



# ERYICA

# Annual Report

# 2011



# dear reader

## ERYICA, IT IS ALL ABOUT YOUTH!

With pride we present you our annual report on our activities in 2011. We hope, after reading it, you share our impression that ERYICA is a professional, productive, and busy network.

It goes without saying that one of the main highlights in 2011 was the 25th anniversary of ERYICA. Those who joined us in the celebration in Opatija, Croatia will remember this spectacular event.

2011 was also the year that we started to work on the Information Right Now! campaign, which will take place in 2012. Not only inspiring for those involved, the campaign will indeed be very important to secure the right of youngsters to the right information.

It took 25 years but finally ERYICA found Jimmy. The Youth Information training for youth workers who work in youth information as a side job seems – just after starting – already like a big success.

Furthermore, ERYICA is thrilled to be part of the Youth on The Move Card and has worked with other experts on how to contribute with the ERYICA network to this initiative.

ERYICA continued to have activities involving young people themselves on a European level. A good example of this are the Webbie Workshops. A non-formal and fun way to learn about chances, dangers and etiquettes; or as one of the participants later described it: "Learning without learning".

ERYICA is a bottom up network. The main goal of all activities we employ is to ensure quality in Youth Information and make life more easy for Youth Information workers who are active on a grass-root level; because at the end of the day, that is what counts for us: the services provided to real young people who are looking for an answer to their question, online but also face-to-face.

Moreover, in 2011 our General Assembly decided to launch a new Corporate Identity and as a result we are proud to present to you this Annual Report in a new outfit.

Despite the fact that ERYICA is a specialist when it comes to generalist youth information, we are very much aware of the fact that we are surrounded by partners and stakeholders working on the same goals. ERYICA is very much looking forward to keep working with the existing ones and is open to new partners.

# about eryica

## WHO WE ARE

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

Our network currently consists of 24 member organisations along with 7 affiliated and 3 cooperating organisations. We operate in 28 countries, in more than 7.500 Youth Information centres.

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** convenes 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 coordinating 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 Governing Board members of 2011 are:

- **Marc Boes**  
President, JONG Rotterdam, The Netherlands
- **Alexandra Cangelosi**  
Vice-President, Bundesnetzwerk Österreichische Jugendinfos, Austria
- **Claire Conlon**  
Vice-President, CIDJ, France
- **Mika Pietilä**  
Treasurer, ALLIANSSI, Finland
- **Julie Cákiová**  
NIDM, Czech Republic
- **Sanja Vukovic Covic**  
Zajednica ICM, Croatia
- **Matjaž Medvešek /Tanja Novakovic**  
MISSS, Slovenia
- **Jorge Orlando Queirós**  
IPJ, Portugal



GOVERNING BOARD  
MEETING PARIS  
MARCH 2011

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 2013.

## 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.

# eryica framework

ERYICA's core framework documents are the European Youth Information Charter, adopted by the ERYICA General Assembly in 2004 and the Principles for Online Youth Information, adopted by the ERYICA General Assembly in 2009.



# 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.



## principles for online youth information

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

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.

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.

# the eryica office

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

The ERYICA secretariat 2011 consisted of a team of four people:

- **Davide Capecchi**  
Director
- **Imre Simon**  
Members' Services Coordinator
- **Cornelia Untersberger**  
PR & Communications Officer
- **Marie-Paule Kohn**  
Accounting

## 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, Sanja Vuković Đoviđ and Davide Capecchi represent ERYICA in the JCC. In 2011 the JCC held two meetings in:

**Brussels, Belgium (8 February 2011): 21st JCC Meeting**

**Paris, France (30 November 2011): 22nd JCC Meeting**

As their main result, these JCC meetings have brought the Information Right Now! campaign.

### INFORMATION RIGHT NOW

“Information Right Now!” is a European campaign implemented by ERYICA in partnership with the Council of Europe. The campaign aims to bring forward to young people, decision-makers and media young people’s right to ask and to receive information.

The 9th Council of Europe Conference of Ministers responsible for Youth will take place in St. Petersburg (Russian Federation) in September 2012. Main theme of the conference is “Young people’s access to rights: development of innovative youth policies”. Considering that youth information is both an essential right and a prerequisite for young people’s access to their rights, in view of contributing to the success of the Conference of Ministers and the previous process leading to it, the Joint Coordinating Committee managing the partnership between the Council of Europe and ERYICA decided to support a campaign on the young people’s right to information”. Through this campaign, renamed “Information Right Now!”, ERYICA and the Council of Europe wish 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.

Between 2-5 October 2011, representatives of ERYICA Member Organisations were invited to a preparatory meeting in Strasbourg to kick off the planning of the campaign. Much of the content of this tool kit was initiated at this meeting and later developed by ERYICA with the help of representatives of Member Organisations along with external consultants.

During an extraordinary meeting in Malta on the dates of 8-10 December 2011, the content of the tool kit was further developed and structured by the participating representatives of ERYICA Members, and finally edited by Åsa Gunvén, civil society consultant specialised in advocacy and campaigning.

The Campaign will be launched on 17 April 2012 and will be ERYICA’s flagship project for 2012.

### REPRESENTATION OF ERYICA IN THE CDEJ

Since 2008, ERYICA has been an observer of the CDEJ – European Steering Committee for Youth, which is one of the statutory bodies of the Council of Europe, responsible for managing the activities in the field of Youth and Sport.

In 2011, ERYICA participated in the 46th and the 47th Meeting of the CDEJ in Strasbourg, France (14-16/3/2010) and in Budapest, Hungary (17-19/10/2010) respectively. ERYICA's director, Davide Capecchi, represented ERYICA as an observer in these events.

### CDEJ SUMMER UNIVERSITY

This year's CDEJ Summer University was held on August 23-25, 2011 in the city of Antwerp, Belgium, dedicated to the theme „Young people's access to rights“. ERYICA was represented in this event by Davide Capecchi, Director of ERYICA and Matjaž Medvesek (MISSS). The overarching topic of the event gave a good occasion to the ERYICA Director to present the Information Right Now! campaign to the audience of the Summer University.

During the three days of the event, participants from a wide range of European backgrounds had the chance to learn more about the Council of Europe and its aims particularly in the youth field and the composition of the CDEJ – European Steering Committee for Youth.

The CDEJ Summer University aims to provide members of the CDEJ and the Advisory Council (notably new members) with a learning experience, which is likely to improve their motivation and capacity to actively participate in the work of the Council of Europe youth sector, notably in its co-management structures.

# eryica projects 2011

## JIMMY

The title, Jimmy, stands for Youth Information Mediator and the course intends to endow youth workers with basic skills for the provision of youth information. The concept of Dutch origin creates synergy between these two sectors of youth work and hopes to deepen relations of youth workers and youth information workers in order to reinforce each other's activities and professionalism, as well as the service of young people. JIMMY is designed to transfer new skills for youth workers or other professional workers with young people, e.g. deans, mentors or tutors.

The project pursues two **general objectives**:

To develop an "Advanced Training Course on Youth Information and Counselling"  
To develop a "Jimmy" training course for youth workers on youth information and counselling

Expected **outcomes**:

- Enhanced professionalism of youth information workers and counsellors;
- To increase the amount of youngster outreach by enhancing effectiveness of already existing resources;
- To reach out those youths who are not yet users of a Youth Information Service, including less privileged young people.
- To have more young people using existing Youth Information Services through referral by Jimmy.

**Activities:**

- Establishment of a task force from the partnership that will oversee the implementation of the Advanced Course and of the Jimmy
- Five meetings of the Task Force
- One training-to-trainers on the "Advanced Training Course"
- One training-to-trainers on the "Jimmy"
- Focus Groups of Young People on issues of interest for them

Partners of the project are:

- **JONG Rotterdam**, the Netherlands
- **Centre for Youth Affairs**, Finland
- **CN Informagiovani**, Italy
- **MISSS**, Slovenia
- **Young Scot**, UK
- **Aha Voralberg**, Austria
- **IBjove**. Spain

## ADVOCACY AND LOBBYING TRAINING FOR YOUTH ORGANISATIONS (ALTYO)

ERYICA is the member of the project coordinated by Triagolnik (FYROM), along with Forum MNE (Montenegro) and Proni Brcko (Bosnia and Herzegovina). The aim of the cooperation is to empower/build the capacities of youth NGOs and organisations targeting disadvantaged groups in advocacy and lobbying in order to effectively influence local and national policies.

ERYICA's role in the project involves designing and running of the first training module (out of seven) three times altogether and compiling the part of the training manual related to this module.

### **Objectives of Module One: 'Introduction to Advocacy and Lobbying'**

- To gain basic knowledge and understanding of advocacy and lobbying concepts.
- To create a base of fundamental skills in advocacy and lobbying that will be further more specifically developed throughout the course.
- To comprehend the nature and purpose of advocacy and lobbying activities as crucial aspect of involvement of the non-profit/civil sector in the decision making processes on societal level.
- To gain specific knowledge of the current practices in advocacy in EU and EU institutions.

### **Outcomes:**

- Training outline in Lobbying and Advocacy (campaigning, etc.) that can be used in other occasions to match the need expressed by some ERYICA members and future challenges on how to advocate youth information as a right of young people;
- Increased contacts in the Western Balkans;
- Raising ERYICA's role and reputation, especially in the Western Balkans.

In 2011, ERYICA was represented at the European Movement International Congress in Istanbul, Turkey, on the dates of 9-12 February. Following the launch of the call for trainers on 26 February, the training module was designed by 19 April and the module was delivered by the contracted trainers in the 3 countries between 11 May and 2 June. The content of the course will be published in the form of a manual in 2012.

## YOUTH ON THE MOVE CARD INITIATIVE INVOLVEMENT

ERYICA President Marc Boes and the Director Davide Capecchi have participated in a number of events as experts in order to help draft the possibilities of the Youth on the Move Card Initiative.

Youth on the Move is a flagship initiative of the European Union focused on young people, with the Youth on the Move Card is one of its top 10 targets. The Youth on the Move Card is supposed to facilitate both the mobility and participation for all young people. It aims to not replace existing youth cards in Europe but rather enhance them by cooperating with them and adding a real European value via offering even more discounts, and give access to information networks or smartcard technology features. The target group are young people between 13 and 30 and the card should provide its holders with a practical, social and legal value.

This project is still in its assessment phase.

#### SAFETY AND QUALITY IN ONLINE YOUTH INFORMATION

The Safety and Quality in Online Youth Information (SQOYI) has been ERYICA's flagship project for 2010 and 2011, granted with support of the Youth in Action Programme of the European Commission. The project was established to create and disseminate knowledge for Youth Information workers to empower young people to make good use of available online Youth Information resources.

The project delivered the following outcomes:

- An **Info-KIT**, titled **Guide to Safety and Quality Online**, providing guidance to young people and youth information workers on how to find information on the Internet and on how to generate good content.
- **Training of 18 trainers** of Youth Information workers on the delivery of the Digital YIntro module, developed by the Training Task Force in the framework of the project.
- **Two international 'Webbie Workshops'** involving 43 young people from 11 countries, empowering them to enact efficient searching strategies also in user generated content environments besides a safe and proper use of internet.

For the implementation of the Info Kit as well as the work on the training material for the workshops, a Resource Group with youth information professionals from eight ERYICA member countries was created. The following organisations were partners of the project:

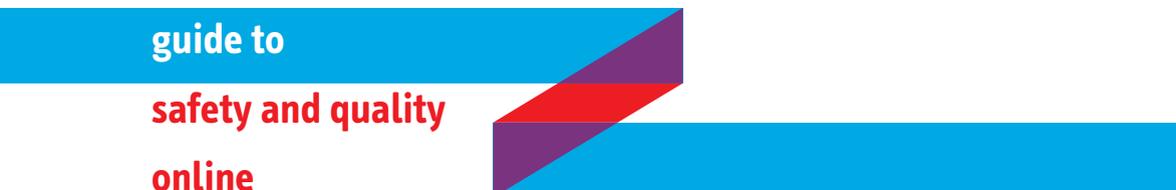
- **GSM-Youth**, Turkey
- **Centre for Youth Affairs**, Finland
- **CIJ**, Luxembourg
- **Young Scot**, Scotland
- **INJUVE**, Spain
- **JONG Rotterdam**, the Netherlands
- **Aha Vorarlberg**, Austria

In 2011, two meetings of this Resource Group have been organised:

- **5th Resource Group Meeting:** 16 February 2011 in Luxembourg hosted by CIJ, Luxembourg
- **Follow-up Meeting:** 28-30 April 2011 in Oulu, Finland, hosted by Koordinaatti

#### GUIDE TO SAFETY AND QUALITY ONLINE

The “Guide to Safety and Quality online”, produced in the framework of the Safety and Quality in Online Youth Information project, is a toolkit tailor-made for the needs of Youth Information workers, which allows gaining greater understanding of online environments and its implications for youth information work. It features theoretical content along with practical exercises for young people. It is a unique compendium on Internet safety, security and quality aiming at the inexperienced user as well as at those with advanced knowledge. The “Guide to Safety and Quality online” contains a selection of six thematic areas dealing with online security and safety as well as media literacy and its importance in a digital society.



## guide to safety and quality online

#### STATE OF YOUTH INFORMATION IN EUROPE

ERYICA carried out a survey throughout its European network of Youth Information Centres in 2010 that shows the priority of information needs of young people, presented together with the actual offer of Youth Information Centres; education and training, youth mobility, housing and health are the most requested topics.

A non-representative focus group survey carried out by the ERYICA network in 2011 shows up that the information needs of teenagers aged 13-16 mostly gather around topics related to school and studies and social networks, whereas the age group of 16-19 is unsurprisingly more concerned about career and jobs and new technologies. There was no difference between the two groups regarding the relatively high interest in family and relationships,

even though the content behind these topics is evidently changing by age. Both age groups were interested in social and cultural life but 16-19-year-olds ranked this topic with a higher priority. It may be remarkable that regardless their age, teenagers expressed a need for information and counselling concerning their future and finding/realising their goals.

According to the survey carried out in 2011, the most evident source of information for young people aged 13-25 is the internet. However, young people rely on Internet more to collect information and data whereas they seek personal and professional contact for in-depth inquiries and individualised treatment as in the ground of education and career orientation or health. Results of the 2010 ERYICA survey show that Youth Information Centres use these two major types of information provision in synergy.

The country or culture a young person is coming from has a measurable impact on her information needs: different types of societies, the presence of a strong civil society or organisations or the actual economic state of a country will impact on the seeking for information on topics related to family, relationships or money with remarkably different intensity.

#### 22<sup>Nd</sup> GENERAL ASSEMBLY (14-17 APRIL 2011) OPATIJA, CROATIA

In 2011 the 22nd ERYICA General Assembly (GA) took place in Opatija, Croatia, hosted by ERYICA Member Organisation Zajednica ICM. On the agenda this time were:

- Changes in Statutes and Standing Orders, concerning:
  - Statures of Affiliated/Cooperating Organisations;
  - Delay in payment of fees and contributions;
  - Administrative change in membership in one country;
  - Rules on Working Groups / Task Forces / Resource Groups;
- Organisational Identity and Corporate Identity;
- PR & Communications Plan;
- Infomobil and Mobility Concept;
- an update on all ERYICA projects.

The 22nd ERYICA GA in Opatija convened 34 participants from a wide variety of member countries.

# 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 to 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.

ERYICA developed a consistent system of trainings that consists of:

- YIntro – Stepping into Youth Information
- Digital YIntro Additional Module
- Webbie Workshop
- Jimmy – Youth Information Mediator
- Advanced YIntro



As the progressing number of trainings show, this is an increasingly successful service of ERYICA. In 2011, 11 trainings were organised in 8 countries. ERYICA issued 177 certificates for the participants of the following trainings:

## **YIntro Training to Trainers**

Helsinki, Finland, 14-20 November 2011

## **YIntro**

Gauting, Germany, 27-30 June 2011 and Linz, Austria, 19-21 September 2011

Pieksämäki, Finland, 7-9 September 2011 and 19-21 October 2011

Prague, Czech Republic, 7-10 November 2011

Limassol, Cyprus, 28 November – 2 December 2011

Kokkola, Finland, 30 November – 2 December and 14-16 December 2011

## **Digital YIntro Training to Trainers**

Bregenz, Austria, 24-27 March 2011

### **Digital YIntro**

Turku, Finland, 21-22 September 2011

Pirovac, Croatia, 3-11 October 2011

### **Jimmy Training to Trainers**

Vicenza, Italy, 18-21 December 2011

### **Webbie Workshop**

Mollina, Spain, 20-23 January 2011

## **YINTRO – STEPPING INTO YOUTH INFORMATION**

YIntro is ERYICA’s training course for beginners in the Youth Information field, designed by the ERYICA Training Task Force. The course 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

YIntro 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 “Training to Trainers” – Courses and national courses on the MBTC (Minimum Basic Training Course) – Module.

A course’s manual, elaborated to provide support to YIntro trainers, is available through the ERYICA office.

YIntro is accessible to ERYICA members, cooperating and affiliated organisations.



**yintro**

**stepping into youth  
information**

### DIGITAL YINTRO – ADDITIONAL MODULE TO YINTRO

The additional module to ERYICA's YIntro has been established in order to provide training to Youth Information workers on the topics "safety and quality online". ERYICA's Training Task Force worked on the development of this material. The training deals with topics on safety and quality in online environments, revolving around these five areas:

- Key terms for online information literacy
- Quality issues for online Youth Information
- Producing quality online Youth Information
- Perception of online risks and opportunities
- Digital citizenship

### INTERNATIONAL YOUNG PEOPLE WORKSHOP – "WEBBIES WORKSHOP"

The young people workshop has been at the core of the project, directly involving the feedback and experience of young European people in the Info Kit. The second edition of the workshop was organised in Mollina, Spain, on the dates of 20-23 January 2011, with the support of INjuve, ERYICA member organisation in Spain.

18 participants from 9 European countries participated in this Webbie workshop with the guidance of facilitators Marc Boes, Alexandra Cangelosi and Mika Pietilä. During the workshop the young participants were given the opportunity to discuss their online habits, good and bad experiences they have had so far with online information and shoot their own movies on do's and don'ts in the online world.



## eryica's training task force

Training of Youth Information workers and the development of new training materials are core business of ERYICA. In order to maintain these trainings related to the practical work conditions of Youth Information workers across Europe and relevant for their needs, ERYICA collaborates with a team of Youth Information professionals, who have long-time experience in Youth Information. The Training Task Force has been established in 2008 and ever since has been responsible for the creation and/or the development of several ERYICA training materials, like the MBTC (Minimum Basic Training Course), YIntro and the “digital” YIntro. Currently the Training Task Force is composed of the following nine members:

- Johan Bertels – In Petto, Belgium
- Alexandra Cangelosi – Bundesnetzwerk Österreichische Jugendinfos, Austria
- Vicky Clarke – Young Scot, United Kingdom
- Mick Conroy – University of Wales, Newport, United Kingdom
- Irena Mikulic – Proni Center for Social Education, Croatia
- Ajo Monzó – IBjove, Spain
- Mika Pietilä – National Coordination and Development Centre of Youth Information and Counselling, Finland
- Heike Voggenthaler – IJAB, Germany



MEMBERS OF THE TRAINING TASK FORCE AT MEETING IN PALMA, SPAIN.

# 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 information 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. In 1998, the online version of Infomobil has been launched. 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 20 European countries.

[www.infomobil.org](http://www.infomobil.org)



## SHERYICA

SHERYICA is the online platform for Youth Information workers throughout Europe. It has been established as one of the pillars 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 in which 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.

By the end of 2011, over 400 Youth Information workers from around 250 Youth Information Centres have been using SHERYICA.

Go see for yourself: [www.sheryica.org](http://www.sheryica.org)



# 25 years of youth information – and counting!

The conference “25 years of Youth Information – and counting!” has been organised on the occasion of ERYICA’s 25th anniversary and the 4th European Youth Information Day (EYID).

The motivation to organise such a conference was to create an opportunity to evaluate the development of Youth Information and counselling in the last 25 years and identify new challenges lying ahead for its development.

The conference gathered a number of prominent figures and professionals from the field of Youth Information that have worked with and within ERYICA in the past 25 years.

The conference took place in Opatija, Croatia on dates April 16-18, 2011 with support from Service National de la Jeunesse Luxembourg through the “Youth in Action” Programme of the European Union and within the framework of and with support from the Council of Europe/ERYICA Partnership. It was organised by the Centre Information Jeunes – Luxembourg, ERYICA and UMKI Rijeka, member of the Association of Youth Information Centres of Croatia.

The event gathered 54 participants from a variety of European Youth Information contexts as well as researchers specialised on youth and youth culture and representatives of ERYICA partners, such as Eurodesk and EYCA, the European Youth Forum as well as other stakeholders.

The programme of the conference featured a variety of activities, such as story-telling sessions and a world café among others. Two keynote speeches rounded off the content of the programme:

- Presentation by Mr. Tim Davies (recorded) on “Online Youth Information, a Right and a Means to Participation”;
- Presentation by Mr. Manfred Zentner, titled “Young People: Current Trends and Future Scenarios”.

Conclusions of the conference were that Youth Information workers will have to increasingly rely on existing and constantly develop new networks and research shall become an increasingly important topic for Youth Information provision as it will be vital to keep track of what the relevant topics in young people’s lives are, where they originate from and how to efficiently deal with them. Likewise to keeping oneself informed, Youth Information workers shall also be keen on informing stakeholders on their own achievements and results. In the future one of the top priorities for Youth Information practice shall be to involve a wider circle of stakeholders in the process of Youth Information provision. This means that parents, teachers, young people and other representatives of the public shall be more structurally integrated into the realm of Youth Information provision.

The potential of peer-to-peer support shall further be looked into and be especially promoted through more information on this topic and the facilitation of appropriate structures for their application but also professionalisation and constant development and updates of training material for Youth Information workers shall be among the top priorities for the work of ERYICA especially. Youth Information workers have to be prepared to take on the role as gatekeepers of information channels, signposting young people to valuable and relevant information. For Youth Information workers, one of the big challenges in times of Internet technology and new ways of communication will be to strike a balance between on-and offline information.

Finally, the conference emphasised as one of the strengths of Youth Information work its ability to keep in dialogue with young people in a neutral, welcoming, non-judgmental environment far from school, parental homes and peer pressure and use this as a chance to monitor developments in young people’s lives and its impact on society.

<http://eryica.org/news/25-years-youth-information-conference-report-published>



## study visits

In view of monitoring existing competences, realities, resources and challenges in Youth Information around Europe, ERYICA has organised a number of study visits throughout 2011.

### Malta (26-28 January)

ERYICA director Davide Capecchi visited the headquarters of AĊenzija ƉgDaƉagƉ Malta on the occasion of the organisation's application to be a Member of ERYICA. Following this study visit to the applicant organisation as well as meeting policymakers of Malta in the youth field, the Governing Board approved the application of Youth Information Malta.

### Sweden (11-12 February)

The ERYICA director met the management of Solna UngInfo, further to their application to become a Cooperating Organisation of ERYICA. The organisation is active in launching a youth information network in Sweden, among others with the support of ERYICA.

### Romania (16-18 March)

Claire Conlon and Davide Capecchi visited Euro 26 Romania to discuss their application to become a Cooperating Organisation of the Agency. The study visit gathered information previously requested by the Governing Board, in order to thoroughly assess the application. Following the study visit that included meetings with representatives of national youth structures of Romania, the Governing Board approved the application of Euro 26 Romania.

## statutory events

### Board Meetings

The ERYICA Governing Board had its 4 annual meetings in the following venues and dates:

- **Meeting 37:** Paris, France (24-26 February 2011); hosted by CIDJ, France
- **Meeting 38:** Opatija, Croatia (14 April 2011); hosted by Zajednica ICM, Croatia
- **Meeting 39:** Rotterdam, the Netherlands (9-11 June 2011); hosted by JONG Rotterdam, the Netherlands
- **Meeting 40:** Oulu, Finland (3-5 November 2011); hosted by Koordinaatti, Finland

After each meeting, the Governing Board issued a bulletin reaching the ERYICA network and informing them about the main decisions taken at the meeting. Mika Pietilä from Koordinaatti, Oulu, Finland was responsible for drafting, editing and distributing the bulletin on behalf of the Governing Board. Since Meeting 39, the bulletin is issued in an electronic template-based form.

# eryica membership 2011

## ERYICA MEMBERS

(in alphabetical order)  
as of 31.12.2011

### AUSTRIA

Bundesnetzwerk Österreichische  
Jugendinfos  
[www.infoup.at](http://www.infoup.at)

### BELGIUM

CIDJ – Centre d'Information et de  
documentation pour Jeunes  
[www.cidj.be](http://www.cidj.be)

FIJWB – Federation Infor Jeunes  
Wallonie, Bruxelles  
[www.inforjeunes.be](http://www.inforjeunes.be)

In Petto – Jeugdendienst Informatie  
en Preventie  
[www.inpetto-jeugdendienst.be](http://www.inpetto-jeugdendienst.be)

Infotreff  
[www.jugendinfo.be](http://www.jugendinfo.be)

VIP Jeugd – Vlaams  
Informatiepunt Jeugd vzw  
[www.vipjeugd.be](http://www.vipjeugd.be)

### CROATIA

Zajednica ICM  
[www.zajednica-icm.hr](http://www.zajednica-icm.hr)

### CYPRUS

Youth Board of Cyprus  
[www.youthboard.org.cy](http://www.youthboard.org.cy)

### CZECH REPUBLIC

NIDM – Narodni Institut deti a  
mládeze  
[www.nidm.cz](http://www.nidm.cz)

### ESTONIA

ENTK – Eesti Noorsootoo Keskus  
[www.entk.ee](http://www.entk.ee)

### FINLAND

National Coordination and  
Development Centre of Youth  
Information and Counselling Services  
[www.koordinaatti.fi](http://www.koordinaatti.fi)

### FRANCE

CIDJ – Centre d'information et de  
documentation jeunesse  
[www.cidj.com](http://www.cidj.com)

### GERMANY

IJAB – Fachstelle für Internationale  
Jugendarbeit der Bundesrepublik  
Deutschland e.V.  
[www.ijab.de](http://www.ijab.de)

### GREECE

Institute for Youth  
[www.ify.gr](http://www.ify.gr)

#### IRELAND

Youth Affairs Unit  
[www.youthinformation.ie](http://www.youthinformation.ie)

#### ITALY

Coordinamento Nazionale  
Informagiovani  
[www.informagiovani.anci.it](http://www.informagiovani.anci.it)

#### LUXEMBOURG

CIJ – Centre Information pour  
Jeunes [www.cij.lu](http://www.cij.lu)

#### MALTA

Aġenzija Żgħażaġh  
[www.youthinfo.gov.mt](http://www.youthinfo.gov.mt)

#### NETHERLANDS

JONG Rotterdam  
[www.jongerenwerk.nl](http://www.jongerenwerk.nl)

#### NORWAY

Forum för  
Ungdomsinformasjonskontor  
[www.unginfo.no](http://www.unginfo.no)

#### PORTUGAL

IPJ – Instituto Português  
da Juventude  
[www.juventude.gov.pt](http://www.juventude.gov.pt)

#### SLOVENIA

MISSS – Mladinsko Informativno  
Svetovalno Središče Slovenije  
[www.misss.org](http://www.misss.org)

#### SPAIN

INJUVE – Instituto de la Juventud  
[www.injuve.es](http://www.injuve.es)

#### SWITZERLAND

Infoklick.ch  
[www.infoklick.ch](http://www.infoklick.ch)

#### UNITED KINGDOM

Young Scot  
[www.youngscot.org](http://www.youngscot.org)  
ProMo-Cymru, [www.cliconline.org](http://www.cliconline.org)

#### ERYICA AFFILIATED ORGANISATIONS

(in alphabetical order)

as of 31.12.2011

#### ANDORRA

Departament de Joventud I  
Voluntariat del Govern d'Andorra  
[www.joventut.ad](http://www.joventut.ad)

#### BOSNIA HERZEGOVINA

Omladinska informativna agencija  
BiH (OIA)  
[oia.mladi.info](http://oia.mladi.info)

#### FINLAND

ALLIANSSI – Suomen  
Nuorisoyhteistyö Allianssi  
[www.alli.fi](http://www.alli.fi)

#### FYROM

Coalition of youth organizations  
SEGA  
[www.sega.org.mk](http://www.sega.org.mk)

#### LIECHTENSTEIN

aha – Tipps und Infos für Junge Leute  
[www.aha.li](http://www.aha.li)

#### MONTENEGRO

Forum Mladi i Neformalna Edukacija  
(Forum MNE)  
[www.forum-mne.com](http://www.forum-mne.com)

#### TURKEY

GSM – Youth Services Centre  
[www.gsm-youth.org](http://www.gsm-youth.org)

#### ERYICA COOPERATING ORGANISATIONS

(in alphabetical order)

as of 31.12.2011

#### UNITED KINGDOM

YouthNet  
[www.youthnet.org](http://www.youthnet.org)

#### BELARUS

Youth Information Centre,  
[www.adukacyja.info](http://www.adukacyja.info)

#### ROMANIA

ASOCIATIA EURO 26 ROMANIA  
[www.euro26.ro/e26](http://www.euro26.ro/e26)

#### SWEDEN

Solna Unginfo  
[www.unginfo.se](http://www.unginfo.se)

## MEMBERSHIP DEVELOPMENT FOR 2011

### NEW MEMBERS

#### FINLAND

National Coordination and  
Development Centre of Youth  
Information and Counselling Services  
[www.koordinaatti.fi](http://www.koordinaatti.fi)

#### MALTA

Youth Information Malta  
[www.youthinfo.gov.mt](http://www.youthinfo.gov.mt)

#### UNITED KINGDOM

ProMo-Cymru  
[www.promo-cymru.org](http://www.promo-cymru.org)

### NEW AFFILIATED ORGANISATIONS

#### ANDORRA

Departament de Joventud I  
Voluntariat del Govern d'Andorra  
[www.joventut.ad](http://www.joventut.ad)

#### FINLAND

ALLIANSSI  
[www.alli.fi](http://www.alli.fi)

#### FYROM

Coalition of Youth Organizations  
SEGA [www.sega.org.mk](http://www.sega.org.mk)

#### TURKEY

GSM Youth Turkey  
[www.gsm-youth.org](http://www.gsm-youth.org)

### NEW COOPERATING ORGANISATIONS

#### ROMANIA

Euro26 Romania  
[www.euro26.ro/e26](http://www.euro26.ro/e26)

#### SWEDEN

Solna UngInfo  
[www.unginfo.se](http://www.unginfo.se)

## eryica at a glance

**OCTOBER 2011** Preparatory meeting for the drafting of the Information Right Now! Campaign together with the Council of Europe in Strasbourg, France **JUNE 2011** Publishing of Guide to Safety and Quality online **APRIL 2011** 25th Anniversary Celebration of ERYICA in Opatija, Croatia **FEBRUARY 2011** Launch of JIMMY, the Youth Information Mediator **SEPTEMBER 2010** Colloquy “Bridging the Gap” organised with support of the Council of Europe in Budapest, Hungary, European Youth Centre. **JUNE 2010** Launch of Council of Europe Recommendation CM/Rec (2010) 8 on Youth Information. **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, on April 17th. **NOVEMBER 2007** ERYICA together with the Council of Europe organises a colloquy on the Future of Youth Information in Europe in Budapest, Hungary. **JULY 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. **APRIL 1994** ERYICA registers as a non-profit making association in Luxembourg. **DECEMBER 1993** 4th ERYICA General Assembly in Bratislava, Slovakia adopts the European Youth Information Charter. **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.





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european youth information and counselling agency ERYICA asbl  
26, Place de la Gare • L-1616 Luxembourg  
T +352 24 87 39 92 • F +352 26 29 32 15  
info@eryica.org • www.eryica.org