



annual report 2019

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Dear Reader

Welcome to ERYICA's
annual report 2019!

First of all, I would like to thank all of our members, partners and stakeholders for our fruitful cooperation throughout the year 2019! This annual report gives us a deep overall view and detailed information about everything carried out over the last year. The ERYICA Members, Governing Board and Secretariat have shown once again what we can do together. The activity report is proof that we really believe in our work and our mission: to offer quality information to all young people!

I am extremely happy with the backbone of our work: The Strategic Plan 2018 – 2023. It has been and still is a really useful tool for all of us, and guides us to make quality and sustainable decisions and choices. ERYICA's Strategic Plan is the course of action that guides the achievements of the organisation's strategy and mission. In 2020, we will have a mid-term review of the Strategy.

The present activity report is organised according to the Plan's Strategic Directions: 1) Capacity building, 2) Research, Trends and Innovations, 3) Quality and Youth Information Ethics and 4) Co-operation and Policy Advocacy. It also presents all of the activities and projects done in 2019. I hope you will take the time to have a closer look at the content; a huge amount of quality work has been done and the work continues with you.

2019 has been my fourth year as President of ERYICA. Every year our members support me to continue in this role. A very warm thanks to you all! I truly believe in the work we do together, and this is the very strength of our organisation. It drives our success and ensures quality results. Together we are more than one member or elected board; we can change things for the future of young people through offering professional, quality youth information services and involving them every step of the way.

The future can be influenced because it is shaped by our acts and choices in the present. Actions for better, quality youth information services for all young people should be taken every day. The future does not arrive ready-made; we make the future together. I know that our members and stakeholders make sustainable decisions so the future of young people and youth information services are supported, and will continue to be supported, at European and national level.

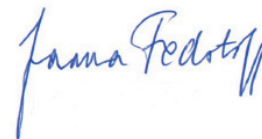
One of our duties is to engage young people in participation and dialogue. Preserving our European values in the post-truth era implies enhancing critical thinking and media and information literacy skills and ensuring all young people have access to unbiased, understandable and reliable information.

This is exactly what youth information and counselling is all about: youth-friendly information for young people and with young people.

I would like to offer my thanks to our members and once more warmly welcome the new ERYICA members who joined us in 2019. My warm thanks also to our partners and stakeholders for their significant cooperation and support to our work.

As the President of ERYICA and on behalf of the Governing Board, I would like to express my gratitude to the Secretariat for their successful and hard work! 2019 has been a productive year in many ways and we have reached all the goals set in 2019 and more. The year has been exciting and absolutely great!

Best regards,



Jaana Fedotoff
ERYICA President

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...in 27
countries

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53

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9

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129

participants

6

countries

training

facebook

4.860

fans (+29%)

546.400

outreach (+87%)

1.541

followers (+30%)

twitter

instagram

667

followers since 2017

2019 at a Glance

What is Youth Information?

Enabling greater access to independence.

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

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

Youth Information aims (among other objectives) to:

- Provide reliable, unbiased, accurate and youth-friendly information;
- Facilitate access to different sources and channels of information;
- Give an overview of options available on topics relevant to young people;
- Help young people to navigate the information overload of modern day society;
- Ensure that young people know their rights, services available and how to access them;
- Support young people in evaluating the available information and its quality;
- Guide young people to find the best options available to them and make their own decisions;
- Offer different channels of communication and dialogue to directly support young people in their search for information and knowledge; and
- Educate in media and information literacy.

Finding your place in society.

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

Creating an information culture.

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

What is ERYICA?

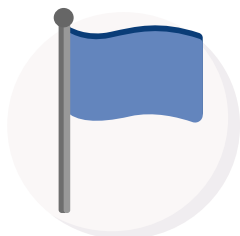


The **European Youth Information and Counselling Agency (ERYICA)** is an independent, international, non-governmental and non-profit association composed of national and regional youth information coordination bodies and networks. It works to intensify European and international cooperation in the field of youth information work and services.

ERYICA makes youth information work visible at local, national and international levels, and provides its members with opportunities for **professional development, exchange and innovation**.

In 2019, our network consisted of 28 Members, 7 Affiliated organisations and 5 Co-operating organisations in 27 countries.

ERYICA was established on 17 April 1986 in Madrid, Spain, and is currently registered in the Grand-Duchy of Luxemburg, in accordance with the 1928 Luxemburg law on associations.



Our vision

ERYICA believes in a society where all young people have access to **youth friendly, reliable and comprehensive information**, which promotes their autonomy, well-being and active citizenship in a global and digitalised world.



Our mission

To **inspire, support and develop** youth information and counselling in Europe and beyond.



The ERYICA Framework

The **European Youth Information Charter** establishes the minimum standards for youth information and counselling services according to nine principles:

Independent	Accessible	Inclusive
Needs Based	Empowering	Participative
Ethical	Professional	Proactive

The first Charter was approved in 1993, making it the first quality assurance tool in youth information and counselling. Its most recent, second update was approved by the **ERYICA General Assembly in 2018.**

principles

1. INDEPENDENT

- 1.1 The information offered is comprehensive, provides an overview of different options available and is based on pluralist and verified sources.
- 1.2 The information offered is independent of any religious, political, ideological or commercial influence.
- 1.3 Sources of funding for youth information do not compromise the application of any of the principles of this Charter.

2. ACCESSIBLE

- 2.1 Youth information services guarantee equality of access.
- 2.2 Youth information centres and services are easily accessible, attractive and visible to young people.
Youth information is understandable for young people.

3. INCLUSIVE

- 3.1 Youth information services are open to all young people without any form of discrimination.
- 3.2 Youth information services are free of charge for all young people.
- 3.3 Youth information centres and services strive to reach out to all young people, in ways that are effective and appropriate to different groups and needs.

4. NEEDS BASED

- 4.1 Youth information services are based on the needs of young people.
- 4.2 The information available covers all topics that matter to young people.
- 4.3 Each user is respected as an individual and the response to each question is personalised in ways that are effective and appropriate.
- 4.4 Youth information structures have enough human resources in order to guarantee personalised support and services.

5. EMPOWERING

- 5.1 Youth information services empower young people and foster their autonomy.
- 5.2 Youth information services provide young people with media and information literacy skills to act in a safe and responsible way
- 5.3 Youth information services promote active citizenship and participation.

6. PARTICIPATIVE

- 6.1 Young people participate in the production, dissemination and evaluation of youth information, at different levels and in different forms.
- 6.2 Youth information services offer platforms for peer-to-peer activities.
- 6.3 Young people are encouraged to give feedback as an integrated part of the ongoing development of youth information services.

7. ETHICAL

- 7.1 Youth information services respect young people's right to privacy, confidentiality and anonymity. Youth information services provide a safe environment for young people.
- 7.2 Criteria for selecting information are made public and understandable. The author and the purpose of the information are clear and visible.
- 7.3 All information produced or disseminated is accurate, complete, up-to-date and verified.

8. PROFESSIONAL

- 8.1 Youth information services are provided in a professional manner by trained staff.
- 8.2 Youth information workers have media and information literacy skills.
- 8.3 Youth information services co-operate with relevant stakeholders in order to identify needs, look for synergies, share expertise and make youth information visible.
- 8.4 Youth Information workers cooperate at local, regional, national, European and international level and share best practices and knowledge.
- 8.5 Youth information workers ensure that young people have knowledge and skills to use the digital services targeted to them.



Strategic Plan 2018-2023

A Strategic Plan is the course of action that guides the achievements of an organisation's strategy and mission. The 29th General Assembly of ERYICA approved the **6-year Strategic Plan** for the period 2018-2023. Up until then, ERYICA's Strategic Plan had always been established in 3-year periods, which is a short timeframe to implement plans and draw conclusions for the next one. Therefore, the decision was made to extend this period and to foresee a mid-term review of the strategy in place.

The purpose of the Strategic Plan for this period is to:

- Ease the definition of each annual Work Programme and ensure that it follows the strategy;
- Facilitate the **design, implementation, and monitoring** of activities and projects; and
- Simplify the preparation of measurable and comparable Activity Reports.

Therefore, ERYICA's Strategic Plan does not only identify the priorities of the Agency, but it also guides the initiatives described in each annual Work Programme, which constitute the basis of the Activity Reports during this period.

The present Activity Report is organised according to the Plan's Strategic Directions, and presents the activities and projects developed in 2019 in line with this structure. The present report is opening the implementation of the strategy for the next 6-year cycle.

Strategic Directions



Strategic Direction 1: **Capacity-building**



Youth information workers should be **adequately skilled** and resourced in order to support young people in a **professional manner**. The exchange of **good practices** and participation in **training activities** are milestones in the provision of quality youth information services. Youth information work shall likewise support young people in their own search for **accurate and reliable information**. It must provide them with the necessary skills to act as responsible and active citizens.



Organising training activities for youth information workers

During the year, ERYICA issued **129 certificates** to the participants of **9 training courses in 6 countries**. These were the following:

ERYICAdeMy - Training of Trainers in Youth Information and Counselling

- October-November 2019 (eLearning)
- Alicante, Spain, 9-13 December 2019 (residential)

YIntro, Digital YIntro and Advanced YIntro Training of Trainers

- Tallinn, Estonia, 30 January - 7 June 2019

YIntro - Stepping into Youth Information

- Zagreb, Croatia, 28 January - 11 March 2019
- Tampere, Finland, 25 April - 31 May 2019
- Girona, Spain, 9-30 October 2019
- Vilnius, Lithuania, 27-31 October 2019
- Kuopio, Finland (blended learning), 11 November – 15 December 2019

YIntro - Stepping into Youth Information Training of Trainers

- Donja Stubica, Croatia, 14-18 October 2019

YIntro - Stepping into Youth Information Training of Trainers

- Veteli, Finland (blended learning), 5 February - 31 March 2019

Tools and Tips for Mobile and Digital Youth Participation Training

- Skopje, North Macedonia, 3-7 June 2019

Developing an ERYICA Capacity-building and Training System for online and face-to-face training activities

The **ERYICA Capacity-building and Training System Working Group** (WG ECTS), restructured the ERYICA Training System and designed and launched the 1st edition of the **ERYICAdeMy - Training of Trainers in Youth Information and Counselling** programme. Upon successfully completing the blended learning ToT consisting of 2 eLearning phases and 2 residential training courses, the trainers-to-be will be certified to deliver 5 face-to-face and 3 online courses of the ERYICA training system. The 1st eLearning and residential phases took place in the autumn of 2019. Read more under the *list of trainings, Projects and in Internal Matters, Working Groups*.

Besides this, a training course on **Peer-to-peer in youth information work** was

developed in the framework of the Youth.Info: Future Youth Information Toolbox project in cooperation with EPTO and Creativitas (See Strategic Direction 2). The course will be further adapted to the ERYICA training system in the course of 2020 and 2021.

Further fields of activities under this Strategic Direction included:

- Developing and piloting the DOYIT online training scheme and eTraining courses;
- Updating and translating existing manuals, training material and courses;
- Supporting networking and exchange among ERYICA trainers;
- Promoting the existing material and resources throughout the network and in countries willing to establish youth information and counselling services;
- Developing contacts with the formal education sector and other youth-related sectors in view of setting up common activities and projects for the benefit of youth information workers; and
- Participating in the training activities of our stakeholders and partners.

Projects

YEP! - eParticipation Tools and Tips for Youth Information Workers training – Erasmus+

Participants at the eParticipation Training,
Skopje, June



Duration:

13/01/2019 – 31/08/2019

Coordination:

ERYICA

Partners:

MladInfo International (MK, host), Austrian Youth Information Centres (AT), ANIJ (LU), IPDJ (PT), Community of Madrid (ES), Cyprus Youth Council (CY), LJR M-V (DE).

The YEP! - eParticipation tools and tips for youth information workers training took place in Skopje, North Macedonia, on the dates of 3-6 June 2019. The event gathered 24 participants from 6 countries who gained knowledge and skills on how to design and implement successful eParticipation processes. The training course also explored the role that youth information plays in promoting young people's participation and active citizenship. As a result of this project, the course is now included in the ERYICA training system. The practical part of the training was based on the OPIN platform, which is still free for use for ERYICA Members.



ERYICAdeMy – Training of Trainers in Youth Information and Counselling – Erasmus+

Duration:

01/09/2019 – 30/06/2020

*Extended until 30/06/2021 due to the
COVID-19 pandemic

Coordination:

ERYICA (LU)

Partners:

Zajednica ICM (HR), Solna Youth Center/
Lidingö City (SE), ANIJ (LU), IPDJ (PT), ENTK
(EE), CRIJ Auvergne-Rhône-Alpes (FR),
MISSS (SI), Youth Board of Cyprus (CY),
OSRS (BiH), Community of Madrid (ES),
Catalan Youth Agency (ES), Valencian Youth
Institute (ES), Andalusian Youth Institute (ES).

Participants at ERYICAdeMy - Training of Trainers,
Alicante, December



The ERYICAdeMy - Training of Trainers in Youth Information and Counselling is set out to solve the challenges experienced in the ERYICA trainers' pool by training **35 participants** who represent **14 organisations**, and certifying them to deliver the YIntro, Digital YIntro, Advanced YIntro, JIMMY and YoMIM training courses, both in face-to-face and eLearning settings, when both of them exist. In return, participants committed to participate in **2 eLearning phases and 2 residential training courses** during the longest ever training programme developed by ERYICA.

The first eLearning phase lasted for 5 weeks in October-November 2019 and the first residential part took place in Alicante, Spain, on 9-13 December 2019. Trainees will continue their engagement in 2020.

Strategic Direction 2: **Research, Trends and Innovation**



Youth information and counselling services need to explore innovative ways to empower young people by seizing the opportunities offered by emerging **trends and new media**. Youth information services need to be **up-to-date** and familiar with progressive and **innovative practices, research outcomes** and **communication technologies** in order to ensure their quality and effective outreach to young people.

Activities

Representatives from Eurodesk, EYCA and ERYICA at the 3 networks training seminar, Palma de Mallorca, November

Supporting the development of innovative services in order to address the information needs of young people and to reach them where they are

In the framework of the Youth.Info: *Future Youth Information Toolbox*, **three innovative youth information tools** were piloted and created throughout 2019. The first ERYICA training on **eParticipation** took place, it aimed to encourage youth eParticipation through youth information (see *Strategic Direction 1*). The project *DesYIgn: Innovative Youth Information Service Design and Outreach* launched with focus group discussions across 4 countries. The DesYIgn Working Group also began developing a toolkit and an eLearning course, which will be continued throughout 2020. The project uses **Service Design** as an innovative method to **rethink how services are conceived** and to create tools and resources to allow youth information workers to reach out to a maximum number of young people. See *Projects* below.



Raising awareness on trends and new media popular among young people

In the framework of the Youth.Info: *Future Youth Information Toolbox* project, a training course on **Peer-to-peer in youth information work** was finalised. This was carried out in cooperation with EPTO and Creativitas. See more in *Projects*.

In the framework of the 3 networks cooperation, ERYICA, Eurodesk and EYCA ran a training seminar entitled '*Enhancing Youth Services Promotion and Outreach*', with a particular focus on **digital tools and outreach youth work**. See more in *Projects*.

Exchange of best practices on youth information work

Eurodesk, EYCA and ERYICA published the good practice booklet: [*Engage. Inform. Empower.*](#) A collection of best practices from the main European youth information and mobility networks on enhancing youth service promotion and outreach. This was an output from the 'Enhancing Youth Services and Promotion' project. The ePublication is divided into three different categories: reaching out to young people through **outreach youth work**, reaching out to young people through **digital tools**, and **building youth workers' capacities**. Read more about it in *Projects*.

ERYICA also supports Working Groups among different members within the network. In 2019, this included the **Ibero-insular and French-speaking Working Groups**. Read more under *Internal Matters, Working Groups*.





ERYICA survey on the state of the art in youth information and counselling – Mapping youth information in Europe

The last overview of youth information and counselling in Europe was completed in 2013/2014, in the framework of the CoE-ERYICA Partnership (*Compendium on National Youth Information and Counselling Structures*). In 2019, ERYICA started **mapping the youth information centres and services existing in Europe**, in the framework of the biannual part of the Members' Survey. The data gathered was mainly related to youth information services under the ERYICA umbrella and it will be processed in 2020.

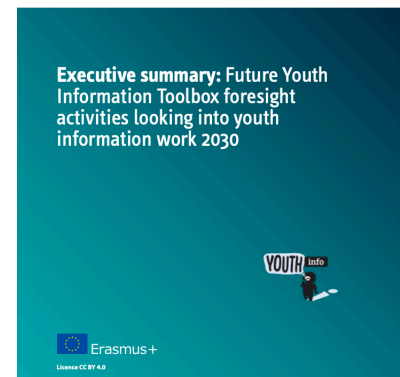
Partnering with researchers on youth issues and media and information studies to ensure research-based policy-making and practice

In the framework of the *Future Youth Information Toolbox* project, ERYICA continued with the promotion of the study: [Future Youth Information and Counselling: Building on Information Needs and Trends](#). The aim was to study information behaviour and experiences with youth information and counselling services of both **users** and **non-users** of the services. The [Manual for Foresight in Youth Information](#), as well as the [Executive summary: Future Youth Information Toolbox foresight activities looking into youth information work 2030](#), were also widely promoted. The report and the manual were translated into Spanish with the support of the Region of Madrid.

ERYICA is a member of the [European Platform on Learning Mobility](#) (EPLM), which aims to create a participatory space for exchange and cooperation between **practitioners, researchers and policy makers**. Read more under *Strategic Direction 4*.

Further activities under this Strategic Direction included:

- Participating in research project proposals dealing with youth policy and addressing the Strategic Directions and thematic priorities of ERYICA;
- Disseminating the research results from the **MOVE project**, running a workshop during the **European Week of Regions and Cities** in October 2019; and
- Promoting the DesYlgn Focus Group Interview Research results at different moments and events throughout the year.



Projects

DesYIgn: Innovative youth information service design and outreach – Erasmus+

Duration:

01/03/2019–28/02/2021

*Extended until 30/06/2021 due to the COVID-19 pandemic

Coordination:

ERYICA (LU)

Partners:

Youth Work Ireland (IE), Koordinaatti (FI), Agence Nationale pour l'Information des Jeunes (LU), Dirección General de Juventud y Deportes de Madrid (ES), ProMo Cymru (UK), Aġenzija Żgħażaġh (MT), Institut Valencià de la Joventut (ES), Åbo Akademi University (FI).



DesYIgn kick-off meeting,
March, Luxembourg

The aim of this project is to **rethink how services are designed** and to create tools and resources to allow youth information workers to reach out to a maximum number of young people. In order to do this, youth information providers need to be **trained on new channels and tools**, and on **how to design their services in a user-centred and innovative manner** to appeal and reach out to more young people. This project uses **service design methodologies and desk research**. The service design is approached from a human-driven way of design thinking and doing. It starts from the needs and requirements of users and looks for solutions together with providers, users and other stakeholders.

The specific aims of the project are:

- To carry out focus group interviews to gain in-depth knowledge about young people's experiences with youth information services;
- To create a toolkit on service design for youth information provision, aiming to reach out to more young people, including quality indicators and measures;
- To create an eLearning course, to be implemented into the ERYICA training system, based on the toolkit; and

- To carry out innovative youth information design pilots that will test the resources developed at different stages and help re-think youth information provision using service design methods, which can be used as good practice examples for youth information services across Europe.

At the end of the project in 2021, regional and national multiplier events will be organised by all of the partner organisations. This will be tailored for **political awareness-building** at local, national and European level for the further support of youth information services in participating countries, and to highlight the importance of the promotion of these services.

In 2019, focus groups interviews were carried out across 4 countries in cooperation with partners: Agence Nationale pour l'Information des Jeunes (Luxembourg), Dirección General de Juventud y Deportes de Madrid (Spain), ProMo Cymru (Wales, UK), Aġenzija Żgħażaġh (Malta), and Institut Valencià de la Joventut (Spain). A total of 37 young people took part in the interviews, and the [research report](#) was developed in 2019 and published in early 2020. The Working Group also began working on the toolkit and online course, and the work will continue in 2020.

Youth.Info: Future Youth Information Toolbox – Erasmus+ KA2



Youth.Info: Future Youth Information Toolbox Final Event, Vilnius, March

Duration:

01/09/2017-30/04/2019

Coordination:

Creativitas (LT)

Partners:

ERYICA (LU), EPTO - European Peer Training Organisation (BE), Bundesnetzwerk Osterreichische Jugendinfos Verein (AT), Jugend- und Familienstiftung des Landes (JUP) Berlin (DE), Latvian Youth Council (LT), Youth Work Ireland (IE), and Abo Akademi (FI).



The overarching aim of this project was to increase the **quality and outreach** of youth information at local level by creating and applying user-friendly methods built on **evidence-based youth information needs** and involving **peer-to-peer** youth information educators.

The project was created due to the lack of evidence-based research in the field of youth information, which blocks the development of the sector. With this in mind, research was carried out to identify **youth information needs, trends, and most relevant topics**. The survey was based on an ERYICA survey which was carried out in 2013, and, perhaps most innovatively, used **future foresight methodology** to identify a strategic direction for youth information, something that has never been done before.

Throughout the project, the following research was conducted:

- [Future Youth Information and Counselling: Building on Information Trends and Needs](#);
- [Executive Summary of the Future Foresight activities](#); and
- [Manual for Foresight in Youth Information](#).

Using the results of the research and the future foresight, **three user-friendly, evidence and future-based youth information methods** were developed and piloted at local level, and are now available for use. They are:

- [Parents' Evening: a LARP Game](#) (on the theme of privacy and data protection);
- [Everyone is employable](#) (on the theme of employability); and
- Website: [Opportunities Match](#) (on the theme of youth mobility).

For the sustainability of the project, a [peer-to-peer training course](#) was developed, and piloted in October 2018 in Berlin. The participants later organised local peer-to-peer training activities. The course will be further piloted with the aim of integrating it into the ERYICA training system from 2019.

In March 2019, a multiplier event was organised in Vilnius, Lithuania. This was tailored for **political awareness building** at local, national and European level for the further support of youth information services in participating countries, particularly those who require it the most.

Enhancing Youth Services and Promotion (3 networks) – Erasmus+



Duration:

01/06/2019-29/02/2020

Coordination:

ERYICA (LU)

Partners:

EYCA (BE), Eurodesk (BE), SpunOut.ie (IE), Movijovem - Mobilidade Juvenil (PT), Andalusian Youth Institute (ES), City of Kuopio (FI), National Youth Card Association (BG), Institut Balear de la Joventut (IBJOVE, ES), Agencia Catalana de la Joventut (ACJ, ES), Agenzija Zghazagh (MT), Akzente Salzburg (AT), Mladiinfo (MK), Promo Cymru (UK), Polish Youth Projects Association (PL), Secretariat for Youth of Westpomerania Region (PL), Momentum World CIC (UK), PlanBe, Plan it Be it (CY)

ERYICA, EYCA and Eurodesk organised a common training event for their members based on their needs in gaining skills and knowledge about different ways of reaching out to young people. The training took place in November 2019 and addressed the needs of youth service structures in optimising the **promotion and attractiveness** of their services among young people and establishing **efficient digital communication and outreach tools**.

Participants were communication strategists, youth information workers, and professionals dealing with communication and marketing of youth services in the member organisations of the three networks. The programme included workshops on **Artificial Intelligence and Fake News, Social Media Engagement, Digital Storytelling, Virtual Reality, and Communication Strategies**, as well as the possibility for the participants to discuss and exchange on issues they face in their everyday work, and exchange best practices.

General Objectives:

- To discuss and evaluate the main aspects to consider when promoting youth work and youth information and counselling services among young people;
- To identify common challenges ahead in the development and promotion of youth information; and
- To discuss possible solutions and best practices considering existing opportunities and tools.

The project aimed at broadening understanding of practices and policies in youth work internationally and at enhancing the modernisation and effectiveness of youth services.

The partners published the good practice booklet: [*Engage. Inform. Empower. A collection of best practices from the main European youth information and mobility networks on enhancing youth service promotion and outreach*](#), including **25 good practices from 13 different countries** across Europe.

Strategic Direction 3: **Quality and Youth Information Ethics**



Quality and ethics are fundamental aspects of youth work in general, and of youth information and counselling in particular. Youth information services operate on a **human rights-based approach** in their daily work. At the same time, quality youth information work enhances **young people's autonomy** by supporting their critical assessment of information and media outlets. This strategic direction seeks to frame youth information practices within a set of **ethical principles and guidelines** and to provide **quality assessment mechanisms** in a complex and changing environment.

Activities

Promotion and exploitation of the European Youth Information Charter

The new **European Youth Information Charter**, adopted by the 29th General Assembly of ERYICA, was introduced to all but one training manuals throughout the year. The **number of translations reached 26**, all available at eryica.org.

To further increase the implementation of the Charter principles, a Working Group compiled an [explanatory brochure](#) (see more details below).

The Working Group on the European Youth Information Quality Label also took the Charter as the **foundation of awarding the future Quality Label** and based its assessment tool on the Charter principles. Applicants for the Label, if they are not yet signatories of the Charter, will have to commit to it when they apply for the Label.



Adopting positive practices to promote and ensure young people's access to rights through reliable, complete and understandable information

In the course of 2019, a Working Group made up of ERYICA experts prepared [Ensuring Quality in Youth Information and Counselling](#) brochure in order to provide practical tips for the implementation of the new Charter to increase its outreach, and to support the future Quality Label applications. This user-friendly document gives practical ideas for the implementation of the Charter principles, showcases good practices and includes testimonies of young users of youth information services. It was developed in the framework of the Partnership between ERYICA and the Council of Europe (see [Projects](#) below).

The brochure is a good tool to contribute to putting these important principles into practice and further increase the quality of the provision of youth information in Europe and beyond. The brochure was published and printed at the end of 2019.



Encouraging our members to develop and apply quality management mechanisms and resources

Members are advised to apply ERYICA's [Quality Management tool](#) in the operation of youth information centres. A major further measure to apply quality management mechanisms will be the European Quality Label for Youth Information and Counselling (see [Projects](#) below).



Establishing a framework for ERYICA Youth Ambassadors

In the course of 2019, ERYICA has been exploring ways of creating a **framework for Youth Ambassadors**, who will become an integral part of the network, and ensure that the network remains focused on **young people's priorities and needs**. 2 current Youth Ambassadors were invited to attend the

30th General Assembly and run a workshop on this topic, in order to consult with the members and further develop the strategy for integrating Youth Ambassadors into the network. A **Key Action 2 Erasmus+ proposal** was submitted in winter 2020 for a 20-month project, including two training activities, one multiplier event and various other tasks, such as developing an online campaign and creating a MOOC on advocacy, that they should carry out as part of their mandate. This project will be carried out from autumn 2020.

Designing a European Quality Label for Youth Information

The development of a **European Youth Information Quality Label** for the youth information sector in Europe has started in the framework of the Grant Agreement with the Council of Europe in 2019 (see *Strategic Direction 4*). The first year of the planned two-year process has produced promising outcomes, including a draft assessment tool, and found preliminary answers to the major questions regarding the management and sustainability of the Label. See more in *Projects*.



European Youth Information Quality Label Working Group Meeting, Strasbourg, October

Projects

European Youth Information Quality Label – Council of Europe



Duration:

01/06/2019-29/02/2020

Coordination:

ERYICA (LU)

Partners:

De Ambrassade (BE), Youth Work Ireland (IE), CIDJ (FR), Infoklick (CH), Infotreff (BE), CoE Advisory Council on Youth



European Youth Information Quality Label Working Group Meeting Brussels, June

The ERYICA Strategic Plan 2018-2023 underlines the necessity of creating a European Youth Information Quality Label, easy to recognise by young people and designed to help them address the overload of information.

In this context, the partnership between the Council of Europe and ERYICA aims at creating a **European Youth Information Quality Label**. ERYICA created a working group who has been working during 2019 and produced the following outcomes:

- Collection of existing resources for quality assessment/management in youth information (YI) in a **desk research report**;
- Setting up of a **Working Group** on the European Youth Information Quality Label; definition of the group's mandate;
- **3 meetings of the Working Group** that developed the assessment tool and the management plan, as well as made recommendations for creating a sustainable structure for the implementation.
- Production of an **assessment tool** for the awarding of the Label;

- **Workshop during the ERYICA General Assembly**;
- **Open Dialogue Day** with youth information providers across CoE member states and involving different stakeholders of the Label;
- **Survey among youth information providers** across Europe about the planned structure of the Label;
- Production of a **proposal for the management and sustainability of the Label**:
 - Drawing up the **Terms of Reference** for a Task Force managing the Label process;
 - Production of *Ensuring Quality in Youth Information and Counselling-Practical tips for implementing the European Youth Information Charter brochure*.

The process will continue in 2020 with the piloting of the initiative, its fine-tuning, design of the label and dissemination. The label will be ready for use by youth information centres in Europe in 2021.

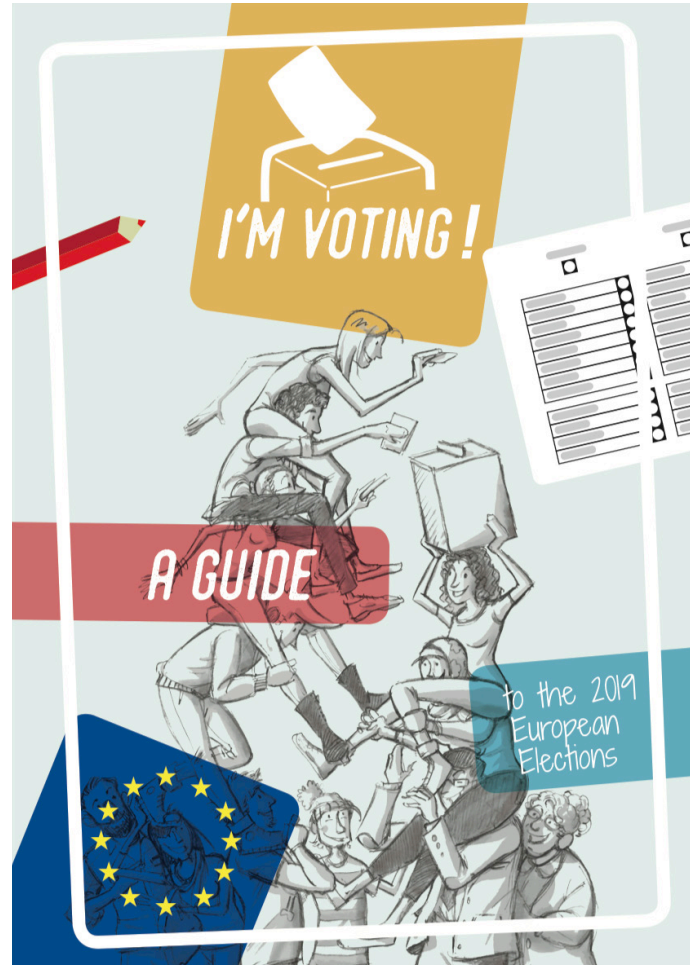




I'm Voting – A Guide to the European Elections 2019

At the beginning of 2019, ERYICA partnered with our Belgian member, [Fédération Infor Jeunes Wallonie-Bruxelles](#), to produce a brochure to **inform young people about the importance of voting in the 2019 European elections**. This brochure was written in [French](#) and translated into [English](#). The purpose was to provide objective, reliable and accessible information about the elections, as with access to such information, young people can become active citizens and decision-makers, basing their participation and decisions on quality information and guidance.

The brochure details the Who, What, Where, Why and How for the elections. As well as the brochure, a **social media campaign** was created to give further visibility to the brochure and raise awareness through different channels and in different languages.





EU Youth Conference, Romanian Presidency of the Council of the European Union, Bucharest, March

Strategic Direction 4: **Co-operation and Policy Advocacy**



This strategic direction aims to reinforce and deepen our **cooperation** with different international, national and regional institutions and partner organisations, while improving the **coordination** across sectors and at different levels. Our collaboration will be based on the **endorsement of common policy goals**, as well as the **development of concrete projects** and activities in priority areas. We will also seek to establish new strategic synergies, that aim to mainstream youth information and to reach out to more young people.

Activities

Council of Europe

Grant Agreement 2019

The objectives of the Grant Agreement for 2019 can be summed up as the following:

1. European Youth Information Quality Label

The development of a European Youth Information Quality Label (in 2019-2020) designed for and with young people and linked to a set of quality assessment criteria, mechanisms and tools. The Label shall be based on quality criteria, principles, indicators and assessment methods (see *Strategic Direction 3*).

2. Dissemination activities for Liaisons and other joint publications

The activities under the partnership between ERYICA and the Council of Europe in 2019 also included the promotion and dissemination of the manual *Liaisons* and other publications produced under the partnership throughout Europe. *Liaisons* was also translated into more languages.



CDEJ Meeting, Strasbourg, October

CDEJ and JCM Meetings: 18-20 March, Budapest, Hungary & 14-16 October, Strasbourg, France

ERYICA is an observer of the **CDEJ (European Steering Committee for Youth)**, a statutory body of the Council of Europe that co-manages the Youth activities and budget of the Department of Youth and Sport together, on an equal basis, with the Advisory Council on Youth (**Joint Council on Youth**). Meetings of CDEJ and the Joint Council have been seized as an opportunity to discuss youth information development with the responsible persons of the Ministries in charge of youth. The CDEJ-JC meet twice per year and ERYICA was represented at both meetings in 2019.

Meeting of the JCC: Strasbourg, 16 October

Since 1997, ERYICA activities with the Council of Europe have been developing within the framework of the Partnership Agreement that is maintained through the work of the **Joint Coordinating Committee (JCC)**. One JCC meeting took place in 2019, after the CDEJ-JC meeting in Strasbourg. The meeting defined the activities of the cooperation for 2020, which will be based on the development of a **European Quality Label for Youth Information**. The dissemination of **Liaisons** and other publications realised in the framework of the Partnership Agreement between the Council of Europe and ERYICA also remained a priority in 2019.



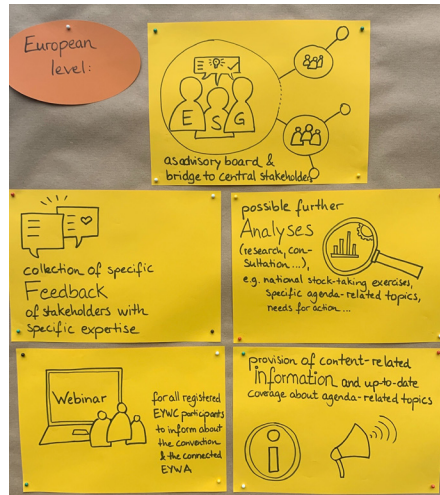
JCC Meeting, Strasbourg, October

Dissemination of CoE initiatives, activities and publications

The promotion of the [Youth Information Starters Kit](#), the [Compendium of National Youth Information and Counselling Structures](#), as well as the [Kit on Young People's Access to Rights](#), realised in cooperation with the Council of Europe and ERYICA, has continued. The activity has expanded with the promotion, dissemination and translation of the [Liaisons](#) toolkit. ERYICA also disseminated CoE publications, recommendations and policy documents.

INGOs platform Council of Europe

ERYICA holds participatory status in the [Council of Europe Conference of INGOs](#). The Conference represents civil society at the Council of Europe and works to promote participatory democracy. In addition to holding two annual sessions a year, it organises events linked to the priorities of the CoE. The status gives ERYICA a broader recognition at the CoE level as a whole. It also provides opportunities to meet INGOs in other sectors that work with the CoE, therefore increasing our capacity for cross-sectorial cooperation.



Steering Group on the European Youth Work Convention

The German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (BMFSFJ) will host the third [European Youth Work Convention](#) (EYWC) on 7-10 December 2020 in Bonn. ERYICA is part of the Steering Group based on the appreciated input provided during the preparation of the last EYWC. The first meeting of the European Steering Group took place in Bonn in October 2019 and focused on laying the foundations for managing the event and for filling it with content and giving it direction.

No Hate Speech Movement

ERYICA attended the study session held in Strasbourg in October 2019 that co-wrote and approved the statutes of a new NGO to continue the activities of the **No Hate Speech Movement**, and elected its Board. The new entity will function as an international network with two types of membership, full and associate members.

Artificial Intelligence and its impact on Young

ERYICA participated in the seminar organised in Strasbourg by the Council of Europe in December on **Artificial Intelligence**. It set out to discover and analyse different situations, possibilities and experiences in the youth sector of engaging with AI by discussing various approaches and understandings of AI, its impact on young people and the role of the youth sector in working with it.





EUROPEAN UNION

European Union

Cooperation with the European Union can be seen in the following frameworks and events:

EU Programmes (Erasmus+, Horizon 2020, EuropeAid, Europe for Citizens, EU4Youth, and other relevant programmes)

ERYICA participated in Horizon 2020, Media Literacy for All and Erasmus+ project proposals and projects throughout the year. See previous sections.

In July 2019, ERYICA was awarded an **Erasmus+ trophy** from the National Agency in Luxembourg for the projects carried out in 2018!

Operating Grant

ERYICA received an operating grant for 2018 and applied to receive an operating grant in 2019.



Meeting with the Directorate General for Education and Culture of the European Commission

ERYICA met with representatives from the **Youth Unit of the European Commission** at DG EAC to discuss opportunities for cooperation and mutual support regarding different initiatives and EU Programmes in the field of youth.

European Solidarity Corps consultations with stakeholders- Brussels, 30 September

The meeting took place in September and aimed to assess the current state-of-play of the **European Solidarity Corps** and to discuss the future of the programme and the humanitarian aid strand. ERYICA was able to provide input from the perspective of a stakeholder in the youth sector, but also as a potential beneficiary.

EU Youth Conference & EU Youth Dialogue

During the year, ERYICA attended the two **EU Youth Conferences** organised by the **Romanian Presidency** and the **Finnish Presidency** of the European Council.

- EU Youth Conference – Bucharest, March 2019
- EU Youth Conference – Helsinki, July 2019

Moreover, ERYICA was invited to take part in the **EU Youth Dialogue meeting** organised in Vienna in February. The main aim of the meeting was to discuss the future of the EU Youth Dialogue and the involvement of different stakeholders in the process.



Meeting with EC Youth Department at DG EAC Brussels, October

DiscoverEU stakeholders' consultation – Brussels, 21 October

ERYICA participated in a stakeholder consultation organised in September on **DiscoverEU** and highlighted the role of youth information in supporting this new programme.

Study on the landscape of youth representation in the EU

In June 2019, the European Commission (EC) carried out the [Study on the landscape of youth representation in the EU](#).

ERYICA participated in the survey and was one of the few INGOs **selected as “relevant stakeholder”** for an in-depth interview. The interview aimed to understand the opportunities and challenges for young people to participate in democratic life at EU, regional and local levels.



European Youth Week

ERYICA participated in different sessions, events, workshops and presentations of the **European Youth Week** in Brussels on 29-30 April. Among them, two flagship events with Commissioner Navracsics and a presentation of the new Erasmus programme.



Luxembourg NA awards an Erasmus+ trophy to ERYICA, July

European Media Literacy Week

ERYICA participated at the flagship event of the **European Media Literacy Week** organised by the European Commission in Brussels on 16-18 March.

European Week of Cities and Regions

ERYICA facilitated together with the University of Luxembourg a workshop during the European Week of Cities and Regions held in Brussels on 7-10 October. The event is organised annually by the **European Committee of Regions** and the **European Commission**. The workshop presented the results of the YMobility and MOVE research projects (2015-2018), showcasing the findings and discussing what could be further researched in the future.

Transparency Registry

ERYICA is part of the **transparency registry of the European Union**, which allows the Agency to participate in consultations with the European Parliament and in the EU Visitors Programme.



Meeting of National Working Groups of the EU Youth Dialogue Vienna, February



Partnership between the EU and the Council of Europe in the Field of Youth

European Platform on Learning Mobility (EPLM)

ERYICA is a member of the [European Platform on Learning Mobility](#) (EPLM), which aims to create a participatory space for exchange and cooperation between **practitioners, researchers and policy makers**. The Agency also participates in its Steering Group meetings in the course of 2019.



EPLM Conference, Ostend, April

Participation in the EPLM Conference “POWER of Learning Mobility Changing lives, changing society”, Ostend, 2-4 April

The **bi-annual conference of the EPLM** took place in Belgium under the title “**Power of Learning Mobility**”. The conference was comprised of keynote speeches (from practice, policy and research), power inputs (by young people on the stage), parallel workshops, connection to local community, launch of the Quality Framework, open space session on the last day to respond to changing needs during the process, and vision paper reporting.

Participation in other initiatives of the Partnership

- Promotion of the *Quality Mobility App* and the *Handbook on quality in learning mobility*
- Contribution to newsletters and publications
- Dissemination of publications and initiatives
- Contribution to European Knowledge Centre for Youth Policy (EKYCP)

- Strengthening the potential of youth work in Eastern Europe and Caucasus - Tbilisi, 27-28 November 2019
- Study on social inclusion of young people and digitalisation
- European Academy on Youth Work



Youth Information Congress organised by ANIJ Luxembourg, October

North-South Centre

Network of Universities on Youth and Global Citizenship

ERYICA participated in the preparatory session of the 20th University on Youth and Development.

UNESCO

Throughout 2019, ERYICA continued working in close collaboration with UNESCO, in particular the **Media Development, Communication and Information Sector**. This involved disseminating the [MILCLICKS](#) Movement throughout the network and encouraging Members to participate in the movement. ERYICA is a member of [GAPMIL](#), the **Global Alliance for Partnerships on Media and Information Literacy**, and was part of the International Organising Committee of the **UNESCO Global Media and Information Literacy Week 2019**. This year's Global MIL Week was celebrated under the theme "MIL citizens: Informed, Engaged, Empowered".

We participated and supported the organisation of the feature event organised in Goteborg on 24-26 September 2019, which gathered over 300 participants. The outcomes of the **DesYlgn project focus groups** (see Strategic Direction 2) were presented at the conference in collaboration with Abo Akademi University. We were part of an expert panel at the opening of the **UNESCO MIL Youth Forum**.



Other Stakeholders

3 networks collaboration

In the spirit of the **Memorandum of Understanding** signed in 2016, the 3 networks continued their collaboration throughout the course of 2019. This meant applying for and organising the Erasmus+ project 'Enhancing Youth Services Promotion and Outreach' in November 2019 (see more in *Strategic Direction 2, Projects*). The collaboration will continue in 2020.

As result of this collaboration, a good practice booklet from the 3 networks was published and a couple of joint newsletters were sent to the members of all the networks.

Eurodesk

- Eurodesk General Assembly - Bergen, 17-18 September 2019
- Joint Seminar Eurodesk/Salto P&I – Bergen, 17-18 September 2019

European Youth Card Association (EYCA)

- General Assembly European Youth Card Association – Ljubljana, 6-8 June 2019

Exploring closer cooperation with the European Youth Forum and its members

During several events and meetings throughout the year, ERYICA had the opportunity to exchange ideas with representatives of the European Youth Forum.



Eurodesk General Assembly, Bergen, September

Establishing cooperation frameworks with other stakeholders at national, European and international level, such as:

- European Peer Training Organisation (EPTO)
- Cooperation with Salto Participation and Information
- The Good Lobby
- European Association for Regional and Local Authorities for Lifelong Learning (EARLLAL)
- Europe Goes Local Network
- European Citizen Action Service



Alexander Mäkelä from The Good Lobby during the 3 networks training, Palma de Mallorca, November

Other Institutional Stakeholders

Collaboration with Ministries responsible for Youth and national/regional/local authorities:

- Charter signature Ministry of Youth Croatia – Zagreb, 9 May 2019
- 3rd National Forum of Youth Centres in Ukraine – Bucha, 22-24 May 2019



Charter signature Ministry of Youth Croatia, Zagreb, May

International Capacity-building

Special membership fee scheme for NGOs in low or lower-middle income countries

The Governing Board of ERYICA established a special membership fee scheme for non-governmental organisations based in low or lower-middle- income countries. The aim is to allow civil society organisations active in the field of youth and willing to develop and establish youth information and counselling services to become ERYICA Co-operating Organisations and access our capacity-building and training opportunities.

Projects and Activities included:

- Liaisons training Azerbaijan – Shirvan and Ganja, 25-29 November 2019 (in cooperation with the UN International Organization for Migration and USAID)



Strategic Direction 5: **PR & Communication**



Efficient communication is key for the ERYICA members to stay updated and informed about the network's activities and opportunities. It is also a requisite for promoting youth information and counselling vis-à-vis our stakeholders. **Raising visibility of ERYICA also means contributing to the visibility of our members.**

In the framework of our communication strategy, ERYICA will continue to explore new ways to **smooth the path of the information flow** between the Secretariat, the Governing Board and our members and with our stakeholders at different levels



Professionalisation of our communication – Communications Manager recruitment

A Communications Manager position was created in 2019. The new staff member joined the ERYICA Secretariat in October. Since then, a new communication strategy for online and offline channels has been designed and implemented.

Promotion and dissemination of our work through the ERYICA website, social media channels and communication tools

Website

ERYICA's [website](#) was updated regularly with news related to the youth field, our members and other relevant information.

In 2019, the ERYICA website received **26,400 unique visitors**, **44.3% more than the previous year**. The different pages of the web were seen more than 45,700 times during the year, which means an increase of 16.1%.

SHeryica

The [SHeryica Facebook group](#) serves to enhance **collaboration between youth information work professionals** from a variety of backgrounds and levels. The aim of this group is that youth information professionals can exchange ideas on upcoming projects in the youth information field, share individual competences, discuss experiences and exchange good practices. The old page is no longer used. A new strategy for the SHeryica Facebook Group was designed, which involves a rotating calendar of publications for our members. The aim is to ensure a continuous flow of content in the group by different contributors. The strategy will be piloted in the course of 2020.

Social Media

Daily, ERYICA posted opportunities, news and research which is interesting for our members on the different social media platforms. The ERYICA [Facebook page](#) accumulated **4,860 followers**, a 22.66% increase since the beginning of 2019. The engagement has increased significantly in the last year around 90%.

ERYICA's [Twitter](#) account reached **1,541 followers**, an increase of 30.12% since the end of 2018. Moreover, ERYICA continued building its community on [Instagram](#) where we counted **667 followers** by the end of 2019.

Newsletters

3 ERYICA newsletters were sent in 2019 to keep the members updated with the latest news of the network, as well as to share good practices from our members with the network and our stakeholders. **2 joint newsletters with Eurodesk and EYCA** were sent in 2019.

Moreover, **four Governing Board bulletins** were sent after each meeting.



Improvement of tools and strategies to better communicate to our members the resources and opportunities made available to them by ERYICA

A **calendar of publications** and several tracking tools were set up in order to identify any interesting information about the youth field around Europe.

Improvement of tools and strategies to better communicate to our members the ERYICA resources and opportunities

During the year, the ERYICA Secretariat and Governing Board members had the opportunity to **visit some of our members** and youth centres from the network. Some examples are: Luckan, Infokilck.ch, luventa, Zajednica, CIDJ, Young Scot, ENTK, ANIJ, IPDJ Evora Youth Centre, IAJ, Coslada Youth Information Centre (Madrid), IVAJ's Youth Centre and Hostel La Florida (Alicante).

Enlargement of the network by attracting new members

The membership of our network has experienced growth in 2019, with **2 organisations joining**: SpunOut.ie (Ireland) Affiliated Organisation and ŠKUC Association - Ljubljana Network of Info Points (Slovenia) Co-operating Organisation.



youth information showed me...



Annual members' evaluation survey

Towards the end of 2018 and beginning of 2019, the Secretariat launched a **Members' Survey**, which aimed to map the ERYICA network. The information collected provides evidence for advocacy work and underlines the importance and outreach of the ERYICA network vis-à-vis decision makers and stakeholders. Furthermore, the results ensure the visibility of youth information in Europe and allowed us to find out more about our network, showcasing ERYICA's presence across the continent.

European Youth Information Day

The 17th April traditionally gives space to the activities of the European Youth Information Day, promoting youth information and counselling. In 2019, ERYICA ran the campaign '**Youth Information Showed Me...**' Members, stakeholders and young people were invited to take a moment to post a selfie, and write something that they have discovered thanks to youth information services. For example, 'Youth information showed me I could volunteer abroad!' or 'Youth information showed me where to find information about health services in my area!' Overall, **27,348 people were reached through social media**.

As well as this European initiative, youth information services in different countries were also invited to organise activities with young people on this day, making the most out of the opportunities for promotion and visibility that this campaign offered.

General Data Protection Regulation (GDPR)

The ERYICA Secretariat attended information events on GDPR in 2019, to ensure that there is an understanding among the staff of the measures needed for compliance with GDPR regulations.



*Jaana Fedotoff, ERYICA President with Edgar Schlümmer
ENTK Director, Tallinn, April*



*Participants at the 30th ERYICA General Assembly,
Tallinn, April*

Internal Matters

30th General Assembly Tallinn, Estonia, 15-17 April 2019



The 30th General Assembly (GA) was hosted by Eesti Noorsootöö Keskus (ENTK) Member Organisation of ERYICA. The event convened 64 participants from 19 countries.

The agenda included the following main points:

- Adoption of the Report of the 29th General Assembly;
- Presentation and approval of the Report of Activities 2018;
- Approval of the closed financial accounts 2018 and the forward budget of 2020;
- Release of Governing Board and Director for accounts, duties and responsibilities for the year 2018;
- Presentation and election of candidates to Governing Board and Presidency;
- Appointment of external and internal auditors;
- Editing and approval of the Work Programme 2019;
- Workshop on how to organise an ERYICA eLearning course;
- Presentation of the outcomes of the Working Group on the Quality Label for Youth Information;
- Presentation and discussion on the Youth Ambassadors Framework;
- Presentation of stakeholders;
- Keynote speakers on Artificial Intelligence and applying virtual reality to youth information services;
- Presentation of ERYICA projects;
- Possible initiatives and activities for 2020; and
- Elevator pitch on Members' projects and good practices from the network.



70th Governing Board meeting, Helsinki, February



72th Governing Board meeting, Tallinn, September

Governing Board

The ERYICA Governing Board had 4 meetings in 2019, in the following venues and dates:

- **Meeting 70:** Helsinki, Finland (14-15 February 2019); hosted by Koordinaatti
- **Meeting 71:** Tallinn, Estonia (14-15 & 17 May 2019); hosted by ENTK
- **Meeting 72:** Tallinn, Estonia (9-10 September 2019); hosted by ENTK
- **Meeting 73:** Brussels, Belgium (2-3 December 2019); hosted by ERYICA



The members of the Governing Board until the 30th General Assembly were:

President:

Jaana Fedotoff (Koordinaatti, Finland)

Vice Presidents:

Daniel Poli (IJAB, Germany)

Josep Moliné (Catalan Youth Agency, Spain)

Treasurer:

Miriam Teuma (Aġenzija Żgħażaġh, Malta)

Members:

Claire Conlon (CIDJ, France)

Sif Vik (Forum for

Ungdomsinformasjonskontor, Norway)

Patrick Burke (Youth Work Ireland, Ireland)

Matjaž Medvešek (Zavod MISSS, Slovenia)

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President:

Jaana Fedotoff (Koordinaatti, Finland)

Vice Presidents:

Patrick Burke (Youth Work Ireland, Ireland)

Josep Moliné (Catalan Youth Agency, Spain)

Treasurer:

Menelaos A. Menelaou (YBC, Cyprus)

Members:

Claire Conlon (CIDJ, France)

Matjaž Medvešek (Zavod MISSS, Slovenia)

Kadri Koort (ENTK, Estonia)



Meeting of the French-speaking Working Group, Luxembourg, October



Meeting of the Ibero-Insular Working Group, Evora, October

ERYICA Working Groups

Several Working Groups have undertaken specific tasks to move the development of the network and the organisation forward. The creation of Working Groups (WG) is a great way of **combining Members' expertise and ERYICA's European outreach** for the development of youth information and counselling. In 2019, the following Working Groups were active:

- ERYICA Working Group on Training and Capacity-building System
- Working Group on the European Youth Information Charter's Brochure
- Working Group French-speaking Members
- Working Group Iberian Members
- Working Group on the European Youth Information Quality Label

Staff

In 2019, the **ERYICA Secretariat** consisted of the following staff members:

- Eva Reina, Director;
- Imre Simon, Development Manager;
- Jessica Walker, Project Manager;
- Beatriz Terreros, Communications Manager;
- Aurélie Lebreton, Accountant (part-time until July);
- Lise Duhamel, Accountant (part-time from July);

Internships at ERYICA

Interns under the **Erasmus Placement Programme** continue forming an integral part of the ERYICA Team. As well as reinforcing ERYICA's European identity and ensuring the involvement of young people in our everyday activities, the placement provides an opportunity for the trainees to get to know more about youth information and counselling services and at the same time gain work experience.

Erika Branca from Italy and Deborah Maforikan from the UK supported the activities of the Secretariat in 2019.

AVIGNON INFO JEUNES

Membership

As of 31 December 2019, ERYICA's membership counted **28 Members**, **7 Affiliated organisations** and **5 Cooperating organisations** in 27 countries.

Youth information Centre of Avignon, France, during the international theatre festival, July 2019

Members



Austria (1)

Bundesnetzwerk Österreichische Jugendinfos

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Belgium (4)

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De Ambrassade

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CIDJ - Centre d'information et de documentation pour jeunes

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FIJWB - Fédération Infor Jeunes Wallonie - Bruxelles

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Finland (1)

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ERYICA at a Glance





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