



YouthPartnership

QUESTIONNAIRE

“INFORMATION”

AUSTRIA



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Council of Europe
European Commission



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1 Information services

1.1 Legal framework of the [youth information service](#)

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 sometimes combined with youth counselling.

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 at national and regional level

Youth information is a main task for youth work and youth policy in Austria therefore it is provided on national and on regional level. The Federal Ministry of Economy, Family and Youth manage a youth information point in Vienna. The nine Federal States offer altogether 31 information centres and information points in the respective capital of the Federal State and in other important cities.

1.3 Please list the specialized areas covered by youth information in your country (going beyond the general youth information, such as career guidance).

Youth information covers all major fields of young people's lives: education and work, leisure time, staying abroad, love and sexuality, health, living.

Information on schooling, concerning different types of school, and universities are as well topics of youth information as vocational training.

Information on the EU and foreign countries are interesting topics for the young clients of youth information services. 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 Youth portals: (Number on national and regional level; contents of information delivered; URL's)

In Austria two national and nine regional youth portals exist.

National youth portals: www.jugendinfo.at; www.infoup.at (in 2008 this portal www.infoup.at had 2.329.542 hits)

Regional youth portals are run by the regional youth information centres: Vorarlberg: www.aha.or.at; Tyrol: www.infoeck.at; Salzburg: www.akzente.net; Upper Austria: www.jugendservice.at; Lower Austria: www.jugendinfo-noe.at; Vienna: www.jugendinfowien.at; Burgenland: www.ljr.at; Styria: www.logo.at; Carinthia: <http://www.jugend.ktn.gv.at/>

2 Access for young people

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

Approximately 216.000 young people are visiting the information points and information centres and about 1.500.000 young people use the information services (online, telephone) on national and regional level.

2.2 Is there any mobile information service?

Mobile information service, like the "Alpha mobile" in Burgenland, provide young people at 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.

The wienXtra-mobile info is an information desk that is in use e.g. at fairs for young people, local parties (Grätzl-Fest), information campaigns in schools or at events from youth organisations.

3 Ensuring quality of information

3.1 Please list the places (training centres, universities, etc.) where you can get training and knowledge on youth information

In Austria no university offers courses on youth information.

Since youth information is 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 cooperation with the Federal Ministry for Economy, Family and Youth a national course on youth information for beginners plus specialized trainings for experienced workers. This course consist of 5 modules

3.2 What are the quality standards applied in youth information in your country (e.g. ISO 9000 Series, [ERYICA charter](#), national standards etc.)

Youth information in Austria follows the ERYICA charter, so all youth information centres and information points are equipped according to the standards of the ERYICA charter.

Currently the national standards for quality in information provision are revised; in this process a catalogue of quality standards for youth information work should be developed.

3.3 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 Participation of young people in information:

Young people are invited to contribute to the print magazine "a.way" with articles and photos. Here they can publish stories and impressions about their experiences during EVS-assignments, Youth in Action projects and other occurrences in foreign countries as well as holiday travels.

In addition to that the online youth portals offer communication platforms like forums.

Furthermore there is peer to peer information system in Vorarlberg: Info-Peers give information on the action lines of the EU-Programme YOUTH in action in their own schools twice the month.