



Under embargo until 12.01am 20 December 2023

AAMI: 'Tis the season for car park prangs

Analysis of more than 23,000 car park insurance claims across the country from 1 December 2022 to 30 November 2023 has revealed:

- The highest number of shopping centre car park collisions occurred in December (2,423), followed by January (2,053).
- There were around 22 per cent more car park crashes in December than the monthly average for the 12 months to 30 November 2023.
- The Melbourne suburb of Doncaster, home to one of the biggest shopping centres in Victoria, has been named as Australia's worst hotspot for car park collisions for the second year in a row.

The worst suburbs for car park collisions in each state and territory are:

State	Suburb	Shopping Centres	2022 Comparison
VIC	Doncaster	Westfield Doncaster	Same #1 as 2022
NSW	Miranda	Westfield Miranda	New #1
QLD	Maroochydore	Sunshine Plaza	New #1
WA	Innaloo	Westfield Innaloo	Same #1 as 2022
SA	Modbury	Westfield Tea Tree Plaza	Same #1 as 2022
TAS	Kingston	Kingston Town	Same #1 as 2022
ACT	Belconnen	Westfield Belconnen	Same #1 as 2022
NT	Casuarina	Casuarina Square	Same #1 as 2022

- A new statistic this year – Friday, closely followed by Saturday and then Thursday, are the worst days of the week for shopping centre car park collisions.
- The afternoon, between midday and 4.00pm is the worst time of day for crashes in shopping centre car parks.
- Almost half (43 per cent) of shopping centre car park collisions included accidental damage to an insured driver's vehicle while parked.
- Almost a quarter (24 per cent) of shopping centre car park collisions involved an insured driver hitting a stationary object such as a bollard, shopping trolley or pillar/ wall.
- 22 per cent of shopping centre car park collisions occurred when at least one driver was reversing.
- Female drivers are the most likely to find themselves in a car park collision.

New AAMI research revealed some interesting insights on driving behaviours in car parks:

Car Park Etiquette

- Over half of Australians (55 per cent) say they would leave a note – regardless of how bad the damage was if they accidentally hit someone's car in a car park and nobody else saw it.
 - o Almost a quarter (24 per cent) would only leave a note if the damage was bad.
 - o 12 per cent could not guarantee they would leave a note or admit they wouldn't leave one at all

Other Insights

- Over half of Australians (57 per cent) find car parks are the most stressful during Christmas time, followed by weekends (33 Per cent), school holidays (32 per cent) and boxing day (31 per cent)
- To mitigate a stressful shopping centre car park experience during peak times like Christmas:
 - o Almost half of Australians (47 per cent) drive slower – which is highest among Gen Z (61 per cent).



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- Just over two fifths will either park in quieter areas of the car park or shop at times they know will be less busy (42 per cent and 41 per cent respectively)
 - One third of Aussies (33 per cent) will turn off their music/ radio to concentrate
 - Surprisingly, only one in five (21 per cent) admit to putting away or ignoring technology
 - Only 17 per cent of Australians are shopping online to avoid the stress of shopping centre car parks.
- Of those who have been involved in a car park accident, near miss or returned to their car to see it damaged:
- Over half believe the cause was another driver's bad driving. This has increased significantly in the past year (from 24 per cent in 2022 to 57 per cent in 2023). Almost one in twelve (8 per cent) have even installed a dash-cam to record and capture other drivers who are doing the wrong thing.
 - Nearly one third (32 per cent) believe it is due to poor car park design, and 27 per cent say trolleys and other items left around the car park are to blame.
 - Almost one third (29 per cent) felt stressed and under pressure looking for a car park, 14 per cent were rushing and hastily getting in and out of a car park, while 19 per cent admit they were distracted.
 - Nearly one in 10 drivers blame electric (EV)/ hybrid vehicles because they are silent and couldn't hear them in the car park or ignore beeping notifications on their car as they are so used to hearing them, they have become white noise.

Comments attributable to AAMI Motor Claims Manager Leah James:

"It's the busiest time of year for shopping centres, which transform into the 'Hunger Games' of parking, as desperate shoppers battle it out to find a car park.

"Busy shopping centres mean crazy car parks, and unfortunately with that comes an increase in accidents.

"Typically - outside of the festive season, drivers expect to find a car park within 3-5 minutes. However, during December and January - when car parks are busy, finding a spot can become a 15-to-30-minute nightmare, or longer for those hell bent on securing a park.

"The longer we spend doing laps of the car park and stalking shoppers, the more frustrated we become, which can quickly lead to erratic driving and a higher chance of being in a collision.

"A particular danger to watch-out for in car parks this year are electric vehicles. With so many now on our roads both drivers and pedestrians need to be on the lookout for these as they are virtually silent, so you can't rely on engine noises to alert you that one is creeping up or reversing. Likewise, EV drivers need to be mindful that their car doesn't emit the usual warning sounds, so lookout for pedestrians, particularly children, and other drivers who might not notice you.

While we can't control what's going on in the car park, we can adapt our own behaviour behind the wheel. As you hit the shops, keep calm, minimise distractions and avoid dashing through the car park to avoid an unwanted car park prang before Christmas."

AAMI's Top Tips for a prang-free parking experience:

- Take particular care to watch out for children and other pedestrians, especially when reversing.
- Watch out for stationary objects including pillars and trolleys.
- Don't let impatience get the better of you and make sure you keep a safe distance between you and the car in front or reversing.
- Resist the urge to park quickly, particularly in shopping centre car parks where turning circles are a lot tighter.
- If you can, utilise shopping centre concierge or car wash services so you don't have to find a car park at all.



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Top 3 hotspots and insights for car park collisions in each state and territory are:

Victoria	1. Doncaster	New South Wales	1. Miranda
Top Suburbs	2. Ringwood	Top Suburbs	2. Chatswood
Most common Accident Type	3. Chadstone	Most common Accident Type	3. Castle Hill
Worst Day	Accidental damage while parked	Worst Day	Accidental damage while parked
Worst Time	Friday	Worst Time	Friday
Most likely to have a car park accident	Afternoon	Most likely to have a car park accident	Afternoon
	Female drivers		Female drivers
Queensland	1. Maroochydore	Western Australia	1. Innaloo
Top Suburbs	2. Indooroopilly	Top Suburbs	2. Baldivis
Most common Accident Type	3. Carindale	Most common Accident Type	3. Midland
Worst Day	Accidental damage while parked	Worst Day	Accidental damage while parked
Worst Time	Saturday	Worst Time	Thursday
Most likely to have a car park accident	Afternoon	Most likely to have a car park accident	Afternoon
	Female drivers		Female drivers
Australian Capital Territory	1. Belconnen	South Australia	1. Modbury
Top Suburbs	2. Gungahlin	Top Suburbs	2. Oaklands Park
Most common Accident Type	3. Woden	Most common Accident Type	3. Marion
Worst Day	Accidental damage while parked	Worst Day	Accidental damage while parked
Worst Time	Saturday	Worst Time	Thursday
Most likely to have a car park accident	Afternoon	Most likely to have a car park accident	Afternoon
	Female drivers		Female drivers
Tasmania	1. Kingston	Northern Territory	1. Casuarina
Top Suburbs	2. Glenorchy	Top Suburbs	2. Palmerston
Most common Accident Type	3. Launceston	Most common Accident Type	3. Coolalinga
Worst Day	Accidental damage while parked	Worst Day	Accidental damage while parked
Worst Time	Friday	Worst Time	Monday
Most likely to have a car park accident	Afternoon	Most likely to have a car park accident	Afternoon
	Female drivers		Male drivers

[ENDS]

Notes to Editor

The research findings were compiled through a national survey with a representative sample of 1,000 Australians aged 18+ and was conducted by Kantar in November 2023 on behalf of AAMI.

Claims data collected from Suncorp Group's network of brands including: AAMI, Suncorp Insurance, GIO, Apia and Bingle

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