

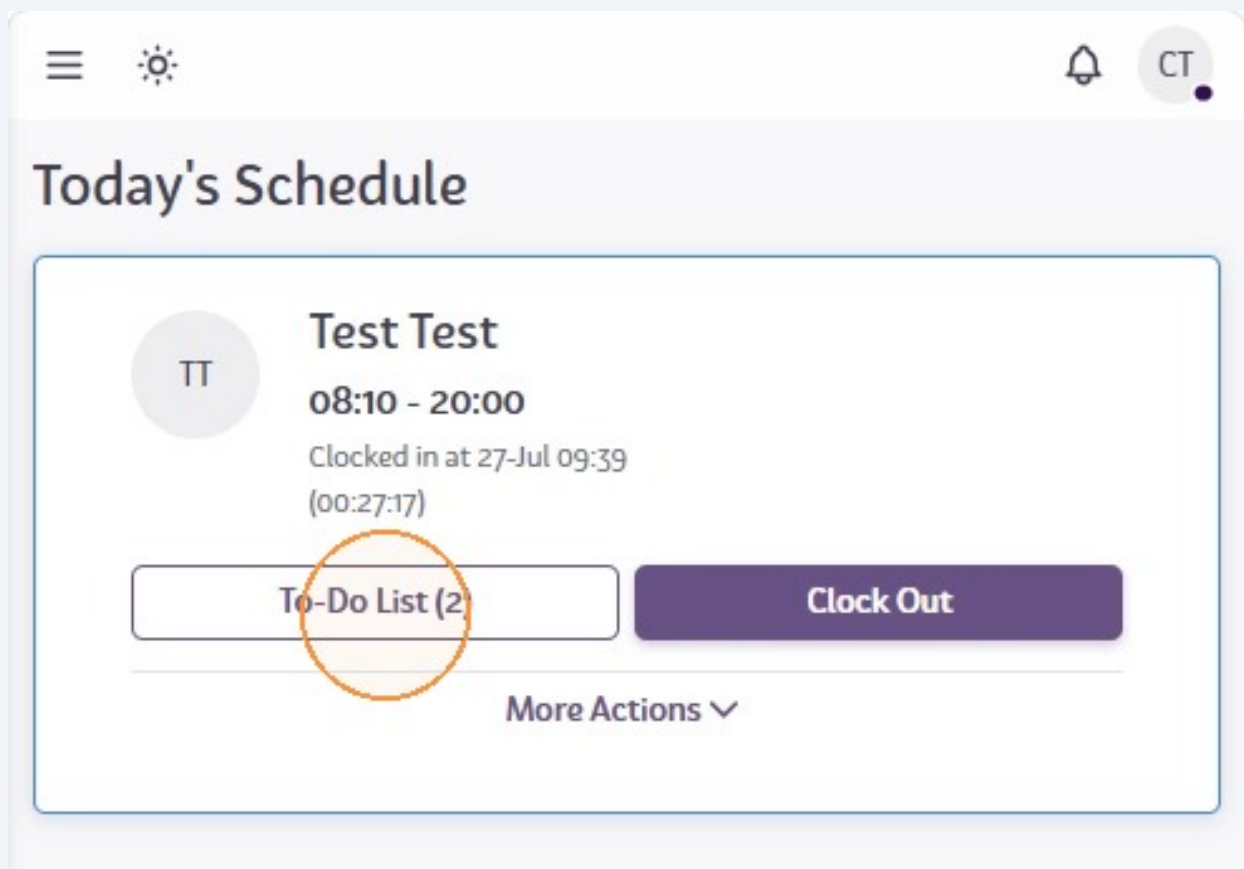
This guide explains the OneTouch app 'Charts' function. It shows how to complete the Behaviour Chart, Incident Reporting Form, ABC Behaviour Chart and Candidate Statement. It highlights key app requirements and how to avoid submission errors. It should be used to ensure consistent reporting that helps the clinical team monitor trends and respond appropriately.

Introduction



You must install the latest OneTouch app update before you can use the Charts function.

- 1 When clocked in, click "To-Do List":



2

From the To-Do list items, scroll to Charts and click the "v" to reveal the drop-down options:

The screenshot shows a mobile application interface with a light blue background. At the top, there is a white header bar. Below it, a white box contains a list of items. The first item is 'Digital Tasks' with '0 tasks to be completed.' and a small downward arrow. The second item is 'Charts' with '1 chart to be completed.' and a small downward arrow. The 'Charts' item's dropdown arrow is highlighted with a large orange circle. At the bottom of the white box is a purple button labeled 'Clock Out'.

Behaviour Chart



A new Behaviour chart will arrive as 'Due' at scheduled timeslots every hour.
Those missed will remain as 'Overdue' until completed.

- 3 Click "Take Chart" below the relevant time:

Charts
4 charts to be completed.

All Day (00:05 - 23:55)
Incident Reporting Form V5 Due
Take Chart

10:00 (10:00 - 11:00)
BEHAVIOUR CHART A V9 Due
Take Chart

08:00 (08:00 - 09:00)
BEHAVIOUR CHART A V9 Overdue
Take Chart

09:00 (09:00 - 10:00)
BEHAVIOUR CHART A V9 Overdue
Take Chart

- 4 Click the "Time" box and scroll to adjust the recorded time back to the designated hour (for example, if the behaviour could not be recorded immediately and minutes have already passed):

Take Chart Back

Chart History

BEHAVIOUR CHART A V10

Chart Baselines Resident Baselines

Date* 25 Aug 2026

Time* 10:29

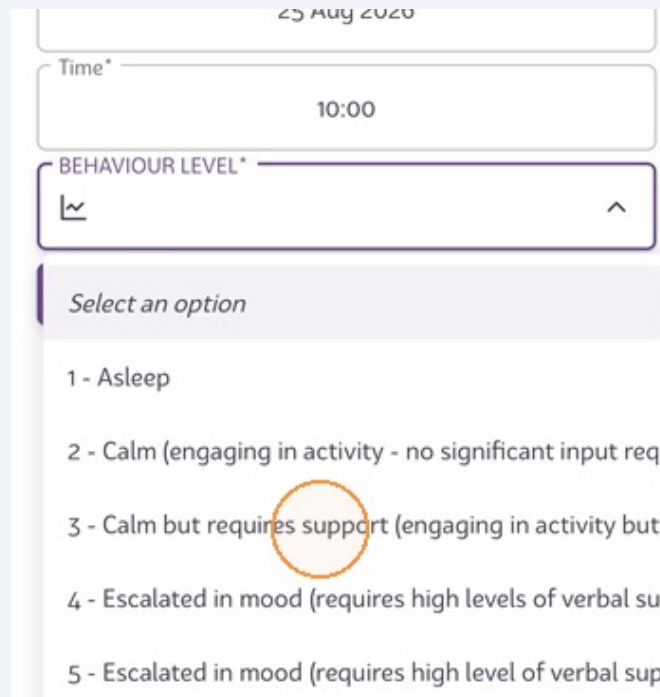
BEHAVIOUR LEVEL*

08 27
09 28
10 29
11 30
12 31

Reset Done

5

Click the "BEHAVIOUR LEVEL" box and click the relevant behaviour value from the drop-down options:



25 Aug 2020

Time* 10:00

BEHAVIOUR LEVEL*

Select an option

- 1 - Asleep
- 2 - Calm (engaging in activity - no significant input required)
- 3 - Calm but requires support (engaging in activity but requires support)
- 4 - Escalated in mood (requires high levels of verbal support)
- 5 - Escalated in mood (requires high level of verbal support)



The full behaviour chart key is as follows:

1 - Asleep

2 - Calm (engaging in activity - no significant input required from staff both verbally or physically)

3 - Calm but requires support (engaging in activity but requires verbal and physical prompts to engage and remain engaged)

4 - Escalated in mood (requires high levels of verbal support)

5 - Escalated in mood (requires high level of verbal support and physical holds - therapeutic holding - reassurance) length and type of hold to be recorded in notes

6 - Escalated in mood (requiring physical holds, including therapeutic holding and restraint to prevent harm to self and others) length and type to be recorded in notes



OneTouch is configured to display an alert whenever a Behaviour Level is selected. This allows our clinical team to analyse reports and identify behavioural trends.”

This means alerts will pop-up for any value, such as the example below for value 3:

25 Aug 2026

Time* 10:00

BEHAVIOUR LEVEL* 3 - Calm but requires support (engaging in a... ▾

Thank you.

⚠ One or more answers breach baseline thresholds. Adding a reason is recommended — if left blank, this chart will appear in your To-Do list for follow-up before clock-out.

Breach Reason (optional)



Amber alerts are advisory. You do not need to enter a reason unless you have additional relevant information to record.

The red alerts may contain relevant actions, such as the example below which requests that an ABC Behaviour Chart is completed, due to the Behaviour Chart value exceeding "3":

Time* 10:00

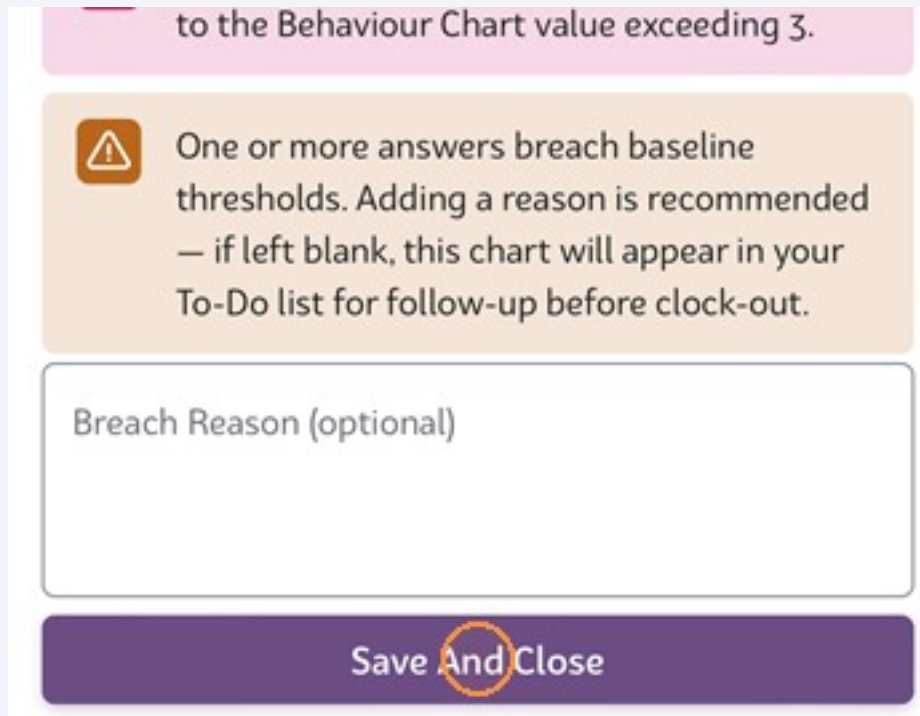
BEHAVIOUR LEVEL* 4 - Escalated in mood (requires high levels of...

Please complete an ABC Behaviour Chart due to the Behaviour Chart value exceeding 3.

One or more answers breach baseline thresholds. Adding a reason is recommended — if left blank, this chart will appear in your To-Do list for follow-up before clock-out.

Breach Reason (optional)

- 6 Click "Save And Close" to complete:



to the Behaviour Chart value exceeding 3.

 One or more answers breach baseline thresholds. Adding a reason is recommended — if left blank, this chart will appear in your To-Do list for follow-up before clock-out.

Breach Reason (optional)

Save And Close

Incident Reporting Form

-  The Incident Reporting Form will be available and marked as 'Due' whenever it is required.

7

Click "Take Chart":

Charts



3 charts to be completed.

All Day (00:05 - 23:55)

Incident Reporting Form V6

Due

Take Chart

12:00 (12:00 - 13:00)

BEHAVIOUR CHART A V11

Due

Take Chart

- 8 Complete all the relevant form fields.

These will show as the following types...

A) Free Text

Such as the "DESCRIBE" examples shown below:

DESCRIBE EVENTS PRIOR TO THE INCIDENT*

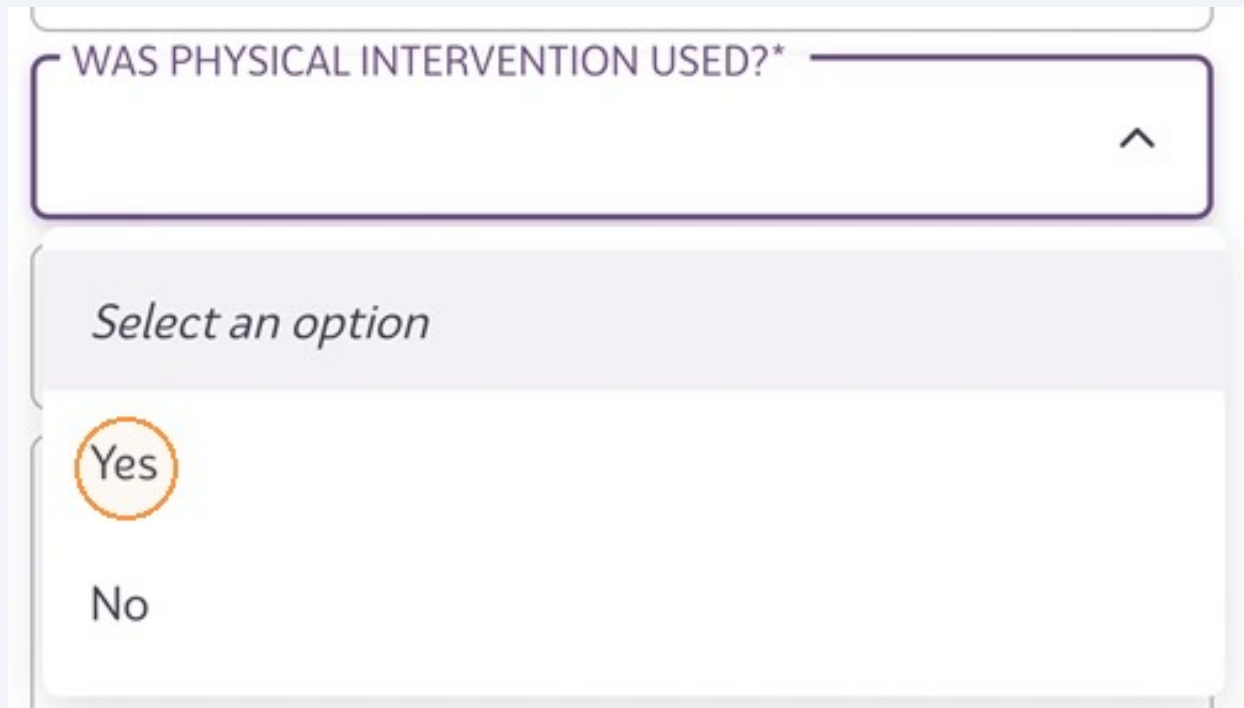
Testing...

DESCRIBE INCIDENT IN FULL DETAIL*

|

9 B) Option

Such as the YES" or "NO" example below, where only one response can be selected:



WAS PHYSICAL INTERVENTION USED? *

Select an option

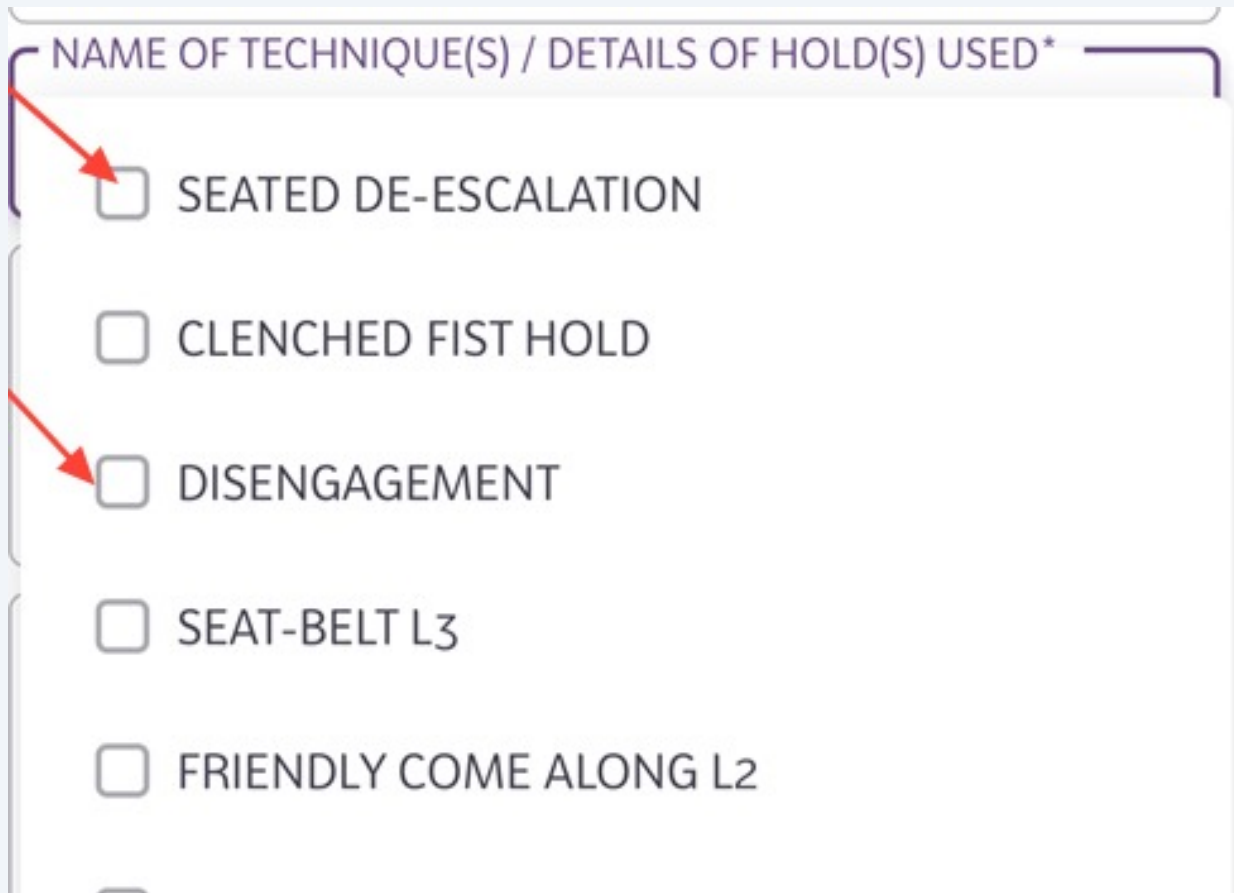
Yes

No

The image shows a survey question interface. At the top, the question "WAS PHYSICAL INTERVENTION USED? *" is displayed in a purple-bordered box. Below this is a dropdown menu with a light purple header that says "Select an option". The dropdown is open, showing two options: "Yes" and "No". The "Yes" option is selected, indicated by an orange circle around the text. The "No" option is visible below it.

10 C) Multi-Select

Such as the technique example shown below, where several responses can be selected:



NAME OF TECHNIQUE(S) / DETAILS OF HOLD(S) USED*

- ☒ SEATED DE-ESCALATION
- ☐ CLENCHED FIST HOLD
- ☒ DISENGAGEMENT
- ☐ SEAT-BELT L3
- ☐ FRIENDLY COME ALONG L2

11 Sometimes the question length can exceed the width of the page.

To resolve this, simply rotate the device to observe the chart in the landscape style:

NAMES & POSITION OF STAFF INVOLVED IN THE INCIDENT*
PRIOR TO THE INCIDENT - DESCRIBE EVENTS LEADING UP TO THE INCIDENT*
INCIDENT - DESCRIBE WHAT HAPPENED GIVING AS MUCH DETAIL AS POSSIBLE*

- 12 Alternatively, tap the relevant field to display the full question:

INCIDENT FINISH TIME*

NAMES & POSITION OF STAFF INVOLVED IN THE INCIDENT*

PRIOR TO THE INCIDENT - DESCRIBE EVENTS LEADI...

INCIDENT - DESCRIBE WHAT HAPPENED GIVING AS...

- 13 When all form fields are complete, click "Save And Close" to complete:

MONITORING OF SERVICE USER POST INCIDENT*
Staff maintained constant supervision and encouragement.

DETAILS OF DAMAGE TO PROPERTY / POSSESSIONS*
N/A

PLEASE SELECT YES TO CONFIRM SERVICE USER DEBRIEF DOCUMENTATION HAS BEEN COM
YES

NAMES OF THOSE NOTIFIED OF INCIDENT*
Talía Goodsell

Save And Close



There is a 1000 character limit on free text fields.

Exceeding this will result in the error message shown below, and prevent the chart from being submitted:

Take Chart

[Back](#)

Invalid response from server

Chart History

Incident Reporting Form V2



Chart Baselines



Resident Baselines

Date *

27/07/2026



Time *

11:32





If a longer text response than 1000 characters is required, the "ADDITIONAL DETAILS" question at the end of the form can be used:

DETAILS OF DAMAGE TO PROPERTY / POSSESSIONS*

NAMES OF THOSE NOTIFIED OF INCIDENT*

ADDITIONAL DETAILS*





Failure to complete all fields before submitting will result in the following error message:

Take Chart

Back



Please answer all questions before submitting.

Chart History

Incident Reporting Form V2



Chart Baselines



Resident Baselines

Date *

27/07/2026



Time *

11:32



INCIDENT DATE *

ABC Behaviour Chart



Some Behaviour Chart values, and/or certain Incidents, may result in the need for an ABC Behaviour Chart to be completed. It is therefore available as 'Due' as necessary, at any time throughout the day.

The guidance notes for the ABC Behaviour Chart are as follows:

- 'A' stands for **antecedents**, that is, what happens immediately before the behavioral outburst and can include any triggers, signs of distress or environmental information.
- 'B' refers to the **behavior** itself and is a description of what actually happened during the outburst or what the behavior 'looked' like.
- 'C' refers to the **consequences** of the behavior, or what happened immediately after the behavior and can include information about other people's responses to the behavior and the eventual outcome for the person.

14 Click "Take Chart" below:

Charts



5 charts to be completed.

All Day (00:05 - 23:55)
ABC Behaviour Chart V4

Due

Take Chart

All Day (00:05 - 23:55)
Incident Reporting Form V6

Due

- 15** Complete all the ABC text fields, as well as any additional "NOTES":



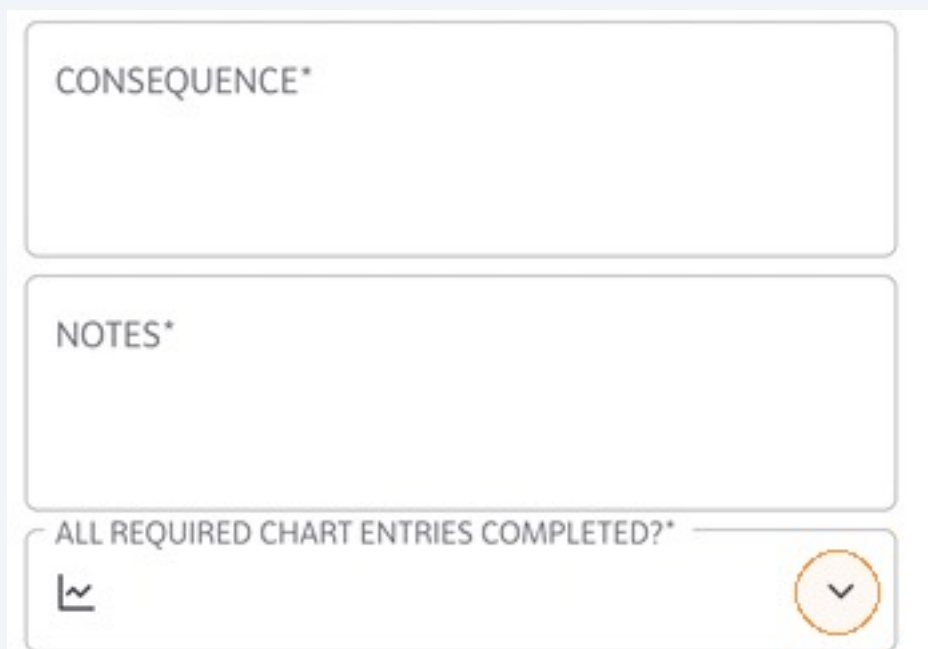
ANTECEDENT/WHERE & WHEN*

BEHAVIOUR*

CONSEQUENCE*

NOTES*

- 16** Click the final "ALL REQUIRED CHART ENTRIES COMPLETED?" question:

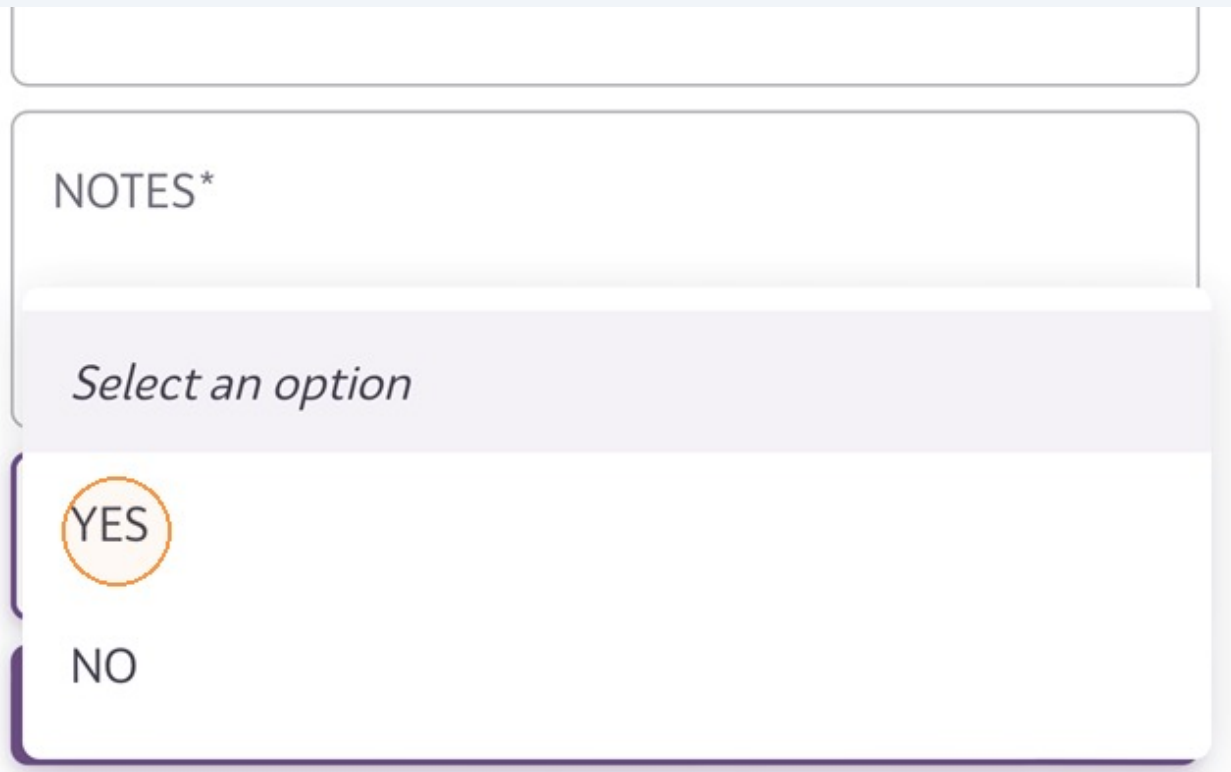


CONSEQUENCE*

NOTES*

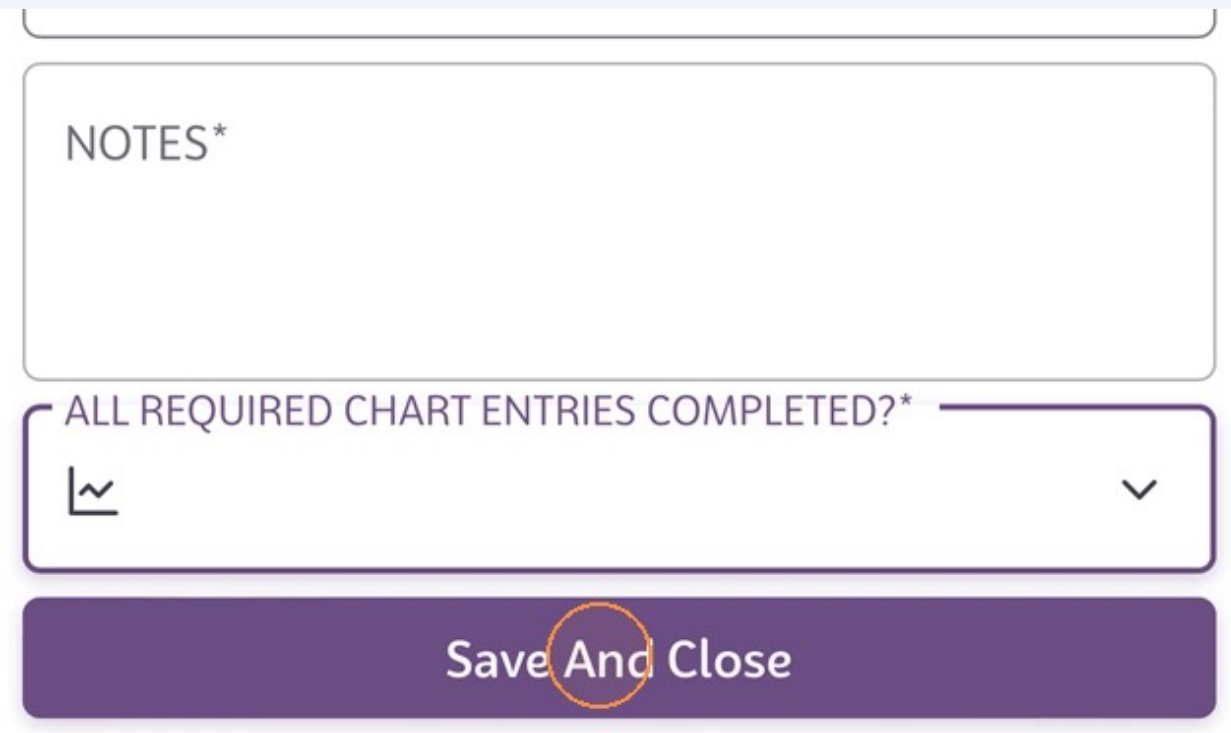
ALL REQUIRED CHART ENTRIES COMPLETED?* 

17 Click "YES" to confirm:



A screenshot of a confirmation dialog box. At the top is a text input field. Below it is a section labeled "NOTES*" with a large text area. Underneath the notes section is a light purple bar with the text "Select an option". Below this bar is a white area containing two radio button options: "YES" and "NO". The "YES" option is selected, indicated by an orange circle around the text.

18 Click "Save And Close":



A screenshot of a form. It features a text input field at the top, followed by a "NOTES*" section with a large text area. Below the notes is a question: "ALL REQUIRED CHART ENTRIES COMPLETED?*" with a dropdown menu. The dropdown menu is open, showing a checkmark icon on the left and a downward arrow on the right. At the bottom of the form is a large purple button with the text "Save And Close". The word "And" in the button text is circled in orange.

Candidate Statement



The Candidate Statement is also available as 'Due' as necessary, at any time throughout the day.

19

Click "Take Chart":

All Day (00:05 - 23:55)
ABC Behaviour Chart V4

Due

Take Chart

All Day (00:05 - 23:55)
CANDIDATE STATEMENT V3

Due

Take Chart

All Day (00:05 - 23:55)

20

Click the "JOB TITLE" question and select the relevant job title(s). Select all that apply:

JOB TITLE (PLEASE SELECT)*

- ☐ RGN
- ☐ RNMH
- ☐ RNLD
- ☐ RNC
- ☐ HCA
- ☐ SUPPORT WORKER

21 Complete all other text fields:

DESCRIPTION OF EVENTS RELATING TO THE CONC...

ACTIONS TAKEN*

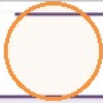
STAFF PRESENT/ WITNESS TO EVENT*

ANY OTHER WITNESSES PRESENT*

22 Click the final question "SELECT YES TO DECLARE...":

ANY OTHER WITNESSES PRESENT*

REFLECTION - WHAT COULD HAVE BEEN DONE DIFFERENTLY?*

SELECT YES TO DECLARE THIS IS A TRUE ACCOUNT OF INVOLVEMENT* 

Save And Close

23 Ensure "YES" is clicked to confirm the statement is a true account:

ANY OTHER WITNESSES PRESENT*

REFLECTION - WHAT COULD HAVE BEEN DONE DIF...

Select an option

YES

NO

24 Click "Save And Close" to complete:

REFLECTION - WHAT COULD HAVE BEEN DONE DIF...

SELECT YES TO DECLARE THIS IS A TRUE ACCOUNT OF INVOLVE



Save And Close