

## Appendix 2 Grade Descriptors

Grade	Descriptor
<p><b>Grade 4: (Performing excellently)</b>  <b>People who use services find that services deliver well above minimum requirements</b></p>	<p><b>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.</b></p>
<p><b>Grade 3: (Performing well)</b>  <b>People who use services find that services consistently deliver above minimum requirements</b></p>	<p>A service that consistently delivers above minimum requirements for people is cost-effective and makes contributions to wider outcomes for the community.</p>
<p><i>Grade 2: (Performing adequately)</i>  <b>People who use services find that services deliver only minimum requirements</b></p>	<p><b>A service that delivers only minimum requirements for people, but is not consistently cost-effective nor contributes significantly to wider outcomes for the community.</b></p>
<p><b>Grade 1: (Performing poorly)</b>  <b>People who use services find that services do not deliver minimum (performing adequately) requirements</b></p>	<p>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.</p>

