



BRIEFING ON

LESSONS LEARNT IN PROVIDING FAMILY ASSISTANCE

INTRODUCTION

MH370

AN UNPRECEDENTED TRAGEDY IN AVIATION HISTORY.
LOST WITHOUT ANY TRACE.

“*GOOD NIGHT MALAYSIAN 370*” THE LAST CONVEYANCE

FACTS

- WHEN A CATASTROPHIC EVENT STRIKES, YOU CAN NEVER BE COMPLETELY READY UNLIKE THE ROAD ACCIDENTS WHICH ARE ALMOST A DAILY OCCURENCE;
- AIRCRAFT INCIDENT/ACCIDENT SUCH AS MH370 POSTED SUCH A SUBSTANTIAL INCREASED BURDEN ON THE EMERGENCY RESPONSES;
- PLANES CAN BE REPLACED, LOVED ONES...

CHALLENGES

➤ CAREGIVERS

- AIRLINE STAFF
- COUNSELLORS
- VOLUNTEERS/SOCIAL WORKERS
- NON GOVERNMENTAL ORGANISATIONS

TRAINED?

DEALING WITH NOKS

- HANDLING NEXT OF KINS ARE COMPLEX AND CHALLENGING –
 - ORGANIZATIONALLY,
 - LOGISTICALLY,
 - ADMINISTRATIVELY AND
 - PSYCHOLOGICALLY

LESSONS LEARNT – WAY FORWARD

- SINGLE SPOKESPERSON TO PROVIDE THE BRIEFING;
- SPOKESPERSON SHOULD BE ABLE TO CONVEY THE MESSAGE, AUTHORITY'S SORROW AND GENUINE CONCERN FOR FAMILY;
- ORGANIZATIONS SHOULD HAVE IN PLACE: WELL CONTEMPLATED AND REHEARSED AIR DISASTER FAMILY ASSISTANCE PROGRAMME/PLAN GUIDED BY ICAO DOC 9998 AND ICAO – CIRCULAR 285-AN/166;
- TIMELINESS IN DISSEMINATING THE ACCURATE FACTUAL REPORTS/NOTIFICATION, ACCESS TO RESOURCES AND ALL RELEVANT INFORMATION TO AVOID SPECULATION

LESSONS LEARNT – WAY FORWARD

- ORGANIZATIONS SHALL HAVE IN PLACE PHASES OF FAMILY ASSISTANCE RESPONSE:
 - INITIAL/IMMEDIATE RESPONSE RIGHT AFTER ACCIDENT;
 - INTERMEDIATE RESPONSE – AFTER 3RD DAY TILL 15 DAYS;
 - POST – RESPONSE, LONG TERM SUPPORT

LESSONS LEARNT – WAY FORWARD

- THE PREPAREDNESS IN
 - IDENTIFYING THE VICTIM; AND
 - NOTIFYING THE FAMILY IS THE MOST METHODOLOGICAL ASPECT OF FAMILY ASSISTANCE

LESSONS LEARNT – WAY FORWARD

➤ TIMELINESS IN PROVIDING

- ACKNOWLEDGEMENT
- ANSWERS
- APOLOGIES
- ACCOUNTABILITY
- COUNSELLING
- COMPENSATION

LESSONS LEARNT – WAY FORWARD

IN ANY AIR DISASTER, THE MOST BASIC EXPECTATION BY THE FAMILY IS:

IF IT WERE YOUR FAMILY MEMBER IN THE AFFECTED AIRCRAFT, HOW WOULD YOU WANT TO BE TREATED?

THE FAMILY WOULD WANT AN ACKNOWLEDGEMENT FROM THE AUTHORITY/AIRLINE ON THE ACCIDENT AND TAKE RESPONSIBILITY RATHER THAN DENYING THE REPORTS OR POINTING FINGERS AT OTHERS;

LESSONS LEARNT – WAY FORWARD

THE FAMILY WILL LIKELY ATTEMPT TO SEEK ANSWERS FOR THE DISASTER, WHY , HOW , WHEN IT HAPPENED , WHAT ACTIONS ARE BEING TAKEN;

THE FAMILY WOULD LIKE TO BE THE FIRST ONE TO RECEIVE THE NEWS RATHER THAN FROM MEDIA;

THE FAMILY WILL REQUIRE ALL THE RELEVANT INFORMATION, IDENTIFICATION , RETURN OF THE LOVED ONES AND THEIR BELONGINGS; AND

CONVERSATIONS OFTEN WILL BE EMOTIONALLY DIFFICULT AND THE OFFICERS SHALL BE PREPARED TO RESPOND

LESSONS LEARNT – WAY FORWARD

THE AUTHORITY /AIRLINES SHALL APOLOGISE IF THERE IS ANY MISHAPS IN THE OPERATION BUT SHALL NOT REVEAL THE DETAILS UNTIL ANY CREDIBLE EVIDENCE OR PENDING INVESTIGATION;

THEY SHALL TAKE FULL RESPONSIBILITY TO EMPLOY ALL AVAILABLE RESOURCES INCLUDING ASSISTANCE FROM NEIGHBOURING COUNTRIES TO RECOVER THE REMAINS; AND

RESPONDING TO PHONE CALLS/ENQUIRIES ARE VERY ESSENTIAL PARTICULARLY THE CREW. UNAFFECTED EMPLOYEES SHOULD IMMEDIATELY NOTIFY THEIR FAMILY.

LESSONS LEARNT – WAY FORWARD

THE AUTHORITY /AIRLINES SHALL ASSIGN TRAINED STAFF
IDEALLY TWO PER EACH FAMILY TO PROVIDE SPECIAL
ASSISTANCE;

THESE STAFF SHOULD BE LODGED AWAY FROM NOKS IN
ORDER TO HAVE SUFFICIENT REST AND FOR DUTY
ROTATIONS

LESSONS LEARNT – WAY FORWARD

THE AUTHORITY /AIRLINES SHALL ENSURE CONTINUITY IN ASSISTANCE AND CARE FOR FAMILIES;

THE AIRLINE SHALL FOCUS ON IDENTIFICATION, REPATRIATION OF REMAINS, BURIALS , FUNERALS AND RETURNING OF PERSONAL BELONGINGS;

OTHER IMPORTANT ELEMENTS SHALL BE FINANCIAL ASSISTANCE AND CLAIM SETTLEMENT, BESIDES THAT COUNSELLING AND PSYCHOLOGICAL SUPPORT; AND

COMMEMORATION OF ANNIVERSARIES AND CONSTRUCTION OF MONUMENT SHALL BE CONSIDERED



THANK YOU

CAAM
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MONTREAL