work. On the way back from picking Mum up, I was rushing because I didn't want to be late for work. Mum was with him; she didn't mind that he was a bit slower than usual.
- 38 When we got back home, I (Aynur) quickly had a shower. We had breakfast, and the kids all went off to work. I went to lie down on the bed, and Andy lay down next to me. We were talking, and he was saying how beautiful the kids were. He said, "My eldest son, he loves sports; he's a gym fanatic and he found a partner who loves gyms. My daughter is beautiful and religious, and she's found a partner who is the same. My younger one is a bit young to be married, being only 19. He and his partner need

guidance, but they are beautiful. She is the perfect partner; they've been together since Grade 5." We were talking about the kids and their partners, and I dozed off.

39 I (Aynur) only slept two hours. I got up, and then out of the corner of my eye, I thought I could see Andy. He was a smoker, and he would always sit outside on the veranda. I thought it was him having a smoke, so I got up, washed my face, and went outside to say, "Do you want a coffee? We'll have coffee outside." But it was just boxes that were there.

40 Then I (Aynur) thought I would check if the car was there. I often sent Andy off to do things, like getting some chops or milk, just to get him out of the house. So I thought he might have gone out in the car. But the car was there. That's when I felt funny. Then I thought, "I'm going to check in the garage." I opened the garage door. And he was in there.

Meeting with the hospital staff

41 After Andy ended his life, I (Aynur) wanted to have a meeting with the doctors at the hospital who had seen him. I approached the hospital because I needed answers and to find out what went wrong. We had to try to stop this from happening again. If we could save one life, then Andy losing his life wouldn't be for nothing.

42 I tried calling the mental health department at the hospital to arrange a meeting. It took several attempts to get the meeting. I found out that they already knew that Andy had passed away. There should have been a courtesy call or a follow-up call to see how Andy's family was going.

43 The hospital told me that I was only allowed to come to the meeting by myself because they wouldn't have enough room. I told them I needed my daughter for support. I also took a friend who is a psychotherapist to be my advocate, because my English is not that good, and they used words that I don't understand.

44 At the meeting with the hospital, I (Aynur) came across a different atmosphere to what I was expecting. The hospital people had their arms crossed. Their body language displayed zero compassion. There were four of them in the meeting. One of them was Andy's case manager. And only one person in the room had actually met Andy. I would think that the people who had worked with Andy would be at the meeting.

45 Maybe they thought that we had come to point fingers, but I (Aynur) was only there to give awareness and to see if we could come up with ideas for a better model of care. When I (Aynur) explained to them that I was just there to see what we could change, we could feel the atmosphere change.

46 I (Aynur) explained some of our ideas, and the issues and experiences we had. We explained what would help, like giving information pamphlets to families. They seemed to listen, but at the end of it all they said, "Should we have asked for Andy to signature when we discharged him, to say that he accepted that he was being discharged? Would that have made it easier?" I don't understand what that had to do with anything. That would not have changed the outcome. Andy had not been well enough to be discharged. They were still only worried about covering themselves. I (Aynur) didn't feel like they took anything I said on board. No notes were taken.

The community's response

47 Culturally we are a tight-knit community, but I felt so much judgment came to pass. After being on medicine, and being depressed, Andy ended his life. Then, all of a sudden, people were looking for a reason why that was. I (Aynur) heard people speculating: "His wife was cheating on him," or "His kids were terrible," or "He lost all his money in gambling." Those might be reasons why some people take their lives, but we didn't have those kinds of family issues. We had to endure all this gossip that was not true.

48 We were not completely isolated, but we felt isolated from the community, because we felt so much judgement. The kids stopped going to Friday prayers. Going into crowded places like the mosque was hard, because we felt judged. People don't whisper quietly. They would whisper to each other, "Poor thing, her husband took his life." I (Aynur) needed someone to talk to, but no-one understood.

49 In our religion, if a person takes his life, he's not accepted. You can't even do a prayer for your loved one and bury him. So we had all these people whispering and talking and saying all these things. I (Aynur) can't even go to a mosque now, without feeling like I am being judged or looked at.

50 After Andy's death, we had many visitors. For weeks there were family, friends, members of the Turkish community, the neighbours, people from Ibrahim's footy club, and Andy's work mates coming around to see us. Our close family and friends were there to support us. The others were there to find out what happened and why.

51 During these visits, I (Aynur) was sitting there (on Valium), listening to people talking asking questions. Many of them can't understand mental health, so they would speculate the reason for his suicide must have been something else. They would say, "He had a drinking problem," or "He had a gambling problem and lost money," or "His wife was cheating on him," or "His kids strayed onto the wrong path."

52 These things were being said by the people who didn't really know us, and I (Aynur) could hear others putting them straight. It was like we were being judged. It just showed that there is not enough awareness about mental health.

- 53 The worst thing people said, and which the kids and I (Aynur) couldn't handle hearing, was that because Andy took his life, his prayer wouldn't be accepted and his soul wouldn't be able to go to heaven. How dare they say that about my husband, that he wouldn't go to heaven? He didn't deserve any of that. He had the kindest heart; he did so many good deeds. If he doesn't go to heaven, then what chance do I have?

Improvements to the mental health system

- 54 We have the following suggestions to make on how to improve the mental health system.

(a) *Communication with families during consultations and visitations*

- 55 We feel like there was a significant lack of communication with us. No-one explained to us things like the impact of the medication, what to expect, or how we could support Andy. At the hospital, we were allowed to sit in the room with him. They would ask him, "Is it okay that your wife and your daughter are here?" He would say, "It's okay." Then they would only talk to him, and not to us. They knew that we were allowed to be there, that we were supportive, but they didn't engage with us.
- 56 Perhaps the problem was that this happened during the Christmas period, and that there was a lack of staffing or maybe just a lack of motivation to work during this period. It would have been nice if they had asked for Andy's consent to share the information with us. For example, they could have said, "Would it be okay if I spoke to your wife about this and explained it to her as well?"
- 57 During the whole process, we thought we were only interacting with the CAT Team at the hospital. It was only later, reading the coroner's report, that we found out it was Hospital in the Home (HITH). You would think that we, his family, would have known of this, and that there would be a support system for those who are expected to care for someone who is in Hospital in the Home.
- 58 When someone came to check on Andy at home, they wouldn't talk to us as a family. They wouldn't say, "What do you think?" or "You have an option to ring this number, if you think your husband is not getting better." There was nothing like that. They would come, look, and go out. And on the last day they visited, they said, "Okay, we've done our two-week stint, now he's getting discharged." Then they were out the door.

(b) *Guidance for families on how to care for a loved one*

- 59 Andy was cared for at home, and not in hospital. But we weren't guided on what to do and what to expect. If they had been able to teach us as well, that would have been

good. If you're going to say to someone, "You're going to be home-cared," then the family should be updated or told what to do as well.

60 They didn't give us any information at all. They didn't have a care plan, which could have set out what they were going to do. We had no knowledge of what was going on.

61 We are a supportive family, but I don't think we were utilised as best we could have been. We wanted to be there for him, but we didn't know how.

(c) *Other resources and avenues of information for families*

62 Families should be provided with more resources to access information. For example, they could give families pamphlets and the contact details of organisations like Beyond Blue. They could direct families to websites with more information.

63 The hospital should have given us information. Even a pamphlet or a key contact number would have been helpful. There were enough of us in the room that if one of the doctors had said something to one of us, then one person would have picked up on what the other person didn't. They could have told us what to Google.

(d) *Information about private mental health services*

64 No-one explained to us our options under our private health cover. We could have paid for private services, but we did not know that there were such things as private places that we could have gone to.

65 Andy said a hundred times that he had private cover. He told this to everyone who came out to our home—the social workers, the psychiatrist, the people in the CAT Team and HITH. He said, "I've got private cover." He said this because he wanted to be admitted into a hospital. He took out his wallet and threw out the card in front of one of the guys that came to visit. But no-one told us how we could access private mental health services.

(e) *Need to help families understand their rights*

66 The client's family needs to be supported to know their rights. For example, if the hospital wants to discharge a client, and the family feels that the client isn't ready for discharge, the family needs to know that they can say no.

67 We read in the coroner's report that when the hospital discharged Andy, the hospital wrote, "The situation is largely unchanged, but he consents to the discharge." We feel that Andy might not have had capacity to consent. We didn't know that we had a choice about him being discharged or not discharged. The message we seemed to receive

was, "He hasn't changed, but we have to move him on," and that's what happened. We didn't know there was another option.

(f) *Listening when people speak*

68 Andy said a number of times that he wasn't okay and that he wanted to be admitted. But he wasn't listened to. We don't know how much clearer he had to be, when he was going through the plan of how he would kill himself. Again, they would say, "Just keep taking the medicine. Call me tomorrow if anything happens." He needed to be heard, and that didn't happen. We don't know why they weren't listening.

69 Andy spoke clearly about his suicidal thoughts, and yet the medical professionals were surprised when he took his life. The psychologist afterwards said, "Because he was speaking so clearly about it, I didn't think he would go ahead with it." His GP also said, "I didn't see it coming." For us to hear that, when Andy had been so vocal about how he was feeling, was heartbreaking. We were thinking, "How did you not see it coming when he had been talking about how he would end his life?" I (Hafize) felt so sick when I heard the GP say that.

70 Perhaps it's a matter of giving GPs better training, so that they know when someone's condition is out of their scope, and when they should refer the person on. We relied on the professionals we went to, and it was a huge letdown.

71 Maybe Andy's presentation was not typical of someone who was having suicidal thoughts. Andy was the eldest son, and he was used to looking after everyone. He was always well presented; he showered every day. So maybe people thought that he wasn't that bad, no matter how verbal he was about how he was feeling.

72 When someone came to check on Andy at home, Andy would try to explain how he was feeling. But the person that came seemed too busy looking around our house, checking the family. It's very hard when you're pouring out your heart and somebody's not even paying attention to you. Then at the end they would look at him and say, "No change," and they'd leave.

73 On the last day before he was discharged, Andy said, "I'm still the same. I feel worse. I have these black thoughts in my chest and in my heart." You would not discharge someone in hospital who's not well; who hasn't improved. You would keep them there.

(g) *Each client having one case manager*

74 Each client should have one case manager. It should be the same person who visits a client every time. They can bring different health professionals along with them to the

visitations. But having the same case manager there every time would mean that the client builds trust and a relationship with that case manager.

- 75 For Andy, there was no consistency in who was coming out to see him. Every day it was a different person who came. They spent no more than 15 minutes with him. They looked around and said, "Yeah, you're okay." Andy had to re-explain himself over and over again every time someone new came. At the end to me, he would say to me, "Why even bother telling?" I could see his frustration.

(h) Responding to the needs of individual clients

- 76 Every client should have a different plan for their care, and a different time frame. One person might need more than four weeks of observation from HITH. Some might need less. It depends on the client's situation.
- 77 Assessments should be undertaken and treatments delivered in accordance with what the client's needs are. A person shouldn't be treated like another number in the system.
- 78 There needs to be a focus on the people and their families. The current system feels like it's designed to be "one size fits all".

(i) Follow-up after discharge

- 79 Once a patient has been discharged from hospital, there should be a follow-up with that patient and their family. This could be either through a visit to the client's home, or through a phone call.
- 80 None of the mental health professionals got back to us. He was scheduled a review with the CAT Team or HITH team, but that didn't happen. We approached them, just to notify them of Andy's death. They already knew, but hadn't reached out.
- 81 This might come across as a harsh thing to say, but I (Aynur) feel it's all about the funding. It's about how much funding each of these services can get. The more clients they get, the more government funding they will be given for the next year.

(j) Poor community awareness of mental health

- 82 We realised that in our community there was a lack of awareness of mental health. With our lived experience, during Andy's battle and after his death. Having been through this, our family wants to raise awareness about mental health. We've seen many fundraisers; my (Aynur's) son has hosted some fundraising boxing matches, and online challenges.
- 83 But I think that there is a flaw in the system that is not simply a funds issue. It made me (Aynur) think, "The system didn't work. All the money in the world is not going to fix the

issues. We need to fix the problem.” We feel that raising more money won’t fix the problem because the systems are already in place—they’re just not working properly. There were so many blunders in the treatment Andy received; whatever avenue Andy pursued, he was let down.

84 Another reason why we are unconvinced that a lack of funding is the problem is that I (Hafize) have been reading through some articles on the connection between funding and outcomes. These articles suggest that recent increases in funding for mental health have not reduced the prevalence of mental disorders: see, for example, Graham N Meadows et al, “Resolving the Paradox of Increased Mental Health Expenditure and Stable Prevalence” (2019) 53(9) *Australian and New Zealand Journal of Psychiatry* 844.

85 For these reasons, we feel like the system may need changing. We have been glad to be offered the opportunity of giving evidence to this Royal Commission so that we can contribute to making positive changes to the mental health system.

(k) Lack of communication across systems

86 There was a lack of communication with us; we didn’t know who was seeing Andy. From the CAT Team we went to HITH. Then the discharge lacked any actual referral. The GP didn’t give any referral to, or share information with, the CAT Team, and vice versa.

(l) Bereavement services

87 Following Andy’s death, it would have been great if the hospital had reached out to us. They could have sent some information about the bereavement services that are there for family support. The hospital that saw him is a big organisation, and must know so many other families who have been through this. I (Hafize) feel they could have sent some information to my dad’s family.

The impact on our lives

88 The impact of Andy’s death on our lives is massive. We miss him every day. He had such a big presence.

89 Andy was intelligent, smart, raw and loud. He was very open and would say what he was thinking. He could get along with anyone, young or old, no matter where they were from, no matter their religion or race. He would just blend in.

90 Andy and I (Aynur) got married in 1985. It was an arranged marriage, but I think I was blessed and lucky to have him. He always made me feel loved and special. He believed in me and supported me. I think we supported each other and pushed each other to get

the best out of each other. We still had date nights or reserved timer for each other during the day: once a week we would go and do something together. We were married for 33 years and we still had that spark. We grew up together. He was my soul mate, my best friend, my love. Don't get me wrong—we had our arguments and disagreements like any other couple. We shared everything, talked about our problems, cried and laughed together. We did everything together. We had plans, goals. We worked very hard for everything we've got, nothing was given to us.

- 91 Andy was a great family man. He was caring and outgoing. He would go out of his way to help anyone. He had a heart of gold.
- 92 For example, there was one time when he asked his daughter to make him her pumpkin soup. He had bought some containers. He later went on to explain that the soup was for a colleague with terminal cancer. The colleague had no family, so Andy organised a roster with his other workmates to make sure someone would check in on him, so he would not be alone.
- 93 At Andy's funeral, so many people were there. The father of one of my (Aynur's) son's footy mates came. He told us how Andy was there for him when his mother passed away. Some of his good work we didn't even know about. These are just some examples. He was someone you could always rely on.
- 94 One of Andy's hobbies was reading non-fiction books, particularly on history. He was self-educated. He enjoyed gardening and handyman work around the house. He loved spending time with his kids, family and friends. He loved to travel. He loved to catch up with family and friends for coffee. He enjoyed walking on the beach. He enjoyed having family and friends over for a BBQ.
- 95 Andy and his eldest son, Aliosman, would do activities together. They would fix his car, do little projects around the house, paint, tend to the garden, watch boxing, play billiards, and watch movies on Turkish history together.
- 96 Andy would spend time with his daughter, Hafize, who loves to do volunteer work and travel. He would help out, running around for her projects, supporting her and guiding her. They would go on coffee dates and go for walks together.
- 97 Our (Andy and Aynur's) youngest son, Ibrahim, played football. Andy would take Ibrahim to all his training and stay there and watch him train. We all went to his games as a family. Andy never missed a game. Ibrahim was good; he got drafted to the Dragons and Andy was so proud. They would have boys' nights out and play billiards or cards.

- 98 If you asked the kids which one of them was Andy's favourite, they each believe it was only them.
- 99 On Thursday nights *The Footy Show* was on, and the whole family would watch it. We loved watching football together. The kids support Collingwood, Andy was a Carlton supporter, and I (Aynur) am a Richmond supporter. You should have seen us when Carlton was playing against Collingwood: the screaming, the yelling, the cheering, the booing—it was fun. Andy was a sore loser: if Carlton lost he would go straight to bed.
- 100 Andy had a normal relationship with his siblings. He was honest and would speak his mind; he wouldn't hold back. His siblings respected and loved him. Of course, they had the usual arguments and disagreements, but all in all Andy had a close relationship with his siblings.
- 101 It has been just over two years since Andy passed way, and I (Aynur) still haven't slept properly. Every time I doze off, it's as though I wake myself up. It's a feeling like when you know you have to get up early, and you're scared that you're going to sleep in, so you wake up every hour. I have tried sleeping pills, special sleeping tea, and getting physically tired; nothing seems to work. When I'm sitting I seem to doze off, even at the dinner table. Then I just lie in bed, tossing and turning, trying not to make noise. Then I'm so tired during the day
- 102 All I (Aynur) think about is how I let him down. I couldn't help him; I should have done more; I shouldn't have gone to sleep. If only if I had known, I would have left work and stayed with him. Sometimes I think I'm going crazy. I can't open or close doors; my heart starts to beat faster and my hands get sweaty.
- 103 The only thing that keeps me (Aynur) going is working and keeping myself busy.
- 104 My (Aynur's) eldest son, Aliosman, has become a very angry person. I (Aynur) feel that my daughter, Hafize, is very emotional and has anxiety. She has lost trust in doctors.
- 105 My (Aynur's) youngest son, Ibrahim, has stopped playing football. He won't come out of his room much. He also lost his motivation. He had a part-time job while studying; now he can barely keep his grades up enough to pass.
- 106 I (Hafize) know that for most girls, their fathers are their first loves. He was my hero. I cherished him even when he was alive. I remember my now husband asking me what I was looking for in a husband. I told him I was looking for someone like my dad—someone who cherished his family and always put us first.
- 107 My (Hafize's) dad was my biggest supporter. Even when my mum had enough of my studies or my travelling and wanted me to settle, my dad always wanted to hear about

the next thing. For him, nothing was difficult. He always managed to have everyone's special milk stocked in the fridge. He was so wise. He taught me how to be a professional in my work environment. I was so precious to him. If I ever complained about work, he'd say, "Fuck it, stay home. I'll support you." But he'd still drive me to the train station for work. He'd pick me from the station or work, listen to my gossip, listen to me complain. We would talk politics, history, and religion. He knew a lot about a lot.

- 108 When I (Hafize) lost my dad, I lost so much of my confidence. He made me believe I deserve everything. He made me feel so special and important. I have people around me I love, and who love me, but your father is different. He pushed me into the world. My parents are the most generous people I know, and I've learnt so much from them. They sent me on my volunteer trips, and taught me that I have so much to be thankful for. Losing my dad at any age would be too much; I don't think I could ever have had enough of his love, his humour, his friendship.
- 109 That is who we lost and some of our pain as a result of the failures of the system. Not one person, not one agency, but a system as a whole.

sign here ► 

print name Aynur Coskun

date

29/5/2020

sign here ► 

print name Hafize Coskun

date

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