

eurodesk

a snapshot of action

... and good practice.



eurodesk



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Ms Androulla Vassiliou



European Commissioner for Education, Culture, Multilingualism and Youth

As the European Commissioner for Education, Culture, Multilingualism and Youth, I am proud that the College of Commissioners has endorsed my proposal for "Erasmus for All", the new EU funding programme for education, training, youth and sport. I hope that we will be able to count on the ongoing support of the Eurodesk network, which plays an important role in informing young people about the opportunities for mobility and participation across Europe and beyond.

Erasmus for All, which will come into force in 2014, aims to build on the success of Erasmus, Leonardo da Vinci, Comenius, Grundtvig and our other international programmes to offer great opportunities for young Europeans. If adopted by the EU's Member States, the programme would enable up to 5 million people, almost twice as many as under the existing programmes, to study, train or volunteer abroad.

EU support for education and training, including non-formal learning and adult learning, is one of the best investments we can make for Europe's future. Learning abroad boosts people's skills, personal development and adaptability, as well as increasing their

employability. It is not just individuals who benefit from this experience; thousands of teachers, trainers and youth workers also receive EU funding to train abroad – and they bring the best ideas home. Thanks to their 'multiplier' effect, millions benefit from our investment.

Erasmus for All would also boost cooperation between institutions and Member States to enhance the quality of education and training at all levels and will encourage policy reforms aimed at modernising our education systems.

We must prepare our young people to be a match for the best in the world to ensure the future prosperity of Europe. What we are doing at EU-level through our programmes makes a difference and, with the support of our partners in the Member States and European networks like Eurodesk, I hope we will make an even greater difference in future.

Ms Androulla Vassiliou, *European Commissioner for Education, Culture, Multilingualism and Youth*

Mr Reinhard Schwalbach



Eurodesk President

This was a year in which we dedicated special efforts to strategically preparing our future beyond the current programme "Youth in Action", of which Eurodesk is a permanent support structure.

Now that negotiations on a future programme are in a crucial phase, we hope that the successful elements of Youth in Action will be kept. We are aiming for a new generation of programs supporting young people in Europe, with a strong commitment to formal and non-formal learning. We are pleased that our network is seen as a useful instrument in the European Commission's proposal for the future programme "Erasmus for All".

A survey among our key target group and partners - the Eurodesk local and regional multipliers - underlined our network's main benefits. According to the survey, our "unique selling points" are that we offer quick access to up-to-date European information, and that we are a "working" network of information professionals, communicating in realtime and enabling the formation and

growth of trusted partnerships. Local and regional youth information centres, youth associations, local and regional public bodies and other information centres appreciate Eurodesk's information services and its provision of professional training and common working tools and materials. At the same time, we believe that having such close relations with more than 1.800 partners in more than 30 countries is one of Eurodesk's significant assets when it comes to disseminating European information and supporting young people's mobility and participation.

On the one hand, these qualities are in line with the "EU-Strategy for Youth – Investing and Empowering", and with the aims of the political initiative Youth on the Move. On the other, both policies are striving towards good practice and the fulfillment of our aims. We do believe that we can make a significant contribution to a new programme in the areas of education, training, youth and sport.

Reinhard Schwalbach, *Eurodesk President*

Ms Anja Ruhland



Eurodesk Director

The Eurodesk network aims to maintain a permanently high level of constant service provision, while challenging us to continuously enhance and innovate. The European coordination office, Eurodesk Brussels Link, drives that process. This is achieved with internal support and services for our members, and through external communication and liaison at a European level.

In 2011, Eurodesk Brussels Link continued to support our network, enabling Eurodesk partners to deliver their services effectively. This support ranged from daily research and provision of European information in the youth field, to maintenance of the technical infrastructure that allows Eurodesk to be a vibrant network of information professionals in which quality information is constantly circulating. We provided training and support for partners and began using webinar technologies, which allowed us to work together more efficiently across the 33 countries we now cover.

Our coordination office is always eager to advance the Eurodesk network and the services it provides. In 2011, the European Year of Volunteering, we developed a new European module – “Help Yourself by Helping Others” – that provides a framework for our national partners and their multipliers to deliver interactive awareness and information sessions on volunteering opportunities to young people.

In addition to supporting our national coordinators, we placed particular emphasis on highlighting a key asset: our strong local connections. Thus we organised another European seminar for Eurodesk’s local and regional multipliers to meet and exchange ideas in Brussels. We also launched the Eurodesk Awards, “Champions of European Youth Information”, to highlight the achievements of Eurodesk multipliers in delivering European information to young people.

We focussed further on our network’s external communications and the services we provide to increase youth mobility and active participation. A quarterly e-newsletter for stakeholders and organisations was launched at the European level, and we participated in major European events such as the Volunteering Village during the second Youth Convention on Volunteering in the European Parliament. Thanks to our good cooperation with event organiser the European Youth Forum, we were able to showcase our network and services to more than 2.000 young people who visited the “V-Village”.

To reach out to more young people and bring them closer to opportunities for European mobility and participation, we followed and contributed to develop-

ments towards an improved European Youth Portal. Drawing on our experience as a content provider for the portal, we organised a users’ survey on the current portal. We also provided insights at a hearing in the Youth Intergroup of the European Parliament and during several meetings with the European Commission. We aim to make the European Youth Portal the go-to reference point for young Europeans, and in 2012 look forward to further playing an active role in meeting their needs.

Anja Ruhland, Eurodesk Director



spreading the word

We've been spreading the word...

Eurodesk's main mission is to help bring quality information on European programmes and policies to young people while promoting the broader goal of youth mobility. We focus most of our efforts on providing European Information to national, regional and local "multipliers" who work with young people, although many are also reached directly as an effect of our core work. Over 1.800 multipliers in 33 countries include youth organisations, youth workers and youth policy makers. We also cooperate with other networks and organise multiplier events where the number of young attendees is high enough to inform and positively influence other young people.



about Youth on the Move...

Eurodesk Brussels Link regularly informed our community about the "Youth on the Move" (YoM) initiative and key events – internally, to network partners and multipliers and externally, via www.eurodesk.eu and our social media presence.

We hosted an information stand at the "Our Future Mobility Now" conference and fair in June 2011 in Brussels' Autoworld. In an exhibition of the Youth on the Move campaign (22 - 25 June), Eurodesk presented the Youth in Action (YiA) programme and other mobility opportunities for young people, on behalf of the European Commission, to visitors from all over Europe.



November: eyes watch over a Youth on the Move conference in Viterbo (IT)

at tours and fairs...

In August **Eurodesk Germany** presented the "Youth on the Move Exhibition" at the European Youth On the Move Information Tour as part of the "Games Com Festival" in Cologne (DE). The exhibition then travelled to 60 locations around Germany and was seen by more than 20.000 people.

Eurodesk Luxembourg exhibited at the Luxembourg National Student Fair, in cooperation with the National Youth Information Centre and the national agencies for YiA, the Lifelong Learning Programme (LLP) and Europass. The National Student Fair is held annually in November, with around 250 exhibitors from 20 countries attracting around 10.000 visitors.

at events...

Eurodesk Romania launched their European Youth Week by participating in the national "World Café" event. Held in May and jointly organised by ANPCDEFP – the National Agency for Youth in Action and the LLP – World Café promoted Youth on the Move and the Europe 2020 Strategy, and gave its 150 participants a chance to tackle key YoM themes.

During the Autumn, Greece hosted two YoM events featuring graffiti artists and breakdancers. Organised by the Representation of the European Commission in Greece, the events focussed on EU programmes supporting youth mobility, while **Eurodesk Greece** provided attendees with information on the YiA programme and other opportunities.

Eurodesk Sweden organised the "Mobility – A right for everyone?" seminar during that country's annual

National Conference on Youth Policy. Around 800 participants from municipalities, authorities and non-governmental youth organisations attended the conference, of which 90 took part in the mobility seminar. Participants addressed the topic of European and national political initiatives, and the ways in which they conflict with a national framework of laws and regulations. As a result of problems uncovered at the seminar, Eurodesk Sweden initiated a dialogue with the Parliamentary Committee on the Labour Market and the Swedish Public Employment Service.

...and with projects.

Both **Eurodesk Ireland** and **Eurodesk Latvia** staged YoM-themed photography competitions, providing an outlet of artistic expression to young people while improving their creative skills and stimulating participation. In Latvia, the competition was launched by the National Agency for International Programs for Youth, who will be responsible for curating the final exhibition to be shown in Riga (LV). Winning Irish entries were selected locally by Eurodesk multipliers before they were finalised by a national committee, with prizes presented at youth information centres as part of European Youth Week. Exhibitions of photos from the competition were held locally throughout the year, and at a national level as part of the Youth Day celebrations in Dublin (IRL). Winning entries were also published on Irish multiplier Leargas' website and in the 2012 Eurodesk Wall Planner.



January: Eurodesk Austria's stand at the "European Year of Volunteering Tour" during its stop in Vienna (AT)



Youth on the Move Card

Having promoted a public survey on the Youth on the Move Card, **Eurodesk Brussels Link** took part in meetings of experts hosted by the European Commission. The card is one of the top 10 target actions in the Youth on the Move flagship initiative, and its introduction should lead to greater mobility and participation among young Europeans.

Youth on the Move

Eine Initiative der Europäischen Union

Umfrage zur geplanten
Youth on the Move-Card
— nur noch bis 4. Juni!

european opportunities for youth

We've been bringing European opportunities to young people...

With its events, fairs, school programmes and innovative projects, our network brings information on European opportunities to the young people who need it. We also strive to improve our accessibility and constantly improve the quality of the service we provide. Through TV, radio, publications, events and, increasingly, online and social media platforms, we're informing increasing numbers of young people about European opportunities every year.

at partner events...

Seven of the popular "world weit weg" parties were brought back by **Eurodesk Austria** in 6 regions nationwide to spotlight youth mobility. Almost 1.000 young people joined these events and gathered information on European opportunities in a fun and relaxed setting.

French-speaking Eurodesk Belgium participated in a seminar on youth mobility organised by the Walloon Region, where it presented European opportunities to secondary school students and teachers.



June: Eurodesk Austria takes its "world weit weg" party to Innsbruck Tyrol (AT)

at fairs...

A number of fairs on European youth mobility were held by **Eurodesk France**, including a three-day event attended by around 3.000 young people, addressing topics of social inclusion, language learning abroad (with a special focus on Lithuania, thanks to the involvement of a European Voluntary Service volunteer from that country) and study and internship opportunities in Spain.

Similar fairs providing individual and collective information sessions on European mobility were organised by Eurodesk France's multipliers at regional and local levels.

These events assisted young visitors at multiplier centres throughout the country by giving them face-to-face advice on mobility projects from specialist youth information professionals.



May: Commissioner Vassiliou joins Eurodesk Italy's stand at the first European festival in Florence (IT)

Eurodesk Lithuania took part in high-visibility events across the country, including the Career Fair at LCC International University, the Youth NGOs fair in Klaipėda, the "Volunteering Academy" in Kaunas, and the "September the 1st Fest" in Vilnius. During these events, and at more than 28 other presentations throughout the country, network members counselled around 1.400 young people on their European opportunities, and provided information about volunteering and other opportunities to more than 550 young people and youth workers.

in schools...

Two of **Eurodesk Malta's** activities were aimed at delivering information on education and employment to schools and current or prospective students. The "Beyond Sixth Form – Gozo" event offered guidance on job and mobility opportunities in Europe, while "Learning Expo 2011", organised by the Ministry of Education, Employment and Family, provided information about study possibilities in Malta.

Eurodesk Italy informed more than 10.000 of the nation's students about their European opportunities during its EU4U project, while **Eurodesk Poland** delivered almost 150 of its Euroclasses (covering issues related to funding and mobility such as working, studying and volunteering in Europe) by request to schools and youth organisations, reaching over 2.000 high school and university students.

In a collaborative project with EURES, Europass, Euroguidance and the Association of Norwegian Students Abroad, **Eurodesk Norway** organised the "Toolbox for counsellors" conference in October. Held in Bergen (NO), the conference provided presentations, practical exercises and discussions on European opportunities, giving counsellors in schools and the employment services the necessary tools for delivering the best possible guidance to young people.

with innovation...

In October the Eurodesk network joined the GoStrange Information Fair hosted by **Flemish-speaking Eurodesk Belgium** at Antwerp Zoo. Eurodesk partners from across the continent teamed up to present European mobility opportunities to young people in the tailor-made "Go Europe" hall. Around 1.300 young people and youth workers were at the event, which featured workshops, information sessions and entertainment.

As part of European Youth Week, **Eurodesk Cyprus** partner the Youth Information Centre of Larnaca organised a "Treasure Hunt" event in cooperation with the National Agency of the Youth in Action (YiA) programme. Nineteen teams followed a trail of clues – relating to YiA, the Youth Board of Cyprus, Eurodesk and the Youth on the Move (YoM) initiative – throughout Larnaca, a coastal town. The success of this event led to a further "Treasure Hunt" in the town of Limassol, this time organised by the Youth Information Centre of Polemidia and the National Agency for Youth in Action.

Eurodesk Ireland continued its cooperation with the country's more than 350 public libraries via the Library Council of Ireland. In April the "Reaching for Europe" workshop educated librarians working with youth at a local level about possibilities offered by the European Youth Portal and Eurodesk database. A project officer from the National Agency for Youth in Action gave a special presentation about European opportunities for young people, particularly those offered by YiA.

on TV...

Eurodesk Cyprus was featured on youth TV programme "Eimaste Edo" ("We are here"), while **Eurodesk Germany** gave a live interview on public channel ZDF about European and national volunteering opportunities for young people.

on the radio...

Eurodesk Luxembourg multiplier the National Youth Information Centre began appearing weekly on local youth radio to introduce its projects and promote their corresponding websites. A longer slot every 6 weeks on a national cultural radio station has allowed for more in depth coverage of its activities, which focus on adults working in the youth sector.

Broadcasting news of its events to young people via radio is an approach also taken by **Eurodesk Latvia**, which cooperates with popular youth station European Hit Radio.

Eurodesk is a great tool for young people to find European mobility possibilities as well as an opportunity for us to help create and be part of a big network.

Jan-Erik Lundin, Head of Europe Direct Fyrbodal (Sweden), speaking in the magazine "Gränslöst", 2011

online...

French-speaking Eurodesk Belgium, Eurodesk Germany, Eurodesk Netherlands and Eurodesk Luxembourg have all made improvements to their online services, making information more accessible to users.

French-speaking Eurodesk Belgium created the "Information on mobility opportunities space", where young people and youth workers can find information about European opportunities, while **Eurodesk Luxembourg** streamlined its online services through the use of automated updates and RSS feeds, making its web presence much more efficient.

Eurodesk Germany re-launched its youth mobility portal (www.rausvonzuhause.de), allowing its content to be embedded in external web pages and making it visible to more young people across the country. In 2011, the portal had more than 4.5 million views. Eurodesk Germany's online advent calendar was also a success, attracting almost 7.500 hits on Facebook and external sites.



The redesign of **Eurodesk Netherlands'** website makes its three sections – European youth mobility, European funding opportunities and European youth policy – more visible and easily navigable. Social media is a strong feature of Eurodesk Netherlands' online presence, and is now more integrated in the structure of its website.

and on social media...

Eurodesk Lithuania used its national portal to upload almost 900 news items and distribute around 50 weekly newsletters to almost 1.400 subscribers. It also used its Facebook profile to post information to its 5.700 followers.

european opportunities for youth

Both **Eurodesk Norway** and **Eurodesk Netherlands** extensively used Facebook and other social media sites to promote European opportunities, with Eurodesk Norway offering an online answering service (linked to its website) where personal counselling is provided. Resulting from a successful advertising campaign, Eurodesk Netherlands increased its number of followers on Facebook by 89% to over 1.000, and recorded almost 150.000 views on its profile.

As an active European citizen, I am always seeking opportunities to meet other young people, mingle, volunteer for noble causes, participate in various youth seminars and conferences. Eurodesk is full of resources, and I don't know how I would find all this info without their help!

Stella Parascha, former EVS volunteer, Luxembourg (Luxembourg)

in publications...

During the last quarter of 2011, **Eurodesk Cyprus** published an online monthly bilingual (English/Greek) interactive newsletter, initially providing information on European programmes and their respective national authorities in Cyprus. Subsequent issues were dedicated to each of the 8 fields of action from the EU Youth Strategy, and included videos, interviews and examples of good practice from local youth organisations.

Eurodesk Austria issued a revised and updated 5th edition of its popular brochure "Global Experience", which has a circulation of 27.000 copies and provides information on European and global opportunities. The brochure includes details on studying, working and volunteering abroad, and is illustrated with first-hand accounts from young people.

Eurodesk France supported multipliers in publishing the regional "Destination Europe" guides on European mobility for young people. These guides provide information on opportunities for young people at European, national, regional and local levels.

Eurodesk Ireland updated its "Working and Living in Europe" booklet, which contains Eurodesk contacts as well as useful information on legal requirements for young Irish people living and working in the EU, living costs, minimum wages and websites for summer and permanent jobs.

...and with creative solutions.

The Eurodesk.tv team accompanied a German youth group to Ireland, where they collaborated with local youth to create a TV episode. The episode, which promo-

ted international youth exchanges, can be viewed online at www.eurodesk.tv. In 2011, Eurodesk.tv episodes were downloaded almost 10.000 times.

People at Eurodesk want to help young people open their eyes to the fact that an active life is not limited to any particular city, country or continent.

Regional partner of Eurodesk, Regional Youth Centre, Kosice (Slovakia)



May: presenting mobility information at European Youth Week event "Mach's europäisch" in Vienna (AT)

Eurodesk Lithuania, in partnership with its National Agency for Youth in Action, created the young journalists' network, designed to present youth information in an innovative and contemporary way. The network was established in January, and at the end of 2011 its 223 young journalists had produced more than 170 articles.

Eurodesk France produced exhibitions on youth mobility in Europe, supplying customised displays for multipliers on studying, internships, working and volunteering initiatives. **Flemish-speaking Eurodesk Belgium's** so-called "life-sizers" presented facts about youth mobility on cardboard figures of young people who had worked or studied abroad.



September: a collage of activity at the "September 1st Fest" in Vilnius (LT)

european policies

We've been informing on European policies...

Eurodesk's national partners inform multipliers about European cooperation on youth policies, also with a view to promoting greater participation among young people in policy making. Through events, publications and training sessions, we present youth policy to young Europeans in an accessible way while encouraging them to put forward their ideas to policymakers and youth professionals.



Eurodesk Poland's 16-page "Europe for the Active" quarterly is almost entirely devoted to European youth policies. It covers EU educational programmes and contains a "European youth policy" section that deals exclusively with priority EU youth policy issues. "Europe for the Active" has a circulation of 6.000-7.000, 2.200 copies of which are mailed directly to organisations, institutions and individuals dealing with European youth issues (such as Polish MEPs). The remaining copies are delivered throughout Poland by Eurodesk multipliers.

Rather than printing bulletins, **Eurodesk Turkey** has found web publishing – especially via social media sites – to be an effective way of spreading information on youth policy. With a Facebook update, Eurodesk Turkey can quickly reach its more than 18.000 followers to elicit feedback.

Eurodesk Romania also utilises online services, sharing information on its Facebook page and website.

at partner events...

Organised by **Eurodesk Cyprus**, the Open Day at the Youth Information Centre of Kato Polemidia allowed young people and key figures – such as the Minister for Education and Culture, the President of the Youth Board of Cyprus and the local Mayor – to come together for a consultation on European Youth Strategy field of action "Youth Participation". Secondary school students and other young people were informed about the Structured Dialogue by a national working group and gave their

views on youth policy directly to policymakers.

Ten "...so you think you know it all?" (SYTYKIA) sessions and four Structured Dialogue "Coffee with politicians" events were organised by **Eurodesk Latvia** in Riga and other cities across Latvia. Members of the Latvian Parliament joined young people to discuss European youth policy issues.

In September, **Eurodesk Switzerland** set up an information booth at "Politbusker", an event conceived for the Swiss Youth Parliament where policy is presented to young people in a clear and approachable way.

by training multipliers...

Eurodesk Austria's training programme for multipliers included a seminar on European funding programmes and structures, such as the Lifelong Learning Programme's "Comenius" and European Social Funds. The seminar took place at the European Commission and the European Parliament delegations in Vienna, and participants were given guided tours and a presentation on the work of the EC and EP delegations. This was especially valuable for multipliers from more remote locations, whose access to these delegations is usually limited.

In November a group of 12 Erasmus students from Spain, Hungary, Greece and Lithuania visited **Flemish-speaking Eurodesk Belgium** for an afternoon training and information session on European youth policy. Participants were guided through EU and Council of Europe youth policies via an interactive quiz, and shown a film about the Youth in Action programme and European youth employment possibilities.

Eurodesk Netherlands developed a Youth Strategy workshop, "EU and Youth Work: what are my opportunities?", for youth professionals and policymakers. The 2012 workshop will be promoted through a web banner and email campaign.

European youth policy issues were discussed during **Eurodesk Latvia's** two training sessions for multipliers. The sessions were an opportunity to inform regional coordinators about youth policies, so they could share the information with young people in their areas.

...and with policy newsletters.

Eurodesk Poland's monthly e-newsletter "Eurokursor", with a subscription of almost 7.500, is one of the Eurodesk network's most widely read publications about EU youth policy.



We've continued to support the European Youth Portal

The European Youth Portal (EYP) was launched in 2004 as a result of the 2001 White Paper, "A New Impetus for European Youth". In 2009, the European Commission (EC) adopted the EU Youth Strategy for the period 2010-2018. Its two objectives are to:

- ▶ Provide more and equal opportunities for young people in education and in the labour market
- ▶ Encourage young people to be active citizens and participate in society.

With this in mind, the EC is in the process of revamping the European Youth Portal so that it can better reach out to young people.

I really appreciate Eurodesk's contribution to raising awareness on the Lifelong Learning Programme in Poland. We use the Eurodesk website, newsletters, publications and school classes to disseminate information about our activities and their results. We also take advantage of the unique Eurodesk network of multipliers. Eurodesk is a support structure of great value.

Anna Atlas, Director of the Lifelong Learning Programme in Poland (Poland)

The Eurodesk network is responsible for maintaining all the information on the Youth Portal and ensuring regular multilingual updates for the EYP homepage. The portal covers topics such as studying, working, volunteering/exchanges, young people's rights, active citizenship, European travel, and information on other portals for young people. It provides European and national information on 32 countries in 25 languages, enabling young people to use the Eurodesk network to find answers to their questions.

Portal Statistics for 2011

- ▶ 2.000 content updates
- ▶ 70 homepage updates
- ▶ Over 700 enquiries answered
- ▶ Over 4.8 million page views



In 2011, the thematic content for our new partner, **Eurodesk Switzerland**, was added to the EYP and is available in English, German, French and Italian. The content for another new partner, **Eurodesk Croatia**, is coming soon.

These events are regularly organised in a very good atmosphere with colleagues from Eurodesk who know how to create an environment for participants that combines intelligence with a youthful approach. Their varied work is realised in a balanced way with attention to detail, which is always welcome.

François Pétré, EURES Adviser, Pôle Emploi International Paris (France)

User Survey

In 2011, Eurodesk surveyed almost 2.000 young people about the portal, thereby gathering feedback that has helped guide the European Commission in further developing the portal.

More than two-thirds of survey respondents were aged between 15 and 25 years old. In evaluating the portal, the vast majority appreciated the fact that content appears in several languages and is up-to-date. Portal visitors are equally interested in information about their own country and that of other countries, while

nearly half are interested in European information. Most respondents had never tried to ask a question through the EYP, but those who did were satisfied with the answers they received.

For the future portal, respondents would like to see more news, pictures and topics, as well as better feedback options and a discussion forum. Over half were in favour of further integrating the EYP with social media.

Hearing in the European Parliament

This year the European Parliament showed a special interest in the European Youth Portal. In September, the Youth Intergroup in the European Parliament, with the support of MEP Franziska Brantner, organised the public hearing "Towards a European Social Network? Improving the European Youth Portal".

Representatives from Eurodesk, the European Commission, Facebook and Netlog joined MEPs and youth representatives in a live streamed session to discuss the planned revamp of the portal. The results of Eurodesk's survey on the EYP were also presented.

Supporting the European Commission

In addition to our daily portal activities and the European Youth Portal User Survey, we continued to support the European Commission in its development of a new portal for young people.

Eurodesk Brussels Link assisted the Commission in drafting the business requirements for modules relating to Eurodesk's activity in the revamped portal, and participated as a special advisor in Commission meetings related to the EYP.

In cooperation with the European Youth Forum and the European Commission, **Eurodesk Brussels Link** also began preparations for including the Structured Dialogue as a new theme on the portal.



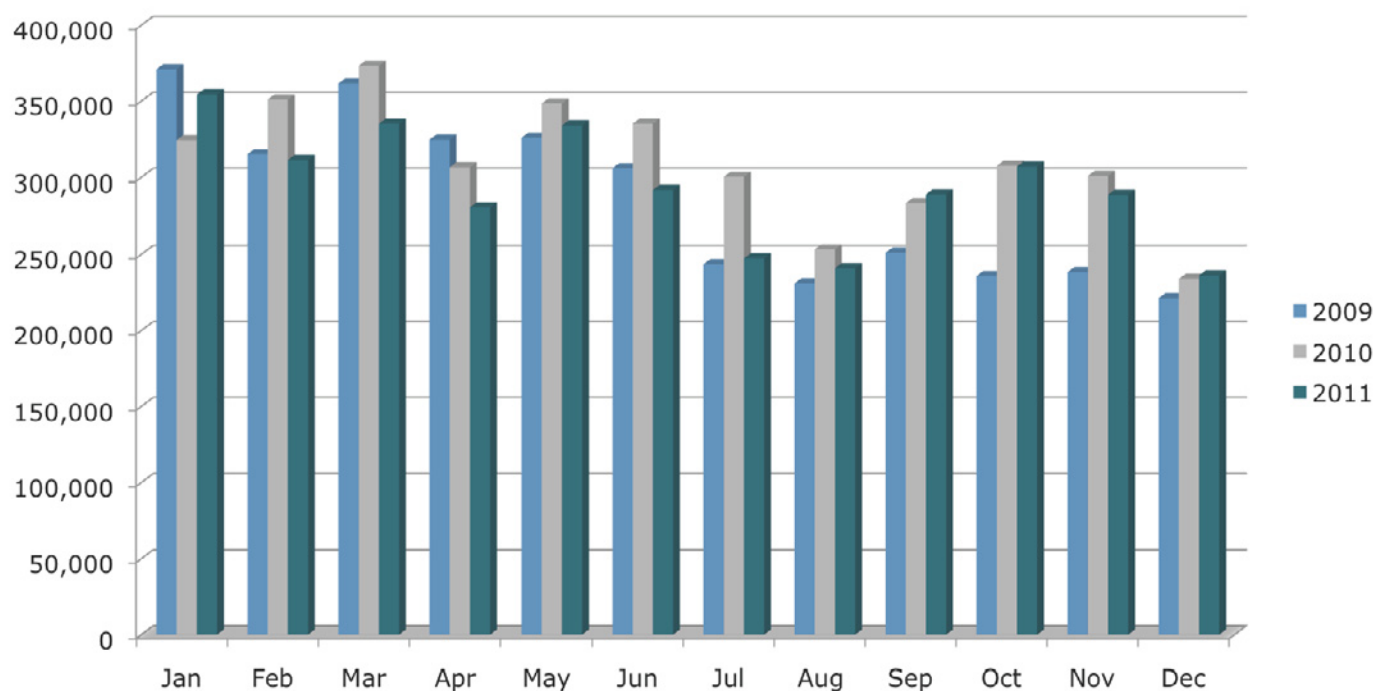
September: Eurodesk Director Anja Ruhland and MEP Franziska Brantner debate with experts during a public hearing on improving the European Youth Portal, at the European Parliament in Brussels (BE)

EYP Visits 2009 – 2011

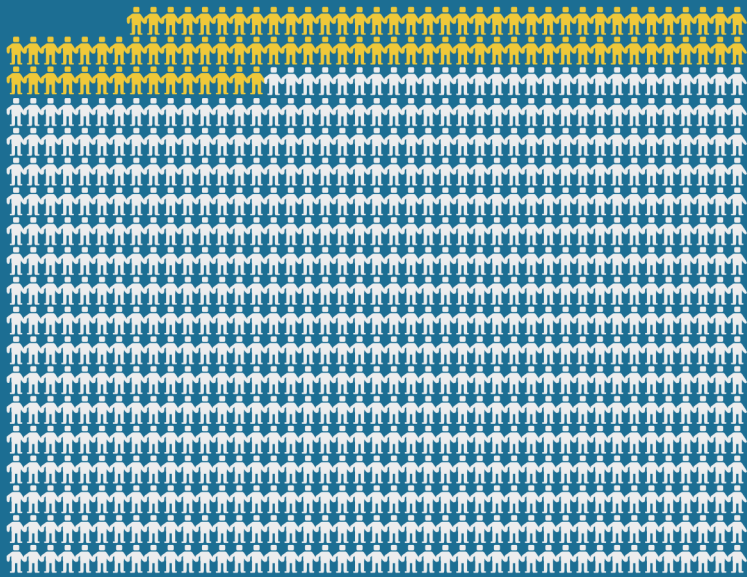
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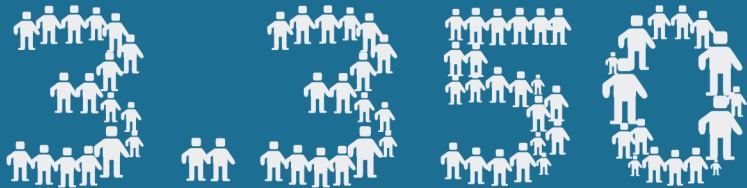


404.911



people reached
at
informations
sessions,
presentations,
workshops
and at
public events

357.957 46.954



4.8 million

trained
professionals

views on the
European
Youth Portal,
for which
Eurodesk
provides the
content

2011 in numbers eurodesk

35 partners
in
33 countries
working with

1.800
local and regional multipliers



views on
eurodesk.eu
and
national
websites

52.000 friends and
followers on
social media

1 million

issues of
information
publications
distributed



subscribers
to Eurodesk
e-newsletters
and
mailing lists



information
enquiries
answered

We're improving the quality of youth information

Aside from our role in delivering information services to young people and those working with them, Eurodesk promotes the development of comprehensive, coherent and coordinated services that take into account the needs of young people. Our national partners also support the development and harmonisation of youth information policies within their respective countries, and work with youth information centres, regional parliaments and national agencies to forge strong working relationships and improve the quality of the information they deliver.



<http://www.youtube.com/user/eurodeskeu?feature=watch>

with partnerships and cooperation...

Eurodesk Cyprus has a strong partnership with its multipliers, youth information centres, which have a central database of education and employment themes. The centres collaborate with Eures, Europass, the Lifelong Learning Programme (LLP) and Europe Direct, providing our network with current information on European activities and opportunities.

The Ministry of Education and Culture and the Youth Board of Cyprus collaborated to form the Career Guidance Service, which cooperates with Eurodesk Cyprus to exchange information on study and careers. This partnership co-organised the Career Camp on Law Studies, providing young people with the tools they need to make informed decisions about their career options.

Eurodesk Latvia cooperates with strategic partners Eures, Europass, Euroguidance, the Ministry of Education and Science, the Ministry of Foreign Affairs, and the Representation of the European Commission in Latvia. Such cooperation is vital for organising youth affairs events and gathering information about youth opportunities. **Eurodesk Netherlands** has advanced its cooperation with Europe Direct partners, EU pro-

grammes – including Euroguidance and Eures – and local youth information services. **French-speaking Eurodesk Belgium** established a partnership with the youth information centres of Wallonia and Brussels.

Following up on a workshop about the European Youth Portal and the Eurodesk database, **Eurodesk Ireland** is planning to further develop its already successful cooperation with the country's libraries, particularly those who are Europe Direct relays. It has also met with Spunout, who run an information-based youth website with content written by young people; see www.spunout.ie.

with meetings, seminars and conferences...

Eurodesk Romania joined a conference organised by the European Commission Representation in Romania, gathering youth services and networks including Europe Direct and some diverse partners such as Enterprise Europe, Your Europe Portal, Naric, and the European Documentation Centres. The conference exchanged ideas and promoted cooperation while providing high-quality information on European opportunities.

The International Seminar On the Establishment of Youth Information And Counselling System was co-organised by **Eurodesk Lithuania** and the Department of Youth Affairs (Ministry of Social Security and Labour) with the support of the Baltic Youth Foundation. The seminar gathered job centre and youth NGO workers, governmental coordinators of youth affairs, experts and partners from Finland, Estonia, Poland and Germany, as well as representatives of the European Youth Information and Counselling Agency (ERYICA).

Eurodesk Malta attended national, regional and local meetings for European information providers, and one of its representatives attended the Eurodesk Network meeting and General Assembly, as well as a training session in Brussels to help network newcomers improve the quality of the information they provide.

Eurodesk Poland's national office presented youth information to almost 1.500 people at 22 training sessions, seminars and conferences organised by agencies of Youth in Action and the Lifelong Learning Programme.

In May **Eurodesk Slovakia** multiplier, Kosice Regional Youth Centre, organised an e-conference for 30 young people. The Director of **Eurodesk Brussels Link** and the Eurodesk President joined via the internet. The conference's main objective was to discover new methods, resources and opportunities for the dissemination of youth information.



September: Prizewinners at the "Champions of Youth Information" awards ceremony in Brussels (BE). From left to right: Joe McDonagh (Galway, IR), Conny Bartlau (Jena, DE), Pedro Munoz Rodriguez (Malaga, ES), Peter Matjašič (President European Youth Forum), Gema Villa Bermejo (Zaragoza, ES), Gregory Paulger (Director Youth and Sport, European Commission), Anja Ruhland (Eurodesk Director), Reinhard Schwalbach (Eurodesk President)

Eurodesk Switzerland improved the knowledge of its staff by "job shadowing" with **Eurodesk Germany** in Bonn (DE), and attending Newcomers and Network Meetings respectively in Brussels and Antwerp (BE). Eurodesk Switzerland also participated in an exchange with its Youth in Action agency.

Being part of the Eurodesk network has broadened my professional horizons and given me the opportunity to use new tools in my daily work with young people. It has given me the chance to build new successful and long-lasting relationships with people all over Europe, who share my motivation and personal and professional interests.

Patrizia Laganà. Eurodesk local relay IT137 Province of Reggio Calabria (Italy)

...and self-assessment and training.

Flemish-speaking Eurodesk Belgium conducted a users survey among people who phoned or emailed with enquiries, receiving 50 responses. They also took part in ongoing research on youth information products, initiated by ERYICA partner VIP Jeugd.

Recently-expanded **Eurodesk Luxembourg** raised awareness of the value of high-quality youth information and the benefits of Eurodesk and the National Youth Information Centre, organising a training session on key principles of youth information for the country's youth workers.

Eurodesk Switzerland sets performance targets such as answering queries within 48 hours and providing qualitative material in three languages, and by providing one-on-one consultations and information distribution in person and by phone.

Eurodesk Awards

The inaugural Eurodesk Awards 2011 for "Champions of European Youth Information" were presented at a ceremony during the Youth Convention on Volunteering, which was held in Brussels in September. We established these awards to celebrate the day-to-day work of our local multipliers, who help young people discover and seize the numerous opportunities Europe has to offer. Our jury of experts awarded three local multipliers for their outstanding information and dissemination activities over the past year, while a fourth partner received a special recognition award.



And the champions are...

Information & Dissemination

The Youth Information Centre of Zaragoza CIPAJ (Spain) delivers comprehensive information services, and the awards jury appreciated the involvement of 60 young people managing European information points in their schools and universities. CIPAJ also enjoys added reach thanks to strong media links and its "Citizens Network of Youth Information", which includes 600 organisations.

Multimedia & Online Activity

The Youth Association Intercambia Malaga (Spain) very effectively brings together offline activities and multimedia tools to spread information and know-how. The jury was especially impressed by the association's project to bring multimedia skills to young people seeking to increase their employability.

Volunteer Involvement

Eurowerkstatt Jena e.V. (Germany) was awarded for its "Volunteers for a Fair Europe", a festival organised by volunteers and demonstrating real life volunteering in action. The event presented young people with volunteering opportunities from around Europe and the world.

Special Recognition Award

Galway Youth Information Centre (Ireland) was recognised for the variety of topics and target groups addressed by this very inclusive centre. The jury regarded highly the centre's focus on responding to the special needs of the local community by informing, guiding and empowering young people.

information to participation

We turn information into participation

As a network, we're keen to involve young people and youth workers in the decisions that affect them. Many of our national partners work with policymakers and young people at local, regional and national levels, through the Structured Dialogue initiative as well as independent projects with local MPs and MEPs. At training and information sessions as well as consultations and events, our network has enabled young people to tackle the issues that concern them most.

Eurodesk is a great partner for the National Youth Council in promoting active citizenship. Our partnership is very effective and the structure very supportive. Eurodesk offers us funding opportunities, gives us the advice we need and helps us put forward the Structured Dialogue in Luxembourg.

Sandra Britz, Chargée de projets, Conférence Générale de la Jeunesse Luxembourgeoise (Luxembourg)

with training and information sessions...

Eurodesk Romania encouraged young people to take part in Youth in Action training courses on non-formal education methods, and to apply what they learned at European Youth Week and Non-Formal Education Day activities at local and national levels.

The Youth in Action Programme was also promoted by **Eurodesk Latvia**, which cooperated with the Swiss to provide information about training courses on non-formal education. The Latvian Eurodesk also informed young people about European opportunities and participation through face-to-face and email based consultations.

European youth policies, environmental problems and issues related to the inclusion of young people with disabilities were discussed by 30 able-bodied and disabled people in a successful "...so you think you know it all?" (SYTYKIA) session organised by **Eurodesk Ireland** in Dublin (IRL). Attendees were given information on their local opportunities and tips on speaking about their concerns.

Eurodesk Slovakia multiplier Kosice Regional Youth Centre targeted young secondary school students for its SYTYKIA sessions, which attracted around 700 participants during graduation week.



December: from information to participation at Kato Polemidia Youth Information Centre open day in Limassol (CY)

Implemented by **Eurodesk Italy**, the "EU4U-2010" project was brought to more than 9.000 secondary school students nationwide, who participated in activities designed to reduce the communication deficit between European institutions and young people. In March 160 students joined EU4U-2010's final event (a simulation of the European Parliament) where they developed three resolution proposals on themes concerning young people: culture and education, environment and development, and employment and social affairs.

by promoting the Structured Dialogue...

Eurodesk Croatia conducted a nationwide research project on the Structured Dialogue, aiming to address the needs of young people in local communities and improve their communication with local and regional government bodies.

In Sweden the National Council of Swedish Youth Organisations (LSU) is responsible for the Structured Dialogue and related activities. It has formed a working group consisting of the LSU, the Ministry of Education and the Swedish National Board for Youth Affairs, and promotes the Structured Dialogue through the **Eurodesk Sweden** network.

Eurodesk Poland also contributed to a national debate on the Structured Dialogue, which was part of European Youth Week (EYW) in Warsaw. It released the "Dialog" brochure (in which EYW topics volunteering, employment, inclusion and participation were discussed by young people and experts) in collaboration with the National Agency of the Youth in Action programme. "Dialog" was sent out with the spring issue of the "Europe for the Active" quarterly and distributed at Polish EYW events.

online...

As part of the national steering group for the Structured Dialogue, **Eurodesk Austria**, in collaboration with the National Youth Council, hosted the Danish Presidency survey on "creativity and participation in democratic processes" on the Austrian national youth portal. The survey was promoted by the Austrian Eurodesk network in newsletters, on their websites and on Facebook.

Thanks to the information provided by Eurodesk Malta, I managed to apply for and ultimately participate in a seminar on the topic "The participation of Young People in the Structured Dialogue" held in Rome. Keep up the good work!

Ryan Mercieca, Gozo University Group (Malta)

Flemish-speaking Eurodesk Belgium is a member of the National Working Group for the Structured Dialogue. Although the group is coordinated by the Flemish Youth Council, Eurodesk has a significant input in its development. Through its website and e-newsletters, Flemish-speaking Eurodesk Belgium promoted Structured Dialogue activities and the search for youth ambassadors.

When I can see a youngster has gone through the cycle – starting with participation in local activities such as a camp or youth initiative project, then the European Voluntary Service and/or youth exchange and finally the realisation of his/her own youth exchange – for me as a coordinator the dream becomes real, because there is now another person who wants to freshen up the image of the organisation.

Agata Babina, Eurodesk regional coordinator, NGO "Radi Vidi Pats", Liepaja (Latvia)

Eurodesk Cyprus works with the National Working Group on the Structured Dialogue, of which the Youth Board of Cyprus is a member. It is then able to inform users on national and European consultations, and post online questionnaires, via email and social media platforms.

In May, **Eurodesk Greece** helped to organise a live streaming event on "European Youth Week – Opportunities offered by Europe to young people". In person and online, attendees were able to submit their questions directly to policymakers.

In close cooperation with the Agenzija Zghazagh (part of the Parliamentary Section for Youth and Sport), **Eurodesk Malta** delivered information on the Structured Dialogue and promoted cooperation between stakeholders on its website and social media pages.

at consultations and events...

During a National Consultation of the Structured Dialogue **Eurodesk Luxembourg** surveyed around 2.000 young people nationwide through its one-stop information shop "Infomobil". Several round tables enabled young people to discuss the outcomes of the survey and define concrete political actions.

Eurodesk Italy organised four seminars for local municipalities, who each invited three participants: a young person, a youth worker and a politician responsible for youth policy.

Eurodesk Cyprus promoted the Structured Dialogue to young people with hearing and visual impairments, and who were invited to consultations attended by a sign language interpreter.

Eurodesk Greece supported its partner the Komotini Youth Information Centre in organising the event "Let's become MEPs. Simulation of the European Parliament".

...and with the EU Youth Conference.

Eurodesk Brussels Link and **Eurodesk Poland** attended the EU Youth Conference in Warsaw, which brought more than 100 young delegates together with policymakers from European and national levels. As part of an ongoing dialogue and following a Europe-wide consultation process, the participants developed recommendations on the future implementation of youth policy. They also discussed youth cooperation between the EU and neighbouring countries, especially between Eastern Europe and the Caucasus, which was a priority for the Polish presidency of the European Council. Eurodesk was especially active in the working group dealing with access to information.



September: Eurodesk Director Anja Ruhland talks cooperation at the EU Youth Conference in Warsaw (PL)

european youth week 2011

Eurodesk partners and their networks of multipliers organised hundreds of events and activities at national, regional and local levels during European Youth Week, which took place in May.

We participated with workshops, meetings and travelling information centres...

Eurodesk Brussels Link participated in the meetings of Youth Week coordinators across Europe, informing partners about central events and coordinating activities at national level.

With its "Infomobil", **Eurodesk Luxembourg** visited schools and youth centres throughout the country during European Youth Week to spread the word about Youth in Action (YiA) and Youth on the Move (YoM). The Infomobil was staffed by former volunteers sharing their experiences, while activities included quizzes and educational games promoting European programmes and non-formal education projects.

Eurodesk Slovakia joined the "European Volunteering Tour", a travelling event raising public awareness of the importance of volunteering in regional, national and European contexts while promoting the

European Year of Volunteering. During European Youth Week the tour visited 5 cities and attracted around 10.000 participants.

Eurodesk Sweden also organised a touring event for Youth Week, bringing together young people, policymakers and NGOs from across the country in "dialogue cafés" and "European future" seminars. The tour visited the cities of Luleå, Västerås, Karlstad and Karlskrona before finishing in Solna, just outside Stockholm.

A Youth Week event on mobility opportunities "Move2learn/Learn2move" was coordinated by **Flemish-speaking Eurodesk Belgium** in the European Youth Capital of Antwerp (BE). The event focussed on mobility projects for vulnerable youth and vocational education.

Eurodesk Austria helped to plan activities organised by the National Agency for the Youth in Action programme. Themed "Mach's europäisch" ("Do it the European way"), the highlight of the week was a party for the European Voluntary Service in Vienna, where more than 200 current and former volunteers celebrated its 15th birthday.



May: finalists of the Youth Song Contest and a guitar pose at Zrinjevac Park in Zagreb (HR)



May: European Youth Week celebrations get the red carpet treatment in Vienna (AT)

Seminars, photo contests, debates, Structured Dialogue events, SYTYKIA sessions, orienteering games, workshops and conferences were among the 80 European Youth Week events organised by **Eurodesk Latvia**. Young people, NGO representatives and youth workers were among those to participate in the events across the country.

As part of the Youth in Action Network Day, **Eurodesk Netherlands** organised a workshop to train participants in conducting SYTYKIA sessions with young people in their own organisations. Around 25 young people, youth leaders and youth workers attended the workshop.



May: "Infomobil" volunteers bring information to the streets of Luxembourg (LU) during European Youth Week

Eurodesk Netherlands also organised a network meeting for its national partner organisations and multipliers during Youth Week, including Europe Direct partners and the European Commission Representation in the

Netherlands. The meeting aimed to improve cooperation and information exchange, and resulted in an online communication platform for multipliers, to be hosted and coordinated by Eurodesk.

Eurodesk Spain and its multipliers organised 67 European Youth Week events for more than 35.000 young people, such as information sessions, workshops and activities on mobility programmes. Developed by Spanish youth information centres, "Trivial Europeo" quizzed young people about European themes such as cultural diversity.

...and with flashmobs, music and art.

Eurodesk Greece, Eurodesk Latvia and Eurodesk Lithuania all organised flashmobs for their European Youth Week participants. In Lithuania, 100 young people were filmed by prominent news portal www.lrytas.lt as they celebrated mobility by releasing colourful paper plans into the sky.

The major event at **Eurodesk Croatia's** European Youth Week was its Youth Song Contest, won by a young Croat for his song "Tomorrow will be better". Thirteen finalists presented their original compositions to an appreciative audience and jury in Zagreb's Zrinjevac Park.

Concerts, street art projects, open house events, a youth party and debates with politicians were all part of **Eurodesk Norway's** European Youth Week celebrations, in cooperation with the Youth in Action programme.

european year of volunteering 2011

Eurodesk regularly participates in high profile EU events to support EU initiatives beyond the youth policy sector, such as the "European Year" activities. In 2011 these activities focussed on volunteering, including the opportunities offered to young people by the European Voluntary Service.

We promoted volunteering with events...

From March to November, 20 **Eurodesk Poland** multipliers held nearly 400 volunteering information sessions for over 8.500 participants. Young people joined quizzes and group discussions while getting to know the popular international volunteering programmes. They also learned about the practical aspects of volunteering, speaking with current foreign and Polish volunteers who were present at each session.

Our common aim is encouraging young people to discover their opportunities in Europe. Our expertise and networks complement one another perfectly.

Lydia Rössler, Europass Österreich, Vienna (Austria)

After learning about the role of volunteering in European youth policy and where to find further information, attendees were encouraged to make a commitment to be fulfilled as part of the European Year of Volunteering. Eurodesk Poland staff trained the session facilitators.

Eurodesk Cyprus supported its multipliers' events promoting volunteering, including an "information marathon" (co-organised in Pafos with the Association for People with Autism) where volunteers passed through several villages in the region to deliver information about autism and its support structures. The event was also a fundraiser for the association, which accepted voluntary donations from the public.



Another Cypriot Eurodesk project was a Christmas craftsmanship workshop, co-organised by the Pafos Associ-

ation for Promoting Mental Health. The workshop sold decorative items and the proceeds went to the association. A similar workshop was organised by the Larnaca Youth Information Centre, which worked with a local rehabilitation centre for children with special needs.



Eurodesk Turkey promoted a special series of events for the European Year of Volunteering as part of the Youth in Action programme. The "Count me in" series aimed to inform 150.000 young people about European volunteering opportunities. Parts of the event were broadcast live on national TV.

The European Year of Volunteering Tour allowed members of the European Voluntary Service (EVS) in Malta to meet and share their experiences in person and via a TV programme about volunteering opportunities. **Eurodesk Malta** played a key role in ensuring information on EVS and Eurodesk services reached a wide audience.

In March, **Eurodesk Malta** held the seminar: "Do you want to make a difference? Voluntary work opportunities for Youth", in collaboration with the Youth Employment Programme through the Employment and Training Corporation. The seminar promoted the EVS as a tool to increase the employability of jobless young people.

via projects and publicity...

Eurodesk France published a new title in their "Mémos Eurodesk: Partir comme volontaire" series, covering the topic of volunteering abroad. By cooperating closely with its multipliers, Eurodesk ensured the quality and relevance of the information it shared with young people.

In preparation for the European Year of Volunteering, **Eurodesk Austria** produced a special logo for its campaign on politics. The logo was featured on postcards and posters and is accompanied by a special section on the national Eurodesk website.

Eurodesk Slovenia organised a comic book competition on volunteering and the European Voluntary Service. The winning comic was produced by two EVS volunteers at a local youth centre, and printed in an EVS leaflet.



September: Princess Mathilde of Belgium visits Eurodesk at the V-Village in Brussels (BE)

...and training.

In January a training session promoting the EVS was offered to members of the **Eurodesk Ireland** network. Following the session (provided by the Youth Information Centre Letterkenny and its two current EVS volunteers), Eurodesk local relays organised local promotions sessions on the EVS throughout the year.



August: heading outdoors to learn about volunteering opportunities, near Starachowice (PL)

Help Yourself by Helping Others

Based on our successful project "...so you think you know it all?" (SYTYKIA), Eurodesk launched a new module to conduct awareness-raising sessions with young people: "Help Yourself by Helping Others" (HYHO).

The European awareness modules are part of Eurodesk's ongoing strategy of engaging with young people on why the EU is important to them and the opportunities that exist in Europe. The modules also encourage young people to take some kind of positive action as European citizens.

During the European Year of Volunteering, the latest module focussed specifically on volunteering opportunities for young people. While young participants left the sessions knowing more about Europe and the volunteering opportunities on offer, the professionals involved gained new experiences and skills based on the HYHO approach.

Led by Eurodesk's trained professionals, each one-hour HYHO session involves 20-25 young people from schools, youth organisations and local youth structures. The interactive sessions are organised in each country with the support of Eurodesk national partners. The first public

HYHO session was delivered during Eurodesk's activities at the Volunteering Village as part of the second Youth Convention on Volunteering, which was held in September at the European Parliament.

A HYHO session was organised by **Eurodesk Romania**, during Eurodesk training with 7 representatives of the National Authority for Sport and Youth who have since become multipliers. A HYHO session was also held by **Eurodesk Slovakia** at the autumn meeting of the YiA agency, in cooperation with the Youth Information Centre in Humenne. The session promoted the HYHO module while encouraging participation in the 2012 training session.

Eurodesk@V-Village

Eurodesk's blue and yellow colours were dotted throughout the Volunteering Village at Brussels' European Parliament in September. Hosted by the European Youth Forum as part of the Youth Convention on Volunteering, the village was an opportunity to share our expertise and experiences with young people and youth workers from across Europe.

The Eurodesk Stand invited villagers to learn more about volunteering in another country, along with other cross-border opportunities to study, work or undertake training courses, language classes, youth exchanges and talent competitions. And, by spinning the Eurodesk "Wheel of Opportunity", they could discover which volunteering opportunities were a good match for their interests.

We hosted two events at the village under the HYHO banner, an initiative based on Eurodesk's SYTYKIA awareness-raising methodology. For youth workers, activists and youth information professionals, we hosted a workshop to explain the methodology behind running interactive sessions on volunteering in local communities.

In a separate event for young people at the village, we put that methodology into practice with a one-hour session offering guidance on how to develop plans for helping others. Sharing experiences can be an inspiring catalyst for action, which is why many of our national partners and multipliers were on hand at the village to share how they have engaged young volunteers in reaching out to other young people.

During the three days, more than 2.000 young people visited the V-Village.



September: taking off at the first public "Help Yourself by Helping Others" session, at the V-Village in Brussels (BE)

Eurodesk welcomes two national partners...

Eurodesk Croatia is part of the Croatian Agency for Mobility and EU Programmes within the Department for Youth in Action. Although it was chiefly the responsibility of one person in 2011, the whole Youth in Action team has been involved in its activities. Its major achievement this year was the establishment of a working structure for Eurodesk, both within the Agency and externally. Cooperation began with four regional information centres, which have since enjoyed new training and development opportunities. With numerous activities planned for 2012, Eurodesk Croatia is well on the way to becoming the country's primary source of information for young people and youth organisations when it comes to mobility options and youth policies, especially within the Youth in Action programme.



Eurodesk Switzerland is located within the Swiss Competence Centre for Exchange and Mobility, which is part of the Swiss Foundation for Federal Cooperation. Created in 1967 and based in Solothurn and Berne, the Foundation has officially managed Switzerland's participation in the European Lifelong Learning and Youth in Action programmes since January 2011. The Foundation aims to build bridges between the language communities across the country's 26 cantons and to preserve linguistic and cultural diversity while promoting the concept of federalism. Eurodesk Switzerland's main mission is to answer questions young people have concerning exchange and mobility possibilities within Europe and Switzerland.

...a lot of new multipliers...

One of Eurodesk's most encouraging achievements this year has been the expansion of its networks via the addition of qualified multipliers, which now number more than 1800. In Turkey, for example, the number of Eurodesk multipliers increased in 2011 from 50 to 102.

For me Eurodesk is an important tool to get high quality information about European countries and funding. It simplifies my daily work as a youth information worker. It's great to be part of a European network like Eurodesk.

Theresa Jenewein, youth information worker and Eurodesk multiplier at InfoEck, Jugendinfo Tirol, Innsbruck (Austria)

Eurodesk Turkey has launched webinar sessions for its contacts to motivate and inform multipliers of their responsibilities and tasks.

Eurodesk Poland added 10 new multipliers to its national network. Five of the new organisations operate locally, four regionally, and one at national level. This multi-levelled structure remains a distinctive feature of the Polish network, which at the end of 2011 consisted of over 80 organisations and institutions.

Eurodesk Slovakia added four new multipliers to its network, bringing the total number to 11. Negotiations with a further 10 potential multipliers are ongoing and should be completed in 2012. Due to this rapid expansion, Eurodesk Slovakia will be dedicating 2012 to training its network.

Despite its small size, **Eurodesk Luxembourg** also managed to expand in 2011, adding two youth multipliers to its network.

...and a revamped national network.

A highlight of 2011 has been the restructuring of our Swedish network. At **Eurodesk Sweden**, it is now the whole network that makes decisions instead of just the national partner, known as Ungdomsstyrelsen. While the national partner continues to act as a helpdesk and link in this process, there are now more opportunities for contact points to contribute to the drafting of work plans and a revised national strategy. Such increased transparency and collaboration within the national network has led to a more dynamic Eurodesk environment in Sweden.



September: Eurodesk volunteers at an HYHO session at the V-Village in Brussels (BE)



September: Eurodesk Brussels Link hosted the “European Seminar for Multipliers” in Brussels (BE)

While in other developments...

In March, the Spring Network Meeting for the Eurodesk network took place in Ingolstadt (DE). Hosted by **Eurodesk Germany** and the local Eurodesk partner, the town youth council of Ingolstadt, the meeting was held in the public youth centre within the old city walls. In these historical surroundings, more than 50 Eurodesk colleagues from across Europe worked for three days on new projects and ideas in an open space themed “Energising Eurodesk”. Segments were shot for a Eurodesk TV episode presenting the network and explaining our services.

On day one, around 50 participants heard Ms Violeta Birzniece (European Commission, DG EAC, Unit E1 -Youth Policy), Mr Miguel Romero (Education, Audio-visual and Culture Executive Agency, Unit 6 – Youth) and Eurodesk President Mr Reinhard Schwalbach talk about the status and future of European youth policy and information. This was followed by a presentation on youth culture and trends – courtesy of a youth marketing and research agency – which led to group discussions on how to better engage young people with information services. The following day, the Eurodesk seminar moved to the V-Village, interacting with other young people and youth workers during Eurodesk workshops. The seminar wound up in the village the following morning, gathering feedback from rapporteurs and ending with group discussions.

In October, 50 national Eurodesk coordinators joined **Eurodesk Brussels Link** in the European Youth Capital Antwerp (BE) for the bi-annual Eurodesk Network Meeting and General Assembly. Hosted by **Flemish-speaking Eurodesk Belgium**, the meeting explored current developments in European youth policies and the work plans for 2012. We also welcomed representatives of the European Youth Information and Counselling Agency (ERYICA) and the European Youth Card Association (EYCA), who shared news from their respective networks.

Eurodesk Brussels Link also conducted two onsite training sessions for new Eurodesk partners in February and in May. A number of online sessions using webinar technologies were also held for training partners on specific tasks (e.g. the European Youth Portal) and for coordinating joint network activities, such as the internal quality process. Webinar technologies were also offered to Eurodesk partners to conduct information and training sessions with multipliers throughout their respective countries.



December: reaching out at a network training session in Istanbul (TR)

The European Seminar for Multipliers was held in September in Brussels (BE). Delegations of Eurodesk multipliers and national partners converged in the European capital for a seminar that kicked off at the **Eurodesk Brussels Link** conference centre and went interactive at the Volunteering Village the following day.

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