



Child Protection Area of Responsibility Helpdesk: An Introduction

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The Child Protection Global Area of Responsibility (CP AoR), led by UNICEF, is an organ within the IASC Cluster system, mandated to ensure the timeliness, quality and coverage of coordinated child protection responses in humanitarian settings. Therefore, the CP AoR provides in-country and remote support to over 40 countries with IA field-based coordination groups and its international, national and local members. The CP AoR helpdesk, in particular, provides remote support through a query service, CPIE communities of practice, the CP AoR resource repository, and capacity building initiatives.

In the 2016 Annual Survey, field-based coordinators rated the technical support provided by the helpdesk as 9.1/10 in terms of the appropriateness, timeliness and quality of support. Since June 2016, the CP AoR received 480 requests from 41 countries. The top technical requests were related to capacity building, AME, group formation, CPMS, UASC, and CP IMS. Currently, 94% of all helpdesk requests have received a full, complete response. The questions and answers, with relevant attachments, are currently banked in an online resource repository.



The analysis of such information plays a vital role in shaping global policy and guidance developments. When gaps in guidance or examples are noted, as has been in more than 8-9% of helpdesk requests, there is strong commitment to take further action to fill these technical support gaps. In this regard, the AoR is working closely with the Alliance for Child Protection in Humanitarian Action to accomplish this. The helpdesk also provides referrals to CP AoR regional focal points for coordination and IM-related requests and to Alliance working groups and task forces for other identified gaps.

Future goals involve ensuring more national and local CP organisations also access the CP AoR helpdesk services through an expanded membership. In addition, the CP AoR helpdesk is proactively reaching out to countries that are not accessing its services. Lastly, learning and development options, through a blended learning approach with multiple learning pathways, are being developed for current and potential coordination teams.

The **Child Protection Area of Responsibility Helpdesk** is a remote support service for members of the CP AoR, including field-based child protection coordination groups. The query service and/or the peer-to-peer support is provided via the following communication channels:

- Forum for Child Protection Coordinators and Information Managers (listserv)
- Child Protection Coordination and IM Skype Group
- CPIE Coordination and IM Group (facebook group)
- CPAoR.net website
- CP AoR email

For questions related to these communities of practice and resource repository or for specific queries related to an IA child protection response, please contact the CP AoR helpdesk.

Email cp-aor@unicef.org