

# Developing a stand-out capability statement

A business capability statement is like a CV for your practice. The purpose of a business capability statement is to provide an overview of your business' history, ownership, size, services, and ability to deliver a particular project or service.

This template will help you create a capability statement that:

- is organised and clearly laid out
- includes your key business information
- shows how your practice stands out; and
- presents a professional overview of your business

Tips to ensure your capability statement stands out:

- Keep it clear, concise and factual
- Avoid long sentences and paragraphs - use bullets and short numbered points instead
- Use numbers, dates and facts
- Ensure the information is accurate, current and relevant to the specific opportunity
- Invest some time in creating an appealing design (try Canva) and make use of photographs to create additional interest
- Use graphics or infographics to explain concepts in pictures instead of primarily in words
- Gather your information, write up your paragraphs or bulleted lists and then copy and paste the text into ChatGPT with an accompanying question asking the AI to refine the words for you. You may be pleasantly surprised with the result!

Insert your practice / business name in this row

## Capability statement 2023

<b>1.</b>	<b>Business overview</b>	<p>Summarise the history and story of your practice.</p> <ul style="list-style-type: none"> <li>• How long has the practice been operating?</li> <li>• Why was the practice started?</li> <li>• Who was the founder?</li> <li>• Who are your patients?</li> <li>• How many patients do you have?</li> <li>• Where do they live?</li> <li>• What are your business values and how do these translate into the way you operate?</li> </ul>
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NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



ISO 9001  
QUALITY



2.	<b>Capabilities and unique selling points</b>	<ul style="list-style-type: none"> <li>• What does your practice do really well?</li> <li>• What are some of the benefits of working with your practice?</li> <li>• What makes your practice stand out from others?</li> </ul>												
3.	<b>Key personnel</b>	<ul style="list-style-type: none"> <li>• Who manages the practice?</li> <li>• How many doctors do you have?</li> <li>• How many of your doctors are Fellowed?</li> <li>• Do they have particular qualifications or affiliations which may benefit your application?</li> <li>• How many practice nurses do you have?</li> <li>• Do any of your nurses have advanced qualifications or skills that are relevant to the application?</li> <li>• How many staff do you have?</li> </ul> <p>Consider an org chart to provide a high-level overview of your business. In this section, for a tender response or major grant application, you may need to include professional profiles or even CVs of key people.</p>												
4.	<b>Services</b>	<ul style="list-style-type: none"> <li>• List the services you provide, with an emphasis on those which are different in some way (after-hours / telehealth / occupational health etc).</li> <li>• Highlight aspects of your service offering which tie in or specifically align with the grant opportunity or tender response.</li> </ul>												
5.	<b>Clients, stakeholders, partners</b>	<p>Summarise in one sentence who your patient base is.  Apart from patients, who do you work with?  List companies or other organisations (e.g., Local Councils), you provide services to.  Think outside of the box here – do you provide WorkCover services to companies or annual flu vaccination services to local employer groups? Is your practice the preferred supplier to the local Council for their return-to-work coordination?  Provide details of any key partnerships, particularly those relevant to the application.  These may include:</p> <ul style="list-style-type: none"> <li>• Medical student training program</li> <li>• GP training program</li> <li>• Community or not-for-profit partners</li> </ul>												
6.	<b>Performance track record</b>	<p>Use this section to highlight the nature and duration of any major projects you have delivered, particularly those directly relevant to the application. If there is nothing of relevance, delete this section.</p>												
7.	<b>Accreditation and certificates</b> <i>List your accreditations here. Don't forget to include your training post accreditations (RACGP, ACRRM, RVTS) and others which may include your RSHQ TSANZ</i>	<table border="1"> <thead> <tr> <th data-bbox="541 1559 963 1615">Type of accreditation</th> <th data-bbox="963 1559 1182 1615">Certification body</th> <th data-bbox="1182 1559 1398 1615">Current until</th> </tr> </thead> <tbody> <tr> <td data-bbox="541 1615 963 1659">General Practice</td> <td data-bbox="963 1615 1182 1659">AGPAL</td> <td data-bbox="1182 1615 1398 1659">October 2023</td> </tr> <tr> <td data-bbox="541 1659 963 1704">GP training post</td> <td data-bbox="963 1659 1182 1704">ACRRM</td> <td data-bbox="1182 1659 1398 1704">June 2025</td> </tr> <tr> <td data-bbox="541 1704 963 1912">Drug testing and inspection</td> <td data-bbox="963 1704 1182 1912">NATA</td> <td data-bbox="1182 1704 1398 1912">February 2024</td> </tr> </tbody> </table>	Type of accreditation	Certification body	Current until	General Practice	AGPAL	October 2023	GP training post	ACRRM	June 2025	Drug testing and inspection	NATA	February 2024
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	<i>spirometry or NATA drug testing certification.</i>			
8.	<b>Community involvement</b>	<p>List and include details of your activities in your community. Do you provide opportunities for work experience students to visit the practice? Do you offer school-based traineeships? Are you involved in career days at the high school?</p> <p>Think about what your practice provides free of charge or where you've made special arrangements for vulnerable patients. Perhaps you provide free services to patients referred by an NGO supporting domestic violence survivors or maybe you provide free screening services at the annual Show?</p>		
9.	<b>Key business details</b>	Business name	<i>Insert name</i>	
		ABN / ACN	<i>Insert ABN</i>	
		Physical address	<i>Insert address</i>	
		Postal address	<i>Insert postal address</i>	
		Contact person	<i>Full name</i>	
		Contact person designation	<i>Job title</i>	
		Email address	<i>Contact person: email</i>	
		Phone number	<i>Contact person: phone</i>	

Once you've completed your capability statement:

- Make sure you've removed all the grey, instruction text from the document.
- Have someone proofread it for you.
- Save it in your grants folder so you can find your current version quickly & easily.
- Update and refine the statement to align it with each application.
- Always remember to PDF your document prior to including in an application.
- Review this document periodically and keep it current.