CLAIMS:

1. A method of detecting an assistance indicator in a water usage environment in a healthcare facility or aged care facility, wherein the method comprises the steps of:

detecting the assistance indicator using an electronic control device arranged to control at least one water provisioning device in the water usage environment, wherein the electronic control device comprises an electronic system arranged to control usage of water by the water provisioning device,

wherein the assistance indicator is generated by a portable electronic communication device, and the assistance indicator indicates a user of the portable electronic communication device in the water usage environment requires assistance;

generating an alert based on the electronic control device detecting the assistance indicator; and

communicating the alert to a registered device that is associated with the water provisioning device.

2. The method of claim 1 further comprising the step of generating the assistance indicator using the portable electronic communication device.

3. The method of claim 1 further comprising the steps of:

wirelessly transmitting the assistance indicator to a gateway device in a building management system, and

generating the alert at the gateway device.

4. The method of claim 1 further comprising the steps of:

wirelessly transmitting the assistance indicator to a server in a building management system, and

generating the alert at the server.

5. The method of claim 1 further comprising the step of associating a unique ID of the electronic control device with the assistance indicator to identify one or more of a user, or location, of the electronic control device.

6. The method of claim 1 further comprising the step of associating a unique ID of the water provisioning device with the assistance indicator to identify one or more of a user, or location, of the water provisioning device.

7. The method of claim 6, wherein the unique ID of the water provisioning device is appended to the assistance indicator to indicate the location where assistance is required.

8. An electronic control device arranged to control at least one water provisioning device in a water usage environment in a healthcare facility or aged care facility, the electronic control device comprising a processor, a memory and an electronic system arranged to control usage of water by the water provisioning device, wherein the memory comprises software code arranged to cause the processor to:

detect an assistance indicator generated by a portable electronic communication device, and the assistance indicator indicates a user of the portable electronic communication device in the water usage environment requires assistance;

generate an alert based on the detection of the assistance indicator by the electronic control device; and

communicate the alert to a registered device that is associated with the water provisioning device.

9. The electronic control device of claim 8, wherein the electronic control device is part of or integrated with the water provisioning device.

10. The electronic control device of claim 8, wherein the electronic control device is arranged to communicate the alert to the registered device via a central gateway device and a server.

11. The electronic control device of claim 8, wherein the electronic control device is arranged to associate a unique ID of the water provisioning device with the assistance indicator to identify one or more of a user, or location, of the water provisioning device.

12. The electronic control device of claim 11, wherein the electronic control device is arranged to append a unique ID of the water provisioning device to the assistance indicator to indicate the location where assistance is required.

13. A central gateway device in a building management system, wherein the central gateway device comprises a processor and memory, wherein the memory comprises software code arranged to cause the processor to:

detect an assistance indicator using an electronic control device, wherein the assistance indicator is generated by a portable electronic communication device, and the assistance indicator indicates a user of the portable electronic communication device in a water usage

environment requires assistance, wherein the electronic control device is arranged to control at least one water provisioning device in the water usage environment, and wherein the electronic control device comprises an electronic system arranged to control usage of water by the water provisioning device;

generate an alert based on the detection of the assistance indicator by the electronic control device; and

communicate the alert to a registered device that is associated with the water provisioning device.

14. The central gateway device of claim 13, wherein the central gateway device is arranged to communicate the alert to the registered device via a server.

15. A server in communication with a building management system, wherein the server comprises a processor and memory, wherein the memory comprises software code arranged to cause the processor to

detect an assistance indicator using an electronic control device, wherein the assistance indicator is generated by a portable electronic communication device, and the assistance indicator indicates a user of the portable electronic communication device in a water usage environment requires assistance, wherein the electronic control device is arranged to control at least one water provisioning device in the water usage environment, and wherein the electronic control device comprises an electronic system arranged to control usage of water by the water provisioning device;

generate an alert based on the detection of the assistance indicator by the electronic control device; and

communicate the alert to a registered device that is associated with the water provisioning device.