

## Youth Information

### Infosheet

Youth information empowers young people to actively participate in society by information being processed in a manner suitable for young people and to make their own decisions and therefore act in an autonomous manner.

Young people are personally supported to develop an individual answer to their questions. Specialists are also included as necessary. This principle of the “one-stop shop” avoids stigma and increases the accessibility of the service.

In an age of an excess of information and fake news, handling information is more important than ever. The critical and competent handling of information needs to be learned, however, and is a particular challenge for young people who are being confronted with many issues for the first time in their lives. The youth information centres therefore feel that one of their main tasks is to help young people to develop the skills and abilities they need, and they consciously organise numerous activities to achieve this.

### **Youth information centres: a comprehensive service**

Austria has offered general youth information for 30 years. By setting up a youth information centre in each province and additional regional centres, this service is available to young people extensively across Austria. In total there are 28 youth information centres across Austria, with around 80 employees. They are mainly funded by the province (provincial youth departments) and are part of the provincial administration or organised in associations.

The youth information centres are mainly aimed at the target group of 12 to 26-year-olds. Information is also available for parents and guardians, teachers, youth workers and all of those interested in youth issues.

A total of 160,000 inquiries were received in 2018. The inquiries primarily related to the fields of work, training and stays abroad. The online services of the Austrian youth information centres are used around 1.5 million times a year.

The youth information centres affirm the European Youth Information Charter, which was developed in 2004. It defined operational principles for general youth information to ensure the

right of young people to information and developed minimum standards and quality assurance measures.

### **National Network of Youth Information Centres in Austria (BÖJI)**

The National Network of Youth Information Centres in Austria as an amalgamation of youth information centres at a national level functions as a national and international contact, coordinates projects across Austria, ensures national training is carried out and defines quality assurance measures. The work of the national network is predominantly funded by the Federal Chancellery.

The National Network of Youth Information Centres in Austria also operates the Austrian Youth Portal on behalf of the Federal Chancellery.

### **Further information**

- [National Network of Youth Information Centres in Austria](http://www.jugendinfo.at/ueber-uns/about-us/) [www.jugendinfo.at/ueber-uns/about-us/](http://www.jugendinfo.at/ueber-uns/about-us/)
- [Publication "Quality in youth information" \(in German only\)](http://www.jugendinfo.at/publikationen/qualitaet-in-der-jugendinformation/)  
[www.jugendinfo.at/publikationen/qualitaet-in-der-jugendinformation/](http://www.jugendinfo.at/publikationen/qualitaet-in-der-jugendinformation/)
- [European Youth Information Charter](http://www.eryica.org/european-youth-information-charter)  
[www.eryica.org/european-youth-information-charter](http://www.eryica.org/european-youth-information-charter)
- [Austrian Youth Portal](http://www.jugendportal.at/ueber-das-das-jugendportal-about-youth-portal) [www.jugendportal.at/ueber-das-das-jugendportal-about-youth-portal](http://www.jugendportal.at/ueber-das-das-jugendportal-about-youth-portal)

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Youth Newsletter: <https://www.frauen-familien-jugend.bka.gv.at/jugend/newsletter-jugend-abonnieren.html>

The task of the Youth Competence Centre is to implement and coordinate the Austrian Youth Strategy and provide data and facts on youth policy and youth work. Among other ways, this is done in the form of infosheets as short and concise overviews of individual topics.

If you have any suggestions about the infosheets, please contact [jugendstrategie@bka.gv.at](mailto:jugendstrategie@bka.gv.at)