

Dropping into Curtin Connect

SOCIAL STORY



Curtin University

FIRST NATIONS ACKNOWLEDGEMENT

Curtin University acknowledges Aboriginal and Torres Strait Islander people, the First Peoples of this place we call Australia, and recognises them for caring for Country for more than 60,000 years.

We are honoured and grateful for the privilege to maintain campuses operating in Boorloo (Perth) and Karlkurla (Kalgoorlie) in Australia. We pay our respects to Elders past and present as Custodians and Owners of these lands. We recognise their deep knowledge and their cultural, spiritual and educational practices, and aspire to learn and teach in partnership with them.

Curtin also acknowledges First Nations peoples connected with our global campuses. We are committed to working in partnership with all Custodians and Owners to strengthen and embed First Nations' voices and perspectives in our decision-making, now and into the future.

Guidelines

This social story is an inclusive resource to support you in preparing for and visiting Curtin Connect.

To help you feel prepared and comfortable during your visit, we recommend the following:

- Bring along a bottle of water. Water is available in Curtin Connect, however it's good to have some with you just in case you need any on your way to or from your visit.
- If you feel anxious about explaining your enquiry when you arrive, you may want to write down your query in dot-points beforehand, so that you can refer to your notes when speaking with a Curtin Connect staff member.
- If you have a student ID card, bringing this along will make it easier to reference your student ID number when needed.
- Remember, the Curtin Connect staff are very friendly. And, a lot of them are either currently studying or have been a student at some point, so they are ready to help with any enquiry you may have, no matter how simple or complex it may be.



Dropping into Curtin Connect for assistance: a social story

Curtin Connect is a hub for student services, support and advice.

This is where I can go to meet with university staff who can help me resolve my queries.

Locating Curtin Connect

Curtin Connect is located in building 102, this is near the Common Ground café.

I can also look out for the koi pond to help me find Curtin Connect, as it is right outside the building.



Common Ground and Main Café are located along the nearby walkway.



The koi pond runs along the side of Curtin Connect.



Curtin Connect's entrance

To go inside, I need to walk towards the yellow entrance canopy, then enter through the automatic doors on the left.

There are seats outside where I can take a quiet moment if I would like to, before heading inside.

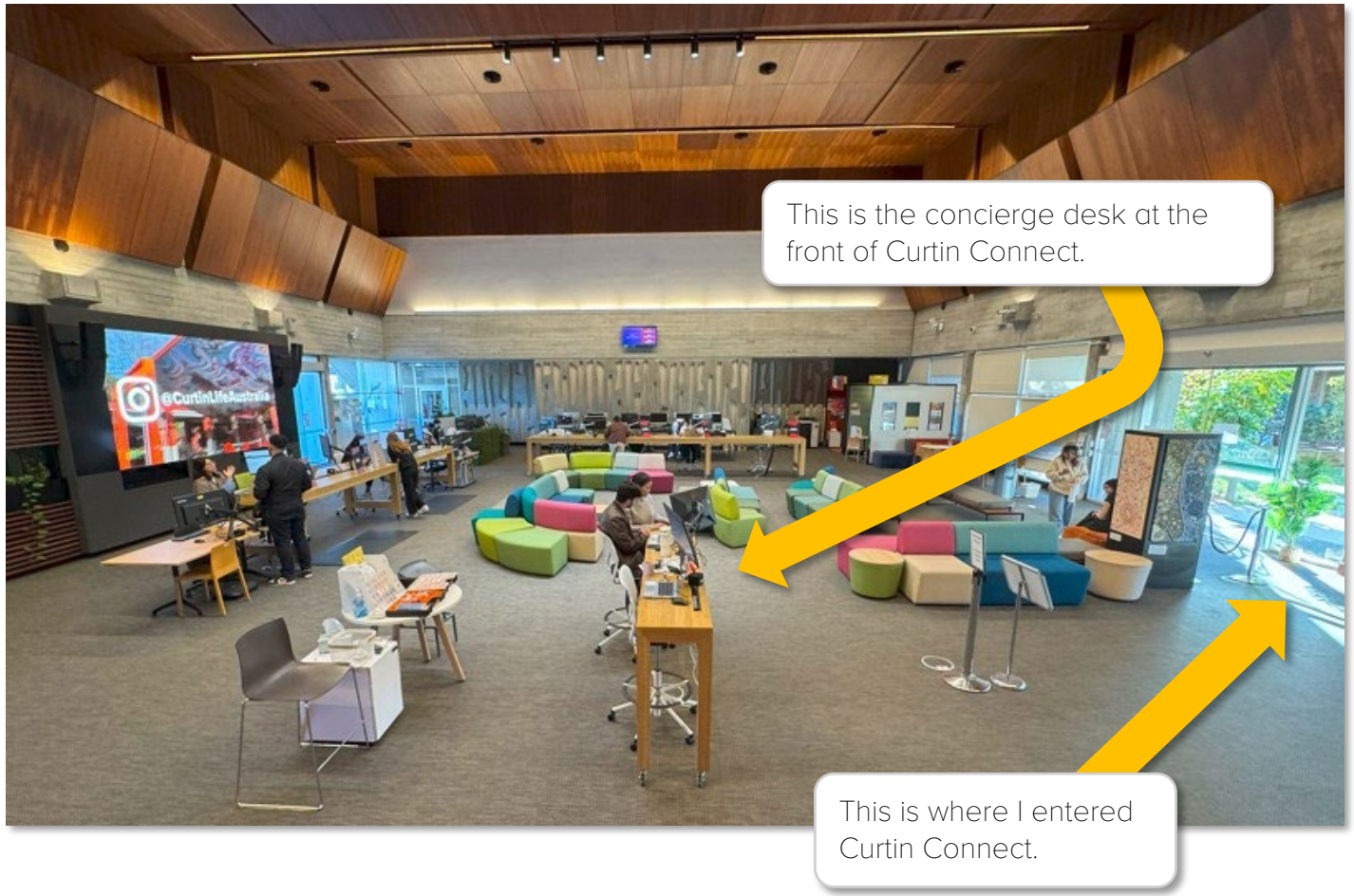


Waiting in queue

Once inside, there may be a queue, the music might be loud and it might be crowded.

I will need to wait in the queue just inside the entrance to be served by the concierge.

I will have my student ID number and mobile number handy, so I can provide it to them when asked.

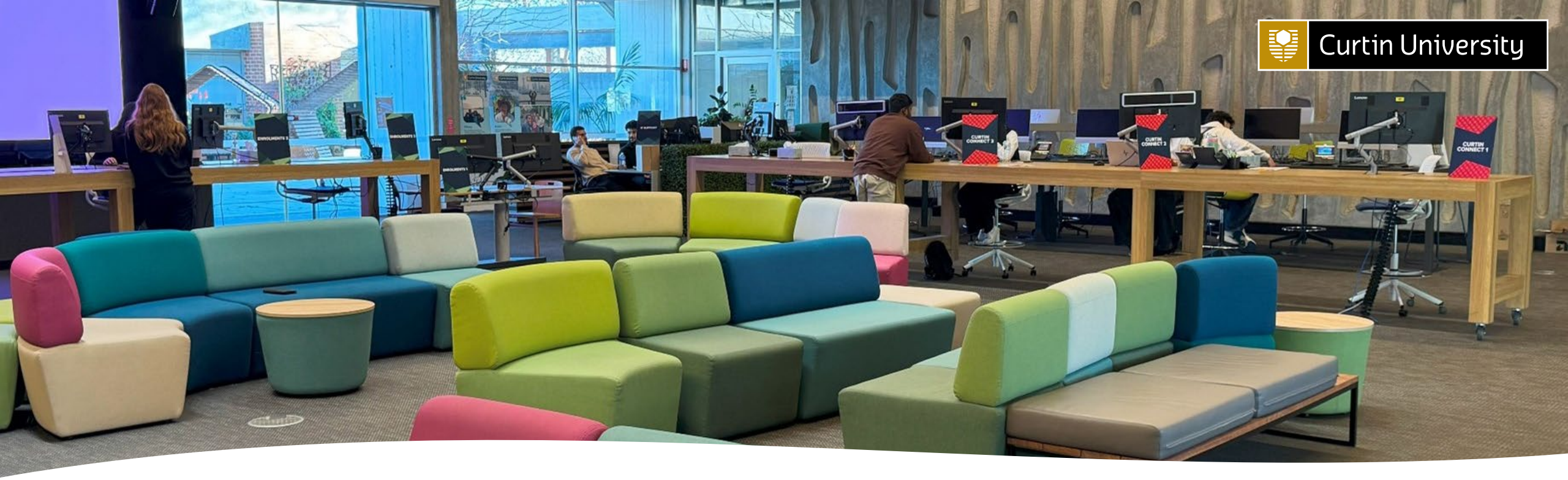


Speaking with the concierge

Once it's my turn, I will be greeted by a friendly concierge who will ask me for my student ID number.

I will need to let the concierge know what my query is about so that they can provide me with a ticket number to speak to a staff member that can assist me within Curtin Connect.





Curtin Connect's waiting area

Once I have a ticket, I can have a seat in the waiting area, or I can wait outside.

When it is my turn, I will get an SMS to let me know my ticket has been called and which counter I need to walk up to.

I will then go up to the counter and speak with the friendly staff member about my query.

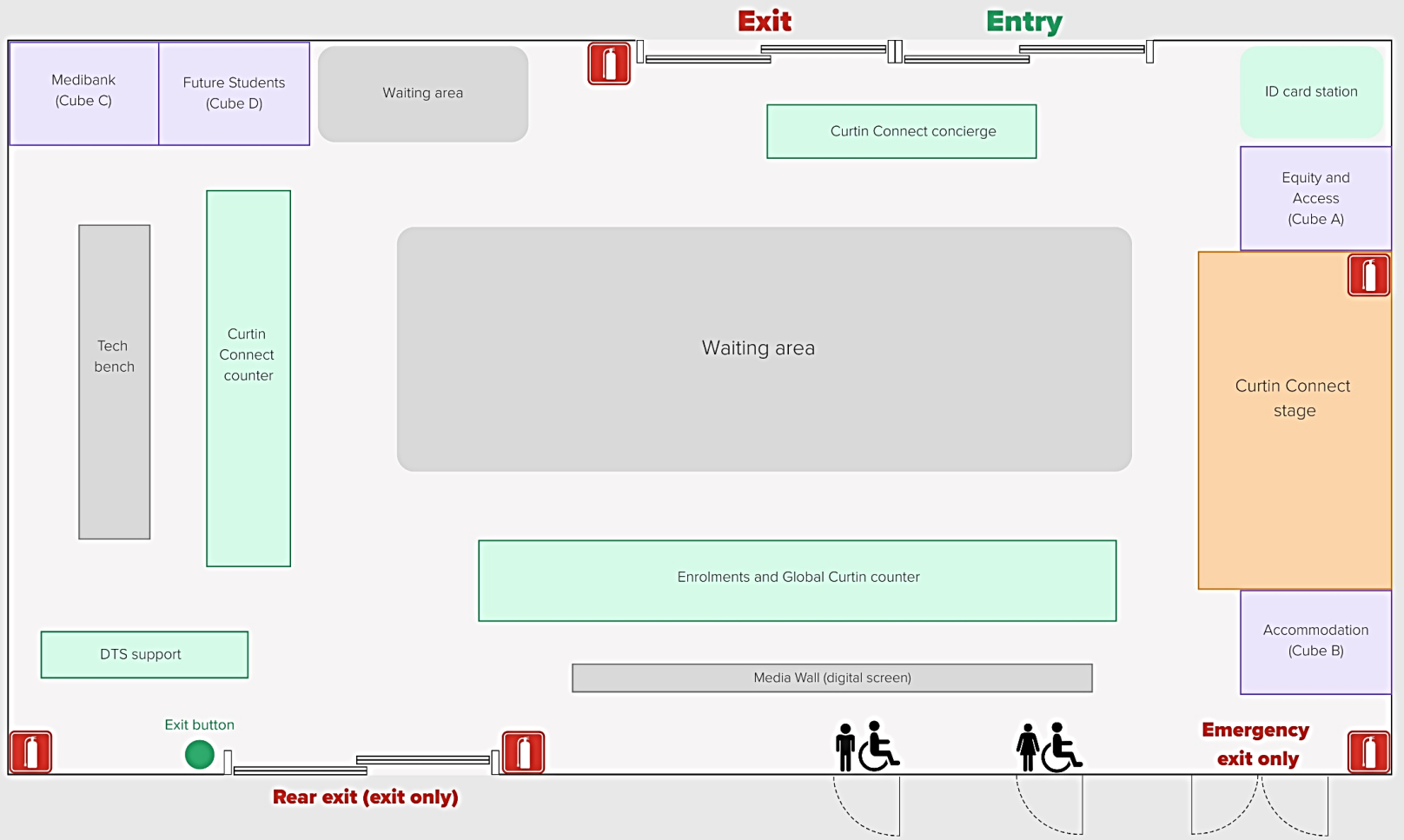
Exiting Curtin Connect

Once I've finished speaking with the staff member, I can exit through the rear doors by pressing the green button to the right of the door, or via the front doors where I entered.





Curtin Connect's interior layout



Legend

- Fire extinguisher location
- Female toilet
- Male toilet
- Universal Access Toilet

Curtin Connect

How to contact Curtin Connect



For more information, you can phone Curtin Connect on 08 9266 5321 or visit them in building 102 on the Perth Campus.



Curtin Connect is open Monday to Friday, from 8:30 am to 4:30 pm, and from 9:30 am on Tuesdays (AWST).



If you are an Australian Citizen or Permanent Resident, you can also book an appointment online to see an equity advisor.

Book a current student equity appointment
Book a future student equity appointment

All other students can contact Curtin Connect directly for assistance.