

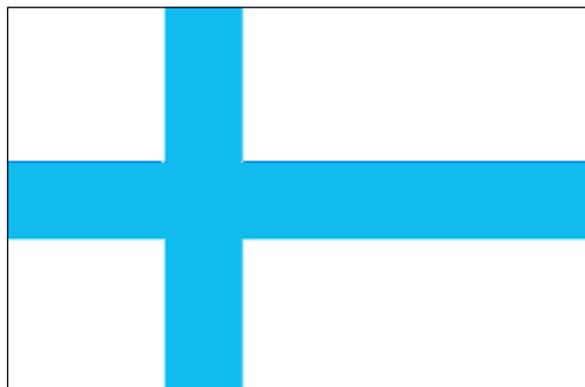


**Youth**Partnership

# QUESTIONNAIRE

## “INFORMATION”

### FINLAND



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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**

The Finnish youth information and counselling work has been strongly influenced by the Finnish Youth Act of 2006, by the European Union's White Paper on youth policy, by the Council of Europe Recommendation No: R (90)7 concerning information and counselling for young people in Europe, by the Resolution CM/Res (2008)23 on the youth policy of the Council of Europe and by the European Youth Information and Counselling Agency ERYICA's Charter, which all emphasises the right of young people to receive information, their right to be heard and the importance of young people's active participation. These documents also underline the idea of peer-to-peer information and the importance of reliable and understandable information.

The Ministry of Education is responsible for coordinating public youth work in general and youth policy measures. The Youth Act reinforces youth information as one of the basic elements of municipal youth work services.

## **1.2 Youth information points at national and regional level**

The Ministry of Education instructed the Department of Youth Affairs in the city of Oulu to establish the national coordination unit. Work started under the responsibility of the National Coordinator in January 2006. The main goal is to create equal opportunities locally and regionally for young people to find and use information services. The aim of this national co-operation is to reach a high level of quality in all services: centres, points, web services, phone services and face-to-face work, in accordance with the European Youth Information Charter

(<http://www.nettinappi.fi/kansallinenkoordinointi/coordination.html>).

The Ministry of Education supports the National Coordination and Development Centre of Youth Information and Counselling Services, the national youth information network and general developments in this field. The Ministry also financially supports national and regional youth information and youth media service projects.

According to the National Coordination and Development Centre of Youth Information and Counselling Services annual report 2008 there were 240 municipalities offering youth information and counselling services for young people in Finland. The network includes 120 -youth information points, 34 local or regional level web services and 24 different kinds of youth information and counselling projects. In 2008 80% (629 934) of young people between 13 and 24 years old had the possibility to use youth information services in their own municipality.

Some distinctive features of Finnish youth information and counselling work have to do with the rural character of much of our country: a relatively small number of inhabitants in towns, and many young people living in scattered and isolated settlements with lack of youth services. This is one of the reasons why the service producers of information and counselling services are interested in developing interactive web services.

In 2008 80% (629 934) of young people in age of 13-24 had possibility to use youth information services in their own municipality.

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

According to the ERYICA Youth Information Charter the Network of Youth Information and Counselling Services in Finland offers generalist youth information services.

Another distinctive feature of Finnish youth work is the variety of other services offered to young people. These include career counselling, social and health care, education, employment services and benefits and recreational activities. This is why youth information services in Finland concentrate more on overall instruction, i.e. on giving out information, counselling and tutoring. Only a few information centres provide special counselling on matters like housing and employment. The Development Program for Children and Youth policy 2007-2011 emphasises networking and cooperating when organising youth work services for young people on local level. This has also influenced youth information and counselling work. Namely youth information and counselling services run new projects together with cooperation partners (schools, libraries, employment office, social and health work) dealing with young people's career counselling, employment issues and social inclusion.

### **1.4 Youth portals**

In Finland there are in total 34 specialised youth information and counselling portals that are local or regional, following ERYICA charter and confirmed by the National YI body. A list of the youth information portals can be found on: <http://www.koordinaatti.fi/sivu.php?id=6>.

Also some organisations and associations offers online services (regional and national level) for young people on different issues.i.e, health, relationships as for example Väestöliitto - the family Federation of Finland, The Nyyti Student Support Centre, Tukinet crisis support, Elämä On Parasta Huumetta NGO

#### **Some specific youth portals:**

Online youth counselling is also provided in Habbo-virtual life environment and in IRC-Galleria internet forum provided by Netari-online youth work.

The Netari online youth facilities are supported by the youth information centre Kompassi of Helsinki City Youth Department:

([https://www.netari.fi/index.php?option=com\\_content&task=view&id=437&Itemid=99](https://www.netari.fi/index.php?option=com_content&task=view&id=437&Itemid=99))

The youth are also given counselling, guiding and information related to handling with the police, on the internet forum IRC-Galleria: [http://irc-galleria.net/view.php?nick=-fobba-&image\\_id=89812807](http://irc-galleria.net/view.php?nick=-fobba-&image_id=89812807)

Examples of regional forums on the internet providing youth information are Lapland Youth information and the Lahti region youth information site: <http://www.lanuti.fi/?deptid=16452> and <http://www.nuori-x.net/>

Valtikka is an online forum that provides information regarding and supports young people in formal and informal participation (<http://www.valtikka.fi/>). Valtikka is supported by the Ministry of Education and organized by Finnish Youth Co-operation – Allianssi ra. Number of individual visitors of the Valtikka web forum was 51 320 in 2008.

## **2. Access for young people**

### **2.1 Number of young people using the information services**

Number of face-to-face contacts in 110 youth information points in 2008: 180 000

Number of unique visitors to the web services (the Finnish youth information portals <http://www.koordinaatti.fi/sivu.php?id=6>) in 2008: 1 200 000

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

The Finnish state also finances youth information services provided by information buses. For example Walkers-Hubu information bus, which has also been touring music festivals. Information given concerns e.g. intoxicants (<http://www.asemanlapset.fi/articles/541/>)

Many youth information and counselling services do outreaching work. That means that they take youth information workshops for example to schools, festivals, camps and youth clubs. Some of the Youth information services organize fairs about certain topics in youth centres.

## **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**

Mikkeli University of Applied Sciences and HUMAK University of Applied sciences, youth information and counselling work studies as one compulsory part of the youth work studies (<http://www.mikkeliyamk.fi/etusivu.asp>; [http://www.humak.fi/english\\_new/](http://www.humak.fi/english_new/)).

### **3.2 What are the quality standards applied in youth information in your country?**

The National Network of Youth information and counselling services follows ERYICA charter in their work.

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

National Coordination and Development Centre of Youth Information and Counselling Services gather annually statistics from the local and regional youth information and counselling services. These statistics are one basic element when planning the development and training for the national network. Statistics can be access in National Coordination and Development Centre of Youth Information and Counselling Services

All local and regional youth information and counselling services evaluate their work by using different kind of methods such as costumer feedback system/surveys, feedback from youth groups and cooperation partners(e.g. on line questionnaires', surveys done by students, youth groups testing new web services, evaluation meetings with cooperation partners).

## **4. Participation of young people in information:**

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

From beginning of the year 2008 Aloitekanava.fi–service (Iniative Channel, <http://www.aloitekanava.fi> ) has become part of the National Coordination and Development Centre of Youth Information and Counselling Services. Initiative Channel is an online service where young people can express their ideas about improving their surroundings. Local youth workers moderate the service and forward initiatives to local decision-makers. The service also enables local authorities to hear young people in matters that concern them. In Finland the service is part of the governmental Youth Policy Development Programme, and mainly financed by the Ministry of Education. Young people have written for example the contents of the information publications Epeli Nuorten tuotanto (publication channel for the young media makers of the Akaa region;

[http://www.epeli.fi/sivu.php?p\\_id=179](http://www.epeli.fi/sivu.php?p_id=179)) and Nettilehti Painovirhe (online magazine written by young people in the Jyväskylä region; <http://www3.jkl.fi/nuoriso/painovirhe/>).

Nuorten Aani is a pilot project in which young people themselves write for other young people about societal topics especially important for the youth. It also has a discussion forum for young people about political and societal topics (<http://nuoriso.hel.fi/nuortenaanitoimitus/>).