



**Youth**Partnership

# ***QUESTIONNAIRE***

## ***“INFORMATION”***

### ***AUSTRIA***



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Council of Europe  
European Commission



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## Table of contents

1 Information services .....	3
2 Access for young people .....	4
3 Ensuring quality of information .....	4
4 Participating by young people in information .....	5

## **1 Information services**

In Austria youth information is an essential part of extracurricular youth work. Some youth NGOs see their responsibility also in providing information for the young. Information for young people is provided on national, regional and on local level both on- and offline – supported by the respective authorities. Youth information is often combined with youth counselling.

### **1.1 Legal framework of the youth information service**

The *Federal Law on Supportive Measures for the Youth* provides the legal framework for youth information service carried out on national and regional level.

### **1.2 Youth information points**

#### **1.2.1 Number of youth information points at national level**

1

#### **1.2.2 Number of youth information points at regional level**

29

### **1.3 Please list the areas covered by youth information in your country**

Youth information covers all major fields of young people's lives: education, work, leisure time. Information on schooling, concerning different types of school, and universities are as well topics of youth information as vocational training. Summer jobs, au pair, working abroad, exchange programmes, the EVS and other parts of the Youth in Action Programme so the fostering of mobility are favourite themes of youth information. But also information on culture and leisure activities is offered by youth information. Further information topics are: drugs, addiction, sexuality, violence, and health.

### **1.4 Number of information points that facilitate individual career guidance**

29

### **1.5 Are information services for young people free of charge?**

Following the EYRICA charter youth information is free of any charge for the young clients.

### **1.6 Youth portals**

In Austria two national and nine regional youth portals exist.

National youth portals: [www.jugendinfo.at](http://www.jugendinfo.at); [www.infoup.at](http://www.infoup.at)

Regional youth portals are run by the regional youth information centres: Vorarlberg:

[www.aha.or.at](http://www.aha.or.at); Tyrol: [www.infoeck.at](http://www.infoeck.at); Salzburg: [www.akzente.net](http://www.akzente.net); Upper Austria:

[www.jugendservice.at](http://www.jugendservice.at); Lower Austria: [www.jugendinfo-noe.at](http://www.jugendinfo-noe.at); Vienna: [www.jugendinfowien.at](http://www.jugendinfowien.at); Burgenland: [www.ljr.at](http://www.ljr.at); Styria: [www.logo.at](http://www.logo.at); Carinthia: [www.jugend.ktn.at](http://www.jugend.ktn.at)

#### **1.6.1 Number of national youth portals**

1

#### **1.6.2 Number of regional youth portals**

9

#### **1.7 What are the contents of the information delivered (education, employment, health, etc.)?**

Like the information points the main focus of the youth portals is to provide information on education, employment, mobility, leisure activities and prevention

## **2 Access for young people**

#### **2.1 Number of young people using the information services (i.e. number of contacts with young people)**

216.120

#### **2.2 Number of young people visiting the national and regional youth portals**

1.587.000

#### **2.3 Is there any mobile information service?**

Mobile information service, like the "Alpha mobile" in Burgenland, provide young people on youth relevant events with information normally accessible in the information centres. "Alpha mobile" is additionally equipped with computers, internet access and DJ-turntables for usage at parties.

## **3 Ensuring quality of information**

#### **3.1 Please list the universities that offer courses on the delivery of youth information (if any)**

In Austria no university offers courses on youth information.

#### **3.2 Number of training centres specialised in youth information**

Since youth information is understood as an import and integral part of youth work all courses on youth work deal with youth information, but none is specialised in it. Jugendinfo.cc offers in

Questionnaire on Information – Austria

cooperation with the Ministry for health, families and youth a national course on youth information for beginners plus specialized trainings for experienced workers.

### **3.3 Number of information points that are following quality standards ( e.g. ISO, ERYCA Charter, national standards)**

29

### **3.4 What existing monitoring systems are there on quality of information dissemination?**

The association of youth information centres jugendinfo.cc monitors the quality of the print material and other published information via a self evaluation system. Regular seminars and meetings are held to improve the quality of the information. Since 2006 qualitative research on the acceptance of information material is carried out. Furthermore the number of contacts with young people is collected in all information points.

## **4 Participating by young people in information**

### **4.1 Number of publications by young people provided by the information services**

1

### **4.2 List of the existing mechanisms to involve young people in information making**

The young people are invited to contribute to the print magazine "a.way" with articles and photos. The youth portals offer communication platforms like forums.

### **4.3 List the existing mechanisms to involve young people in dissemination of information**

In Austria exists a peer to peer information system: Young Team Europe gives information on the action lines of the EU-Programme YOUTH in action; and in some regions also information teams exist that provide information on the existence of youth information centres (where to find them, what are their tasks, ...) but also some basic information on different topics