



FINAL REPORT

“New challenges and opportunities for innovative youth services. The role of the European Youth Card in promoting the rights of young people in post-COVID era”

International online Seminar, Athens, 5 - 6 November 2020

Live broadcast from Hotel Divani Caravel, Athens

In the framework of the official Work Programme of the Hellenic Chairmanship of the Committee of Ministers of the Council of Europe 2020 and the partial Agreement of the Council of Europe with EYCA-European Youth Card Association for promoting youth mobility in Europe.

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- **Executive summary**

The seminar “**New challenges and opportunities for innovative youth services. The role of the European Youth Card in promoting the rights of young people in the post-Covid era**” took place on the 5th and the 6th of November 2020. It was part of the **Greek Chairmanship of the Committee of Ministers of the Council of Europe**. The Greek Chairmanship recognised that “*Digital technologies, with the expanded opportunities they offer, help significantly to fill the gap created by the lack of physical presence in a series of life manifestations, while, at the same time, supporting the exercise of human rights.*”

Youth features quite prominently within the priorities of the Greek Chairmanship with one of them entitled “**Investing in the future - The rights of young people**”. The current seminar thus brought together several important aspects of the Greek Chairmanship’s priorities: response to the challenges posed by the pandemic, digital technologies as one of such responses and young people and the promotion of their rights. The seminar was organised by the **Council of Europe** and its **Partial Agreement on Youth Mobility** in cooperation with the **Greek authorities** and the **European Youth Card Association (EYCA)**.

The **aim** of the seminar was to support the recognition of the potential of youth work services deployed on-line and the role of the European Youth Card in reaching out to young people’.

Specific **objectives** agreed included:

- a) exploration of innovative ways of promotion and outreach to young people during the pandemic and in a post-COVID, predominantly digital, era and the role of the European Youth Card in it.
- b) identification of challenges and opportunities in youth work and define what can be the role of new technologies & Artificial Intelligence.
- c) platform for discussion of the importance of and means to safeguard the rights of young people in socially and economically uncertain times.

Participants

A wide spectrum of roles and practices were represented at the seminar. The profile of participants varied from youth workers/leaders affiliated or not to the European Youth Card to policy makers and youth researchers. More than 25 countries-Member States of the Council of Europe were represented in the seminar. The broad international profile of the organizers and trainers’ team enabled the reflection of a series of issues and priorities with a global outlook into the activity programme of the whole seminar, including its asynchronous and synchronous elements.

The programme

The seminar was based both in asynchronous and synchronous approaches to online learning. Asynchronous learning activities were already initiated in the beginning of October 2020. The trainers’ team created a space where participants, after their enrolment, could explore background information on the seminar and its organizers and, also, get to know each other, the keynote speakers and the presenters of ‘good practices’; especially for the ‘good practices’, they also had the option to look at the presentations provided and, on that

basis, make their choice on the workshops they preferred to attend during the synchronous part of the seminar. The synchronous learning activities (henceforth, the Webinar) sought to take advantage of the live presence of participants and thus engage them into discussions, debates, interactive contributions and workshops (that is, break-out sessions, in the 'Webex' terminology).

The programme included keynote speeches, sharing of good practices from the member organisations of EYCA, sharing and a panel discussion with participation of public authorities, practitioners.

Keynote speeches were one of the main inspirations' and 'food for thought' providing elements. Below is a brief introduction on the key issues touched and tackled by the speakers.

- 'AlgorithmWatch' was represented by Mr Fabio Chiusi, who presented the key-findings of the 'Automating Society Report 2020'. The report, which builds on its first edition, tried to provide a better though still non-exhaustive picture of how Automated Decision-Making (ADM) systems are used throughout Europe and a consequent series of Policy Recommendations, to ensure human rights values are integrated in their deployment.

- 'Youth Work 2020: resilient, resourceful and reimagined'; input by Ms Hilary Phillips from YouthLink. For YouthLink Scotland, digital youth work has been significantly developing for the last 10 years while the unfortunate circumstances of the pandemic played the role of an accelerator. This deepened experience has reaffirmed the importance of digital youth work to such an extent that it is now an integral and imperative strand of National Youth Work Strategy discussions

- Ms Ully Enn, from the The Education and Youth Authority presented the world-renowned and appraised developments on smart youth work (a concept already adopted back in 2016) in Estonia with a presentation teasingly titled 'Is it the End of the World as We Know It? Some perspectives on youth field innovation through the lens of smart youth work.'

- Ms Emanuela Doussis, Associate professor at the Kapodistrian University of Athens presented the outcomes of a 'simulation project' where young people from several countries played the role of policy-makers/representatives in a Council of Ministers' conference.

Good practices presentations included inputs from 9 countries, highlighting their youth card practices, solutions, interesting approaches, programmers, COVID related work and adaptations. Themes included support of youth during the pandemic, from crisis to opportunity, digital youth work youth information, youth resilience, online youth work, sustainability and youth work, etc. The practices were presented and discussed more thoroughly in smaller parallel sessions, but the materials, discussion notes, summary were made available for all the participants through the online learning platform and several digital tools used widely at the seminar by the facilitators' team. These sessions were enlightening for participants but at the same time very down to earth as they could immediately identify ways for deploying those practices into their realities.

The 'hybrid' *panel discussion* (the moderator and a panellist in Athens and two other panellists with online connection), sought to wrap-up the reflections emerged during the seminar but also theorize on future developments. The three panellists, Ms Lydia Sapardini, Ms Olga Kiriakidou and Mr Babis Papaioannou represented a variety of organizations, all agreed that that quality of non-formal learning mobility activities but also youth

employment opportunities have been greatly affected by the pandemic. They called once more for attention into having the transition to digital youth work as inclusive as possible and not underestimating the existing digital divide. They called for action by the States in further supporting (let alone recognizing the profession of) youth workers as their work is instrumental in ensuring equal opportunities for all young people. At the same time youth workers should both be offered and also look after possibilities for their further development in the usage and application of digital environments and tools in their work. While all of them expressed a positive attitude in the ever-developing use of the digital world in youth work provision, they agreed that this poses the danger of over-digitalization of a generation which mostly lacks meaningful human experiences. Lastly, they reaffirmed the need to keep meeting with young people where they are while at the same time the struggle for more resources to be made available in the youth field should continue uninterrupted.

Evaluation

In a nutshell, the multitude of input was well received and appreciated by the participants. Frontal speeches were equalled with ad-hoc discussions and interaction while exploration of good practices was enriched with digital tools and asynchronous availability for future reference. The hybrid approach consisted of the e-learning platform, the 'Webex' conferencing platform and the live broadcasting from Athens was perceived as well-thought through method for balanced delivery and a good practice in responding to the uncertainties posed by the pandemic.

It is worth mentioning that the team managed the repercussions of the 'turbulence' caused by the pandemic in all manifestations of social and professional life, with due diligence and continuous systematic adaptations; something which would not have been possible without the unparalleled professionalism and cooperative attitude all members demonstrated throughout all stages of development and delivery.

Conclusions and recommendations

A series of tangible conclusions can be drawn from the works of the seminar and interpreted as recommendations to the organizers. These are:

a. Automated Decision-making systems are here for good; National Governments and the Council of Europe, as the leading organization globally for the protection of Human Rights, can and should play a role in reconciling the promise and potential of those systems with the principles of democracy, rule of law and human rights.

b. Civil society organizations can and should play a role in monitoring the above-mentioned procedures; they are well-positioned within the society in order to promote its interests, which mainly lie in the very core of their work that is further promotion of human rights and democratic citizenship.

c. Digital and Smart Youth work has been raised to prominence lately, due to the pandemic, however there are practices, long-held and well established, for the authorities – be it National or International – to look-up to and transfer them in their jurisdiction. No need to have the wheel re-invented just ensure that exchange and sharing is taking place systematically but also that application is closely monitored in view of continuous development and improvement.

d. Digital and Smart Youth Work should aim at inclusiveness, effective participation and contribution by the young people; however, it should not replace well-established forms of youth work rather than offer an added value to those.

e. The European Youth Card is already a well-recognized tool for young people's experiences enrichment, mobility and accessibility thus in a prominent starting point to continue addressing their needs, that admittedly are gradually becoming more and more 'digital'. The Network of EYCA organizations led by the Association itself can enable constant exchange of information and reproducibility of well-grounded practices. PA seminars like the current one can significantly support his flow.

f. Whether during times of global turbulence or those characterised by relevant stability, young people's voice should always be present and influential in policies' making; let alone those reflecting the transition to the digital world where admittedly young people have a head-start.

Epilogue

The stakeholders and participants involved in the seminar were diverse in backgrounds but very homogenous in their goal: having young people at the limelight of any development affecting their lives. The European Youth Card is an instrument to keep ensuring that the aspects of mobility and accessibility are applied in the online world with respect to the same values which have been applicable ever since its conception: equal opportunities for all, continues empowerment and active involvement of young people to all manifestations of life.

The EYCA network of organizations is already playing a role not only in figuring out new ways to make the Card an even greater part of contemporary young people's lives but also in disseminating and capitalizing on information and knowledge arising from the application of members' practices; the wish of the organizers of this seminar is that this sharing and exchange is only broader and wider now that it is over.

1. Rationale of the seminar

A. Background information

The seminar “**New challenges and opportunities for innovative youth services. The role of the European Youth Card in promoting the rights of young people in the post-Covid era**” took place on the 5th and the 6th of November 2020.

It was part of the Greek Chairmanship of the Committee of Ministers of the Council of Europe for the period of May – November 2020: https://coegreekchairmanship2020.gov.gr/list-of_events-of-the-greek-chairmanship/?lang=en.

Greece, member of the Council of Europe since August 1949, has assumed its chairmanship in the emergency circumstances imposed by the Covid-19 pandemic. In this context, the Greek Chairmanship highlighted the following thematic priorities:

- a) Defining the implications of the pandemic on European societies, democracies and the economy at large.
- b) Identifying lessons learned from the Covid-19 pandemic crisis, as well as best practices in response to the crisis.

For a closer look at the priorities of the Greek Chairmanship of the Committee of Ministers please follow this link: https://search.coe.int/cm/Pages/result_details.aspx?ObjectId=09000016809e53c3.

The Greek Chairmanship recognised that “*Digital technologies, with the expanded opportunities they offer, help significantly to fill the gap created by the lack of physical presence in a series of life manifestations, while, at the same time, supporting the exercise of human rights.*”

Youth features quite prominently within the priorities of the Greek Chairmanship with one of them entitled “Investing in the future - The rights of young people”.

The current seminar thus brought together several important aspects of the Greek Chairmanship’s priorities: *response to the challenges posed by the pandemic, digital technologies as one of such responses, and young people and the promotion of their rights.*

For more information, here below are the links to the social media sites of the Greek Chairmanship of the Committee of Ministers:

Website: www.coegreekchairmanship2020.gov.gr

Facebook: @coegreekchairmanship2020,

Twitter: @coe2020gr,

YouTube: Greek Chairmanship Council of Europe

The Seminar was organised by the Council of Europe and its Partial Agreement on Youth Mobility in cooperation with the Greek authorities and the European Youth Card Association (EYCA). More information on the organizers of the seminar can be found in **Annex I**.

B. Aim & Objectives

The aim of the seminar reads as follows:

‘To support the recognition of the potential of youth work services deployed on-line and the role of the European Youth Card in reaching out to young people’.

Whereas the specific objectives agreed were:

a) To explore innovative ways of promotion and outreach to young people during the pandemic and in a post-COVID, predominantly digital, era and the role of the European Youth Card in it.

b) To identify challenges and opportunities in youth work and define what can be the role of new technologies & Artificial Intelligence.

c) To discuss the importance of and means to safeguard the rights of young people in socially and economically uncertain times.

C. Structure and methodology

The seminar was based both in asynchronous and synchronous approaches to online learning. For the former, the *E-learning platform for youth activities of the Council of Europe* (<https://e-learning4youth.coe.int/>) was used, while for the latter, the Hellenic Ministry of Education and Religious Affairs has provided the team and the participants with access to its ‘Webex’ online video conferencing platform¹.

Asynchronous learning activities were already initiated in the beginning of October 2020. The trainers’ team created a space where participants, after their enrolment, could explore background information on the seminar and its organizers and also get to know each other, the keynote speakers and the presenters of ‘good practices’; especially for the ‘good practices’, they also had the option to take a look at the presentations provided and, on that basis, make their choice on the workshops they preferred to attend during the synchronous part of the seminar. It has been a conscious choice of the trainers’ team, to construct the activities in a participatory and interactive manner, thus reflecting fundamental principles of non-formal learning for participants’ optimal preparation and development.

The synchronous learning activities (henceforth, the Webinar) sought to take advantage of the live presence of participants and thus engage them into discussions, debates, interactive contributions and workshops (that is, break-out sessions, in the ‘Webex’ terminology). There have been 3 plenary keynote speeches followed by small group discussions, 9 good practice presentations in break-out sessions, 1 plenary panel discussion plus

¹ The establishment and use of both platforms would not have been possible without the support and guidance by **Mr Rui Gomes**, Head of Division Education and Training – Youth Department of the Council of Europe, Ms **Gabriella Tisza**, Information officer at the European Youth Centre Budapest and **Mr Michalis Tsotras**, advisor to the Greek Minister of Education and Religious Affairs

additional fine-tuning, information, conclusions and opening & closing sessions. The full programme of activities for the Webinar, can be found in **Annex II**.

D. Mapping of policymakers, contributors and participants.

1) *Policymakers*

The following policy makers, representing various authorities, contributed to the Webinar:

- a) **Ms Niki Kerameus**, [Minister of Education and Religious Affairs of the Hellenic Republic](#).
- b) **Mr Georgios Voutsinos**, [Secretary General for Vocational Education, Training and Lifelong Learning/Ministry of Education and Religious Affairs](#). Host of the event.
- c) **Mr Apostolos Dimitropoulos**, Coordinator of all Presidency Activities, [Secretary General for Higher Education, Hellenic Ministry of Education and Religious Affairs](#).
- d) **Ms Antje Rothmund**, Head of the [Youth Department in the Directorate General of Democracy, Council of Europe](#).
- e) **Mr Ivan Hromada**, Chair of the [Joint Council on Youth](#) (CMJ) and of the [European Steering Committee for Youth](#) (CDEJ).

2) *Contributors*

An equally varied profile of contributors was invited; in brief those were:

- a) Mr. Fabio Chiusi, Project Manager at [Algorithm Watch](#)
- b) Ms. Hilary Phillips, owner at [Cygnus Extra](#), represented [YouthLink Scotland](#)
- c) Ms Uily Enn, represented the [Education and Youth Authority of Estonia](#)
- d) Ms Emanueal Doussis, represented a joint project between the [National & Kapodistrian University of Athens](#) & [the Greek Youth & Lifelong Learning Foundation](#).

The above were 'keynote speakers' and more about them and their contributions can be found in the dedicated chapters, later in this report.

Moreover, the following practitioners, members of EYCA, contributed to the workshops:

- a) Ms Nika Stegovec, from the [SLOAM – Slovenian Youth Agency](#)
- b) Mr Yugoslav Radovic, from the [Center for Youth Education, Montenegro](#)
- c) Mr Rick van Veluw, from [CJP, the Netherlands](#)
- d) Mr Dejan Radjen, from [Prони Center for Youth Development, Bosnia & Herzegovina](#)
- e) Ms Danielle Logan, from [Young Scot, Scotland](#)
- f) Ms Soula Pappouti, from the [Youth Board of Cyprus](#)
- g) Mr Josep Moline, from [ACJ, Catalan Youth Agency](#)
- h) Ms Miriam Teuma, from [Malta's National Youth Agency](#)
- i) Mr Jose Sousa, from [MOVIJOVEM, Portugal](#)

3) Panellists

The closing panel, which overviewed the main topic and findings of the Webinar in addition to initiating a discussion on future steps, consisted of:

- a) Ms Lydia Sapardini, from the [Advisory Council on Youth of the Council of Europe](#)
- b) Ms Olga Kiriakidou, youth worker/trainer from NGO '[Kids in Action](#)'
- c) Mr Babis Papaioannou, Head of Department B', Youth Directorate of the [General Secretariat for Vocational Education, Training and Lifelong Learning/Ministry of Education and Religious Affairs](#)

The panel was coordinated by Ms Corina Pirvulescu, Member Support & Project Manager at the [European Youth Card Association](#).

4) Participants

By the time the Webinar started, 39 participants had enrolled in the *E-learning platform*. During the Webinar, the number of participants varied from 35 to 55; these numbers also include *observer participants* who expressed an interest to follow the plenary discussions, without the option to intervene or participate in the break-out sessions. A wide spectrum of roles and practices were represented; the profile of participants varied from youth workers/leaders affiliated or not to the European Youth Card to policy makers and youth researchers. More than 25 countries-Member States of the Council of Europe were represented in the seminar.

E. Team of organizers & facilitators

An international team of organizers - representing all stakeholders – and facilitators, planned, prepared, implemented and followed-up the seminar. Those were:

- a) Ms Dora Bei, Youth Director at the [General Secretariat for Vocational Education, Training and Lifelong Learning of the Hellenic Ministry of Education and Religious Affairs](#)
- b) Mr Babis Papaioannou, Head of Department B', Youth Directorate of the [General Secretariat for Vocational Education, Training and Lifelong Learning/Ministry of Education and Religious Affairs](#)
- c) Ms Magda Makri, Department of Cultural Youth Activities, Youth Directorate of the [General Secretariat for Vocational Education, Training and Lifelong Learning/Ministry of Education and Religious Affairs](#)
- d) Ms Natalja Turenne, Secretary to the [Partial Agreement on Youth Mobility through the Youth Card, Council of Europe](#)
- e) Mr Manel Sanchez, Director at the [European Youth Card Association](#)
- f) Ms Corina Pirvulescu, Member Support & Project Manager at the [European Youth Card Association](#)
- g) Ms Zara Lavchyan, Youth Worker & Trainer, [Member of the Trainers' Pool of the Council of Europe](#), facilitator of the seminar

- h) Mr Athanasios Krezios, Youth Worker & trainer, [Member of the Trainers' Pool of the Council of Europe](#), facilitator of the seminar

The broad international profile of the organizers and trainers' team enabled the reflection of a series of issues and priorities with a global outlook into the activity programme of the whole seminar, including its asynchronous and synchronous elements. It is definitely worth mentioning that the team managed the repercussions of the 'turbulence' caused by the pandemic in all manifestations of social and professional life, with due diligence and continuous systematic adaptations; something which wouldn't have been possible without the unparalleled professionalism and cooperative attitude all members demonstrated throughout all stages of development and delivery.

2. Keynote speeches

A. Algorithm watch

'[AlgorithmWatch](#) is a non-profit research and advocacy organization committed to evaluating and shedding light on algorithmic decision-making processes that have a social relevance, meaning they are used either to predict or prescribe human action or to make decisions automatically' as the official website of the organization informs us. 'AlgorithmWatch' was represented by Mr Fabio Chiusi, who kindly presented the key-findings of the 'Automating Society Report 2020'. The full report can be found [here](#) whereas the presentation used in the seminar can be further explored in **Annex III**.

1) Synopsis

The report, which builds on its first edition, tried to provide a better though still non-exhaustive picture of how **Automated Decision-Making (ADM) systems** are used throughout Europe and a consequent series of **Policy Recommendations**, to ensure human rights values are integrated in their deployment. 16 countries were investigated (plus EU), by a team of 40+ people, including 30+ researchers and journalists from all studied countries. It found out that **ADM** is already affecting (with rising tendencies) health, welfare, jobs and rights of millions of European Citizens; a concrete example of it is 'face recognition', although evidence is mounting on its discriminatory outcomes. More examples of **ADM** usage include *fraud detection, potential cancer treatments suggestions, gender-violence risk prediction* and more. Specifically, for youth and their rights, utilization for *detecting early learning problems in primary schools, identifying factors underlying social exclusion of young adults* and *identifying child pornography* have been listed, among others. However, it became evident that *'The automated society is opaque'*; lack of transparency (endemic in some **ADMs** particularly for scrutiny avoidance) makes those systems difficult to research and thus democratic debates for their overall contribution to society, are absent. Evidence gathered indicates that the potential of **ADMs** is far from being realized and additionally it rather puts people at risk than support them; still used though because of *technological solutionism*. It is however possible, through the role of *'watchdogs'* played by civil society, among others, to challenge the *'algorithmic status quo'*. Existing examples of that included a *halted face-recognition pilot project thanks to loud opposition of activists* and *obtaining by a journalist of the code of an ADM for fully automated welfare decisions*. On the basis of the above findings and in view of reconciling the promise of **ADM** systems with human rights values for their optimal realization, policy recommendations were extrapolated. In a nutshell, those include *establishing registers for public sector ADM systems, supporting civil society organizations as 'watchdogs', promoting democratic debates* and last but not least with a significance in terms of youth policies *considering the 'digital natives' narrative a myth*.

2) Participants' main reaction points

The facilitators made a 'Jamboard' (that is, a digital white board which can be filled-up simultaneously by all and each participant independently) available during the presentation, for questions and reflections to be taken-

up during the Q&A session that followed up. Participants were impressed by the depth and breadth of the analysis and findings and for many of them, the field of **ADMs** was rather new and unexplored. They started already reflecting on how those systems can be utilized to *innovative youth participation* and also how they are interrelated/connected with *digitization and the consequences for future generations* (as presented in a recent report during the recent Youth Knowledge Forum). They expressed a wish to further explore the *role of mass media in promoting/enabling or not debate* on those systems but also to *take a closer look in the report itself*.

3) Conclusions

It has been obvious that the presentation has deeply captured participants' attention; be it because of the novel character and content of the research or simply because they were all coming from civil society organizations, whose role has been repeatedly highlighted in the report as 'important players' in further democratizing those systems. The recommendations drawn should immediately be taken further to policy makers, also by the participants' themselves in their respective countries as they mainly reflect issues around human rights values, a field practiced daily by them, unexceptionally.

B. YouthLink Scotland

'YouthLink Scotland is the national agency for youth work. It is a membership organisation representing more than 100 youth organisation members across Scotland, both voluntary and statutory.

We champion the value of the youth work sector, challenging government at national and local levels to invest in your development.' as read in the [organization's website](#). YouthLink Scotland was represented by Ms Hilary Phillips who kindly contributed on the topic of digital youth work with her presentation titled 'DYW: 10 reasons why' which can be found on **Annex IV**.

1) Synopsis

'Youth Work 2020: resilient, resourceful and reimagined'; this a headline used by Ms Hilary Phillips which can laconically sum-up the core of the keynote speech offered. For YouthLink Scotland, digital youth work has been significantly developing for the last 10 years while the unfortunate circumstances of the pandemic played the role of an accelerator. This deepened experience has reaffirmed the importance of digital youth work to such an extent that it is now *'[...] an integral and imperative strand of National Youth Work Strategy thinking and all the connectivity and versatility shown by the sector will be part of renewed discussions with Scottish Government on the National Youth Work Strategy which should take place soon'*. In brief, the 10 reasons presented and illustratively backed-up in the presentation, are the following:

- DYW builds connections and engagement.
- DYW overcomes geography.
- DYW helps with employability.
- DYW can help with inclusion.

- DYW can provide support.
- The digital divide is real.
- Co-design is core.
- Cyber Resilience is a priority.
- Young people's rights matter.
- DYW is strategically relevant.

None of the above though can bring about meaningful societal change and development unless 'we continue listening to young people'. Lastly, the presenter invited the participants to reflect on two issues of great significance to digital youth work. The first took the form of a rhetoric question: 'How would young people's learning and socialization opportunities be affected if they all had a device, had broadband and were part of the same ecosystem which youth workers also had access to?' while the second was a reality-check, 'let's get down to planning next steps' invitation which reads: 'What opportunities do you see to embed digital youth work in your planning and strategy? Locally / Regionally / Nationally / Internationally. What one thing will you do?'

2) Participants' main reaction points

Once more participants had the option to use a digital whiteboard to collect their questions and thoughts. Most of them expressed the realization that 'digital' is a new norm to which youth work should be adapted to while making sure that 'real communication' is not replaced, 'traditional' outdoors youth work is nurtured, critical thinking and inquiry on information available is always in place and youth workers develop digital pedagogy skills to guide and support the young people into the adaptation of healthy and balanced 'digital' attitudes. While the expressed intention was that more and more services should be provided (also) online, it should not be underestimated that a broad part of the society still lacks the infrastructure (computers, internet connection) to benefit from those. It was a common denominator that the participants are looking forward to experiment with available digital practices and tools and take stock of their application in view of further fine-tuning of those practices into the diverse local realities.

3) Conclusions

The provision of youth work services in Scotland has a long and bright history, in contrast to other European countries where it is either in its infancy or simply under no support and recognition by the State and/or the society. It is thus naturally consequent that the initiation of development of digital youth services took place there long before the pandemic and it is now broadened in an accelerated pace. It is also consequent that participants found those developments as very inspiring and motivating for them to take their own youth work digital, without the need to reinvent the wheel but rather to adapt and improve existing practices to make their services more inclusive and enhanced. It is an imperative though, that youth work should continue nourishing

human-to-human contact in the traditional sense and as well, keep making sure that no one is left behind, be it because of digital illiteracy or lack of resources necessary to benefit from new services, provided digitally.

C. Estonian Education and Youth Authority

On the official website of the [Estonian Education and Youth Authority](#), we read *'The Education and Youth Authority (Harno) is a government agency of the Ministry of Education and Research that deals with the implementation of Estonian education and youth policy. The goal is to offer Estonian people high-quality, modern, and equally accessible educational opportunities. We want everyone to be able to create a personal learning path for their entire life cycle! The Education and Youth Authority (Harno) is a new governmental body under the administration of the Ministry of Education and Research. The joint institution was established on the basis of the services of Foundation Innove, Foundation Archimedes, Information Technology Foundation for Education and Estonian Youth Work Center. Harno was set up on August 1, 2020'*. Ms Ully Enn kindly presented the world-renowned and appraised developments on *smart youth work* (a concept already adopted back in 2016²) in Estonia with a presentation teasingly titled *'Is it the End of the World as We Know It? Some perspectives on youth field innovation through the lens of smart youth work.'* which can be found on **Annex V**.

1) Synopsis

'What is the – youth work – world as we know it?' was a bell-ringing question that set the tone of Ms Enn's presentation; not only because it implied that before we move on to the emerging world, we need to have a common understanding about the one upon which change is brought about, but also because the rest of the presentation was structured around insightful questions, backed-up by valuable resources (available to access with a QRcode!). In parallel, the achievements on *smart youth work in Estonia* were described ranging from making it a political priority during the Estonian Presidency of the European Council to the very tangible developments, such as the 'Roblox virtual Youth Centre of Parnu'.^{3,4} The pandemic and its implications couldn't be left out, however Estonia with its advanced digitalization immediately made available to the youth population a *web page* (launched by the Estonian Youth Work Centre) where information varying from official news to webinars and podcasts was regularly posted to ensure everyone was updated and needs were addressed. In a similar manner, the National Youth Portal was straight away turned into a resource depository for everything the young people would need to smoothly 'float' out of the crisis; this portal continuously served as a medium for the collection of young people's input (through *surveys* and *challenges*, for example) in view of elaboration of adjusted and evidence-based policies. The issue of youth workers' digital competences was also highlighted; future youth work demands already now, youth workers with future competences! Lastly, an eloquent and subtle call for action was offered as a 'dessert':

² Find more here: <https://entk.ee/nak-veeb/wp-content/uploads/2017/10/Nutika-NT-kontseptsioon-ENG-web.pdf>

³ 'Roblox (www.roblox.com) is an online game platform and game creation system that allows users to program games and play games created by other users' as mentioned in the company's Google Business entry.

⁴ A very interesting article about virtual youth centres in Estonia and the overall *smart youth work policy*, can be found here: <https://entk.ee/in-distance-but-not-apart-the-case-of-covid-19-crisis-management-in-youth-field-in-estonia/>

'The only way to feel fine about something coming to an end or growing into new is through adapting and trying to impact it into the right direction, isn't it?'

2) Participants' main reaction points

A 'padlet' board (www.padlet.com) was used for participants to structure their questions and reactions while the presentation was taking place. The impressive steps taken in Estonia to promote digital and *smart youth work* couldn't leave participants indifferent. Ideas were already flowing with regards to using 'Roblox' – in a similar manner as used, for example, for the establishment of the 'Roblox Virtual Youth Centre' in Parnu, Estonia – whether on how to enable live-chatting and communication when young people 'hang around' in its digital space or what are the possibilities to create a library/information depository within it in order to *'promote a Greek island's historical archive to young people'*. Moreover, the very design and creation of virtual youth centres can enable inclusiveness and essentially influential participation by young people, as, more often than not, they are more accustomed to these platforms and environments. Lastly, an inspiring saying helped deepened participants' reflection on the new and unwelcoming realities of the pandemic: *'we may stay in physical but not social distance'* and admittedly, digital approaches as those presented can play a role in maintaining and cultivating the human element that is inseparable from youth work practice, during but also after it is over.

3) Conclusions

Estonia's long-established *smart youth work policy* can provide Member States of the Council of Europe (and not only) with an already 'laid groundwork' in applying similar approaches to youth services' provision without the need to re-invent the wheel; however, several factors should be taken into consideration when doing so, varying from overall population's digital literacy to geographical spread. It is now – after Estonia's initiatives - being prioritized at European Union level as well⁵ therefore, countries need to move forward in investigating practices, training needs and modes of application. The motivation expressed by the participants has been a small-scale though not to be underestimated indication about how attractive and beneficial *digital & smart youth work* can be for the young people especially if looked at as an added value to traditionally practiced youth work and crucially, if young people are also involved in its design!

D. Youth and Lifelong Learning Foundation & National and Kapodistrian University of Athens

'The "Youth and Lifelong Learning Foundation" prides on its long and rich history, originating from the National Youth Foundation (founded in 1947). Its current name and state came about from the merging of the Institute for Continuing Adult Education and the Institute for Youth. It is an entity governed by private law operating in the wider public sector, which is independent in financial and operational terms. It is a non-profit, public benefit

⁵ More information here: <https://op.europa.eu/en/publication-detail/-/publication/fbc18822-07cb-11e8-b8f5-01aa75ed71a1> and here: <https://www.eywc2020.eu/en/news/youth-work-practitioners-have-to-be-agile-the-eu-sees-digital-youth-work-as-an-opportunity-for-the-future.12>

institution, which is supervised by the Ministry of Education, Research and Religious Affairs but also directly related to it as a provider and as contractor of the projects and programmes the Ministry assigns to the Foundation. It envisions i) to promote lifelong learning for all citizens, both in terms of vocational training and general adult education, laying emphasis on the participation of socially vulnerable social groups, and ii) to ensure youth empowerment and in particular to provide support to young people throughout their educational and professional development, while also supporting and promoting their mobility and stimulating innovation.’ as the [official website of the Foundation](#)⁶ informs us. Ms Emanuela Doussis, Associate professor at the referred university kindly presented the outcomes of a ‘simulation project’ where young people from several countries played the role of policy-makers/representatives in a Council of Ministers’ conference.

1) Synopsis

ACoES was a simulation game organized by the Youth Directorate of the Hellenic Ministry of Education, the Youth and Lifelong Learning Institute and the University of Athens, to deepen the understanding of young people on how an actual Committee of Ministers within the framework of the Council of Europe works. To this respect, 50 university students from all CoE member-states and observer countries participated in the project, got to know how the policy making on this level is made and got the chance to try it out by playing the role of Minister of Education of their respective countries and deliberating on the important issue of measures to protect cultural heritage against climate change.

The university students started their preparation by participating in an online 4-month preparation phase on how the CoE operates, on the official protocol followed for a Ministerial Committee and they finally presented their own countries policies and proposals for better coordinating the existing policies, initiatives and tools at the European level.

During the simulation of the actual Committee, the Ministers presented their proposals for potential joint governmental policies, measures and tools to be used to increase young people’s information and familiarization on how the system works at the policy making level, by enhancing the important role that the European Youth Card scheme can play in offering young people new opportunities for their cultural, educational, social and economic mobility around Europe, in particular in the new digital era that lies ahead.

⁶ It is worth mentioning that the Foundation acting as the National Agency of Erasmus:+ Youth and European Solidarity Corps Programmes took quick steps in transforming their training for youth workers provision into online educational activities using [SALTO’s ‘HOP’ online learning platform](#), already at the very beginning of the pandemic, setting this practice as a best example across Europe.

3. Good practice projects

A. Overview

A total of 9 good practice projects were presented during 3 parallel break-out sessions. Initially, participants had the opportunity to understand how to: *'Reach out to students using digital tools'* (Sloam, Slovenian Youth Agency, *'Support young people during the pandemic'* (Center for Youth Education, Montenegro) and *'Transform the crisis into an opportunity'* (CJP, The Netherlands). On the second break-out session, they took a closer look into *'Digital Youth Work'* (PRONI, Center for Youth Development, Bosnia & Herzegovina) and they also discovered the role the European Youth Card can play in *'offering complex information to youth'* (Young Scot, Scotland) and *'in building resilient communities'* (Youth Board of Cyprus). Lastly, on the third break-out session, they deepened their understanding in *'Supporting youth workers during the public health crisis'* (ACJ, Catalan Youth Agency), they got to know more about what it means to *'Deliver online youth work services'* (Maltese Youth Agency) and, also, to explore issues related to *'Sustainability and Municipal European Youth Card services for young people during the pandemic'* (MOVIJOVEM, Portugal).

Structurally speaking, participants were split according to their choices and thus were able to follow one good practice workshop during each break-out session. In order participants to optimally benefit from the workshops where they couldn't be present, trainers made sure that: a) all presentations were made available in the e-learning platform in due time before the Webinar, b) debriefing and Q&A followed-up in the plenary after the sessions were finished and 3) 'digital whiteboards' were used in each and every workshop in order to have thoughts, reactions and questions collected in one place and accessible by all.

Among many other things, it was definitely of significance that all good practice projects presented were from different countries, thus enabling participants not only to come across varying local/regional/national realities, but also to figure common grounds and denominators which help them realize that digital youth work services and the role the European Youth Card can play in the accessibility and democratization of their provision, are issues of global concern and initiative.

All presentations made can be found in **Annex VI**.

B. Participants' main reaction points

The variety of topics addressed and the multitude of issues explored and reflected upon is not conducive to compiling a proper summary which can do justice to all fruitful discussions that took place. However, some quotes can help illustrate the 'picture' drawn during those discussions and the depth those reached.

"Number of partners increased after the start. We are enlarging the partnerships. This is one of the good outcomes of the campaign" in response to the question *"Any feedback from the participating companies"* addressed to the **Slovenian Youth Agency**.

“Mental health initiatives: online seminar + consultations(!)” in addition to a proposal made to *“cooperate with other countries”* in response to the presentation made by the **Centre for Youth Education, Montenegro**.

CJP, The Netherlands received many questions about their project, illustrating its interest: *“It looks like you use the time to encourage young people to discover or rediscover different cultural opportunities?”* and also *“Did CJP work with other kind of artists, or only illustrators”*.

“This is a new reality and ecosystem using the online meetings. We need to put as much as possible real life elements in it, be concrete, structured, have a blended support to be as close to real as possible” and also *“E-Bonton Manual, that is presenting Guidelines to how to behave in online workshops”* were few of the many reactions expressed during the presentation of **PRONI Centre for Youth Development, B&H**.

The presentation from **Young Scot, Scotland** had expectedly raised a lot of questions knowing already – as also mentioned in this report – that digital youth work services there have been in place for some time now: *“Did you keep balancing between digital and face to face activities or now most of them are only digital? If yes, what is the difference in the results and how you measure it”* and *“Did you manage to include in your online activities young people living in remote areas & disadvantaged neighbourhoods”*.

The **Youth Board of Cyprus** presentation informed us that *“A personalized EYCA app is being prepared for cardholders, so young people from all backgrounds will receive relevant information in their phones from a trusted source”* while it enabled the realization that *“It is important to create a safe environment for young people also digitally to express and empower them. Also, to make sure they get health information from trusted sources”*.

It was evident that *“virtual escape rooms”* were central in the reflections made during the presentation from **ACJ, Catalan Youth Agency**. Moreover, they wondered *“How youth can find meaning in confinement”* and also proposed that *“Critical & Creative Thinking are assets to survive (in the pandemic age of depression)”*.

Interesting practices such as *“Youth cafes going online; attendance did not change much in numbers”* and moreover that *“young people came up with a blood donation campaign for Christmas”* were inspiring to participants, during the presentation from the **Maltese Youth Agency** which among others, highlighted the fact that *“Online or offline, the work needs to be done professionally. We need to bring young people online closer to our work. It is not automatically happening, just because it is online”*.

Sustainability was the dominant topic in the presentation from **MOVIOJEM, Portugal** and in participants’ reactions. They were impressed by two practices: *“Going digital and having bio-degradable EYC, as a way to promote sustainability”* and similarly *“Having a special project on sustainability: every time someone buys a card, a tree is planted”*. They also found it as a *“Very good idea to build network between the local discounts in the different municipalities through EYC and to have three in one (local, national, EU level)”*.

C. Conclusions

The wealth of knowledge and practices presented, questioned upon and further explored leaves not much space beyond simply concluding that these ‘workshops’ were enlightening for participants but at the same

time very down to earth as they could immediately identify ways for deploying those practices into their realities. The EYCA network of organizations is already playing a role not only in figuring out new ways to make the Card an even greater part of contemporary young people's lives but also in disseminating and capitalizing on information and knowledge arising from the application of members' practices; the wish of the organizers of this seminar is that this sharing and exchange is only broader and wider now that it is over.

4. Panel discussion

A. Overview

The 'hybrid' panel discussion (the moderator and a panellist in Athens and two other panellists with online connection), sought to wrap-up the reflections emerged during the seminar but also theorize on future developments. The three panellists, Ms Lydia Sapardini, Ms Olga Kiriakidou and Mr Babis Papaioannou represented a variety of organizations, all agreed that that quality of non-formal learning mobility activities but also youth employment opportunities have been greatly affected by the pandemic. They called once more for attention into having the transition to digital youth work as inclusive as possible and not underestimating the existing digital divide. They called for action by the States in further supporting (let alone recognizing the profession of) youth workers as their work is instrumental in ensuring equal opportunities for all young people. At the same time youth workers should both be offered and also look after possibilities for their further development in the usage and application of digital environments and tools in their work. While all of them expressed a positive attitude in the ever-developing use of the digital world in youth work provision, they agreed that this poses the danger of over-digitalization of a generation which mostly lacks meaningful human experiences. Lastly, they reaffirmed the need to keep meeting with young people where they are while at the same time the struggle for more resources to be made available in the youth field should continue uninterrupted.

B. Participants' main reaction points

Reactions could be categorised into two strands: re-affirmation of the increasing prominence of the digital world in young people's lives and consequently in youth work provision and also, a concern that youth workers should be not left alone in their own devices, being offered support by colleagues and the State and resources to keep doing what they know how to do best: create opportunities and enabling growth and development for all young people.

C. Conclusions

The panel discussion was crucial in bringing the findings, the inspirations and the worries of everyone involved in the seminar into a tangible and practical set of guidelines for future conduct. The balance to be sought-after is one that every technological development (whether pushed by unforeseen circumstances or by the natural curiosity of human beings) requires; no-one should be left behind, no-one should be de-facto considered ready,

no-one should be left unsupported in their effort to adjust to the new reality emerging by this development. Youth work and youth workers themselves should continue striving for resources while making sure that those are both used for theirs and the young people's development.

5. Overall conclusions and recommendations to the organizers

A series of tangible conclusions can be drawn from the works of the seminar and interpreted as recommendations to the organizers. These are:

- a) ADM systems are here for good; National Governments and the Council of Europe, as the leading organization globally for the protection of Human Rights, can and should play a role in reconciling the promise and potential of those systems with the principles of democracy, rule of law and human rights.
- b) Civil society organizations can and should play a role in monitoring the above-mentioned procedures; they are well-positioned within the society in order to promote its interests, which mainly lie in the very core of their work that is further promotion of human rights and democratic citizenship.
- c) Digital and Smart Youth work has been raised to prominence lately, due to the pandemic, however there are practices, long-held and well established, for the authorities – be it National or International – to look-up to and transfer them in their jurisdiction. No need to have the wheel re-invented just ensure that exchange and sharing is taking place systematically but also that application is closely monitored in view of continuous development and improvement.
- d) Digital and Smart Youth Work should aim at inclusiveness, effective participation and contribution by the young people; however, it should not replace well-established forms of youth work rather than offer an added value to those.
- e) The European Youth Card is already a well-recognized tool for young people's experiences enrichment, mobility and accessibility thus in a prominent starting point to continue addressing their needs, that admittedly are gradually becoming more and more 'digital'. The Network of EYCA organizations led by the Association itself can enable constant exchange of information and reproducibility of well-grounded practices. PA seminars like the current one can significantly support his flow.
- f) Whether during times of global turbulence or those characterised by relevant stability, young people's voice should always be present and influential in policies' making; let alone those reflecting the transition to the digital world where admittedly young people have a head-start.

6. Evaluation

As seminars like this one are happening several times a year, asking for participants' evaluation was a prerequisite in view of continuous development. The trainers' team used digital tools to enable contributions and interaction. The outcomes can be seen below:

Overall impressions from the seminar in 3 words

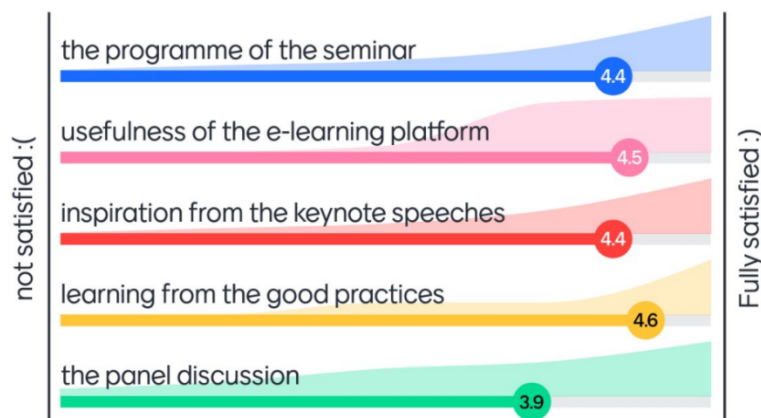
Mentimeter



14

How satisfied were you with the following elements?

Mentimeter



20

In a nutshell, the multitude of input was well received and appreciated by the participants. Frontal speeches were equalled with ad-hoc discussions and interaction while exploration of good practices was enriched with digital tools and asynchronous availability for future reference. The hybrid approach consisted of the e-

learning platform, the 'Webex' conferencing platform and the live broadcasting from Athens was perceived as well-thought through method for balanced delivery and a good practice in responding to the uncertainties posed by the pandemic.

7. Epilogue

The stakeholders and participants involved in the seminar were diverse in backgrounds but very homogenous in their goal: having young people at the limelight of any development affecting their lives. The European Youth Card is an instrument to keep ensuring that the aspects of mobility and accessibility are applied in the online world with respect to the same values which have been applicable ever since its conception: equal opportunities for all, continues empowerment and active involvement of young people to all manifestations of life.

8. Annexes

A. Annex I – Organizers

The **Council of Europe** is the leading Pan-European international intergovernmental organisation standing for the defence of human rights, democracy and the rule of law. Its Youth Sector has been promoting inclusive, human-rights based youth policies and youth work. Over the past years, the Council of Europe has been working on challenges and opportunities that present the use of digital tools, including in its effort to effectively support youth workers².

The **Partial Agreement on Youth Mobility through the Youth Card** exists since 1991 and is a programme of the Council of Europe aimed at developing the youth card scheme, particularly at European level, in the best interests of young people with a view to facilitating their mobility as well as access to the various goods and services necessary for their personal and cultural development. The Partial Agreement implements its activities in co-operation with its statutory partner – EYCA.

The **European Youth Card Association (EYCA)** groups around 38 youth card organisations all over Europe. EYCA's vision is a Europe where all young people are mobile and active (socially, culturally, educationally and economically). EYCA's mission to reach this objective consists in delivering quality youth card services and in contributing to a better policy on youth mobility and active citizenship. Today, over six million youth cardholders benefit from youth card opportunities.

The **Greek Ministry for Education and Religious Affairs** is one of the oldest Ministries in the country, established in 1833, responsible for running the national education system and supervising religious affairs. Its **General Secretariat for Youth** was set up in 1982 as a governmental institution with the primary task of shaping, monitoring and coordinating the government policy for youth.

B. Annex II – Activity programme for the Webinar

**All times are indicated in Athens time zone (CET+1)*

PROGRAMME OF THE WEBINAR / DAY 1

November 5th, Thursday

09h30 Start of the webinar, tuning in, checking connections

10h00 Official welcome and opening of the webinar

Introductory welcome by: Ms **Dora Bei** (Youth Director/Hellenic Ministry of Education and Religious Affairs) and **Manel Sanchez** (Director European Youth Card Association). *Present in Athens*. Introduction of facilitators (Ms **Zara Lavchyan** / Armenia *in online connection* and Mr **Athanasios Krezios** / Greece, *present in Athens*)

Official welcome speeches by:

- **Georgios Voutsinos**, Secretary General for Vocational Education, Training and Lifelong Learning/Ministry of Education and Religious Affairs. Host of the event. *Present in Athens*.
- **Niki Kerameus**, Minister of Education and Religious Affairs of the Hellenic Republic. *Online connection*.
- **Miltiadis Varvitsiotis**, Alt. Minister of Foreign Affairs, on behalf of the Hellenic Presidency. *Present in Athens* (tbc)
- **Apostolos Dimitropoulos**, Secretary General for Higher Education, Coordinator for all Presidency activities of the Hellenic Ministry of Education and Religious Affairs. *Online connection*.
- **Antje Rothmund**, Head of the Youth Department in the Directorate General of Democracy, Council of Europe. *Online connection*.
- **Ivan Hromada**, Chair of the Joint Council on Youth (CMJ) and of the European Steering Committee for Youth (CDEJ)

10h40 Keynote speech “**Automating Society Report 2020: Key findings**”, Fabio Chiusi, Algorithm Watch. *Online connection*.

11h30 Coffee Break

11h45 Session on Good Practices (parallel sessions)

SLOAM Slovenia – Using digital tools to reach out to students. *Online connection*

Centre for Youth Education, Montenegro – Supporting young people during the pandemic. *Online connection*

CJP Netherlands – Transforming the crisis into an opportunity. *Online connection*

12h45 Conclusion from the sessions and closing of the morning

13h00 Lunch break

14h00 Keynote speech “**Digital Youth Work: the reasons why**”, Hilary Phillips, YouthLink Scotland. *Online connection*.

15h00 Coffee Break

15h15 Session on Good Practices (in parallel)

PRONI, Bosnia and Herzegovina – using the EYC to build resilient and peaceful communities. *Online connection*.

Youth Board, Cyprus – Using the EYC to build resilient communities. *Online connection*

Young Scot, Scotland – Using EYC to offer complex information to youth. *Online connection*

16h15 Conclusion from the sessions and closing of the day

PROGRAMME OF THE WEBINAR / DAY 2

November 6th, Friday

10h00 Opening of the day

10h10 Keynote speech „ ***Is it the End of the World as We Know It? Some perspectives on youth field innovation through the lens of smart youth work?***”, Uly Enn, fa. *Online connection.*

11h00 Coffee Break

11h15 “The role of young people in using the European Youth Card as a dynamic tool for participation and intervention”, presentation of Committee of Ministers simulation practice. Co-Hosting Organization **INEDIVIM and University of Athens** presentation. *Present in Athens.*

11h35 Session on Good Practices (in parallel)

ACJ, Catalunya, Spain – Supporting youth workers during the public health crisis. *Online connection.*

Agezija Zghazagh, Malta – Delivering on line youth work services. *Online connection.*

MOVIJOVEM, Portugal – Sustainability and municipal European Youth Card services for young people during the pandemic. *Online connection.*

12h35 Conclusions from the sessions and closing of the morning

13h00 Lunch

14h00 Panel Discussion “***New challenges and opportunities for innovative youth services in the digital and COVID era***”

15h00 Evaluation of the seminar

15h30 Closing of the seminar

- **Dora Bei**, Youth Director / Hellenic Ministry of Education and Religious Affairs / General Secretariat for Vocational Education, Training and Lifelong Learning. *Present in Athens.*
- **Natalja Turenne**, Secretary to the Partial agreement on Youth mobility through the Youth Card, Council of Europe. *Online connection.*
- **Manel Sanchez**, EYCA Director. *Present in Athens*

C. Annex III – Algorithm watch presentation slides. The Automating Society 2020 report

 <p>FABIO CHIUSI ATHENS SEMINAR 5 NOV 2020</p> <p>@algorithmwatch @fabiochiusi #AutomatingSociety</p>	<p>The Automating Society 2020 report</p>  <ul style="list-style-type: none"> What is it and how did we gather our evidence? The evidence: what are the main findings? Policy recommendations: what to do, then?
<p>Still taking stock of ADM in Europe</p> <ul style="list-style-type: none"> The AS2020 report builds on its first edition to provide a better — even though still not exhaustive — picture of how Automated Decision-Making (ADM) systems are being piloted/deployed throughout Europe It also provides a series of Policy Recommendations to make sure that this is done consistently with human rights and democracy 	<p>The report A map of ADM in Europe</p> <ul style="list-style-type: none"> 16 investigated countries + a chapter on the EU A team of 40+ people involved, with 30+ researchers and journalists from all studied countries 
<p>The report</p>  <ul style="list-style-type: none"> Multiple communicative styles — journalism, research and graphic novel illustrations — to reach the broadest of audience: ADM matters to all of us An AS2020 “preview report” on ADM in responses to the COVID-19 pandemic has been published in August 	<p>Main findings</p> <p><i>From Automating Society to the automated society</i></p> <p>ADM is</p> <ul style="list-style-type: none"> Already a part of everyday life for millions of European citizens, affecting their health, welfare, job and rights more broadly On the rise all over Europe — and fast The clearest example of the sudden rise of ADM in Europe is face recognition <ul style="list-style-type: none"> Nearly absent from the previous edition, face recognition is suddenly everywhere, even in the face of mounting evidence of its discriminatory outcomes.
<p>Main findings</p> <ul style="list-style-type: none"> Actual uses of ADM in action throughout Europe include systems: <ul style="list-style-type: none"> to predict the risk of gender violence (e.g. VioGén, SPA) for fraud detection (e.g. of taxes, SLO, and medical prescriptions, POR) for predictive jurisprudence (e.g., in ITA) for smile detection (in POL) to predict “life events” and their corresponding service needs (FIN) to suggest potential cancer treatments (SWI) 	<p>Main findings</p> <ul style="list-style-type: none"> Concerning youth and their rights, actual uses include systems: <ul style="list-style-type: none"> to best allocate pupils in schools (e.g., in BEL, SWI and SWE) to detect early learning problems in primary schools (SLO) to profile families for early detection of vulnerable children (“Gladsaxe model”, DEN) to identify factors underlying social exclusion of young adults, as well as predict associated risks (FIN) to identify child pornography (GER) to track the development of children and automatically flags discrepancies that indicate either disease or child abuse (Growth Watch, NED)
<p>Main findings</p> <div style="border: 1px solid black; border-radius: 50%; padding: 20px; width: fit-content; margin: 20px auto;"> <p>The automated society is opaque.</p> <p>A fundamental lack of transparency has been denounced by all our researchers - and this needs to change</p> </div>	<p>Main findings</p> <ul style="list-style-type: none"> This systemic of transparency makes it difficult to research and, consequently, provide an evidence-based judgement concerning the overall contribution of ADM systems to society Most of the times, this endemic opacity of ADM systems is exploited precisely to prevent scrutiny It also means that the automated society established itself without any meaningful democratic debates around its principles and uses



Main findings

- Judging by the evidence we were able to gather, the potential of ADM to both individuals and society is far from being realised
- The vast majority of uses recorded in AS2020 **tend to put people at risk rather than help them**
- But they are being piloted/deployed nonetheless, because *technological solutionism*



Main findings

It is however possible to challenge the algorithmic status quo

- Role of national DPAs and ombudspersons
- Civil society, academia and journalism can effectively serve as **"watchdogs"** of the automated society.



Main findings

- **Examples** of the activity of civil society, academia and journalism as watchdogs of ADM include:
 - SyRI (NED): faulty tax fraud detection ADM system, brought to court and **halted**
 - Trelleborg model for fully automated welfare decisions (SWE): a journalist obtained the **release of its code**
 - Face recognition pilot project for train stations (GER) **halted** thanks to loud opposition of activists



What to do about ADM in Europe?

We detailed some policy recommendations that we think should be implemented to both reconcile the promise of ADM systems with democracy and human rights, and to actually realise their potential



Policy recommendations

- **Increase the transparency of ADM systems**
 - Establish **public registers for ADM systems** used within the public sector
 - Introduce **legally-binding data access frameworks** to support and enable public interest research



Policy recommendations

- **Create a meaningful accountability framework for ADM systems**
 - Develop and establish approaches to effectively audit algorithmic systems
 - Support civil society organisations as watchdogs of the automated society
 - Ban face recognition that might amount to mass surveillance



Policy recommendations

- **Enhance algorithmic literacy and strengthen public debate on ADM systems**
 - Establish independent centers of expertise on ADM
 - Promote an inclusive and diverse democratic debate around ADM systems
 - Considering that "digital natives" are a myth, this is crucial also — if not especially — in terms of youth policies




















Read the report



automatingsociety.algorithmwatch.org

D. Annex IV – YouthLink Scotland presentation slides. DYW: 10 reasons why.

	 <p>DYW: 10 reasons why</p> <p>YouthLinkScotland.org Digitallyouthwork.scot #digitallyouthwork</p>		 <p>Hilary Phillips</p> <p>YouthLinkScotland.org Digitallyouthwork.scot #digitallyouthwork</p>
	 <p>YouthLinkScotland.org Digitallyouthwork.scot #digitallyouthwork</p>		<p>DYW Strategy and Covid-19</p>
	<p>....through the summer...</p>		<p>.... And now almost 8 months have passed.</p>
<p>Ten years of involvement</p> <ul style="list-style-type: none"> • Significant development in 10 years • Digital Youth Network • Connections across Europe • Pandemic an accelerator • Now seeing a broader base 	<p>Youth Work 2020: resilient, resourceful and reimagined</p>  <p>We need to keep listening to young people</p> <p>DAY 2 4 NOVEMBER 2020</p>	<p>Developing in Scotland digitallyouthwork.scot</p>  	
<p>Connections across Europe digitallyouthwork.eu</p>  	<p>Developing in Scotland digitallyouthwork.scot</p>  		



YouthLink
SCOTLAND
The national agency for youth work

DYW: 10 reasons why

YouthLinkScotland.org
Digitallyouthwork.scot
#digitallyouthwork

1. DYW builds connections and engagement



DIGITAL YOUTH WORK SUMMIT 2020

CONNECTED & CONNECTED Welcome!

connected

PACE of CHANGE

Learn UNLEARN RELEARN

LEARN TOGETHER

92% push lessons on screen

Blended approach

digital YOUTH WORK



MAGNITUDE

3 DAY VIRTUAL FESTIVAL | 26TH-28TH JULY

digital YOUTH WORK

2. DYW overcomes geography

Young People were supported to take over social media accounts of a youth work service throughout Scotland's Year of Young People 2020. They used them to express their voices and highlight young people's participation throughout the year. The young people were supported by youth workers through social media.



Young Peoples Social Media Takeover

digital YOUTH WORK

Digital Ecosystems

John Taylor - Area Youth Officer
High Life Highland

Adult Learning | Archives | Arts | Leisure Facilities | Libraries | Museums | Music | Sport & Outdoor | Youth Work

digital YOUTH WORK

Question?

How would young people's learning and socialisation opportunities be affected if they all had a device, had broadband and were part of the same ecosystem which youth workers also had access to?

3. DYW helps with employability



YOUNGSTEM by **digital** Home About The Prog


Inspiring and developing young people through STEM

Welcome to the Young STEM Leader Programme (YSLP), an exciting opportunity for young people in Scotland.


Young STEM Leader Week 2020
16th - 20th October 2020

digital YOUTH WORK

Our Makerspace



Our Makerspace is a unique digital hub boasting everything from hobbyist electronics and fabrication to high end virtual reality experiences and gaming. It is a friendly and safe environment for our members to learn, develop and explore technology.



We have a unique team of

4. DYW can help with inclusion



digital YOUTH WORK

Youth Work 2020: resilient, resourceful and reimagined



EQUALITY, DIVERSITY & INCLUSION

2x documentaries - Black & Northern Irish, Black & Scottish

Speak to families

Find ambassadors

Next generation

Start telling stories

listen to our children & young people of colour

Empathy & Compassion

BBC posted

Shut down & removed

Racist comments from Scotland & UK

What can you do?

Create space to include people

People who look like me?

I don't want my daughter to grow up & feel like AN OTHER

I didn't want to be white... just NOT ME

DAY 2

4 NOVEMBER 2020



5. DYW can provide support



6. The digital divide is real



7. Co-design is core



Kelly Ross, Oasis Youth Centre

She has been described as a "mother, big sister, guardian angel and saviour" by the people she works with, all of whom look up to her as a role model.



8. Cyber Resilience is a priority



9. Young people's rights matter



10. DYW is strategically relevant

Image created by Aligja Pezarkovic using Canva Pro

National Youth Work Strategy

"COVID19 has taken digital from a nice to do to an integral and imperative strand of National Youth Work Strategy thinking and all the connectivity and versatility shown by the sector will be part of renewed discussions with Scottish Government on the National Youth Work Strategy which should take place soon."

Kevin Kane, Policy and Research Manager, YLS



Thank you!

hphillips@youthlinkscotland.org

@youthlinkscot
#digitalyouthwork
#dywsummit

What opportunities do you see to embed digital youth work in your planning and strategy....?

- Locally
- Regionally
- Nationally
- Internationally

What one thing will you do?

Youth Work 2020: resilient, resourceful and reimagined



We need to keep listening to
to young people

DAY 2

4 NOVEMBER 2020







Thank you!

hphillips@youthlinkscotland.org

@youthlinkscot
#digitalyouthwork
#dywsummit

E. Annex V – Estonian Education and Youth Authority presentation slides. Is it the End of the World as We Know It? Some perspectives on youth field innovation through the lens of smart youth work.

 <p>REPUBLIC OF ESTONIA EDUCATION AND YOUTH AUTHORITY</p>  <p>Üly Enn Head of Smart Youth Work 6.11.2020</p>	<p><u>Is it the end of the world as we know it?</u></p> 
 <p>REPUBLIC OF ESTONIA EDUCATION AND YOUTH AUTHORITY</p> <p>Some perspectives on youth field innovation through the lens of smart youth work</p> 	<p>What is this <i>world as we know it</i> in youth field?</p> 
<p>Youth Knowledge #25 THE HISTORY OF YOUTH WORK IN EUROPE</p>  <p>Volume 7</p> <p>Pan-European and transnational youth organisations – The overall lessons learned from the history project</p> 	
 <p>FUTURE POLICY AWARD 2019</p> <p><i>Civic Engagement & Political Participation</i></p>  <p>Gold Award Winner Estonia</p> <p>Silver Award Winner Nepal</p> <p>Bronze Award Winner Council of Europe</p> <p>Vision Award Winner United States of America – Los Angeles</p>	


 REPUBLIC OF ESTONIA
 MINISTRY OF EDUCATION
 AND RESEARCH

Official Journal C 418
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English edition Information and Notices Volume 69
 7 December 2017

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2017/C 418/02






In distance but not apart – the case of COVID-19 crisis management in youth field in Estonia


By Üliy Ern / May 29, 2020 / 0 Comments / Opinion

196 shares


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Rethinking youth field from the perspectives of smart youth work innovations?




How can we open up the open youth work?



From physical to virtual youth centre in Roblox



Future youth work demands future youth workers with future competences. Already today!




Dan Moxon
 8 h · 🌐

Youth workers running digital youth work:how do I plug in the mic, I can't hear you you , can you hear me, I don't think it's working , can we try Skype instead ?..

Youth led organisations running digital youth work :.....zoom and habbo hotel had a baby, my avatar is a scout.



 29

13 kommentaari




MOVe IT
 26 May – 17 June 2020
 Youth mobility in the digital era
www.jugendforum.eu/de/veranstaltungen/move-it

DISCUSSING THE DIGITAL AGE AND YOUTH WORK


ANNE KIVIMÄE
 MARIA ŽURAVLJOVA




How do we keep track & know that it is the right track at all?



Youth monitoring dashboard

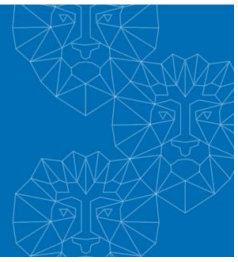


The only way to feel fine about something coming to an end or growing into new is through adopting and trying to impact it into right direction, isn't it?



REPUBLIC OF ESTONIA
EDUCATION AND YOUTH AUTHORITY

Thank you!



F. Annex VI – Good practice presentations

1) CJP Netherlands

	<h2>WHO ARE WE?</h2> <ul style="list-style-type: none">• CJP is a Dutch cultural youth organisation. It is our mission to inspire young people to go out and enjoy all kinds of cultural events in Holland: whether it's an afternoon in the museum or a three day festival. We focus on young people in the age of 12 to 30 years old.• Culture is not the sexiest thing for young people. We try to make it more appealing by offering discounts on a wide range of cultural organisations and events, like museums, cinemas, theatres, festivals and more.• In total, we cater to 1,2 million CJP-members in the Netherlands.
<h2>COVID-19 IN THE NETHERLANDS</h2> <ul style="list-style-type: none">• A lockdown was issued on the 23rd of March by the Dutch government, to try and stop the further spread of COVID-19 in the Netherlands. This lockdown was lifted on the first of June.• During this period, all cultural organizations in the Netherlands had to close its doors. Cultural events like festivals and concerts were cancelled.• A big challenge arose for CJP: how do we inspire young people to enjoy culture if they have to stay at home?	<h2>SUPPORT YOUNG ARTISTS</h2>
<h2>WHY?</h2> <ul style="list-style-type: none">• During the lockdown, all cultural organisations in Holland were closed.• What can we do for CJP-members in these times? They can't go out and enjoy culture, so we'll have to offer them something else.• Young artists struggle: they suffer hard blows because of the lockdown and can't rely on a steady income.	<h2>OUR TARGET</h2> <ul style="list-style-type: none">• Give our CJP-members something fun and special to enjoy during lockdown. We wanted to combine that with supporting young artists in Holland, who are having a hard time during this pandemic. Additionally, CJP-members need to feel some kind of engagement with CJP in times of COVID-19.
<h2>WHAT WE DID</h2> 	<h2>WHAT WE DID</h2> <ul style="list-style-type: none">• Offering CJP-members a cultural product instead of a cultural experience.• We connected with three young, promising artists in Holland and offered them the opportunity to sell their art in our shop. We sell five different, affordable prints in our shop at the moment. There's no big financial risk for the artists: CJP buys a series of limited prints directly from the artist.• For CJP-members it's a fun and arty addition to their bedroom, living room or kitchen, where they have been spending most of their time during lockdown.
<h2>RESULTS</h2> <ul style="list-style-type: none">• We're selling pieces every week• Other artists contacted us: they want their work in our shop aswell• We linked up with the Dutch Rijksmuseum to sell two award winning photoprints• The shop adds a little extra to the brand CJP 	<h2>A NEW DATING APP</h2>

INTRODUCTION WEEK

- In Holland, an introduction week is common for freshmen. In this week you get to know the city where you'll study and your fellow students through all kinds of activities.
- Because of COVID-19, this introduction week was cancelled in its physical form.

CJP



THE PROBLEM

- This robs freshmen of the opportunity to get to know the city and each other.
- Cultural organisations have a hard time making themselves known to freshmen, because the freshmen won't be visiting them during introduction week.

CJP



OUR TARGET

- We wanted to use humour to reach a certain target group; students in their first year. By doing this we also wanted to make sure our partners and CJP were visible and recognisable during this new campaign.

CJP



WHAT WE DID

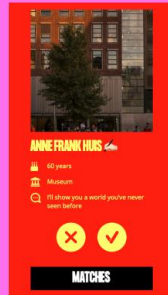


CJP



WHAT WE DID

- We made our own Tinder: a matchmaker app for students and cultural partners.
- Just swipe until you find your perfect match! Which museum or theatre makes the best first impression? Start a chat if you find a match and get to know each other.

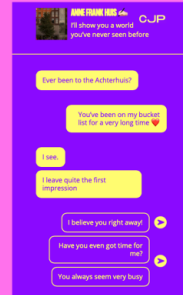


CJP



WHAT WE DID

- We wrote all the copy for the app ourselves.
- Every outcome of a chat links to our website, where you'll find more info about a certain museum, cinema or theatre in the city where your university is.



CJP



TRY IT YOURSELF

- <https://match.cjp.nl/cultuurswiper/>

CJP



RESULTS

- We reached 15.000 new students
- We reached 20.000 young people online
- New CJP members!
- A campaign that contains everything that CJP embodies

CJP



2) SLOAM SLOVENIA

#EMKREPI
[EUROPEAN YOUTH CARD STRENGTHENS]

SODELUJ IN POMAGAJ SLOVENSKIM MALIM GOSPODARSTVENIKOM
PARTICIPATE AND HELP SLOVENIAN SMALL CRAFTS AND BUSINESSES

European Youth Card
Evropska mladiška kartica
SLOAM, SLOVENIAN YOUTH AGENCY

SLOAM, Slovenian Youth Agency

The juncture between young people, non-governmental organizations, public institutions, and responsible companies.

ACTIVE CITIZENSHIP, SOCIAL AND ENVIRONMENTAL RESPONSIBILITY, PERSONAL GROWTH.

Mission & Vision

- Bringing together different stakeholders for the overall well-being of young people
- Young population between 15 and 30 years of age
- Creating a connected society that cares for the well-being of young people and creates a better world

130.000+ members

partners with 2 main public universities in Slovenia

student clubs & high schools

large network of partners

PROVIDING BETTER CONDITIONS FOR LIVING, WORKING AND CREATING OF THE YOUTH

COVID-19

How can we help?

#EMKREPI
[EUROPEAN YOUTH CARD STRENGTHENS]

#EMKREPI **WHY?**

Wanted to help youth, while helping to restart our economy.

- Helping young people in Slovenia to reach out primarily to local products and services
- The initiative started in May 2020
- Still ongoing

#EMKREPI [EUROPEAN YOUTH CARD STRENGTHENS]

SUPPLY | DEMAND

We have given young people the opportunity to register their friend who has their own business, entrepreneur, or someone whose activity they support and admire.

#EMKREPI [EUROPEAN YOUTH CARD STRENGTHENS]

WE COLLECTED YOUNG PEOPLE'S SUGGESTIONS THROUGH ALL OUR COMMUNICATION CHANNELS

We invited suggested Slovenian entrepreneurs to become part of the programme

E M KREPI

(EUROPEAN YOUTH CARD STRENGTHENERS)

&

dedicated our space to highlighting their activities and offers within our communication channels & providing free advertising space



E M KREPI

(EUROPEAN YOUTH CARD STRENGTHENERS)

52 local small entrepreneurs, micro and small companies from larger and smaller Slovenian towns were selected to participate

evropska mladinska kartica

130.000+ cardholders = BIG difference

WE TOOK INTO ACCOUNT THE VOICE OF YOUNG PEOPLE, REACHED A WIDER CIRCLE OF NEW POTENTIAL USERS & TACKLED THE CONSEQUENCES OF THE CORONACRISIS

evropska mladinska kartica

The initiative can be easily applied and adapted to the same category of beneficiaries elsewhere and can be well shared as an example of good practice

E M KREPI

(EUROPEAN YOUTH CARD STRENGTHENERS)

The presented initiative encourages young people to participate and integrate into society & to make responsible choices

evropska mladinska kartica

RECOGNIZED BY THE EUROPEAN PARLIAMENT AS AN EXAMPLE OF GOOD PRACTICE DURING COVID-19

evropska mladinska kartica

& European Youth Card Association by winning the EYCA Excellence Award for the best COVID-19 outbreak youth support project

E M KREPI

(EUROPEAN YOUTH CARD STRENGTHENERS)

We truly believe and have also shown that if we support the small, we can do something really big.










DO MORE. BE MORE.

evropska mladinska kartica

SLOAM, SLOVENIAN YOUTH AGENCY



3) CENTER FOR YOUTH EDUCATION, MONTENEGRO

 <p>DO MORE. BE MORE.</p> <p>Crna Gora Ministarstvo sporta i mladih</p> <p>Evropska omladinska kartica European Youth Card</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p>	<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p> <p>About Us</p> <p>The European Youth Card (EYCA) is the official benefit card for youth, which allows all Montenegrin citizens aged 13-29 to use over 200 discounts in our country and over 70 thousand discounts throughout Europe.</p> <p>The implementation of this CSR program is based on a partnership with the Ministry of Sports and Youth and the NGO "Center for Youth Education" in Montenegro. It contributes to strengthening youth mobility, their non-formal formal education, networking with peers at local, national and European level, and reducing youth unemployment in our country.</p> <p>Today, based on cooperation with local municipalities, youth can bring up their cards in 5 municipalities: Podgorica, Tivat, Herceg Novi, Kotor and Budva.</p>  <p>Evropska omladinska kartica European Youth Card</p>
<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p> <p>Sustainability of the program</p> <p>The implementation of the European Youth Card (EYCA) project contributes to the realization of the goals set in the following National documents:</p> <ul style="list-style-type: none"> Youth Law The Program of Public Interest in field of Youth for 2020 National Strategy for Employment and Human Resources Development (2016-2020) Youth Strategy (2017 - 2021) Lifelong Career Orientation Strategy (2016-2020)  <p>Evropska omladinska kartica European Youth Card</p>	<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p>  <p>#Partnerships</p> <p>Evropska omladinska kartica European Youth Card</p>
<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p> <p>Viša Crna Gora Ministarstvo sporta i mladih</p>  <p>Evropska omladinska kartica European Youth Card</p>	<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p>  <p>#Benefits</p> <p>Evropska omladinska kartica European Youth Card</p>
<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p>  <p>More than 200 discounts in Montenegro</p> <p>More than 70.000 discounts in Europe</p> <p>Evropska omladinska kartica European Youth Card</p>	<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p>  <p>#Letsgo!</p> <p>Evropska omladinska kartica European Youth Card</p>
<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p> <p>Summary of EYCA program:</p> <ul style="list-style-type: none"> More than 9.000 EYCA cardholders in Montenegro Signed contracts with 5 Municipalities Long-Term Government Support of EYCA Established Live Chat on the official website EYCA Excellence Awards in 2019 and 2020 More than 6.000 followers on Social Media More than 400.000 website visits per year More than 20 events per year in order to promote EYCA card <p>DO MORE. BE MORE.</p> <p>Evropska omladinska kartica European Youth Card</p>	<p>Crna Gora Ministarstvo sporta i mladih</p> <p>CENTAR ZA OMLADINSKU EDUKACIJU</p>  <p>Evropska omladinska kartica European Youth Card</p>

Crna Gora
Ministarstvo sporta i mladih

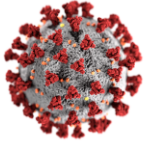
CENTAR ZA OMLADINSKU
EDUKACIJU

Montenegro update: 01.11.2020.

- New tested cases: 1 299
- New infected cases: 496
- New deaths: 7

Montenegro TOTAL data:

- Total infected cases: 19 210
- Total deaths: 320
- Total recovered people: 14 456



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European Youth Card

Crna Gora
Ministarstvo sporta i mladih


CENTAR ZA OMLADINSKU
EDUKACIJU

Information CAMPAIGN about COVID 19 measures in Montenegro

During the COVID 19 pandemic, the EYCA team in Montenegro informed EYCA users and all young people in Montenegro about all about all measures imposed by the Government of Montenegro.

The campaign included the following key messages:

- #SlayAtHome
- #MaskDistanceHands
- #HelpTheDoctors – Slay At Home
- Promotion of best IT courses for youth people
- Recommending how to spend their free time
- Promotion of importance of buying needs and goods in Montenegro in order to help local suppliers



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Free Psychological Consultations for Youth

The EYCA team in Montenegro, in cooperation with NGO CAZAS, CAZAS, has organized free psychological online consultations for EYCA users and all young people in Montenegro.

We have provided this invitation on the website, social networks and through the Newsletter to all EYCA users.

The main goal of this activity was to recognize the needs of young people to share their sense of fear and instability with experts in the field of psychology, and give them the right support and guidance for further activities.

Dr. Varja Pejčović is specialized in working with young people, so people, so this was just the beginning of our joint work in next period.



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Project "Mental Health in My Local Community"

The EYCA team in Montenegro, in cooperation with CAZAS, implemented a project that enabled the organization of 5 thematic thematic offline workshops for young people on the topic of mental health.

The COVID 19 virus pandemic disrupted many educational processes, but also those in the growth and maturation of young people, so through workshops we tried to get the best possible feedback from young people.

Also, our team worked on examining the needs of young people in people in the field of mental health, so that we could more effectively advocate for the needs of young people in the future.

Existing support services were promoted during all workshops, where we also talked about all problems that are involving young people.



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COVID 19 Job Speed Dating

The EYCA project team and Coworking Hub NEST organized the first Job Speed Dating in Montenegro in order to connect potential job seekers on the one hand and companies on the other.

This activity was realized in response to the current COVID 19 pandemic and young people who are losing their jobs.

For the first edition of Job Speed Dating, we gathered all young young experts in the field of marketing and design and connected them with large companies that need these staff.

We are happy to have given young people the opportunity to introduce themselves and provide themselves with additional additional consultations in order to find a job.



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EDUKACIJU

International Youth Day – 12. August

The NGO Center for Youth Education organized a workshop on youth mental health as well as patients' rights during the COVID 19 COVID 19 pandemic in Kotor (Montenegro) at International Youth Day - 12. August.

We are sure that by organizing the event we achieved the goal and goal and additionally educated young people on important issues.

Also, this was another event where we talked about the EYCA card card and possible discounts in the field of health that should be be agreed for young people in Montenegro.

Organising this event, we made EYCA card more visible in our country and also made additional contribution in order to promote promote importance of measures regarding COVID-19 in Montenegro.



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Nenad Koprivica

**Director General of the Youth Directorate
Ministry of Sports and Youth of Montenegro**

Evropska omladinska kartica
European Youth Card



Crna Gora
Ministarstvo sporta i mladih

CENTAR ZA OMLADINSKU
EDUKACIJU

**★ TURN ★
IDEAS INTO
REALITY**

Evropska omladinska kartica
European Youth Card

Crna Gora
Ministarstvo sporta i mladih

CENTAR ZA OMLADINSKU
EDUKACIJU


Learning platform for youth – Youth Wire

Since the beginning of the COVID 19 virus pandemic, the education education system in Montenegro, as in any place in the world, has world, has found itself in big trouble. The biggest challenge among among students is the absence of a two-way communication, given given communication, given that classes are held partly in schools, and in schools, and in a large percentage via the Youtube platform (recorded classes) and via TV.

Our team will, in cooperation with partners, will try to apply for for competitions with idea called Youth Wire (platform), which will which will have the following possibilities:

- Peer to peer learning between students
- Broadcasting TV (online education sessions for youth people) people)

Psychosocial support to young people
Evropska omladinska kartica
European Youth Card





Thank you for your attention!

Jugoslav Radović
jugoslavradovic@gmail.com

4) PRONI CENTER FOR YOUTH DEVELOPMENT, BOSNIA & HERZEGOVINA

<p>Lets see who's really behind COVID-19</p>	<h3>How and why?</h3>	<h3>Preperation</h3> <p>Phil Libin @plibin</p> <p>I was just on a Zoom call that ended automatically after 40 minutes because the organizer was on a free tier. This is the single greatest advance to meeting productivity that I've ever seen. Would pay extra for this feature.</p> <p>70.2K 4:23 PM - Mar 24, 2020 · San Francisco, CA</p>									
<h3>Execution</h3>	<h3>1st zoom meeting vs 10th zoom meeting</h3>										
<p>That one co-worker who still can't unmute themselves two weeks into working from home</p> <p>socialworkmentor</p>	<h3>2. JamBoard</h3>										
<h3>3. Mentimeter</h3> <p>Why use a word cloud?</p> <p>What qualities do you think are important for a leader to have?</p> <table border="1"> <thead> <tr> <th>Quality</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Inspirational</td> <td>1</td> </tr> <tr> <td>Qualified</td> <td>1</td> </tr> <tr> <td>Honest</td> <td>2</td> </tr> <tr> <td>Positive</td> <td>2</td> </tr> </tbody> </table>	Quality	Count	Inspirational	1	Qualified	1	Honest	2	Positive	2	<h3>4. Breakout Rooms</h3>
Quality	Count										
Inspirational	1										
Qualified	1										
Honest	2										
Positive	2										
<h3>Pros</h3> <ul style="list-style-type: none"> • People from multiple cities • More people in general • Flexible time • Less time and money • Keeping up with digital development of youth • 	<h3>Cons</h3> <ul style="list-style-type: none"> • No contact • No time for networking • Technical issues • The need of good internet and good devices • <h3>E-bonton?</h3> <p>Me and the boys ready for Zoom</p>										

Zoom meeting schedule:

1-1:05— Waiting for the host to start the meeting
1:06— The group discovers virtual backgrounds
1:07—Someone really struggling with audio
1:09— "Let me try headphones"
1:10— Everyone holds up their cats
1:15-1:25— Actual meeting time
1:30— "Stay safe!"

E-Bonton

The main goal of manual "E-Bonton" is to create a guideline on how to behave on online workshops, online meetings, webinars and communication over the e-mail. We have done over 15 talks with employers, NGO's and youth about how to behave on these online activities.

The main things we noticed that is important to:

- have your mic off while others are talking
- Use chat or tool to raise your hand so you don't interrupt anyone while they're talking
- Have the background neutral and that is nothing disturbing behind you
- To support the speaker is good to have your camera ON for some kind of feedback
- Not to eat or smoke a cigarette if it is something scheduled on time. Drinks are acceptable.
- Any online activity needs to last maximum of two hours
- Keeping up on dress code: it's not decent to wear pyjamas or be shirtless
- Have a form of writing an email, ask concrete information, present yourself and have the reasonable name of your email like name/surname/city/work, anything that looks little more professional.
- Check the communication app before you start using it

Questions?

The final boss once you've defeated all the other zoom meetings



5) YOUTH BOARD OF CYPRUS



NEW CHALLENGES AND OPPORTUNITIES FOR INNOVATIVE YOUTH SERVICES

THE ROLE OF THE EUROPEAN YOUTH CARD IN PROMOTING THE RIGHTS OF YOUNG PEOPLE IN POST-COVID ERA

SOULA PAPPOTI
SENIOR YOUTH OFFICER
5 - 4TH NOVEMBER 2020



YOUTH BOARD CHALLENGES

To be recognized as the Organization who sets Youth at the epicentre, inspires and empowers them to pursue their dreams and aspirations



YOUTH BOARD OF CYPRUS

WHAT IS THE EU'S ROLE?

The EU Youth Strategy aims, in particular, to:

- Create more and equal opportunities for all young people to participate in education and in the labour market.
- Support the active citizenship, social inclusion and solidarity of all young people
- Realise the full potential of youth work and youth centres as a means of inclusion
- Encourage a cross-sector approach to address exclusion in areas such as education and employment.
- Support the development of intercultural awareness and combat prejudice
- Support information and education for young people about their rights
- Promote access to quality services – e.g. transport, e-inclusion, health, and social services



YOUTH BOARD OF CYPRUS

VALUES

Communication
Leadership
Evidence based
Respect
Teamwork
Innovation
Experimentation
Creativity
Change
Meraki



WHO WE ARE

We believe in the power of Youth. We offer them the possibility to reach the maximum of their potential through inclusive policies, innovative programs and quality services today, for a better tomorrow



WHO WE ARE

Advisory Bodies
National Working Group for Structured Dialogue
Specialized Research and Surveys
Open Discussions and Consultations with Young People



UNDERSTANDING THE NEEDS AND POSSIBILITIES

STOCK HOLDERS, NETWORK



NATIONAL YOUTH STRATEGY

Our NYS has been drafted based on the European Youth Strategy and it therefore covers the following main areas:

- Employment and Entrepreneurship
- Social inclusion
- Participation
- Education and Training
- Health and Well-being
- Voluntary Activities
- Youth and the World
- Creativity and Culture

YOUTH BOARD OF CYPRUS

NATIONAL YOUTH STRAGY GOALS (1)

Field A: Employment and Entrepreneurship
Goal 1: Development, support and encouragement of youth entrepreneurship.
Goal 2: Enhancement of youth employment and youth integration in the job market, while safeguarding young people's working rights.

Field B: Social Inclusion
Goal 1: Ensure equality and respect of human rights.
Goal 2: Create a mindset that promotes social inclusion.

Field C: Participation
Goal 1: Ensuring young people's participation in all decision-making processes in order for their needs and opinions to be reflected in youth related policies.
Goal 2: Youth empowerment for active participation in democratic life.

Field D: Education and Training
Goal 1: High-quality education for all young people.
Goal 2: Equal opportunities for education and training for young people.

YOUTH BOARD OF CYPRUS

NATIONAL YOUTH STRAGY GOALS (2)

Field E: Health and Well-being
Goal 1: Easy and equal access to high-quality and youth friendly health services.
Goal 2: Enhancement of health, well-being and disease prevention.

Field F: Voluntary Activities
Goal 1: Creation of a culture that encourages volunteerism and voluntary activities by young people.
Goal 2: Formal recognition and validation of skills that are acquired through volunteerism.

Field G: Youth and the World
Goal 1: Creation and exploitation of mobility opportunities.
Goal 2: Development of a global, inter-cultural and ecological consciousness and culture.

Field H: Creativity and Culture
Goal 1: Creation of opportunities for easy access and equal participation in arts and culture.
Goal 2: Creation of opportunities for artistic creativity develop.

YOUTH BOARD OF CYPRUS

INNOVATIVE YOUTH SERVICES

POST-COVID ERA

- Website development by the **Ministry of Innovation**: DigitalSolidarity.gov.cy
- **Volunteerism Commissioner**: coordination and support of vulnerable groups

INNOVATIVE YOUTH SERVICES

POST-COVID ERA

- Mini-site info regarding Services and info of the Youth Board and Ministry of Health
- New programme: ReCOVER20 financial support of groups, organisations and individuals
- Working Group: *OMADA ERGASIAS COVID-19* for proposing measurements, services and solutions
- The STEAMERS: Campaign 15 tips for 15 days
- Psychosocial support Services MIKRI ARKTOS & PROTASI: web-counselling, teleconferences

INNOVATIVE YOUTH SERVICES

POST-COVID ERA

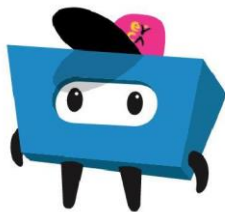
- Youth Information Centres: Educational and career support services via internet, workshops digital skills and FAKE NEWS internet campaign
- Eurodesk: creative occupation and enhance positivism via social media/internet contests
- Youth makerspace: used equipment - 3-d print and laser cut for masks/shields and plexiglass protective dividers
- Erasmus+ & European Solidarity Corps: internet training for info and support

WE CONTINUE: POST-COVID ERA



EYCA's Vision
A EUROPE where all young people are mobile and active (socially, culturally, educationally and economically)

- EYCA's Mission**
- Deliver quality youth card services
 - contribute to a better policy on youth mobility and active citizenship



ACTION CATEGORIES 2019-2021

- Targeted Actions to special groups for increasing the knowledge about the EYCA in Cyprus:**
Participate in international E-marketing
Communication media
- Increase the number of EYCA card holders:**
Co-operation with other organisations
Targeted information provision to groups
Organisation of workshops, presentations, activities, etc.
- Enrich and Enhance benefits for EYCA holders:**
Targeted contacts with specific businesses
Preparation of benefits for companies
Enrich benefits directly by the Youth Board of Cyprus
Questionnaires for youth preferences

STRATEGIC PURSUITS OF THE YOUTH BOARD OF CYPRUS THROUGH THE EYCA

- Development for programmes/services according to the needs and demands of the Youth in Cyprus
- Empower youth policy, social, financial and cultural life in Cyprus
- Mobility
- Empower local and international co-operation for dealing with common challenges

EYCA INNOVATIVE YOUTH SERVICES

POST-COVID ERA

- Participation of youth for suggestions regarding our adaptation to COVID-19 consequences
- Youth Needs assessment: Questionnaires/Teleconferences with card holders
- Policy & strategy adaptation for post-covid era
- Development of new programmes & adaptation of existing programmes & services
- On-line orders/delivery for card holders
- Adapted benefits/seminars (via network)
- Developed Action plan for social media/announcements regarding our new services policy
- Developed personalised application / digital card and promotion
- Participated in all actions of the Youth Board as above


EUROPEAN YOUTH CARD CYPRUS 2020




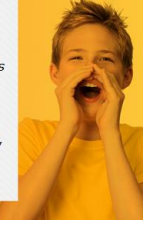












50 000 EYCA CARD HOLDERS, AGE 13-30 YEARS IN 2020 (STUDENTS, SOLDIERS, OTHER YOUTH)

- ACHIEVEMENTS during lock down March-June 2020 and afterwards:**
- Increased quality & quantity of benefits (triple)
 - Develop new co-operations, information packages etc
 - Developed co-operation and co-branded card with Nicosia Tourism Board
 - Further Promotion of video-mascot social media and web
 - Organised Contests, draws, workshops etc – positive messages
 - Increased number of cardholders
 - Website info



6) YOUNG SCOT, SCOTLAND

 <p>Young Scot response to Covid-19 Danielle Logan Danielle@young.scot 5th November 2020 @YoungScot</p>	<h3>Who we are:</h3> <ul style="list-style-type: none"> + Scotland's national youth information and citizenship charity for 11-26-year-olds. + We offer: <ul style="list-style-type: none"> o Youth information - INFORM o Young Scot National Entitlement Card - CONNECT o #YSHive - EMPOWER 
<h3>Our Response to Covid-19</h3> 	<h3>Youth Information:</h3> <ul style="list-style-type: none"> + Updating our website and social media channels the latest information for young people on COVID-19. + Collaborating with information partners and stakeholders- Scottish Government, National orgs + Core digital information in Gaelic, as well as providing COVID-19 guidance on TikTok. + Feedback incredibly positive, especially our live Q&A sessions with the First Minister. + 4,594,627 impressions to date + Delivered 2 <i>Lockdown Lowdown</i> surveys – inviting young Scots to share their experiences of COVID restrictions 
<h3>Lockdown Lowdown – findings</h3> <ul style="list-style-type: none"> + Almost two thirds of respondents (61%) stated that they were Moderately or Extremely concerned about the impact of coronavirus (COVID-19) on their future. + When asked about their ability to access their rights as a young person, over half of the respondents (58%) stated that they had some concern over their rights + Over two fifths (42%) stated that they were Extremely or Moderately concerned about school, college and university closures. Respondents expressed more concern regarding exams and coursework, with around half (49%) stating that they were Moderately or Extremely concerned. + Almost two fifths (39%) stated that they felt Moderately or Extremely concerned about their own mental wellbeing. When asked about the mental wellbeing of others, 46% stated that they felt Moderately or Extremely concerned about the wellbeing of others. 	<h3>Digital Information</h3> 
<h3>Young Scot NEC, Discounts & Rewards:</h3> <ul style="list-style-type: none"> + Communication with young people about online discounts and open retail outlets. + Co-op Food and Scotmid continued to offer their 10% discount in shops. + Ensured access to our digital Membership Platform without the Young Scot NEC and created more online discounts and Rewards. + Young Scot Rewards focused on wellbeing & connectivity – mindfulness apps, phone data, entertainment subscriptions 	<h3>Online discounts and e-Rewards</h3> 
<h3>Young Carers #YSCarers:</h3> <ul style="list-style-type: none"> + Pivoted work and created a new package of digital entitlements + Online opportunities for self-care and help to stay connected - phone data, mindfulness apps, e-vouchers for online retailers/gaming/entertainment + Digital outreach sessions with young carers through networks + Bespoke COVID-19 information for young carers – i.e. PPE + Hugely successful 'Do I Look Like I Care?' campaign 	<h3>E-Reward examples and campaign</h3> 

<h3>#YSAttain:</h3> <ul style="list-style-type: none"> + Worked with Phase Two partners: Dundee, North Lanarkshire and Falkirk Councils to enhance our digital infrastructure to deliver new entitlements – including “closed groups”. + Provided online content and activities for young people to support their health and wellbeing. + Developed the delivery plan for Phase Three: <ul style="list-style-type: none"> • Development of new digital resources to showcase models and share learnings. • Creation and facilitation of virtual opportunities for partners and young people to share knowledge. • Collaboration with Local Authorities and partners to adapt and implement #YSAttain delivery models through the Young Scot NEC and digital platforms.  	<h3>Feedback</h3> <ul style="list-style-type: none"> + <i>‘I have focused a lot more on keeping fit and healthy, I have done this through working out more and learning to cook...I would like to win this reward so that I could use it to put more gym clothes to motivate me to continue working out.’</i> + <i>‘I was in shielding for 4 months with my wee sister and never got to see my Dad the whole time. I would like this to get sports stuff to help build a relationship with my dad again.’</i> + <i>‘I would like to buy a present for my granddad, he recently lost his wife and dog and lockdown has really shaken him up, I’d love to do something nice for him.’</i> + <i>‘I have found a love for growing plants and taking care of them really helps my mental health and id hope to buy things to grow more.’</i>  
<h3>Service Design #YSHive:</h3> <ul style="list-style-type: none"> + Adapted and delivered our service design sessions digitally. + Suite of online tools to ensure they are accessible and inclusive. + Included socially isolated young people and those from underrepresented communities. + Launched #YSHive- the evolution of our service design approach – focussing on system change models.  	<h3>Local Authority Partnerships:</h3> <ul style="list-style-type: none"> + Customised our digital information for local areas. + Online training for partners and young people to develop, create and publish local content on young.scot. + Re-scoping Young Scot Action Plans to focus on emerging priorities as a result of the pandemic. + Data Wellbeing Offer – Wellbeing Fund – keeping young people connected digitally – promoting digital inclusion  
<h3>Get in touch</h3> <p>youngscot.net 0131 313 2488 info@young.scot</p> <p>  young.scot  @young.scot  youngscot  facebook/youngscot  @youngscot  youngscot snaps </p> <p>We are happy to consider requests for this document in other languages</p> <p>Young Scot Enterprise is a Scottish registered charity (SC029757) and is a company limited by guarantee (200687) with its registered office at: Rosebery House, 9 Haymarket Terrace, Edinburgh, EH2 2EZ</p>  	

7) MOVIOJEM, PORTUGAL

<h1>Cartão Jovem</h1> <p>THE ROLE OF THE EUROPEAN YOUTH CARD.</p> <p>GOOD PRACTICES ON USING DIGITAL TOOLS TO REACH OUT TO YOUTH AND ACTIVITIES DEVELOPED IN THE PANDEMIC CONTEXT.</p>   	<p style="text-align: right;">02</p> <h2>Who are we.</h2> <p>Moviojem' mission is to promote Mobility and Youth Tourism.</p> <p>We are an entity of Public Interest, founded in 1991, with social solidarity and non-profit status, mainly focused on implementing youth policies.</p> <p>Our stakeholders (*):</p> <ul style="list-style-type: none"> • Portuguese Institute of Sports and Youth, IP (IPDJ) – 80%; • National Federation of Youth Associations (10%); • National Youth Council (10%). <p><small>MOVIOJEM is under the guidance of the Directorate of Sports and Youth – Strategy of Education.</small></p>        
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FROM MARCH TO PRESENT



Good practices

IN TN THE PANDEMIC CONTEXT.

03

GOOD PRACTICES IN TN THE PANDEMIC CONTEXT



YOUTH CARD AS A MESSENGER OF PUBLIC HEALTH

#STAYATHOME CAMPAIGN

IMPACT OF COVID-19 SURVEY

PARTNER OF GENERAL-DIRECTORATE OF HEALTH (DGS)

#STOPIT CHALLENGE

STAYAWAY COVID APP

04

1

Since the very beginning of lockdown, we used Youth Card and Youth Hostels' social media profiles to keep youngsters safe and informed about the Coronavirus, as well as to alert to the spread of misinformation.



05

YOUTH CARD AS A MESSENGER OF PUBLIC HEALTH



YOUTH CARD AS A MESSENGER OF PUBLIC HEALTH

06

07



YOUTH CARD AS A MESSENGER OF PUBLIC HEALTH

08



#2

Yes, extraordinary times call for extraordinary measures. As so, we spread an opposite message to the Youth Card slogan "Do more. Live more.", by asking young people to stay at home and follow protective measures.

#STAYATHOME CAMPAIGN

09



#STAYATHOME CAMPAIGN

10



#STAYATHOME CAMPAIGN

11

3

Youth Card ran a survey in partnership with Medical School at Oporto University to know more about the Impact of COVID-19 on Youth Card holders during the lockdown.



12

IMPACT OF COVID-19 SURVEY



IMPACT OF COVID-19 SURVEY

12

#4



In partnership with Portuguese health authorities, we send creative and impactful SMS to Youth Card holders.

We used young language to ensure they would listen. Or read, in this case!

PARTNER OF GENERAL DIRECTORATE OF HEALTH (DGS)

13

14

Don't be careless was the spreaded idea.

- Se é para contagiar os outros, que seja com o teu melhor. #NãoFacilites
- Fazer programas em multidão é muito fora. A cena é dar espaço. #NãoFacilites
- Sabes o que é que está a hitar nas tuas saídas? Yep, isso mesmo: dar espaço. #NãoFacilites

PARTNER OF GENERAL DIRECTORATE OF HEALTH (DGS)

#5



We celebrated International Youth Day with a challenge-compliment to youngsters for their good example fighting and dealing with COVID-19.

We asked them to share their stories and advices on social media with #STOPITCHALLENGE.

15

#STOP IT CHALLENGE

16



BOOKETTING | J. GONÇALVES

#6

We've been supportive of Stay Away Covid app on our social media channels.

It belongs to the National Health Service (SNS) and is intended to support the country in its efforts to screen for COVID-19.

- By monitoring the most recent contacts, the app allows to know, simply and safely, whether we have been exposed to the disease.
- The app is entirely voluntary and free and at no time requires access to identity or personal data.

17



STAYAWAY COVID APP

18



Team.

YES, WE TAKE SOCIAL DISTANCING VERY SERIOUSLY.



Paulo Coelho / Photo Office, Bárbara Gomes / Content Strategy & UX/UI, Duarte Bentes / Photography Director

19



José Soares / Photo Studio and the Studio, Paulo Coelho / Photo Office, Rita Marques / Photography Director

SOCIAL DISTANCING PART 2

20

Get to know, Reshaping and Inform/Act with (for) young people through the Youth Card.

Reshape and reinforce the communication in digital format, being at the right place the right way;

Adapt the Youth Card partnerships to a digital presence and dedicated response to the "new" needs of young people;

Be a channel for research and transmission of good practices in identifying and fighting the impact of Covid-19.

FOR THE FUTURE

21

WE ARE HERE
www.cartajovem.pt



STAY TUNED
@cartajovem.pt



Thank you.




8) MALTESE NATIONAL YOUTH AGENCY

Delivering Online Youth work Services


What is Youth work?




Youth work in Malta is a non-formal learning activity aimed at the personal, social and political development of young people

The Delivery of Youth Work

- Settings:**
 - Youth Cafes
 - Street work/Out Reach
 - Targeted Provision for Specific groups and using a variety of environments
 - Youth Information One Stop Shop
 - Work with a broad range of young people
- Methods:**
 - The use of areas like film, music, art, song etc.
 - Information, advice and guidance
 - Youth fora and councils
 - Group work
 - One to One
 - Involvement of young people in the decision making process.
 - Opportunities for volunteering




The space became virtual and online



Got questions?

youth.gov.mt



9) ACJ – CATALAN YOUTH AGENCY

<div data-bbox="322 268 606 358" data-label="Page-Header"> <p>Generalitat de Catalunya Departament de Treball, Afers Socials i Famílies</p> </div> <div data-bbox="395 374 542 470" data-label="Image"> </div> <div data-bbox="268 510 668 580" data-label="Section-Header"> <h3>Youth Card ACTIONS AGAINST COVID-19</h3> </div> <div data-bbox="360 593 574 618" data-label="Text"> <p>6th of Novembre of 2020</p> </div>	<div data-bbox="837 297 901 324" data-label="Section-Header"> <h4>Index</h4> </div> <div data-bbox="853 344 1356 584" data-label="List-Group"> <ol style="list-style-type: none"> 1. Information COVID-19 2. Promotion of online discounts, proposals and raffles 3. Information of postponed events 4. Spread of online universal and free proposals 5. Support to SME 6. Collaboration to search spaces to host vulnerable groups affected by COVID-19 </div> <div data-bbox="829 629 1016 663" data-label="Page-Footer"> <p>Generalitat de Catalunya Departament de Treball, Afers Socials i Famílies</p> </div> <div data-bbox="1031 629 1075 663" data-label="Image"> </div> <div data-bbox="1345 631 1361 649" data-label="Page-Footer"> <p>2</p> </div>
<div data-bbox="193 777 432 804" data-label="Section-Header"> <h4>1. Information COVID-19</h4> </div> <div data-bbox="212 833 325 940" data-label="Image"> </div> <div data-bbox="330 824 707 927" data-label="Text"> <p>Using the youth card as a channel of communication with young people, we have realized actions to inform about valid prevention measures related to COVID19, both through youth card channels and profiles on social networks.</p> </div> <div data-bbox="213 945 708 1025" data-label="Text"> <p>In this sense, we have spread measures related the use of mask (including discounts for buying it), social distance, hand washing and mobility restrictions and access to shops and commercial services.</p> </div> <div data-bbox="213 1023 708 1086" data-label="Text"> <p>Also, we have specially promoted youth card discounts on psychological services to help youth people affected by COVID-19 situation.</p> </div> <div data-bbox="183 1104 367 1137" data-label="Page-Footer"> <p>Generalitat de Catalunya Departament de Treball, Afers Socials i Famílies</p> </div> <div data-bbox="386 1106 429 1135" data-label="Image"> </div> <div data-bbox="692 1106 703 1124" data-label="Page-Footer"> <p>3</p> </div>	<div data-bbox="837 750 1316 801" data-label="Section-Header"> <h4>2. Promotion of online discounts, proposals and raffles</h4> </div> <div data-bbox="865 837 959 922" data-label="Image"> </div> <div data-bbox="970 833 1361 918" data-label="Text"> <p>To offer online discounts is a strategic line that we have been once working in order to recruit and maintenance of Catalan Youth card of Catalonia.</p> </div> <div data-bbox="858 927 1361 1034" data-label="Text"> <p>Taking into account the COVID-19 situation created, this working line has been improved and prioritized in order to offer to cardholders online discounts, proposals, and raffles during confinement and after with the return to normality (with restrictions to access to shops and services)</p> </div> <div data-bbox="829 1104 1016 1137" data-label="Page-Footer"> <p>Generalitat de Catalunya Departament de Treball, Afers Socials i Famílies</p> </div> <div data-bbox="1031 1106 1075 1135" data-label="Image"> </div> <div data-bbox="1345 1106 1361 1124" data-label="Page-Footer"> <p>4</p> </div>
<div data-bbox="193 1205 675 1258" data-label="Section-Header"> <h4>2. Promotion of online discounts, proposals and raffles</h4> </div> <div data-bbox="193 1288 352 1314" data-label="Section-Header"> <h5>✓ Online benefits:</h5> </div> <div data-bbox="220 1330 336 1426" data-label="Image"> </div> <div data-bbox="217 1314 718 1523" data-label="List-Group"> <ul style="list-style-type: none"> ▪ Subscriptions and loan of contents in audiovisual platforms as Filmin, Rakuten TV or PlayTheatres ▪ Discounts on the electronic books platform Rakuten Kobo (ebooks and readers) ▪ Promotion of online discounts on sport activities (Kaizen health). ▪ Gratuity on online consultation service ophthalmologic (Innova Ocular) </div> <div data-bbox="183 1563 370 1599" data-label="Page-Footer"> <p>Generalitat de Catalunya Departament de Treball, Afers Socials i Famílies</p> </div> <div data-bbox="386 1565 429 1597" data-label="Image"> </div> <div data-bbox="699 1565 713 1583" data-label="Page-Footer"> <p>5</p> </div>	<div data-bbox="837 1205 1323 1258" data-label="Section-Header"> <h4>2. Promotion of online discounts, proposals and raffles</h4> </div> <div data-bbox="837 1288 994 1314" data-label="Section-Header"> <h5>✓ Online benefits</h5> </div> <div data-bbox="863 1328 1367 1464" data-label="List-Group"> <ul style="list-style-type: none"> ▪ Offers of gratuity or with discount online training: <ul style="list-style-type: none"> – 5 free courses at Benowu (International Academy of Digital Training specialized on online courses). – Benefits on online courses of permanent collaborators of Youth Card: languages school, writing school, digital driving school, natural cosmetic manufacturing... </div> <div data-bbox="829 1563 1016 1599" data-label="Page-Footer"> <p>Generalitat de Catalunya Departament de Treball, Afers Socials i Famílies</p> </div> <div data-bbox="1031 1565 1075 1597" data-label="Image"> </div> <div data-bbox="1345 1565 1361 1583" data-label="Page-Footer"> <p>6</p> </div>

2. Promotion of online discounts, proposals and raffles

✓ Online benefits:



2. Promotion of online discounts, proposals and raffles

✓ Online proposals:



On the framework of contention measures against COVID-19, and in order to achieve the social distance, we have redraft one of the most successful among youngsters: Youth Card Casting.

In order to do it, we have call a first phase of participation only online, where more than 4.400 young people have been registered. They have had the opportunity to upload their video casting on the participation

2. Promotion of online discounts, proposals and raffles

✓ Online proposals:

With this action we have limited the social contact during this first online phase, where we have selected 200 youngsters that will go to the on-site casting phase.



This last phase has been developed with all the preventive measures and with small groups all over the territory in order to reduce the mobility of young people.

2. Promotion of online discounts, proposals and raffles

✓ **Online raffles:** We have done raffles through Instagram profile of the Catalan Youth Card in order to promote interaction and participation of young people.



Among others we have done raffles of Netflix subscription, Xiaomi headphones, Meller sunglasses, one Huawei laptop Benowu, or packs of t-shirts, poster packs de samarreta, poster and complements of Online Manga event.

2. Promotion of online discounts, proposals and raffles

✓ Online raffles:



3. Information of postponed events



With the aim of having an updated communication with young people and in order to support hosts and promoters that offers discounts on temporal events to youth cardholders, close contact with these contributor companies.

This continue contact has allowed us to inform to cardholders about delays, cancelations, limited capacity and program modifications of big events like **Canet Rock**, **Sónar** or Primavera Sound, but also with smaller or local events.

4. Spread of online gratuity and universal proposals



Together with the online discounts promotion, during confinement we have prioritized the dissemination of online gratuity and universal proposals among cardholders.

Among others, we have promoted cultural proposals as virtual visits to museums or theater productions online for free; sport activities and free fitness training programs, and leisure time activities (like virtual scape rooms) offered by permanent collaborators.

5. Support to SME



With the aim of doing a correct communication to young people and maintaining the contact with youth card collaborators, all over the confinement situation, we have done up keeping tasks and update data of collaborators.

During these contacts we realized about their situation in order to give them support and promoting the local commerce and services of proximity among cardholders during de escalation. The action has been very well received among collaborators. They have appreciate the contact, that has been repeated in autumn..

6. Collaboration searching spaces to host vulnerable groups affected by COVID-19



Tapping the relation with contributor companies of the youth card, we have created a special working group in order to collaborate with the Government searching and booking of hotels and other spaces to host vulnerable people that have needed isolation during the emergency.

We have search spaces to host elderly people, disable persons or non accompanied minors. This initiative is been positive received by collaborators. This action has put in value their social responsibility in front of young people and to other groups



www.carnetjove.cat

OTHER ACTIONS AGAINST COVID-19

1. Mental health guides

Practical tips for youth and youth workers during confinement

**HOW TO FIND
MEANING
IN IT**

As a response to the lockdown caused by the COVID-19 pandemic, the Catalan Youth Agency (ACJ) has published two interesting guides targeting young people and youth work professionals.

The aim of "How to find meaning in it" is to help young people and those working with young people - such as youth workers, youth information workers and educators - deal with the lockdown in a meaningful way

1. Mental health guides

Practical tips for youth and youth workers during confinement

They include dozens of practical tips to learn how to manage the lockdown by keeping emotional balance, a positive attitude, and a cooperative spirit.

Originally produced in Catalan, we have made the guide available in English, French and Spanish

1. Mental health guides

Practical tips for youth and youth workers during confinement

**HOW TO FIND
MEANING
IN IT**

**QUEL SENS
DONNER
A TOUT CELA?**

**DÉMOSLE
SENTIDO**

1. Mental health guides

Practical tips for youth and youth workers during confinement

- EN- [How to find meaning in it](#) for youth
- EN- [How to find meaning in it](#) for youth workers
- FR- [Quel sens donner a tout cela?](#) for youth
- FR- [Quel sens donner a tout cela?](#) for youth workers
- ES- [Demosle sentido](#) for youth
- ES- [Demosle sentido](#) for youth workers

THANKS!!!

www.gencatt.cat/joventut