



ROAD
TRAVEL
REWARDS

Our biggest ever member survey

Over
42,000
members shared
their views

All member NRMA Index 2026



Across every state and
territory, representing more
than 250 communities

Giving our members a voice

More than 42,000 Australians
across the country shared
their views in this year's
NRMA Index – helping us
listen more closely to what
matters to our members.

From cost of living and
community wellbeing to
road safety and travel, these
insights help us understand
the challenges facing
Australians today. More
importantly, they're helping
shape what we do next to
better support our members
and their communities.

THE NRMA
INDEX

June 2026

Road

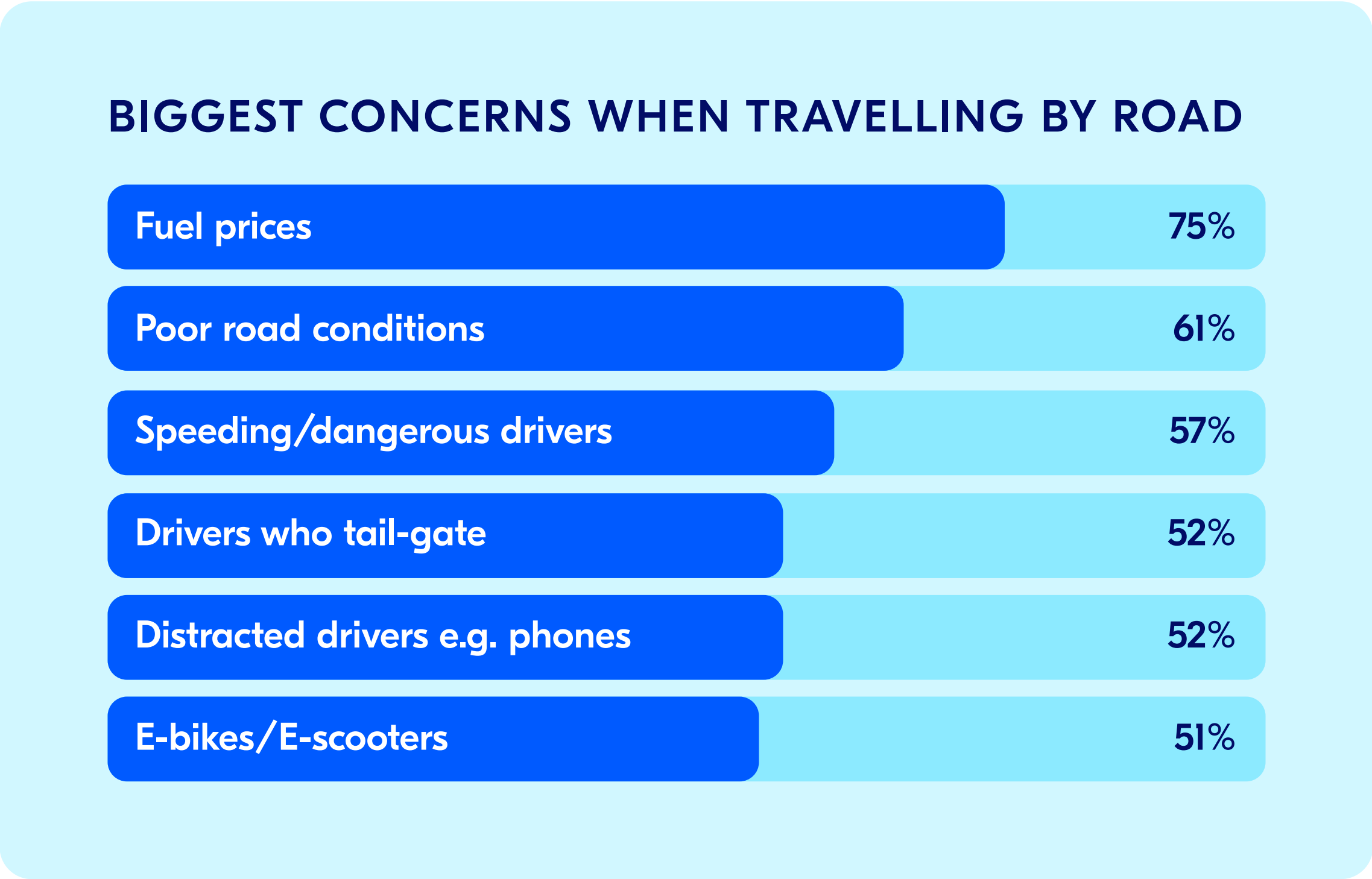
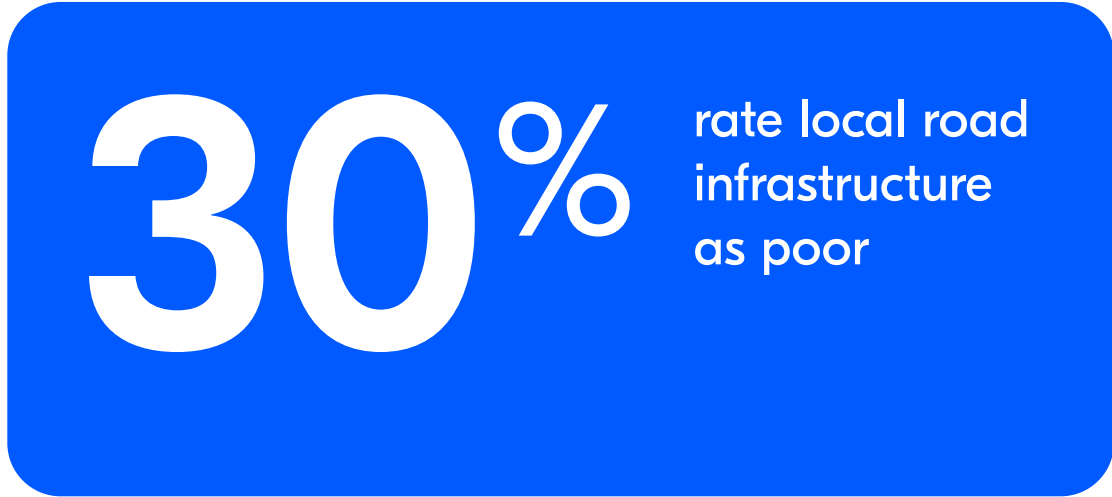
For many members, getting from A to B is becoming more stressful, expensive and uncertain.

While three in ten members (30%) rate the quality of local road infrastructure as poor, concerns extend well beyond the condition of the roads themselves. Daily travel is increasingly shaped by rising costs, safety concerns and the pressures of navigating a more complex road environment.

Fuel prices remain the biggest concern for members (75%), followed by poor road conditions (61%) and dangerous driving behaviours such as speeding (57%), tail-gating (52%) and distraction from mobile devices (52%). More than half (51%) also say the growing presence of e-bikes and e-scooters contributes to feelings of unease on the road.

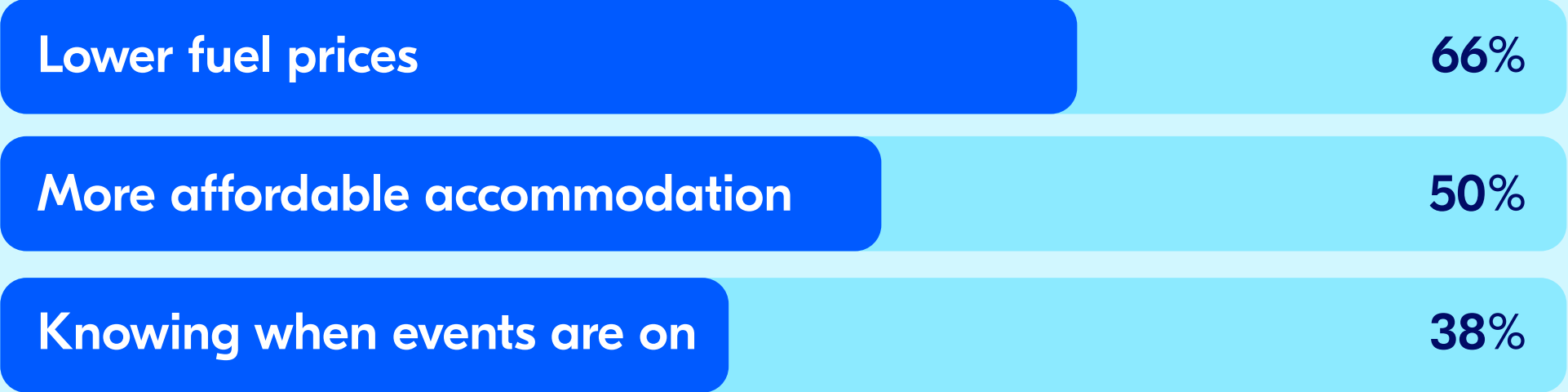
As a result, 17% of members say they feel unsafe on roads in their local area, with higher levels of concern among older Australians, families with learner drivers, First Nations communities, and people living in regional and coastal areas.

These findings reinforce the important role we can play in advocating for safer roads, supporting better transport outcomes and helping ensure Australians can move through their daily lives with greater confidence.





WHAT WOULD ENCOURAGE MORE
ROAD TRIPS IN AUSTRALIA



Travel

Australians’ appetite for travel remains strong, with 64% of members planning a road trip in the next six months. The desire to explore, connect with loved ones and spend time in nature continues to be an important part of who we are.

For many, however, affordability is getting in the way of turning those plans into reality. Two-thirds of members (66%) say fuel costs are a barrier to travel, while half (50%) point to the rising cost of accommodation.

The findings also highlight opportunities to make travel easier and more accessible. More than a third of members (38%) want better visibility of local events and experiences, suggesting that practical information and support could help more Australians get out and enjoy the journeys they’re eager to take.

Rewards

With many members focused on managing day-to-day expenses, longer-term financial goals seem to be taking a back seat.

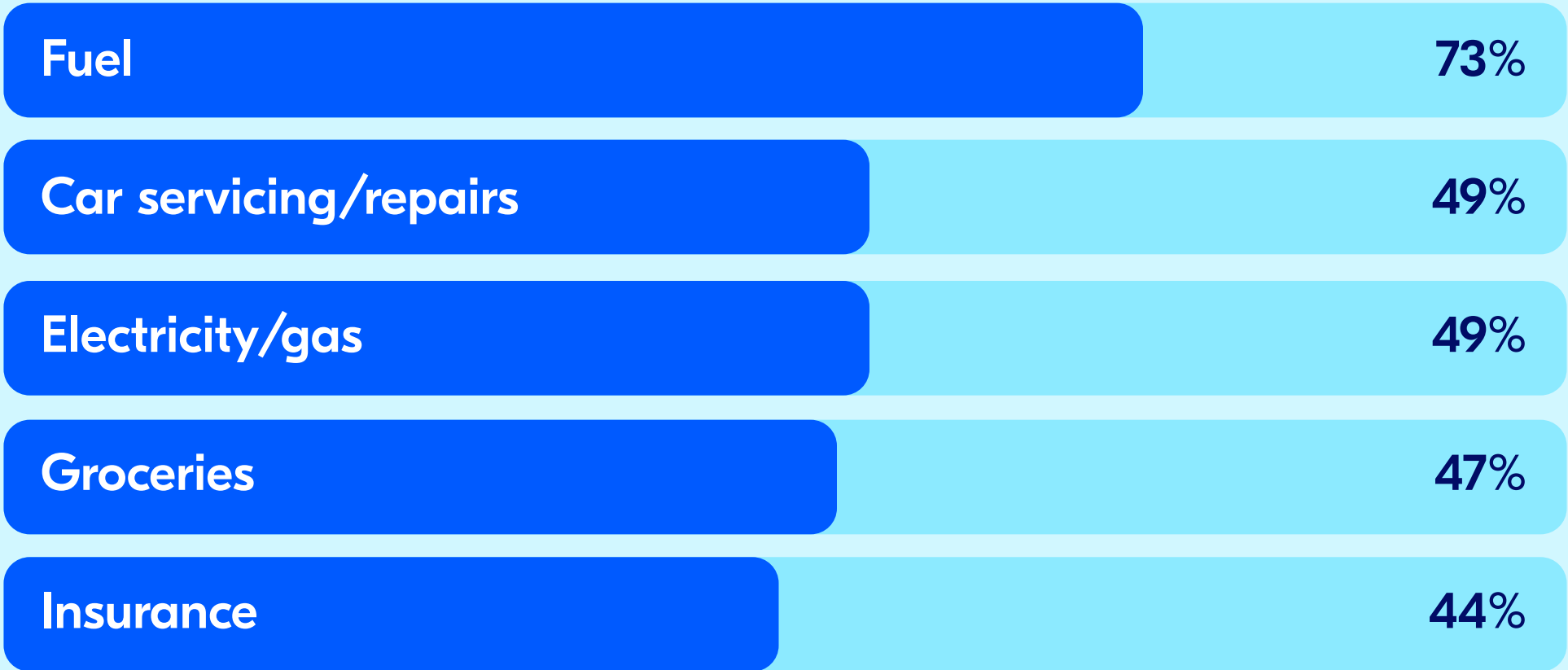
Members are looking for practical ways to stretch their budgets, and rewards programs can play an important role in helping them save on the things they need most. While 40% of members value the My NRMA app and 30% engage with My NRMA Rewards, the greatest value comes from supporting essential spending.

They told us they'd most like help reducing the cost of fuel (73%), followed by car servicing and repairs (49%), energy bills (49%), groceries (47%) and insurance (44%).

These insights highlight a clear opportunity for us to support members in meaningful ways. By continuing to focus on everyday savings and recognising member loyalty, we can help deliver more value where it matters most.



SAVINGS ON EVERYDAY ESSENTIALS – THAT’S WHAT MEMBERS WANT MORE OF





TOP 5 THINGS MEMBERS ARE DOING TO SAVE



Everyday living

The rising cost of living is reshaping the way Australians make everyday decisions. Nearly a quarter of members (24%) say they’re struggling to meet regular monthly expenses, prompting many to rethink how and where they spend.

The impact is clear. 62% are cutting back on discretionary spending, 47% are reviewing brands or providers in search of better value, and 40% are delaying major purchases altogether.

These aren’t just short-term savings measures. For many members they’re becoming lasting changes that affect financial confidence and flexibility. The findings also highlight a more concerning trend, with some members delaying essential car servicing or cutting back on maintenance due to cost pressures – decisions that could have implications for safety on our roads.

Our members' communities

The survey results paint a complex picture of community in Australia. Here are our key takeaways.

On one hand, local communities remain an important source of connection and support. More than half of members (51%) say they feel a sense of belonging, while 64% have support networks they can rely on.

At the same time, many members don't feel their voices are being heard. More than four in ten (42%) say they don't believe local leaders reflect the views of people like them, highlighting a growing gap between communities and those making decisions on their behalf.

There are also signs of strain beneath these strong social connections. 28% of members believe their community is struggling, while 30% rate its ability to bounce back as only fair or poor.

Together, these findings show that while communities remain resilient and supportive, confidence in leadership and decision-making is being tested. They also reinforce the important role the NRMA can play in listening to members, advocating on the issues that matter most, and helping build stronger, more connected communities.

51%

feel a sense of
belonging to their
local community



64%

have a good
community network
they can rely on



42%

don't feel heard by
local decision makers



28%

feel their community
is under strain or
struggling



30%

feel their communities
ability to bounce
back is fair to poor



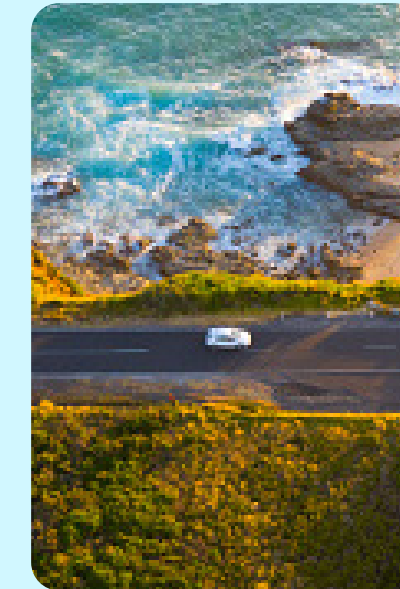
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local communities
received a wellbeing
rating of 'critical' by
our members



Real members, real voices.

With over 42,000 responses, here's just a snippet of what members had to say.



The cost of living. As a pensioner I struggle with the cost of food, but most of all the rising cost of electricity.

Robyn, 76, Albury

I didn't realise NRMA had so many services and benefits. I've only ever used it for roadside assistance, which has gotten me out of a lot of pickles before. This survey has prompted me to look at other NRMA benefits because it looks like I'm missing out.

Anonymous, 25-34, Inner West

Safety when it comes to users of the road. Ie, the increase of electric bikes and scooters ridden by younger people. Restrictions need to be put on age and speed of these.

Dennis, 59, Coffs Harbour

Help with cost of living, family's shopping and fuel. Living in general is a struggle.

Bradley, 34, Newcastle

What members are saying

Just be involved in as much as they possibly can. People need a lot of help in these difficult times.

Bonnie, 75+, Hunter Region

Fuel prices the way it can go up and down so much from 1 week to another is ridiculous also the way it can be so cheap in 1 area but same brand of fuel can be expensive 5 minutes down the road.

Terry, 50, Penrith

Continue providing the professional, helpful and friendly road service. Consider how both pedestrians and drivers and cyclists share the road with more awareness and respect. Have a significant say about e-bike riders. Guidelines for safety and use. Too many pedestrians and riders themselves are injured by e-bike users being unaware of road rules and footpath use.

Christine, 65, Northern Beaches

One area where I think NRMA could expand for members is around road-trip planning and travel support. For example, a more integrated digital service that helps members plan long drives — including route planning, charging stations for EVs, fuel stops, accommodation, and safe rest areas — would be incredibly useful.

John, 46, Central Coast