

Child Protection Area of Responsibility



Global Help Desk

On-demand support service for Child Protection Coordination Groups

The **Child Protection Area of Responsibility (CP AoR) Global Help Desk** is a service for Child Protection (CP) coordination group members to access rapid, tailored support about CP coordination and information management issues. The Global Help Desk provides support to three decentralized help desks and also covers East Asia and the Pacific, Eastern and Southern Africa, Europe and Central Asia, and South Asia regions along with requests from global-level colleagues.

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-level 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 CP AoR English Help Desk Community of Practice, posing questions and sharing experiences with peers from other countries. Depending on the request, the Help Desk can also connect you to global & regional experts for additional perspectives, guidance, and examples.

3 Updates about global, regional, and country news

Regular updates will be shared through the Community of Practice and newsletters with information on the latest CP tools, tips, guidance, country examples, and learning opportunities.

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, relevant Government Ministries, UN agencies, and any other members within HC/EW (non-refugee) contexts, can access Help Desk services.

Connect with the Global Help Desk



Contact the Help Desk

Send an email with your request for support to cp-aor@unicef.org.



Community of Practice

Contact cp-aor@unicef.org to join groups specifically for Coordinators and Information Management Officers. To join the COVID-19 and Child Protection Forum, click [here](#).



Newsletter

Join the mailing list to receive regular updates from the CP AoR. Subscribe [here](#).