



# Breakdown safety

**A vehicle breakdown is not only inconvenient, it can also create an unsafe situation for the driver and passengers. Rolling to an unplanned stop on a busy road can put everybody involved at risk.**

This fact sheet provides information on how to keep safe when the unexpected happens.

## First sign of a breakdown

- Sometimes your car will provide a clue that a breakdown's about to happen – it could be a warning light on the dash or an unusual noise. When you pull over, try to find somewhere safe away from traffic, like a well-lit side street or car park.
- It's important to be seen – switch on the hazard lights and lift the bonnet so other motorists know you've broken down.
- Stay alert to the traffic situation around you.

## Calling RAA Road Service

Our members with **Road Service** receive 24/7 breakdown service, Australia-wide – call **13 11 11**.

A call centre consultant will ask about your location, your member details, vehicle details and the nature of the breakdown. If you're not sure where you are, see if you can spot a street name or significant landmark.

**Keep yourself and others safe and alert while waiting for help to arrive.**

## Waiting for help

It's important to keep everyone safe while you're waiting for the Road Service patrol. If you don't feel safe in the car, try to find a more secure spot nearby. Remember, you'll need to be with your car when the patrol arrives. If you feel physically threatened by someone, call the police.

Take extra care if you're with young kids – their small size makes them difficult to see and they're unlikely to have the road safety awareness of adults.

Remember, never leave children unattended if you need to leave the car to seek help. Not only is it dangerous, it's also illegal and severe penalties apply.

## When RAA arrives

Upon arrival, the Road Service patrol will take whatever steps are needed to make the breakdown site safe.

This includes using the patrol van's flashing amber lights and strobe lights, and setting up traffic cones.

Make sure you remain alert to what's happening around you, keep your passengers at a safe distance from the vehicle and stay clear of the roadway.



### Driving past a breakdown

RAA patrols work in a risky environment, so it's important for motorists to slow down and pay attention when passing a breakdown site. Keep in mind that people might be in, near or even underneath the vehicles involved.

If the breakdown's blocked a lane, be considerate to other motorists when merging into the remaining lane(s), and try not to leave merging until the last moment.

When passing, allow as much room as you can without creating a hazard for drivers in other lanes.

All roadside workers, including RAA patrols, deserve our courtesy. We can help them stay safe by paying attention and slowing down.

**Slow down and allow plenty of room when passing a breakdown site.**

### We're here to help

If you've broken down and need Road Service, call **13 11 11**

For more information on road safety, visit [raa.com.au/roadsafety](http://raa.com.au/roadsafety)

If you have a question about road rules or road safety, call our Road Safety team on 8202 4570 or email [motoringroadrules@raa.com.au](mailto:motoringroadrules@raa.com.au) or [raa.com.au/roadrules](http://raa.com.au/roadrules)