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Mobility Index 2025

Understanding the future of mobility in Australia

mycar
Tyre & Auto

An introduction from Adele Coswello Chief Customer Officer, mycar

Welcome to the 2025 Mobility Index by mycar Tyre & Auto. Now in its second year, this annual report serves as a trusted barometer of the state of mobility in Australia – acting as an ever-evolving pulse check on the trends and factors having the biggest impact on how we use our vehicles.

In 2025, Australians are navigating a rapidly evolving technological landscape, with Artificial Intelligence (AI) projected to contribute \$315 billion to Australia's GDP by 2030¹. From healthcare and education to the public sector and our personal vehicles, AI is reshaping daily life for us all. Yet, amid this innovation, everyday concerns around challenging economic headwinds and shifting consumer confidence persist, with eight in 10 Australians remaining worried about the cost of living².

In this report, we consider what these factors mean for the state of mobility in Australia today, and into the future. We unpack the outlook and sentiment of drivers on key themes – covering vehicle servicing and maintenance, attitudes to emerging technologies, and the continued popularity of large vehicles.

As experts in tyres, car servicing, and repairs, our commitment to customer care is at the core of everything we do. We understand that it's not just about maintaining vehicles – it's about supporting the people who rely on them every day. With over 280 mycar stores across the country and a growing number of mobile service and tyre vans, we're proud to offer high-quality, convenient servicing backed by a Lifetime guarantee on all work. It's our way of helping Australians save time, reduce stress, and drive with confidence.

In launching this year's report, we aim to capture the real experiences of Australian road users and bring their voices to the forefront of industry conversations. We hope this report empowers you to face today's mobility challenges with confidence and equips you to embrace the opportunities of tomorrow – ensuring every perspective is considered as we support drivers in a rapidly evolving world.



Adele Coswello

Adele Coswello
Chief Customer Officer, mycar

A nation on the move

One thing is for sure – Australia is a nation of car lovers. In fact, we’re driving more than we ever have before. With an ever growing population, Australians are on the road in record numbers. According to the most recently available government estimates, in the 2023-24 financial year, Australians drove just short of 260 billion kilometres, up from about 245 billion kilometres in 2013-14³.

Our 2025 Mobility Index surveyed 2,020 vehicle owners across both capital city and non-capital city areas in May 2025. The results highlight the central role cars continue to play in daily life. Nearly half (48 percent) of respondents don’t share their vehicle with anyone else, underscoring the status of the car as the primary mode of transport for many. Meanwhile, the average household owns 1.8 cars, and over half (52.5 percent) of our national workforce commutes to work by car⁴.

Australians drove just short of 260 billion kilometres

according to government estimates



48%

don't share their vehicle with anyone



1.8

cars are owned on average by each household



52.5%

commute to work by car



³<https://www.bitre.gov.au/publications/2025/australian-infrastructure-and-transport-statistics-yearbook-2024>
⁴<https://www.abs.gov.au/statistics/industry/tourism-and-transport/sort>

Australians' reluctance to switch to EVs

Despite the media hype, there is a growing wave of caution among Australians when it comes to electric and hybrid vehicles. Just one in four (23 percent) Internal Combustion Engine (ICE) drivers plan to make the switch to an Electric Vehicle (EV) or hybrid – a 12 percentage point drop compared to 2024.

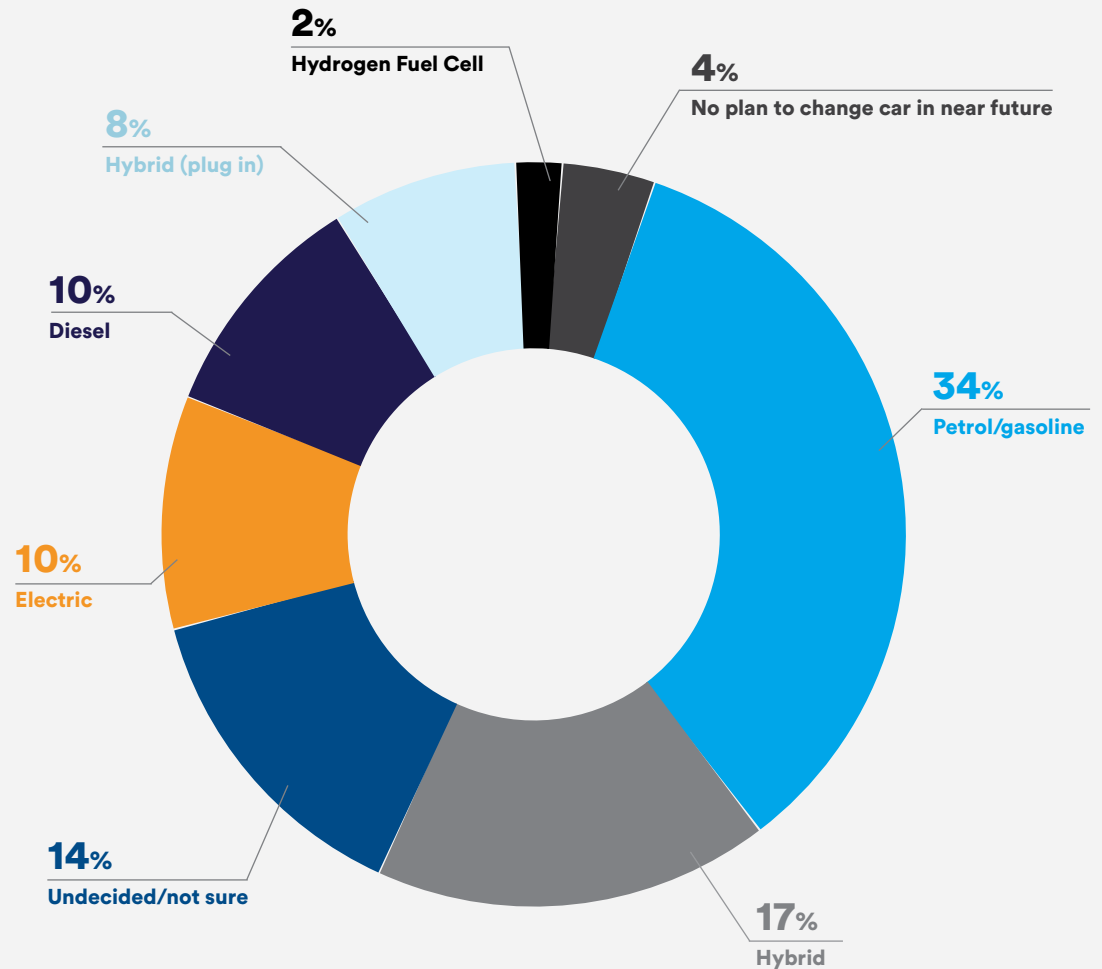
This comes as EV popularity surges in other markets around the world. Norway is leading the way with battery electric vehicles accounting for 88% of new car sales and plug-in hybrids making up just under 3%. Also, almost 50% of China's car sales were electric in 2024, which represents almost two-thirds of electric cars sold globally⁵.



23%

ICE drivers plan to switch to an EV or hybrid – a 12 percentage point drop compared to 2024.

What vehicle will you choose next?



⁵<https://www.iea.org/reports/global-ev-outlook-2025/trends-in-electric-car-markets-2>

So, what's holding Australians back?

The research shows that a quarter (25 percent) of ICE drivers remain sceptical about battery longevity and the overall cost of ownership of EVs compared to hybrids, while 11 percent cite worries about the resale value of EVs. By comparison, almost a quarter (23 percent) believe lower upfront costs for hybrids make them more financially viable.

Even in the second-hand market, trust remains low. Just five percent of ICE drivers are even contemplating a second-hand EV, with almost a third (32 percent) citing fears of hidden issues and a quarter (24 percent) preferring the peace of mind that comes with a new vehicle. This hesitancy comes amid rising vehicle turnover in Australia, where the average car-owner in Australia keeps their vehicle for just under three and a half years (40.7 months), down from 3.6 years (42.9 months) in 2024.



5%

ICE drivers contemplating a second-hand EV



32%

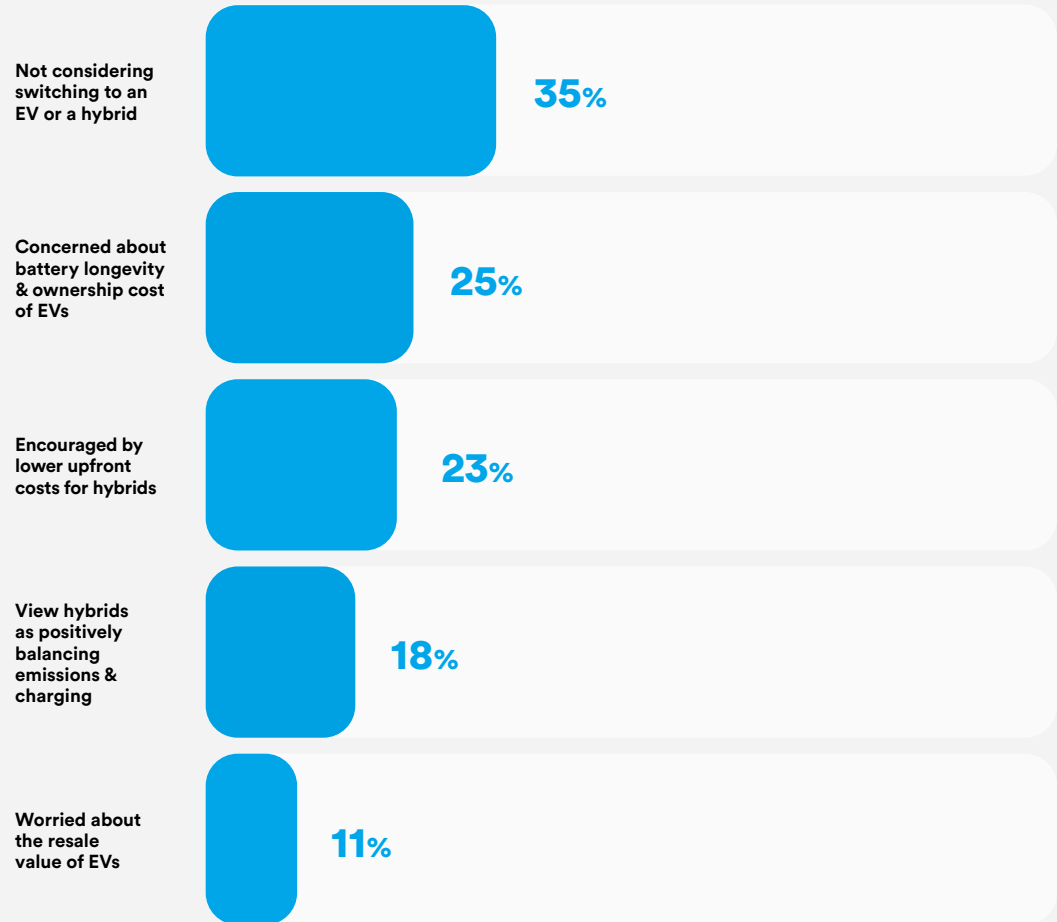
worried about hidden issues with a second-hand EV



24%

prefer the peace of mind that comes with a new vehicle

Apprehension from ICE drivers around EVs and hybrids



“This year’s Mobility Index shows a noticeable shift in sentiment. While interest in EVs appears to be growing, many Australians are holding back. mycar is helping bridge the gap by offering EV ready stores across Australia, and a growing number of mobile vans which can provide EV servicing at your home or workplace.”

Adele Coswello
Chief Customer Officer, mycar

Interestingly, Australians aren’t opposed to EVs in principle – they just need more reassurance. One in four ICE drivers (24 percent) say they would prefer to buy a brand-new hybrid or EV to ensure they get access to the latest technology and a strong warranty – suggesting confidence, not curiosity, is the missing link in broader EV adoption.

To accelerate the transition, we need to overcome the practical barriers that are standing in the way. Currently, only one in four Australians (28 percent) believe advancements in EV/hybrid technology will continue to evolve in ways that make servicing more efficient and convenient. Shifting this perception is crucial – and by investing in innovation, advancing technology, and providing expert support, we can build confidence and drive broader adoption of electric vehicles.



1 in 4

ICE drivers would prefer to buy a brand-new hybrid or EV to ensure they get access to the latest tech and a strong warranty

Australia's road to autonomy is yet to pick up pace

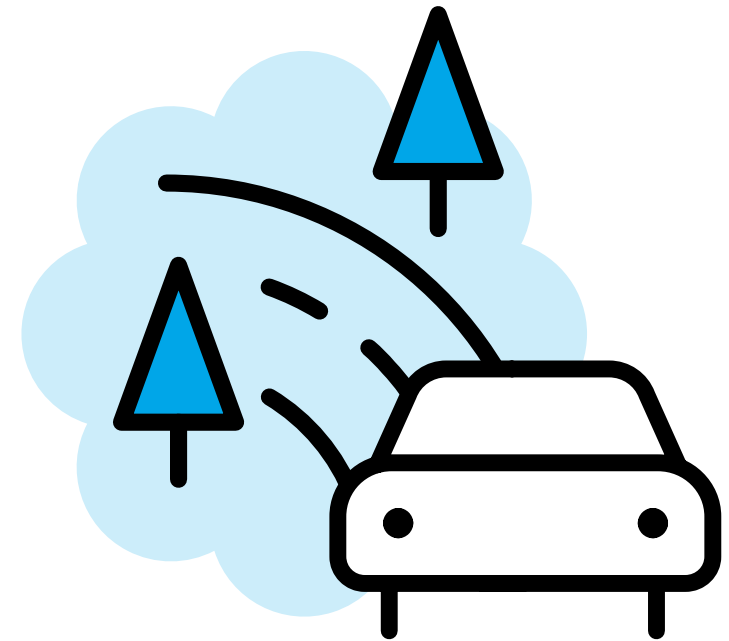
Despite global hype around self-driving vehicles, Australians remain cautious about taking their hands off the wheel. Only one in five Australians (19 percent) say they would use a fully autonomous vehicle for most or all of their journeys, even if the technology was legal and available today. While more (40 percent) would not feel comfortable handing over full control.

In addition, only a small number lean on smart systems for safety and convenience, with just one in three using adaptive cruise control (32 percent) or lane assist (31 percent). An even smaller number say they have used brake assist (28 percent) or assisted parking (22 percent). That is despite three-quarters (76 percent) of drivers having some form of assisted driving technology in their car.

While Australia may be taking a slower route to autonomy, we believe that by building understanding and confidence now, we can help prepare drivers for the future – one step, one service, and one conversation at a time.

“Autonomous technology has the potential to change how we move, but right now, trust is the biggest roadblock. This year's Mobility Index shows that many Australians are still unsure — not just about the safety of self-driving cars, but how they work and what they mean for everyday drivers.”

Adele Coswello
Chief Customer Officer, mycar



Large vehicles remain a firm favourite

Amid all the change sweeping through the automotive industry – from electrification to automation – one thing remains constant: Australians’ enduring love of large vehicles. SUVs alone accounted for 57 percent of the 1.2 million new cars sold last year – with crossovers and utes continuing to hold strong appeal too⁶.

Nearly half (48 percent) of Aussies who drive these vehicles say the interior, cargo capacity, and comfort are key purchase considerations. A further 46 percent believe that the elevated driving position improves visibility and safety, while 43 percent feel more in control behind the wheel of a larger vehicle. In fact, almost a third (31 percent) of SUV, crossover and ute drivers say owning their vehicle is essential for their work or lifestyle.



48%

say interior, cargo capacity and comfort are key



46%

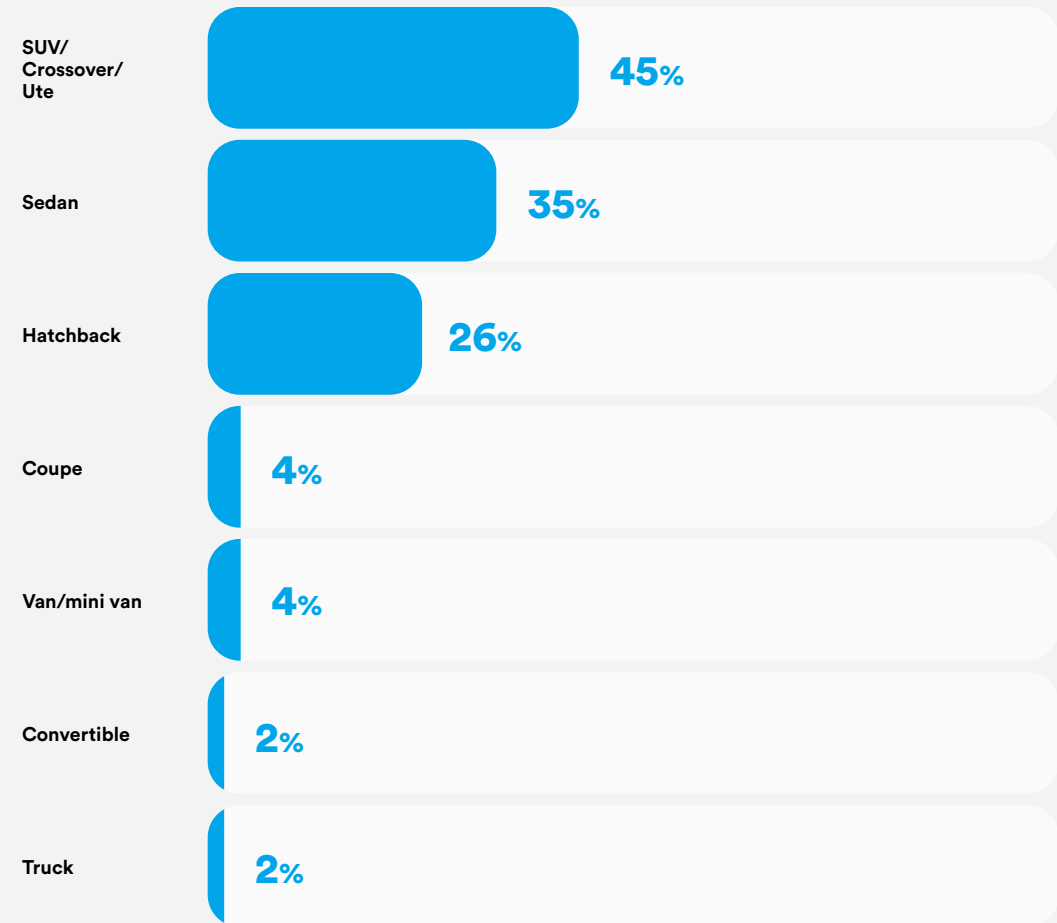
believe elevated driving position improves safety



43%

feel more in control

What type of vehicle do Australians drive?

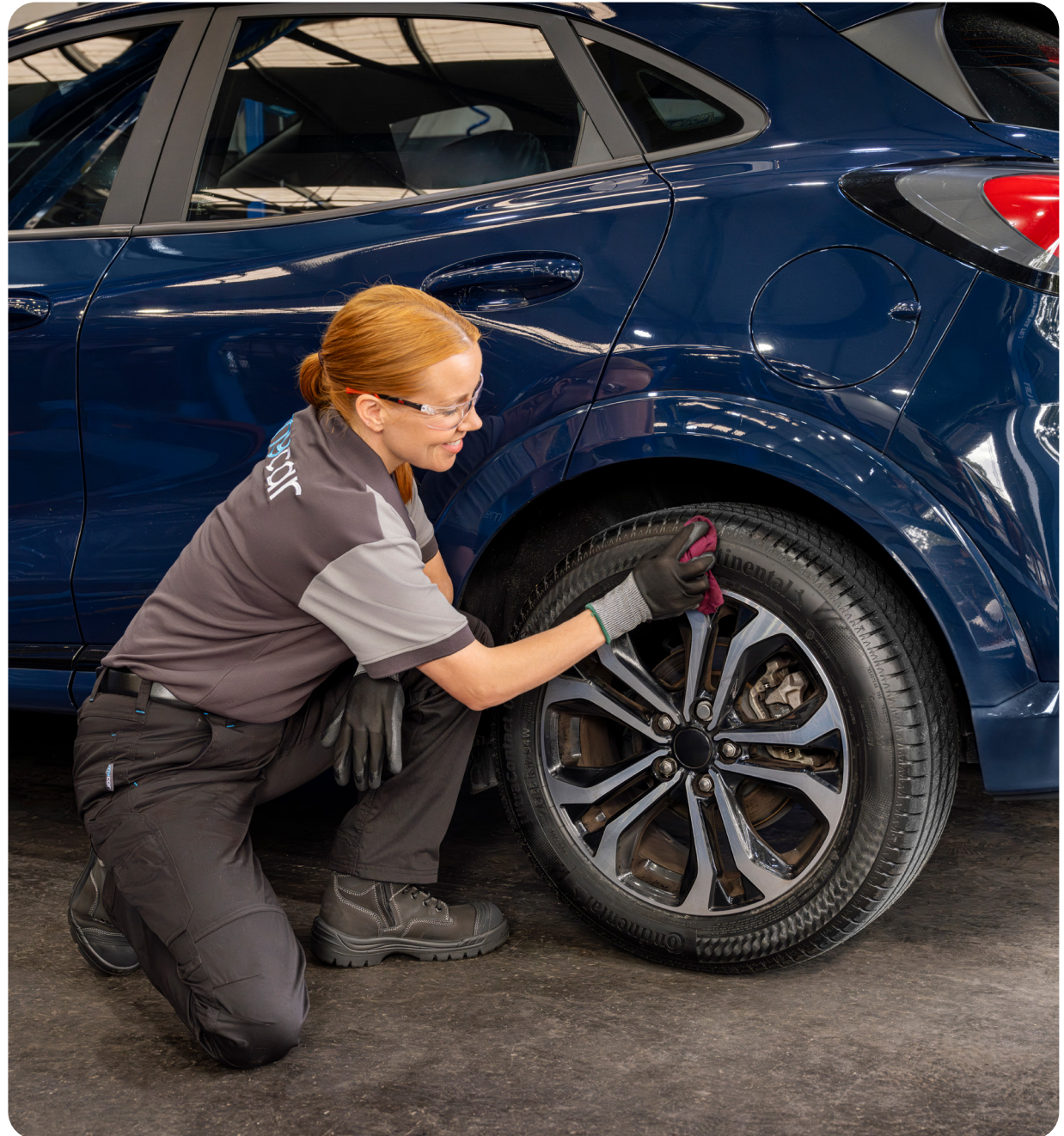


⁶<https://www.racv.com.au/royalauto/transport/cars/australian-new-car-sales-2024.html>

“Australians are open to embracing new vehicle technologies, but confidence hinges on more than just the showroom experience. To truly support the transition to EVs and emerging systems, we need to assure drivers that these vehicles can be safely and affordably serviced right across the country. That means training more technicians, ensuring access to service and repair information, and investing in the skills infrastructure our industry needs. The Government has a vital role to play in backing the workforce that will keep these vehicles on the road.”

Stuart Charity
CEO, Australian Automotive Aftermarket Association

While demand remains strong, experts are raising concerns about the broader safety implications of large vehicles. According to recent analysis, the growing size and weight of SUVs may be contributing to increased risks on our roads – particularly for pedestrians and cyclists⁷. Tall bonnet designs, for example, can significantly reduce a driver’s ability to see smaller road users, with studies suggesting that just a 10cm increase in front-end height can cause a 22 percent increase in pedestrian fatality risk⁸.



⁷https://www.sciencedirect.com/science/article/abs/pii/S0022437522000810?CMX_ID=&SIS_ID=&dgcid=STMJ_AUTH_SERV_PUBLISHED&utm_acid=259151237&utm_campaign=STMJ_AUTH_SERV_PUBLISHED&utm_in=DM270343&utm_medium=email&utm_source=AC
⁸<https://www.sciencedirect.com/science/article/abs/pii/S2212012224000017#b20>

The continued impact of cost-of-living

Australian car owners are paying on average \$447/wk for transport – making up 16 percent of the average household budget⁹. This means car costs have also outpaced inflation by three times. The research shows that these economic pressures continue to have a clear and immediate impact on how Australians maintain their vehicles. Two-thirds (66 percent) of drivers say they've changed their vehicle maintenance habits in response to rising living costs.

Most notably, one in six (17 percent) admit to stretching the time between regular services, while another 12 percent are performing maintenance tasks themselves rather than seeking professional help. These shifts come as Australians look to ease financial strain wherever possible – even when it comes to car safety.

As a rule of thumb, we recommend servicing around every six months or 10,000 km, whichever comes first, but this is dependent on your manufacturer's guidance. Regular servicing is a form of preventative maintenance that not only improves safety and fuel efficiency but can save drivers time and money in the long run.

Worryingly, over one in three Australians service their car only once every 10–12 months, while a further 10 percent are going even longer between checkups. The national average is currently once every nine months – still lagging behind the recommended six-month interval.

DIY maintenance is also on the rise. Almost three-quarters (73 percent) of vehicle owners now perform some kind of maintenance themselves – jobs that can pose serious safety risks if done incorrectly.



\$447 /wk

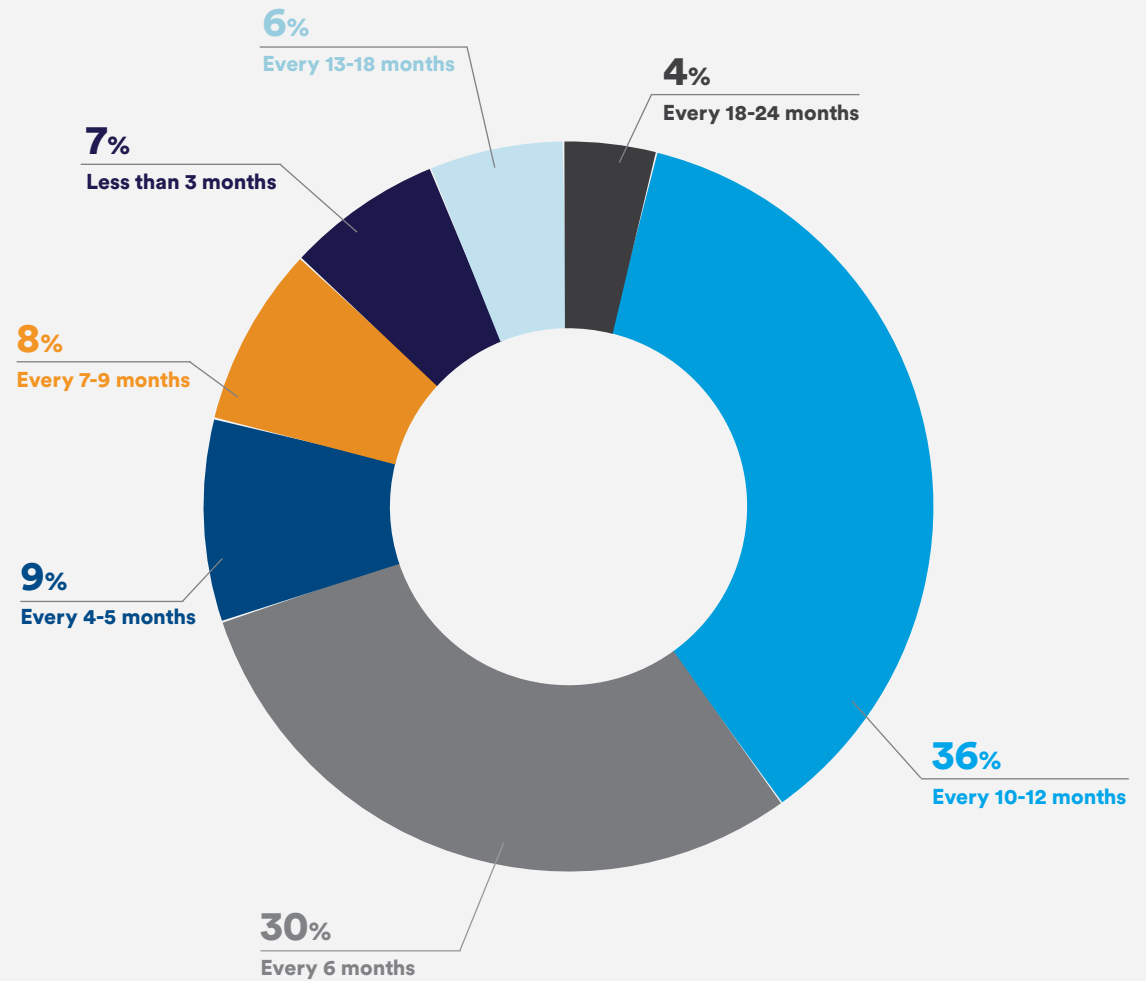
**Average transport costs
for Australian car owners**

⁹<https://www.aaa.asn.au/research-data/transport-affordability>

“It’s tempting to take shortcuts when finances are tight, but professional servicing remains the safest way to ensure long-term performance, safety and value. At mycar, we pride ourselves on providing affordable, high-quality servicing that keeps Australians safe on the road. To help our customers feel more confident, we’ve developed tools like Auto-Translate which breaks down technical jargon into simple analogies so drivers can better understand what’s going on under the bonnet. Getting to grips with the foundations of your car is essential for every driver – but it’s crucial that actual maintenance is conducted by experts.”

Adele Coswello
Chief Customer Officer, mycar

How often do Australians service their cars?





Summary

At mycar, we know that when a vehicle is off the road, it's more than just an inconvenience – it's a disruption to daily life. In a world where mobility is constantly evolving, our commitment remains the same: to put people first. We're here to ensure our customers feel supported, their needs understood, and their expectations met – every step of the way. Whether it's through expert servicing, trusted advice, or innovative solutions, we'll continue to deliver the care and quality Australians rely on – today, and into the future of mobility.

Contact us

With over 280 stores across Australia, and a rapidly growing number of mobile tyre and service vans, our team of experts is available to help you with all your personal or fleet car/vehicle needs.

For reliable service and friendly advice, visit mycar.com.au or call us on 13 13 28.

The research was commissioned by mycar Tyre & Auto and FleishmanHillard and was conducted by Lonergan Research in accordance with ISO 20252. Lonergan Research surveyed 2020 Australian Car/Vehicle Owners aged 18+. Surveys were distributed throughout Australia including both capital city and non-capital city areas. The survey was conducted online amongst members of a permission-based panel, between 5 May and 13 May 2025. After interviewing, data was weighted to the latest population estimates sourced from the Australian Bureau of Statistics.