



ICAO

SAFETY

Accidents & Investigations

Improving Assistance to Accident Victims and their Families

In October 1998, the ICAO Assembly considered the subject of assistance to aircraft accident victims and their families and stated, among others, that:

- Family members and victims, irrespective of where the accident occurs or the nationality of the victims, have certain fundamental human needs and emotions.
- ICAO's policy should be to ensure that the mental, physical and spiritual well-being of victims and their families are considered and accommodated by ICAO and its Contracting States.
- States should provide a homogeneous solution for treatment of aircraft accident victims and their families.

The Assembly also called on States to reaffirm their commitment to support accident victims and their families, and to review, develop and implement relevant regulations and programmes. In this connection, ICAO issued in 2001 the *Guidance on Assistance to Aircraft Accident Victims and their Families* (Cir 285), the objective of which is to establish guidance on the types of assistance to be provided to victims and their families.

In 2005, provisions were included in Annex 9—*Facilitation* to enable expeditious entry in the State of occurrence of an accident for family members of victims of aircraft accidents.

Acknowledging that further action was necessary to promote family assistance, the ICAO Council approved on 1 Mar 2013 a new ICAO policy document. The *ICAO Policy on Assistance to Aircraft Accident Victims and their Families* (Doc 9998) sets out policies for the provision of family assistance and calls for further actions on the part of States and non-government organizations to ensure that adequate and sufficient assistance is provided to aircraft accident victims and their families.



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