



YouthPartnership

QUESTIONNAIRE

“INFORMATION”

PORTUGAL



YouthPartnership
Council of Europe
European Commission



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1 Information services

1.1 Legal framework of the youth information service

The RNIJ (Rede Nacional de Informação Juvenil – National Youth Information Network) was created and it is ruled by the Law (Portaria n.º 353, 16/08/96). This Law has not been revoked, but there have been some significant changes: namely regarding the direct participation of young people; there are no young volunteers working at the information service.

Youth information in Portugal is organised as follows:

Since 2005 the Portuguese Youth Institute acts locally through its 40 Lojas Ponto JA – Youth in Action Shops (19 in partnership with municipalities). 19 Portuguese Youth Institute Information shops are located in every district capital and also in Central Services, at Av. da Liberdade, in Lisbon.

A second phase has begun, in partnership with municipalities and other entities, being already opened 20 more shops, 2 by district, on municipalities that are more densely populated.

This network will amount to a total of 55 information shops.

The Information Shops Loja Ponto JA are public spaces directed to youth that provide every available youth information. These shops work on a multi channel basis that lays on a offer provided by such services as Portal da Juventude (Youth Portal) and Contact Centre.

Acting with regional autonomy there is also the Azores Regional Network of Youth Information with 23 Information Youth Points and 2 Information Centres and the 9 Lojas da Juventude (Youth Shops) of the Instituto da Juventude da Madeira (Madeira Youth Institute).

1.2 Youth information points

Number of youth information points at national level

1

1.2.1 Number of youth information points at regional level

39

1.2.2 Number of youth information points at regional level

39

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

Education, Housing, Education and Training, Work, Youth Associativisme, Volunteership, Programmes, Technology, Leisure Time, Youth Health and Sexuality and International Relations

1.4 Number of information points that facilitate individual career guidance

109 (*Number of Centres of Employment.do Instituto de Emprego e Formação Profissional*) and the 23 Information Youth Points of the Rede Regional de Informação Juvenil dos Açores (Azores Regional Network of Youth Information)

1.5 Are information services for young people free of charge?

Yes

1.6 Youth portals

The youth portal is <http://juventude.gov.pt>

1.6.1 Number of national youth portals

Governmental: 1 – Non-Governmental : data not available

1.6.2 Number of regional youth portals

data not available

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

Education, Housing, Education and Training, Work, Youth Associativisme, Volunteership, Programmes, Technology, Leisure Time, Youth Health and Sexuality and International Relations.

2 Access for young people

This section is about the information services' acceptance in the target group.

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

The total number in 2007 of young people using the information services was estimated in 2.629.086 users, divided in: Linha da Juventude (Youth Line) about 36.932 users, Portal da Juventude (Youth Portal), 1.582.132 single visitants, Lojas Ponto Já, (Stores Ponto Já) 944.621 users, Sexualidade em Linha (Sexuality in Line), 8.624 users, Gabinetes de Apoio à Saúde e Sexualidade Juvenil (Health and Sexuality Youth Support Cabinets) 46.124 users, Questões escritas sobre sexualidade (Written questions about sexuality) , 10.653 written questions and the last but not least the Contact Centre, 36.932 users.

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

1.582.132 – number of unique visitors of the Portuguese Youth Institute National Youth Portal, in 2007

2.3 Is there any mobile information service?

Yes, the Foundation for promotion of Info Technologies (FDTI) has:

- an Itinerant CDTI (Centre for promoting of Info Technologies) that consists of a TIR truck who's aims are to train and promote without static localization;

- portables CDTI's which consist of several vans with portable computers with the same aims.

The itinerant and the portables CDTI's travel around the country with the following services: internet, video-conference, multimedia and virtual reality.

3 Ensuring quality of information

This section focuses on education and training for youth information services, quality assurance mechanisms.

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

None

3.2 Number of training centres specialised in youth information

Data not available

3.3 Number of information points that are following quality standards (e.g. ISO, EIRYCA Charter, national standards

74 Information Points: 40 Youth Information Shops (Lojas Ponto JA) of the Portuguese Youth Institute, 23 Information Youth Points (PIJ) and 2 Information Centres of the Rede Regional de Informação Juvenil dos Açores (Azores Regional Network of Youth Information) and 9 Lojas da Juventude (Youth Shops) of the Instituto da Juventude da Madeira (Madeira Youth Institute)

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

Auditing

4 Participating by young people in information

This section focuses on the involvement of young people in information creation and dissemination by the above mentioned information services.

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

Data not available

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

The mechanisms to involve young people in information making are the Youth Associations, the Public and Private College Student Associations, the Trade-Union Associations and the Parties Associations.

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

See previous answer

