

# TEMPLATE: DEBRIEFING

## Spontaneous Volunteer Operations

Debriefing is an important part of managing volunteers in disasters or emergencies. It helps identify what worked well, and assists in refining future processes and practice for Spontaneous Volunteer operations. Debriefing volunteers reinforces the valued role they have played as it provides them with opportunity to contribute to process improvement by providing feedback.

Debriefing is a useful opportunity to gather information on:

- The impact of the event and check on the progress of the recovery effort.
- Current conditions on the ground.
- The types of work undertaken on the day.
- If the equipment provided was suitable for the activities.
- If communications systems and equipment were effective.
- If fatigue management was implemented and effective.
- The volunteers' experience.
- Any particular concerns needing urgent attention.

Ideally, debriefing will be done face-to-face at the end of every shift. It may be undertaken by the volunteer's Team Leader or Manager. It is also a great opportunity to thank the volunteer for their contribution. The example questions below may need to be adjusted depending on information you require for reporting.

Questions
What went well today?
What didn't go so well?
How can we do that differently tomorrow/next time?
Was there anything you needed that wasn't available?
Were there any incidents we should know about? (injuries, angry community members, conflicts etc.)
Did you find out about any additional recovery work that we need to think about?
On a scale of 1 – 10 how would you rate today's work, where 1 is not very effective and 10 is really worthwhile?
<i>NB. Operational debriefings are not a Psychological debrief. Organisations utilising Spontaneous Volunteers should consider ways volunteers can be linked with psychological support services in the event it is required.</i>