

Brooks Hire Service specialise 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.

Our Branches

PERTH	30 Coulson Way, Canning Vale WA 6155
SYDNEY	3 Glossop Street, St Marys NSW 2760
MELBOURNE	610 Geelong Road, Brooklyn VIC 3012
BRISBANE	2355 Ipswich Road, Oxley QLD 4075
ADELAIDE	525 South Street, Regency Park SA 5010
DARWIN	402 Stuart Highway, Winnellie NT 0820
BUNBURY	3 Richter Road, Davenport WA 6230
KALGOORLIE	2-4 Williams Street, West Kalgoorlie WA 6430
PORT HEDLAND	1 Manganese Street, Wedgefield WA 6721
NEWMAN	2 Bangkerbang Close, Newman WA 6753
KARRATHA	1 Coolawanyah Road, Karratha WA 6714
TOOWOOMBA	8575 Warrego Highway, Withcott QLD 4352
DALBY	172 Drayton Street, Dalby QLD 4405
MACKAY	23 Barnes Creek Road, Cremorne QLD 4740
PORT AUGUSTA	70 Victoria Parade, Port Augusta SA 5700
ALBANY	140 Chester Pass Road, Lange WA 6330

How you can contact us

- ☎ 1300 BROOKS (1300 276 657)
- @ sales@brookshire.com.au
- 🌐 www.brookshire.com.au

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
- **TRANSPORT / DELIVERY DEPARTMENT**
WESTERN AUSTRALIA & NORTHERN TERRITORY
Shane Bradley - Transport Manager West
Phone: 0407 195 109 Email: sbradley@brookshire.com.au
EASTERN STATES & SOUTH AUSTRALIA
Adrian Rorbach - Transport Manager East
Phone: 0407 040 036 Email: arorbach@brookshire.com.au
- **SERVICE DEPARTMENT (Machine service & breakdowns)**
WESTERN AUSTRALIA & NORTHERN TERRITORY
Steve Drage - Field Service Manager North West
Phone: 0499 988 859 Email: sdrage@brookshire.com.au
EASTERN STATES & SOUTH AUSTRALIA
Patrick Scott - Field Service Manager East
Phone: 0455 504 432 Email: pscott@brookshire.com.au
- **PARTS DEPARTMENT**
Phone: 1300 276 657 Email: parts@brookshire.com.au
- **ACCOUNTS DEPARTMENT**
Marie Simmons - Financial Controller
Phone: (08) 6350 0400
Email: 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](#)