

Kaiārahi o te Kooti a Whānau

Family Court Navigator



Tēnei mātou!

Who we are!

The Ministry of Justice recognises that people often seek the help of the Family Court when they are at their most vulnerable. We know family law can be hard to understand, timeframes can be frustrating, and people can feel worried and unsupported. Sometimes there are also financial, well-being, social or cultural barriers that prevent people from being able to fully engage in Family Court proceedings.

The Family Court Kaiārahi role was established to help people navigate the Family Court by providing whānau/families with information, guidance and support on their Family Court journeys. Kaiārahi also have a role in connecting the court and its users with appropriate supports available in the community.

The Kaiārahi – Family Court Navigators will aim to improve family justice outcomes for parents, whānau and tamariki by empowering families to make informed decisions on appropriate justice pathways and how to access them. They'll also provide information about how to engage with the court for legal matters or how to access out-of-court services.

This service is voluntary and acts as a bridge between community and the Ministry of Justice.

Pēhea tātou āwhina i a koe

How we can help you

Your Family Court Kaiārahi is here to support you:

- Understand the language, processes and outcomes of Family Court proceedings
- Where appropriate, access out-of-court services to help you reach agreement about the care of your children
- Remain engaged and involved in any Family Court proceedings by working to address any barriers that are preventing you from participating
- With your agreement, connect you with other agencies and services in the community to support you as needed
- We are a free service
- We do not give legal advice

Pātai mai

How to use our help

You can contact your local Family Court Kaiārahi in the following ways:

- Ask at the main counter (customer services) at the courthouse
- 0800 COURTS (0800 268 787)
- Kaiārahi@justice.govt.nz
- A support person or professional you are working with can contact the Kaiārahi on your behalf

Complaints

If you're unhappy with any aspect of the service you've received from our Ministry, we want to know so we can work with you to resolve your concerns. You can make a complaint:

- by email to complaints@justice.govt.nz
- in writing to the Ministry's National Office:
National Office
Ministry of Justice SX10088
Wellington

Confidentiality

All information that you share with the Kaiārahi will remain confidential. The Ministry of Justice will manage your information in accordance with the Privacy Act 2021. For accountability purposes the Kaiārahi files may be viewed as part of the service audits. You are able to view your file in the Ministry of Justice office by appointment with the Kaiārahi.

