



**Youth**Partnership

# ***QUESTIONNAIRE***

## ***“INFORMATION”***

### ***ITALY***



**Youth**Partnership  
Council of Europe  
European Commission



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## **1 Information services**

### **1.1 Legal framework of the youth information service**

In Italy there are many Youth Information Centres called Informagiovani.

The Informagiovani centres are public (mainly municipal) services for young people that provide information of all kinds, on subjects of interest to them. As Informagiovani have been delivered up on initiative of the single Municipalities various and numerous regional laws constitute the legal framework.

Many of the Informagiovani are members of the Eurodesk Italian network and their National Coordination is member of Eryca.

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

In Italy, since 1981, over 1.170 Informagiovani centres have opened in all the large cities and in many smaller cities and towns as well. Their service is free and the information is reliable and varied. In 2007 a national and regional coordination have been created.

The National Coordination, managed from ANCI (association of the municipalities), has task of coordination, monitoring, evaluation and programming of the activities.

The Regional Coordination has the main task to implement activities.

In 2007, the Department for youth policies started together with the National Association of the Municipalities (ANCI - [www.anci.it](http://www.anci.it)) a project to coordinate and provide technical assistance (support, training, equipment, etc.) to the Youth Information Centres (Informagiovani) as well as expanding their number in areas not yet provided. The main aim of this project is to create a national network of the various websites of the existing Informagiovani, assuring in the same time their adoption of common qualitative standards both in regards to the information providers and to the type and quality of the information. In 2009 the project will come to an end and an on line portal of this network will be provided.

### **1.3 Areas covered by youth information in your country**

Each Informagiovani is an agency providing information and counselling in different areas: job research, training courses, organization of holidays, EU programmes of mobility, voluntary service, sports, leisure time and culture, civic service. According to the results of a sample survey carried out in 2008 by the National Coordination the main

areas of interest for young people are the following ones: counselling, job, training, art (music, theatre, exchanges and travels).

#### **1.4 Youth portals**

In the web site <http://www.gioventu.it/> young people may find activities, projects and public competitions of the Ministry of Youth.

Information and counselling activities on the "Youth in Action" Programme are performed by the Agency ([www.agenziagiovani.it](http://www.agenziagiovani.it)), together with the National EURODESK office ([www.eurodesk.it](http://www.eurodesk.it)), this latter is affiliated to the Eryca Organisation.

The web site <http://www.forumnazionalegiovani.com> is the portal of the National Youth Forum where young people may find information on projects, publications, training courses and events promoted by the National Youth Forum and other national and European organisations.

Regarding youth information portals, an Italian Youth Portal ([www.portaledeigiovani.it](http://www.portaledeigiovani.it)), linked to the one launched by the European Commission, is being developed and promoted nationally. The portal of the national coordination of the Informagiovani [http://www.informagiovani.anci.it/](http://www.informagiovani.anci.it) is member of the Eryca Organisation (<http://www.eryca.org/>).

The information on the number of youth portals is unavailable at regional level; anyway many of the existing Informagiovani provide the information also through their web site. As indicated above a national network of the various websites of the existing Informagiovani is going to be created.

## **2 Access for young people**

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

This information will be available in the next months as the national coordination will publish a report on the Informagiovani and their activities.

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

Information buses have been used during the All different all equal campaign in 2006 and 2007.

Some Regional youth information campaigns have also used, and often use buses or tours.

### **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**

*Universities and comparable institutes that offer courses at degree level (BA, MA) concerning youth information.*

There aren't in Italy any universities and training centres that offer specific courses on youth information. This topic is very often included in courses regarding: youth policies; working with young people; youth communities or youth languages. The offer of these courses changes every year and at present a precise map of them is unavailable.

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

The national network of the existing Informagiovani that is going to be create by the National Coordination, will assure their adoption of common qualitative standards in line with the Eryca Charter, both in regards to the information providers and to the type and quality of information.

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

There isn't yet a monitoring system at national level for all youth information.

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

#### **How are young people participating in the provision and dissemination of information?**

At regional and national level there are many young people's organisations that participate in the provision and dissemination of information. An example is the National Youth Forum.

During the last months also the Ministry of Youth has created a permanent channel of participation for young people: the new website of the Ministry of Youth ([www.gioventu.it](http://www.gioventu.it)) have an online forum open to all young people invited to express their

ideas on a specific topic or propose other focus of discussion for the future. Moreover in this website, an online radio (Radio gioventù) every Wednesday afternoon broadcasts a programme to tell about positive young people's experience, inform on the activities, projects and public competitions of the Ministry of Youth, interview the Minister of Youth and the testimonials of social campaigns.

**List the existing legal provisions and structures to enable participation of young people in the provision and dissemination of youth information**

A part the structures and their website indicated in point 1.4 many of the portals of the Informagiovani offer to young people the opportunity to provide information.