



International Civil Aviation Organization  
Asia and Pacific Office

**Twelfth Meeting of the Asia Pacific Accident Investigation Group  
(APAC-AIG/12)**

*(Bangkok, Thailand, 28-29 August 2024)*

**Agenda Item 4: Enhancing Accident Investigation Capabilities**

**ASSISTANCE TO AIRCRAFT ACCIDENT VICTIMS AND THEIR FAMILIES**

*(Presented by Republic of Korea)*

**SUMMARY**

Republic of Korea's Aviation and Railway Accident Investigation Board (ARAIB) has recently developed a manual for assisting accident victims and their family to meet the needs of victims and their families in a timely manner.

**Reference:** Annex 9, Annex 13, Doc 9998, Doc 9973 and Korea Aviation Act.

**1. INTRODUCTION**

1.1 Family assistance is the provision of services and information to address the concerns and the needs of the aircraft accident victims and their families.

1.2 The objective of the accident victims and families assistance manual is to provide guidance on the types of assistance that must be given to accident victims and their families. It is essential that family assistance team and its members must understand what types of assistance are required and cooperate with other parties.

1.3 The provision of family assistance requires the allocation of resources in several areas, including those regarding:

- a) information about the occurrence;
- b) emergency response to the accident;
- c) coordination of travel to and lodging at a family assistance center, as well as assistance to those not travelling;
- d) coordination of a visit to the accident site, where access is practicable;
- e) support for immediate financial needs;
- f) information about the location and status of the victims, and the recovery, identification and disposition of remains;
- g) information regarding the recovery, management and return of personal effects;

- h) social, emotional and psychological support; and
- i) information about the progress of the investigation and its objective.

## **2. DISCUSSION**

2.1 Concern for victims of aircraft accidents and awareness of their need for assistance are becoming increasingly important internationally, socially and politically.

2.2 Family assistance is of such importance that it may require national legislation, regulations and/or policies to ensure that the necessary resources and commitment are available at short notice.

STEP 1) Determine the types of accidents for which the plan will apply.

STEP 2) Determine the types of assistance to be provided

STEP 3) Determine the agencies that will provide the assistance

STEP 4) Draft the plan

STEP 5) Review the plan

STEP 6) Implement the plan

STEP 7) Exercise the plan periodically

## **3. ACTION BY THE MEETING**

3.1 The Meeting is invited to encourage establishing their own manual and sharing it in order to provide support for the development, preparation and implementation of the plan.

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