



Youth Information and
Counselling in Europe
in 2020



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Foreword

Quality information for all young people! This is the mission of all youth information providers.

Information is a powerful right as it gives access to other rights. If we do not have information about our rights, how can we exercise them? Youth information is about supporting young people's critical thinking and media and information literacy skills. These are the crucial elements that enable young people to make their own informed decisions and become active citizens.

The future is influenced by our actions and choices in the present. The actions for better, quality youth information services for all young people should be taken every day. The future does not arrive ready-made, but we make it together.

At ERYICA, together with our members and stakeholders, we continue making sustainable decisions, so that the future of young people and youth information services are supported at national and European level.

As youth Information workers, our role is to engage young people in participation and dialogue. Preserving our European values in the post-truth era implies enhancing critical thinking and ensuring all young people have access to unbiased, understandable and reliable information. This is exactly what youth information and counselling is all about: youth-friendly information *for* young people and *with* young people.

2020 has been a challenging year and we are all aware of how COVID-19 has affected our lives and work, and how the situation has influenced the lives of young people. Youth information services are needed more than ever, and all youth workers and organisations have shown amazing creativity and strength in reaching out to young people with new and innovative methods.

As the President of ERYICA and on behalf of the Governing Board, I invite you to browse this booklet, a testimony to youth information providers and proof of the important work we do. I am convinced that any support to these services will contribute to a positive change in young people's lives, and therefore to our future.

JAANA FEDOTTOFF

ERYICA President



Using as a basis the European Convention on Human Rights, as well as numerous other Conventions, the **Council of Europe** (CoE) develops and adopts programmes and activities aimed at promoting democracy, human rights and the rule of law. It monitors member states' progress in different areas of human rights, making recommendations through independent expert bodies.

The Council of Europe is also a promoter of the rights of children and youth. The Youth Department, part of the Directorate of Democratic Participation, elaborates guidelines, programmes and legal instruments for the development of coherent and effective youth policies at local, national and European levels. It provides funding – through the European Youth Foundation – and educational support for international youth activities through European Youth Centres in Budapest and Strasbourg. It aims at the promotion of youth citizenship, youth mobility and the value of human rights, democracy and cultural pluralism. These activities are detailed on the webpages of the Youth Department www.coe.int/youth.



The **European Youth Information and Counselling Agency** (ERYICA) is an independent European non-governmental, non-profit association, established in 1986 and based in Luxembourg. At the time of drafting this publication, the association is composed of 38 national and regional youth information coordination bodies and networks (non-governmental and governmental) from 26 countries.

ERYICA aims to uphold the right of young people to full and reliable information, which helps them make the choices they face in their lives, and which promotes their autonomy, ability to think critically, and active participation in society. ERYICA's role is to foster European and international cooperation in the field of generalist youth information work and services; to develop, support and promote quality youth information and counselling at all levels; and to ensure that the information needs of young people and the principles of the European Youth Information Charter are respected. ERYICA also advocates at national and European level for the inclusion of youth information and counselling in youth policies and other mainstream policy areas affecting young people. Since its creation, the Agency has cooperated extensively with the Council of Europe, the European Commission, and more recently with the UNESCO. More information on ERYICA's activities and projects can be found at www.eryica.org.

This publication is the product of the **Partnership Agreement** between the Council of Europe and ERYICA. The Partnership aims to promote and develop European cooperation in the field of youth information and counselling. Methods include, in particular, the development and organisation of training activities and resources for professionals involved in youth information and counselling, to ensure a high standard service, and in line with the needs and demands of all the member states of the Council of Europe and the Contracting Parties to the European Cultural Convention.

The Partnership Agreement between the CoE and ERYICA was signed in 1997 and revised in 2019.

What is Youth Information and Counselling?

Youth information and counselling aims to uphold the right of young people to full and reliable information. It helps them make the choices they face in their lives and promotes their autonomy, ability to think critically, and their active participation in society. These services also have a remarkable preventive function that constitutes a great added value to society.

Youth information aims to:

- provide reliable, unbiased, accurate and youth-friendly information;
- facilitate access to different sources and channels of information;
- give an overview of options available on topics relevant to young people;
- help young people to navigate the information overload of modern-day society;
- ensure that young people know their rights, services available and how to access them;
- support young people in evaluating the available information and its quality;
- guide young people to find the best options available to them and make their own decisions;
- offer different channels of communication and dialogue to directly support young people in their search for information and knowledge; and
- contribute to the media and information literacy of young people.

Enabling greater access to independence

Youth information and counselling seeks to **inform and accompany young people** on the delicate path to adulthood; a transitory and challenging period. In this relatively short time, young people are expected to make a myriad of important decisions that will no doubt highly influence their future. These first-time decisions need to be based on **unbiased, complete and comprehensive information**. Often faced with dilemmas, young people turn to various sources of information, a very important one of these being youth information and counselling services.

Generalist youth information and counselling work covers **all topics that interest young people** and can include a whole spectrum of activities. The term “youth information and counselling” can encompass a wide range of services and activities, such as informing, counselling, supporting, coaching, training, peer-to-peer, networking, or referral to specialised services. The services can be set in different frameworks and provided by many different actors through various media. The essential aim of youth information and counselling is to engage and empower young people by **guiding them in their autonomous decision-making**. It builds on the fact that it is not possible to make a sound decision without knowing one’s options and alternatives. Youth information aims to guarantee **the right of young people to full and reliable information**.

Finding your place in society

The aim of youth information and counselling is not only to meet the needs of the general public – its principal objective – but also to anticipate their needs and prepare **preventative measures** accordingly. Some of these needs will relate to key issues in society, notably physical and mental health, high-risk behaviour, interpersonal relationships, discrimination, citizenship, active participation in society and access to social rights. Only by being adequately informed about one’s rights and duties is it possible to find a place in society and be a well-informed citizen.

Creating an information culture

Today, young people are **inundated with information** and **exposed to a wide variety of different media**. This access to information is unprecedented. Having access to such a variety of media sources brings with it a previously unseen tendency for people to create their own media content, often in a personal and uncontrolled manner. In order to be a conscious citizen, it is important that one looks at this content critically, evaluating the quality, reliability, strategy and interest of those producing the information. In this context, youth information and counselling services take on a new aim: **to educate young people in media and information literacy**.

The data in this publication, including this infographic, is that of the last full year available (2018 or 2019, depending on the organisation). The distorting effect of the COVID-19 pandemic is therefore avoided.

The organisations presented in this booklet are not the only ones that provide youth information in Europe but a sample that gives an overview of the youth information landscape across Europe.



Youth Information in 2020

Which topics are covered by youth information services?

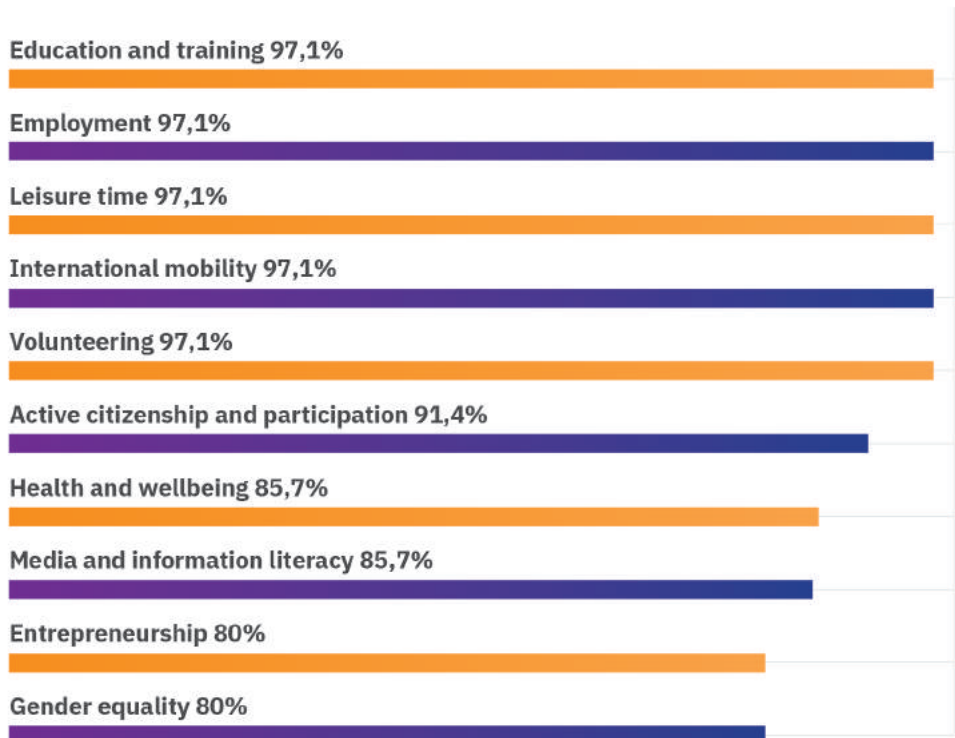
The chart below shows the topics that young people are informed about in youth information centres, based on the responses of 33 youth information providers. The topics are not only well-established topics of generalist youth information but also correspond to the needs of young people, as proven by the [Future youth information and counselling: Building on information needs and trends](#) survey, which was carried out with the participation of 6,212 young respondents in 18 countries in 2017.

The graph shows that there are essential topics covered by virtually every youth information provider in Europe, such as education, training and employment. It also showcases regional differences based on young people’s needs. Such versatility and flexibility are the main assets of youth information work: services follow the same principles and professionalism across Europe, while flexibly (and promptly!) adapting the offer to local needs. This is a key feature not only for providing full and reliable information but also for meeting the expectations and maintaining the interest of the target group.

Which topics are covered by your info services?

FURTHER TOPICS COVERED:

- Housing
- Sexuality and intimate relationships
- Relationships in the family and with friends
- Legal advice
- Access to rights
- Violence
- Support for youth from disadvantaged backgrounds
- Support for young migrants and refugees
- Integration of young people with disabilities
- Online safety
- Youth discount card/s
- Youth hostels
- Road safety
- Managing finances



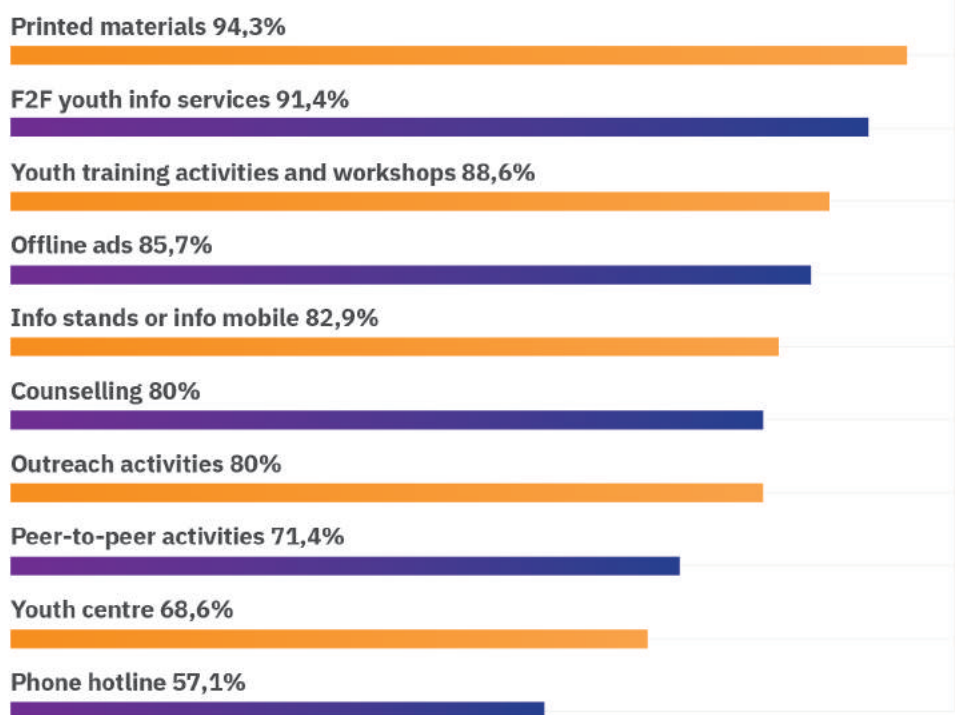
Which face-to-face services do youth information centres offer?

The core service of youth information providers is that they offer the possibility of a face-to-face meeting in a physical space – and this is our competitive advantage as well! You would be surprised to learn how much young people prefer a real conversation with a human, even today. Seeking information on a wide range of topics from international mobility to violence, their number one choice is a face-to-face encounter with a youth professional, particularly at a youth info centre. Education, employment and volunteering also fall into this category. Additionally, their overall preference for receiving information remains face-to-face.¹ Face-to-face information services also mean that youth information workers help to unfold the question or the issue, find eventual underlying reasons for the query, and thus propose a tailor-made answer that is the most useful for the recipient. Furthermore, they help the young person reflect on their actual information need – and always let them make their own, informed decision.

Besides, the COVID-19 pandemic has had an important and evident impact on the delivery of face-to-face youth information services. In the course of 2020 youth information services became more dependent on online tools to reach out to young people, for example, information sessions delivered via webinars or individual online counselling to temporarily replace physical face-to-face youth information activities services.

There are topics, however, that are more sensitive, or young people are more reluctant to ask about them in person from an adult. Geographical and other barriers may also lower the probability of a young person visiting a youth info centre. Alternatives such as outreach activities (e.g. “infomobile” vans, fairs) or phone and chat services are set up for this reason. Peer-to-peer information provision deserves special emphasis. Young people are at an age when they are significantly influenced by their peers. Additionally, for certain information topics they are likely to ask their peers first. Peer-to-peer youth information is a solution of primary importance and the survey results prove that three quarters of services offer this. (Read more under *Methods* below.)

What offline services does your network/organisation provide?



¹ Future youth information and counselling: Building on information needs and trends survey report (Abo Akademi and ERYICA, 2018)

What are the main online and digital tools the centres use to communicate with young people?

Even though young people trust information provided face-to-face by a competent person or organisation, they consume most media and information online. They practice autonomous information-seeking, although many find it difficult to comprehend huge volumes of information and often suffer from information overload when looking for precise information for making decisions. They demonstrated the need for a cognitive authority; a source of information and advice which is believed to be trustworthy and reliable because of its expertise and knowledge. Outside educational institutions, youth information services play an important role as one.²

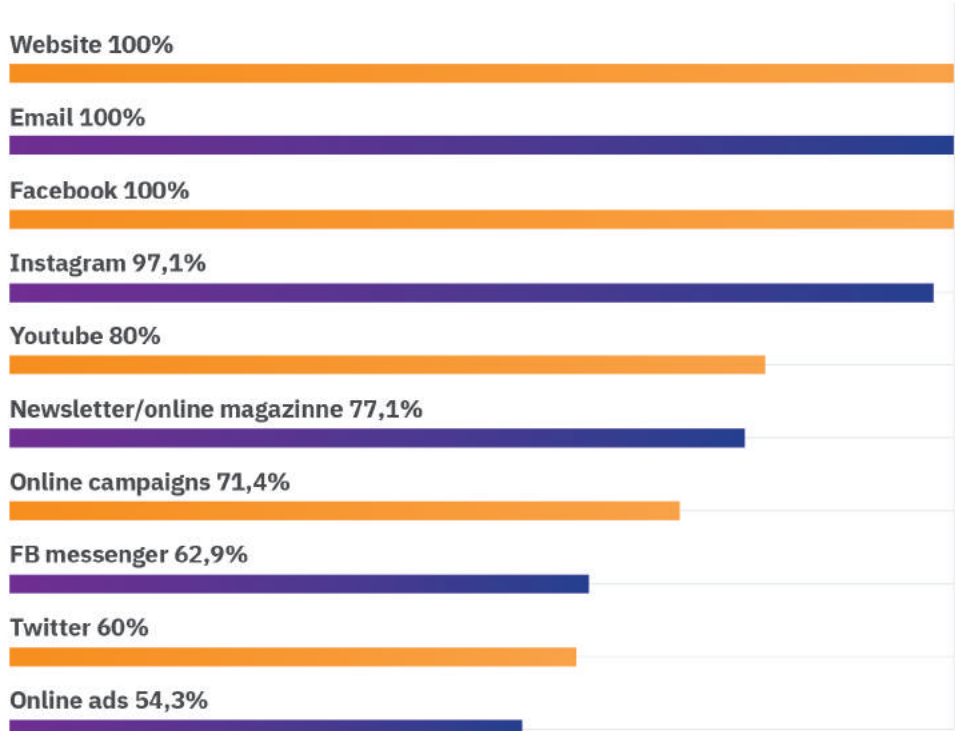
Furthermore, the recent restrictions due to the COVID-19 pandemic highlighted the importance of online services more than ever. Youth information providers, as always, reacted promptly to the situation and offered practical advice to young people and youth professionals, increased chat services, fact-checked information or supported mental health during this period – all online.^{3,4}

Overall, we can say that the provision of online and offline services is not a question of *either/or* but *and*. No service, including youth information and counselling, can rely on only one of these, particularly if they are targeting a young population.

Which online/digital tools does your network/organisation use for informing/communicating with young people?

FURTHER TOOLS USED:

- Online peer-to-peer activities
- Phone hotline
- WhatsApp
- Blog
- Mobile app
- Radio channel or show...



² DesYIgn – Innovative Youth Information Design and Outreach - Focus group interview report (Abo Akademi and ERYICA, 2020)

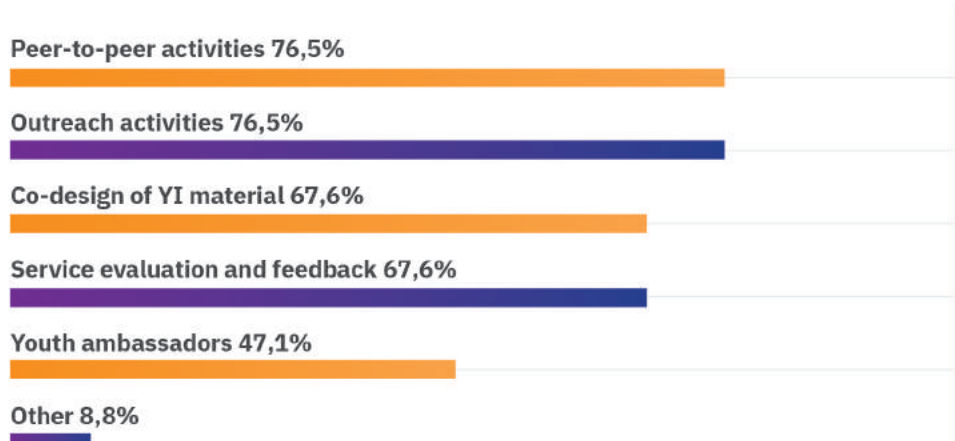
³ Good practices by the members of the European Youth Information and Counselling Agency (ERYICA, 2020)

⁴ The data in this publication were collected before the Covid-19 pandemic.

What methods are used to involve young people in information provision?

As well as peer-to-peer structures, young people are involved in the provision of youth information in several other ways. The most popular of these are outreach activities, co-design of information material and the evaluation of the services.

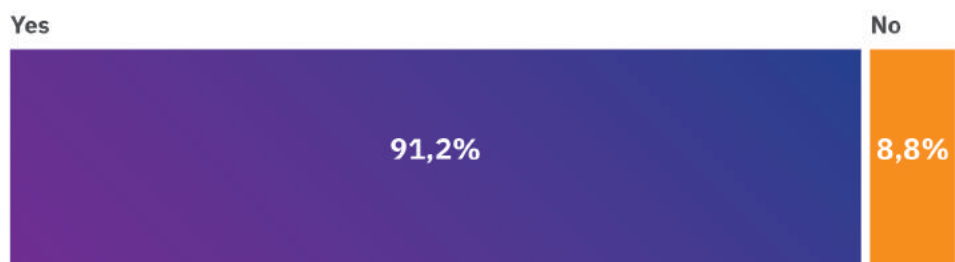
How do you involve young people in youth information provision?



Youth information and counselling is part of the national/regional youth strategies in 91% of the countries/regions in the ERYICA network

Youth information and counselling is highlighted in numerous policy documents and recommendations. Young people’s right to information has been recognised in the Universal Declaration of Human Rights, in the Convention on the Rights of the Child and in the European Convention for the Protection of Human Rights and Fundamental Freedoms. The Recommendations N° (90) 7, CM/Rec(2010)8 and CM/Rec(2016)7 of the Council of Europe concerning information and counselling for young people and young people’s access to rights reinforce this too. Furthermore, the European Commission included Information and Constructive Dialogue as number 4 among the European Youth Goals. Recognising these policy initiatives and recommendations, states implement them at national level and include them in their own policy documents. An overwhelming majority include youth information and counselling in their national and/or regional youth strategy.

Is youth information and counselling part of your national/regional youth strategy?



Introduction

This chapter gives you a thorough overview of organisations that coordinate youth information services and in certain cases provide youth information themselves. We will walk you through Europe to give you a snapshot as complete as possible about the state of the art of youth information and counselling in Europe in 2020. As well as a country overview and key data, for each organisation we also showcase the implementation of the principles of the European Youth Information Charter and share brief good practice examples.

Principles of Youth Information and Counselling

Youth information and counselling work is guided by the principles of the European Youth Information Charter. The description of each organisation includes an overview of how they are implementing these principles in their everyday work with and for young people. You can find the full text of the Charter at eryica.org. Its 9 key words are:



Independent

Youth information providers are independent when they offer comprehensive information and remain unbiased, regardless of the source of funding.



Accessible

Youth information services and centres are easily accessible, attractive and visible to young people.



Inclusive

Inclusive youth information services do not discriminate on the basis of race, colour, ethnicity, gender, age, language, religion, political or other opinion, national, social or geographical origin, disability, birth, sexual orientation, gender identity, gender expression, or any other status as established by human rights standards.



Needs based

Youth information services are built around young people's needs. Youth information providers research the needs of young people and, together with them, identify the best tools and channels to meet those needs.



Empowering

Youth information enables young people to realise their full potential by helping them identify their own aspirations and make informed life choices.



Participative

Participative youth information services involve young people in the design and delivery of the service.



Ethical

Youth information services are underpinned by a whole range of rights identified in international law (e.g. the 1989 Convention of the Rights of the Child). At the heart of the service is respect for the young person.



Professional

Youth information services are provided by trained personnel, in a professional and respectful manner. Quality assurance is of high priority with regard to all information produced and disseminated.



Proactive

Proactive youth information providers seek to be creative, innovative and open to experiment in how they work with young people.



Andorra

The Area of Participation and Promotion of Youth and Volunteering is the body in charge of coordinating youth information work and developing youth policies at national level.

It belongs to the Department of Social Affairs and Youth, under the authority of the Ministry of Social Affairs, Housing and Youth.

Youth work and youth information work are not recognised as a profession in Andorra, even if current youth policies and strategies heavily depend on them. Social education is the main professional category that covers youth work, recognised by the National Employment Classification of Andorra.

In Andorra, there are 6 youth information centres, administered by local authorities. These centres supply information and guidance to young people. There is also an educative and professional education centre strongly tied to youth services, administered by the Government. There are currently 23 youth workers involved in this network, offering their services to more than 11,000 young people living in the country. The youth sector is entirely sustained by public administrations.

Each local administration is responsible for applying their own policies, and policies at national level are developed in agreement with youth departments from local administrations. Therefore, there is a youth committee, where policies and activities are debated and approved by representatives of each public administration, both national and local. Within this framework, youth information services are the backbone of the design and implementation of youth policies.





STRUCTURE

governmental

Is youth information and counselling part of the national/regional youth strategy?

YES

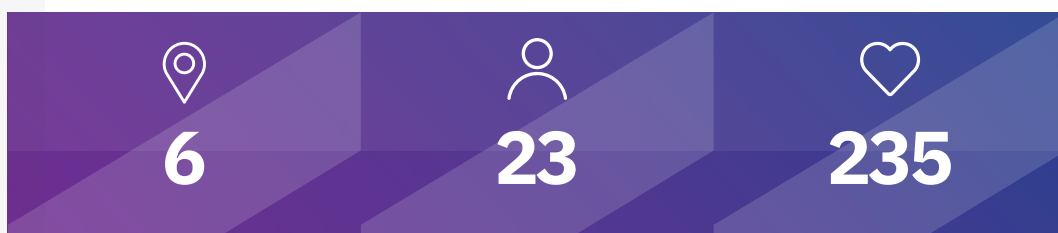
Area of Participation and Promotion of Youth and Volunteering

Area of Participation and Promotion of Youth and Volunteering is in charge of youth policy making at national level, coordinating national and local youth services and promoting research and knowledge from the youth sector.

This organisation also administers the Educative and Professional Orientation Centre (COEP), which offers guidance and counselling to young people. This centre elaborates tools addressed to the youth information network of Andorra to facilitate guidance through education, youth and social resources at all levels.

WEBSITE

<https://www.joventut.ad/el-departament>



YI CENTRES

YI WORKERS

VOLUNTEERS

Professional

Promojove is the coordination body for youth workers from public administrations that meets once a month and discusses about youth policy implementation and management of joint projects. In this context, youth workers are empowered to be proactive in sharing experiences with other members and look for new synergies inside and outside this group.

These meetings are usually followed by sessions that shed light on topics such as accessibility, equality, LGBTQI+, employment, etc. It is also a good opportunity to invite stakeholders to share their expertise and perspective and make youth services more visible.

Needs based

Moviment Jove is a study project organised and coordinated by the Government of Andorra, the 7 local administrations, *Carnet Jove* Association, Sociological Research Centre (CRES), and the National Youth Council of Andorra (FNJA). The methodology is based on a participative study, made from interviews, work sessions, and digital participation. 61 professionals and experts and 1,400 young people worked on it.

This project applies the needs-based principle to a national level study: the project offered the opportunity to all young people from the country to participate in work sessions, share their proposals through an online survey and identify priorities from their own perspective. There were no filters applied to these proposals. As a result, every one of them will be reviewed by public administrations and civil society.

From the study, 245 proposals can be categorised into the following areas: mobility, housing, jobs, education, leisure and citizen participation. These are now the guiding line for youth policy in the country. We observed that many of the demands are already covered by existing services or structures, and this project has been a great opportunity to review our youth information resources and goals.



Austria

Youth information work in Austria is coordinated by the National Network of Austrian Youth Information Centres, a non-governmental body, on behalf of the Federal Ministry of Labour, Family and Youth.

Youth information work forms an integral part of youth work. A legal reference can be found in the Federal Youth Promotion Act (Bundes-Jugendförderungsgesetz), which has been in force since 2000 and was last modified in 2018. There is no youth work law in Austria, as there is not just a single youth law but several laws for different youth-related topics.

While the Federal Ministry of Labour, Family and Youth develops youth policy and funds youth work at national level, the responsibility of providing youth work services (including youth information services) lies with the regional and/or local governments (youth departments). However, youth policy is a cross-departmental, cross-sectoral matter. This is why youth-relevant agendas can be found in all ministries. As of 2020, there are 9 regional governments in Austria, each with their own established cooperation network of youth work organisations. Youth services are provided by youth information centres, youth centres, youth clubs, hobby schools, youth organisations, schools, etc.

Youth information worker is not recognised as a profession in Austria. However, “youth worker” is.

The qualifications required of youth workers differ according to the setting and nature of their respective jobs. The underlying competences are presented in the “Competence framework for child and youth work” (Kompetenzrahmen für Kinder- und Jugendarbeit). This framework systematically presents and describes at different levels how people act competently in their work in extracurricular child and youth work.

It covers open youth work, as well as children and youth associations in Austria. The Competence Framework translates child and youth work qualifications to the National Qualifications Framework (NQF). The NQF makes qualifications visible and comparable by the European Qualifications Framework across Europe.

In total there are currently 28 youth information centres funded by regional and/or local governments that together employ around 100 youth information workers.



STRUCTURE

non-governmental,
non-profit

MAIN PARTNERS AND FUNDING BODIES

Federal Ministry of Labour,
Family and Youth,
European Commission,
Regional governments,
Main stakeholder in
field of youth work

F2F VISITORS

180,000

ONLINE VISITORS

approx. 1,500,000

Is youth information and
counselling part of the
national/regional youth
strategy?

YES

WEBSITE

www.jugendinfo.at

Bundesnetzwerk Österreichische Jugendinfos (BÖJI)

The National Network of Austrian Youth Information Centres is the national umbrella organisation of the Austrian Youth Information Centres, established in 2004. BÖJI serves the regional youth information centres on a national and international level. Therefore, all regional youth information centres in Austria are members of the national network, with the exception of the Carinthian youth information centre (Jugendinfo Kärnten), which participates as a guest in the joint activities, as does aha Liechtenstein.

BÖJI is also a full member of EYCA and the National Coordinator for EURODESK. BÖJI collaborates with the Austrian Youth Council, the Austrian Network for Youth Work (boJA - Bundesweites Netzwerk Offene Jugendarbeit), the National Agency for Erasmus+ Youth in action and the European Solidarity Corps programmes, the Austrian Network for Children's Rights (Netzwerk Kinderrechte, BÖJI is a member) and Saferinternet.at. (BÖJI is a member of the advisory board) and others.

The network's main tasks are:

- coordinating national projects regarding youth information;
- networking at national and international level;
- representing the Austrian youth information centres at national and international level;
- training youth information workers and quality development;
- implementing national quality measurement tools such as the shared statistical system; and
- offering a national contact point for all questions regarding youth information.



28

YI CENTRES



100

YI WORKERS



n/a

VOLUNTEERS

Participative

Before our organisation decides to create a new product (or start creating it) or introduce a new service, we survey young people about their specific needs/questions/etc. in the respective context. Furthermore, we host a blog (Youth Reporter) on the Austrian youth portal, where young people can publish their opinions on any topic.

Since 2016, the National Network of Austrian Youth Information Centres has been providing young people with the opportunity to gain experience in journalism by way of the Youth Reporter Blog at Jugendportal (national youth portal). Up to now, more than 50 youth reporters have published over 500 articles, videos and podcasts on the Youth Reporter Blog at Jugendportal.

The Youth Reporters are young people aged 16-24 from all over Austria. At the beginning of their blogging career, they undergo a journalistic basic training in Vienna. Twice a year, the Jugendportal organises trainings on diverse topics related to journalism together with prominent journalists. The young bloggers publish their views on current topics such as the environment, the COVID-19 pandemic, politics, science, travel and culture on the Youth Reporter Blog. The blog offers new interesting content daily - for young people by young people.

Since 2019, the Youth Reporter Blog has had a structural relationship with Austria's public broadcasting company, the ORF. The Youth Reporters create video and TV content that is published by a couple of the ORF channels.

<https://www.jugendportal.at/youth-reporter-blog>

Accessible

There are still some issues with the accessibility of all online materials, e.g. for people with a visual impairment. However, the websites hosted by the national network are mostly in line with the WCAG 2.1 standard.

The national network is part of the European project International Mobility with Disabilities (IMD). This 2-year European project is funded by the French Erasmus + Youth and Sports Agency. It aims at providing accessible information for youth with disabilities about all stages of the mobility path through a unique website: <https://mobility-with-disabilities.org>

Another part of the project gives youth structures and youth workers key information to support young people with disabilities during all stages of international mobility (preparation, on-site and return). To achieve this goal, a study on good practices to welcome, host and support youth with disabilities in a new country is being carried out. This also involves sending organisations, as they often play an important role in this process. The identified good practices will be added to the IMD platform. Finally, videos on the topic, testimonials and a blog will complete the website.



JUGENDPORTAL
Am Jugendportal findest du die besten Infos zu allen Themen, den Blog der Youth Reporter und Möglichkeiten, deine Meinung zu sagen und deine Ideen zu verwirklichen!

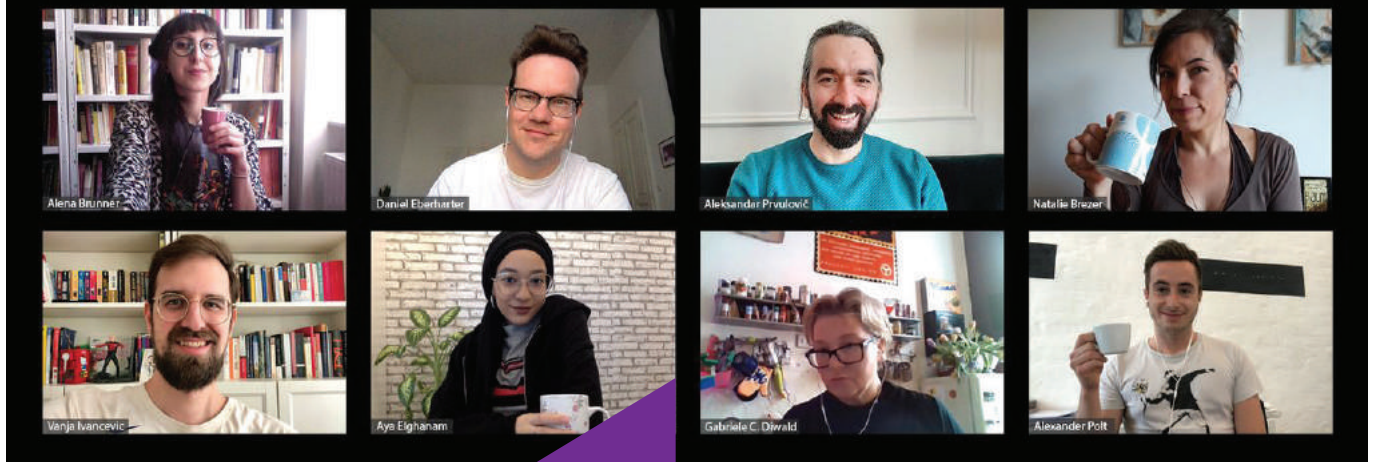
JUGEND INFO STELLEN

JUGEND INFOS Österreichische

Digital Youth Information and Corona

Eurodesk Austria

Österreichische Jugendinfos - Team Meeting



Belgium

German-speaking community

Youth information work in Ostbelgien, the German-speaking Community of Belgium, is coordinated by the independent non-profit organisations Infotreff Eupen and JIZ Sankt Vith.

Both structures are funded by the Ministry of the German-Speaking Community. Youth information work forms an integral part of youth work, with its legal foundations established by the Dekret zur Förderung der Jugendarbeit / Decree to Promote Youth Work (2011).

Youth policy falls within the competence of the German-speaking Community. Youth services are provided by youth centres, youth clubs, hobby schools, youth organisations, schools, etc. There is also a Jugendbüro (youth bureau). The youth office is a service provider for extracurricular child and youth work in the German-speaking community of Belgium and promotes the strategy of lifelong learning. They coordinate most of the youth workers and youth centres, street work, the Youth Council and the National Agency for European programmes such as Erasmus+. The youth information centres work closely with the youth office at different levels. Other youth services are provided by independent youth centres, youth clubs, hobby schools, youth organisations, schools, etc.

Youth information worker is not recognised as a profession in Belgium. However, “youth worker” is. Youth information centres are specifically regulated within the youth decree, so even though youth information worker is not recognised, youth information is recognised as a specific field within youth work.

To be employed as a youth information worker, it is necessary to have a diploma in the field of social work. Other studies can also be accepted but must be approved by the Youth Commission of the German-Speaking Community.





STRUCTURE

non-governmental
non-profit organisation

MAIN PARTNERS AND FUNDING BODIES

Deutschsprachige
Gemeinschaft (Ministry
of the German-speaking
Community)

F2F VISITORS

860

WORKSHOPS AND ACTIVITIES

1,823

ONLINE VISITORS

154,395

Is youth information and
counselling part of the
national/regional youth
strategy?

YES

WEBSITE

www.jugendinfo.be

Infotreff

The first youth information centre in the German-speaking community of Belgium, Infotreff, opened in May 1979. It is primarily responsible for all young people in its 4 northern communities. Another youth information centre can be found in the southern part of the region, in Sankt Vith. The JIZ is responsible for the 5 southern communities of Ostbelgien. Both Infotreff and JIZ offer a whole range of services and support on topics relevant to young people. This happens through providing information via websites, counselling, activities and events, workshops and information stands in schools, youth centres or other relevant places.

Infotreff engages with roughly 2,500 – 3,000 young people/year directly.

Infotreff offers information on the following topics:

- jobs (including student jobs);
- going abroad (working, studying, volunteering...);
- education;
- life A-Z (a whole range of topics which do not fit into the other categories);
- sexuality;
- leisure; and
- media.

Infotreff offers workshops and activities in the following fields:

- (social) media and media literacy;
- fake news;
- political education, democracy, elections;
- sexuality;
- career guidance (jobs and studies), job applications;
- social rights; and
- various general youth relevant topics.

Workshops are offered to primary and secondary schools, youth groups, and parents.



YI CENTRES

YI WORKERS

VOLUNTEERS

Accessible

Youth information should be accessible for all. To make sure of this, our office in the city centre is open to the public, we provide online access at different levels and give workshops in different places. Infotreff's office is located in Eupen city centre. We open the office 30 hours per week, and also by appointment. However, less people are coming to the office as more people look for information online.

As a result, we have expanded our online presence over the past few years. Our website www.jugendinfo.be offers detailed information on a variety of youth related topics. It is also the only Belgian youth information site in German. Infotreff is also active on Facebook and Instagram. We offer consultations via Skype and we are reachable via WhatsApp. Of course, young people can also get in touch through traditional ways like phoning and emailing. We regularly discuss which measures to take in order to stay up to date in this field. Our website will be completely rebuilt in 2021.

Workshops are a very important tool to be in direct contact with young people. Our offer covers a wide range of topics and is constantly expanded based on needs and demands. We work in different places together with young people, schools, youth clubs, and sometimes asylum seeker centres. We provide a lot of workshops for all different kinds of young people with different backgrounds and needs, therefore adjusting the information we provide.

Professional

Another important aspect of youth information is professionalism. The Ministry has reaffirmed the importance of this aspect through the Youth Decree. For instance, we can only employ people with a certain professional background or certain level of studies. This helps to guarantee the quality of youth information, as well as our research, consultations, workshops, media work/public relations, networking and exchanges with the Ministry and local authorities. Every youth information worker also has to take part in a certain amount of training hours per year (30h/year). The trainings at which the youth information workers take part are approved by the Ministry of Youth, which then provides financial support to the participants.

We also submit annual reports. In addition to an activity report and a financial plan, we must prove that the activities meet the requirements of the Youth Decree. Twice a year, there is a meeting with the youth department of the Ministry to discuss the report and all current developments and plans. These meetings are very goal-oriented and constructive.

At the end of the first funding period since introducing the Youth Decree, the Ministry asked the entire youth sector about the positive and negative aspects of the legislation and made appropriate adjustments. This makes sure that the legislation orients itself as closely as possible to the day-to-day reality of youth work.



Belgium

Flemish-speaking community

Youth information work in the Flemish community of Belgium, the Dutch-speaking community of Belgium, is coordinated by the organisation 'De Ambrassade'.

The mission of **De Ambrassade** is to strengthen youth, youth work, youth information and youth policy in the Flemish-speaking part of Belgium. The organisation strengthens the position of children and young people in society, contributes to the happiness and well-being of all children and young people, and therefore has a positive impact on their quality of life. The organisation is:

- an expertise centre for everything related to youth work, youth information and youth policy;
- a support and network organisation for all youth work in Flanders and Brussels;
- the coordinator for youth information in Flanders;
- the link between youth work, other policy areas that have an impact on children and young people (education, welfare, employment, education...), and policy makers; and
- the catalyst behind the Flemish Youth Council, the official advisory council for the Flemish Government in all areas that concern children, young people and their organisations in Flanders.

De Ambrassade has a general assignment, given to us by the Flemish government. One of the assignments is to coordinate youth information in Flanders. Every 5 years, the organisation makes a strategic plan on how to do this and sets directions for growth. In 2020 this contract with the government is being renewed.

In Flanders, there is no legal or regulatory authority for youth work/youth information work as a profession. Youth associations can offer a framework training programme to young people in order to obtain a certificate as an animator, chief animator or instructor in youth work. Skills required in youth information work are integrated into the training programme.

More information at:

<https://www.vlaanderen.be/kadervorming-en-attesten-voor-jeugdwerkers>



STRUCTURE

non-governmental

MAIN PARTNERS AND FUNDING BODIES

More than 90 Flemish organisations who directly or indirectly inform youngsters;
The Flemish government (funding).

ONLINE VISITORS

1,300,000 unique visitors in the last 2 years

Is youth information and counselling part of the national/regional youth strategy?

YES

De Ambrassade

The mission of **De Ambrassade** is to put youth, youth work, youth information and youth policy on the map in the Flemish-speaking part of Belgium. The organisation strengthens the position of children and young people in society, contributes to the happiness and well-being of all children and young people, and therefore has a positive impact on their quality of life.

WAT WAT is the name of the brand De Ambrassade created to achieve our goal of providing information to young people (11-24). WAT WAT is a youth information platform that cooperates with over 90 organisations. We inform young people, mostly online, and we make sure they find their way easily to specialised help, when needed. Our main goal is to inform young people, so they feel empowered to make their own choices. To achieve this goal, we go all in to reach them through social media, online, through media, campaigns, etc.

WEBSITE

ambrassade.be



SERVICES ONLY

YI WORKERS

ORGANISATIONS

Empowering

During the lockdown, WAT WAT collaborated with illustrator and influencer Christina De Witte, a.k.a. Chrostin, on a lockdown diary. It included questions to write down your thoughts, and assignments to organise your thoughts at a time when our daily routine was completely disrupted. It's a diary that young people can download for free as a PDF on watwat.be. The idea came from Christina herself! Christina presented the diary on the popular national talk show "Today," where she immediately demanded more attention for the mental well-being of young people. She and WAT WAT thought that in the first few weeks of the lockdown, this topic remained underexposed in the media and public opinion. The lockdown diary, meanwhile (July 2020), was downloaded a whopping 5,811 times.

Due to its great success, Christina continued to work on a more extensive, deluxe version, "Just write something", which rolled off the printing press in July. It is a creative diary to get started with that focuses on: understanding and naming emotions; general mental well-being; self-confidence and self-care; and cultivating plans and habits.

"Just write something" is the ideal combination of a diary, sketchbook, planner and outlet. The chapters regularly refer to in-depth information on watwat.be.

Link:

<https://www.watwat.be/corona/hoe-orden-ik-mijn-gedachten-tijdens-de-lockdown-met-chrostin>

Needs based

Corona info for youngsters

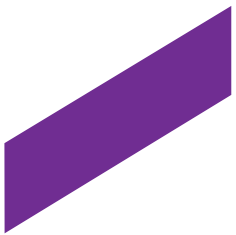
On March 18, the country went into lockdown and there was a need for reliable information for young people. WAT WAT immediately gathered information from many expert organisations through www.watwat.be/corona. New articles appeared every day or existing documents were updated.

We also launched WAT WAT VIRUS MAG, an Instagram story magazine.

The magazine gave young people during the lockdown information 7/7, anti-boredom tips, interviews, tutorials, stories, memes and other content. A new one appeared every week. In total, 10 magazines that are still in the highlights of our Instagram account can be found.

VIRUS MAG accounted for 330,000 views on the @watwat_jijweet channel.

Every week there was a different guest, an influencer, who told followers how he / she dealt with the lockdown. The guests made the content during "their" week for VIRUS MAG, which they then distributed on their own channels. Their followers then also discovered @watwat_jijweet, which provided new followers for our channel.



Belgium

French-speaking community

Although Belgium is a complicated country, we are fortunate that the authorities recognise the importance of youth information on each “side” of the country.

There are three main languages in Belgium; the country is divided into communities, including the French one, also called “Fédération Wallonie-Bruxelles”. Further information about the other communities can be found above. These communities are responsible for matters such as culture, education and youth, and manage them differently. The FIJWB (the Fédération Infor Jeunes Wallonie-Bruxelles), covering the French Community, is thus attached to the “Fédération Wallonie-Bruxelles”. Youth work is taken seriously by this authority (similarly to the other communities in Belgium), which is very fortunate compared to some other countries.

The current structure is based on several texts of the law ([Youth Organisation](#) in 2009, [Youth Centre](#) in 2000), which also **recognises the job of a “youth information worker”**. There are currently talks in the youth sector to renew these laws.



STRUCTURE

non-governmental,
non-profit organisation

MAIN FUNDING BODIES

Fédération Wallonie-Bruxelles, Wallonie, Fonds 4s, Le Parlement de la Fédération Wallonie-Bruxelles, European Union.

MAIN PARTNERS

COJ, ERYICA, FESQJ, ICJ, Les Auberges de Jeunesse

F2F VISITORS

12,594

ONLINE VISITORS

244,000 visitors, 334,000 visits (in addition to the individual Infor Jeunes centres' own websites

Is youth information and counselling part of the national/regional youth strategy?

YES

WEBSITE

inforjeunes.be

FIJWB - Fédération Infor Jeunes Wallonie-Bruxelles

The Infor Jeunes network is one of the 3 networks of youth information recognised by the French Community in Belgium. Our organisation was established in the late 60s, after the events of May 1968.

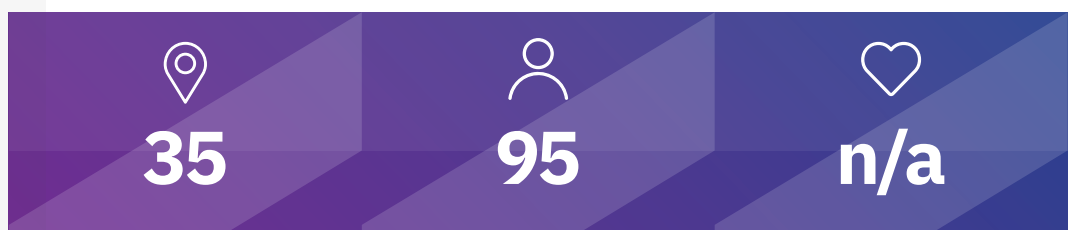
Infor Jeunes is an association which helps raise young people's awareness about the social, cultural, economic and political issues that concern them. We have been helping young people address these matters with an open and critical mind for more than 40 years. Infor Jeunes helps young people become responsible, active, critical and supportive citizens. This is done by providing free information, events and activities, producing tools and brochures, as well as hotlines and face-to-face set ups where young people can ask their questions directly to a youth information worker.

Over the years, the Infor Jeunes network has developed services and support for young people between the ages of 12-26 years old, on the following topics (among others):

- student jobs;
- education;
- student housing;
- international mobility;
- citizenship (especially "when, why, how, for who do we vote?" with the campaign "Je vote : mode d'emploi");
- social rights and support;
- ...

Every possible topic can and is developed by Infor Jeunes, as the organisation should answer any question a youngster may have, even if it means redirecting them to a more relevant organisation after providing as much information as possible.

Infor Jeunes has often collaborated with other youth information organisations, such as the CIDJ (one of the 3 recognised youth organisations in Wallonia and member of ERYICA) for a previous project related to the training of youth workers; but also ERYICA, for the brochure "[I'm voting ! A guide to the 2019 European elections](#)".



**YI CENTRES
& DECENTRALISED
YI "RELAY POINTS"**

YI WORKERS

VOLUNTEERS

Professional

The Infor Jeunes network has a team of jurists at its disposition, through its federation (FIJWB). This team helps youth information workers by providing them with verified, trustful and professional information to inform youngsters properly, after making the information as understandable as possible. The jurists themselves are regularly updated on different topics by attending trainings.

The judicial team writes “Judicial files” on many topics that concern youngsters. These files contain legislation (made as understandable as possible) on various matters (for example student jobs, housing, education, etc.) and are written for youth information workers of the network. Thanks to these files, youth information workers are well equipped to answer any question from youngsters on these topics. The files are available to buy, in order to make them accessible to any person who would like to improve their knowledge on the topics.

Going a bit further, the FIJWB provides many trainings, inside and outside its network, to youth information workers and any person in contact with youngsters who wants to improve their knowledge on the topic of the training.

The trainings open to an external audience are given by a jurist. Examples include: “Hiring a student”, “Raising awareness among young people about the use of the Internet”, “Finding one’s way and entering higher education”...

Empowering

All of the actions we implement pursue the following goal: to create a “CRACS” behaviour among young people. In French, this acronym stands for “Citoyen Responsable Actif Critique et Solidaire”, meaning “responsible, active, critical and solidary citizen”.

Infor Jeunes wishes to provide youngsters with all the information they need regarding the choices that are offered to them and/or their rights & duties so that, step by step, they become independent in their decision-making with a “CRACS behaviour” in mind.

One of our best examples is probably our campaign “Je vote : mode d’emploi”, in 2018 and 2019, two electoral years in Belgium. Its goal was to inform youngsters about *when, why, how and for who do we vote*, with a brochure and some activities in schools.

In 2019, for the European elections, the FIJWB collaborated with ERYICA in order to write the brochure “I’m voting! A guide to the 2019 European elections”, based on the brochure “Je vote : mode d’emploi” but only referring to the European elections, without any link to Belgium and translated into English so that it could be read all over Europe.



F2F VISITORS

58,262

ONLINE VISITORS

16,137

Is youth information and counselling part of the national/regional youth strategy

YES

CIDJ - Centre d'information et de documentation pour jeunes Belgique

The Centre for Information and Documentation for Young People (CIDJ) is a non-profit association active in the field of youth information. It is also a federation of youth information centres active in the territory of the Fédération Wallonie-Bruxelles, as well as a general youth information service.

As a specific information service, CIDJ provides information enabling young people to understand, analyse and think critically about society, leading to social change.

In order to do this, the CIDJ produces:

- reliable and critical information through the creation of adapted dissemination tools such as youth information sheets and files;
- educational tools for teachers, educators, animators; and
- electronic or printed publications.

CIDJ acts as coordinator, and provides information and counselling, support for new initiatives, training and educational support. In addition, it carries out and manages information-reflection projects and tools, as well as educational materials.

As a federation, CIDJ also offers training courses, institutional representation, "Network days", and other kinds of support to its affiliated members.

WEBSITE

www.cidj.be



8



66



1

YI CENTRES
7 MEMBERS + FEDERATION
CIDJ

YI WORKERS

VOLUNTEERS

Ethical

Bruxelles-J is an online information platform for young people. This website is filled with contributions from different partners, offering information sheets and guidance on specific youth-related topics. CIDJ and another youth information centre – a member of its network - are active partners in this project.

CIDJ is specialised in both social rights (such as welfare) and housing topics. This project offers an ethical perspective because young people have the opportunity to ask their questions anonymously, online and whenever they want.

The answers provide professional, accurate and up-to-date information, always formulated in an accessible way.

Inclusive

CIDJ is managing a project on health promotion entitled « Corps Accord ? ». A basic principle of health promotion is to start from the participants' needs. Our project is specifically targeted at young people following literacy courses. This programme is designed to make health more accessible to people with less opportunities.

We start from the participants' living situation to build solutions together at their level and also to formulate demands on a political or public level.

The two main tools that we use in order to improve health access are: physical activity and a balanced diet. Concretely, we organise participative and creative workshops, always keeping in mind the specific obstacles linked with our target group's situation (language, socioeconomic and cultural status...).



Croatia

Youth information work in Croatia is coordinated by the national platform the Association of Youth Information Centres in Croatia (ZICM).

Youth information work is under the Central State Office for Demography and Youth, a governmental body which has signed up to the European Youth Information Charter.

In Croatia, youth work is organised through different non-governmental organisations which apply for funds at national or European level, youth councils that are funded by local governments and regulated by the law on youth councils, student councils, and various different youth clubs. The structure is organised through youth centres, volunteering centres, info centres, clubs, and short-term projects. To apply for funds for info centres, it is recommended to be part of ZICM and have the certificate of youth information worker or to plan education activities for youth information workers.

Dialogue at all levels is very active through the Youth Council of the Government of the Republic of Croatia, which is an inter-sectoral advisory body of the Government of the Republic of Croatia. It is active in developing youth public policies, monitoring the work of ministries and other state administration bodies in the implementation, monitoring and evaluation of youth policies within their jurisdiction, providing opinions and recommendations, monitoring the development of youth organisations and providing recommendations for the improvement of their work, and providing recommendations for the development of youth policies at local, regional, national and European levels. Members are representatives of different associations, scientific institutions and relevant government bodies.

Youth information worker is not recognised as a profession in Croatia. Tasks related to youth information work are specified in the standards for associations offering youth services.





ZICM has members all around Croatia at local and regional level that are recognised as local or regional information platforms.

F2F VISITORS

2,500+

ONLINE VISITORS

10,000+

AYICC - Zajednica informativnih centara za mlade u Hrvatskoj

The Association of Youth Information Centres in Croatia (ZICM) is a national organisation that brings together youth organisations and young people working in the field of youth information and counselling in Croatia. ZICM is active and represented in different bodies, such as the working group for youth work under the Central Office for Demography and Youth under the Government of the Republic of Croatia, and non-formal weekly meetings with decision-makers at national level.

ZICM has a good network of delegates for the EU Youth Dialogue and UN Youth. ZICM participates in decision-making processes at national level (planning, drafting, implementation, evaluation of strategic documents) and actively participates in the implementation of the EU Youth Dialogue in Croatia at all levels.

The main activities of ZICM are:

- advocacy to ensure the implementation of youth information and counselling programmes and activities in as many local communities in the territory of the Republic of Croatia as possible;
- cross-sectoral cooperation with the aim of involving as many young people as possible in decision-making processes; and
- continuous representation of youth and youth organisations for youth information and counselling and international co-operation.

WEBSITE

zajednica-icm.hr



11

YI CENTRES



15

YI WORKERS



40

VOLUNTEERS

Participative

There is a national youth information portal <https://zajednica-icm.hr> and every member organisation has their own platform. In Croatia, we have different youth info centres that have their own space and website. They provide participative youth information services at local and regional levels, and through ZICM at national level. Youth info centres work 40 hours per week, offering young people information on different topics.

Dialogue with youth becomes viral - inform and encourage youth locally

ZICM participated in and promoted the different events organised as part of the EU Youth Conference in Croatia in March, inviting all youth councils and NGOs, as well as hosting an ERYICA representative. ZICM was recognised by relevant ministries as a key partner in informing youth in Croatia. It was a historical event at which, for the first time in Croatia, more than 100 youth representatives and 9 ministries were involved in dialogue on the topic of youth and all relevant youth challenges.

Needs based

Weekly meetings with the Central State Office for Demography and Youth of the Government of Croatia

ZICM asked all of its members and young people to contribute to recommendations during the COVID-19 pandemic, and to inform them about other problems that young people face. ZICM is in constant dialogue with decision-makers at national level and we have presented the recommendations to the Ministry of Education, the Croatian Public Health Body, the Ministry of Health, and relevant decision-makers for youth.



Cyprus

Youth information work in Cyprus is coordinated by the Youth Board of Cyprus, a legal entity of public law, i.e. a semi-governmental organisation, which is the state-pertinent body responsible for youth issues.

The youth information centres (YIC) are in fact the physical presence of the Youth Board of Cyprus all over Cyprus since there is at least one youth information centre in each of the five provinces. The YICs operate along the standards of youth information centres of Europe and the guidelines of ERYICA.

The YICs' primary aim is to provide information to young people on any subject of their interest in a comfortable, modern and friendly environment. At the same, at the YICs' premises young people can have one-to-one meetings with career counsellors and psychologists of the Career Guidance Service and of the psychosocial programmes of the Youth Board of Cyprus according to their needs. A further YIC aim is to assist young people towards social inclusion as independent persons and to support them in dealing with potential future challenges.

Thus, the Youth Board of Cyprus develops youth policy and coordinates youth work at the national level and bears the responsibility of providing youth information work services.

Youth work in Cyprus is not legally established yet and youth workers are not officially recognised as a professional group. Since youth work itself is not recognised yet, youth information workers are also not formally recognised as a profession. It is however considered as part of the wider youth information system.





STRUCTURE

semi-governmental

MAIN PARTNERS AND FUNDING BODIES

the Youth Board’s annual budget is state-funded.

F2F VISITORS

2,500

ONLINE VISITORS

5,000

Is youth information and counselling part of the national/regional youth strategy?

YES

Youth Board of Cyprus

The Youth Board of Cyprus (YBC) was founded in 1994 as a public legal entity pursuant to the Youth Board Law. Since the beginning of its operation, the organisation has offered young people multiple opportunities for active participation in a variety of activities in Cyprus and abroad.

The organisation’s main role is advisory, but it also undertakes youth-related projects and programmes. As an advisory body, the Board of Directors submits proposals on the formation of a comprehensive and specialised youth policy to the Council of Ministers, via the Minister of Education, Culture, Sports and Youth. The Youth Board of Cyprus’s budget is approved by the House of Representatives and it is subsequently managed by the Youth Board in order to operate and run its youth information centres all over Cyprus and implement a wide range of programmes and activities, ranging from funding programmes and counselling services to creative active programmes.

The aim of the Youth Board of Cyprus’ policies are:

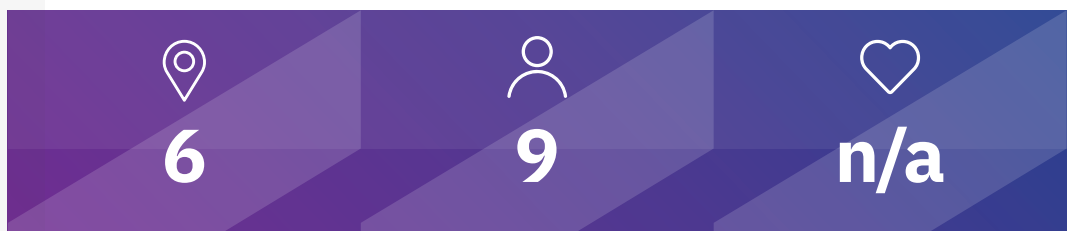
- the progress and welfare of all young people in Cyprus;
- providing opportunities to young people and their organisations to actively participate and be responsible for the social, economic and cultural development of their community and country; and
- young people’s creative engagement and entertainment dealing with youth-related problems directly and effectively.

WEBSITE

www.onek.org.cy

MINI SITE OF YIC

<https://kepli.onek.org.cy>



YI CENTRES

YI WORKERS

VOLUNTEERS

Inclusive

All services provided by YICs are offered for free. This ensures that all young people, independently of their financial status or their family's economic affluence can use our services. YICs follow the guidelines and principles of the European Youth Information Charter in providing youth information to all young people independently of their ethnic, religious, or political beliefs. At the same time, the Youth Board of Cyprus has composed a National Youth Strategy, the primary aim of which is to promote the principles of equality and respect of human rights in order to limit - and ideally to eliminate - any social discrimination against young people.

YICs, in collaboration with the Cyprus Refugee Council, have organised a series of workshops and offered personal career counselling meetings to refugees living in Cyprus, aiming to enhance refugees' and asylum seekers' employability and soft skills, with the aim of regaining confidence and self-esteem and becoming active members of society. The workshops were carried out by our experienced career counsellors. The activities included identifying their employability skills, CV preparation, interview techniques, soft skills development and guidance to accessing the labour market. More information about this series of workshops can be found below:

<https://www.facebook.com/359990714123068/videos/596996777534058/>

Empowering

The empowerment of young people is one of the main goals of YICs and of the Youth Board of Cyprus in general. Many of the workshops implemented have aimed to empower young people in various fields of their personal, educational, and professional life. Through a network of specialised partners (psychologists, career counsellors, digital content experts, self-development & high-performance mentors), YICs offer a series of workshops with the aim of empowering young people psychologically, emotionally, professionally, technologically and digitally, in order to become independent and active persons both on a personal and social level.

Last year YICs implemented a total of 30 workshops, aiming to empower young people.

A big empowering event organised by the YIC and the Career Guidance Service of the Youth Board of Cyprus is the annual Career Academy. During the 2 and 3-day career academies, young people have the opportunity to attend intensive courses, lectures, and workshops by high profile experts on career choices, job hunting, professional development, funding programmes, professional skills development, innovation and entrepreneurship, etc.

<https://onek.org.cy/career2020/4th-career-academy-dilosy-symmetochis/>

ONLINE

ΔΗΜΙΟΥΡΓΙΚΑ ΠΡΩΙΝΑ για μαθητές

27 ΙΟΥΛΙΟΥ - 06 ΑΥΓΟΥΣΤΟΥ
11:00-13:00

ΟΡΓΑΝΙΣΜΟΣ ΝΕΟΛΑΙΑΣ ΚΥΠΡΟΥ **κεπα**

ΜΕΙΝΕ ΣΤΟ ΣΤΟΧΟ

Με την Υπηρεσία Καθοδήγησης Καριέρας

Για Ατομικά Τηλε-ραντεβού συμβουλευτικής & καθοδήγησης στο **7772757**

Για Ομαδικές Τηλε-διασκέψεις στο **onek.org.cy**



6ος Παγκύπριος ΦΩΤΟΓΡΑΦΙΚΟΣ ΔΙΑΓΩΝΙΣΜΟΣ

ΟΡΓΑΝΙΣΜΟΣ ΝΕΟΛΑΙΑΣ ΚΥΠΡΟΥ

ΟΙ ΦΙΛΟΣΟΦΙΕΣ ΤΗΣ ΕΥΤΥΧΙΑΣ

02 Νοεμβρίου με
07 Δεκεμβρίου
κάθε Δευτέρα
18:00-20:00

Estonia

Youth information work in Estonia is coordinated by the Education and Youth Authority (EYA), a governmental body under the administration of the Ministry of Education and Research.

Youth information work forms an integral part of youth work, with its legal foundations established by the Youth Work Act in 1999.

While EYA develops youth policy and coordinates youth work at the national level, the responsibility of providing youth work services (including youth information services) lies with the local governments. As of 2020, there are 79 local governments in Estonia, each with their own established cooperation network of youth work organisations. Youth services are provided by youth centres, youth clubs, hobby schools, youth organisations, schools, etc.

Youth information worker is not recognised as a profession in Estonia. However, “youth worker” is. The “youth worker” occupational standards differentiate 3 levels of the profession depending on educational background, work experience, and levels of competence. Competences related to youth information work with a reference to the ERYICA Youth Information Charter form an integral part of the occupational standard.

In total there are currently 281 youth centres, mostly funded by local governments, which together employ 392 youth workers. In total, there are around 7,500 employed youth workers in Estonia (youth workers at centres, instructors and coaches at hobby school, activity leaders at school, workers at youth organisations, camps, projects, etc), based on research from 2018.





STRUCTURE

governmental

MAIN PARTNERS AND FUNDING BODIES

Ministry of Education and Research of the Republic of Estonia

F2F VISITORS

32,942**

ONLINE VISITORS

170,000***

Is youth information and counselling part of the national/regional youth strategy?

YES

*Teeviit brand volunteers

**Based on 143 logbook users (youth centres), which is operated by the Association of Estonian Open Youth Centres and has 205 members, unique visitors per year; total 438,006.

***Teeviit brand unique visitors per year on website

WEBSITE

www.harno.ee

www.teeviit.ee

HARNO - Haridus- ja Noorteamet

The Education and Youth Authority (Haridus- ja Noorteamet) is a governmental body under the administration of the Ministry of Education and Research, which was set up on August 1, 2020. The Authority's main task is the implementation of education and youth policy. The offices of the Authority are located in Tallinn and Tartu, regional offices in the form of bureaus of the Department of Study Counselling Services (*Rajaleidja*), as well as youth workers who are located all over Estonia.

EYA's role is to coordinate and develop the national-level youth information brand "Teeviit", which cooperates with around 100 organisations and experts. "Teeviit" is a quality source and tool for youth field workers and offers information for youth through website articles, lives, podcasts, webinars, videos, social media posts, campaigns, and national-wide youth information events (youth day, youth work week, media week, etc).



281

YI CENTRES



392

YI WORKERS



45*

VOLUNTEERS

Participative

The national youth information brand Teeviit is a participative youth information service. Young people are part of the work process at every level - from initiating and designing content topics to delivering and disseminating the service for youth. This is done through working on social media and the website, face-to-face meetings and giving feedback to the service.

Young people are involved through a pool of volunteers (45+ active volunteers in 2020) and through various thematic questionnaires (website-based and through social media channels; face-to-face meetings at festivals, fairs, idea labs).

Teeviit is structured in five teams: 1) content creation, 2) social media, 3) festivals and fairs, 4) media, 5) Russian language direction. Every team has a leader, who is responsible for the team's work plan and its results, collaboration and partner relations, deadlines, etc. The volunteers and service users (young people) are encouraged to provide feedback and suggestions to the services. This input is part of service design and development (relevant topic updates, YI campaigns, events, trends, etc). For volunteers, Teeviit has a motivational self-development packet – training; development of leadership, organisational and people skills; professional networking, etc. Joining the pool of volunteers is open to volunteers aged between 10 up to 36 years old.

Professional

In order to support a professional approach to youth information work, ERYICA YIntro and Digital YIntro trainings have been implemented several times over the last few years at national level. Additionally, the Teeviit brand leader is an ERYICA trainer and has done several youth information trainings in Estonia and abroad. The Teeviit team (also volunteers) are coached to implement all of the European Youth Information Charter principles daily in order to provide high-quality youth information services.

To support the development of youth information services at local level, we organised a 6-month international Training of Trainers (ToT) programme: “Youth Information Service and Network Development”. The ToT programme was developed together with Koordinaatti (FI) and merged together YIntro, DigitalYIntro and AdvancedYIntro ToT programmes. Through the 4 modules of blended learning (e-learning + face-to-face training) from January to June 2019, youth workers from Estonia and Finland gained necessary competences to develop youth information services in their communities. The participants were also required, individually or as a team, to put the skills into practice and draft a Youth Information Service Development Plan for their communities. To do that, participants had to approach their local network, jointly identify the development needs and decide as a network how to proceed. After the ToT, the development plans were put into action over the course of 8 months (until May 2020) with the financial support of MoE&R and the European Social Fund.



Finland

The Finnish Youth Act promotes social inclusion, opportunities to participate in decision-making processes over matters of concern and the development of individuals' abilities, among others.

The National Youth Work and Policy Programme has its basis in the Youth Act, but it is also informed by the Government Programme. According to the Government Programme, the main themes for the national programme for youth work and youth policy (2020-2023) are to prevent social exclusion and bolster inclusion among young people.

In Finland, youth work holds a strong statutory position, which is quite a rarity when compared to other European countries. The role of youth work is not restricted to offering targeted forms of youth work, but rather offers youth work services to everyone in supporting their well-being and in having a good life in general.

The basic idea of youth information and counselling is that all young people should have access to information. This kind of work has a long history in Finland: the first pioneers of youth counselling services were established in the 1950s. These days, youth information and counselling services are provided by municipalities, the state and NGOs on various platforms. **Youth information worker is not recognised as a profession in Finland but youth worker is.** Services are provided in a multidisciplinary way, so there are very many professionals working with young people. Information and counselling work for young people is a form of work, carried out by these professionals.





STRUCTURE

part of the National Youth Work Centre of Expertise structure, administratively part of the City of Oulu Youth Services.

MAIN PARTNERS AND FUNDING BODIES

National Youth Work Centre of Expertise structure is financed by the Ministry of Education and Culture.

F2F VISITORS

192,574 (number of persons the services encountered online and offline)

ONLINE VISITORS

exact number not available.

Is youth information and counselling part of the national/regional youth strategy?

YES

*Young people have access to a local youth information service in 89% of Finnish municipalities. Besides the local services, young people have access to several digital services that serve on a national level in a variety of matters.

WEBSITE

koordinaatti.fi

Koordinaatti

Koordinaatti is a national youth work expertise organisation, focused on youth information and youth participation. Since April 2020, Koordinaatti has been a consortium partner in three different National Youth Work Centres of Expertise. These centres of expertise work with different youth work areas: 1. Youth Work in Municipalities, 2. Digital Youth Work and 3. Youth Participation. Koordinaatti's role in these three centres of expertise is to act as an expert and developer in the field of youth information and counselling and youth participation, across Finland.

Six Youth Work Centres of Expertise form a network supporting the implementation of the objectives set out in the National Youth Work and Youth Policy Programme 2020-2023. The centres develop and promote competences, expertise and communications in the youth sector in accordance with the Youth Act. Multi-sectoral cooperation is a common approach to all the work, activities and services. Since 2020, all of the youth work centres of expertise have become joint co-operational centres with different tasks. The Ministry of Education and Culture approves the eligibility of the centres of expertise for state aid.

The aim of Koordinaatti is to ensure that all young people living in Finland have access to quality youth information and counselling and they have equal opportunities to participate and influence various matters in their lives. Quality youth work increases the chances of young people being heard, participating and getting involved.

The main activities of Koordinaatti in the field of youth information work are:

- training and consultation;
- information, data and statistics;
- materials, methods, tools and publications;
- activities and forums for development work;
- partnerships for national and international cooperation;
- national web services for young people: Nuorteneämä.fi and Nuortenideat.fi;
- expertise in national and European youth work and policy; and
- communication support and channels.



Services are provided in a multidisciplinary way, so there are very many professionals working with young people. Because of this it is not possible to provide an exact number of YI workers and volunteers.

YI CENTRES

YI WORKERS

VOLUNTEERS

Independent

The national youth information portal Nuorteneämä.fi provides information, advice and counselling to young people online in different ways. Twice a week, the Nuorteneämä.fi service has an anonymous online chat for young people to discuss issues related to their living situation.

We clarify the various options a young person has in a particular situation. We do not tell them what to do. Instead, we encourage them to make independent and thoughtful choices based on the information, advice and counselling they receive and on their own values. We use reliable information sources and provide them with comprehensive and unbiased information on the various options available. We guide young people to additional reliable information and services, if they wish to receive further support.

Professional

Identifying and understanding the European principles of youth information and counselling lays the foundation for key competences in our work. European principles act as recommendations in youth information and counselling and as a strategic basis for our work. For example, they can be used in situations where there are no instructions in the organisation's own strategies and norms. The principles form a basis upon which minimum standards and quality measures for comprehensive, consistent and coordinated youth information and counselling are built.

The competence map for youth information and counselling is used as a tool to evaluate the employees' and the organisation's skills and competences. It can be used as a tool for self-assessment and to define competence target profiles in work units. It can also be used to map and describe the skills and competences needed in the organisation and to plan how work should be divided within working communities.

The competency descriptions in the map have been drawn up for youth information and counselling and are therefore work-related. In addition, the map includes knowledge that relates to general work skills where it is considered significant for ensuring the quality of service. The youth information and counselling competence map can be used to identify both current and future competences.

The map consists of ten competence areas and key competences describing the core competences of youth information and counselling, as well as five levels of competence. Competence clauses are statements of competence, and their validity is assessed by the map user through different competence levels.

There are five levels of competence, which are used to assess the current competence level. The levels can also be used to set competence target levels at employee, team, service, and organisational level.



STRUCTURE

non-governmental
not-for-profit

MAIN PARTNERS AND FUNDING BODIES

Ministry of Education and Culture, other ministries

WEBSITE

www.alli.fi

Allianssi

The Finnish National Youth Council Allianssi is a national service and interest organisation within the field of youth work. It is a politically and religiously independent NGO with 137 national youth work and educational organisations as its members.

Its purpose is to promote the development of young people into responsible members of society and to encourage youth participation in decision-making processes. Allianssi is an advocacy organisation for young people, youth organisations and youth work as a whole. Allianssi also provides services for the youth field and represents it on many international platforms. Allianssi is the Finnish member of several European youth networks, for example the YFJ (European Youth Forum), EYCA (European Youth Card Association) and ERYICA.

Allianssi supports Koordinaatti in its work of coordinating youth information in Finland. The main activities of Allianssi in the field of youth information work are:

- promotion of youth mobility (both information and organising exchanges);
- information and participation in international co-operation in the youth field;
- collecting and distributing youth-related information (youth policy library);
- making surveys and studies about young people and their opinions;
- supporting youth organisations and youth workers on equality and inclusion matters; and
- advocacy work for youth work (e.g. funding).



France

The French Youth Information Network aims to support and empower young people. It has a public interest objective which is guaranteed by a state label.

All parts of France, including overseas, are covered by more than 1,200 youth information centres. All young people are targeted, and topics cover guidance, studies, employment, work-study programmes, jobs, internships, access to rights, international mobility, citizenship, and health.

At national level:

CIDJ (Centre d'Information et de Documentation Jeunesse) is the French national youth information centre. It is an association which is supported by the Ministry in charge of youth. As the number 1 youth information structure in France for the last 50 years, CIDJ informs young people on all topics which are relevant to them and supports the expertise of the French youth information network.

Info Jeunes France is an association supported by the Ministry in charge of youth, which was created in 2008 to represent the youth information network in the bodies in charge of youth public policy.

At regional level: regional youth information centres offer information and counselling services to all young people, produce regional resources, coordinate a regional network and offer trainings to the youth information workers in their region. They are co-financed by the State, other institutional partners (regions in particular) or private stakeholders.

At local level: local youth information structures are mainly run by local authorities either as a municipal youth service or as an association subsidised by the municipality or another public entity.

The profession of youth information worker is recognised in an occupation-specific framework which describes activities and competences in detail.





STRUCTURE

non-governmental

MAIN PARTNERS AND FUNDING BODIES

national, regional and local institutions

F2F VISITORS

+3,000,000

ONLINE VISITORS

20,000,000

Is youth information and counselling part of the national/regional youth strategy?

YES

CIDJ - Centre d'information et de documentation jeunesse France

CIDJ is the French national youth information centre. A member of the French national youth information network coordinated by Info Jeunes France, it offers information and counselling services to young people, produces national resources, promotes information for young people as well as training modules to youth and youth information professionals. CIDJ contributes to the implementation of national youth schemes (civic service, European and international mobility, Eurodesk, representation of the youth information network in European and international bodies).

CIDJ is an association supported by the Ministry in charge of youth which offers expertise based on:

- Cidj.com: 2 million visitors per month
- Actuel-CIDJ and IJ box: national reference youth information resources

CIDJ coordinates the Ile-de-France network of youth information services and supports professionalisation by offering a wide range of training sessions.

Main missions:

- to offer all young people free advice by skilled youth information professionals and specialised partners;
- to produce relevant and practical content in a youth-friendly way;
- to support the expertise of youth information and youth workers; and
- to coordinate the French youth information network, from local to international level.

WEBSITE

www.cidj.com



1,200

YI CENTRES



3,000

YI WORKERS



250

VOLUNTEERS

Inclusive

Our services are free for all and target different groups of young people.

CIDJ developed a specific programme, **Handijeunes**, for young people with disabilities. A team trained in disability issues offers a wide range of services based on tailor-made support, personalised listening, and adapted methods and tools.

To do this, CIDJ offers adapted support (individual interviews, thematic workshops, customised group meetings), a dedicated documentary resource, and regional forums. These activities support young people in constructing their educational or professional projects. These activities also facilitate their access to higher education, training and employment opportunities and promote social inclusion.

<https://www.cidj.com/handijeunes-aidez-les-jeunes-handicapes-a-etre-acteurs-de-leurs-choix>

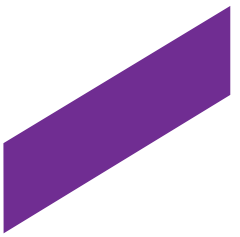
Professional

We coordinate a network of professional youth information workers nationwide. CIDJ contributes to the development of the youth information network at all levels of the territory. It strives to support, equip and train the network's professionals in order to facilitate their daily mission. CIDJ coordinates and promotes the actions of the network.

CIDJ ensures the lifelong learning and qualifications of professionals working in the youth information service in the Ile de France region, with a compulsory 12-day youth information training course, which aims to provide the professional skills that are useful and necessary for the function of a youth information worker. It contributes to strengthening the identity and specific nature of the profession. Our network has a common job reference framework that takes into account changes in the field and the needs of young people.

Dedicated to professionals in the fields of information, orientation, employment and training, the CIDJ training centre offers the following throughout the year: training courses, à la carte modules, personalised support, conferences-debates and practical workshops. The programme is designed each year in line with current events and issues in the field of orientation, integration and public support.

<https://www.cidj.com/espace-pro/vous-etes-un-professionnel-de-l-information-et-de-l-orientation/le-centre-de-formation-du-cidj>



Germany

Youth information is not a separate sector of the child and youth services in Germany at federal level. There is no federal framework act for this sector.

The Federal Government has limited responsibility, although it may sponsor model initiatives and projects with supra-regional and international importance, thus stimulating and promoting developments in the federal states and municipalities. A large number of youth information and counselling options from specialist institutions, federal and regional organisations are available to young people in Germany on certain topics (career counselling, education counselling, health counselling, drug prevention, etc.). **Youth information worker is not a recognised profession**, but it is a specialised part of youth work without an separate professional title.

The right to freely access information is included in Article 5 of the Constitution and is one of the basic rights of each citizen. Legal rules providing for a comprehensive array of actions within the field of child and youth services are set down in the Social Code Volume Eight (SGB VIII) Child & Youth Services; §§ 1/11 define the obligation by the state to provide information.

Institutions working in youth information mainly follow topics and standards set by ERYICA and base their services on the European Youth Information Charter.



STRUCTURE

non-governmental

MAIN PARTNERS AND FUNDING BODIES

IJAB works on behalf of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, its own member organisations and other youth work providers.

F2F VISITORS

56,453

ONLINE VISITORS

5,100,000

Is youth information and counselling part of the national/regional youth strategy?

YES

IJAB - Fachstelle für Internationale Jugendarbeit der Bundesrepublik Deutschland e.V

IJAB, the International Youth Service of the Federal Republic of Germany, strengthens and shapes international youth work and international youth policy cooperation across Europe and around the world.

The organisation promotes international exchanges and programmes with the aim of:

- creating greater mutual understanding;
- offering international learning opportunities;
- enabling more participation; and
- combatting xenophobia, racism and violence.

IJAB implements projects on youth policy-related issues together with its international partners and promotes the exchange of expertise within the child and youth services community, bringing together stakeholders from Germany and abroad. IJAB informs and advises child and youth service providers, policymakers and administrators and offers training courses, expert exchanges, handbooks and manuals, and specialist publications. It also advises young people on going abroad and obtaining funding. IJAB was established in 1967.

WEBSITE

ijab.de



56

YI CENTRES



96

YI WORKERS



34

VOLUNTEERS

Inclusive

The project **Inclusive Volunteering** (German: Teilhabe im internationalen Engagement) aims to make volunteering programmes more accessible for everyone. It was launched in 2017 by Bezev, Disability and Development Cooperation (Behinderung und Entwicklungszusammenarbeit e.V.). Bezev has organised 100+ events over the last few years to specifically reach out to the target group of young people with impairments/disabilities, e.g. at schools, through organisations and trade fairs. The project's activities often use a peer-to-peer approach and have encouraged hundreds of young people with disabilities to volunteer in Germany and abroad. It has also helped to build an international network of 100+ organisations which are interested in inclusive volunteering and are leading the way for change in volunteer services towards a more inclusive programme structure.

The organisation also offers more in-depth consultations on all day-to-day questions concerning accessibility, as well as meeting and financing additional needs in other countries via email, phone, or in person. Since 2012, the organisation has consulted approximately 500 young people with impairments/disabilities and knows of at least 150 volunteers that have gone abroad with its support.

Participative

The participatory WebdaysMOOCs were part of the WebDays project, which aimed to increase young people's awareness of data and consumer protection issues in the digitised world, to deal with it critically and to empower them to pass on their knowledge to their peers. The project gives young people the opportunity to meet and exchange views with experts and political actors so that they can be heard in the political discourse on this topic. In addition to the annual youth conference, young people developed their own MOOC on data protection and artificial intelligence. Young people were involved in intensive work phases in the conception and implementation of the online course content. They developed multimedia learning materials such as videos, interviews with experts and interactive tasks.

Each of the 4 weeks of the course were dedicated to one question:

- Isn't this all science fiction? - Artificial intelligence in everyday life
- Are these machines really that intelligent? - How AI systems learn
- Virtual pop stars and surveillance? Artificial intelligence in other countries
- Can a machine be at fault? - Ethical questions around the topic

Young people were able to learn more about artificial intelligence and to exchange ideas with other young people. At the end of the course they received a certificate of participation.

<https://webdays.net>



Ireland

In Ireland, the Department of Children, Equality, Diversity, Inclusion and Youth supports national and local youth work organisations, services and programmes throughout the country.

The department and Tusla, the Child and Family Agency also work with a large number of funded organisations. Many of these organisations provide welfare and wellbeing services to children, young people and their families. Access to information services forms an integral part of the services to young people and the main cooperation partners in the field are Youth Work Ireland, SpunOut.ie, Crosscare and YMCA.

These organizations provide youth information in Youth information Centres which are located around Ireland. The centres provide free, confidential information for young people and for people who work with young people. They hold information on subjects like education, employment, careers, rights and entitlements, sport, leisure, travel and European opportunities for young people. The network of Youth Information Centres is funded by the Youth Affairs Unit.

In terms of occupational standards, youth information worker is not recognised as a profession in Ireland but youth worker is. Youth information service provision follows the National Quality Standards Framework for youth work and youth information work specific competences are required in the recruitment process of youth information centres.





STRUCTURE

non-governmental

MAIN PARTNERS AND FUNDING BODIES

Department of Children, Equality, Diversity, Inclusion and Youth (DCEDIY) and other government departments including Justice, Employment, Enterprise, Health, Education and Environment.

Is youth information and counselling part of the national/regional youth strategy?

YES

Youth Work Ireland

Youth Work Ireland (YWI) is the largest youth organisation in Ireland. It is made up of 21 local member youth services and a national office. The national office supports the members to deliver an integrated youth services model to young people in their communities. This means that young people around Ireland can avail of a whole range of services and supports if and when they need them.

YWI actively engages with over 76,000 young people every week. Over the years the organisation has developed highly innovative services, supports and programmes for young people between the ages of 10-25 years, including:

- mental health supports;
- resilience building, anxiety programmes;
- drug and alcohol support;
- LGBT+ youth work;
- club development;
- employability programmes;
- counselling services;
- rural outreach; and
- fun safe spaces for young people to gather.

WEBSITE

www.youthworkireland.ie







STRUCTURE

non-governmental;
registered charity

MAIN PARTNERS AND FUNDING BODIES

the Health Service Executive (HSE) and the Department of Children and Youth Affairs (DCYA).

ONLINE VISITORS

2,151,027 (2019)

Is youth information and counselling part of the national/regional youth strategy?

YES

SpunOut.ie

SpunOut.ie is Ireland’s youth information website created by young people, for young people. It provides information to more than 180,000 active readers each month.

Established in 2005, SpunOut.ie’s vision is to help create an Ireland where young people aged between 16 and 25 are empowered with the information they need to live active, happy, and healthy lives. The site aims to educate and inform our readers about the importance of holistic well-being and how good health can be maintained, both physically and mentally.

SpunOut.ie believes that young people should have easy access to relevant, reliable, and non-judgemental information and provides their readers with a dynamic, responsive website full of up-to-date, factual information.

The information provided is broken down into sections:

- education, covering everything to do with schools, university and further education;
- employment, covering rights at work, finding a job, and social welfare supports;
- health, covering physical, mental and sexual health;
- life, covering sexuality, politics, climate, relationships and more; and
- opinion, covering advice, experiences and opinions from our volunteer content creators.

WEBSITE

www.spunout.ie



SERVICES ONLY

YI WORKERS

VOLUNTEERS

Empowering

In SpunOut.ie, we aim to empower young people in all aspects of our work. We focus on empowering our volunteers by providing them with opportunities to share their lived experiences, opinions or advice through articles, videos or podcasts they create for the site. In addition, 150 young people from across Ireland form our Youth Action Panel, a group of volunteers who meet regularly to ensure we are providing a space for youth opinions to be heard and young people's information needs to be met.

SpunOut.ie is developing a [Digital Citizenship Library](#) which supports young people to become more aware of the information they see in the media or online, and to foster positive online behaviour.

In 2019, young people created 188 articles for the site, sharing their personal experiences, opinions and advice. These cover a wide variety of topics; from mental, physical and sexual health, to politics, education and employment. The authors were encouraged to focus on topics important to them and to their peers. The Action Panel were also regularly asked for their thoughts on content areas for the website, which were then developed into articles, quizzes and videos.

Needs based

SpunOut.ie prioritises the needs of young people in Ireland by consulting young people themselves on their informational needs and how they can best be met. Working with our Youth Action Panel of 150 16-25 year olds from across Ireland, we identify the specific content needs of young people across a range of topics from mental health and physical well-being, to relationships and suicide prevention.

SpunOut.ie aims to create content that is inclusive of our diverse readership, including LGBTI+ young people, refugees and asylum seekers, members of the Travelling Community and those living in rural isolation. To ensure that the content we create meets the needs of young people, we have all our factsheets "youth proofed" by two young people.

The content focus of our regular information campaigns is decided by our Youth Action Panel. For example, as part of our recent suicide prevention campaign, our South East (region of Ireland) Action Panel came up with titles they wanted created as part of the campaign. These campaign titles were:

- [The language to use when talking about suicide](#)
- [How to tell someone you are feeling suicidal](#)
- [Does having suicidal thoughts mean you're depressed?](#)



Italy

In Italy, there is a national law on the information and communication activities of public administrations (official journal n°136 of 13 July 2000).

The public administrations identify, within the framework of their own structures, the personnel to be assigned to information and communication activities and plan training. **This law does not provide a definition of a youth information worker as such.** In the past, there have been several attempts to create national coordination structures which for various reasons have not continued.

Nowadays, there is no national policy related to youth information and the **“youth information worker” as a profession is not yet formally recognised.** There are only a few regions where there exists a regional coordination of youth information centres. In the rest of the country, there are different examples of coordination at provincial level or within a group of municipalities. There are structures that have a lot of experience in the field of youth information and can be considered examples of good practice not only at national level but certainly at European level. Within these structures, there are professionals who are specialised in the field of youth information work. Some youth information workers have established YICs themselves, contributing to its design and realisation.

At present, it is very difficult to determine the number of youth information centres in Italy. There is no updated map of the centres. Some regions, such as Lombardy, have registered about 180 active youth information centres, whose ownership is mainly public with management entrusted to third parties. One of ERYICA's first objectives in Italy will be precisely to map the presence of youth information throughout the national territory.





STRUCTURE

non-governmental

Is youth information and counselling part of the national/regional youth strategy?

NO

Eurodesk Italy

Eurodesk Italy is a non-profit public body directly managed by the Board of the organisation and its presidency. The organisation was established in 1997 with the support of the European Commission and the National Agency for Youth. The organisation works in cooperation with Erasmus + National Agencies (Youth [ANG], VET [Inapp] and Education [Indire]) and national, regional and local authorities responsible for European and/or youth policies.

In 1999, a national network of local multipliers was set up. Since 2015, the Eurodesk development plan has included the restructuring of the national network of multipliers on three levels, each one aimed at gradually increasing territorial services. Local public and/or private bodies can join the network as: Antenna (Antenna); Agenzia (Agency); Centro (Centre). Nowadays, the Eurodesk Italian national network counts 84 local relays (and about 200 multipliers): they are present in 85% of the Italian regions. The national coordination office is based in Sardinia.

Services are provided by the Eurodesk local relays mainly to young people: schools and university students, young researchers, general youth, NEETs. Particular attention is placed on providing access to those who do not belong to youth associations and organisations, and hence have more problems in finding useful information and grasping opportunities.

All of the multipliers of the Italian Eurodesk network share common objectives, such as:

- supporting the dissemination of information;
- counselling on the programmes and opportunities provided by European bodies in the youth field;
- promoting knowledge on European issues related to youth policies; and
- promoting a more effective link with the territory and other information European networks.

WEBSITE

www.eurodesk.it



84

+

200 multipliers

YI CENTRES

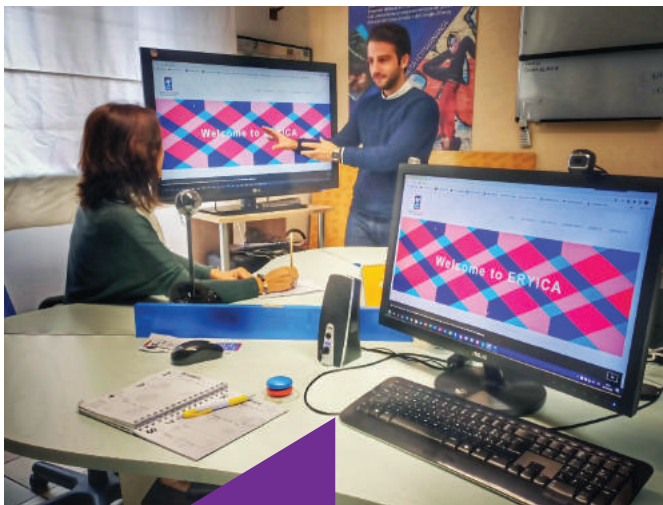
Accessible

Following the measures taken to contain the spread of COVID-19, the youth service centre temporarily closed to the public from March to June.

The centre Informagiovani Roma Capitale reorganised its work to stay in touch with young people in different ways and reached around 3,000 young people through the following activities:

- guidance interviews via Skype: young people were offered online guidance and the possibility to have a personalised interview with youth information workers on different topics – how to develop a study project, choose a university, or write an effective CV. The consultancy appointments were organised by email or phone; and
- online thematic seminars: seminars were conducted by YIC workers in partnership with experts in the sector and representatives of organisations and associations, on topics of interest to young people (for the target group of 14-35 years old): training, work, business, mobility, and volunteering.

www.informagiovaniroma.it



Liechtenstein

Youth information is not specifically mentioned in the children and youth law of Liechtenstein. Nevertheless, the right to youth-friendly information is recognised in Liechtenstein.

Liechtenstein signed up to the UN Convention on the Rights of the Child in 1990. Indirectly, youth information belongs to youth work. Child and youth work are committed to ensuring that children and young people are integrated into the community as partners, feel comfortable and participate in the processes of our society. This means putting resources before deficits, building self-esteem, creating identity within society, integrating and promoting health.

Youth information work in Liechtenstein is coordinated by the office for social services, a governmental body under the administration of the Ministry of Society. Youth information work forms an integral part of youth work, with its legal foundations established by the Youth Work Act in 2009.

Youth information worker is not recognised as a profession in Liechtenstein. aha is a member of the Austrian national youth information network and of Eurodesk. In this way, aha can rely on a professional network.



STRUCTURE

governmental organisation
www.aha.li/leitbild

MAIN PARTNERS AND FUNDING BODIES

the Ministry of Society and the European Union
www.aha.li/struktur-partner

F2F VISITORS

1,949

ONLINE VISITORS

38,720

Is youth information and counselling part of the national/regional youth strategy?

YES

WEBSITE

www.aha.li

aha - Tipps & Infos für junge Leute

The **aha - Tips & Info for Young People** is a youth information centre and a national player in Liechtenstein's nationwide youth work and, moreover, proposes international programmes for young people from 13 to 30 years of age (e.g. Erasmus+ YOUTH IN ACTION). The centre, opened in 1999 and supported by the Liechtenstein Youth Information Association, is a non-governmental organisation and a place of informal and non-formal education. The work is based on the right to information and participation formulated in the Declaration of Human Rights and the Convention on the Rights of the Child, the Liechtenstein Child and Youth Act as well as on the European Charter for Youth Information.

In the field of youth information work our main activities are:

Youth information

- offering advice, support and help from A-Z, including via European information networks such as Eurodesk and ERYICA;
- providing information on our website www.aha.li and social media channels;
- using a special job database to help young people find a summer job; and
- coordinating nationwide activities during school holidays for children and teenagers aged 3 to 16.

Youth participation

- "JUBEL" is a nationwide participation programme aimed at involving Liechtenstein's young people and encouraging them to assume responsibility as active citizens.

Youth projects

- aha organises youth projects at national, regional and international level, helps young people to realise their own projects, and offers a range of courses designed for teenagers and young adults.

Erasmus+ YOUTH IN ACTION

- supporting young people to participate in formal and non-formal education opportunities in Liechtenstein and across Europe.

For more information: <https://www.aha.li/ueber-das-aha>



1

YI CENTRES



2

YI WORKERS



8

VOLUNTEERS

Participative/Empowering

Young people are involved through a pool of volunteers (currently 8 young people) and through various thematic questionnaires (website based and through social media channels; face-to-face meetings at festivals, fairs, idea-labs).

“aha Youth Team”

The aha youth team currently consists of 7 young women and one young man. Young people are participating in the youth information work process in the following ways:

- they conduct youth information research on related topics;
- they design content for the website, social media and the local newspaper;
- they receive training about using multimedia equipment (e.g. camera, video recording, audio recording) for their research; and
- they put the knowledge into practice during their research (taking pictures, editing and cutting videos, recording interviews, compiling and editing podcast episodes).

<https://www.aha.li/mitmachen>

Young people have access to at least one workstation to implement their ideas. aha also provides rooms for meetings of young project groups as well as for individual orientation talks.

Accessible/Participative

Peer-to-peer information

Young people report on their experiences in a wide variety of areas (language stay abroad, voluntary service, internship, term abroad, youth exchange in Liechtenstein, etc.).

<https://www.aha.li/erfahrungsberichte>

<https://www.aha.li/erfahrungsberichte-freiwilligenprojekte>



Lithuania

Youth information work in Lithuania is coordinated by the Lithuanian Youth Council (LiJOT).

Each year, the Department of Youth Affairs under the Ministry of Social Security and Labour launches a call for funding and the status of the national coordinator of youth information services. Youth information work forms an integral part of youth work, with its legal foundations established by the Youth Policy Framework Law in 2020.

While LiJOT develops youth policy and coordinates youth work at the national level, the responsibility of providing youth work services (including youth information services) lies with the local governments. As of 2020, there are 60 local governments in Lithuania, each with their own established cooperation network of youth work organisations. Youth services are provided by youth centres, youth clubs, hobby schools, youth organisations, non-formal education organisations, schools, etc.

In Lithuania youth information worker is not recognised as a profession. However, there is a reference to the law on the “[Recommendations for Youth Information and Counselling on Quality Assurance](#)” of 25 March 2019. It defines general youth information and counselling and provides a definition of a youth information worker:

“Youth Information and Counselling Service Provider - a person responsible for the provision of youth information, counselling and guidance services to young people and having youth information and counselling competences.”

The law provides details of the tasks of organisations responsible for providing youth information and counselling services.





STRUCTURE

non-governmental

MAIN PARTNERS AND FUNDING BODIES

Department of Youth Affairs under the Ministry of Social Security and Labour

F2F VISITORS

779

ONLINE VISITORS

676,705

Is youth information and counselling part of the national/regional youth strategy?

YES

LiJOT – Lithuanian Youth Council

The Lithuanian Youth Council (LiJOT) is the biggest non-governmental, non-profit umbrella structure for Lithuanian national youth organisations and regional unions of youth organisations. LiJOT was founded in 1992 and currently has 70 members (non-governmental youth organisations), representing more than 200,000 young people in Lithuania.

LiJOT:

- coordinates youth information and counselling in Lithuania;
- coordinates the “Eurodesk” network in Lithuania;
- represents youth organisations and organisations working with young people;
- develops youth policy;
- strengthens membership and internal cooperation; and
- develops LiJOT and youth empowerment.

WEBSITE

www.zinauviska.lt



17

YI CENTRES



2

YI WORKERS



15

VOLUNTEERS

Independent

The national youth information portal www.zinauviska.lt is a participative youth information service. Young people are part of the youth information work process at every level - from initiating and designing content topics to delivering and disseminating the service for youth. This is done through working on social media and websites, face-to-face meetings and giving feedback to the services.

LiJOT administers the largest information portal for young people in Lithuania www.zinauviska.lt. The portal publishes information on all youth information topics. The information is constantly updated, it is useful not only for young people who visit the portal, but also for youth information workers and youth workers. We also share various opportunities for young people on the portal.

Participative

We coordinate a functioning network of young journalists, open to young people of all ages. Young people write articles online on topics that interest them. The articles that they write are published on the portal www.zinauviska.lt and on other national media platforms.

The magazine for young people was created by young people themselves. "I know everything" is a magazine about sustainable mobility. This is the second issue of the magazine, the content of which is created by young journalists. The magazine is free and can be found in youth information centres and the electronic version can be read here: <https://joom.ag/yiNC>



Luxembourg

Youth information work in Luxembourg is coordinated by the Agence Nationale pour l'Information des Jeunes (ANIJ), a non-governmental body created in 1987 under the administration of the Youth and Education Ministry.

Youth information work forms an integral part of youth work and is in agreement with the national reference framework on non-formal education of children and young people established in 2017.

While the Youth and Education Ministry develops youth policy and coordinates youth work at the national level, the responsibility of providing youth work services (including youth information services) lies with the local governments and non-governmental organisations. As of 2020, there are about 100 in Luxembourg, each with their own established cooperation network of youth work organisations. Youth services are provided by youth centres, youth clubs, hobby schools, youth organisations, schools, etc. Youth information is mainly provided by labelled youth centres at the local level, while the ANIJ is the coordination body at national level.

In Luxembourg, the occupation of a youth information worker as such is not formally recognised, but youth information services are recognised in a [Regulation of 28 January 1999](#). In Article 5, there is a definition of youth information centres as a service that

“guarantees access to counselling, guidance, support and information to young people mostly aged between 12 and 26 during at least three days a week, and to at least three people a week”.

In addition, a reference is given to the [Regulation of 28 July 2017](#) that establishes the national framework for “Non-formal education of young people and children” and it is Annex 1 that provides a description of the role of educators.





STRUCTURE

non-governmental

ONLINE VISITORS

33,000

Is youth information and counselling part of the national/regional youth strategy?

YES

ANIJ – Agence Nationale pour l'Information des Jeunes

The National Agency for Youth Information, abbreviated as ANIJ, is a non-profit association established in 1987. It has the mission to:

- produce information adapted to young people (12 to 30 years old);
- promote and develop youth information;
- coordinate the youth information network and ensure the quality of information;
- represent youth information at European level;
- communicate the needs and concerns of young people to decision makers; and
- develop and deliver training in youth information.

To keep its network active, the ANIJ has a service responsible for the development of youth information at local level, specifically in youth centres, by carrying out adapted trainings, using new technologies and face-to-face meetings.

In Luxembourg, one of our missions through information and media education is to make young people aware of the advantages and disadvantages of digital information, the Internet and social networks. The aim is to ensure that young people learn to discern reliable and unreliable sources of information, understand the reasons and mechanisms of this classification, and use the web, like any other medium, employing critical thinking skills.

ANIJ has published a compendium which is the reference framework document for youth information in Luxembourg. It establishes its characteristics and harmonises professional practices multiplying quality youth information across the country. Intended for professionals and managers of youth information structures, the compendium illustrates the specificity, the ethical and pedagogical foundations of youth information and its importance in building up young people's autonomy.

WEBSITE

www.jugendinfo.lu



25

YI CENTRES



40

YI WORKERS



n/a

VOLUNTEERS

Accessible

Equality of access is guaranteed by a network of youth information offices throughout the country. We also use digital tools to reach as many young people as possible. We publish information in the languages most known and used by young people in a youth-friendly way.

Located on a busy road not far from the central station of Luxembourg City, our office is visible from the outside and located near a high school. It is easily accessible to the public also by public transportation.

Our office is open to the public without the need to book an appointment during opening hours. Appointments are possible for those who cannot pass by during the opening hours. We can also be contacted by phone, mail or by filling in a form on our website.

Young people can contact us via the online programme LiveChat that allows young people to ask questions anonymously. Our youth information workers don't ask names or identification by phone or by mail.

Needs based

We use surveys to find out the needs of our young people. We also use the results from surveys organised by other institutions, such as the Ministry of Youth, ERYICA or the European institutions.

Our youth information workers analyse the individual information needs of each young person who comes into contact with our services.

Our monthly statistics provide an overview of the relevant information topics we should address to meet the needs of young people. A large-scale documentation of all subjects that matter to young people is collected on a regular basis.

The information is age-appropriate and takes into account the informational skills of our public in order to be comprehensive. Providing objective information is key, and should include a wide spectrum or range of content, free of influence. Our youth information office provides a wide range of general information through a variety of content.

We have also developed our new platform www.jugendinfo.lu which represents the youth information trends in Luxembourg and beyond its borders. Large campaigns ensure a visibility of our services.



Jugendinfo.lu



Une offre de l'Agence Nationale pour l'Information des Jeunes

Trouve les réponses à tes questions

au Service Jugendinfo ou par live chat anonyme



EMPLOI
ARBEIT



ÉDUCATION
BILDUNG



VIE QUOTIDIENNE
LEBEN A-Z



ENGAGEMENT



SANTÉ
GESUNDHEIT



LOGEMENT
WOHNEN

▼
Découvre les offres de jobs vacances, jobs étudiants et stages.



Retrouve les événements dans notre agenda



Reste informé



#jugendinfo

Abonne-toi à la newsletter sur www.jugendinfo.lu

Malta

Youth information work in Malta is coordinated by Aġenzija Żgħażaġħ, the National Youth Agency, which is responsible for the strategic planning, operational matters and coordination of cross-sectoral approaches of national youth policy.

The Ministry of Education and Employment and the Parliamentary Secretariat for Youth and Sport and Voluntary Organisations have the overarching responsibility for the coordination and the implementation of the National Youth Policy. Youth information work forms an integral part of youth work, with its legal foundations established by the Youth Work Profession Act in 2014.

Aġenzija Żgħażaġħ develops youth policy and coordinates youth work at the national level, including providing youth work services (including youth information services) through its Information and Empowerment Unit. In the area of youth information, Aġenzija Żgħażaġħ works with its own network of 317 registered youth organisations and 9,000+ EYCA cardholders to disseminate opportunities and provide reliable information.

Youth information worker is not legally recognised as a profession in Malta. However, “youth worker” is. The “youth worker” occupational standards differentiate 3 levels of the profession depending on educational background, work experience and levels of competence. Competences related to youth information work with a reference to the ERYICA Youth Information Charter form an integral part of the occupational standard.





STRUCTURE

governmental

MAIN PARTNERS AND FUNDING BODIES

ERYICA, Eurodesk, EYCA, EUPA, MGRM, Spazju Kreattiv, MCAST, Għaqda Każini tal-banda ,Giovanni Curmi Higher Secondary School, Down Syndrome Association Malta, Arts Council Malta, National Book Council, Malta Film Foundation, Esplora, Kellimni.com, Scouts Association of Malta, Teatru Malta, Żgħażaġh Azzjoni Kattolika Malta, University of Malta – Faculty for Social Well Being, RadioImmaginaria

F2F VISITORS

3,000+

ONLINE VISITORS

Youthinfo website and corresponding Facebook page reached 1,151,862 views.

Is youth information and counselling part of the national/regional youth strategy?

YES

WEBSITE

- youth.gov.mt
- youthinfo.gov.mt
- eurodesk.mt
- eyca.mt

Aġenzija Żgħażaġh

The mission of Aġenzija Żgħażaġh is to manage, implement and coordinate the National Youth Policy and to promote and safeguard the interests of young people. The organisation runs an empowerment programme that provides young people with projects and activities in various areas, as well as supports voluntary youth organisations. It also manages a programme dedicated to young people experiencing difficulties in education and the transition to working life.

Through their interactive youth information service, Aġenzija Żgħażaġh provides information on services and opportunities for young people, listening to their views on issues that impact their lives.

This year, Aġenzija Żgħażaġh has achieved the Quality Award. The Quality Award is a distinction awarded to departments and entities within the public administration, whose service delivery to customers reaches the standards of service defined through the SERVQUAL quality model and other directives or policies which establish quality standards within the public administration.



YI CENTRES

YI WORKERS

VOLUNTEERS

Participative

We believe that young people hold a lot of potential, which is why we always thrive to have young people involved throughout the whole process of developing and implementing services. Surveys are issued and disseminated in different environments in order to attain enough information and suggestions when projects are being developed. Calls are issued for young people to be part of the development process and implementation of numerous projects.

A good practice example is the **Young Reporters initiative**. Young people who applied for the call to become a young reporter were given training by a professional journalist, which enabled them to attain the necessary skills to write articles. Following the training, the young participants were requested to interview other young people who have had learning mobility opportunities in order to feature their experiences, whilst encouraging other young people to embark on such opportunities. Prior to publishing the articles, the professional journalist who provided the training reviews the young reporters' work and provides them with the necessary feedback in order to identify areas of improvement.

Young Reporters:

<https://youth.gov.mt/write-it-up/>

Empowering

Through various networks and projects which are operated by Aġenzija Żgħażaġh, young people are given the space and opportunity to engage in various events which allow them to grow into active citizens. Such opportunities do not only relate to activism, but also allow young people to develop their well-being and aspire to look for further opportunities and develop their potential. Moreover, their engagement allows them to foster a sense of belonging, which encourages them to work towards a better quality of life and push forward towards change in policies.

The Young Parliamentarians programme gives young people the opportunity of representing their respective schools in a debating competition #ejjewniddibattu (#letsdebate). It is run in 3 phases. The first 2 phases are training opportunities to equip the young people with the skills to present their ideas and debate them ahead of the #ejjewniddibattu final challenge. The 3rd and final phase culminates in a debate competition between the participating schools, with the winning school receiving the Youth Parliamentarians trophy and a prize of 750 euros and the runners up 250 euros.

Young Parliamentarians:

<https://youth.gov.mt/young-parliamentarians-2/>



North Macedonia

Youth information work in North Macedonia is partially coordinated by the Agency for Youth and Sport, an independent governmental institution in charge of the progress, well-being and future of Macedonian youth.

However, in North Macedonia, youth information work is still an underdeveloped concept in theory and practice. Currently, the youth information landscape is predominantly composed of youth and youth umbrella organisations that are filling the gap and providing timely and quality youth information, with some support from the state institutions and the Macedonian National Agency (NA).

In January 2020, for the first time since the independence of the country, the Law on Youth Participation and Youth Policies was adopted, defining the contours for the further development of youth work and youth information. The law is a pioneer document in this sense and obliges all state institutions and local governments to appoint a youth officer with a working portfolio in youth information. Concretely, for the municipalities, the law envisions the opening of youth centres administered by youth workers who would have the role of information officers as well.

This law defines a youth worker as “a qualified individual who possesses competences and knowledge to work with young people, creating and implementing activities to support their personal and social development through non-formal and informal learning.”

A definition for a youth information worker has not been included.





STRUCTURE

non-governmental

MAIN PARTNERS AND FUNDING BODIES

international donors, state institutions, youth organisations from North Macedonia and beyond.

F2F VISITORS

50

ONLINE VISITORS

1,000,000+

Is youth information and counselling part of the national/regional youth strategy?

YES

Association for Education Mladiinfo International

Mladiinfo International was established in 2003 as a non-profit, independent organisation dedicated to helping young people to fulfil their educational potential. Our organisation reaches out to all young people, especially those who may be challenged by educational disadvantages caused by personal, social, cultural or economic circumstances. By providing free career and educational opportunities for youth and offering them help, advice, and support through the process of personal and professional development, Mladiinfo International promotes active citizenship and critical thinking, where young people become shapers of their societies.

Mladiinfo International has been running the youth portal mladiinfo.eu for more than a decade, as part of our working portfolio on youth information and new media. With the support of and in cooperation with our partners in North Macedonia and abroad (institutions, youth NGOs and international donors), we are a pioneer in the youth information field and a long-time friend of the Macedonian youth. For more than a decade, we have provided timely and quality information and inspire mobility, intercultural learning and empowerment of youth. We are also a seed office of the Mladiinfo Network, having on board four Mladiinfo branch offices in Montenegro, Slovakia, Poland and Czech Republic sharing the same values, mission and vision.

Main activities:

- youth empowerment through information and new media;
- educational and career opportunities;
- awareness-raising campaigns on youth topics, such as youth participation, volunteering, advocacy, community engagement; and
- capacity-building programmes for media literacy, digital skills & technology, online youth participation.

WEBSITE

www.mladiinfo.net
www.mladiinfo.eu



YI CENTRES

YI WORKERS

VOLUNTEERS

Participative

As a popular global youth portal, Mladiinfo.eu has reaffirmed its participative and inclusive culture, by giving opportunities & space for young people to co-create the content and brand of the organisation.

Currently, 6 volunteers from different countries (Bosnia & Herzegovina, North Macedonia, Ukraine, Zambia, Georgia) represent the truly international and intercultural spirit of the organisation through working with the youth information staff and searching, providing, publishing and disseminating free educational opportunities. The volunteers are involved on a daily basis with the mladiinfo.eu website and social media accounts, coordinating its activities with the staff online, while in-person meetings, mentoring and counselling regularly take place in our main office in Skopje with the Macedonian volunteers.

The volunteers are our pulse for adapting to the dynamic and ever-changing youth world, and our ambassadors for promoting our story, vision and mission as a youth portal and internationally focused NGO. For them, this is a chance to contribute and connect with peers around the world, as well as to get practical experience in youth information. Moreover, the volunteers are part of the Mladiinfo family, and access opportunities through our programmes and partners to further develop their skills and competences, connect and grow together with us.

Empowering

Online Learning during the COVID-19 pandemic

The outbreak of the COVID-19 pandemic caused the sudden closure of schools and universities, limiting personal contacts and classroom learning. In times of restrictions as preventive measures, the need for online learning grew and is still growing immensely.

As a proactive and youth-friendly platform, in the period from March to June, Mladiinfo organised a campaign for online learning, carefully selecting and proposing new methods of online education such as MOOCs, articles, podcasts etc., highlighting how to “learn to learn online”, how to be more productive, how to get the best out of the situation, how to protect oneself and others, as well as showcasing hundreds of online learning platforms and courses for social entrepreneurship, new technology, media and several others youth trendy topics.

The social media campaign consisted of +20 announcements, visuals and info graphics on our social media pages and website, reaching +50,000 people with an empowering message to continue their learning and gain skills even during the COVID-19 pandemic.



**Bojana
Zaukova**

from North Macedonia

**Celebrating Mladiinfo
online volunteers!**

Thank you and keep up with the good work!



**450
FREE ONLINE
COURSES**

·mladi!nfo·
INTERNATIONAL



Norway

Youth information work in Norway is carried out by different organisations and initiatives across the country and is not tied to a specific governmental authority.

While the Ministry of Children and Families develops youth policy, the responsibility of providing youth information services has no coordinating body at a governmental level. Hence, some youth information services in Norway have direct ties to municipal administrations, while others are a result of initiatives from NGOs.

The different youth information services have chosen to self-organise through “*Forum för ungdomsinformasjon*” (*Forum for youth information*), which was established in 1997, as a way of networking and finding inspiration and support for each other’s varying activities. The forum has developed its own guidelines and statutes, and it has a national working committee consisting of representatives from three of the youth information offices in Norway. The meetings in this forum are funded through the Norwegian Directorate for Children, Youth and Family Affairs (Bufdir). The Forum has two annual meetings.

Youth information work in Norway forms an integral part of youth work and is carried out in a variety of ways: through open info centre services, youth clubs, cultural activities and more.

All the local and regional youth information services/centres in the network are organised and funded differently; UngInfo Oslo is an independent organisation (NGO), others are municipal services that are financed locally, others are financed regionally.

Aspirations of youth information providers in the country include a national strategy for youth information with a clear state coordination, as well as the establishment of more youth information services to maximise the geographical spread and outreach.

Youth information worker is not recognised as a profession in Norway. However, “youth worker” is. The “youth worker” occupational standards differentiate 3 levels of the profession depending on educational background, work experience and levels of competence. Competences related to youth information work with a reference to the European Youth Information Charter form an integral part of the occupational standard.





STRUCTURE

varies from service to service

MAIN PARTNERS AND FUNDING BODIES

Oslo municipality: city council for culture, sports and volunteering; in Tromsø: local government; other members: local or regional government.

F2F VISITORS

6,000

ONLINE VISITORS

Unginfo.no 70,000+

Is youth information and counselling part of the national/regional youth strategy?

YES

Forum för Ungdomsinformasjonskontor

Forum för Ungdomsinformasjonskontor (Forum for Youth Information Centres) is a network formed by many youth information centres/services in Norway. The network was established in 1997 and is currently made up of 8 local member youth services. Unfortunately, we do not have an accurate number of how many young people these services engage every week/year.

Over the years, the members of the network have developed different services, supports and programmes for young people between the ages of 15-30 years old (Oslo 13-27), including:

- employability programmes;
- counselling services;
- school visits with information about work and education;
- tourist information for young travellers;
- open youth information centres;
- funding and mentoring for youth projects;
- mental health support;
- health clinic with a focus on physical and mental health;
- resilience building, anxiety programmes;
- drug and alcohol support;
- media literacy work;
- LGBT+ youth work;
- indigenous youth work;
- club development;
- rural outreach; and
- fun safe spaces for young people to gather.

WEBSITE

UngInfo.no
Tvibit.net



Inclusive

All youth visiting the services are welcome to make any inquiry to the staff and will receive help within the capacity of said service. If the service cannot offer sufficient help - the youth will be referred to other services.

At the youth information centre in Tromsø, we have a health clinic staffed with health care nurses, doctors (part-time) and psychologists (part-time). The service is open 4 days a week, 30 hours/week (after school hours), it's free of charge and drop-in (the young people do not need to make an appointment, they just show up). Also, they hand out free condoms and contraception and there is free testing for chlamydia in all the toilets in the centre. This service reaches all young people and has an extremely low threshold; free, no need for appointment, and all consultations are of course confidential.

After the COVID-19 outbreak, schools and most other services for young people closed down for 2-3 months, but the health clinic at the youth information centre stayed open. This was very important both for the physical and mental health of young people, and especially marginalised youth who did not have any other possibilities for free health care or follow-up on their mental health.

Proactive

We are constantly evaluating the needs of youth, gathering statistics and following public developments to ensure that we are one step ahead and prepared for trends that affect what young people might need from us.

Although the severity of the COVID-19 situation was beyond comprehension beforehand, the youth information centre in Oslo (UngInfo) found great support in having a solid communication strategy in place beforehand.

Under lockdown, the services were digitised overnight, and the communication strategy was adjusted accordingly. Interaction between staff, as well as between staff and young people, was shifted to digital platforms, and UngInfo Oslo intensified its efforts on working as an editorial entity, scouting for the most updated information on work, education and other areas of youth interest that were severely affected by the new reality. New information was then quality checked and adjusted to be "youth-friendly" and in line with the communication strategy, before being published via Instagram, Facebook, and the blog on www.unginfo.no.

When face-to-face counselling was not possible, counselling was provided via all other channels available: video calls, telephone, chat on social media and our website, and via email.

Social media quickly became our main source of information output to and interaction with youth. This ensured that the needs of youth were covered as best as possible.



Portugal

Youth information work in Portugal is coordinated by the Portuguese Institute of Sport and Youth (IPDJ), a governmental body under the administration of the Ministry of Education.

Youth information work is an integral part of the mission of IPDJ, as established in its Organic Law: “Promote, create and develop integrated information systems” and also in the Statutes – “Encourage the participation of young people in sharing and disseminating information, respecting the principles of the European Youth Information Charter” (Decreto-Lei n.º 98/2011, de 21 de setembro and Portaria n.º 11/2012 de 11 de Janeiro).

The current structure comes from the former Portuguese Youth Institute, created in 1996, and the implementation of the National Youth Information Network, also in 1996.

While IPDJ coordinates the national youth information network, Lojas Ponto JA, the national youth and sport portal - ipdj.gov.pt - and a national youth information phone line, youth services are provided by youth centres, youth clubs, youth organisations, schools, etc.

Youth information worker is not recognised as a profession in Portugal. However, “youth worker” is, since December 2015.

As defined in the [professional profile](#) of a youth worker in Portugal, one of his/her activities is, among others, to intervene in the development of information and communication campaigns, national and/or international, about themes in the youth field. It is also part of the mandatory training unit on «Youth Information - contexts and practices, national and international».





STRUCTURE

governmental

MAIN PARTNERS AND FUNDING BODIES

Partners: local and regional authorities, youth associations, National Youth Council, National Federation of Youth Associations.

ONLINE VISITORS

National Youth Portal: 613,441 visitors, 1,275,593 visits, 9,274,019 page views.
Social media: 61,609 followers

Is youth information and counselling part of the national/regional youth strategy?

YES

IPDJ - Instituto Português do Desporto e da Juventude

The Portuguese Institute for Sport and Youth is the governmental body responsible for supporting the definition, implementation and evaluation of public youth policies and for promoting youth participation in all sectors of society.

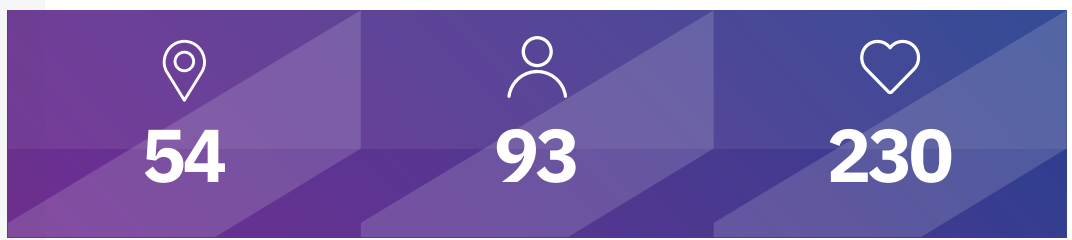
The Institute develops and creates the means and networks that bring information and counselling to young people about all the subjects of interest for them. One of the main tasks is the promotion of youth participation in decision-making. Another key task is the optimisation of the Portuguese network, involving regional coordinators/multipliers in order to disseminate quality information at regional and local level, promoting equal access to information for all.

The main activities of the Institute in the field of youth information work are:

- executing and monitoring the information policy, privileging the use of the network of local and regional information points, sport and youth portals and telephone helplines;
- technically supporting regional services in the definition and production of content;
- streamlining integrated digital platforms to reinforce inter-associative relationships; and
- supporting and promoting the creation of new information points in cooperation with local entities, ensuring the training of youth information workers and disseminating the European Youth Information Charter so that its principles are well known and practised by all youth information and counselling services.

WEBSITE

ipdj.gov.pt



YI CENTRES

YI WORKERS

VOLUNTEERS

Accessible

We have a network of youth information centres spread all over the country, many of them managed by local and regional partners with whom we have established protocols to ensure the proximity of information services to young people.

In the context of COVID-19 and the lockdown it led to, it was especially important to refresh our online presence. The new portal <https://ipdj.gov.pt> is more accessible, complete and user-friendly, technologically faster and with a more intuitive navigation and better interactivity. It brings together in a single domain information (at local, national and international levels), interaction and online services, which until April 2020 were dispersed across 3 different websites (the National Youth Portal <https://juventude.gov.pt>; the Sports Portal, www.idesporto.pt and the IPDJ institutional website, www.ipdj.pt).

Another great novelty is the new image and the layout. It is more dynamic and refreshed to better communicate with IPDJ's target group, through giving more emphasis to social media and translated into keywords such as: youth, sport and physical activity, movement, health, learning, active citizenship, integration and sharing.

The new portal is also a new platform of digital services. It is more integrated with public administration bodies and others, which promotes a culture of greater proximity and interaction within the scope of sports/physical activity and youth programmes, which are provided directly by IPDJ, or through privileged partners such as sports federations, youth associations, student associations, municipalities, and other public and private bodies. Visit us!

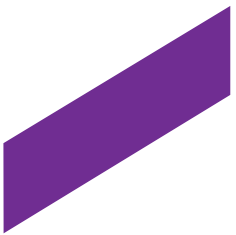
Participative

We always try to ensure that young volunteers and interns participate in the work and initiatives promoted by the information services. Several information campaigns and programmes are led by young volunteers through a peer-to-peer approach.

During the lockdown due to the COVID-19 pandemic, IPDJ launched the #SERJOVEMEMCASA campaign, with proposals for activities, workshops and information available to youth. This campaign took place on the various platforms of IPDJ, through its new portal and its social networks, Instagram and Facebook.

There was a set of activities, workshops, webinars and information sharing moments created by and in cooperation with young volunteers. For instance, the young volunteers of the Navegas Programme, on online safety and digital citizenship, organised 15 webinars and awareness-raising online sessions, producing the resources (presentations and videos) and addressing issues like fake news, human rights online, social networks, hate speech online, cyberbullying, data protection, and others.

These sessions took place from April to July 2020.



Slovakia

There are two documents regulating youth work in Slovakia: the Act on Youth Work Support and the Conception of Youth Work Development for 2016 - 2020.

The governance of youth work in Slovakia is managed at the state and self-government level (local and regional). The quality of youth work has been discussed for a long time and in 2018, a working group for the final definition of quality standards was set up by the MESRS. IUVENTA- Slovak Youth Institute collects and promotes various research and surveys on youth, youth policy and youth work.

The main youth work providers in Slovakia are children and youth associations (non-governmental organisations), leisure-time centres/youth clubs (belonging to the official state formal education system) and non-formal groups of young people (working mostly on short-term projects).

In addition to IUVENTA, youth work is promoted and developed by the Association of Information and Counselling Centres for Youth (ZIPCEM). The organisation provides a wide range of information services from various areas (brigades, counselling, education, leisure, participation, etc.). Within ZIPCEM, the network of Information Centres for Youth (ICM) provides information on current opportunities for non-formal education at national as well as regional level.

RMS – the Youth Council of Slovakia (www.mladez.sk) and AKRAM - Association of Regional Youth Councils also play an active role.

Youth information worker is not a profession in Slovakia. The Act on Youth Work Support, nevertheless, defines a youth worker as “a person who supports young people in their personal development and their knowledge, skills and competences; prepares and organises events or programmes in the field of youth work, can be in an employment relationship, conducts business on the basis of a trade license in the field of youth work or carries out voluntary activities in the field of youth work.” Youth worker is also included in the National Qualifications Framework/National System of Professions (hereafter “NSP”). In 2015, the competence profiles of youth workers were defined in the framework of KOMPRAX – Competences for Practice (ESF project, implemented by IUVENTA).





STRUCTURE

governmental

MAIN PARTNERS AND FUNDING BODIES

the Ministry of Education, Science, Research and Sport of the Slovak Republic

ONLINE VISITORS

99,352

Is youth information and counselling part of the national/regional youth strategy?

YES

IUVENTA – Slovak Youth Institute

IUVENTA is a state institution, directly managed by the Ministry of Education, Science, Research and Sport of the Slovak Republic. Its scope of activities includes youth work outside school and family and youth policy in the Slovak Republic and beyond. The aim of its activities is to implement the state policy towards children and youth.

IUVENTA is the implementing body of the subsidy scheme of the Ministry of Education, Youth and Sports of the Slovak Republic called “Youth Programmes for the years 2014 – 2020.” It informs on current calls and provides consultations for grant or registration applicants, as well as for grant recipients during project implementation. One of the grant applicants are youth information centres (ICM-ka).

The main activity of the youth information centres is the provision of information and counselling services for young people in specific thematic areas. Young people can contact the individual ICM - by phone, email, or arrange a personal meeting. However, each ICMko is specifically focused on its region, and in addition to information, it implements many other educational or leisure activities that respond to the requirements of young people in a given city, municipality or region. It often acts as a centre for first contact in addiction prevention, a volunteer centre or a low-threshold club, and is one of the few long-standing youth organisations in its region.

Zdroj: <http://icm.sk/icm/icm-na-slovensku/>

WEBSITE

www.iuventa.sk



1

YI CENTRES



32

YI WORKERS



n/a

VOLUNTEERS

Needs based

IUVENTA has a **regional coordinator** in every region of the Slovak Republic (8). Regional coordinators play the most important role in ensuring that information is available to our target group (youth and youth workers). In addition to networking with organisations that work with young people, regional coordinators are in direct contact with youth thanks to various activities (workshops, panel discussions). This gives them the space and the opportunity to address the needs that young people have and to provide information that can be beneficial to them.

IUVENTA provides training courses for youth and youth workers accredited by the Accreditation Committee (AC) in the field of youth. The AC was established by the Ministry of Education, Science, Research and Sport of the Slovak Republic. The creation of educational programmes is based on the current needs of young people and youth workers. The most common topics of these courses are: project management, critical thinking, new trends in working with youth, global education etc. The regional coordinators are responsible for the initial needs analysis and for organising these educational courses. One way of identifying needs is by distributing a questionnaire at the end of every educational course and an evaluation at the end of the year. The second way of identifying the needs of our target group is through direct contact with youth and youth workers in the field. By organising workshops and discussions, regional coordinators have the opportunity to communicate the needs of our target group and to find out what their opinions or recommendations are. The data from our surveys and the feedback from our regional coordinators are used in documents on youth and youth work at national level, for example they were used in the 2018 Youth Report and will also be used when creating the new Youth Strategy of the Slovak Republic.

Participative

IUVENTA implements a programme aimed at preventing bullying and hate speech for schools in the Slovak Republic called Hate Free School. The programme started in 2018 and there are currently 23 schools enrolled. Each school is assigned an expert to help them implement their action plan on preventing bullying and hate speech. At the end of the year, schools perform an internal audit that shows their progress. Experts assess whether the school has met quality standards and the school is awarded a “Hate Free School” certificate based on this. This programme also supports the peer-to-peer approach, not only at the student-to-student level, but also between prevention coordinators.

This programme connects young people from 23 schools in Slovakia. There is space created here for networking and exchanging good practices. Since the schools are responsible for their action plan, students have to be active in creating activities that are aimed at bullying and hate speech prevention. The participants of this programme are active on our Instagram account. They send us content that they think would be useful for their peers and we share it. They are also active on their schools’ social networks and websites, where the students share news and reports on the programme. Some schools have created a book corner dedicated to this programme, where they provide information on bullying prevention and on the prevention of hate speech.



Slovenia

Youth information work in Slovenia is coordinated by the Office for Youth, a governmental body under the administration of the Ministry of Education, Science and Sport.

Youth information work forms an integral part of youth work, with its legal foundations established by the Youth Work Act (Act on Public Interest in the Youth Sector) in 2010.

While the Office for Youth develops youth policy and coordinates youth work at the national level, the responsibility of providing youth work services (including youth information services) lies with the local governments. As of 2020, there are 212 local governments in Slovenia, each with their own established cooperation network of youth work organisations. Youth services are provided by youth centres, youth clubs, hobby schools, youth organisations, schools, etc.

Youth information worker is not recognised as a profession in Slovenia. However, “youth workers” are qualified to organise, implement and evaluate youth activities, inform young people, defend the rights of young people, plan and conduct non-formal education activities and provide professional support to young people. The youth worker helps young people to acquire competences and abilities and contributes to their personal growth.

The National Vocational Qualification (NPK) for a youth worker enables young people with experience in the field of youth work to acquire a profession and recognises their knowledge with a certificate of competence to perform youth work as a profession. It is not possible to obtain a publicly valid education in the formal education system to pursue the profession of youth worker in Slovenia, so in 2017, the professional standard for youth workers was approved, which officially recognises professional knowledge and skills for youth workers.

In total, there are currently 120 youth work organisations (mostly youth centres) funded by local governments that together employ approximately 350 youth workers.





STRUCTURE

non-governmental

MAIN PARTNERS AND FUNDING BODIES

Ministry of Education, Science and Sport;
Municipality of Ljubljana;
Ministry of Labour, Family, Social Affairs and Equal Opportunities;

F2F VISITORS

25,000

ONLINE VISITORS

20,000

Is youth information and counselling part of the national/regional youth strategy?

No

MISSS - Mladinsko Informativno Svetovalno Sredisce Slovenije

MISSS is a non-profit, non-governmental organisation that works with various organisations and individuals. Their main purpose is to implement social welfare and youth programmes that are designed for children, young people and parents. The majority of the programmes are user-oriented, based on guidance and support, dealing with different life situations, and the integration of disadvantaged and deprived populations, focusing on young people.

MISSS develops and provides services in 4 different areas:

- youth information and counselling centre at national level;
- community prevention programmes;
- non-formal education for disadvantaged populations; and
- support for the non-governmental sector in Slovenia by providing easy access to software products.

MISSS works at national level and in the community as well. The users of services are children, young people, youth workers and families.

MISSS develops programmes (information & counselling, general and specific prevention programmes) that complement each other and create a network of psychosocial prevention.

WEBSITE

misss.si



8

YI CENTRES



12

YI WORKERS



90

VOLUNTEERS

Accessible

In addition to providing physical access to our information centre and working with young people in schools on reliable information, we enable specific information to reach vulnerable groups of young people, especially young immigrants. We provide them with reliable information, computer literacy programmes and the possibility of integrating into everyday life by using information.

As well as working with young immigrants on using information for better integration, we have a long tradition of running peer-to-peer support programmes on youth information like Youth-to Youth Phone and Growing Up & Us.

Through the implementation and evaluation of these programmes, we have learnt about the importance of involving young people in information processes, which can be introduced today in working with young people in the field of information.

Growing Up & Us introduces young people to some general facts about the info centre as an institution and continues with the presentation of its projects in various fields of work, with special emphasis on the problems of growing up. But it is principally focused on psychosocial problems, and is thus designed to stimulate discussion on a given situation and the role of youngsters in a specific environment, on their dilemmas and problems that characteristically arise in the period between childhood and adulthood.

Inclusive

Through youth information, we establish relations of mutual respect between young immigrants and society by encouraging tolerance and solidarity, as well as understanding our social and cultural environment. We are striving to reduce inequality and polarisation in society.

POMP is one of MISSS' programmes aiming to achieve and enable the better integration of first generation young immigrants by using youth information as a tool and outreach to individuals and groups of young people having recently arrived in Ljubljana.

The programme is aimed at the social, cultural, economic and political integration of immigrant families who have immigrated to Slovenia in the last three years. The aim of the programme is to improve the quality of family life and the communication of all necessary information, support and advice. This includes: solving problems in the family, family communication, understanding and asserting social rights, opportunities and methods of education and exercising their right to health care, access to work and employment, housing policy. The aim is to provide high-quality support for the integration of individuals into society. It is therefore necessary to ensure effective access to social, cultural, economic and political rights.



STRUCTURE

the network is composed of eight non-profit organisations and non-governmental

MAIN PARTNERS AND FUNDING BODIES

Office for Youth of the City of Ljubljana.

F2F VISITORS

31,700

ONLINE VISITORS

30,000

Is youth information and counselling part of the national/regional youth strategy?

YES

Ljubljana Network of Info Points - L'MIT

Ljubljana Network of Info Points (L'MIT) was founded in 1998 by the Office for Youth of the City of Ljubljana and brings together non-profit organisations active in the field of youth information. The network is composed of eight non-profit organisations: ŠKUC Association, Ljubljana City Library, Legebitra Association, KUD Anarhiv, Centre for Social Work Moste Polje, DrogArt Association, MISSS Private Institute, MOBIN – Institute for Youth Mobility and Information. The network is mostly aimed at young people, between 15 and 29 years of age, living, studying or working in Ljubljana.

The main task of the network is to offer young people and youth organisations a wide range of information, with the aim of encouraging young people's active participation in society and their social inclusion.

For this purpose, we collect, publish and disseminate information about:

- formal and non-formal education, scholarships;
- employment opportunities, voluntary work;
- activities for spare time;
- ecology;
- health, help in distress;
- local/national/international organisations and services for young people; and
- youth work, European information...

Our other activities in the field of youth information work include:

- weekly newsletters: e-NAMIG (e-HINT) for young people and youth organisations;
- maintaining a database of youth organisations, associations and other offices in the Municipality of Ljubljana engaged in education, activism, culture, education and funding;
- collecting, publishing and providing information on www.lmit.org; and
- weekly notifier e-NAMIG.

WEBSITE

www.lmit.org



8

YI CENTRES



20

YI WORKERS



170

VOLUNTEERS

Empowering

We believe that young people have the right to access different information. Plurality of information is key for the development of an independent and autonomous young person. Because of this, we organise different activities where they can participate, develop critical thinking and form informed opinions about different matters, be it politics, art, culture, literature, etc. We promote active citizenship and participation, which is why we try to encourage young people to seize opportunities that are given by different local or international organisations and to actively participate on different levels.

Our network is composed of 8 info centres, each of them promoting different activities, but all of them focusing on encouraging young people to actively participate. Some of the programmes organised by the info centres are targeted at young people with fewer opportunities (LGBTQI+, drug prevention programme, social and economic disadvantages).

We organised a campaign this year on European Youth Information Day. We organised a photo contest, where we encouraged young people to participate and share with us how they see climate change. We believe this topic is relevant and important and it is especially important for young people to have a say in it and to highlight their perspective.

Independent


We provide information that is verified, current and reliable, free of charge for all young people, providing an overview of different options available in Ljubljana, Slovenia and Europe. We publish information in the field of work, non-formal education, education, volunteer work, competitions, youth policies, open calls, culture, health, and mobility. The information is independent and obtained from verified sources. All youth and other non-governmental organisations in Slovenia have the opportunity to collaborate with us and send us the information that they would like to share with young people.

The good practice example is our website www.lmit.org. The website contains information for young people and for youth workers. For young people, there are the following categories: volunteer work, work, education, cultural events, health, sports, and competitions. For youth organisations, there are the following categories: education, work, open calls, youth politics, collaboration, and useful resources.

We publish information daily and once a week we send e-NAMIG (e-HINT) to all our subscribers. We have more than 2,200 subscribers for e-HINT for young people and more than 590 subscribers for e-HINT for youth organisations. The website is a good example of how many opportunities young people have and it is very important that all young people have the same access to them. Part of the website is also translated into English.




MREŽA MLADINSKIH CENTROV LJUBLJANA
NETWORK OF YOUTH CENTERS LJUBLJANA



kaj me otreli...
RISANJE STRIPA
(Zar se naučiš veliko stvari o sebi)
— Inača



kaj me otreli v karanteni ...
PISARNA V DOMAČI KUHINJI
(Zar si v pisarni lahko pripravimo kavo in opazimo, na kaj smo občutljivi)
— Inača



kaj me otreli v karanteni ...
MOJ PES
(Zar se naučiš, kakšen si in kako se počutiš, ko se odločiš, kaj ti pomeni)
— Inača



kaj me otreli...
KOVČEK
(Zar veš, da ne s teboj lahko ostane prihodnost)
— Inača



kaj me otreli...
KOMAR
(Zar si razmisliš)
— Inača



kaj me otreli...
MOJA PUNCA
(Zar spoznaš, kaj ti pomeni biti mlada)
— Inača



Spain

Spain is divided into autonomous communities and ERYICA members represent 6 of them. Each region has their own specific way of structuring and developing youth information services. Yet what are common to all of them are the structures set by the Royal Decrees.

Youth information worker is therefore recognised as a profession in all Spanish autonomous communities.

In Spain, the qualification for “youth information” is defined under the Royal Decree 567/2011, of April 20, which complements the National Catalogue of Professional Qualifications, which establishes four professional qualifications under the Sociocultural and Community Services. The professional qualification of youth information is defined under annex DLXVII:

General competence

Organise and manage information services for young people that respond to the interests and needs of this sector of the population by developing information, guidance, information promotion, promoting socio-educational activities within the framework of non-formal education aimed at making equality effective in access to opportunities and the integral development of young people as citizens in the context of a democratic society.

The decree also provides a list of tasks related to running youth information services.

The network of youth information services in Spain currently has more than 3,700 services, centers, offices and youth information points located across the country. Youth information provision is coordinated by the autonomous communities, town councils and various social initiatives. At the national level, [INJUVE](#), collaborates with the regional and local networks of youth information services to support young people’s right to information.





Spain

Autonomous Community of Madrid

The Community of Madrid has exclusive competence for the field of youth by Royal Decree 680/1985.

The Decree delegates youth information and counselling work to the Directorate-General of Youth (DGJ), a governmental body under the administration of the Ministry of Education of Madrid. Youth information work forms an integral part of youth policy established by the Ley de Juventud de la Comunidad de Madrid in 1985.

DGJ has established the Regional Youth Information and Documentation Centre (CRIDJ) to coordinate the network of youth information centres of the Region of Madrid. The network comprises youth information services providing youth work and youth information, such as youth departments of municipal bodies, youth organisations, the Youth Council of Madrid and others.

In total, there are currently 199 youth information and counselling services (of which 31 are youth information centres and 168 youth information offices). Two thirds of the 199 services are funded and run by municipalities. The remaining are private and public organisations (associations, foundations, federations, universities, and educational centres as well as army information and support offices). In addition, our network counts 171 youth information points located in secondary education institutes and run by youth ambassadors (aged 14-18 years).

STRUCTURE

governmental

MAIN PARTNERS AND FUNDING BODIES

general budget of the Community of Madrid

F2F VISITORS

292,726

ONLINE VISITORS

6,706,445

SOCIAL MEDIA

Facebook 122,964

Twitter 75,667

Instagram 32,137

others 12,893

Is youth information and counselling part of the national/regional youth strategy?

YES**WEBSITE**

www.comunidad.madrid/servicios/juventud

Centro Regional de Información y Documentación Juvenil de Madrid (CRIDJ)

The Directorate-General for Youth is responsible for coordinating programmes aimed at young people from different areas of the regional administration, as well as coordinating the youth policy of the Community of Madrid with those of other territorial areas.

Among its tasks is the coordination of the Network of Youth Information and Documentation Centres of the Community of Madrid.

Youth information and counselling in the DGJ is undertaken by its **Regional Centre for Youth Information and Documentation (CRIDJ)**.

The centre coordinates the network of youth information services of the region. It was created in 1991 by the Order for the Creation and Recognition of the Network of Youth Information Centres in the *Community of Madrid*.

The main activities in the field of youth information work offered by our network are:

- **information and counselling;**
- **training;**
- **support for youth organisations;**
- **peer-to-peer** activities;
- **carrying out** activities in schools;
- registration to the **Youth Guarantee**; and
- providing **European Youth Cards**.

**370****YI CENTRES
& POINTS****265+****YI WORKERS****n/a****VOLUNTEERS**

Accessible

We comply with the regulations of the Community of Madrid concerning the creation of youth information centres and offices and observe the principles of the European Youth Information Charter. Our service is in a central location, highly visible and close to spots frequented by young people. We have flexible opening hours and offer a variety of channels (face-to-face, internet, mobile phone and social media) to request information. For disadvantaged young people, we offer tailor-made support to help them fulfil their needs.

An example is the registration process in the National Youth Guarantee System. This is a complex process that can be intimidating for the young people that need it most – young people who do not have the skills and are often labelled as school failure. The majority of young people also don't understand the benefits of being enrolled in the Youth Guarantee or they are only partly aware of the options the Youth Guarantee offers, such as scholarships.

To solve this, we offer tailor-made support and accompany them in the process of filling out the form. In many cases, we identify the young people in need of this support during their visit to our youth office. The young people are also referred to us from the Employment Department and from the Guidance Service of Secondary Education Institutes.

Empowering

Our aim is to provide tools to our target groups. The provision of our service is not aid-oriented. Rather, we guide young people to achieve their own objectives and become involved in their communities by organising and implementing initiatives that contribute to improving their environment.

For that, we have adopted a service-learning methodology. We support the development of youth initiatives by connecting schools with social entities operating in the territory, accompanying young people to play a leading and active role in addressing the needs of their community. <https://www.redjovencoslada.es/aprendizaje-y-servicios/>

An example is the “Digniversity Project”, where secondary school pupils learnt about the concept of “human dignity” in their religion class. They discussed how people with functional diversity have to overcome a variety of obstacles to gain a sense of dignity. As part of the class, they interacted with young people with mental disabilities from a local care centre. By helping them out for a walk, the pupils realised how many urban and cognitive barriers disabled young people face.

The students decided to undertake a study to register all the barriers in the city, drawing up a catalogue of images, descriptions, and a map of locations, with the aim of proposing an action plan to the town planning councillor to eliminate such barriers. The findings were presented to the city and as a result, the city authorities committed to finding a budget to undertake at least part of their proposals.



Spain

Balearic Islands

Youth information work in the Balearic Islands is coordinated by IBOJOVE, a governmental body under the administration of the Conselleria d'Afers Socials I Esports in Govern de les Illes Balears.

Youth information work forms an integral part of youth work, with its legal foundations established by the Youth Law in 2006.

While IBOJOVE develops youth policy and coordinates youth work at the regional level, the responsibility of providing youth work services (including youth information services) lies with the local governments. As of 2020, there are 67 local governments in the Balearic Islands, each with their own established cooperation network of youth work organisations. Youth services are provided by youth centres, youth clubs, hobby schools, youth organisations, schools, etc.

Youth information worker is recognised as a profession in the Balearic Islands in the same way as in continental Spain. Competences related to youth information work with a reference to the European Youth Information Charter form an integral part of the occupational standard.

In total, there are currently 53 youth information work organisations (mostly youth centres) funded by the local governments that together employ 80 youth information workers.



STRUCTURE

governmental

MAIN PARTNERS AND FUNDING BODIES

local governments

F2F VISITORS

15,000

ONLINE VISITORS

70,000

Is youth information and counselling part of the national/regional youth strategy?

YES

IBJOVE - Institut Balear de la Joventut

The Balearic Islands Youth Institute (IBJOVE) is the official body that coordinates youth information services in the region. The main aim of the organisation is to ensure equal access for young people on the Balearic Islands to reliable information in order to meet their needs and to support their participation in society.

Our main activities in the field of youth information work are:

- education and jobs counselling (Facebook groups) to all youth in the Balearic Islands;
- peer-to-peer education (cybermentors) with 400 young people through the participation of high schools;
- digital citizenship workshops about information literacy, cyberbullying, emotional skills, job-seeking skills. 10,000 children and youngsters participate in the programme every year;
- online training for professionals about digital citizenship, young people, and families; and
- information and educative campaigns, gender equality, critical thinking, information skills etc.

WEBSITE

ibjove.caib.es



53

YI CENTRES



80

YI WORKERS



400

VOLUNTEERS

Participative

We offer support to young people through involving them in exchanging experiences and talking about their vocational studies to young people who need to choose a vocational training course. For, this we launched an an educational guide and peer learning project «Has de triar FP? ...segueix-nos» (Need to know about vocational training?... Follow us.)

The Sóller Youth Information Centre holds face-to-face educational exchange sessions in information pairs. The pairs are formed between a young person who is in the process of seeking vocational training and a young person who is or has studied the subject of interest. In these sessions young people can exchange information, talk about concerns and clarify uncertainties relevant to the prospective trainees. Young people get answers to questions about the subjects and also hear about their peer's experiences and get advice.

With the COVID-19 lockdown, this face-to-face format could not continue, and the centre continued the project through Instagram and Facebook, but also using other channels of communication such as WhatsApp, video conferencing, email, phone and Drive.

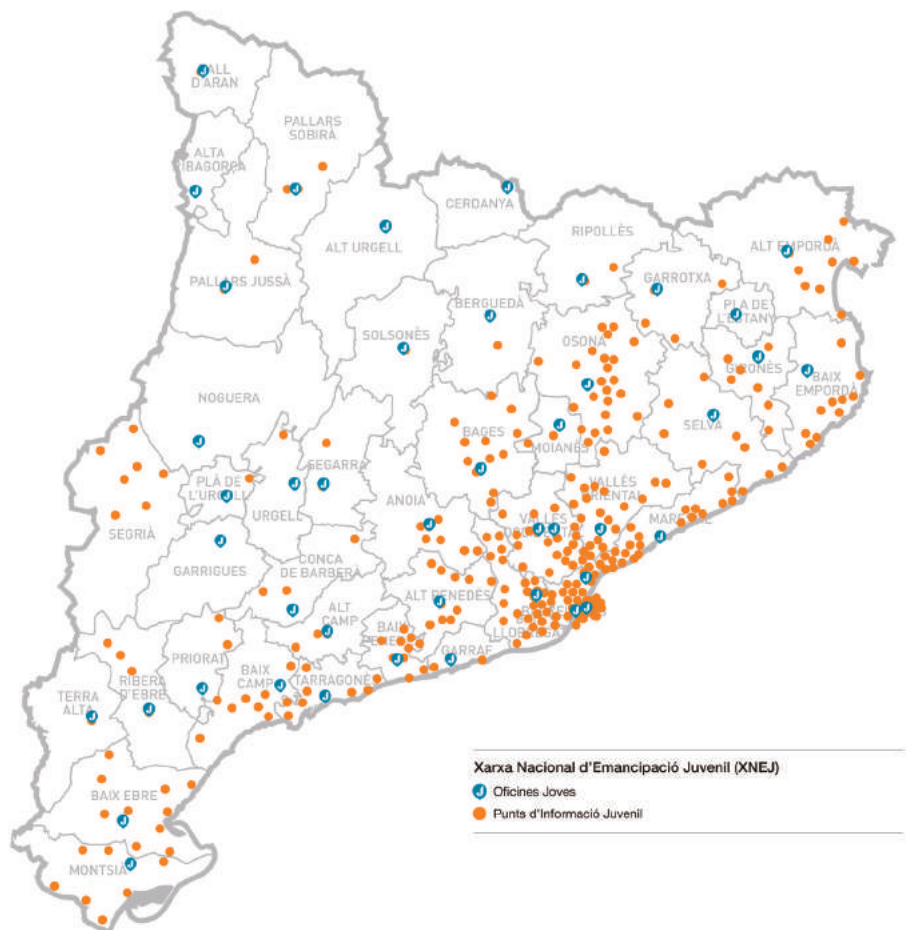
Empowering

We offer different tools, such as WhatsApp messages, Instagram, website, posters, videos and seven hours of specific training to young people so they can solve their information needs themselves or with the help of other young people though peer-to-peer projects.

We have launched the Cybermentors network - a peer-to-peer education and mentoring project in the secondary schools of the Balearic Islands and it is part of the "Vida digital project" from IBOVE through a partnership with "Convivèxit". The overall objective of this project is to raise young people's awareness about the possible consequences of their actions on the Internet in order to minimise undesired effects and enhance the positive effects of their presence on the web. The project aims to create a network of young people with knowledge about digital citizenship that can be a reference for their peers. It also offers the students who make up the mediation service the possibility to participate and promote the Learning Solidarity Service at the schools.

First, a group of students participate in a workshop about online behaviour and the promotion of digital citizenship and etiquette. They discuss these topics and explain the concepts to each other. Secondly, they meet up with other participating schools in the Balearics (currently 5 schools and 60 Cybermentors). During a 2-day workshop, they are further trained on digital citizenship skills and get to network with other students and teachers involved in the project.

The Cybermentors then return to their schools to implement the workshop for their peers. Every two Cybermentors are coaches and mentors for one group. They teach digital citizenship skills to other students though different exercises and through sharing information, tips, and videos in class and on social media channels.



Spain

Catalonia

Article 9.26 of the Statute of Autonomy of Catalonia assigns the Government of Catalonia exclusive authority over youth matters.

This law has granted the Government this exclusive authority since 1979, although it has not been developed, thus laying the legal foundations needed for youth policy to be developed. The regional government of Catalonia, along with the administration of the Government of Catalonia, may act on youth matters in accordance with this and other applicable laws.

Within the framework of [Law 33/2010, dated 1 October 2010](#), on youth policies and the National Youth Plan of Catalonia (PNJCat 2020), the network's youth information, guidance and counselling services are the crux of its youth policy action plan and a means of facilitating youth autonomy.

In Spain, the qualification for “[youth information](#)” is defined under the [Royal Decree 567/2011, of April 20](#), which complements the National Catalogue of Professional Qualifications, that establishes four professional qualifications under the Sociocultural and Community Services.

The overall authority of youth information officers is to manage and disseminate information of interest to young people, to attend to them in a personalised fashion and to encourage their participation as active members of a democratic society, fostering their autonomy and training in integral development while ensuring diversity and equality.

STRUCTURE

governmental

F2F VISITORS

412,366

Is youth information and counselling part of the national/regional youth strategy?

YES

ACJ – Catalan Youth Agency

The Catalan Youth Agency (ACJ) is a public institution with its own legal personality associated with the Ministry of Employment, Social Affairs and Families on youth matters through the Directorate General of Youth.

Its aim is to provide services for young people, to implement programmes of interest to young people, to manage the services that the Government of Catalonia's administration implements in this area, and to advise local administrations on youth policies.

Among others, ACJ is in charge of the development of the National Network of Youth Emancipation (XNEJ), a tool for achieving the autonomy of young people in Catalonia.

The XNEJ is an initiative of the Directorate General of Youth, which is comprised of youth offices (one in each county) and youth information points.

The youth offices provide young people with information and assessment in different areas including employment, entrepreneurship, education, health, housing and international mobility.

Each youth office coordinates all the services targeted at young people in their region, including other public administrations (municipalities and county councils) and other areas (cross-sectorial work).

WEBSITE

<http://treballiaferssocials.gencat.cat/ca/agenciajoventut>



267

YI CENTRES



543

YI WORKERS



n/a

VOLUNTEERS

Inclusive

In 2018, the Catalan Youth Agency (ACJ) launched a pilot plan to include the perspective of gender and inclusion in the youth points and offices in the XNEJ.

Work began with 5 of these offices, where training and counselling were provided: the youth offices of Vallès Oriental, Baix Penedès and Ribera d'Ebre, the youth information service (SIJ) of Sant Boi de Llobregat, and the youth information point (PIJ) of Castelló d'Empúries.

The project is directly linked to the guiding principles of the National Youth Plan of Catalonia and the principles contained in the INCLUSIVE part of the European Youth Information Charter, with free services open to all young people without any kind of discrimination, with the aim of reaching all young people effectively and adequately for different groups and needs.

In October 2019, the results of the project were presented to the network at the XNEJ's national meeting, with the aim of considering transferring this strategy to the rest of the XNEJ; the goal is to develop tools and resources to incorporate the perspective of gender and inclusion throughout the entire network, to contribute to training XNEJ professionals on how to incorporate it and, after some time, to evaluate the services, spaces and resources developed.

Professional

Catalonia has the National Youth Emancipation Network (XNEJ), and regulations have recently been drafted which are currently in the public consultation phase prior to their definitive approval. These regulations should determine its characteristics and functions, and the quality criteria of its facilities and services. From the beginning, it has been drafted with the participation of the stakeholders involved.

These new regulations entail the following:

First the classification, definition and characteristics of these services have been defined, which must meet the **needs of young people** around the region. For some time now, the youth information services (SIJ) have been comprised of youth offices and youth points. The youth offices are planned as nodes to support the youth points scattered around their spheres of action, which is county-wide.

Secondly, the content of the SIJs has to guarantee the provision of services in an **egalitarian, independent, inclusive and participative way around the region** and ensure that certain **quality** standards are met.

The SIJs can no longer be viewed simply as centres where information is made available to citizens. With technological advances, young people no longer need to actually go to these centres to get information, because generally speaking it is already available to them. Therefore, the purpose of these services should be to guide young people in choosing information and providing them with personal advice so that they can use it in a way that best meets their needs.

Thirdly, one of the goals of the new Decree is to foster **digitalisation**. We currently have an e-government model where information and communication technologies should be the main means of interaction between young people and the administration. This means that the workers at these services interact with citizens not only in person but also via digital media.

Finally, it was detected that the SIJs need to be **proactive**. They have to use strategies to reach young people, such as decentralisation, and they have to guarantee the visibility of youth information.

Spain

Autonomous Community of Valencia

The Institut Valencià de la Joventut-IVAJ (Valencian Institute of Youth) is the regional governmental body in charge of coordinating youth policy in the territorial area of the Community of Valencia.

Youth information work forms an integral part of youth work, with its legal foundations established by the [Youth Policies Law](#) in 2017.

IVAJ develops youth policy and coordinates youth work at the regional level, including supporting the local governments, who directly perform the provision of services to young people, including youth information.

There are 542 municipalities in the region, 444 of which have under 10,000 inhabitants. As of 2020, 201 of them have at least one youth centre which includes a youth information service and has an established cooperation network of youth work organisations. The number of people working in them is a total of 401. There are also 162 youth information services, called youth information points, which are served by part-time youth workers.

Is youth information and counselling part of the national/regional youth strategy?

YES

Institut Valencià de la Joventut

The Institut Valencià de la Joventut (IVAJ), established in 1989, is a regional public body responsible for the coordination and implementation of youth policies in the Community of Valencia. Since the approval of the [Youth Policies Law](#) at the end of 2017, IVAJ is changing its lines of action; rather than engaging in youth-oriented activities, it is supporting the coordination between the different agents that intervene in the territory, with a special focus on city councils, youth organisations and services of different government departments.

IVAJ promotes and supports the development of the Valencian Youth Information Network, though funding for staff recruitment, information resources and training for youth workers in the region.

The main objective of the youth information services of the Valencian network is to provide young people with the most up-to-date information and the advice they need to develop their personal projects. It is made up of youth information centres and points located across the region.

WEBSITE

<http://www.ivaj.gva.es/va/>



363

**YI CENTRES
& POINTS**



401

YI WORKERS



538

VOLUNTEERS

Needs based, empowering, participative

Young Correspondents

The aim of the programme is to bring information closer to young people and make them the protagonists of the process of detecting needs, searching, preparing and disseminating information.

The programme involves young high school students, aged 12 to 18 years old, and is considered a factor in improving the education system, because the young people have an impact on the students' commitment and on the necessary adaptation of educational content to meet young people's needs and adapt to a changing environment.

It is considered essential to promote Active Students in IES, because:

- a significant majority of young people between 12 and 18 are in secondary school (compulsory from 12 to 16);
- young people in high school are together all week, and in some cases (more in the rural environment) it is the only place of socialisation with their peers.

During the 2019-2020 academic year, 40 secondary schools from 34 municipalities carried out this programme, with the participation of 527 students. Despite the lockdown and the suspension of the activity in schools due to COVID-19, the programme continued, using social networks and video calls.

Participative

Fòrum Jove (Young forum)

A Fòrum Jove is a participation tool through which public administrations and young people dialogue and work together to build territorial public policies. Youth associations and public administrations promote forums to the young people in their territory.

The [Youth Policies Law](#) established that the public authorities will support the processes of participation and consultation, and ensure that they are governed by the principles of maximum transparency, representativeness, effectiveness, incidence and equal opportunities.

During the COVID-19 lockdown, IVAJ considered that it was especially necessary to know the opinions, concerns and needs of young people, at a time when they could not use their usual spaces of contact with their peers: schools, centres and youth clubs, sports teams... For this reason, youth workers were offered a virtual tool that would allow them to have spaces in which young people could express themselves and give their opinions on various issues. This tool, called [Fòrum Jove virtual](#), was used to organise 33 debates with young people between April 1 and May 18.



IAJ CONNECT



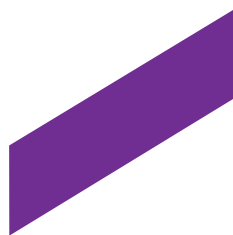
CUÍDATE



DIVIÉRTETE



FÓRMATE



COMO EMPRENDER Y NO MORIR EN EL INTENTO

3NOV CÓMO EMPRENDER Y NO MORIR EN EL INTENTO
MANUELA PÉREZ (GYAFORA)

4NOV APLICACIÓN TIKTOK Y EMPRENDIMIENTO
JUAN ANTONIO RACERO (MINIMUM LAB)

5NOV HERRAMIENTAS DIGITALES GRATUITAS PARA EMPRENDER
JUAN ANTONIO RACERO (MINIMUM LAB)

Horario: 17:30H a 18:30H
TALLERES ONLINE GRATUITOS
PLAZAS LIMITADAS PARA PERSONAS DE 14 A 35 AÑOS

Interesados enviar email a Info@actuadigital@gmail.com con nombre, apellidos, edad y whatsapp.

Más información en activato.ca.iaj@juntadeandalucia.es

Spain

Andalusia

The Andalusian Network of Youth Information Centres is an information system for young people, coordinated by the Andalusian Youth Institute.

It was established in 1990 with the aim of meeting the specific information needs of Andalusian youth, in order to facilitate solutions to their problems and demands, as well as their full incorporation into social life.

The structure of youth information in Andalusia is organised on three levels:

- a) a coordinating centre, in the central services of the Andalusian Youth Institute;
- b) 8 youth information sections (one in each province of Andalusia); and
- c) youth information centres.

The youth information centres, which are spread throughout the region, are promoted by public or private non-profit entities. Their functions are:

- searching for the information generated in their territory, regarding youth;
- treating documentation;
- disseminating information: publications, radio programmes, TV, internet, etc;
- providing attention to young people;
- providing advice and guidance; and
- coordinating youth correspondents.

STRUCTURE

governmental

MAIN PARTNERS AND FUNDING BODIES

Junta de Andalucía
(government of the
autonomous community)

F2F VISITORS

no data available

ONLINE VISITORS

1,435, 371

Is youth information and
counselling part of the
national/regional youth
strategy?

YES

Andalusian Youth Institute

The Andalusian Youth Institute is an autonomous body of the Andalusian Government under the Employment, Training and Self-employment Department. Andalusia has eight different provinces. The Institute is in charge of coordinating them on youth policy. We work on several programmes such as the European Youth Card, Erasmus+, training programmes...

This institute supports 487 youth information centres in Andalusia and provides information through 5,200 youth ambassadors in secondary schools, higher education centres, vocational training centres, associations and universities. Once a year, it organises regional meetings of youth reporters and youth ambassadors to evaluate youth information policies.

The main activities of the Institute in the field of youth information work are:

- coordinate provincial services;
- manage youth information centres;
- give instructions to the centres, so that the actions are carried out in a homogeneous way; and
- disseminate information through the different channels;

We try to make our services easily accessible and visible to young people. We use different ways to communicate with youngsters:

- email distribution list
- social media accounts (Facebook, Twitter, Instagram)
- creation of informative material such as posters

WEBSITE

[www.juntadeandalucia.es/
institutodelajuventud](http://www.juntadeandalucia.es/institutodelajuventud)



487

YI CENTRES



20

YI WORKERS
IAJ ONLY



5,200

VOLUNTEERS

Proactive

Thanks to our community manager, we are always trying to innovate strategies and methods to reach out to young people.

We use different ways to connect with young people. One of the most important is Instagram. On our account (@juventudandalucia_iaj) we try to offer information in a way that is useful to young people, and that allows them to act for themselves. We use different types of publications (stories, posts, videos...) in order to reach our target, which is that youngsters are updated with information that is important for them.

Needs based

We try to cover the topics that matter to young people. In order to know what matters to them, the most important thing is to listen to them. We are always open to receive feedback from youngsters.

When we receive questions from young people, we always answer them individually, but if the number of similar questions about something starts to grow, we try to give a general answer, in order to be more efficient.

One of the biggest problems that we have in our region is unemployment. Over the last few months, in order to encourage young people to take advantage of their time in lockdown caused by COVID-19, a new programme has been launched by our Institution. We give young people access to online training, activities, exercises at home and health advice. The programme is called IAJ Connect. We use social networks and our information channels to disseminate the content.



Spain

Cantabria

In Cantabria, the youth information offices and youth information points are established and maintained by the local authorities.

The majority of these information offices and points are incorporated into the Cantabrian Youth Documentation and Information Network, regulated by Decree 22 / 1998, of March 13 (BOC of March 19, 1998). The network members are supported by the Cantabrian General Directorate for Youth in coordinating their activities and running the offices and youth information points.

The professional background of people providing youth information services in the youth information offices and points is quite heterogeneous. While the profession of youth information worker is recognised in Spain, the Cantabrian municipalities have also established a profile for these public employees, as well as a system for their selection. Usually the specialists are required to have a bachelor's degree or second-degree vocational training or equivalent to access the job.

Typical functions of a youth information worker are:

- informing young people about courses, scholarships, volunteering or any information that is requested by them;
- providing different types of leisure to young people and informing them about the offers in their province;
- informing and managing the different youth cards that can be obtained And
- advising young people on issues related to their rights and duties.

However, due to the geographic dispersion of the municipalities in Cantabria and the fact that a large number of them have a small or elderly population, these public employees carry out other types of tasks, in addition to youth information.



STRUCTURE

governmental

F2F VISITORS

49,533

ONLINE VISITORS

68,167

Is youth information and counselling part of the national/regional youth strategy?

YES

Directorate General for Youth, Cantabria

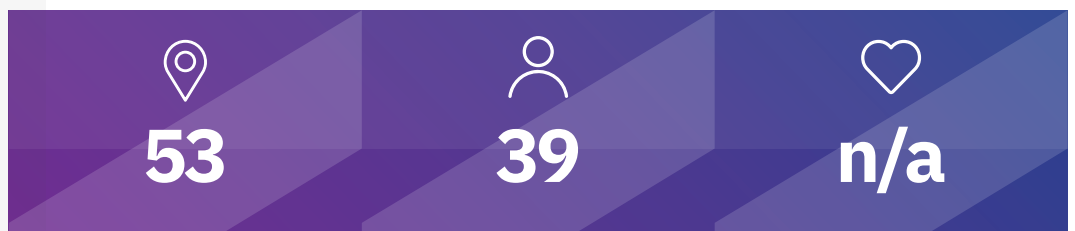
The youth service of the Public Administration of the Autonomous Government of Cantabria was created in the early 80s among other autonomous and public institution departments. Since then, the youth service has been implementing public youth policies according to the government’s programmes and priorities.

Among the youth activities, the organisation provides:

- youth information services;
- summer camps;
- work camps;
- youth association support;
- non-formal education;
- youth music and art contests; and
- subsidies to help young people in different matters such as realising their projects.

WEBSITE

www.cantabria.es/juventud



YI CENTRES

**YI WORKERS
DGY ONLY**

VOLUNTEERS

United Kingdom

Scotland

Young Scot is the national youth information and citizenship charity for Scotland.

Young Scot is a third-sector organisation in Scotland that collaborates with a wide range of youth work partners/stakeholders including [YouthLink Scotland](#) and [Youth Scotland](#). Young Scot provides support to local, national, European and international networks as part of our youth information approach, and participation of young people in Scotland. Young Scot works strategically with the Scottish Government to provide information linked to key policy areas, and work with all 32 Scottish Local Authorities to support the provision of youth information at a local level via our digital youth information approaches. Key policy areas, including health and education, are devolved to the Scottish Government, although Young Scot does support wider UK policies and approaches. Young Scot has fully embedded and aligns to the ERYICA youth information principles, standards and quality measures and advocates for this in Scotland.

Youth information worker is not recognised as a profession in Scotland. However, “youth worker” is. Youth work is recognised as a part of the Community Learning and Development (CLD) field in Scotland along with the CLD Standards Council issuing a [set of competences](#) which it thinks that everyone working within CLD (including youth work) should be able to demonstrate. Young Scot is not a youth work organisation but works strategically with the sector in Scotland to support young people.





STRUCTURE

non-governmental (charity)

MAIN PARTNERS AND FUNDING BODIES

Scottish Government, Scottish Local Authorities & external project funding

ONLINE VISITORS

2,000,000

Is youth information and counselling part of the national/regional youth strategy?

YES

Young Scot

At Young Scot, we provide young people with information, ideas and opportunities to help them make informed decisions and choices. This helps them to navigate the challenges they face as they grow up – particularly during times of change in their lives such as moving to high school or starting a full-time job.

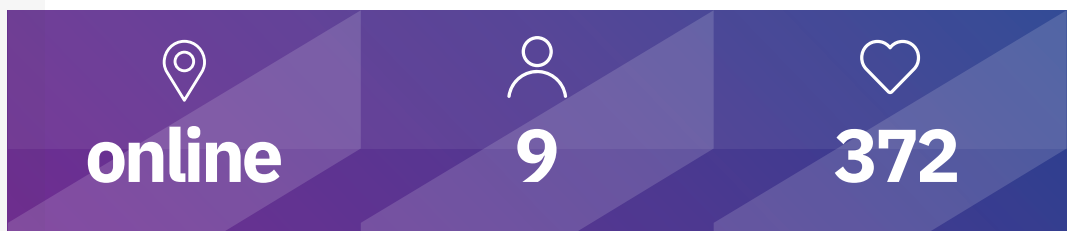
Young people are at the heart of everything we do, and they take a leading role in designing our strategy and shaping our services. We are collaborative in our approach, working with cross-sector partners who share our values and belief in young people. This joined-up approach ensures we deliver the best value – whilst meeting the needs of the young people we serve.

Our main activities in the field of youth information work are:

- provision of quality assured, relevant and responsive information to young people in Scotland, tailored to their needs and life milestones;
- provision of digital youth information via our national website young.scot;
- provision of platform specific youth information and content across multiple social media channels including TikTok, Instagram, Facebook, YouTube, Snapchat and Twitter;
- provision of a youth-led service for young people with opportunities to co-design youth information approaches and content across our platforms;
- engagement with key Scottish stakeholders in the provision of quality assured information; and
- provision of information literacy and evaluation skills.

WEBSITE

young.scot



PROVISION ONLY

YI WORKERS

VOLUNTEERS

Needs based

We work with young volunteers to co-create content and guide what is produced, for example the #YSHealth Panel has helped shape our health information and co-create a range of content. We also monitor trends and utilise social listening to understand young people's concerns and what content we can produce to meet their needs.

Many young people felt scared as the COVID-19 crisis unfolded and there was an urgent need for specialised youth information. We quickly began publishing quality-assured information, co-created with young volunteers, on what was happening, how to safeguard one's physical and emotional wellbeing as well as support others. We shared this information in the digital spaces young people spend their time in – Snapchat, Instagram, Facebook, TikTok and YouTube. Due to mobility restrictions we encouraged young people to submit their questions and concerns via Instagram. Our team also coached partners on how to create video content for our Q&A sessions that we published on YouTube and Instagram.

In our approach to share only the highest-quality information, we partnered with a range of information experts. This also helped us to challenge the misinformation that young people were being exposed to. Our partners included the Scottish Government, Food Standards Scotland, Money and Pension Service, NHS, and more. Between 13 March 2020 and 31 August 2020, our young.scot/coronavirus pages received nearly 94,000 visitors.

Responding to need - <https://young.scot/campaigns/national/coronavirus>

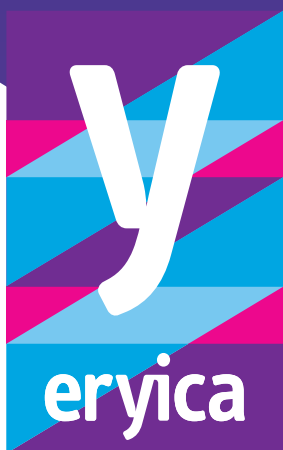
Co-created content - https://www.instagram.com/p/CE_cqnehPkc/

Participative

We work with co-design and groups of young volunteers to give young people a platform and voice through our social media channels. Young people help to shape our content, whether that's helping write articles for our website or featuring in videos or creating social media posts. A popular Scottish Singer Songwriter did a live takeover of our Instagram Feed/Instagram Stories and played acoustic versions of her songs while sharing her own personal top tips on looking after her mental health. Young people were able to submit questions to her directly during the session encouraging open discussion and a sense of community.

Young Scot worked collaboratively with the songwriter's management team and with our own mental health stakeholder network, as part of a wider youth information campaign (#AyeFeel), to ensure that our approach was informative, accurate and inclusive. Using music, the arts and creativity and linking to emotional and mental well-being was received positively by young people, who have suggested who they'd like to see take over the Young Scot platform in the future. Working with an established artist and influencer also helped to extend our reach and engagement with young people in Scotland and helped further messaging around mental health support – especially during COVID-19.





european **youth information**
and counselling agency

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