

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.

[Click Here To Submit Feedback](#)

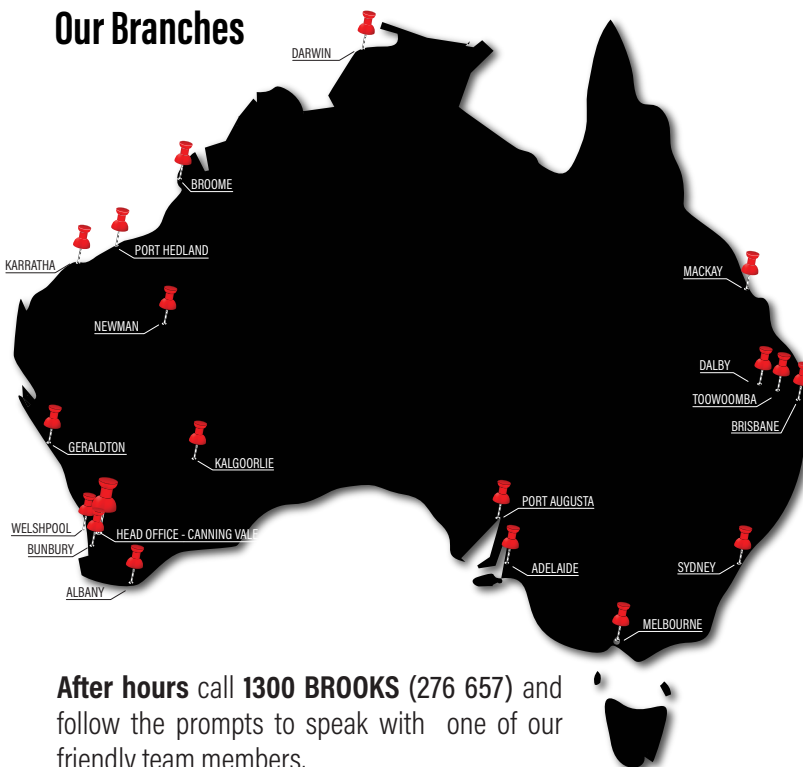
## Our Customer Service Standards

- 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



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

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

### HIRE DEPARTMENT

Adrian Rorbach - General Manager

Phone: **0405 040 036** Email: [arorbach@brookshire.com.au](mailto:arorbach@brookshire.com.au)

Keith Brooks - National Operations Manager

Phone: **0439 925 552** Email: [kbrooks@brookshire.com.au](mailto:kbrooks@brookshire.com.au)

Gary Bushell - Business Development Manager

Phone: **0487 772 000** Email: [gbushell@brookshire.com.au](mailto:gbushell@brookshire.com.au)

### WESTERN AUSTRALIA & NORTHERN TERRITORY

Seteve Drage - Operations Manager - North West

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

Ryan Brown - Operations Manager - South West

Phone: **0407 766 916** Email: [rbrown@brookshire.com.au](mailto:rbrown@brookshire.com.au)

### EASTERN STATES & SOUTH AUSTRALIA

David Morrow - Operations Manager - North East

Phone: **0428 204 623** Email: [dmorrow@brookshire.com.au](mailto:dmorrow@brookshire.com.au)

Mark Barbaro - Operations Manager - South East

Phone: **0448 442 551** Email: [mbarbaro@brookshire.com.au](mailto:mbarbaro@brookshire.com.au)

### ACCESS EQUIPMENT HIRE

Claire Harrison - General Manager - Brooks Access

Phone: **0437 659 325** Email: [charrison@brooksaccess.com.au](mailto:charrison@brooksaccess.com.au)

### SITE SERVICES EQUIPMENT HIRE

Ben Cook - General Manager - Brooks Site Services

Phone: **0499 940 449** Email: [bcook@brookssiteservices.com.au](mailto:bcook@brookssiteservices.com.au)

### TRANSPORT / DELIVERY DEPARTMENT

Michael Tink - General Manager - Brooks Transport

Phone: **0407 195 109** Email: [mtink@brookstransport.net.au](mailto:mtink@brookstransport.net.au)

### EASTERN STATES & SOUTH AUSTRALIA

Adam Weeks - Transport Manager

Phone: **0448 671 327** Email: [aweeks@brookstransport.net.au](mailto:aweeks@brookstransport.net.au)

### SERVICE DEPARTMENT (Machine service & breakdowns)

#### WESTERN AUSTRALIA & NORTHERN TERRITORY

Joe Piotrowski - National Service Manager

Phone: **0477 887 000** Email: [jpiotrowski@brookshire.com.au](mailto:jpiotrowski@brookshire.com.au)

#### EASTERN STATES & SOUTH AUSTRALIA

Stuart Farr - Field Service Manager

Phone: **0484 639 445** Email: [sfarr@brookshire.com.au](mailto:sfarr@brookshire.com.au)

### PARTS DEPARTMENT

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

### ACCOUNTS DEPARTMENT

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