



Department of Financial Assistance

Cayman Islands Government

PUBLICATION SCHEME 2024

Produced in accordance with the Deputy Governor's Code of Practice on Publishing.

Published by: Department of Financial Assistance

Date Published: October 2024



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Section 1: About the Publication Scheme

Every public authority covered by the Freedom of Information Act has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the *Department of Financial Assistance (DFA)* to making information available to the public as part of its normal business activities.

The *DFA* will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public; and
- regularly review and update the information made available under this scheme.

Section 2: Information That May Be Withheld

The *DFA* will generally not publish:

- information in draft form;
- information that is not held by the *DFA*, or which has been disposed of in accordance with a legally authorised disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information that is exempt under the FOI Act, or otherwise protected from disclosure – for example: personal information; or commercially sensitive



information. Records containing exempt matter will be published in a redacted¹ form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible. However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *Section 7: Categories of Information*.

Information will only be withheld where the FOI Act expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the *DFA*'s (or another organisation's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *Section 6: Complaints*.

Section 3: Methods of Access

The information available under our publication scheme will usually be accessible through the methods described below.

Section 7: Categories of information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed.

Online

Many of our documents are published electronically on this website and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of Information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at www.dfa.gov.ky. If you are still having trouble locating information listed under our scheme, please contact our Information Manager at 345-946-0024 or email us at foi.dfa@gov.ky.

¹ A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.



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Email

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by email. You can email us at foi.dfa@gov.ky to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please call (345) 946-0024, (345) 244-7255, and (345) 244-7316 to request information.

Post

All information listed in the publication scheme will usually be available in hard copy.

Requests may be addressed to:

*The Information Manager
Department of Financial Assistance
P.O. Box 895
Grand Cayman KY1-1103
CAYMAN ISLANDS*

In your request, please provide your name and address, and full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (*See Section 4: Fees and Charges for further details.*)

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme.

In order to make an appointment, you can contact the Information Manager by e-mail at foi.dfa@gov.ky or by phone at (345) 244-7255 Monday to Friday between 8:30 am – 5:00 pm. Additional information can be found clearly in *section 7: Categories of information*



Advice and assistance

If you experience any difficulty identifying the information you want to access, please contact the Information Manager by e-mail at foi.dfa@gov.ky or by phone at (345) 244-7255.

The *DFA* will adhere to its obligations under Section 10 of the FOI Act, and any requirements relating to disability or discrimination when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where the *DFA* is legally required to translate any information, it will do so.

Section 4: Fees and Charges

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The *DFA* strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

At this time information requested to be reproduced and provided in print copy and or to be sent by post will be free of charge.

Reproduction costs

Where fees become applicable for, photocopied information we will update this information as necessary.

The *DFA* does not have the facilities to produce Computer discs.

Postage costs

The *DFA* will not pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *section 7: Categories of information*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when the *DFA* has received your payment.



Section 5: Requests for Information Outside of the Publication Scheme

Information held by the *DFA* that is not published under this scheme can be requested in writing. Your request will be considered in accordance with the provisions of the FOI Act. For more information, you can visit <http://my.egov.ky/web/dfa/freedom-of-information> Freedom of Information (FOI), or email foi.dfa@gov.ky.

Section 6: Complaints

The *DFA* aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, please contact the *Information Manager* by email at foi.dfa@gov.ky, and we will try to resolve your complaint as quickly as possible.

Further information about our complaint's procedures can be obtained from <https://my.egov.ky/web/dfa/complaints>, and <https://my.egov.ky/web/dfa/all-forms>

You have legal rights to access information under this scheme, and a right to complain to the Ombudsman if you are dissatisfied with our response.

Office of the Ombudsman
5th Floor, Anderson Square, 64 Shedden Road
George Town, Grand Cayman

PO Box 2252
Grand Cayman KY1-1107
CAYMAN ISLANDS

Email: info@ombudsman.ky

Telephone: +1 345 946 6283



Section 7: Categories of Information

- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

About Us

Name of Public Authority

The Department of Financial Assistance (DFA) www.dfa.gov.ky

Ministry

The Ministry of Investment, Innovation, Social Development. <https://www.gov.ky/iisd/>

Principle Officers

- *Hon. André Ebanks, MP - Deputy Premier, Minister for Financial Services & Commerce and Minister for Investment, Innovation & Social Development (IISD)*
- *Tamara Ebanks - Chief Officer, IISD*
- *Trevor Gibbs - Deputy Chief Officer (Social Development & Investment) IISD.*
- *Tamara Hurlston - Director, Department of Financial Assistance*
- *Justin Ebanks - Deputy Director of Operations, Department of Financial Assistance*
- *Deputy Director, Financial Assistance and Compliance, Department of Financial Assistance (Vacant)*

Information Manager

Information Manager

- *Julie Grant – (345) 946-0024 or (345) 244-7255*

Deputy Information Manager

- *Sheneka Moore – (345) 946-0024 or (345) 244-7316*

FOI Link:

- www.gov.ky/foi
- <http://my.egov.ky/web/dfa/freedom-of-information>



Organisation and Functions

The Department of Financial Assistance’s vision is for Caymanians to live healthy, safe and independent lives; through promoting a society where the vulnerable, disadvantaged, and poor are empowered for an improved quality of life.

The functions of the Department include —

- managing and administering the funds appropriated by the Parliament for the purpose of providing financial assistance;
- conducting assessments and making inquiries to ascertain the circumstances of an applicant or recipient, or where applicable, a member of an applicant’s or recipient’s household, to determine whether the applicant or recipient satisfies or continues to satisfy the prescribed eligibility criteria; and
- carrying out such other functions as the Cabinet may assign.

Mailing Address: P.O. Box 895, Grand Cayman KY1-1103 Cayman Islands

Telephone Number: (345) 946-0024 (Grand Cayman), (345) 948-8758 (Cayman Brac)

Fraud Hotline Number: 1-800-534-0024

Email Address: DFAINfo@gov.ky

Website Address: <https://www.dfa.gov.ky>

Location and hours	Matters handled
DFA Grand Cayman Office - 8:30 am - 4:00 pm Monday-Thursday	Processing of applications for financial assistance
DFA Cayman Brac Office - 8:30 am - 4:00 pm Monday-Thursday	Processing of Applications for financial assistance

Boards and committees

Name	Meetings	Minutes
DFA Appeals Tribunal: Chairperson: <ul style="list-style-type: none"> • Deidre Garcia- Daniel Deputy Chairperson: <ul style="list-style-type: none"> • Angela Martins Member, Finance: <ul style="list-style-type: none"> • Brittany MacVicar Member: <ul style="list-style-type: none"> • Prathna Bodden Member: <ul style="list-style-type: none"> • Tayvis Walters 	The Appeals Tribunal will only hold meetings in response to appeals that it receives (which may include preliminary/organizational meetings in addition to the appeal hearings themselves). Hearings are to be held in meeting rooms within the Government Administration Building.	These meetings relate to decisions regarding specific individuals and are sensitive in nature, we therefore do not publish the minutes online.



Frequently Asked Questions (FAQs)

For a list of DFA FAQs please visit <https://my.egov.ky/web/dfa/support>.

Strategic Management

Administering the authority's operations at the organisational level; developing business plans and corporate policy; setting long-term goals and objectives; evaluating the agency's overall performance and progress towards established targets; managing programs to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the authority's functions and responsibilities; obtaining legal advice from external sources.

Governance

High-level documents that inform and direct the functions and activities of the authority include:

Governing legislation and regulations

- Financial Assistance Act, 2022
- Financial Assistance Regulations, 2023
- Financial Assistance Appeals Regulations, 2023

Corporate constitutional documents- Policy Documents

- Department of Financial Assistance External Policy
- Seafarer's Ex- Gratia Benefit Policy

The above can be accessed at the following link: <https://my.egov.ky/web/dfa/policies-and-legislation>

Corporate Management

These documents assist the Department with planning, oversight, and evaluation:

- Quarterly/Annual reports, for more information email, foi.dfa@gov.ky
- Annual HR Reports
 - <https://www.gov.ky/pocs/publications>
- Audit reports on overall operations or major projects, for more information email, foi.dfa@gov.ky.
- Internal Audit
 - <https://www.gov.ky/pocs/publication>
 - <https://www.auditorgeneral.gov.ky/reports?category=1328>
- Customer Service Happy or Not Survey Statistics, please email foi.dfa@gov.ky
- Statistics
 - <https://www.eso.ky/statisticalpublicationcalendars.html>
 - <https://www.eso.ky/compendium-of-statistics-2019-released.html>



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- <https://www.eso.ky/compendium-of-statistics-2020-released.html>
- <https://www.eso.ky/compendium-of-statistics-2021-released.html>
- <https://www.eso.ky/compendium-of-statistics-2022-released.html>
- Risk management assessments- data security
 - <https://my.egov.ky/web/dfa/privacy-notice#security>
- Continuity of Operations Plan, for more information, email foi.dfa@gov.ky

Finance & Administration

Administering the authority's internal functions and managing its resources efficiently and effectively. Includes the management of monetary resources; material resources; human resources; information resources; and relationships with clients, the public and other government agencies.

Financial Management

Documents relating to the administration of the authority's monetary resources – including projected and actual income and expenditure; tendering; procurement; and contracts.

- Annual Budget
 - <https://www.gov.ky/publications/by-category/reports>
- Financial statements; Half-yearly / quarterly reports:
 - <https://www.gov.ky/publication-detail/budget-statements-2024-25-fsc-iisd-bclc-ysh-scr>
- Sources of revenue; Investments; Capital programme:
 - <https://www.gov.ky/publication-detail/budget-statements-2024-25-fsc-iisd-bclc-ysh-scr>
- Accounting procedures & contracting procedures: -
 - https://legislation.gov.ky/cms/images/LEGISLATION/PRINCIPAL/2001/2001-0025/PublicManagementandFinanceAct_2018%20Revision_g.pdf?zoom_highlight=Public+Management+and+Finance+Act+2020#search=%22Public%20Management%20and%20Finance%20Act%202020%22
 - [https://www.gov.ky/publication-detail/financial-regulations-\(2024-revision\),-\(lg5,-s6\)](https://www.gov.ky/publication-detail/financial-regulations-(2024-revision),-(lg5,-s6))
 - Government's Procurement Policy - <https://www.procure.gov.ky/procurement-policy>
- Board member's allowances and expenses, email foi.dfa@gov.ky
- Ministerial expenditure
 - <https://www.gov.ky/iisd/publications>
- List of current tenders, contracts, or quotations; Recently-awarded contracts
 - <https://www.procure.gov.ky/bid-opportunities>



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- Departmental expenditure - email, foi.dfa@gov.ky

For information on financial management email, foi.dfa@gov.ky

Administration

Documents relating to other administrative functions carried out within the authority – including buildings, equipment & vehicles; communications; human resources; information & technology management.

- Insurance Policies, email foi.dfa@gov.ky
- Press releases
 - www.DFA.gov.ky
 - www.facebook.com/DFA
 - <https://www.facebook.com/NAUCaymanGov/>
 - <https://www.instagram.com/dfacayman/>
 - <https://twitter.com/caymangov/>
- Job vacancies; Career opportunities
 - www.careers.gov.ky
 - <https://www.linkedin.com/company/caymangov>
- Pay and grading structures
 - <https://www.gov.ky/publications/all-publications>
- Records management file plan or classification scheme, email foi.dfa@gov.ky

The Department of Financial Assistance has grouped its classes of information into broad categories (or functions) that reflect the Department’s core responsibilities and functions. If you are planning to make an FOI request, the following list provides you with an indication of the various types of information that we have.

Internal Financial Management

- Accounting
- Acquisition
- Auditing
- Budgeting
- Funds administration
- Planning and reporting
- Policies and procedures
- Remuneration
 - <https://www.gov.ky/publication-detail/salary-and-wage-scale---september-2022>

For information on the above please visit:

- https://legislation.gov.ky/cms/images/LEGISLATION/PRINCIPAL/2001/20010025/PublicManagementandFinanceAct_2018%20Revision_g.pdf?zoom_hig



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[highlight=public+service+management+law#search=%22public%20service%20management%20law%22](#)

- Or email foi.dfa@gov.ky

Human Resources Management

- Audit
- Development and training
- Discipline
- Grievances and appeals
- Health and Safety
- Performance Management
- Policies and Procedures
- Recruitment
- Talent management
- Reporting
- Staff Administration
- Succession Planning

For information on the above please visit

- https://legislation.gov.ky/cms/images/LEGISLATION/SUBORDINATE/2006/20060007/PersonnelRegulations_2022%20Revision.pdf?zoom_highlight=personnel+regulations#search=%22personnel%20regulations%22
- or email foi.dfa@gov.ky

Policies & Procedures

The following current written protocols used by the authority for carrying out functions, activities and delivering services, can be accessed at the links provided or by emailing at FOI.DFA@gov.ky :

- Public Servant's Code of Conduct
 - <https://www.standardsinpubliclifecommission.ky/public-servants-code-of-conduct>
- Complaints-handling procedure
 - <https://my.egov.ky/web/dfa/all-forms>
- Bullying, Harassment & Discrimination Policy
 - <https://www.gov.ky/publication-detail/cayman-islands-anti-bullying-policy>
- Procurement & Travel Policies
 - <https://www.procure.gov.ky/procurement-policy>
- Internal Accounting Policy, email foi.dfa@gov.ky
- Credit Card Policy and Expense Claim Form
 - No Credit card held by the Department



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- Privacy Notice Policy
 - <https://my.egov.ky/web/dfa/privacy-notice>
- Cookie Notice Policy
 - <https://my.egov.ky/web/dfa/cookies>
- Data Protection Policy, email foi.dfa@gov.ky
- Data Breach handling Policy, email foi.dfa@gov.ky
- Hybrid (Remote) Working Policy, email foi.dfa@gov.ky
- Comp Time Policy, email foi.dfa@gov.ky
- HR policies and procedures, see
 - https://legislation.gov.ky/cms/images/LEGISLATION/PRINCIPAL/2005/20050027/PublicServiceManagementAct_2018%20Revision_g.pdf?zoom_highlight=public+service+management+law#search=%22public%20service%20management%20law%22
- Information Management Policy, email foi.dfa@gov.kyy
- Document Management Policy, email foi.dfa@gov.ky
- Disposal Schedule (records retention policy)
 - For more information <https://www.gov.ky/cina/publications>
- External Operating Guidelines (EOG)
 - <https://my.egov.ky/web/dfa/policies-and-legislation>

See link to Publication Scheme - <https://my.egov.ky/web/dfa/freedom-of-information>

Decisions & Recommendations

Information about proposals, resolutions, assessments and results, including decision-making processes.

- Policy proposals; Recommendations; Minutes of meetings; Public consultations
 - visit, <https://ombudsman.ky/case-summaries/outcomes>
- Permits granted or refused (where publication is required by law, enactment or practice), email dfa.foi@gov.ky
- Evaluation Procedures: Assessment criteria, External Operating Policy (EOP)
 - <https://my.egov.ky/web/dfa/policies-and-legislation>

Lists & Registers

Information held in registers required by law and other lists or registers relating to the functions of the authority.

- Fixed Asset Register, email foi.dfa@gov.ky
- Register of Interests, email foi.dfa@gov.ky
- Hospitality Registers - Register of Gifts
 - <https://my.egov.ky/web/dfa/freedom-of-information/publication-listings>
- Official Travel Registers
 - <https://my.egov.ky/web/dfa/freedom-of-information/publication-listings>



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- Vehicle Schedules, email foi.dfa@gov.ky
- FOI Disclosure Log
<https://my.egov.ky/web/dfa/freedom-of-information>

Our Services

The Department of Financial Assistance (DFA) provides financial support to individuals and families who are unable to cover their essentials. Visit <https://my.egov.ky/web/dfa/how-we-can-help> for more information on the services provided.

The DFA provides, assistance with the following service categories:

- Accommodation
- After-School Care
- Burial Assistance
- Children's Camp
- Clothing
- Dental Expenses
- Electricity and Water
- Food Vouchers
- Internet
- Medical Equipment and Supplies
- Medical Travel
- Optical Expenses
- Phone Bill
- Pre-School Assistance
- Propane (Gas)
- School Bag and Supplies
- School Uniform
- Transportation
- Financial Assistance to Older Persons or those with Permanent Disabilities (LTFA)

If the information that you require is not available in this publication or on our website, as some areas are under construction or awaiting update by the department, please feel free to contact us at:



**Department of
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Department of Financial Assistance

55 Seafarers Way
George Town
Grand Cayman

OR

8 Avistar Building 1
West End Road West
West End, Cayman Brac

Mailing Address:

- P.O. Box 895
Grand Cayman KY1-1103
Cayman Islands

Telephone Number:

- (345) 946-0024 (Grand Cayman)
(345) 948-8758 (Cayman Brac)

Fraud Hotline Number:

- 1-800-534-0024

Email Address:

- DFAInfo@gov.ky or FOI.DFA@gov.ky

Website Address:

- <https://www.dfa.gov.ky>