

Title	2007 Child Support Convention and Maintenance Protocol: iSupport Report
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Author	PB
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Mandate(s)	C&D No 32 of CGAP 2025
Objective	Report on recent developments in relation to iSupport
Action to be Taken	For Decision <input type="checkbox"/> For Approval <input type="checkbox"/> For Discussion <input type="checkbox"/> For Action / Completion <input type="checkbox"/> For Information <input checked="" type="checkbox"/>
Annexes	N/A
Related Documents	- Prel. Doc. No 9F of February 2025 - 2007 Child Support Convention and Maintenance Protocol: iSupport - Prel. Doc. No 11B of January 2024 - 2007 Child Support Convention and Maintenance Protocol: iSupport

2007 Child Support Convention and Maintenance Protocol: iSupport Report

I. Background

- 1 iSupport is an electronic case management and secure communication system for the cross-border recovery of maintenance obligations.¹ It is funded by voluntary contributions from the European Union (EU), HCCH Member States and partner organisations,² coordinated by the Permanent Bureau (PB) and directed by a Governing Body of participating States and Regional Economic Integration Organisations (REIOs).³
- 2 The iSupport software uses e-CODEX,⁴ a secure communication technology, developed by EU Member States and partner organisations and funded by the EU. The data transmitted through e-CODEX is protected against the risk of loss, theft, and unauthorised alterations. e-CODEX provides evidence relating to the handling of the transmitted data, including proof of both the sending and receipt of the data. Both iSupport and e-CODEX are decentralised systems which are installed and operated locally, by each participating State. Data are exchanged directly from one participating State to another and do not transit through a centralised point.

II. Recent developments

- 3 The development of an Application Programming Interface (API) followed on a request from several States in order to be able to connect their own national systems to iSupport. The requirements for the iSupport API were carefully defined, with several calls for contributions over the course of 2025, resulting in the delivery of a test version in January 2026. After testing and potential improvements and corrections, the API will be made available for installation in early 2026. Until September 2026, work will concentrate on improvements to the user interface of the application, technical support and training. In January 2026, a new repository was also put in place, making it easier to access application components.
- 4 In August 2025, the EU awarded a new Action Grant for iSupport, which will cover the period from September 2026 to August 2028. The costs of the Project are supported by the Action Grant and voluntary contributions from Croatia, Germany and Switzerland. The project will be conducted in partnership with the European Bailiffs' Foundation (EUBF) and will cover three major strands of work:
 - The facilitation of the implementation and operation of iSupport by improving training, in particular through the use of information technology.

¹ More information about iSupport is available on the iSupport specialised section of the HCCH website (www.hcch.net).

² The following States and organisations have contributed to iSupport since its inception, whether financially or through the provision of expertise: Belgium, Brazil, Canada (British Columbia), China (Hong Kong SAR), Croatia, Cyprus, Czech Republic, Estonia, European Union, Finland, France, Germany, Hungary, Italy, Latvia, Netherlands, Norway, Portugal, Romania, Slovenia, Sweden, Switzerland, United Kingdom, United States of America (California and federal government), Bloomsbury publishing, The Council of Bars and Law Societies of Europe (CCBE), European Bailiffs' Foundation (EUBF), Lipman Karas, *Union Internationale des Huissiers de Justice* (UIHJ).

³ The iSupport Governing Body is composed of States / (REIOs) that have implemented, and which operate iSupport; States / REIOs that are contributing financially or technically (in kind) to iSupport; States / REIOs bound by the HCCH 2007 Child Support Convention or about to be bound (which have signed the Convention) but which are not using iSupport yet – as Observers. The current membership of the iSupport Governing Body comprises: Belgium, Brazil, Croatia, Cyprus, Czech Republic, Estonia, European Union, Finland, France, Germany, Hungary, Latvia, Netherlands, Norway, Portugal, Sweden, Switzerland, United States of America and as observers European Bailiffs' Foundation (EUBF), and the National Child Support Engagement Association (NCSEA).

⁴ More information about e-CODEX is available on the following website: <https://www.e-codex.eu>.

- The facilitation of the installation of iSupport by providing targeted sessions of hands-on support. These sessions will be for the direct benefit of EU Member States but could also include third States by association.
- The preparation of the advent of Regulation (EU) 2023/2844 of the European Parliament and of the Council of 13 December 2023 on the digitalisation of judicial cooperation and access to justice in cross-border civil, commercial and criminal matters, and amending certain acts in the field of judicial cooperation by assessing the feasibility of further connections to iSupport, in particular with courts, citizens and legal practitioners. This strand will also include collaboration with the European Commission, prior to the adoption of the implementing acts provided for in the Regulation, insofar as it concerns Council Regulation (EC) No 4/2009 of 18 December 2008 on jurisdiction, applicable law, recognition and enforcement of decisions and cooperation in matters relating to maintenance obligations.

III. State of play

- 5 During the last year, Germany and Sweden have continued to use iSupport, and were joined by Hungary in August 2025. Croatia, France, Latvia, Luxembourg, Portugal and Spain are at various stages of installation and testing.
- 6 The PB continues its efforts to promote iSupport beyond the EU, notably in the international sub-committee of the NCSEA, and has provided demonstrations and information to a number of States, but at this stage no material implementation can yet be reported. The PB remains available to provide further information and demonstrations to any interested State.

IV. Proposal for CGAP

- 7 The PB proposes the following Conclusion & Decision for CGAP's consideration:

CGAP welcomed the recent implementation by Hungary in relation to the implementation of iSupport (an electronic case management and secure communication system for the cross-border recovery of maintenance obligations already used by Germany and Sweden). CGAP also noted the improvements to the software in terms of connecting to national software and future development plans. CGAP recalled past advances such as the compilation of statistics by iSupport in line with the standards adopted by the HCCH and the EU and the assistance provided by iSupport to track the international transfer of maintenance funds. CGAP renewed its encouragement to Members to use the support offered by the PB to implement and operate iSupport and contribute to the improvement of iSupport by sharing their requirements for the software.