

**INTERNAL ONLY**  
**ISLHD BUSINESS RULE**  
**COVER SHEET**



**Health**  
Illawarra Shoalhaven  
Local Health District

<b>NAME OF DOCUMENT</b>	Lift Breakdown / Passenger Entrapment – Port Kembla & Shellharbour Hospitals
<b>TYPE OF DOCUMENT</b>	Business Rule
<b>DOCUMENT NUMBER</b>	SIHG CORP BR 02
<b>DATE OF PUBLICATION</b>	September 2021
<b>RISK RATING</b>	Medium
<b>REVIEW DATE</b>	September 2024
<b>FORMER REFERENCE(S)</b>	N/A
<b>EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR</b>	General Manager - SIHG
<b>AUTHOR</b>	SIHG Maintenance manager
<b>KEY TERMS</b>	Lift Entrapment
<b>FUNCTIONAL GROUP OR HUB</b>	Port Kembla & Shellharbour Hospitals
<b>NSQHS STANDARD</b>	Standard 1
<b>SUMMARY</b>	A local rule to outline the process to follow in the event of lift breakdown / passenger entrapment until further advice is received from the Hub Maintenance Manager and/or the Lift Maintenance Contractor.

**COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

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**Lift Breakdown / Passenger Entrapment**

**SIHG CORP BR 02**

**Port Kembla & Shellharbour Hospitals Business Rule**

Name	Lift Breakdown / Passenger Entrapment
<p><b>What it is</b></p>	<p>A local rule to outline the process to follow in the event of lift breakdown / passenger entrapment until further advice is received from the Hub Manager and/or the Lift Maintenance Contractor</p>
<p><b>Who it applies to</b></p>	<p>Switch Board Operators                      Security Staff                      Passengers                      Patient Flow Managers (PFM)                      After Hors Patient Flow manager(AFPFM)                      Lift Maintenance Contractor                      Hub Maintenance Manager                      Director of Nursing                      General manager SIHG                      Deputy Director of Nursing</p>
<p><b>What to do</b></p>	<p><b>IN THE EVENT OF PASSENGER ENTRAPMENT</b></p> <ul style="list-style-type: none"> <li>• Passenger presses and holds the emergency telephone button on the control panel in the lift for 5 seconds.</li> <li>• Telephone will automatically connect to Switchboard Operators</li> <li>• <b>Switchboard Operators</b> uses Lift Breakdown/Passenger Entrapment Checklist (see Appendix 3) to ascertain details from passengers.</li> <li>• Switchboard contacts Maintenance Department and Security using speed dials or phone numbers listed at the Switchboard as follows:                         <ul style="list-style-type: none"> <li>• <b>During Business hours:</b> Switchboard operator contacts Maintenance Manager or Maintenance Staff and then notifies the PFM &amp; Security staff.</li> <li>• <b>After Hours:</b> Switchboard operator contacts Maintenance on- call Officer and AHPFM. Security staff are also advised.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• <b>Hub Maintenance Manager or On-call Maintenance Officer:</b> contacts the Lift Maintenance Contractor. Only the Lift Maintenance Contractor is to attempt to open Lift doors.</li> <li>• <b>Security Staff:</b> display signage for the breakdown and liaise with any trapped passengers, maintaining a calm and courteous manner</li> <li>• <b>Switchboard Operator:</b> obtains an ETA for the Lift Maintenance Contractor from Maintenance staff, then calls the lift phone to speak with the passengers in order to notify them of the ETA. Refer to Appendix 2 for lift extension numbers.</li> <li>• <b>The Site Manager or Executive on-call:</b> In the event that the Lift Maintenance Contractor cannot attend site in a timely manner, may decide to call the Fire Rescue NSW on 000 in the case of a medical emergency or passenger distress.</li> <li>• <b>Hub Maintenance Manager:</b> to liaise with the Lift Maintenance Contractor on issues that require following up.</li> <li>• <b>PFM</b> Once the patients, staff or visitors are out of the lift, the PFM must ensure that the people who were trapped in the lift are ok and do not require further support.</li> </ul> <p>IMS+ to be entered under 'Property, Security, Hazard' for equipment failure</p> <p><b>In the Event of Breakdown</b></p> <p>Contact Maintenance Manager or Maintenance Staff during business hours or Maintenance Manager after Hours.</p>
<b>When to use it</b>	In the event of lift breakdown / passenger entrapments
<b>Why the rule is necessary</b>	To provide guidance to ensure appropriate action is taken to repair lift breakdowns and release entrapped patients in a timely manner.
<b>Attachments</b>	Appendix 1 -- Contact List Appendix 2 – Passenger Lift Number and Contact Extensions Appendix 3 – Checklist for calls from Passenger Lifts

I, *SIHG Operations representative*, attest that this business rule is not in contravention of any legislation, industrial award or policy directive.

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**Revision & Approval History**

<b>Date</b>	<b>Revision No.</b>	<b>Author and Approval / Date</b>
August 2017		ISLHD Engineer
September 2021	0	<b>Author:</b> SIHG Maintenance manager <b>Approval/Date:</b> Corporate Policy Recommendation committee/ August 2021 <b>Approval/Date:</b> General Manager   Southern Illawarra Hospital Group/ September 2021

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**Appendix 1**

**Contact List – Port Kembla Hospital**

Response Person	Number	Contacted	Notes
Security	Mobile 0401 998 203	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Maintenance Manager	Mobile 0467 762 635	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Deputy Director of Nursing	Mobile 0413 484 473	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Liftronic(current Lift Contractor)	02 96663922	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	

**Contact List – Shellharbour Public Hospital**

Response Person	Number	Contacted	Notes
Security	Mobile 0421 056 001 Speed 3777	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Maintenance manager	Mobile 0467 762635 Ext 8310	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Patient Flow Manager	0422 006 406 Ext 2456	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Deputy Director of Nursing	Mobile 0402 816 540 Ext 2562	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
Liftronic (current Lift Contractor)	02 96663922	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
General Manager	Ext 2458	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	
NSW Fire & Rescue	000 Emergencies	Y <input type="checkbox"/> N <input type="checkbox"/> N/A <input type="checkbox"/>	

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**Appendix 2**

**PORT KEMBLA HOSPITAL PASSENGER LIFT**

**Extension Numbers – PREFIX 4223**

<b>Lift Number</b>	<b>Extension Number</b>
Lift 1 – Block A	8298
Lift 2 - Block A	8299
Lift 3 - Block A	8300

**SHELLHARBOUR HOSPITAL PASSENGER LIFT**

**Extension Numbers – PREFIX 4295**

<b>Lift Number</b>	<b>Extension Number</b>
Lift 1 – Block C	2512
Lift 2 – Block C	2513
Lift 3 – Block B	Direct line to Lift Contractor (Liftronic) 02 96663922

**Appendix 3**

**CHECKLIST FOR CALLS FROM PASSENGER LIFTS**

**PORT KEMBLA & SHELLHARBOUR HOSPITALS**

**Checklist for Switchboard/Response person**

**RECORDING DETAILS**

Date: \_\_\_\_\_ Time – Start: \_\_\_\_\_ / Finish \_\_\_\_\_

Once the Passenger in Lifts is calm, the operator must ask the following questions and record all responses:

Question	Notes
What is your name?	
What lift number are you in? The lift number is allocated on the emergency telephone. (Lift number can also be ascertained by matching the calling extension to the lift number in Appendix 2)	
Do you know which floor you are closest to?	
<ul style="list-style-type: none"><li>• How many people are with you?</li><li>• What are their names?</li></ul>	
If a patient or visitor is trapped with you are you aware of current medical conditions?	
Do you or another person in the lift have a mobile phone number? <ul style="list-style-type: none"><li>• If so can I have the number</li></ul>	