

# Meet Shane

Shane is the NSW Electronic Braking System (EBS) service manager and national EBS training manager at Air Brake Systems. He has 40 years of trade experience in trucks, trailers, earthmoving, fleets and as a workshop manager. Shane was the 2023 winner of the Craig Roseneder Award for Technical and Maintenance Excellence. Over the course of his career, he has fostered close relationships with colleagues and encouraged conversations at all levels. **Shane shares some of the unique challenges mechanics face, and the difference regularly checking in can make.**



“Normalise regular check ins to change lives for the better.”

I am roadside 10-12 hours a day all over Australia. My footprint is very broad, and I don't get much time at home. I'm not alone in this experience, which is why I prioritise conversation and connection with others in the industry.



When I pull up on roadside, I don't only discuss the truck or trailer's problem. I have a conversation with the driver first. I give time to those conversations before I fix the truck. **That chat could be the only conversation the truck driver has for the day, which is why I make the effort to get to know them.** I also make the point to give them positive feedback when I can. When I'm fixing a truck, I can tell if it's being driven well. I've had some drivers well up in tears with gratitude when I've told them they're doing a great job and family members reach out to thank me for reassuring them that their loved one is driving safely. **Their job is incredibly tiring, the trucks are getting more complex and the deadlines tighter - a simple check in and acknowledgment can make a huge difference.**



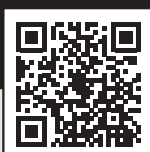
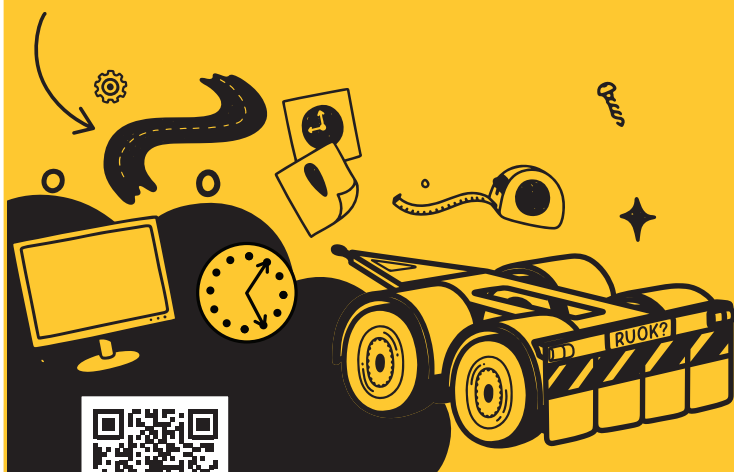
**Our job on the road can be very confronting. We need people around us to check in regularly and know the signs if we're not OK.**

The role of a mechanic and maintenance specialist extends far beyond the odd fix here and there. I have attended traumatic road accidents which still stay with me today. **We see and do things that can be very confronting.** That's why it is so important that we have people around us who check in regularly and know the signs we're not OK.



**Make the time to chat to someone. It could be the only conversation they have that day.**

I have been in the industry for a decent amount of time, and I can confidently say that there has been a shift in people's willingness to talk about the tough times. **They might not offer the information proactively, but starting a conversation invites them to share what's on their mind and the challenges they're facing.** I believe that's what R U OK? in Trucks & Sheds is about - embracing this openness to talk about life's ups and downs and normalising regular conversations to change lives for the better.



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