



sheryica



Good Practice in Youth Information

informing & empowering • new technologies
information right now! • diversity and inclusion

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introduction

I'm proud to present to you the next Good Practice volume published by ERYICA. Exchanging best practices is one of the things which makes it so attractive to be a part of the ERYICA network.

Being inspired by projects already done by colleagues abroad, knowing that a method is working (evidence based youth work) takes care of the fact that Youth Information is constantly renewing and innovating.

This overtaking and adapting project to your own national reality is internally called "the stealing of ideas". The good news is that this form of stealing is not only legal but also strongly encouraged by all of us. As Jean-Luc Godard said: 'It's not where you take things from – it's where you take them to.'

This time our good practices are mostly based on stories that were published on SHERYICA, the online platform for youth information that enables workers at grass root level to share and be inspired.

It is great to have those stories now adapted for this booklet so that even a wider target group can use this knowledge for the advantage of young people in Europe.

Marc Boes
ERYICA President

informing and empowering



introduction

Youth Information has its roots in the second half of the last century, when the access to information was much more limited than nowadays.

It all started with the request of young people for impartial, practical and relevant information made especially for them on the one hand. And the growing awareness of society that information is an essential tool for the necessary orientation in a complex, modern life on the other hand.

One of the central aims of youth information was right from the beginning to empower young people – empower them to lead an independent, autonomous life in all aspects. Giving the needed information at the right moment in an understandable and usable form helps young people to take their own decisions based on knowledge about their possibilities. This has not changed over the last 50 years – the needs of young people when it comes to information and the offers and role of youth information have changed significantly though.

We have gone from a lack of information to an overflow of it. Orientation as a basic requirement for empowerment stayed

and is yet so different nowadays. The assumption today is that everybody can find information on every given subject on the Internet, because there is nothing that has not been published on the World Wide Web. That might be true, but the conclusion that this makes us all informed, independent citizens is an illusion. The task of youth information has developed accordingly from enabling access to information and translating it into youth friendly language and forms to supporting young people in developing the necessary skills to deal with the enormous amount of it.

Information literacy in the broad sense applied today in Youth Information in Europe means to be able to not only find appropriate information but also to critically access the quality and integrate it into one's own context for a practical use. All these skills are key today for benefiting from the offers and opportunities available. In addition the knowledge gained by being able to find, evaluate and use information,

enables (young) people to take an active role in their own environments and lives and therefore is one of the pillars of empowerment by definition.

Youth Information Centres and Services across Europe have developed several ways of guiding young people in a non-formal or informal setting to become more skilled in dealing with information:

- they offer a structured and selected range of information which is of interest for young people.
- they display the information and the relevant sources of it in a transparent and reproducible manner online as well as offline.
- they use guiding questions in face-to-face conversations to help the young person to better define the information needed.
- they develop a search-strategy together with the young persons that visit the centres and show them how to use the different available information channels.

- they evaluate together with the young person the results of a carried-out search for information explaining the applied criteria
- they offer individual answers for individual contexts
- and they animate their young users to double-check and look behind the motives of offered information.

In addition to those ongoing core activities of Youth Information and Counselling Work – as we will see in the following chapter – several projects and initiatives have been developed to animate young people to realise their own ideas and offer them support on the way there. The range goes from reward systems to stimulate activities over peer-to-peer projects and seminars to specialised web services and print products e.g. for young musicians or on healthy behaviour. Varied as they are, those are just some examples of good practice. There is many activities connected to youth information that help young people to take control of their own projects and attempt to

realise their dreams.

In the end the role of Youth Information and Counselling can be compared to the training wheels of a bike, which are connected to the rear axle of a bicycle to help beginning cyclists to maintain the balance. We cannot and do not want to cycle for them, but we can help them to drive on their own without falling over.

Alexandra Cangelosi

Bundesnetzwerk Österreichische
Jugendinfos, Austria



1.1 young scot rewards

November 2011 – ongoing

In November 2011 Young Scot announced the latest addition to its award winning Young Scot National Entitlement Card as it switched on Young Scot Rewards, an innovative online platform which encourages young people to participate in activities which benefit themselves and their communities.

Through Young Scot Rewards, young people are able to earn points by taking part in a variety of activities offered by a range of cross sector partners. These include volunteering, writing for the Young Scot website, using local library and information facilities, taking part in a focus group or participating in opportunities around sport, health, arts and the environment. They save up their points and can then use them to claim Rewards, which are exciting money can't buy experiences, opportunities and exclusive discounts. For example, the chance to shadow Michelin starred chef Andrew Fairlie at Gleneagles Hotel, free driving lessons with BSM, swimming with sharks at Deep Sea World.

Speaking at the Young Scot Rewards showcase event in November, Cassie Oji, aged 17 from Glasgow, commented: "Young Scot Rewards is a really exciting addition to the Young Scot NEC card and I can't wait to start collecting my points and unlocking rewards! I'll be able to earn points by going swimming, writing a review of the latest

movie for the Young Scot website or by volunteering – as I currently do in my role as Youth Legacy Ambassador in Glasgow. There are so many ways that young people can be recognised for the good things that they do."

Young Scot Rewards has been co-designed by young people themselves, with hundreds helping to shape it through in-depth consultation. It also follows successful pilots in Glasgow where, since 2006 25,000 young people have been collecting points with their card each month for using leisure facilities, responding to consultations and surveys and for choosing healthy school meals.





Since the launch in November 2011, over 6,000 young people have registered and started to collect Reward points. Over 750,000 points have been collected, with the highest points scorer currently having achieved 3,650 points by participating in various activities.

Achievements:

Over 120 points providing opportunities are currently available, these include:

- Opportunities provided by national organisations, but available nationwide, such as visiting Historic Scotland properties or obtaining a Dynamic Youth Award for volunteering;
- Online opportunities, such as completing consultation surveys or making an environmental pledge;
- Localised opportunities, such as attending weekly dance sessions in North Ayrshire or visiting the Youth Information Station in Stirling.

There has been significant interest from local authorities across Scotland in using Rewards to engage young people in local services. Local launch events in Dundee, North Lanarkshire and Stirling have attracted press coverage and many other areas have started to begin planning how they would like to use Rewards to support their engagement with young people.

It is expected that more than half of all local authorities will have an effective local approach to Rewards by the end of 2012.

Number of participants:

460,000 cardholders

Youth Information tool:

<https://rewards.youngscot.org>

For more information:

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www.youngscot.org



Austria

wienXtra-youth information,
wienXtra-soundbase &
mica – music austria

1.2 music was my first love...

2012

Music is one of the most important topics for young people in Vienna, ranging from going to concerts and festivals to playing music in a band.

As the wienXtra-youth information centre is the place in Vienna where young people can buy cheap concert tickets for nearly 250 concerts and events with no extra charge, the information centre is very well known for its competence in music and ticketing.

Therefore the centre together with its partners “wienXtra-soundbase” and “mica – music austria” decided to publish three brochures for young musicians: “copy:right” in 2009, “Live!” in 2011 and finally “Release it!” in 2012.

The aim was to provide up-to-date, reliable and most of all comprehensible information in a field which proves to be a jungle, not only for young musicians. With these brochures and the accompanying workshops we hope to empower young musicians to produce and promote their own music.

The brochure “Release it!” deals with topics such as how to publish one’s own music and how to promote and sell it (to make a

fortune). It starts with information on how to produce a first demo tape, important issues concerning copyright, how to find a label and finally how to distribute your own CD. In the annex of the brochure young people can find an overview of addresses in Vienna where musicians can get funding or more specialised information.

The significance of the topic is demonstrated by the fact that both city counsellors for Youth and for Culture decided to contribute a foreword to the brochure.

The 32-page booklet is illustrated with photos shot at the offices of Viennese music labels.

wienXtra also offered a workshop “Release it!” for young musicians which was overbooked twice.

Release it! –
Information for young musicians



Within a few months of the release of the brochure “Release it!” it became apparent that this product is very popular amongst Viennese musicians. The second edition will be released in 2013.

Achievements:

The organisation of wienXtra decided to build up a new “wienXtra-soundbase” to strengthen its activities in the field of music. Now ticketing, information and workshops are focussed in a new team.

So, if music is your first love in Vienna, wienXtra is the competent partner at your side!

Number of copies:

4,000

Youth Information tool:

Brochure & workshops

For more information:

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Read more on SHERyica:

<http://sheryica.org/story/music-was-my-first-love>

Pictures' credits:

wienXtra





1.3 youth to youth phone

Project implemented since 1993

The aim of the Youth to Youth Phone project is to motivate young people to participate in peer-to-peer activities and improve their social and communication skills.

A group of peer to peer counsellors as permanent youth panel has been established with the mission to empower young people on challenges of new technologies and internet safety. The purpose of the youth panel is raising awareness among Slovenian youth by giving useful information on using new technologies. The most important added value is getting valuable information about their online habits and the experiences they have on the internet. Additionally, it is easier to assess the level of risk behaviour of youth and what the pitfalls are, whether young people are behaving at risk fully because they choose to ignore the safer internet rules or they do not know or do not comprehend those. This first-hand information and identification of young people's needs give grounds for developing youth targeting campaigns, writing articles about children's online lives and also informing parents who are often ignorant about the young generation's activities on the web.

Peer to peer counsellors are involved in every phase of the project – planning, executing, promoting and evaluating. They actively participate in creating awareness raising action, tools and materials on practically all stages of the process: selection of topic of the campaigns, development of the campaign's concept and at the final stage – testing of the campaigns.

Youth panel is besides that also an opportunity for youngsters to exchange knowledge and experiences concerning their use of online technologies among themselves. As such the youth panel can be seen as peer education tool and a trigger for further thought on these issues.



Peer counsellors have created a website, a Facebook group that they use to inform young people about their activities.

Achievements:

The following results were noted:

- recognition of the project among young people;
- use of new technologies and social networks popular with young people;
- research on peer-to-peer counselling.

Peer counsellors have created a website, a Facebook group that they use to inform young people about their activities.

Number of participants:

10 peer counsellors and 3 mentors

Youth Information tool:

Peer-to peer phone counselling, discussion groups – youth panels, counselling via e-mail, social media, web site and chat.

For more information:

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Malta

Maltese Association of Youth Workers and Aġenzija Żgħażaġh (Maltese National Youth Agency)

1.4 theatre of empowerment...

15 – 19 March 2012

Drama Tools for Youth workers was a Youth in Action training initiative for youth workers hosted by the Maltese Association of Youth workers and supported by Aġenzija Żgħażaġh. It involved youth workers from Spain, Cyprus, Turkey, Estonia, Croatia and Malta.

The five-day training programme focused on training youth workers/leaders to use drama as a tool that would enable them to motivate and engage young people to participate in projects of a European and Intercultural nature and dimension. The training itself was a hands-on experience and allowed the acquisition of practical drama skills by those participating. Drama has long been recognised as an effective tool in engaging, encouraging and supporting young people. The planned activities helped and facilitated youth workers in acquiring those skills and techniques that would enable them to work more creatively with young people and give them a sense of empowerment. This sense of empowerment is an essential ingredient in promoting the social and personal development and well-being of young people.

Some young people will find their voice through expressing themselves in the voice of another. Through building character, building stories, their own voice develops. This is one of the great qualities of good youth theatre. Also, being given permission to be different from other people: being given permission to dream by the people with whom you share your community, and having something bigger to work towards.

Jonathan Neelands

at the NAYD Starting The Debate Seminar
May 10th 2008



Drama Tools for Youth Workers/Leaders



Through Brechtian techniques for empowerment such as storytelling, improvisation, mime, role plays and enactments allowed youth workers to explore their potential both of the body and mind.

Achievements:

Youth workers had the appropriate training to become more creative to engage young people in activities.

Youth workers acquired skills which enabled them to work more creatively with young people and also with a sense of empowerment. This sense of empowerment is an essential contribution to promote the social and personal development of young people.

Youth workers felt more motivated to unleash young people's potential and enable them bring about social change and engage themselves in projects of social nature.

Youth workers had the chance to share different practices used in their work with young people and different European realities.

Youth workers acquired ideas and techniques in solving problems, share

their experience, and prepare ways of management in difficult situations.

Number of participants:

33

Youth Information tool:

Training for Youth Workers and Leaders

For more information:

Ms Davynya Grech

www.youthinfo.gov.mt

Read more on SHERyica:

<http://sheryica.org/story/call-partners-theatre-empowerment-drama-tools-youth-workersleaders>





1.5 don't consume yourself...

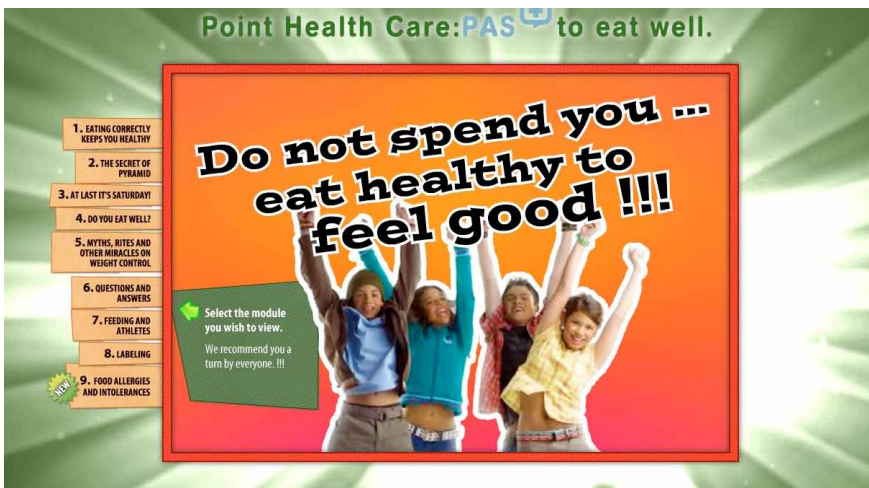
2009 – 2011

Our main goal is to enable young people to check if their health habits (eating, sports and alike) are adequate or whether they should change something to improve their quality of life.

The website, created and devised by Xarxa Infojove in collaboration with Injuve and the College of Dieticians of the Balearic Islands, contains different sections with interesting tips. These include, among others: "How to eat correctly?", "The Food Pyramid", "Myths, Rites and other miracles of weight control", "Athletes and Eating", "Labelling" and "Food allergies and intolerances".

The site includes a survey as well. Its goals are:

- For young people: to know more about the quality of their health habits.
- For the Youth Information Service professionals: to increase knowledge about the undesirable tendencies in young people's way of eating and to improve the quality of the food health campaign.



Don't Consume Yourself...
Eat Healthy to Feel Good!

eat healthy to feel good!

It can be consulted at www.codnib.es/pas/pas/inicio.html, also in English

Achievements:

- The site has been used as a tool for workshops in secondary schools;
- It has been used by youth work professionals, nurses, teachers in formal education, as well as parents;
- We are proud of the fact that the site is trilingual and the language is easily understandable and attractive for young people.

Number of participants:

10,000

Youth Information tool:

Website

For more information:

Manuel Moñino

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Read more on SHeryica:

<http://sheryica.org/story/dont-spend-youeat-healthy-feel-good-no-pases-de-ti-come-sano-para-sentirte-bien>

new technologies



by Daniel Poli,
IJAB, Germany

introduction

In complex societies and in an integrated Europe that offers many challenges and opportunities, access to information and the ability to analyze and use information are increasingly important for young Europeans.

When facing the endless opportunities and technical capabilities of the internet with its unsystematic and non-hierarchical information structure, there is more than ever a need for guidance and help to strengthen information literacy of young people. Therefore, youth information services with well trained professionals are extremely important in present digital society. Using new technologies to reach young people where they interact on Facebook, Twitter or other social networks helps to provide guidance and accurate, up-to-date and verified information in order to give young people orientation and the information they need. Furthermore, the use of new technologies and innovative internet services can support youth information services in identifying the interests and needs of young people and give new opportunities involving young people in different stages of youth information work.

The internet became an integrated part of everyday life of young people all over

Europe. 92% of young internet users use the internet at least once a week and spend 88 minutes per day online (EU Kids Online survey: www.eukidsonline.net). The use of online communities and social networking sites is the most popular activity on the internet. 80% of young people actively communicate in social media. This sphere of communication is important for young people to be connected with their peer group to exchange ideas and interests and share information. Most of this communication is preceded in narrow and/or larger circles of friends that represent mostly a virtual reproduction of physical peer groups in schools or in the sphere of extracurricular activities and plays an important role in the process of identity formation. But beyond the peer-to-peer communication there is an enhanced need for guidance and reliable information that can't be fulfilled by the peer-group members.

If we really want to be serious about the role of youth information – enabling young

people to have the right information at the right time to make the right decisions – then youth information services must include outreach activities using social media channels. In addition to websites with a wide range of information, young people need online youth information workers in their living environment on Facebook, Twitter etc. used by the target group every day.

In 2009 ERYICA published the “Principles for Online Youth information” to ensure the quality of provided online youth information services and to guarantee their added value and trustworthiness. They give an orientation on how online youth information services can help young people to find the right information, take their own decisions, maximize the benefits and how to minimize the potential risks of the internet. A selection of good practice examples of online youth information is described in this booklet.

Above all the use of new technologies

can support youth information services to increase the quality according to the above mentioned principles, especially when the content shall be based on the needs of young people and shall support and promote opportunities for participation.

Therefore, youth information workers have to go online and participate actively in existing communication in social media, including mobile communication. They should respond to any question and comment if requested. If they remain authentic in their way of communication and do active networking, there is a great opportunity to step into a direct dialogue with young people in order to identify new trends and topics that reflect young people’s interests. To reinforce this effect, new technologies like monitoring tools or social media newsrooms can also help to identify new trends in social media. In a more participative way, youth information should learn from other successful projects like Wikipedia to benefit from the “swarm intelligence” of young people by using

collaborative tools like wikis, blogs or etherpads. With a new crowdsourcing approach for youth information, young people can actively take part in different stages of youth information work. On top of that, the combination of offline and online activities youth information offers new participatory formats of youth conferences such as barcamps or playful projects like geo caching. In order to promote social and political participation of young people, youth information work can support and guide young people in finding and using new e-participation projects.

Social media has changed the way of communication and became an integral part of everyday life of young people across Europe and around the globe. Facing the opportunities of new technologies, youth information services have to develop new offers within social media apart from portals and traditional websites. Online youth information workers can enable and motivate young people to become experts for youth information in peer-to-peer

situations. They can also strengthen the participation of users in generating youth information through collaborative tools and by making use of the collective intelligence of young people.

Daniel Poli
IJAB, Germany



2.1 CLIConline

2008 till present

CLIConline is a network of 22 youth-led websites, which offer information, news and peer-to-peer support for all young people aged 11 to 25 in Wales, on a wide range of subjects and issues including where to get help or advice in their local areas.



The network attracts a monthly readership of 37,000. In addition, we publish CLICzines every quarter, which are full-colour printed magazines featuring news articles from the websites.

CLIConline's unique approach to providing youth information is that it allows young people to express their views and opinions. These interactive websites allow young people and the organisations that work with them to upload articles, pictures, videos and themes, and to publicise events and activities. A team of editors moderate all content before it appears live.

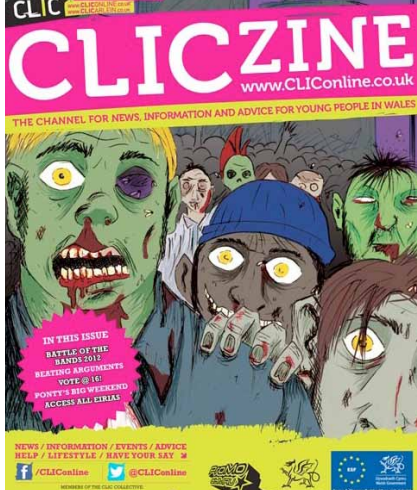
All 22 local authorities in Wales have joined the CLIConline network, which means they all run a local version. Each has an editorial group of young people who meet regularly to discuss and decide on editorial content and direction. A national editorial group of young people meet several times throughout the year on residential weekends to exchange experiences, undergo training and contribute to the

further development of CLIConline.

What's unique about CLIConline?

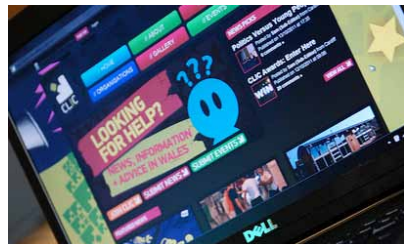
- All content is created, written and updated by young people and the organisations which support their activities;
- CLIConline allows young people to express themselves and promotes their exchange of views and experiences;
- CLIConline creates, develops and shares information locally and nationally;
- CLIConline has developed an accredited training package to help young people and professionals develop creative and multimedia skills;
- CLIConline works closely with youth information networks across Wales to share resources with young people;
- The project highlights good ideas and practices for everyone to learn from.

National Information & News
Service for Young People



Read more on SHERyica:

<http://sheryica.org/story/clic-national-information-and-advice-service-young-people-wales>



The ultimate aim of CLICOnline is the personal and social development of young people, providing accurate and up-to-date information that they need, empowering them to make informed decisions in their lives as active citizens.

The direct engagement of young people is one of our key aims in delivery – their inclusion through development, involvement and ownership of CLICOnline means they are more likely to use a service they have been responsible for developing and to recommend it to other young people.

Achievements:

- Two National Editorial Group members went through ERYICA youth information training in Malta to become ERYICA Youth Ambassadors;
- CLICOnline developed National Standards and a Quality Assurance Framework for Information Services for Young People;
- CLICOnline is rolling out the I-Spect scheme, training young people to carry out assessments of youth information providers against the quality standards;
- 100% sign up from all 22 counties across Wales to develop and deliver local CLICOnline sites in their areas;

- More than 850 young people and professionals in Wales have attended CLICOnline training workshops;
- 37,000 monthly visits to the CLICOnline network of websites;
- Eight residential weekends have been held from 2009 to 2012;
- Seven issues of CLICzine have been published from 2009 to 2012;
- Two annual CLICawards ceremonies have been organised since 2011 to recognise the achievements of young people.

Number of participants:

37,000 per month

Youth Information tool:

Website

For more information:

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Germany

IJAB e.V. International Youth Service of the Federal Republic of Germany

2.2 e-participation in youth work

01 July 2011 till 30 June 2014

Web 2.0 offers new opportunities for net-based participation in democratic processes and enables new forms of decision-making. There is a need for development and testing in this field.

It is important though expand the perspective the focus beyond national borders and to identify innovative approaches of net-based participation for young people in the European and international context and to further develop them together with partners. That is where youthpart comes in.

The three-year project deals with questions such as: How can young people help shape the digital society online? What activities are there in this area in Germany and abroad?

Concretely, the team is working on these eight core activities:

E-participation software – A model-based comparison: During a one-day information event, the different models of e-participation software as well as the newly developed youthpart tool will be presented and compared with each other. Participants will have the opportunity to discuss the advantages and disadvantages

of their use in the field of youth participation.

E-participation software for youth participation in municipalities (“sandbox server”): Youthpart will develop two technical models which will complement each other and will facilitate the implementation of youth participation at the local level via internet-based software. One is “offeneKommune.de” (German only) and will help to shape the dialogue between administration, policy-makers and young people at the local level. The other one is a server for youth projects based on a youth-friendly version of “Adhocracy”, which is a tool for decision-making and discussions.

Good practice database: Youthpart will set up a database with examples of good practice for the involvement of young people in e-participation processes in European countries.

open
start involvement
citizenship
meaningful process
equal decision-making
empowerment
transparency
active

Read more on SHERyica:

<http://sheryica.org/story/e-participation-youth-work-multinational-cooperation-project-call-advice-and-support>

Follow updates at

@youthpart, on youthpart.eu (facebook),
youthpart.de and .info

Youthpart contributes to the EU Youth Strategy
in the field of participation.

youthpart

Guidelines for successful e-participation of young people in political decision- making processes at local, regional, national and international level:

In a joint process, youthpart and its national and international partners will develop these guidelines. The guidelines are to give support and provide suggestions for the design of internet-based youth participation.

Barcamp Tool and Barcamp Manual:

Youthpart develops and implement a Barcamp tool which will facilitate the organisation of such innovative event format. The tool will be complemented by a manual, the "Barcamp Reader".

Local pilot projects: Youthpart has invited selected partners who are already planning participation projects at local or regional level to take part in this project. The aim is to jointly further develop youth participation by using the Internet and its possibilities.

Research assignment on current issues of digital youth participation:

In order to examine current issues of digital youth participation, some of the local pilot projects will be scientifically reviewed with regard to their effectiveness.

Co-operations: Youthpart seeks to cooperate with national and international partners in the field of youth e-participation to provide expertise and gain valuable insights about innovative processes of e-participation.

Youth Information tool:

<http://yourpart.eu>

(Collaborative real-time writing tool)

<http://barcamptools.eu>

(BarCamp-Organiser Tool)

<http://ypart.eu>

(Discussion & Voting with decision-makers)

For more information:

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Czech Republic
NIDM – National Youth
Information Centre and certified
youth information centres

2.3 infocaching

1 July 2012 – 31 August 2012

In the framework of the “Information Right Now!” Campaign, the certified Youth Information Centres in the Czech Republic decided to come out with a new activity for young people.

As geocaching is now very popular in the country, a combination of information game and geocaching during the summer holidays seemed as a perfect way to attract young people. That’s how the Infocaching game has arisen.

The main aim was to highlight the campaign, young people’s right to information and also to increase awareness about youth information services among young people. Almost all certified youth information centres were involved in the preparation of the Infocaching game – they prepared questions for Infocaching cards together. This work was done online, using google documents. The National Youth Information Centre (NICM) of National Institute of Children and Youth was the coordinator of all activities. It also produced the template of Infocaching cards and arranged the prizes for the game: two digital photo cameras and free return bus tickets to selected European destinations.

Youth Information Centres distributed and hid Infocaching cards in their regions, and sent their GPS position to the NICM – all GPS positions were collected on one common page. Alongside, all GPS points were also available on google maps. NICM was coordinating all activities, e-mails from participants, checking the right answers and also contacted Youth Information Centres and informed them about missing Infocaching cards they were responsible for.

The Infocaching card carried the logo of campaign, the Youth Information Centres and partners, together with a short description of Information Right Now! campaign and its objectives. Each Youth Information Centre was asked to add some information about their centre and of course the question. The topics of the questions were youth’s right to information, the youth information system in the Czech Republic and of course the topics Youth Information Centres are providing information about.



The aim of highlighting the campaign was achieved – we have found lots of partners who were interested in promoting the Infocaching game, thus the campaign as well.

Achievements:

The game was visible on many websites and among relevant organisations.

It has also strengthened the network of certified youth information centres through the cooperation on one common and visible activity. Most of them also involved their young volunteers in preparation of the game, who were very enthusiastic about the idea of combination information and geocaching game. Among Youth Information Centres the activity was so successful that they decided to continue with the Infocaching game next year again.

Number of participants:

128

Youth Information tool:

Infocaching game as combination of information and geocaching activity

For more information:

Julie Menšík Čáková

julie.cakiova@gmail.com

Read more online:

www.informationrightnow.eu/activity/infocaching-game-czech-republic



Finland

Koordinaatti – Development
Centre of Youth Information and
Counselling Work

MAAILMA EI OLE ENÄÄ...



— WWW.ALOITEKANAVA.FI —

2.4 initiative channel

the online service has been developed since 2006

According to the obligation set for municipalities by the Finnish Youth Act and Section 8 in particular, young people shall be given the opportunity to participate in the discussion of matters concerning local and regional youth work and youth policy.

In addition, young people shall be consulted in matters that concern them.

The e-democracy service Initiative Channel (Aloitekanava.fi) corresponds to the strategic goals of the governmental Child and Youth Policy Programme 2012 – 2015. It is important for municipalities to provide several different tools for children's and young people's participation and consultation – the Initiative Channel is one of them.

The functioning of the Initiative Channel is based on a process that helps young people's ideas to become initiatives. An initial idea goes through stages of commenting and supporting to become an initiative that is then forwarded to the proper authorities for processing. The e-democracy service makes it possible to track how the initiatives are processed in the municipality.

The e-democracy service is a dedicated young people's involvement channel,

but also a tool for various municipal organisations to consult young people. 'Your Municipality Wants to Know' section of the Initiative Channel allows young people to answer questions that have been set for hearing by different municipal organisations and authorities (e.g. local policy-makers, organisations, youth councils).

There has been international interest towards the service. Second European conference on public communication, EuroPCom 2011, was held in Brussels on 19 – 20 October 2011. The Initiative Channel (Aloitekanava.fi) was one of the four case studies in a workshop called "Connecting with young people through social networks". The conference gathered over 700 communication managers and senior experts of local, regional, national and European authorities to share their strategic insights and practical experiences in recent communication challenges.

The Initiative Channel – An E-democracy Service for Young People



aloitekanava.fi

The Initiative Channel offers a ready-to-use model that would be difficult for small municipalities to launch from scratch. It helps to bridge the gap between decision-makers and young people.

The short presentation in the conference raised questions concerning the target group and who in fact were people using the service. The role of municipal moderators was also pointed out because promoting of the service and commitment of the workers are important to take into consideration. The young person drafting the idea is not required to have knowledge on how the idea should be processed further or who it shall be submitted to.

Achievements:

Consequently, decision-makers can understand young people's interests better. The service helps to make the decision-making process transparent for young people and possibly provides the very first experience of democracy.

The Initiative Channel provides a chance to participate, even for those young people who do not belong to any formal youth involvement group.

Read more on SHERyica:

<http://sheryica.org/story/initiative-channel-e-democracy-service-young-people>

<http://sheryica.org/story/initiative-channel-one-case-studies-europcom-conference-brussels>



All the initiatives by young people that have led to improvements or amendments are found online. Success stories vary from small one-off amendments, such as repairing broken sports equipment, to large-scale measures, such as improving the quality of school meals or increasing the number of summer jobs available. Even a small change can mean a major success story for an individual young person.

Number of participants:

133 municipalities, number of users 12,165 (11/2012)

Youth Information tool:

An e-democracy service, the Initiative Channel: www.aloitekanava.fi

For more information:

Merja-Maaria Oinas

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www.koordinaatti.fi



Austria
all Austrian
Youth Information
Centres

2.5 facebook & co.

8 February 2011

For Safer Internet Day 2011 – being celebrated on 8th February and having the yearly theme “It’s more than a game, it’s your life” – the Austrian Youth Information Centres entered into a cooperation with saferinternet.at, the Austrian Member of the European Insafe Network.

Young people all over the country were invited on that day to visit their nearest Youth Information Centre or in some cases a stand on a central place such as the main train station in Linz and check the privacy and security settings of their social media profiles e.g. on facebook or twitter. Together with the workers young people could thus discover possible holes in their online security and decide how strict they wanted their own privacy settings to be set.

Youth Information workers had undergone a training offered by saferinternet.at prior to the event and had created their own checklists for the use during this activity and beyond.



Facebook & Co. - Check in the Youth Information Centre



Some Youth Information Centres in Austria have after that included the Facebook-Check into their everyday offers on a regular basis.

Achievements:

- Especially where promoted well the activity attracted young people and media alike.
- Closer cooperation with saferinternet.at including the National Association of Youth Information Centres being invited on the Advisory Board of saferinternet.at and being able to submit input and feedback to a new publication of our partners called: "Facebook-Check".

For more information:

Markus Albrecht

markus.albrecht@jugendinfo.at

Read more on SHERyica:

<http://sheryica.org/story/facebook-co-check-austrian-youth-information-centres>

Number of participants:

27 Austrian Youth Information Centres

Youth Information tool:

Event on Safer Internet Day



information right now!



introduction

Hopefully everyone has heard about human rights. But do we really know them?

Every one of you has heard about the Universal Declaration of Human Rights¹. But do we really know what exactly is written in it? Just try to recall some of the basic human rights. How many of them are you able to recognise? Ten? Twenty? I can make a bet that not everyone is able to name all the 30 articles of the Declaration. But I hope most of you will agree with me that human rights and their recognition is what make us human beings. It is the basis of our civilization, a kind of generally accepted social contract that helps us act like humans.

The roots of human rights lead back to the deep past. They go through their public declaration in the 18th century up to the year 1948, when the UN General Assembly adopted the Universal Declaration of Human Rights. Fortunately, their evolution did not stop at that post-war period when nations perceived the common principles of fundamental rights as necessary for the prevention of another dreadful conflict as the Second World War was. Human rights

have evolved, they have adapted to the flow of history and the needs of our world. The society began to perceive the specific needs of different groups of people. For example, the Convention on the Rights of the Child could arise. It was at the time when the society has begun to see children as a specific group that needs and deserves special protection.

Not a less specific and fragile group of people are young people. To define this sociological group clearly is now almost impossible. Everyone perceives young people differently. The age range varies from state to state. The lower threshold is between 12-15 years, the upper limit is somewhere between 21-26 years. And there is a further shift – up to 30 years in some cases.

As you can see, to define youth is challenging for anyone from outside. Imagine how hard it can be for young people themselves. They are looking for their place in society, balancing on the

¹ www.un.org/en/documents/udhr/index.shtml#a30

border between childhood and adulthood. Young people see themselves as adults, but adults see them still as children. On one side we demand responsible behavior from young people, we force them to be active citizens and we require difficult choices from them. But at the same time some of their rights are denied, their freedom is being restricted. They do not have the same equal access as adults.

At present, still in difficult times of economic instability, people often lose their life security – financial and social. This makes it even harder for young people with lack of “adult life” experiences. They seek their direction and goal of life. Difficult and important life decisions are waiting for them. They are very vulnerable and their rights can be violated quite easily.

The Council of Europe is very well aware that young people’s access to their rights is indeed crucial in order to facilitate the entrance of young people into “adult” life. Not accidentally the topic of the 9th

Council of Europe Conference of Ministers responsible for Youth (23-25 September 2012, St. Petersburg) was “Young people’s access to rights: development of innovative youth policies”. The current direction of youth policy in many countries has positioned human rights and their understanding aside. Now it is still a good time to act.

One of the basic human rights is the right to information, included in the Universal Declaration of Human Rights, in the Convention on the Rights of the Child, but also in the European Convention for the Protection of Human Rights and Fundamental Freedoms. For young people, it is truly a fundamental right. It’s a prerequisite for their access to all other rights. Perhaps this quote, from an unknown author, describes it best: “We protect only what we love, we love only what we know, we know only what we are taught.”² Without knowledge and information we can’t defend and request our rights. Therefore, the Joint Coordinating

² www.msu.edu/~amnesty/hrquotes.htm

Committee managing the partnership between the Council of Europe and ERYICA decided to support a campaign on young people's right to information.

The campaign, titled "Information Right Now!" with the slogan "Young people are asking", was implemented in 2012 and was officially launched on Youth Information Day, 17 April. Through this campaign ERYICA and the Council of Europe wished to raise awareness on the special role of youth information with regard to young people's access to rights and – eventually – on the access to information as a right in itself for all young people.

Many activities were part of the year-long campaign. Some were done on central level, others individually according to the possibilities and the situation of each Council of Europe country and ERYICA member organization. Some of the successful, innovative and most inspiring examples can also be found on the following pages of this publication.

For many organizations the campaign has opened doors to new places and to new people. But it also helped them to expand their own horizons, discover their own hidden potential. It opened the space for new approaches. One such innovation was the meeting of the Young Ambassadors of the Information Right Now! campaign in Malta. 25 young people from 13 European countries met to be prepared for their hard task: to become advocates and start defending the right of young people to information.

Now we have to believe that the message of the campaign, new ideas and human capital will not be forgotten. The following examples of good practice help us remember the best of the "Information Right Now!" experience.

Julie Menšík Čákiová
NIDM, Czech Republic



Croatia

Association of Youth Information Centres in Croatia

3.1 conference on youth information

17 April 2012

On 17 April 2012 a Conference on Youth Information was opened by the Vice President of the Croatian Government and the Minister of Welfare and Youth, Milanka Opačić in the Croatian Parliament, in Zagreb.

The conference marked the beginning of the public campaign “Information Right Now! – Young People Are Asking” in the Republic of Croatia, which was on European level supported by the Council of Europe and was organised and coordinated by the European Youth Information and Counselling Agency (ERYICA).

The main objectives of the Campaign were to raise awareness among young people that they have a right to information, encourage them to seek information in the youth information centres and involve them in advocacy towards decision makers for securing the right to information.



During the conference the Croatian Government’s Vice President, the Minister of Welfare and Youth, Milanka Opačić signed the European Youth Information Charter and thus the Republic of Croatia became the 30th signatory of this key document for youth information work. The Charter sets underlying principles of the provision of quality generalist youth information in Europe and all youth information centres in the 28-country ERYICA network provide services to young people in line with these. The signing marked a commitment on governmental level towards young people and the youth sector, as well as it expressed the intention of the Croatian government to provide high quality services to the youth of the country.



The conference was organised by the Association of Youth Information Centres in Croatia and the Ministry of Welfare and Youth.

Youth Information tool:

Conference

For more information:

**Association of Youth Information Centres
in Croatia**

zajednicaicm@gmail.com

Read more on SHeryica:

<http://sheryica.org/story/conference-youth-informing>





France
CIDJ

3.2 video series

Launch on 17 April 2012

This project by CIDJ was launched in the framework of the ERYICA Information right now! Campaign.

The main objective was to give the floor to end users of Youth Information services, highlighting in which way using these services had a key impact for them.

With this series of videos, CIDJ highlights in which way young people who use Youth Information services have had the opportunity to interact with qualified professionals who helped them in their search for information. This project also reflects the variety of young people profiles facing different challenges, and in need of information and counselling.

This series of videos is a set with two parts:

- An institutional video, which introduces the European-wide campaign, and promotes Youth Information on local, regional, national and European level.
- Five videos in which young people themselves explain how they came to contact Youth Information services, what type of support they got from Youth Information workers, and in which way it helped them move on and build their own projects. Topics covered range from volunteering and working abroad, to looking for a job, getting guidance advice for school and studies, to project support.

The videos are available at
www.youtube.com/playlist?list=PL513CFAE9B01BD01F



This project was launched on Youth Information Day, 17 April 2013, with a press release which was widely disseminated.

Achievements:

It increased the visibility of our Youth Information services across the country. This project got media coverage and was widely promoted by our network at regional and local level, using also social networks. As of November 2012, the videos were watched by 731 people.

Number of participants:

6 young people, 731 viewers on YouTube

Youth Information tool:

Videos

For more information:

Claire CONLON

www.cidj.com

Read more online:

www.informationrightnow.eu/activity/video-series





F. Y. R. of Macedonia
Coalition SEGA, Youth
Information and Counselling
centre INFO SEGA

3.3 youth event

30 July 2012

Youth Information and Counselling Centre INFO SEGA in cooperation with the Youth Council Prilep and Youth Multicultural Community organized a happening under the motto “Knowledge and sports among youth” with support of the local government of Prilep.

The happening offered young people good music and opportunity to participate in different tournaments in football, basketball, volleyball and badminton. The event aimed at encouraging young people to do sports and to promote a healthy lifestyle during the summer and also have fun. At the late hours there was a party with a DJ.



Knowledge and sports
among youth

knowledge and sports among young people

This event was a great chance to promote youth information and give visibility to the Information Right Now! Campaign and also its photo competition.

Achievements:

We also promoted the INFO SEGA youth information centre and our services to the young people.

The happening was covered by the local media and over 3000 people visited the event during the day that also offered different sport activities. We established good cooperation with the local government of Prilep and other youth organisations as partners in this event and future projects.

Number of participants:

3,000 young people

Youth Information tool:

Sports and information day

For more information:

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Read more online:

www.informationrightnow.eu/activity/youth-event-knowledge-and-sport-among-young-people





Luxembourg
Centre Information Jeunes
Luxembourg

3.4 postcard campaign

16 – 30 May 2012

Youth Information Centre CIJ (Centre Information Jeunes) produced special designed postcards of the campaign in order to distribute them to young people in the streets of Luxembourg City and in Esch-sur-Alzette (with the support of PIJ Esch).

The purpose of this action was to communicate about the right of young people to receive information and to enable young people to write down their questions about topics that interest them by sending the postcards, free of charge, back to the Youth Information Centre.



Youth Information postcard campaign
for Information Right Now!



This action will be renewed on a national scale every year, with the support of different youth structures or organisations and according to different youth events, where this distribution of postcards can fit in.

Achievements:

5% of the 1000 distributed cards were returned to the office and the variety of questions got answered by the qualified team of CIJ. The answers were published on the website www.cij.lu.

Number of participants:

1,000

Youth Information tool:

Specially designed postcards including visual of the Information Right Now! campaign

For more information:

Lia Kechagia

www.cij.lu

Read more online:

www.informationrightnow.eu/activity/postcard-campaign



diversity and inclusion



introduction

In the globalization of the world, it seems that individualization becomes a new religion. It is of outmost importance to emphasize that each one of us is a unique individual.

With all characteristics we can imagine. And we can proudly agree with that, as well as with the fact that we, as such, do have a right for and expect to be treated with respect and acceptance. But do we realise that others find themselves as unique individuals as well? Apparently, they as well expect to be treated with respect and accepted by us. Really?! But they are so different then us! How one can live in such a diversity?!

Well, let us see what a dictionary¹ says diversity means:

noun –

1. The state or fact of being diverse, difference, unlikeness,
2. Variety, multiformity,
3. A point of difference. Synonyms: change, variation, dissimilarity

¹ dictionary.reference.com

It is interesting that in reality we fail at this very point of difference. There are so many points that can be named as a point of difference, where our diversity becomes a hot issue. In our daily surroundings, on national, European, worldwide level.

There is a nice definition of diversity² which says:

“The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique, and recognizing our individual differences. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. It is the exploration of these differences in a safe, positive, and nurturing environment. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.”

If this is so, then my question is why do we frequently come across a phrase Diversity and Inclusion? Inclusion of whom? Of “those more unique individuals”?! Or inclusion where? Into a group or society of unique individuals, where these unique individuals do not belong because they are more unique and more individuals?!

In fact, “a point of difference” creates rejection. We tend to reject what we fear. We fear what we do not know. We do not know what we are not informed about.

And then we are talking about excluded, rejected individuals that have to be included in society. Inclusion should not be forced. Sometimes it can be even questionable from different aspects. We should actually talk about creating conditions where each individual feels accepted, feels that has equal opportunities as other individuals with their own points of difference. And that environment offer possibilities for growth and development of each individual. It is hard, of course, to

² gladstone.uoregon.edu

achieve that in conditions of ignorance, lack of education, information, prejudices, fear.

Therefore, it is of essential importance to inform and be informed about, exchange, meet, get to know these points of differences. In projects that you can read about that was a main issue. Not to be polite, yet still afraid. But to find points of difference, to be informed about it, to acknowledge, to tolerate, and then embrace and celebrate diversities among these young people, where each one of them is a unique individual.

Sanja Vuković-Čović

Zajednica ICM u Hrvatskoj, Croatia



Spain

Illipula Youth Association and
Purchena Youth Information
Office

4.1 my town, my europe

1 July 2011 – 2 November 2011

My town, My Europe project, a Transnational Youth Initiative in the framework of the Youth in Action programme, was invented by a group of youngsters, members of Illipula Youth Association from Purchena (Almería), after several video workshops carried out in their town.

In those workshops, with great participation of youngsters and subsidized by Andalusian Youth Institute and the Youth Area of the Town Council of Purchena, they edited several short videos you can watch in Purchena Youth Information Office webpage (www.purchenacij.eu, videos section). Some are fiction videos and other ones are documentaries about people and activities of their town. Thanks to the documentaries and the interest of this association about the European projects in which they have been participating during the last years, they had the idea to carry out a Transnational Youth Initiative in which the participants, on one hand, edit a short video about the influence of Europe in their environment and, on the other hand, during an exchange in Purchena (19-26 August 2011), all the participants from Spain (Illipula Youth Association from Purchena), Poland (Sopot Secondary High School) and Turkey (Bilecik Youth Center) edited another video, very informal and funny, subtitled in several languages, about the importance of being European, Volunteering and youth

participation and European diversity.

The main goal of this video project was to try to show the good influence of Europe in our small town. For it the youngsters edited two short videos: one very formal called "My Europe in My Town" with pictures about several projects and programs subsidized by the European Union in Purchena.

The other one very informal, or non-formal, called "My Europe, My Town" about the misunderstanding between north and south in the beginning, but with a happy ending (in the video symbolized by a wedding).

The project was supported by Purchena Youth Information Office and the Andalusian Youth Institute in Almería.

A video project about the influence of Europe in our small town



This project has shown to the people from Purchena the positive influence of Europe in our town. The videos were projected several times in different activities at schools, associations, adult school... not only at local level.

Achievements:

The participants and a lot of other youngsters could check the importance of being European and the possibilities they have thanks to the European diversity we can find in all over Europe because the diversity is an opportunity not a threat.

All of the participants had the opportunity to challenge their attitudes towards people from different cultures and religions, and to gain new points of view.

Some follow up projects with this subject and tool have been organized among these and other partners thanks to the contacts and the partners they did during the exchange.

Videos and photos:

You can find the two videos in these links:

<http://www.purchenacij.eu/?p=3148>

<http://www.purchenacij.eu/?p=3142>

Number of participants:

20

Youth Information tool:

Video workshops, Transnational Youth Initiative

For more information:

Manolo Sola

www.purchenacij.eu

Read more on SHeryica:

<http://sheryica.org/story/my-town-my-europe-video-project-about-influence-europe-our-small-town>





4.2 youth information training for roma youth

May 2011

The training took place in the north of Montenegro, in the town of Kolasin, with the participation of 15 Roma girls and boys from four cities of the country.

The training aimed at introducing the importance of quality youth information in the age of adolescence, in order to reach the best opportunities of life.

The training was adapted to the specific needs of Roma youth who were limited in terms of verbal expression and participation in group activities. It was a challenging group asking for a lot of repetitions and refocusing on the topic. The activities with practical tasks and clear instructions were the successful ones, attempting to improve skills for life.

The greatest challenge in this group was a lack of communication skills with plenty of 'butting' in the conversations, not listening and speaking at the same time. For this reason the way to reach the topic of the importance of information had its 'pre-way' of preparing the group to communicate on the necessary level to perform the given tasks, as well as understanding the fact that there is no way to reach the adequate information without good communication.

This is the other aspect where the training was specifically adapted to this very group.

The general atmosphere in the group was positive and participants had an enthusiastic approach, where the task of the trainers was to channel this resource into the performance of the tasks.



Training on Youth Information
for Roma Youth



Giving some basic knowledge on the importance of youth information.

Achievements:

- Improving communication skills of the participants;
- Participants' understanding and linking youth information with practical everyday needs of young people;
- Fostering the creation of an action plan for the future in the home communities and joined actions between or among youth in the group from the different communities;
- Strengthening group work and improving skills of team work;
- Channelling the enthusiasm of the group and the willingness to participate to the stage of performing practical actions resulting in awareness raising on the importance of youth information in everyday life.

Number of participants:

15

Youth Information tool:

Training

For more information:

Dragana Papic

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Read more on SHERyica:

<http://sheryica.org/story/youth-information-training-roma-youth>





Croatia

Association of Youth Information Centres in Croatia

4.3 informed – included

22 – 29 October 2011

The main goals of the project were to connect young people from Malta and Croatia who are beneficiaries of Youth Information Centres in the two countries, for the purpose of exchanging their experiences, thoughts and expectations on the themes of Youth Information and social inclusion.

Another benefit of project for the target group was learning about another country, culture and language, to broaden their horizons, getting new ideas and seeing themselves as a part of a greater European collective.

The project was very important for both Malta and Croatia, to promote youth information work and joint youth actions as benefits for young people, as well as to create possible stages for young people with different cultural backgrounds to feel European citizenship.

The main activities contained different workshops, games, field visits and other formal and informal activities, based on interculturalism. The themes for workshops were various: creative workshops enabled making postcards and other creative products, while youth unemployment workshops enabled young people to discuss and learn about possibilities for supporting young people and increase their possibilities on the labour market, as well

as to increase their self-esteem and get them being more involved in employment processes. The youth issues workshop enabled discussion and exchange about different youth issues, as priorities in both societies, putting additional efforts on making youth information work clear for young people. Besides, sport activities created a positive non-formal atmosphere between young participants and were great fun, just as the intercultural exchanges in the evenings.





The participants were very motivated to actively participate in their societies after this exchange and to work on projects similar to this one, aiming at enabling other young people to take an active role and contribute to their societies.

Achievements:

The main conclusions of the target group were that they were all very excited to meet new people, learn about another culture, country and language, to hear more about youth issues and daily life of young people in another country.

Besides the main activities and workshops in the frame of this project, partner organisations, together with local associations from Pirovac (Croatia) have organized a „Pirovac Day“ when participants had a chance to learn more about the community of Pirovac and its history, and at the same time had a chance to present the Youth in Action Programme and this particular project to local citizens and organisations.

This activity was great chance for public appearance and increase of visibility of youth projects in local communities. This model of project promotion is a fantastic opportunity for youth information work to be presented to others and promoted on

different scales.

Today, the partners in this project, the Association of Youth Information Centres in Croatia as main applicant and Aġenzija Żgħażaġh from Malta are well connected and at this moment they continue working together. This project did a fantastic job for connecting young people and youth organisations from both countries.

Number of participants:

16

Youth Information tool:

Youth exchange, various workshops and other interactive actions

For more information:

Irena Mikulić

aneri.mikulic@gmail.com



4.4 inclusion round table

6 October 2012 & 1 December 2012

The Larnaca Youth Information Centre as Eurodesk's multiplier and the National Agency of the Youth in Action Programme launched a round table discussion about the "Inclusion of young people with fewer opportunities".



The Larnaca Youth Information Centre as Eurodesk's multiplier and the National Agency of the Youth in Action Programme launched a round table discussion about the "Inclusion of young people with fewer opportunities" regarding the Youth in Action Programme, since social inclusion is among the priorities of the Agency and the Programme as well. Moreover, social inclusion was the thematic priority of the Cypriot Presidency of the European Union. Meanwhile, the events were part of the "Information Right Now!" campaign of ERYICA

A second round table discussion, titled "Needs of young people with fewer opportunities" was carried out at the Pafos Youth Information Centre, a Eurodesk local multiplier.

The event was addressed to young people, youth workers, education and administrative staff of educational institutions, as well as staff of other leading education stakeholders such as the district

offices of the Ministry of Education and Culture and psychologists, among others.

Participants were split to two main groups according to their age (under and above 18 years old). The tools and the methodology were based on non-formal education and the facilitators were youth trainers.

Achievements:

Main discussion results of the first round table:

Discussion topic: Support mechanisms and tools – Better policies, programmes and practices for better social inclusion.

Outcome: The participants became aware of the obstacles that prevent young people from having access to formal and non-formal education, mobility, participation, active citizenship, and inclusion in society generally. Through non-formal education methodology they managed to define seven main situations that lead to the exclusion of young people with fewer opportunities and they developed many ideas on how to include them in

Inclusion of young people with fewer opportunities



The participants were sensitized. The event will also take place in another city of Cyprus so that the results reflect the needs of young people even better.

their projects. The positive atmosphere allowed the participants to express their opinion freely about the social inclusion and needs of marginalized young people. Furthermore, the participants posed many recommendations about the inclusion of young people with fewer opportunities in several projects. The main achievement of the event was the development of attitudes towards the needs of the young people with fewer opportunities in society.

Main discussion results of the second round table:

Discussion topic: Definition of young people with fewer opportunities – Support mechanisms and inclusive tools and policies.

Outcome: Development of basic infrastructures that do not prevent young people with fewer opportunities to participate in several projects (e.g. wheelchair accessibility). Free Greek language courses for foreigners to promote their inclusion.

Discussion topic: Participation.

Outcomes: Promote the interests of young people from minority groups in decision making bodies, tackle xenophobia and enhance tolerance.

Number of participants:

45 (11-55 years old)

Youth Information tool:

Round table & focus group

For more information:

Eleftheria Christoforou

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Read more on SHeryica:

<http://sheryica.org/story/round-table-inclusion-young-people-fewer-opportunities>



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For more information, please visit
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european youth information
and counselling agency

ERYICA a.s.b.l.
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