



Curtin University

TENANT **CAMPUS GUIDE**

July 2026

CONTENTS

WELCOME TO CURTIN

WHY SHOULD I READ THIS?	3
CURTIN PROPERTIES WEBSITE	3
MAINTENANCE VS TENANT FITOUT WORKS	3
CURTIN BY-LAWS & TENANT RULES	3
KEY CONTACTS	3
ACCESSING YOUR TENANCY	3
HOW DO I GET INTO MY TENANCY?	3
FAULTY OR LOST ACCESS CARD	3
CAN CURTIN ACCESS MY PREMISES?	3

STAYING SAFE

INCIDENT RESPONSE	4
LIFE THREATENING	4
SAFETY CONCERN	4
CAMPUS HAZARD	4
EMERGENCY PREPAREDNESS / EVACUATIONS	4
FIRE ALARMS	4
AUTOMATED EXTERNAL DEFIBRILLATORS	4
TENANT CONTACT INFORMATION	4

FIXING THINGS

WHO DOES WHAT – MAINTENANCE & REPAIRS	5
CONTRACTOR INDUCTIONS	5
PERMITS TO WORK	5
NON-COMPLIANCE	5
MINIMISING IMPACTS TO OTHERS	5
NO WORK DURING EXAMS	5

OPERATIONAL INFO

HOW TO REPORT UTILITY INTERRUPTIONS	6
HOW TO FIX AN INTERNET FAULT	6
HOW TO MAINTAIN GREASE TRAPS	6
AIR CONDITIONING OPERATING HOURS	6
WHERE DO I TAKE MY RUBBISH?	6
HOW DO I SEND OR RECEIVE MAIL?	6

PARKING & TRANSPORT

GETTING TO AND AROUND CAMPUS	7
HOW TO AVOID A PARKING FINE	7
WHERE DO MY STAFF AND CUSTOMERS PARK?	7
WHERE DO TAXI AND RIDESHARE GO?	7
PUBLIC TRANSPORT	7
CYCLING TO CAMPUS?	7
FREE BUS SERVICE	7
DELIVERIES	7
WHERE DO FOOD DELIVERY SERVICES GO?	7
WHERE DO I GET STOCK DELIVERED?	7

GENERAL INFO

WHEN IS THE CAMPUS OPEN?	8
SMOKE FREE CAMPUS	8
SUPPORT DIVERSITY AND EQUITY	8
FAITH FACILITIES	8
CAN I HIRE CURTIN FACILITIES?	8
SUSTAINABILITY	8
RESEARCH	8
CAMPUS UPDATES / SOCIAL MEDIA CHANNELS	8
EVENTS	8



WELCOME TO CURTIN

WHY SHOULD I READ THIS?

Our campus is a beautiful place to work – but knowing what to do can sometimes be a bit confusing.

Read this to get the right information about what you need to do so you can focus on your business.

CURTIN PROPERTIES WEBSITE

Go to the Properties website, then the 'Tenants' section to submit requests for access, maintenance or tenant works.



Visit:

properties.curtin.edu.au/leasing/tenants/

MAINTENANCE VS TENANT FITOUT WORKS

Maintenance or repairs, refer to [page 5](#) of this document, and submit an online [Maintenance Request](#).

Tenant Fitout Works (incl. modifications) – refer to the [Tenant Works Guidelines](#) and submit a [Tenant Works Proposal](#).

CURTIN BY-LAWS & TENANT RULES

All tenant employees and campus users must comply with the Curtin Land and Traffic By-Laws, available here: curtin.edu.au/about/governance/enabling-legislation/

Your lease may also include Tenant Rules. If not, refer to: properties.curtin.edu.au/tenant-rules/.

KEY CONTACTS

PROPERTY PORTFOLIO TEAM

Email propertyportfolio@curtin.edu.au

Contact for general enquiries and lease administration.

SAFER COMMUNITY TEAM (SCT)

Tel +61 8 9266 4444

For life-threatening situations – Call **000**, then call SCT for assistance and to help direct emergency vehicles on campus.

For on-campus safety concerns – Call SCT.

SCT are first aid trained and on campus 24/7, 365 days a year.

SERVICE COORDINATION CENTRE (SCC)

Tel +61 8 9266 2020

Email scc@curtin.edu.au

Contact to report any repairs, maintenance or property hazards.

COMMUNICATIONS & ENGAGEMENT TEAM

Email pfcomms@curtin.edu.au

Planning an event, activation or promotion on campus?

Contact our team early so we can help you get started.

ACCESSING YOUR TENANCY

HOW DO I GET INTO MY TENANCY?

Buildings are accessed with a swipe card. All Tenant employees must obtain a Curtin ID card, which also works as their swipe card.



To arrange tenancy access, visit:

properties.curtin.edu.au/leasing/tenants/employee-access

This process can take time, so start well in advance.

Tenants are responsible for managing employee access.

Notify the Property Portfolio team when an employee ceases employment, so their Curtin ID and access can be deactivated.

FAULTY OR LOST ACCESS CARD

Can't get into a building?

Call SCT (and provide your Curtin ID number).

Lost or stolen access card?

Step 1: Call SCT to deactivate the lost or stolen card.

Step 2: Go to SCT in Building 115 (with photo ID) to obtain a replacement card (fees may apply).

CAN CURTIN ACCESS MY PREMISES?

Curtin will need to access the premises for reasons such as:

- In the case of an emergency.
- To maintain, repair, measure, replace, install, or alter the Services, Building or Premises.
- To confirm compliance with your Lease obligations.
- Routine building inspections as reasonably required.

The Property Portfolio team will provide advance notice where possible to minimise business disruption, except in emergencies.

Note – Building 418: Curtin will require maintenance access to the garden balconies on Levels 2 and 5, and the Level 5 service rooms.



STAYING SAFE

Curtin's top priority is to **keep everyone safe**.
You must help make this happen.

INCIDENT RESPONSE

You must know what to do and act quickly.

WHAT'S HAPPENED?		
LIFE THREATENING	SAFETY CONCERN	CAMPUS HAZARD
i.e. heart attack, fire, assault	i.e. people-related incident, injury, near-miss, wellbeing issue, suspicious activity	i.e. building or landscape-related, trip or slip hazard, damage, flooding, oil spill, fallen tree
WHO TO CALL		
Emergency Services	Safer Community Team (SCT)	Service Coordination Centre (SCC)
000 24/7	(08) 9266 4444 24/7	(08) 9266 2020 7.30am - 4.30pm <i>After hours, call SCT</i>

LIFE THREATENING

CALL 000 immediately.

Then call the Safer Community Team on 9266 4444 so SCT can help direct emergency vehicles to your location on campus.

SAFETY CONCERN

Call 000 for life-threatening situations

Contact the **Safer Community Team** on 9266 4444, or via the **SafeZone app**, for any safety or security concerns. This includes situations where you feel unsafe or need a security escort.

Report non-urgent issues via the online form: properties.curtin.edu.au/campus-safety/report-incident-concern/

CAMPUS HAZARD

Contact **SCC** on 9266 2020 to report an urgent campus hazard or issue, otherwise submit an online [Maintenance Request](#).

Tenants are responsible for the Workplace Health & Safety (WHS) of their own employees and tenancy area.



SAFEZONE APP

A free app available to assist tenant employees* with their safety on campus, including:

- "Emergency" = safety concern, not 000
- "First Aid" = request medical assistance
- "Help" = location finder / other assistance

To download the app or for more information, visit: properties.curtin.edu.au/campus-safety/safezone/

* Sporting clubs cannot access the SafeZone App

EMERGENCY PREPAREDNESS / EVACUATIONS

Tenants must read and comply with the Emergency Response by Tenants document, visit: properties.curtin.edu.au/campus-safety/emergency-management/.

Participation in Curtin's annual emergency drills is mandatory.

In the event of an evacuation:

- **Remain calm** and follow directions from Wardens, the Safer Community Team, and Emergency personnel.
- Take only small essential items (phone, wallet, keys).
- If safe to do so, assist nearby people with a disability.
- Exit via the nearest emergency exit.
- Proceed directly to the designated assembly area.
- **DO NOT** use lifts.
- **DO NOT** carry food or hot drinks during an evacuation.
- **DO NOT** gather near building exits.
- **DO NOT** re-enter the building until authorised.

FIRE ALARMS

Tenants must pay all costs associated with a false fire alarm being triggered resulting in a call-out by the Department of Fire and Emergency Services (DFES).

The current DFES call out cost is \$1,337 per call-out.

AUTOMATED EXTERNAL DEFIBRILLATORS

Automated External Defibrillators (AEDs) are located across campus: properties.curtin.edu.au/campus-maps/.

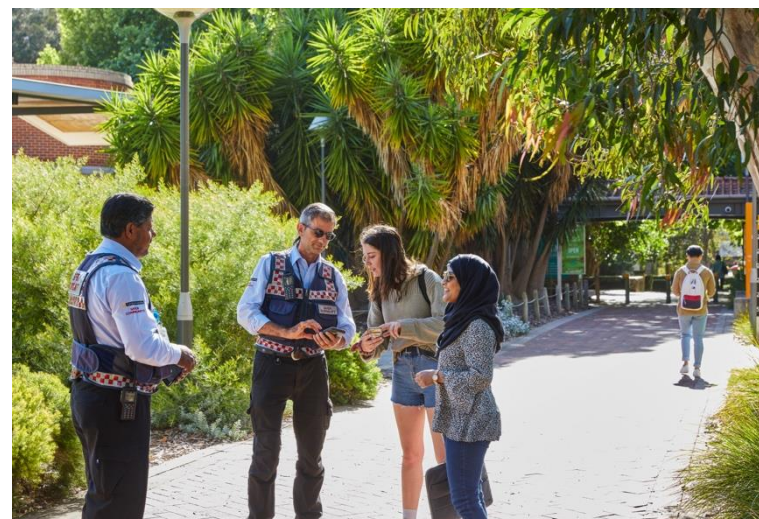
Call 000 in a life-threatening emergency, then call the Safer Community Team if you require assistance.

The Safer Community Team must be notified if an AED has been used so it can be maintained and returned to service.

TENANT CONTACT INFORMATION

Before lease commencement, and when contact details change, Tenants must email the Property Portfolio team with the **name, position, email address and mobile number** for nominated:

- Emergency contact/s
- On-site/operational contact/s
- Leasing contact
- Invoicing contact



FIXING THINGS

WHO DOES WHAT – MAINTENANCE & REPAIRS

Check your Tenant Maintenance Matrix (TMM) before requesting maintenance. It shows whether you or Curtin are responsible. Obtain a copy of your TMM from the Property Portfolio team.

Then, you must submit a **MAINTENANCE REQUEST**: properties.curtin.edu.au/leasing/tenants/maintenance-request/

- **If Curtin is responsible?**

SCC will allocate the job to a Curtin Service Manager or external contractor based on risk and priority. SCC will let you know if your request is a Tenant responsibility.

- **If the Tenant is responsible?**

Tenant works **cannot start until** you have received email approval from the Property Portfolio team confirming your works can proceed, subject to the Tenant:

- ☒ obtaining relevant [Permits to Work](#); and
- ☒ engaging an [Inducted](#) contractor to do the works.

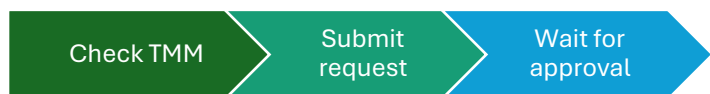
- **If it's not Maintenance?**

Depending on the complexity of your proposed works, the Property Portfolio team may advise you to submit a

TENANT WORKS PROPOSAL: properties.curtin.edu.au/leasing/tenants/works-proposal/

- **Unsure?** Contact SCC or the Property Portfolio team.

Remember: check first, then submit a request



CONTRACTOR INDUCTIONS

All contractors must be Curtin inducted before starting any works.

- **Step 1 – Company Registration (valid 3 years):**

completed online by the contractor company (including providing annual confirmation of valid insurances).

- **Step 2 – Worker Induction (valid 2 years):**

completed online by each of the contractor's individual workers who will be coming onto campus.



To commence the Induction process, go to:

properties.curtin.edu.au/working-with-us/registration-inductions/

Becoming inducted takes time. To save time, you can choose to use pre-inducted contractors. Refer to: properties.curtin.edu.au/working-with-us/qualified-contractors/.

To avoid delays during emergency repairs, Tenants should ensure any contractors needed for urgent repairs (e.g. Electrical, Plumbing, Cool-rooms, Air-Conditioning) are always inducted.

PERMITS TO WORK

Permits are essential for the following works:

- Access – for buildings and roofs, road closure, and vehicles within campus
- Isolations – all services incl. electricity, water, fire and gas
- Drilling, coring or cutting
- Hot works – welding and grinding
- Working at heights
- Accessing confined space
- Asbestos
- Digging or Excavation
- Cranes



**For more information,
or to submit a permit request, visit:**

properties.curtin.edu.au/working-with-us/permits/

If you have questions about which permits may apply to your works, check the above link or email permits@curtin.edu.au.

NON-COMPLIANCE

If a contractor is operating in an unsafe manner, the matter will be investigated by Curtin's Facilities Compliance Officer.

The contractor must act immediately and may be asked to stop work until the work area and procedures are deemed safe.

Non-compliance may lead to the contractor's induction status being revoked, which means you must use another contractor.

MINIMISING IMPACTS TO OTHERS

Tenant works must not disrupt teaching, learning, research, other campus users, or access to surrounding buildings and tenancies.

NO WORK DURING EXAMS

Protecting exam periods is essential.

DO NOT plan any works during exam periods.

Most exams are held in June and November for a two-week period, however there can be exams throughout the year.



For key exam dates, visit

students.curtin.edu.au/essentials/examinations/key-dates/

If emergency works are needed during exams, such as a burst water pipe, notify **SCC** and the Property Portfolio team immediately so works can be arranged outside exam hours.

OPERATIONAL INFO

HOW TO REPORT UTILITY INTERRUPTIONS

You must immediately report:

- **Gas leaks** – contact **SCT** (this is a safety concern) and evacuate your tenancy.
- **Power, water and gas supply interruptions**, or if you accidentally disconnect the service – contact **SCC**.

All swipe access remains operational during power outages.

HOW TO FIX AN INTERNET FAULT

Tenants are responsible for their own IT, including phone & internet connection and sourcing their own provider.

For guidance on how to get connected – contact the Property Portfolio team. Tenants cannot use Curtin's network.

If you are experiencing **issues, faults, or disruption**:

- Contact your internet provider to establish the cause of the disruption.
- If related to Curtin infrastructure – contact SCC.

HOW TO MAINTAIN GREASE TRAPS

Some on-campus retail tenants have a dedicated (non-shared) grease trap, and are responsible for:

- All operating and maintenance costs incl. pumping it out.
- Compliance with Water Corporation regulations and trade waste permit requirements including:
 - ✓ Obtaining a **trade waste permit** (register with the bar code noted on the grease trap).
 - ✓ Using a Curtin approved **licensed liquid waste contractor**. Our current contractor is Cleanaway.

AIR CONDITIONING OPERATING HOURS

Most campus building heating/cooling systems operate automatically Monday to Friday between 7.00am and 5.30pm.

Contact SCC to request the operating hours align with your opening hours, or to operate the system out of hours.

Note for Exchange retailers: you are responsible for the operating times, control, and maintenance of air conditioning within your tenancy.

WHERE DO I TAKE MY RUBBISH?

Tenants are responsible for their own cleaning and rubbish/waste removal.

Retail tenants: Place waste and recycling in your allocated bin/s. For collection schedules and bin locations, please contact the Property Portfolio team.

HOW DO I SEND OR RECEIVE MAIL?

Incoming mail: An incoming mail service is not provided, but tenants can arrange a secure locker for delivery of small parcels.

- Mail arrives on Mondays, Wednesdays and Fridays
- Delivered to a secure locker near Building 408
- Tenants will receive an SMS to advise of their delivery and an access code for collection



For details and location, visit:

properties.curtin.edu.au/curtin-parcel-lockers/

Outgoing mail: An outgoing mail service is not provided. Tenants can make direct arrangements via a courier service for incoming and outgoing mail, or via a nearby Australia Post:

- Australia Post Delivery Centre in Technology Park
- Australia Post Branch in Waterford Shopping Centre



PARKING & TRANSPORT

GETTING TO AND AROUND CAMPUS

HOW TO AVOID A PARKING FINE

1. Download **CellOPark** & complete the one-time setup
2. Select the correct zone you are parked in
3. Start a session each time you park

Campus parking is patrolled by SCT using licence plate recognition and fines will be issued by ticket.

Once issued, parking fines are administered by a third party, not Curtin. Details are noted on the ticket.

WHERE DO MY STAFF AND CUSTOMERS PARK?

Everyone pays for their parking. Tenant **employees** and **visitors** can park & pay in Green, Yellow or Blue zoned car bays.

EV charging stations are also available around campus.



For parking zones & rates, visit:

properties.curtin.edu.au/getting-here/driving/zones-and-rates/

30 and 90-minute free car bays are available in the Building 431 basement carpark, strictly for Exchange retail customers only.

Vehicles must be secured while on campus, and personal items should not be visible. Curtin does not accept liability for damage or theft while motor vehicles or bicycles are on campus.

WHERE DO TAXI AND RIDESHARE GO?

- A dedicated pick up/drop off area is located at the 'Forum' on Beazley Avenue (near the flagpoles between Buildings 100 and 200A), close to the centre of campus.
- 5-min pick-up/drop-off bays are available at Exchange.



To view the campus map, visit:

properties.curtin.edu.au/campus-maps/

PUBLIC TRANSPORT

Curtin's Bentley Campus is serviced by two Transperth Bus Stations which also connect to Canning Bridge Train Station.

- **Curtin Central Bus Station** is located within Exchange
- **Curtin University Bus Station** is located on Hayman Rd

For more information, visit: transperth.wa.gov.au.

CYCLING TO CAMPUS?

Bike pods and end-of-trip facilities, including showers and lockers, are available on campus.

For more information, including rules for e-ridables, please visit: properties.curtin.edu.au/getting-here/cycling/

FREE BUS SERVICE

curtinlink is a free on-demand mini-bus service, available to anyone wishing to travel locally to/from the Bentley campus.



For more information, visit:

properties.curtin.edu.au/getting-here/curtinlink/



DELIVERIES

WHERE DO FOOD DELIVERY SERVICES GO?

- **Pick up/drop off bays** at Exchange and the Forum
- **15-minute bays** available across campus

WHERE DO I GET STOCK DELIVERED?

- **15-minute bays** available across campus
- **Loading zone** between Building 410/418 (Exchange)
- **Loading docks at:**
 - Building 104 (upper level only)
 - Building 200
 - Building 408
 - Building 431 (Exchange)

Plan stock deliveries in advance to reduce disruption to your business and campus operations.



Loading dock & 15-minute bay locations:

properties.curtin.edu.au/campus-maps/

GENERAL INFO

WHEN IS THE CAMPUS OPEN?

Campus Standard Business Hours are:
Monday to Friday – 7.00am to 5.30pm

There are two main study semesters and two main semester break periods. We also run summer school and trimesters. Research and non-teaching staff operations are ongoing.

We are never fully closed, but the campus has a 2-week Limited-Service Period around Christmas and New Year.

SMOKE FREE CAMPUS

The whole campus is a smoke-free zone. Please assist in communicating this with your employees and customers. Breaches will attract fines.

SUPPORT DIVERSITY AND EQUITY

Everyone in the university community should receive fair and just treatment, irrespective of race, sexuality, gender identity, religion or culture. Please ensure your team upholds this too.

FAITH FACILITIES

Curtin University provides the following dedicated spaces for spiritual or religious purposes for the Curtin community:

- Muslim Musalla (Building 510)
- Prayer Room (Building 109)

CAN I HIRE CURTIN FACILITIES?

Tenants may request access to Curtin function spaces and meeting rooms through Room Bookings. For more info, visit: engage.curtin.edu.au/local-community/room-bookings/.

SUSTAINABILITY

Curtin is committed to sustainability. Our Perth (Bentley) Campus holds a 6-Star Green Star – Communities rating from the Green Building Council of Australia (GBCA).

RESEARCH

Have an idea or problem to solve? Partner with our students, staff and researchers to bring it to life. Contact our Communications & Engagement Team ([page 3](#)).

CAMPUS UPDATES / SOCIAL MEDIA CHANNELS



General campus updates:
[@curtincampusupdates](#)

Exchange:
[@curtin_exchange](#)

Events & food trucks program:
[@explore_curtin](#)

EVENTS

Our campus has activations and events throughout the year.

There may be opportunities to participate as a supplier/outlet. Contact our Communications & Engagement Team ([page 3](#)).



To see what's on, visit:
news.curtin.edu.au/whats-on/

