



18 December 2024

AAMI: Holiday Havoc Hits Aussie Car Parks

- Melbourne's Doncaster crowned Australia's worst car park prang hotspot for third year in a row
- Consumer research reveals shopping outside of peak periods and online shopping as increasingly popular ways to avoid car park prangs

An analysis of over 22,000 car park insurance claims across Australia from October 2023 to September 2024 has shown:

- December is the worst month for shopping centre car park collisions (2,659), closely followed by November (2,323).
- There were around one third (36 per cent) more car park crashes in December than the monthly average for the 12 months to 30 September 2024.
- The Melbourne suburb of Doncaster once again takes out the dubious honour of Australia's worst hotspot for car park collisions.

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

State	VIC	NSW	QLD	WA	SA	TAS	ACT	NT
#1 Suburb	Doncaster	Chatwood	Maroochydore	Baldivis	Modbury	Kingston	Belconnen	Casuarina

- Unlike last year, Saturday has become the worst day to go shopping, with car park prangs spiking (3,703), closely followed by Friday (3,662) and then Thursday (3,514). Sunday is the best day to shop if you want to avoid a car park ding.
- The afternoon (between 1pm and 4:30pm) is by far the worst time of day to find yourself in a shopping centre car park, followed by mornings between (6am and 9:30am) and then peak evening shopping hours (between 4:30pm and 8pm).

New AAMI consumer research peeked under the hood of what drives Aussies' behaviour in car parks:

- Key methods drivers use to stay on track in car parks during the holiday period, include:
 - Driving slowly (81 per cent)
 - Parking in less crowded areas (47 per cent)
 - Taking extra time to find a spot (43 per cent)
 - a third of drivers (34 per cent) rely on sensors and cameras to help avoid a car park prang.
- More than half (61 per cent) shop during quieter times, particularly during the early morning or late-night opening hours, or even hitting up the stores on Thursday's extended hours.
- More than half of us (52 per cent) are avoiding the shops all together, preferring to shop online.
- Aussie drivers are quick to dob in others for bad behaviour behind the wheel, with over two thirds (60 per cent) having seen others driving too fast, and more than three in five Aussies (64 per cent) seeing another driver double park or take up two spaces.
- Perhaps unsurprisingly though, drivers are less likely to admit when they have committed these cardinal sins in in car parks. Only one in five (20 per cent) admit they've driven too fast, and around one in ten (11 per cent) say they've doubled parked or taken up two spaces.



Comments attributable to AAMI Motor Claims Manager Leah James:

"In these last few hectic weeks of the year, Aussies scramble to hit the shops to snag those last-minute deals or the odd present they might've forgotten. A busy time for shopping means a busy time for car parks, and this is reflected in a spike in collisions over the festive season.

Every year we see a similar story unfold, making it even more important to do what you can to stay calm and cautious. Shopping on the quieter days, driving just that little bit slower and staying extra vigilant could be the difference between a smooth ride and a prang this Christmas season."

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

- **Be like Santa - check it twice:** Pay special attention to cars moving in and out of parking spots to avoid a collision (look for reversing lights!) and double-check blind spots when pulling out.
- **Better watch out:** Be vigilant when around pedestrians, especially near entrances, exits and crosswalks.
- **Silent night:** Avoid all unnecessary distractions like your phone while driving.
- **Making spirits bright:** In darker car parks, use your headlights even if you wouldn't normally, increasing visibility for yourself and others.

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

Victoria	1. Doncaster	New South Wales	1. Chatswood
Top Suburbs	2. Ringwood	Top Suburbs	2. Miranda
Worst Day	3. Chadstone	Worst Day	3. Castle Hill
Worst Time	Saturday	Worst Time	Friday
	Afternoon		Afternoon

Queensland	1. Maroochydore	Western Australia	1. Baldivis
Top Suburbs	2. Indooroopilly	Top Suburbs	2. Joondalup
Worst Day	3. Carindale	Worst Day	3. Innaloo
Worst Time	Saturday	Worst Time	Thursday
	Afternoon		Afternoon

Australian Capital Territory	1. Belconnen	South Australia	1. Modbury
Top Suburbs	2. Greenway	Top Suburbs	2. Oaklands Park
Worst Day	3. Gungahlin	Worst Day	3. Mount Barker
Worst Time	Thursday	Worst Time	Wednesday
	Afternoon		Afternoon

Tasmania	1. Kingston	Northern Territory	1. Casuarina
Top Suburbs	2. Glenorchy	Top Suburbs	2. Palmerston
Worst Day	3. Rosny Park	Worst Day	3. Alice Springs
Worst Time	Friday	Worst Time	Friday
	Afternoon		Afternoon

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Notes to Editor

Claims data collected from Suncorp Group's network of brands including AAMI, Suncorp Insurance, GIO, Apia and Bingle, from 1 October 2023 to 30 September 2024.

The research findings were compiled through a national survey with a representative sample of 1,000 Australians aged 18+ and was conducted by Pure Profile in November 2024 on behalf of AAMI.

For more information please contact: Jarvis Schwager. E: jarvis.schwager@suncorp.com.au T: 0488 252 054