



06 July 2026

Development Services
Planning Services South
GPO Box 1434
Brisbane QLD 4001

Attn: Kellie Hilton

Dear Kellie,

RE: FULL RESPONSE TO INFORMATION REQUEST – A007022105 – MATERIAL CHANGE OF USE FOR SMALL SCALE NON-RESIDENTIAL USE

We write on behalf of Agape Physio Pty Ltd ("the Applicant") regarding the abovementioned development application.

On 19 June 2026, an Information Request was issued by Brisbane City Council ("Council") pursuant to Part 3 of the *Development Assessment Rules*. This response has been prepared to address the matters raised by Council.

In response to the Information Request, the Applicant has undertaken further technical investigations and refined the proposal where appropriate. The application is now supported by updated planning, economic, traffic engineering and architectural information, which collectively demonstrates that the proposal satisfies the relevant assessment benchmarks and appropriately addresses the matters raised by Council.

This Information Request response should be read in conjunction with the following supporting documentation:

- **Attachment 1** – Information Request issued by Brisbane City Council
- **Attachment 2** – Economic and Community Needs Response prepared by The National Property Research Co
- **Attachment 3** – Traffic Engineering Response prepared by Waymaker Traffic Engineering
- **Attachment 4** – Amended Proposal Plans prepared by Infinitum Partners
- **Attachment 5** – Landscape Concept Plan prepared by Mark Baldock Landscape Architect

Accordingly, pursuant to section 13.3 of the *Development Assessment Rules*, the Applicant respectfully requests that Council proceed with the assessment of the application.



OVERVIEW

Before responding to the individual matters raised in Council's Information Request, we would like to reiterate the intent of the Development Application.

The application seeks approval for the relocation of an existing physiotherapy practice that has operated within the local catchment since 2020. Importantly, this is not a proposal to establish a new health care service or expand the provision of allied health services within the locality. Rather, it facilitates the continued operation of an established local business that has completed its lease and requires a new location within the community it already serves.

The proposal involves the adaptive reuse of an existing Dwelling House to accommodate a small-scale, appointment-based physiotherapy practice, while retaining the upper level as a dwelling unit. No expansion to the existing building footprint, bulk or scale is proposed, and the practice will continue to operate in a manner that is compatible with the surrounding residential environment.

In response to Council's Information Request, the Applicant has undertaken further technical investigations and prepared updated planning, economic, traffic engineering, architectural and landscape documentation. Collectively, these documents demonstrate that the proposal responds to an established community need, will continue to serve the day-to-day needs of local residents, and can operate without unacceptable planning, traffic or amenity impacts.

The Applicant's response to each of the matters raised in Council's Information Request is provided below.



NEEDS ASSESSMENT

1. ***The issue of need requires a comparison of supply and demand for the proposed use. It is acknowledged that the proposed use represents a relocation. The needs assessment provided a socio-economic profile of the identified catchment however does not then quantify demand for the proposed use and consider that in light of supply. Update the Economic and Community Needs Analysis to include:***
 - a. ***Demographic assessment: identify those demographic factors which might indicate a greater than average (relative to an appropriate regional or state benchmark) demand for the proposed health care use.***
 - b. ***Demand assessment: the demand assessment requires reporting presentation data from the business that is intending to relocate to provide an indication of rising or stable demand.***
 - c. ***Supply assessment: report how many of the relevant medical practitioner type are currently represented within the identified catchment area.***
 - d. ***Need assessment: assess how provision levels in the identified catchment compare with relevant benchmark areas and identify the provision gap between the provision in the identified catchment compared to if provision levels were consistent with relevant benchmark areas.***
 - e. ***Alternative sites assessment: demonstrate that the proposed use cannot be accommodated within an existing centre or other appropriate zone.***

Response: Please refer to **Attachment 2 – Updated Economic and Community Needs Analysis**, which has been revised in response to Council's Information Request and addresses each of the matters raised.

In summary, the updated assessment demonstrates that:

- The identified primary and secondary catchment exhibits demographic characteristics that generate a comparatively high demand for physiotherapy and allied health services, including a growing and ageing population, higher rates of musculoskeletal conditions and favourable socio-economic indicators associated with increased utilisation of preventative health services;
- Demand for agape physio's services has increased significantly since commencing operations in 2020, with the practice growing from one (1) physiotherapist to six (6) practitioners, annual appointments increasing from approximately 2,000 to 10,000, and the active patient base increasing from approximately 450 to 3,000 patients. The practice has also experienced substantial growth in its clinical pilates program, increasing from three (3) classes per week to twenty-one (21) classes per week, further demonstrating sustained demand for physiotherapy services within the catchment;
- The catchment remains under-serviced when assessed against recognised national physiotherapy provision benchmarks, with the updated assessment identifying a significant shortfall in the number of practising physiotherapists relative to the resident population;
- The proposed development does not establish a new healthcare service within the catchment but facilitates the relocation and continuation of an established local practice that has operated within the catchment for approximately six years. Accordingly, the proposal maintains the existing level of healthcare service available to the community rather than introducing additional supply; and
- Alternative site investigations confirm that there are no suitable premises currently available within existing centres capable of accommodating the practice, with existing centres demonstrating limited or no vacancy. The proposed relocation is therefore necessary to enable the continued operation of the business within the community it already serves.

Accordingly, the updated Economic and Community Needs Analysis demonstrates that there is an established and ongoing need for the continued operation of Agape Physio within the catchment and provides a comprehensive response to each of the matters raised in Items 1(a) to 1(e) of Council's Information Request.



LOCATION

2. ***It is noted that the site does adjoin a pedestrian pathway along the southern boundary however it is considered that the development would isolate a residential property between two non-residential uses. To demonstrate compliance with PO2 of the Small-scale non-residential uses code It needs to be demonstrated how the health care service will not cause incremental extension to the edge of an existing centre and is not located in a catchment that is already serviced by an existing centre.***
 - a. ***Provide details of how the proposed health care service is not located within a catchment that is already serviced by an existing centre and will not cause incremental extension to the existing centre.***

Response: The proposed development facilitates the relocation of an established physiotherapy practice that has operated within the local catchment since 2020. The proposal does not introduce a new health care service to the locality but rather enables the continued operation of an existing business that has demonstrated sustained growth in response to increasing community demand.

As outlined in the updated Economic and Community Needs Analysis (**Attachment 2**), the catchment exhibits demographic characteristics associated with increasing demand for allied health services and remains undersupplied when assessed against recognised physiotherapy provision benchmarks. The report also confirms there are no suitable commercial premises currently available within nearby centres to accommodate the relocation of the practice.

The subject site represents an appropriate location for the continued operation of the practice. It is located opposite Parkinson Plaza within an established cluster of health and community services, has direct access to public transport, and fronts Algester Road, a higher-order suburban road. Furthermore, the surrounding locality already accommodates a number of compatible community and allied health uses, demonstrating an established pattern of low-intensity, service-based activities.

Importantly, the proposal involves the adaptive reuse of an existing dwelling with no expansion to the building footprint or bulk and scale. The practice will continue to operate as a small-scale, appointment-based allied health service catering primarily to its existing local patient base. Given the proposal represents the relocation of an established business, rather than the establishment of a new commercial activity, it is not considered to constitute an incremental extension of the existing neighbourhood centre or undermine its role and function. Rather, it provides for the continued operation of an established local service where suitable premises within a centre are not available.

OPERATION OF THE PROPOSAL

3. ***It is noted that the proposed health care service (physiotherapist) is relocating from a nearby established business, however it is unclear how the new location will operate as this establishment appears to be downsized from what is currently operating. The business website indicates that the business currently operates in two locations, employees six (6) practitioners and four (4) administration staff and conducts group pilates sessions. Further information is required to understand the proposed operation of the health care service (physiotherapist) in it's new location.***
 - a. ***Will the two existing practices be consolidated into the new location noting that one of the existing health care facilities is located across Algester Road in the existing centre.***
 - b. ***Are group sessions proposed to be carried out in the new premises.***
 - c. ***How many staff are intended to practice at any one time and is a time gap provided between client appointments.***
 - d. ***The existing practice located on Nottingham Road appears to be larger than the proposed 180m², provide details of how the existing premises operates and how that will transition into the new premises.***



Response: The operational details of the proposed Health Care Service have been updated in response to Council's Information Request and are summarised below:

- a. The proposal facilitates the relocation and consolidation of Agape Physio's existing operations into a single premises. The existing satellite clinic at Parkinson, which currently operates for one half-day per week, will cease and all services will be provided from the subject site.
- b. The existing clinical Pilates classes will continue to operate from the subject site in accordance with the current timetable. No additional group activities are proposed beyond those currently undertaken by the practice.
- c. The practice will comprise six (6) practitioners and two (2) administrative staff. Not all practitioners will be present on-site at the same time, with staffing varying throughout the week based on practitioner rosters. Patient consultations operate on an appointment basis, with appointments scheduled throughout the day to manage patronage and minimise peak arrival and departure movements. Clinical Pilates classes also operate at scheduled times with a maximum of eight (8) participants per class. Furthermore, patient consultations are undertaken on an appointment basis, with appointment times staggered throughout the day to avoid concentrated arrivals and departures.
- d. The client has confirmed that the existing GFA of the practice at Nottingham Road is less than the proposed 180m² at the subject site. As such, we don't anticipate any operational issues with transitioning into the new practice.

4. The report and proposed plans provided states that the Health care service will have a gross floor area of 180m², however the plans do not provide any dimensions and is not to scale and it is unclear the location of the treatment rooms and how many are proposed, the location of reception and administration spaces and bathrooms and storage areas.

- a. **Provide amended floor plans that are to scale and dimensioned showing the proposed internal layout.**

Response: Please refer **Attachment 4** – Amended Proposal Plans prepared by Infinitum Partners which include floor plans that are to scale and dimensioned, showing the internal layout.

5. It is noted that the premises contains substantial covered deck areas, existing pool and gazebo and shed and carport at the rear. Confirmation is required as to what these areas are allocated and that none of these areas will be used for the operation of the health care service (physiotherapy).

- a. **Confirm what the outdoor spaces will be used for and which use they will be associated with.**

Response: The existing outdoor spaces are not associated with the health care services component of the application. This area will be used by the resident of the Dwelling Unit and staff of the practice for outdoor dining and recreation.

The Applicant is agreeable for Council to reasonably condition that the outdoor spaces do not form part of the health care services component of the Development Application.



TRAFFIC

- 6. The application is required to be supported by a RPEQ traffic report demonstrating compliance with the planning scheme for access, parking and servicing or endorsing any proposed performance outcomes for Council consideration.**
- a. Sight distance checks are to be performed on Algester Road noting merging from the roundabout into one lane at the general location access to the site is provided.**
 - b. A review of crash history on Algester Road is to be undertaken.**
 - c. Parking performance outcome for reduced parking are to be justified, including an assessment of the suitability of the one-way rear access.**

Response: Please refer to **Attachment 3** – Traffic Engineering Report prepared by Waymaker Traffic Engineering.

The report has been prepared by a Registered Professional Engineer of Queensland (RPEQ) in response to Council's Information Request and addresses each of the matters raised, including:

- sight distance at the existing site access on Algester Road;
- a review of the recorded crash history for the surrounding road network; and
- an assessment of the proposed parking provision, internal circulation and the suitability of the one-way access arrangement.

The Traffic Engineering Report concludes that the proposed access arrangements are appropriate for the scale and nature of the development and that the proposal can operate safely and efficiently. While the proposal provides one fewer parking space than the acceptable outcome under the Transport, Access, Parking and Servicing Planning Scheme Policy, the report concludes that this represents an appropriate performance outcome having regard to the appointment-based nature of the physiotherapy practice, the ability to manage appointment scheduling, the low traffic generation associated with the use, and the implementation of appropriate parking management measures.

Accordingly, the report concludes that the proposed development will not result in unacceptable traffic, access or parking impacts and satisfies the relevant performance outcomes of the Brisbane City Plan 2014.

STORMWATER

- 7. The plans and report provided do not provide details regarding the lawful point of discharge.**
- a. Provide details of the existing point of discharge for the existing dwelling.**
 - b. Provide amended plans that demonstrate a lawful point of discharge for the existing dwelling and the proposed hardstand parking and access as per the stormwater code.**

Response: There is an existing Council stormwater main and connection point located within the pedestrian pathway immediately to the south of the subject site. It is proposed that the development will discharge to this existing lawful point of discharge.

The Applicant is agreeable to this to be reasonably conditioned as part of the Decision Notice.

Please refer **Attachment 4** – Amended Proposal Plans (AGAP-001-PL-01) prepared by Infinitum Partners which demonstrates the location of the existing stormwater infrastructure within the pedestrian pathway.



REFUSE STORAGE

8. ***Provide amended plans clearly demonstrating the development has provided either a dedicated refuse room (within a building) or refuse enclosure (roofed and wholly screened). In accordance with PO15/ AO15.1 & AO15.2 of the Small-scale non-residential uses code and PO8/ AO8.1 & AO8.2 of the Infrastructure design code, provide amended architectural plans which addresses the following:***
- a. ***Demonstrate the 'Health Care Service use' and 'dwelling unit' have been provided either a refuse room (within a building) or refuse enclosure (roofed and wholly screened) which has a minimum area of 4.5m² (internal dimensions of 4.5m x 1m) to house five (5) x 240L MGBs.***
 - b. ***Clearly annotate the area (m²) and internal dimensions of the refuse solution.***
 - c. ***Ensure the refuse solution location provides convenient and unimpeded access for occupants and staff to dispose of waste streams.***

Response: Please refer **Attachment 4** – Amended Proposal Plans prepared by Infinitum Partners.

Provision for a bin enclosure has been included along the southern boundary and dimensioned accordingly. Additionally, the resident of the Dwelling Unit will coordinate placement of the wheelie bins at the kerb on Algester Road on the applicable collection days.

9. ***It is noted that the proposal seeks approval for a Health Care Service use. This use has the potential to produce clinical and related waste which is classified as regulated waste (refer section 42 of the Environmental Protection Regulation 2019). Although not part of Council assessment, segregation, correct storage, and handling of regulated waste must be considered and demonstrated in accordance with Part 5B of the Waste Reduction and Recycling Regulation 2011. Therefore, the proposal must demonstrate that the refuse storage areas for general refuse and regulated waste are separate and clearly labelled. The refuse storage areas must be either within a building or an enclosure. Demonstrate the following:***

Response: The proposed Health Care Service will generate only minimal quantities of regulated clinical waste, limited primarily to sharps associated with dry needling procedures.

Given this is not part of Council's assessment, the client will seek further input from the licensed waste contractor and ensure necessary storage happens in accordance with the relevant legislative requirements.

CAR PARKING

10. ***The proposed plans indicate that a 1.8m high timber fence is to be provided adjoining the car parking and manoeuvring areas, however a 2m high acoustic fence is required where the site adjoins residential uses.***
- a. ***Provide amended plans showing a 2m high acoustic fence the length of the northern and eastern boundaries where the site adjoins the residential properties.***

Response: Please refer **Attachment 4** – Amended Proposal Plans prepared by Infinitum Partners.

A 2m high acoustic fence has been included as requested by Council.

LANDSCAPE CONCEPT PLAN

11. ***The proposal does not include enough information to allow Council to assess the proposal against the detailed provisions of the planning scheme, including the Small-scale nonresidential use code and the Landscape works code. Further information must be provided to demonstrate that the proposal will be able to comply with these provisions, and to allow Council to apply the appropriate conditions. A landscape concept plan is required to be submitted to demonstrate that the development will provide***



an attractive and legible landscape outcome that assists in the integration of the built-form and carparking area as viewed from public viewing vantage points and adjoining residential uses.

A scale bar and linear line dimensions are to be included on the landscape concept plan (such as the width of garden beds), to allow for Council Officers to measure electronically. Provide a landscape concept plan that is to scale, includes dimensions and provides the following information.

- a. the extent, function, and character of areas to be landscaped addressing the Small-scale non-residential use code PO5, PO12/AO12.1.AO12.2/AO12.3 and AO12.3 requirements. Please indicate both the existing and proposed new landscape areas on the drawings.*
- b. Existing trees identified by location, species, canopy spread, diameter at breast height and condition. Trees to be retained and removed should also be indicated on the drawings.*
- c. Provide subtropical landscape elements to the site's frontage to assist in contributing to the subtropical character, amenity and microclimate for both onsite and streetscape.*
- d. Provide landscape screening along the site boundaries where adjoining residential, noting our minimum acceptable outcome is 2m wide landscape beds. Demonstrate how the northern and eastern boundaries will be adequately screened. Any performance outcome is to be clearly outlined on the plans.*
- e. Provide shade tree planting to the car parking area/s @ minimum 45L.*
- f. An indicative planting plan, or plant palette together with a detailed legend to demonstrate that planting design will address functional requirements, and ensuring a minimum 2 landscape tier structure to all landscape areas is achieved.*

Response: An updated Landscape Concept Plan has been prepared and is enclosed within **Attachment 5**. The plan addresses the landscaping matters raised by Council and demonstrates compliance with the relevant assessment benchmarks of the Brisbane City Plan 2014.

CONCLUSION

In accordance with s.13.2 of the Development Assessment Rules, this correspondence represents all of the information requested by the assessment manager and we hereby request that the assessment of this development application now continues.

Whilst we trust this information is sufficient to enable you to progress with the assessment of this development application, should you have any queries, please do not hesitate to contact Jesse Govender on 0479 130 078.

Regards,



Jesse Govender
Associate Director

