

The background of the slide is an abstract watercolor wash in various shades of blue, ranging from deep navy to light sky blue, with soft, irregular edges. The text is white and positioned on the left side of the slide.

Family Assistance Considerations in Cross-Cultural Operating Environments

Kerryn Tiddy, 2025







Federal Family Assistance Framework for Aviation Disasters

Prepared by—
The National Transportation Safety Board
Transportation Disaster Assistance Division
Revised 2023

Disclaimer: Individuals using this document are encouraged to refer to the most recent Aviation Disaster
Family Assistance Act (ADFAA) legislation at <https://uscode.house.gov>.

Doc 9973
AN/486



Manual on Assistance to Aircraft Accident Victims and their Families

Approved by the Secretary General
and published under his authority

First Edition — 2013

International Civil Aviation Organization

Doc 9998
AN/499



ICAO Policy on Assistance to Aircraft Accident Victims and their Families

Approved by the Council
and published by its decision

First Edition — 2013

International Civil Aviation Organization

Background to the Research

- Guidance material vs ability to implement.
- ICAO Annex 9 STD 8.47 & RP 8.48
- 'Stress Test' the logistics of the plan.
- Consideration for cultural differences and challenging operating environments.
- Availability of historical lessons in regions.
- Victim- Centered
- Organisational history of the plan.
- Interfacing with stakeholder plans.



Hargeisa, Somaliland vs Dubai, United Arab Emirates



R esearch Q uestions

1: H ow well do we truly understand the needs of the people who board our aircraft and the places we travel?

2: H ow can we be sure that the available legislation and guidance material will apply to the people and places we travel to?

3: H ow do we measure the effectiveness of our E mergency R esponse/
Family Assistance implementation to determine what is considered industry
Best Practice?

What does the Data tell us?

- Available literature is largely Western-based or influenced.
- References are mainly supported and formed by US regulations.
- Data is largely secondary or written by former industry professionals (loss of experience in industry)
- Requires analysis to identify key themes and learnings.
- A strong focus on 'Catastrophic' events with a link to high-profile Annex 13 investigations.
- Gaps in complete information or process flow.
- Plans are template-based.
- Limited interfacing with stakeholder plans.



Voepass Flight 2283 , 2024,- Source, Aviation Business Middle East



Yeti Airlines Flight 691, 2023- Source Wall Street Journal

“It's a case of twisted irony, where a highly desirable condition—fewer aviation disasters—leads to an undesirable one: the generational loss of lessons learned at great cost in terms of the anguish caused to survivors and families”

(Industry professional quote – ongoing research)



Is this Family Assistance Centre (FAC) a suitable choice?

....It's the 1% of additional information that had you known the day before the accident that could make all the difference....



Final Thoughts

1. Consider how you will define 'Family'.
2. Don't believe in magic – this requires a plan, research, structure and strong leadership.
3. Listen to the voices of the victims & ask the families what they need – Do not assume to know.



“Working together, we can make things better”

(Joe Lychner, Family Member of TWA800)

Opportunities for Australian Aviation

- Strengthen the Family Assistance Code.
- Improved oversight of Foreign Carrier Plans
- Understand the Ground Handling Agents' role/ capability for response in regional areas.
- Learn the lessons of others before there is an accident.
- State-nominated Family Assistance Centre.
- Central coordinating agency.
- Support agencies are available in the country.
- Ensure you have a victim centered approach.
- Consider translation services available early. It's more than language.
- Modular-based exercises for Aerodromes & Airlines to interface plans and avoid duplication (Annex 14 and Doc 9973/ Doc 9998)
- Family Assistance Teams – Extended to aerodromes for initial response.

The background of the image is a watercolor-style wash in various shades of blue. The colors range from a deep, dark blue on the left to a very light, almost white blue on the right. The edges of the color washes are soft and irregular, creating a textured, artistic feel.

Thank you