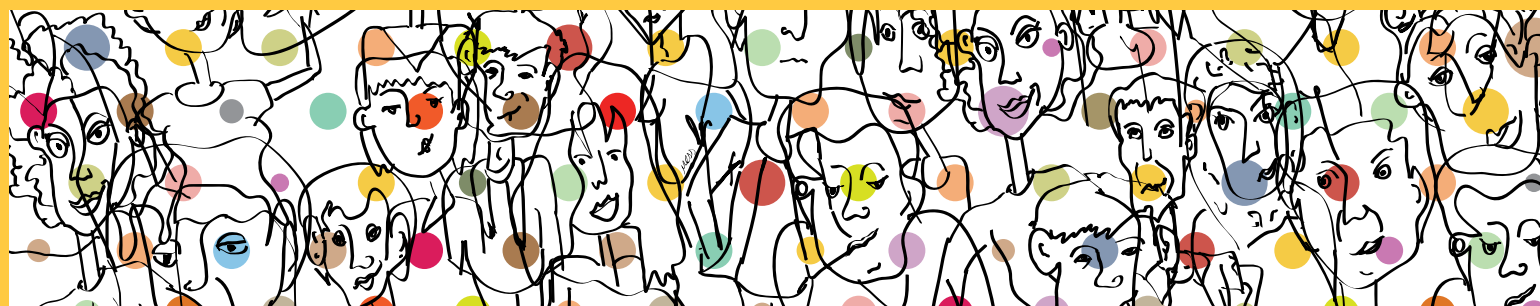
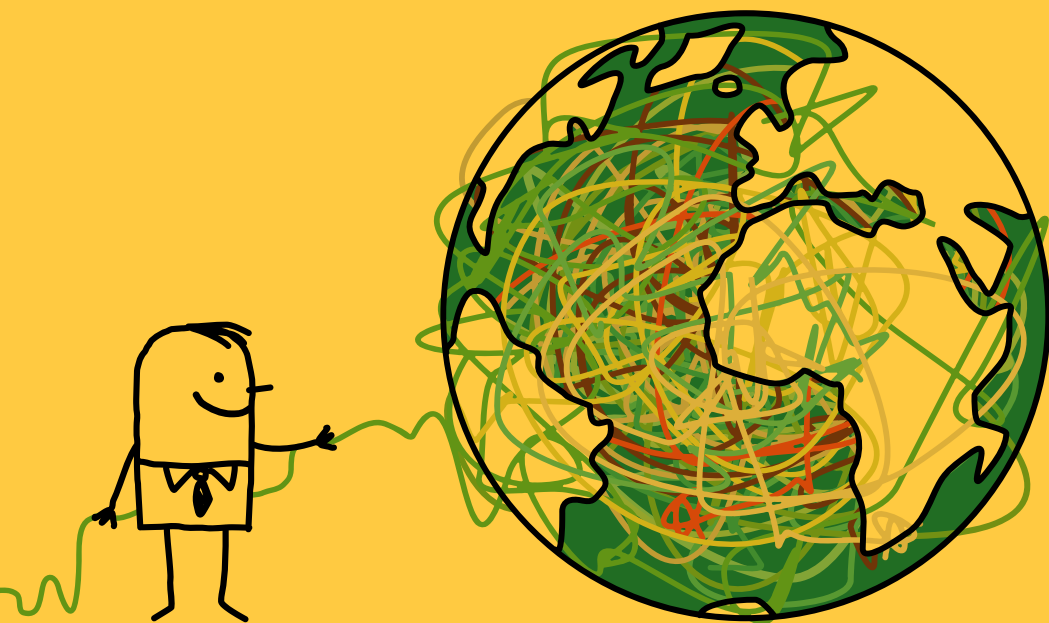


PEOPLE
THE BEST
PART OF
EUROPE

eurodesk '13

A snapshot of action and good practice





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Mr Reinhard Schwalbach Eurodesk President



'There's a new beginning inherent in every end.' (Hermann Hesse) could be my personal message for this Annual Report.

At the start of 2013, we already knew that Eurodesk would be part of the new programme generation. Nevertheless, there were still a lot of unanswered questions concerning the programme. A suitable compromise was quickly reached, by the European Parliament, the European Council and the European Commission, thus providing clearer and concrete answers.

The Eurodesk network could then start the year 2013 with quite positive news:

'Eurodesk got its place in the new proposal for the Erasmus+ programme generation. Eurodesk is recognised and confirmed in the text as a structure, which has a – not yet clearly defined – role in the support for political reform. The relaunch of the European Youth Portal became a number one topic on the European Commission and the Eurodesk agenda.' (Foreword Annual Report 2012). The significance of the above statement is still of relevance.

So one of the great highlights of 2013 was the relaunch of the European Youth Portal. Symbolically, this took place during the European Youth Week in May and during in the Irish EU-Presidency. My sincere thanks to everyone, in and outside the Eurodesk network, who contributed with intensity and zeal to make this happen. I am confident it will be a success story.

Eurodesk celebrated the relaunch at the European Youth Week event, in cooperation with the European Youth Forum, during the YO! Fest festival at the Esplanade of the European Parliament. There we showcased the results of the Eurodesk Right2Move poster competition and presented the winners to the European Commissioner, Androulla Vassiliou, who was impressed by the quality of the posters. The Right2Move poster competition was a Eurodesk campaign for the European Year of Citizens to highlight the right to free movement.

One of the major causes of success of Eurodesk throughout Europe is the motivated and qualified network of multipliers, local and regional partners, who are mainly responsible for the remarkable increase of our information and enquiry statistics. In conjunction with the Multipliers seminar in September 2013 we proudly presented the four awards for the Champions of European Youth Information, the 'internal' Award scheme for good practice within the Eurodesk network.

I extend a special thank you to the jury members of the two competitions for their evaluation, their assessments and critical discussion.

Another important change took place in October 2013 when Anja Ruhland handed over the responsibility of being the Director of our Eurodesk Brussels Link to Fabrice Gonet, her successor. I appreciate their work very much and wish them both, Anja and Fabrice, all the best in their future.

I will thank all of our partners and stakeholders in the Member States, in the European Commission, the European Parliament, the European Youth Forum and all the European Networks, with whom we are friends.

Thank YOU my Eurodesk network, our multipliers and of course, Eurodesk Brussels Link, for the work and the support given to the Eurodesk AISBL.

2014 is the year where important changes – Youth in Action ends and Erasmus+ starts – will be realised. Those changes will have an influence on Eurodesk in the future and I am confident that we will have intense discussions and a fruitful dialogue to contribute to this future.

'And in every beginning there is a magic...' (Herman Hesse)

Reinhard Schwalbach

Mr Fabrice Gonet Eurodesk Brussels Link Director



The core activities of the Eurodesk Brussels Link office continued in 2013 to serve as the sounding board of the network, enhancing also our network's services at European level through the professional support of a fully dedicated team.

My predecessor, Ms. Anja Ruhland, who left her office mid-November, contributed to the strengthening of the operations of the Brussels Office, aiming incessantly at increasing the visibility of Eurodesk activities in Europe. The Right2Move competition, the Eurodesk Multipliers Seminar, followed by the Eurodesk Awards are just 3 great examples of very successful flagship initiatives in 2013.

Of course, each year is different from the precedent, which brings new challenges and projects. It provides the opportunity to write a new page in the field of information provision and guidance on mobility for young people.

In that respect, 2013 was certainly a year of transition for Eurodesk.

The entire network in Europe invested incredible resources to make sure the transition between the old and the new redesigned Youth Portal could take place within the planned time frame. This revisited product, developed by the European Commission and for which Eurodesk started to edit all contents in 27 languages, went online during the European Youth Week.

At the end of 2013, one can say that the first version of the redefined Youth Portal is a very informative tool for those young people who want to know more about the opportunities Europe has to offer, especially information on mobility opportunities.

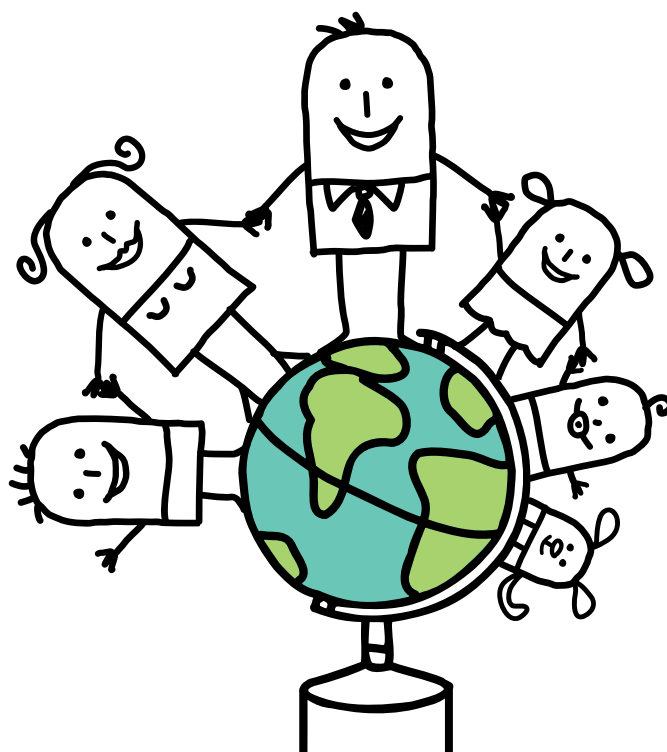
The phasing out of a new programme and the beginning of a new one can be a rather long drawn out process.

Like other European Networks, week after week, Eurodesk followed with avid expectation, the latest developments leading up to the official announcement in December of the established Erasmus+ programme.

We see for Eurodesk, avenues of possibilities, to continue serving and supporting those who work with young people with free, high-quality, accurate and engaging information on mobility and youth policies in Europe. Concrete information that will resonate to all young people in their different communities.

As a newcomer to Eurodesk and looking back at all the achievements in 2013, whose quintessence you can read in the following pages, I am, like you certainly, very confident for our continued success because I know that Eurodesk is ready to embrace the future.

Fabrice Gonet



Spreading the word on European opportunities

The main mission of Eurodesk continued to be the as in the previous years: to raise awareness among young people on mobility opportunities and to encourage them to become active citizens. Eurodesk grabs every possibility to reach youngsters. Through our diversified network we promote information via events, on the internet, with publications, through the media. Our committed multipliers maintain a face-to-face relationship with young people in the name of the organisation. The following examples on the work of Eurodesk are only a selection of many more good practices from 2013.

Organising events to reach out to young people

Austria Volunteering in the focus

Eurodesk Austria organised a photographic exhibition 'Blickwinkel' (Point of View), showing the personal perspectives of 13 EVS volunteers from all over Europe, currently living in Vorarlberg. Later, these volunteers were available for a 'European speed-dating' event, where young Austrians could get first-hand information from them about Europe and living abroad.



European Union Competition to celebrate free movement for European citizens

right2move

Eurodesk Brussels Link created the right2move Europe-wide poster competition that was part of the overall campaign during the European Year of Citizens 2013. The competition aimed to celebrate the free movement in European countries for European citizens. All together 53 posters competed in the competition. The public voted on the 10 best designs on Facebook and a European jury chose the three overall winners.

Belgium Welcoming Erasmus+

Flemish-speaking Eurodesk Belgium office organised Go Strange info fair in Ghent, where more than 70 organisations were represented. The event attracted 1500 visitors. That was also the moment to launch Erasmus+ in attendance of Pascal Smet (Flemish Minister of Youth) and Pascal Lejeune (European Commission). Over 90 young dancers created a flashmob to welcome the new programme.

Bulgaria Celebrating Youth Day in a special way

The Bulgarian National Agency along with Eurodesk Bulgaria and the Ministry of Youth and Sports organised an initiative called 'Labyrinth of Challenges' to celebrate the International Youth Day. The project consisted of 20 teams. They had 2 hours to complete 8 tasks and get out of the labyrinth. The initiative took place in the garden area of the National Palace of Culture.



Cyprus Helping young people to get employed

Eurodesk Cyprus focused on youth employment, as they organised several events around this topic. They joined Europass to create 2 workshops for young people on how to create a CV. During these events attendants received valuable tips and guidance on how to prepare themselves for a job interview as well. They also gave a presentation on different job and traineeship opportunities given by the two representatives of EURES and EU Careers. More than 150 young people attended the events.

France Infodays on mobility

Eurodesk France held two infodays in Paris. More than 600 young people attended Infoday on European mobility. They organised an open forum on European citizenship and invited the director of EPSO, Nicholas David Bearfield to talk about European careers. The second Infoday aimed to inform young people on study and volunteer opportunities in Spain. More than 1000 young people attended this event.

Germany Joining journalist exchange program

In December 2013, Eurodesk Germany received a delegation of four young Romanian journalists, as part of the German-Romanian journalists and specialists exchange 'Europe and the youth media of our countries'.



Hungary Coaching micro-projects

During Eurodesk Hungary's Network Project, multipliers coached local young people's micro-projects on the promotion of EU values and EU opportunities. In 2013, they backed 37 projects involving 3300 youngsters directly and more than 9000 people through social media.

Italy Around 12 000 youngsters reached in 2013

The network of Eurodesk Italy organised 88 events in 2013, involving around 12000 youngsters. Workshops on youth mobility, students fair and seminars on employment and European policies are all among the happenings where Italian colleagues disseminated information.

Lithuania Mobility campaign on summer jobs

Eurodesk Lithuania continued its tradition and started its summer mobility campaign in April to inform young people about their summer opportunities and to encourage them to spend their summer meaningfully. The main topics were travelling, volunteering and working.

Luxembourg Spreading out school agendas

In cooperation with high schools, Eurodesk Luxembourg's host organisation publishes school agendas for 30 schools that help students to track assignments and other schoolwork. The agendas include information about several issues, including the promotion of the EYP and EU opportunities.

Netherlands Asking for reviews through surveys

Eurodesk Netherlands conducted a survey in two focus groups of young people on how they want to be informed about EU opportunities. One focus group consisted of youngsters from a local youth centre, while the other one was made of students from a local student organisation. The conversations within the focus groups have been analysed and the 2014 activities are aligned according to the results.

Romania Non-Formal Learning Day events

Eurodesk Romania joined the National Agency on the Non-Formal Learning Day. The event took place throughout the country. Participants had the opportunity to take part in workshops (origami, socio-educational animation, balloons modeling, shadow theatre), to read living books in the living library and to solve a familiar situation in the forum theatre play. All together 126 events and 257 activities were organised.

Spain Taking part in 622 events to disseminate information widely

Eurodesk Spain organised or took part in 622 events in 2013. In April they dedicated a day going into schools and sharing information on European exchange programmes and introducing EU institutions through playful activities and briefings. In September they organised a workshop where youngsters could renew and decorate their bikes. Information on 'Youth on the Move' programme was also disseminated at this event.



Spreading the word on European opportunities

Interacting at occasions to make the organization more visible

Eurodesk Bulgaria took part in the National Career Day in Sofia. This has been the country's biggest career event for 12 years with more than 9000 visitors each year. Eurodesk representatives distributed promotional materials, provided tailored on-the-spot consultations and made a presentation on Eurodesk services.

Eurodesk Czech Republic gave presentations at 'Ladronka Fest' (the biggest open air fair on free time activity for young people in Central Europe) in Prague, at 'Job Challenge' (a fair for students about studying, volunteering and working opportunities) and at the Czech Youth Conference. With these events nearly 500 people were reached.

Eurodesk Estonia took part in the information fair SUUNAJA in Pärnu, organised by the multiplier Pärnu Study Counselling Centre. Their foreign volunteer Vyara had conversations on volunteering with hundreds of young people.

Eurodesk Cyprus participated in the two-day Job Fair, called 'European Job Days-Youth on the Move 2013' in Nicosia. During the event, promotion of the European Youth Portal took place since different schools from all over Cyprus visited the fair, especially on the first day. On the second day, mainly graduates attended the event who were mostly interested in EVS and internship opportunities in the EU. More than 200 young people were reached during the two days.



“Takk til alle for at dere forandret meg fra nordmann til europeer.”

Erik Vold, youth worker, in the evaluation of an international training course (Norway)



During the European Youth Week, **Eurodesk Finland** sent a youth theatre group to participate and perform in the YO!Fest in Brussels. The group initially received support from the Youth in Action Programme as a national youth initiative project. Eurodesk Finland produced the promotional material (flower seeds) that the group distributed at the event. The summer flower mix came with an inspirational text, encouraging young people to turn their ideas into action. **Eurodesk Brussels Link** also attended the event. At their stand, visitors could create their own electronic tune, play a jumbo-sized board game and see the posters from the 10 finalists of the right2move poster competition.

In 2013, the 21st edition of AULA was held in Madrid. With over 100000 visitors, AULA represents the principal forum for launching new titles, academic guidance, promotion of courses and services offered by the educational environment. **Eurodesk Spain** attended the event with a stand and shared information on European opportunities for youth.





Eurodesk Hungary joined three festivals during the summer of 2013. On EFOTT (Zánka) they promoted the Structured Dialogue and No Hate Speech campaign. On Sziget (Budapest) and SZIN Festival (Szeged) the 'Right to Move' campaign and EYP were the focus. With the three festivals altogether more than 1000 young people were reached with European information and opportunities.



During the European Youth Week **Eurodesk Sweden** cooperated with the National Agency to organise 5 local events. The week included a debate between the youth associations of the national parties regarding international issues, a youth lunch on international mobility on the square of a small town, a workshop on 'how to make your voice heard' for young people and a meeting between young people and decision-makers. More than 350 people joined these events.

The Romanian National Agency organised Mobility Gala that highlighted good practice of YiA and LLP projects and created the framework for sharing experience and information. **Eurodesk Romania** provided information about the EU programmes and the mobility opportunities to the 200 participants.

Briefing the media to disseminate information to a wider audience



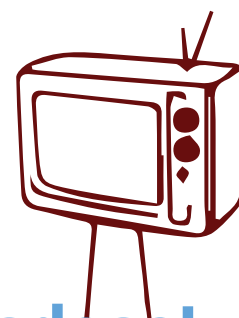
Eurodesk Estonia promoted volunteerism in the biggest Estonian daily newspaper, Postimees. Not only young people, also their families got to know about amazing stories on voluntary work in Slovenia, but also Eurodesk network, its possibilities and services.

Eurodesk Latvia participated in an online television broadcast. The main topic was Eurodesk and its services, although information on European Youth Portal was also shared.

Zip FM radio station made an interview with a colleague of **Eurodesk Lithuania**. The chat was about Eurodesk, volunteering and studying abroad.

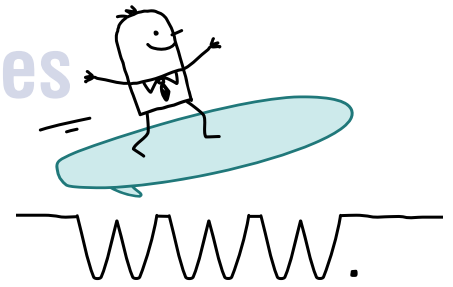
Eurodesk Poland visited ESKAROCK radio station several times during 2013. During one hour, they chatted about European mobility and actual opportunities were also disseminated.

In 2013 **Eurodesk Turkey** had the chance to visit several radio and TV stations, providing information about Eurodesk and European Youth Portal.



chat
television broadcast
European Youth Portal
newspaper
interview

Spreading the word on European opportunities



Growing online to follow the communication trends

One of the initiatives within the European Youth Week which **Eurodesk Bulgaria** organised was the launch of the new national Eurodesk website, **eurodesk.bg**. The structure of the renewed platform was carefully planned and based on the opinion of young people and youth workers through online pools in 2 websites (www.youthbg.info, www.mikc.bg).



eurodesk.bg

During the European Youth Week **Eurodesk Croatia** organised an online competition which targeted all young people who organised some activity in the previous year that made a difference in their local community. Out of 15 applications, a jury consisting of National Agency employees selected 5 best candidates and put their stories on **Facebook** for voting. The person with the most votes was awarded with 'The Most Active Young Person of the Year'. The winner was Jelena Gilja, awarded for her project of a social supermarket where people from her city with low income could get free supplies. The prize for the winner was a return airplane ticket to a European destination of her choice and an ISIC card.

Eurodesk Denmark launched its new website, **gribverden.dk**. The promotion of this new site lasted 4 weeks. The campaign consisted of the production of 5 new videos, press release, creating brand new contents and intensive use of Facebook. The promotion aimed at young people in higher education.



gribverden.dk

Refreshing the national youth portal, **noorteportaal.ee** with new visuals helped **Eurodesk Estonia** to better communicate and send out clearer messages online to young people.



noorteportaal.ee

For **Eurodesk Iceland**, the main task in the last quarter of the year was to develop, create and launch a new website. The new portal, **eurodesk.is** includes more interactive features and automatic updates than the previous one. The main goal was providing access to information easily through the new clean design. RSS feed, Eurodesk deadline reminder and the Otlas partner finding database were all built into the site.



eurodesk.is

“ I want to thank Eurodesk Bulgaria for all the information and support provided during my search for an EVS placement. Thank you! ”

Kristina Nikolova, EVS volunteer in Spain (Bulgaria)

Informing with publications

Eurodesk Austria created several publications during 2013. 'Alles WAHLzer' is a postcard set with 3 different topics (elections, political parties, democracy) with 3 000 copies each. They were promoting active citizenship, providing information on elections and the right to vote at the age of 16. Einfach weg was an information brochure about opportunities abroad with 1 500 copies. Booklet 'Working and living in the EU' (Leben und Arbeiten in Europa) was a result of a cooperation with other European information networks in Austria with a circulation of 15 000 copies.

Eurodesk Croatia produced publications on the European youth strategy 'Investing and Empowering' and the Youth on the Move campaign. These publications were sent to multipliers with the aim of distributing them to young people and other interested stakeholders during the European Youth Week. Extra copies are kept in their offices to be consulted on demand.

Eurodesk Czech Republic published 'International Communication Resource Pack' in Czech language in 2000 printed copies. 'Me, the citizen of the EU' was created in English with circulation of 2 500 copies.

A leaflet promoting Eurodesk, the European Youth Portal and the European Youth Card was distributed with 10 000 copies by **Eurodesk Estonia**.

Local National Agency and **Eurodesk Finland** produced a calendar that highlights the best examples of international youth work and youth participation throughout Finland. 5 000 copies were printed and sent out to various stakeholders with the president Sauli Niinistö's encouragement words to act to ensure a more inclusive approach in youth work.

During the European Youth Week a Eurodesk guide called 'Cap sur l'Europe' was distributed by **Eurodesk France**. The publication contained useful information on mobility for young people. In the framework of our national campaign on European citizens' rights and EP elections: 'Moi, citoyen européen', Eurodesk France disseminated a postcard to engage young people to vote for EP elections.

During 2013, 4 issues of an electronic newsletter 'Ugródeszka' were published through Springboard by **Eurodesk Hungary**.

Eurodesk Luxembourg distributed 20 000 copies of their 'Mobility Guide' in all high schools in the beginning of the school year. Posters were also put on the walls of high schools; with the message 'Ech well fort' (I want to leave). The goal was to guide them to Eurodesk for more information.



Eurodesk Norway provided information on Youth Initiatives and Eurodesk services in a publication called 'Ung etablering'. The brochure focused on education, job and entrepreneurship opportunities for young people. It was distributed in 65 000 copies with the national newspaper Dagbladet.

In January 2013 the fifth edition of the publication 'Studiowanie to wyzwanie, czyli jak zdobyć indeks w Europie' (How to Study in Europe) was released. This is one of the three **Eurodesk Poland** flagship publications on mobility in Europe addressed to young people. The remaining two covered the topics volunteering and working abroad.



Spreading information on European policies

Eurodesk Brussels Link connects the EU constitutions to the national partners. In 2013, EBL joined meetings of the European Commission to support the Youth in Action initiative and cooperated with the European Youth Forum. Eurodesk Brussels Link monitors policy every day and spreads that information to Eurodesk partners through the network's intranet of more than 1300 users. EBL's monthly bulletin delivers updates on youth policy and key upcoming events to the national partners who pass the information forward, in order to spread it widely. The main goal is to make policy more accessible to young people.

Creating events and offering trainings

Belgium A look inside of the programmes in 2014-2020

84 people from different sectors (sociocultural, youth, education, sport) participated in 'Viewmaster Europe - a look inside the preparations of the European funding programmes 2014-2020 with a focus on young people'. During the day, participants could choose different workshops on youth work & non-formal learning, education and training, cultural and media, sport, Europe for Citizens and European Social Fund. This day was organised in cooperation with Vlewa, liaison agency Flanders-Europe.

Bulgaria Marketing skills

Eurodesk Bulgaria's event 'Market of Skills' took place in Sofia. The concept was to gather young leaders and young people in an informal meeting for exchanging ideas, resources in order to attract supporters and partners for future initiatives. All the participants received in-depth information on the last developments of the EU policy in the youth sphere from the Eurodesk coordinator.

Croatia Spreading policies through trainings

Eurodesk Croatia promoted a training event organised by the Youth in Action Department called 'Croatia - an EU Country'. The participants were trained on the concepts of EU and European citizenship, functioning of European institutions, notion of European identity, values and citizen rights, as well as preparing for organising activities during the European Youth Week.

Hungary Debates with politicians on Parliament Day

On Parliament Youth Day 300 young people visited the Hungarian Parliament, debated with the politicians and participated in a quiz game on the European and the Hungarian policy-making systems, on the EU youth strategy and the European opportunities. The event was organised by the local National Agency and Eurodesk Hungary.



Iceland Celebrating 20 years of participation in European programmes

Eurodesk Iceland took part in the organisation of two large events focusing on the development in European policies in the field of youth, education, culture and research. One of these events was a grand launch of the new programmes and the other event was a celebration of the 20 years of participation in European programmes by Iceland.





Netherlands Workshops on spreading information to youth workers

Eurodesk Netherlands organised two workshops among 50 youth workers, policy makers and school staff on how they can inform young people about the EU opportunities, which took place during the Erasmus+ launch event in the Netherlands. They informed them about the info activities of Eurodesk, the EYP and possible ways of informing and motivating young people to go abroad.

Norway Conference on European labour situation for young people

A delegation of EURES, YiA officers and youth workers participated along with Eurodesk Norway in a Nordic conference on measures against youth unemployment in Stockholm. The conference offered inspiring input for all and was an excellent arena for networking and getting perspectives on the European labour situation for young people.

Slovakia Workshop on human rights

Eurodesk Slovakia organised 'Human Rights Olympiad'. The event was a creative workshop about opportunities on mobility and participation in connection with human rights. 20 participants attended the workshop, mainly teachers and high school students.

Sweden Preparing for Erasmus+ on conference

The Swedish National Board for Youth Affairs organised 'Rikskonferensen', an important event for Eurodesk Sweden. It is an annual national conference on youth policy for municipalities and civil society organisations. In 2013, more than 850 participants gathered for the two-day conference. Attendants had the opportunity to choose 4 out of 20 different seminars. Several seminars focused on international cooperation of various forms and one focused specifically on Erasmus+ and was one of the well-attended seminars at the conference. Eurodesk Sweden supported the preparation, in particular with the programme and magazine for the event, which had a focus on active citizenship, international cooperation and youth employment.



National student fair in Luxembourg

Notifying online and through publications

European Policies information has been spread and disseminated through **Eurodesk Cyprus** Structured Dialogue Online Blog. The blog has also got regular updates on pictures, interviews, summaries of meetings conferences and consultations.

Eurodesk Finland cooperated with Euroguidance in 2013. The work concentrated on the problems of youth unemployment. They published a report called 'Piilotettu osaaminen' (Hidden competence). The report revealed what kind of hidden yet hugely useful competences people gain in international environments and how these competences could be valuable in working life.

The quarterly magazine 'Europe for the Active' is the **Eurodesk Poland** main tool to inform about goals, priorities and events related to the EU youth policy. Structured Dialogue, European Youth Week, European Year of Citizens and Youth Guarantee were all among the themes. The magazine had 16 pages of newspaper format and is mailed

directly to nearly 2500 recipients - organisations, institutions and people dealing with European and youth issues. The rest of the circulation was distributed all over Poland by the Polish multipliers. In 2013, four issues of the magazine were released with the total amount of 26500 copies.

Eurodesk France's recurring newsletter 'Europe Information Jeunesse' highlighted information and news on European policies. It reached more than 5000 subscribers nationwide and is widely disseminated online, including on social networks, through multipliers.



04

Eurodesk 2013 in numbers



131 613

friends, followers, members
and likes in social media

4 020

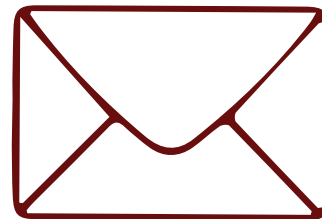
public events where
national Eurodesks
were present,
reaching an audience of

694 424



1 011 984

distributed information publications



151 197

subscribers to Eurodesk
national online newsletters
and mailing lists

4.1 million

Over 4.1 million page views
on European Youth Portal



presentations, information sessions and workshops given by national Eurodesk partners, reaching an audience of 53326



**12.1
million**

page views for national
Eurodesk websites



1223
Eurodesk local and regional
multipliers

**2040
169**

youth professionals
took part in...

training sessions
organised by national
Eurodesk partners



222 057

enquiries answered by
Eurodesk national partners
and Multipliers



Turning information into participation

Eurodesk encourages young people to participate in events that can make an impact in their life. By promoting the Structured Dialogue initiative, we try to involve youngsters in the decision-making processes. Through special projects, Eurodesk can be more effective in its information-disseminating mission.

Promoting the Structured Dialogue

Eurodesk Croatia is part of the National Working Group for Structured Dialogue freshly established when Croatia joined the EU. Participation in the working group provides an easy access to information on the process and its activities. Eurodesk strived to encourage young people to get involved and participate in policy making processes, especially by informing them about consultations with the policy makers on European, national, regional or local level, as well as about surveys, project, events and other ways in which they can participate. All available communication channels were used in disseminating the information, such as the European Youth Portal, newsletter, Facebook, mailing lists and the web site.

In 2013, a Facebook activity related to the Structured Dialogue was organised by **Eurodesk Hungary**. The question was 'What does social inclusion of young people means to you?'. 25 young people answered the open question on Eurodesk Hungary's Facebook page. These answers were the base for the online questionnaire used for the Structured Dialogue on a later phase.

Eurodesk Ireland invited a representative of the National Youth Council to take part in the national Eurodesk Network Meeting in January 2013 and to inform the network members about the Structured Dialogue (SD) events, taking place during the Irish EU presidency. Multipliers were encouraged to spread information on regional SD consultation events to young people they work with and to invite them to take part in those.

Eurodesk UK promoted input to the Structured Dialogue process by direct support for the network of UK Young Ambassadors. The network is managed by the British Youth Council, which also carried European youth policy updates in its fortnightly newsletter 'The Voice' (15000 subscribers) and on its website (55000 unique visitors).

support easy access
social inclusion participate
spread information

Developing special projects

Belgium Sharing personal EVS experiences

During 2013, Dutch-speaking Eurodesk Belgium invited volunteers to their EVS sessions. Their stories were more vibrant than the practical information provided. Young people get a better idea of how to start with and what to expect when going on volunteering.



Slovakia Youth Week

Bulgaria Organising events to discuss volunteering projects

Bulgarian National Agency organised three major events simultaneously: the Ball of Volunteers, the final celebration of the YiA programme and annual meetings of the Eurodesk and YICC networks. More than 150 Bulgarian and foreign volunteers participated in the ball. The participants shared their experiences and projects in connection with the European Voluntary Service. During the annual Eurodesk meeting of local Eurodesk relays, the Eurodesk responsible officer presented the Erasmus+ programme and all the information they had about the future direction of EU youth policy and the developments of the EYP.

Croatia Improving dialogue skills

Eurodesk Croatia organised a training event that gathered young people and employees responsible for youth issues in various institutions. The topic of the session was mostly the Structured Dialogue process, where the participants had the chance to analyse their own mechanisms of dialogue comparing to European youth strategies, as well as developing ideas about possible projects to be carried out through the Youth in Action programme.

Estonia Simulation games and discussion seminars for volunteers

Eurodesk Estonia has been running the special programme 'Novus Spectrum', including international volunteers and volunteers on local level in order to turn information into participation. Simulation games in various schools, discussion seminars on employability, movie watching in the biggest cinema and further discussion on development cooperation have been major events in contributing to structured dialogue, besides collaborating with online and offline consultations with National Youth Council.

Finland Best practices in calendar format

Local National Agency and Eurodesk Finland produced a calendar that highlights the best examples of international youth work and youth participation throughout Finland. 5000 copies were printed and sent out to various stakeholders with the president Sauli Niinistö's encouragement words to act to ensure a more inclusive approach in youth work.

Ireland Celebrating the European Day of Languages with workshops

To celebrate the European Day of Languages, Eurodesk Ireland offered two workshops on minority languages such as Irish and Basque, to 60 pupils of Castleknock Educate Together National School in Dublin. The aim of the workshop was to raise European awareness of diversity of languages and cultures in Europe to the pupils and to the teachers of the school. The pupils were asked in advance to prepare interesting languages facts and to share them with their peers during the workshop. Following this, a discussion on connections between languages and cultures took place. Finally, both classes took part in a language quiz. The winners of the quiz received Eurodesk flash drives and all participants received Eurodesk pens.

Italy Measuring the relation that youngsters has with the EU

YES4Europe was a project organised by Eurodesk Italy in cooperation with the Youth National Agency. 28 Eurodesk multipliers were involved; they visited 64 high schools and met around 2000 students during 3-hour informal sessions. The aim was to investigate the perception and the relation that young people has with the EU.

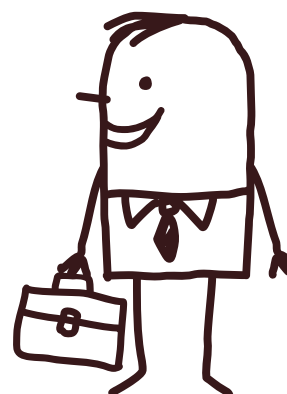


Latvia Publishing special magazine for sharing best practices

In cooperation with the National Agency, Eurodesk Latvia has published a special magazine, 'Youth'. Testimonials, personal stories, best practices were all included in the publication. This magazine has been distributed in different information events and was also available online. Personal stories and also good practices were published on the national website jaunatne.gov.lv and some of them also available on the European Youth Portal.

Sweden Organising movie-making workshops

Eurodesk Sweden and the local National Agency held a movie-making workshop with five young engaged people in December 2013. The movies were made in conjunction with the Management Partnership, and the topic was youth engagement. All five films would be used to promote European Elections and other activities in 2014 that connect to the theme of active citizenship.



Supporting the European Youth Portal

The new European Youth Portal was launched on Friday 24 May 2013, at europa.eu/youth. It replaced the old version, which was launched in 2004 as a gateway to other websites of potential interest to young people. This completely redeveloped site provides information and details of opportunities across all eight themes of the EU Youth Strategy. It contains articles, news items and events, with information at European level and for all 33 countries that were part of the European Union's 'Youth in Action Programme'.

The European Youth Portal has been redeveloped by the European Commission, in close collaboration with Eurodesk Brussels Link and the Europe-wide network of national Eurodesk organisations. Since then Eurodesk network has the role to fill the site with content in 27 languages.

Raising awareness by promotional activities

For the promotion of the EYP, a treasure hunt was organised by **Eurodesk Cyprus** in a mountainous village, Agros. Young people with fewer opportunities attended the event. The 53 participants got informed through interactive and fun activities (riddles, puzzles, and exercises).

TEEVIT is known as the biggest youth information fair in Estonia, held every end of year. During two days, 8355 young people visited the event. There were 124 exhibitors, **Eurodesk Estonia** being one of them. With the help of 11 volunteers, information on European possibilities was distributed.



As the new EYP was launched in the beginning of summer, **Eurodesk Finland** used the summer months to promote the portal. The EYP beach towel campaign was addressed to youth information points all over Finland.

On Youth Day, national event of the EYW, in Dublin a successful national launch of the European Youth Portal took place, including a presentation on the Portal to 274 young people and multipliers. The Minister of Health and Children, Frances Fitzgerald attended the event.



Introduction of the new EYP in Dublin

Starting from the European Youth Week, 50 events were organised around Italy by Eurodesk network to promote the EYP. The events called 'Youth informing youth 2.0' involved young people to explore the EYP. At the end of each meeting youngsters were invited to fill out the EYP survey. Around 2000 youngsters participated in all the events.

treasure hunt
focus groups
competition
presentation
youth information fair
song
young journalists network
chewing gum
EYP survey
Eurofotomaratón
beach towel campaign

Eurodesk Norway produced chewing gums to promote the EYP. These have been distributed widely during the EYW, trainings and information events, to beneficiaries of the YiA programme.



Eurodesk Slovakia organised Eurofotomaratón. Young people were asked to take a picture from whatever place in Europe they like. They collected 300 pictures all together that will be used on the EYP.

315 338
2.1 million

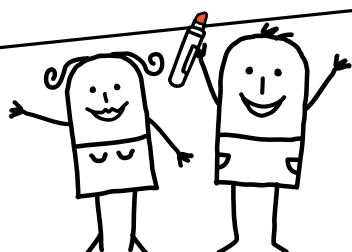
Since the launch of the new design in May until December 315 338 visitors saw 2.1 million pages.

Eurodesk networks answers the enquiries coming through the European Youth Portal. In 2013...

930+

direct enquiries have been answered.

In 2013
6700+ articles
720+ event entries
360+ news item
have been produced on the site by Eurodesk...



Communicating through special projects

During 2013 **Eurodesk Cyprus** organised focus group sessions to ask young people about the EYP. The event aimed to collect information on what kind of contents youngsters would like to see on the site. The focus groups consisted of students from high schools and universities or colleges, with the total attendance of 98 youngsters.

Eurodesk Lithuania worked together with young journalists' network 'I Know It All'. It was a way to communicate European information using the peer-to-peer principle and creating learning opportunities for those registered to the network. Articles have been published on the national portal 'Žinau viską' and on the EYP every week.

Injuve, through **Eurodesk Spain** launched the second edition of its Design Competition. This time, participants were able to show their creativity by submitting up to two designs that illustrated the promotional material for the new European Youth Portal. Eurodesk Spain produced 3000 calendars after the competition with images of the winning graphic design promoting the European Youth Portal.

Eurodesk Sweden received a notable enquiry on the EYP that came from a young group of musicians who had created a song about youth unemployment. They have been chosen to perform at the Nordic conference on youth policy.



EUROPEAN

YOUTH | PORTAL

Showing best practices through Eurodesk Awards



On 17 September 2013, the winners of the 2013 edition of the Eurodesk Awards 'Champions of European Youth Information' were announced at the official ceremony in Brussels with Eurodesk partners, multipliers and cooperating European organisations.

Four champions were revealed in four categories: Information and Dissemination, Multimedia and Online Activity, Volunteer Involvement and Special Recognition.

Ms Chiara Gariazzo (Director for Youth and Sport, European Commission), Ms Cláudia Köver (Secretary General European Youth Press), Mirosław Krzanik (Board Member European Youth Forum) and Mr Reinhard Schwalbach (Eurodesk President) presented the awards.

The winning projects

Information & Dissemination Champion



Network of Warmia and Mazury Youth Organisations - ATMOS in the Net by Stowarzyszenie Elbląg Europa, Elbląg (Poland)

This initiative reaches out to organisations that otherwise would not be involved and promotes national cooperation through a network of 32 Youth NGOs. Together, they organised 1600 hours of advice sessions, coaching, informational meetings and 32 training courses with around 400 participants. The award jury appreciated in particular the broad target group of the initiative and the strategy of implementing EU youth policy at regional level.

Multimedia & Online Activity Champion



QR-Code campaign: going abroad with just a scan by Eurodesk Oldenburg / Europe Direct Oldenburg / MCON, Oldenburg (Germany)

Recognised for using a technology that is still not very much used along with the traditional poster format, the jury highlighted the fact that the project is very well targeted to young people. It is an easy and attractive initiative and as a result, the Eurodesk office in Oldenburg received more visits from young people, more telephone calls and more information enquiries sent by e-mail.

Volunteer Involvement Champion



Let's Puzzle Volunteering Out by Turkish Red Crescent Izmir Branch, Izmir (Turkey)

The jury appreciated in particular the clear information on European opportunities that is given to approximately 1 000 disadvantaged young people and the cooperation with local organisations. The jury also highlighted the training sessions for volunteers with a total of 75 participants.



Special Recognition Award



My Way - Euroopportunities by Asociacion Cultural Inglicia, A Coruña (Spain)

The jury especially recognised the collaboration with other Eurodesk multipliers in other countries with the first Leonardo exchange programme inside the Eurodesk network. 16 young Spanish people had the opportunity to have a practical experience in a Eurodesk multiplier organisation abroad. The jury also underlined the project's promotion of Eurodesk with a variety of quality information services targeted at different groups.

“ Kogu see võimalus, mida Eurodesk mulle pakkus, tähendas minu jaoks peale pikka mõõnaperioodi tõusu. See andis mulle taas tagasi usu ja positiivsuse. Ma tean, ma saan hakkama! Suur tänu Eurodesk Eestile, tänu kellele mul selline suurepärane võimalus avanes!

Ära maga oma võimalusi maha, haara neist kinni juba täna, just täna! ”

Kadi Kerner, one of the participants of international training course 'I am in Turkey' (Estonia)

“ Ce séminaire Eurodesk était riche en productions et en échanges ! Un petit échantillon d'humanité, ça va me manquer quand je partirai... Il gardera sa place de choix dans le top five de mes activités préférées ! ”

Céline Hergott, Eurodesk Multiplier in Nancy Regional Youth Information Centre (France)

Working together for improving the quality of youth information

From the 1st of October 2013, the Executive Board appointed a new Director for the EBL office. Mr. Fabrice Gonet was introduced to the Eurodesk network during the Autumn Network Meeting that took place in Vilnius.

In order to disseminate the most relevant opportunities, collaborations at national and international level are essential for Eurodesk. The examples collected in this category are just some of the many cooperations in 2013.



Eurodesk Network Meetings

Every piece of information goes through Eurodesk's strict quality control. In order to maintain the quality system, two network meetings are organised each year where Eurodesk's best practices are discussed. In 2013, Krakow and Vilnius hosted the event.



Eurodesk Spring Network Meeting

The Spring Network Meeting in Krakow focused on the future of Eurodesk and strengthening the Multipliers network. Presentations were held on social media usage and the European Youth Week preparation. The Autumn Network Meeting in Vilnius focused on the European Youth Portal and on cooperations with National Agencies and other youth organisations.

Collaborating on national level

Flemish-speaking, French-speaking and German-speaking **Eurodesk Belgium** offices joined forces to produce not only contents for the EYP but promotional materials as well.

German-speaking **Eurodesk Belgium** office organised an event called 'Schultour', together with the local National Agency. They travelled to different schools to promote possibilities to go abroad during two-hour workshops. Pupils rotated from room to room and topic to topic.



Eurodesk Spring Network Meeting

In 2013, the Croatian network of multipliers accepted 7 new organisations from different regions of the country. Currently, the network counts 11 organisations, acting as youth information centres, youth clubs or youth-orientated organisations. Moreover, the regional youth info centres were given an additional task - to organise an info day on possibilities for young people, especially within

the Youth in Action Programme. **Eurodesk Croatia** organised two meetings with the multipliers, with the aim of informing them about developments regarding the EYP, on current youth policies on the national and European level, as well as preparing activities for the European Youth Week and, finally, planning joint activities for 2014. Some of the multipliers were also trained on how to use the FirstClass system.



Eurodesk Spring Network Meeting

On the first day of Estonian Youth Week, **Eurodesk Estonia** organised a training event on social media for 34 participants. The gathering gave an overview on youth information developments at national level. The training highlighted the importance of working with social media channels, including Facebook. Eurodesk Estonia introduced a campaign on QR-code as well.

Nuori2013 brought together 2579 youth field professionals. It was organised by the National Youth Committee together with **Eurodesk Finland**. The programme highlighted the benefits of international youth work through concrete examples. The programme was hugely successful and received praising feedback – especially the lunchtime disco was 'something completely different'. As a part of Nuori2013, **Eurodesk Finland** organised a VIP dinner for youth information professionals. The dinner attracted 34 professionals and its aim was to introduce the new Eurodesk team and the Eurodesk services to them.

A training session on Creative Thinking was provided to 13 Eurodesk multipliers by **Eurodesk Ireland**. The aim was to help them respond to young people in a creative way by not only offering requested information but also encouraging them to become more mobile, involved and innovative. The Creative Thinking training was requested by some participants who wanted to be able to help young people with fewer opportunities, especially unemployed ones, not to lose hope and to find ways of increasing their integration into society.

Eurodesk Portugal held a multiplier training session on Hate Speech Campaign and the Portuguese Youth Portal. Their aim was to raise participants' awareness on using Eurodesk's tools.

Eurodesk Sweden has worked very closely with the National Agency. This has led to many information efforts including Gränslöst, a magazine on using Youth in Action as a tool for combatting youth unemployment. The idea was to use this publication as a tool that offers opportunities for young people to acquire new skills and experiences through participating in projects within the programme.

Eurodesk Slovenia have organised a training event for youth information workers on delivering workshops to young people in order to encourage them to participate in the upcoming EU elections. The training event took place during the European Youth Week in Kranj. **Eurodesk Slovenia** also prepared support materials for those, who are running the workshops, with practical information and tips. 11 participants attended the training, coming from associations, non-governmental organisations, Europe Direct points, schools, youth centres and the National Youth Council. Participants will deliver the workshops in the beginning of 2014.



Working together for improving the quality of youth information

Cooperating with other organisations or foreign Eurodesk partners



European Seminar for Multipliers

Eurodesk Bulgaria representative participated in the Annual coordination meeting of the European information networks in Bulgaria. At the meeting all the stakeholders dealing with EU information were gathered (Europe Direct centres, Europe Enterprise, European information centres, ESN Bulgaria, European documentation centres, Team Europe junior, etc.). The meeting provided opportunities to cooperate and coordinate their action in order to ensure better visibility and more coherent information to young people.

Eurodesk Brussels Link organised the 8th edition of European Seminar for Multipliers. About 40 participants around Europe representing the Eurodesk Multipliers network came together in September in Brussels. For two days, participants had the chance to share good practice, to discuss recommendations for the network and to gain more knowledge about what is happening at European level.

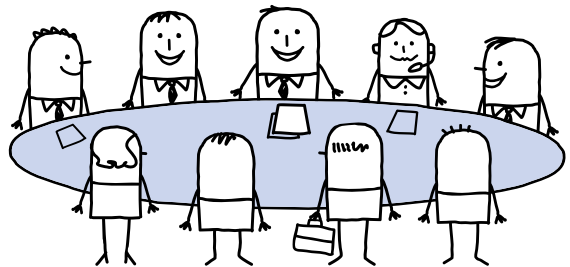
Eurodesk Denmark held a training event for counsellors in Copenhagen and Aarhus with a total number of 80 participants. The training was carried out together with Europass and Euroguidance.

During the European Youth Week, **Eurodesk Croatia** organised the European Youth Festival, together with e-Twinning, celebrating also its respective 'week'. The festival consisted of the presentation of

projects financed under the Lifelong learning and Youth in Action programmes, as well as promotion of e-Twinning and Eurodesk networks. Various workshops for pre-school children and youth were organised, as well as performances of groups developed under the financed projects.

Eurodesk Finland worked together with the national development centre of youth information and counselling, Koordinaatti. They met regularly during 2013 and searched synergies whenever possible. Eurodesk Finland uses Koordinaatti's channels to spread information and contributes to the development of national youth information services. The national youth portal (powered by Koordinaatti) was launched at the end of 2013, and Eurodesk contributed to its contents.

Eurodesk Hungary organised a conference together with EURES, Euroguidance, Europass, with 150 participants. More than 20 experts representing different NGOs and institutions contributed with a keynote, an expert input, a workshop or a presentation on the subjects of youth mobility, youth research or career guidance.



ESN Bulgaria
Multipliers
 Europe Direct

Twinning
 Euroguidance

Europass
 Europe Enterprise

Eurodesk Ireland cooperated closely with Spunout, a national charity that runs an information website, spunout.ie for young people on topics health, education, work and participation. In 2013 Spunout has provided a number of articles for the Irish section of the EYP. Spunout is a member of the Eurodesk Ireland network and also offered free meeting facilities for the national Eurodesk network meeting last year.



A mobile app called 'L'Europa intorno a me' (Europe around me) was the result of the cooperation between **Eurodesk Italy**, EuropeDirect, EURES and Euroguidance. The app helps young people who are searching for opportunities abroad.



Eurodesk Slovakia started to attend the meetings of HR managers organised by national volunteers centre C.A.R.D.O. to understand the needs of the labour market and set up relevant strategies on how to educate young people in this field, as well as the meaning and relevancy of non-formal education for HR managers.

Multipliers of **Eurodesk Turkey** visited Eurodesk Germany to gain information on youth information and participation and their conditions in Germany. The aim of the meeting was to experience the field of youth information and share best-practice examples on mobility counseling. Also, local Eurodesk service centres were visited.



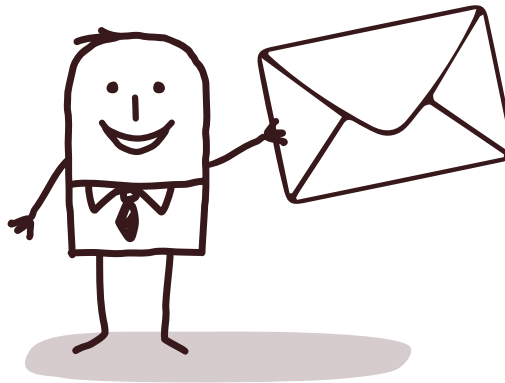
“ I think Eurodesk is great because it supports the needs of young people. Especially in times when stories on youth unemployment dominate the media, Eurodesk shows the broad variety of opportunities that are available to young people. This encourages you to use your abilities, to follow an idea, to move ahead and look for support, to go abroad and to use your rights as European citizen. ”

Birgit Klausser, Dep. Head of Unit International Youth and Family Policies, at the Federal Ministry for Economy, Family and Youth (Austria)

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Erasmus+



Youth
in Action