



**KOMITE NASIONAL KESELAMATAN TRANSPORTASI  
REPUBLIK INDONESIA**

# **Aircraft Accident Victim and Family Assistances In Indonesia**

Presented by:

**KNKT Indonesia**

on

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The presentation is based on experiences on the handling of family assistance on three catastrophic accidents since 2014.

# Indonesia family assistance

- Currently, Indonesia has not established a system in providing assistance to transportation accident victims and their families;
- Several government agencies are involve, including;
  1. Search and Rescue Agency → provided the information of search progress;
  2. Ministry of Health → counselling;
  3. Ministry of Foreign Affairs → Immigration and customs formalities;
  4. Police → victims identifications;
  5. Ministry of Transportation;
  6. Aircraft operator;
  7. Airport operator, and
  8. others;

# Indonesia family assistance

- The distribution of responsibilities has been agreed while KNKT will act as Accredited Representative and Ministry of Foreign Affairs will act as expert.

# Aircraft operator

The aircraft operator is responsibility includes:

- Confirmation of the involvement of family member in the accident;
- Liaison with families;
- Identification custody and return of human remains;
- Protection and return of personal effects;
- Memorials.



# Aircraft operator

- Aircraft operator established family liaison → involving psychology association.
- Collected the families in one location (hotel).
- Top management statement.
- Insurance claim
- Assisted the families for religion congregation (worship).





# Local assistances



# Briefing to the families

- KNKT considers that accident victims and their families are the first priority to know the investigation result.
- Informing the progress of the investigation to the families prior to the media (public), during the significant progress of the investigation especially for preliminary and final report.
- Conducted in the city of departure and destination.
- Recent experience requires distribution of the progress when the investigation unable to be completed in 1 year. (interim statement)





# Briefing to the families

- Family members only, no media.
- Separated between crew and passenger families.
- The KNKT involves psychology association during the family meeting.
- Selective information to prevent the families use the information in court such as B737-8(MAX) case.
- Sometimes they ask for unexpected information. (CCTV video record of the boarding process)
- It is not allowed to promise anything that is not our responsibility.

# The social media

- Aircraft accident is always attracts media and the information (pictures) are easily distributes.
- Families know things quickly and uncontrolled.
- The information may creates assumption and opinion that may not true.

# Analyst from the Social Media

1. *“Something strange happened here, at the altitude of 5.400 feet, the aircraft speed was 115 knots, for a Boeing 737 this is a valid indication that the aircraft stall.”* – **12,000 viewers on 3 weeks after the accident**
2. *“... if we look at the ground speed which was 115 knots, this is a strong indication that the aircraft was stall ....”* - **8 millions viewers on 3 weeks after the accident**

# Briefing to the media / public

- Who say what and when.
- Discussion with all involve parties (aviation authority, investigation authority, SAR, aircraft operator, etc).



# Briefing to the media / public

- To avoid crowd during the Covid-19 pandemic, KNKT regularly informed the investigation progress by making short video and uploaded in social media (facebook, twitter, and Instagram).
- This method considered effective and controllable.



# Briefing to the media / public

- Conducted if any significant progress. On the early stage it can be daily;
- Selected information
  - Only information that has been confirmed and not restricted information;
  - Progress and plan of the investigation.
  - Not the cause of the accident.
- Consider the prime time news;
- Distribute information also on KNKT social media.





# THANK YOU

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