

# Disaster Resilience Scorecard for Aged Care Facilities

Version 1.0  
June 2019

Site: \_\_\_\_\_ Date: \_\_\_\_\_

Present: \_\_\_\_\_

\_\_\_\_\_

# 2. Disaster Resilience Scorecard for Aged Care Facilities

## Acknowledgments

This project was funded under the Natural Disaster Resilience Program (NDRP) by the South Australian State Government and the Commonwealth Department of Home Affairs (NDRP-1517-27).

## Disclaimer

The Aged Care Disaster Resilience Scorecard is intended as a general guide only. Use of this tool does not constitute external assurance of the organisation's resilience capability, nor does it constitute compliance with any benchmark. The reliability of any assessment or evaluation based on this Toolkit's content is a matter for independent judgment of users. Users should seek professional advice as to their specific risks and needs.

Views and findings associated with this project are expressed independently and do not necessarily represent the views of State and Commonwealth funding bodies. The Torrens Resilience Institute (Flinders University), Resthaven Inc., and other associated partners are pleased to allow this material to be reproduced in whole or in part for educational and non-commercial use, provided the meaning is unchanged and its source, publisher and authorship are acknowledged.

This Toolkit has been produced in good faith, exercising all due care and attention. We do not accept responsibility for any inaccurate or incomplete information supplied by third parties. No representation is made about the accuracy, completeness or suitability of the information in this publication for any particular purpose. We shall not be liable for any damage which may occur to any person or organisation taking action or not on the basis of this publication. Readers should seek appropriate advice when applying the information to their specific needs.

### How are individual items scored?

The Scorecard identifies four key areas or components of resilience. For each of these, there are a series of questions to be rated on a scale from 1 to 5 for each item. The areas of resilience are:

- 1. Risk and vulnerability**
    - What is the level of risk and vulnerability at your site?
  - 2. Planning and procedures**
    - What procedures support your disaster planning, response and recovery?
  - 3. Available resources**
    - What emergency planning, response and recovery resources are available in your facility?
  - 4. Community connectedness**
    - How connected are you with your community?
- When scoring, each question is scored from 1 to 5, with 5 being the highest level of resilience.
  - Discuss each question - share opinions, knowledge and experiences and work to reach a consensus score for each item.
  - If there is a substantial disagreement or lack of confidence in assigning a score, then setting the score at a lower level (the less resilient level) rather than the higher one will be a more effective way of continuing to engage your organisation in strengthening resilience.

### How do I make sense of the scores?

- Record each item score in the summary page at the end of the Scorecard.
- Add the relevant scores together to get a subtotal for each area of resilience.
- Combine the subtotals for an overall total resilience score.
- Calculate the percentage for each subtotal and the total score.
- Compare your percentages with the Resilience Action Table.

**If scores result in percentages of 75% or lower, the scores point to areas that need to be addressed to improve resilience.**

# 2. Disaster Resilience Scorecard for Aged Care Facilities

## 1. What is the level of risk and vulnerability at your site?

Question	Score					Information Resource
<i>Is your facility at risk for a flood? Yes / No / Unknown</i>			<i>If NO – mark items as Not Applicable (5)</i>			
<p>1. Are you aware of any potential sources of flood risk (riverine, flash, coastal, infrastructure failure) for your site?</p> <p><i>If available, refer to your area's Flood Impact Assessment</i></p>	<p><b>1</b> Not aware. Haven't checked possible sources of information</p>	<p><b>2</b> Have checked possible information sources and limited information available</p>	<p><b>3</b> Yes – at risk of flooding and/or isolation by more than one source, including local/historical knowledge</p>	<p><b>4</b> Yes - at risk of limited flooding and/or isolation by one source of information</p>	<p><b>5</b> Low flood risk confirmed by professional advice/ Not Applicable</p>	Flood maps, local council, DEWNR, SES
<p>2. Is your facility shown as inundated or isolated on a flood map?</p> <p><i>If available, refer to your area's Flood Impact Assessment</i></p>	<p><b>1</b> Not aware or no flood maps available. Inundated or isolated in a 5% AEP (one in 20-year) flood</p>	<p><b>2</b> Inundated or isolated in a 2% AEP (one-in-50-year) flood</p>	<p><b>3</b> Inundated or isolated in a 1% AEP (one-in-100-year) flood</p>	<p><b>4</b> Inundated or isolated in a Probable Maximum Flood scenario</p>	<p><b>5</b> Not inundated/not isolated on any available maps, no recorded history of flooding/Not Applicable</p>	Flood maps, local knowledge, Local council, DEWNR, SES
<p>3. Does the flood map for your building(s) show inundation above the ground floor level?</p> <p><i>If available, refer to your area's Flood Impact Assessment</i></p>	<p><b>1</b> Not aware or no flood maps available</p>	<p><b>2</b> The majority of site is shown as vulnerable to above ground floor flooding</p>	<p><b>3</b> Some of site is shown as having ground floor and/or above flooding</p>	<p><b>4</b> Available flood maps show only below floor flooding</p>	<p><b>5</b> No flooding shown for site/Not applicable</p>	Flood maps
<p>4. Is your property built with design features to minimise flooding (e.g., raised floor levels, landscape design features, including adequate drains, resilient building materials, temporary dry storage for essential items)</p>	<p><b>1</b> Unknown / Property has no design features, property situated in a low lying area or close to a watercourse</p>	<p><b>2</b> Property has no specific design features but is built on highest ground of the site</p>	<p><b>3</b> Property is elevated from ground level</p>	<p><b>4</b> Property is above 1% AEP with adequate freeboard, includes some minimising design features</p>	<p><b>5</b> Property above 1% AEP with adequate freeboard; includes design features such as dry storage/Not Applicable</p>	Facilities Manager, Building inspection
<p>5. Does your property have any structural flood defence (e.g. levee banks, floodwalls, or access to equipment for temporary structural defence such as sandbags and filling equipment, temporary levee banks)?</p>	<p><b>1</b> None of these or unknown</p>	<p><b>2</b> Some defences but poorly maintained or in poor condition</p>	<p><b>3</b> Can access sandbagging equipment and site has minimal defence features</p>	<p><b>4</b> Flood wall and other defence features, including easy access to sand-bagging equipment</p>	<p><b>5</b> Well maintained flood wall or flood barrier built to 1% AEP with freeboard, sand-bagging equipment stored on premises/ Not Applicable</p>	Facilities Manager, Building inspection
Comments:						

## 2. Disaster Resilience Scorecard for Aged Care Facilities

Question		Score					Information Resource
<i>Is your facility at risk of a bushfire? Yes / No / Unknown</i>		<i>If NO – mark items as Not Applicable (5)</i>					
6. Are you aware of any potential bushfire risk for your property?	<b>1</b> Not aware. Haven't checked possible sources of information	<b>2</b> Have checked possible information sources and limited information available	<b>3</b> Yes – at risk of bushfire by more than one source	<b>4</b> Yes – at some risk of bushfire by one source of information	<b>5</b> Low bushfire risk confirmed by professional advice/Not applicable	Facilities Manager, Building inspection, online bushfire risk assessment tools	
7. Does your organisation have a documented bushfire plan for pro-actively planning and responding to any identified bushfire threat?	<b>1</b> No plan exists	<b>2</b> A basic plan exists which has not been updated/exercised/ tested since being written	<b>3</b> A plan is in place which is occasionally updated	<b>4</b> A thorough plan is in place which is updated regularly with the system being tested through exercises/ events from time to time	<b>5</b> A thorough plan is in place which is updated at least bi-annually to reflect learnings from regular exercises/ tests/ events/Not applicable	Facilities Manager, Building inspection	
8. Was this plan developed in consultation with the relevant fire fighting organisation, local council, staff, clients, family members and volunteers?	<b>1</b> No plan exists	<b>2</b> Current plan was developed by site manager with limited consultation	<b>3</b> Plan was developed in consultation with fire fighting organisation and staff	<b>4</b> Plan developed in consultation with the relevant fire fighting organisation, local council, staff, clients and family members and updated occasionally	<b>5</b> Plan developed in consultation with the relevant fire fighting organisation, local council, staff, clients, family members and volunteers and updated each season/Not applicable	Facilities Manager, Building inspection	
9. Does the plan consider the roles and responsibilities in regard to monitoring fire alerts, local conditions, outsider triggers and making decisions about relocating residents or remaining on site?	<b>1</b> No plan exists	<b>2</b> Basic plan exists with responsibilities broadly outlined	<b>3</b> Plan exists and roles and responsibilities are outlined in more detail but not reviewed regularly and decision making and monitoring unclear	<b>4</b> Roles and responsibilities are outlined in detail in plan, reviewed regularly but decision making and monitoring unclear	<b>5</b> Roles and responsibilities are outlined in great detail, reviewed regularly and decision making and monitoring clearly defined/Not applicable	Facilities Manager, Building inspection	
10. Do you have bushfire mitigation measures, fire control, and response equipment installed and to you regularly carry out relevant mitigation strategies?	<b>1</b> No plan exists	<b>2</b> Basic measures and equipment in place and measures carried out	<b>3</b> Some mitigation measures and procedures are in place and updated/ checked/ carried out occasionally	<b>4</b> A large number of mitigation measures and procedures are in place and updated/checked/ carried out regularly	<b>5</b> Extensive mitigation measures and procedures are in place and updated/checked/ carried out each season /Not applicable	Facilities Manager, Building inspection	
Comments:							

For a detailed approach to be bushfire ready, please see “Residential Aged Care Services – Bushfire Ready Resource” which can be found at: [health.vic.gov.au/bushfire/downloads/racs\\_bushfire\\_resource.pdf](https://health.vic.gov.au/bushfire/downloads/racs_bushfire_resource.pdf)

## 2. Disaster Resilience Scorecard for Aged Care Facilities

Question		Score					Information Resource
<i>Is your facility at risk of an earthquake? Yes / No / Unknown</i>		<i>If NO – mark items as Not Applicable (5)</i>					
11. Are you aware of any potential earthquake risk (e.g. fault-line) for your site?	<b>1</b> Not aware. Haven't checked possible sources of information	<b>2</b> Have checked possible information sources and limited information available	<b>3</b> Yes – at risk of earthquake by more than one source	<b>4</b> Yes - At risk of earthquake by one source of information	<b>5</b> Low earthquake risk confirmed by professional advice/Not applicable	Facilities Manager, Building inspection	
12. When was your building(s) constructed? (Relates to compliance with the current Earthquake Standard)	<b>1</b> Pre-1984 and no assessment against current code	<b>2</b> 1984-96 or assessed as 35-50% compliant to current code	<b>3</b> 1997-1998 or assessed as 50-65% compliant to current code	<b>4</b> 1999-2009 or assessed as >65% compliant to current code	<b>5</b> Built 2010 or later/Not applicable	Facilities Manager, Building inspection, Building codes/ Appendix C	
Comments:							
<i>Other risks:</i>							
13. Do you store hazardous materials on site that might create additional risks? (medical gases, fuel, solvents etc.)	<b>1</b> Unknown / Materials on site but not identified, not secured and no actions plans	<b>2</b> Hazardous materials identified only, not secured and no action plans	<b>3</b> Hazardous materials identified and stored normally, no action plans	<b>4</b> None / Identified and <u>well</u> secured, no action plans	<b>5</b> None / Identified and <u>well</u> secured with action plans for any spills	Facilities Manager, Hazardous Material Register	
Comments:							
Actions:							

## 2. Disaster Resilience Scorecard for Aged Care Facilities

### 2. What procedures support your disaster planning, response and recovery in a disaster?

Question	Score					Information Resource
14. Do you have access to information about warnings about hazards, e.g., flood or bushfire warnings via mobile apps, etc.?	<b>1</b> Don't know what warnings are relevant	<b>2</b> Some understanding of what warnings are relevant but not well understood	<b>3</b> Warnings are checked on an irregular basis and understood by a few staff	<b>4</b> Warnings are regularly checked and understood by key staff	<b>5</b> Warnings are received in advance via a number of sources including radio and internet, are followed and are understood by most staff	Bureau of Meteorology, SES, Fire authorities
Comments:						
15. Is an emergency plan and/or a Business Continuity Plan in place for your site? (e.g., to deal with loss of power, water, gas, communications, cooking or laundry facilities)?	<b>1</b> No plan(s) in place	<b>2</b> Basic plan(s) in place but not been updated/ exercised/ tested since being written	<b>3</b> Plan(s) in place and updated occasionally	<b>4</b> Thorough plan(s) in place and updated regularly with the system being tested through exercises/ events from time to time	<b>5</b> Comprehensive plans in place and updated at least bi-annually to reflect learnings from regular exercises/tests/ events	Relevant Manager
Comments:						
16. Have you had an incident, e.g., flood, storm damage, black out, fire recently?	<b>1</b> No incident / A minor incident occurred but back to normal within hours	<b>2</b> An incident occurred but no changes to processes and practices were made	<b>3</b> An incident occurred and some changes to processes and practices were made	<b>4</b> An incident occurred, staff discussed and implemented change to processes and practices	<b>5</b> An incident occurred, staff debriefed, changes to processes and practices incorporated in revised planning and exercises	Relevant Manager
Comments:						
17. Have you recorded the locations of key services and their connection and shut-off points?	<b>1</b> No	<b>2</b> Some information is provided but it needs updating	<b>3</b> Basic information on service connections is included in plans	<b>4</b> Basic information on service connections is included in plans	<b>5</b> Drawings of all services are included in plans, staff have been trained	Relevant Manager
Comments:						

## 2. Disaster Resilience Scorecard for Aged Care Facilities

Question	Score					Information Resource
18. What planning is in place for an evacuation/invacuation from your site, including transport and alternative accommodation?	<b>1</b> Not currently considered in planning and reliant upon emergency assistance for evacuation, no alternative accommodation/No space for invacuation	<b>2</b> Basic Evacuation Plan in place; Informal understanding with other aged care provider(s) to give assistance with accommodation where possible/Space for invacuation	<b>3</b> Well developed Evacuation Plan in place; formal agreement exists with other aged care provider(s) to give assistance with accommodation/Safe space for invacuation	<b>4</b> Evacuation Plan in place and exercised, includes suitable transport for non-ambulatory residents; formal agreement exists with other provider(s) to give assistance with accommodation/Safe spaces for invacuation	<b>5</b> Evacuation Plan in place and exercised, includes suitable transport for non-ambulatory residents and transfer of residents' clinical information; formal agreement exists with other provider(s) to give assistance with accommodation. Arrangements have been exercised and sites in regular contact/Safe spaces for invacuation	Relevant Manager
19. Do you have a system in place to determine what proportion of residents has the capacity to independently evacuate their accommodation without physical/emergency assistance?	<b>1</b> No system in place	<b>2</b> Work underway to put a system in place	<b>3</b> An informal system is in place	<b>4</b> A formal process is in place, but is not updated regularly	<b>5</b> A formal process is in place and information is regularly reviewed and updated	Patient assessments
Comments:						
20. What communication protocols/systems are in place with relatives of residents in the event of a disaster?	<b>1</b> No system in place	<b>2</b> Staff have a basic understanding of what communication is needed	<b>3</b> Communication protocols established with some systems in place	<b>4</b> Communication systems established, multiple methods identified/available	<b>5</b> Communication protocols established with relatives, multiple communication methods identified and exercised	Relevant Manager
Comments:						
21. How is security maintained while allowing access and egress in the event of power loss?	<b>1</b> Not currently considered in planning	<b>2</b> Key staff know what to do	<b>3</b> Basic arrangements for maintaining security are included in plans	<b>4</b> Detailed arrangements for maintaining security are included in plans	<b>5</b> Detailed arrangements for maintaining security are included in plans and have been tested	Relevant Manager
Comments:						

## 2. Disaster Resilience Scorecard for Aged Care Facilities

Question	Score					Information Resource
22. Are computer systems regularly backed up off site with key emergency information also kept in hard copy? (e.g., contact lists and medical details)	1	2	3	4	5	Relevant Manager
	No system in place	Monthly backup onto drives on site	Weekly off-site backup, hard copy contact lists updated at least every six months	Half weekly off-site backup, hard copy contact lists updated monthly	Daily automatic off-site backup, hard copy contact lists updated at least monthly or sooner	
Comments:						
Actions:						

## 2. Disaster Resilience Scorecard for Aged Care Facilities

### 3. What emergency response and recovery resources are available to you during a disaster?

Question	Score					Information Resource
23. Do staff have access to a range of communication options (internal and external) that will allow information to flow during an emergency?	<b>1</b> No system in place	<b>2</b> Limited access to a range of communication options (e.g., mobile and landline phones)	<b>3</b> Good access to a range of communications but likelihood to work during an event is not known	<b>4</b> Has good access to a range of communication options (i.e., phones, walkie-talkies, etc) likely to work during an event	<b>5</b> Has wide range of access to communication options that are highly likely to work during an event	Self assessment, systems refer to mobile phones, walkie talkies, social media, etc
Comments:						
24. What is the level of food, water and necessary basic living goods available at your site in an emergency?	<b>1</b> Unknown / Limited supply	<b>2</b> Dependant upon external delivery of supplies	<b>3</b> Up to 2 days supply most of the time	<b>4</b> Up to 4 days supply	<b>5</b> Five days or more supply	Self assessment
25. What is the level of medical and related supplies available at your site in an emergency? (e.g., medication, oxygen, emergency medication, incontinence pads, wipes)	<b>1</b> Unknown / Limited supply	<b>2</b> Dependant upon external delivery of supplies	<b>3</b> Up to 2 days supply most of the time	<b>4</b> Up to 4 days supply	<b>5</b> Five days or more supply	Self assessment
Comments:						
26. What proportion of staff are trained in emergency response/recovery arrangements at your site?	<b>1</b> < 20%	<b>2</b> 21 - 40%	<b>3</b> 41 - 60%	<b>4</b> 61 - 80%	<b>5</b> > 80%	Self assessment, these refer to evacuation procedures, etc. and not first aid or disaster response
Comments:						

## 2. Disaster Resilience Scorecard for Aged Care Facilities

Question	Score					Information Resource
27. Do you have adequate insurance in place?	<p><b>1</b> Unknown</p>	<p><b>2</b> A basic policy is in place, there has been no review of the policy for some years</p>	<p><b>3</b> Insurance for damage/ loss to property, equipment and contents is in place and reviewed annually before renewal</p>	<p><b>4</b> A range of insurances are in place to cover damage/loss to property, equipment and contents as well as loss of income due to business interruption, natural hazards, etc.</p>	<p><b>5</b> Comprehensive insurance in place (replacing infrastructure, lost income, alternative accommodation, natural hazard coverage) have been professionally assessed and are adequately covered</p>	Facility Manager
Comments:						
Actions:						

## 2. Disaster Resilience Scorecard for Aged Care Facilities

### 4. How well connected are you with your community?

Question	Score					Information Resource
28. What is the level of interaction/engagement/communication with family members of residents in general?	<b>1</b> Family members receive no information outside of official administration issues	<b>2</b> Family members receive occasional communication	<b>3</b> Family members are regularly communicated with and there is minor engagement with family members	<b>4</b> Family members are regularly communicated with in a variety of ways, while some participate/engage in various activities	<b>5</b> Family members are regularly communicated with in a variety of ways, many participate or engage in various activities/events	Self assessment
29. What is the level of engagement with the community around your site and/or community organisations in your region?	<b>1</b> Little or no engagement with surrounding community/ community groups	<b>2</b> Some engagement with the community/ community groups	<b>3</b> Engaged with community, community groups some participation in community activities	<b>4</b> Regular participation/ engagement with community activities/ community groups	<b>5</b> Support for and active involvement with community activities/ community groups	Self assessment, this refers to local schools, churches, groups, Rotary/ Lions club, etc.
30. What is the degree of engagement with other similar facilities in your region?	<b>1</b> No networks with other similar facilities	<b>2</b> Informal networks with other similar facilities	<b>3</b> Formal networks with other similar facilities, limited interaction	<b>4</b> Formal network with irregular planning and activities with other similar facilities	<b>5</b> Formal network with regular planning and activities with other similar facilities	Flood maps
31. What is your degree of engagement with your aged care industry association?	<b>1</b> Not involved with the industry association and do not attend its events	<b>2</b> Staff occasionally participate in industry association events	<b>3</b> Staff and management often participate in industry association events	<b>4</b> Staff and management always participate in industry association events	<b>5</b> Staff and management directly participate in management of the industry association and its events	Self assessment
32. What is the nature of your engagement with emergency management organisations and/or arrangements?	<b>1</b> Passive	<b>2</b> Consultation	<b>3</b> Engagement	<b>4</b> Collaboration	<b>5</b> Active participation	Facilities Manager, Building inspection
Comments:						
Actions:						

## 2. Disaster Resilience Scorecard for Aged Care Facilities

Component	Question	Score (1-5)
Risk / Vulnerability	1	
	2	
	3	
	4	
	5	
	6	
	7	
	8	
	9	
	10	
	11	
	12	
	13	
<b>Subtotal A (out of 65)</b>		
Procedures	14	
	15	
	16	
	17	
	18	
	19	
	20	
	21	
	22	
	<b>Subtotal B (out of 45)</b>	
Resources	23	
	24	
	25	
	26	
	27	
<b>Subtotal C (out of 25)</b>		

Component	Question	Score (1-5)
Connectedness	28	
	29	
	30	
	31	
	32	
<b>Subtotal D (out of 25)</b>		

Component	Scores	Percentages
Risk / Vulnerability	/ 65	%
Procedures	/ 45	%
Resources	/ 25	%
Connectedness	/ 25	%
<b>Grand Total (out of 160)</b>	<b>/ 160</b>	

The Combined Resilience Scorecard is intended as an awareness tool to prompt thinking about your hazard risk and behaviour in preparation for and during events.

Pay attention to the scores of each component. If one component is much lower than the others then that aspect of resilience should probably be the highest priority for action.

At appropriate time intervals you might choose to repeat the Scorecard process to track improvements in your resilience to a disaster. \*

\* Disclaimer: The Scorecard is not intended as a detailed engineering assessment. If you have any concerns regarding your flood resilience or require further details please consult a relevant qualified engineer.

