



## Operational status of child maintenance authorities during the covid-19 restrictions

(as from 2nd November 2021)

<p><b>European Union</b></p>	<p>Information on the impact of covid-19 on proceedings in the member states of the EU are provided on the European E-Justice portal under:  <a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a>  <a href="https://www.coe.int/en/web/conventions/full-list/-/conventions/webContent/62111354">https://www.coe.int/en/web/conventions/full-list/-/conventions/webContent/62111354</a></p>
<p><b>European Court of Justice</b></p>	<p><a href="https://curia.europa.eu/jcms/jcms/p1_3012066/en/">https://curia.europa.eu/jcms/jcms/p1_3012066/en/</a></p>
<p><b>Albania</b></p>	
<p><b>Australia</b></p>	<p>Services Australia is the central authority for the management of Child Support in Australia.          Services Australia is currently maintaining collection activity for established cases.          New cases from other jurisdictions for collection of maintenance continue to be accepted, however initial establishment of collection may take longer than usual because of the impacts of the COVID-19 pandemic.          The suspension of transmittal of liabilities for collection to other jurisdictions is currently under review with a view to resuming as the impact of the pandemic lessens.</p>
<p><b>Austria</b></p>	<p>The Central Authority is operating nearly as normal in Austria.          Please send your requests and applications as far as possible via e-mail and avoid to send original documents.</p>
<p><b>Belarus</b></p>	
<p><b>Belgium</b></p>	<p>The CA and SECAL are fully operational.</p>
<p><b>Bosnia and Herzegovina</b></p>	<p>Our CA is working as usual. We are also able to receive documents electronically at e-mail ivona.jukic@mpr.gov.ba and ured.ministra@mpr.gov.ba. Also international postal service is working. Courts are working as usual.</p>
<p><b>Brazil</b></p>	<p>The Brazilian CA is working as usual, with some workers working from home. Brazil is able to receive documents electronically at any time, including for recognition and enforcement. There are no restrictions regarding the communication, but international postal service is severely reduced, so there may be delays in requests sent by post. Electronic communication should be preferred (alimentos@mj.gov.br).           Enforcement authorities and courts are working nearly as usual with potential delays due to partial lockdown.</p>
<p><b>Bulgaria</b></p>	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p>

Canada	<p>Canadian provincial and territorial programs responsible for enforcement of family maintenance have experienced significant impact by the COVID-19 pandemic through changes in service delivery processes and the financial impacts on persons both paying and receiving family support.</p> <ul style="list-style-type: none"> <li>• Programs re-deployed staff to work from home rather than offices, resulting in short-term service delays and increased technology costs. Most programs were stabilized within 3 months of the onset of the pandemic.</li> <li>• Most Canadians establish and vary support obligations through court, and experienced delays as a result of court closures in early 2020 and the gradual resumption of services through the second half of 2020 either in-person or by means of virtual hearings.</li> <li>• The impacts on people paying and receiving support ranged from significant loss of earned income due to workplace shut down (offset somewhat by government income supports) to minimal impacts in industries and services considered essential that have remained open with full employment.</li> <li>• Services in provincial and territorial programs responsible for enforcement of family maintenance are again nearing capacity as a result of communications technology (Zoom, Teams, Skype and other means), portable laptops and peripherals, and strong interprovincial and international infrastructures (standing national committees, NCSEA and international services such as the Child Support Worldwide Network).</li> </ul>
Croatia	
Cyprus	
Czech Republic	<p><a href="#">The Czech Central Authority's operational activities have gone back to normal, the staff, however, is still working partially remotely.</a>  <a href="#">The public and other entities are kindly asked to contact the Office's employees preferably by telephone or e-mail.</a>  <a href="https://www.umpod.cz/en/contacts/e-mail-and-phone">The expert team contact list is available: https://www.umpod.cz/en/contacts/e-mail-and-phone .</a></p>

<p><b>England and Wales</b></p>	<p>Due to the ongoing concerns surrounding the Covid-19 virus, the REMO unit is suspending its phone lines until further notice. For enquiries related to an ongoing case please refer the competent MEBC should be contacted.</p> <p>General enquiries can be sent to <a href="mailto:remo@ospt.gov.uk">remo@ospt.gov.uk</a></p> <p>The Maintenance Enforcement Business Centres are operating on skeleton staff until further notice. Please be aware that this will cause delays. Due to the current climate in respect of COVID-19 and information being received from the UK and foreign authorities, any requests for enforcement action or listing dates will be delayed.</p> <p>All maintenance hearings are currently being vacated to a date to be confirmed. These hearings if appropriate may be held in a different location or by a different method, e.g.) Telephone hearings, Virtual or Remote Hearings. All parties will be informed of a new hearing dates in due course.</p> <p><a href="https://www.gov.uk/guidance/coronavirus-covid-19-courts-and-tribunals-planning-and-preparation">https://www.gov.uk/guidance/coronavirus-covid-19-courts-and-tribunals-planning-and-preparation</a></p>
<p><b>Estonia</b></p>	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p>
<p><b>Finland</b></p>	<p>The Central Authority continues to communicate. Case workers are working remotely and handle cases electronically. . No Information about Enforcement authorities and courts.</p>
<p><b>France</b></p>	<p>The activities of the Central Authority are getting back to normal level. National courts and enforcement authorities have reopened. Nevertheless, proceedings can still be delayed.</p>

Germany	<p>The activities of the <b>Central Authority</b> are getting back to normal level. The staff, however, is still working partially remotely.</p> <p>National <b>courts</b> are subjected to strong restrictions.</p> <p>DIJuF's case workers are mostly working remotely but <b>DIJuF</b> activities are working nearly as normal, even if a small communication delay can occur. Electronic communication should be preferred.</p>
Greece	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p>
Honduras	<p>The Honduras Central Authority's operational activities have gone back to normal, the staff, however, is still working partially remotely. And court activities are normal as well.</p>
Hungary	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p>
Ireland	<p>As a result of the second national lockdown most court maintenance cases are being cancelled again.</p> <p><a href="https://www.courts.ie/news/covid-19-level-5-update-month-february-2021">https://www.courts.ie/news/covid-19-level-5-update-month-february-2021</a></p> <p>To help prevent the spread of COVID19 staff of the Irish Central Authority are working remotely and do not have access to letters or documents sent by post.</p> <p>In light of the necessary changes the Central Authority cannot guarantee the normal processing of all incoming requests. We will, however, continue to provide the best possible service electronically under these extraordinary and exceptional circumstances. A limited telephone service is in operation however communications by email are preferred at this time.</p>
Israel	<p>Israel's <b>Central Authority</b> is working partially remotely.</p> <p>National courts are hearing all cases with some delays.</p> <p>International post is severely reduced; Electronic communication should be preferred.</p> <p>The email maintenance.legalaid@justice.gov.il may be used.</p>
Italy	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p>
Kazakhstan	
Latvia	<p>The Administration of the Maintenance Guarantee Fund works remotely but nonetheless effectively.</p> <p>Enforcement measures are taken, sworn bailiffs are working, court hearings are being listed. No operational changes are made.</p>
Lithuania	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p>
Luxembourg	<p>Luxemburg's CA has resumed fully activity. Proceedings can still be delayed.</p>
Malta	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p>
Montenegro	
Netherlands	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p>

<b>New Zealand</b>	<p>The Central Authority and New Zealand courts are fully operational.</p> <p>We accept receipt of documents electronically and can file documents electronically in the local Court.</p> <p>Electronic communication is our preferred mode of communication.</p>
<b>Nicaragua</b>	
<b>North Ireland</b>	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p> <p><u>Please note that due to the ongoing Covid-19 pandemic, the REMO Unit is working with reduced staffing levels. Emails received to the inbox will be assessed and prioritised as to the urgency of the action required. While we aim to deal with queries/applications within 15 working days this may not be possible in the current circumstances.</u></p>
<b>Norway</b>	<p>The Central Authority is operating as normal in Norway, even though most of the staff are working from home.</p> <p>We are not as accessible by phone, but we can call back if someone has a general question or a question about a case.</p> <p>We can receive and send correspondence using regular post and we can also be reached by e-mail at: central.authority.child.support@nav.no.</p> <p>Collection and enforcement efforts are also continuing as normal.</p>
<b>Poland</b>	<p><a href="https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true">https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</a></p> <p><a href="https://www.gov.pl/web/koronawirus">https://www.gov.pl/web/koronawirus</a></p>
<b>Portugal</b>	<p>The Central Authority of Portugal will not be in a position to guarantee the normal functioning of all requests, in particular those who arrive on paper by post. Please therefore submit your application and correspondence only in electronic form to the email address: correio.dsjci@dgaj.mj.pt.</p>
<b>Republic of North Macedonia</b>	<p>The Central Authority is working as normal as possible with half of the staff working from home.</p> <p>Correspondence using regular post can be received and the CA can also be reached by e-mail at: ETaseva@mjustice.gov.mk, MCvetkovski@mjustice.gov.mk</p> <p>Civil courts are also working as normal as possible in this situation.</p>
<b>Romania</b>	<p>The entire work of the Directorate for International Law and Judicial Cooperation will be carried out remotely, until April 21, 2020.</p> <p>No paper correspondence will be processed.</p> <p>For current and all future correspondence, please copy the official e-mail address of our department: dreptinternational@just.ro</p>
<b>Scotland</b>	<p><b>The CA</b> is still operating. All workers are having to work from home and are allowed into the office on a ad hoc basis to handle mail. They are able to correspond by email with other Central Authorities, but they are unable to make phone calls.</p> <p><b>The courts</b> are still operating, however, there may be delays in applications being actioned due to Covid-19.</p>
<b>Slovakia</b>	<p>The Ministry of Labor and Social Affairs of the Slovak Republic in which the Center for the legal protection of children is located asks client to reach their submissions by phone or in writing and to limit visits in person.</p> <p><a href="https://www.cipc.gov.sk/obmedzenie-osobnych-navstev/">https://www.cipc.gov.sk/obmedzenie-osobnych-navstev/</a></p>

<b>Slovenia</b>	<p>The Central Authority is operating normal in Slovenia.</p> <p>Caseworkers are working remotely and have full access to the files. All correspondence received by regular post is scanned into the electronic system.</p> <p>We send correspondence abroad mostly by e-mail and we prefer receiving mails by e-mail at: <a href="mailto:jpsklad@jps-rs.si">jpsklad@jps-rs.si</a>. We are accessible by phone too.</p> <p>We continue to accept new cases from other countries and sending them abroad as well.</p> <p>Collected money received at our bank account is transferred regularly to the creditors abroad.</p>
<b>Spain</b>	<p>The Spanish General Council for Judiciary' section of International Relations is operational.</p> <p>Restrictions remain in terms of face-to-face meeting and hearings before courts.</p> <p><a href="https://www.dijuf.de/files/01_UHR/Spain-Info.pdf">See information under: https://www.dijuf.de/files/01_UHR/Spain-Info.pdf</a></p>
<b>Sweden</b>	<p>The Swedish Central Authority as well as the courts and enforcement authorities are working nearly as normal (see information on <a href="http://domstol.se">domstol.se</a> and on <a href="http://kronofogden.se">kronofogden.se</a>)</p>
<b>Switzerland</b>	<p>The Swiss central authority operates normally, although most of our staff work from home (at least until the end of January 2021). We can receive and send correspondence by regular mail and can also be contacted by e-mail (e-mails can be sent to the caseworker or to <a href="mailto:alimente@bj.admin.ch">alimente@bj.admin.ch</a>). New applications must be submitted in original by regular mail. The processing of new applications is guaranteed. Please avoid double transmissions (by e-mail and regular mail).</p> <p>Due to a case overload, processing may be delayed.</p> <p>Civil courts and debt collection offices are also on duty.</p>
<b>Turkey</b>	
<b>Ukraine</b>	
<b>United States of America</b>	<p><a href="https://www.dijuf.de/files/downloads/2020/USA.pdf">See information under: https://www.dijuf.de/files/downloads/2020/USA.pdf</a></p>

