The European Knowledge Centre for Youth Policy

Key priorities for youth policies answers on
Information

Partnership between the European Commission and the Council of Europe in the field of youth policy, youth research and youth work.

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FINLAND, 2005

1 Information services

1.1 Legal framework of the youth information service
Finnish Ministry of Education has issued a recommendation on Youth Information to the municipalities (111/700/90). In the Youth Work Decree obliges to give information according to the principles and recommendations of the Council of Europe. Finland has adopted the Recommendations of Youth Information and Counselling work of the Council of Europe R (90) 7. The European Youth Information Charter of the European Youth Information and Counselling Agency ERYICA, 1993 contains quality criteria for the work done in Finland. Transparency and access to information are basic principles of Finnish local government. The Local Government Act (29 §) emphasises not only representative democracy but also opportunities for residents to participate and exert influence locally.

1.2 Youth information points

1.2.1 Number of youth information points at national level
30 *information points (national level)*

1.2.2 Number of youth information points at regional level
8 *information points (regional level)*

1.3 Are information services free of charge?

	public	private
free of charge	yes	

1.4 Youth portals

1.4.1 Number of national youth portals
1 *youth portals (national)*

1.4.2 Number of regional youth portals
10-20 *youth portals (regional)*

1.5 What are the contents of the information delivered
A special feature in Finnish youth information is that because of other specialiced services (employment, education etc.) youth information centres mostly focus on more general knowledge. The most common questions of young people concern housing, education, employment, working

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abroad, social security, health, sexuality, human relations, leisure time#

2 Access for young people

2.1 Number of young people using the information services
N/A *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/A	N/A	N/A	N/A	N/A	N/A

2.1.2 Number of young people using the information services by gender

male	female
N/A *persons*	N/A *persons*

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

rural	urban
N/A *persons*	N/A *persons*

2.2 Number of young people visiting the national and regional youth portals
N/A *persons*

2.3 Is there any mobile information service?
yes ~~no~~
Description
NUTI is a mobile project, which aims at improving young peopleŽs possibility to participate. It enables young people to make initiatives and influence affairs of their home municipality either via internet or with mobile phone (#Idea box#). It also works the other way round # young people can order news services either to their computers or to their mobile phones.

3 Ensuring quality of information

3.1 Number of universities that offer courses on the delivery of youth information
N/A *universities*

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3.1.1 Names of universities
N/A

3.2 Number of training centres specialised in youth information
N/A

3.3 Number of information points that are following ISO quality standards
N/A

3.4 Number of information points that facilitate career guidance
N/A

3.5 Existing monitoring systems on the quality of information dissemination
Preparation of statistics is an integral part of youth information and counselling work. Personnel workin with youth information are cooperating to ensure the quality of their work, but there is no national classification or data gathering system. One efficient tool for ensuring quality is the work with networks of other professionals. This crossectoral cooperation is very popular in Finland. All the people working with young people the have same target group. Networking has large benefits. Training of youth information and counselling workers is also important. Youth information centres have created a customer feedback #system. The Association of Finnish Local and Regional Authorities has issued a #Quality Strategy of the Public services#. It underlines the importance of client-centred services, availability and reliability of services, security, impartial and equal treatment and also confidentiality. It applies to municipal youth information services as well.

4 Participation by young people in information

4.1 Number of publications by young people
N/A *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/A	N/A	N/A	N/A	N/A	N/A

4.1.2 Number of publications by young people by gender

male	female
N/A *publications*	N/A *publications*

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

Municipalities have examined the information needs of young people before starting to develop their youth information services. There is also regular feedback from young people, the aim of which is to develop the work together with the target group. In Finland, there have been discussions since 1994 regarding the participation of young people in the provision of information. Because the workers of the youth information and counselling centres are educated youth workers, they already have an attitude to act as facilitator and provide participation possibilities for young people in the field of youth information. Youth participation as peer education is one of the tools of youth information and counselling work in Finland, youth information workers are providing possibilities for young people to participate: for example young people wrote the content of the information publication together with youth information workers (Helplinki / Kompassi, Curly, Youth Media) or young students made the technical solution and realisation of youth information CD-rom Rompassi in Helsinki.

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

Local-level youth information and counselling services are doing regular surveys on young people's need for information. This is mostly done in the first stages in the planning of establishing a new youth information and counselling centre on the municipality. It is important to update the information existing on the needs of young people. The ways the studies (surveys, polls) are conducted are different in different municipalities. Some local examples: Example of Rovaseutu: Model for realisation of mobile workshop and creating an #Own Town District/Village# subproject the implementation of which is actively undertaken by the youths themselves while at the same time getting to know their own environments and producing information for internet homepages as well as remote communication points in the Rovaniemi Town and County regions. In different districts of the City of Oulu, there is going to be be groups of young people participating to influence the content of information. http://www.ouka.fi/eu/tavoite2/neppi_engl.htm Jyväskylä Youth Information Service "Laturi" on Internet contains an internet newspaper called #Print Mistake#, which is planned, made and published by young people.

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

The money invested by Ministry of Education in youth information is increasing, with a ephasis to include young people themselves in the creation of information. In addition, Ministry of Education has financed development projects of digital democracy in many municipalities.

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