

DEBRIEFING, DEFUSING & DEMOBILISING

The importance of debriefing, defusing and demobilisation in high volume service delivery environments, who provide assistance to the most marginalised and vulnerable people can not be denied. The need for debriefing, defusing and demobilisation is crucial to the psychological health and wellbeing of the workers who are working with clients presenting with a range of multiple complex issues, however, it is important to note that there is a distinct difference between the supervision model, function and purpose to that of the debriefing, defusing & demobilisation models.

demobilise

defuse

debrief

Demobilisation

The aim of demobilisation is to terminate or end a critical incident that has occurred so that the workplace can return to normality. It is important that demobilisation happens in a timely manner and definitely before staff leave work for the day. Demobilisation is usually facilitated by the Manager but can be done by another responsible person in the organisation. Demobilisation is a very brief meeting that focuses on the account of the incident.

Defusing

The aim of defusing is to terminate arousal and reactions and initiate rest. Defusing should be a short and concise factual statement about what occurred, which should not delay people unduly from leaving the scene or resuming familiar routines.

Debriefing

Debriefing is a process used to accelerate NORMAL recovery in NORMAL people who are experiencing NORMAL stress after experiencing a totally ABNORMAL event.

Debriefing can be provided internally and many agencies have designated staff from across their organisation who have been trained to provide this service, however, in the event of extremely serious incidents external debriefing should be secured with an industry expert.