



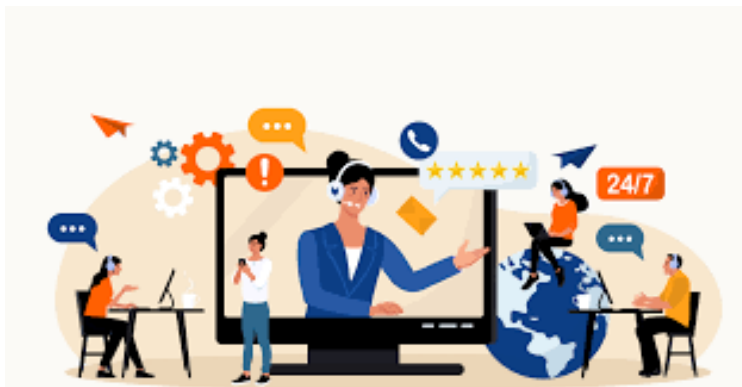
**AVIATION
ADMINISTRATION
OF KAZAKHSTAN**

Developing Family Assistance Plans that really work

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

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Services Department
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Overall Approach in Kazakhstan



- **Immediate activation of emergency response** hotlines.
- An **administrative subcommission** is established.
- **Logistical and psychological assistance** through regional authorities.
- **Coordination with airline and foreign governments** when and if needed.

• Functions of the Administrative Subcommission



➤ **Administrative subcommission includes:**

- Passenger working group
- Mail and cargo working group
- Medical working group
- ***Working group to assist victims and their relatives***

Administrative subcommission:

Carries out activities *to assist victims and their relatives*, and address submitted claims (in cooperation with the material and technical support group).

The passenger working group:

In cooperation with law enforcement, *locates victims' relatives and notifies them of the incident*

- **Functions of the *Working group to assist victims and their relatives***



- Organizes burial or cremation of the deceased
- Arranges issuance of necessary documents related to passenger deaths (death certificates, statements, etc.)
- Provides legal consultations to victims' relatives regarding claims and other incident-related issues
- With Transport Prosecutor's permission, facilitates the return of recovered cargo, mail, baggage, personal belongings, valuables, and documents (after verifying ownership)
- Prepares a final report detailing all actions taken and their results
- Coordinates activities with the chair of the administrative subcommission

Summary

LEGAL BASIS



Law of RK
№339-IV



Air Accident
Investigation Rules



Personal Data
Protection Law

AVIATION ADMINISTRATION OF KAZAKHSTAN (CAA)



Central Coordination

www.adilet.zan.kz



ICAO Compliance



Protection of Families' Rights

www.caa.gov.kz

FAMILY SUPPORT MECHANISM



Official Information Channels



Psychological & Medical Support



Legal & Financial Coordination



Training & Exercises

PREPAREDNESS & DEVELOPMENT



Family Assistance Plans (FAP)



Regional & ICAO Cooperation

Already implemented

**Assisting for central
coordinating role**

Government and Airlines

**In a progress, that is
we are here**



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Any questions?