



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

(as from 22 September 2020)

European Union	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: https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true
European Court of Justice	https://curia.europa.eu/jcms/jcms/p1_3012066/en/
Albania	
Australia	Services Australia is the central authority for the management of Child Support in Australia. Services Australia are currently maintaining the collection activity for established cases. They continue to accept new cases to collect maintenance from other countries, however initial establishment of collection may take longer than usual. Transmittal of liabilities for collection to other countries has been suspended - this decision will be reviewed on a regular basis.
Austria	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.
Belarus	
Belgium	The CA and SECAL are fully operational.
Bosnia and Herzegovina	
Brazil	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. Enforcement authorities and courts are working nearly as usual with potential delays due to partial lockdown.
Bulgaria	https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true
Burkina Faso	
Canada	
Croatia	
Cyprus	
Czech Republic	https://www.umpod.cz/en/office/news/activities-of-the-office-for-international-legal-protection-of-children-in-the-state-of-emergency/

<p>England and Wales</p>	<p>The REMO team continues to work remotely, however, they will be returning to their office from September 21st 2020 in limited numbers for either 1 day or 2 days each week to ensure adequate social distancing is observed across the building. The reduced office presence means that the majority of REMO working days will continue to be from home. The REMO unit staff can work digitally and will be able to access the REMO inbox REMO@ospt.gov.uk.</p> <p>All Central Authorities and other stakeholders are asked please to email all correspondence and applications to REMO@ospt.gov.uk and not send hard copy documents to London.</p> <p>While the current Covid 19 crisis continues, please consider that the REMO unit relies on email for the continuity of existing and new cases. This has been successful over the last 6 months and we want to continue working this way where we can.</p> <p>The REMO unit would like to continue working electronically when transmitting case updates and new applications. Due to the sensitive nature of information being transmitted, all electronic case updates to you will continue to be sent in a password-protected email.</p> <p>However, we appreciate that some countries may not be able to accept password-protected emails or may still require the hard copy of the application. It would be helpful if you could confirm by reply your requirements in relation to:</p> <ul style="list-style-type: none"> • Case updates (electronically OR hard copy only) • New applications (electronically OR hard copy only) <p>The Maintenance Enforcement Business Centre at Bury St Edmunds office 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>Hearings take place again since September 2020 but they are hold remotely by phone or video-conference.</p> <p>The Maintenance Payments Business Centre for England and Wales are operating on skeleton staff until further notice. Please be aware that this will cause delays. Due to</p>
<p>Estonia</p>	<p>https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</p>
<p>Finland</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>France</p>	<p>Only urgent matters are processed. Only requests received by e-mail can be dealt with.</p> <p>National courts and enforcement authorities have reopened. Proceedings can still be delayed.</p> <p>https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</p>
<p>Germany</p>	<p>The activities of the Central Authority are getting back to normal level. The staff, however, is still working partially remotely.</p> <p>National courts are subjected to strong restrictions.</p> <p>DIJuF's case workers are mostly working in the office and DIJuF activities are working nearly as normal. Electronic communication should be preferred.</p>
<p>Greece</p>	<p>https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</p>

Guyana	
Honduras	CA's team is working remotely. Since they are on a lockdown they can not do home visits to assure the address of the respondent. Courts and enforcement authorities are currently not working on civil matters. These proceedings are suspended.
Hungary	https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true
Ireland	To help prevent the spread of COVID19 staff of the Irish Central Authority are now working remotely and do not have access to letters or documents sent by post. 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.
Israel	The activities of the Central Authority will be restricted in the coming weeks. The staff is currently working partially remotely. National courts are currently hearing all cases except where restrictions are imposed. Some delays should be expected. Electronic communication should be preferred.
Italy	https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true
Kazakhstan	
Latvia	The Administration of the Maintenance Guarantee Fund works remotely but nonetheless effectively. Enforcement measures are taken, sworn bailiffs are working, court hearings are being listed. No operational changes are made.
Lithuania	https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true
Luxembourg	Luxemburg's CA has resumed fully activity. Proceedings can still be delayed.
Malta	https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true
Montenegro	
Netherlands	https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true
New Zealand	The New Zealand Central Authority acknowledges the current climate and significant impact the situation has on applications. Whilst the CA' office is closed, caseworkers are working remotely and handle applications electronically, with original documents to be filed in due course.
Nicaragua	
North Ireland	https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true
Norway	The Central Authority is operating as normal in Norway, even though most of the staff are working from home. We are not as accessible by phone, but we can call back if someone has a general question or a question about a case. 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. Collection and enforcement efforts are also continuing as normal.

Poland	<p>https://e-justice.europa.eu/content_impact_of_the_covid19_virus_on_the_justice_field-37147-en.do?init=true</p> <p>https://www.gov.pl/web/koronawirus</p>
Portugal	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.dsjcjd@gaj.mj.pt .
Republic of North Macedonia	The Central Authority is working as normal as possible with half of the staff working from home. 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 Civil courts are also working as normal as possible in this situation.
Romania	The entire work of the Directorate for International Law and Judicial Cooperation will be carried out remotely, until April 21, 2020. No paper correspondence will be processed. For current and all future correspondence, please copy the official e-mail address of our department: dreptinternational@just.ro
Scotland	<p>The CA 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>The courts are still operating, however, there may be delays in applications being actioned due to Covid-19.</p>
Slovakia	As of today, a ban on visits to the buildings of the Ministry of Labor and Social Affairs of the Slovak Republic in which the Center is located has been announced. For this reason, we ask all clients to resolve their submissions by phone or in writing and not to come in person.
Slovenia	The Public Scholarship, Development, Disability and Maintenance Fund of the Republic of Slovenia, as the central authority for the recovery of maintenance from abroad is fully operational since 1st June 2020.
Spain	The Spanish General Council for Judiciary' section of International Relations is operational. Restrictions remain in terms of face-to-face meeting and hearings before courts.
Sweden	The Swedish Central Authority as well as the courts and enforcement authorities are working nearly as normal (see information on domstol.se and on kronofogden.se)
Switzerland	The Swiss Central Authority operates normally, although most of our staff work from home (at least until the end of September). 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 alimente@bj.admin.ch). New applications must be submitted in the original by regular mail. There may be delays in processing due to a case overload and the upcoming summer holidays. Civil courts and debt enforcement offices are also on duty
Turkey	
Ukraine	
United States of America	See information under: https://www.dijuf.de/files/downloads/2020/USA.pdf

