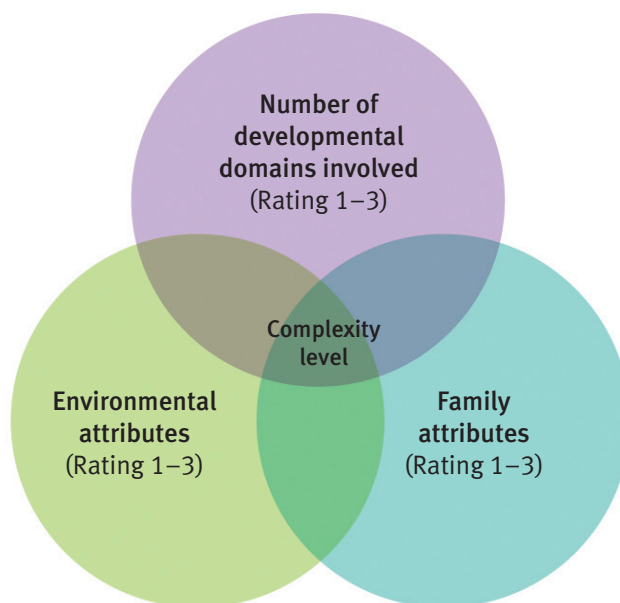


Complexity matrix

Adapted from the Southern Area Health Service (SAHS) Draft Model for Developmental Complexity (Bernie, 2008)



Rating	Family attribute/s
1	<p>Little/no family issues impacting on child (one or more of following):</p> <ul style="list-style-type: none"> • Family is appropriately resourced to support the development of the child referred. • Primary Caregiver is confident that they understand the child referred or the nature of his/her difficulties. • Primary Caregiver does not have specific needs in relation to service access, e.g. issues with communication, literacy, cultural diversity, health, disability, transport or any other issue that would indicate more complexity in relation to the primary caregiver. • Where applicable, the primary caregiver is in agreement with the referrer/intake officer about the nature of the child's referral concerns • No evidence of ongoing family conflict that would impact upon the child or on service engagement.
2	<p>Mild to moderate family issues impacting on child (one or more of the following):</p> <ul style="list-style-type: none"> • Family is somewhat resourced to support the development of the child • Primary Caregiver has some understanding of their child referred and his/her difficulties • Primary Caregiver may have a mild-moderate issue in relation to service access e.g. transport, communication, health, disability, literacy etc. However, this is not enough to warrant a higher complexity factor rating. • Where applicable, there is a mild level of disagreement between the concerns of the primary care-giver, and those of the referrer/intake officer. • Some evidence of previous or current family conflict, but this is in the process of being resolved, or is only having minimal impact upon the child. • Past involvement of the Department of Child Safety, but this has since resolved.
3	<p>Significant family issues impacting on child (one or more of the following):</p> <ul style="list-style-type: none"> • Family is poorly resourced to support the development of the child. • The Primary Caregiver may have a little or no understanding of the child's difficulties or services available • The Primary Caregiver may have a significant issue in relation to service access e.g. communication, health, disability, literacy etc. • Where applicable, there are high levels of disagreement between concerns of the Primary Caregiver and the referrer and/or intake officer. • The Primary Caregiver presents with high levels of worry/anxiety in relation to the child's difficulties • Evidence of significant and ongoing family conflict that is impacting upon the child referred. • Child safety concerns or ongoing involvement of the Department of Child Safety e.g. child is in foster care.

Rating	Environmental attribute/s
1	<p>Little/no environmental issues (one or more of the following):</p> <ul style="list-style-type: none"> • The child only has one regular environment in which he/she engages with carers e.g. at home with his/her Mother. • The child engages in any number of regular environments, but only experiences difficulties in one of these (e.g. difficulties playing appropriately with peers at day-care). • The child is not engaged in any other ongoing services that would impact upon the child's ability to access/engage with developmental services.
2	<p>Mild to moderate environmental issues (one or more of the following):</p> <ul style="list-style-type: none"> • The child referred engages in two regular environments (e.g. home and prep) and experiences mild to moderate difficulties in both of these (e.g. mild communication difficulties at home and in the classroom/playground). • The child referred is engaged in additional services, but the child is well understood by these service providers and his/her service needs are currently well managed. These services will have only a minimal impact on the child's engagement with the developmental service. • Communication will be required with other carers/service providers involved with the child, but this is likely to be easy to manage.
3	<p>Significant environmental issues (one or more of the following):</p> <ul style="list-style-type: none"> • The child referred regularly engages in two or more environments (e.g. home and school), and his having significant difficulties, or difficulties requiring urgent service support, in one or all of these environments (e.g. threatening suspension/expulsion from school) • The child referred regularly engages in multiple environments, and is experiencing moderate to severe difficulties across each of these (e.g. home, Prep, after-school care). • The child referred is engaged in additional services, but these are poorly co-ordinated and/or not appropriately managing the child or his/her service needs. • Communication with numbers of other carers/service providers will be required, and is likely to be difficult or time consuming to manage and/or co-ordinate.