

2016

eurodesk

Annual Overview

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Mr Tibor Navracsics

Commissioner for Education, Culture, Youth, and Sport

Investing in young people means investing in the future of Europe. The European Commission through its policies and actions supports young Europeans where they need it most. We need to work together to build strong and robust communities and offer young people inspiring opportunities to shape their future.

The European Solidarity Corps is a new initiative launched by the Commission at the end of last year to bring together and engage young people to build a more inclusive society by supporting vulnerable groups and responding to societal challenges. Young people attach great importance to social equality, they are keen to engage in community life and are eager to participate in solidarity projects.

The European Solidarity Corps is already offering young people opportunities to take action in various ways, through volunteering, traineeships and jobs. They can help others, while learning themselves and developing their skills and competences. The Commission has just recently proposed to strengthen the European Solidarity Corps with a budget for the next three years through a dedicated legal base. With this, young people will have access to an even wider range of solidarity activities.

As we reach the end of the current EU youth strategy in 2018, we need to look ahead. When creating a new strategy, we need to capitalise on what we have learnt. I want to propose a framework that serves as a driver for positive change for European youth in the coming years. To underpin this new strategy, we are going to listen carefully to the thoughts, wishes and concerns of young people across Europe.

Eurodesk shall play a key role in supporting the European Solidarity Corps and the new European Youth Strategy. Through its experience in providing quality and targeted information; its partners' network reaching out to young people across Europe; and its contribution to and management of the European Youth Portal, I count on Eurodesk to continue being an invaluable partner in the years to come.

Eurodesk's mission is to raise awareness among young people on learning mobility opportunities and encourage them to become active citizens.

"One must imagine Sisyphus happy."

Albert Camus, The Myth of Sisyphus



Mr Reinhard Schwalbach

Eurodesk President

I appreciate the quote above of Albert Camus very much. In my view, it can be a typical description of youth work in general or youth information work in concrete. As a European information network, we have an ongoing task – to inform young people about mobility and European opportunities. This task includes that we deliver quality information and that we put all our emphasis and professionalism in reaching out to all young people.

The year 2016 provides Eurodesk with some new challenges. Aside our 'normal work' we improved the outreach with the European Youth Portal. The tremendous numbers of young refugees coming to Europe directed our attention to the question, how can our work contribute to the inclusion of young refugees, as well as young people at risk of marginalisation, NEETs and other social, physical or mental disadvantages in our societies. EU Commissioner Navracsics started his 'One million Outreach initiative', which was strongly supported by Eurodesk in asking young people directly for their opinions on important issues they want to be taken in consideration.

This was and is an important step to let young people participate in shaping European policies. For all Europeans, the referendum in the UK for a 'Brexit' was a shock, in addition to all the other Europe critical tendencies on our continent. During the year, a certain consciousness grew, that Europe in its current state is not granted. Europe has to be built day by day and generation by generation. This is particularly relevant for the young generation as it concerns their future. Adequately, President Juncker highlighted in his important speech Youth as the number one priority. Concretely, he aims at the implementation of a European Solidarity Corps, to offer young people voluntary and solidarity activities that address challenges across the European Union. The European Eurodesk network was one of the first structures which informed about these opportunities and helped to implement the idea with all our resources at local, regional, national and European level.

Besides all these huge and new challenges, Eurodesk went on to further develop our tools and instruments, as for our communication platform First Class which connects daily our 34 national partners and more than 1.000 multipliers all over Europe. Our quality management delivers more concrete information to improve our services. After more than 20 years, the Eurodesk Programme Database was revamped and implemented. An important step forward was done with our enlarged Qualifying Training Programme. Our Spring (Kippure/Ireland) and Autumn (Braga/Portugal) Network meetings provided our national coordinators with updated European information and gave space for sharing experiences and good practice in the network. A crucial discussion started to make our financial situation sustainable again and which will probably lead to positive results from 2017 onwards.

It is important to mention our activities to recognise the tremendous engagement of our multipliers by organising our annual Multipliers seminar (Trieste/Italy) and the Eurodesk Multipliers Award. At this stage I want to thank my Executive Committee and our European secretariat – Eurodesk Brussels Link – for their supreme efforts. Special thanks to Audrey Frith, our new director, who took over her responsibilities in a short time, very effectively and in her agreeable manner.

After this challenging year, I want to thank all of our stakeholders inside and outside the Eurodesk network at European, national, regional and local level, in the European institutions and member states for their assistance and the confidence in the quality of our work and services. Thank you all for staying supportive.

It is not hard to estimate that our scope of tasks will still increase in 2017!

ABOUT EURODESK

As a support organisation to Erasmus+, Eurodesk makes information on learning mobility comprehensive and accessible to young people and those who work with them. With a network of national coordinators connected to local information providers in 34 European countries, Eurodesk raises awareness on learning mobility opportunities and encourages young people to become active citizens. Eurodesk is the main source of youth information on European policies, mobility information and opportunities. It answers enquiries and provides guidance for mobile young people across Europe. Eurodesk updates and manages content on the European Youth Portal, on the eurodesk.eu and national websites and youth portals and on its social media channels.

Eurodesk federates around 1000 local youth information providers, so-called “multipliers”, that are regional or local organisations working with young people and

delivering youth information (e.g. youth centres, youth information centres, associations, municipalities). Despite their variety, the core of their mission as Eurodesk multipliers is to provide information about mobility opportunities to young people. Through its networking and information tools, Eurodesk offers multipliers quality training and support, and access to youth information services and tools.

Eurodesk national partners are the key to the successful delivery of the network’s services. This publication aims to provide a comprehensive overview of the achievements of the network as a whole and Eurodesk structures at national level in 2016. It summarises the key areas of work in informing young people, communication or promotional activities such as the Time to Move campaign and Eurodesk Awards, and projects aimed at forming partnerships to advocate for youth work.



NETWORK MEETINGS AND MULTIPLIERS SEMINARS

Eurodesk Spring Network Meeting in Kippure, Ireland, from 11 to 14 April, 2016

The meeting was attended by 46 Eurodesk colleagues from 30 countries all over Europe. The 4-day event focused on sharing valuable experiences throughout the network about working on Eurodesk tools, respectively the Eurodesk Qualifying Training Programme, the Last Minute Offers, and the Eurodesk Programme Database. A dedicated Quality Group that comes up with ways to monitor the performance of the network, introduced a new dashboard with the main purpose to analyse and display the collected performance data in a clearer and more concise way.



Eurodesk Multipliers Seminar, Trieste, Italy, from 23-26 October, 2016

The 2016 edition of the multipliers’ seminar was hosted in Trieste from 24 to 26 October 2016, by the Eurodesk Awards 2015 winner. The event was attended by 34 multipliers from 16 countries. During the three days, multipliers had a chance to discover what others are doing in the field of mobility awareness, participation and youth information. Two workshops were held on engaging and reaching out to young people which was followed by a presentation to the Eurodesk Qualifying Training Programme, and a hands-on session to test the new Euroclasses module. On 26 October, four winners received their prize during the Eurodesk Awards Ceremony. This was followed by an expert exchange and job shadowing fair to nurture future cooperation between participants.

Eurodesk Network Autumn Meeting in Braga, Portugal, from 19 to 23 October, 2016

41 national coordinators exchanged their experiences on the many ongoing Eurodesk projects in the different countries via short pitches. The network worked together on improving Eurodesk services via workshops and a fish bowl exercise. The network meeting provided the space to introduce the new Eurodesk Brussels Link director, Audrey Frith to the national coordinators. During the General Assembly, a new Executive Committee was elected. 7 candidates run for the positions (one president and six members) and as the result of the voting all candidates were elected. Their mandate lasts for 2 years, until 2018. Get to know more about the Executive Committee and its members on eurodesk.eu.



PROJECTS



Polish young people during a Euroclasses info-session.

Adopting Euroclasses at European level

Euroclasses is a successful Polish initiative consisting of ready-made info-sessions, addressed at secondary school pupils. The classes are carried out by Eurodesk multipliers and revolve around topics such as studying, volunteering, working abroad, and active citizenship. In 2016, Eurodesk Brussels Link and national partners developed a European, English version based on the Polish Euroclasses guide. Euroclasses are an addition to other informational activities offered by Eurodesk (responding to queries, databases, newsletters and publications).

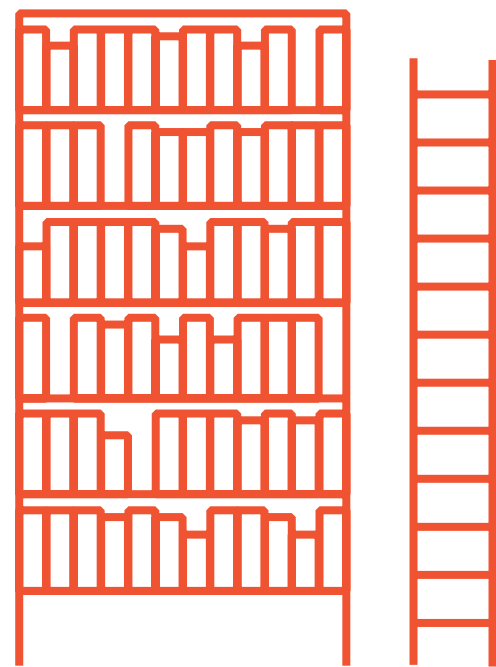
Their goals are to show young people the opportunities resulting from the European Union membership; to introduce the practical dimension of the EU's principle of free movement of persons; to present the EU funds for youth and to acquaint young people with the basic goals of the EU youth policy. Euroclasses are designed to share basic knowledge, broaden horizons, invite reflection and invite participants to look for further information. The Euroclasses complements the already implemented Eurodesk Qualifying Training Programme that aims at unifying the knowledge among Eurodesk youth workers in the network in 3 modules, touching three different topics (Eurodesk basics, International mobility programmes, and Interacting with the audience).

Restructuring the Programme Database

There is a lot of information available about learning mobility on the web, however information is scattered around and specific data is hard to find. For this reason, Eurodesk Brussels Link introduced the revamped version of the Eurodesk Programme Database in early 2016, a professional tool providing a library of programmes on the youth field.

The information available in the database consists of international calls classified according to five categories: scholarships, trainings, internships, grants and competitions, all of them promoting opportunities offered by European and international organisations, institutions or foundations. The current version of the Database has various new features that allow national coordinators and multipliers to collaborate together and build their national library of programmes. Each call is stored with a short description, upcoming deadlines and details about the promoting organisation and it is addressed to a specific target group: youth professionals looking for project funding or young people who are looking for international opportunities. The programmes are also linked to keywords for easy searching within the database and can be easily shared via social media.

The Programme Database has been an important Eurodesk tool since the very beginning in the history of the organisation, helping to inform young people about mobility opportunities all over Europe. Now the renewed version provides an even more comprehensive system for Eurodesk national coordinators and multipliers to carry out the mission of Eurodesk.



PROMOTION

Celebrating youth work with the Eurodesk Awards



The Eurodesk Awards were established in 2011 to celebrate the day-to-day work of Eurodesk's local multipliers, who are helping young people discover and seize the numerous opportunities Europe has to offer. Through this initiative, Eurodesk brings good practice from local and regional levels to the fore and share them at European level. In 2016, the Eurodesk Awards had four winners in four different categories, chosen by a jury panel composed of the Eurodesk President, representatives of the European Commission and youth organisations. The main categories were determined by the way the projects were organised: 'Offline Information Campaigns' or 'Online Information Campaigns'.

The mobility fair organised by Stadtjugendring Ulm e.V. in Ulm, Germany.



Stadtjugendring Ulm e.V., an umbrella organisation consisting of more than 50 youth organisations in Ulm - Germany, won the 'Offline Information Campaigns' category. Their project aimed at increasing information and counselling services available for young people planning to go / stay abroad. They implemented a fair with 43 stands providing information and presenting mobility programmes (also through films and videos), advertised opportunities on buses and trams, wrote articles for the regional newspapers, created posters and flyers disseminated all over the city. They were able to attract about 1.300 visitors to the fair and offered live presentations to more than 400 young people, making the initiative a big success.

The Eurodesk Award for the best online information campaign was given to one of the Eurodesk Ireland multipliers, SpunOut.ie, for their online project 'EU Hub' informing young people in a very user-friendly way about EU institutions, European Parliament and the rights of young European citizens. Through funding provided by the European Parliament, SpunOut created a dedicated section on their website specifically designed to actively engage and inform young people. They wrote more than 60 articles about the

The full description of all projects is available in the Eurodesk Awards 2016 catalogue, which shows the great diversity of Eurodesk multiplier initiatives in the area of European youth information provision.



European Parliament in Brussels and Strasbourg, realised videos including interviews with MEPs and with young people working for EU organisations, implemented quizzes to test the knowledge around mobility opportunities and the rights of young European citizens. The EU Hub was launched by the Vice President of the EU Parliament Mairead McGuinness together with other Irish authorities. The hashtag #eurhub was trending on Twitter in Ireland throughout the event and the Hub's multimedia contents had over 10.000 views.

The 2016 edition of the Eurodesk Awards had two other extra prizes: 'The jury's special prize', awarding the project that for some reason stood out from the crowd, and 'The Eurodesk network's prize', decided by the Eurodesk network.

Three EVS volunteers hitchhiking from Slovenia to the Netherlands for the project 'Under the same sun'.



The jury's special prize awarded the project "Under the same sun" of the Slovenian multiplier Mladinski Center Zagorje ob Savi. The initiative saw three EVS volunteers at the end of their volunteering experience, hitchhiking from Slovenia to Amsterdam to prove that travelling is not necessarily expensive and to raise the bar on trust in our world. During their trip they slept in offered accommodations and made 5 presentations about the EVS Programme in Vienna, Bratislava, Prague and Berlin, encouraging youngsters to do a mobility project and taking to the fore their own positive EVS experience.

The winner of 'the Eurodesk network's prize', went to the French initiative 'Forum des Voyageurs', organised by the Centre Régional Information Jeunesse of Rhône-Alpes together with the regional Eurodesk network of multipliers. The two-days forum held in Lyon was a great way to gather together youth workers, experts from institutions and associations and even head-hunters, with the objective of informing young people on the wide range of mobility opportunities to study, volunteer and work abroad. The forum was liven up by fun and festive activities, informal discussions and interactive presentations to stimulate the peer-to-peer exchange of ideas and experiences. Over the two days it had more than 2.500 visitors, it helped to increase the Eurodesk visibility at regional level and it was a great way to strengthen the youth worker network.

Organising the third edition of the Time to Move campaign

For the third year in a row, Eurodesk organised its flagship visibility campaign, Time to Move. In October 2016, over the whole month, 622 Time to Move activities took place in 19 European countries, aimed at informing young people on international opportunities about studying, volunteering and doing internships abroad. With the offline activities, Eurodesk reached around 130.000 European young people directly.

The campaign was backed up with a dedicated website - timetomove.info - providing online resources about mobility opportunities. Through the website interested young people could also get comprehensive information about the upcoming events via an interactive map. For the first time, timetomove.info was translated into 12 languages, giving international visitors quick and easy access to the contents. It reached 22.500 page views during the campaign.

Time to Move was supported by an online game running in all participating countries. The game, a treasure hunt activity, was designed to encourage young Europeans (13-30) to follow the story of Alex, a young student looking for an opportunity abroad. The game consisted of different episodes in which participants had to answer questions related to Eurodesk services and European mobility opportunities, with hints and informative sessions to improve their knowledge. More than 1.200 young people played the game; among the successful entrants, those who answered all questions correctly, one random winner was selected and awarded with an iPad mini.

You can browse through the list of events on the official site of Time to Move, but here you have a preview:

Spain

Eurodesk Spain organised a quiz game challenging young people knowledge on EU facts and data. The game was called "What do you know about Europe?" and included informative sessions on EU opportunities for young people.

Hungary

A Eurodesk Hungary multiplier organised a poetry slam night with the focus on Europe and European citizenship. They invited young people and professional slammers, provided a short training and then created poetry slam pieces on European topics. Another Eurodesk multiplier in the Western Transdanubian region decorated an antique car with Eurodesk visuals and made an information "caravan" visiting 10 different high schools in 4 cities. Activities related to mobility opportunities were organised around a suitcase full of gadgets.

Poland

A Eurodesk Poland multiplier teamed up with local libraries to carry out quizzes related to European issues. The answers to the questions could be found on the brochures available in the libraries. The best participants of the quiz were awarded with Eurodesk Poland gadgets and informational materials.

TIME TO MOVE



Estonia

Eurodesk Estonia organised a video competition, inviting Estonian youngsters to explain the importance of international experiences. The videos were posted on Facebook, where they had more than 20.000 views and around 1.000 people participated in the voting.

Turkey

Istanbul Municipality, one of the Turkish multipliers, placed Eurodesk advertisements on the screens of public transportation services such as buses and metros, covering the whole city of Istanbul. The main slogan was "Explore Europe opportunities with Eurodesk" and it was calculated that it reached around 12 million people.

Romania

Eurodesk Romania organised the information session "Meet the opportunities for young people" in Bucharest. Around 120 young people were directly informed about EYP, Erasmus+ and other European mobility opportunities. The participants received leaflets, postcards and posters. Eurodesk Romania and its multipliers organised another 36 events involving around 1.600 participants.

Latvia

In Latvia, three information events were organised during Time to Move campaign. The main event consisted of a hike of nearly 15km through the Gauja National Park, with special activities revolving around mobility opportunities at the end of the route. Participants hiked through the National Park while speaking with EVS volunteers, ate warm soup prepared on a bonfire and played Eurodesk outdoor games. More than 300 participants attended the event.

Switzerland

A Swiss Eurodesk multiplier ran an event at the train station of Lucerne where they asked young people where they wanted to travel next, with big arrow signs, and informed them about Eurodesk and its services, the opportunities to be mobile through Erasmus+ programmes and the Time to Move campaign.

Time to Move event in Siemianowice Śląskie, Poland.



Italy

Italian Eurodesk multipliers organised APERISVE in the Valpolicella area: a way to match the Italian tradition of aperitifs with useful information on EVS. During the aperitifs, young people could meet, sit around a table and listen to stories about EVS and the way it works.

Ireland

The Eurodesk Ireland network ran a national event in Dublin Castle focused on 'Benefits and Challenges of Youth Mobility'. Guest speakers provided the audience with interesting insights into many aspects of international youth mobility and four workshops took place. To celebrate the 'Time To Move' campaign an Irish multiplier joined the Europe Direct initiative 'Soapbox', a national competition where young people from the secondary schools had to argue for and against the theme of 'The EU: United in Diversity'. A judging panel was keeping the score and staff had the opportunity to speak with students about EU opportunities.

Norway

In Oslo, one of the Eurodesk Norway multipliers celebrated the campaign by focusing specifically on opportunities for volunteering, studying and working in Europe. For a week they decorated their centre with USE-IT maps, mini railroads, and a wheel of fortune that the visitors were invited to use. The winners got small travel gadgets as prizes. They also organised a Facebook competition, with two free Interrail tickets as award.

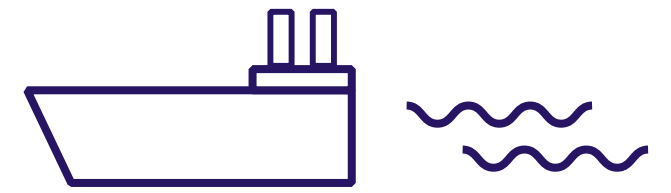
"It was pretty impressive to see the variety and number of events during the Time to Move campaign, both in Croatia and in Europe. New events kept popping up and multipliers really showed their creative streak!"

Katarina Brajdić, Eurodesk Croatia

EURODESK IN NUMBERS

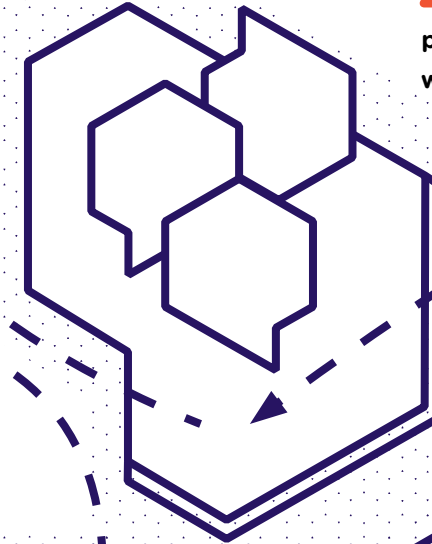
4.383.356

Youtube, Vimeo or Facebook videos views



2.824

presentations, information sessions and workshops given by national Eurodesks



1035

active multipliers



16.3

million page views of all Eurodesk websites



19.05

million page views for European Youth Portal - 2.09 million in December when European Solidarity Corps was launched



7.033

participants took part in 342 trainings or seminars organised by national centres



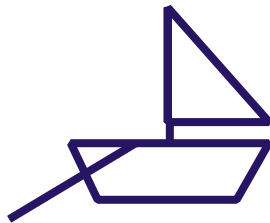
295.523

enquiries answered by Eurodesk national partners and Eurodesk Brussels Link



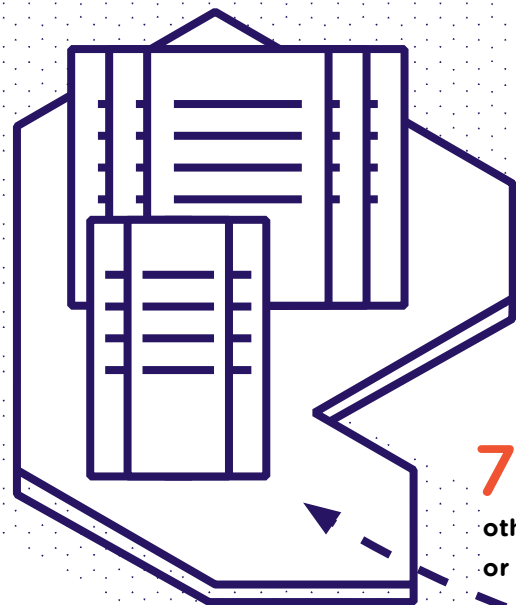
12

editions of Eurodesk Bulletin distributed to at least 67.498 receivers



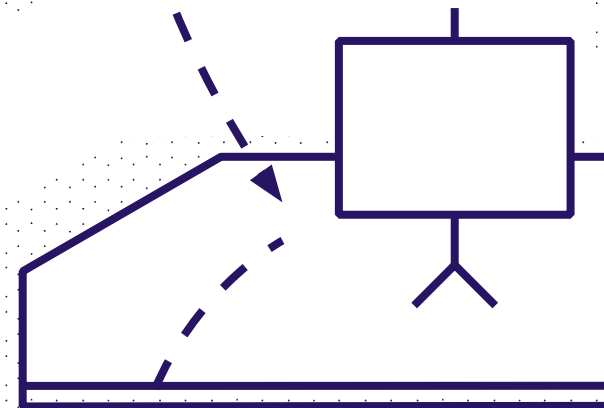
433.134

printed booklets and brochures or newsletters mentioning the European Youth Portal



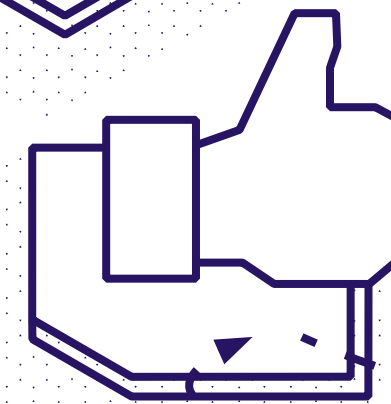
799.541

other booklets, information publications, gadgets or brochures produced



5.378

public events, information workshops and presentations where national Eurodesks or Eurodesk multipliers were present, reaching an audience of 1.596.286 people



665.365

social media subscribers, followers, group members or friends reached by Eurodesk officers disseminating mobility information

PARTNERSHIP

Signing a memorandum of understanding between Eurodesk, ERYICA and EYCA as a base for further cooperation

The European Youth Card Association (EYCA), the European Youth Information and Counselling Agency (ERYICA) and Eurodesk are three European organisations committed to promote quality youth information services, youth mobility, and to foster young people's autonomy and active participation in society. In order to support the objectives of each organisation, to institutionalise their shared values and to commit to a joint collaboration, EYCA, ERYICA and Eurodesk signed a Memorandum of Understanding on 11 September 2016 in Brussels.

The purpose of this Memorandum of Understanding is to:

- ~ Advocate for our common values, principles and goals vis-à-vis international institutions, partner organisations, member organisations and other stakeholders in the field of youth or related sectors.
- ~ Develop and implement joint initiatives (such as events, seminars, training sessions, etc.) and projects in line with our shared values.
- ~ Share and disseminate information about our various initiatives and activities through our respective communication channels (Facebook, Twitter, websites, etc.) and amongst our membership (through internal newsletters, events, mailing lists, etc.).
- ~ Provide a framework in which to jointly work on areas of common strategic interest while respecting and acknowledging the distinct and critically unique role of each party to the Memorandum of understanding.
- ~ Join forces to support the development of quality services and opportunities for all young people.

As a concrete follow up of this initiative, a joint position paper was released by the three networks as part of the debates around the future EU Youth Strategy.

From the left: Jarkko Lehikoinen, EYCA President, Jaana Fedotoff, ERYICA President, and Reinhard Schwalbach, Eurodesk President, signing together a memorandum of understanding on 11 September 2016 in Brussels.



Eurodesk Luxembourg participating in the National Student Fair.

Active participation in the European Platform on Learning Mobility (EPLM) of the EU-CoE Youth Partnerships

The European Platform on Learning Mobility (EPLM) focuses on the learning mobility of young people and practitioners in the youth field. Learning mobility in this framework aims to increase participation, active citizenship, intercultural learning and dialogue, individual competency development and employability of young people. The EPLM, in its work, not only considers European youth mobility policies and programmes, but is also more generally interested in learning mobility as a set of complex social processes transforming the conditions of growing up in Europe.

Eurodesk is a member of the steering group of the European Platform on Learning Mobility, a network coordinated by the EU-CoE youth partnership. The Steering Group consists of researchers, policy makers and practitioners, including policy makers from European institutions, national youth ministries and regional, local entities, researchers from universities and institutes, national agencies of the Erasmus+ programme, the trainers community, youth work practitioners and youth workers, youth information services, social work and employment / vocational education, and training sectors.



In 2016, the EPLM worked on a Charter on Quality Framework for Learning Mobility in the Youth Field. The steering group also worked on the next edition of the EPLM to take place in Bordeaux in January 2018.

Collaborating at national level

In the beginning of the year, Eurodesk Slovenia published a call for new multipliers and expanded the network to four more Slovenian regions, together covering 11 out of 12 regions in Slovenia. Eurodesk Slovenia organised initial training courses for new multipliers. In November and December, the Eurodesk Slovenia coordinator visited all of the multipliers to get to know the contexts they are working in, what is the role of information in their activities, to evaluate cooperation with Eurodesk and find out what are the needs of multipliers working at the grass-root level.

The Eurodesk Poland National Office teamed up with Europass National Centre to create and implement a common project called 'Papers to Career'. As part of the project, Eurodesk multipliers were delivering workshops on Europass at secondary schools; in total 253 workshops were delivered to 4.677 students.

Eurodesk Estonia multipliers, in cooperation with the communication team of Archimedes Foundation Youth Agency and European Voluntary Service, contributed to a year-long information campaign to celebrate the 20th anniversary of European Voluntary Service. The goal was to increase the visibility of EVS among youth organisations and youth in general and talk about its positive effect. For this reason, a photo, video and essay competition was announced in January; the competition gathered 38 photos, 2 videos and 7 stories from volunteers from Estonia and abroad which were presented in noored.ee website and also on the European Youth Portal.

Eurodesk Czech Republic and Eurodesk Slovakia organised training for their multipliers in Prague in March 2016. The topic of the training was communication on social networks and how to use them.

In May and November, Eurodesk Romania attended the working meeting with European networks held in Romania (with Euroguidance, Europass, Eurydice, Euraxess, EURES, ECC, ENIC-NARIC and Europe Direct). The purpose of the meeting was to know how each network works, to exchange information on the current development of each network and to identify ways of cooperation on short and medium term.

Eurodesk Finland organised six training sessions in different locations around Finland for professionals working with young people. Four of the trainings were co-organised with Euroguidance and were especially targeted at people working in the recently

established One-Stop Guidance Centres (OSGCs, providing easy access points for young people to obtain cross-sectoral information, advice and counselling with the aim to support young people's path towards education and employment). The six workshops attracted 85 participants in total.

In 2016, Eurodesk Germany celebrated its 20-year anniversary. From 1996-2016 Eurodesk Germany established a network of 50 multipliers in Germany and informed 500.000 young people about mobility chances abroad and about European and international funding opportunities. In the context of the anniversary, Eurodesk Germany relaunched its website rausvonzuhaus.de, released a new eurodesk.tv film about EVS, published a new service brochure and a brochure on financing, informed the press and organised a jubilee event for the 50 German multipliers and political supporters.

Eurodesk Turkey organised a 'Social Coherence and Dissemination' training, with the cooperation of UNICEF in November 2016 in Adana, especially targeted at Eurodesk multipliers facing the social issue of refugees and migrants. The 4-days training aimed at raising awareness of youngsters /Syrian refugees upon the existing risks and resources, developing mutual understanding and tolerance between the two cultures and using peer education as a mean for the Turkish/Syrian refugees in order to improve their social inclusion.

In October, Eurodesk Denmark participated with a stand at the 'Cultural Night Copenhagen' ('Kulturnatten i København'), together with the Erasmus+ programme units of the Agency and the Danish Europass NEC. The event took place in the Danish Ministry of Higher Education and Science building in Copenhagen. The number of visitors was 4.440, which was an audience record. During the event, Eurodesk Denmark talked to a large amount of visitors and distributed a vast amount of information materials.

During September 2016, the Italian Eurodesk Network made an agreement with the Italian Ministry of Labour and Social Policies on 'Your First Eures Job 4.0', a project aiming to help young Europeans aged 18-35 to find a work placement - job, traineeship or apprenticeship - in another EU country. Eurodesk multipliers were trained on how to provide first information about the project, and local links were created with the reference person in charge of the programme at the Labour Agencies.

Celebrating the Eurodesk Germany 20-year anniversary.



Contributing to the future European Youth Strategy together with ERYICA and EYCA

Eurodesk, the European Youth Information and Counselling Agency (ERYICA) and the European Youth Card Association (EYCA) have decided to join forces in order to share their views on how to make the renewed EU Youth Strategy for 2019 a success. The three networks called for a comprehensive and coordinated approach to youth information and youth mobility as an integrated and overarching aspect of youth policy at local, national and European level. A joint position paper was released in October 2016.

The position is structured around two main challenges:

Right to information: providing quality youth information to all young people across Europe

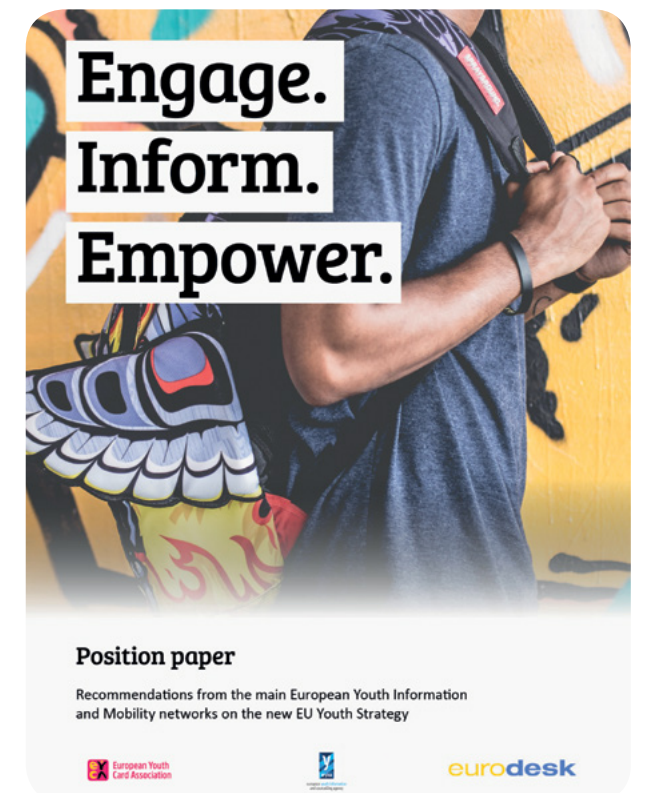
The three networks firmly believe that young people who are not informed about their rights, or simply do not know how to make use of them, are more vulnerable to suffer from discrimination, intolerance, lack of opportunities, and negative influences. Therefore, the three networks urge the EU institutions and the Member States to ensure a comprehensive, coherent and coordinated approach to youth information. Youth information should be a pillar of the future EU Youth Strategy. This section contains four recommendations with concrete action points under each:

- ~ To offer free accurate, reliable and youth-friendly information for all
- ~ To ensure a comprehensive and integrated approach to the provision of youth information
- ~ To prioritise media literacy and critical thinking of young people
- ~ To offer quality guidance to reach out to all young people

Mobility for young people: a right, not a privilege

Mobility is an added value to the life of young people. All types of youth mobility should be an integrated and overarching aspect of youth policy at local, national and European level. Such policies should be developed in partnership with all relevant stakeholders, including non-organised young people and under-represented groups. This section contains three recommendations with concrete action points under each:

- ~ To make mobility accessible to all young people
- ~ To enhance youth autonomy through mobility
- ~ To reinforce the services offered by youth information



This paper notably calls for a renewed European Youth Portal that provides youth-oriented information, especially regarding youth mobility opportunities with local, regional, national and EU sources of information. It shall ensure that young people are aware of their rights and the services available to them by offering a "one-stop-shop". This would be part of an ambitious Youth Information Strategy targeted at young people and especially aimed at reaching out and involving young people who are further away from the opportunities offered. This strategy should be a pillar of the upcoming EU Youth Strategy and build on the success and lessons learnt from the current one.

Contributing to the European Youth Portal and the European Solidarity Corps initiative

Powered by the Eurodesk network, the European Youth Portal offers European and national information and opportunities that are of interest to young people who are living, learning and working in Europe. It gives information around eight main themes - active participation, culture and creativity, social inclusion, global issues, education, volunteering, working and travelling - and it covers 34 countries in 28 languages.

During 2016, the Eurodesk network worked together with the European Commission on the promotion of the European Youth Portal as well as answering young people's enquiries via the portal in the 8 themes and regarding the European Solidarity Corps initiative.

On 7th of December 2016, the European Solidarity Corps initiative was launched by commissioner Kristalina Georgieva and was hosted on European Youth Portal. Eurodesk valuably contributed and supported the European Commission with translations for various parts of the website, answering thousands of enquiries related to the European Solidarity Corps shortly after the launch. The ESC gives young people (aged 18-30) the opportunity to volunteer or work in projects in their own country or abroad that benefit communities and people around Europe. Through a matching process, participants can be selected and invited to volunteer or work with non-governmental organisations (NGO), local and national authorities or private companies that are looking for support in their activities. Projects can last from two to twelve months. Registration was open from 7 December on the European Youth Portal via www.europa.eu/youth/solidarity.

Eurodesk Sweden coorganised a youth day at the Commission's representation headquarter in Stockholm. Young people got a thorough introduction to mobility projects and to Structured Dialogue.



In the following section, discover an abstract of the many national activities that took place to promote the EYP.

In January and February, Eurodesk Denmark participated at the yearly Study and Career Fairs in Denmark. It held presentations in Aarhus and Copenhagen aimed at encouraging more Danish students to go abroad by introducing them to the EYP and other national online resources. About a thousand young students from the youth educational area attended the presentations with very positive feedbacks on the contents.

In December 2016, Eurodesk Hungary published a booklet on the occasion of the 20th anniversary of the European Voluntary Service. The two-sided booklet had two titles: #100newexperiences, collecting the best posts from a blog of young volunteers, and #EVS 20, collecting the most interesting articles and interviews about volunteering published on the European Youth Portal in the past few years.

The EYP gave its patronage to four youth events that took place in Poland: 'The XXI Forum of the Writers', the 'Media Olympic', the 'Chinese-European Partnership for Development' conference and the project 'The Youth Dialog in the Lesser Poland'. The EYP was also promoted via Eurodesk Poland paper and electronic newsletters: they both included a specific section containing the latest EYP news, statistics, quotes and articles.

The French-speaking community of Eurodesk Belgium disseminated postcards on the European Youth Portal at the fairs of the Service d'Information sur les Etudes et Professions in which it participated in Liège and Namur. These fairs welcomed 35.000 participants in 2015-2016.

The German-speaking community of Eurodesk Belgium produced EYP themed mobile screen-cleaners. They were given away during events and workshops.

Eurodesk Croatia organised an online quiz in order to promote the new European Solidarity Corps initiative and other mobility opportunities, as well as to raise the visibility of Eurodesk Croatia Facebook page. Various prizes were offered (books related to travelling, world maps, backpacks) and more than two hundred young people filled out the quiz.

Eurodesk UK distributed EYP promotional items - pens, mints, luggage tags, USB sticks, highlighters, notebooks, pens - at a variety of events, for example Transnational Cooperation Activities seminars, language sessions in schools, Café Europe. All Eurodesk UK multipliers received a stock of promotional items for use at their own events.

For the European Voluntary Service 20th Anniversary, Eurodesk UK ran a month-long social media campaign in December 2016. They shared the stories of individual volunteers (of which three were published on the European Youth Portal), offered advice and promoted different volunteering strands such as EU Aid Volunteers and the European Solidarity Corps.

Throughout 2016, the 10 young editors of the German 'youth reporter team' produced 25 articles for the German sites of the European Youth Portal. Eurodesk Germany organised three online editorial trainings for the youngsters covering topics such as research and interview techniques, image copyright, selection of topics etc.

Eurodesk Bulgaria organised a network training event on the promotion of the EYP at national level, and the promotion of Erasmus+. Additional promotion of the EYP at national level, together with the provision of information about mobility and funding possibilities for all young people was achieved through the organisation of an event for the International Day of Youth on August 12th.

Eurodesk Ireland promoted the EYP when providing training and information to multipliers and organisations, through their website and Facebook page. The Portal was also mentioned and presented in the new publication "Study Abroad" as a source of information and inspiring articles.

Eurodesk Romania printed 1500 EYP leaflets in December 2015 which have been given away during the year 2016 during different events. Eurodesk multipliers organised more than 70 information sessions and promoted European Youth Portal, providing information on mobility opportunities, European grants, youth policies and helpful resources. More than 2000 young people were involved on these events.

Spreading the word on European mobility opportunities

Organising and participating in events

In September 2016, Eurodesk Denmark together with the Youth Unit from the National Agency, hosted the training seminar 'Reach Out' for 34 young people and youth workers about international youth exchange in Copenhagen. Specific information material was prepared for the event: a guide and postcards promoting various possibilities of international youth exchange were first launched during the seminar and then sent to all high schools in Denmark for distribution to their students.

Eurodesk Luxembourg took part in the National Student Fair, a fair providing information on higher education choices with around 10.000 participants. Eurodesk was present in two stands: the stand for Erasmus+ and the stand of the National Youth Information Centre. The participation incremented Eurodesk's visibility and offered the opportunity to get directly in touch with young people, career guidance experts and representatives of higher education institutions from different countries. Eurodesk Luxembourg was responsible for answering young people questions for the countries that were not present in the fair, with the help of Eurodesk national partners and multipliers.

In the framework of the Euro2016 festivities in June, Eurodesk France took part in "Place de l'Europe" at the Paris City Hall, sharing a stand with the French Erasmus+ National Agency for Youth and Sports. More than 150 visitors participated in mobility quizzes.

Eurodesk Spain organised 28 informative talks in 14 Spanish regions on EU opportunities for young people, focusing also on resources and programmes beyond Erasmus+. More than 1.800 people (an average of over 60 per session) participated in the events.

The Flemish-speaking community of Eurodesk Belgium took part in the Study Information Fairs organised by the Ministry of Education, a 3-day event taking place in all the 5 Flemish provinces where students in the last year of their secondary education got informed about opportunities for their future. More than 60.000 young people participated in the events.

The French-speaking community of Eurodesk Belgium participated in the event 'How to finance your international projects' organised by the Université Catholique de Louvain. They were present at the event with a dedicated booth and carried out an information session to 50 students.

Eurodesk Austria delivered a lot of information about mobility opportunities at the 'World weit weg' (World far away) info-party, a special and highly successful event that takes place in Linz. During the 2016 edition of the info-party, about 250 young people, teachers and youth workers got informed about mobility offers for youngsters in Austria. The participation in the event has proved to be a great way to get closer to young people and to bring the information directly to the target.

Eurodesk Netherlands took part in five information fairs and trainings for young people willing to go abroad in Europe: they brought useful advice and news to the WEurope festival in Amsterdam, participated in the Europe Direct Utrecht fair, and went inside schools and colleges. On these occasions a personal newsletter was initiated, to continue delivering information to interested young people.

Eurodesk Czech Republic took part in eight fairs targeting students and young people, and in three open air festivals. At the music festival 'Colours of Ostrava' they were part of the information point of the European Commission Representation in Czech Republic and gave information about Erasmus+ to more than 400 young people during four days.

Eurodesk Croatia participated in the 'Safe Mobility Fair' which was part of the celebration of Europe Day in May. Around 70 people, mostly youth workers, attended the presentation about mobility opportunities and the stand was visited by around 100 people.

Eurodesk UK had a stand at the Euroguidance 'Stand Out in a Global Market' event in Leeds, where they interacted directly with 50 young people aged 16-18 about European opportunities. Eurodesk UK attended the 'European Societies and European Networks UK conference' in Manchester on 29 February, organised by the European Commission Representation in the UK. The audience included 30 representatives of European societies from UK universities.

Eurodesk Greece participated in the 'EU Jobs and Mobility Roadshow', a tour of six days through Thessaloniki and the region of Eastern Macedonia and Thrace to conduct workshops and disseminate information related to job and mobility opportunities for young people. The event was co-organised by the Europe Direct Information Centre of Komotini (which is also a Eurodesk multiplier), the EDIC of Xanthi and Thessaloniki. During the Roadshow, approximately 700 young people, students, recent graduates, young entrepreneurs and long-term unemployed were informed about European mobility opportunities as well as the Erasmus+ programme.

"It is extremely useful for me and for my organisation to be part of the Eurodesk Ireland Network. In a very rural isolated county, it has given us knowledge about the hugely exciting field of European Youth Work and enables us to pass this knowledge and information on to young people living in Kerry."

Madeleine Frissung, Kerry Diocesan Youth Services, Ireland

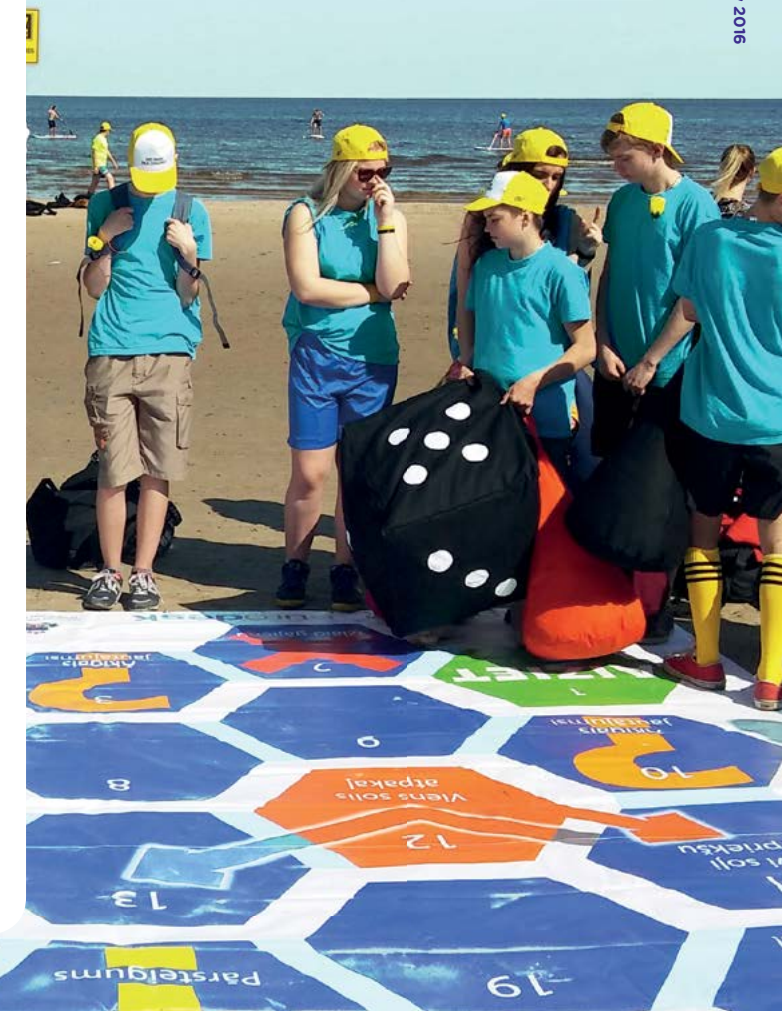
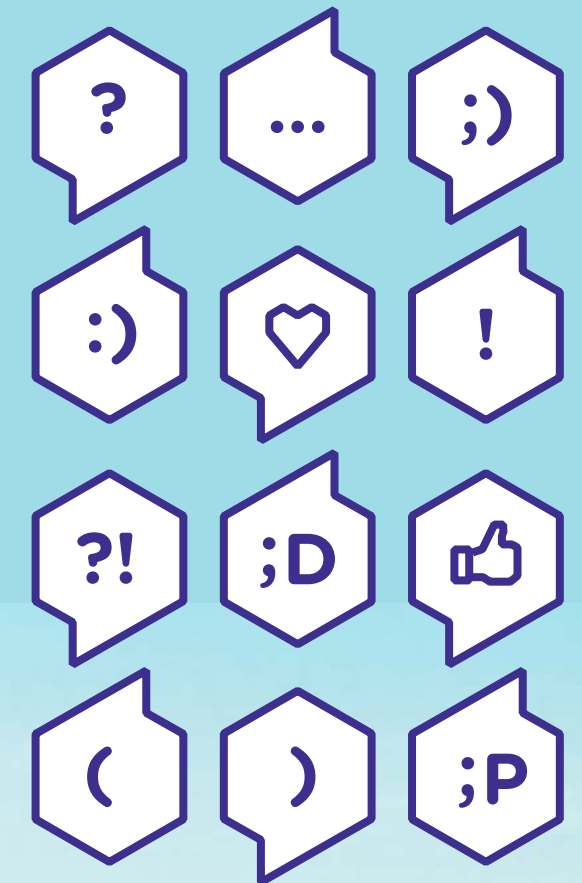
Eurodesk Lithuania continued the tradition to organise a summer mobility campaign, aiming at providing information on various ways to spend the summer meaningfully. The campaign focused on volunteering, seasonal work, travelling in Europe and summer festivals camps topics. In 2016, Eurodesk Lithuania participated in several large visibility events: a youth conference, a study fair, a cosplay event and two summer festivals. Around 5.000 questions have been answered face-to-face.

In Sweden, events relating to European Voluntary Service 20 years anniversary were carried out in cooperation with the National Agency for Erasmus+ Youth in Action. The EVS 20 years celebration was implemented during the whole year with the main aim to raise awareness about EVS in general and to attract more young people to get involved in the EVS programme. Focus was put on collecting good examples in EVS and use those to inspire, motivate as well as quality ensure new EVS projects in Sweden.

Eurodesk Bulgaria, together with Europass and Euroguidance networks, organised an Erasmus+ opportunities event for the promotion of Erasmus+, European Youth Portal and Last Minute Offers at national level, informing on funding possibilities and promoting mobility opportunities for all young people.

Together with the National Agency information team, Eurodesk Norway participated strongly in the organisation of the EVS20 conference, celebrating the 20 years anniversary of the European Voluntary Service. The one-day conference was held in Oslo, with the participation of national authorities and experts, representatives of the EU Commission, researchers and journalists as speakers and contributors. Additionally, representatives from four EVS organisations shared their experiences and views about the programme.

On the picture: Life-sized board game produced by Eurodesk Latvia in cooperation with the National Agency. The game has quizzes about mobility programmes and is very popular during information events.



> Sharing info via publications

Eurodesk France produced a leaflet on how to find a summer job abroad. 25.000 copies were disseminated nationwide during summerjob fairs. Moreover, Eurodesk France is now present in secondary school history-geography and civic education manuals, with a highlight about their posters on Europeans' rights.

Due to the big success and still increased demand for the brochure 'Einfach weg' (Just move), Eurodesk Austria decided to re-edit and print a 2nd edition of 27.500 copies of the brochure for its distribution throughout the country. Eurodesk Austria also produced and printed 5.250 copies of a new brochure focusing on voluntary work abroad: "FAIRantwortungsvoll: Freiwillig Arbeiten im Ausland". The publication gives a unique overview on trustworthy sending organisations and aims to prepare the readers and future-volunteers for their adventure abroad.

Eurodesk Latvia issued a monthly newsletter (in total 12 per year, 2.412 subscribes each month) which included information about different mobility opportunities available in Latvia and in Europe. A magazine called 'Youth' was published 4 times a year, 1.000 copies each time (available also online). The publication presents information about international opportunities, interviews with young people and youth workers, updates on Youth policy, experience stories and news articles.

In order to answer the needs of youth information and counselling workers, Eurodesk Finland produced special tools to be used when introducing EVS to young people who might not feel so comfortable about the idea of going abroad. The 'Maailma on mun!' tools include a flyer (Finnish and Swedish versions), a workbook (Finnish and Swedish version) and a Prezi presentation (Finnish only). The tools include activating and experimental methods which allow young people to get curious and reflect on their own identity, values, hopes and fears.

Eurodesk Greece with the cooperation of two youth trainers created and produced a youth friendly publication dedicated to European Voluntary Service that explains in a concrete way how a young person can become a volunteer and what are the benefits of participating in EVS projects. The publication was produced in the framework of the 20 years anniversary celebrations of EVS.

In 2016, Eurodesk Sweden issued eight editions of the newsletter 'Vidgade Vyer', an important source of information reaching not only the Eurodesk network but also other multipliers involved in youth work, with more than 3.800 subscribers spread nationwide.

In 2016, Eurodesk Germany produced the brochure 'Unterstützerkreise & Co', a new publication aimed at informing young people on how additional funding for volunteer services or international youth exchanges can be raised. Suitable fundraising activities such as tombola, charity runs, flea market activities, neighbourly help etc. are explained. Another brochure was made to highlight Eurodesk Germany services and offers, presenting the German multipliers network with many inspiring good examples of activities, such as local information events during the European Youth Week or the Time to Move campaign.

Ten times a year Eurodesk Liechtenstein sends its Newsletter called 'Youthletter' to 230 subscribers, in cooperation with the National Agency for Erasmus+ Youth in Action and the Youth Information Centre in Liechtenstein. The newsletter contains European and local news, interesting trainings and mobility opportunities. Facebook is widely used as a platform for all information available, being an easy and friendly way to reach young people.

An information event in the city of Bauska, Latvia



> Initiating online projects

Eurodesk Slovenia cooperated in setting up the new Facebook page 'Volunteers of Europe' (www.facebook.com/EVSwolunteers), providing contents and media. On the page, real stories from EVS volunteers are presented together with pictures, information on sending organisations and implemented projects. The stories are inspirational and written shortly, highlighting the learning effects and personal growth of the volunteers. The Facebook page was launched in 2016, with stories from EVS volunteers published each week. It can now count on 1.600 fans.

In October 2016, the Archimedes Foundation Youth Agency (Estonian National Agency for Erasmus+) initiated its first EVS video blog. It covers the life and work of Siim-Martin Kaasik, a 23-year-old Estonian who was doing his EVS in Spain from October 2016 until June 2017. The purpose of the vlog is to share the real thoughts, feelings and achievements of a young person living and working abroad. According to the cooperation agreement, he is producing at least 10 video clips of his experience that are shared on the Youth Agency's web channels and in Delfi - the most popular online news portal in Estonia. In 2016 four video clips were produced, reaching around 800 viewers on the Youth Agency's webpage. Siim-Martin is also broadcasting live via Skype to share his experience with people participating in EVS information events.

In February 2016, Eurodesk Lithuania renewed its national portal, making it compatible with all kinds of mobile devices, attractive and user-friendly. The new name of the website is žinauviską ('I know it all' in English), clearly states its mission: to answer all doubts that young people have. The website offers plenty of information about mobility opportunities and has a specific tool to submit direct questions. During 2016, the national portal had around 550.000 views.

The Eurodesk Ireland cooperation partner Spunout published Compass (spunout.ie/compass), an innovative online tool acting as "a one-stop-shop for young people seeking information about education and employment". It includes current opportunities, how to apply for social welfare supports, applying for jobs, available training and education schemes, workplace rights and new business grants for young entrepreneurs. Compass provides tailored information to young people in search of new learning or work opportunities, with practical advice and support.

"When you are completely lost, your compass might be Eurodesk"

Xuasús González. Leon Eurodesk Multiplier

> Updating the media about mobility programmes

Eurodesk Luxembourg, in order to promote the Time to Move campaign, realised a promotional jingle with Radio Graffiti, a non-commercial, participative, multicultural radio station, with almost only volunteers running the shows.

In March 2016, Eurodesk Poland national coordinator, Wawrzyniec Pater was invited to speak about EVS at Polish Radio 24 on the occasion of the 20th anniversary of the European Voluntary Service. The broadcast was later awarded at the 'EDUinspirations' contest in the 'Media' category. EDUinspiration is the contest organised by the Foundation for the Development of the Education System, awarding the best project carried out as part of the programmes managed by the Foundation.

Eurodesk Croatia had excellent media coverage during the Time to Move campaign, including an appearance in 'Good morning, Croatia', a very popular morning show on the Croatian Television, as well as local on television channels and radio shows.

Eurodesk Lithuania has been airing every Monday on 'Žinių radijas' ('News Radio'), the leading commercial news station in Lithuania, in the radio program called 'Man 20-keli' ('I'm Twenty Something'), giving voice to the millennial generation of Lithuania. Artists, activists, academics and startpers living both in Lithuania and abroad are welcome to 'Man 20-keli' studio where they are interviewed by the journalist Karolis Vyšniauskas. The list of guests includes many famous and creative people fighting for a more open, inclusive and smart future for Lithuania. In 2016, Eurodesk Lithuania created 56 radio broadcasts and reached more than 10.000 young people.

Eurodesk Sweden, together with the Swedish National Agency, organised the EVS 20-years exhibition to raise visibility of EVS in Sweden. 21 volunteers took part in the exhibition with photos depicting their volunteer projects. The promotion started with an EVS seminar in the structure hosting the annual conference, gathering 800 representatives of municipalities and organisations from all over Sweden. The exhibition was launched on December 5th, the international day of volunteering, after a 10-day long EVS campaign on social media.

> Distributing information about European policies

Eurodesk Lithuania, together with UNHCR Lithuania and the national radio, organised a study visit to Sweden in order to meet young refugees and collect information for radio feature stories and online materials related to refugees' issues and conditions such as arriving to European soil, and integration into society. The visit showed that successful stories of integration normally start from little things: neighbours, non-formal meetings and activities with locals, etc. On the contrary, the media are often focused on sensationalised news about crimes. For these reasons, after meeting the young refugees, it was decided to create a project in Lithuania with the aim to form and shape attitudes in the media and social networks, and study how we react, behave and feel about the phenomenon of migration in Europe.

In May, Eurodesk Hungary contributed to the annual large scale structured dialogue event of the Erasmus+ National Agency for youth: the Youth Parliament Day. 260 young people participated in the event 'Have your say', where they had the opportunity to make questions to members of the Hungarian and European Parliament, explore the beautiful building and simulate a decision making process about a current public issue: the organisation of the Olympic Games in a fictional city. The participating school groups had to create a short video summary of their experiences and the group sending the best video won a trip to the Euroscola programme with the support of the European Parliament.

İzmir Governorship, one of the Turkish multipliers, coordinated a project called İŞTE GENÇ (Youth in Employment). The aim of the project was to create a forum for a structured dialogue between disadvantaged young people and decision-makers in the field of employment through a 3-days workshop and a summit. Participants were informed about vocational training opportunities, youth guarantee, labour market and employment policies. There were 40 young people participating in the project, 24 of which were disadvantaged (disabled young people, young people having migrant background, young people on probation and youngsters from less-developed areas of the country). At the end of the summit, a 'Sustainable Youth Employment Policy Recommendation Document' was created and distributed to all project partners and relevant organisations.

Young people of Sarezzo, Italy presenting their game 'Concre city' at the EYE2016.



Networking activities at 'The Art of Living Together' conference in Czech Republic.

The European Youth Conference took place in the Netherlands from the 4th to the 7th of April 2016. As a member of the European Steering committee, the Dutch National Agency participated in the preparation, implementation and evaluation of the conference, with a special focus on Erasmus+ Youth.

On the occasion of the "International Games Day @ Your Library", Eurodesk Sarezzo, one of the Italian multipliers, organised the simulation game 'Concre city', a board/role game that offers participants the opportunity to develop a wider awareness of their role in society, to play and discuss in an interactive way about politics and social issues, to learn the complexity of the democratic process. Participants had to recognise what practical obstacles the construction of a hypothetical city has, what are the values of cooperation and of diversity in the building process. All phases of the realisation of the game, from the original idea to the final scheme, were the result of Eurodesk youth participants, who were also involved in deciding on real local youth policy decisions.

In fall 2016, the Eurodesk Czech Republic ran a conference for 42 high school students called 'The Art of Living Together'. The main theme of the conference was media literacy related to the refugee crisis. Part of the conference was organised as a living library with actual refugees or migrants from various countries living in Czech Republic acting as living books.

> Network Contacts

Eurodesk Brussels Link

Scotland House
Rond-Point Schuman 6
B- 1040 Brussels, Belgium

Phone: +32 2 282 83 84
Fax: + 32 2 282 83 90

info@eurodesk.eu
www.eurodesk.eu

Eurodesk Austria
eurodeskat@eurodesk.eu

Eurodesk Germany
eurodeskde@eurodesk.eu

Eurodesk Norway
eurodeskno@eurodesk.eu

Eurodesk Belgium, Flemish Community
eurodeskbe@eurodesk.eu

Eurodesk Greece
eurodeskel@eurodesk.eu

Eurodesk Portugal
eurodeskpt@eurodesk.eu

Eurodesk Belgium, French Community
eurodeskbe@eurodesk.eu

Eurodesk Hungary
eurodeskhu@eurodesk.eu

Eurodesk Poland
eurodeskpl@eurodesk.eu

Eurodesk Belgium, German Community
eurodeskbe@eurodesk.eu

Eurodesk Iceland
eurodeskis@eurodesk.eu

Eurodesk Romania
eurodeskro@eurodesk.eu

Eurodesk Bulgaria
eurodeskbg@eurodesk.eu

Eurodesk Ireland
eurodeskie@eurodesk.eu

Eurodesk Slovakia
eurodesksk@eurodesk.eu

Eurodesk Croatia
eurodeskhr@eurodesk.eu

Eurodesk Italy
eurodeskit@eurodesk.eu

Eurodesk Slovenia
eurodeskis@eurodesk.eu

Eurodesk Cyprus
eurodeskcy@eurodesk.eu

Eurodesk Latvia
eurodesklv@eurodesk.eu

Eurodesk Spain
eurodeskse@eurodesk.eu

Eurodesk Czech Republic
eurodeskcz@eurodesk.eu

Eurodesk Liechtenstein
eurodeskli@eurodesk.eu

Eurodesk Sweden
eurodeskse@eurodesk.eu

Eurodesk Denmark
eurodeskd@eurodesk.eu

Eurodesk Lithuania
eurodesklt@eurodesk.eu

Eurodesk Switzerland
eurodeskch@eurodesk.eu

Eurodesk Estonia
eurodeskee@eurodesk.eu

Eurodesk Luxembourg
eurodesklg@eurodesk.eu

Eurodesk Turkey
eurodesktr@eurodesk.eu

Eurodesk Finland
eurodeskfi@eurodesk.eu

Eurodesk Macedonia
eurodeskmk@eurodesk.eu

Eurodesk United Kingdom
eurodeskuk@eurodesk.eu

Eurodesk France
eurodeskfr@eurodesk.eu

Eurodesk Malta
eurodeskmt@eurodesk.eu

Eurodesk Netherlands
eurodesknl@eurodesk.eu

“The Eurodesk network is a multicultural, multitalented family and stands as an example of all the beauty that Europe can be if we work together towards the same goals despite our differences.”

Filippo Buzzini, Eurodesk Switzerland

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