

QUESTIONNAIRE

“INFORMATION”

BELGIUM-FLANDERS



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1 Information service

1.1 Legal framework of the youth information service

Youth information provisions are specified in the Flemish Parliament Act (29 March 2002) on Flemish youth policy and Flemish Parliament Act of 14 February 2003 for lending support to and providing incentives for municipal, inter-municipal and provincial youth and youth work policy. The Flemish government encourages youth work initiatives to disseminate information on their provision to young people. The youth policy report (2004-2009) treats youth information as a key concern. A coherent, highly performing and particularly effective youth information policy across the different policy areas is a priority in this policy memorandum on youth. Specific items in this policy report include: a portal site for youth information, definition of youth information, making an inventory of youth information activities, youth involvement in preparing information, accessibility of information, assessing information, information coordination, information quality,.. In the second Flemish Youth Policy Plan (2006-2010) reference is made to joint objectives.

1.2 Youth information points

1.2.1 Number of youth information points at national level

2 information points (national level)

1.2.2 Number of youth information points at regional level

131 (including 10 in Brussels) information points (regional level)

1.3 Are information services free of charge?

	public	private
free of charge	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no

1.4 Youth portals

1.4.1 Number of national youth portals

13 youth portals (national)

1.4.2 Number of regional youth portals

5 youth portals (regional)

1.5 What are the contents of the information delivered

JIPs (youth information centre) and JACs (youth advice centres) deliver information about: culture, youth work, sports, training, tourism, overseas, media, traffic and transport, organisation and participation, society, health, sexuality, relations, stimulants, education, work, accommodation, rights and duties, money, - 18 years, violence and abuse, children's rights, leisure, legal affairs, accommodation, social institutions.

Some concrete examples available through JIP: the magazine called Maks provides young people with information on education, information campaigns of health services offer information on health, the WIS database and information campaigns set up by unions focus on the employment theme, the Holebifoon is an initiative focusing on sexuality-related issues,...

2. Access for young people

2.1 Number of Young people using the information services

18,000 persons

2.1.1 Number of Young people using the information services by age groups

	13	15	16	18	19	21	22	24	25	27	28	30
number of persons	N/I			N/I		N/I		N/I		N/I		N/I

2.1.2 Number of Young people using the information services by gender

male	female
N/I persons	N/I persons

2.1.3 Number of Young people using the information services by rural-urban

rural	urban
N/I persons	N/I persons

2.2 Number of Young people visiting the national and regional youth portals

N/I persons

2.3 Is there any mobile information service?

Yes

Description:

The 'Condomobiel' gives information on safe sex. The Condomobiel is to be found on music festivals and other happenings.

3 Ensuring quality of information

3.1 Number of universities that offer courses on the delivery of youth information

0 universities

3.1.1 Names of universities

N/A

3.2 Number of training centres specialised in youth information

3

3.3 Number of information points that are following ISO quality standards

N/I

3.4 Number of information points that facilitate career guidance

N/I

3.5 Existing monitoring systems on the quality of information dissemination

Approval conditions for JIP (approval of the non-profit organisation Delta which supports and trains JIP's and JAC's): the Delta and JIPS information services meet the following criteria: they are up-to-date, objective, accurate, relevant, based on self-help, comprehensive, accessible, clear, attractive. Delta organizes visits to local JIP initiatives. The purpose of these visits is to give support and feedback and help ensure a permanent high quality provision of information. The ERYICA (= European Youth Information and Counselling Agency) Charter is complied with by JICs and JACs. In order to be accredited as JIP, a number of additional principles should be applied: young people as a target group, in the immediate living environment, demand-driven, respect for the applicant for information, specialised as a mediator, integrated in the local socio-cultural landscape, an embedded service. JIPs have a common logo, a quality label. JACs use a quality guide.

4 Participation by young people in information

4.1 Number of publications by young people

N/I publications

4.1.1 Publications by Young people by age groups

	13-15	16-18	19-21	22-24	25-27	28-30
publications	N/I	N/I	N/I	N/I	N/I	N/I

4.1.2 Number of publications by Young people by gender

male	female
N/I	N/I <i>publications</i>

4.2 List of the existing mechanisms to involve Young people in information making

Information disseminated via the JIPs and JACs is prepared by people involved in youth information. In the case of each activity, In Petto* cooperates with a working group comprising young people and related figures. The broader youth work sector also has examples of such participatory information activities because young people are naturally closely involved with this.

Learning to deal with information is also included in various forms in the attainments targets of secondary education.

*In Petto is a youth service which is subsidised from the Flemish Government. This service is specialized in youth information, youth participation and prevention. Concrete actions are give information, give training and doing research.

4.3 List the existing mechanisms to involve Young people in dissemination of information

The various JIPs have a large number of young volunteers. In the 'young advisers' projects youngsters between 15 and 19 are offered a short training enabling them to inform, support and help their friends with problems and if necessary refer them to professional support services. In 2003, 330 youngsters followed this training. The 'young advisers' project is supported by the JACs, sometimes in collaboration with a JIP and/or a municipal Youth Service.

Wegwijzer and *Use-it* are tourist services for young people (travellers, visitors, students and local young people) who specialise in the promotion of information exchanges between young travellers.

4.4 Recent developments that have been made to include Young people in the creation and dissemination of information

In 2005 there was a research project about 'information policy for youth', on demand of the Flemish Government.

It consists amongst others of the following topics:

- which actors are working on youth information?
- how is 'information for children, teenagers and young people' defined?
- how are young people included in the creation of information?
- is youth information accessible for young people?
- what are strengths, weaknesses, opportunities and threats in the domain of youth information?

The report results in some proposals for policy makers to improve youth information and to increase participation of young people in the information provision and to optimise the dissemination process.

ICT policy in compulsory education and adult basic education are two important tools to overcome the digital divide between highly qualified and lowly qualified young people.

The policy memorandum on youth for 2004-2009 states that it is the intention to develop 3 information guides and 3 related web sites aimed at 3 age groups: children, teenagers, and young people.

In May 2006 the VIPje (Flemish Information Point Jeugd) was set up. The main tasks of the VIP are: research and development, datamanagement, support, coaching, training and promotion.