

Brooks Hire Service specialises in the supply of heavy construction and earthmoving equipment to the civil and mining industries.

This charter sets out our commitment to you as we aim to deliver the highest standard of service to ensure your expectations are met. We also want to let you know how we can help you when you need assistance. We are committed to continually improving our service by measuring our performance and we welcome your feedback.

## Our Customer Service Standards

- We will always treat customers with respect and courtesy.
- We will listen carefully to what our customers say to determine the exact nature of each request.
- We will ensure that all requests are dealt with promptly.
- We will provide information that is clear and concise.
- We will act with sensitivity in relation to customer privacy.

## What you can expect from us

- Office hours 7am - 5pm Mon to Fri, 7am-12pm Saturday.
- After hours contact and 24/7 assistance available.
- Modern, low hour machines that are serviced and maintained in line with OEM guidelines.
- The ability to purchase new equipment for long term hires.
- Experienced Plant Coordinators with a wealth of knowledge.
- Qualified Heavy Duty Diesel Mechanics with a fleet of mine spec. service vehicles on hand to support machine servicing and maintenance.

## How you can contact us

☎ 1300 BROOKS (1300 276 657)

@ [sales@brookshire.com.au](mailto:sales@brookshire.com.au)

🌐 [www.brookshire.com.au](http://www.brookshire.com.au)

<b>PERTH</b>	30 Coulson Way, Canning Vale WA 6155
<b>SYDNEY</b>	3 Glossop Street, St Marys NSW 2760
<b>MELBOURNE</b>	610 Geelong Road, Brooklyn VIC 3012
<b>BRISBANE</b>	2355 Ipswich Road, Oxley QLD 4075
<b>ADELAIDE</b>	525 South Street, Regency Park SA 5010
<b>DARWIN</b>	402 Stuart Highway, Winnellie NT 0820
<b>BUNBURY</b>	3 Richter Road, Davenport WA 6230
<b>KALGOORLIE</b>	2-4 Williams Street, West Kalgoorlie WA 6430
<b>PORT HEDLAND</b>	1 Manganese Street, Wedgefield WA 6721
<b>NEWMAN</b>	2 Bangkerbang Close, Newman WA 6753
<b>KARRATHA</b>	1 Coolawanyah Road, Karratha WA 6714
<b>TOOWOOMBA</b>	8575 Warrego Highway, Withcott QLD 4352
<b>DALBY</b>	172 Drayton Street, Dalby QLD 4405
<b>MACKAY</b>	23 Barnes Creek Road, Cremorne QLD 4740

## Who to contact when you need to resolve an issue

### ■ HIRE DEPARTMENT

Lenore Brooks - Hire Manager

Phone: 0439 929 966 Email: [lbrooks@brookshire.com.au](mailto:lbrooks@brookshire.com.au)

### ■ TRANSPORT / DELIVERY DEPARTMENT

**WESTERN AUSTRALIA & NORTHERN TERRITORY**

Shane Bradley - Transport Manager West

Phone: 0407 195 109 Email: [sbradley@brookshire.com.au](mailto:sbradley@brookshire.com.au)

**EASTERN STATES & SOUTH AUSTRALIA**

Adrian Rorbach - Transport Manager East

Phone: 0407 040 036 Email: [arorbach@brookshire.com.au](mailto:arorbach@brookshire.com.au)

### ■ SERVICE DEPARTMENT (Machine service & breakdowns)

**PERTH, NORTH WEST WA & NORTHERN TERRITORY**

Steve Drage - Field Service Manager North West

Phone: 0499 988 859 Email: [sdrage@brookshire.com.au](mailto:sdrage@brookshire.com.au)

**SOUTH WEST WA & GOLDFIELDS**

Trent Silver - Operations Manager South West

Phone: 0477 999 447 Email: [tsilver@brookshire.com.au](mailto:tsilver@brookshire.com.au)

**EASTERN STATES & SOUTH AUSTRALIA**

Patrick Scott - Field Service Manager East

Phone: 0455 504 432 Email: [pscott@brookshire.com.au](mailto:pscott@brookshire.com.au)

### ■ PARTS DEPARTMENT

Phone: 1300 276 657 Email: [parts@brookshire.com.au](mailto:parts@brookshire.com.au)

### ■ ACCOUNTS DEPARTMENT

Marie Simmons - Financial Controller

Phone: (08) 6350 0400

Email: [msimmons@brookshire.com.au](mailto:msimmons@brookshire.com.au)

## Customer Feedback

If you have a compliment or complaint, we'd like to hear about it. We are always looking for ways to improve our service when things aren't right, and reward our staff when things are.

[Click Here To Submit Feedback](#)

*'Better Being with Brooks'*