

ANGER GETS YOU NOWHERE.

Toolbox Talks

A partnership between:

MONASH
University

ACCIDENT
RESEARCH
CENTRE

NRSP
NATIONAL ROAD
SAFETY PROGRAM



When drivers are aggressive, they take more risks, endanger themselves and others, and are **35 times** more likely to be involved in a crash¹.

Driving can be a stressful activity, especially on congested roads and during rush hour. As more people experience stress (on and off the road), aggressive driving and road rage has emerged as a major concern for Australian drivers becoming a real threat to the safety of all road users.

BETWEEN 2012 AND
2017 THERE WAS AN

↑ **85%**

INCREASE IN REPORTED
ROAD RAGE ASSAULTS



STUDIES INDICATE
THAT

93%

OF AUSTRALIANS HAVE
EXPERIENCED RUDENESS
OR DANGEROUS
BEHAVIOURS



86%

OF AUSTRALIANS HAVE
RECEIVED DIRECT
AGGRESSION FROM
OTHER ROAD USERS².

@#%\$



Aggressive driving is often a stress-induced reaction³, especially in men¹.

When angry, drivers' ability to assess and respond to hazards becomes impaired, narrowing their focus to the source of frustration rather than the road environment.

Aggressive driving escalates to road rage when frustration leads to violence. Drivers exhibiting road rage are often in an emotional state, prone to anger, under time pressure, fatigued, or impaired by alcohol or drugs^{4, 5, 6}.

These factors can reduce concentration, slow reaction times, and increase driving errors, such as speeding or losing vehicle control^{5, 6, 7, 8}. The most common triggers related to other drivers' behaviours are^{5, 7, 9}:

THE MOST COMMON TRIGGERS RELATED TO OTHER DRIVERS' BEHAVIOURS ARE^{5, 7, 9}:

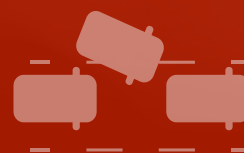
DRIVING TOO SLOWLY



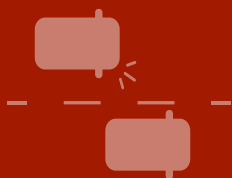
TAKING A PARKING SPOT



CUTTING IN FRONT OF ANOTHER DRIVER



BLOCKING THE WAY



BRAKING SUDDENLY



SCRATCHING OR HITTING ANOTHER DRIVER'S VEHICLE



OVERTAKING UNSAFELY



SPEEDING PAST



HONKING, YELLING, OR MAKING RUDE GESTURES



Road rage refers to aggressive behaviour directed at another road user (e.g., driver, bicycle rider, pedestrian) as a result of some perceived conflict while driving¹⁰.

ROAD RAGE BEHAVIOURS INCLUDE^{10, 4, 11}:

EXTREME VERBAL ABUSE & THREATENING TO INJURE

@#%\$

An illustration of a person's head and shoulders in profile, facing right. A speech bubble comes from their mouth containing the symbols @, #, %, and \$. The background is a solid red color.

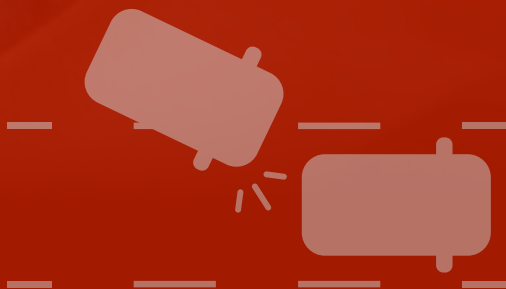
AGGRESSIVE TAILGATING, CHASING OR SWERVING



LEAVING THE CAR TO APPROACH ANOTHER ROAD USER



DELIBERATELY ATTEMPTING TO STOP OR CRASH INTO ANOTHER ROAD USER, OR RUN THEM OFF THE ROAD



PHYSICAL ASSAULT



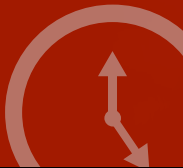
Road rage not only significantly increases crash risk but can also lead to severe legal consequences. Such behaviours may result in fines, demerit point losses, license disqualification, job termination (for work-related drivers), or imprisonment.

By recognising and mitigating road rage, drivers can avoid criminal offenses and help foster a safer driving environment for everyone.

RECOMMENDATIONS FOR DRIVERS

MANAGE TIME PRESSURE

Tight schedules can increase your stress level on the road and predispose you to road rage.



AVOID CONGESTED AREAS

If feasible, change your route or schedule to minimise travelling in congested areas¹².



PLAN FOR DELAYS

Know there will be congestion and take into account potential roadworks. Use your GPS to detect traffic congestion ahead of time so you can re-route.

TAKE A MOMENT BEFORE YOU DRIVE

Don't start driving in an emotional state. Take a 5-minute pause, practice mindfulness¹², concentrate on your breathing for a couple of minutes, or write in a journal¹³.

CREATE AN ENJOYABLE ENVIRONMENT IN YOUR CAR

Music will help you to feel more relaxed as you drive through heavy traffic.

FOCUS ON THE TASK

Driving involves a lot of complex decision-making, and focusing on driving safely can help your brain focus.



BE COURTEOUS

to other drivers and act as you would like to be treated yourself. If you happen to accidentally cut someone off, be sure to give a wave of 'thanks' to diffuse any tension.



SKIP THE REVENGE

Be patient in traffic and do not take it personally. Maintain a healthy perspective and ask yourself, will it matter in 5 minutes, 5 hours, or 5 days?

IF YOU ARE THE SUBJECT OF ANOTHER DRIVER'S ROAD RAGE:

- Avoid reacting if another driver starts acting aggressively.
- Lock your doors, honk your horn to draw attention to the situation, and drive to the nearest Police station. DO NOT pull over and confront the driver in person. If the driver is in a state of rage, you are at risk of physical harm and will no longer be protected outside of your vehicle.

RECOMMENDATIONS FOR MANAGERS

REAFFIRM SAFETY IS THE PRIORITY.

Include time buffers for potential delays when scheduling, and let your workers know their purpose.

**SAFETY
#1**

PLAN HOW TO RESPOND IN DIFFERENT SCENARIOS.

As part of your training, discuss multiple scenarios on the road and what the safest way to respond is.



PROVIDE AN EXTRA SET OF TOOLS FOR THE JOB

Give your workers different tools and strategies to manage stress on the road.



PROVIDE CLEAR GUIDELINES TO REPORT ANY INCIDENT

internally (to the direct supervisor) and to the Police.



*The content of this Toolbox Talk may be distressing. If you are distressed or need support, you can call:
Lifeline on 13 11 14 - Beyond Blue on 1300 22 4636 - 1800RESPECT on 1800 737 732 -
MensLine Australia on 1300 78 99 78*