



IMPORTANCE OF A CO- ORDINATED APPROACH TO FAMILY ASSISTANCE

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Introduction

- Critical importance of a coordinated approach
- Be prepared to respond effectively and compassionately
- Joint exercises and reviews

Initial Requirements



- Clear & immediate communications
- Express sympathy
- Accurate and timely information
- Consistent, transparent and reliable updates

Family Support Services



- Dedicated Emergency Call Center (ECC)
- Trained and exercised personnel deployed
- Family and friends' reception center (FRRC)
- Special Assistance Team (SAT)
- Family Assistance Centre (FAC)

Family Assistance Centre



- Timely information & engagement
- Emotional support
- Access to and guidance on a range of agencies and services
- Seamless multi-agency approach
- Minimise duplication
- Enhance the level of support provided
- Avoid gaps

TUS Family Assistance Plan



- Responsibilities, roles, and procedures
- Coordinating with government agencies, local authorities, and other stakeholders
- Transport of associated friends and relatives
- Immediate economic needs payments
- Transfer of the passenger manifest
- Collaboration with accident investigation authorities

Conclusion



- A coordinated approach to family assistance in the event of an aircraft incident is not just a matter of policy; it's a matter of humanity
- Demonstrate our commitment to safety and compassion in times of crisis