

Customer Service at The Perth Royal Show 2026

Briefing for Contractors, Staff and Volunteers

If you're reading this, it's because you play an essential role in bringing WA's biggest celebration to life.

The Perth Royal Show is more than an event — it's a showcase of our state, our communities, and the farmers who feed and clothe us. It takes thousands of dedicated people like you to make it happen.

Your mission is simple but powerful: Make every visitor feel welcome. Help them discover something new about our agricultural industry. Deliver an experience they'll remember as fun, and great value.

Our T.R.A.C.T.O.R values for the Show will guide you on this mission:

- **Teamwork:** Be helpful and proactive.
- **Respect:** Smile and be approachable.
- **Amusement:** Share the joy and help guests uncover something new
- **Community:** Welcome everyone, from every background.
- **Trust:** Handle issues with care and confidence.
- **Outstanding:** Represent the Show with pride. You're an ambassador for WA's biggest celebration.
- **Responsibility:** Anticipate needs and keep safety first.

You should also refer to the following to understand your role and be able to answer customer questions:

- RASWA Code of Conduct for Exhibitors, Vendors and Suppliers, or the Code of Conduct for Staff, Volunteers and Contractors
- Royal Rules
- Show FAQ's: Visit the website to find all the most frequently asked questions

We love feedback (positive or negative), and anyone can leave us a message via the Contact Us form on the Perth Royal Show website or visit RASWA reception. You can also give feedback to your line manager.

Thanks, and we hope you have an absolutely wonderful 2026 Perth Royal Show!

Team RASWA