

# QUESTIONNAIRE

## “INFORMATION”

### LUXEMBOURG



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# 1 Information services

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

The legal framework for youth information service is set by an act regulating the relations between the Luxembourgish State and non public actors providing social, family and therapeutic work (*Loi du 8 septembre 1998 réglant les relations entre l'Etat et les organismes oeuvrant dans les domaines social, familial et thérapeutique*). This includes the organisation of information, counselling and advisory centres for young people.

Every institution offering hosting, counselling, help, care, assistance, social training, activities or vocational guidance is subjected to enablement by the State. A Grand-Ducal regulation is setting the frame for governmental enablement to be granted to organisations implementing services for young people (*Règlement grand-ducal du 28 janvier 1999 concernant l'agrément gouvernemental à accorder aux gestionnaires de services pour jeunes*). The regulation states that youth information aims at maintaining the fulfilment of rights and responsibilities of young people, at promoting free and responsible choices and supporting young people to achieve autonomy by helping them realise their personal choices and by the means of large and polyvalent information (Art. 4).

The new Youth act (*Loi du 4 juillet 2008 sur la jeunesse*) passed on 4 July 2008 states that it's the mission of the National Youth Service (*Service National de la Jeunesse, SNJ*) to be an institution of information, counselling and support for young people and youth workers. Its task is to initiate and realise projects enhancing information and active citizenship of young people (Art. 7).

## 1.2 Youth information points at national and regional level

- The Youth Information Centre ([Centre Information Jeunes, CIJ](#)) is a national centre offering objective, free, up-to-date and youth-relevant information for and about young people. Its objective is to give all young people access to the information necessary to develop a good understanding of society. It also provides advice and decision support, according to the European Youth Information Charter. Information is provided during office hours in the centre, but also by publications and the CIJ-website.

- The National Youth Service ([Service National de la Jeunesse, SNJ](#)) initiates and promotes youth information projects (publications, websites etc.) on a national level. However the SNJ also coordinates information points on regional and local level. The smaller information points on municipal level (*Point Information Jeunes, PIJ*) are often integrated in the local youth centres (*Maisons de jeunes*) and coordinated by the regional offices of the SNJ in southern (Rumelange), north-western (Diekirch) and in eastern (Grevenmacher) Luxembourg. The CIJ is collaborating with these regional

offices. The SNJ also runs the SNJ-website, the youth information website "[Youth](#)" and the information website on holiday jobs "[Jobs](#)".

- The Youth Service of the City of Luxembourg offers youth information services at local level.

### 1.3 Areas covered by youth information

Rights and mediation:

- Family mediation centre (*Centre de Médiation Socio-Familiale*),
- Juridical counselling for young people (*Lex - Tu as des droits*),
- Mediation centre, offering mediation, conflict management and legal advice (*Centre de Médiation*),

Public health, family planning and sexual education:

- Counselling centre for public health (*Centre de Consultations*),
- Counselling service concerning HIV (*Aidsberodung*),
- Family and education counselling, offering therapeutic and pedagogic counselling for young people (*AFP-Services, Erziehungs- a Familjeberodung*),
- Family centre, offering sexual and relational education for young people (*Familjen-Center CPF*),
- Family Planning, offering psycho-sexual and socio-relational counselling, relational and sexual education (*Planning Familial, Esch/Alzette, Ettelbruck and Luxembourg*),
- Healthy living (*Gesond Liewen, Ettelbruck and Wiltz*),
- Information centre for homosexual persons (*CIGALE, Centre d'Information Gay et Lesbien*),
- Luxembourg foundation against cancer, offering information and publications concerning cancer and its prevention (*Fondation luxembourgeoise contre le cancer*), especially a periodical publication addressing young people ("*Den Insider*"),

Psychological, therapeutic and vocational guidance:

- Documentation and information centre for higher education (*Centre de Documentation et d'Information sur l'Enseignement Supérieur, cedies*),
- Job information centre (*Berufsinformationszentrum, BiZ*),
- Psychological and vocational guidance centre (*Centre de Psychologie et d'Orientation Scolaires, CPOS*) and its secondary school services (*Services de Psychologie et d'Orientation Scolaires, SPOS*),
- Psycho-therapeutic service for young people (*Service Psy-Jeunes, Service Psycho-thérapeutique*),
- Therapeutic counselling (*Haus 89 asbl*),

Violence:

- Counselling and assistance centre for violent persons (*Riicht Eraus - Centre de Consultation et d'Aide pour Auteurs de Violence*),
- Information office of the girls' home, offering counselling for young girls who are victims of violence (*Bureau d'information du Meederchershaus*),

Drug addiction and prevention:

- Centre for prevention of drug addiction (*Centre de Prévention des Toxicomanies, CePT*),
- Counselling for drug addicts (*Alternativ Berodungsstell*),
- Information material on drugs (*Info-Drogues*),
- Information, counselling and assistance for young people (<18) concerning drug addiction (*Service Thérapeutique - Solidarité Jeunes*),
- Information, prevention and counselling for young drug addicts (*Hëllef fir drogenohängeg Jugendlech and hir Familjen*).

#### **1.4 Youth portals: (Number on national and regional level; contents of information delivered; URL's)**

General information:

<http://www.cij.lu>

<http://www.snj.public.lu>

<http://www.youth.lu>

<http://www.youthnet.lu>

Specialised information:

<http://cept.lu>

<http://jobs.youth.lu>

<http://www.cpos.public.lu>

<http://www.jonkwilt.lu>

<http://www.mediation.lu>

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

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

About 15.000 young people were counselled and informed and about 17.000 applications and questions were processed in the year 2007 by the Youth Information Centre (*Centre Information Jeunes, CIJ*) (emails excluded). The frequencies for 2008

are expected to be similar. Approximately 30 to 40 young people per day have visited the CIJ-office in 2008.

The operator of the "Youth"-Website has recorded a number of 57.658 visitor sessions per month in 2008, which means an extrapolated number of 691.896 sessions per year.

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

A mobile information service ("information-van") is planned to be implemented in 2009 by the CIJ.

## **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**

The University of Luxemburg provides a bachelor in social sciences and education to train generalists of social intervention (social pedagogy, social work).

### **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 European Youth Information Charter, which was adopted on 19 November 2004 by the 15th General Assembly of the European Youth Information and Counselling Agency (ERYICA) is one basis for youth information activities in Luxemburg.

The Grand-Ducal regulation concerning governmental enablement to be granted to organisations implementing services for young people (*Règlement grand-ducal du 28 janvier 1999 concernant l'agrément gouvernemental à accorder aux gestionnaires de services pour jeunes*) states the missions, the general obligations, the qualifications of the staff and the infrastructures in youth information services.

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

Information services funded by the State are required to submit an annual report about their productivity and performances.

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

The following events and projects were organised by the Youth Information Centre (*Centre Information Jeunes, CIJ*) aiming at the participation of young people: youth weeks, special workshops, project weeks in schools, improvisation theatre with contents about youth, information flyers, etc.

The radio station "[Graffiti](#)" provides a place where young volunteers can create their own broadcasts for other young people. They are supported by two educators who assist them in the design and technical implementation of their contribution. "Graffiti" broadcasts its programmes from Monday to Friday from 14 to 17 hours on "radio ara" (103.3 and 105.2 FM).

The portal "[Youth](#)" provides an open platform for video contributions of young people. They will find assistance and counselling in the SNJ centre in Eisenborn or in the regional information point in Troisvierges. Being in contact with these centres they may upload their contribution on the youth portal.

The National Youth Service (SNJ) also provides a large number of training workshops for young people to enable them to assume tasks in the context of youth participation, information, leisure time etc.