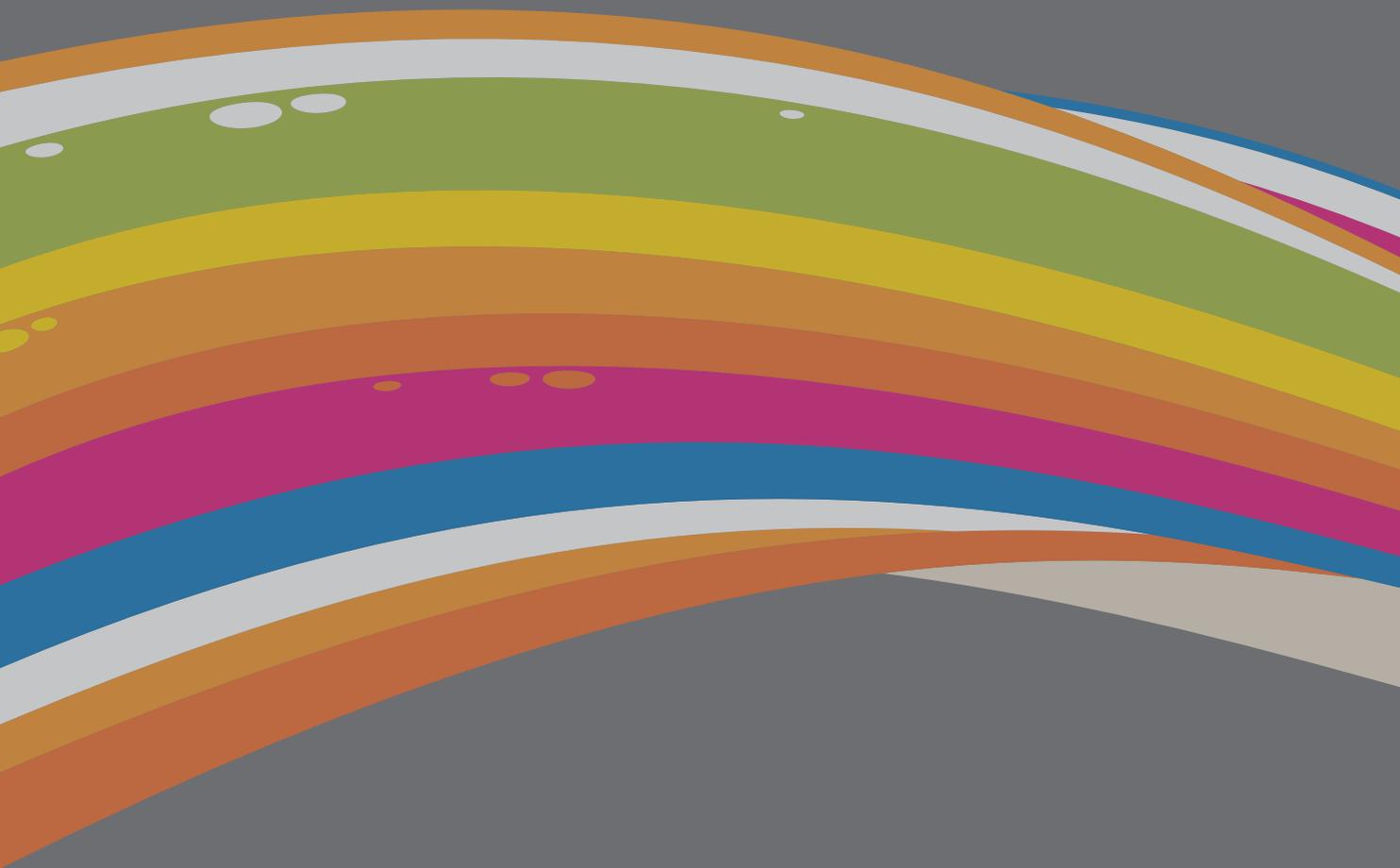




annual report 2009



dear reader

we are proud to present you the ERYICA annual report 2009. In this edition we would like to share with you what ERYICA has been working on throughout the past year.

We have had a busy year, full of initiatives that ERYICA has realised together with motivated and inspiring people.

2009 has been the year in which ERYICA for the first time in its existence ran a European-wide project directly targeted at young people: **Meet the Street**. Together with youngsters from all over Europe we hit the road to find out how young people actually think of themselves and their lives as young Europeans. We wanted to know how they feel as part of this society, what makes them happy, what worries them and what they would wish to improve for their individual lives, in politics and in their surroundings. The project has been a great success, and ERYICA is proud having contributed to make Europe a more inclusive place where young peoples' opinion counts.

During 2009 ERYICA has also given major emphasis to **establish Internet technologies and online communication practices in Youth Information work**: We launched **SHERYICA**, an online platform specifically designed for Youth Information workers in Europe. SHERYICA enables professionals from all over Europe to establish networks and profit from each other's experiences and competences in an easy and effective way. Using advanced online translation applications, SHERYICA enables Youth Information workers to write and read in their own languages.

Moreover, ERYICA has approved the **Principles for Online Youth Information**, a guiding document advocating a safe use of information and communication technologies to maximise the benefits of the Internet and minimize its potential risks.

Equally, the structure of ERYICA's training of Youth Information workers has undergone a complete makeover. With the brand new training's module **Yintro – Stepping into Youth Information**, ERYICA presented a revised manual for its training activities to prepare Youth Information workers to deal with new required skills for their work.

ERYICA is proud of having accomplished essential elements for improving the quality of generalist Youth Information work in Europe. Nonetheless we realise that it needs continuous development and ambitious work in order to build the framework conditions that guarantee the right of young people to full and reliable information in the future.

ERYICA will, in the coming years, together with partners and stakeholders, offer new tools, guidelines, standards and trainings to ensure quality Youth Information on a grass root level. The information provided by our 8,000 Youth Information centres, through a variety of websites and all other forms of Youth Information services are at the end of the day the things that matter most for young people in Europe.



Marc Boes
ERYICA president



about eryica

who we are

We are an international non-governmental, non-profit-making association, based in Luxembourg.

Our network consists of 26 member organisations along with 4 affiliated and 3 cooperating organisations. We operate in 26 countries, in more than 8.000 Youth Information centres, where 13.000 workers provide young people with generalist information.

ERYICA has been established on 17 April 1986 in Madrid.

our structure

ERYICA has two decision-making organs: the General Assembly and the Governing Board.

As the principal organ of the Agency, the **General Assembly** is convened each year and examines a report on the activities of the past year, as well as the financial accounts. It also discusses and adopts the work programme and budget for the next year, takes decisions on major policy issues and (every three years) elects the Governing Board.

The **Governing Board** is the organ responsible for the implementation of the objectives of the Agency. In particular, the Governing Board has the following functions:

1. preparing the sessions of the General Assembly, and implementing its decisions
2. implementing and supervising the programmes of the Agency
3. organising the services provided by the Agency
4. establishing Working Groups and special commissions, defining their objectives, appointing their coordinator(s) and supervising their activities
5. developing and co-ordinating the European Network of Youth Information and counselling structures
6. managing the financial and administrative affairs of the Agency
7. admitting new Members and Affiliated Organisations
8. delegating authority concerning the representation of the Agency and the signature of legal contracts.

the governing board

ERYICA's Governing Board is composed of eight members: a president, two vice-presidents, a treasurer and four members. The current Governing Board members are:

- Marc Boes (President, Vereniging van JIP's, The Netherlands)
- Alexandra Cangelosi (Vice-President, jugendinfo.cc, Austria)
- Claire Conlon (Vice-President, CIDJ, France)
- Mika Pietilä (Treasurer, ALLIANSSI, Finland)
- Julie Čáková (NIDM, Czech Republic)
- Saša Dupor (Zajednica ICM, Croatia)
- Tanja Novaković (MISSS, Slovenia)
- and Jorge Orlando Queirós (IPJ, Portugal)

The Governing Board has been elected on December 6, 2009 during the 20th ERYICA General Assembly. Its members have been appointed for the working period 2009 until 2012.



from left to right: Tanja Novaković, Marc Boes, Claire Conlon, Davide Capecci, Alexandra Cangelosi, Saša Dupor, Mika Pietilä, Jorge Orlando Queirós and Julie Čáková.

eryica's mission

ERYICA is an independent European organisation, composed of national youth information coordination bodies and networks. We work to intensify European co-operation in the field of Youth Information work and services. Our aims are to develop, support and promote quality generalist Youth Information policy and practice at all levels, in order to meet the information needs of young people in Europe and to apply the principles of the European Youth Information Charter.

eryica's aims

As stated in the Agency's Constitution, ERYICA has three aims:

1. to promote respect for the principles of the European Youth Information Charter and to work for their implementation;
2. to ensure European coordination and representation in the field of Youth Information and counselling;
3. to promote the establishment of a European arena in this field, especially by developing a European Network of Youth Information and counselling structures.

In order to achieve these aims, the Agency seeks in the field of Youth Information and counselling:

- to bring together at the European level coordinating bodies in this field;
- to monitor at the European level the current situation of this sector and its evolution;
- to facilitate European cooperation among bodies working in this field, especially through professional exchanges;
- to promote research and innovation in this field and the development of services which meet the needs of young people;
- to cooperate with European institutions (such as the Council of Europe, the European Union, etc.) in this field;
- to undertake other initiatives in the sense of the Agency's aims which are deemed useful by its members or its competent organs.

the european youth information charter

ERYICA's core framework

European Youth Information Charter
Adopted in Bratislava (Slovak Republic) on 19 November 2004
by the 15th General Assembly of the European Youth Information
and Counselling Agency (ERYICA)

PREAMBLE

In complex societies and in an integrated Europe that offers many challenges and opportunities, access to information and the ability to analyse and use information is increasingly important for young Europeans. Youth information work can help them to achieve their aspirations and can promote their participation as active members of society. Information should be provided in ways that enlarge the choices available to young people, and that promote their autonomy and empowerment.

Respect for democracy, human rights and fundamental freedoms implies the right of all young people to have access to complete, objective, understandable and reliable information on all their questions and needs. This right to information has been recognised in the Universal Declaration of Human Rights, in the Convention on the Rights of the Child, in the European Convention for the Protection of Human Rights and Fundamental Freedoms, and in the Recommendation N° (90) 7 of the Council of Europe concerning information and counselling for young people in Europe. This right is also the basis for youth information activities undertaken by the European Union.

INTRODUCTION

Generalist youth information work covers all topics that interest young people, and can include a spectrum of activities: informing, counselling, advising, guiding, supporting, befriending, coaching and training, networking, and referral to specialised services. These activities may be delivered by youth information centres, or through youth information services in other structures, or using electronic and other media. The principles of this Charter are intended to apply to all forms of generalist youth information work. They constitute a basis for minimum standards and quality measures which should be established in each country as elements of a comprehensive, coherent and co-ordinated approach to youth information work, which is a part of youth policy.

PRINCIPLES

The following principles constitute guidelines for generalist youth information work, which seeks to guarantee the right of young people to information:

1. Youth information centres and services shall be open to all young people without exception.
2. Youth information centres and services seek to guarantee the equality of access to information for all young people, regardless of their situation, origin, gender, religion, or social category. Special attention should be paid to disadvantaged groups and to young people with specific needs.
3. Youth information centres and services should be easily accessible, without any appointment being required. They should be attractive for young people, with a friendly atmosphere. The operating hours should meet the needs of young people.
4. The information available shall be based on the requests of young people and on their perceived information needs. It should cover all topics that could interest young people, and should evolve in order to cover new topics.
5. Each user shall be respected as an individual and the response to each question shall be personalised. This shall be done in a way that empowers users, promotes the exercise of their autonomy, and develops their capacity to analyse and use information.
6. Youth information services shall be free of charge.
7. Information is given in a way that respects both the privacy of users and their right not to reveal their identity.
8. Information is provided in a professional manner by staff trained for this purpose.
9. The information offered is complete, up-to-date, accurate, practical and user-friendly.
10. Every effort is made to ensure the objectivity of the information provided through the pluralism and verification of the sources used.
11. The information offered shall be independent of any religious, political, ideological or commercial influence.
12. Youth information centres and services shall strive to reach the largest possible number of young people, in ways that are effective and appropriate to different groups and needs, and by being creative and innovative in their choice of strategies, methods and tools.
13. Young people shall have the opportunity to participate, in appropriate ways, in different stages of youth information work, at local, regional, national and international levels. These can include, among others: identifying information needs, the preparation and delivery of information, managing and evaluating information services and projects and peer group activities.
14. Youth information centres and services shall co-operate with other youth services and structures, especially in their geographical area, and shall network with intermediaries and other bodies that work with young people.
15. Youth information centres and services shall help young people both to access information provided via modern information and communication technologies, and to develop their skills in using them.
16. Each source of funding for youth information work should not act in any way that prevents a youth information centre or service from applying all the principles of this Charter.

www.eryica.org

the eryica office

Since June 2007, the ERYICA office, which is housing the ERYICA secretariat, is based in Luxembourg.

The premises have been inaugurated on April 21, 2009. The event gathered not only the ERYICA network, but also key actors in the field of European Youth Information policies: representatives of the Ministry of Family and Integration (Luxembourg), the European Commission, and the Council of Europe have honoured the event with their presence.

Claire Conlon, Alexandra Cangelosi and Marc Boes intervened on topics related to the activities led by ERYICA. The evening featured a reception and discussions around the future of ERYICA: challenges and perspectives, collective watching of top movies of one of the ERYICA projects and entertaining elements.

The ERYICA secretariat currently consists of a team of six people:

- Davide Capecchi – Director
- Florence Sécula – Members' Services Coordinator
- Cornelia Untersberger – PR & Communications Officer
- Marie-Paule Kohn – Accounting
- Carolina Gallardo Gilabert – EVS Volunteer and
- Salla Lahtela – EVS Volunteer

partnership with the council of europe

Since 1997 ERYICA has been developing activities together with the Council of Europe within the framework of a Partnership Agreement. The Joint Coordinating Committee (JCC) has led the undertaken activities. Marc Boes, Alexandra Cangelosi, Saša Dupor and Davide Capecchi represent ERYICA in the JCC. In 2009 the JCC met twice during the two following occasions:

Brussels, Belgium (June 25 - 26, 2009): 18th JCC Meeting

During this meeting, the Committee adopted the draft report of the 17th meeting, held in Paris on November 24-25, 2008, discussed recent developments within the Council of Europe and ERYICA, looked into the work programme of the Partnership Agreement in 2009 and 2010 and discussed the drafting of the new Recommendation on Youth Information. As an outcome of the meeting, the JCC agreed on the production of a Youth Information Starters' Kit.

Paris, France (November 13, 2009): 19th JCC Meeting

As an outcome of this meeting, the JCC confirmed its previous agreement to organise a Colloquy in 2010 in connection with the 20th Anniversary of the Council of Europe Recommendation (90)7 on Youth Information and counselling. Furthermore, the production of the Youth Information Starters' Kit through the publishing and editing Department of the Council of Europe has been agreed on.

new recommendation on youth information

In 2009, the JCC has also been working on establishing the framework conditions for creating a new recommendation on Youth Information in 2010, which will be updating the Recommendation R(90)7. A group of experts, including Mika Pietilä, Julie Čákiová, Claire Conlon and the JCC members have created a draft for a new recommendation during the two JCC meetings in 2009. A final approval of the document is foreseen during 2010 by the Member States of the Council.

the youth information starters' kit

The Youth Information Starters' Kit has been elaborated within the framework of the Partnership Agreement between ERYICA and the Council of Europe, the JCC.

The Kit is meant for starters in the field of Youth Information to provide them with necessary knowledge on how to create a Youth Information centre, important guidelines and principles, as well as practical information from Youth Information professionals such as contacts and information on networks.

The Kit will be distributed in form of a booklet together with a "tool box" containing – aside from the booklet – additional ERYICA material (such as the European Youth Information Charter and other information material).

representation of erylca in the cdej

ERYICA has been approved as an observer of the meetings of the CDEJ, the governmental side of the statutory body of the Council of Europe for managing the activities in the field of Youth and Sport, during its first meeting in 2008.

In 2009, ERYICA participated in the 42nd and the 43rd Meeting of the CDEJ in Mollina, Spain (25-27/3/2009) and in Budapest, Hungary (05-07/10/2009). ERYICA's director, Davide Capecchi, represented ERYICA as an observer.

eryica projects

What do you do to keep yourself healthy?

meet the street

The Meet the Street project was the first project realised by ERYICA. It involved 120 young people from different countries in Europe, who were given the opportunity to interview their peers on different subjects of importance for them such as education, employment, health, future perspectives and urban facilities. The project was based on interviews carried out by youth representatives interviewing young peers on the street.

The main objective of the Meet the Street project was to tackle the challenges for youth policy in the coming years at European level. The project was carried out between October 2008 and September 2009 with support of the Youth in Action programme of the European Union.

As a result of the project 783 interviews have been recorded. They constitute a major contribution to involving young people in decision-making processes and enhance their participation in public life.

The Meet the Street project has

- fostered non-organised youngsters' participation and initiative
- reached a large variety of young, less easy reachable Europeans with different backgrounds and
- arranged meetings and debates of youngsters with policy makers in order to debate and address particular issues European youngsters are interested in.

The full report of Meet the Street has been finalised in December 2009 and is available in form of an A5 booklet including a CD with a sample of interviews that have been recorded.



What would be your dream job?

Do you think it is important to vote?

Meet the Street gathering of participants in Rotterdam, April 2009

What would you like politicians to change in your country?

Do you think learning languages is important?

a better youth information for new times

The project “A Better Youth Information for New Times” was launched in January 2009 with the aim of enhancing and increasing the provision of quality generalist Youth Information in Europe. Special attention was given to enhance youth participation and quality standards by taking into account new technologies suitable for the field of Youth Information.

The objectives of the project were:

- Fostering, collecting and disseminating good practice
- Developing existing training cycles addressing Youth Information trainers and workers
- Publishing and enriching an online platform for generalist Youth Information workers
- Fostering quality peer-to-peer practice and
- Involving young people in youth information work, especially in the dissemination of user-centred information.

Within the project the following outcomes have been achieved in 2009:

- YIntro – Stepping into Youth Information: A revised and updated training manual for ERYICA's training of Youth Information workers.
- SHERYICA – an online platform to facilitate networking among Youth Information workers throughout Europe.

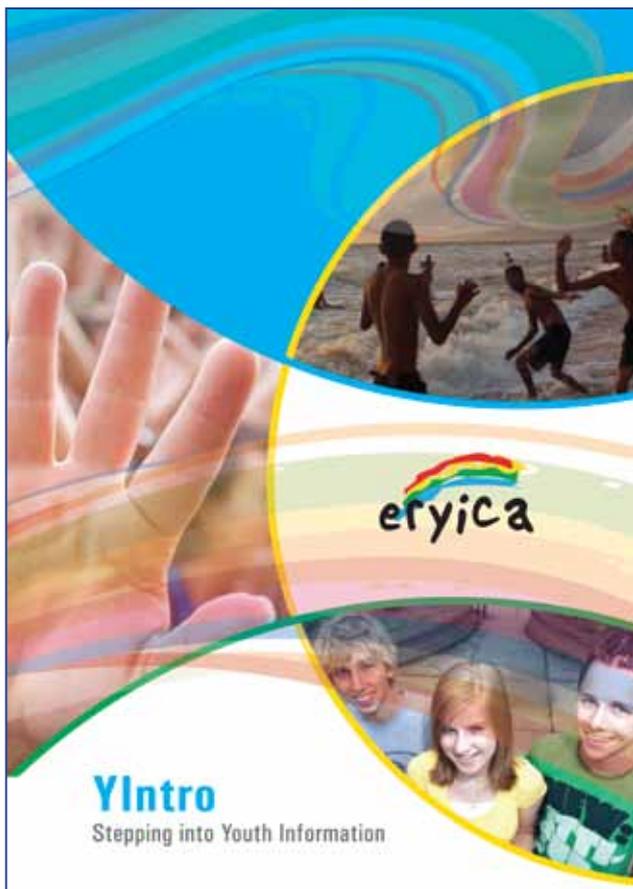
yintro – stepping into youth information

YIntro is ERYICA's new manual for the training of beginners in the Youth Information field. It has been designed by the ERYICA Training Task Force, which gathered a number of trainers experienced in Youth Information.

The manual covers the basic areas of knowledge and skills needed for Youth Information work and is meant to be an introduction to the field. YIntro is built on four working areas:

1. Background and Principles of Youth Information
2. Youth Information in Practice
3. The Art of Working with Young People in a Youth Information Setting
4. Continuous Development of Youth Information Work

The course is based on the expertise of ERYICA training experts with national and international training on Youth Information and the experiences gained over the last 8 years with European "Train the trainers" – courses and national courses on the MBTC (Minimum Basic Training Course) – module. YIntro is accessible to ERYICA members, cooperating and affiliated organisations.



sheryica

SHERYICA is the online platform for Youth Information workers throughout Europe. It has been established as a second pillar of the “A Better Youth Information for New Times” project.

SHERYICA provides a platform for Youth Information workers to spread information about Youth Information work as well as a space to get in touch with each other, share competences and exchange good practice and ideas. SHERYICA also promotes the posted content through Facebook, Twitter and LinkedIn!

Go see for yourself: www.sheryica.org



The screenshot shows the SHERYICA website interface. At the top, there is a navigation menu with links for Home, Stories, People, Information Centres, Discussions, and Contact Us. The main content area is divided into several sections:

- Featured Story:** A large article titled "Guía para registrarte en Sheryica (Catalá - Castellano)" by AJO MONZO. The article includes a small image and text in Spanish: "Para que nadie se quede fuera de Sheryica por dificultades con el inglés, hemos elaborado esta pequeña guía que os ayudará a registraros."
- Other Stories:** A section with three columns of smaller articles:
 - ERYICA General Assembly in Rotterdam:** By ALEXANDRA GANGELOSI, dated December 5, 2009.
 - Fake:** By JOHAN BERTELS, dated February 19, 2010. Title: "In Pietto start een campagne over zelfbeeld bij jongeren. Dit alles onder de noemer 'fak'".
 - INITIATIVE CHANNEL – An online democracy service for young people:** By MIKA PIETILÄ, dated December 5, 2009.
- Follow Sheryica's stories on:** Social media icons for Twitter, Facebook, and RSS Feed.
- Discussion Topics:** A section with a red heading "reproductieve programma's" and a "more tags" link.
- Latest Discussions:** A list of discussion topics with dates and times:
 - Tuesday, 3 March, 2010 - 10:37: Using social media in Youth Information Work
 - Tuesday, 2 March, 2010 - 10:31: Networking and Social Media
 - Monday, 1 February, 2010 - 12:51: Eurosummerjobs 2010
 - Tuesday, 18 December, 2009 - 19:25: Prior to floor as a way to share knowledge and skills!
 - Friday, 11 December, 2009 - 17:58: European Youth Information Day

eryica services

infomobil

Infomobil is an online tool, which enables young people to find a wide range of handy information about youth mobility. It contains data on studying, transport, working, training, accommodation and much more.

Originally Infomobil was distributed in form of booklets ("Guides for Young Visitors") starting in 1987 until 1992. All this information is now available online. The data about each country is collected and updated continuously by local editors of each of the respective countries. At present, the Infomobil service covers **19 European countries**. The online version of Infomobil has been launched in 1998.

ERYICA organises yearly seminars to facilitate networking among Infomobil's national editors and to secure a continuous enhancement of the page.

In 2009, the Infomobil seminar has been held in Helsinki, Finland (11 – 14/06/2009), during which the participants discussed measurements for quality enhancement of the page as well as possible marketing strategies.

www.infomobil.org



training for youth information workers

ERYICA considers supporting training of staff working in Youth Information centres and services as part of its core mission. Through trainings of trainers and trainings of Youth Information workers, ERYICA seeks to establish a network of ERYICA certified trainers and Youth Information workers. In this way quality standards in Youth Information work shall be secured and continuously enhanced.

In 2009 a number of trainings have been organised.

- **Training for Trainers in Croatia I (16/02 – 20/02/2009)** – organised by Proni, Osijek
Experienced Youth Information trainers transferred experience in Youth Information work to local trainers.
- **Training in Croatia II (28/04 – 29/04/2009)** – organised by Zajednica ICM, Croatia
Subsequent to the "Training for Trainers" in February, a team of Croatian trainers, trained their peers in Pirovac, Croatia in order to increase the pool of certified Youth Information workers.
- **Training for Trainers in Serbia (20/09 – 28/09/2009)** – organised by ONO, Novi Sad
This training supported the development of Youth Information work by training 24 Youth Information workers from Turkey, Montenegro, Luxembourg, Macedonia, Belarus, Slovenia, Serbia, Croatia, and by creating joint projects. The training took place in Bečej, Serbia.

eryica events 2009

seminar 2009: “youth policy and youth information”

(Rotterdam, the Netherlands, 01/12/2009 – 06/12/2009)

This seminar brought together 19 Youth Information workers from 17 European countries (Armenia, Lithuania, San Marino, Macedonia, Slovenia, Belarus, Turkey, Ukraine, Croatia, Finland, Austria, Russia, Serbia, Montenegro, Poland, Czech Republic and Scotland), as well as experts and European policy makers.

For six days the participants shared experiences and ideas about:

- developing quality Youth Information services
- how Youth Information can contribute to effective youth policy and
- how youth policy can support effective Youth Information

The event facilitated the formation of a number of project ideas and gave practical input for an ERYICA publication on good practices in the Youth Information field, which will be published in 2010.

The event was organised in cooperation with Vereniging van JIP's (The Netherlands) and with support from the Youth in Action Programme and the Directorate for Youth and Sport of the Council of Europe.



Participants of the Seminar “Youth Policy and Youth Information” with supporting staff

study visits

FINLAND (11/05 – 16/05/2009)

Three ERYICA member organisations: MISSS (Slovenia), Canllaw Online (Wales), and In Petto (Flanders, Belgium) participated in the Study Visit on **“Good Practice in Youth Information work”** in Helsinki and the Seinäjoki region. The main theme of the visit was peer-to-peer education, young peoples’ active groups and participation in the Youth Information and counselling work.

BELGIUM (18/10 – 24/10/2009)

This study visit took place in Flanders and gathered 20 participants from the ERYICA network in the Western Balkans. The participants learnt about **Youth Information practices and youth participation in Flanders** and the work of Flemish NGOs, governmental bodies and Youth Information structures in Brussels, Antwerp and Ostende. The study visit took place within the framework of the ‘Youth in Action’ Programme of the European Union.

SLOVAKIA (24/08 – 27/08/2009)

Upon invitation of the organisation ZIPCeM, ERYICA director Davide Capecchi and Johan Bertels (InPetto, Belgium) visited Youth Information centres in Prievidza, Partizánske and Levice. The study visit was a possibility for ERYICA to **learn more about Youth Information and counselling work in Slovak Republic** and about recent developments in the ERYICA network in view of a possible renewed cooperation.

WESTERN BALKANS (17/08 – 24/08/2009)

The study visit through the Western Balkans **took place in the framework of the ERYICA strategic priorities** as approved by the General Assembly in Portimão (PT), December 2007, i.e. “to give priority to support existing and perspective structures dealing with youth information and counselling in Western Balkans”. Upon invitation of ERYICA Affiliated Organisation “Association of Croatian Youth Information Centres” ERYICA director Davide Capecchi visited regional Youth Information and training centres in Zagreb, Split, Osijek, Vukovar and Pirovac (Croatia), Podgorica (Montenegro), Sarajevo and Banja Luka (Bosnia and Herzegovina) as well as in Novi Sad (Serbia).

statutory events

XX. General Assembly 2009

(Rotterdam, The Netherlands, 03/12/2009 – 06/12/2009)

The 2009 General Assembly (GA) was an intensive four-day event bringing together current and prospective ERYICA members and partners.

The GA served as a platform for national presentations of Youth Information services all around Europe, discussions about quality in online Youth Information, workshops on gaming methods in Youth Information, a project fair, the launch of the interactive online platform for Youth Information workers (SHERYICA) as well as the finalisation of ERYICA's new training manual YIntro.

The event also gave a possibility to reflect on the cooperation with Institutional Stakeholders like the Council of Europe and the European Union, as well as other partners such as Eurodesk, EYCA and the European Youth Forum.

The GA closed with the elections of the Governing Board Members for the period 2009 – 2012.

The event was hosted by Vereniging van JIP's, ERYICA Member in the Netherlands.



Opening session with national delegations at the 20th General Assembly in Rotterdam (The Netherlands)

Board Meetings

During 2009, the ERYICA Governing Board held four meetings:

- **February 2009:** Derry (Northern Ireland) hosted by YCNI, the Youth Council for Northern Ireland, United Kingdom
- **June 2009:** Helsinki (Finland) hosted by the National Coordination and Development Centre of Youth Information and Counselling Services, Oulu, Finland in cooperation with ALLIANSSI
- **September 2009:** Luxembourg (Luxembourg) hosted by CIJ, Luxembourg
- **December 2009:** Rotterdam (The Netherlands) hosted by Vereniging van JIP's, the Netherlands.

conference “future eu cooperation in the youth field”

President Marc Boes represented ERYICA in the conference “EU’s Future Youth Policy Framework” in Stockholm, Sweden on September 12-14, 2009.

Youth representatives, directors-general and officials from all EU Member States, as well as applicant countries and EFTA countries and a number of selected experts in the field of youth participated in the conference.

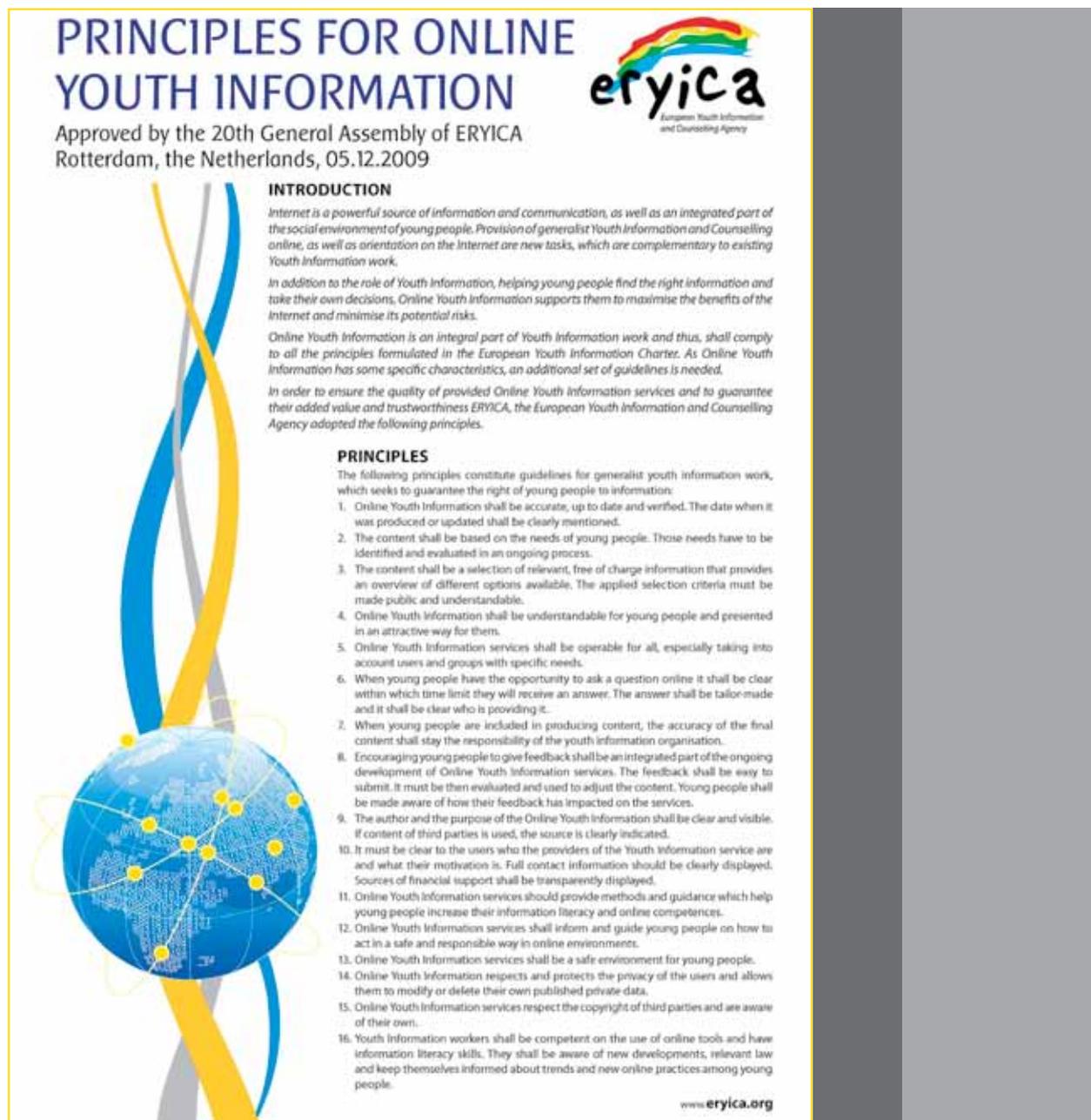
The event has been organised by the Swedish Ministry of Integration and Gender Equality, the National Board for Youth Affairs (Sweden) and the National Council of Swedish Youth Organisations.

conference “learning by leaving” – a joint conference for european mobility networks

ERYICA president Marc Boes and vice-president Alexandra Cangelosi represented ERYICA during this conference, taking place in Uppsala, Sweden on November 19-20, 2009. The event convened different networks from all over Europe to discuss about the future of youth mobility and its impact on future society. Alexandra Cangelosi delivered a presentation on young people’s needs in terms of Youth Information, pointing out that youth mobility will be a hot topic throughout the coming years. The new programme “Youth on the move” has also been discussed and a possible need for developing an ERYICA statement regarding the online consultation on youth mobility has been considered.

facilitation of quality standards and professional principles

A cornerstone of ERYICA's mission is to secure the provision of generalist Youth Information in Europe. The European Youth Information Charter (see page 7) constitutes ERYICA's core document for achieving this aim. In 2009 ERYICA has established and approved an extension to this document, the **Principles for Online Youth Information**. With this document ERYICA would like to account for the recognition of information and communication technologies in Youth Information work, respecting and acknowledging its increasing importance.



PRINCIPLES FOR ONLINE YOUTH INFORMATION

Approved by the 20th General Assembly of ERYICA
Rotterdam, the Netherlands, 05.12.2009

INTRODUCTION

Internet is a powerful source of information and communication, as well as an integrated part of the social environment of young people. Provision of generalist Youth Information and Counselling online, as well as orientation on the Internet are new tasks, which are complementary to existing Youth Information work.

In addition to the role of Youth Information, helping young people find the right information and take their own decisions, Online Youth Information supports them to maximise the benefits of the Internet and minimise its potential risks.

Online Youth Information is an integral part of Youth Information work and thus, shall comply to all the principles formulated in the European Youth Information Charter. As Online Youth Information has some specific characteristics, an additional set of guidelines is needed.

In order to ensure the quality of provided Online Youth information services and to guarantee their added value and trustworthiness ERYICA, the European Youth Information and Counselling Agency adopted the following principles.

PRINCIPLES

The following principles constitute guidelines for generalist youth information work, which seeks to guarantee the right of young people to information:

1. Online Youth Information shall be accurate, up to date and verified. The date when it was produced or updated shall be clearly mentioned.
2. The content shall be based on the needs of young people. Those needs have to be identified and evaluated in an ongoing process.
3. The content shall be a selection of relevant, free of charge information that provides an overview of different options available. The applied selection criteria must be made public and understandable.
4. Online Youth Information shall be understandable for young people and presented in an attractive way for them.
5. Online Youth Information services shall be operable for all, especially taking into account users and groups with specific needs.
6. When young people have the opportunity to ask a question online it shall be clear within which time limit they will receive an answer. The answer shall be tailor-made and it shall be clear who is providing it.
7. When young people are included in producing content, the accuracy of the final content shall stay the responsibility of the youth information organisation.
8. Encouraging young people to give feedback shall be an integrated part of the ongoing development of Online Youth Information services. The feedback shall be easy to submit. It must be then evaluated and used to adjust the content. Young people shall be made aware of how their feedback has impacted on the services.
9. The author and the purpose of the Online Youth Information shall be clear and visible. If content of third parties is used, the source is clearly indicated.
10. It must be clear to the users who the providers of the Youth Information service are and what their motivation is. Full contact information should be clearly displayed. Sources of financial support shall be transparently displayed.
11. Online Youth Information services should provide methods and guidance which help young people increase their information literacy and online competences.
12. Online Youth Information services shall inform and guide young people on how to act in a safe and responsible way in online environments.
13. Online Youth Information services shall be a safe environment for young people.
14. Online Youth Information respects and protects the privacy of the users and allows them to modify or delete their own published private data.
15. Online Youth Information services respect the copyright of third parties and are aware of their own.
16. Youth Information workers shall be competent on the use of online tools and have information literacy skills. They shall be aware of new developments, relevant law and keep themselves informed about trends and new online practices among young people.

www.eryica.org

eryica membership

eryica members (in alphabetical order) as of 31.12.2009

AUSTRIA	JUGENDINFO.CC – Österreichische Jugendinfo	www.jugendinfo.cc
BELGIUM	CIDJ – Centre d'Information et de documentation pour Jeunes	www.cidj.be
	FIJWB – Federation Infor Jeunes Wallonie-Bruxelles	www.inforjeunes.be
	In Petto – Jeugdendienst Informatie en Preventie	www.inpetto-jeugdendienst.be
	Infotreff	www.jugendinfo.be
	VIP Jeugd – Vlaams Informatiepunt Jeugd vzw	www.vipjeugd.be
CROATIA	Zajednica ICM	www.icm.com.hr
CYPRUS	Youth Board of Cyprus	www.youthboard.org.cy
CZECH REPUBLIC	NIDM - Narodni Institut deti a mládeze	www.nidm.cz
ESTONIA	ENTK - Eesti Noorsootoo Keskus	www.entk.ee
FINLAND	ALLIANSSI - Suomen Nuorisoyhteistyö Allianssi	www.alli.fi
FRANCE	CIDJ - Centre d'information et de documentation jeunesse	www.cidj.com
GERMANY	IJAB - Fachstelle für Internationale Jugendarbeit der Bundesrepublik Deutschland e.V.	www.ijab.de
GREECE	General Secretariat for Youth	www.neagenia.gr
IRELAND	Office of the Minister for Children and Youth Affairs – Youth Affairs Unit	www.youthinformation.ie
ITALY	Coordinamento Nazionale Informagiovani	www.informagiovani.anci.it
LUXEMBOURG	CIJ - Centre Information pour Jeunes	www.cij.lu
NETHERLANDS	Vereniging van JIP's	www.jip.org
NORWAY	Forum for Ungdomsinformasjonskontor	www.unginfo.no
PORTUGAL	IPJ - Instituto Português da Juventude	www.juventude.gov.pt
SLOVENIA	MISSS - Mladinsko Informativno Svetovalno Sredisce Slovenije	www.misss.org
SPAIN	INJUVE - Instituto de la Juventud	www.injuve.migualdad.es
SWITZERLAND	Infoklick.ch	www.infoklick.ch
UNITED KINGDOM	Canlaw Online	www.canlaw-online.com
	YCNI - Youth Council for Northern Ireland	www.niyouthinfo.org
	Young Scot	www.youngscot.org

eryica affiliated organisations (in alphabetical order) as of 31.12.2009

BOSNIA HERZEGOVINA	Omladinska informativna agencija BiH (OIA)	oia.mladi.info
LIECHTENSTEIN	aha - Tipps und Infos für Junge Leute	www.aha.li
MONTENEGRO	Forum Mladi i Neformalna Edukacija (Forum MNE)	www.forum-mne.com
UNITED KINGDOM	YouthNet	www.youthnet.org

eryica cooperating organisations (in alphabetical order) as of 31.12.2009

BELARUS	Centre for Youth Information and Documentation	www.adukacyja.info
SERBIA	ONO Omladinska Nevladina Organizacija	www.ono.org.rs
TURKEY	GSM - Youth Services Centre	www.gsm-youth.org

membership development in 2009

new members:

- ITALY: Coordinamento Nazionale Informagiovani
- CROATIA: Zajednica ICM

new affiliated organisations:

- ENGLAND: YouthNet
- BOSNIA – HERZEGOVINA: OIA (Youth Information Agency)

new cooperating organisations:

- BELARUS: The Centre for Youth Information and Documentation
- TURKEY: GSM - Youth Information Services

eryica at a glance

December 2009: ERYICA launches SHERYICA, the Interactive Platform for Youth Information workers and adopts the Principles for Online Youth Information.

January 2009: Launch of the “A Better Youth Information for New Times” project.

December 2008: Launch of ERYICA’s first project Meet the Street.

April 2008: ERYICA inaugurates the European Youth Information Day.

November 2007: ERYICA together with the Council of Europe organises a colloquy on the Future of Youth Information in Europe in Budapest, Hungary.

June 2007: ERYICA office moves to Luxembourg.

April 2006: ERYICA celebrates its 20th anniversary and organises a European seminar on Youth Participation together with Eurodesk and EYCA in Vienna.

November 2005: Policy statement on “Indicators for a National Youth Information Policy” is adopted in Ljubljana, Slovenia.

September 2005: ERYICA organises the European Seminar on “Quality Matters in Information for Young People” together with Eurodesk and EYCA in Paris.

November 2004: Updated version of the “European Youth Information Charter” is adopted in Bratislava.

December 2001: ERYICA releases the Minimum Basic Training Course (MBTC) module for its training of Youth Information workers.

November 2000: First ERYICA Governing Board is established.

July 1999: ERYICA publishes its first study on “Generalist Youth Information in Europe in 1997”.

December 1998: ERYICA launches the online version of Infomobil.

April 1997: Council of Europe signs a Partnership Agreement with ERYICA.

December 1996: 12 organisations in 8 countries constitute ERYICA’s initial partners.

April 1995: European Colloquium (Marly-le-Roi, France) recommends the creation of a framework for European cooperation in the field of “generalist” Youth Information and counselling.

December 1993: 4th ERYICA General Assembly in Bratislava, Slovakia adopts the European Youth Information Charter.

April 1992: ERYICA registers as a non-profit making association in Luxembourg.

May 1991: ERYICA publishes the “European Directory of Youth Information Centres”: 471 centres in 18 countries.

February 1990: Committee of Ministers (Council of Europe) adopt Recommendation 90/7 on “Information and Counselling to be Provided to Young People in Europe”.

May 1988: 1st ERYICA General Assembly (Pomezia, Italy).

August 1987: ERYICA registers as a non-profit-making association in Amsterdam.

June 1987: ERYICA launches first “Guides for Young Visitors”, booklets containing practical information about European countries to promote youth mobility.

April 1986: Founding of ERYICA in Madrid, Spain as the result of a constitutive Meeting.





eryica asbl

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