

# Family Assistance in Aviation Disasters: UAE's Investigation Prospective

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# Evolution of Family Assistance Regulations

## History of Current CAR – FAP

The current CAR for Family Assistance Plans in the UAE is the peak of extensive consultation with stakeholders, including airlines, government agencies, and representatives of passenger organizations.

## History of Current CAR – FAP



**2017**

Issued on 5 December 2017, applicability 1 June 2018



**2019**

Beginning of assessments

- Emirates (July 2019)
- Etihad (September 2019)
- Flydubai (December 2019)
- Air Arabia (November 2022)
- Wizz Air (July 2024)



**2022**

Participated in family assistance exercise with Etihad



**2023**

Participated in family assistance exercise with Air Arabia



# Challenges on International Level

- Governance mechanisms for stakeholders beyond the aviation ecosystem are not yet fully established.
- Criteria for activating State-level family assistance require further definition.
- Existing standards and guidelines related to financial assistance, handling of remains, and return of personal belongings need enhancement.
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# UAE National Strategy for wellbeing 2031

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The UAE Family Assistance Framework is designed to provide comprehensive support and assistance to families, the society, economy, diplomacy and aviation ecosystem

[Reference: 'We the UAE 2031' vision]

# National Family Assistance Framework

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To address these challenges, the UAE has opted to develop a comprehensive **"National Family Assistance Framework"** that covers the duties and responsibilities of all stakeholders, both within and outside the aviation sector

## National Operations Center

Emergency Operations  
Center - GCAA

Local emergency,  
disturber, and crisis  
management centers

**Strategic  
leadership**

### Aircraft Accident Victims and Families Assistance Framework

**Operational  
leadership**

Admirative and  
Logics Group

Psychology Support  
Group

Medical Support  
Group

Communication  
Group

Family Affairs Group

Ministry of Health and  
Prevention

Red Crescent

Airline

General Civil Aviation  
Authority/Air Accident  
Investigation Sector

Federal Authority for  
Identity, Citizenship,  
Customs & Port  
Security

**Tactical  
leadership**

# Main Tasks

Upon its activation, the **National Family Assistance Framework** covers the following:

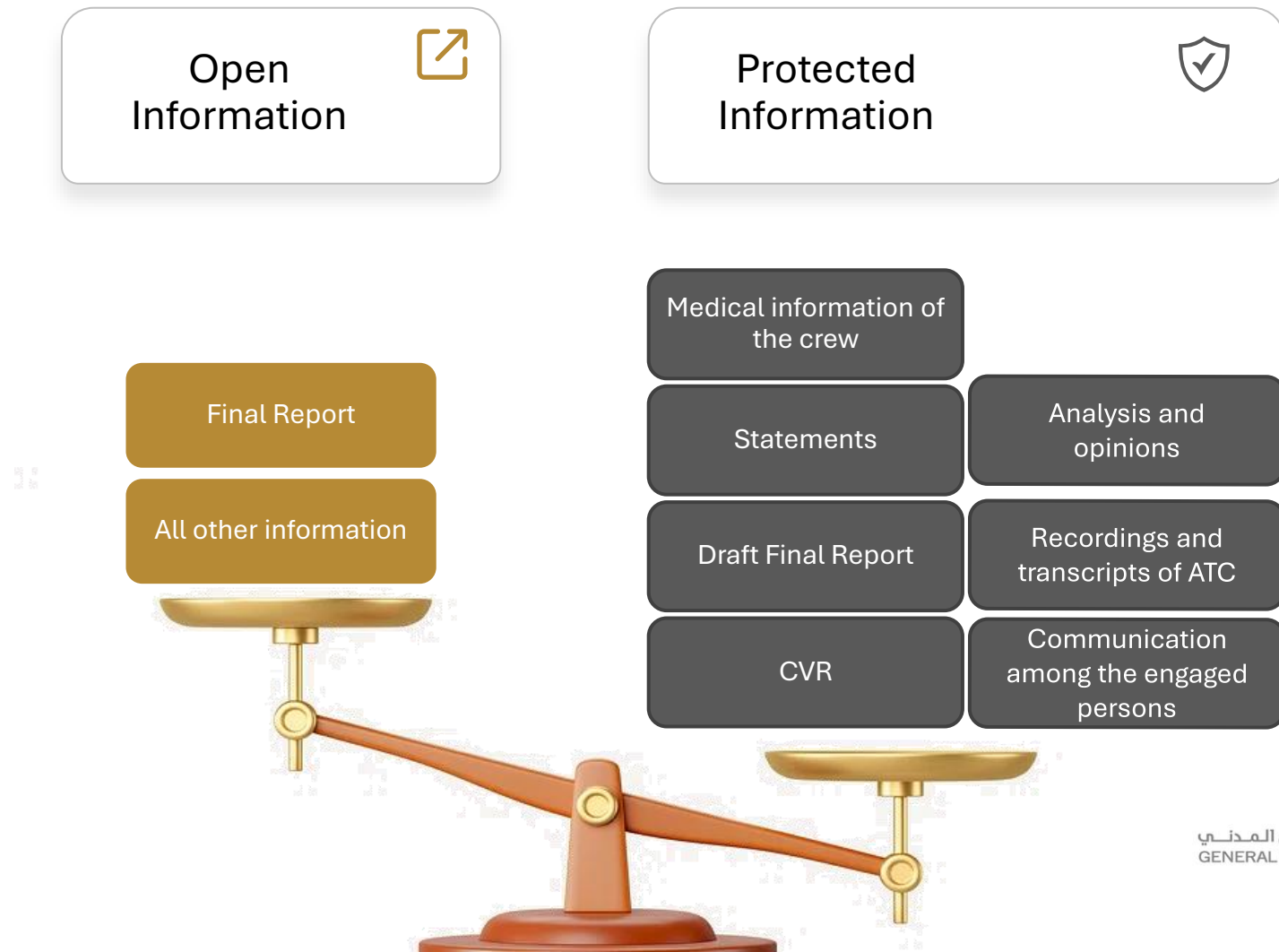
- Facilitate entry for the families and for the support teams coming from foreign States.
- **Provide daily updates to families on recovery progress, victims identification, investigation, and other relevant matters.**
- Provide the necessary health and medical care to the families and victims.
- Provide psychological and moral support to alleviate families' suffering and overcome psychological trauma.
- Provide support for travel, housing, transportation, delivery of belongings, and disbursement of urgent financial sums in accordance with treaties and agreements, particularly the 1999 Montreal Convention .



# How Do We Facilitate Investigation Information to the Families?

- ✓ Assigning an investigator for family assistance tasks.
- ✓ Facilitating the participation of States' **experts** in accordance with Annex 13, Standard 5.27.
- ✓ Arranging for visiting the accident site (if safety is assured).
- ✓ Updating the families on the progress of the investigation.
- ✓ Forwarding the Final Reports to the States' who suffered from fatal or seriously injured citizens.
- ✓ We expedite the aviation pathology tasks for faster release of the bodies.

# Investigation Information Protection Balance



# The UAE's Humanitarian Vision

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Rooted in compassion, dignity, and proactive care, **the UAE is committed to protecting human life and wellbeing in times of crisis.** The Family Assistance Framework reflects this national ethos—ensuring no family stands alone in the face of tragedy.”

[Reference: UAE National Strategy for Wellbeing & ‘We the UAE 2031’]

# THANK YOU

For Your Attention