

CUSTOMER CHARTER

Our Customer Service Standards

- We will always treat customers with respect & 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.

Our Branches

NEW SOUTH WALES

NEWCASTLE	244 Old Maitland Road, Hexham NSW 2322
ORANGE	20 Cameron Place, Orange NSW 2800
SYDNEY	3 Glossop Street, St Marys NSW 2760

NORTHERN TERRITORY

DARWIN	402 Stuart Highway, Winnellie NT 0820
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QUEENSLAND

BRISBANE	2355 Ipswich Road, Oxley QLD 4075
DALBY	172 Drayton Street, Dalby QLD 4405
GLADSTONE	1 Gladstone-Benraby Road, Gladstone QLD 4680
MACKAY	23 Barnes Creek Road, Cremorne QLD 4740
TOWWOOMBA	8575 Warrego Highway, Withcott QLD 4352
TOWNSVILLE	833 Ingham Road, BOHLE QLD 4818

SOUTH AUSTRALIA

ADELAIDE	525 South Street, Regency Park SA 5010
PORT AUGUSTA	70 Victoria Parade, Port Augusta SA 5700

VICTORIA

MELBOURNE	610 Geelong Road, Brooklyn VIC 3012
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WESTERN AUSTRALIA

ALBANY	140 Chester Pass Road, Lange WA 6330
BROOME	2 Clementson Street, Minyirr WA 6725
BUNBURY	3 Richter Road, Davenport WA 6230
GERALDTON	67-73 Flores Road, Webberton WA 6530
KALGOORLIE	2-4 Williams Street, West Kalgoorlie WA 6430
KARRATHA	1 Coolawanyah Road, Karratha WA 6714 1006 Coolawanyah Road, Karratha WA 6714
NEWMAN	2 Bangkerbang Close, Newman WA 6753
PERTH	30 Coulson Way, Canning Vale WA 6155 39 - 43 Murray Road N, Welshpool WA 6106 25 Glassford Road, Kewdale WA 6105 37 Hogarth Street, Cannington WA 6107
PORTHEDLAND	1 Manganese Street, Wedgefield WA 6721 1 Peawah Street, Wedgefield WA 6721
TOM PRICE	43 Boonderoo Road, Tom Price WA 6751

After hours call **1300 BROOKS (276 657)** and follow the prompts to speak with one of our friendly team members.

@ sales@brookshire.com.au www.brookshire.com.au

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.

[Submit Feedback](#)

Who to contact when you need to resolve an issue

BROOKS HIRE

Adrian Rorbach - General Manager
Phone: [0405 040 036](tel:0405040036) Email: arorbach@brookshire.com.au

Ryan Brown - National Manager and Ops.
Phone: [0407 766 916](tel:0407766916) Email: rbrown@brooksgroup.au

Ryan DeJager - Operations Manager *South West*
Phone: [0456 593 446](tel:0456593446) Email: rdejager@brooksgroup.au

Robert Cirocco - Operations Manager *South East*
Phone: [0428 410 547](tel:0428410547) Email: rcirocco@brooksgroup.au

David Morrow - Operations Manager *North East*
Phone: [0487 772 000](tel:0487772000) Email: dmorrow@brooksgroup.au

SERVICE DEPARTMENT (Machine service & breakdowns)

Jack Pengilly - Aftersales Manager
Phone: [0477 577 998](tel:0477577998) Email: jpengilly@brookshire.com.au

BROOKS MINING

James Delcore - Operations Manager
Phone: [0459 500 059](tel:0459500059) Email: jdellcore@brooksmining.com.au

BROOKS FLEET & SITE SERVICES

For all sales enquiries Email: sales@brookssiteservices.com.au
Troy Turner - Fleet Services Manager - Brooks Fleet
Phone: [0477 999 447](tel:0477999447) Email: tturner@brooksfleet.com.au

BROOKS ACCESS & CRANES

ACCESS EQUIPMENT HIRE & SALES

For all sales enquiries Email: sales@brooksaccess.com.au
Jacinta O'Brien - Account Manager
Phone: [0448 129 304](tel:0448129304) Email: jobrien@brooksaccess.com.au

SERVICE DEPARTMENT (Machine service & breakdowns)

For all service enquiries Email: service@brooksaccess.com.au
Luke Johnston - Service Manager
Phone: [0457 657 535](tel:0457657535) Email: ljohnston@brooksaccess.com.au

BROOKS EQUIPMENT SALES

Nathan Fenemer - General Manager
Phone: [0438 631 952](tel:0438631952) Email: nfenemer@brooksequipment.com.au

BROOKS MECHANICAL

Samantha Robertson - Senior Scheduler
Phone: [0475 027 789](tel:0475027789) Email: srobertson@brooksmechanical.com.au

BROOKS PARTS

Jack Eyo - National Parts Manager
Phone: [0499 899 444](tel:0499899444) Email: jeyo@brooksparts.com.au

TRANSPORT / DELIVERY DEPARTMENT

Rob Leete - National Transport Manager
Phone: [0467 672 250](tel:0467672250) Email: rleete@brookstransport.net.au