



OPERATIONAL MANUAL

Digital Disability Platform

TE TANGO
AKARANGATIRA
ORA'ANGA



**INTERNAL
AFFAIRS**



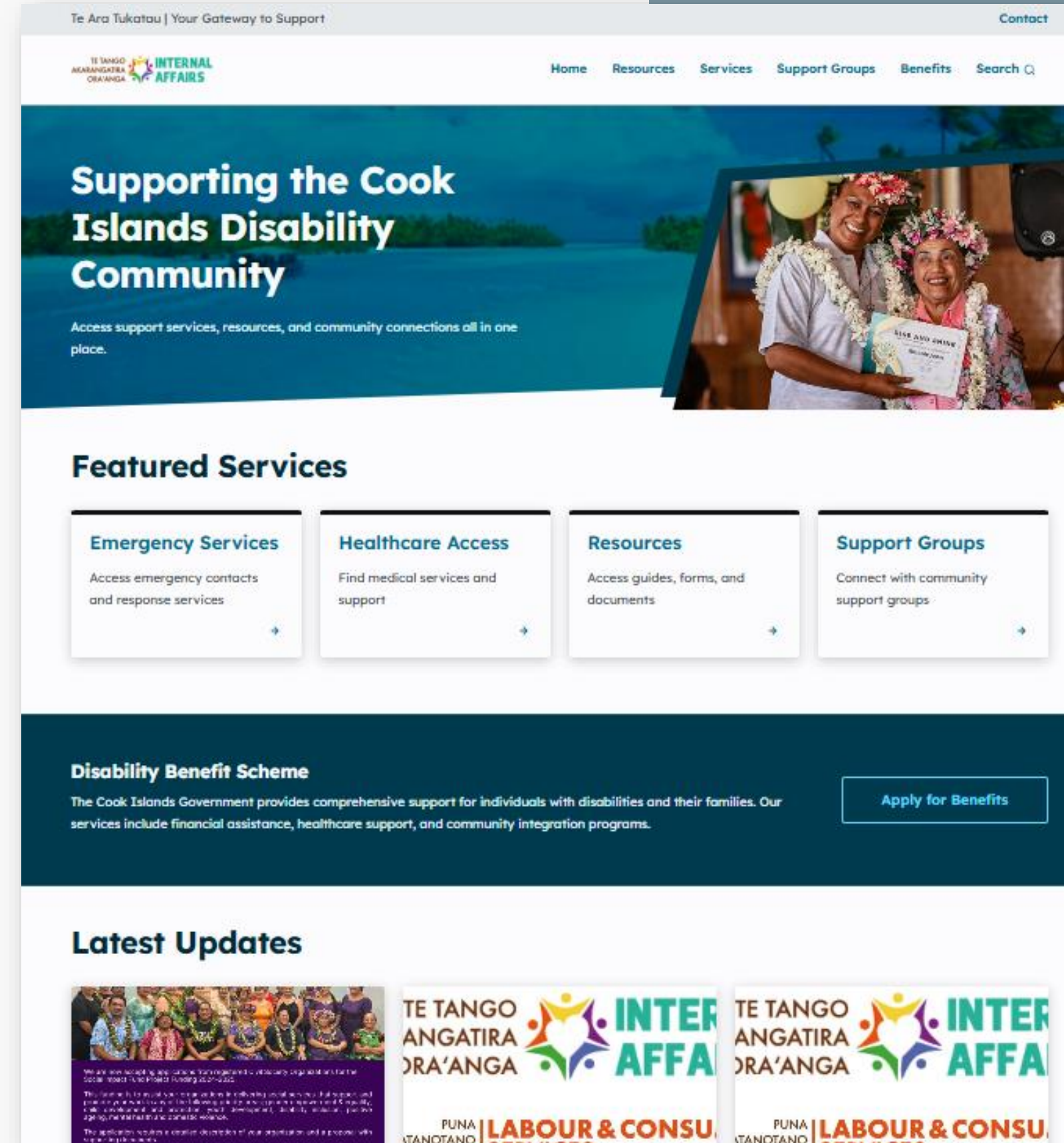


1. INTRODUCTION



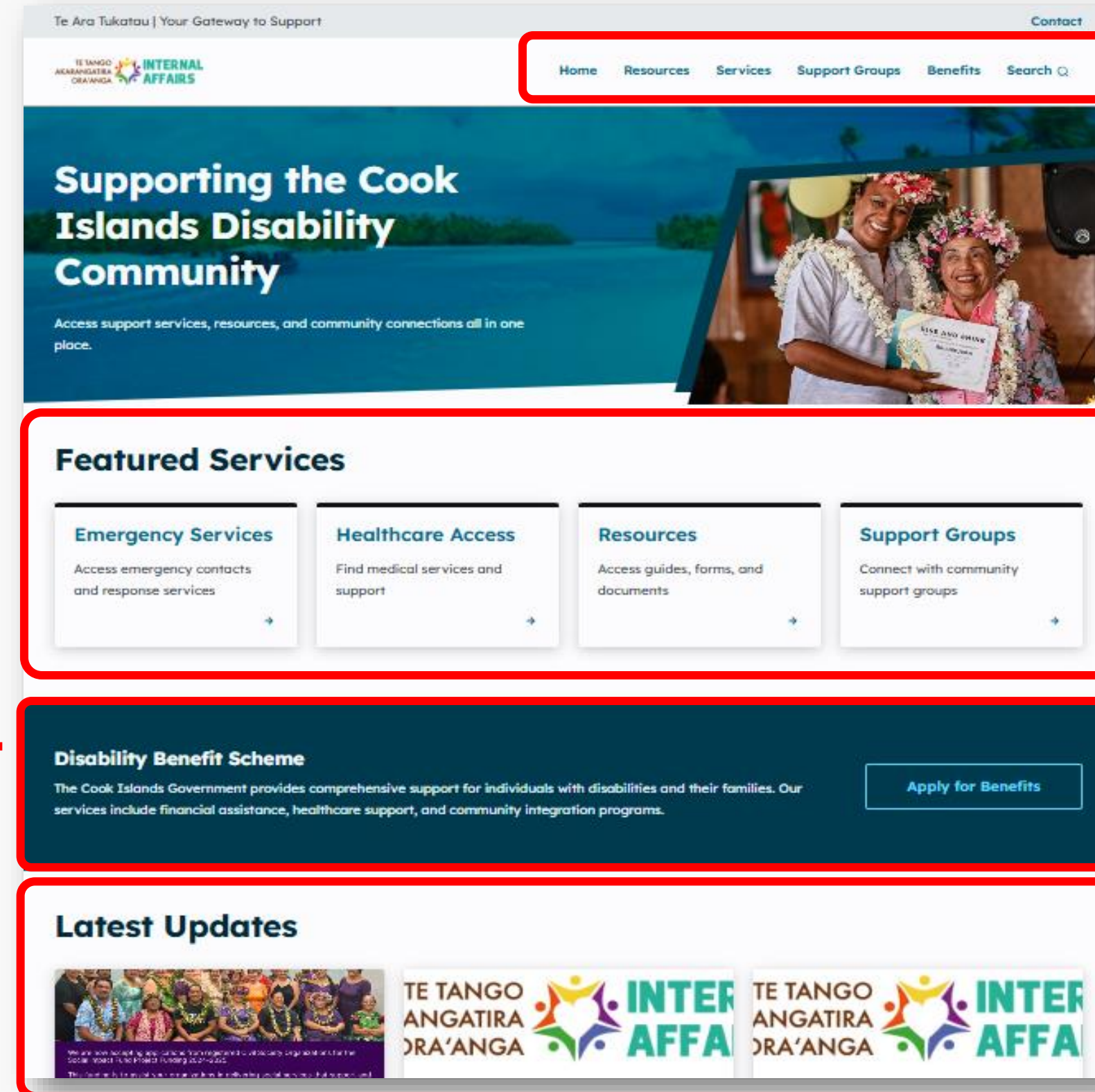
Purpose

The Disability Digital Platform aims to serve as a centralized, accessible, and user-friendly hub for individuals with disabilities, caregivers, and service providers. Its purpose is to empower users by providing essential resources, training materials, policy updates, and support services in one cohesive platform. The website promotes inclusion, supports informed decision-making, and facilitates meaningful participation in social, educational, and economic activities for persons with disabilities. By aligning with international accessibility standards and local policies, the platform aspires to bridge digital divides and create an equitable online environment.



Overview

The platform is a one-stop hub for accessing resources, requesting services, and sharing information for persons with disabilities and stakeholders..



Easy User-Friendly navigatable menu

Lists available Services

Lists available Benefits

Features Community News, Press Release and any New Updates

Target Audience



Government and Service Providers

Supporting policy implementation, service delivery, and advocacy efforts

Educators and Employers

Equipping stakeholders with training materials and best practices to foster inclusivity



Persons with Disabilities

Providing tools, information, and resources tailored to their diverse needs.

Caregivers and Families

Offering guidance, support, and access to essential services.

Organizations of Persons with Disabilities (OPDs)

Enhancing capacity-building and collaboration through accessible digital tools.

Governance and Roles

Governance Structure: A team or committee oversees platform operations and ensures compliance with relevant policies.

- Platform Administrator
 - ✓ Maintains technical aspects and resolves technical issues.
- National Disability Coordinator
 - ✓ Manages information and updates the platform.
- Disability Advocates
 - ✓ Provides overall direction, ensures the platform supports national disability goals, and evaluates its performance.



Platform Administrator

- Keeps the website running smoothly by performing technical updates and fixes.
- Ensures the site is secure and data is backed up.
- Uploads new content and resolves issues reported by the Coordinator.



National Disability Coordinator

- Collects and organizes information from stakeholders.
- Checks that all content is accurate, relevant, and accessible.
- Submits updates to the administrator for publishing.
- Responds to user feedback and promotes the platform to users.



Disability Advocates

- Ensures the platform meets national disability needs.
- Supports the Coordinator in sourcing information and promoting the platform.
- Provides recommendations for improvement.

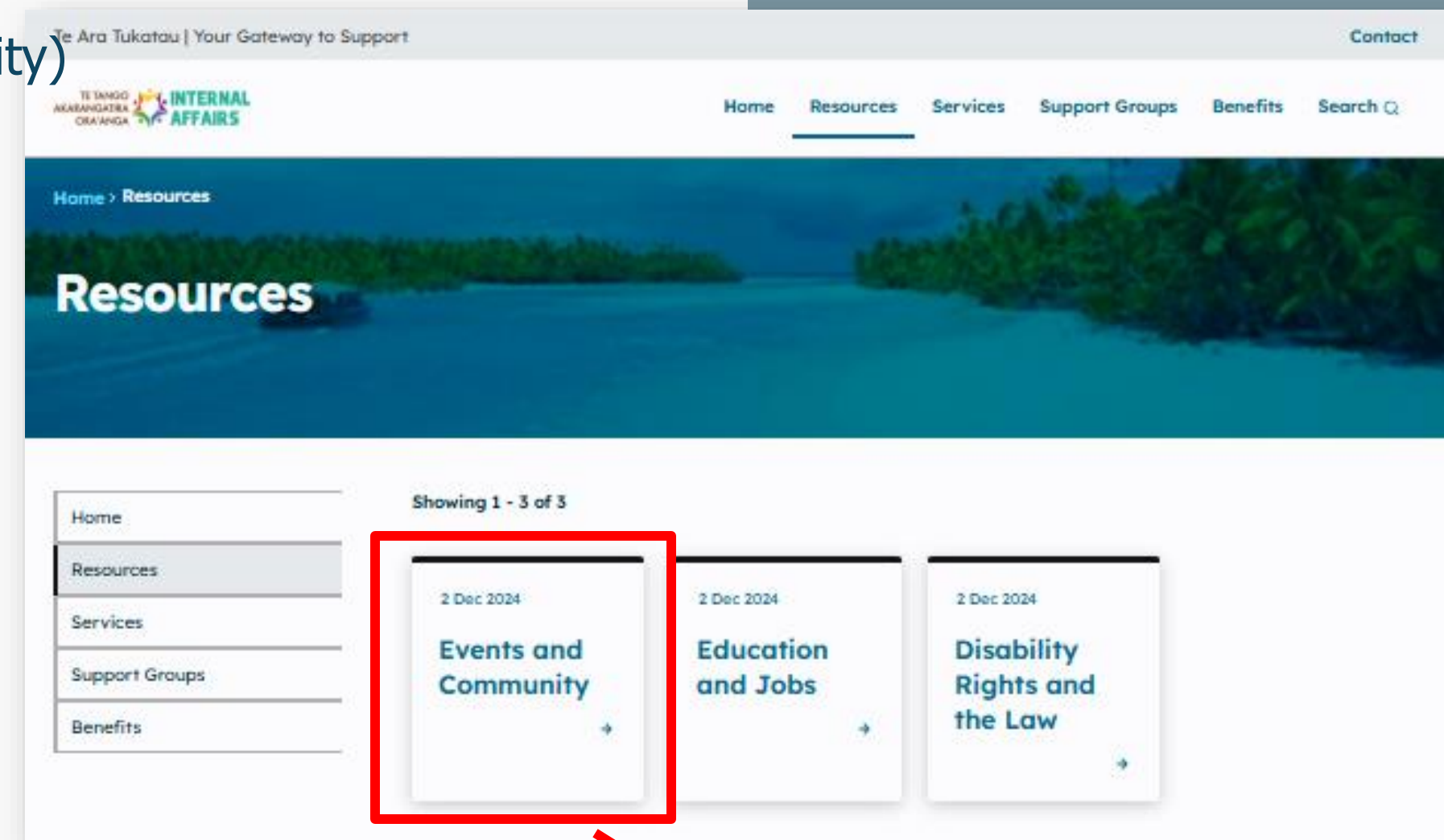


2. PLATFORM FEATURES AND FUNCTIONS

Key Features — Resources (Event and Community)

There are 3 subsections to Resources.

- 1. Event and Community**
2. Education and Jobs
3. Disability Rights and the Law



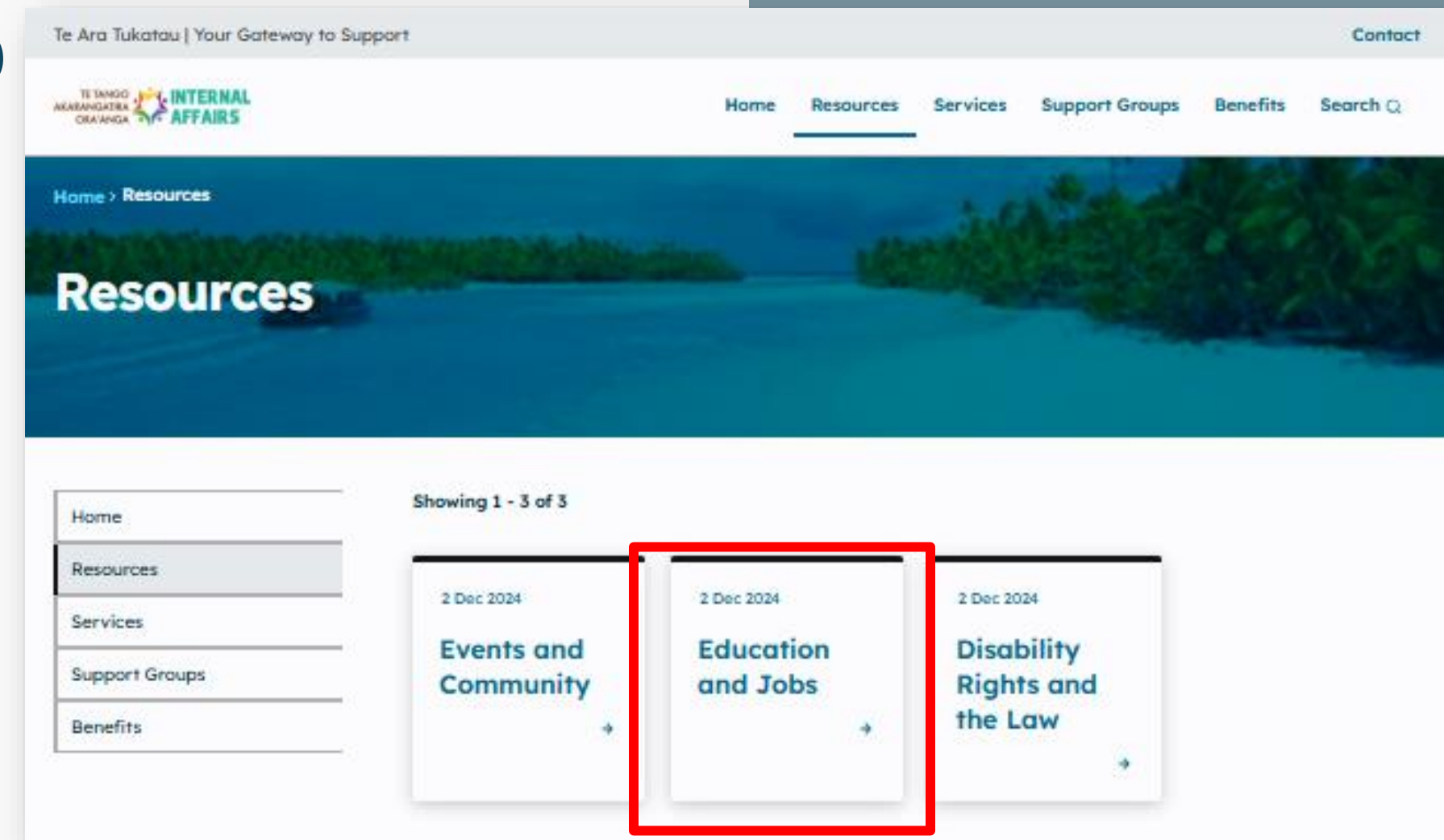
1. Event and Community
This section is where we can feature planned Events and any Success Stories to be featured



Key Features — Resources (Education and Jobs)

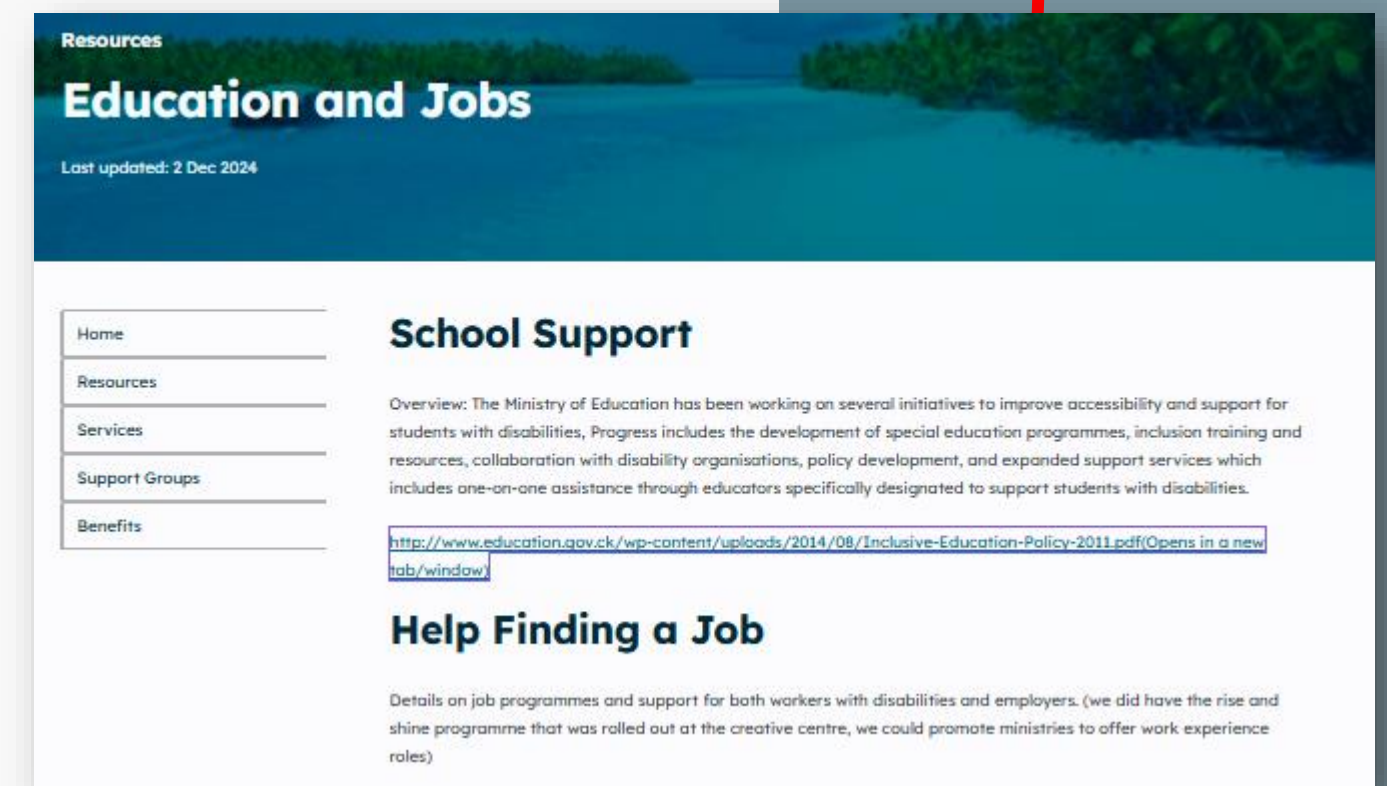
There are 3 subsections to Resources.

1. *Event and Community*
- 2. *Education and Jobs***
3. *Disability Rights and the Law*



2. Education and Jobs

This section is where you will find information on Education and Employment



Key Features — Resources (Disability Rights and the Law)

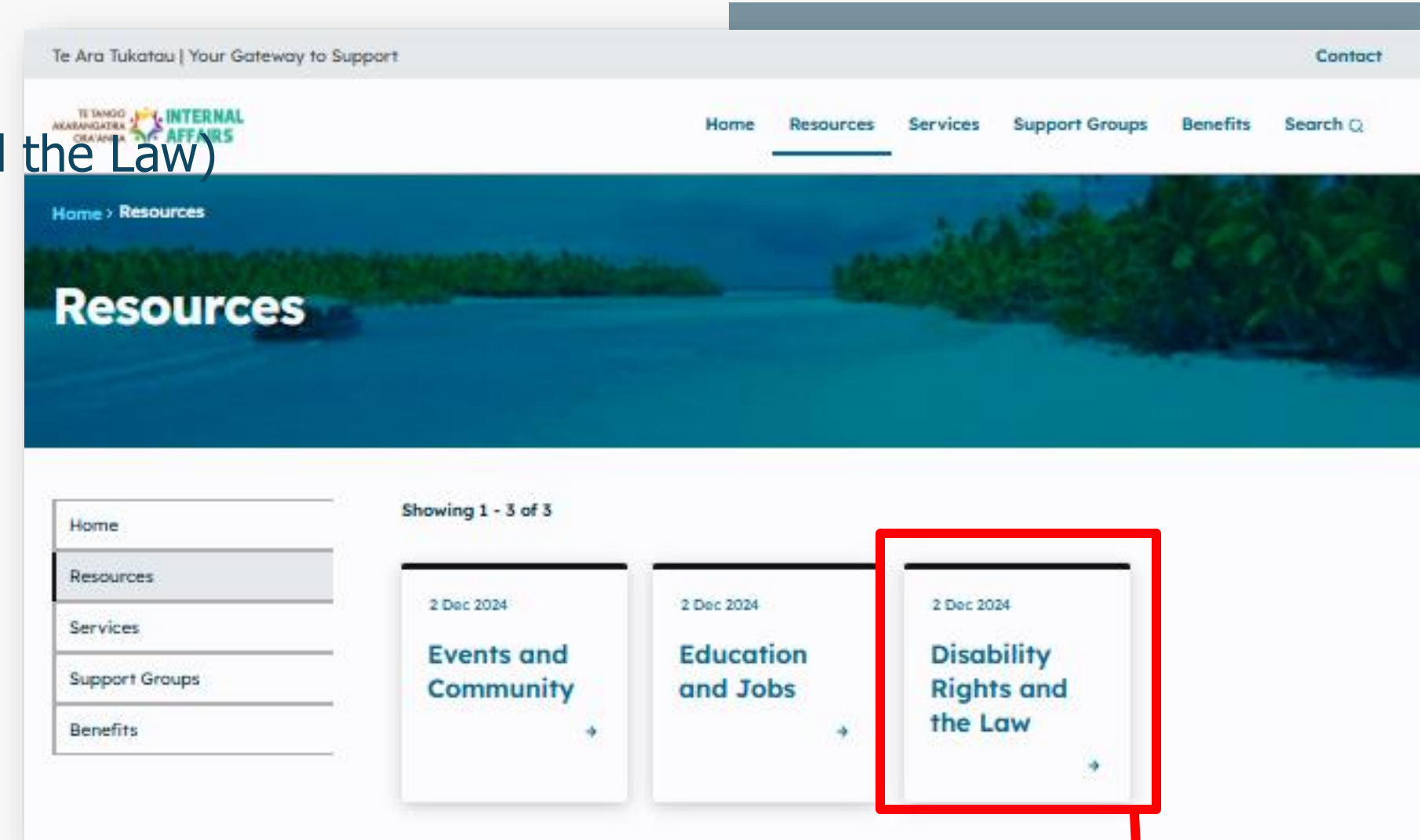
There are 3 subsections to Resources.

1. *Event and Community*
2. *Education and Jobs*
3. ***Disability Rights and the Law***

3. Disability Rights and the Law

This section is where you will find information on the Disability Act:-

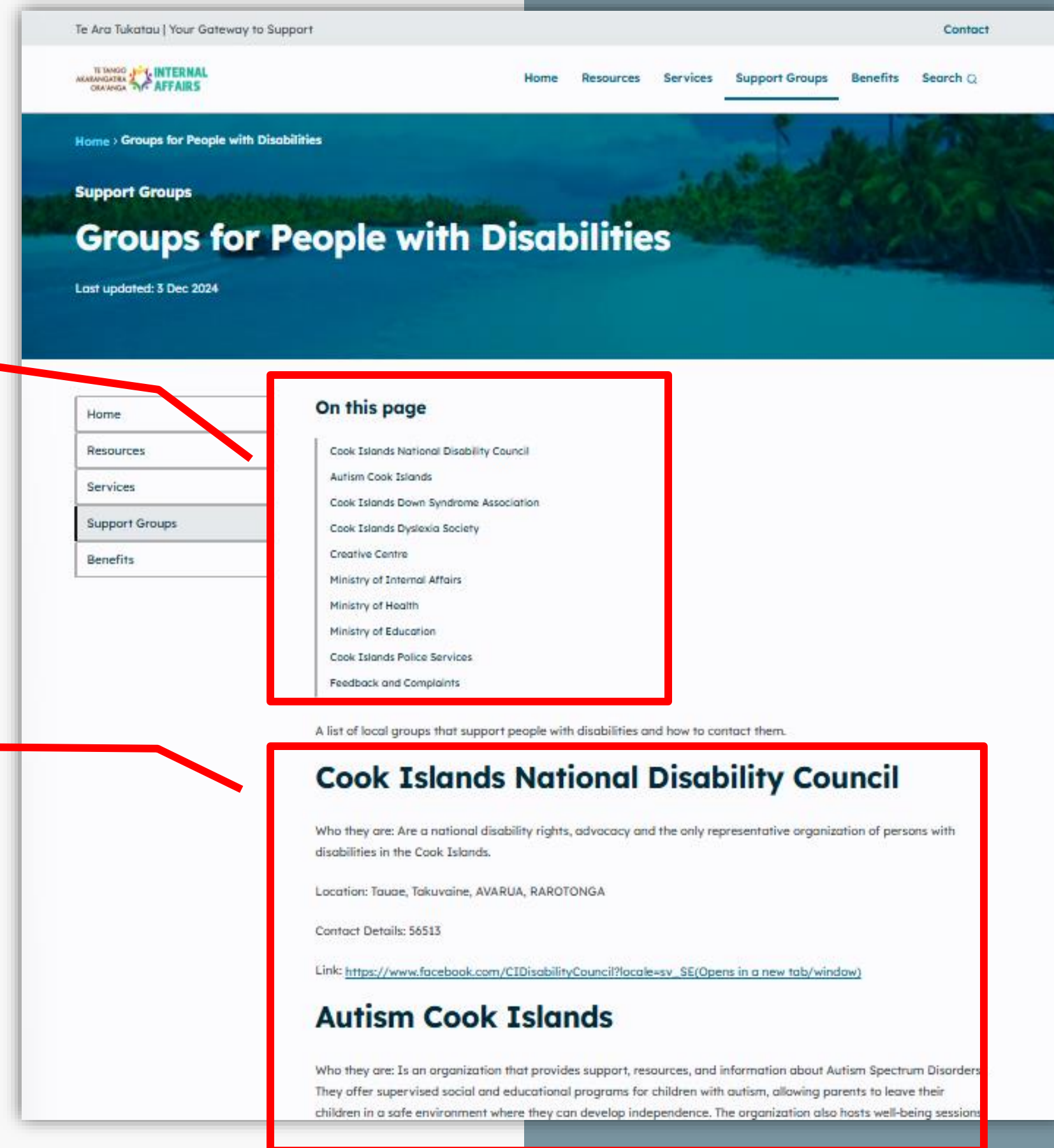
- Understanding its purpose
- Understanding your Rights as a person with disabilities as well as
- Related International Agreements



Key Features — Links to Community Support Groups

This section lists all the support stakeholders for disability matters in the Cook Islands and the necessary links to their official contact details

- List of core stakeholders for disability related assistance all centralized in one page
- Each Stakeholder is listed with a
 - *Simple Description of who they are*
 - *Location/Address*
 - *Contact Details*
 - *URL Link to direct user to organizations website or official Facebook Page*



Key Features – Services

There are 4 subsections to Resources.

1. **Training and Accessibility Training Materials**

2. Accredited Services

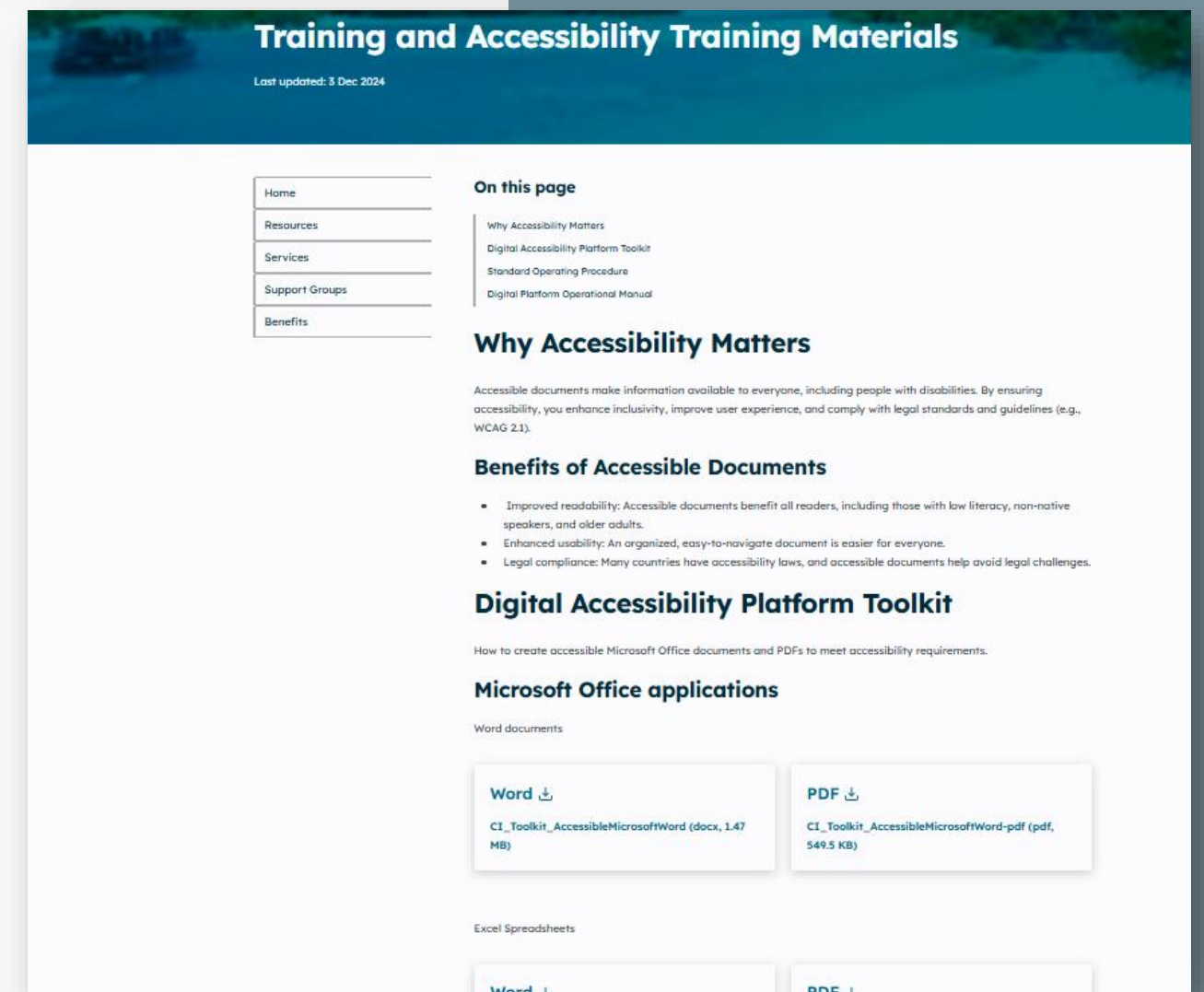
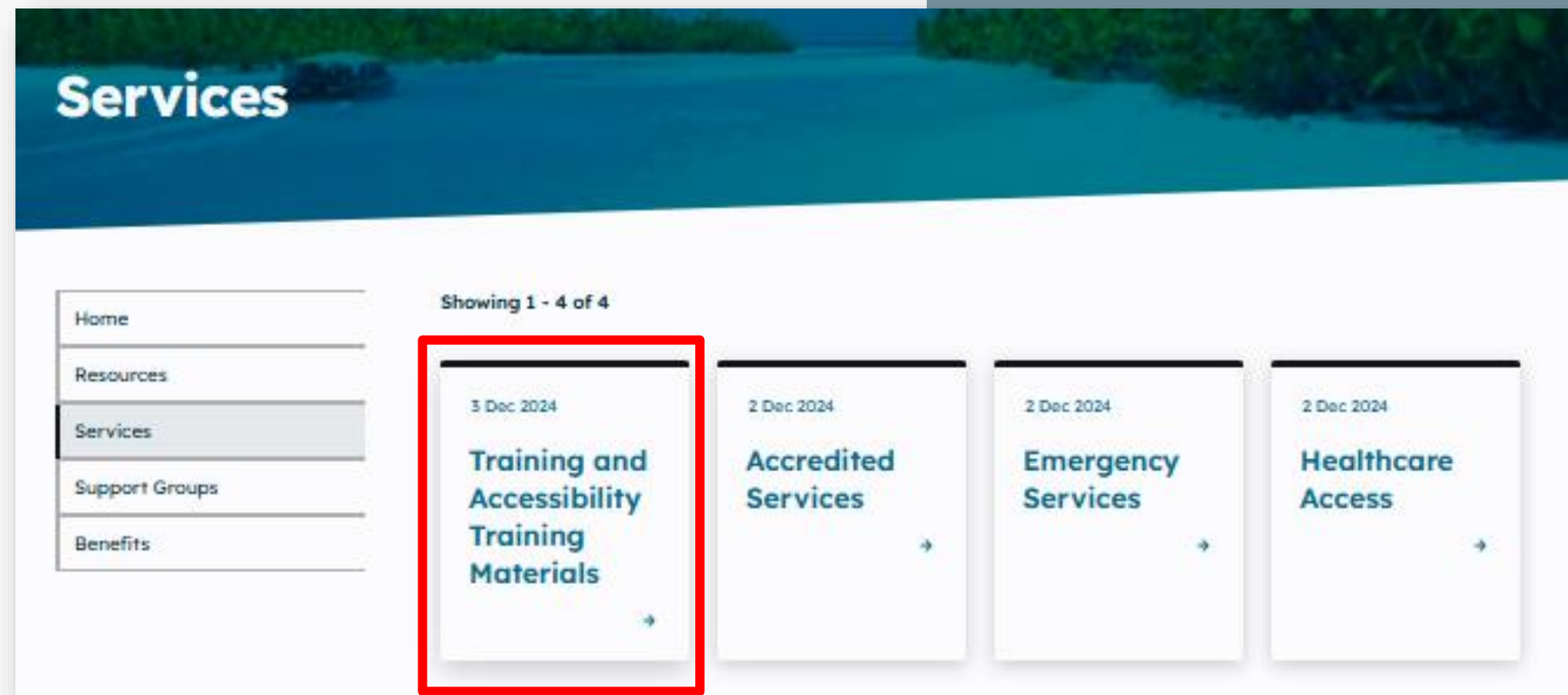
3. Emergency Services

4. Healthcare Access

1.

Training materials

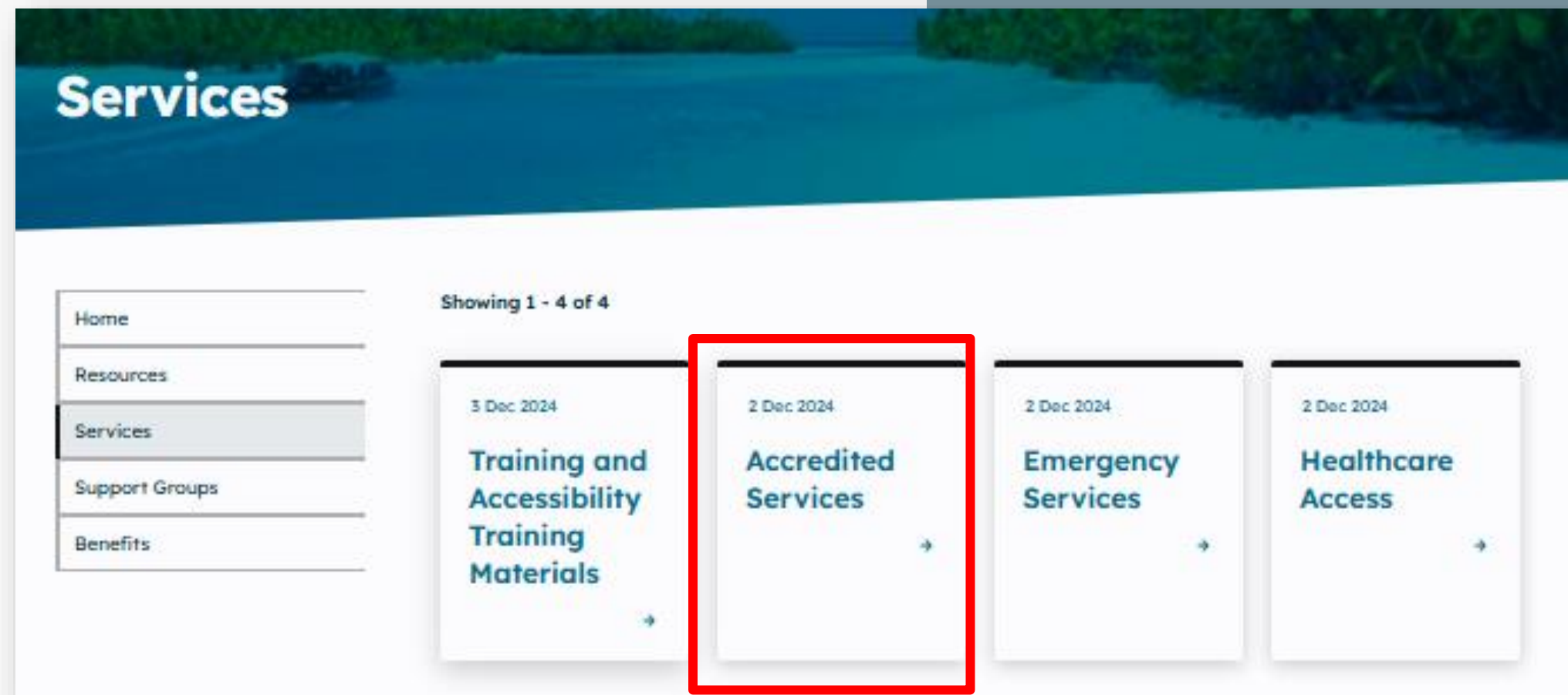
This section is where you will find Training materials and related resources for people with disabilities



Key Features – Services

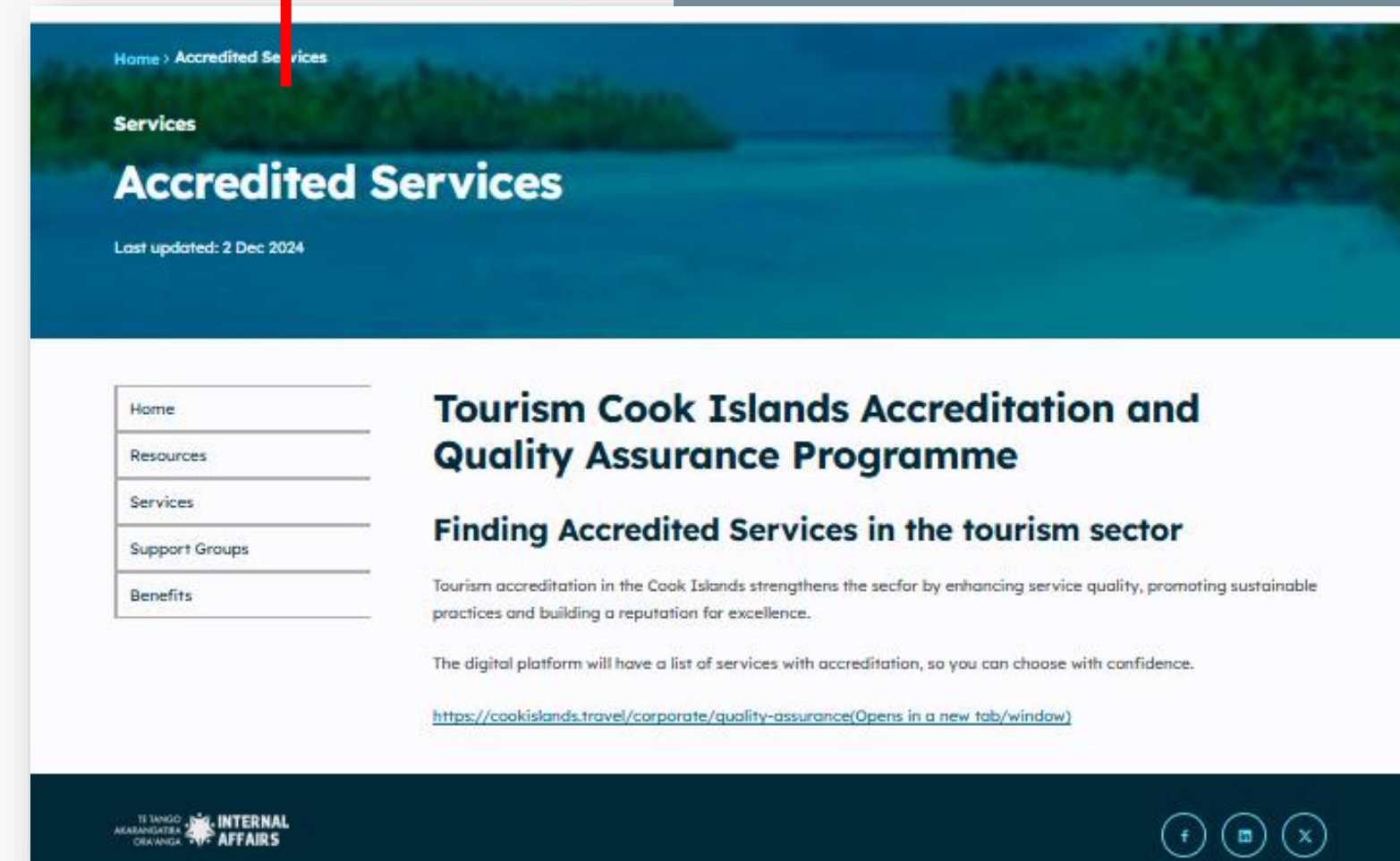
There are 4 subsections to Resources.

1. *Training and Accessibility Training Materials*
2. **Accredited Services**
3. *Emergency Services*
4. *Healthcare Access*



2. Accredited services in the Tourism Sector

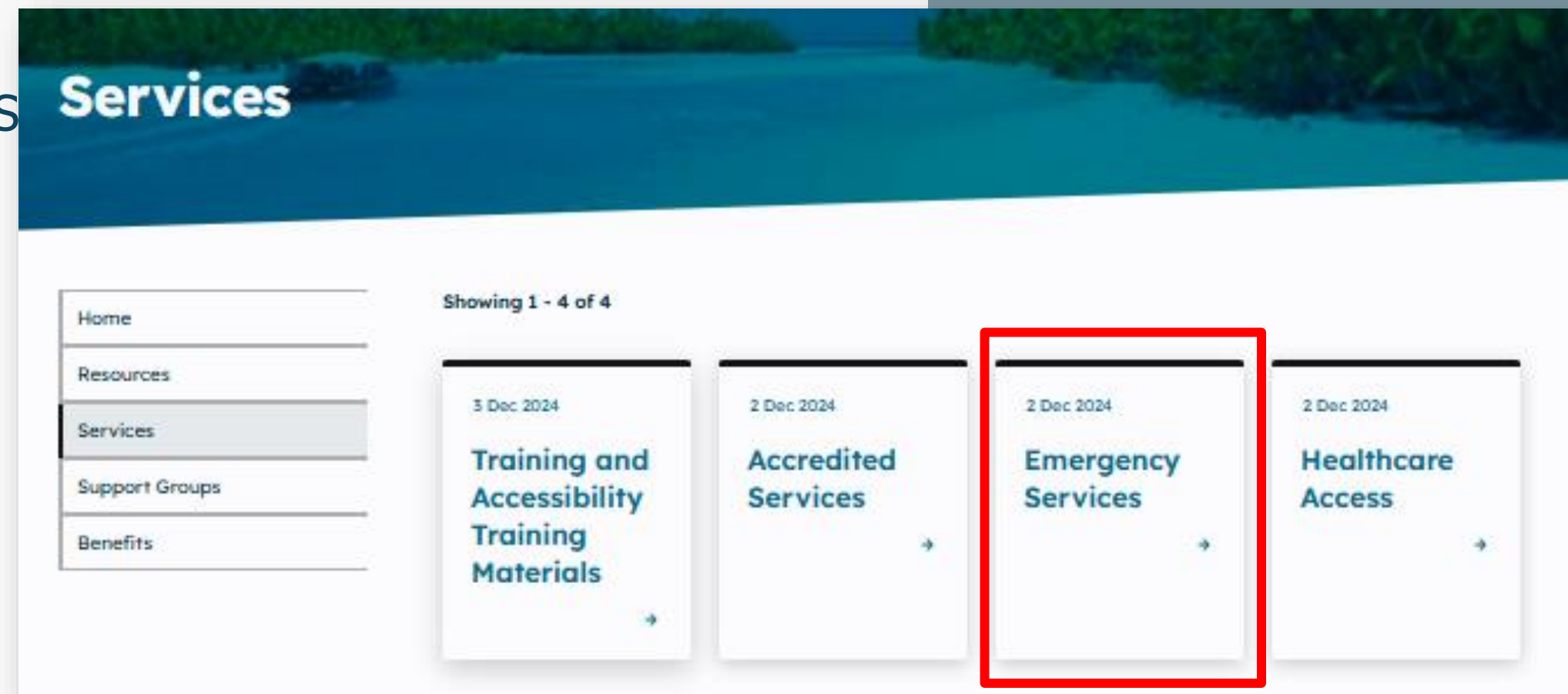
Tourism accreditation in the Cook Islands strengthens the sector by enhancing service quality, promoting sustainable practices and building a reputation for excellence.



Key Features — Services (Emergency S

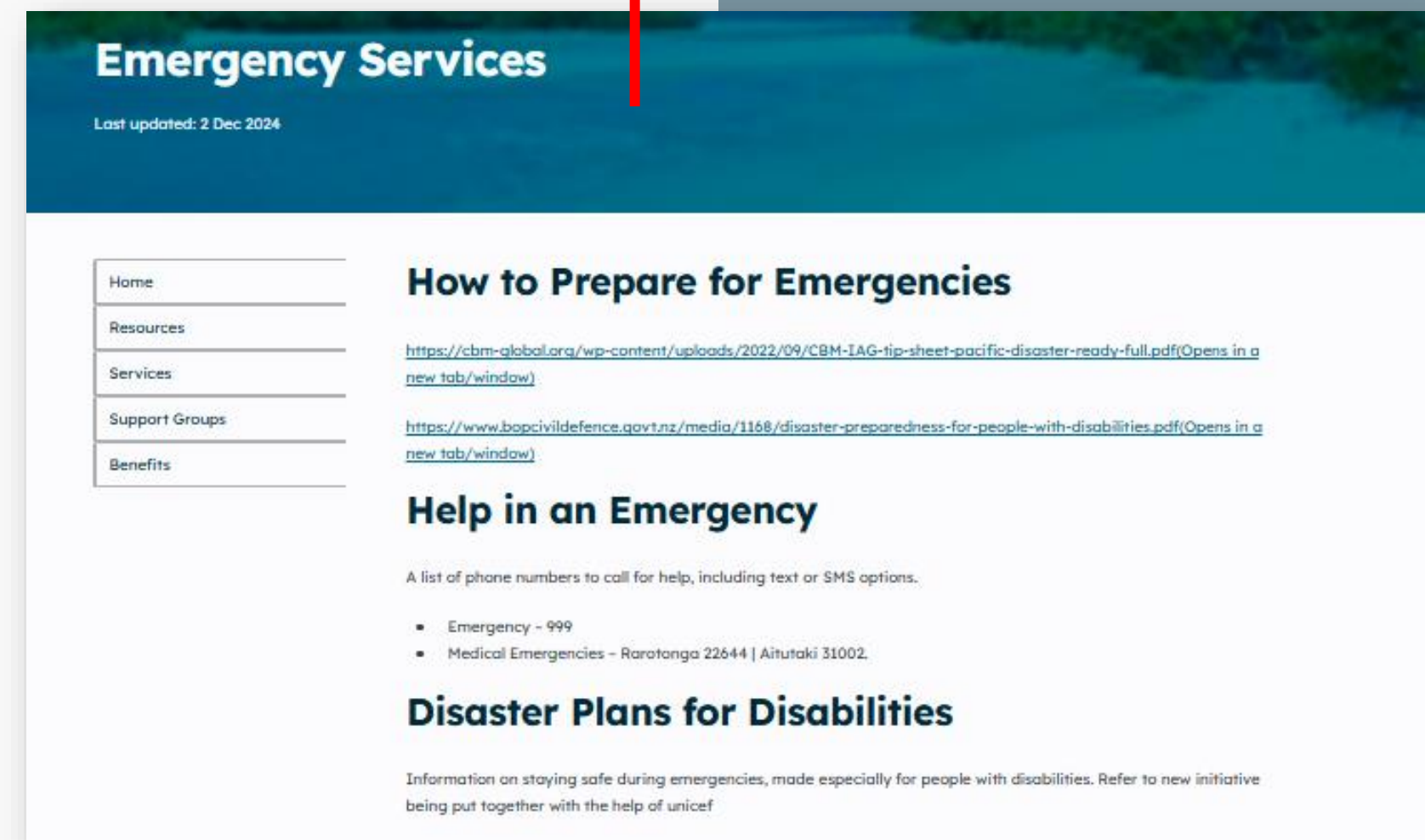
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1. *Training and Accessibility Training Materials*
2. *Accredited Services*
3. **Emergency Services**
4. *Healthcare Access*



3. Emergency Services

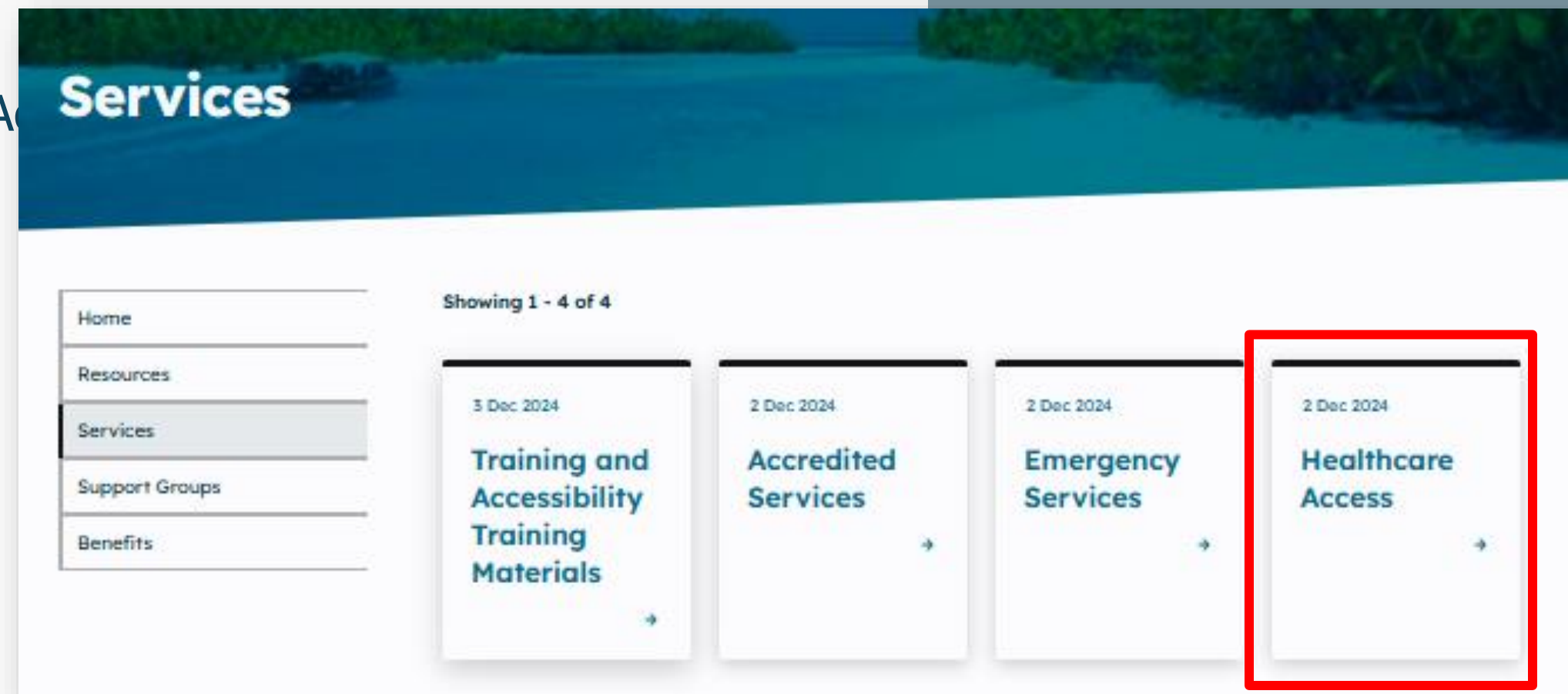
Information on who to contact during an Emergency,
Links to related Emergency resources are all located in
this page



Key Features — Services (Healthcare Access)

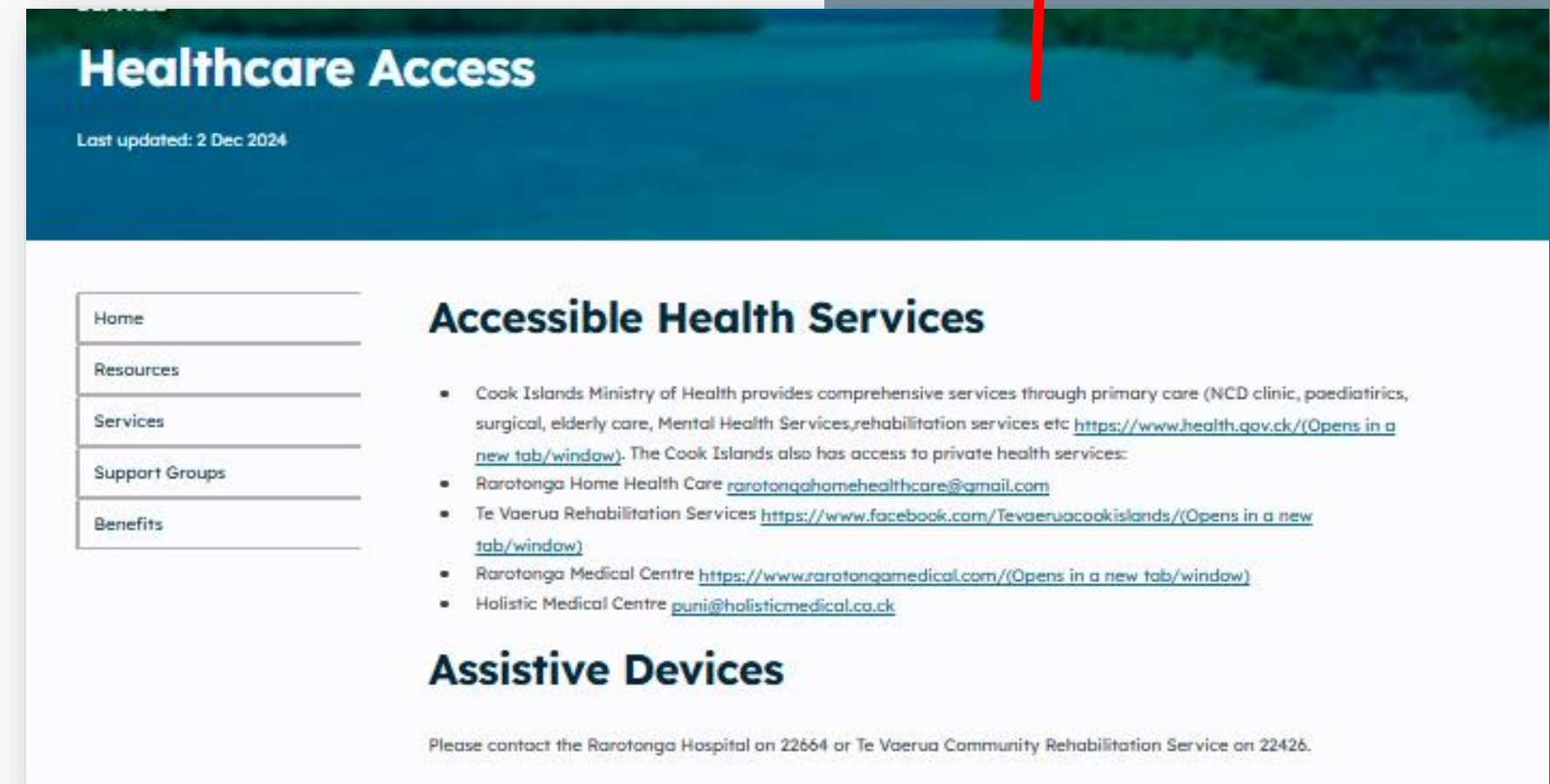
There are 4 subsections to Resources.

1. *Training and Accessibility Training Materials*
2. *Accredited Services*
3. *Emergency Services*
4. **Healthcare Access**



4. Accessible Health Services

Where to access information on health care services for People with Disabilities



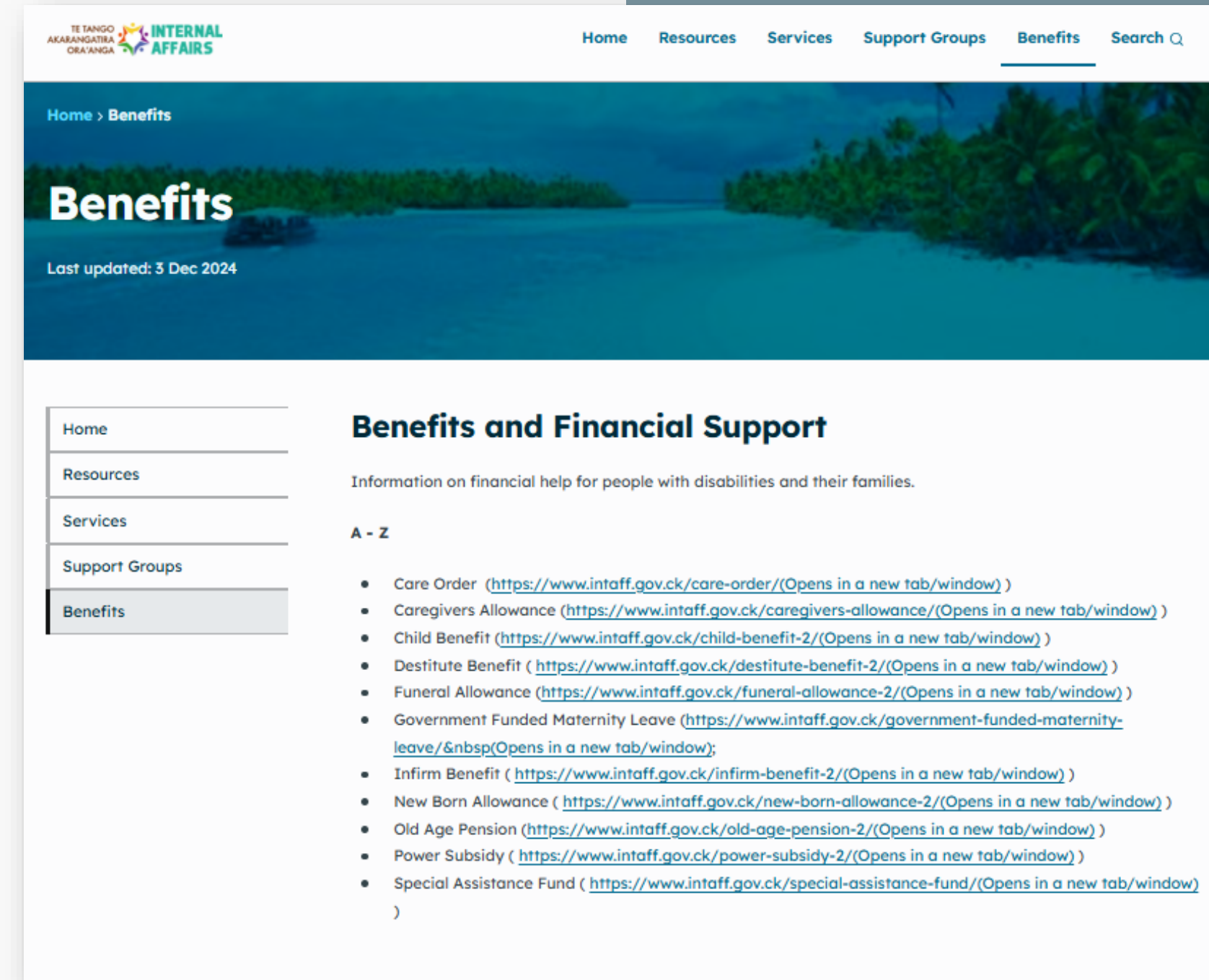
Benefits and Financial Assistance

This section is where you will find information on benefits and financial help for people with disabilities and their families. .

- Links to the forms and related sources are listed.

For people with disabilities and marginalized groups, benefits and financial programs are vital for fostering independence and dignity.

However, barriers like limited information, complex processes, and stigma often hinder access. Centralized, user-friendly platforms can bridge these gaps, empowering individuals to claim their entitlements while promoting equality, strengthening communities, and driving shared prosperity.



The screenshot displays the 'Benefits' page of the Te Tangi Akaranga Ora Internal Affairs website. The page features a navigation bar with links to Home, Resources, Services, Support Groups, Benefits, and a Search function. Below the navigation bar, a banner image shows a tropical beach scene with the word 'Benefits' in large white text and 'Last updated: 3 Dec 2024' below it. A sidebar on the left contains a menu with links to Home, Resources, Services, Support Groups, and Benefits. The main content area is titled 'Benefits and Financial Support' and provides information on financial help for people with disabilities and their families. It includes a list of benefits with links to their respective pages, each marked with '(Opens in a new tab/window)'. The benefits listed are: Care Order, Caregivers Allowance, Child Benefit, Destitute Benefit, Funeral Allowance, Government Funded Maternity Leave, Infirm Benefit, New Born Allowance, Old Age Pension, Power Subsidy, and Special Assistance Fund.

TE TANGI AKARANGA ORA INTERNAL AFFAIRS

Home Resources Services Support Groups **Benefits** Search

Home > Benefits

Benefits

Last updated: 3 Dec 2024

Home Resources Services Support Groups **Benefits**

Benefits and Financial Support

Information on financial help for people with disabilities and their families.

A - Z

- Care Order (<https://www.intaff.gov.ck/care-order/> (Opens in a new tab/window))
- Caregivers Allowance (<https://www.intaff.gov.ck/caregivers-allowance/> (Opens in a new tab/window))
- Child Benefit (<https://www.intaff.gov.ck/child-benefit-2/> (Opens in a new tab/window))
- Destitute Benefit (<https://www.intaff.gov.ck/destitute-benefit-2/> (Opens in a new tab/window))
- Funeral Allowance (<https://www.intaff.gov.ck/funeral-allowance-2/> (Opens in a new tab/window))
- Government Funded Maternity Leave (<https://www.intaff.gov.ck/government-funded-maternity-leave/> (Opens in a new tab/window);
- Infirm Benefit (<https://www.intaff.gov.ck/infirm-benefit-2/> (Opens in a new tab/window))
- New Born Allowance (<https://www.intaff.gov.ck/new-born-allowance-2/> (Opens in a new tab/window))
- Old Age Pension (<https://www.intaff.gov.ck/old-age-pension-2/> (Opens in a new tab/window))
- Power Subsidy (<https://www.intaff.gov.ck/power-subsidy-2/> (Opens in a new tab/window))
- Special Assistance Fund (<https://www.intaff.gov.ck/special-assistance-fund/> (Opens in a new tab/window))





3. CONTENT MANAGEMENT



Open Source

The theme used for the digital disability platform, CivicTheme, is an open-source design system that empowers organizations, particularly governments, to create accessible, consistent, and high-quality digital platforms. Being open-source means the system's code and design assets are freely available for use, modification, and sharing. This eliminates reliance on expensive proprietary solutions, making CivicTheme cost-effective and adaptable to diverse needs.

CivicTheme's open governance model invites collaboration from a broad community, including developers, designers, and users. This ensures the system evolves with input from those who use it, leading to innovative and user-centered solutions. Additionally,

The theme prioritizes accessibility, adhering to WCAG 2.2 AA standards, which ensures digital platforms built with it are inclusive and usable by everyone, including people with disabilities.

By leveraging this, organizations can standardize their digital tools, reduce inefficiencies, and foster collaboration, while contributing to a growing ecosystem of shared knowledge and resources. Its open-source nature makes it a powerful enabler of equitable, scalable, and sustainable digital transformation.

Visit
<https://docs.civictHEME.io/> for more
information

Accessibility

Built-In Accessibility Features

The website theme is designed to meet **WCAG 2.2 AA accessibility standards out-of-the-box**, meaning most of the foundational accessibility requirements are already integrated into the platform without the need for additional widgets or plugins. Key features include:-

Screen Reader Compatibility

All components are structured for seamless navigation using screen readers, ensuring visually impaired users can access content effectively.

Keyboard Navigation Support

Users can interact with the platform using keyboard-only inputs, ensuring full functionality for those unable to use a mouse.

Responsive Design

All components are tested for cross-device compatibility, ensuring they work effectively on desktops, tablets, and mobile devices while maintaining accessibility features.

Color Contrast Ratios

Pre-designed themes ensure adequate contrast between text and background, enhancing readability for visually impaired users.

Skip Links

Built-in skip links allow users to bypass repetitive navigation and directly access the main content.

Pre-tested Components

Components like forms, buttons, and headers are developed with accessibility principles in mind, ensuring compliance without requiring additional modifications.

Do You Need Accessibility Plugins or Widgets?

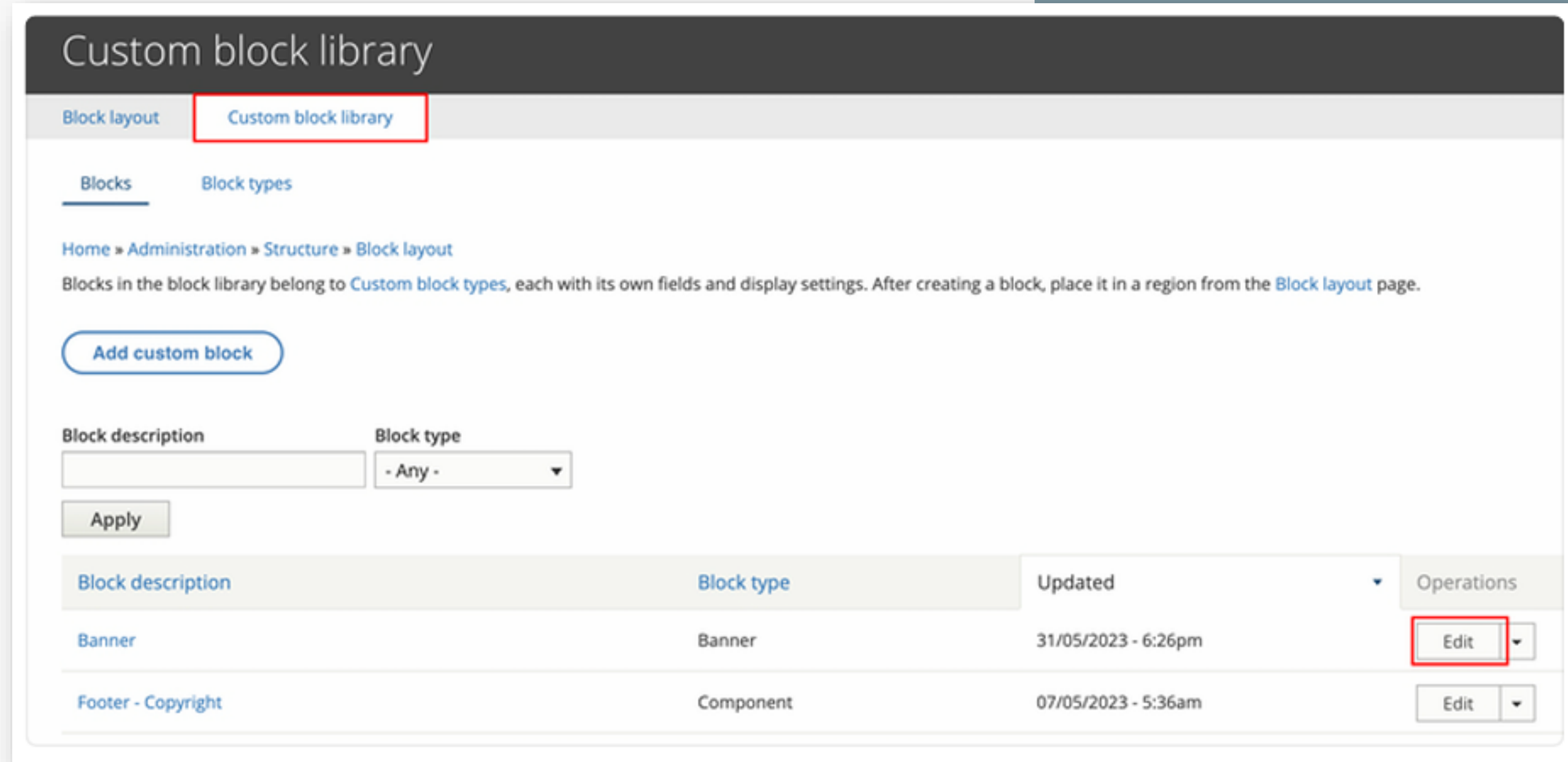
No additional plugins or widgets are necessary for baseline accessibility compliance. The website theme is designed to provide government-grade accessibility as part of its core features. However, if there are unique user needs or specialized accessibility features required (e.g., dyslexia-friendly fonts or advanced assistive tools), additional integrations might be considered.



Adding Content

Step-by-Step

- Access the Custom Block Library via the admin interface.
- Select "Add Custom Block"
- Fill in required fields:
 - Title
 - Description
 - Categories
 - Tags
- Upload associated files
- Set publishing options
- Preview and publish



The screenshot shows the 'Custom block library' page in a Drupal administration interface. The 'Custom block library' tab is selected and highlighted with a red box. Below the tabs, the 'Blocks' sub-tab is active. A breadcrumb trail reads 'Home » Administration » Structure » Block layout'. A text block explains that blocks belong to 'Custom block types' and provides a link to the 'Block layout' page. An 'Add custom block' button is present. Below this, there are input fields for 'Block description' and a dropdown for 'Block type' (currently set to '- Any -'), followed by an 'Apply' button. A table lists existing blocks with columns for 'Block description', 'Block type', 'Updated', and 'Operations'. The 'Banner' block is highlighted, and its 'Edit' button is circled in red. The 'Footer - Copyright' block is also listed.

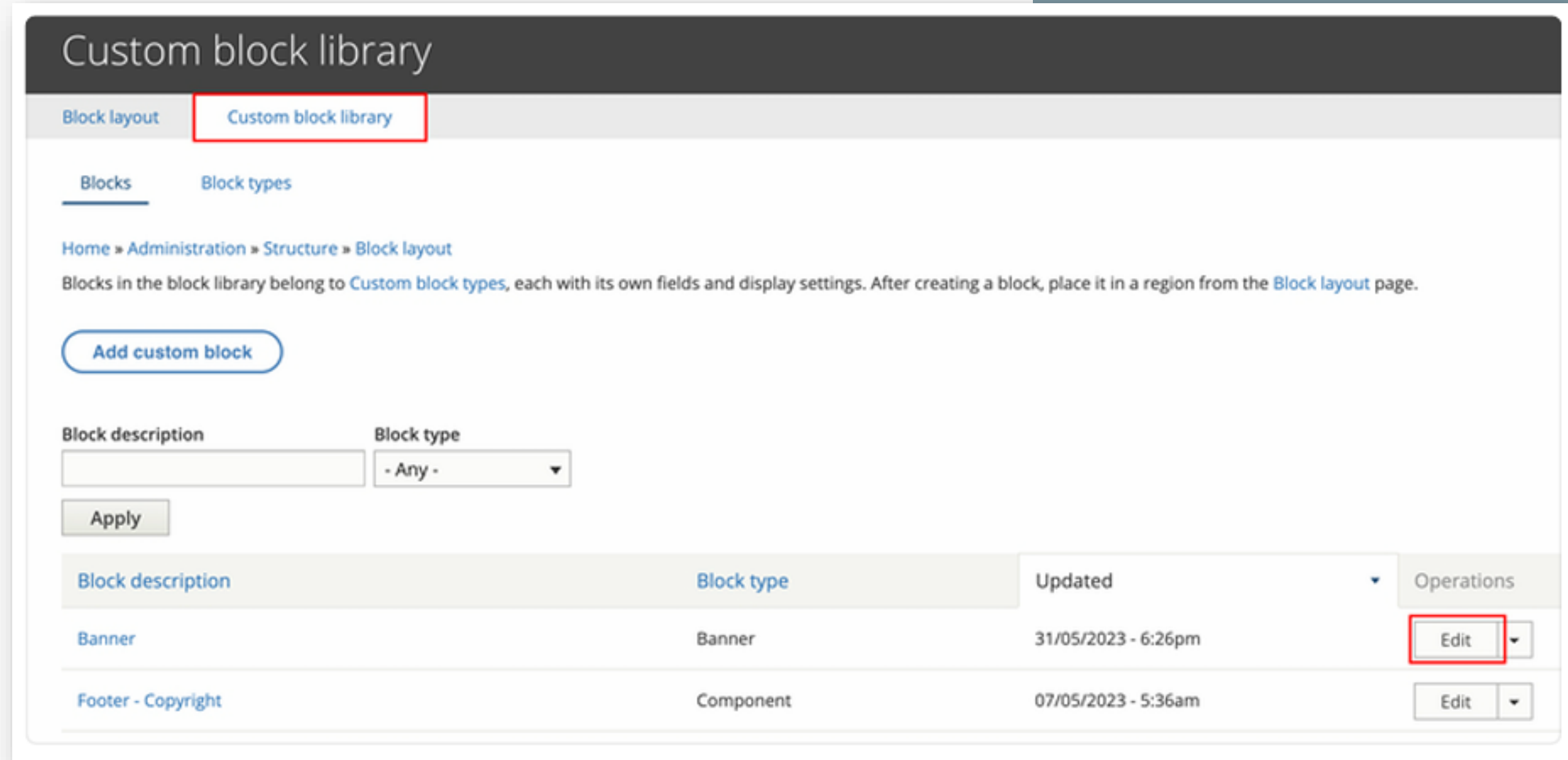
Block description	Block type	Updated	Operations
Banner	Banner	31/05/2023 - 6:26pm	Edit
Footer - Copyright	Component	07/05/2023 - 5:36am	Edit

Visit <https://docs.civictheme.io/> for more information

Updating Content

Steps for Updates

- Locate the content block to be updated in the Custom Block Library.
- Select "Edit" and make the necessary changes.
- Save the updated block to apply changes immediately.



The screenshot shows the 'Custom block library' interface. At the top, there are two tabs: 'Block layout' and 'Custom block library', with the latter highlighted by a red box. Below the tabs, there are two sub-tabs: 'Blocks' and 'Block types', with 'Blocks' selected. A breadcrumb trail reads 'Home » Administration » Structure » Block layout'. A descriptive text states: 'Blocks in the block library belong to Custom block types, each with its own fields and display settings. After creating a block, place it in a region from the Block layout page.' Below this is a button labeled 'Add custom block'. There are two input fields: 'Block description' (empty) and 'Block type' (set to '- Any -'). An 'Apply' button is below these fields. A table lists existing blocks:

Block description	Block type	Updated	Operations
Banner	Banner	31/05/2023 - 6:26pm	Edit
Footer - Copyright	Component	07/05/2023 - 5:36am	Edit

The 'Edit' button for the 'Banner' block is highlighted with a red box.

Visit <https://docs.civictheme.io/> for more information

User Access and Permission



Administrator

- Full system access

Role Assignment

To assign a role

1. Access Admin Dashboard
2. Navigate to User Management
3. Select user account
4. Modify role assignments
5. Save changes



Content Editor

- Content creation/modification rights



Moderator

- Content review permissions

Regular User

- Basic access rights

Login Process

First-Time Users

1. Navigate to the platform login page
2. Click "Create New Account"
3. Fill in required information:
 - Username
 - Email address
 - Password (must meet complexity requirements)
4. Verify email address via confirmation link
5. Complete profile setup
6. Review and accept terms of service

Returning Users

1. Enter username/email and password
2. Complete 2FA if enabled
3. Update password if expired



4. PLATFORM MAINTENANCE



Technical Specifications

Hosting Environment

- **Server**: Apache 2.4 or Nginx
- **PHP Version**: 8.1 or higher
- **Database**: MySQL 5.7.8/MariaDB 10.3.7 or higher
- **Memory**: Minimum 256MB PHP memory limit
- **Storage**: Minimum 1GB available disk space

Browser Compatibility

- Chrome 90+
- Firefox 88+
- Safari 14+
- Edge 90+
- Mobile browsers: iOS Safari, Chrome for Android

Security Implementation

- SSL/TLS encryption for all data transmission
- Role-based access control (RBAC)
- Two-factor authentication support
- Regular security audits and updates
- Automated backup system

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Technical Specifications

Software Requirements

- Modern web browser (see compatibility list)
- JavaScript enabled
- Cookies enabled
- PDF viewer for documentation

Troubleshooting

Common Issues

1. Login Problems

- Clear browser cache
- Reset password
- Check account status

2. Content Display Issues

- Verify cache settings
- Check theme compatibility
- Validate HTML structure

3. Performance Issues

- Monitor server resources
- Optimize database
- Clear system caches

Platform Maintenance

Regular maintenance ensures the platform remains functional, secure, and accessible for all users.

Weekly Tasks

Check for Broken Links

- Use automated tools or perform manual checks to identify broken links.
- Fix links to ensure users can access all resources and services without interruption.
- This is crucial for maintaining user trust and avoiding frustration.

Review User Feedback

- Monitor feedback collected via the platform's forms or email submissions.
- Categorize feedback into actionable items (e.g., technical issues, content requests).
- Assign resolutions to relevant team members or the third-party maintainer for prompt action

Monthly updates for new updates

Update Content

- Collaborate with the National Disability Coordinator to ensure all information is up-to-date.
- Replace outdated files and remove obsolete information to maintain platform relevance.

Verify Accessibility Compliance:

- Test new or updated content for accessibility using tools such as screen readers and color contrast analyzers.
- Ensure the platform continues to meet WCAG 2.2 AA standards, particularly after major updates.

Annual upgrades for system security

Perform System Security Upgrades

- Work with the third-party maintainer to implement software patches, server updates, and database optimizations.
- Conduct security audits to identify and mitigate vulnerabilities.

Review Site Structure

- Evaluate the organization of content and navigation to ensure ease of use for all user groups.
- Solicit feedback from stakeholders and users to guide improvements.

Downtime Management

Proper planning and communication minimize user inconvenience during maintenance or unexpected downtime.

1. Communicate Scheduled Downtime

- Announce downtime at least a week in advance via banners on the homepage or targeted email notifications.
- Provide clear details, including the expected duration and reason for the downtime.

2. Recovery Timeline

- In case of unscheduled downtime, post an immediate notice with an estimated timeline for restoration.
- Update users regularly on progress to manage expectations.
- Ensure technical staff and stakeholders are aligned on recovery protocols.

5. MONITORING AND EVALUATION, TRAINING, CONCLUSION



Available Reports

Usage Statistics

- Daily active users
- Page views
- Session duration
- Popular content
- Download counts

Accessibility Metrics

- WCAG compliance scores
- Accessibility issue reports
- User feedback data
- Screen reader compatibility

Performance Metrics

- Page load times
- Server response rates
- Error frequencies
- Resource utilization

Report Generation

1. Access Analytics Dashboard
2. Select report type
3. Set date range
4. Choose metrics
5. Generate report
6. Export data (CSV/PDF)

Training and Support

Training Plans

- Admin Training - Sessions on managing content, feedback, and compliance using analytics and accessibility tools.
- User Training - Simple walkthroughs for navigating the platform and using key features.

:

Support

Effective reporting ensures transparency and aligns platform operations with governance goals:

- Email or Phone Support - Dedicated lines for queries with prompt responses.
- FAQ Page - Regularly updated with common issues and solutions.

Conclusion



The operational manual serves as a comprehensive guide to ensure the smooth functioning and management of the centralized platform for disability services, resources, and information. By clearly defining roles, outlining maintenance schedules, and emphasizing accessibility and user support, this manual provides the foundation for efficient operations and continuous improvement.

The success of the platform relies on collaboration among administrators, content contributors supported by feedback from users and stakeholders. Regular monitoring, updates, and adherence to accessibility standards will ensure the platform remains a valuable and inclusive resource for all.

This manual is a living document and should be reviewed and updated as needed to align with evolving user needs, technological advancements, and policy changes. Together, we can uphold the platform's mission to enhance accessibility and empower individuals with disabilities and ensure we Leave Noone Behind.