



YouthPartnership

QUESTIONNAIRE

“INFORMATION”

GREECE



YouthPartnership
Council of Europe
European Commission



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1) Information services

1.1 Legal framework of the youth information service

- According to the Greek Constitution, Article 15 §2, there is an independent authority responsible for what is broadcast in the radio and television networks. This is the National Radio-television Council. Other than that, there is not any national legal framework on youth information. Youth information is mainly a task of the General Secretariat for Youth, the Institute for Youth, the National Youth Council, the Local Youth Councils, the Youth Information Centres, the Children's Rights Observatory, the Youth Entrepreneurship Support Structures and the Youth Entrepreneurship Observatory, the Citizen Service Centres, the Hellenic Organization of Small and Medium Sized Enterprises and Handicraft S.A. (EOMMEX S.A.), as well as various ministerial departments and governmental and non-governmental Organisations involved in youth issues.

- In the Greek Constitution, Article 5A, is stated that all citizens have the right to access information freely, under certain restrictions.

- There are, also institutions working in youth information that mainly follow topics/standards set by the European Youth Information and Counselling Agency (ERYICA), as well as services based on the European Youth Information Charter.

1.2 Youth information points at national and regional level

The major actors in the field of providing information to young people in our country have been the following:

- At national level, the General Secretariat for Youth, the Institute for Youth and the pan-Hellenic network of 58 Youth Information Centres are responsible for the dissemination of information and the implementation of a number of actions, events and activities. The latter, most of which are connected with EURODESK, are located in the regions of Attica, Thessaloniki, Kastoria, Volos, Giannitsa, Ioannina, Zakynthos, Igoumenitsa, Kavala, Karditsa, Kilkis, Komotini, Corinth, Lamia, Larissa, Chios, Rodos, Crete, Serres, Trikala, Tyrnavos, Evros, Florina and Chalkida
- The Youth Entrepreneurship Support Structures and the Youth Entrepreneurship Observatory, both an initiative of the General Secretariat for Youth, for the promotion of information and guidance on youth entrepreneurial and self-employment issues. There are 80 Youth Entrepreneurship Support Structures in the regions of Attica, East Macedonia & Thrace, Central and West Macedonia, Epirus, Thessaly, Ionia Islands, Western Greece,

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Central Greece, Peloponnese, Southern and Northern Aegean and Crete. The General Secretariat for Youth has, also, established 15 info points for the Youth Entrepreneurship Observatory within the relative University Departments and Technological Educational Institutes, all over Greece.

- The Children's Rights Observatory for the observation and promotion of the implementation of the UN International Convention on Children's Rights, established within the General Secretariat for Youth under the law 2909/2001.
- *The Local Youth Councils and the National Youth Council.*
- School units constitute a traditional institution which has been providing information and knowledge in general.
- Universities and Career Services Office network: information on higher education issues.
- Citizen Service Centres.
- State Scholarship Foundation (IKY): studies, student exchanges, scholarships, national and European level scholarships, etc.
- Internet and state policy makers' websites.
- Municipalities and Prefectures: issues of local interest.
- Regional Educational and Career Counselling Centres active at local level and School Bureaus of Educational and Career Counselling active in school units: both contribute to young people's vocational guidance.
- Greek Manpower Employment Organisation: employment-related issues.
- Europe Direct Network: pan-European network of bureaus providing information about Europe.
- The European Information Centers which provide companies with a complete range of high added value services, from the beginning and during all stages of a company's development.
- Various bodies and services for the provision of specialised information.
- NGOs: issues of specific interest relating to their field of action.
- The Hellenic Organization of Small and Medium Sized Enterprises and Handicraft S.A. (EOMMEX S.A.)(www.eommex.gr) provide information on entrepreneurship.

- The Ministry of Interior has created several Citizen Service Centres which provide services and information to young people, and a telephone line (1500) providing similar services by phone.
- The Greek Ombudsman
- Athens guardian service of juvenile youth
- Piraeus guardian service of juvenile youth
- National Centre of Direct Social Aid
- Child's health institute
- SOS villages
- Organisation Against Drugs (OKANA)
- 18 ANO, which is a therapy Unit for Drug and Alcohol Addicted people
- Treatment Centre for addicted people (KETHEA):

In its framework there are 22 Consultative Centres for substance users and their families, operating in Athens, Piraeus, Thessalonica, Johannin, Larisa, Volos, Trikala, Patra, Alexandroupoli, Kavala, the Heraklio and Saint Nick of Creta. They cover the needs of teenagers, young adults and adults (without an age limit). The average age of the people visiting the Centres is 27 years old. There is also a telephone help-line for psychological support – KETHEA ITHAKI – for substance users, their relatives and their friends, with a cross-national range (four digit number of local rate). KETHEA's provisional sector is located in Athens, with the possibility to interfere throughout Greece, mainly via its Mobile Information Unit – PIGASOS, aiming at pupils, students and young people. The Treatment Centre for addicted people (KETHEA), the telephone help-line for psychological support – KETHEA ITHAKI and KETHEA's provisional sector belong to KETHEA, a self-administrative, non profitable legal entity of private law.

- The Ministry of Interior has created several Citizen Service Centres which provide services and information to young people, and a telephone line (1500) providing similar services by phone.
- A Career Services' Office (Grafeio Diasyndesis) is run in the Aristotle University of Thessaloniki (AUTH) and provides information and career counselling services to students

and graduates of AUTH. Young people can access information and counselling services by either visiting the offices or/and the web page www.cso.auth.gr, sending an email or giving a call. The Career Services' Office (Grafeio Diasyndesis) operates in accordance with the code of ethics of the Aristotle University of Thessaloniki and the Greek Legal system for universities.

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

The above mentioned bodies provide information on various issues of interest to young people. This information has to do with:

- presentations, seminars and exhibitions on issues that concern the local youth in every region
- youth festivals and other entertainment activities
- cultural and sports events
- programmes organized by the General Secretariat for Youth or other bodies
- education, vocational training, work and employment, volunteerism, art and culture, social issues, sports, tourism, environment and preservation, exchange programmes, scholarships, awards, and funding opportunities
- entrepreneurship and self-employment
- announcements of vacancies and open job positions in Greece and worldwide
- undergraduate and postgraduate programs in Greek Universities and in Universities all over the world (mainly in Europe, USA, Canada etc)
- social issues, such as exercise, smoking, alcohol, drugs
- military service
- young consumer
- educational campaigns on HIV by experts from the Hellenic Center for Disease Control

- general information about Public Administration
- programs, policies and the Community legislation on a wide range of subjects that interest companies such as: environment, the Euro, standardization, e-commerce, health and safety, enlargement etc..

Information is also available on Personal and Group Career counselling services for:

- Organizing the job hunting- job search techniques
- Composing cv and cover letter
- Preparation for interview
- Self awareness and decision making
- Preparation on recruiting tests
- Studying skills
- Searching, deciding and applying for postgraduate programs (filling in the application and writing personal statement).

Especially, KETHEA's provisional sector provides information, training and programmes on the prevention of substance abuse and health culture and the Treatment Centre for addicted people (KETHEA) provides:

- Information on physical and psychological therapy for substance abuse and the potential treatments.
- Clinical evaluation.
- Motivation, preparation for treatment and referring to the therapeutic programmes (KETHEA's therapeutic communities).
- Consultative support aiming at cutting down on substance abuse and abstaining from the delinquent behaviour linked to the abuse.
- Physical health caring.
- Nutrition and opportunities for recreational activities.

The telephone help-line for psychological support KETHEA ITHAKI provides information on substance abuse and addiction, on all the recognised consultative and treatment services, operating in Greece, for encountering substance abuse. It also provides psychological support.

KETHEA's provisional sector organises short and long term educational programmes on substance abuse prevention for teenagers (information and interpersonal and social skills), prevention interventions to high risk groups for substance abuse (young people with disabilities, in foundations etc), training for young people, in order for them to be able to function as prevention and supporting cores (peer education), sensitization and information interventions on the drug problem in open spaces towards young people, as well as consultative support on substance users and their families.

1.4 Youth portals:

- The **General Secretariat for Youth** has the following link through which one can have access to more portals regarding youth, as well as to information on Youth Information Centres, EURODESK, ERYICA and on the European Programme "Youth in Action" :

www.neagenia.gr

- The **Institute for Youth**, www.ify.gr
- The **Youth Entrepreneurship Observatory**, www.paratiritirio.gr
- The **Youth Entrepreneurship Support Structures**, www.thirides.gr/default.el.asp
- Information on Youth card EURO <26, www.kartaneon.gr/euro26/content/home.aspx
- The **National Youth Council**, www.esyn.gr
- The Organisation of Youth and Sport of the municipality of Athens, www.ona.gr

Other portals are:

- www.yen.gr (Ministry of Mercantile Marine, the Aegean and Island Policy)
- www.ypepth.gr (Ministry of National Education and Religious Affairs)
- www.ypes.gr (Ministry of Interior)

- www.ypakp.gr (Ministry of Labour and Social Protection)
- www.mathra.gr (Ministry of Macedonia Thrace)
- www.minpress.gr (Ministry of Press and Mass Media)
- www.mod.gr (Ministry of National Defense)
- www.isotita.gr (General Secretariat for Equality)
- ec.europa.eu/ellada/index_el.htm (European Commission – Representation in Greece)
- www.e-gov.gr (Greek Portal)
- www.eie.gr (National Hellenic Research Foundation)
- www.ekepp.gr (European Centre of Communication, Information and Culture)
- www.primeminister.gr (Hellenic Republic – the Government on-line)
- www.infosoc.gr (Greek link for the Information Society Website)
- www.justjobs.gr (Job seeking website)
- www.kariera.gr (Job seeking website)
- www.skywalker.gr (Job seeking website)
- www.oaed.gr (National Manpower Employment Organisation)
- www.oEEK.gr/second_gr.htm (Organisation for Vocational education and training)
- www.sch.gr (Greek School Network)
- www.stratologia.gr (National Defense Recruiting Department)
- The **Treatment Centre for addicted people (KETHEA)**, its regional therapeutic programmes and its provisional sector run the following websites, which inform on the provided services and operate as information sources for the drug problem:

www.kethea.gr , www.kethea-ithaki.gr , www.kethea-exodos.gr , www.kethea-strofi.gr ,
www.kethea-plefsi.gr , www.kethea-paremvasi.gr , www.kethea-diavasi.gr , www.kethea-exelixis.gr , www.kethea-nostos.gr , www.kethea-ariadni.gr , www.kethea-anadysi.gr ,
www.kethea-kivotos.gr , www.kethea-exantas.gr , www.kethea-oxygono.gr ,
www.prevention.gr

- The Career Services' Office (CSO) of Aristotle University of Thessaloniki has the following links:
 - www.cso.auth.gr (career services office of Aristotle University of Thessaloniki),
 - www.cso.auth.gr/Greek/LinksSp.gr.htm (information on studies),
 - www.cso.auth.gr/Greek/LinksErg.gr.htm (information on work),
 - www.cso.auth.gr/Greek/LinksEpi.gr.htm (information on entrepreneurship).
 - www.career.tuc.gr (Career Services Office of the Technical University of Crete)
 - www.eap.gr (Hellenic Open University)

2) Access for young people

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

In 2007:

- more than 3.000 people came in KETHEA's Consultative Centres
- the telephone help-line for psychological support had 2.461 calls (these calls are in total and it is not possible to see how many of them were made by young people).
- KETHEA's provisional sector informed and trained more than 800 students and more than 3.000 pupils.
- Total number of young people using information & counselling services of CSO per year: ≈16500 (statistics of year 2007) Specifically:
 - ➔ Number of students & graduates who visited the offices for collecting information: **3253**
 - ➔ Approximate number of people visiting our web page for collecting information: **1.283.975** (total number of visitors year 2007).
 - ➔ Number of students & graduates who participated in group career counselling seminars: **200**.
 - ➔ Number of young people who contacted via email and asked for information: **350**

Number of young people attending our information seminars and meetings in year 2007: **500**

- In 2008, more than **100,000** young people have applied for the Youth Registers that operate in the **95%** of the Municipalities and the Communities of the country in order to participate in the Local Youth Councils
- according to the web statistics, only in 2008, **650,000** young people have visited the website of the General Secretariat for Youth

In 2008 Eurodesk HE received **1276** requests:

- **956** at Eurodesk@neagenia.gr and through the GSY's contact form
- **132** phone enquiries
- **122** face to face
- **66** from Eurodesk intranet
- **1,000** enquiries answered by the branch in Thessaloniki with the ways mentioned above

Eurodesk participated in more than 40 information activities addressed to young people, local youth councils, students, teachers, schools, NGO's etc. (approximately **2,000** people) all over Greece. Also, distributed approximately **50,000** printed material (leaflets)

2.2 Is there any mobile information service?

- KETHEA has:

- The PEGASUS Mobile Information Unit, which is a special shaped two-stored bus that makes short-term prevention and information interventions in different parts of the country and attend events such as festivals and Youth Days. During these interventions, teachers, pupils, police officers, members of the military and professionals from various industries are provided with information. At the same time, counselling services were are provided to drug users and their relatives, while consultative support is given to substance users and their relatives.
- The Street-work Mobile Unit (belonging to the programme KETHEA EXELIXIS). The unit is used in areas frequented by drug users. It encourages them to deal with urgent problems associated with their health and the conditions in which they live, and facilitates their access to services.

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

One can find training and knowledge on youth information in:

- <http://www.cso.auth.gr/Greek/LinksSp.gr.htm> (you can find all Greek Universities, Technological institutions, military schools etc)
- <http://www.cso.auth.gr/Greek/Kek.gr.htm> (you can find all vocational training centres running in Greece)
- There is no specific department in any Greek university on youth information, but this sector is covered in other departments such as Pedagogy, Sociology, Humanities etc of the following universities:
 - University of Athens
 - Panteion University
 - University of Aegean
 - University of Thessaly
 - Aristotle University of Thessaloniki
 - University of Macedonia, Greece
 - University of Peloponnese
- The Hellenic National Agency for the EU YOUTH IN ACTION Programme, Institute for Youth, General Secretariat for Youth disseminates information for EVS opportunities via the Secretariat's web-portal, the Youth Information Centres network (Eurodesk relays), the European Youth Portal, the Media and presentations held in different cities and regions of the country throughout the year. Moreover, training seminars are offered to incoming and outgoing EVS volunteers as well as to NGOs representatives, Youth Information Centres network (Eurodesk relays) and targeted groups.
- Training seminars for the Youth Information Centres' workforce are organised twice a year with the financial support of EURODESK, in order to help them reach a better knowledge of most of the projects that can be used by youngsters on a voluntary basis.

- During 2008, the General Secretariat for Youth jointly with the National Agency for “Youth in Action” Programme have arranged for a series of two-day seminars all over Greece in order to give the chance to young people in every Greek region to be trained on how the Local Youth Councils are supposed to work, what skills young people have to develop, what they can do to help their community and how.
- Seminars are organised in the framework of the European Programme “Youth in Action” - Institute for Youth. These seminars are suitable for trainers who want to be further trained.
- Network meetings are planned to take place twice a year addressed to the Eurodesk relays/multipliers as well as trainings seminars depending on the need of YIC staff (newcomers etc.)
- During Eurodesk HE organised only one training session for newcomers in Athens. The training focused on the use of Eurodesk tools: Eurodesk Intranet (First Class), Eurodesk web site and data base and the European Youth Portal.
- The Greek Manpower Employment Organisation organises seminars for the implementation of the Program “Effective Vocational Guidance of the young people” as well as other educational seminars.
- In the framework of prevention for better health, the General Secretariat for Youth has supported actions of the “Intermunicipal Health Network” (www.dty.gr). This network is responsible for helping the municipalities of the Attica region, and in the long run of every Greek region, develop cooperation on health prevention issues in order to improve the quality of their services and programmes of Health Prevention, organise seminars and conferences on this subject and ask for more resources in national and European level. During the summer months, this network in cooperation with the PRAKSIS NGO and members of the Scientific Society of Greek Medical Students, organised with the support of the General Secretariat for Youth a series of informative one-day seminars all over Greece on “Internet Addiction, Sexual Health, Alcoholism and Drug Use”.

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

Eurodesk HE as all national partners participates in the quality process of Eurodesk Network. The Quality Catalogue is intended as a guideline for the use of Eurodesk National Partners in evaluating the Eurodesk activities and services delivered in their country.

It has been developed as a flexible instrument for measuring quality development as an ongoing process:

a) to help evaluate the Eurodesk activities and services, appropriate to the national situations and the support services delivered at European level.

b) to measure, at regular intervals, whether the established quality criteria are being achieved by each national partner and within the network in generally.

c) to facilitate follow up action to raise the quality of the work in the network.

Finally, every year Eurodesk HE participates in the General Assembly of ERYICA.

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

KETHEA's services underlie evaluation, which includes:

- The monthly record of clinical and administrative – financial data (MIS).
- The internal supervision and evaluation system.
- The service evaluation by the people that address to them.
- The service evaluation by the personnel.
- The overall system of continuous supervision and evaluation by KETHEA's External Evaluation Committee.

Even KETHEA's prevention programmes are subject to evaluation by KETHEA's Research Department.

Eurodesk national partners use the Quality Catalogue each year to evaluate their Eurodesk activities and services. This allows the national partners to record their achievement of the quality criteria by marking which quality indicators have been fulfilled.

Also Eurodesk Partners answer enquiries free of charge and every enquiry gets an answer.

All answers are customised, accurate, neutral, understandable and bear in mind the content of the European Youth Information Charter. The information distributed is adapted to the needs of the target groups.

Eurodesk HE receives and offers trainings (to Eurodesk relays and multipliers) in order to stay up dated and promote qualitative EU information.

4) Participation of young people in information:

- During the implementation of the Programs and projects of the General Secretariat for Youth, young volunteers participate actively in the dissemination of information.
- In order to disseminate information, Youth Information Centres use a multitude of mechanisms. Among the most popular are the following: regional media shows, poster creation in youth areas, email and telephone communication, event organization of events in youth areas, leaflet creation, press releases, regional agents and school briefings, internet services (e-forum and e-chat), flyers, journal distribution, General Secretariat's for Youth leaflet distribution, co-operation with regional institutions and groups, various actions of participation, printed material creation, Youth Information Centre's briefing and co-operation, university group briefing and co-operation, visits in youth areas etc. In all these activities the participation of young people is actively sought.
- KETHEA often utilises the young people that already participate in its therapeutic programmes for producing and disseminating information on the drug issue (organisation of big events, slogan and reading material creation, participation in missions of PEGASUS Mobile Information Unit etc), while cooperates with various youth organisations.
- Young people have the possibility to participate in the provision and dissemination information through:
 - o Writing of articles in the press or in the internet
 - o Participating in forums and blogs
 - o Organization of events
 - o Participation in events

- Students and graduates ask questions on career issues (i.e. study options) and the Career Services' Office have to find and provide them with accurate information. In this case, the provision of information tries to be in accordance with young people's needs.
- Students and graduates can fill in evaluation forms and evaluate the quality, plethora, organization of information services as well as point out any problems and make suggestions for improvement of our services offered.
- Usually, young people who have taken career services promote the good work to fellow students -graduates i.e. advice them to come for group counselling, be "members of Career Services' Office" in order to receive daily e-mail with career information etc
- Some students have worked part-time in Career Services' Office, mainly having duties such as client service, secretarial support, research assistance etc
- In previous years, there were students (mainly from school of psychology) who have worked voluntarily in Career Services' Office in order to gain experience in career counselling.