



Ministry of Infrastructure
and Water Management

ECAC – ICAO EUR/NAT Regional workshop on Supporting air accident victims and their families through Family Assistance Plans

Update ECAC TG AAVF

Madrid, 27 January 2026

Diantha Raadgers
Tom Groffen



Update SAAV TG

Block 1: Why States should invest and participate in this TG

Block 2: What has been delivered so far

- Guidance materials & practical tools

Block 3: ECAC's contribution to States

- Value and opportunities for Member States
- Next steps





Block 1: Why States should participate & invest

- > State preparedness is key for effective assistance by other actors and reducing human suffering
- > State coordination is essential for communicating in a crisis with media- and political pressure
- > Investing in resilience ensures trust in a State and its transport sector reducing economic impact
- > Ensures compliance with an ICAO-audited State responsibility





Facing the challenges

- What and how to regulate
- Complex coordination between public and private parties
- Limited opportunities to test plans outside real accidents
- Political agendas and public and private funding may vary





What has been delivered

- › Template Family Assistance Plan
- › Guidance on Template
- › Checklist Implementation and Self-Assessment

In development

- › Additional documentation
- › PILOT capacity building
- › AUDIT support





Using the tools

1. Template: Supports development and structure of plans
2. Guidance: Complete description of comprehensive assistance system connected to the template
3. Checklist: Reviews existing plans
4. Pilot capacity and audit support



Block 3: ECAC support to States

- Tools to translate ICAO SARP's into action for implementation
- Platform to share experience and case studies
- Ensuring consistency while respecting national systems



Future ECAC support to Member States

- Pilot opportunities
- Opportunity to test plans against real practice /peer learning across ECAC region
- Audit support



FAMILY ASSISTANCE - AN ISSUE OF SAFETY AND FACILITATION

- Connecting ICAO Annex 9, Annex 13 and Annex 14
- Humanitarian imperative: From the first response to the post-recovery phase
- Public-private cooperation essential: Clear roles for airlines, airports and State authorities
- *Contracting States shall establish legislation, regulations and/or policies in support of assistance to aircraft accident victims and their families.*

WHAT PQ 6.383 AUDITS

ASSESSMENT BASED ON FIVE CRITERIA

1 **Legislative & Regulatory Framework**
State legislation and regulations require family assistance plans, defining scope, roles, responsibilities, and coordination.

2 **Implementation by Operators**
Air operators and aerodrome operators must each have family assistance plans in place.

3 **Periodic Review**
Family assistance plans are reviewed regularly by both the State and service providers.

4 **Coordination Arrangements**
Interconnection between family assistance plans of air operators and aerodrome operators must be demonstrated

5 **Designated Coordinating Agency**
A national agency must be identified to coordinate timely and appropriate delivery of assistance



Ministry of Infrastructure
and Water Management

ECAC – ICAO EUR/NAT regional workshop on Supporting air accident victims and their families through Family Assistance Plans

Madrid, 27 January 2026

Diantha Raadgers
Tom Groffen