



Australian Government

Department of Infrastructure, Regional Development and Cities

Family Assistance – an Australian perspective

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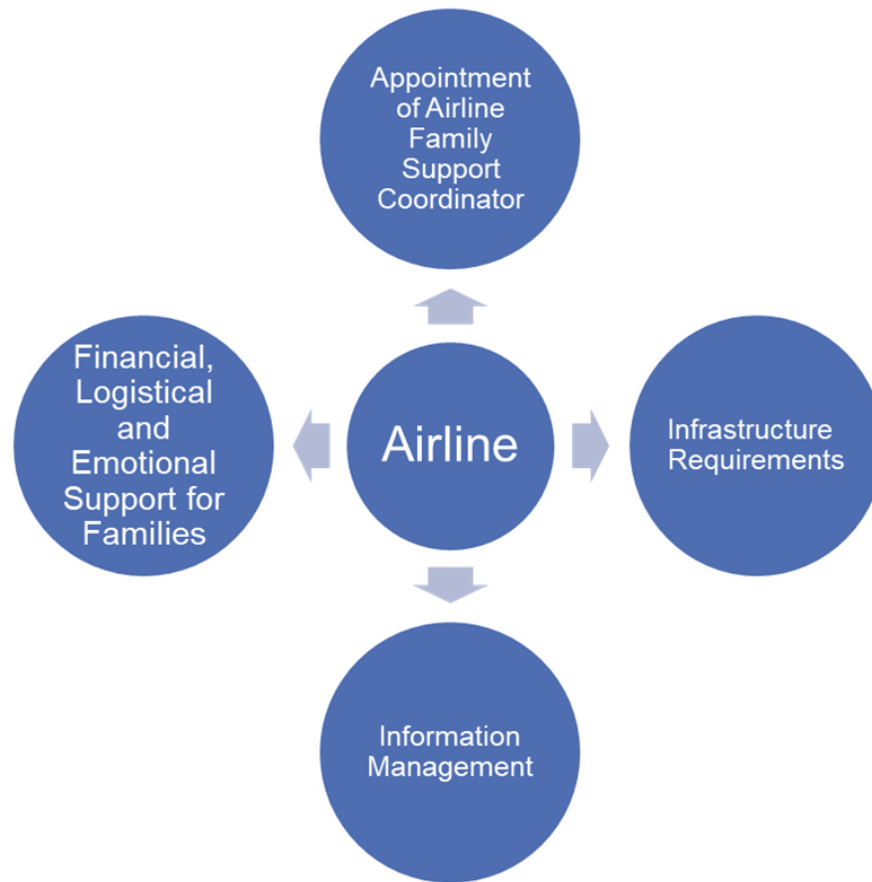
Overview - Australian approach

- Australia's aviation sector:
 - Long history and global operations
 - Deregulated domestic market and liberal international market with minimal economic regulation
 - Strong safety and security regulatory system and excellent record in safety and security
- Minimise sector-specific regulation in favour of economy-wide regulation
- Office of Best Practice Regulation regulates the making of regulation

Overview - Australian approach

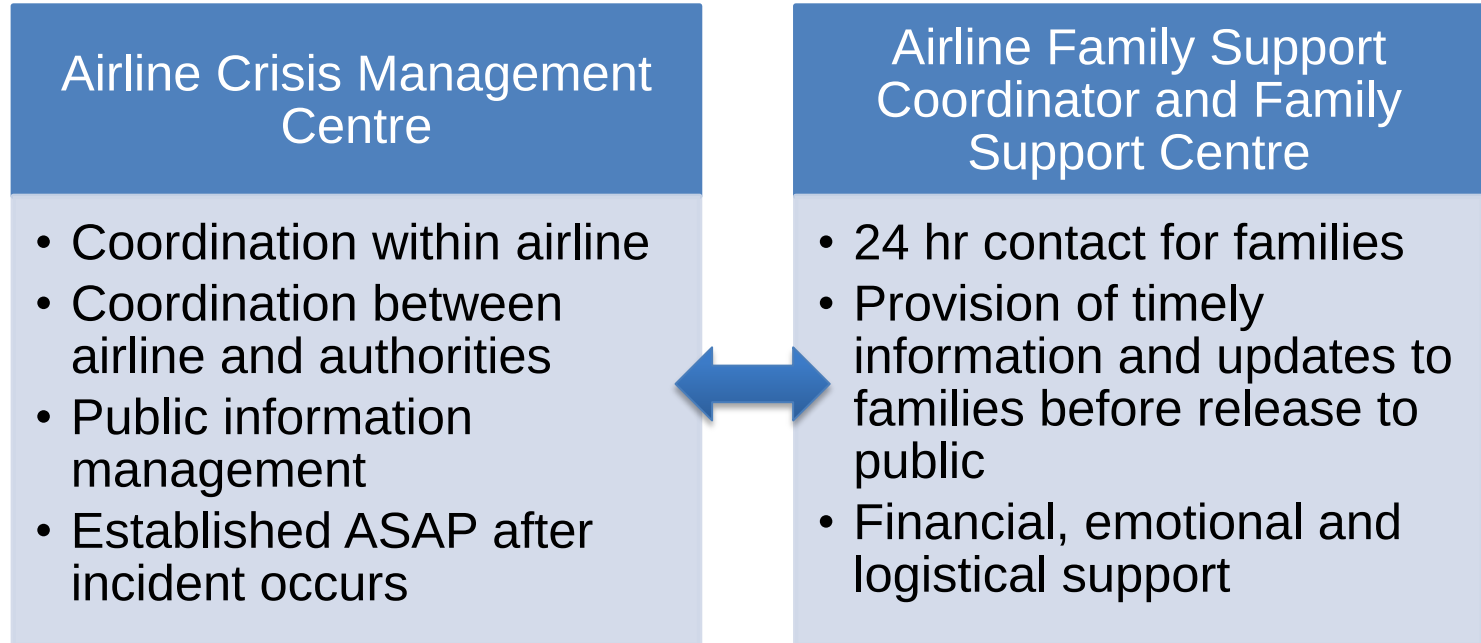
- Provision of family assistance is primarily the responsibility of the airline involved
- *Code for the Preparation of Airline Family Assistance Plans:*
 - Non-regulatory approach
 - Developed in consultation with the civil aviation industry and response agencies
 - Plans to be adapted to an airline's circumstances
- Introduced in 2002: periodic assessment of implementation
- Code is available online:
www.infrastructure.gov.au/aviation/legislation/policy/family.aspx

Airline Family Assistance Plans – key elements



Infrastructure Requirements

- Airlines should have procedures in place to establish two coordination centres:



Financial, Logistical and Emotional Support

- Advance payments
- Financial and administrative assistance to visit site
- Counselling services
- Commemoration and memorials
- Return of remains, personal belongings

Information Management

- Cooperation with transport investigator
- Keep families fully informed –briefings, 24 hr contact
- Identify main point of contact for each family
- Information system for public inquiries
- Establishment of website

Application – MH370

- Unique challenges associated with the search for MH370 required a tailored approach
- Tripartite arrangement between Australia, Malaysia and China – ongoing family assistance
- Non-prescriptive approach facilitated a flexible response and effective outcome
- No two incidents are the same - no two responses should be the same

Final remarks

- Australian approach is for outcome-driven and industry-led family assistance
- Flexible, non-prescriptive approach is key
- Embedding a culture of assistance through dialogue and ongoing monitoring of implementation



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www.infrastructure.gov.au