**Grade Descriptors**

| Grade | Descriptor |
|---|---|
| **Grade 4: (Performing excellently)** **People who use services find that services deliver well above minimum requirements** | **A service that overall delivers well above minimum requirements for people, is highly cost–effective and fully contributes to the achievement of wider outcomes for the community.** |
| **Grade 3: (Performing well)** **People who use services find that services consistently deliver above minimum requirements** | A service that consistently delivers above minimum requirements for people is cost-effective and makes contributions to wider outcomes for the community. |
| *Grade 2: (Performing adequately)* **People who use services find that services deliver only minimum requirements** | **A service that delivers only minimum requirements for people, but is not consistently cost-effective nor contributes significantly to wider outcomes for the community.** |
| **Grade 1: (Performing poorly)** **People who use services find that services do not deliver minimum (performing adequately) requirements** | A service that does not deliver minimum requirements for people, is not cost-effective and makes little or no contribution to wider outcomes for the community. |