



eurodesk
Annual Overview



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FOREWORDS

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Themis Christophidou

Director-General for Education, Youth, Sport and Culture
European Commission

Youth policy has never before been so prominently placed on the European agenda. In the Bratislava Roadmap of September 2016, EU leaders committed to provide better opportunities for young people. The Commission followed this up with its "Investing in Europe's Youth" initiative of December 2016, underlining that the European project is about building a better future for all European citizens, but with young people in particular. Investment in young people lays the foundation for a fair, open and democratic society, for social mobility and inclusion as well as for sustained growth and employment.

In this spirit, the Commission put forward its proposal for a new EU Youth Strategy in May 2018, to empower Europe's youth and to give them a stronger voice in EU policy-making. Also in May 2018, we proposed a new Erasmus programme for after 2020 with double the budget and which would be even more inclusive and provide more learning opportunities, in particular to young people from disadvantaged backgrounds. It also includes the continuation of the new DiscoverEU initiative which offers young Europeans who turn 18 a travel pass to explore Europe and discover the continent's rich cultural heritage as well as the chance to learn from each other's cultures. Solidarity activities by young people will be further boosted through our proposal for a new European Solidarity Corps programme which we hope will allow at least 350,000 young Europeans to support communities in need between 2021 and 2027 through volunteering, traineeships and job placements.

We expect Eurodesk to play a key role in all this. We have been able to count on you for 20 years. The original objective of establishing a one-stop shop for information of interest to young people is more valid than ever. I am confident the Eurodesk network will continue to accompany us as we reach out to more young people, especially those with fewer opportunities, and to provide them with quality information about our renewed actions, including through the European Youth Portal. Few tasks could be more forward-looking, positive and stimulating than this one!



Reinhard Schwalbach

Eurodesk President

"Our heads are round so our thoughts can change direction."
Francis Picabia, Aphorisms

The aphorism of Francis Picabia reminds us to keep moving and to adapt our thoughts to a changing world. At least, this is my interpretation. It challenges me to stay innovative: as a person and at work. 2017 gave Eurodesk a couple of opportunities to 'change direction' and I am satisfied with what we achieved.

During our Network Meetings in Essen (Germany) and Varna (Bulgaria) we put our work plan into concrete form, we changed our statutes to make our budget more sustainable and we prepared the moving from our longstanding premises in Scotland House to our new office close to De Brouckère in the centre of Brussels.

One of the most important topics in the network and in the Eurodesk Executive Committee was to shape our strategy towards Eurodesk 2021 and attendant by this our advocacy towards our partners in the EU Commission in the area of the European Solidarity Corps, the European Youth Portal and the new EU Youth Strategy.

To recognise the importance of our multipliers at local and regional level – experts in informing young people – we held our annual Multipliers Seminar in Brussels and awarded good practice in our network with the Eurodesk Awards. Our Eurodesk network counts approximately 1.000 multipliers in 34 countries. This is an indispensable strength in the dissemination of mobility and European information as in reaching out to young people. All our multipliers and local, regional and national partners helped Eurodesk in having a successful flagship activity – our Time to Move Campaign 2017.

To increase the quality of our competences in the network, we organised a survey to figure out what the needs, the wishes and the missing services are in mobility information. With the implementation of the 'Euroclasses' we developed tools and instruments to raise European awareness among young people.

Last but not least, the relaunch of the www.eurodesk.eu offers a new 'Opportunity Finder', a European map of our information points including personal contacts of Eurodesk in Europe. Aside this, the website provides enquirers with a 'chatbot' which leads them through the mobility opportunities and further steps.

All our activities and results wouldn't have been possible without our supporters. Therefore I want to thank all 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. I am as ever relying on your support in 2018.



Audrey Frith

Eurodesk Director

2017 has been a year wrapped with implementing various strategies designed through an internal process of reflection and consultation.

A year to re-affirm our core mission and added value as information provider for all young people on European opportunities. Eurodesk took position on key policy developments, pushing for the recognition of youth information through various position papers on the future EU Youth Strategy, the European Solidarity Corps and Erasmus+.

A year to re-invent our online presence and style with a new website launched at the end of the year, a new social media strategy and renewed Opportunity Finder and Map. Our goal is to make sure Eurodesk services match the needs of young people and those working with them by offering modern, relevant and youth-friendly information. The numbers already show that this strategy is paying off with a significant increase in page views, followers and likes!

A year to better match quality and training and strengthen capacity building within the network. In 2017, Eurodesk has adopted a new Competence Framework for Eurodesk Mobility Advisors, revised its Qualifying Training Programme (hands-on modules to train multipliers), revised its Euroclasses on Euro-volunteering (hands-on modules to run sessions in schools) and developed the platform to host the future eAcademy.

A year to reinforce our partnerships with European institutions: the European Commission around improving the European Youth Portal as the one-stop-shop for young people, the European Youth Week and the Structured Dialogue; the European Parliament hosting our Eurodesk Awards; and the EU-CoE youth partnership around the newly adopted Charter on Quality Mobility in the Youth field.

In this annual overview, you will get a glance at the various activities run in 2017 both at the European and national level with the country pages. Through diverse online and face-to-face activities, the network has continued to thrive to ensure an equal access to mobility opportunities by going where young people are and by innovating to engage and empower them as active citizens.

The mission of Eurodesk is to raise awareness among young people on mobility opportunities and to encourage them to become active citizens.

ABOUT EURODESK

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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 2017. It summarises the key areas of work in informing young people, communication or promotional activities such as the Time to Move campaign and the Eurodesk Awards, and projects aimed at forming partnerships to advocate for youth work.

"Thanks to Eurodesk Croatia, I got the chance to visit other Eurodesk multipliers in Elche and Alicante in Spain and get an insight in their youth information work. It was a great and informative experience. I held two classes in a high school in Elche, representing Croatian culture and promoting Erasmus+ opportunities for young people. How cool is that?"

Morana Rogić
Eurodesk Multiplier, CINAZ - Association for Extracurricular Activities



EUROPEAN LEVEL MEETINGS

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Spring Network Meeting (16-19 March) Essen, Germany

The 2017 Spring Network Meeting was about providing participants training workshops that could help their work in their national context. The sessions focused on three topics: Creating e-learning platforms; Getting familiar with new online methods; and Design events, workshops and trainings visually. The e-learning workshop could be gathered to an online platform to further enhance training activities in the network. The new online methods introduced various tools that can be used for facilitating events to young people but also online tools that help to design layouts to promote activities. Via the visual design workshop, national coordinators got the chance to try out graphic facilitation from an expert in the field.



Multipliers Seminar (13-16 June) Brussels, Belgium

The 2017 edition of the Multipliers Seminar was organised in Brussels, Belgium from 13 to 16 June. The Multipliers Seminar has always been a place for multipliers to discover what others in the different European countries are doing in the field of mobility awareness, participation and youth information. Study visits to other youth organisations helped participants to get familiar with youth work at EU level. Workshops were held on the topic of 'Promotion of youth information', 'ICT tools to communicate better to young people' and 'Branding and marketing youth information services'. On 14 June, four winners received their prizes during the Eurodesk Awards Ceremony. Read more about the Eurodesk Awards later in the publication.

Autumn Network Meeting (26-29 September) Varna, Bulgaria

The 2017 Autumn Network Meeting focused on both strategic planning and workshop sessions to further enhance the network's tools and knowledge. After the update on European youth affairs from the European Commission, national coordinators could exchange ideas about Eurodesk's future strategies in the light of the new youth strategy discussions during group discussions. The network also touched upon the European Solidarity Corps: how to best promote the initiative and how to handle enquiries coming from young people related to the ESC? The workshops were organised around three main topics: quality, training and communication. The keyword for all sessions were to unify the existing knowledge and come up with tools and initiatives that benefits the whole network.



RENEWING THE ONLINE PRESENCE OF EURODESK

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At Eurodesk, we believe that the online presence of a youth information provider has to be based on a constant renewal and change, adjusting itself to the needs of the younger generation and those who work with them. In light of this, Eurodesk decided to revamp its website and online tools in early 2017. After almost a year long consultation, development and prototyping period, the new website was officially released in the presence of around 50 guests from the youth field in early 2018.

The new eurodesk.eu is an information hub that provides relevant information and international opportunities for both youth workers and young people in a straightforward and intuitive way. The site does not only update its visitors about international mobility opportunities but also aims to provide updates about the latest youth policy developments happening at EU level. Eurodesk.eu also collects the network's projects into one place, thus brings the expertise and knowledge of the Eurodesk network of over 1000 youth workers to the fore.

With the new website, Eurodesk brings visibility to the countless projects that Eurodesk carries out at local, national and European level to inform all young people about ways to experience the world.

Besides the website revamp, Eurodesk focused on redesigning two popular online tools that was available on the old website. Firstly, the new **Opportunity Finder** got a face-lift with a more intuitive layout and easier navigation. The tool now collects European programmes in five categories (studying, volunteering, internships, participation and grants). The new interactive **Eurodesk Map** shows contact points from all Eurodesk countries in a easy-to-use way, now matching the layout of the Opportunity Finder and the website. Both tools are mobile-friendly to make browsing on the go a seamless experience.

An exciting new tool that has been developed during 2017 has been the **Eurodesk Mobility Advisor (EMA) chatbot**. Answering questions from both young people and youth workers 24/7 on Facebook Messenger, the chatbot aims to aid visitors with easy questions on its own and connects the enquirer to a real Eurodesk personell when it bumps into a more complex question. Try out the chatbot at messenger.com/t/Eurodesk.

The works on the Eurodesk online tools did not finish with the tools mentioned above. In 2018, the development works will focus on assessing and renewing the internal online tools of the network.

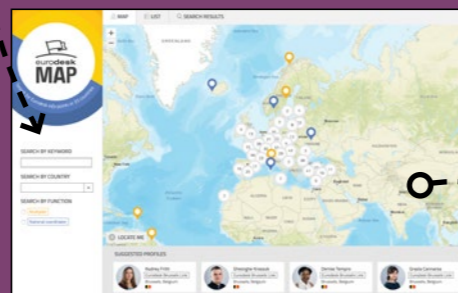
Visit now the new eurodesk.eu website and try the new Opportunity Finder and the interactive Eurodesk Map.



The renewed Eurodesk website is available at eurodesk.eu



Visit the new Opportunity Finder at programmes.eurodesk.eu



Browse the Eurodesk Map at map.eurodesk.eu

Chat with EMA, Eurodesk's chatbot at [ema.eurodesk.eu](https://messenger.com/t/Eurodesk)



TRAINING AND DEVELOPING THE NETWORK

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The Eurodesk Competence Framework

In 2017, the Eurodesk network worked on a "Competence Framework of Eurodesk Mobility Advisors" that provides a common framework about the key competences involved in such a role. The term has been coined to give a common name and recognition to all different formats of delivering the 'core business' of Eurodesk – namely, providing information about mobility opportunities to young people all over Europe.

To focus on competencies is about questioning how people go about having the work done and considering the behaviour an individual demonstrates. The Framework has been developed in a bottom-up process: from the identified behaviours to competencies, and from competencies to competence clusters. The current framework contains 12 competencies, grouped into 3 competence area. Each competence contains a short definition and a list of behavioural indicators.

After a period of consultations and feedback, the Competence Framework has been finalised and will serve as a basis for the development of tools for its implementation. The framework aims to support the Eurodesk training and development plan and the overall quality of the network while giving greater visibility and recognition to the work of Eurodesk youth information workers. It is flexible enough to be used in diverse national Eurodesk realities.

Implementing Euroclasses about volunteering

Euroclasses is a successful Polish initiative consisting of ready-made info-sessions, addressed to secondary school pupils. In 2016, Eurodesk Brussels Link and national partners developed a European, English version based on the Polish Euroclasses guide. In 2017, the network worked on implementing Euroclasses in the countries.

Euroclasses are an addition to other informational activities offered by Eurodesk (responding to enquiries, databases, newsletters and publications). The classes are carried out by Eurodesk multipliers and revolve around topics such as studying, volunteering, working abroad, and active citizenship. Each class lasts 45 minutes and uses diverse methods: brainstorming, individual-pair-group work and interactive mini-lectures. 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.

The most important principle of the Euroclasses is that they are impartial and purely informational. They are not about convincing, putting pressure or making judgements. They are offered as 'informational products', communicated in an accessible and attractive way. It is a space to share basic knowledge, broaden horizons, invite reflection and encourage to look for further information.

Further enhancing knowledge via regular training opportunities

During the year there were several opportunities organised by Eurodesk Brussels Link for both National Coordinators and Multipliers to train themselves on several topics.

The **Eurodesk Advanced Training on "Working with Multipliers"** took place in Cagliari, Italy, from 7 to 9 September. There were 9 participants from Czechia, Romania, Croatia, Poland, Sweden and Italy. The participants mapped potential multipliers in their respective contexts and worked on how to select organisations, build contractual agreements, and keep multipliers motivated through incentive plans and various membership services.

The **Eurodesk Advanced Training on "Train the Trainers"** took place from 3 to 6 December in Budapest, Hungary. 15 national coordinators and multipliers took part in the training, coming from Bulgaria, France, Croatia, Hungary, Poland and Turkey. The participants shared their practices around the implementation of the Qualifying Training Programme. They tested the Competence Framework and discussed steps to further acknowledge and assess these competences.

Further training opportunities were held online and offline, including two **Newcomers' Training** sessions in Brussels and group/individual thematic sessions online.

Monitoring quality in the network via the Quality Catalogue

The Quality Catalogue is a key part of Eurodesk daily work. Created as a performance and assessment tool of the Eurodesk network, it evolved over the years collecting feedback from national coordinators and multipliers on their yearly activities and helping coordinators deliver same levels of qualitative information in all Eurodesk countries by highlighting things to improve and how to improve them.

In 2017, it was divided into 5 key areas: Networking, Public services, Organisational Level, Information Management and Cooperation.

The Quality Catalogue is revised by the Quality Group on a permanent basis - as a result many indicators and questions were rebuilt and the Quality Catalogue was reduced from 64 to 50 questions.

The results of the 2016 and the Quality Catalogue were discussed during individual interviews and during a dedicated workshop in Varna, Bulgaria (September 2017) further improving the data collected and laying the path for upcoming editions of the Quality Catalogue.

Participants exploring Europe on the Eurodesk, EYCA, ERYICA joint seminar "Reaching more young people! Promotion of Youth Work and Youth Information Centres".



ADVOCATING FOR YOUTH WORK AND BUILDING PARTNERSHIPS

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Contributing to policy discussions via policy papers and communication campaigns

It has been an active year following key European policy processes in the field of youth mobility. In addition to contributing to ongoing evaluations of the Erasmus+ programme, Eurodesk has contributed with input to the forming of the EU Youth Strategy and the European Solidarity Corps. Among the inputs, Eurodesk has voiced its vision for a comprehensive approach to youth information, as well as more inclusive youth initiatives. Policy papers have been released on our website, following internal consultations and discussions with key policy partners such as the European Commission (Youth Unit), the European Parliament and the Youth Partnership between the Council of Europe and the Commission.

In 2017 a strategic collaboration was formed with the European Youth Forum and the Lifelong Learning Platform in the coordination and implementation of the Erasmus+ x10 campaign. The campaign gathers 60 organisations in the field of education, youth and sports, and advocates for an ambitious budget for the successor programme of Erasmus+ from 2021 onwards.

Participating in the European Platform on Learning Mobility (EPLM)

The European Platform on Learning Mobility (EPLM) is a network coordinated by the European Union - Council of Europe Youth Partnership. It focuses on the learning mobility of young people and practitioners in the youth field. Eurodesk is a member of the steering group of the EPLM. The group consists of researchers, policy makers and practitioners.

In 2017, the EPLM worked on concrete indicators and tools to support organisations in implementing the Charter on Quality Framework for Learning Mobility in the Youth Field.

Facilitating discussions on the future European Youth Strategy

On 2 May 2017, as part of the European Youth Week 2017 and in the framework of the 60th Anniversary of the Treaty of Rome, Eurodesk and the European Youth Forum organised a joint seminar on the role of youth information in the next EU Youth Strategy.

During the seminar, representatives from various EU institutions, NGOs and youth information services shared their views on how to shape such a youth information strategy as the backbone of the upcoming EU Youth Strategy. The report is available on our website.

Assessing youth information needs of young people via the Eurodesk Survey

In 2017 Eurodesk surveyed 939 young people about their interaction with mobility information. The publication: Mobility and the Role of Youth information, released in 2018, shows that there is a pressing need to strengthen young people's media literacy, to better inform about youth mobility and to ensure that face-to-face contact and support is not overlooked in the rapid development of digital tools and social media outreach.

Joining forces with other youth organisations to share best practices and enhance youth information services

As part of their joint project "Reach More Young People: Promotion of Youth Work and Youth Information Services", Eurodesk, EYCA and ERYICA ran an online survey from 1st February to 15th March.

Based on the outcomes, a joint training seminar took place from 5-7 June, with the title "Reaching more young people! Promotion of Youth Work and Youth Information Centres". The event aimed at broadening understanding of practices and policies in youth work and youth information internationally and at enhancing the modernisation and effectiveness of youth work and youth information services. This event took place in the framework of the Memorandum of Understanding between the three networks and follows the adoption of a joint position paper on the EU Youth Strategy "Engage. Inform. Empower".

After the event, an e-publication was released, showcasing best practices in the youth field. The publication is now available to read on the Eurodesk website.



TAKING PART IN HIGH LEVEL EU EVENTS



Eurodesk at the YO!Fest 2017

Eurodesk was joined by a group of 14 multipliers/partners and 11 young people (including Europeers) from UK, Netherlands, Italy, Croatia, Finland, and Turkey for the YO!Fest 2017, that took place in Maastricht, Netherlands, from 7 to 8 February 2017.

On the main Eurodesk stand guests received information on several European initiatives (European Solidarity Corps, European Youth Strategy, European Youth Portal, Erasmus+). Participants could also share their challenges, hopes and actions about the future of Europe on the "EU Map of ideas". For this there was a sticky wall to stick ideas on. Their input was shared as a post on Eurodesk's main social media channels.

Eurodesk also organised several workshops focusing on European mobility and participation:

- The board Game "Concre City" is a role game offering 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 by comparison the complexity of the democratic process. Participants realised what are the practical obstacles that the construction of a hypothetical city has, as well as the values of cooperation and diversity.
- The EVS workshop offered participants information about the European Voluntary Service, learning from the experience of those who experienced the programme.
- The You'th Values workshop was a game on European values, where groups of 2 or 3 picked a word and built a story line so that the other group could discover the value behind.
- Europeers workshop – Europeers from Turkey, Finland and the UK, discovered what they have in common and the different available opportunities.

Eurodesk and the Erasmus30 celebrations

Eurodesk had an information stand at the final event of the Erasmus 30 Anniversary Closing Event. Promotional material and information was given to hundreds of young people that came for the celebration from all over Europe.

At national level, Eurodesk participated in various celebrations that took place in close partnership with the National Agencies in charge of the Erasmus+ programme. Read more about the different events from the different countries in the Country Roundup section from page 15.

Eurodesk at the EU Youth Conferences

Eurodesk director, Audrey Frith, participated in the EU Youth Conferences that took place in 2017 under the Maltese and Estonian Presidency. The events aimed at defining priority areas for the future of EU youth policies. Based on the outcomes, a broad-scale consultation took place with over 48.000 young Europeans involved. Eurodesk contributed by promoting the process and the outcomes at European and national level. Some national Eurodesk centres were active within the national working groups in charge of the national consultations.

On the policy level, Eurodesk has stressed the need to reinforce the outreach of the Structured Dialogue by involving information networks, such as Eurodesk, ERYICA and EYCA, in a more strategic way and improving the European Youth Portal related pages.



"Yo!Fest was a unique opportunity to bring expertise to young people and inform them on the different mobility opportunities Europe can offer them. YoFest also allowed us to strengthen ties with our Eurodesk national partners, multipliers and young people and share views with other organisations and decision-makers advocating for the welfare of young people."

Grazia Cannarsa
Group Leader at the YO!Fest 2017,
Research and Information Manager,
Eurodesk Brussels Link





SUPPORTING THE EUROPEAN YOUTH PORTAL, YOUTH WEEK AND SOLIDARITY CORPS

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Owned by the European Commission, and 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. The Eurodesk network also answers young people’s enquiries via the portal in the 8 themes and regarding the European Solidarity Corps initiative.

The **European Youth Portal (EYP)** was visited 25.5 million times in 2017. Statistics show that young people are mainly interested in volunteering opportunities on the EYP, visiting the European Solidarity Corps pages frequently. During 2017, Eurodesk published articles (1215 items) news (1520 items) and events (567 items) in 28 languages and in the frame of the 8 main topics.

In 2017, the Eurodesk network worked on a vision paper that proposed the European Commission to invest in a revamp of the EYP in order to better align the site towards the needs of young people, keeping in mind new technologies and digital trends.

The Eurodesk network worked together with the European Commission on the promotion of the European Youth Portal as well as answering young people’s questions regarding the **European Solidarity Corps** initiative. All together, Eurodesk national offices and multipliers worked towards answering over 338.000 questions both via e-mail and face-to-face communication during 2017.

The **European Youth Week (EYW)** takes place every two years all over Europe to celebrate and promote youth activities. It consists of a broad range of events and activities organised in all 33 countries participating in Erasmus+, under the coordination of the National Agencies for Youth. Eurodesk cooperates very closely with the National Agencies in proposing and organising activities during the European Youth Week. In 2017, the Week stressed the values of solidarity, engagement, participation and inclusion in line with EU-level initiatives such as European Solidarity Corps (ESC) and the celebrations of 30 years of Erasmus.

Read about events organised during the European Youth Week in the Country Roundup section from page 15.

3.302
contributions to the EYP by Eurodesk

338.000+
enquiries answered on the EYP by Eurodesk



Annalies Stalpaert (Eurodesk United Kingdom) speaking about the European Youth Portal on the joint seminar of ERYICA, EYCA and Eurodesk called 'Reach more young people' (5-8 April) in Brussels.



Visit the European Youth Portal at europa.eu/youth and get to know more about what the EU offers to young people.

PROMOTING MOBILITY VIA TIME TO MOVE



2017 was the fourth year that Eurodesk organised its annual information campaign, Time to Move. Via the campaign around 200 000 young people got in touch directly with Eurodesk and got to know about international studying, volunteering and traineeship opportunities.

The format of the campaign has been the same ever since it was launched in 2014: making young people aware of the possibilities they can grab abroad, in an entertaining way. Among the activities, visitors could find some not so traditional information events such as concerts, mountain-hiking, biking or slam poetry evenings but also some casual sessions like lectures in school, international evenings at local cafés or information stands at fairs. All activities were run by trained Eurodesk information experts, always ready to have a discussion and help young people to find the international project most suitable for their needs. Over the course of one month, around 230 youth organisations joined forces and organised 822 events in 22 countries.

The campaign specifically targeted young people from non-city environments, who do not usually have access to youth information and NEETs, who would benefit from a mobility experience. Time to Move not only offered them useful information about international opportunities but also made them aware of local Eurodesk information points as guidance spots, should they feel the need to have a discussion about their future projects.

The campaign was supported by a campaign website - timetomove.info – providing online resources about mobility opportunities for those who cannot or do not feel like attending information activities. Through the website young people could also get comprehensive information about all 822 events via an interactive map. [Timetomove.info](http://timetomove.info) is translated into 12 languages, giving international visitors quick and easy access to the contents.

As an additional incentive, Eurodesk organised the Time to Move T-shirt Design Contest. The aim of this activity was to find the official T-shirt of the 2018 edition of the campaign. Young people, aged 13-30 were invited to compete with their design and have the chance to win an InterRail ticket, luggage for their travels or a 6-months Spotify Premium subscription. The contest received 191 entries from which Eurodesk selected 3 winners, as depicted on the right.

On 17 November, the Time to Move closing conference gathered around young people, youth workers, researchers and decision makers in a one-day seminar on youth related issues. The event took place in Brussels and focused on three topics. In the first panel discussion, participants debated the best ways to market

learning mobility and European awareness during the time of cultural fragmentation, identitarian closure and rising nationalism. The second panel discussion revolved around the questions “Who benefits from mobility programmes today?” and “Are mobility opportunities for all young people, also those with fewer opportunities?”. The final part was dedicated to digitalisation, web platforms and efficient engagement with young people: face-to-face or online. The event proved to be a good way to initiate discussions around the three relevant topics related to youth, and thus close the Time to Move campaign for 2017.

Read about events organised during Time to Move in the Country Roundup section from page 15.



The winners of the Time to Move T-shirt Design Contest.

Graphic facilitation during the Time to Move Closing Conference in Brussels, Belgium by Filippo Buzzini (Sketchy Solutions).



Browse all Time to Move events from 2017 via our interactive map on timetomove.info.

HIGHLIGHTING BEST PRACTICE VIA THE EURODESK AWARDS

10

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.

In 2017, the initiative was organised for the 6th time receiving a record number of projects (34) from a record number of countries (11). All partners of Eurodesk (multipliers) who are maintaining a day-to-day relation with young people from across Europe were invited to submit their mobility projects in 3 main categories: Mobility awareness; Active citizenship and Solidarity actions. There was also a special prize, called the Eurodesk Network Prize for which all projects competed. The jury consisted of Safi Sabuni, Erasmus Student Network President; Brikena Xhomaqi, Lifelong Learning Platform Director; Michail Moschovakos, European Commission DG EAC Representative; and Reinhard Schwalbach, Eurodesk President.



INTERNATIONAL BLIND DATES Regional Youth Info Centre Rijeka – UMKI

The project was about organising blind dates between Croatian youngsters, Erasmus students, and EVS volunteers. The participants then were encouraged to exchange their mobility experiences with people who they have never seen before.

The objectives of the project were to facilitate communication between youngsters from different countries (Croatian and international students/volunteers), to help Erasmus students to get in touch with local culture and traditions, and to get Croatian youngsters to know about opportunities offered by the Erasmus+ programme.

The youngsters interested in the project were asked to complete a form (distributed via social media channels). The pairs were formed according to interests stated in the form; every person was contacted and informed that they were matched with a Croatian/ Erasmus person depending on their case. The only available information regarding the person they were to meet was about clothes they had planned to wear in order to recognise them. 'International Blind Dates' was conceived by a Romanian volunteer during her EVS project in Rijeka.

42 young people applied to participate in the project: 20 Erasmus students, 1 EVS volunteer and 21 were local Rijeka youngsters.



GREEN AGENT Eurodesk Provincia Verbano Cusio Ossola Vedogiovane



The "Green Agent" project is aimed at fostering young people in active citizenship and entrepreneurship for environment protection and sustainable development in an Alpine rural area in the north of Italy (VCO Province, Piedmont region). Specifically some youth informal groups were formed and supported in living non-formal learning and European active citizenship experiences in the field of environmental education/communication, conscious consumption, recycling, healthy lifestyles, art in the nature, social innovation & green economy.

The action aimed at empowering young people from the mountain areas with key skills for active participation by engaging them in a wide set of non-formal and intercultural learning experiences in contact with nature. Youth empowerment results were also related to the chance to learn, experience and exchange practices, ideas, dreams for the future of the rural European territories with other people from their area or from other European mountainous areas.

The project results included 8 youth exchanges and 2 international trainings/seminars on environmental topics (with involvement of around 100 young people), 7 long term EVS programmes, 18 events designed and managed by the young people to spread messages on environmental topics (involving around 760 young people, youth workers, adults), 2 journalism competitions (60 video and articles realised by the young people for each competition).

IMAGINE: MIGRANT JOURNEYS System and Generation Association – S&G

The "Imagine: Migrant journeys from Syria to Europe" is a strategical board game that allows players to experience the journeys of migrants when they flee from the war in Syria. The players of the game need to face dangers, sacrifices and difficult choices similar to what Syrian migrants need to make on these journeys.

The main goal of the project "Imagine: Migrant journeys from Syria to Europe" is to raise awareness on the migration from Middle East to Europe by letting people experience the journeys that migrants make when they flee from the war in Syria. The idea behind this interactive board game is to get players to understand what a migrant has to go through in order to get to Europe. The project initiator, S&G hopes that players will sympathise with migrants via this game in the rise of unprecedented negative trends such as xenophobia and radicalism. S&G has produced 2000 copies of the board game.



The project is still ongoing, and the aim is to reach more than 100 000 people via social media and the press. Over 600 youngsters played the board game in different kinds of educational institutions in Turkey.

BREAKING STEREOTYPES Együtttható Közösségépítő Egyesület

The project 'Breaking stereotypes' was a 9-day-long youth exchange in Hungary with 30 young people involved. The participants were coming from Romania, Poland, Bulgaria, Portugal, Italy and Romania, 4 youngsters between 18-25 and 1 group leader from each country. Among the participants, there were 12 youngsters living with some sort of a disability (mostly physical). Young people were actively participating in the implementation of the project; they were involved in team work, creating results and sharing their experiences.

The aim of the project was to help the social integration of disabled (young) people, to encourage them in social debates and participation in decision making, especially in the topics related to their life. The participants developed their proactivity, self-confidence, organising skills, assertive communication, creativity, communication in foreign language and learnt how to work in teams through non-formal education.



Read about all projects in the Eurodesk Awards Project Catalogue. Now available at eurodesk.eu.

COUNTRIES ROUNDUP

11

AUSTRIA

National office: Vienna
Population: 8,690,076
Youth population (15-29): 18,5%
Email: eurodeskat@eurodesk.eu



New years' reception at the new Eurodesk Brussels Link office in Brussels, introducing the redesigned online tools and the results of the Eurodesk Survey.

In 2017, Eurodesk Austria and its multipliers put a focus on reaching out to young people at different public fairs – spring and autumn were fair-ly busy, so to speak.

In early March, Eurodesk Austria kicked off their #factorfake campaign at the BeSt³, Austria's biggest job, training and education fair in Vienna. The campaign was launched in cooperation with the Austrian Youth Portal and the Austrian Youth Information Centres and aimed to increase young people's awareness of manipulated news on social media and the importance of information literacy to reveal these news stories as fake news. At the BeSt³ Eurodesk Austria set up a "real" jungle photo booth where visitors could have a picture of their jungle adventures taken. Tagged #factorfake the photos were then uploaded to a special Instagram "fact.or.fake" account. Besides the campaign, a lot of young people also seized the opportunity to take home useful information on volunteering, studying or working abroad. In four days, the Eurodesk team, consisting of the national Eurodesk office and Eurodesk multipliers from Vienna and Lower Austria, took around 366 photos, answered around 1.237 individual enquiries and in total reached over 3,000 young fairgoers.

On May 17th, 80 young people from different European – and a few non-European – countries met at Vorarlberg's University of Applied Sciences at the "Go Abroad Chill-out Lounge" to celebrate the 30th anniversary of the Erasmus+ programme. Some of the youngsters were doing an Erasmus+ term and some were working as EVS volunteers in Vorarlberg. Together with young people from Vorarlberg who had been abroad in the framework of Erasmus+, they talked about their experience with other young people interested in the topic. Information on different opportunities to go abroad was provided at the information stands of the University's International Office, Europe Direct and aha youth information centre which is the Eurodesk regional partner in Vorarlberg. Games, music and intercultural food increased the festive atmosphere. A cooperation project to be repeated!

The most successful work & travel fair that Eurodesk participated in Salzburg was the "Karriereforum Salzburg" on October 24th. At the youth information stand of the Eurodesk multiplier akzente Salzburg the local Eurodesk team talked with over 250 interested young people about their "going abroad" plans. Their lecture on working abroad was visited by over 60 persons. The target group of this event were young people over 17, just before finishing high-school.

The main activity of the Eurodesk multiplier in Styria, the LOGO youth information centre, was to organise their own going abroad fair. In November 2017, they successfully organised the event where 24 young people informed more than 100 visitors about the EVS, au pair and many other possibilities to explore the world.

The wienXtra-youth information centre – Eurodesk multiplier in Vienna – offered information and advice for young people on mobility and travel during the two "Youth Education & Travel Fairs" in Vienna in January and September. During these two events, they reached ca. 500 young people with different information activities, brochures and counselling.

Apart from informing youngsters at fairs, Eurodesk Austria organised 34 workshops throughout the country in connection with the #factorfake campaign. The workshops aimed at increasing information literacy as well as decision-making competence amongst youngsters in order to develop life(long) skills in a fast-changing digital society. Participants gained deeper understanding of how news on the internet work, how fake news is created and spread and how to deal with the abundance of information people are exposed to nowadays. The workshops were received very well by students and teachers alike and will be continued in 2018.



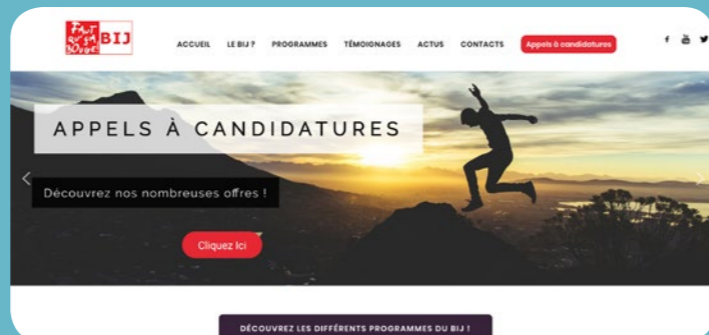
"When I came back from my extended maternity leave this September I was astounded how much the Eurodesk network has developed in quite a short time – in terms of projects like Time to Move, but also in terms of the professionalisation of Eurodesk services for example through the set-up of the European Qualifying Programme. I am already excited for more to come!"

Elisabeth Egger
national coordinator, Austria

BELGIUM

French-speaking community

National offices: Brussels
 Population: 11,311,117
 Youth population (15-29): 18,3%
 Email: eurodeskbe@eurodesk.eu



In 2017, the BIJ continued its information work, for instance by participating in 30 information sessions and fairs targeted at young people in Wallonia and Brussels in partnerships with civil society organisations and educational stakeholders.

Within the BIJ "Mobility Info Space", youth information workers and young people have received information, advice and guidance on European mobility opportunities, with a free access to Internet and to the European Youth Portal. They could also benefit from complementary information during the weekly standby services offered by Info Jeunes (generalist youth information service) and Dynamo International (guiding young people through their mobility projects) in BIJ offices.

Different tools were disseminated to inform young people about European mobility opportunities: brochures, newsletters as well as the website www.mobilitedesjeunes.be in partnership with Infor Jeunes Asbl, and the guide of Going Abroad in 40 Questions with the the Federation Infor Jeunes.

In the context of Eurodesk, the BIJ has participated in round tables of the Agora Jeunes Citoyens that was held in Tournai on the topic of "living together".

The BIJ has contributed to the Eurodesk network by publishing information regarding the Brussels-Wallonia region on the EYP and in the PD and by answering enquiries.

In Belgium, the BIJ has worked in close cooperation with Eurodesk partners from the two other regions.

In the framework of the 30 Anniversary of Erasmus+, Eurodesk was promoted in various activities: the FederalTruck campaign in partnership with the Permanent Representation of Belgium to the EU, in different schools. A press conference was organised in the presence of Commissioner Thyssen. This event benefited from a wide media coverage and reached several young people and teachers. The EuropeDirect centres also contributed to this event.



BELGIUM

German-speaking community

National offices: St. Vith
 Population: 11,311,117
 Youth population (15-29): 18,3%
 Email: eurodeskbe@eurodesk.eu



Eurodesk in the German-speaking community of Belgium is part of the JIZ – Jugendinformationszentrum. As a youth information centre, Eurodesk BE-DE informs young people and multipliers (parents, teachers, youth workers etc.) about youth related topics. An important topic among the others is mobility and going abroad: Erasmus+, European Solidarity Corps and other volunteering opportunities, learning mobility, language courses holidays, work and travel, au pair and so on.

Eurodesk BE-DE makes sure to use various methods and channels to reach their target groups. Eurodesk BE-DE produced and distributed leaflets during 2017, tackling the most important topics related to mobility in Europe for young people. These leaflets are used in individual face-to-face counselling or info sessions and distributed at spots like schools and cinemas.

Eurodesk BE-DE organised workshops in schools throughout 2017 to inform young people about different mobility opportunities and to encourage them to think about the possibility of going abroad. The European Voluntary Service and the European Solidarity Corps were highlighted in these sessions. Additionally, the youth information centre also participated at the open days of three schools to present and promote Eurodesk and its services.

In the beginning of 2017, a big event was organised under the name "Auf und davon" together with various partners (National Agency Erasmus+, Infotreff, Rat der deutschsprachigen Jugend, EUROjuka and Area48). During two Sunday afternoons, the visitors of the event could get information and counselling about mobility opportunities, as well as visit an exhibition about the programmes showcasing the variety of possibilities. Interested individuals could also engage into talks with young people who already had a personal experience abroad.



In a weekly newspaper, articles have been published about the European Solidarity Corps, how to learn a language, do a job application, get informed via the European Youth Portal to inform young people about practicalities.

A monthly newsletter (Eurofax) informed multipliers about European youth policy developments, the Structured Dialogue, relevant events etc.

To promote the European Youth Portal different giveaways have been produced, e.g. screen cleaner or earphones. They were given away during events and workshops.



BELGIUM

Flemish-speaking community

National offices: Brussels
Population: 11,311,117
Youth population (15-29): 18,3%
Email: eurodeskbe@eurodesk.eu



In 2017, Eurodesk BE-FL reached out to multipliers by continuing to inform, train student counsellors and local youth counsellors at youth services. Eurodesk BE-FL took part in the SID-IN, study information fair for students from the last grade of secondary schools. Eurodesk BE-FL had a face-to-face chat with approximately 900 youngsters. We also set up info sessions for youngsters in the different provinces and in our own office. With all these activities, we reached in total 1382 youngsters and multipliers face-to-face.

Eurodesk BE-FL received 296 questions on international mobility, opportunities, rights and regulations directly in our Go Strange helpdesk. Eurodesk BE-FL received 167 enquiries for Belgium through the EYP. The English enquiries were divided within the Belgian cooperation. In the 'NL: Ask a question' folder we received 26 enquiries. Eurodesk BE-FL answered these in cooperation with the Dutch Eurodesk colleagues.

Eurodesk BE-FL launched a new website www.gostrange.be. In 2017 the website had an average of 4723 unique visitors per month. For the promotion of the site, Eurodesk BE-FL organised a mailing campaign and developed new postcards. The Go Strange e-newsletter had 10 editions throughout the year. In 2017, they had over 4588 active subscribers. On social media, Eurodesk BE-FL had 194 new followers on Facebook and 273 followers on Instagram.

In 2017, Eurodesk BE-FL created and/or translated 80 articles, events and news items on the European Youth Portal, together with the other Belgian partners. Eurodesk BE-FL have continued to promote the portal, for example by distributing the EYP post-its, and referring to the portal on our websites and info materials.

Eurodesk BE-FL welcomed Eurodesk multipliers to our office for a short study visit during a training organised by EBL. During summer, Eurodesk BE-FL also had an inspiring visit from our Dutch Eurodesk colleagues in which we shared and exchanged on the daily work of an information officer.

Eurodesk BE-FL maintains a close connection with Erasmus+ National Agencies. JINT also hosts the YIA-section of the Erasmus+ programme, so Eurodesk BE-FL joined efforts in communicating Erasmus+ in the field of education, training, youth and sports.

"These kinds of events are necessary for youngsters and students, encouraging them to discover the world. Just what I needed!"

A visitor of the Go Strange info event in Gent, 21 October 2017



BULGARIA

National office: Sofia
Population: 7,153,784
Youth population (15-29): 17,1%
Email: eurodeskgb@eurodesk.eu



Eurodesk Bulgaria has the task to provide comprehensive, coherent and coordinated information, advice and support on EU policy, activities and opportunities that are relevant to young people. Our main tool for reaching the young people in the digital era is the website (www.eurodesk.bg) in Bulgarian, which our team tries to keep up-to-date with information about European youth priorities and policies, mobility opportunities and any other youth related information that might be useful for the youngsters to discover what the EU has to offer them.

In September 2017, Bulgaria was the host of the Eurodesk Network Meeting, which took place in Varna – the European Youth Capital for 2017. Representatives of the EBL and members of the Executive Committee, as well as Eurodesk coordinators from 33 European countries participated in the event. 15 multipliers from Bulgaria joined the meeting with the representative of the European Commission, DG EAC and representative from the European Parliament EYE18 Event. The meeting was carried out in cooperation with Varna Municipality, the Regional Governor of Varna District, National TV Canal 3, Naval Academy, National Academy of Arts and Sciences "Konstantin Preslavski" Varna, Archaeological Museum of Varna, and the Human Resources Development Centre – Bulgarian Erasmus+ National Agency.

In Bulgaria, the national network of multipliers consists of 40 organisations established in 22 cities thus ensuring adequate national coverage. In April 2017, there was a national call and 21 new multipliers joined the network. The National Contact Point organised an annual network meeting and two trainings which set the ground for successful implementation of the national priorities in the youth field, discussing ideas for better communication within the network and future joint events and exchange of good practices.

In November 2017, Eurodesk Bulgaria held the Eurodesk Network information days attended by representatives of youth organisations, schools, non-governmental organisations, sports clubs and youth policy-makers. The main topic of the discussion was methods for working with young people with special needs.

In 2017, Eurodesk Bulgaria maintained close cooperation with the European Commission Representation in Bulgaria and worked closely with Europass, Euroguidance, eTwinning, Eurydice, Europe Direct and the EURES Advisers network to ensure that young people are provided with appropriate information and advice as well as local support to ensure local support for EU programmes.

Eurodesk took an active part in promoting the 30th Anniversary of Erasmus Programme and our team, together with some multipliers across the country, participated in and organised a series of activities for the Move Week campaign, the celebration of the Day of Europe, and the International Youth Day – 12 August. More than 16 multipliers participated for the first time in the Eurodesk campaign Time to Move 2017 – all events were highly visited and with broad media coverage.

In December 2017, Eurodesk Bulgaria held a series of initiatives for the International Volunteer Day with Eurodesk points in Haskovo, Karlovo, Vidin, Gorna Oryahovitsa, Varna and Silistra being particularly active.

In addition to the central services, Eurodesk Bulgaria implements a range of activities which relate to current political or professional trends or demands in the network or in the youth information sector. It coordinates partnerships with other stakeholders – both institutional and from the private sector (youth information networks, youth organisations and educational providers) – to support the overall mission of Eurodesk.



CROATIA

National office: Zagreb
Population: 4,190,669
Youth population (15-29): 18,1%
Email: eurodeskhr@eurodesk.eu



Eurodesk Croatia continued to work closely with the NA in promoting youth mobility, with a focus on youth exchanges, EVS and the European Solidarity Corps. Some of the most significant results of this cooperation were the joint celebration of the European Youth Week, publications and workshops on youth exchanges, a Youthpass online competition, the promotion of Structured Dialogue and the Networks and initiatives information day.

The national network of multipliers in Croatia consists of 17 organisations established in 16 towns and 15 out of 21 Croatian counties, thus ensuring adequate national coverage. The focus in 2017 has been put on the development and management of the network that includes 7 new multipliers that joined the network in 2016. In order to build capacity, provide training, support and advice to multipliers and reinforce a quality youth information system on local, regional and national level, Eurodesk offered the multipliers 2 training opportunities, 1 national meeting, 1 webinar in cooperation with Eurodesk Brussels Link, 5 study visits, as well as covering travel costs for multipliers participating in workshops.

To raise the visibility of the multipliers' network, the Eurodesk Award scheme has been fostered and promoted very successfully. The number of nominations from Croatia increased from 1 in 2016 to 6 in 2017 and the International Blind Dates project was the winner of the Mobility Awareness category, while the photo exhibition "Faces of Mobility" was highlighted by the jury as an honourable mention. The representative of the Regional Youth Info Centre Rijeka-UMKI who accepted the Mobility Awareness Award in Brussels was a young person and former EVS volunteer from Romania. To celebrate the success, the Eurodesk officer and the multiplier involved were invited to present the Eurodesk Award on national television.

The two biggest campaigns that Eurodesk Croatia participated in were the European Youth Week and Time to Move, both with very wide outreach. During European Youth Week (1-7 May) Eurodesk multipliers organised 36 events throughout the country in more than 20 cities, reaching around 2,000 youth and various stakeholders. The focus of the events was solidarity and the European Solidarity Corps, as well as Erasmus+ and youth participation. The European Youth Week final event was organised on 9 May (Europe day), in close partnership between the NA, the European Commission Representation in the Republic of Croatia and Eurodesk. Over 400 people visited the concert together with the open-air fair with information stands and the photo booth. Many participants left messages on the 'Wall of solidarity' and joined hands for Europe in a human chain. The information stands were facilitated by NA staff,



"Thanks to the Eurodesk Awards our phone hasn't stopped ringing for weeks. We were on national TV three times in one week, not to mention all the radio show appearances, and the trip to Brussels with our volunteer."

Tamara Tokić,
Regional Youth Info Center Rijeka - UMKI

CYPRUS

National office: Nicosia
Population: 848,319
Youth population (15-29): 22,7%
Email: eurodeskcy@eurodesk.eu



Eurodesk Cyprus has been fulfilling its task in providing young people with access to information about European mobility, policy and funding opportunities throughout the 2017 via various activities.

Eurodesk Cyprus continued the work on the European Youth Portal issued The Youth Information Centres (YIC) e-newsletter twice per month to 9.000-10.000 recipients, as well as other publications such as informative flyers.

YIC and the Cyprus Organization of Youth Centres agreed that the latter's central and coordinating regional youth centres become multipliers. Therefore, Eurodesk Cyprus multipliers are now situated in all 5 major cities of the Republic of Cyprus as well as in Troodos area. Moreover, a new YIC in the Famagusta Region has opened in 2017, thus extending Eurodesk Cyprus' geographic presence in all parts of Cyprus. The cooperation will be continued in 2018.

Eurodesk Cyprus took part and organised several activities for Time to Move. During the EYW2017, Eurodesk Cyprus cooperated with the Erasmus+ Youth NA and organised a big street festival in Larnaca. The first Entrepreneurship and Innovation Start-up Conference was organised in cooperation with YIC, the Larnaka Municipality and Europe Direct Larnaka. A website was especially developed for the conference: www.startuplarnaka.eu where young people could register and find out more about the conference, and the speakers.

In 2017, the Eurodesk Cyprus coordinator was also the project coordinator of 2 new programmes relating to youth entrepreneurship. The first one is the integrated communications campaign for the Youth Guarantee "Active Youth", founded by the European Commission's EaSI Programme.

The second one is "Entrepreneurship Development Programme", co-funded by the ESF. Hence, the national coordinator of Eurodesk Cyprus and multipliers provided detailed information to young people about these two new programmes.



CZECH REPUBLIC

National office: Prague
Population: 10,553,843
Youth population (15-29): 17,4%
Email: eurodeskcz@eurodesk.eu



As in previous years, Eurodesk in the Czech Republic continued in promoting themes and activities related to the European Youth Strategy 2010-2018 and there was also a reflection on the 30th Anniversary of Erasmus+ in their campaign.

One of the highlights in the field of Youth in 2017 was the European Youth Week (EYW). In order to reflect this very important campaign, the Eurodesk national office and the network of Eurodesk's multipliers participated on and organised many events in the Czech Republic. Based on good experiences working with Erasmus Student Network (ESN) on this event in 2015, Eurodesk continued the cooperation with ESN on some events related to the EYW in 2017. Moreover, EYW was not represented only in information activities of Eurodesk's network of multipliers, but also by the network of regional consultants of Erasmus+ Youth Programme.

During the EYW, 29 events were organised by 23 organisations, the themes of EYW were presented in 13 cities in the Czech Republic. The main themes were 'Structured dialogue with decision makers', 'Transnational youth initiatives' and the main emphasis was on the concept called the 'Wave of solidarity'.

Solidarity workshops as a part of 'Wave of solidarity' for young people were presenting the concept of solidarity. The workshops focused on EVS as well as the newly presented initiative of the European Solidarity Corps - what it means, how it works and most of all how to register and get involved.



'Be Initiative' was called the concept of three workshops focused on 'Transnational youth initiatives'. These workshops took place in Prague, Brno and Olomouc and engaged more than 30 youth participants. The impact was clear – after the workshop in Brno, a new grant-based project was created under Erasmus+ Youth that is related to transnational youth initiatives.

The last main theme was 'Structured Dialogue' with decision makers. One of the biggest highlights was the simulation of delegates' negotiations in Uherské Hradiště. This event was organized in collaboration with the Association for International Affairs.

Various workshops focused on project management and living library events, organised in Třinec and Brno. In Třinec innovative elements were introduced through events called "Language coffee" – the main aim of this event was to connect young people with volunteers engaged in voluntary activities in the regions. Another popular and frequently played EYW event was a competition called the "Values of Europe". The competition took place in 31 institutions from different sectors (formal education, NGOs etc.) across all regions.

At the end of the year, activities focused on volunteering as well as on social inclusion. Eurodesk organised the high-school-students-favourite conference called 'The Art of Living Together'. The number of involved young people was over 60. A whole weekend was divided into 9 workshop, while the evenings provided place for living libraries, where young people could meet young activist in the field of volunteering, politics and environment.

Above all, Eurodesk was present at 9 fairs for students and/or young people: Gaudeamus Praha and Gaudeamus Brno; Fair for employability of young people organised by the Czech University of Life Sciences; Start with NGO; NGO market; Europe Day (event organized by Representation of European Commission to promote European opportunities and networks); Budějovice Majáles, Colours of Ostrava and the Night of Scientists.

"I appreciate that Eurodesk trainings and meetings are always well-prepared and well-focused."

Jan Lyko,
multiplier, Czech Republic

DENMARK

National office: Copenhagen
Population: 5,707,251
Youth population (15-29): 18,8%
Email: eurodeskdk@eurodesk.eu



To reach a wide audience, Eurodesk Denmark uses the national website, www.gribverden.dk ('Seize the world'). 2017 has been an adjustment year as we have been updating and reorganising content and visuals all year. Throughout the year, Grib Verden had 78.316 visitors and 248.404 page views. Additionally, we use the Grib Verden Facebook profile to reach young people in particular.

To mark Erasmus30, the Danish Eurodesk made three videos together with the Danish Erasmus+ communication officer. In the videos, young people share their experiences and talk about the advantages of going abroad with Erasmus+. In addition, Eurodesk Denmark had two videos produced with information about how to apply for a student loan when going abroad.

Eurodesk Denmark had two young people writing travelogues about their personal travel experiences to the Danish European Youth Portal.

In August, Eurodesk Denmark, the Youth unit from the Agency and The Danish Europass Center hosted a seminar 'Sådan får du penge til dit projekt som ung entreprenør' in København for 30 young people and youth workers. The aim was to raise awareness among young people about the possibility to engage in transnational activities. At the event Eurodesk Denmark held a presentation about www.gribverden.dk and the European Youth Portal.

In September, a small 'kick off' session was conducted together with the Youth unit targeted key actors involved in the development of youth work in the municipalities. The seminar was partly an attempt to foster a network of multipliers in the municipalities. At the seminar representatives from youth units from different municipalities were invited to express their ideas and daily challenges. The input will be used to make an agenda for a seminar for youth workers from the municipalities planned to take place in 2018.

In October, the Danish Eurodesk took part with a stand at 'Kulturnatten' (Cultural Night Copenhagen) together with the Erasmus+ program units of the Agency and the Danish Europass Center. The event took place in the Ministry of Higher Education and Science in København. 4.000 visitors attended the event. During the evening, Eurodesk Denmark talked to a large amount of visitors and disseminated a vast amount of materials and merchandise about www.gribverden.dk and the European Youth Portal.

Eurodesk Denmark is working on establishing multiplier networks with new actors hoping to reach other and new groups of young people. Hence, they participated at a seminar hosted by the Danish EURES and the Danish Agency for Labour Market and Recruitment together with the Danish Europass Center. A meeting with the Danish EURES office was also held to examine the possibilities of a future cooperation.



ESTONIA

National office: Tallinn
Population: 1,315,944
Youth population (15-29): 18,6%
Email: eurodeskee@eurodesk.eu



young celebrity singer and Erasmus alumni. The flick was shown in various cinemas, outdoor screens, public transport and also in social media - reaching a really wide audience.

Estonia's National Agency was proud to kick-off the Presidency of EU in the field of youth with European Voluntary Service Future Search conference in Tallinn with more than 100 participants from all over Europe. In the brink of Summer, Eurodesk Estonia started to prepare a cookbook - yes, you read it right! In 2016, EVS volunteers were involved in organising culture and cooking evenings in different youth centers and half a year later Eurodesk Estonia decided to put those events between covers and in that introducing EVS through the personal stories of volunteers - how they introduce their culture through national cuisine and what has their experience as a volunteer been like. The book is called "Canned culture".

Of course, throughout the year Eurodesk Estonia took part in many information fairs and by the end of 2017 the way they will work in 2018 as Eurodesk in Estonia was rearranged - consolidating different networks and people whose goals are the same to inform young people about international opportunities and programmes.

2017 was a special one for international mobility as the Erasmus+ programme turned 30. It was a special year for Estonia as well, filled with lots of events happening in the youth field.

Estonia held the Presidency of the Council of the European Union and the National Agency which is the coordinator of Eurodesk in Estonia celebrated its 20th Anniversary. Few months before the official beginning of the Presidency, a festive European Youth Week was held in Estonia with events happening all around the country. Eurodesk Estonia supported 9 information events organised by multipliers in 10 counties throughout Estonia. The culmination of European Youth Week was the celebration of European Day in Tallinn Freedom Square - of course for Eurodesk Estonia it was not only about celebrating European Day but also the 30th Anniversary of Erasmus! People were involved in different entertainment, quizzes and games that were offered those visiting the Erasmus+ tent.

For the first time, Eurodesk Estonia launched a mainstream Erasmus+ brand awareness campaign in video form starring a



FINLAND

National office: Helsinki
Population: 5,487,308
Youth population (15-29): 18,2%
Email: eurodeskfi@eurodesk.eu



2017 was an interesting and fruitful year with regard to networking and finding synergies with different actors.

In February 2017 Eurodesk Finland was invited by the European Commission Representation in Finland to participate in a project where a group of Finnish young people, coached by the think-tank Demos Helsinki, worked on the communication of the European Solidarity Corps. The young people took the challenge very seriously and came up with useful questions, criticism and concrete recommendations for the future communication activities.

New synergies were also found inside Eurodesk's newly structured host organisation EDUFI. Eurodesk, alongside Euroguidance and Erasmus+ Programme, was invited to participate in the annual development days for guidance counsellors, which gathered together 112 guidance counsellors from different parts of Finland.

In order to strengthen the Nordic-Baltic cooperation, ERYICA organised a meeting for youth information and counselling in Sweden. The aim of the meeting was to discuss the international mobility needs of the young people and start an informal network based on common interest and collaboration. The meeting was also a great opportunity to hear about the MOVE "Mapping mobility – pathways, institutions and structural effects of youth mobility in Europe" project's results. For more information, please visit move-project.eu.

Like every year, Eurodesk Finland also took part in MOODI2017 – the national youth information and counselling development days. This annual event organised by Koordinaatti is a great opportunity to network, market Eurodesk's services and learn about the latest trends and developments in the youth information and counselling field.

The main event of the year was Nuori2017, i.e. the National Youth Work Days (2800 participants). The National Agency and Eurodesk Finland kept a stand and participated actively in the social media discussions during the event. The message spread concentrated on the benefits of international youth activities – how international contacts help build bridges and diminish hatred and xenophobia. The NA and Eurodesk Finland organised a panel discussion on the main stage on the topic of hate speech. Hundreds of youth workers attended the session to learn how young people themselves feel about hate speech and how they would expect youth workers to react to it. The idea of the session was to give youth workers concrete tips on how to tackle the difficult topic in their daily work.

Another event Eurodesk Finland can proudly report was the international "Ready for World" seminar organised as part of the NA's TCA plan. The aim of the seminar was to try to see into the

future of young people: What are the future mega trends and how the world and our lives are likely to change? What are the challenges young people will meet? How can youth work and youth information work help young people to overcome those challenges? The programme consisted of expert lectures, presentations, participative workshops, open space and study visits. The idea was to showcase the best creative tools and practices of delivering information and guidance in Europe. The feedback from the 33 European youth (information) workers taking part in the seminar was very positive.

Huge efforts were made to expand the EuroPeer network in Finland and to keep it alive. The Eurodesk Days on the topic of peer information were organised in early January. Two youth workers from South-West Finland and one from Lapland joined the network along with a couple of new EuroPeers from their regions.

What really made a difference this year was the cooperation with the Finnish youth centres that started in the second half of the year. As the youth centres are among the biggest beneficiaries of the Erasmus+ Youth in Finland, they have sent quite a few volunteers abroad and organised numerous youth exchanges. Our common interest is to use the peer experience in informing and empowering more youth to take part in international activities. It was agreed that at least three youth centres will support and train EuroPeers regionally. A first national EuroPeers' support and planning weekend took place in November in the youth centre Marttinen. 16 old and new EuroPeers participated in the event. The feedback was positive and the participants built a good base for the 2018 activities.



FRANCE

National office: Paris
Population: 66,759,950
Youth population (15-29): 17,9%
Email: eurodeskfr@eurodesk.eu



Eurodesk France further extended its network, reaching a number of 142 multipliers in 2017. Their key priority was to reinforce the expertise of multipliers on European and international mobility.

Based on inter-regional sessions, a new training strategy was launched and implemented by Eurodesk trainers from the national and regional centres. Regional Eurodesk multipliers participated in a national Eurodesk seminar and training, which took place in Nice in June. Organised by the national Eurodesk working group, this event stimulated cooperation between members from across the country.

More than 60 events were organised across the country in the framework of Time to Move, reaching around 5000 young people.

Among the activities to celebrate the Erasmus 30 there were

- the official launch of the Erasmus Tour, at CIDJ national Eurodesk premises in cooperation with the Erasmus+ Agency and ESN France;
- a seminar on European mobility for young people with disability, in the framework of the European Youth Week
- a seminar on European youth mobility during the #erasmusdays
- a chat on European mobility and the Europass in the framework of the European vocational skills week.

The Eurodesk network of multipliers at regional and local level organised many events across the country, during the European Youth Week, #erasmusdays and other key dates (Europe Day, European Day of Languages, International Volunteer Day) including forums, workshops and information sessions in youth information centres, in schools and at fairs.

The Forum des voyageurs organized by Eurodesk in Auvergne Rhône-Alpes gathered more than 1000 young visitors. The nationwide fair on summer jobs was also a highlight for the Eurodesk network

Eurodesk France issued a series of publications: promotion leaflet, Europe Information Jeunesse: Eurodesk France newsletter, Destination Europe et un peu plus loin, Trouver un job en Europe, Faire un stage à l'étranger, Le monde en poche, a map by Eurodesk! Eurodesk Rhône-Alpes also produced a serious game on European mobility: Passe World.

Eurodesk France also participated in:

- The dialogue days on European mobility organized jointly by Eurodesk, ERYICA and EYCA (Brussels, February)
- The closing conference on the Time to Move Campaign (Brussels, November)
- The Eurodesk Train the trainers event (Budapest, December)
- The Eurodesk multipliers seminar (Brussels, June), with the participation of BIJ Vienne.



GERMANY

National office: Bonn
Population: 82,175,684
Youth population (15-29): 17,0%
Email: eurodeskde@eurodesk.eu



In 2017, Eurodesk Germany focused primarily on the target group of experts in youth services who work with young people and pass on Eurodesk information directly to them. In order to be familiar with the needs of young people and to be able to provide target group-oriented information and publications, Eurodesk Germany was also in direct contact with young people and answered inquiries for example via telephone, e-mail, the European Youth Portal, fairs and information events.

To maximize the dissemination of Eurodesk information in Germany, Eurodesk Germany has for some years been pursuing the goal of increasing external consulting services through qualification, further training of as many skilled experts as possible in youth work. The heterogeneity of the Eurodesk partner institutions (multipliers), the various information they offer and the different target groups they address, proved to be enriching for the network in 2017, as in previous years. The 46 active Eurodesk multipliers in Germany again carried out the majority of the information and advice in 2017. Young people used the information offered in many ways. Thus, in addition to face-to-face consultations in the various offices as well as e-mail and telephone inquiries, lectures and fairs are particularly popular with young people.

Eurodesk Germany successfully expanded its cooperation with various fair organisers and received free or heavily discounted fair stands at various locations throughout Germany. Thanks to the successful cooperation with eight major fair organisers, Eurodesk Germany and its multipliers have been given the opportunity to disseminate mobility information even more strongly in the regions. In addition, the Eurodesk multipliers organised numerous own information events in their regions – even their own fairs in Ulm and Rottweil – and were invited as speakers, for example to schools.

With 25 information events throughout Germany, Eurodesk Germany participated in the eighth European Youth Week in cooperation with NA JUGEND für Europa. Under the slogan "Shape it, move it, be it", European Youth Week encouraged young people to shape their own future and reached more than 1,300 young people in Germany. As part of the Eurodesk Time to Move campaign, 34 information events have been organized in Germany, reaching more than 1,800 young people and professionals. At the "Time to Move" final conference in Brussels in November, four people from Eurodesk Germany took part. Besides, Eurodesk Jena has applied to the Eurodesk Awards 2017 in the category "Mobility awareness" with a stop motion film about the European Voluntary Service and received an honourable mention.

Eurodesk Germany disseminates information in a diverse and successful way through its publications, the European Youth Portal, the mobility portal www.rausvonzuhause.de, cooperation portals such as www.wege-ins-ausland.org and via social media. In 2017, the content of the website www.rausvonzuhause.de was constantly updated and content editorially revised. Technically, some further

developments were made. An important development was the technical implementation of an internal wiki system, which will replace the "work aid for mobility counseling" as a working tool for the Eurodesk multipliers and mobility advisers.

In 2017, Eurodesk Germany carried out 5 "mobility adviser trainings", qualifying 70 experts and thus establishing new dissemination channels for Eurodesk information on youth mobility opportunities. In addition, 63 experts were qualified in 4 workshops on funding opportunities of international mobility. The range of experts that Eurodesk Germany addresses with these training courses ranges from career counselors, youth social workers and teachers from various types of schools, to multipliers from public authority structures. In addition to the training courses, Eurodesk Germany provided training materials for mobility counseling to the experts.

One main activity in the first half of 2017 was the implementation of the European Eurodesk network meeting (summit) in collaboration with Eurodesk Brussels Link (EBL) and the local Eurodesk multiplier in Essen. During the summit, 51 national coordinators from all over Europe, together with EBL staff shared good-practice of (ongoing) projects in the different countries and worked together on improving Eurodesk services.



"After joining Eurodesk Germany last year, the summits were a great opportunity to meet the network at European level and to get to know how Eurodesk works in the different countries."

Natascha Schmitt
national coordinator, Germany

GREECE

National office: Athens
Population: 10,783,748
Youth population (15-29): 16,8%
Email: eurodesk@eurodesk.eu



Throughout 2017 multiple events were organised in Greece along the celebration of the European Youth Week in May, the celebration of the anniversary of the 30 years of Erasmus, and the dissemination of Erasmus+ or mobility chances. The target audiences of these co-organised events were young people, youth workers, organisations and people who offer their services to youth.

The NA for Youth and Eurodesk Greece announced a call for organising events that would simultaneously take place in the fields of solidarity, inclusiveness, democracy and active citizenship, under the slogan: "Shape it, move it, be it". 18 organisations got involved. These events significantly benefited the field of youth by providing 422 people with the opportunity to exchange valuable information, share their experiences and participate in numerous activities, such as photo contests, documentary and video projections on youth and social issues, as well as lectures and discussions with youth workers, immigrants, entrepreneurs, academics and journalists.

Among the most noteworthy events: On November 10th, the Greek Eurodesk team and the NA for Youth co-organised an exciting information event for the Dissemination and Promotion of the EVS and the European Solidarity Corps in Thessaloniki. Mrs. Koutsospirou presented the European Solidarity Corps' mission, principles and actions for offering volunteering experience. Useful feedback was given to young people and promotional material by Eurodesk and Erasmus+ was distributed. 150 young people were motivated and decided to submit their applications, in order to participate in projects abroad.

On November 29th, a successful event in Komotini for the Promotion of the Structured Dialogue and the Youth Strategy was held by the local EDIC and Eurodesk Greece. It was attended by 84 young people, as well as the General Secretary of Life Long Learning at the Ministry of Education, Research and Religious Affairs, Mr. Pausanias Papageorgiou. Best practices were exchanged and main challenges for the youth policy on national and European level were stressed. Youth workers were more involved in the process both as facilitators and stakeholders.

Through these events hundreds of young people:

- Were actively engaged in activities on human rights, peaceful living, social exclusion, diversity and bullying through multidimensional workshops, extracurricular activities and interesting discussions,
- Became aware of solidarity, voluntarism and active participation in politics and their community, and
- Understood how they could make a real impact in their local society.

The celebration of the Erasmus 30th Anniversary was a joint responsibility of Eurodesk Greece and the NA for Youth with NGO's and other stakeholders from September until November 2017.

Within the framework of the 30th Anniversary of Erasmus:

- 265 people attended events held throughout Greece. The activities, such as photo exhibition, video presentations, speeches and distribution of promotional material, helped young people to communicate their social messages and engaged the attendees in fruitful debates on issues concerning the field of youth.
- On November 11th, the NA for Youth and the Europe Direct Information Center ("EDIC") of Thessaloniki co-organised a celebratory event in Thessaloniki. This was attended by representatives from the NA for Education and Training and from other organisations, who implemented and promoted Erasmus+ programmes through storytelling and multiple activities. 150 people joined this high-impact event and young people conversed with the representatives and added to the narrative of youth mobility opportunities from their background and experience.

All the above-mentioned events were promoted through social media or websites, press releases and local TV channels. Eurodesk also uploaded them on the official page of the EYW and NA's website.



HUNGARY

National office: Budapest
Population: 9,830,485
Youth population (15-29): 18,0%
Email: eurodeskhu@eurodesk.eu



In 2017 Eurodesk Hungary worked with a network of 33 local multipliers, including 7 regional coordinators. Together, the organisations reached approximately 10.000 young people directly through their offline mobility information services in 2017.

Eurodesk Hungary provided information services and advice to multipliers via several different channels, tools and work forms. The national coordination collected, translated and transmitted up-to-date European mobility information to the network of multipliers on a daily basis. Eurodesk Hungary provided the network of multipliers with printed information and promotional materials, information sessions, meetings and trainings about topics and developments of European youth work and mobility.

Eurodesk Hungary has close cooperation with other EU networks, especially with EURES, Euroguidance, Europass and Europe Direct. We regularly cooperate with the representation of the European Commission and the Information Office of the European Parliament. The cooperation has different levels and objectives (joint presence at fairs/events, supporting each other's trainings and network meetings with content, workshops and lectures, organising joint events, common online page: <http://www.mobilitasazeuban.hu/>).

The Eurodesk's flagship campaign and the counselling methods of two of our multipliers were introduced at the "Navigator 2017: Thematic day on employability", which was organized by 4 EU networks (EURES, Europass, Euroguidance and Eurodesk).

Eurodesk Hungary organizes information sessions on various European programmes, in which the Erasmus+ has a central role. Eurodesk multipliers usually contribute to the events, sessions outside Budapest by providing the NA and Eurodesk national centre with logistical and communicational support on site. In June, Eurodesk contributed to a one-day workshop (41 participants) organised by the national contact point of the Europe for Citizens Programme and the Erasmus+ Youth Unit focusing on 'solidarity'.

Eurodesk Hungary was present with its information services, promotional activities at 4 festivals, 4 job/educational fairs, and participated at and contributed to a few other conferences and events, which have European focus and which were targeted to youth. We co-organised the Youth Parliament Day and the EVS live event with the Erasmus+ Youth Unit. One of the Café+ dissemination events were focusing on the liaising field work of youth workers.

In the year 2017 Eurodesk Hungary directly contacted and provided EU mobility information to almost 2300 young people at the above-mentioned events.

The main activity of Eurodesk multipliers working on local level is providing information to young people. Besides their general services: permanent information desk and sessions/lectures provided on demand or in terms of cooperation on local level with schools/institutions and the municipality, our Eurodesk multipliers implement regional network projects supported and coordinated by Eurodesk Hungary. In the framework of these projects, 7 consortiums of local Eurodesks carried out activities on regional level in 2017.

From May to June, 33 Eurodesk partner organisations held one-day information sessions (29 events) on mobility opportunities and particularly on the Erasmus+ Programme reaching 532 young people.

In October the same partnerships organised outreach information activities under the flag of the Europe-wide Time to Move campaign. During this month Hungarian Eurodesk partners organised more than 70 events reaching 7500 young people. Eurodesk Hungary provided funding, promotional materials, tools and national PR and communication to support the project and to disseminate its results and its values.



ICELAND

National office: Reykjavík
Population: 332,529
Youth population (15-29): 21,5%
Email: eurodeskis@eurodesk.eu



The year 2017 was marked with big changes and turmoil as well as great successes.

In the first half of the year temporary staff changes resulting in a relaxed start of the year. Despite that during European Youth Week, Eurodesk supported several local NGO's to organise their own events. These included an event where young entrepreneurs gave presentations about their entrepreneurial endeavours; an EVS organization offered a relaxation day for students during exams including yoga; and a meditation and information about volunteering opportunities and youth centre had a democracy camp for disabled youth. In total the events attracted around 150 participants.

The most notable achievement in 2017 was the Icelandic Erasmus+ 30th Anniversary and awards ceremony held on 8th of November. Eurodesk participated fully in the organisation of the event taking the lead in social media promotion before, during and after the event. It was a high-profile event, where the NA awarded outstanding Erasmus+ projects (Best Practice). The President of Iceland, Guðni Th. Jóhannesson, and former President, Vigdís Finnbogadóttir attended the event. Overall nearly 300 guests attended the event. The event received extensive media coverage and a large reach on social media. The cornerstone in social media promotion for the event was the creation of eight videos depicting best practice projects (at the event, these videos preceded each award). In total, the videos received more than 70.000 views on Facebook.



IRELAND

National office: Dublin
Population: 4,724,720
Youth population (15-29): 18,2%
Email: eurodeskie@eurodesk.eu



In 2017 Eurodesk Ireland continued to cooperate with its multipliers and cooperation partners: Youth information services in Athlone, Ballinasloe, Bray, Carrickmacross, Castleblayney, Clonmel, Cork, Drogheda, Dublin-Clondalkin, Dungarvan, Dun Laoghaire, Ennis, Kilkenny, Letterkenny, Naas, Sligo, Waterford, Wexford, Tipperary, Thurles, Limerick and Kerry; Europe Direct Information Centres in Dublin-Blanchardstown, Letterkenny/Donegal, Sligo and Ballinasloe, the national youth information charity Spunout.ie, Voluntary Service International and Euroguidance Ireland/National Centre for Guidance in Education (NCGE).

The partnership with NCGE allowed reaching out and promoting European mobility opportunities to guidance counsellors working with young people in secondary schools, colleges, adult education and Youthreach centres targeting young people with fewer opportunities.

In October and November, in cooperation with NCGE and Euroguidance, the Eurodesk network run successfully four regional Time to Move 2017 information and networking events in Dublin-Blanchardstown, Limerick Junction, Co. Tipperary, Letterkenny and Ballinasloe, Co. Galway. The events were attended by 177 guidance counsellors, youth workers, teachers and students. Following their success, Eurodesk hopes to further expand cooperation with the guidance sector in 2018.

Eurodesk also met with the new ERYICA national member in Ireland, Youth Work Ireland, to discuss cooperation between both networks at national level, including a future common event re: promoting and increasing visibility of youth information service and Eurodesk in Ireland.

The Eurodesk Ireland Coordinator supported Léargas, the National Agency of Erasmus+ as the national European Youth Week 2017 coordinator. Eurodesk Ireland multipliers were very active in promoting the European Youth Week to young people and organising 26 local activities attended by 1168 young people and multipliers. Events included: workshops on diversity and solidarity, celebrations of 30 years of Erasmus+, presentations and workshops on European Voluntary Service and Erasmus+, interactive displays, information stands, intercultural and cultural events i.e. celebrating European diversity, European quizzes, European awareness sessions and an event on women in politics for secondary school students in Dublin. A youth group from Waterford produced a special video in the topics of equality and solidarity.

Eurodesk multipliers were involved in the preparation, promotion, organisation and successful implementation of the regional Time to Move events. Multipliers also organised local TTM events such as i.e. Our Europe Get Involved workshop, Discover Ways to Experience Europe - Time to Move Campaign month, information stands, talks and presentation on European opportunities for young people.

Eurodesk multipliers took part in many further European and Eurodesk events:

- Katarzyna Kurzeja, YIC Letterkenny represented Eurodesk Ireland as one of the panel speakers at the Eurodesk European Seminar Youth Information Backbone of a successful youth strategy on 4 May 2017 in Brussels
- Eurodesk multipliers, Susan Scott from Clondalkin (Dublin) Youth Information Centre and Ger Cronin from Naas Youth Information Centre attended the Eurodesk European Seminar for multipliers in Brussels in June.
- Information projects run by multipliers in Clonmel, Ballinasloe and Dun Laoghaire were submitted to the Eurodesk Awards competition and shared with the EU Eurodesk network and stakeholders through the Eurodesk Awards Catalogue.

The Eurodesk Coordinator supported the National Agency answering general queries about Erasmus+ and European Solidarity Corps and promoting volunteering opportunities at events and via a new Volunteering leaflet. The 1800 queries answered in 2017 were focused on the European Voluntary Service, studying, training and working, internships, Erasmus+ and European Solidarity Corps programme. Promotion of information on European opportunities, youth policies, online consultations, European youth events via social media, Eurodesk Ireland Facebook and Twitter pages, has hugely increased in 2017. The number of contributions to the European Youth Portal has significantly increased compared to the previous year.



"Outside the box! Outside the country! Refreshing look at opportunities for young people to learn and grow in Europe."

Edel Leahy
Advocate, Thurles CTC

ITALY

National office: Cagliari
Population: 60,665,551
Youth population (15-29): 15,3%
Email: eurodeskkit@eurodesk.eu



In 2017, the Italian Eurodesk Network has been counting on 91 registered multipliers, covering mostly the entire territory of Italy. Eurodesk Italy implemented the following activities:

- Training activities for Multipliers
- Support to the Italian local partners on their regular basic information tasks
- Technical assistance to the Italian partners on a daily basis
- Providing Eurodesk multipliers with an updated and quality information
- Monitoring of multipliers activities, provided on a local level according to the European quality standards
- Production and dissemination of the Eurodesk Newsletter on a monthly basis.

To provide services to Italian multipliers, Eurodesk Italy organised

- 2 initial training webinars for new local partners joining the Eurodesk Italy network as "Antenna"
- 2 Eurodesk Italy Network initial training resident seminars for new local partners joining the Eurodesk Italy network as "Agenzia" and "Centro"
- 1 Eurodesk Italy Network training resident seminar for project drafting within EU funds
- 1 Eurodesk Italy Network general meeting
- Training, updating and next year's activities planning for/with local multipliers and Erasmus+ Italian National Agencies
- 11 Training webinars for multipliers were organised during the year - the aim of the webinars is to keep the quality of information on a high level and to train multipliers on counselling the young people and organization with an updated information, offering tailor-made opportunities.

Via the events, meeting and seminars, Eurodesk Italy touched the topics of qualifications and professions in Europe – recognitions and tools of youth workers, Erasmus for young Entrepreneurs, functioning and opportunities, the presentation of the Time To Move Campaign – How to implement it at local level, study in Europe, working and traineeship in Europe, communicating with social networks, experiences and methods for an effective communication with young people, youth mobility opportunities in the summer period, how to manage and / or participate in a transnational partnership and the European Solidarity Corps.

253 events were organised by local multipliers on the topics of youth participation and citizenship in Europe. The events have been involving around 32.000 youngsters.

During the European Youth Week, 61 events were organized in Italy.

Eurodesk Italy has actively participated in the Time to Move initiative. During the campaign, 81 events were organized at national level and around 10.000 young people joined those events. The online coverage promoted by local multipliers was very successful, the majority of visitors, at European level, to the official website were Italians (17,77%). An Italian youngster was selected as winner in the T-shirt designing contest, on the online voting category.

A new tool for the Italian multipliers: a concise Guide aimed at enhancing the tools and services of the Italian Eurodesk Network. The Guide was developed through a Focus Group, that gathered nine multipliers of the Italian network under the coordination and with the assistance of the National Coordination Office staff. The Focus Group started its activity through a first residential session (in Cagliari, in July 2017) and continued its work using online communication tools. Its main aim was to develop a Decalogue of useful guidelines intended to help and support the multipliers in the daily activities of the Eurodesk Local Points. The Guide contains instructions and tips concerning the three following areas: 1. How to create a networking; 2. how to reach the users; 3. how to aggregate the users.

In order to fill the lack of information on national youth policy and to try to connect local and regional youth policies in Italy with what is going on abroad, Eurodesk Italy started up DODO > Magazine on youth policies. DODO, since March 2017, is issued on a quarterly basis and distributed free of charge (in digital format) to all youth policies stakeholders, and to all young people on request. The magazine is published by Eurodesk Italy with the support of the Region of Sardinia.

Eurodesk Italy launched a national edition of the Eurodesk Awards 2017. The projects submitted to the European Jury were also selected for the Italian Award. The winning projects were awarded during a ceremony organised in October at the national network meeting.



LATVIA

National office: Riga
Population: 1,968,957
Youth population (15-29): 18,6%
Email: eurodesk.lv@eurodesk.eu



Eurodesk Latvia is hosted by the Agency for International Programs for Youth, which is the National Agency of the Erasmus+ Programme. Eurodesk Latvia has a network of 10 regional multipliers and 10 regional information points - various organisations across different regions of Latvia that have interest in promoting youth mobility. The overall aim of Eurodesk Latvia in 2017 was to strengthen the network of multipliers which will promote comprehensive, coherent and coordinated information concerning the EU policy, activities, mobility and other opportunities for young people in Europe.

Eurodesk Latvia organised and contributed to 27 trainings and events with 2733 participants. Regional Eurodesk multipliers and information points organised around 111 trainings and events with 2818 participants that cover the core tasks. To provide qualitative information on mobility and opportunities for young people and those that work with young people, Eurodesk Latvia cooperated with strategic partners like Representation of European Commission in Latvia, European Parliament Information Office in Riga, eTwinning, Euroguidance, Europass, Eures, the Ministry of Education and Science (the NAU) and the other NA of Erasmus+ etc.

Information events were organised on different topics. Most of the events included information about mobility opportunities in Europe, special information events were devoted to Erasmus+: Youth in Action Programme, but in some events information about other EU programmes were included Erasmus+ (formal and higher education, VET, European Solidarity Corps, Creative Europe, also Nordplus and others. Other information events were devoted to inclusion topics, media literacy, themes related to career, Erasmus+ 30 Anniversary and International Youth day. More than 500 consultations face-to-face and through e-mail or phone were provided.

In close cooperation with the NA of Erasmus+ (responsible for Youth chapter) and regional multipliers 14 events were organised during European Youth Week 2017 in May about youth mobility and Erasmus+ 30 Anniversary, European Solidarity Corp and youth policies and youth participation. Some of the events were: training about media literacy; a conference "New methods for working with youth in municipalities"; a workshop with artists from improvisational theatre for young people who would like to be messengers of Erasmus+; a hike through The Gauja's National Park including creative workshops about youth possibilities in Erasmus+; European night in Saulkrasti with storytelling about youth mobility.

Eurodesk Latvia participated in the campaign "Back to school". This campaign was organised by the European Commission Representation in Latvia in cooperation with the European Movement in Latvia and Club "The House" (Eurodesk regional multiplier). Eurodesk National coordinator was representing Eurodesk in the stand of the NAU in the fair "School 2017" and providing information on Eurodesk and the EYP. Eurodesk took part in one of the biggest festivals for young people "ZZ Festival" (1275 people were informed, total amount of attendees in this event more than 10 000).



"Courage is just another step forward, when it seems that there is no strength to go forward. Eurodesk is the courage to make your dreams come true!"

Ilze Vilcina
multiplier, Latvia

LIECHTENSTEIN

National office: Schaan
Population: 37,622
Youth population (15-29): 18,1%
Email: eurodeskli@eurodesk.eu



In 2017, Eurodesk Liechtenstein had three highlight events called "Ab ins Ausland" on March 3, "Schwimmbadaktion" on August 18 and "Next Step" on September 22-23. Their first event "Ab ins Ausland" is a yearly event for young people in their youth information centre, aha – Tipps & Infos für junge Leute. Besides the offers of Eurodesk, they invited different organisations from Liechtenstein which have great opportunities where to go abroad and how. This year Eurodesk Liechtenstein had an organisation especially for young people in the middle of their apprenticeship or right after. Their guests received information about special programs to boost their experience in their job in another company. Other organisations provided information about Gap Years, High Schools Years abroad, language stays in different countries in Europe and farther. Also, Eurodesk Liechtenstein had an organisation for development services. In addition, their National Agency was there to promote the program European Voluntary Services. Eurodesk Liechtenstein invited people who are doing their voluntary services in Liechtenstein. They had lots of fun to show interested people, what they do and how it works. When the young people leave the event and know more about what their next step in life could be, their goal is achieved. It was a success to Eurodesk Liechtenstein.

Their second event "Schwimmbadaktion" takes place in the swimming bath in Vaduz. There Eurodesk Liechtenstein promote the different services of eurodesk. It is a good chance to catch young

people in their summer holidays to talk to them and give an idea about the possibilities outside of Liechtenstein. It's always fun to be outside in the sun to talk with young people or their parents and to inform them.

The event "Next Step" is like a convention. Different providers give information to the public about schools, universities, gap years, apprenticeships and different professions. In cooperation with the national agency Eurodesk Liechtenstein represented the services of Eurodesk and the program European Voluntary Services. An important item was that youngsters learn to know the coordinators and the opportunities of Eurodesk and "Erasmus+ Youth in Aktion". With "Next Step 2017" Eurodesk Liechtenstein reached about 200 young people and arranged a competition where young people had to answer different questions about the youth information center and its offers. 10 youngsters won a bag and writing utensils. It was fun to talk with young people and help them with their perspectives.

"It's great to be a part of the Eurodesk network. I love the open-minded people and their humor. Also, I enjoy meeting people from different countries."

Rosmarie Marxer
national coordinator, Liechtenstein



LITHUANIA

National office: Vilnius
Population: 2,888,558
Youth population (15-29): 19,9%
Email: eurodesklt@eurodesk.eu



In 2017, Eurodesk Lithuania continued to position itself, first and foremost, as a creative and user-friendly access-point, ensuring that young people and multipliers are satisfactorily informed about relevant European programmes, activities, funding and opportunities. This was supported by the following objectives of Eurodesk Lithuania.

Focus on multipliers: strengthening network and ensuring quality

Eurodesk Lithuania continued supporting, strengthening and motivating Eurodesk multipliers to provide information services on European programmes, policy and opportunities in their local areas and the whole Europe. At the end of 2017 Eurodesk Lithuania had 33 multipliers. Eurodesk implemented a training programme for new Eurodesk multipliers, had 67 visits to multipliers' organizations, 2 training, 6 webinars about using Eurodesk FirstClass, database and mobility programmes. In addition, Eurodesk Lithuania encouraged and supported multipliers to organise activities related to European Youth Week 2017 and "Time to Move" campaign. During the activities multipliers organised 83 events for 2930 young people.

Eurodesk Lithuania developed 10 volunteers networks based on the peer-to-peer method. The main activities of volunteers were informational presentations on mobility opportunities at events.

Different communication channels

Eurodesk Lithuania continued using different channels providing information about Eurodesk services and European Youth Portal. By creating communication strategies for social media, Eurodesk Lithuania on Twitter has reached 593 followers, Instagram has reached 3 113 followers and Facebook has reached 14 068 followers. Eurodesk Lithuania worked on further development of promoting information using 47 short videos and 21 radio broadcasts. E-newsletters sending application was successfully updated. Newsletters reached about 4 944 subscribers, 52 newsletters were sent. Despite this, one of the most stable and popular sources of information is Eurodesk Lithuania national portal which had 604 896 pageviews (~50 408 pageviews per month), 777 pieces of news and received 1089 enquiries.

Development of young journalists' network

It was noticed that the young journalists network helps to create content for portals and ensure the relevance of the topics for young people. In January-December 65 new members joined the network without any specific promotion. The open badges system was created on a technical basis in order to improve young journalists' motivation. 39 articles were created.

Cooperation with other networks

Eurodesk Lithuania stayed in close partnership with the European Youth Card in Lithuania, Erasmus Student Network, ERYICA network, operating as a cooperation organisation of this network. Eurodesk Lithuania was a leading partner in the establishment and development of youth information centres in Utena and Vilnius.

Eurodesk Lithuania continued to participate in meetings with other national youth information services and networks and continued cooperation with the National Agency of "Erasmus+" by exchanging information on EU Youth policy between both spreading information about "Erasmus+" and promoting this programme. School Students Union became a new partner for spreading mobility opportunities.

Eurodesk Lithuania will participated in 2 network meetings and general assemblies. Eurodesk Lithuania cooperated with Eurodesk Brussels Link (EBL) for promoting the Eurodesk services, participated in activities organised by the network, submitted relevant information for EBL and provided feedback when it was requested. Using the quality catalogue of EBL the impact, quality of information services and the results of Eurodesk Lithuania have been evaluated – the evaluation resulted in 93 %.



"I'm really glad that in 1990 Eurodesk was launched. If it wasn't, a lot of young people, including me, wouldn't know these amazing opportunities we have. Can't stop admiring it."

Neringa Sendriūtė
Eurodesk Lithuania volunteer

LUXEMBOURG

National office: Luxembourg
 Population: 576,249
 Youth population (15-29): 19,1%
 Email: eurodesklg@eurodesk.eu



In 2017, Eurodesk Luxembourg participated in several events, including the National Student Fair together with the Erasmus+ Agency, the Annual Conference of the National Agency, and the celebration of the 30 years of Erasmus+.

Another important project was the creation of the publication, "Destination Europe", together with several EU networks in Luxembourg. The publication presents the different European networks in a schematic way.

Eurodesk Luxembourg contributed in the foundation of the "Mobility awareness workshops" for job seekers enrolled in the Employment Development Agency. The methodology was finalised in October 2017, and the first pilot workshops were conducted in Spring 2018.

With the "Infomobil" service, Eurodesk Luxembourg visited youth centers to inform educators about the programmes aimed at young people.

As part of the LabelJugendinfo project, they were responsible for:

- Presentation of different mobility opportunities to youth workers
- Distribution of information material on mobility opportunities through the logistics system

Eurodesk Luxembourg have also started to update the Cahiers du CIJ, which aims to provide accurate information for future volunteers in European countries.

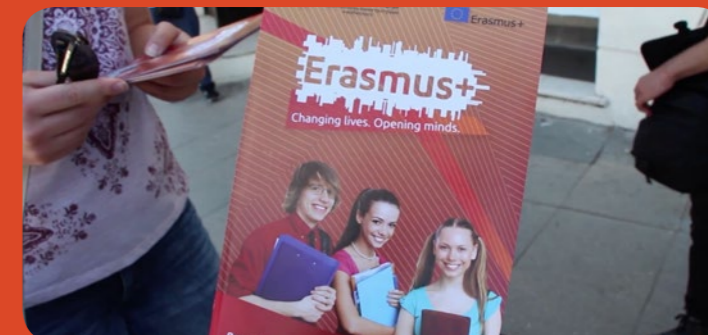
Other notable activities:

- Participation in the "Return of the National Youth Service, to which many educators of youth centres were invited
- Publication of our new mobility guide "Going abroad"
- Writing articles on European mobility for the Guide of the National Youth Information Centre
- Writing articles on European mobility for the newspaper for young people "SLAM"
- Participation in online meetings for the European Solidarity Corps and a coordination meeting at national level
- Participation in the project called "BE ACTIVE. The purpose of this fair is to give the necessary information to young people preparing to enter the labour market.
- Participation in several job fairs to relay mobility information more widely to young people: Operation Job Vacancies 2017 (27 February - 3 March 2017), Jugend Job Dag in Diekirch (14 - 2017), Praxis a Kontakttag, (University, April 2017)
- Launch of new Eurodesk.lu that also includes the Eurodesk Programme Database
- Eurodesk Luxembourg supported youth.lu with automatic news transfer
- The Eurodesk "Espace Europe" corner: a Eurodesk corner that is physically integrated with the National Youth Information centre reception.
- Participation in the MOVE project (Mapping Mobility – Pathways, Institutions And Structural Effects on Youth Mobility in Europe) organised by the University of Luxembourg.



FYROM

National office: Skopje
 Population: 2,071,278
 Youth population (15-29): 21,5%
 Email: eurodeskmk@eurodesk.eu



Eurodesk in FYROM focused its resources to carry out many events targeting young people in universities and unemployment centres. The European Youth Week was another highlight when both the national centre and multipliers joined in.

The coalition of youth organisation SEGA Prilep, in cooperation with the Eurodesk national centre, Youth information center INFO SEGA and Youth council Prilep organised info days from 05 to 06 May under the slogan: "Shape it, move it, be it". During these days, information were presented about mobility opportunities in the topics of solidarity, inclusion, democracy and active citizenship. Additionally, during these info days, young people were informed about the first mobile application by the Agency for Youth and Sport that provides youth information. The app is now available through Google Play.

The "Go Youth" event aimed to educate young people about the Erasmus+ programme, all of its actions and involve them in a unique experience via a presentation, webinar and a youth march on the main pedestrian street in Bitola. The activities also revolved around common social problems that concern both young people and the society in general: ecology, education, migration and refugees,

and implementation of digitalisation in every segment of the life. Teachers, students, NGO representatives and experts in the field of project management, as well as people who work on different actions in the frames of Erasmus+ were involved in this event. 100 young people participated.

Various workshop on mobility opportunities were carried out by the Youth Council of Shtip. The workshops focused on the benefits of volunteering in local communities and were held by other young people using peer-to-peer method. An open discussion was facilitated all the way through the workshosp. Around 100 young people participated in the workshops.

A youth information centre in Prilep in cooperation with the Eurodesk national center implemented a Sport Event – the simulation of the football world cup championship with high school students and teachers. 5 state municipality schools from Prilep and current EVS volunteers participated during the football games.

The multiplier centre for Intercultural Dialogue in cooperation with the EURODESK national center provided an Open day for youth in the main square in Kumanovo. Over 300 people participated in the event.



MALTA

National office: Santa Venera
 Population: 434,403
 Youth population (15-29): 20,2%
 Email: eurodeskmt@eurodesk.eu



One of the most successful events during 2017 was a Jam Open Mic Session (JOMS) which was held in Valletta. An initiative which provided the perfect forum to perform and to become connected with both music and other young people who either participated or just followed what was happening. All it took was a central spot, sound equipment and full on energy level. This was an event that attracted inquisitive listeners and adventurous young people. JOMS was a platform for young people to propel into their musical stratosphere and within their capacity they found people worth talking to about many other events and opportunities that Eurodesk has to offer, apart from experiencing the spirit of community. One could note that during this event many inhibitions and barriers were broken down.

I Choose Fair - The Ministry for Education and Employment once again opened its doors to young people to attend the 'I Choose Fair'; which is held over a 3 day period. This fair is an excellent opportunity for young people to gain knowledge about courses and opportunities available once they terminate the obligatory education. This collaborative event granted the youth easy access to attain information whilst having multiple conversations with Eurodesk representatives with regards internships, volunteering & studying abroad, travelling and much more. I Choose Fair was an opportunity for Eurodesk to expand its network of contacts.

A call for aspiring journalists was issued, recruiting a team that covered stories of young people who travelled to participate in EVS projects. This initiative allowed the ambitious and dynamic group of aspiring journalists to meet other interesting youth to interview them in order to prepare their articles which were later published on web portals, Facebook pages and on one of the publications which were disseminated to other young people in different set ups. These articles aimed to generate interest in participating in international volunteering opportunities whilst informing young people what these diverse projects entailed.

The BMX Bunny hop; a sports event was organised which involved young people who have cycling and skateboarding at heart. Apart from promoting these sports, young people present during this event could get relevant information about Eurodesk services and learn about opportunities related to these sports.

"I could never imagine that I can go to one place and get all the information and support needed to start my journey."

Francesca Mallia
 University of Malta



NETHERLANDS

National office: Utrecht
 Population: 16,979,120
 Youth population (15-29): 18,4%
 Email: eurodesknl@eurodesk.eu



Eurodesk Netherlands focused on increasing engagement and the connection between Eurodesk, the European Youth Portal and the Erasmus+ programme. We developed a new workflow and shared content plan. We disseminated different articles on the websites; re-written to the right target audience.

With www.go-europe.nl we have a tool to provide young people from the Netherlands with mobility information and to refer to the European Youth Portal. We have seen a big growth in traffic via our social media, with an increase of 260% from Facebook.

We expanded our EuroPeers pool up to 25 young people. We organised a successful national meeting: 7 Dutch EuroPeers got the chance to attend to international EuroPeer trainings and 2 Europeers attended the EuroPeers Network meeting in Varna, together with Eurodesk NL.

To strengthen our network, we intensified our cooperation with Europe Direct, EURES and Wilweg. EURES spread our information at different events and fairs. Europe Direct and Eurodesk worked together in three activities: an information fair, a Europe Pubquiz and 4 videos about Erasmus+. Wilweg gave information about Eurodesk at their website and represented Go Europe during fairs.

Eurodesk NL and EuroPeers participated in various joint events:

- 10 information fairs for young people
- 1 workshop during a conference for study advisors and career counsellors
- 54 different schools were contacted
- 11 information packages to schools were sent
- 6 EVS training & information events we inform about possibilities to go abroad.

During the European Youth Week, we re-edited the ChangeMakers video for our Dutch audience. One of our ChangeMakers was present at the EYW in Brussels and shared experiences via a vlog. In addition, we organised an Ideaslab with youth, a contest for social media and EuroPeers were present during the Erasmus+ conference where they shared their experience, participated as living library and organised a Virtual Reality activity.

Eurodesk NL also created various promotional materials to aid the communication about the European Solidarity Corps, EVS and mobility in general.



NORWAY

National office: Tønsberg
 Population: 5,213,985
 Youth population (15-29): 19,8%
 Email: eurodeskno@eurodesk.eu



In 2017, Eurodesk Norway contributed to re-establishing of EuroPeers network. 12 EuroPeers are registered, 17 information activities were carried out during the year.

To ensure good-quality articles on the European Youth Portal, a network of young journalists was established in October. By the end of the year 20 new articles has been published on the EYP.

During the year, two national seminars were organised for multipliers: one in Tromsø (27-28 April), and one in Oslo (9 November).

Eurodesk Norway worked together on several projects with NAV/EURES during 2017. During the projects they disseminated information to unemployed youths and inspired/guided offices to become sending organisations for EVS inclusion projects.

There were several publications that Eurodesk published or re-edited in Norway, tackling Eurodesk services, EVS and the key programmes Eurodesk deals with.

Eurodesk Norway and its multipliers organised various events during 2017:

- Operation Day's work, arranged by two multipliers. One by Tønsberg youth club (6 young people, information stand, competitions, and waffles) and Narviksenteret (4 youngsters, 2 information stands, competition, Instagram-updates)
- The Norwegian Network for Mobility Seminar: "Language for everyone", aimed at school advisors. Theme: learning language and overcoming barriers to learning.
- 6 Time to Move events in different regions
- 12 European Youth Week events – also, 17-year-old Pernille Lysen Hunnes represented Norway as a changemaker in Brussels and Barcelona
- Annual EVS Event (09 December) organised together with the Norwegian Ex-Volunteer Organisation (NEVO). 15 participants, 4 from EVS inclusion projects
- The national officer took part in the Nordic-Baltic ERYICA seminar, together with two of the multipliers (from Oslo and Tromsø).



POLAND

National office: Warsaw
 Population: 37,967,209
 Youth population (15-29): 20,2%
 Email: eurodeskpl@eurodesk.eu



Nearly 5000 answers to enquiries, close to 350 000 websites visitors, over 5000 newsletter subscribers, over half a million Facebook outreach, over 850 workshops, 3 publications and active participation in two information campaigns. 2017 was another year of Eurodesk Poland spectacular activity and dynamic development.

Eurodesk has been present in Poland for 15 years and is one of the most recognized information network in the country. The only that provides its services for young people and those who work with them.

In 2017 the Eurodesk Poland network answered over 3500 enquiries and provided nearly 1000 consultations. A news enquiry answering tool introduced in 2017 – Live Chat – gained immediate popularity. Nearly 300 users used it within just a couple of months.

The crucial part of Eurodesk Poland website (www.eurodesk.pl) was regularly updated. At the end of the year it consisted of 489 records. In total the website was visited by 349 955 users.

The two newsletters - Eurocursor and Eurocursor-grants - continued to be issued. In the former over 400 news items were disseminated. Each issue of the latter contained the information about over 30 funding programmes. The number of subscribers of the two newsletters increased to 5243.

The number of Facebook fans reached 6200. 148 posts were published. They were liked by 1345 users. The total outreach of the posts was 441 593 users. The most popular post - the video "From information to mobility" had nearly 30 000 views.

The staff of the Eurodesk Poland National Centre along with the multipliers delivered at schools 452 Eurodesk Poland Euroclasses (Euroopportunities – 62, Eurovolunteering – 157, Eurowork – 98, Eurstudying – 114, Euroactivation – 32, Europe for youth – 5). In total 8545 school students participated in them.

In addition to Euroclasses the Eurodesk Poland multipliers delivered 407 workshops titled "Papers to career". This is a common project realized with Polish National Europass Centre. 7888 students participated in the workshops. 90% of them said they enjoyed it.

The Eurodesk Poland network consists of 69 multipliers acting at regional and national level. In 2017 the National Centre organized 4 events for its multipliers: annual meeting, annual training and two training for newcomers. In total 84 multipliers participated.

Eurodesk Poland issued three publications in 2017 about studying in Europe, volunteering abroad and training opportunities in European and international institutions. The first two are the new editions of Eurodesk Poland flagship publications for young people. The third one is entirely new Eurodesk Poland "information product".

As part of the "Time to Move" campaign Eurodesk Poland multipliers organized 119 events – more than any other European country participating in the campaign. As part of the European Youth Week 30 events were organized by multipliers and 5 Erasmus+ projects were carried out - most of them with a strong focus on mobility and Eurodesk services. Besides, the Polish Eurodesk multipliers organized or participated in 800 fairs, festivals and outdoor events. In total over 35 000 people participated in them.

Around 400 internet and press articles published in 2017 mentioned Eurodesk. In addition Eurodesk Poland multipliers participated in 20 radio and 7 TV programmes. The five most active ones competed in the annual prestigious "EDUinspiration" contest. One of its categories "European youth information" has been created to award the best Polish Eurodesk multipliers.



"After we joined the Eurodesk Poland network in April 2017 our organization became more recognized in the town. The inhabitants come to our office and ask about mobility opportunities, what youth information is all about. Eurodesk contributes to the development of the local community."

Katarzyna Solak
 Eurodesk Tarnów multiplier

PORTUGAL

National office: Braga
Population: 10,341,330
Youth population (15-29): 16,3%
Email: eurodeskpt@eurodesk.eu



After the multiplier selection process of 2016, Eurodesk Portugal worked together with 58 multipliers during 2017. Eurodesk Portugal maintained a close cooperation with the National Agency designated for the field of youth under Erasmus+ to fulfill its mission. Various projects were also carried out together with other EU information networks such as Euroguidance, Europass, ENIC/NARIC and EURES.

Eurodesk Portugal focused its resources in providing high quality information throughout the Erasmus + Youth in Action website (www.juventude.pt), the European Youth Portal, newsletters, and also through personal advising.

One of the highlight of the year for Eurodesk Portugal was the European Youth Week. The Portuguese network organised around 100 events during the Week.

For the Erasmus30 celebration, a life-sized board game was created. The game focused on introducing Europe and the opportunities it provides to its citizens to young people. The game was played at various events during the year.

Eurodesk Portugal closely cooperated with EuropeDirect and EURES on the project 'Volta do apoio ao emprego'. Through this chain of events in 2017, the networks informed people about employability within the European Union.

Eurodesk Portugal also participated in Time to Move events, organising two events and promoting the campaign in the country.



ROMANIA

National office: Bucharest
Population: 19,760,314
Youth population (15-29): 18,4%
Email: eurodeskro@eurodesk.eu



Eurodesk Romania continued to play the role of a major actor on the youth information scene, delivering European information, addressing the needs of young people and youth workers/ multipliers, as in the past years.

During 2017, Eurodesk Romania carried out actions in the areas:

- Youth mobility and beyond, in particular, studying and volunteering with the new European Union initiative, the European Solidarity Corps;
- Erasmus+ programme as a tool to enhance mobility, education and cooperation in Europe;
- Other EU, national and international programmes in the area of mobility, culture, education and active citizenship.

Eurodesk Romania continued the development of the national network of 19 local multipliers from public institutions providing services to young people, in large Romanian cities but also in rural areas. Eurodesk worked with multipliers that operate at the local authorities for youth and sports and school inspectorate across Romania in order to broaden the dissemination of information on European funding and mobility opportunities.

For the eighth edition of the European Youth Week (EYW), Eurodesk Romania participated at the national umbrella event organised by the Romanian NA and highlighted the value of solidarity, engagement, participation and inclusion in line with the European youth affairs including the newly established European Solidarity Corps and the celebration of 30 years of Erasmus. Romanian National Agency, in partnership with Eurodesk and together with European Commission Representation in Romania organised the 2030: Erasmus Exhibition which celebrated the results, the experiences and, in particular, the change-makers in their communities. The opening of the exhibition took place in Bucharest at the European Public Space on May 9, 2017. The exhibition was scheduled to be open for 2 weeks, but due to its success, the exhibition has been open for another two months.

As part of the 2017 EYW Eurodesk Romania and its network of multipliers invited young people across Romania to join their hands in human chains, as a way of showing their commitment to continue building an inclusive and diverse EU. Eurodesk Romania promoted EYW on their Facebook page and together with the multipliers network organised 11 events with an overall number of participants, online and offline, of 2859 young people.

In October 2017, Eurodesk Romania participated at the Time to Move campaign, the flagship initiative of Eurodesk. The main offline

event organised was "From EVS to European Solidarity Corps", which took place in Bucharest at the European Public Space on 6 October 2017, Bucharest. The event was attended by more than 50 participants.

Eurodesk Romania and its multipliers organised 73 events with around 2,858 participants during Time to Move. Eurodesk Romania had 25 posts on its Facebook page and more than 200 on the multipliers Facebook pages.

During 2017, Eurodesk Romania and its network of multipliers continued to organise information events to raise awareness among young people on learning mobility opportunities and to encourage them to become active citizens, focused on ensuring and providing the young people with comprehensive, coordinated, first hand and high quality information, advice and support concerning Erasmus+, European Solidarity Corps, other European programmes, activities and opportunities that are relevant to their life, education and work. Eurodesk Romania and its multipliers organized more than 153 events with around 5200 young people.

Eurodesk Romania participated, as every year, at the ONG Fest, the biggest event in Romania dedicated to civil society. The event was held from 17-18 June 2018, in Bucharest.

At national level Eurodesk Romania organised the National Meeting of Eurodesk Multipliers, in June, in Bucharest and a training course on working with young people as multipliers, 14-16 December 2017, Braşov attended by 15 multipliers.



SLOVAKIA

National office: Bratislava
Population: 5,426,252
Youth population (15-29): 20,4%
Email: eurodesksk@eurodesk.eu



Eurodesk Slovakia has 9 official members under a cooperation contract. The Eurodesk network closely works together with the network of regional coordinators of IUVENTA - Slovak Youth Institute, that have a direct impact on youth and youth workers in regions.

During the European Youth Week 2017, the Eurodesk coordinator in cooperation with a regional multiplier prepared a meeting called Erasmus+coffee in Prešov. E+coffee are informal meetings with the goal to raise awareness about the programme and connect youth workers with young people in cooperation with the NA.

Another action during the EYW was to promote European mobility opportunities during a music festival in Bratislava. This event was held in cooperation with the Representation of European Commission in Slovakia.

Eurodesk Slovakia also joined musical cultural event Bažant na Mlynoch in Bratislava. It became traditional for young people to gather here and enjoy summertime. With the help from the NA, information about possibilities to travel, learn and gain the most out of the EU was distributed.

Eurodesk Slovakia closely cooperates with the National Working Group of the Structure Dialogue. Eurodesk plays the role of an information portal and shares events, public debates and questionnaires on SD.

In cooperation with the Representation of the European Commission (REC) of the Slovak Republic, members of the NA and the national coordinator of Eurodesk participated in the largest music festival in Slovakia, the Pohoda Festival (6-9 July). Within 4 days, they organized different kinds of activities at the REC tent and disseminated information on the Erasmus+ programme. During the festival, debates on the future of young people in Europe were organised.

Eurodesk, in cooperation with regional coordinators, participated in the first festival of its kind, which was organized by a volunteer during its European Voluntary Service period. The aim of the 'Festival Europe Under the Castle' was to disseminate ideas for sharing European values and solidarity among people through the Erasmus+ Youth and Sport programme.

During the student fair AKADEMIA & VAPAC and the event "IUVENTA - Informal to the Success of Young", Eurodesk presented European mobility opportunities and the Time to Move campaign.

From 6 November to 9 November, a mobility opportunities info day was carried in cooperation with Europe Direct / Representation of the EC to the Slovak Republic. In the framework of the event and in cooperation with the NA, Eurodesk informed secondary school graduates from the Trenčín region about opportunities abroad.

During the training of the Council of Europe campaign, "Hateless" (16-19 November), youth leaders and youth workers got accredited training. As part of the event, Eurodesk conducted a workshop and presented the Eurodesk network as one of the channels for disseminating campaign information.

As part of the Erasmus+ Youth and Sports programme, Eurodesk has been a part of the Annual EVS Event 2017, during which volunteers reviewed their experience, acquired competencies, and learned how to use them at work and personal life.

Eurodesk Slovakia printed a publication, 'Star Europe' with information and instructions on how to prepare youth exchanges via Erasmus+. The publication gives recommendations on how to plan a project, and how to ask for funds.



SLOVENIA

National office: Ljubljana
Population: 2,064,188
Youth population (15-29): 16,8%
Email: eurodesksi@eurodesk.eu



Eurodesk Slovenia's main projects in 2017 were workshops on active European citizenship. In the first phase, they developed a module for the workshops, using interactive and non-formal methods, producing a video and material for delivering the workshops. In the second stage, Eurodesk multipliers were trained to deliver the workshops on a one-day training course, where they had a chance to try out the module as participants, go through the working materials and tools and give feedback on what else they would need, and listen to a motivational speech on how to motivate young people.

Later on, they delivered 17 workshops and reached more than 340 young people. The workshops took place in schools and youth centers. The method and approach turned out to be the right one, as young people showed their interest in the topic, engaged in discussion and thought about in what ways they already are active citizens and in what other ways they could be active citizens, focusing on international mobility opportunities.

Eurodesk Slovenia also delivered initial training for new multipliers, using the Eurodesk Qualifying Training Programme modules. They combined the module 1 and 2, and equipped new multipliers with the knowledge needed to do the information tasks successfully and with high quality.

Eurodesk Slovenia renewed all manuals for delivering the workshops produced so far and put them on a common design template and common structure. Now they have a compendium of workshops modules on different topics, which are ready to use and can be used at any time, when appropriate.

Eurodesk multipliers delivered regional consultations 'Key to inclusion', linked to the national consultations held by the National Agency. The aim was to connect regional actors, working in the field of inclusion of different young people with fewer opportunities to connect and work together and deliver the information to this target group.

Three regional multipliers and the national coordinator participated in the seminar 'Ready for World' in Finland, where we discussed the future of youth information, the coming trends, different ways of reaching out to young people and getting them ready to participate fully in society.



DELAVNICE »DESTINACIJA EVS: PRIPRAVA NA VZLET«
Eurodeskov projekt v okviru 20. obletnice evropske prostovoljske službe

Z delavnicami smo mladim predstavili evropsko prostovoljsko službo:

- kaj s sodelovanjem na EVS pridobijo mladi sami,
- kaj pridobijo lokalne skupnosti,
- kakšni so koraki do EVS.

2 FAZI PROJEKTA

USPOSABLJANJE IZVAJALCEV DELAVNIC:

9 predstavnikov regionalnih partnerjev Eurodesk in 9 Europeers-ov (nekdanjih prostovoljcev EVS, ki so se vključili v projekt vrstniškega informiranja Europeers), ki so bili vključeni v izvajanje delavnice s predstavitvami svojih osebnih zgodb in izkušenj



SPAIN

National office: Madrid
Population: 46,440,099
Youth population (15-29): 15,6%
Email: eurodeskes@eurodesk.eu



Eurodesk Spain has 53 qualified multipliers from different backgrounds: local and regional governments, youth associations, councils and foundations. Their objective is to reach all young people, as well as cover their wide variety of informational needs. They do not point only to Spanish young people, also to other young Europeans who need our information services. Thus, the way to reach these young people is to cooperate with entities and institutions that have a good knowledge of these features and needs.

In 2017, Eurodesk Spain provided several trainings for its multipliers, both online and offline to enhance the knowledge in the Spanish network. One of the main activities, the National Assembly that brings together multipliers from all parts of the country took place in Malaga in June.

2 online trainings/webinars were carried out for new multipliers to introduce the network to them and more experienced multipliers about the European Solidarity Corps. They focused on enhancing the knowledge of the network also by sending 4 multipliers to the Eurodesk Multipliers Seminar in Brussels to share good practice and exchange ideas.

2017 also brought stronger cooperation with SEPIE, other youth organisations, local information points and governmental bodies.

During the Time to Move campaign, the 10 Spanish multipliers organised 27 events to around 2000 participants.

Eurodesk Spain contributed with almost 1000 contents (around 300 articles, 500 news and 200 events) to the European Youth Portal, making them one of the top contributors on the Portal.

During 2017, the national centre of Spain answered over 4000 enquiries, while the multipliers answered over 19000.



SWEDEN

National office: Stockholm
Population: 9,851,017
Youth population (15-29): 19,1%
Email: eurodeskse@eurodesk.eu



For the year of 2017 Eurodesk Sweden identified a set of objectives that were important for our operation and implemented several actions under each objective.

Strengthening and finding synergies between Eurodesk, the National Agency and the Swedish Agency for Youth and Civil Society, as well as other EU information bodies in the youth field.

During the year Eurodesk Sweden worked closely with several information networks and points that focus on communicating Europe and youth information. We worked closely with Communicating Europe, a network dedicated to general EU information. We started collaborating with the European Commission representation in Sweden, where we attended several of their events and had the opportunity to send our multipliers to share their expertise. In addition to that we established a cooperation the ERYICA. Lastly, Eurodesk collaborates closely with the Ministry of Education and Research and the National Youth Council when it comes to the Structured Dialogue and its National Working Group (NWG).

Through these collaborations Eurodesk informed key stakeholders about the EU Youth Strategy and the latest developments in the EU cooperation in the field of youth.

Lastly, we got in contact with the Swedish Sport Confederation to reach out to more non-profit organisations in the field of sports. We focused a bit extra on smaller sport organisations to enable them to set up projects under Erasmus+. The focus was on getting familiar



Hej jag heter Matilda och genom Erasmus Plus gjorde jag Europeisk volontärtjänst på ett barnhem i Makedonien.

with non-formal learning methods and working on competence development of young people. This was a joint effort of the Sport Confederation, Eurodesk and the National Agency.

Increase our social media activities on platforms such as Facebook and Instagram

At the start of the year we decided to merge our Facebook page with the Swedish Erasmus+ page as it felt unnecessary to have two channels telling the same story. Our strategy for 2017 was to do more online work in order to reach more people. A new Instagram account was set up as a response to that and in 4 months we reached 200 followers.

Strengthen our network of multipliers by finding synergies in our work to best benefit from the Eurodesk Network.

An important source of information has been our newsletter "Vidgade Vyer", it has been produced eight times in 2017 and it reaches our multipliers as well as national contact points for the Eurodesk network. It has 7800 subscribers nation-wide.

Through the website of the Swedish Agency for Youth and Civil Society, Eurodesk provides information to multipliers and indirectly to young people. There they can find information on mobility issues and get professional assistance on specific international issues. The Swedish multipliers are also promoted on the central Eurodesk website. The websites of Eurodesk and the National Agency complement each other and promotes each other as resources.

Develop and find a new structure for Eurodesk Sweden.

New internal communication channels were established to keep better contact with our multipliers. We organised two network meeting hosted by multipliers themselves and the focus was on EVS and developing communication strategies.

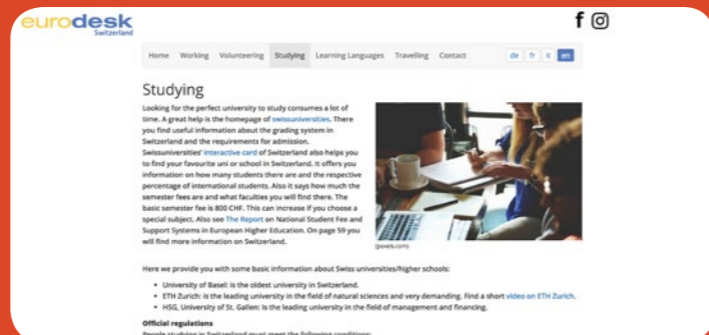
Plan our participation in the European Youth Week and the 30 year anniversary of Erasmus+.

A production of three short films about Role-models for Erasmus+ during the 30th anniversary was produced and can be found on our YouTube channel. Additional gadgets, flyers and infographics were produced by the multipliers themselves. We carried out an advertisement campaign on public busses in Stockholm and it reached 1,14 million people every day for two weeks.

Lastly, another video was produced with testimonials about EVS and the benefits of Erasmus.

SWITZERLAND

National office: Lausanne
Population: 8,327,126
Youth population (15-29): 18,2%
Email: eurodeskch@eurodesk.eu



In 2017, we got a new team of 3 Eurodesk officers covering our three national languages and linguistic regions. We managed to provide a website in four languages to accommodate different needs of information for young people and youth workers, incoming as outgoing.

We set up a new Instagram account to support us in our outreach and ensured to keep our Facebook engagement active.

This year we also managed to collaborate with the largest information network and have established a Eurodesk section in their national newsletter.

The cooperation with the National Agency is ongoing and we have supported in information sessions and the yearly "Youth in Action"- day. In addition, we have supported them in spreading their information and offers directly to youth workers and young people across Switzerland. Lastly, we attended the summer academy of the Swiss information network and held a workshop together with the National Agency.

During the month of October, we participated in the Time to Move campaign by organising information sessions in schools and focusing on vocational schools in particular. We also participated in a meeting of the collaboration of youth organisations in Switzerland to see how we can strengthen our collaboration.



TURKEY

National office: Ankara
Population: 78,741,053
Youth population (15-29): 24,5%
Email: eurodesktr@eurodesk.eu



Eurodesk Turkey and the NA have been cooperating to organize many information events and activities. Eurodesk TR fulfilled its tasks by organizing joint information activities with its multipliers as well as activities that are organised by Eurodesk Brussels Link. Within this context, the European Youth Week and Time to Move activities were carried out in 2017 and many multipliers took part in these events.

Each year Eurodesk TR regularly introduces its multipliers to best practices at the European annual network meetings. In May 2017, one of Eurodesk TR's multiplier; namely, S&G received the Eurodesk Network Prize with their board game called "Migrant Journey". It was one of the candidates among 34 and was voted the winning project by the Network. In addition, Eurodesk TR and S&G have been working closely to integrate this game to European classes in Turkey, through the project Euro Classes.

To encourage young people to meet with the non-formal learning and to be active citizens, visibility activities and dissemination campaign called "TimetoMove Campaign" was held in October. Our multipliers organized 88 events to disseminate information about European opportunities for youth. Some of the activities that were realized throughout 2017 were: Thematic trainings on "Advocacy and Lobbying"; "New Age Social Media Tools"; Trainings on PCM and Entrepreneurship in Social Media"; Training on "Youth Information and Communication for Newcomers"; "Imagine Anywhere With Your Dream- Eurodesk Fest, as well as several network meetings and webinars to engage our multipliers.

We have been cooperating with Europass since 2015. A Europass training for our multipliers was organized. In October 2017, Eurodesk TR received a certificate for meeting 100 % of the criteria in the Quality Catalogue Assessment 2016. This quality process is part of the Eurodesk tools supported by the DG EAC, European Commission in their terms of reference. With its outstanding results, Eurodesk TR is proud to provide high-quality information services on learning mobility and participation in Europe to young people.

Promotional materials as well as social media campaigns on Twitter and Facebook broadcasts were also designed and delivered to increase the visibility of Eurodesk TR. For example, YoFest 2017 and Time to Move reached 13.900 followers on Twitter and 48.642 followers on Facebook.

The training activities of the year were planned in rural areas so that we could carry out more training activities compare to previous years. Two extra activities namely "Training on Social Entrepreneurship" and "Training on non formal Learning Techniques" were held in addition to the initial activities. National study visits with Eurodesk Multipliers were realized in Giresun and Gümüşhane (Blacksea Region in Turkey) during the "Youth Information Days". In this study visit, three of the multipliers, Giresun Governorship Giresun Municipality, and Gümüşhane Governorship in cooperation with 20 Eurodesk Multipliers carried out information activities for 4 days. More than 500 young people were reached. We believed that this kind of national study visits are crucial: while visiting them we have the chance to observe and monitor their best practices.



UNITED KINGDOM

National office: Birmingham
 Population: 65,382,556
 Youth population (15-29): 19,5%
 Email: eurodeskuk@eurodesk.eu



2017 was incredibly active and creative for Eurodesk in the UK, for which much credit is due to the energy and enthusiasm of their multiplier network.

Building on the successful implementation of a UK network in 2016, they welcomed five new Partners in March through a formal Call, bringing the number of Partners up to 15. They held two network meetings for our Partners in March and July, and one joint meeting of Partners and Ambassadors in November. There are currently 17 Ambassadors (a more informal network), with a good spread across the UK.

Eurodesk was represented and promoted at a range of events across the UK including YouthBeatz in Scotland, the Youth Work Week showcase event at the National Assembly for Wales, and Culture Night in Belfast. During European Youth Week they had a Eurodesk stand at a key UK youth sector event, Creative Collisions, in London, where we engaged directly with more than 150 organisations and young people. Two of our multipliers, Youth Focus North-West and Momentum World, took part in Yo!Fest in Maastricht – a great opportunity for the staff and the young people they nominated.

They organised the first Eurodesk-branded event in the UK, working in partnership with Euroguidance. This one-day event titled 'Stand Out in a Global Market' was for 16-18-year-olds from local schools, colleges and training providers. The format included workshops, a marketplace with volunteering organisations and universities, and an employer talk. The event feedback (from 45 of 60 delegates) had 95% rating as 'satisfied' or 'very satisfied'. Comments included "New opportunities I did not know were available. I think I'll look into studying abroad".

Eurodesk UK's social media presence continues to grow. Their Facebook Likes increased from 288 (at the end of 2016) to 703 and the number of Twitter followers rose from 190 to 540. A video promoting the Time to Move campaign was the most liked and shared post, with 1,500 unique views and it was translated into 16 languages at the request of other Eurodesk national centres.

The focus for their website, www.eurodesk.org.uk in 2017 was on applying web analytics and metrics to inform website promotion and drive numbers. They uploaded 157 pieces of content and promoted the website through social media and associated channels such as the Erasmus+ newsletter. They created two designated pages for the European Solidarity Corps - one for young people, one for organisations.

They published three issues of the Eurodesk UK e-newsletter in March, July and September. The number of subscribers is now 687, up from 659 at the start of the year. For Time to Move, they developed a branded flyer in an innovative format, with input from a young person as part of their work experience; the end result had very positive feedback. To promote understanding and awareness of the European Solidarity Corps they published factsheets online and in print.

Last but certainly not least, the promotional items Eurodesk UK produced in 2017 included some new ideas following consultation with multipliers. The Eurodesk UK selfie-frame proved especially popular at events and in the online photo competition!

"I was very inspired. I learnt the importance of having different work and life experiences abroad and how to use them for your personal and professional development."

Stand Out in a Global Market participant (age 16-18), Birmingham



eurodesk 2017

in numbers

12



34
 number of countries
 Eurodesk operates in



1.098
 number of multipliers and
 ambassadors



2.354
 trainings held for youth
 professionals



40.236
 participants on Eurodesk
 trainings



338.116
 number of enquiries
 answered



144.148
 number of mailing list
 subscribers



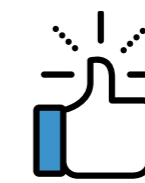
465
 number of videos / films
 produced



613.585
 number of printed
 publications



10.8m
 number of Eurodesk
 websites visits



3.1m
 number of social media
 followers



3.302
 contributions to the
 European Youth Portal

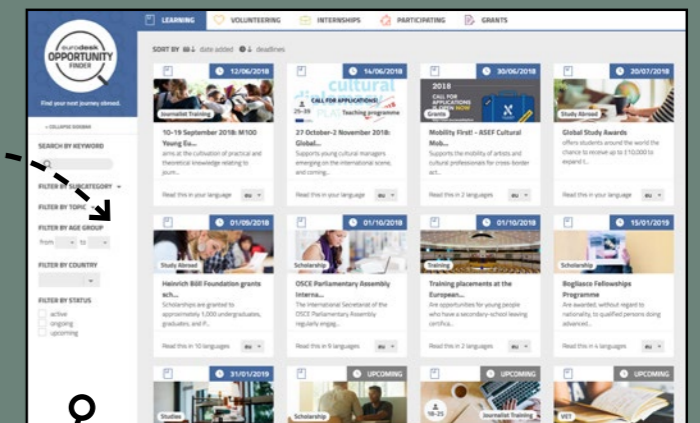


25.5m
 number of European
 Youth Portal visits

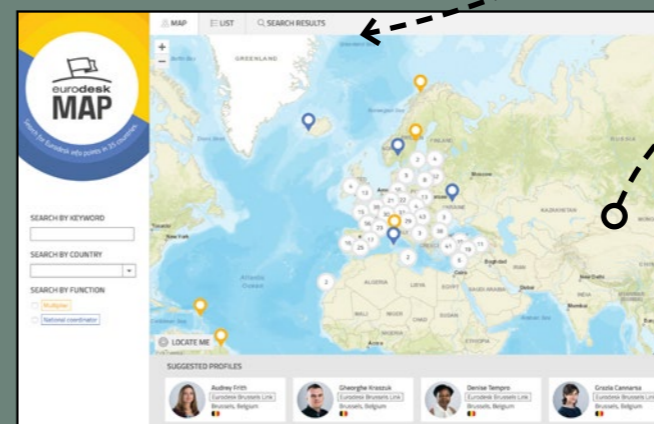
This is the end of the publication. But there is more! To keep updated on the latest youth policy developments and mobility opportunities abroad, visit our website at eurodesk.eu, follow us on social media and subscribe to our newsletter.



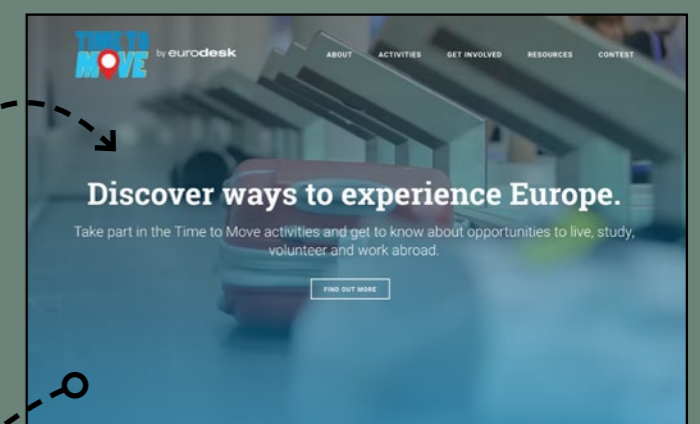
The Eurodesk website is available at eurodesk.eu



Visit the Opportunity Finder at programmes.eurodesk.eu



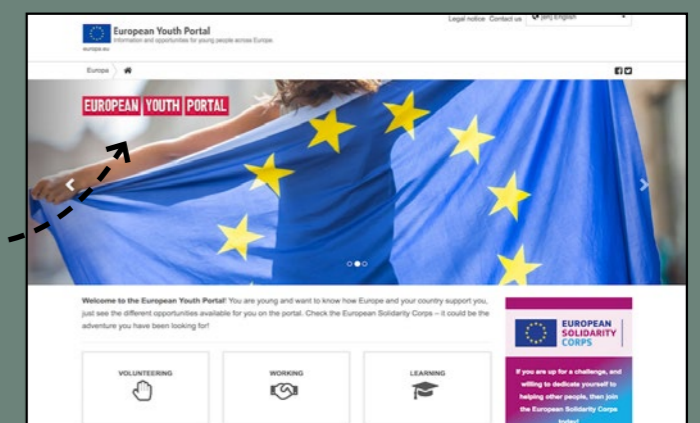
Browse the Eurodesk Map at map.eurodesk.eu



Learn more about Time to Move at timetomove.info



Chat with EMA, Eurodesk's chatbot at ema.eurodesk.eu



Read the Eurodesk network's articles or ask us a question on the European Youth Portal at europa.eu/youth

eurodesk

[facebook.com/Eurodesk](https://www.facebook.com/Eurodesk)

twitter.com/Eurodesk

[instagram.com/Eurodesk](https://www.instagram.com/Eurodesk)

messenger.com/Eurodesk

[flickr.com/photos/eurodeskbrusselsink/](https://www.flickr.com/photos/eurodeskbrusselsink/)

<https://www.youtube.com/user/eurodeskeu/>

“I’m really glad that Eurodesk was launched in 1990. If it wasn’t, a lot of young people, including me, wouldn’t know these amazing opportunities we have. Can’t stop admiring it.”

Neringa Sendriūtė
Eurodesk Lithuania volunteer

europdesk

Annual Overview



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