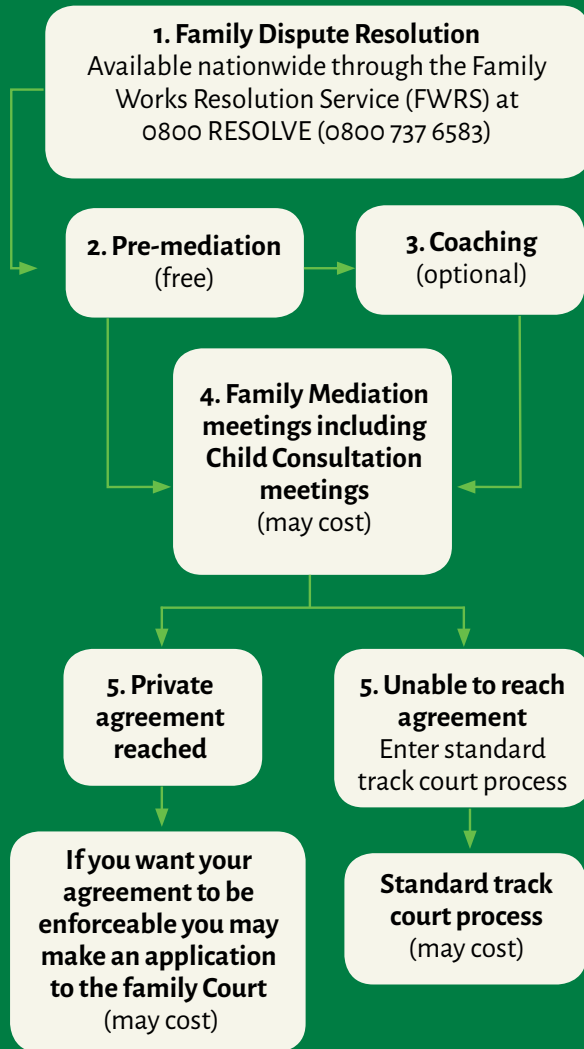


# Need help resolving family disputes?



The **Family Works Resolution Service** is contracted to the Ministry of Justice to provide a full range of family disputes services.

## CONTACT US

Family Works Resolution Service  
0800 RESOLVE (0800 737 6583)

[www.familydisputeservices.org.nz](http://www.familydisputeservices.org.nz)

## FAMILY WORKS RESOLUTION SERVICE

He Taonga, he mokopuna  
It's all about the kids



## When parents separate, it can be a stressful time for the whole family.

It's better for everyone if you can sort out your children's day-to-day care and contact arrangements yourselves, without needing to go to the Family Court. If you need help to reach agreement, Family Works can support you at each stage of the process through our Family Works Resolution Service.

## What is Family Works Resolution Services?

The Family Works Resolution Service provides a qualified family mediator who will listen to all points of view and help you reach an agreement about looking after your children.

Your family mediator will:

- make sure family mediation is right for you
- arrange your coaching session before family mediation
- arrange for a child's voice consultant to be appointed where appropriate
- work out whether you qualify for government funding
- give you time to express your point of view without being biased
- help you decide on your children's care arrangements.

**AT FAMILY WORKS – WE CAN HELP EACH CHILD AND YOUNG PERSON BE HEARD SO THAT PARENTS AND CARERS CAN MAKE THE BEST ARRANGEMENTS FOR THEIR CHILDREN AND FAMILY.**

## How does it work?

### Step 1: register

Call our service centre on 0800 737 6583. One of our friendly support staff will talk you through the registration process. This will take about 10-20 minutes.

### Step 2: pre-mediation

Participate in a free one-on-one meeting with one of our family mediators where you will be able to explain your situation in more detail. This is done by phone or face-to-face depending on where you are.

### Step 3: coaching

Participate in a coaching session with one of our expert coaches. This is optional, but will help you to prepare for your family mediation, so this is strongly recommended.

### Step 4: child's voice

If appropriate, a child's voice practitioner will meet with your children prior to mediation to ensure their thoughts and feelings are conveyed to the adults during the mediation meetings.

### Step 5: mediation

Meet the family mediator and the other party for one or more meetings (usually in the same room, but not always). The family mediator will help you reach an agreement on the issues that need resolving. At the end of the final meeting, we will give you a copy of the agreement, along with a court form in case you need more help from the Family Court.

