



# annual report 2020



# annual report 2020

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Dear Reader

Welcome to ERYICA's  
annual report 2020!

First of all, I would like to thank all of our members, partners and stakeholders for their effort to work for better information services and landscape for young people during the challenging year 2020. It was not always easy when the whole world was confronted with Covid-19, and the full extent of this crisis is still unknown. However, we were fruitful and found innovative ways to work together and with young people. You did a fantastic job. My warmest congratulations!

Covid-19 has challenged all the transitions to adulthood and autonomy of young people. Young people are coping and will cope with the short-term and long-term impact of the new normal. For ERYICA, it is essential, also in line with the European Youth Information Charter, that youth information services are always evidence-based, ready to adapt, and grounded on young people's changing needs.

As always, ERYICA's annual report is an excellent overview of the past, but at the same time, it gives a picture of where we are going.

Over the years, the activities of the organisation have become more and more professional and even better serve the needs of ERYICA's membership. Our strategy supports sustainable operations and the long-term development of work. One significant change has been that the duration of the strategy has

been extended, and its implementation is regularly evaluated. The decision of ERYICA members has shown that long-term planning carries us even in challenging and unexpected times.

The goal of all our work is and has been to strengthen active, inclusive activities and networking opportunities. I believe that such work will also continue in the future. 2020 is my fifth year as a President of ERYICA, and these lines are part of my fifth foreword for ERYICA's annual report. During the last years, I have been part of our joint work, and I have seen our organisation's development and strategic changes. Today, we are a strong, competent and influential organisation. This is something we all have done together. We are stronger together!

In the near future, ERYICA should continue tackling topics like the well-being and health of young people's minds and continue working on green values and sustainable development. We should also focus on improving young people's peer activities and participation in youth information and counselling services. What we learnt last year is something valuable. We gathered significant new knowledge and experience in delivering youth information services and reaching out to young people, and thus we should continue exploring it.

I would like to offer my thanks to our members and a warm welcome to the new ERYICA members who joined us in 2020. My warm thanks also to our partners and stakeholders for their professional cooperation and support of 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 exceptional and committed work. 2020 was a productive year in many ways, and we reached again all the goals set for the period and more. We might not have carried on everything as planned, as some projects took more time than foreseen, but instead of giving up the plans, we focused on new ways to implement them. You can learn more from the results in this annual report 2020!

Best regards,



**Jaana Fedotoff**  
ERYICA President

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...in 24  
countries

eryica

58

represented the network at events

6

training courses

84

participants

4

countries

training

facebook

5.282

fans (+20%)

1.811

followers (+18%)

twitter

instagram

1.157

followers (+73%)

2020 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?

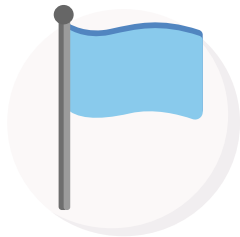


The **European Youth Information and Counselling Agency (ERYICA)** is an independent, international, non-governmental and non-profit association composed of national and regional youth information coordination bodies and networks. It works to intensify European and international cooperation in the field 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 2020, our network consisted of 27 Members, 5 Affiliated organisations and 3 Co-operating organisations in 24 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

The COVID-19 pandemic had a major effect on face-to-face training delivery. As a consequence, ERYICA issued only **84 certificates** to the participants of **6 training courses in 4 countries**:

### ERYICAdeMy - Training of Trainers in Youth Information and Counselling

- October-December 2020 (blended learning)

### YIntro - Stepping into Youth Information

- Finland (eLearning), 12 October - 22 November 2020
- Zabok, Croatia (blended learning), 6 March - 31 May 2020
- Pärnu county, Estonia (blended learning), 6 February - 6 March 2020
- Elva county, Estonia (blended learning), 13 January - 6 March 2020
- Hiiumaa, Estonia, 13-14 January - 10-11 February 2020

For the eTraining on Service Design, see *Strategic Direction 2* below.

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

The first edition of the new **ERYICAdeMy - Training of Trainers in Youth Information and Counselling** programme was launched in September 2019 and was supposed to end in May 2020. However, the second face-to-face activity, foreseen for April 2020, could not be held due to the COVID-19 pandemic. ERYICA requested a prolongation of the project and the ToT was finished fully online by the end of the year.

The **20 participants** who successfully completed the programme have been certified to deliver **5 face-to-face and 3 online courses** of the ERYICA training system, considerably enriching the availability of ERYICA training opportunities across the network.

Due to the prolongation of the ToT cycle, implementing the feedback and experience from the pilot has been shifted to 2021. On the other hand, the restructuring and update of the **ERYICA training guidelines** has been accomplished as planned, as well as the creation of the eLearning guidelines.

## 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

## Promotion, re-edition and translation of “Liaisons”- ERYICA

In the framework of the partnership agreement between the Council of Europe and ERYICA, the Liaisons manual has been further improved and promoted. A revision and update of the English version executed. In 2020, Liaisons has been translated into Portuguese, Spanish and Catalan.

Read more about the CoE-ERYICA partnership under *Strategic Direction 4*.



Launch of Lligams and Enlaces, the Catalan and Spanish translations of Liaisons, September 2020

# ERYICAcademy – 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).



The **ERYICAcademy - Training of Trainers in Youth Information and Counselling** was set out to solve the challenges experienced in the ERYICA trainers' pool by training new trainers, and certifying them to deliver the **YIntro, Digital YIntro, Advanced YIntro, JIMMY and YoMIM training courses**, both in face-to-face and eLearning settings. The longest training programme ERYICA has devised was planned to include 2 eLearning phases and 2 residential training courses – which was of course overwritten by the pandemic. The Secretariat requested a one-

year prolongation of the project duration. In the end, the last residential course face-to-face was completed online.

**20 candidates completed the full programme** and some of them have already engaged in the field, e.g. as shadow trainers at ERYICA courses.



## 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

## Exchange of best practices on youth information work

In cooperation with Eurodesk and EYCA, ERYICA sent two newsletters the past year, one of them focused on good practices on **youth information in times of pandemic**. The newsletter gathered the initiatives and activities organised by the members of the three networks during the hardest months of the pandemic.

In September, we published the 6th edition of the biannual publication “SHERyica- Good Practice Booklet”, gathering **more than 35 practices** from the ERYICA members. This booklet presents a **large selection of quality examples** to inspire different youth information and counselling contexts

ERYICA also supports Working Groups among different members of the network. In 2020, this included the **Ibero-insular and French-speaking Working Groups**. Read more under *Internal Matters, Working Groups*.



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

In 2020, the DesYIgn Working Group started the development of a toolkit and an eLearning course. 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

ERYICA continued our involvement in the **promotion of media and information literacy (MIL)**, which manifested in a webinar organised for the UNESCO Global Media and Information Literacy Week, with the participation of the Co-chairman of the UNESCO MIL Alliance as keynote speaker. Read more about it and ERYICA's involvement in the UNESCO MIL activities in *Strategic Direction 4*.

In 2020, ERYICA submitted the project proposal MedYIa in cooperation with the French-speaking Working Group (See *Projects* below), which was approved for funding. The project started in November 2020.



## Exploring trends and innovation in the provision of youth information and counselling across Europe.

Activities in 2020 included the analysis of the ERYICA survey on the **state-of-the-art of youth information and counselling services in Europe**, which served as a basis to map youth information services across Europe and to compile the *Youth Information and Counselling in Europe in 2020* publication. It was part of the Partnership Agreement with the Council of Europe in 2020 (read more under Strategic Direction 4).

Another major project in this area was the definition of the youth information worker profession for the **European Skills, Competences, Qualifications and Occupations Database** (ESCO) in co-operation with Eurodesk, members of both networks and other partners (read more under *Strategic Directions 3 and 4*).

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

The DesYlgn Focus Groups Report was prepared in collaboration with Åbo Akademi University (see *DesYlgn project*) and further promoted.

ERYICA was invited to provide some input at one of the panels organised on the occasion of the final event of the **Horizon2020 Euryka project** in January 2020. The panel was related to the impact of inequalities on youth participation patterns. The Euryka project was coordinated by the **University of Geneva** and provides systematic and practice-related knowledge about how inequalities mediate youth political participation. It brought together researchers and civil society practitioners from nine European countries.

## 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 new joint publication *Greening Youth Information Services*; and
- Promoting the *DesYlgn Focus Group Interview Research* results and its *Italian* and *Spanish* translations, at different moments and events throughout the year.



## 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).



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 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 2020, the *DesYIgn Focus Groups Report*, has been published, translated and promoted, the development of the toolkit has been almost fully completed, and the development of the related eLearning course has been drafted on the DOYIT eLearning platform. Due to the prolongation of the project duration and following a short interruption of the work because of the Covid-19 pandemic, the complete finalisation and piloting of these outputs will take place in the first half of 2021.

# MedYIa – Youth Information vs. Disinformation: Media under the Microscope! Erasmus+



## Duration:

01/11/2020 – 30/09/2022

## Coordination:

Infotreff (BE)

## Partners:

ERYICA (LU), Agence Nationale pour l'Information des Jeunes (LU), CIDJ (BE), InforJeunes Luxembourg (BE), CIDJ (FR), Fédération InforJeunes (BE)



The aim of this project is to provide youth (information) workers with **resources and tools to carry out MIL related activities with young people**, so they are better equipped to navigate the information that they access every day.

This project is aimed at actors in contact with young people: youth workers, youth information workers, educators, teachers, social workers, etc.

The project objectives are:

- Carry out a targeted survey to youth information workers to assess their MIL needs and skills. Based on the results of this survey, there will be a focus group with young people. The aim will be to identify missing resources and existing good practices. The results of both the survey and the focus group will be analysed in a report;
- Create a toolbox for youth professionals with a selection of MIL related resources grouped and structured by topic;
- Create a pedagogical scenario for

professionals that gives them the skills to be able to use properly the tools and resources of the toolbox;

- Organise a 'live the toolbox' day in each country/community to disseminate the toolbox among professionals in the field, compile feedback to improve it, help develop the pedagogical scenario and ensure a multiplier effect; and
- Organise a 'live the toolbox' day for young people to ensure that the outputs of the project are relevant and useful to them.

Finally, a multiplier event will be organised in Brussels at the end of the project, targeted at several stakeholders working in the MIL field. It will showcase what has been produced in the framework of the project to the target group and other stakeholders outside of the project partnership (e.g. other countries, other organisations). Equipping professionals and multipliers, such as youth organisations, will help to ensure that young people can develop the critical thinking and skills necessary to navigate the information overload, and contribute to producing and sharing digital content responsibly.

# SMaRT-EU: Social Media Resilience Toolkit - Media Literacy for All



## Duration:

October 2020-October 2021

## Coordination:

Cooperativa de Formasao e Animasao  
Cultura – COFAC

## Partners:

Ponty (ES), DKMK (HR), IMEC (BE), Tartu  
University (EE), and ERYICA (LU)



Social Media Resilience Toolkit - SMaRT-EU is a project funded by the Media Literacy for All Programme of the European Commission. It aims to **provide tools, tips and resources to train young people, digital immigrants (+50) and also the intermediaries who work with them.** On media and information literacy. It focuses on how to read media - particularly social media; critically understand how social media represent people and issues; and how to navigate social media with critical consciousness and fact-checking skills.

SMaRT-EU works across these **two generations and across five European countries** (Portugal, Spain, Croatia, Belgium, and Estonia) and seven languages (English, Portuguese, Spanish, Croatian, Dutch, Estonian and French). The partners involve diverse groups to ensure that the project reaches digital natives and migrants from different backgrounds and cultures.

During the project timeline, there will be five main activity streams:

- Tools for social media resilience,
- Participative activities with local intergenerational communities, using social media,
- Online platform,
- B-learning course and final workshop,
- Youtube news.

By these activities, SMaRT-EU aims to:

1. Produce a range of open access, tools, for use within social media spaces, for social-media resilience accompanied by intergenerational community training materials.
2. Develop a transferable methodology to work with different communities and to enhance the social media resilience of young and senior citizens. The aim is to reduce the potential impact of 'fake news' and the negative effects of social media, by enable responsible media use for civic engagement.
3. Provide EU leaders with data, generated through participative methods, to capture how citizens from different generations experience online fake news, social media and civic engagement through digital media.

## 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 European Youth Information Charter, adopted by the 29th General Assembly of ERYICA, reached **28 translations**, all available at [eryica.org](http://eryica.org).

To further increase the implementation of the Charter principles, a Working Group compiled the explanatory brochure *Ensuring Quality in Youth Information and Counselling*, which has reached **8 languages by the end of 2020**.

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.

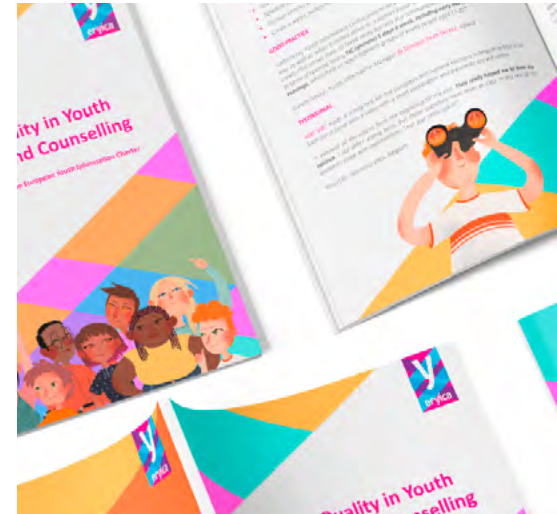


## Adopting positive practices to promote and ensure young people's access to rights through reliable, complete and understandable information

In 2020, ERYICA together with Eurodesk, developed *Greening Youth Information Services*, a guide that explore the role of youth information work in the context of the climate emergency (see more in Projects).

Moreover, the first ever *ERYICA Green Policy* was developed and approved in 2020. The purpose of this document is to set out concrete areas and targets that ERYICA will commit to over the coming years, as well as measures that we will keep on taking to reduce our negative impact on the environment.

“Climate Changes. Truth does not” was the slogan of the **European Youth Information Day 2020** campaign that explored the climate emergency through the youth information perspective. The campaign invited young people to reflect critically and encouraged youth advocacy through a social media campaign and a series of activities.







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

ERYICA and Eurodesk built a partnership with SALTO Training & Cooperation and the EU-CoE Youth Partnership to propose a definition of youth information worker and youth worker for the European Skills, Competences, Qualifications and Occupations database (ESCO).

Eurodesk and ERYICA decided in 2020 to launch a joint Working Group to develop a **competence framework for youth information workers**, to be released by the end of 2021. The aim is to raise awareness on the profession, contribute to the quality of the sector, and propose a model for governmental actors willing to develop or revise their own competence frameworks.



## Establishing a framework for ERYICA Youth Ambassadors

In the past couple years ERYICA has been exploring ways of creating a **framework for Youth Ambassadors**, who can become an integral part of the network, and ensure that the network remains focused on **young people's priorities and needs**. A 20-month Erasmus+ Key Action 2 project aiming to develop this framework started in September 2020. The project brings together 11 partners and aims to build a structured and permanent network of Youth Ambassadors participating in the ERYICA decision-making processes (see Projects below).



# Projects

## European Youth Information Quality Label – Council of Europe



## European Youth Information Quality Label



### 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

For the last two years, the central activity of the partnership between the Council of Europe and ERYICA was the **creation of a European Youth Information Quality Label**. With the help of a Working Group, this objective was accomplished through different activities and outcomes achieved in 2020:

- Fine-tuning of the application procedures for awarding the Label according to different models;
- Testing and piloting with youth information services and users (young people);

- Label design and dissemination plan: design competition for young people and brand book by a design agency;
- Dissemination event of the Label online on 1 December 2020; and
- Establishment of a Task Force for piloting and supervising the implementation of the Label from 2021.

Read more about the Partnership Agreement with the Council of Europe under *Strategic Direction 4*.

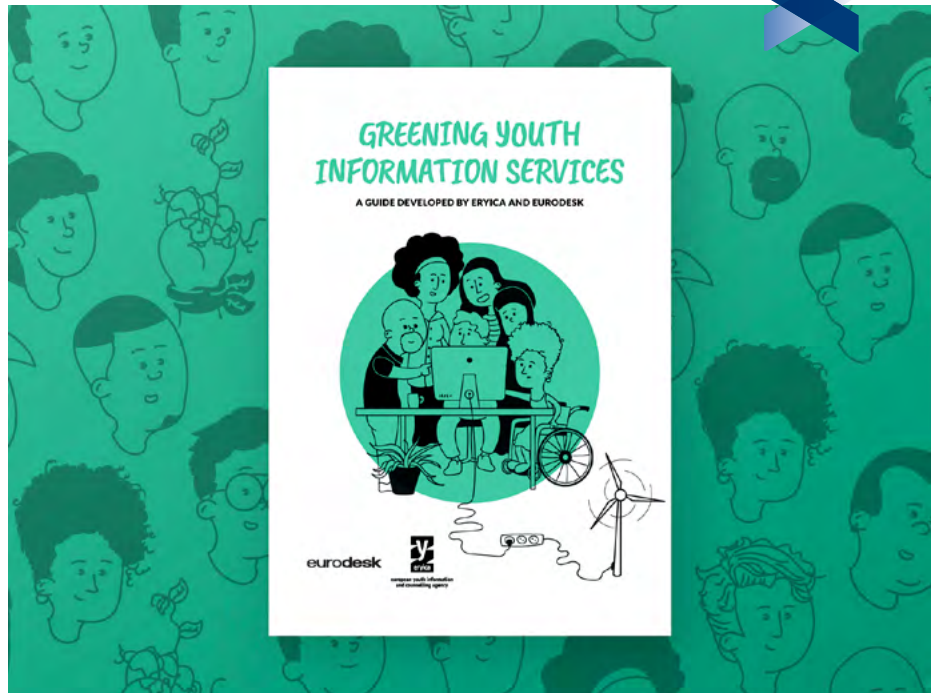


## Guide on Greening Youth Information Services – ERYICA/Eurodesk cooperation

On June 2020, ERYICA and Eurodesk presented Greening Youth Information Services, a guide that explores **the role of youth information work in the context of the climate emergency**. The guide provides concrete tips and examples of good practices when it comes to designing and providing greener youth information services.

It also showcases how to inform, engage and empower young people on environmental sustainability. The objective is to **raise awareness about the importance of greener youth information strategies and youth programmes** among service providers and policymakers. The publication is complemented with policy recommendations, examples of non-formal education activities and a green glossary.

The guide is available in *English* and *French*. New translations are foreseen during 2021.



# Youth Ambassadors and YInfoPEERs – Erasmus+ KA2



## Duration:

01/09/2020-30/04/2022

## Coordination:

ERYICA (LU)

## Partners:

Youth Work Ireland (IE), Creativitas (LT), Mladiinfo (MK), Logo (AT), Catalan Youth Agency (ES), Cyprus Youth Council (CY), Valencian Youth Council (ES), ZICM (HR), MISSS (SI), Agenzija Zghazagh (MT)

The overall objective of the project is to train young people across Europe to become ambassadors for young people's right to information, to be able to carry out local-level trainings with their peers, and to gain skills and competences in different important areas that will help them to influence decision-making processes (digital communication, social networks, video-making, advocacy etc.). In the course of this process, through their involvement with ERYICA and the different partner organisations, the Youth Ambassadors will also influence European and national/local level decision-making processes in the youth field, highlighting the importance of youth information and counselling.

The main project activities and intellectual outputs consist of:

- Co-creating and piloting the Youth InfoPEERs training manual, where young people will become peer educators in youth information and learn about the

importance of grassroots level peer-to-peer activities to ensure that more young people know about and make use of youth information and counselling services;

- Co-creating and piloting the INFObassadors training manual, where participants will learn about advocacy and decision-making processes at European level;
- Creating and producing the iAdvocate Online MOOC on carrying out a successful online advocacy campaign designed by young people targeted at young people and youth organisations;
- Creating and implementing an online campaign, the theme of which will be decided on during the trainings, but will be closely related to Youth Goal 4 and the SDGs;
- Organising a European level seminar for decision-makers to raise awareness about the importance of accessing reliable and full information; and
- Carrying out national/local-level training multiplier.

# ESCO: European Skills, Competences, Qualifications and Occupations – ERYICA/Eurodesk/ Salto/EU-CoE Partnership



*ESCO* is the European multilingual database on Skills, Competences, Qualifications and Occupations run by the European Commission, Directorate-General for Employment, Social Affairs and Inclusion. As it contained the occupation of a “youth worker” (with often erroneous translations) and not that of a “youth information worker”, ERYICA and Eurodesk joined forces with SALTO and the EU-CoE Youth Partnership to better this situation. A survey and a report on the survey were part of this project.

Following its success, ERYICA and Eurodesk decided to take this procedure a step further and established a European working group to devise a competence framework for youth information workers. The results are expected in 2021.



## Youth Partnership

Partnership between the European Commission and the Council of Europe in the field of youth



## 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.



## Council of Europe

### Grant Agreement 2020

The objectives of the Grant Agreement for 2020 can be summed up as the following:

#### 1. European Youth Information Quality Label

The continuation of the development of the European Youth Information Quality Label constituted the backbone of the Partnership Agreement in 2020. Further development activities of the Working Group, the pilot process and the launch event were the main milestones.

#### 2. Mapping Youth Information in Europe in 2020

After the overview of 2013/2014 which resulted in the Compendium on National Youth Information and Counselling Structures, a major mapping of the youth information scene has been executed and its results have been published.

#### 3. Translation and dissemination of the Ensuring Quality in Youth Information and Counselling brochure

Due to the revision of the budget because of the changes prompted by the COVID-19 pandemic, this previously unplanned element was added and consequently the Ensuring Quality in Youth Information and Counselling brochure was translated to new languages

and disseminated with deeper impact.

#### 4. Dissemination activities for Liaisons and other joint publications

The activities under the partnership between ERYICA and the Council of Europe in 2020 also included the promotion and dissemination of the manual *Liaisons* and other publications produced under the partnership (Compendium on national youth information and counselling structures, Info-rights Kit, Youth Information Starter Kit, etc.) throughout Europe. *Liaisons* was also translated to Portuguese, Spanish and Catalan as a voluntary contribution of our members.



### CDEJ and JCM Meetings: 12-14 October 2020, Online

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-JCM met once in 2020. ERYICA was represented at the meeting.

### CMJ informal thematic debate on Climate crisis and global governance: 17 June 2020

The objective of this informal thematic debate was to explore the effect of the climate crisis on young people's access to rights, and to reflect on the scope for the Council of Europe youth sector to respond to this challenge.

## Meeting of the JCC: 8 October 2020

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 2020 online and was the occasion to report to the Council of Europe on the last year of ERYICA activities within and outside the Partnership Agreement of the two institutions. The meeting approved ERYICA's concept note proposal for 2021.



CONFERENCE OF INGOs  
OF THE COUNCIL OF EUROPE  
CONFERENCE DES OING DU  
CONSEIL DE L'EUROPE

## 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* and the **European Youth Information Quality Label**. An event was held on 1 December 2020 to disseminate the outcomes of the project. ERYICA also provided dissemination for 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.



## No Hate Speech Movement

In 2019, the **No Hate Speech Movement** was transformed into the **No Hate Speech Network**. The new entity will function as an international network with different types of membership. The NHSN invited ERYICA to become an observer of the Network. This status provides an opportunity to follow the activities of the Network and collaborate on them, while it does not induce any financial or legal obligation, or the right to vote.





EUROPEAN UNION

## European Union

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

### EU Programmes

ERYICA participated in several Erasmus+, Media Literacy for All and European Youth Together project proposals and projects throughout the year. See previous sections.

In December 2020, ERYICA was awarded an **Erasmus+ trophy** from the National Agency in Luxembourg for the projects carried out in 2019!

### Operating Grant

ERYICA received an operating grant for 2020 and applied to receive an operating grant in 2021.



## European Solidarity Corps consultations with stakeholders

The event, organised by the European Commission in January 2020, collected feedback and proposals from users of the programme. It offered several workshops as well, including one on green events and meetings, which provided good input for the Greening YI publication

## DiscoverEU stakeholders' consultation

In the framework of the **18th European Week of Regions and Cities**, ERYICA was present at the session "Youth Discover Green Europe" in October 2020. The event was mainly a promotion for DiscoverEU and also presented the latest developments of the programme, including the green initiatives in line with the new Erasmus+ Programme.



## Digital Education Action Plan Update consultation with stakeholders

The main points highlighted by ERYICA were the lack of references in the current plan to: non-formal education, digital youth work, youth information, learning spaces outside formal education, or young people as a more inclusive group than students.

*Luxembourg NA awards an Erasmus+ trophy to ERYICA, December*

## Media Literacy for All

ERYICA participated in the event “Get your facts straight! Fighting disinformation and fake news through media literacy” organised in the framework of the **All Digital Week** and the Media literacy week and funded by the Media Literacy for All Programme of the European Commission. During the event the different speakers examined disinformation through the lens of successful educational approaches for all citizens. It brought together experts in the field of digital skills and media literacy, fact-checking organisations, representatives of the EU institutions, NGOs, citizens and companies.

Besides this, ERYICA is a partner of the SmartEU project also funded by the Media Literacy for All programme of the EU (see Strategic Direction 2).



*CULT Committee meeting, February 2020*

## EU Youth Conference & EU Youth Dialogue

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

- EU Youth Conference – Zagreb, March 2020
- EU Youth Conference – Online, October 2020

Moreover, ERYICA was invited to take part in the **EU Youth Dialogue ministerial conference** organised in Zagreb in March. Besides, the European Youth Forum, together with the European Commission, launched the **EU Youth Dialogue Task Force**, gathering communication experts from different youth organisations at the European level. ERYICA is part of it since June 2020.

## European Parliament

ERYICA participated in the **CULT Committee meeting** organised in February 2020. It was a consultation with different stakeholders to gather input to make the current youth, education and culture programmes of the EU greener.

## Committee of the Regions

ERYICA was present at the **Europcom Marketplace** in December 2020. The Europcom is an online event for communication experts of the public sector focused on three key themes: citizens, green and digital. ERYICA had a virtual stall during the event where we exhibited our work and our key publications.

ERYICA participated in the **European Week of Cities and Regions** in October 2020 (see DiscoverEU consultations with stakeholders above).

## 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.

ERYICA's Transparency Register Number is 064473227395-04.





## 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.

### Participation in other initiatives of the Partnership

- Contribution to newsletters and publications
- Dissemination of publications and initiatives
- Participation and dissemination of the MOOC on Essentials of Youth Work

## 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 2020, ERYICA continued working in close collaboration with UNESCO, in particular the **Media and Information Literacy and Media Development**. This involved disseminating the **MILCLICKS** Movement throughout the network and encouraging Members to participate in the movement. ERYICA is a member of the **UNESCO MIL Alliance** and was part of the **International Organising Committee** of the **UNESCO Global Media and Information Literacy Week 2020**.

ERYICA held a meeting with the UNESCO Section for Media and Information Literacy and Media Development in Paris in March 2020. It aimed to discuss the potential contribution of UNESCO to the MedYla project and to the Greening youth information publication.

ERYICA contributed to a webinar on media and information literacy organised by the UNESCO in May 2020. The topic was **“Cases on youth engagement to address COVID-19 disinformation”**. This year’s Global MIL Week 2020 was **Resisting the Disinfodemic: Media and Information Literacy for and by everyone**. The whole programme took place online and ERYICA participated in 3 activities:

**Webinar Series on Media and Information Literacy UNESCO-GAPMIL Response to COVID-19**

Topic: Cases on youth engagement to address COVID-19 disinformation

Speakers:

- Eva Reina**, Director, European Youth Information and Counselling Agency
- Mohammed Foboi**, GAPMIL Youth Ambassador for Africa
- Beatrice Bonami**, GAPMIL Youth Ambassador for Latin America and the Caribbean

Moderator: **Alton Grizzle**, Programme Specialist, UNESCO

Wednesday 20 May, 4 p.m. Paris Time

facebook.com/milclicks #MILCLICKS #THINKBEFORECLICKING

**Resisting Disinfodemic: Media & Information Literacy for everyone & by everyone**

2020 GLOBAL MEDIA & INFORMATION LITERACY WEEK

24-31 October 2020 Hosted by the Republic of Korea

- Webinar on the role of MIL in formal and non-formal education, including youth information
- Feature conference sessions
- Pop-up campaign

## Draft Plan of Action for Youth Engagement in Policies and Strategies related to Access to Information (ATI) and Media and Information Literacy (MIL)

UNESCO and partners undertook a collaborative and intergenerational consultation to develop a **Draft Plan of Action for Youth Engagement in Policies and Strategies related to Access to Information (ATI) and Media and Information Literacy (MIL)**. The intention of this action plan is mobilising stakeholders to act now to engage youth in ATI policies/laws, MIL policies and strategies, and for MIL to be included as a tool for education and awareness when articulating and implementing ATI policies/laws.

## UNESCO Global Youth Community (GYC)

ERYICA also took part in the launch event

of the **UNESCO Global Youth Community (GYC)** Pilot Phase in November 2020. The Global Youth Community will be consolidated in 2021.



Reception 30th Anniversary Eurodesk- Brussels, January

## 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 2020. The collaboration will continue in 2021.

## Eurodesk

- Reception 30th Anniversary Eurodesk- Brussels, 23 January 2020
- ERYICA- Eurodesk Webinar “Greening Youth Information Services” – Online, 5 June 2020
- ESCO Meeting ERYICA-Eurodesk- Online, 21 August 2020 and 11 November 2020
- Greening YI Services Workshop- Online, 19 November 2020

## European Youth Card Association (EYCA)

- EYCA Seminar: The role of European Youth Card in developing urban policies and youth-friendly cities – Brussels, 4 March 2020
- New challenges and opportunities for innovative youth services - The role of the European Youth Card in promoting the rights of young people in the post-Covid era – Online, 5-6 November 2020



## Exploring closer cooperation with the European Youth Forum and its members

The European Youth Forum, together with the European Commission, launched the EU Youth Dialogue Task Force Group which ERYICA is part from (see above in European Union).

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

- National Agencies and SALTO
- The Good Lobby
- Finnova Education
- European Alliance on Climate Education
- Momentum World



## Other Institutional Stakeholders

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

- Steering Group on the 3rd European Youth Work Convention
- Ministerial Conference EU Youth Dialogue goes viral- Croatian Presidency
- #YouthUpPorto- Municipality of Porto, Portugal



EU Youth Conference, Croatia, March

## 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.



Finnova event at European Economic and Social Committee, February

## 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



# Activities

## 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.

The website experimented an **increase of visitors by 31%**, being **more than 32,000 visits** in 2020. The webpages were **seen more than 60,000 times** in the course of the year.

### SHeryica

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 group experimented an important increase of engagement and publications during the first months of the pandemic. This implied a continuous flow of content in the group by different contributors.

### Social Media

ERYICA posted daily in the different social media platforms, opportunities, news and research interesting for our members. The ERYICA Facebook page accumulated **5,828 followers**, a 19,9% increase since the beginning of 2020, and a 47% since 2019. Due to the constant changes on the Facebook algorithm, the engagement has lowered a bit in the last year, being currently around 66%.

It is important to highlight the fast growth of ERYICA Instagram account which sums **1,157 followers**, an increase of 73,5% in the last year. The visits to ERYICA Instagram profile increased by 97% in 2020.

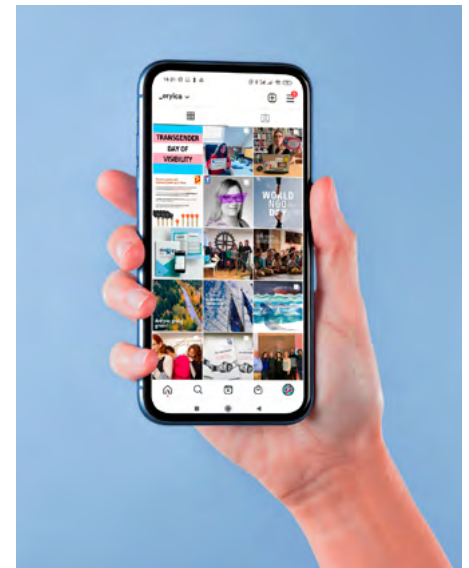
ERYICA's Twitter account reached **1,811 followers**, an increase of 18% since the end of 2019. Moreover, ERYICA continued building its community on LinkedIn, which counted 546 followers, an increase of the 37% since 2019.



### Newsletters

5 ERYICA newsletter were sent in 2020 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. An additional joint newsletter with Eurodesk and EYCA was sent.

Moreover, **6 press releases** were sent to launch new publications, projects, or job open calls. Finally, we keep informing our members through the **Governing Board Bulletins** about the latest Governing Board's decisions. A **General Assembly Bulletin** was sent after the event.



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

2020 was the first year in which the tool to **monitor the performance** of ERYICA's social media platforms and website was fully working. The data gathered during the whole year proportioned us continuous feedback of our online presence and engagement with the community. We continued using the **calendar of publications** and several tracking tools to track any interesting information about the youth field around Europe.

## Expanding the network by attracting new members

The membership of our network has experienced growth in 2020, with 1 organisation joining: **Eurodesk Italy** (Italy) Member Organisation. The membership application of the cooperating organisation CEBBRA in Bosnia and Herzegovina was approved in December 2020.

## Producing a leaflet and promotional video

In September 2020, the first ever **ERYICA promotional video** was launched. The video was created for being translated fully or subtitled into any language. In the first months after the launch, it was produced in Spanish, Greek, Finnish, Portuguese, Catalan, and Valencian. The video is a powerful tool to showcase the work of the ERYICA network and its members all over Europe.

The **ERYICA promotional leaflet** was also produced by the end of last year. The leaflet gathers the most relevant information about ERYICA, our work, network, and partners. It is available on digital format on the ERYICA website and for printing or translating by getting in touch with the Secretariat.



## Consulting on communication needs and preferred channels among our members

In the last Annual member's survey, several relevant questions about communication were included to know the needs of ERYICA members regarding this matter. Moreover, during the Strategic Network Meeting that took place in September, a poll was launched to evaluate the performance of ERYICA communication strategy among our members.

## Annual members' evaluation survey

Towards the end of 2019 and beginning of 2020, 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.



## Supporting the visibility of our member at different levels

During 2020, ERYICA had the chance to showcase our member's good practices at different levels. It is especially worth to highlight the **Covid-19 related good practices** that were showcased in UNESCO and Council of ERYICA website.

During the year, ERYICA held and participate in different **webinars** where we had the opportunity to show the best practices and activities of ERYICA members. These webinars covered a wide variety of topics such as Media and Information Literacy, climate change, quality assurance in youth information or education.

ERYICA also published in 2020 a **Good Practice Booklet** including a wide variety of good practices from the network (see *Strategic Direction 1*).



Graphic for the European Youth Information Day Campaign 2020, April

## European Youth Information Day

The 17 April traditionally gives space to the activities of the European Youth Information Day, promoting youth information and counselling.

Under the slogan “**Climate changes, truth does not. Stay informed, check for yourself**”, the EYID 2020 campaign invited young people to reflect critically and encourage youth advocacy about one of the hottest topics of the new decade: the climate emergency.

The campaign run for two months and it was implemented in 14 European languages, running in 19 countries and shared more than 850 times. The hashtag #EYID2020 was used 378 times on Instagram, while ERYICA was mentioned 667 times just on Twitter!

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



Presentation of ERYICA news, Network Meeting, Online, September



Participants at the 31st ERYICA General Assembly, Online, July

# Internal Matters

## 31st General Assembly, Online, 1 July & 16 September 2020



The 31st General Assembly (GA) was hosted online by ERYICA and it was divided in two parts. The Statutory Meeting took place on 1 July and convened 38 participants from 20 countries. The Network Strategic Meeting linked to the GA took place on 16 September and gathered 46 participants from 24 countries.

The agenda included the following main points:

- Adoption of the Report of the 30th General Assembly;
- Presentation and approval of the Report of Activities 2019;
- Approval of the closed financial accounts 2019 and the forward budget of 2021;
- Release of Governing Board and Director for accounts, duties and responsibilities for the year 2019;
- Presentation and election of candidates to Governing Board;
- Appointment of external and internal auditors;
- Editing and approval of the Work Programme 2020;
- Presentation of ERYICA news;
- ERYICA Green Policy;
- Presentation of the Good Practice Booklet 2020 and good practices sharing in youth information; and
- Strategy mid-term review and work programme for 2021.



74th Governing Board meeting, Larnaka, January



78th Governing Board meeting, Online, September

## Governing Board

The ERYICA Governing Board had 6 meetings in 2020, in the following venues and dates:

- **Meeting 74:** Larnaka, Cyprus (30-31 January 2020); hosted by Youth Board Cyprus
- **Meeting 75:** Online (21 April 2020); hosted by ERYICA
- **Meeting 76:** Online (3 June 2020); hosted by ERYICA
- **Meeting 77:** Online (2 & 7 July 2020); hosted by ERYICA
- **Meeting 78:** Online (15 September 2020); hosted by ERYICA
- **Meeting 79:** Online (2 December 2020); hosted by ERYICA



## The members of the Governing Board until the 31st General Assembly were:

### 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)

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Matjaž Medvešek (Zavod MISSS, Slovenia)  
Kadri Koort (ENTK, Estonia)  
Daniel Poli (IJAB, Germany)





*Jessica's and Lise's farewell & Anna's and Aurelie's welcome, Luxembourg, August*



*Meeting of the Ibero-Insular Working Group, Online, November*

## 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 2020, the following Working Groups were active:

- ERYICA Working Group on Training and Capacity-building System
- ERYICA Working Group French speaking Members
- ERYICA Working Group Ibero-insular Members

## Staff

In 2020, the **ERYICA Secretariat** consisted of the following staff members:

- Eva Reina, Director;
- Imre Simon, Development Manager and Consultant;
- Jessica Walker, Project Manager (until August);
- Anna Nesladek, Project Manager (from August);
- Beatriz Terreros, Communications Manager;
- Aurélie Lebreton, Accountant (until July);
- Lise Duhamel, Accountant (from July).

## Internships at ERYICA

Interns under the **Erasmus Placement Programme** continue forming an integral part of the ERYICA Team in 2020. 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.

Victoria Toledo from Mexico supported the activities of the Secretariat in the first half of 2020.



Membership



Agence Nationale  
pour l'Information  
des Jeunes

[www.anij.lu](http://www.anij.lu)

As of 31 December 2020, ERYICA's membership counted **27 Members, 5 Affiliated organisations** and **3 Cooperating organisations** in 24 countries.

*Youth information Centre of ANIJ,  
Luxembourg*

## Members



### Austria (1)

**Bundesnetzwerk Österreichische**

**Jugendinfos**

c/o Schraubenfabrik

Lilienbrunnngasse 18/2/41

1020 Vienna

+43 1 216484456 / +43 1 9346691

info@jugendinfo.at

www.jugendinfo.at

### Belgium (4)

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www.jugendinfo.be

**De Ambrassade**

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+32 2 551 13 50

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www.ambrassade.be

**CIDJ - Centre d'information et de  
documentation pour jeunes**

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cidj@cidj.be

www.cidj.be



**FIJWB - Fédération Infor Jeunes**

**Wallonie - Bruxelles**

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zajednica-icm.hr

### Cyprus (1)

**Youth Board of Cyprus**

104 Athalassas Avenue, P.O. Box 20282

2024 Nicosia

+357 25392211

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www.onek.org.cy



### Estonia (1)

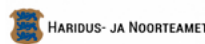
**Harno- Haridus- ja Noorteamet**

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+372 735 0399

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www.harno.ee







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and Counselling**

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+358 44 703 8216  
nutikoordinaatio@ouka.fi  
www.koordinaatti.fi



## France (1)

**CIDJ - Centre d'information et  
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75740 Paris Cedex 15  
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cidj@cidj.com  
www.cidj.com



## Germany (1)

**IJAB - Fachstelle für Internationale  
Jugendarbeit der Bundesrepublik  
Deutschland e.V.**

Godesberger Allee 142-148  
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+49 228 95060  
info@ijab.de  
www.ijab.de



## Ireland (1)

**Youth Work Ireland**

20 Lower Dominick Street  
Dublin 1  
+353 1 8584505  
pburke@youthworkireland.ie  
www.youthworkireland.ie



## Italy (1)

**Eurodesk Italy**

Via Pian Due Torri, n° 19, 00146 Roma, Italy  
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giovanni@eurodesk.it  
www.eurodesk.it



## Luxembourg (1)

**ANIJ – Agence National pour  
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87, route de Thionville  
L-2611 Luxembourg  
+352 26293200  
info@jugendinfo.lu  
www.jugendinfo.lu



## Malta (1)

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## Norway (1)

**Forum för Ungdomsinformasjonskontor**

c/o Tvibit Youth Centre, Parkgata 27/29  
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## Portugal (1)

### IPDJ - Instituto Português do Desporto e da Juventude

Departamento de Informação, Comunicação e Relações Internacionais Rua Rodrigo da Fonseca, nº 55  
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## Slovakia (1)

### IUVENTA – Slovak Youth Institute

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www.iuventa.sk

## Slovenia (1)

### MISSS - Mladinsko Informativno Svetovalno Sredisce Slovenije

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+386 1 5101670  
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## Spain (6)

### ACJ – Catalan Youth Agency

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### CRIDJ - Centro Regional de Información y Documentación Juvenil de Madrid

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+34 912 76 74 82  
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www.comunidad.madrid/servicios/juventud



### IAJ - Andalusian Youth Institute

Avenida de Hytasa 14 planta baja  
41006 Sevilla  
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### IBJOVE - Institut Balear de la Joventut

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## Switzerland (1)

### Infoklick.ch

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## United Kingdom (2)

### Welsh Government - Youth Engagement Branch

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Llywodraeth Cymru  
Welsh Government



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### Andorra (1)

#### Departament de Joventud i Voluntariat del Govern d'Andorra

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### Finland (1)

#### ALLIANSSI - Suomen Nuorisoyhteistyö Allianssi

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### Ireland (1)

#### SpunOut.ie

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## Serbia (1)

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## Lithuania (1)

LiJOT – Lithuanian Youth Council

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## Slovenia (1)

Ljubljana Network of Info Points - L'IMIT

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1000 Ljubljana, Slovenia

+386 1 432 73 68

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# Cooperating Organisations

## North Macedonia (1)

Association for Education MLADIINFO

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www.mladiinfo.eu



# ERYICA at a Glance











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and counselling agency



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