

# Good Practice in Youth Information



sheryica





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# Dear Reader



**Jaana Fedotoff**  
President, ERYICA

2020 has been a strange year so far, and we are all aware of how **COVID-19** has affected our lives and work, and how the situation **has influenced the lives of young people**. I have been so impressed with how our members have shown amazing creativity and resilience in the face of adversity, and a very strong capacity in reaching out to young people when usual methods to offer services are not available. In 2020, we have been able to see how youth information services are needed more than ever; young people have been one of the age groups most adversely affected by the crisis, and we have been there to support them throughout.

This good practice booklet is not dedicated to COVID-19, but it would have been difficult to publish it in 2020 without talking about **good practices for dealing with the pandemic**. When the previous edition was published in 2018, we could not have imagined what was waiting for us just two years later. From online career counselling workshops in Cyprus to quickly updating and adapting the FAQ sections on websites in Belgium, we have seen just how flexible, creative and resilient our sector is, and for that we should be very proud.

With this good practice booklet, we aim to provide visibility to our network and present a large selection of quality examples to be adapted within youth information and counselling services. This is one of the most important services that ERYICA provides to our members, as we all have so much to learn from one another. So read, be inspired, contact people for more information; really **use this good practice booklet as a source of inspiration and networking** – we are all here to provide professional peer support to one another! The Governing Board and Secretariat promote good practices through our different channels throughout the year, but the good practice booklet is an important opportunity to showcase the **fantastic diversity and resourcefulness of our members**.

This is the 6th edition of the publication. We have divided the booklet into **4 chapters**, which cover themes that are very topical and important for our sector: Digital youth information work, emotional well-being and support, Media and Information Literacy, and peer-to-peer in youth information. There is even an **additional chapter** which covers different topics, as we received so many good practices that we made an extra chapter!

I would like to thank you for the amazing work that you do for and with young people. Being part of this network is extremely enriching; I learn so much from you every day, and it is a great privilege.

01

# Digital Youth Information Work

02

03

04

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What these contributions also demonstrate is **the positive power of social media and how it can enhance and strengthen the voices of young people** and help them shape and determine their own future, particularly during times of change and uncertainty.

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**Miriam Teuma**, Chief Executive Officer - Agenzija Zgahzagh, Malta

**The impact of the COVID-19 pandemic** has been felt across the world. For young people, as well as for everyone, it has resulted in a more restrictive lifestyle, limited access to education, work and services, and self-isolation and social distancing.

However, the crisis has also provided an opportunity for young people to contribute to community and social solidarity through their **creativity and innovation**. The opportunities as well as the challenges resulting from the crisis have enabled young people and youth organisations to explore and develop new ways, particularly through digitalisation and social media, of furthering social and inter-generational solidarity.

While regular youth services, programmes and initiatives in Malta, as elsewhere across Europe, were adversely impacted by the lockdown, it also provided us with a unique opportunity for working with and **reaching out to young people online** and through social media. New services and opportunities for young people have been introduced, while others have been adapted to meet the changing circumstances. As a result of social distancing and isolation, reassuring and supporting young people through listening to their **voices, experiences, emotions and concerns** in these challenging times has taken on a new meaning and urgency.

At Aġenzija Żgħażaġh, we continued to work and provide support and encouragement to young people during the lockdown while further developing and **expanding our capacity for digital youth work and information**. We also continued to digitalise our services, including our information services, and supported youth organisations to re-design and adjust their programmes and projects.

As evidenced by the contributions to this chapter, there has been a similar **proactive response from across Europe**. Cyprus, Estonia, Belgium, Austria, Italy, Spain, France, Scotland and Portugal all provide practical and innovative examples of how the crisis has given a new vigour and impetus to digital youth work and information.

Whether it be through organising a series of online workshops focused on youth career counselling as in Cyprus; hosting short online trainings via ZOOM as in Austria; maintaining direct contact with our young users throughout the pandemic as in Spain; a live information programme on social networks as in France; and publishing quality-assured information on the nature and spread of the pandemic as in Scotland, it might be said that **digital youth work and information has come of age during the lockdown**.

What these contributions also demonstrate is the **positive power of social media** and how it can enhance and strengthen the voices of young people and help them shape and determine their own future, particularly during times of change and uncertainty.



# | Career Counselling Online Workshops

## Country:

Cyprus

## Organisation:

Youth Board of Cyprus: Youth Information Centres

## Dates:

24, 27, 30 April and 4 May 2020

## Number of participants:

80 participants

## Youth Information tool:

Online seminar/ workshop

## More information:

Elena Kalli  
ekalli@onek.org.cy  
[www.onek.org.cy](http://www.onek.org.cy)

## Description:

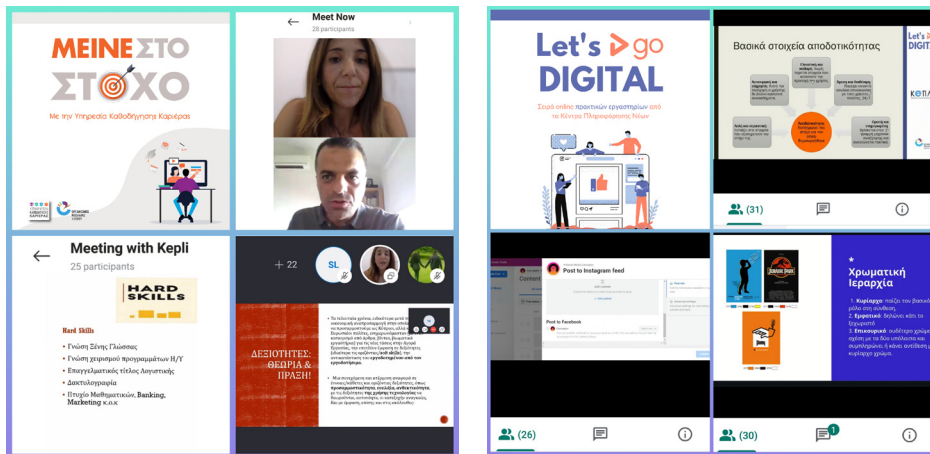
The YICs of the Youth Board of Cyprus, realising the critical times we are living in and responding to the new reality that the Covid-19 pandemic has created, have adapted to the new state of affairs and have organised a series of **online workshops focused on youth career counselling**.

The series included **four online workshops**, with each focusing on a different area of interest pertaining to academic studies and professional skills development:

- 1) "Skills: From theory to practice" (24/04)
- 2) "CV clinic" (27/04)
- 3) "Interview techniques" (30/04)
- 4) "Postgraduate Studies: When? Where? How? Why?" (04/05)

Each workshop lasted **two hours and an average of 20 young people** participated in each of them. All workshops were carried out by the YICs' experienced career counsellors via Skype.

These online career counselling workshops were designed to present various **techniques and tools** that will help participants advance their competitiveness in their job hunting, to highlight the importance of acquiring and developing soft skills in order to become competitive in the modern labour market, as well as to upgrade participants' professional development.



## Achievements:

Participants had the opportunity to learn the difference between horizontal and vertical/hard and soft skills and how to **identify, understand and boost their skills**. Special emphasis was given to the current situation due to the lockdown, and on how they can turn it into an opportunity to gain or improve their skills (“Skills: from theory to practice”, dated 24/04).

Participants also came into contact with various **techniques for creating a competitive CV** (“CV clinic”, dated 27/04), and learnt the proper way to present their uniqueness, their strengths and skills (soft and hard), both in their CV and during a job interview (“Interview techniques”, dated 30/04).

Last but not least, those interested in boosting their hard skills and continuing their studies at a postgraduate level had the opportunity to learn the basic criteria for **making the right choice for a postgraduate course** depending on their personality, and understanding how a postgraduate degree can contribute to their professional development (“Postgraduate Studies: when? Where? How? Why?”, dated 04/05).



## II Optimising our Teeviit website

### Country:

Estonia

### Organisation:

The Education and Youth Authority

### Dates:

March - May 2020

### Youth Information tool:

Website: [www.teeviit.ee](http://www.teeviit.ee)

### More information:

Kadri Koort

Chief expert

[kadri.koort@harno.ee](mailto:kadri.koort@harno.ee)

[www.teeviit.ee](http://www.teeviit.ee)

### Description:

During the emergency situation due to COVID-19, the **Estonian youth information website Teeviit** (in English “Signpost“) increased its reach and number of visitors by four. Teeviit had a special landing page with specialised youth information both in Estonian and Russian during the crisis period.

The Teeviit website created a special landing page after the emergency situation was declared in Estonia in the middle of March to support young people with quality and safe information. Teeviit started a daily collaboration with the Estonian Ministry of Education and other national institutions, such as the Social Insurance Board and Police and Border Guard Board, to offer **reliable and accurate information about the COVID-19 virus** and the measures in place.

As Estonian school students studied at home, youth organisations were closed and were not allowed to organise any meetings, Teeviit offered information about what kind of virtual activities were available to do at home or with family. Together with our partners, Teeviit published eye-catching Infograms on social media, and every week we published an article with **50+ or 100+ activities to do during the lockdown**. The action was very successful and visible on social media, as a lot of young people, youth workers, teachers, parents, and stakeholders shared the information.

Teeviit, the Ministry of Education and Research and the news portal had a special web-based campaign during the school break for young people to offer them exciting challenges and activities at home. The campaign took place both in Estonian and Russian, lasting 6 days and involving influencers. Teeviit received approximately **320,000 views (over 50,000 per day)** and attracted **more than 800 young people** with online challenges. Articles about different kinds





of actions (web-based museums, youth centres, challenges, etc) were shared, as **up to 100 partners provided input**.

During the emergency situation, young people were highly involved in the youth information service. **Digital youth information** activities (lives, podcasts, webinars) were launched in cooperation with young people and they were involved in the process of writing, designing and sharing information.

## Achievements:

During the emergency situation, the Estonian youth information website **Teeviit increased its reach** and number of visitors by four.

Teeviit has a special landing page with information about the pandemic, and was an official national-level information channel for youth during this emergency period.

Teeviit shared **information in Estonian and Russian** and will continue working in this direction to share information in two languages.

School break web-based campaign was successful and Teeviit received approximately **320,000 views** (over 50,000 per day) and attracted more than 800 young people with online challenges.

**100 partners gave input to articles** about different kinds of actions (web-based museums, youth centres, challenges, etc) which were shared on Teeviit channels.



### III

## CONECTA Juventud

### Country:

Madrid, Spain

### Organisation:

“Departamento de Juventud del Área de Gobierno de Familias, Igualdad y Bienestar Social del Ayuntamiento de Madrid” (Youth Department of Madrid City Council’s Government, Equality and Welfare Area).

### Dates:

16 March 2020 – present

### Number of participants:

More than 1,048,000 interactions. Estimated outreach of more than 50,000 young people

### Youth Information tool:

Social Media and collaboration with different organisations

### More information:

M<sup>a</sup> Garabandal Martín de León. *Youth Department Responsible.*  
djuventud@madrid.es  
www.madrid.es/juventud

### Description:

On 16 March, “**Conecta Juventud 2.0**” was implemented to keep responding to the needs of young people during the lockdown. It includes different actions from “Centros Juveniles”, “QuedaT.com”, “Youth Information Offices” and “Europa Joven Madrid”. The objective has been to maintain direct contact with our young users throughout the pandemic. It has wide-ranging activities, such as contests, games, language workshops, fitness workshops, Pilates, training, yoga, natural makeup, manicures, cooking workshops, cognitive challenges, micro-theatre, poetry, music and dancing events. There is school support, positive solidarity activities with word games or a friendship telephone for those people who might feel alone, etc.

“Conecta Juventud 2.0” offers **verified information** regarding COVID-19. The programme develops employment support activities, “pills” to get a job, job offers on Facebook called “La Gatera” and the updating and dissemination of our **search for an employment guide**. Our **Legal Counsellor** offers tutorials about unemployment (“ERTES”), evictions... and answers questions and queries regarding these and other topics. **Preventive** activities are also carried out through discussion groups and individual sessions.

A **guide about resources during the lockdown** has been written and disseminated with active resources that provide services to vulnerable groups, as well as a **Leisure Guide for post-lockdown**. A daily monitoring has been implemented for the European Solidarity Corps volunteers from Austria, Scotland, France and Italy. The volunteers do their activities online and write essays about how they are dealing with the COVID-19 crisis to help other young people. The programme of activities can be checked in the “Conecta Juventud 2.0 Parrilla de Actividades”; a calendar which shows the weekly activities of each department’s programme.



## Achievements:

We have gone above and **beyond what we expected during the lockdown:**

- Young people's needs have been responded to;
- Direct contact with our users has been kept;
- Social-educational intervention, especially towards the most vulnerable, has continued;
- The Youth Information Service has continued;
- A vast cultural, scientific, leisure and training programme has been offered; and
- Solidarity opportunities and youth engagement with citizens have been promoted, pursued and supported.

We are anticipating the different possible **post-lockdown scenarios** and we have also launched:

- An Individual Coaching Service addressed to young people, whose professional, personal and educational programmes have been interrupted;
- "Conecta Juventud" will continue being very active during the summer;
- Actions to be implemented post-lockdown are now being studied, to support the needs of young people;
- "Jóvenes por el Clima" (Youth for Climate) was paused due to the state of emergency in Spain, but will be relaunched.

We are preparing, if possible, a closing event once life goes back to normal. It will be dedicated to young people and to those who have been showing us their talent from their homes, to those who have promoted and encouraged solidarity actions, to those who have participated in our activities, and, in general, to the youngsters of the city of Madrid.



## IV New FAQ section on our website



### Country:

Wallonia, Belgium

### Organisation:

Belgian Infor Jeunes Network

### Dates:

March - present 2020

### Number of participants:

Thousands

### Youth Information tool:

Website: [www.inforjeunes.be/thematique/coronavirus/](http://www.inforjeunes.be/thematique/coronavirus/)

### More information:

[www.inforjeunes.be](http://www.inforjeunes.be)

Adeline Dujardin

[adeline.dujardin@inforjeunes.be](mailto:adeline.dujardin@inforjeunes.be)

### Description:

The daily life of youngsters has been majorly impacted by the measures taken to fight COVID-19 (regarding student jobs, education, international mobility, social protection and so on). They therefore had **a lot of questions at the beginning of the lockdown** – and still have – and as usual, Infor Jeunes was there to answer them – and still is!

In order to save young people some time when searching for their answers, we decided to **create a new category, “Coronavirus”**, for the FAQ section of our website. The questions-answers were shared on social media and used for a partnership with a radio station. These FAQs led all Infor Jeunes centres to continue interacting with young people during the lockdown (on their own social media pages, with Facebook or Instagram Lives, Skype sessions...)

The screenshot shows a website header with the title "Coronavirus" and social media icons for Facebook, Twitter, and Instagram. A navigation menu on the left lists various topics: Déplacements, Enseignement 12-18, Enseignement 18-25, Enseignement en alternance, Kot / Habitat & Famille, Sécurité sociale, Travail étudiant, Travail salarié, and Voyages & Événements. The main content area displays four FAQ items, each with a plus sign icon to its right:

- Je suis en promotion sociale, comment va se dérouler ma rentrée académique ?
- Je suis soumis à l'obligation scolaire et je reviens d'une zone orange, que faire ?
- Je suis soumis à l'obligation scolaire et je reviens d'une zone rouge, que faire ?
- Je travaille dans le secteur culturel et je souffre des effets de la crise, ai-je droit à une aide ?

## Achievements:

This project was a big piece for our “legal team”, which wrote more than a **hundred questions-answers around the topic**.

For example:

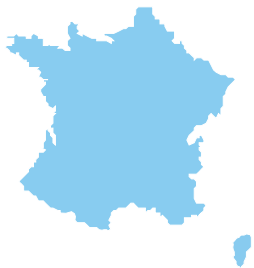
- My employer terminates my student contract, am I entitled to advance notice or compensation?
- Can I terminate my student lease contract due to confinement?
- The event I was going to attend has been cancelled, what are my rights? (...)

These questions were sometimes hard to answer because the authorities had not yet taken a position on them, or at least not a clear position. And it constantly changed!

But the work and the communication around it paid off: Our FAQ page became the **most seen page on our website** and the views literally exploded compared to last year during the same period.

So we reached our 2 main goals :

- **Provide youngsters with the information they need**, when and how they need it (and sometimes inform them before they feel the need, thanks to social media). That goal is reached!
- **Gain visibility**. Of course, we must think about that all the time to be efficient, and this project was a success regarding that point as well!



## V

# Online Language Coffee Breaks

### Country:

France

### Organisation:

CRIJ Nouvelle-Aquitaine

### Dates:

22 April 2020 to 20 May 2020

### Number of participants:

33 participants

### Youth Information tool:

Zoom

### More information:

Lucia Cafaro; [lucia.cafaro@crijna.fr](mailto:lucia.cafaro@crijna.fr)

[www.jeuneabordeaux.fr](http://www.jeuneabordeaux.fr)

Alicia Beucher; [alicia.beucher@crijna.fr](mailto:alicia.beucher@crijna.fr)

[www.jeunealimoges.fr](http://www.jeunealimoges.fr)

Annalisa Lettieri ; [annalisa.lettieri@crijna.fr](mailto:annalisa.lettieri@crijna.fr)

[www.jeuneapoitiers.fr](http://www.jeuneapoitiers.fr)

### Description:

The three antennas of CRIJ Nouvelle-Aquitaine (Bordeaux, Limoges and Poitiers) usually organise **language coffee breaks once a month** in their premises in Poitiers, Limoges and Bordeaux. This year, they teamed up during the lockdown to give a completely new dimension to their well-established event.

In non-pandemic times, the youth information centre is transformed into a café with several tables, each one hosting a discussion group in a foreign language.

For the lockdown edition, this activity was moved into the **youth information centre's virtual meeting rooms via Zoom**. The language tables were transformed into so-called breakout sessions, which allows the host to split a videoconference into several smaller conferences. To join the event, participants had to download the application to their computer or smartphone and join the meeting by clicking the link that was published on the CRIJ's Facebook pages 15 minutes before the event started. For each date, four languages were proposed: **French, English, German and Spanish**. Participants chose the language they wanted to practice and they joined the "breakout session" of the language of their choice. They also could change language during the event.

## Achievements:

Both participants and hosts gathered online in this special period to keep practicing their foreign languages and meet new people – while staying at home!

The participants seemed to appreciate this way to get out of their lockdown routine.



## TÉLÉCAFÉ LINGUISTIQUE



**mercredi 22 avril 2020**



**16h**



**en visioconférence  
avec l'outil "Zoom"**

COMITÉ D'ORGANISATION :



AVEC LE SOUTIEN DE :





## VI Online multiplier trainings

### Country:

Austria

### Organisation:

LOGO jugendmanagement

### Dates:

May - July 2020

### Number of participants:

1000 multipliers

### Youth Information tool:

Online trainings

### More information:

Johannes Heher: [Johannes.heher@logo.at](mailto:Johannes.heher@logo.at)  
<https://www.logo.at/jununterricht>

### Description:

During the pandemic, the Styrian youth information service provided a monthly online training series for youth workers, social workers, teachers and other multipliers in the field. In total, LOGO hosted **20 short online trainings via ZOOM with experts** from local, regional and national institutes and performed keynotes on different topics (e.g. physical health, safer internet, digital and media literacy, (cyber-)mobbing, sustainability, participation, addiction prevention, communication skills, ...).

After every keynote speaker, participants had the opportunity to talk with the experts and there was also enough time to discuss with other multipliers from different youth organisations. The length of the online sessions lasted maximum 120 minutes – most of the keynotes took one hour. To sum it up, **more than 1,000 multipliers** (most of them from Styria, but also from other Austrian regions, from Liechtenstein, Switzerland, Germany or Italy) participated in the online trainings and took the opportunity to improve their skills and knowledge during the closing of their organisations due to COVID-19.

All keynotes have been recorded and published through LOGO's website [www.logo.at](http://www.logo.at) so that people who did not attend the trainings can watch the keynotes afterwards.



## Achievements:

- 20 different online courses in cooperation with local, regional and national institutes
- 1,000 multipliers took part

**LOGO!**  
JUGENDMANAGEMENT

## Online-Fortbildungen im Mai

<p>MO   04.05. 10:00-11:00</p> <p><b>PSYCHE STÄRKEN</b></p> <p><i>Lukas Wagner   Psychotherapeut</i></p>	<p>DI   05.05. 14:00-15:00</p> <p><b>ONLINE- GAMING</b></p> <p><i>Harald Koberg   Ludovico</i></p>	<p>MI   06.05. 14:00-15:00</p> <p><b>DERADIKALISIERUNG</b></p> <p><i>Alex Mikusch   Sozialpädagoge</i></p>	<p>DO   07.05. 14:00-15:00</p> <p><b>REDEN WIR ÜBER SEX</b></p> <p><i>Hanna Rohn   FGZ</i></p>	<p>FR   08.05. 10:00-11:00</p> <p><b>UP- CYCLING</b></p> <p><i>Alessa Köck   Fratz Graz</i></p>
<p>MO   11.05. 10:00-12:00</p> <p><b>JUGENDSCHUTZ für JUGENDARBEIT</b></p> <p><i>Stefanie Schmidt   kija</i></p>	<p>DI   12.05. 09:00-10:30</p> <p><b>SNAPCHAT INSTA &amp; CO</b></p> <p><i>Matthias Jax   saferinternet.at</i></p>	<p>MI   13.05. 14:00-15:30</p> <p><b>SUBSTANZ CANNABIS</b></p> <p><i>Wolfgang Zeyringer   Vivid</i></p>	<p>DO   14.05. 10:00-11:30</p> <p><b>(CYBER-) MOBBING</b></p> <p><i>Günther Ebenschweiger   aktivpraeventiv</i></p>	<p>FR   15.05. 10:00-12:00</p> <p><b>ALLES FAKE???</b></p> <p><i>André Wolf   mimikama</i></p>

Infos & Link zur Teilnahme: [www.logo.at/maiterbildung](http://www.logo.at/maiterbildung)



## VII

# Counselling in times of a pandemic

### Country:

Italy

### Organisation:

Informagiovani Roma Capitale

### Dates:

March-June 2020

### Number of participants:

Around 3,000

### Youth Information tool:

Guidance interviews – Skype

Webinars – online platforms

Information – email and phone; website and social network; newsletter

### More information:

[centro@informagiovaniroma.it](mailto:centro@informagiovaniroma.it); [scuola@informagiovaniroma.it](mailto:scuola@informagiovaniroma.it)

[informagiovaniroma.it](http://informagiovaniroma.it)

[roma.capitale@eurodesk.eu](mailto:roma.capitale@eurodesk.eu)

[www.informagiovaniroma.it](http://www.informagiovaniroma.it)

### Description:

Following the measures taken to contain the spread of COVID-19, the Youth Service Centre temporarily closed to the public, but it has been possible to stay in touch with the Informagiovani Roma Capitale in different ways.

#### Guidance interviews via Skype!

To develop a study project further, choose a university, have a work tip or write an effective CV, it's possible to have a personalised interview with the operators of the Informagiovani service. Consultancy appointments can be organised by email or phone.

#### Online Thematic Seminars

Online seminars, conducted by Informagiovani operators in partnership with experts in the sector and representatives of organisations and associations, on topics of interest to young people (for the target group of 14-35 years old): training, work, business, mobility, and volunteering.

**Distance Guidance Activities** with class groups from Higher Education Institutions and Vocational Training Centres.



## Achievements:

### Online seminars

#### FOCUS:

- *Erasmus Plus, European Solidarity Corps, your first Eures job*: how European mobility for young people changes in collaboration with Eurodesk Italy and Eures – Italy, ANPAL;
- *Creativity Focus - Design* in collaboration with Sapienza University of Rome and ISIA Roma Design;
- *Oriente Tour* (network project in collaboration with Rete COL Roma Capitale and Regione Lazio);
- *The health professions* - 22 paths to choose from, in collaboration with the University of Rome Tor Vergata;
- *How to become a journalist: training and profession*, in collaboration with the Journalists' Association of the Lazio region.
- *Universal Civil Service - An opportunity to be discovered* in collaboration with the Office for Universal Civil Service - Presidency of the Council of Ministers Department for Youth Policy and Universal Civil Service and Roma Capitale;
- *Traineeship and Apprenticeship* - Instructions for use in collaboration with Rete COL Roma Capitale - Department of Tourism, Vocational Training and Labour - Directorate of Labour and Vocational Training and Porta Futuro – Regione Lazio.

#### WORKSHOP:

- Postgraduate-University guidance*;
- Post-graduate-ITS choice guidance*;
- How to write an effective CV*;
- The video interview*.



## VIII IAJ Connect



### Country:

Andalusia, Spain

### Organisation:

Andalusian Youth Institute (IAJ)

### Dates:

8 April 2020 – present

### Number of participants:

Around 100,000 youngsters

### Youth Information tool:

IAJ Connect- Training and info-sessions promoted via social media and other online channels

### More information:

Email: [informacion.iaj@juntadeandalucia.es](mailto:informacion.iaj@juntadeandalucia.es)

Website: <http://www.juntadeandalucia.es/institutodelajuventud/patiojoven/home>

### Description:

The Andalusian Youth Institute launched the new programme 'IAJ Connect' to encourage young people to take advantage of their time in quarantine. The programme provides young people with **access to information on three main topics**:

- **Employment**, with online training to improve work skills and opportunities;
- **Health**, with physical activities and exercise (such as Yoga, Pilates...) at home, as well as general health advice;
- **Culture**, providing home concerts, theatre and a range of cultural activities.

The IAJ Connect programme uses social media platforms and IAJ information channels to disseminate content free of charge, which comes from companies and entities which have adhered to the programme.

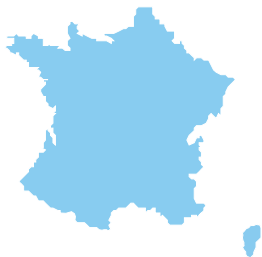
Additionally to this programme, IAJ used the hashtag #QuedateEnCasa (#Stayathome) to encourage young people to be responsible, stop the spread of the virus and be safe.

## Achievements:

The IAJ Connect programme has been a success and has **reached an unexpected number of young people** in Andalusia. The companies and entities that have adhered to it told us about the visibility and popularity of their activities, and other companies and entities want to be part of the programme in light of its success.

Due to the achievements, IAJ has decided to **maintain this online programme even after the lockdown** and the state of emergency are over in Spain.





## IX

# Youth Information Talk Show Live!

### Country:

France

### Organisation:

Union Nationale de l'Information Jeunesse  
(UNIJ)

### Dates:

2 April 2020 - Summer Jobs

9 April - Barrier gestures to protect yourself  
from fake news

16 April - Sexuality(ies), how to talk about it?

23 April - International mobility

30 April - Video games

7 May - Data

### Number of participants:

More than 50,000

### Youth Information tool:

Live info-sessions on social media

### More information:

Julie Francioli

[julie.francioli@unij.fr](mailto:julie.francioli@unij.fr)

[www.unij.fr](http://www.unij.fr)

### Description:

Talk'IJ: The Youth Information talk show live!

This **live information programme on social networks** was co-constructed and hosted by the professionals of the French youth information network. Each programme was an opportunity to deal with a youth information theme in the form of questions and answers or a debate, with guests and YI workers on the "set".

Talk'IJ was simultaneously **broadcast live on Facebook by 40 structures** of the youth information network in metropolitan France and overseas for 6 weeks.

Summer jobs, fake news, sexuality, international mobility, video games, data... Youth information workers from all over France met every week during the lockdown in a live event with a view to **inform young people and accompany them on a specific theme**. On the programme: debates, guests, favourites, good tips... enough to keep them informed while having fun.

## Achievements:

The programme was broadcast on **30 Facebook pages**.

There were **4,160 comments** and interactions on social media.

**More than 60 youth information workers** committed to develop, host, promote, and answer questions live during each Talk'IJ programme.

The logo for 'Talk'IJ' is written in a dark blue, cursive script. The 'IJ' part is larger and more stylized, with a gold outline. Below the main text, the tagline 'Le Talk-show de l' #infojeunesse' is written in a smaller, teal, sans-serif font.

Le Talk-show de l' #infojeunesse



# X

## Adapting to COVID-19 in Scotland

### Country:

Scotland, UK

### Organisation:

Young Scot

### Dates:

March 2020 - present

### Number of participants:

Between 13 March 2020 and 1 June 2020, young.scot/coronavirus pages received nearly 85,000 visitors, and attracted over 3,618,000 views/impressions across our social media channels, resulting in 81,500 engagements with our audiences.

### Youth Information tool:

Website and social media

### More information:

Lauren Pluss

laurenpl@young.scot

young.scot/coronavirus

### Description:

In early March 2020 the scale of the COVID-19 crisis was beginning to unfold. In recognition of our responsibility to Scotland's young people, we committed to evolving our organisation and service delivery. This was to ensure that we could **continue to provide young people with the information they need** to make informed decisions and choices during such unsettling times. COVID-19 added even more pressure to young people as the impact on their lives was enormous. As such, having access to high-quality, relevant, timely and free information was vitally important. It helped them to understand their rights, make informed decisions, connect with opportunities and be empowered to be active citizens.

As we anticipated the scale of the COVID-19 crisis, we began **updating our young.scot website and social media channels seven days a week** with the latest information for young people. It was clear that young people were going to be one of the most affected groups. Overnight, they were unable to attend apprenticeships, work or university. Others began taking time off work or studies due to illness or caring for loved ones. For others, school closures got in the way of their exams. It was easy for young people to feel scared by what they were hearing and there was an urgent need for specialised youth information.

We quickly began **publishing quality-assured information** on what was happening – including how to avoid catching COVID-19 and spreading it. We also published information about emotional wellbeing, and how to support others in the community. We shared this information in the digital spaces young people spend their time in – **Snapchat, Instagram, Facebook, TikTok and YouTube.**





As part of our response, **we partnered with a range of organisations** to give young people the opportunity to put their questions to leaders across the country including **Scotland's First Minister**, the Chief Constable of Police Scotland and the Chief Executive of the Scottish Qualifications Authority.

We have also **co-created content with the Young Scot Health Panel**, who have provided us with insight, feedback and content ideas to shape our response.

## Achievements:

Our youth information and social media outreach reached all corners of Scotland and has been extremely well received. Feedback from young people and stakeholders has been overwhelmingly positive, especially our **live Q&A sessions with the First Minister**.

We have also engaged successfully with a range of influencers in Scotland who shared the content we've created across their own social media channels, including Jamie Murray, Nina Nesbitt and Stuart Hogg, as well as rising young TikTok influencers such as Kristen Scott and Eric Wakeham.

Such has been the success of our digital information on COVID-19, we have since been supported by the Scottish Government to help deliver their **'Clear Your Head' campaign** that highlights the practical things young people can do to feel better during lockdown. We have also been supported to deliver #AyeFeel – Young Scot digital content and resources on mental health and emotional wellbeing.

As Scotland moves into easing the lockdown restrictions, we will continue to adapt our services and **respond to the immediate and evolving information needs of young people** – helping them navigate this period of huge turmoil.



# XI

## #SERJOVEMEMCASA

### - Young at Home



#### Country:

Portugal

#### Organisation:

IPDJ

#### Dates:

17th April – July 2020 (ongoing)

#### Youth Information tool:

Campaign through website and social networks

#### More information:

Claudia Reis

Claudia.reis@ipdj.pt

<https://ipdj.gov.pt/enquadramento>

#### Description:

#SERJOVEMEMCASA (Young at home) is a campaign to encourage and promote **online projects by and for young people**. This is an ongoing initiative aiming to create a network to share the offer of activities through information and communication technologies.

On the European Youth Information Day, 17 April, the Portuguese Institute of Sport and Youth (IPDJ), launched the #SERJOVEMEMCASA campaign, with proposals for activities, workshops and information available to youth.

In a context in which thousands of young people are at home, the time spent in confinement does not have to be wasted or without incentives, namely with regard to searching for information, **increasing critical thinking skills** and acquiring various other skills and enriching experiences to enhance young people's active citizenship.

This campaign took place on the various platforms of the IPDJ, through its **new portal and its social networks, Instagram and Facebook**. A wide range of information was available daily to the young population, as well as initiatives and activities that could enrich their free time. During the first day, content was available about the European Youth Information Day, IPDJ programmes, videos and the calendar of webinars.

During the campaign, information was available about responses that the IPDJ already provides and that qualify it as a public entity in the youth sector, namely youth health and well-being, associations and programmes. This campaign also aimed to create a **space for sharing useful information** from reliable sources for youth.



There was also a set of **activities, workshops, webinars and information sharing** moments for young people that met their interests and motivations, such as workshops related to the arts, content creation or even more ecological living. Debates took place on issues that have an impact on youth, the issue of online safety and digital citizenship, youth rights, among many others, were addressed.

## Achievements:

The campaign counted on the participation and a huge **commitment from the entire youth associative framework**. Several associations from the north to the south of the country joined the #SERJOVEMEMCASA campaign and made their activities available to young people at the national level, which is why it was a diversified campaign in the content that it presented. The first week of the campaign featured workshops and artistic challenges, self-knowledge workshops or even a playful Italian class. The campaign also featured content aimed at youth professionals, including a webinar on preventing violent youth radicalisation and the IPDJ provided useful information regarding its programmes and their adaptability in times of a pandemic.



## XII

# Youth Information Close to You

### Country:

Madrid, Spain

### Organisation:

Imagina, Youth Centre Alcobendas

### Dates:

March 2020

### Number of participants:

Around 125,000 people reached

### Youth Information tool:

Web, Virtual Advice, WhatsApp, Social Media, email

### More information:

Team responsible person:  
Manuela Martinez  
mmartinezt@aytoalcobendas.org

Information youth worker  
Raquel Ferrer  
rferrer@aytoalcobendas.org

### Description:

#### Youth Information Service

Alcobendas's youth information office adapted its work to keep the information and contact with young people through WhatsApp, social media platforms and email throughout the pandemic. On the website of Imagina you can find a compilation of adapted resources about health, employment, studies, leisure and childhood and families.

#### Virtual Counselling

**LEGAL:** Legal advice for young people on Tuesday from 17h to 21h by email and telephone. Guidelines on how to proceed while facing situations like ERTE (temporary redundancy) and FAQ documents about rent.

**PSYCHOLOGICAL:** Service provided by email, phone and Skype on Tuesday and Wednesday from 10h to 14h and Monday and Thursday from 17h to 21h. Live streams on @imagina\_alcobendas Instagram profile every Thursday, providing thematic counselling for youngsters on a range of topics.

**STUDIES:** Monday to Friday by email, phone and Zoom.

**EUROPEAN PROGRAMMES:** Informative sessions through Skype and email.

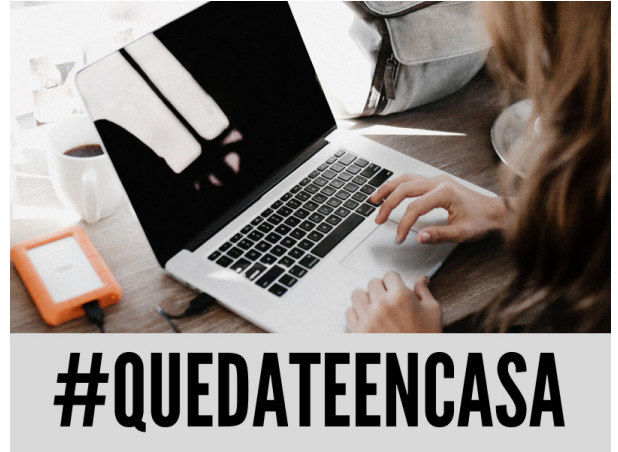
#### CAMPAIGNS:

European Youth Information Day, 17 April

Youngsters shared messages through social media platforms regarding the climate emergency. The youngsters shared videos of their established routines, changes, reflections about the situation and recommendations.

Environment Campaign

We will organise an interview with a young activist through Instagram, as well as a webinar with a group of youngsters to talk about the environment.



## Achievements:

We have achieved:

- An active and personalised service, adapting to the situation while working from home;
- Sharing necessary information about the pandemic;
- Compiling and adapting information of interest to young people;
- Accompanying young people in stressful situations and in legal aspects;
- Advising online about studies and European programmes;
- Maintaining virtual contact with young people and youth associations;
- Growing virtually, creating a virtual net with young people; and
- Creating new connections with young people about the environment.

01

# Emotional well-being and mental health support

02

Good mental health in adolescence is a requirement for optimal psychological development, the development and maintenance of productive social relationships, effective learning, the ability to care for oneself, have good physical health and effective economic participation as adults.

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**Patrick Burke**, Chief Executive Officer- Youth Work Ireland and ERYICA Vice-President

We are living in strange and challenging times. Prior to the COVID-19 health crisis, young people's mental well-being was a concern. In our "new normal", this concern for young people's mental health is even more pronounced and essential. Results from Eurofound's Living, Working and COVID-19 survey found that across the EU-27, **16.5% of respondents aged 18-34 said they had felt downhearted and depressed** all or most of the time in the two weeks prior to interview, compared to 13% of 35-49-year-olds and 10.9% of those aged 50 and over. In Ireland, the rate for 18-34-year-olds was the same as that of the EU-27 (16.5%). However, the rates for 35-49 and 50 and over age groups were considerably lower, at 8.5% and 4.7% respectively.

The World Health Organisation (2005, p.7) defines adolescent mental health as: "the capacity to achieve and maintain **optimal psychological functioning and well-being**. It is directly related to the level reached and competence achieved in psychological and social functioning."

Mental health has been defined as a state of well-being in which the person recognises his or her own capabilities and their capacity to cope with normal daily stresses in life. "Good mental health in adolescence is a requirement for optimal psychological development, the development and maintenance of productive social relationships, effective learning, the ability to care for oneself, have good physical health and effective economic participation as adults", (Well Being, YWI 2018). Youth workers are not professional mental health workers. They are, however, frontline workers who on a daily basis work with young people to help them develop the protective factors that mitigate against challenges to mental health. Encouraging self-respect, self-esteem, self-confidence and the proactive promotion of positive coping strategies is the currency of Youth Work Practice. **Youth (information) work is good at building resilience in young people** and at signposting young people to more professional mental health support if required.

During the COVID-19 lockdown, barring essential services, all sectors of society ceased activity. For the most part, the youth sectors remained opened and very quickly developed innovative ways to continue their work with young people. Various online platforms (Zoom, SKYPS, Google Hangout, chat services etc.), as well as more traditional texting, e-mails, messaging, and telephone calls were among the tools used. In this chapter, some examples of this excellent innovation are presented. COVID-19 has left young people more vulnerable than ever on all fronts. Their personal plans for education, training, work, travel, relationships and so many other important areas of life have been compromised. **Youth work and youth information services are now more critical than ever** if we are to support our young people through these challenging times. We stand by young people and their well-being.



# I Psychosocial Empowerment of Youth “Mikri Arktos”

## Country:

Cyprus

## Organisation:

Youth Board of Cyprus

## Dates:

22, 24, 27 and 28 April 2020

## Number of participants:

30 young people

## Youth Information tool:

Online seminar/ workshop

## More information:

Liza Pavlou

[lpavlou@onek.org.cy](mailto:lpavlou@onek.org.cy)

[www.onek.org.cy](http://www.onek.org.cy)

## Description:

In times of crisis, it is only normal to experience different emotions, especially negative or pessimistic ones. For this reason, human contact and the chance to exchange views, ideas, thoughts and feelings are vital in **improving one’s mental health and well-being**.

The Programme for Psychosocial Empowerment of Youth “Mikri Arktos” of the Youth Board of Cyprus organised a series of **four online seminars** in order to provide the necessary knowledge and skills to young participants, so that they can manage difficult psychological conditions that may have risen due to the lockdown. The workshops were designed in such a way so as to cover **various topics and relationships within a household**.

The workshops topics were:

1. “Parents, teens and communication during quarantine time” (22/04)
2. “Home Alone: dealing with my loneliness” (24/04)
3. “Quarantine and tensions. Couples in conflict” (27/04)
4. “Emotion management during the period of pandemic” (28/04)



## Achievements:

Participants learnt practical ways to improve parent-children communication during the quarantine period, **understand the nature of loneliness and ways to deal with it**, some key elements that can help couples maintain a balance in their relationship, and also how to recognise emotions associated with the pandemic and most importantly how to deal and manage them.





## II

# Bilingual helpline for children and young people

### Country:

Wales, UK

### Organisation:

Promo-Cymru

### Dates:

March - present 2020

### Youth Information tool:

[www.meic.cymru](http://www.meic.cymru)

Free bilingual helpline for children and young people up to the age of 25 in Wales (phone, text, social media channels)

### More information:

Cindy Chen

[cindy@promo.cymru](mailto:cindy@promo.cymru)

Meic Helpline

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

### Description:

In March 2020 the lives of young people in Wales changed beyond all recognition. No more socialising with friends, no more education in schools and no contact with youth workers in their usual settings for the foreseeable future. The UK had gone into lockdown to try and control the spread of COVID-19. Lockdown meant that for many young people their usual source of information and support had gone. While services and individuals needed time to get used to the situation and find ways to adapt their work, **Meic was there to give information, advice and help from the very beginning.** Meic has always been a helpline that could work remotely as we have a secure virtual call centre that can operate from anywhere. This really came into its own when the lockdown started as all advisors and the communication and design team were able to continue to work from home.

Meic had a role to play to be a source of information for children and young people looking for information and advice during this time. From the onset we started creating articles for the Meic website looking specifically at Covid-19 issues, how it was effecting young people and tips and advice about what they could do. We created a **Coronavirus section on the website and invited young people to submit their questions and worries through the Grab the Meic feature.**

Within the Meic team we had already been discussing rebranding our social media to give clearer messaging and a consistent, fresh look. Wanting to create more of a presence on Instagram made us re-think the way we were representing ourselves visually. These plans coincided with the country going into lockdown and meant that we could concentrate on doing everything we could to reach out and get information out there to the young people of Wales.



Bringing the helpline, communication and design teams together we created a **social media weekly plan** that targeted the issues young people were worried about and informed them of important developments that they needed to be aware of. We also felt that mental health was particularly important as young people didn't have ease of access to their usual support network and situations at home might exasperate any mental health issues they may have. One of the articles we created looked at the things they could do at home to stay in control of their mental health during this time.

## Achievements:

Our social media **feeds on Facebook, Instagram and Twitter** now look more consistent and professional thanks to designed graphics and videos that stick to our Meic branded colours and style. It means that Meic now has a 'look' that will become synonymous with the Meic brand and hopefully this will stick in people's minds when they need help and want to know where to turn.

We have also opened a **Linktree account** that allows us to have more than one link on our Instagram bio. We found this to be a great workaround to allow users to access our services without being restricted by the fact that we can only have one web address on Instagram.

Statistics are showing hugely positive signs that we are reaching more children and young people through our new social media output. Although it's only been a matter of weeks we've seen the **number of visitors to the Meic website more than double**. While we increased our number of social media posts by over 90%, our impressions increased by an astounding 1152% and our engagements by 2179%.

We're also experimenting with new ways of engaging with young people through the '**Ask a Question**' feature on Instagram stories by inviting young people to ask questions or submit ideas. This is something we are eager to develop more to increase engagement with young people on the platforms that they use. The new social media model that we've implemented with Meic has been such a success that we are now rolling it out to our other services.



## FAQs on mental health support on our website

### Country:

Flanders, Belgium

### Organisation:

De Ambrassade

### Dates:

18 March - present 2020

### Number of participants:

320,000 visitors on our website during lockdown

### Youth Information tool:

Website: [www.watwat.be/corona](http://www.watwat.be/corona)

Instagram: [https://www.instagram.com/watwat\\_jijweet/](https://www.instagram.com/watwat_jijweet/)

[watwat\\_jijweet/](https://www.instagram.com/watwat_jijweet/)

### More information:

Sofie.iserbyt@ambrassade.be

[www.watwat.be](http://www.watwat.be)

@watwat\_jijweet on Instagram

### Description:

1. How to concentrate on online classes? How to keep up with my relationship in lockdown? How to recognise corona fake news? <https://www.watwat.be/corona> answered **86 frequently asked questions from young people** in lockdown.

2. To support the mental and physical wellbeing of young people on social media, WAT WAT published a weekly **VIRUS MAG on Instagram**: [https://www.instagram.com/watwat\\_jijweet/](https://www.instagram.com/watwat_jijweet/). Every VIRUS MAG contained an interview with a central guest, a workout from a influencer, some challenges, tutorials and a live Q&A session with an expert to inform young people and keep their minds and bodies active.

3. Writing down your feelings helps! To support young people in structuring their thoughts during lockdown, WAT WAT created a **lockdowndiary for young people** in collaboration with [Chrostin](#) - a famous young cartoon artist. This lockdown diary was a free printable on our site and got a lot of downloads. It was also picked up by a national television programme.



**Veilig sexten. Hoe doe je dat?**

Corona | 14-24



**Ik vind het moeilijk om me te focussen op de online lessen. Wat kan ik doen?**

Corona | door Teleblok | 14-24



**Ramadan in lockdown. Hoe gaat dat?**

Corona | 11-24



**"Deze coronaperiode bekijk ik als een test waar we positiever kunnen uitkomen" | Stijn ismaïl Ledegen in VIRUS MAG**

Corona | 11-24

## Achievements:

Almost 300,000 pageviews on corona-related content on our website

More than 3,000 young people downloaded the lockdowndiary

10 VIRUS MAG editions on Instagram, each of them got thousands of views.





## IV

# Experiencing lockdown as a volunteer

### Country:

France

### Organisation:

PIJ Vichy

### Dates:

18 June 2020

### Number of participants:

12 young volunteers

### Youth Information tool:

Online meetings via jitsi.org

### More information:

Emeline Bruyas

[pij@vichy-communaute.fr](mailto:pij@vichy-communaute.fr)

### Description:

Our society and our organisations are going through a very peculiar time, which gave an unexpected turn to the experience abroad of both French and young volunteers from abroad. Most of them saw their projects suspended for an unknown duration. Some were able to return to work, progressively, while others discovered working from home. Some went back to their countries and families, others chose to stay in France. Meetings and trainings were cancelled, social life was dramatically reduced: this period may have its share of **consequences in terms of isolation and mental well-being**.

In this context, PIJ Vichy created a **virtual time for the volunteers who are in the area** and invited them to share their feelings on their volunteering experience: How they experienced the lockdown, which activities they did to keep busy, which alternative missions they developed and could share to inspire others... And also to talk about practical aspects (housing / food, etc.). This was done through the programme **“Mon volontariat confiné” – Volunteering during the lockdown**.

## Achievements:

“Volunteering during the lockdown” is a time of discussion from young people to other young people, from different cultures and various experiences of the situation. The first goal is to give **space for everyone to hear and talk about the way they live during the crisis**, and to be heard by people in the same situation, with empathy and understanding.

This initiative aims to **promote peer-to-peer solidarity**, and to help other young people who might live through a crisis of that dimension in the future, by gathering a couple of “good practices – good tips in times of crisis”. These testimonies and recommendations will be published in a leaflet.



 **LES ATELIERS DU CRIJ**  
**Devenir volontaire en Europe**

**Mercredi 15 avril à 14h30**

Participez à notre atelier en visio depuis votre canapé et découvrez comment vous engager en volontariat avec le Corps Européen de Solidarité !

 CRIJ Normandie  
Site de Caen - 16 rue Neuve Saint-Jean  
Site de Rouen - 84 rue Beaucouline

 eurodesk  
Microsoft

 europe direct  
Pays de la Loire



## V

# Practical tips for youth and youth workers during confinement - A guide by ACJ

### Country:

Catalonia, Spain

### Organisation:

Catalan Youth Agency

### Dates:

March – April 2020

### Youth Information tool:

Publication

### More information:

Montserrat Herguido Farré  
mherguido@gencat.cat

### Description:

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

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

According to the Director-General of Youth of Catalonia, Laia Girós, “the aim of the guides is to accompany young people and, above all, to help them turn the psychological difficulties linked to the lockdown into a **pedagogical and learning opportunity for life**.” “We must keep in mind” - Girós added - “that confinement brings out young people’s fears, insecurities and anxieties on top of their usual ones.” She also recalled that the current circumstances may become an opportunity for self-knowledge and personal growth.

The General Director of ACJ, Cesc Poch, underlined that “in these difficult moments it is necessary to continue collecting good practices in the field of youth through European and international platforms, in which we are proud to be active contributors”.

In order to support young people during the lockdown, ACJ has also set up a **youth psychological support service**.





## Achievements:

“How to find meaning in it”: Since its publication on 2 April 2020, hundreds of young people and professionals in Catalonia have downloaded the guides, which include **dozens of practical tips to learn how to manage the lockdown** by keeping emotional balance, a positive attitude, and a cooperative spirit.

As a member of the UNESCO Global Alliance of Partnerships in Media and Information Literacy (GAPMIL), ERYICA shared the ACJ guides and other ERYICA members’ resources with the GAPMIL community. As a result, the guides have been included in the UNESCO worldwide list of pedagogical resources and good practices to deal with the COVID-19 pandemic “MIL Alliance Response to COVID-19”.

Originally produced in **Catalan**, ACJ has now made the guide **available in English, French and Spanish**.

Youth psychological support: So far there have been **300 consultations** regarding issues such as studies, relationships, cohabitation and personal experiences under confinement. Moreover, a **counselling service on housing** for young people has already had more than 350

**HOW TO FIND  
MEANING  
IN IT** Practical tips  
for young people  
during confinement





## VI

# What Makes me Happy – The Games Behind the Question

### Country:

Slovenia

### Organisation:

L'MIT, Ljubljana Network of Info Points

### Dates:

November 2017 - June 2018

### Youth Information tool:

informational game

### More information:

Maša Cvar, Project Coordinator of Network of Ljubljana info points L'MIT

masa.cvar@skuc.org, info.skuc@lmit.org

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

### Description:

It all started with the idea to upgrade the project “**What makes me happy**”, which has been coordinated by the Ljubljana Network of Info Points (L'MIT) for almost twenty years. It is an open call for young people that collects answers on the question “What makes me happy”. Annually we receive a dozen simple, witty and unusual ideas, from which we choose six that are then illustrated and printed out as colourful postcards. The project grew so much that we thought it is time to give it another shape. The idea of making a youth work game somehow came naturally to us, so we decided to give it a try. We applied for a small grant and in less than a year it was ready for use.

The game comes in two parts, with 40 **cards with different illustrations of answers to the question “What makes me happy”** and an easy-to-use booklet with game ideas (ice-breakers, energisers, group building activities...). The main purpose, depending on the game youth workers choose, is to encourage sharing, listening and reflecting among young people. The games can also stimulate a positive group atmosphere for cooperation and collaborative learning.

The game package “What makes me happy” is simple to use and is **suitable for young people of different ages**. Youth workers can use it as part of trainings, seminars, workshops or other group activities. For now, it is available only in Slovenian but we hope an English version will be provided soon.



## Achievements:

The game is well accepted in the youth field in Slovenia and is well known among youth workers and social workers. They use it to **play with young people in youth centers** just to have fun and to achieve that the youngsters start to talk about themselves. A tool enables diverse possibilities to play with, depending on the young person and the situation. Youth workers use it also to start a training, for icebreakers or to motivate people to tell something about themselves.



01

# Media and Information Literacy

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Youth information must **recognise digital inequalities** and divisions and find adequate solutions together with young people.

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**Daniel Poli**, Business Unit Manager - IJAB, Germany and ERYICA Governing Board member

Digitalisation and the use of social media are changing our society in all areas of life.

The Internet should be an inspiring place where young people can be creative, participate and help shape their own lives. More and more often, young people inform themselves about news and current events on social networks or blogs. However, they also run the risk of reading or spreading false information from manipulating news sites. When dealing with fake news, children and young people in particular need **age-appropriate information and support**.

**Youth information has a special responsibility here.** Youth information should enable and support young people to find their way as self-determined individuals in a changing society and to pursue their own life paths responsibly. Whether and in what way young people become involved online also depends on their formal education level, socio-economic status, gender and place of residence (urban-rural). Youth information must recognise digital inequalities and divisions and find adequate solutions together with young people.

The central aim must be to promote the **digital independence** of young people and to strengthen their **digital skills** and media and information literacy within the framework of non-formal youth work. In this context, existing approaches to media competences must be reviewed with regard to new challenges, developed further and appropriate support services provided. Questions of identity in the digital world in the sense of digital citizenship, digital participation and commitment, but also one's own digital identity management, should be addressed. Digital rights in the sense of a consumer protection appropriate for young people must be considered and young people must be comprehensively informed. Security competence and the prevention of digital risks must be discussed anew and the right to informational self-determination must be strengthened and demanded. Information literacy is also central in dealing with manipulative news (fake news) and the classification and questioning of information sources on the Internet.

It is therefore necessary to apply the principles laid down in the **European Youth Information Charter** and thus give young people an orientation on the Internet in order to provide information independently, accessible to all, inclusive and needs-oriented. At the same time, it is important to enable young people to think critically and to involve them at different levels.



# Assisting young people in digital literacy

## Country:

Cyprus

## Organisation:

Youth Board of Cyprus: Youth Information Centres

## Dates:

3, 5, 10, 12 and 16 June 2020

## Number of participants:

157 young people

## Youth Information tool:

Online seminar/ workshop

## More information:

Elena Kalli  
ekalli@onek.org.cy  
www.onek.org.cy

## Description:

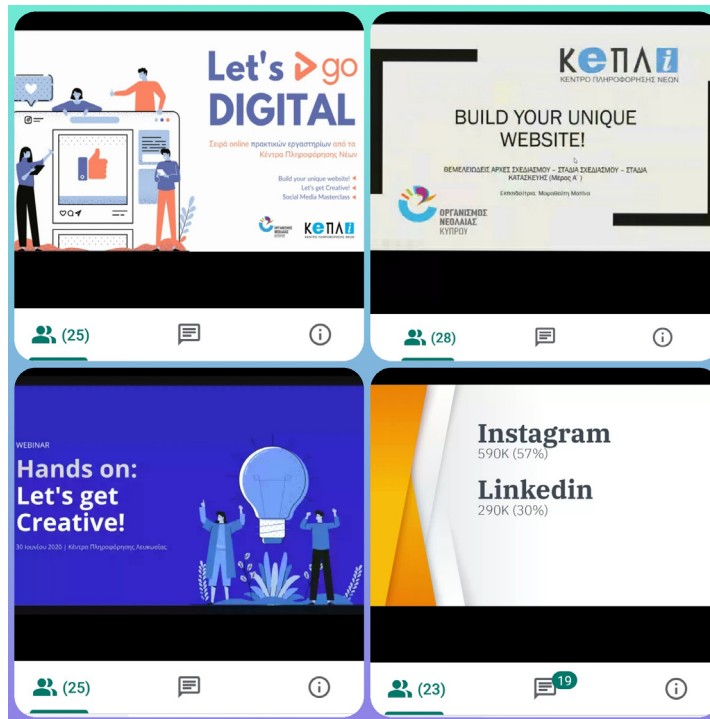
Nowadays, digital technology is a vital part of both personal and professional life. The recent crisis imposed by the COVID-19 pandemic highlighted the importance of a young person having **digital skills in the era of digital technology**.

In order to assist young people in mastering digital literacy, the YICs of the Youth Board of Cyprus organised a series of **online workshops, aiming to boost the participants' digital skills**, which will help them adapt more easily to the constantly changing world around them, improve their productivity and increase their competitiveness, both on a personal and a professional level.

The series consisted of five intensive digital skills workshops, with a **total duration of 11 hours**. The **topics** of the workshops were:

1. "Fundamental principles of website design" (03/06)
2. "Website design stages" (05/06)
3. "Website construction stages" (10/06)
4. "Basic principles of visual communication" (12/06)
5. "Social Media Marketing" (16/06)

It is worth mentioning that due to increased interest, the YICs have announced a second cycle of digital skills workshops.



## Achievements:

After the completion of the workshop series, the participants will be capable to **build and design their own website**, which they will be able to turn into a trading platform; they will learn the basic principles of graphic design and composition so that they can present their services or product in a more attractive way; they will have the opportunity to learn the **fundamental principles of digital strategy** and also new ways of promoting their services and products through social media channels.



## II Critical Game

### Country:

France

### Organisation:

Info-Jeunes Auch – Gers

### Dates:

Sessions once a month in Auch, and in other locations in the area, upon partner demand

### Youth Information tool:

Board game « Jeu critique / Critical game »

### More information:

Cédric Marc-Thomas

[bij@imaj32.fr](mailto:bij@imaj32.fr)

[www.imaj32.fr](http://www.imaj32.fr)

[www.eric32.fr](http://www.eric32.fr)

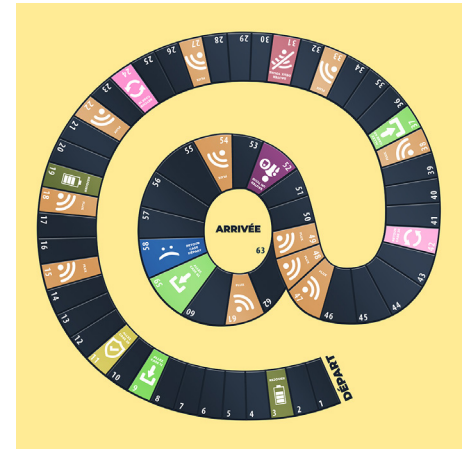
### Description:

This board game is played with situation cards from the web. The playing team must scan the QR code of the card with a tablet, which then refers to an online piece of information. Young people are invited to **analyse the article** (checking the source, date, etc.) **and assess whether it is real or not**.

The aim is to develop critical thinking skills, and to **read and understand messages from different types of media** that young people are confronted with on a daily basis.

All participants receive a “critical thinking diploma” at the end of their participation in the game. The game allows a maximum of 10 players per session.





## Achievements:

This game aims to promote the use of **critical thinking when using the web to access information**. It also promotes the importance of knowing how to use different tools and the web when searching for information, and continues the work of non-formal education, with a view to raise awareness about the dangers of the Internet (critical thinking, fighting against hate speech, and more...)

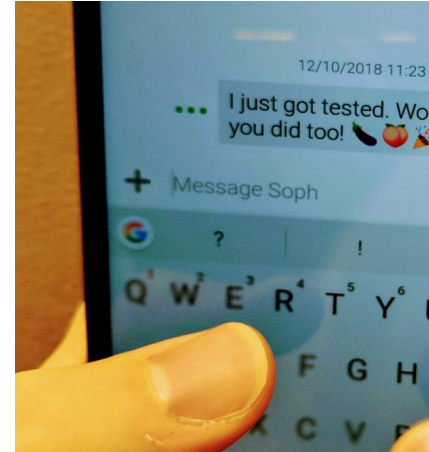
Local partners are able to borrow one of the five game boxes.





### III

## Digital Sex Health Tool



### Country:

Wales, UK

### Organisation:

Promo-Cymru

### Dates:

2019-2020

### Number of participants:

35 young people

### Youth Information tool:

Digital Sexual Health Tool: <https://www.friskywales.org/assess1a.html>

### More information:

Cindy Chen;  
cindy@promo.cymru

### Description:

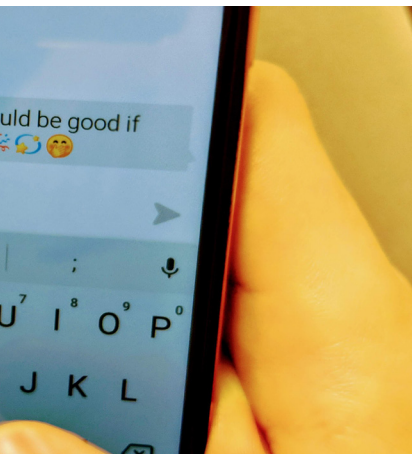
In 2019, ProMo-Cymru worked in partnership with Public Health Wales to develop a new **digital sexual health tool for young people** in Wales through a process of Service Design. The project was funded by YLab, Cardiff University and Welsh Government's Innovate to Save programme. Sexual health is a topic that young people can find difficult to talk about. Public Health Wales and ProMo-Cymru found strong indicators that available online NHS sexual health information and other online information is not in a format young people can easily understand and act on. This may result in young people not being seen at the right time for treatment.

#### Problem:

Even though we knew that the current information was not presented in a youth-friendly way, we thought some young people would be able to correctly act on the information they found online. We decided to test this assumption. The results shocked us all. **None of the young people (35 young people in total) could correctly act on the sexual health information they found online.** It became clear that inaccessible information was a real problem.

#### Solution:

We did this by creating a **prototype digital sexual health tool**. The prototype digital tool asked young people short simple questions and then returned a personalised response based on their answers. We achieved this through using a process of Service Design, continuously developing the prototype through feedback and testing with young people.



In order to build the prototype, **a wide range of young people (aged between 15-25) were consulted**, including some visually impaired, those at risk of becoming NEET (Not in Education, Employment or Training) and the Cardiff Deaf Youth Club. We engaged with colleges, sixth forms and youth centres. Young people took part at every phase of the development. They picked up useful information on sexual health, such as key symptoms of sexually transmitted diseases, when, where and how to get tested, ways to protect themselves from diseases etc.

We followed a digital service design methodology to build the digital tool, which moved through three phases: **Discover, Define and Develop**. We worked with the YLab team at Cardiff University, who supported us with the research and design process.

During **Discover**, we reached out to young people and professionals working in sexual health, to find out what the problems, issues and barriers were. We gathered online data and carried out desktop research. In **Define**, we analysed our findings and got to the root of the real problems. During **Develop**, we ran design sessions with young people, built a prototype and tested it with them. We produced a video based on the ideas that young people expressed in our sessions. We gathered feedback and then improved our product based on that.

## Achievements:

The digital sexual health tool was a great success. We found that:

- 46% of young people found and acted correctly on the information in our sexual health tool (0% with the existing service).
- 100% of professionals who tested the tool agreed that it was better than existing digital sexual health information.
- 100% of young people tested felt that the tool developed was more effective and useful than existing services.

This was a successful project that created **meaningful and measurable impact on young people** in Wales. It has been integrated into Public Health Wales's young person website 'Frisky Wales' and is now live for young people across Wales to use.

As a result of this project, ProMo-Cymru developed a **new model for considering whether communication information is useful**:

- Is the information accessible and easy to understand?
- Is it visible and easy to find?
- Does the information allow users to process and act upon the intended message?

We learnt that only when you successfully positively meet all three of the above criteria is information truly accessible for young people.



## IV Health literacy workshops

### Country:

Austria

### Organisation:

LOGO jugendmanagement

### Dates:

May - present 2020

### Number of participants:

500 young people aged between 12-18 years old

### Youth Information tool:

Online workshops

### More information:

Johannes Heher: [Johannes.heher@logo.at](mailto:Johannes.heher@logo.at)  
<https://xund.logo.at/corona-fakten-check>

### Description:

Since 2018 the Styrian youth information service LOGO has been providing a health literacy workshop to schools and youth organisations called “XUND entscheiden” (“deciding healthily”). Every year more than 750 young people from 12 to 18 years old participate from all over Styria. The main aim of this workshop is to **foster the health literacy of young people** by using different training methods to improve research, analytical, evaluating and decision-making skills concerning their own health.

The current situation concerning COVID-19 gave us the opportunity to change the workshop concept from offline to online. Therefore, LOGO developed a brand **new online workshop called “Xund entscheiden – Corona Faktencheck”** (“deciding healthily – COVID-19-fact-checking”). In this 50-minute online workshop, youngsters learn methods and techniques to check different COVID-19 conspiracy theories and hoaxes, they are trained how to differentiate between evidence-based information and “fake news” and they get familiar with reliable information from different on and offline sources. The online workshop applies different methods using the participants’ mobile devices. In the first month, LOGO carried out **more than 20 online workshops with more than 500 young people aged between 12 and 18 years old.**

Right now is the time to empower young people to **handle conspiracy theories, fake news and hoaxes!**



## Achievements:

- Online workshop on **COVID-19 fact-checking**
- **More than 500 young people** from 12 to 18 years old participated





## V Vrai du Faux

# Le Vrai du Faux

### Country:

France

### Organisation:

Union Nationale de l'Information Jeunesse  
(UNIJ)

### Dates:

All year long

### Number of participants:

30,000 per year

### Youth Information tool:

Tool for media and information literacy

### More information:

Julie Francioli

[julie.francioli@unij.fr](mailto:julie.francioli@unij.fr)

[www.levraidufaux.info](http://www.levraidufaux.info)

[www.unij.fr](http://www.unij.fr)

### Description:

"A killing license saves lives!", "Tinder is AIDS best friend", "The ghost moto mystery"... these are some examples of articles which you will find in "Le Vrai du Faux". More than a tool, the "Vrai du Faux" project is an activity for all kinds of people. It is a **20-page paper or virtual magazine with different types of content**, such as articles, videos, photos, tweets, ads, etc. Lies, fake news, manipulation are mixed with facts and the truth. You can't be sure of anything in "Le Vrai du Faux"!

At every stage of the activity, readers are invited to **check the content in order to know what is right or wrong** in the magazine. This is a special moment to encourage exchange and interactive exercises, to speak about fake news, fact-checking, to explain manipulation or conspiracy methods... A correction phase adapted to the specific target group is carried out by a youth information worker from the French Youth Information network. There is a set of **six specific correction modules which are adapted to different target groups** such as secondary school pupils, students, NEETS...





## Achievements:

- Young people develop **critical thinking skills** about news and media
- Young people learn how to check information
- Young people are given some **tools to check different content** (photos, videos...) which are available on websites or social media channels
- Youth information workers have a **tool to speak about misappropriation of information**, fake news, conspiracy theories and more!





## VI Critical thinking in the Digital Age

### Country:

Community of Madrid, Spain

### Organisation:

General Directorate of Youth of the Community of Madrid along with the regional network of Youth Information Services.

### Dates:

13 and 14 November 2019

### Number of participants:

114 youth information workers

### Youth Information tool:

Web, Social Media, Promotional video

### More information:

Margarita Martín  
margarita.martin@madrid.org

Concha Fernández  
concha.fdez@madrid.org

Victoria de la Hoz  
victoria.castanys@madrid.org

### Description:

The aim of this event was to **improve critical thinking skills**, as well as digital and media literacy, when using the Internet and social networks, in order to develop resistance and resilience to all forms of discrimination and radicalisation.

The main objective was to **equip youth information workers with tools to increase the level of media literacy** among young people and support them to be responsible digital citizens. The aim was to:

- Develop the capacities of participants to analyse and evaluate the power and impact of media images and messages and to produce alternative media messages that promote diversity;
- Collect and share good practices on the topic; and
- Design strategies to be implemented at the local level by youth information services.

The event encompassed workshops, work labs, inspirational speeches, a panel of experts and the participation of Young Ambassadors.







## Achievements:

- Gathering **114 staff and workers from youth information services** who are involved at the local level and work at or in collaboration with the municipal management;
- Offering examples of successful experiences in other countries and sectors;
- Introducing the **leading platform of fact checking** in Spain and the possibility of their assistance and support;
- An opportunity for contacting partners and colleagues, **sharing experiences** and strengthening the network;
- Providing youth information workers with **tools and knowledge** to verify and fight against misinformation; and
- Promoting **media and information literacy** and technological tools in order to create awareness among young people that can prevent and defend them from disinformation in all areas.

01

# Peer-to-peer in youth information

02

03

04

05

Having young people trained and acquiring competences in informing and counselling other young people is a **win-win relationship for both the young people and the services.**

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**Jorge Orlando,**

Director - IPDJ, Director of the Department of Information, Communication and International Relations- Portugal

In 2019, ERYICA published the **“Training manual for youth information workers, trainers and peer educators: Peer-to-peer in Youth Information”**, where a good definition of what peer-to-peer is all about and what peer education stands for can be found.

In the manual, Johan Bertels, a former and very active ERYICA member from Flanders (Belgium), emphasises “the role of young people in giving feedback to youth information services and helping youth information workers to better understand quickly changing realities of young people. Professional work requires understanding the fact that a **peer-to-peer approach is a continuous process**, which demands some resources of the youth information service and the worker”.

Reading the following good practices triggers a complementary reflection, based on the fact that apart from feeding into youth workers and youth information professional work, peer-to-peer youth information can be much more than that.

Taking it from article 6 of the **European Youth Information Charter** (Cascais, Portugal, 2018), this concept refers to services where “Young people participate in the production, dissemination and evaluation of youth information...” (6.1.), “Youth information services offer platforms for peer-to-peer activities” (6.2.) and, last but not least, “Young people are encouraged to give feedback as an integrated part of the ongoing development of youth information services” (6.3.).

Nowadays, in times dominated by everything digital, youth information services have to adjust to guaranteeing that young people themselves contribute and fully participate as clients, as experts but also as service providers. Having young people trained and acquiring competences in **informing and counselling other young people is a win-win relationship** for both the young people and the services.

Coming from a fully governmental institution in Portugal, this is a challenge we are taking on if we want to distinguish state-run youth information services from other public services. It’s an **opportunity to bring a public service much closer to its clients**, and a solution to developing the human and emotional dimension of professional services.

Technically some of the good practices shared give examples on how this can be possible, but it is important to stress the context and the results for society in terms of human relations.



# MLL YouthNet

## Country:

Finland

## Organisation:

Mannerheim League for Child Welfare

## Dates:

All year long

## Youth Information tool:

Website and social media: MLL YouthNet

## More information:

Jenni Helenius

Programme Manager

Mannerheim League for Child Welfare

jenni.helenius@mll.fi

[www.nuortennetti.fi](http://www.nuortennetti.fi)

## Description:

MLL YouthNet as digital youth work

MLL YouthNet (YN) website and its social media channels provide a **platform for online youth participation activities**. On YN, young people can find information and tools, publicly express their views and creations, reach helpline services and share peer support on different themes.

The platform is used to gain a youth perspective for **awareness-raising about themes that are important for young people**, such as social relations, bullying, media, puberty, sexuality, parents' divorce, hobbies, school, work and everyday life skills. The YouthNet's operational language is Finnish.

MLL Young Web Editors

**MLL Young Web Editors, recruited and coached by MLL staff**, produce content and updates to the YN social media channels and the website, facilitate discussions, promote positive peer support and self-expression. The methodology has proven to be effective in including youth from rural areas and youth with various backgrounds and possible disabilities. The work of the editors is guided by joint ethical principles supervised by MLL staff.

Students

MLL also involves older high school and vocational school **student groups to produce media content for YN as part of their studies**, using YouthNet as learning material.

The Networks

YouthNet is a part of the Finnish Safer Internet Centre (FISIC) with the National Audiovisual Institute (KAVI) and Save the Children Finland (SCF). MLL also co-operates with European networks (INSAFE. Better Internet for Kids, SELMA Hacking Hate).



## Achievements:

For over 10 years, YouthNet has provided support and a **platform for online youth participation** activities.

Statistics 2019:

- 700,000 visits to YouthNet
- 500,000 individual users
- over 4,000 messages, and 8,800 readers on the YouthNet discussion forum

YouthNet is also a portal to MLL Helplines. In 2019, there were **17,000 helpline contacts**, of which approximately **1,000 related to online media** via chat, phone or email.

2020 has started actively. There have been **over 100 forms of media content produced by young people** during the first four months of the year. Group chats have been arranged weekly, and there are daily updates on all YouthNet social media channels.



||

## I dared – young people with guts

### Country:

France

### Organisation:

CIDJ

### Dates:

5 June 2020, and every first Friday of the month at 6pm

### Number of participants:

1000 views per month

### Youth Information tool:

Web series “J’ai osé” / “I dared”

### More information:

Yann Tabakian

yanntabakian@cidj.com

www.cidj.com

<https://www.cidj.com/etudes-formations-alternance/j-ai-ose-devenir-romanciere>

### Description:

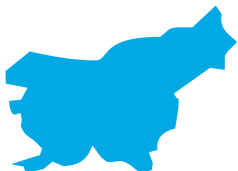
This series is dedicated to young people with guts. Every first Friday of the month, CIDJ publishes a new video aimed to inspire young people. It consists of an **interview with a famous young person** who has an atypical, diverse, exciting and inspiring background.



## Achievements:

This web series is a **good peer-to-peer initiative which will also inspire other professions**, with interviews with a writer, and then a boxer, a choreographer, a free runner, an artist... It shows that choosing a path, a profession, or a way of life is not necessarily a linear process.





### III

## Digital Assistance and Support to Young People

### Country:

Slovenia

### Organisation:

Zavod MISSS

### Dates:

March – December 2020

### Number of participants:

92 users

31 volunteers

### Youth Information tool:

Social Media, Open Space, Volunteers, Peer-to-peer

### More information:

Matjaž Medvešek

matjaz@misss.org

<http://www.miss.s.si/novice/169-mladi-in-koronavirus>

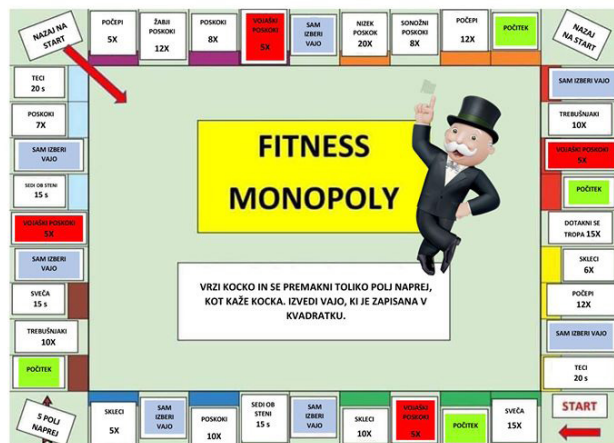
### Description:

The outbreak of the COVID-19 pandemic has left young people with fewer opportunities as their lives, **learning and socialising have moved to the digital environment**. Children and young people have been confronted with a new reality, and have had to get used to distance learning, using technology in areas of their lives that they may not have done before, and completely new tools, such as e-learning platforms and communication tools...

Some young people cannot afford the different technologies and technical support, and many of them are also our regular users. For that reason, we decided to create a **tech support team for young people with fewer opportunities** to improve communication, computer and media literacy and include them in a broader social network. Cooperation with elementary and secondary schools was crucial for getting information about individual needs and understanding the range and nature of problems among their students.

**Volunteers, students, young people and employees provided the technical assistance** to young people. In addition to learning to use distance learning tools, the technical assistance also included support in printing, collecting teaching materials, and interpreting. In providing hardware, we have teamed up with companies and non-profit organisations that offer refurbished computers and provide free use of software.





## Achievements:

- **Online workshops:** funny Maths, Healthy Food, Quiz Show, Solidarity among young people in Corona Times, Art Gallery
- **Blog :** Young people and Coronavirus – discussion group
- Number of young people (user) receiving direct help: 92
- Number of peer-to-peer workers : 31
- Number of donated computers : 3





## IV INFOLAB

### Country:

France

### Organisation:

CRIJ Centre-Val de Loire (Orléans)

### Dates:

2017-2020

### Number of participants:

More than 150 resident young people

More than 30 partners involved

More than 1,500 people reached

### Youth Information tool:

Social media, workshops, an open space, INFOLAB (space of co-working)

### More information:

Marie-Lorraine Gilbert

marie-lorraine.gilbert@ijcentre.fr

Pauline Goudiaby

pauline.goudiaby@ijcentre.fr

[www.crijinfo.fr](http://www.crijinfo.fr)

### Description:

The CRIJ created a space of **co-working** called “INFOLAB” in 2017, for youth initiatives. It is a neutral and open framework for young people to share and cooperate with associated partners. This space supports and enhances the commitment of young people. It is **open to all project leaders aged between 15 and 30 years old and free of charge**. It allows them to benefit from a shared and collaborative work place, digital equipment, a space for their meetings or events and individual support to carry out their projects and animate the space. Each resident receives support and services adapted to their age and project. This space also encourages the exchange and sharing of ideas and skills among its members. Young people also benefit from the network of partners wishing to support young people’s initiatives (companies, local authorities, etc.) and/or a training plan proposed by a network of professionals.

The objectives of INFOLAB are the following:

- To stimulate, encourage and promote young people’s initiatives;
- To create conditions for the implementation of youth initiatives;
- To encourage initiatives at European or international level, in particular with European volunteers (the CRIJ receives and sends volunteers within the framework of the European Solidarity Corps).

The main goal is to use the **culture, values and tools offered by this space of co-working** (sharing, co-management, digital culture, creativity, etc.) to support young people’s careers, to offer a place that is rewarding for young people and that highlights the value of their commitment.



## Achievements:

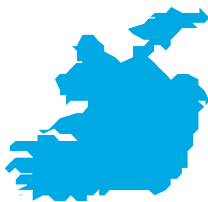
Some key figures of INFOLAB:

- More than **150 young residents**;
- Different partners involved (private, public, etc...);
- **More than 30 youth projects** in development including 1 European project (ERASMUS+ exchange of youth people with our Croatian partners);
- **More than 1,500 people reached** through youth-led projects; and
- The principle of INFOLAB will be reproduced in the Centre-Val de Loire region in 2 other cities: in Tours and Le Blanc.

The **INFOLAB welcomes young people from all walks of life**. There are student groups, youth associations, young entrepreneurs, young people in civic service, or young people accompanied in their projects by socio-educational organisations. Beyond the educational dimension, it is the network and local development approach that attracts economic actors looking for innovative places such as INFOLAB to support the structure and/or participate via financing initiatives carried out by young people.

INFOLAB has been designed, developed and organised as:

- a **place for emerging projects**, run by a professional and accessible to any young person involved in participation, volunteering or a creative activity;
- an open reception area **promoting diversity, talent and motivation**;
- an accessible space where anyone can build a project;
- a place where collaboration is sought, where young people and public and private organisations can meet, work together and **strengthen the “power to act” of young people**; and
- a place to experiment with tools and practices for support during and after volunteering.



## V Action Panel Structure - Ireland



### Country:

Ireland

### Organisation:

SpunOut.ie

### Dates:

January 2020 – July 2020

### Number of participants:

140 young people between the ages of 16-25 who make up the Action Panel structure

### Youth Information tool:

Peer-to-peer online youth information

### More information:

SpunOut.ie

Timmy Hammersley

Timmy@spunOut.ie

### Description:

SpunOut.ie's core philosophy is “by young people, for young people”, and the Action Panel structure is a fundamental part of this. The Action Panels cater for **young people between the ages of 16- 25** and they work to provide direction on the information needs of young people, generate solutions for these needs and engage and facilitate the voices of young people. The importance of the Action Panels is exemplified by its formal constitution into our organisational structure with elections to the Board of Directors, and this gives us the direction and leadership to stay in touch with the views of young people from across the country.

The core **roles of Action Panel members** include:

- Attending regional meetings throughout the year;
- Having their say on the campaigns, content ideas, and topics for discussion; and
- Being a good ambassador for SpunOut.ie, when promoting the organisation's work and content, or representing the organisation at events.

Action Panel members may also get involved with other **SpunOut.ie volunteering opportunities** which include:

- Creating content for the SpunOut.ie website on their lived experience, opinions or advice;
- Reviewing content created by SpunOut.ie staff before it's published on the site; and
- Engaging in the SpunOut.ie Ambassador Programme, delivering mental health workshops to schools.

There are five Regional Action Panels and **each Panel is made up of no more than 35 people**. Members of the Regional Panels serve for one term which lasts for three years and they cannot be re-elected for a second term. In deciding who to appoint to the Regional Panels, the



**Recruitment Panel considers** the following in reducing order of importance:

- The need for a diverse and representative selection of young people in relation to gender, geographic location, socio-economic background, education, disability, sexual orientation, ethnic and religious background, and age;
- The need for successful candidates to have a minimum of four of the following characteristics: commitment, passion, interest in SpunOut.ie, good communication skills, and being a team player;
- The need to fill gaps in the skills, knowledge and lived experience of the existing Action Panel members; and
- The need for a diversity of views, whilst being mindful of the values of SpunOut.ie.

## Achievements:

In 2018 the SpunOut.ie Action Panel was made up of one Action Panel with 30 young people. We now currently have **140 young people from all over Ireland** who are members of five Regional Action Panels and 2020 has been a consolidation of this.

### Regional Action Panels

Regional Action Panels are made up of young people from neighbouring counties. This helps make sure that each region in Ireland is represented and the needs and opinions of young people from those areas are clearly heard. Their meetings are held in the panel meeting hub.

### National Panel

The National Panel is a higher level of participation within the organisation. Six representatives from each Regional Action Panel are elected to sit on the National Panel for a two year period. The National Panels main remit is on deciding the campaigns of SpunOut.ie.

### Training Programme Objectives

The Action Panel Training Programme was set up to develop the skills and capacity of Action Panel members in all of the five programme areas (personal and professional development, public speaking and storytelling, journalism, advocacy and activism, facilitation). The Action Panel year is divided up into three phases and each of the phases involve a focus on one element of the training programme. External expertise is utilised to conduct the training and the overall aim is for Action Panel members to feel empowered in using the skills learned throughout the programme both within and outside of SpunOut.ie.

Over the COVID-19 period we have been able to both continue and grow levels of participation associated with the Action Panel. The regional meetings and the training programme were conducted remotely, and this allowed young people to participate with us at their ease. We also held our Annual Town Hall remotely and this allowed 130 of our Action Panel members to interact with both staff and board members. The feedback post event was that the remote event served this purpose as much as the physical version.





## VI

# Youth Mobility Makers platform

### Country:

France

### Organisation:

CRIJ Hauts-de-France

### Dates:

Since October 2019

### Number of participants:

31 young people

### Youth Information tool:

FCM Youth Mobility Makers platform:

<https://www.youthmobilitymakers.com/en/temoignages>

### More information:

Anna Matveeva

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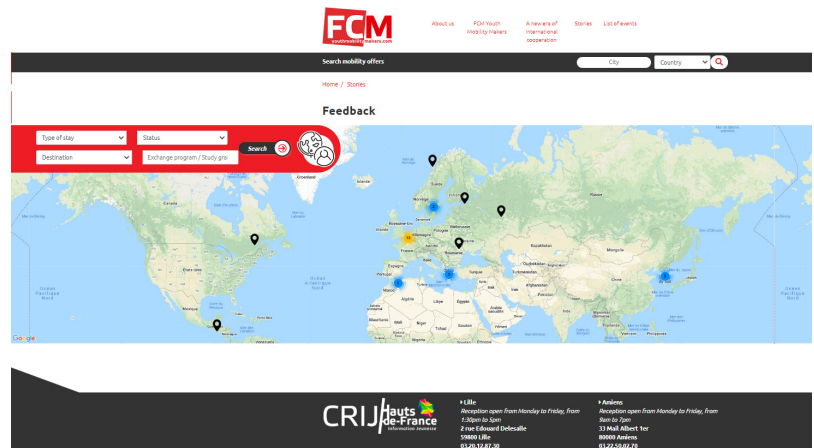
[www.youthmobilitymakers.com](http://www.youthmobilitymakers.com)

### Description:

“FCM Youth Mobility Makers” is a platform which brings together different resources for young people in order to **help them prepare their project to go abroad**, such as placement offers, other young people’s feedback on their international experience, accommodation, agenda of events promoting international solidarity, list of organisations providing different services to support young people who want to volunteer, do an internship, become an au pair, study abroad etc. **Young people who have already lived abroad are encouraged to share their story** on the FCM website and be contacted via PM by those who are looking for similar opportunities to travel abroad.

## Achievements:

As information from their peers is mainly what young people turn to, this platform provides a place for exchange with a view to facilitate **sharing international experiences** both online and offline. Since the official launch of the platform in October 2019, 31 different stories were posted and the community of young mobility “makers” still keeps growing. This project received a Eurodesk Award in 2020.





## VII

# #youthworkeronline in Malta

### Country:

Malta

### Organisation:

Aġenzija Żgħażaġh

### Dates:

March , April , May

### Number of participants:

100+ young people

### More information:

agenzia.zghazagh@gov.mt

### Description:

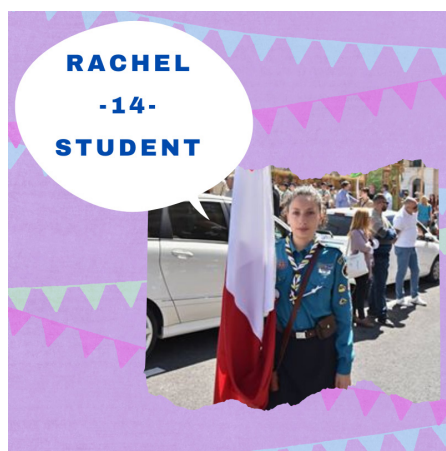
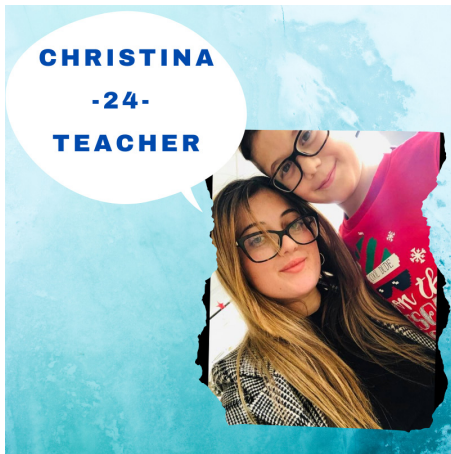
Many people are working from home for the first time as the nation tackles Covid-19. We at Aġenzija Żgħażaġh usually work in schools, youth cafes, youth hubs and many other places where young people are but, since the Covid-19 outbreak, like millions of others across Europe we have been forced to work from home.

As we know, young people engage with and live in the digital world, and the onset of the Covid 19 pandemic is providing us with a unique opportunity to work with and reach out to young people online. We at Aġenzija Żgħażaġh are embracing this experience and enjoying the opportunity to explore **new ways of engaging with and supporting young people**.

New services and opportunities for young people have been introduced, while others have been adapted to meet changing circumstances. As a result of social distancing and isolation, reassuring and **supporting young people through listening to their voices, experiences, emotions and concerns** in these challenging times has taken on a new meaning and urgency.

*'Stories from young people during Coronavirus'* is a campaign that encourages young people to **share online their everyday experiences of life under the lockdown**; from keeping fit, to preparing meals, talking with friends and engaging in cultural and artistic pursuits as well as voicing their feelings and emotions. These shared stories of young people will be lodged in the Malta National Archives as part of a collection called 'Memorja' (Memory), which keeps historical records of everyday life in Malta.





## Achievements:

This online campaign brought together numerous young people from different walks of life who shared their coping strategies during the crisis. It encouraged young people to reach out to professional services should they find it difficult to live through the day-to-day changes as a result of the regulations brought forward by the Health Ministry.

Many young people came forward voluntarily to share their stories and be part of this online campaign. It has been noted that **the genuine participation of the young people created a wave of support** as many other young people reached to Agenzija Zghazagh inquiring about professional assistance whilst asking for reference to other entities and services that would provide them with engaging online events or well being services.

All the stories collected have been included in the project 'Memorja', a project led by the Maltese National Archives. The Maltese National Archives keeps record of extraordinary events that took place through out the years in Malta.

01

# Additional Good Practices in the Youth Information Field

02

03

04

05

There are so many topics covered by youth information and counselling services, based on young people's information needs and trends. It would be impossible to class them all into four different topics, therefore when we launched the call for contributions for this good practice booklet, we received some good practices that didn't quite fit the chapter headings. Nonetheless, we found them so inspiring that **we made an additional chapter!**

In this chapter, you will find topics such as youth participation, youth mobility, professional support, and financial literacy.



# I

## Democracy Participation

### Country:

Austria

### Organisation:

akzente Salzburg – Youth Information

### Dates:

26 February 2020

19 March 2020

More dates in autumn

9am to 12.45pm (4 lessons)

### Number of participants:

20-30 people/date – school classes

### Youth Information Tool:

Workshop

### More information:

akzente Salzburg – youth information

Doris Hiljuk

<https://jugend.akzente.net>

info@akzente.net

### Description:

#### **Demokratie-Atelier**

“Those who fall asleep in a democracy might wake up in a dictatorship.” “Democracy is the worst form of government except for all the others.” - You often read sentences like these, but what is, in fact, democracy? What are its assets, its weaknesses?

The federal state parliament of Salzburg and akzente Salzburg offer a **series of workshops (“Demokratie-Atelier”) for school classes** of students aged 15 or older, in which they find out what democracy really is, how it works and what it means for their personal life. Students also learn more about the federal state parliament (Landtag), its tasks and functioning and visit its seat, the Chiemseehof. There is even the possibility to take part in parliamentary sessions.

These workshops allow young adults to **experience democracy and politics** in general from up-close. They are free of charge and held by akzente Salzburg.



## Achievements:

The workshop “Democracy, participation and the federal state parliament of Salzburg“ (“Demokratie, Mitbestimmung und Salzburger Landtag“) first discusses some important **political terms, the nature, distinguishing features and the effect of democracy.**

Students also reflect upon the question what democracy has to do with them personally and via this personal approach become aware of participatory processes and options for participation and the importance of taking an active part in a democratic society.

Furthermore, students get an overview of the functioning of the federal state parliament (Landtag) and learn how politics influences their personal life.





## II Mind the Gap

### Country:

Malta

### Organisation:

Aġenzija Żgħażaġh

### Dates:

November 2019

### Number of participants:

100 young people

### More information:

[agenzija.zghazagh@gov.mt](mailto:agenzija.zghazagh@gov.mt)

### Description:

'Mind the Gap' was a **campaign which hosted 100 young people** from Higher Education institutions in Malta and Gozo, providing an experience to ensure a better understanding of the benefits and opportunities of learning mobility.

'Mind the Gap' kicked off with a train tour around 3 cities. During the train tour, young people had the opportunity to **learn more about Maltese culture** as they went past several historical sites.

Following the train tour, the participants visited Agenzija Zghazagh's south regional centre situated in Birgu. During this visit, the young participants had the time to **participate in workshops facilitated by Agenzija Zghazagh, Eurodesk MT and EUPA.**





## Achievements:

The workshop **promoted learning mobility opportunities** both on a national and international level provided within Europe, targeting internships, studying and working abroad as well as volunteering.

Whilst participating in a series of activities, young people were given reliable information on learning mobility and explored the **'Eurodesk Opportunity Finder' tool** – a step forward for them to grow into active and independent citizens.

Learning mobility experiences enable young people to **acquire essential competences** that contribute to their personal and socio-educational development and foster their active participation in society, thereby improving their employment prospects.





### III

## Trampoline Project

### Country:

France

### Organisation:

CRIJ Occitanie

### Dates:

January 2019- December 2020

### Number of participants:

8 partners

### Interactive Tool:

[Website](#)

[Facebok](#)

[Interactive Guide](#)

### More information:

Nuria Lopez

[nuria.lopez@crij.org](mailto:nuria.lopez@crij.org)

[www.reseau-trampoline.eu](http://www.reseau-trampoline.eu)

### Description:

The Trampoline project was launched in the framework of the POCTEFA European programme for **cross-border co-operation between Spain, France and Andorra**. Its main purpose is cooperation between youth information structures on either side of the Pyrenees for 'short-circuit mobility' for young people.

CRIJ Occitanie leads this project, which aims at increasing the number of young people who obtain a **first professional experience in the cross-border area of the Pyrenees** (Aragon, Catalonia, Occitania and Andorra).

One of the main challenges is to promote and offer short-circuit mobility opportunities in order to reduce CO2 emissions, while promoting and enhancing the potential for cross-border territories to develop a local and sustainable strategy. The Pyrenees area naturally brings young people closer to **activities related to the environment and green jobs**.

The Trampoline project also contributes to the 2020 European strategy for intelligent, sustainable and inclusive growth and the objective of **economic, social and territorial cohesion**, by promoting cooperation activities between the border regions of Spain, France and Andorra. The role of youth information in this project is to help young people **discover the opportunities that are opening up just across the border**.

The **project partners** are: CRIJ Occitanie, Bureau d'Information Jeunesse de Foix – Ariège, Bureau Information Jeunesse de Perpignan – Pyrénées Orientales, CIPAJ – Centro de Información Juvenil – Ayuntamiento de Zaragoza, Agencia Catalana de la Juventud - Generalitat de Catalunya, Oficina Jove Urgell – Consell Comarcal de l'Alt Urgell, Departement de Joventut i Voluntariat – Govern d'Andorra, Servei Públic Ocupacio Catalunya (SOC).





## Achievements:

- Setting up a **cross-border network of professionals** in the fields of youth, employment, training and non-formal education
- Producing and sharing digital resources
- Producing a **guide for young people** on how to access employment and cross-border mobility
- Developing a **website to centralise offers** of employment, jobs, internships and voluntary work for young people in the Pyrenees cross-border area
- Designing a joint “BAFA”/”Monitor de tiempo libre” training (in order to facilitate access, on both sides of the border, to a first work experience for young people in the key sector of socio-cultural animation)
- **More than 300 information queries** (2018-2020)
- Promoting and awareness-raising activities on **cross-border mobility**





## IV

# Youth Information website for professionals: “Youth Information - Inclusive. Empowering. Professional.”

### Country:

Estonia

### Organisation:

The Education and Youth Authority

### Dates:

April 2020

### Youth Information Tool:

Website: <https://www.teeviit.ee/noorteinfo/>

### More information:

Kadri Koort

Chief expert

[kadri.koort@harno.ee](mailto:kadri.koort@harno.ee)

[www.harno.ee](http://www.harno.ee)

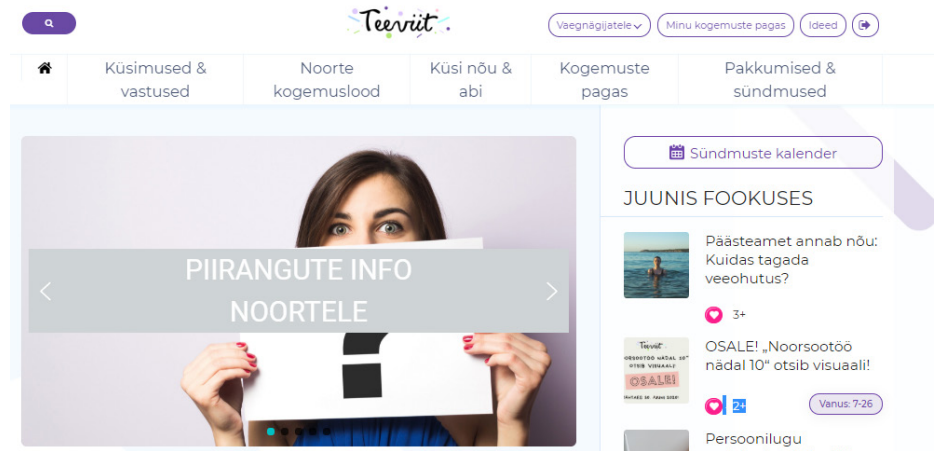
### Description:

Youth information is key to youth work and other services and activities for young people - receiving and obtaining information must be safe and of high quality. To act consciously and develop as a network, a central thematic youth information **website with the slogan “Inclusive. Empowering. Professional.”** was launched in April 2020 in Estonia.

The website contains materials, tips, tools and news of youth information, best practices, videos and the **youth information handbook** “Comprehensive overview of youth information, its development and quality principles for specialists and institutions working with young people”, completed in cooperation with The Estonian Association of Youth Workers at the beginning of 2020. Estonian youth workers can use the handbook on the web or save it to their digital device.

The website can be used as a practical tool to develop and build youth information services in local regions, and also **discuss about youth information within the youth work field** or other networks. There are eight sections altogether, valuable and various information about the topic is easily accessible, starting with “What is youth information?” up to steps to develop youth information services at local or national level.

The website provides contacts of **youth information trainers** in the section “Trainers’ Bank”, who are ready to support the development of youth information at local or national level, based on their practice and experience. The trainers are certified and have completed the training of youth information developers based on the **training modules of ERYICA**. Youth work specialists were trained in cooperation with Koordinaatti experts and ERYICA trainers Jaana Fedotoff and Mika Petilä from Finland and ERYICA trainer and coach Hannes Sildnik from Estonia.



The youth information website is connected to the Estonian youth information portal Teeviit (Signpost), which creates a good connection between getting knowledge, implementing the national youth information portal, developing your service and using it as a tool as well.

## Achievements:

The Estonian Youth Work Centre launched a centralised **youth information website for youth work professionals** (youth workers, extra-curricular managers at school, career consultants, leisure school teachers or instructors, project managers, youth organisation workers, etc).

The website's main focus and aim is to **support youth work professionals' self-development and knowledge about youth information**, as youth workers support young people with information on various topics through their daily youth work (face-to-face and online services) and it is important to have a good awareness, knowledge and tools on how to develop and run youth information services. The website provides tools and tips on how to run youth information services and shares best practices of youth information from Estonia.

In the future, youth information and its development at local and national level will be more quality, accessible, inclusive, empowering, and professional.



# V Financial literacy

## ШТО НАУЧИВМЕ ОД СУПЕР ХЕРОЈОТ ФАЈНАНС МЕН?!

**ВИСОКА ИНФЛАЦИЈА**  
ЗНАМИ ВИСОК РИСК НА ЦЕНТЕ, А НАРОДНА БАНКА СЕ ГРИМИ ЗА ОБУЗДАВАЊЕ НА ИНФЛАЦИЈАТА НА РАУМНО НИВО И ЗА СООБРАЗНА НА ЦЕНОВАТА СТАБИЛНОСТ. НАРОДНАТА БАНКА ТИ ИЗДАВА КИНИНТЕ И КОМАНТЕ ПАРИ, УПРАВУВА СО ДЕНЕЖНИ РЕЗЕРВИ СТОБИЛНОСТ НА БАНКИТЕ.

**ПЕНЗИСКИОТ СИСТЕМ ВО МАКЕДОНИЈА**  
Е СОСТАВЕН ОД ТРИ ПЕНЗИСКИ СТОЛБА. ПРВИОТ СТОЛБ Е ДРЖАВНА И ЗАДОЖУТЕЛИА, ВТОРОИОТ И ТРЕТОИОТ СЕ ПРИВАТНИ. РАЗЛИКА ВО ПРИНОСИ И ВЛОЖОК И ТРЕТОИОТ СЕ ЧИСТАВА ВО ПРИНОСИ ПИЛЕТО. МОЖЕ ДА ВРАДЕ ВРАБОТЕНО. ТРЕТОИОТ ПО СОВИЈАВАТ ПРИВАТНИ ПЕНЗИСКИ ОСНОВНИ ВО КОИ ОСИГУРУВАНОСТ ЧИСТАВА ДОПРАЗНОКО. СУДЕСТВОТА УПОТРЕБНИ ВО ТРЕТОИОТ СТОЛБ ОСИГУРУВАНИЕТО МОЖЕ ДА ТИ КОРИСТАТ НА РАНО БЕСЕГ ГОДИНИ ПРЕД ОСТВАРЕНИЕТО НА РАНО СТАРОСНА ПЕНЗИЈА.

**ПРЕКУ ЗАВИНТЕ НАБАВИ ДРЖАВНИТЕ ОРГАНИ**  
ОРГАНИЗАЦИИ ИЗВИНС ТИТУДИИ НАБАВУВААТ СТОБИ УСЛУГИ ИЛИ ОСТАПАВААТ ИЗВЕДУВАЊА НА ЈАВНИ РАБОТИ. СУЕТИНАТА НА ЈАВНАТА НАБАВКА Е ОБЕГ ОРГАНИ КОИ СЕ ФИНАНСИРАНИ СО ПАРИ НА ДАНОЧНИТЕ ОБВРЗАЦИ ДА ВРШАТ НАБАВКА ПО НАЈПОСКОПИ УСЛОВИ И БЕЗ ВЛОЖОКРЕТКА.

**ДЕВИТНИТЕ КАРТИЧКИ СЕ ПОВРЗАНИ СО БАНКАСКАТА СМЕТА НА КОРИСНИКОТ.**  
КОНВЕТОТ ТИ ТРОШИ ПАРАТЕ ШТО ТИ ИМА НА СМЕТАТА ИЛИ ДОВОЛЕНО РЕТРОКОРИРАЊЕ ОД БИНА ДО ДВЕ ПРАТКА КРЕДИТНИ КАРТИЧКИ ПАК. МУ ОБЕЗБЕДУВАТ НА КОРИСНИКОТ КРЕДИТНА ЛИМИТА И МОЖНОСТ ЗА СЛОЖНО ПЛАЊАЊЕ. КИНОТОТ ТИ ТРОШИ ПАРАТЕ ШТО БАНКАТА МУ ТИ ПОЗАИМУВА СО СРЕДЕНА КАМАТА.

**БУЏЕТОТ НА ДРЖАВАТА Е ДОКУМЕНТ СО КОЈ СЕ ПОВИНАВАТ**  
ГОДИШНИТЕ ПРИХОДИ И РАСХОДИ. ПРИХОДИТЕ СЕ СРЕДСТАВА КОИ СЕ СВЕРАТ ВО БУЏЕТОТ И ДРЖАВАТА ТИ НАБАВКА ПО ПАТ НА ДАНОЦИ И ОБИДЛАЖБИНИ.

**РАСХОДИТЕ ВО БУЏЕТОТ СЕ СИТЕ ПЛАЊАЊА**  
ПОДРБИ ЗА СЛОЖНИ НАМАНИ ОД СЕВЕР ОТПЛАТА НА ПРАВИНИТА НА ЗАМАТЕ.



## Country:

North Macedonia

## Organisation:

Association for Education Mladiinfo International

## Dates:

December 2018 - September 2019

## Youth Information Tool:

Website: <http://www.mladiinfo.eu/>

## More information:

Sanja Cvetkovikj

sanja@mladiinfo.eu

<http://www.mladiinfo.net/>

## Description:

Young people in the Republic of North Macedonia know a bit about public finances, yet they see finance as a very distant topic to them. However, financial education and literacy is necessary for every young person, no matter their background, experience or professional occupation. As a response to this issue, Mladiinfo created a public campaign with the aim of raising young people's awareness about **transparency and accountability in regard to public finances**, and also to educate them on their personal finances.

Using comics as a tool which is engaging, popular among young people and speaks their language, we reached out to a wide range of youngsters and we **boosted their financial literacy**. The project Finance Man (a super hero for public financial literacy in North Macedonia) was an awareness-raising campaign. The main aim of the project was for young people in North Macedonia to learn about public finances, to be educated on financial topics and to become more aware of their financial independence, as well as how the state financial institutions operate, through a visual and innovative approach.

Through pointing out what financial literacy means in practice, the project aimed at achieving a **better understanding of the terms and practices of public finances**. Burning issues regarding financial literacy in the country were presented: from the work of the Central Bank to concepts of inflation, while at the same time reminding young people about the standards, values and importance of finance in everyday life.

The project was supported by the European Union, Balkan Monitoring Public Finances and Analytica.





## Achievements:

Financial literacy was defined through **concrete basic examples**, showing the consequences of a lack of knowledge in this area:

- During the project, **5 scenarios and storylines** were developed together with the main character, a superhero called Finance Man, upon whose character the 5 comics were created. Young people's engagement with Mladiinfo was high and many were actively engaged in the campaign;
- **+76,389 people were informed** through social media channels and paid ads on social media;
- **+ 4,576 people were engaged** with the content from the campaign on social media;
- Each of the 5 comics that were developed and their promotion on social media highlighted why financial literacy is important;
- **A PR article** was published as supporting content on both of Mladiinfo's web pages, the Macedonian and English version;
- The PR article and the comics were sent to **+50 media outlets** in the country. Additionally, the PR article was sent to **+30 youth and student organisations** from the country; and
- The project attracted the interest of one of the most important **stakeholders in financial literacy**, the Macedonian Bankers Association, as an umbrella organisation representing the interests and work of all banks and the banking system in North Macedonia.



Out of our concern for the environment, this publication is mainly distributed in electronic format. We kept printed copies to a minimum, using responsibly sourced paper/recycled paper, alcohol-free ink and an environmentally conscious printing company.

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