



23<sup>rd</sup> June 2026

Mr Jesse Govender  
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Dear Jesse,

Thank you for the previous correspondence from council outlining the four points that required further clarification as part of their Economic Needs Analysis RFI. I have outlined our responses below

## 1. Demand for physiotherapy services within the catchment.

The author acknowledges that this question is somewhat redundant given that the Agape practice already exists within the catchment and is not a new service being brought to and or added to the catchment. If Agape had no or limited demand for their services, it is highly unlikely that they would continue to want to trade in their existing catchment. The closure of their existing premises on Nottingham Road would provide the perfect opportunity to relocate elsewhere. What is being asked is an approval for the continuation in the ordinary course of business for a small business being forced out of their current premises by a landlord seeking an alternative use to a childcare centre.

To answer the question regarding demand specifically, it is demonstrated clearly in the first paragraph, page 29 that focusses solely on the issue of Musculoskeletal Health which is just one of the health problems Physiotherapists treat. This highlights a significant shortfall of these health professionals within the catchment. It demonstrates that there are less than 30% of Physiotherapists located in the primary and secondary areas. This has been further clarified in the third point outlining National benchmarks which clearly identifies and reinforces the need for more physiotherapists within the catchment.

## 2. Existing service provision

The author provides Council with the business history of Agape Physio, a practice that has been operating for 6 years (since 2020), starting with 1 physiotherapist and now employing six physiotherapists (4 full time, 2 part time).

The business has grown from approximately 2,000 appointments per year to circa 10,000 appointments per year. This equates to a growth in customers from 450 patients, to now circa 3,000 patients, acknowledging that not all patients are actively seeking treatment.

In 2024, Agape Physio started with 3 reformer pilates classes per week (3 participants each week). This service has proven to be sought after and has now grown to 21 classes per week with 8 participants each. This is both preventative healthcare in nature through keeping patients stronger, whilst also forming part of the treatment strategies for some clients.

It is suggested that this demonstrates the demand within the community and the current standing of the operation as a reputable and highly regarded healthcare provider.

### 3. Benchmark comparisons

A commonly used benchmark in Australia is approximately 1.5 to 1.6 physiotherapists per 1,000 residents.

According to the latest national workforce data from the Australian Health Practitioner Regulation Agency (AHPRA):

- Australia had approximately 40,540 registered practising physiotherapists as at June 2023.
- This equated to 153.2 physiotherapists per 100,000 population, or 1.53 physiotherapists per 1,000 residents.
- The ratio has increased over time, rising from 134.4 per 100,000 population in 2018/19 to 153.2 per 100,000 population in 2022/23, reflecting strong workforce growth.

For health service planning, the following broad benchmarks are often applied acknowledging a primary and secondary catchment of 50,400 persons as at August 2021 making the following table conservative for demand:

Benchmark	Physiotherapists per 1,000 population	Required Physiotherapists
Low provision	<1.2	61 Professionals
Australian average	~1.5	76 Professionals
Strong provision	1.7–2.0	86-101 Professionals
Major health/education precincts	>2.0	126 Professionals

Given the more affluent nature of the catchment when compared to the Australian averages, it is suggested that the Strong Provision benchmark would be best suited to this application.

Within the catchment there are the following;

- Allsports Physio – 3 Physiotherapists and staff;
- Kinect Physiotherapy – 3 Physiotherapists and staff;
- Physio Phil – 1 Physiotherapist part time operating between Calamvale and Southport;
- Agape HQ – 6 Physiotherapists (4 full time and 2 part time) and staff

Based on the above national benchmarks, it is clear that the subject catchments are undersupplied and why an existing business would choose to relocate within this catchment area supporting existing clients.

### 4. Alternative site investigations.

Section 5, page 17 outlines all of the local retail and commercial centres, their uses and nil vacancy status. Section 6 page 22 is a section devoted to home based businesses found within the catchment that demonstrate many other businesses have also found there to be a shortfall in commercial or retail based space. There are no alternative sites in the catchment hence the requirement to relocate to 514 Algester Road, Parkinson.

I hope this clears up any of Brisbane City Council's questions regarding the relocation of the Agape Practice to 514 Algester Road, Parkinson in terms of the economic needs analysis and demand assessment aspects of the approval process.

Yours Faithfully

A handwritten signature in blue ink, appearing to read 'Matthew Gross', with a long horizontal stroke extending to the right.

Matthew Gross  
Director



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