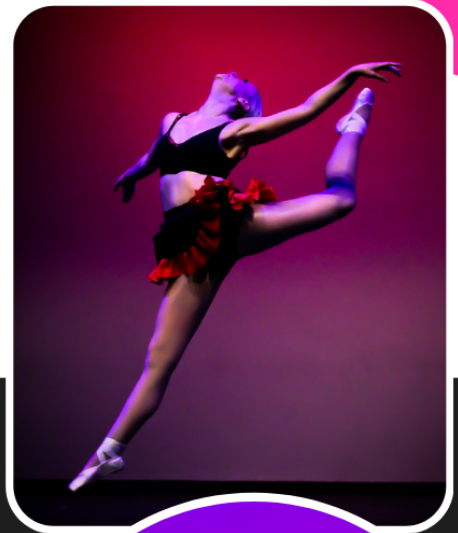




ART EVOLUTIONS
Dance School

**Information
Pack
2024**



www.artevolutionsds.com

School Information 2024



ART EVOLUTIONS
Dance School

Term Dates 2024

Term 1: Saturday 3rd February – Thursday 28th March

Term 2: Monday 15th April – Saturday 29th June

Term 3: Monday 15th July – Saturday 21st September

Term 4: Monday 7th October – Saturday 30th November (tbc)

Note: Classes still run on long weekends/public holidays unless they fall in school holidays (except Good Friday and ANZAC Day – no classes).

St Chads Church Hall (Chelsea) Timetable

Time	Tuesday	Time	Wednesday
7.30-8.00pm	Adult Tap	4.00pm-5.00pm	Wednesday Sub Juniors
8.00-8.45pm	Adult Jazz	5.00pm-6.30pm	Intermediates Level 1
8.45-9.15pm	Adult Ballet	6.30pm-7.00pm	Intermediates Level 1 Hip Hop
		7.00pm-7.30pm	Advanced Hip Hop
		7.30pm-8.30pm	Advanced Technique
		8.30pm-9.30pm	Advanced Seniors

Time	Saturday
10.30am-11.30am	Ready Set Dance Level 1/2
11.30am-1.00pm	Break
1.00pm-2.30pm	Intermediates Level 2
2.30pm-3.00pm	Senior Hip Hop
3.00pm-3.30pm	Senior Pointe
3.30pm-5.00pm	Young Seniors / Seniors

Saturday – St Aidans Church Hall

Time	Saturday
9.00am-10.00am	Saturday Sub Juniors
10.00am-10.30am	Junior Hip Hop
10.30am-11.30am	Juniors
11.45am-12.30pm	Adv Exam Class
12.30pm-2.00pm	Advanced Seniors

Contact Details

Principal: Jessica Gregor

Ph: 0401 468 173

Email: jessicagregor@artevolutionsds.com or admin@artevolutionsds.com

Web: www.artevolutionsds.com

Member's password: artevol1

Facebook: <https://www.facebook.com/artevolutionsdanceschool/>

Class Manager: <https://app.classmanager.com/portal/art-evolutions-dance-school/login>

Fees

Enrolment Fee

An enrolment fee of \$40 must be paid by all students before you start classes. For new students, the fee must be paid between your free trial class and your next class.

All students must pay the enrolment fee each year. Late fees apply.

Enrol online via: <https://app.classmanager.com/portal/art-evolutions-dance-school/register>

Class fees (GST included)

Term fees: receive a 10% discount if paid by the due date.

Monthly fees: no discount

- You are required to pay for all classes even during absences.

- All fees are non-refundable.

- If class fees are overdue, any discounts will be removed and they will incur administration fees.

Class duration	Monthly fee (payment plan)***	Term fee (10 wk term)**
½ hr	\$54.00	\$121.50 (save \$13.50)
1 hr	\$84.00	\$189.00 (save \$21.00)
1.5 hrs	\$106.00	\$238.50 (save \$26.50)

**Family discounts apply to some classes.*

***Term fees are pro-rata and will alter depending on the number of weeks in the term and include a 10% discount. These are just estimates.*

****Monthly fees are based on the full term fee (with no discount) and split into 3 equal payments due each month of the term.*

Class Duration	Advanced Exam Class (2-4 students)	Private Lessons
½ hr	\$16.90	\$38.60
1 hr	\$27.70	\$70.00

Adult Classes only

Classes	Monthly fee (4 wks)	Term fee (10 wk term)
30 min class (tap)	\$54.00	\$121.50 (save \$13.50)
45 min class (jazz/ballet)	\$68.00	\$153.00 (save \$17.00)
2 classes (tap with jazz/ballet)	\$96.00	\$216.00 (save \$24.00)
2 classes (ballet and jazz)	\$106.00	\$238.50 (save \$26.50)
3 classes	\$132.00	\$297.00 (save \$33.00)

Payment Methods (online only)

- ◆ Automatic Direct Debit (surcharge applies)
- ◆ Credit Card online (surcharge applies)
- ◆ Bank Transfer (see details below)

Account Name: Art Evolutions Dance School

BSB: 033005 **Account Number:** 266036

Description: Invoice number or name of student and type of payment (keep all payments separate)

Remittance: Send remittance to admin@artevolutionsds.com

Pre-school Program: Ready Set Dance



Our fabulous pre-schooler program, READY SET DANCE (for 2-5 year olds) is run in over 250 dance studios across Australia and New Zealand. The one-hour combo class includes **JAZZ, TAP, HIP HOP, SINGING, MUSIC** and a **whole lot of FUN** for girls and boys.

See the [READY SET DANCE INFORMATION PACK](#) for more information about this award-winning program.

Venue Address

St Chad's Anglican Church Hall (Hall at the back of the church – enter via the wooden door)

12-14 Thames Promenade
Chelsea, VIC, 3196

Parking for St Chads:

The best place to park your car is the large car park behind the Chelsea Library (off Chelsea Rd). Park next to Longbeach Place and you can access the hall through the back gate. Parking or drop-off in the church car park is prohibited.

St Aidan's Anglican Church Hall (enter via the side door)

5 Poulson St
Carrum, VIC, 3197

Parking for St Aidan's:

Parking is available on Poulson St in front of the church.

Annual Concert – Saturday 30th November* (tbc)

Concert Deposit

A non-refundable concert deposit of \$40 will be required to secure your place in the annual concert. This deposit includes \$20 concert administration fee and \$20 towards the total costume hire invoice.

Costume Hire

All costumes (including competition costumes) are hired at a \$35.00 (inc. GST) each.
All other accessories (tights, shoes etc) are at your own cost.

Concert Videos

Concert digital links or USBs will be available for purchase at \$38-45. Information will be given out closer to the concert date.

Photographs

Professional stage photographs of the concert as well from our special Photograph Day (held a few weeks before the concert) will be available for purchase. Information will be given out closer to the time.
All participants in the concert will receive one free stage photograph of their choosing.

Concert Rehearsals

Rehearsals are compulsory for all students who are participating in the concert.

Hot Days

If the temperature reaches 34° or above, classes will be cancelled unless a cool change occurs, with morning classes (9.00am-1.30pm) usually not affected. An SMS will be sent to alert everyone about any cancellations. If your class is cancelled due to the heat, you will receive a credit towards your next invoice.

Food and Drink

It is expected that students bring their own drink bottle. There is a sink available in the dance hall. Art Evolutions Dance School is a **NUT FREE** zone. Because of this, we do not allow food to be consumed in the hall. Any snacks must be consumed in the courtyard.

Website and Facebook

Website: www.artevolutionsds.com Member's password: artevol1

Facebook: <https://www.facebook.com/artevolutionsdanceschool/>

Newsletters

Newsletters will be emailed each term. They contain very important information so please take the time to read these carefully.

Class Manager

Enrolment, invoices, emails, etc. will now be through our new Class Manager system.

Once you've registered, you can log in with your chosen password to update your details, access your classes, invoices, newsletters and announcements. More features are being added to the software often and we are very much looking forward to when you can download an app to easily access everything.

Log in here:

<https://app.classmanager.com/portal/art-evolutions-dance-school/login>

Invoices and newsletters through Class Manager will be sent to your registered email.

For new students, book a FREE TRIAL here:

<https://app.classmanager.com/trials/art-evolutions-dance-school>

Dance Wear

GIRLS

- Plain leotard (For examinations a **black** leotard is required)
- Salmon Pink, Tan Shimmer or Black Tights
- Optional ballet skirt (see picture)
- Pink Ballet Shoes (with elastic)
- Black Jazz Shoes (needed for HIP HOP also)
- Tan Tap Shoes
- Long hair must be tied back and fringes pinned back
- No jewellery is to be worn (only sleeper/stud earrings accepted)
- Cross-over (if cold). NO t-shirts, jumpers or hoodies!
- Black Dance Pants or ¾ Pants/leggings (if cold). NO track pants!



BOYS

- White or black T-Shirt
- Black shorts, black dance pants or non-baggy black track pants
- Black ballet shoes (with elastic)
- Black jazz shoes (needed for HIP HOP also)
- Black tap shoes

ADULTS

- Comfortable gym type clothing that is easy to move in.
- Dance shoes: same as BOYS and GIRLS (colour isn't important unless you wish to participate in the end of year concert).

READY SET DANCE: See Ready Set Dance enrolment package for details.

SECOND-HAND DANCE SHOES:

We have a limited selection of second hand shoes for sale.

Please also check the following if you wish to purchase second-hand dance shoes:

- Our Buy/Swap/Sell Facebook group:
https://www.facebook.com/groups/327177521130640/?source_id=101718413231697
- Other Facebook groups such as "Second Hand Dance Shoes" and "Dance Costume Garage Sale"
- Ebay

DANCE GEAR CAN BE PURCHASED FROM:

Target, Big W, Kmart and Best and Less

These stores usually stock dancewear for children such as leotards, crossovers, dance pants. Please DO NOT purchase dance shoes from these stores since they are not made with the dancer in mind.

The following dance stores sell all the dance wear and shoes you need:

The Dancing Years

17 Wells St, Frankston 3199
(03) 9781 2913
thedancingyears@iconcert.net.au

Energetiks

245 East Boundary Rd
East Bentleigh, 3165
(03) 9579 7877
www.energetiks.com.au

Capezio

12-14 Milgate Drive, Mornington, 3931
Ph: 03 5975 0266
www.capezio.com

Sansha

17 Glen Eira Rd, Ripponlea, 3185
03 9528 6066
www.sansha.com.au

Bloch (Nearest retail outlet is Chadstone)

www.bloch.com.au

Studio 7

8 Walter St, Moorabbin, 3189
03 9555 7372
www.studio7dancewear.com

School Policies 2024



These terms and conditions are effective as of the 17th January 2024.

They are subject to change and review at any time and you will be notified as such.

By enrolling your child or yourself with Art Evolutions Dance School, you agree to and accept the following terms and conditions:

Punctuality and Attendance

- *Be punctual to class (arrive 5 minutes before class starts).*
- *If a student is absent for a large period of time, she/he may not be ready to participate in examinations or the annual concert.*
- *Notify the school if a student is going to be absent for any reason.*

Behaviour in Class

- *Give 100% effort in every class.*
- *Arrive with appropriate dance attire, shoes and filled water bottle.*
- *Make sure long hair is tied back and no jewellery is worn (studs or sleeper earrings are accepted).*
- *Turn mobile phones off or on silent during class.*
- *Do not lean on or touch mirrors, or hang/swing from bars.*
- *Respect teachers, fellow students, and their property.*
- *Do not engage in any negative talk about another student, teacher, routine etc. associated with Art Evolutions Dance School. Any ill treatment towards staff or students will not be tolerated.*

Withdrawal from Class

- *If a student is not returning to class, please notify the school immediately in writing (email or letter). Invoices will still be sent and you will be liable for payment until the school has been notified in writing.*

Fees

- *All fees are non-refundable.*
- *Fees must be paid on time. Overdue payments will lose any discounts and will incur a \$5 administration fee for each additional week they are overdue.*
- *There is a compulsory enrolment fee for all students payable each year. This fee can be paid online via <http://www.artevolutionsds.com/enrol-now>*
- *If payment of class fees has not been received after 28 days, your child's/your enrolment will be suspended until the debt is recovered. Costumes may also be withheld.*
- *Fees can be paid monthly or by term*
- *Payments can be made by bank transfer, automatic direct debit or credit card online. No cash payments.*

Parent/Guardians and drop off/pick up

- *Parents/guardians are not permitted to watch the class unless they have special permission.*
- *This above rule excludes parents/guardians of children participating in a free trial class, and is limited to ONE parent/guardian and no siblings. Adults who enter the premises must adhere to all behaviour and covid-safe policies.*
- *Keep noise level to a minimum during class.*
- *Do not interrupt the class or the teacher.*
- *Turn mobile phones off or on silent during class and do not answer your phone when in the hall.*
- *Parents/guardians are responsible for their child during arrival and departure. Art Evolutions staff are only responsible of the children whilst in the hall during their class.*
- *A child must never be left in the church car park on their own.*
- *A staff member will supervise young students at pick up and drop off times.*

Parking

- *Parking in the St Chads church car park is off limits unless you have special permission to do so.*
- *The best place to park your car is the large car park behind the Chelsea Library. Park next to Longbeach Place and you can access the hall through the back gate.*

Food and Drink

- *Food of any kind CANNOT be brought into the hall.*
- *You MUST bring your own filled drink bottle to class.*
- *Consumption of alcohol and smoking is prohibited within the hall and throughout the St Chads property.*

Newsletters

- *All newsletters will be emailed.*
- *Read newsletters carefully so you don't miss out on important information.*

Costumes

- *All costumes (including competition costumes) are hired at \$35.00 (inc. GST) per costume.*
- *You are liable for any damage/loss to hire costumes.*
- *All other accessories (tights, shoes etc.) are at your own cost.*

Concert Deposit

- *A non-refundable concert deposit of \$40 will be required to secure your place in the annual concert.*
- *This deposit includes a \$20 concert administration fee and \$20 towards the total costume hire invoice.*
- *All participants in the concert will receive a free concert action photograph of their choosing.*

Cancelled Classes

- *Classes are cancelled if the temperature has reached 34 degrees or above unless a cool change occurs. An SMS and will be sent out to alert everyone about cancellation of classes. If you are unsure about whether your class has been cancelled, please contact 0401 468 173.*
- *Classes on hot days may still run if they are too close to an event such as examinations or the concert.*
- *Classes may also be cancelled due to teacher sickness, or a teacher having to isolate.*
- *If we are able to move the class(es) to online or a make-up class organised, there will be no credits/refunds.*
- *If a zoom alternative or make-up class is not available, credit for cancelled classes will be applied.*

Risk

- *Activities in class are physical and may involve the risk of accidents occurring. Art Evolutions Dance School and its teachers accept no legal responsibilities for any injuries.*
- *In the case of an injury or health concern of a student or someone in attendance, all reasonable efforts will be made to contact the parent/guardian or emergency contact.*
- *In the case of an emergency, or in the event that a parent/guardian or emergency contact cannot be reached, Art Evolutions will seek medical attention for the student either by rendering first aid or calling an ambulance. Art Evolutions does not take responsibility for any costs incurred by obtaining such emergency medical attention (e.g. ambulance fees).*

Photograph/Filming Policy

- *Upon signing that you have read the policies and school information, you are granting permission to Art Evolutions Dance School, it's representatives and employees the right to take photographs/video of my child during their time at Art Evolutions Dance School and/or external performances. These photographs/videos may be posted on our website, social media and advertising. Please let us know if you do not wish to have the identity of your child revealed in descriptive text or commentary.*
- *Students/parents cannot video or photograph classes, students or staff at any time in the hall or the theatre, unless given permission by the staff or individuals involved.*

Privacy

- *We only collect personal information that is necessary for our work. We never disclose the personal information of our clients or enquirers to third parties, unless they are working directly on our behalf or we are required to do so by law. Nor do we publish personal information in publications or on our website, without explicit/express consent.*

Complaints

- If you have a complaint it is to be directed to the Principal via email and an appointment will be set up if further discussion is required. Please do not make verbal complaints to any staff.

Covid-19 policy and waiver

- Students, staff and parents must abide by our Covid Safe Policy which can be viewed on our website.
- Students, staff and parents must NOT attend Art Evolutions Dance School if they:
 - Have any symptoms of cold, flu or fever.
 - Are required to self-isolate
 - Live in an area that is in "lockdown"
- Art Evolutions Dance School and its staff will use all reasonable efforts to minimise the spread of COVID-19; however, Art Evolutions Dance School cannot guarantee that you/your child(ren) will not become exposed and if exposed, that you/your child will not be infected with COVID-19.
- Upon enrolling yourself or your child, you acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that you/your child(ren) may be exposed to or infected by COVID-19, by attending Art Evolutions Dance School.
- You voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any exposure or infection that your child(ren) or yourself may experience or incur in connection with you or your child(ren)'s attendance at Art Evolutions Dance School and hereby release covenant not to sue, discharge and hold harmless, Art Evolutions Dance School or its staff.

See the next page for our Child Safe Policy in accordance with the Child Safety Standards in Victoria.

Child Safe Policy 2024



ART EVOLUTIONS
Dance School

CHILD SAFETY AND WELLBEING STATEMENT OF COMMITMENT

PURPOSE

The purpose of this statement is to demonstrate the commitment of Art Evolutions Dance School to the safety, protection and wellbeing of all children and young people in our care. Art Evolutions has zero tolerance for child abuse and is committed to acting in our student's best interests in keeping them safe. Children have the fundamental right to be safe from any form of abuse or neglect. Art Evolutions is committed to ensuring compliance with all relevant child protection laws and regulations and in developing and maintaining a child safe culture.

SCOPE

This statement and subsequent Code of Conduct applies to and is binding on, all Art Evolutions Dance School employed workers, teachers, guest teachers and any third-party contractors and volunteers at Art Evolutions. It applies to any activities at Art Evolutions Dance School which involve, result in or relate to contact with children.

RESPONSIBILITIES

The Principal at Art Evolutions Dance School, Jessica Gregor, is primarily responsible for the implementation and conduct surrounding child safety and wellbeing and all related procedures, which includes:

- Recruitment
- Staff inductions and training
- Receiving and responding to complaints
- Risk assessment and management process
- Reporting, record keeping and information sharing
- Code of conduct

All other employees and workers will support in the activation of this statement and Code of Conduct and the above procedures.

DEFINITIONS

- Child Any person under the age of 18
1. Any act committed against a child involving:
- a) A sexual offence
 - b) The offence of grooming
- Child Abuse 2. The infliction, on a child of:
- a) Physical violence
 - b) Serious emotional or psychological harm
3. Serious neglect of a child

Child Neglect	The failure by a parent or caregiver to provide a child (where they are in the position to do so) with conditions that are culturally acceptable as being essential for the child's physical and emotional development and wellbeing.
Child Safety	All matters related to protecting children from child abuse, managing the risk of child abuse, providing support to a child at risk of child abuse and responding to incidents or allegations of child abuse.

CHILD SAFE STANDARDS

Art Evolutions Dance School's commitment to child safety is based on the following Government mandated standards that guide the organisational culture to protect the children in our care.

1. Our Statement of Commitment to child safety details how we comply to the Child Safe Standards and our Code of Conduct provides behavioural standards that all our staff and volunteers must abide by.
2. Take child participation seriously: Art Evolutions empowers children and young people to enable them to communicate if they feel unsafe, express their views and raise concerns. This is implemented through supportive staff and the encouragement of friendships and peer support.
3. Involving families and communities: Open communication at Art Evolutions in relation to child safety is actively promoted within the community to families, ensuring everyone is kept informed and offered the opportunity to raise any views in relation to the wellbeing of their child.
4. Respecting equity and diversity: All children are treated equally at Art Evolutions and any diverse needs are respected. We understand the importance of providing additional support to the needs of children and young people with disability, from culturally and linguistically diverse backgrounds, those unable to live at home and LGBTQI children and young people.
5. Ensuring staff are suitably supported: All employees, teachers, guest teachers, contractors and volunteers at Art Evolutions have current working with children checks and are provided with an appropriate induction to their responsibilities of keeping children and young people safe.
6. Child focused complaint system: Any complaints about child safety and wellbeing are handled directly with Jessica Gregor, the Principal. All concerns are welcomed to be raised with any of our teachers or other staff, however it will be escalated to Jessica to manage. All complaints will be taken seriously, and responded to promptly and thoroughly ensuring privacy and employment law obligations are met.
7. Staff knowledge, skills and awareness: All Art Evolutions staff and volunteers have the knowledge, skills and awareness to keep children and young people safe through ongoing education, this includes training on how to build culturally safe environments.
8. Safe online and physical environments: Art Evolutions recognises the importance of safety and mitigating risks within online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities.
9. Review of child safe policies and practices: At Art Evolutions we regularly review, evaluate and improve on all child safe practices and our Code of Conduct.
10. Establish a culturally safe environment: Art Evolutions has established a culturally safe environment in which diverse and unique identities and experiences of Aboriginal children and young people are respected and valued. We provide an environment where a child has the ability to express their culture and actively support their cultural rights. Racism is not tolerated.
11. Child safety is embedded in organisational leadership: Child safety and wellbeing is the foundation of the Art Evolutions environment, stemming from the leadership and modelled throughout the organisation. Art Evolutions provides a Code of Conduct to all staff and volunteers on behavioural standards that aims to prevent, identify and mitigate risk to children and young people.

CODE OF CONDUCT

BREACH OF THE CODE OF CONDUCT

Where an employee, teacher or guest teacher breaches the Code, Art Evolutions Dance School will take serious action that may lead to disciplinary measures or dismissal.

GENERAL COMMITMENT TO CHILD SAFETY AND WELLBEING

When working with children and young people, all bound by this code must:

1. Understand and adhere to the Art Evolutions Statement of commitment to child safety and wellbeing
2. Be familiar with and adhere to all relevant state and federal legislation around child safety and wellbeing
3. Ensure they do everything they can to protect children from abuse and harm
4. Promote the safety and wellbeing of all children and young people
5. Be aware and proactive in terms of all child safety and wellbeing issues
6. Provide appropriate supervision for children and young people
7. Treat all children equally and with respect

ENVIRONMENTS

When working with children and young people, all bound by this code must:

1. Provide a physically safe environment for children and young people
2. Provide areas where children can change clothes and use toilet facilities in private
3. Help provide an open, safe and supportive environment for all children and young people to interact and socialise

GENERAL BEHAVIOURS

When working with children and young people, all bound by this code must:

1. Not behave in a prejudicial or oppressive manner
2. Not use inappropriate language with or in the presence of children and young people
3. Not express personal views on culture, race or sexuality in the presence of children
4. Not discriminate against any child based on culture, age, gender, vulnerability, sexuality, race, ethnicity or disability
5. Not engage in any form of sexual conduct with a child, including making sexually suggestive comments or sharing sexually suggestive material
6. Not engage in any form of physical violence towards a child, including inappropriately rough physical play
7. Not use physical or corporal punishment to discipline or control a child
8. Not engage in any form of behaviour that has the potential to cause a student serious emotional or psychological harm, such as isolating, yelling at, harassing or humiliating a child
9. Not develop 'special' relationships with children that could be seen as favouritism

CHILD INTERACTION

When working with children and young people, all bound by this code must:

1. Behave as a positive role model to all children and young people.
2. Impart knowledge and skill of dance in a respectful and encouraging manner
3. Use positive and affirming language towards children and young people

4. During teaching ensure physical touch boundaries are established and everyone in the studio is aware of these guidelines
5. Encourage children and young people to express their ideas and listen to them with respect
6. Intervene when children are behaving inappropriately towards others

CHILD PRIVACY AND COMMUNICATION

When working with children and young people, all bound by this code must:

1. Engage in appropriate behaviours with regards to physical contact with children
2. Not be alone or engage in undisclosed private meetings with children
3. Not engage in any inappropriate personal communication with a child through any medium, including online contact
4. Keep all personal information about students and families confidential and never post any identifying information about a child online
5. Always obtain written consent from parents / carers before taking or publishing photos or videos

DIVERSITY

When working with children and young people, all bound by this code must:

1. Treat all children equally, regardless of background, culture, religious beliefs, disability and political differences
2. Encourage participation from linguistically and culturally diverse children and young people as well as children and young people with any kind of disability and promote their safety
3. Proactively contact Traditional owner groups or Registered Aboriginal Party in the area to ensure the organisation is welcoming, inclusive and culturally safe for Aboriginal and Torres Strait Islander people and their children
4. Encourage input from parents and families, and use their advice to make your school welcoming and culturally empowering for students of diverse cultural backgrounds, and for students with disabilities

REPORTING CONCERNS OR ALLEGATIONS

1. Provide a comfortable environment to give the child or adult full attention so concerns can be expressed without interruption
2. Remain supportive and reassuring to comfort any distress, ask encouraging questions and let them know they've done the right thing
3. Let them know they will have to act on the information and let other people know
4. Create a detailed record of the interaction for investigation, including the date, time and location of disclosure, notes on the disclosure in the child's words and the child's demeanor
5. Report the disclosure to Joanne O'Kelly immediately so that action can be taken
6. If the child is in immediate danger contact 000 or the appropriate external authorities
7. Respect the privacy of the situation and do not involve any more people than are necessary in the situation

REFERENCES

- <https://www2.education.vic.gov.au/pal/child-safe-standards/policy>
- <https://www.legislation.vic.gov.au/in-force/acts/child-wellbeing-and-safety-act-2005/041>
- <https://ccyp.vic.gov.au/>
- <https://www.vic.gov.au/working-with-children-check>

If you believe a child is at immediate risk of abuse phone 000.