



French Help Desk

On-demand support service for francophone Child Protection Coordination Groups

The **Child Protection Area of Responsibility (CP AoR) French Help Desk** is a service for Child Protection (CP) coordination group members to access rapid, tailored support about CP coordination and information management issues in their working language.

As part of the CP AoR Support Framework, the language-specific Help Desks work in sync with other field support mechanisms, including Rapid Response Team (RRT) in-country deployments and capacity building opportunities, such as trainings, webinars, and virtual meetings.

Topics covered by the Help Desk

- Cluster Core Functions
- Information Management
- Assessments & Monitoring
- Capacity Building
- Gap Mapping
- Inter-Cluster Coordination & Multi-Sector Integration
- Preparedness
- CP Strategies
- Humanitarian Programme Cycle
- Localisation
- Accountability to Affected Populations
- Thematic Topics requiring inter-agency coordination, including case management, psycho-social support & community-based Interventions

How we provide support

1 Rapid, remote technical assistance

Users can submit their requests and receive a response within 24 hours during weekdays. Tailored support will be provided based on the requester's individual needs.

2 Peer exchange and referrals to regional or global experts

Users can access the French Help Desk Community of Practice, posing questions and sharing experiences with peers from other francophone countries. The Help Desk can also connect you to global & regional experts for additional guidance and examples.

3 Updates about global, regional, and country news

Updates related to new resources, good practices from countries in the region, and the latest CPiE news will be shared via the Community of Practice and a regular newsletter.

Who is the support for?

The CP AoR supports Child Protection Coordination Groups in Humanitarian Coordinator (HC) & Early Warning (EW) contexts, focusing on internally displaced and affected populations. Thus, any member of a Child Protection Coordination Group, including **national and international NGOs, Government Ministries, and UN agencies** within HC/EW contexts, can access Help Desk services. For refugee, mixed migration, and children on the move situations, the CP AoR coordinates with UNHCR and IOM.

Connect with the French Help Desk



Community of Practice

Connect with your peers on our Community of Practice, where news and experiences from francophone countries will be shared. Join [here](#).



One-on-One Support

Send an email with your request to CPAoR_FrenchHelpDesk@unicef.org or fill our request form [here](#).



Newsletter

Join the mailing list to receive updates about hot topics, learning opportunities, and other news. Subscribe [here](#).