



ICAO

Symposium on Assistance to Aircraft Accident Victims and their Families (AAAVF2021)

1 to 3 December 2021
Canary Islands, Spain

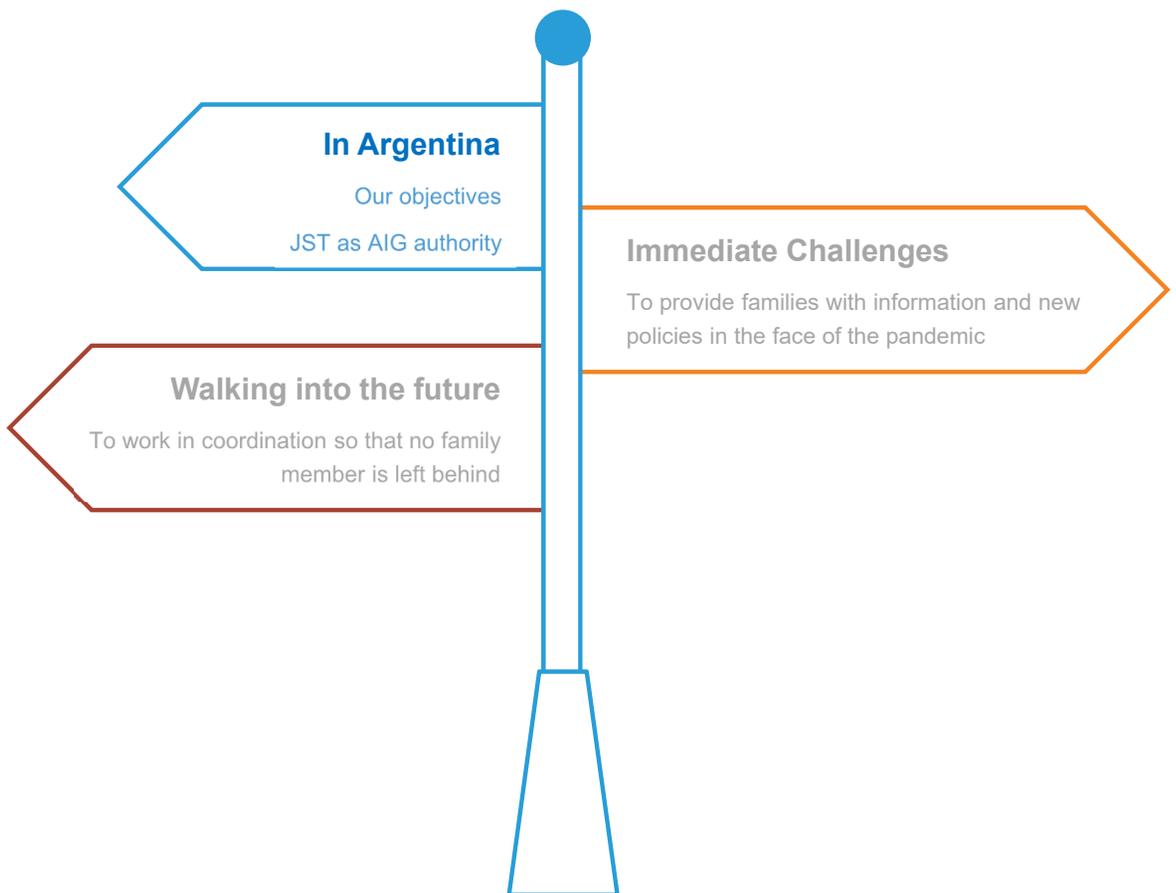


Hosted by



Soledad Fattori

Information to Aircraft Accident Victims and
their Families – Transport Safety Board -
Argentina



Information for Aircraft Accident Victims in Argentina

Assistance Protocol for Accident Victims and their Families (JIAAC) – 2016

Act 27.514 – Creation of the JST – 2019

Creation of the area for information to Aircraft Accident Victims and their Families – 2020



What are our main objectives?

- To create an open communication channel with victims and their families
- To provide victims and their families with access to valid information on the progress of the investigation
- That the victims and their families have a means of communication where to resolve doubts and ask questions



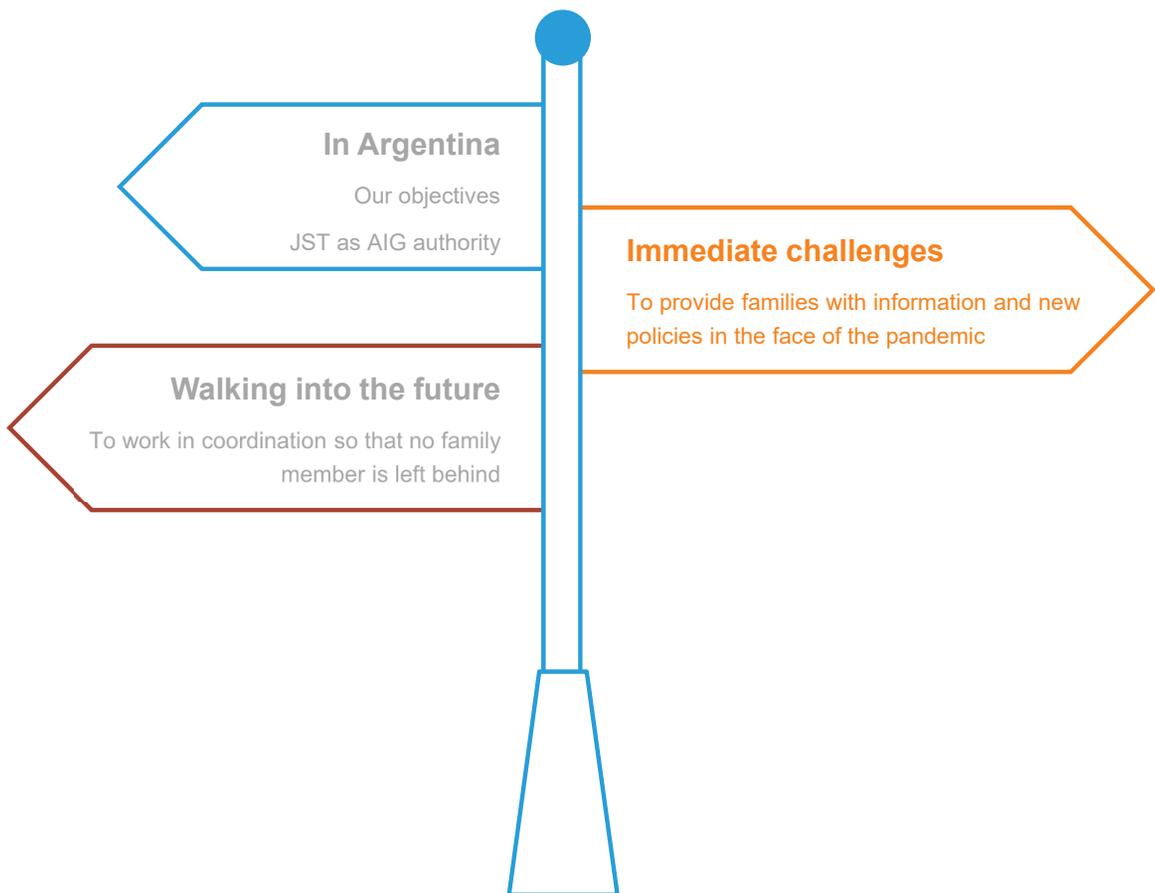
JST as AIG Authority:

- A referent in terms of information:
 - ✓ reliable
 - ✓ trustworthy
 - ✓ first-hand

to assist both victims and their families in grief and bereavement

Aircraft Accident Victims Information Protocol

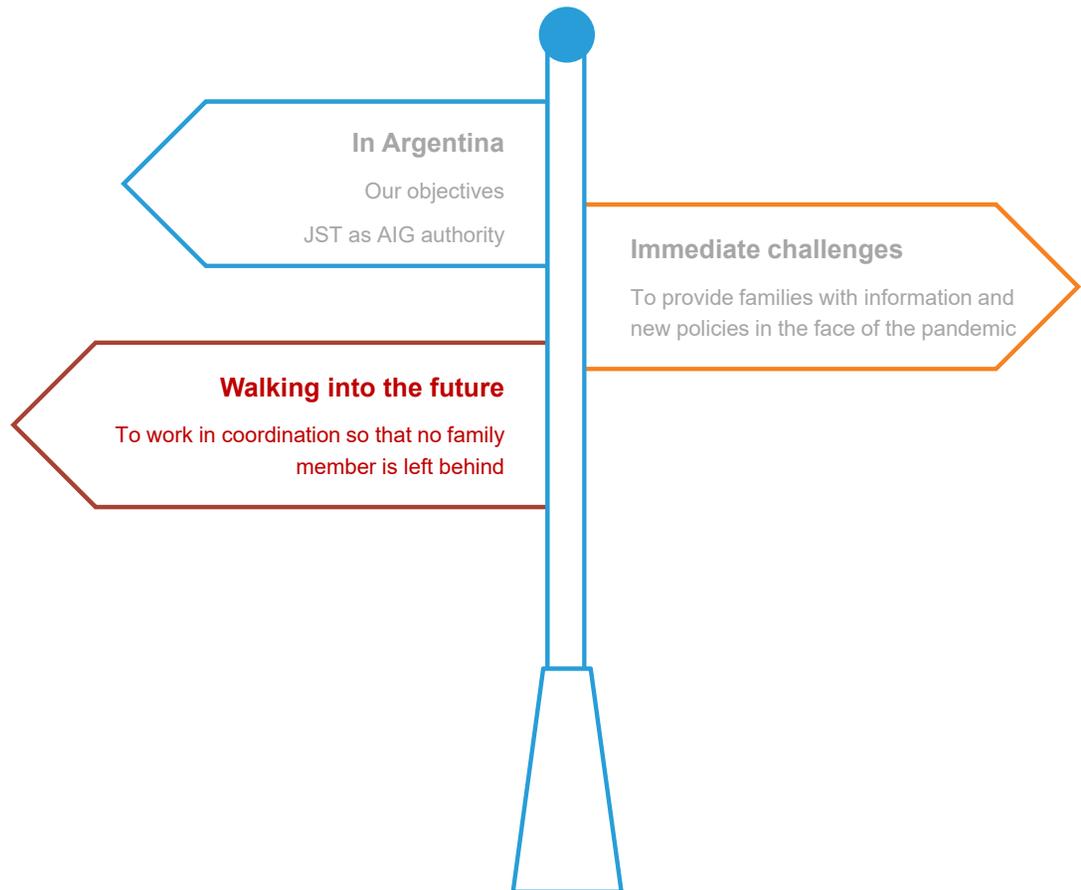
- It establishes the obligations of the JST in terms of information to victims and their families
- Designed pursuant to Doc. 9998 "ICAO Policy on Assistance to Aircraft Accident Victims and their Families"
- It includes commercial and general aviation



What are the immediate challenges?

COVID-19 pandemic  New challenges

- ✓ To design policies that guarantee access to information for all victims and family members
- ✓ To make use of available technologies
- ✓ To strengthening the bonds already created
- ✓ To enable assistance continuity in terms of information



Walking into the Future

Not just information  Comprehensive support

- To design programs involving all public and private actors in the aviation sector
- Comprehensive support, understanding and providing responses to the specific needs of victims and families
- Victims and their families are to feel supported and accompanied at all times

Thank You

