



eurodesk

INFORMING ALL YOUNG
PEOPLE ABOUT WAYS
TO EXPERIENCE
THE WORLD

1

ANNUAL
OVERVIEW

8



Reinhard Schwalbach (DE) the former President hands his duties to the new President, Ingrida Jotkaite (LT)



CONTENTS

| | | |
|-----------|--|--------------|
| 1 | Forewords | 4-5 |
| 2 | About Eurodesk | 6 |
| 3 | Working together to improve youth services | 7 |
| 4 | Electing our new board | 8 |
| 5 | Training youth information workers | 9 |
| 6 | Building partnerships | 10-11 |
| 7 | Supporting European initiatives | 12-13 |
| 8 | Contributing to EU youth policies | 14-15 |
| 9 | Reaching out to young people | 16-17 |
| 10 | Awarding outstanding youth work projects | 18-19 |
| 11 | Initiatives from the Eurodesk countries | 20-57 |
| 12 | Eurodesk 2018 in numbers | 58-59 |

IMPRINT

Publisher: Eurodesk Brussels Link

Editor and designer: Zsolt Marton

Contributors: Eurodesk Brussels Link and Eurodesk National Centres

Population statistics: Eurostat (2016); except Ukraine (State Statistics Service of Ukraine, 2019)

Youth population statistics: Eurostat (2014); except Greece (2013), Ukraine (2018), North Macedonia, and Turkey (UN, 2015)

© Eurodesk, 2019. All rights reserved.



THEMIS CHRISTOPHIDOU

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

**THE EURODESK NETWORK, THE NATIONAL OFFICES
WITH THEIR VAST ARRAY OF MULTIPLIERS, HAS PROVEN
ITS WORTH IN PROMOTING EUROPEAN INITIATIVES
THROUGHOUT THE YEARS.**

As Europe decides its fate in the European elections this year, the work of Eurodesk is becoming ever more essential. Your work helps reach out to young Europeans, to provide information for the opportunities available to them and to experience Europe. Be it through volunteering for a common cause, learning abroad or embarking on a trip around Europe, we hope that our work helps build communities and make Europe feel like home to them.

The success of Erasmus+ and the European Solidarity Corps show that young people are willing to play an active positive role in society, as long as we are able to provide them such opportunities. And we will.

The European Commission stands ready to support through Erasmus+, millions of young people to study, train, or work across the continent. In the period 2021-2027, we would like to reach three times more people. That is why we proposed to double the amount of money available under Erasmus+. The new programme will give emphasis to civic society, promote active citizenship, European identity and common values.

Solidarity is one of the universal values, upon which the EU is built. The European Solidarity Corps has united 125,000 young Europeans who want to help address societal challenges, showing their solidarity in practice. 13,500 have already contributed. Our target is to reach 100,000 young people by the end of 2020.

Young people are also the agents of another common European value; that of democracy. It is important that their voice is heard and that they are represented in decisions. 2018 has been a milestone year in this respect, as the European Commission put in place the European Youth Strategy to engage, empower and connect young people. The strategy will create more opportunities, reach out to more diverse young people and work towards youth social inclusion.

When it comes to DiscoverEU we believe that it should become more inclusive, offering opportunities to those that would not normally get the chance to travel Europe. We would also like to strengthen its educational dimension and involve local communities in the regions young people visit.

The Eurodesk network, the national offices with their vast array of multipliers, has proven its worth in promoting European initiatives throughout the years. Eurodesk is emerging as a valuable ally of young people, offering access to quality information in a landscape that is increasingly dominated by disinformation.

With these thoughts in mind, I would like to thank you for your work and invite the network to continue to collaborate with us, in an effort to bring Europe closer to all its people.



INGRIDA JOTKAITĖ

Eurodesk President

Today information changes and updates very quickly, and new formats of information sources are continuously being developed. In the last years, there has been more and more focus on youth and the importance of youth policy at European level with new information platforms or initiatives such as Youth Wiki, EU and Me, European Solidarity Corps or DiscoverEU. Eurodesk shows a great ability to cooperate with other partners in order to promote equal access to quality information and services at the European level.

Youth Information plays a crucial role in assisting young people to identify, evaluate and even create reliable information. Facing this challenge, the Eurodesk Executive Committee continued further discussions on the strategy of Eurodesk after 2021. Hosted by different structures, it is essential to rethink the direction of activities and strengthen existing network resources. It is important to invest in the capacity of multipliers who are unique and vital information points for both local and European information providers focusing on youth as a target group for their services.

Eurodesk is a qualitative bridge between European opportunities and young people. However, nobody is born a perfect youth information worker or Eurodesker. Due to this, in 2018 we also focused on capacity building of the national networks by offering training courses and organising working groups. Eurodesk Brussels Link continued to remain a platform for the network to obtain and improve skills, knowledge, tools, equipment, and exchange expertise or other resources needed to do their jobs.

In 2018, 35 countries formed the Eurodesk network, ready to meet and even drive changes at European level. Among them, the network put a great effort in the development of the European Youth Portal; with key partners advocated for a role of youth information in the new Youth Strategy; with the support of the Eurodesk Executive Committee sought positive advocacy changes for Eurodesk after 2021; and with Eurodesk Brussels Link brought innovative internal changes for refreshing existing tools and resources.

I would like to thank all stakeholders at European, national, regional and local levels for the trust in our network; national coordinators, multipliers and their volunteers for the great results achieved as a network; and my team – the Eurodesk Executive Committee and Eurodesk Brussels Link – for continuously discovering ways to guide Eurodesk in a professional, innovative and youth-friendly way.



AUDREY FRITH

Eurodesk Director

2018 has been a year of renewal. Eurodesk has continued to modernise its services. It enhanced its newly launched online tools – new website, Opportunity Finder, Map – and boosted its social media presence. This revamping process reached a milestone with our new Eurodesk Brand Book that provides a fresh look to our network. Our internal communication channels have also been upgraded with the launch of myEurodesk, a single-entry point to our various information tools for the members of the organisation.

2018 has been an eventful year. Our Time to Move campaign reached an unprecedented 1.000 events and engaged around 130.000 young people directly in 25 countries. We were present in high-visibility events, such as the European Youth Event in Strasbourg. Thousands of local events were organised by our national coordinators and multipliers all over Europe. As a result, we reached out to new layers of our youth audience with an emphasis on non-organised youth and those with fewer opportunities.

2018 has been a strategic year. Eurodesk has provided quality inputs on the future of the EU Youth Strategy and more particularly on the role of youth information in broadening the reach of the Youth Dialogue and of EU programmes. The EU Youth Strategy rightly fosters a “vision of a continent where young people can seize opportunities and relate to European values”. Young people need to understand what are such values and need to know about European opportunities in order to seize them. Having access to free and reliable sources of information is a prerequisite for that. This is also true for participation in civic life.

2018 has been a busy year. Eurodesk was fully immersed in the launch of the DiscoverEU initiative that led to over 30.000 eighteen years’ olds to discover Europe, other cultures and themselves. Eurodesk promoted the programme widely throughout its various channels and by answering enquiries. Between 2015 and 2018, the number of enquiries managed by Eurodesk on the European Youth Portal has been multiplied by 100. This shows how important it is to provide quality information and support services, even more so in the digital age.

As a youth information network, Eurodesk continued in 2018 and will continue in 2019 to develop its information and support services for young people and those working with them and to advocate for investing in quality youth information at local, national and European level.

ABOUT EURODESK



As a support organisation to Erasmus+, Eurodesk makes information on learning mobility comprehensive and accessible to young people and those who work with them. With a network of national coordinators connected to local information providers in 35 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 2018. 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.

"WORKING FOR EURODESK FOR ONE YEAR NOW, I FIND IT INSPIRING TO SEE ALL THESE PEOPLE ALL OVER EUROPE DEDICATED TO PROVIDING QUALITY INFORMATION AND OPPORTUNITIES TO YOUNG PEOPLE. I AM REALLY PROUD TO BE PART OF THIS!"

Alena Brunner

National Coordinator of Eurodesk Austria



WORKING TOGETHER TO IMPROVE YOUTH SERVICES

GÖTEBORG NETWORK MEETING

10-14 April

The Göteborg Network Meeting allowed participants to give feedback to the European Commission about ongoing EU initiatives, such as **DiscoverEU** (chapter 7). The **European Youth Portal** workshop collected information from national coordinators for future developments and fine-tuning of the website. The Spring Network Meeting is always a moment to discuss the strategy of the upcoming Eurodesk campaign, **Time to Move** (chapter 9). The introduction of the **Mobility Advisor Competence Framework** (chapter 5) further enhanced the training activities in the network. Eurodesk welcomed Ukraine as the 35th country to the network.



MULTIPLIERS SEMINAR

22-25 May

The Multipliers Seminar brings together youth workers from all over Europe to exchange practices, receive trainings and build partnerships. The 2018 event allowed participants to get trained based on the **Mobility Advisor Competence Framework** (chapter 5), get updated on **Time to Move** (chapter 9), get familiar with new digital tools to engage with young people and get strategic via a communication strategy building session. A workshop was held on the Eurodesk **Euroclasses** (chapter 5) with the aim of bringing youth information to schools. Traditionally, the Eurodesk Awards Ceremony (chapter 10) is also organised during this seminar. In 2018, the event took place in the European Parliament.



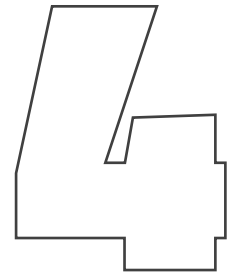
RIGA NETWORK MEETING

26-29 September

During the Riga Network Meeting, Eurodesk Brussels Link revealed the results of a year-long process of renewing the Eurodesk visual identity. The **new Eurodesk brand package** include many different kind of materials for a more professional and youth-friendly communication of mobility opportunities all over Europe. Eurodesk regularly **quality checks** the work of the network; during the meeting the latest quality indicators were introduced and discussed. As a tool to further enhance the knowledge of the network, the **Eurodesk e-Academy** (chapter 5) was launched. During its General Assembly, the Eurodesk network elected its **first all-female Executive Committee** (chapter 3).



ELECTING OUR NEW BOARD



THE BIENNIAL EURODESK EXECUTIVE COMMITTEE ELECTIONS TOOK PLACE DURING THE RIGA NETWORK MEETING. IT BROUGHT A MILESTONE TO THE HISTORY OF THE NETWORK AS FOR THE FIRST TIME THE NEWLY ELECTED COMMITTEE IS COMPOSED OF WOMEN ONLY.

Five members, including a President were selected from five different countries to the new Eurodesk Executive Committee. Four members were appointed for the first time to the board.

Ingrida Jotkaitė was elected as the first female President of the Eurodesk network. She is the national coordinator of Eurodesk Lithuania that is hosted by the Lithuanian Youth Council. She has been working with Eurodesk since 2012.

The new board has a mandate for two years. Bringing different experiences and backgrounds to the Committee meetings, their responsibility is to oversee the activities of the network and provide vision for future steps regarding projects and partnerships.



INGRIDA JOTKAITĖ
Lithuania



EVA DE LUIS
United Kingdom

Eva is the national coordinator of Eurodesk UK. She is based at Ecorys UK in Birmingham, which runs the Erasmus+ Programme in the UK in partnership with the British Council.



ZSÓFIA BERTALAN
Hungary

Zsófia is the Hungarian national coordinator. Eurodesk is hosted by the Hungarian National Agency for Erasmus+ Youth. She started working with Eurodesk in 2017.



SIMONA JIANU
Romania

Simona is the national coordinator of Eurodesk Romania that is hosted by the Romanian National Agency for Erasmus+ Programme – ANPCDEFP.



CLAIRE CONLON
France

Claire is the national coordinator of the Eurodesk France network in CIDJ. She has been working for and dedicated to Eurodesk since 1996. Claire is the only current member who has been a part of the previous Executive Committee.

TRAINING YOUTH INFORMATION WORKERS

5

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 as 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.

The Framework has been developed in a bottom-up process. It contains twelve competencies, grouped into three competence area (Inform to empower youth; Act with integrity; and Learn and develop). Each competence contains a short definition and a list of behavioural indicators.

The framework continued to support the Eurodesk learning and development plan in 2018. Moreover, a new self-assessment tool and competences board games were added to the framework to further improve it.

EUROCLASSES ABOUT PARTICIPATION

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

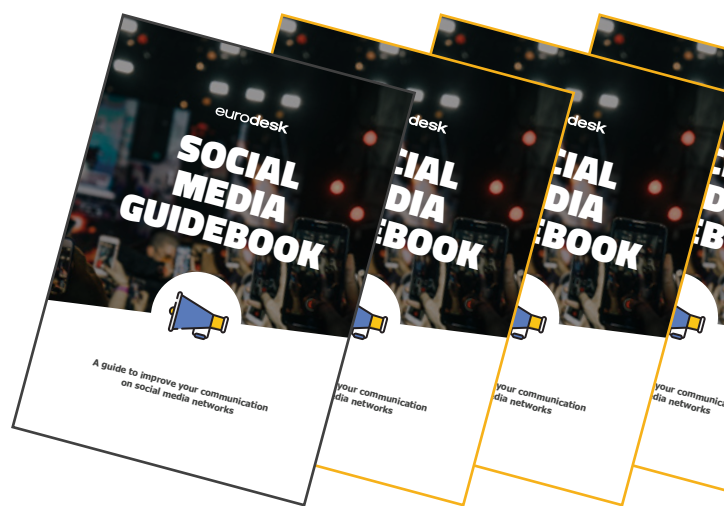
How might we convince young people that they can shape their future through active participation in political processes? An average young person might be sceptical, at first sight, as politicians can appear far away and not very concerned about youth policy. Starting with politics at a local level can change this perspective. This is the aim of the Euroclasses Europarticipation module.

ADDING THE EURODESK E-ACADEMY TO EURODESK'S TRAINING PORTFOLIO

The Eurodesk e-Academy was introduced to the network at the Göteborg Network Meeting. The platform offers videos to Eurodesk youth workers about the organisation, the youth field, and practical information about the Eurodesk work. The platform aims to bring balance in the level of knowledge of Eurodesk colleagues with more experience and colleagues who are new to the network. The e-Academy adds an online layer to the growing number of Eurodesk training tools.

EURODESK SOCIAL MEDIA GUIDEBOOK: TIPS FOR ONLINE YOUTH WORK

Navigating social media and following the fast-changing habits of young people can be difficult and time consuming. Eurodesk Brussels Link created the Social Media Guidebook as a reminder of the essentials for the different social media channels, what to look out for and what to do to improve the network's online presence and services. It provides useful tips on how digital tools can improve youth information services. The Guidebook is freely available on eurodesk.eu.



MONITORING QUALITY IN THE NETWORK VIA THE QUALITY CATALOGUE

Every year, the Eurodesk Quality Catalogue is enhanced with new indicators based on our work with the aim of providing a clear and objective image of the quality of our services in all of the Eurodesk countries in Europe.

The Quality Catalogue has shown that while our workload is getting higher, the quality of the work in the network is still maintained, successfully supporting the DiscoverEU initiative in the two round, having 96 new partners joining as Eurodesk multipliers or Eurodesk ambassadors, and answering 44,000 more enquiries (382,225) compared to 2017 (338,116).



Kasper Olczyk, Communication Manager of ESN gives his presentation at the Eurodesk Network Meeting.

BUILDING PARTNERSHIPS

6

AMONG THE TASKS OF EURODESK BRUSSELS LINK (EBL), MAINTAINING A GOOD CONNECTION WITH THE EU INSTITUTIONS IS ONE OF THE MOST IMPORTANT. THROUGHOUT THE YEAR EBL MET REGULARLY WITH THE EUROPEAN COMMISSION TO WORK ON THE EUROPEAN YOUTH PORTAL AND DISCUSS THE NEXT EUROPEAN YOUTH STRATEGY. OTHER PROJECTS WERE ALSO CARRIED OUT IN PARTNERSHIP WITH THE EUROPEAN PARLIAMENT AND THE COUNCIL OF EUROPE. EURODESK ALSO MAINTAINS A GREAT RELATIONSHIP WITH THE NATIONAL AGENCIES AND OTHER YOUTH ORGANISATIONS BOTH AT EUROPEAN, NATIONAL AND LOCAL LEVEL.

finalised and released in 2019 together with a web application where youth workers and others can plan, assess and collaborate on projects together.

Eurodesk Brussels Link has also participated in the planning and with input to the biennial EPLM conference in Lille and Ostend and to the Steering Committee meetings of 2018.

PARTNERSHIP WITH ERYICA AND EYCA

Eurodesk has continued its cooperation with ERYICA and EYCA following the adoption of a common position paper “Engage. Connect. Empower” in 2016. The three networks have brought their expertise to decision-makers and followed the adoption of the new EU Youth Strategy “Connect. Engage. Empower”. We are glad to see that many of our suggestions had been taken on board by policy-makers.

In the framework of their Memorandum of Understanding, the three directors met regularly to share their respective activities and priorities. The Presidents have also attended the General Assemblies of the other networks to create an ongoing dialogue and awareness about the priorities and activities of the partners.

A joint newsletter is published twice a year to update our three networks about the highlights of our respective organisations. The first edition was released in October.

LEARNING BY LEAVING CONFERENCE

The German Euroguidance, Eurodesk, Europass and EURES centres organised a joint conference, Learning by Leaving 2018. The conference for European mobility networks took place in Cologne, Germany on 19–21 November 2018.

The aim of the Learning by Leaving Conference 2018 was to strengthen cooperation between the networks with a focus on mobility in today’s Europe. The conference will enable participants to network, share innovative practices and tools, set up cooperation with other networks and obtain information on initiatives regarding mobility at European level. The networks offered each other workshops and plenary sessions to share the knowledge.

The conference continues with two more editions. In 2019, participants are invited to Italy to continue the discussions. The 2020 conference will take place in Austria.

EURODESK AND THE EUROPEAN PLATFORM FOR LEARNING MOBILITY (EPLM)

As members of the Steering Committee of the EPLM we have contributed to the Quality Framework for Learning Mobility, a framework of indicators to support quality in learning mobility projects. It has been a three-year process where Eurodesk has been involved in defining these indicators. They will be



SUPPORTING EUROPEAN INITIATIVES

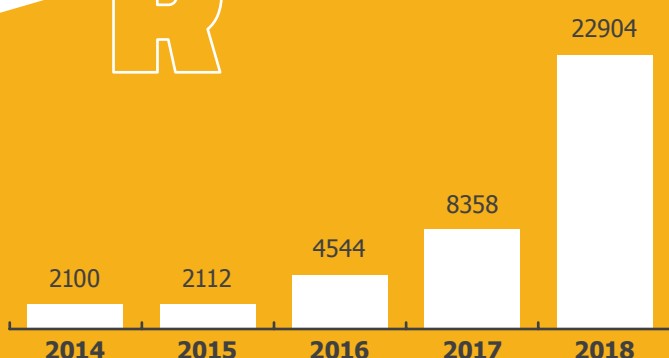


EUROPEAN YOUTH PORTAL

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. Besides providing articles to the platform, the Eurodesk network also answers young people's enquiries via the Portal.

With the European Solidarity Corps and DiscoverEU applications being hosted on the European Youth Portal in 2018, the website became the 2nd most visited European Union hosted site with more than 4 million visits in 2 weeks thus further enforcing its importance as a reliable gateway to EU opportunities for young people and youth workers.

The Eurodesk network worked closely with European Commission - DG EAC in 2018 to further enhance the capabilities and the design of the European Youth Portal version 3 by leading workshops, collecting feedback, producing mock-ups and promoting the Portal on all its communication channels, printed or online. European Youth Portal v3 is expected to be launched by the end of 2019.



THE EURODESK NETWORK ANSWERS ENQUIRIES RECEIVED THROUGH THE EUROPEAN YOUTH PORTAL. DUE TO THE POPULARITY OF THE NEW EU INITIATIVES OUR NETWORK INFORMS YOUNG PEOPLE VIA ENQUIRIES IN INCREASING NUMBERS.

EUROPEAN SOLIDARITY CORPS

Launched in 2016, with the aim to give young people the chance to take part in a range of solidarity activities that address challenging situations across the EU and abroad through volunteering, traineeships and jobs, the European Solidarity corps has 112.881 young people registered on the platform with the aim to deploy at least 100.000 of them by the end of 2020.

Projects supported by the European Solidarity Corps can last from two to twelve months. Participants need to be between 18 and 30 to participate in a project. About one third of the questions that Eurodesk answers through the European Youth Portal are about the European Solidarity Corps.

On 11 June 2018, the Commission put forward its proposal for the European Solidarity Corps beyond 2020, allocating €1.26 billion to allow about 350,000 young people to take part in a solidarity activity.

DISCOVEREU

DiscoverEU is an initiative of the European Union aimed at 18 year old young people giving them an opportunity to travel around Europe – mainly by rail. The initiative offered a great opportunity for young people who could not afford travelling to explore the continent (around 70% of asked participants answered that they would not have been able to afford such a trip without the support of the European Union) and develop themselves on the way (among others, asked young people became more independent, improved their organisation skills, and learnt about new cultures and traditions).

In the two rounds of DiscoverEU in 2018, more than 175.000 young people in Europe applied for one of the 26.000 passes offered by the European Union to travel for free. This successful initiative was supported by Eurodesk during the two rounds by answering almost 9.000 enquiries and providing other Erasmus+ opportunities to young people that didn't win, thus using this initiative to its full potential and as a stepping stone to other EU programmes.

DiscoverEU will continue in 2019, giving possibilities to more than 40.000 young people to experience Europe and helping them shape their perspectives. We look forward to it!

"DISCOVEREU IS AN AMAZING OPPORTUNITY THAT I FOUND OUT ABOUT THROUGH EURODESK UK, SO I WOULD BE MORE THAN WILLING TO PROMOTE IT AND SHARE MY EXPERIENCES!"

a student from the United Kingdom

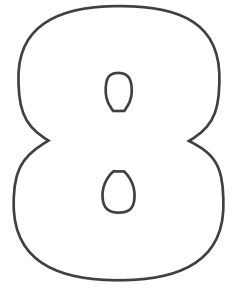


Eurodesk Multipliers discussing how to bring European Union initiatives closer to local young people



European Youth Event participants during a Eurodesk activity, organised inside the European Parliament.

CONTRIBUTING TO EU YOUTH POLICIES



2018 WAS AN IMPORTANT YEAR FOR DEFINING THE NEXT FRAME OF THE ERASMUS PROGRAMME AND THE EUROPEAN SOLIDARITY CORPS. EURODESK PROMOTED THE IMPORTANCE OF ENSURING THAT QUALITY YOUTH INFORMATION IS A PRIORITY IN ALL YOUTH-RELATED INITIATIVES. PROPOSALS WERE MADE HOW TO INCLUDE THIS PRIORITY AND A FRUITFUL DIALOGUE WAS CARRIED OUT WITH THE YOUTH INTERGROUP OF THE EUROPEAN PARLIAMENT, THE YOUTH WORKING PARTY OF THE EUROPEAN COUNCIL AS WELL AS THE EUROPEAN COMMISSION.

THE ROLE OF EURODESK IN THE NEW EU YOUTH STRATEGY

Eurodesk made active contributions on the future EU Youth Strategy (2019-2027), highlighting the role of youth information - and in particular that of Eurodesk - in boarding outreach and inclusion. It published a reaction to the first draft of the Strategy and proposed a youth information chapter that it shared and discussed with the European Commission, Council and European Parliament.

Eurodesk made different proposals, for instance involving youth information networks in the strategic communication around the Youth Dialogue and using the European Youth Portal to widen online contributions and build communities around the process. Eurodesk was glad to see that the Council added a measure on "Youth Information and Support" that recognises that "quality youth information services and platforms at all levels, including the European Youth Portal and the work of European-wide organisations" contributes to reach the objectives of the Strategy.

EURODESK'S VISION FOR THE NEW EUROPEAN YOUTH PORTAL

Eurodesk Brussels Links carried out an internal consultation process on the future of the European Youth Portal in the context of the future EU Youth Strategy. Following the organisation of a dedicated workshop at the Network Meeting in Gothenburg, a vision paper was adopted and shared with the European Commission.

The European Commission DG EAC, Eurodesk Brussels Link and seven national coordinators met in September to brainstorm on the next version of the Portal. This led to intensive work on the project charter and designing mock ups. The European Commission included the renewal of the Portal in its work programme for 2019.

EURODESK AT THE EU YOUTH CONFERENCES

Eurodesk is an observer of the EU Youth Conferences organised in the framework of the EU Youth Dialogue. 2018 was particular as the process aimed to provide inputs on the future priorities of the EU Youth Strategy. Eurodesk Director, Audrey Frith, attended both youth conferences held in 2018 - Tallinn and Sofia. Young people and decision-makers came up with a set of 10 "Youth Goals" highlighting their vision of the next cycles that were promoted widely in our network.

EURODESK AT THE EYE18

The European Parliament opened its doors to 8.000 young people from all over Europe and beyond giving them the chance to engage in 400 activities, debates, performances and workshops around the Parliament under the YO!Fest.

The Eurodesk network was present with a delegation of 45 participants - national coordinators, multipliers and young people, and proposed 2 activities to the participants. The 'Eurodesk Human Library' allowed participants to get to know more about youth exchanges, volunteering activities, youth participation, internships, and working abroad. The second activity, 'Youth values' raised awareness about European values and how they link with real life situations.

EURODESK SURVEY

In 2018, we released the second edition of the Eurodesk survey that focused on assessing the experiences young people have searching for information online. The survey built on the previous edition and goes more into analysing the geographical and socio-economic situation of the respondents. We reached 3499 young people with questions regarding how they engage with information and mobility opportunities: whether information is easy to find, trustworthy, inspiring and in a language that they understand.

The need for free and easily-accessible youth information is still present and the young generation has more demands of information being engaging, creative, trustworthy and accessible where ever they are.

REACHING OUT TO YOUNG PEOPLE

9

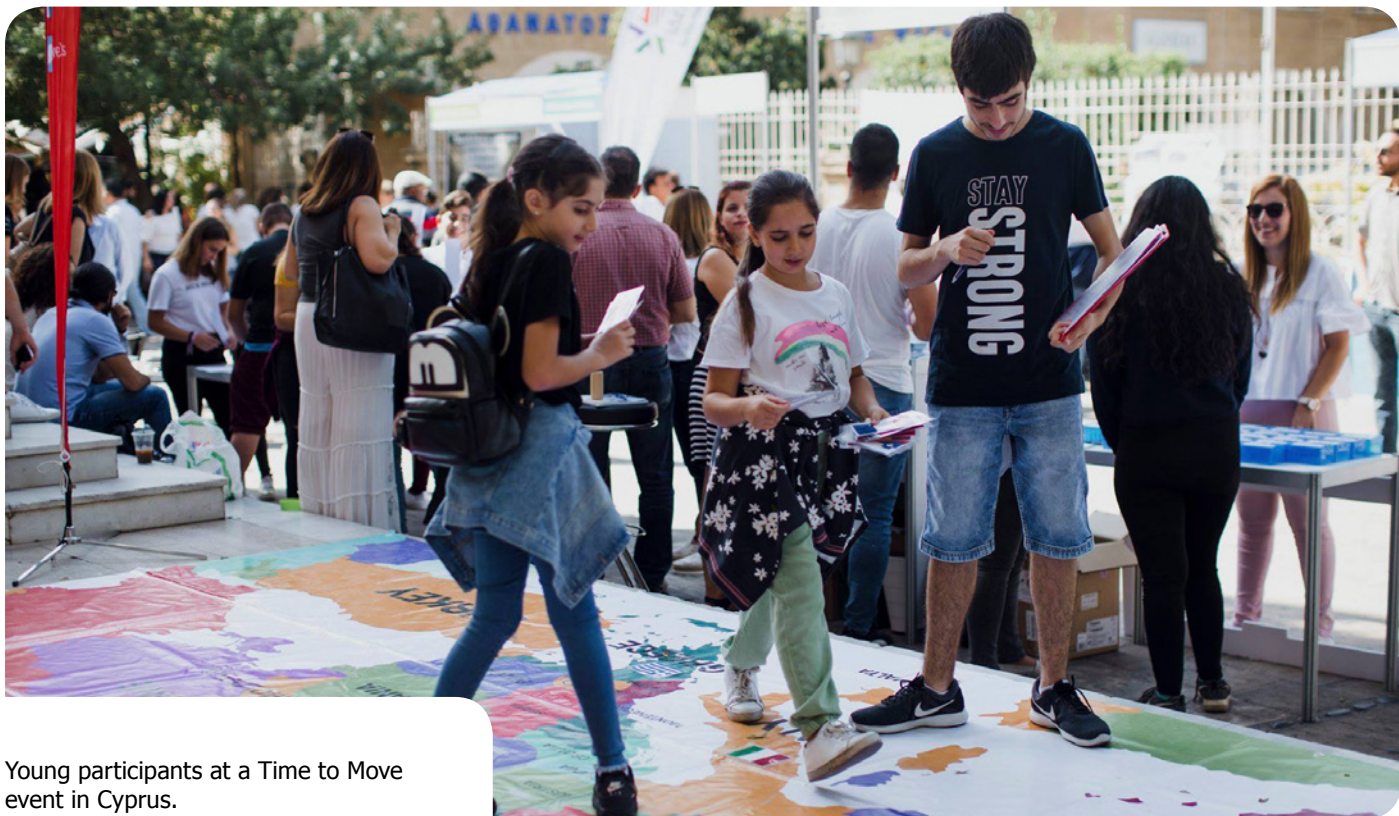
TAKING PLACE IN TWENTY-FIVE EUROPEAN COUNTRIES ACROSS OCTOBER 2018, TIME TO MOVE BROUGHT TOGETHER 1000 EVENTS HIGHLIGHTING THE BENEFITS OF AND ACCESS TO YOUTH MOBILITY OPPORTUNITIES. DURING THE ONE-MONTH PERIOD, EURODESK WORKED TOGETHER WITH YOUTH ORGANISATIONS TO INFORM YOUNG PEOPLE ABOUT STUDYING, VOLUNTEERING, OR WORKING ABROAD.

The Future EU Youth Strategy proposes to focus on engaging, connecting and empowering young people. It also references the need to reach out to those with fewer opportunities, and young people who are not usually engaged with the European Union and its programmes. Through the activities of Time to Move 2018, Eurodesk aims to engage with young people who do not usually hear about the different EU programmes. Personal development, sense of Europeanism, and cultural appreciation are the bases of the month-long campaign.

The 2018 edition of Time to Move saw a record number of events in the 5 year history of the campaign. 276 organisations reached out to 114,264 participants via over 1000 events in 25 countries. Huge diversity was seen throughout these events, covering many aspects of mobility and culture. Cooking events, language cafés, specific school classes, movie nights, concerts, biking, hiking and other sporting activities made sure all young people could feel like a part of Time to Move.

In the heart of the online activities, young people could browse through the website of the campaign in 14 languages. The website offered an easy to use interactive map to search and find interesting events throughout Europe. As part of our social media promotion, 'Story of the Day' videos helped to introduce the benefits of learning mobility experiences by featuring young people's personal journeys. These stories are now available at eurodesk.eu/stories/.

This year's campaign called on young people to get creative through a T-shirt design contest. Participants were asked to send in designs which best represented the spirit of the campaign to win an InterRail pass and other prizes. The contest closed with 226 entries, two winners in two categories, and five other highlighted entries.

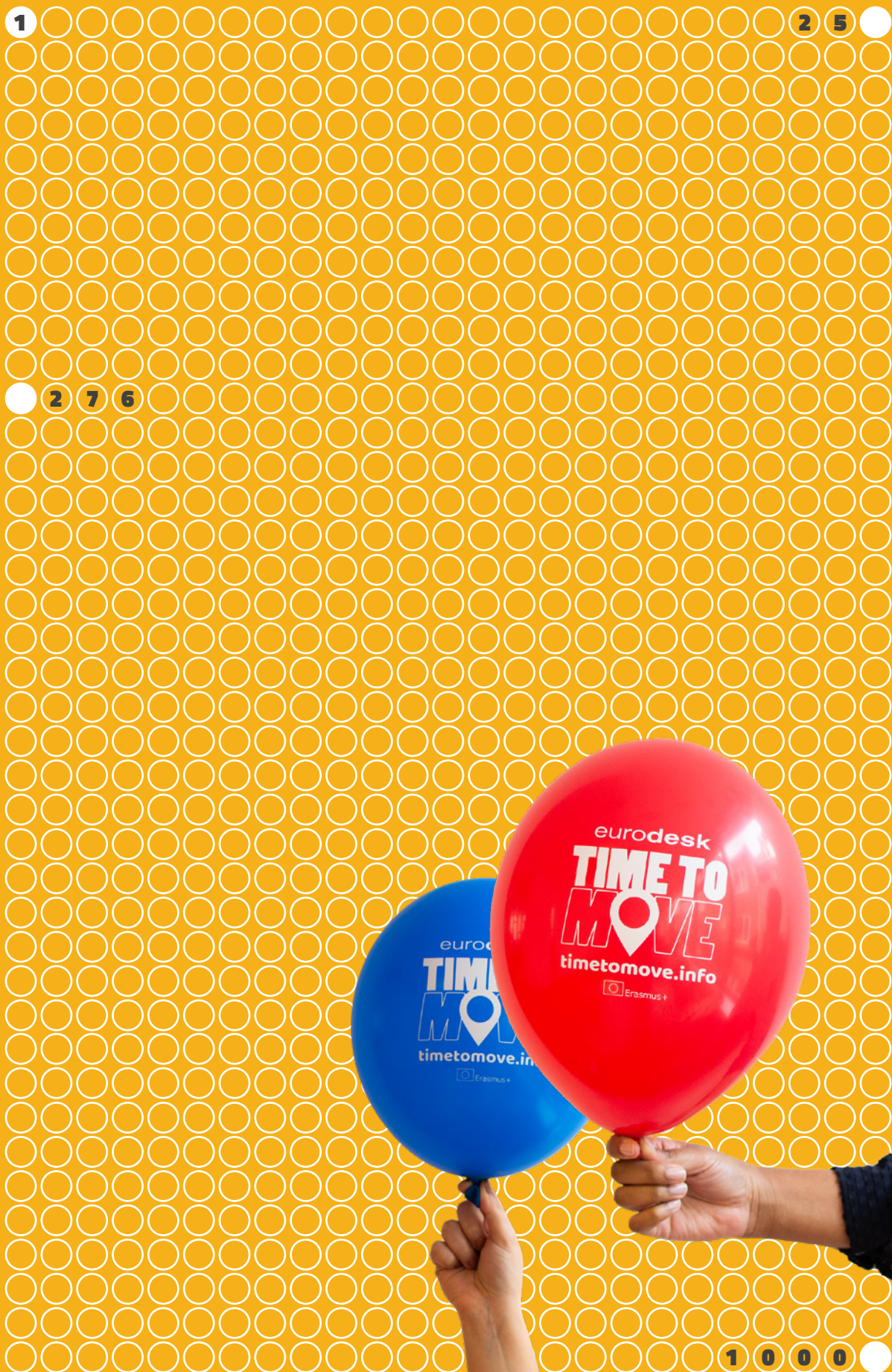


Young participants at a Time to Move event in Cyprus.

276 ORGANISATIONS

1000+ EVENTS

25 COUNTRIES



**TIME TO
MOVE**

AWARDING OUTSTANDING YOUTH WORK PROJECTS

10

"THE EURODESK AWARDS WAS AN AMAZING EXPERIENCE FOR OUR OFFICE, LOCATED IN A LITTLE CITY SO FAR FROM BRUSSELS. COMPETING WITH ALL THOSE PROJECTS FROM ALL OVER EUROPE WAS SO EXCITING, AND WINNING WAS LITERALLY UNEXPECTED! WE DID NOT EXPECT TO RECEIVE SUCH A PRESTIGIOUS AWARD IN THE EUROPEAN PARLIAMENT."

Alessandro Scotto

Eurodesk Sassari, winner of the Active Citizenship category



Jeroen Lenaers, MEP (EPP), the patron of the Awards Ceremony at the European Parliament.

THE EURODESK AWARDS WERE ESTABLISHED IN 2011 TO COLLECT EURODESK MULTIPLIERS' MOST INSPIRING AND INNOVATIVE PROJECTS AND HIGHLIGHT THEM AT EUROPEAN LEVEL. IN 2018, THE INITIATIVE RECEIVED 36 PROJECTS FROM 12 COUNTRIES IN 3 MAIN CATEGORIES. THE WINNERS OF THE 3 CATEGORIES WERE DECIDED BY A JURY PANEL. THE ADDITIONAL PRIZE, CALLED THE EURODESK NETWORK PRIZE WAS DECIDED BY THE EURODESK NETWORK.

2037: EUROPE'S DOWNFALL

Active Citizenship Winner

'2037: Europe's Downfall' is a short film created by civil service volunteers of the Informagiovani/Agenzia locale Eurodesk Office in Sassari, Italy.

Today, European citizens often take the vastness of opportunities provided by the European Union (such as mobility opportunities that allow young Europeans to travel around, learn new languages and gain new skills) for granted.

To illustrate the importance of these programmes of the EU and to show how different people's life could be without them, the creators presented a dystopian scenario of a divided Europe in their film. The short film then turns attention to the great accomplishments in the European history and thus encourages discussions around the future of the EU among young people.

Via three different screenings, 1500 people had the chance to watch the movie and participate in the discussions after.

LOKALETIK CHECK-OUT: MUGITU ZAITEZ!

Mobility Awareness Winner

On 18th January 2017, an interactive conference was held at the Amaia KZ theatre in Irun, Spain, based on the TED Talks format Lokaletik Check-Out: Mugitu Zaitez was an initiative of Eurodesk Donostia-San Sebastián, organised by the Youth Department of Irun, the Youth International Mobility Service of Irun - GazteArtean: Municipal Youth Service of the City Hall of Irun and Europe Direct Donostia-San Sebastián.

The animation of the event was directed by a creative local company formed by young artists who made the participants travel on a simulation session as a two-hour flight with the imaginary company 'FlyErasmus'. The 'trip' included flight attendants, snacks, turbulence and so on to simulate the flight more realistically. During the sessions youth exchanges, the European Solidarity Corps and programmes organised by the Basque Government was presented.

400 youngsters participated in the event, aged from 15 to 30 years old, from different studies and profiles. 6 educational centres assisted the event, together with some teachers, coordinators or school counsellors of the centre.

IMMIGRATO A CHI?

Solidarity Actions Winner

The 'Immigrato a chi?' project was organised by Eurodesk Comune di Rosignano M.mo to give support to young refugees hosted in reception structures who are with both a linguistic and a social disadvantage. The project aimed to assist them in job search, give them access to educational opportunities, provide advice on their curriculum vitae and information about the territorial structures for their integration and rights.



The winner of the Mobility Awareness category, Oihane Amoedo (Kaebnai) receives her prize.

SAVING LIVES, CHANGING LIVES

Eurodesk Network Prize Winner

The 'Saving Lives, Changing Lives' project is an innovative blood donation campaign by The Turkish Red Crescent Eskisehir City Branch that aims to connect heroism and braveness to blood donation.

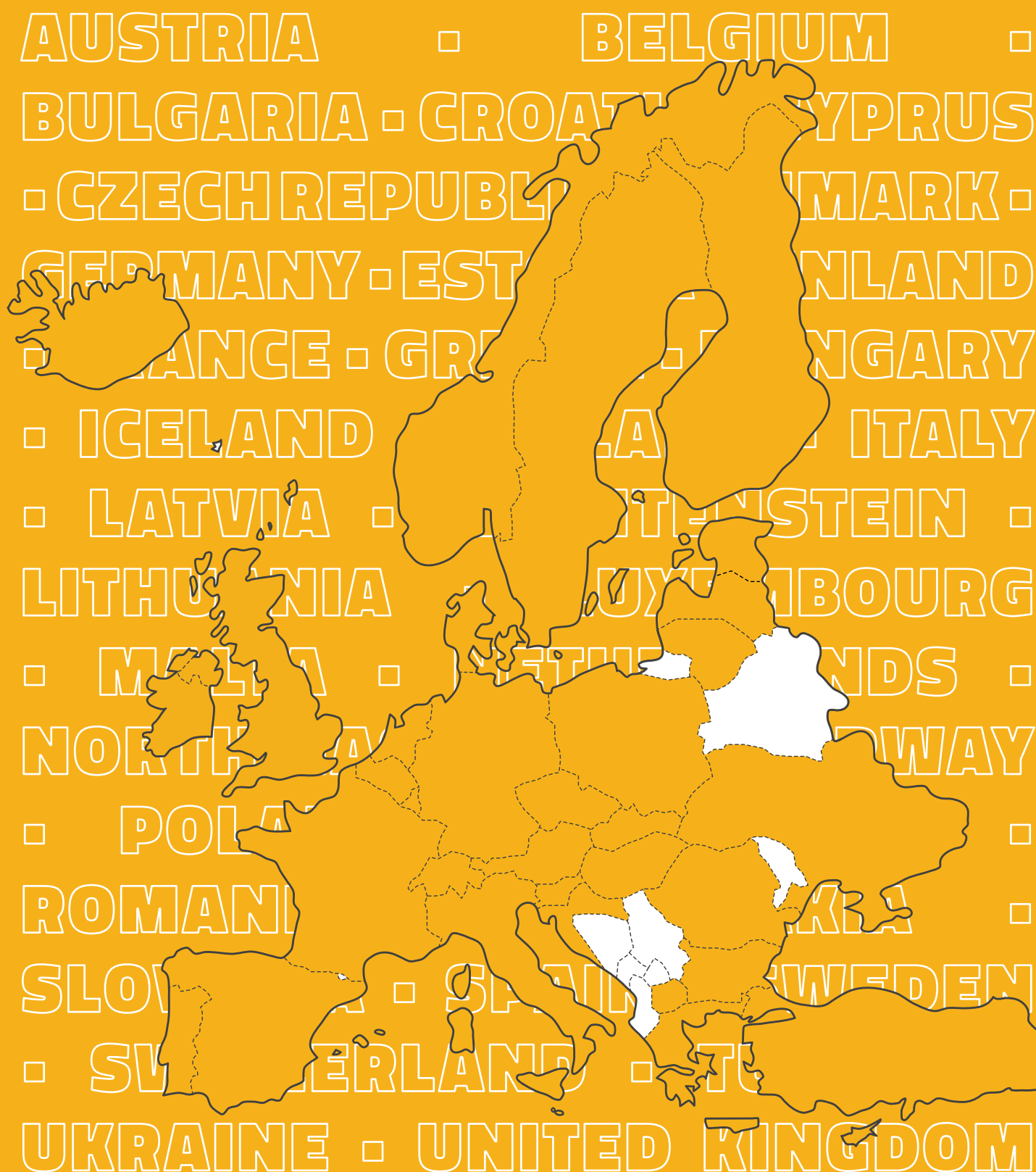
Via the campaign, donors became aware of the results of their 'sacrifice' they made to the people in need. The project brought positivism into the usually painful experience with the help of a 3D VR simulation software.



Read more about the initiative at eurodesk.eu/eurodesk-awards-2018

INITIATIVES FROM THE EURODESK COUNTRIES

11



AUSTRIA ■ BELGIUM ■
BULGARIA ■ CROATIA ■ CYPRUS
■ CZECH REPUBLIC ■ DENMARK ■
GERMANY ■ ESTONIA ■ FINLAND
■ FRANCE ■ GREECE ■ HUNGARY
■ ICELAND ■ IRELAND ■ ITALY
■ LATVIA ■ LITHUANIA ■ LUXEMBOURG
■ MALTA ■ NETHERLANDS ■
NORWAY ■ POLAND ■ PORTUGAL ■
ROMANIA ■ SLOVAKIA ■ SLOVENIA ■
SPAIN ■ SWEDEN ■
■ SWITZERLAND ■ TURKEY
UKRAINE ■ UNITED KINGDOM

AUSTRIA



NATIONAL OFFICE: VIENNA
COUNTRY POPULATION: 8,690,076
YOUTH POPULATION (15-29): 18,5%
EMAIL: EURODESKAT@EURODESK.EU

2018, FOR EURODESK AUSTRIA, WAS A YEAR FULL OF GREAT NATIONAL AND INTERNATIONAL COOPERATION. IT WAS THE YEAR OF THE AUSTRIAN PRESIDENCY OF THE COUNCIL OF THE EUROPEAN UNION AND THE EUROPEAN YOUTH CONFERENCE SHED A SPOTLIGHT ON THE AGENDAS OF YOUTH IN EUROPE AND AUSTRIA.

We were especially happy to be selected to host the EURODESK Advanced Training on "Writing with/for Young People" in Vienna. The training took place in December; 18 national Eurodesk Coordinators and Multipliers, from 13 countries took part, as well as a delegation from the European Brussels Link and the European Commission. To host this training in Vienna made it possible to showcase the Austrian Youth Reporter project. In their session, the project coordinator, Ursula Raberger, as well as Sharon Muska of the Youth Reporter team, highlighted their work and discussed the practicalities of setting up such an initiative. Also, it was possible for us to cooperate with the Medienzentrum Wien for two hands-on sessions, one on visual storytelling for social media and the other in the format of an "instawalk", a concept that encourages people to explore cities and take part in cultural activities, while also creating the possibility to share original and exclusive content on Instagram and other social media platforms.

Autumn, in Austria, is not only the time of the beginning of a new school year and the pre-Christmas season, but also the time where a lot of fairs on mobility opportunities take place. This year we were able to realise a project that focused on informing youth on quality in mobility opportunities and voluntary work abroad and bring it to these fairs.

Together within our national cooperation partner WeltWegWeiser, we were able to work on a roundtable format that includes relevant information by a diverse group of people: Youth information workers, researchers and experts in the field, as well as alumni volunteers. The program was split into 5 sections, answering the questions of why voluntary work abroad can be problematic for both the volunteers and the local community, talking about quality management in volunteering, informing about where and how young people can inform themselves about mobility opportunities and creating a space where alumni volunteers talk about their experiences. Thereafter, it was possible for the audience to ask questions. Any questions remaining were answered in detail by the multipliers at the youth info booths.

In 2018, Eurodesk Austria issued a new print product – the TIME TO MOVE MAP. Our map is filled with information on volunteering and mobility possibilities in Austria and the EU. Quotes from young travellers and volunteers give inspiration; the foldable and decorative world map makes the hearts of globetrotters beat faster. Where have you already been? Where do you want to go next? With the supplied stickers, one can mark special places - second homes, final destinations, dream-scapes ... and not only to indulge in memories and fantasies, but also to make out similarities with others.

The idea for this info product has already travelled, since it was inspired by a print product of our youth info colleagues in Flemish Belgium. Getting to know the product in Gothenburg on the Eurodesk networking meeting, we were able to secure cooperation with the original designer and adapt it for Eurodesk Austria and thereafter, send it out to our multipliers and youth all over Austria.

BELG

IUM

OFFICE: BRUSSELS
COUNTRY POPULATION: 11,311,117
YOUTH POPULATION (15-29): 18,3%
EMAIL: EURODESKBE@EURODESK.EU

FLEMISH-SPEAKING COMMUNITY

OGZ (a Dutch organisation) and Go Strange/Eurodesk worked together for the "Go Abroad Fair" in November 2018 in Ghent. OGZ invited a lot of organisations and educational institutions while Go Strange/Eurodesk helped to extra promote this big yearly event. Go Strange/Eurodesk was present with an info booth. We spoke with 170 youngsters that day. We also offered an info session about the European Solidarity Corps attended by 50 young people.

We build a network of young people who want to spread their stories. Those youngsters are multipliers of youth mobility information.

10 youngsters attended the first storyweavers training, 5 of them also went to the second training. We organised it together with our Dutch Eurodesk colleagues. We collected 7 stories in different forms (written, audio, video), they've got the opportunity to choose to develop skills in writing, vlogging or giving professional presentations.

After these trainings we aim to work together with them in the Flemish Europeers network, to spread information and inspire other youngsters peer to peer about Erasmus+ and European Solidarity Corps opportunities.



FRENCH- SPEAKING COMMUNITY

OFFICE: BRUSSELS
COUNTRY POPULATION: 11,311,117
YOUTH POPULATION (15-29): 18,3%
EMAIL: EURODESKBE@EURODESK.EU

The highlight of the French-speaking Eurodesk office in Belgium was a meeting of beneficiaries to promote the European opportunities and the new EU solidarity Corps. The event took place in Brussels on the 18 October.



"A VERY NICE AFTERNOON WITH EXCHANGE WORKSHOPS ON INTERNATIONAL PROJECTS LED BY YOUNG PEOPLE. IN THE FORM OF DRAWINGS, CREATIONS AND DISCUSSIONS, THEY HIGHLIGHTED THEIR ACHIEVEMENTS: LANGUAGE, COMMUNICATION, MANAGEMENT, BUT ABOVE ALL SELF-CONFIDENCE."

GERMAN- SPEAKING COMMUNITY

OFFICE: ST. VITH
COUNTRY 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 we inform young people and multipliers about Erasmus+, European Solidarity Corps and other volunteering opportunities, learning mobility, language course holidays, work and travel, au pair etc.

JIZ participated at the open days of two schools to present and promote Eurodesk and its offers. During the school workshops young people were informed about different mobility opportunities and were encouraged to think about the possibility of going abroad. The European Solidarity Corps was the highlight of these sessions.

To promote the European Youth Portal different giveaways were produced, such as screen cleaner, marker or rulers. They were given away during events and workshops.

In the beginning of 2018, we organised "Auf und davon" together with different partners. The visitors of the event could get information and personal counselling while an exhibition about different programmes showcased the variety of possibilities. The event was attended by young people who already had personal experience in going abroad so participants could get first-hand information on how it is to be part of a project in another country.

In a weekly distributed newspaper JIZ informed young people about the European Solidarity Corps, How to learn a foreign language and the European Elections. The Eurofax newsletter kept multipliers informed about European programmes and youth policy throughout the year.



BUL

GA

RIA

IN BULGARIA THE NETWORK OF MULTIPLIERS CONSISTS OF 27 ORGANISATIONS IN 20 CITIES. AS IN THE PREVIOUS YEARS, EURODESK BULGARIA THROUGH ITS MULTIPLIERS, THE EUROPEAN YOUTH PORTAL, AND VARIOUS EVENTS, CONTINUED TO SUPPORT YOUNGSTERS SO THEY COULD BE ACTIVE AND WELL-INFORMED CITIZENS.

NATIONAL OFFICE: SOFIA
COUNTRY POPULATION: 7,153,784
YOUTH POPULATION (15-29): 17,1%
EMAIL: EURODESKBG@EURODESK.EU

In 2018, the national Eurodesk website has been improved and now it provides even more funding opportunities from the Eurodesk Programme Database.

During Time to Move 2018, 13 multipliers were active in 12 cities. With 21 events, they reached 3500 young people. All events received a broad media coverage.

Another main activity that was implemented in 2018 is the International Youth Day. 9 multipliers organised exhibitions, discussions, competitions, flash mobs, etc. in 9 cities. Over 2300 young people participated. The national coordinating office organised an event in Sofia with 50 participants.

At the National Career Days (JobTiger 2018), Eurodesk participated in events in Sofia for two days, then in Rouse and Veliko Tarnovo reaching out to 8000 young people. Participants received job related information and useful tips on how to be successful on the labour market.

Some major events were organised in cooperation with other information networks such as Day of Europe, European Day of Languages, Info tour European networks without borders, National training of career guidance counselors.

A A O I R T C

NATIONAL OFFICE: ZAGREB
COUNTRY POPULATION: 4,190,669
YOUTH POPULATION (15-29): 18,1%
EMAIL: EURODESKHR@EURODESK.EU



**OUR BIGGEST STRENGTH
IS A VERY ACTIVE NETWORK OF
MULTIPLIERS, WHO ARE DEDICATED
TO DELIVER INFORMATION TO YOUNG
PEOPLE ONLINE AND OFFLINE,
AND ALWAYS LOOKING FOR NEW
METHODS AND CREATIVE ACTIVITIES
TO REACH YOUNG PEOPLE.**

Eurodesk network includes and supports three regional youth info-centres, six other organisations from different cities in Croatia acting as local info-centres, as well as six other youth NGOs and one consortium of social enterprises. The multipliers organise activities not only in the towns where they are established, but also in their region, reaching a larger population of youth not living in big urban areas.

We continue to make our national network even stronger through monitoring, support and capacity building (national training and meeting and European seminars), as well as to increase visibility and recognition.

During the EU Solidarity Corps conference multipliers received plaques of recognition from the Head of the Croatian NA and among 36 nominations from 12 countries for Eurodesk Award there were 4 from Croatia. We were also very proud that 9 activities from Eurodesk Croatia were included in the publication Time to Move Book of ideas that contains 21 inspiring Eurodesk activities, thus raising the visibility of Eurodesk Croatia at the European level.

In October Eurodesk Croatia again achieved excellent results in the Eurodesk flagship campaign, Time to Move: out of 25 participating countries 5th place in the number of all organised events and 2nd place in timetomove.info visits. We were also very happy to congratulate Sindy Colic from Croatia (25) on the winning design of Time to Move T-shirt Design Contest (in the age 20-30).

Eurodesk continued to work closely with Croatian NA in promoting youth mobility, focusing on youth exchanges, EVS, EU Solidarity Corps, DiscoverEU, inclusion and the Mobility Ambassador initiative. Eurodesk also cooperated with ERYICA, EYCA, Youth Wiki, EC and EC Representation in Croatia, SALTO Participation and Information, Erasmus Student Network Croatia etc.

114 articles were published on the European Youth Portal. Information about youth mobility and policy were disseminated through various channels (EYP, Facebook, Twitter, websites, newsletters, radio, newspapers, TV), printed publications, campaigns, presentations, events and direct contact with youth. DiscoverEU has been promoted with great success and overall 2180 applications in two rounds. The Eurodesk officer participated in the National Working Group for the Structured Dialogue, Eurodesk network meetings and AISBL assemblies.

Looking towards 2019, we are excited about celebrating European Youth Week! We would also like to thank Eurodesk Brussels Link for their support and cooperation!

CY

NATIONAL OFFICE: NICOSIA
COUNTRY POPULATION: 848,319
YOUTH POPULATION (15-29): 22,7%
EMAIL: EURODESKCY@EURODESK.EU

PR

US



Eurodesk Cyprus organised a photo competition during Time to Move. They received 290 photos in total. Below is the 1st prize winner, above is the 2nd.

THROUGHOUT 2018, EURODESK CYPRUS (ED CY) HAS BEEN FULFILLING ITS TASK IN PROVIDING YOUNG PEOPLE WITH ACCESS TO INFORMATION ABOUT EUROPEAN MOBILITY, POLICY AND FUNDING OPPORTUNITIES.

We added 4 new multipliers to the ED CY family. The ED office has already provided the multipliers access to the network's system and tools and organised two National Meetings for informing them on ED mission and tasks, the new Programme "European Solidarity Corps" and training them on the use of the various tools.

Since then, the ED office has been providing multipliers with appropriate information services, promotional material, guidance and support. In addition, both ED office and its multipliers have been in close contact for the preparation and implementation of the Time to Move 2018 activities.

ED CY was also present in several events and activities, such as the 3rd National Youth Conference organised by the Youth Board, the "Europe Day" celebration events and several information events, which took place all over Cyprus, providing information to the public.

The network's social media were constantly updated with European news and opportunities for youth. Eurodesk CY has been uploading articles on the EYP, both in Greek and English, and info regarding events taking place in Cyprus. It should be also mentioned that within 2018, ED also promoted the two rounds of DiscoverEU and provided all the necessary support to interested and selected participants.

Within 2018, ED CY and its activities achieved visibility in online portals such as Student Life, INBusiness News, Signalive, as well as radio and TV shows.



CZECHIA

NATIONAL OFFICE: PRAGUE
COUNTRY POPULATION: 10,553,843
YOUTH POPULATION (15-29): 17,4%
EMAIL: EURODESKCZ@EURODESK.EU

SIMILARLY TO PREVIOUS YEARS, EURODESK CZ CONTINUED TO PROMOTE THE EUROPEAN YOUTH STRATEGY 2010-2018. ALSO, FOR THE FIRST TIME THEY JOINED THE EUROPEAN-WIDE CAMPAIGN, TIME TO MOVE.

More than 80 events were held in Prague and other regions of the Czech Republic, where young people were presented with various opportunities to engage in civil society, including volunteering, internships or the realisation of their own project goals.

In 2018, the number Eurodesk's regional partners increased from 14 to 24, thanks to the involvement of the part of the Eurocenter's network. The Eurocentres falls under the Office of the Government of the Czech Republic, the Department of Communication on European Affairs, and its task is to inform the citizens of the Czech Republic about the topics regarding Europe, including the EU programs for young people. This synergy therefore appeared to be completely natural.

Eurodesk Czech Republic, as well as during the last year, supported events in the regions by producing small useful items, publications and flyers with the logos of the European Youth Portal and Eurodesk. In the summer months it announced a successful instagram competition called #cestofail, which allowed young people aged 13-30 to publish their unusual surprises on the go. The winner received an attractive reward.

Eurodesk, in cooperation with its regional partners, began preparing a board game in 2018 to familiarise young students with the specifics and interesting facts about European countries in an informative and playful way. This game also includes questions and statements relating to interesting facts about the European Union and educational programs, including the Erasmus + program and the European Solidarity Corps. This game should be finalised and implemented in schools as part of the European Youth Week 2019.

The European Year of Cultural Heritage was also celebrated as part of the events. The traditional conference for high school students entitled Art of Living Together was focused on this topic. Almost 60 young people spent the last weekend in November on various forms of active participation that contribute to the creation of our cultural heritage at all levels - local, regional, national and European.

The entire weekend was divided into several blocks. In the first part, young people could be inspired by the initiatives of successful creators, including a lecture by Žaňa Gregorová - an activist from the DUHA Movement who participated, for example, in blocking the felling of the Białowieża Forest, an exceptional natural monument on the border of Poland and Belarus. There was also a project called Paměť Národa, which is run by three institutions – Český rozhlas, Post Bellum, Institute for the Study of Totalitarian Regimes. Within the project, individual testimonies of witnesses of important events of the 20th century are collected in a digital archive accessible to researchers and to the general public.

On the morning block arrived a prominent architect and program director of the International Festival for Habitual Towns ReSITE Osamu Okamura, who studies how society is shaped in relation to the space it occupies.



The second part of the program was followed by workshops on zero waste, cultural contribution of minorities and various forms of further participation and volunteering. This year's edition also featured a living library where young people could choose from a wide selection of "human books".

Above all, Eurodesk was presented at 6 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, NGO market, Europe's DAY (event organised by Representation of European Commission to promote European opportunities), Colours of Ostrava.

DEN

MA

RK



NATIONAL OFFICE: COPENHAGEN
COUNTRY POPULATION: 5,707,251
YOUTH POPULATION (15-29): 18,8%
EMAIL: EURODESKDK@EURODESK.EU

IN JANUARY EURODESK DENMARK AND THE DANISH EUROPASS CENTER HAD A FRUITFUL MEETING WITH THE DANISH AGENCY FOR LABOUR MARKET AND RECRUITMENT WHERE WE WERE ABLE TO EXPLORE IN WHAT WAYS WE COULD COLLABORATE IN THE FUTURE.

Additionally, we decided that we would meet regularly and that we would be able to participate with EURES at different relevant seminars in the future. We believe the contact and cooperation has helped to reach new groups of people we do not interact with in our daily work.

In the spring Eurodesk Denmark participated with presentations at the Study and Career days arranged by the regional Study Guidance Center Aarhus, which we hope has contributed to a number of visitors to the Grib Verden website and the related Facebook profile. We held two presentations in Aarhus together with the student organisation 'Danish Students Abroad' about studying abroad. Our aim was to raise awareness about opportunities offered for young people (including about Grib Verden and the EYP), more Danish students going abroad. Many young people from high schools and vocational schools attended the presentations.

In May, Eurodesk Denmark held a meeting with a new Grib Verden reference group. At the meeting representatives from the international offices from the VET-area, international coordinators from higher education institutions and youth counselors participated. At the meeting, we gave presentations about Grib Verden and promoted the EYP. In the future, the group will promote Grib Verden and the EYP to their users and in that way we hope to reach further out.

In October, Eurodesk Denmark participated with a stand at Cultural Night Copenhagen in cooperation with the Erasmus+ program units and the Danish Europass NEC, which took place in the Ministry in Copenhagen. The number of visitors was 4044. During the event, we spoke with a large amount of the visitors and distributed a large quantity of information materials and merchandise about www.gribverden.dk, the EYP etc. through the whole evening.

In December, the Erasmus+ Youth Unit and Eurodesk Denmark hosted a seminar about the European Solidarity Corps in order to raise awareness among young people about the programme and volunteering opportunities. The seminar was targeted at young people. At the seminar, we held a presentation about Grib Verden and EYP. 30 enthusiastic young people participated. We believe that the seminar has contributed to enhance the knowledge about the new possibilities and encouraged some of them to be part of the European Solidarity Corps.

ESTONIA

NATIONAL OFFICE: TALLINN
COUNTRY POPULATION: 1,315,944
YOUTH POPULATION (15-29): 18,6%
EMAIL: EURODESKEE@EURODESK.EU

IN 2018, THE EURODESK ACTIVITIES WERE REALISED BY THE NATIONAL COORDINATOR IN COLLABORATION WITH THE NA.

Eurodesk Estonia sent one long-time Estonian multiplier to participate in the multipliers seminar, held in June in Brussels. Eurodesk national coordinator replied to 50 inquiries by young people through the European Youth Portal. Eurodesk Estonia was throughout the year participating in the national youth information working group initiated by the Estonian Youth Work center. The group develops educational materials and training formats for youth workers. Additionally, best practices around Estonia and youth consultations are carried out in the frame of the working group meetings.

Eurodesk was introduced in 4 regional seminars in Tallinn, Tartu, Ida-Virumaa, and Pärnu to youth workers and youth work specialists from the municipalities. International youth information was spread at several fairs and info sessions with the highlight on European Solidarity Corps and DiscoverEU.

Eurodesk together with the Estonian NA contributed to three campaigns in 2018: tour around Estonia for Europe Day, two rounds of DiscoverEU initiative and launching of European Solidarity Corps program which lasted throughout whole of autumn. For the DiscoverEU second round, Eurodesk coordinator contacted young travelers from the first round and collected testimonials. These were successfully distributed in the NA blog and social media. Videos from influencers and former volunteers within the Solidarity Corps campaign got the highest reach. Since the number of channels containing youth information is high, the NA is focusing on combining info and developing further the NA webpage and social media. Content-wise we're focusing on collecting personal testimonials and success stories from projects. Instagram takeover projects are getting more popular among project teams.



FIN



EURODESK FINLAND'S STRATEGY IS TO WORK IN COOPERATION WITH RELEVANT EXPERT ORGANISATIONS AND NETWORKS.

In 2018, Eurodesk built new partnerships within its host organisation EDUFI. The newest partnerships are the National Europass Centre and the unit in charge of the Recognition and international comparability of qualifications.

Theme-wise Eurodesk Finland's focus was on the European Parliament's new initiative #DiscoverEU and the new European Solidarity Corps programme. The EU novelties were promoted on social media, the European Youth Portal, and in various events by both the national Eurodesk and the ambassador organisations across the country.

Eurodesk reinforced the EuroPeer network by organising a national training and participating actively in the development of the EuroPeer activities internationally. In cooperation with the Erasmus+ National Agency, an international EuroPeer training course was also organised in Finland in March 2018.

Twenty-two EuroPeers from across Europe got to learn the basics of peer information in the sunny and snow-covered youth centre Marttinen. EuroPeers are young people who have taken part in Erasmus+ youth activities. With their own example, they wish to encourage other young people to become more internationally aware and look at the world with an open mind & heart.

The second half of the year was dedicated to training and networking activities with and for the ambassador organisations. Two one-day trainings titled "Get skills from abroad", one in Helsinki and the other in Oulu, were organised in cooperation with Euroguidance, Europass, and the Recognition unit. 88 persons took part in these events.

Finnish and Slovenian Eurodesks and National Agencies also cooperated in organising study visits for three Slovenian Eurodesk multipliers in Finland. The organisations hosting these study visits were the youth centre Metsäkartano and Koordinaatti – the National Centre of Expertise for Youth Information and Counselling.

In mid-November, Eurodesk offered a one-day seminar for 30 ambassador organisations. This year the focus was on future skills needs and equal opportunities. The seminar content was prepared in cooperation with the other information services (Euroguidance and Maailmalle.net) hosted in EDUFI.

Together with the Maailmalle.net service, Eurodesk also participated in Finland's biggest study fair "Studia". Studia brings together over 13 000 young people and guidance counsellors.

Eurodesk Finland made special efforts towards the capacity-building of its staff. The national coordinator Hilma Ruokolainen got Swedish language training and training in social media and photo editing. She also took part in foresight and futures studies seminars and workshops, which gave her plenty of food for thought and helped Eurodesk in its endeavours to better link the Eurodesk activities with the societal developments.

In October the Eurodesk team was reinforced by a new part-time worker Anna Kovács. Anna is only 24 years old, but she already has vocational training for youth work, experience of long-term volunteering abroad, and plenty of experience in the youth field. She is currently studying cultural management at the university of applied sciences.

LAND

NATIONAL OFFICE: HELSINKI
COUNTRY POPULATION: 5,487,308
YOUTH POPULATION (15-29): 18,2%
EMAIL: EURODESKFI@EURODESK.EU



We reinforced the expertise of our 138 multipliers by organising interregional trainings and seminars across the country. We helped more than 61 000 young people find a way to make their mobility projects concrete. We organised more than 870 events nationwide, including during the Time to Move campaign. Our network celebrated the #erasmusdays with a series of events. Three young European volunteers hosted in our Youth Information Eurodesk network participated to the EYE event and led activities on the Eurodesk stand.

NATIONAL OFFICE: PARIS
COUNTRY POPULATION: 66,759,950
YOUTH POPULATION (15-29): 17,9%
EMAIL: EURODESKFR@EURODESK.EU

GER MA NY

NATIONAL OFFICE: BONN
COUNTRY POPULATION: 82,175,684
YOUTH POPULATION (15-29): 17,0%
EMAIL: EURODESKDE@EURODESK.EU

ONE OF THE HIGHLIGHTS OF THE EURODESK TEAM IN 2018 WAS THE ORGANISATION AND PARTICIPATION OF THE EUROPEAN LEARNING BY LEAVING CONFERENCE.

The German Euroguidance, Eurodesk, Europass and EURES centres were organising the Learning by Leaving Conference 2018 – a joint conference for European mobility networks – in Cologne, Germany from 19 to 21 November 2018.

After a few years' break when the last Learning by Leaving Conference took place in Uppsala, Sweden, the conference in Cologne marks the kickoff of a series of Learning by Leaving Conferences that will be organised in the next three years. The aim of these conferences is to establish closer cooperation between the European mobility networks through regular exchanges of information, best practices and peer-learning as well as to make better use of synergies to increase the quality of the service provision.

As European mobility facilitators, we, the networks Euroguidance, Europass, EURES and Eurodesk need to keep the European spirit going by ensuring that learners and workers are provided with the appropriate information, guidance and competences before and when deciding to go abroad. Thus, the aim of the Learning by Leaving Conference 2018 was to strengthen cooperation between the networks with a focus on mobility in today's Europe. More than 130 participants traveled to Cologne to discuss and work on the important issues of our information activities:

- **MOTIVATION and INFORMATION** Creating awareness
- **TRAINING and QUALIFICATION** Professionalising ourselves
- **GUIDANCE PROCESSES** Identifying opportunities
- **HUMAN SKILLS** Helping assess experiences
- **CERTIFICATION PROCESSES** Validating mobility



FOR ABOUT 12 YEARS THE EUROPE DIRECT INFORMATION CENTER OF KOMOTINI AND THE EURODESK NETWORK HAVE BEEN COOPERATING IN ORDER TO PROVIDE YOUNG PEOPLE INFORMATION SERVICES OF THE HIGHEST QUALITY. ALL THESE YEARS, EURODESK OFFERS THE CENTER'S STAFF CONTINUOUS INFORMATION AND TRAINING ON YOUTH ISSUES. THROUGH THIS, IT PROVIDES US WITH THE NECESSARY SKILLS IN ORDER TO OFFER GUIDANCE TO YOUNG PEOPLE, PUPILS, STUDENTS, AND YOUNG PEOPLE FROM ALL SOCIAL GROUPS. IN ADDITION, THROUGH NETWORKING ACTIVITIES AND SEMINARS, WE HAVE THE OPPORTUNITY TO MEET PARTNERS FROM OTHER EUROPEAN COUNTRIES AND TO EXCHANGE GOOD PRACTICES THAT WILL ADD VALUE TO OUR WORK!

NATIONAL OFFICE: ATHENS
COUNTRY POPULATION: 10,783,748
YOUTH POPULATION (15-29): 16,8%
EMAIL: EURODESKEL@EURODESK.EU

G R E E C E

EURODESK GREECE WORKED AROUND THREE MAIN TOPICS DURING 2018: INCLUSION, DEMOCRACY AND INFLUENCE.

Their events focused particularly on enhancing intercultural awareness and reaching a wider, more inclusive target group of young people. They had a special attention on NEETs and other vulnerable groups of young people via personalised trainings and counselling sessions.

From January to December 2018, 3,644 young people in total were informed in person, by phone and electronically by Eurodesk Greece with approximately 10 enquiries/day.

Eurodesk Greece exclusively promoted, aided and ran the initiative of the "DiscoverEU" in the country. They were proud for reaching the 7th place among the 28 for the number of these applications.

During the last year Eurodesk Greece increased the number of likes and follows by more than one thousand and a half (organic results), reaching more than 3,250 followers and increased the engagement of young people on their page.

For the first time, Eurodesk Greece celebrated the "Time to Move" campaign, sharing responsibilities with other organisations, such as ESN Greece. During October more than 1,545 people attended their events.



Eurodesk Greece communicated and exchanged good practices and promoted strategies regarding the European Youth policy; such as "Europe Goes Local".

Through the "Time to Move" and "Erasmusx10" campaigns they sent a powerful message that every young person can and should participate in mobility projects. Youngsters became aware of and promoted solidarity, volunteerism, democracy, stewardship and active participation in politics and their local, national and European communities.

HUNGARY



NATIONAL OFFICE: BUDAPEST
COUNTRY POPULATION: 9,830,485
YOUTH POPULATION (15-29): 18,0%
EMAIL: EURODESKHU@EURODESK.EU

IN 2018 EURODESK HUNGARY WORKED WITH A NETWORK OF 33 LOCAL MULTIPLIERS, INCLUDING 7 REGIONAL COORDINATORS. EURODESK PARTNER ORGANISATIONS REACHED AROUND 10.000 YOUNG PEOPLE DIRECTLY THROUGH THEIR OFFLINE MOBILITY INFORMATION SERVICES IN 2018.

The main activity of Eurodesk multipliers working at 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 at 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 at regional level in 2018.

From May to June, 33 Eurodesk partner organisations held one-day information sessions (28 events) on mobility opportunities and particularly on the Erasmus+ Programme and European Solidarity Corps reaching 777 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 78 events reaching 4965 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.

We dedicated the autumn national network meeting to train newcomer multipliers based on the Eurodesk Qualifying Training Programme Module 1 and 2, and to implement Module 3 for the first time in the Hungarian network. With the help of an external trainer Module 3 was formed so that it would fit the current knowledge of the multipliers. The 3-day long training focused on non-formal learning methods.

The editorial team of the European Youth Portal includes 1 colleague from the Eurodesk national centre and 2 subcontracted external editors. Additionally, 8-10 young journalists contribute actively to the Portal. In 2018 Eurodesk Hungary published 234 items to the European Youth Portal, 187 of which were articles written by young journalists.

At the end of 2018 we produced a leaflet based on the new Eurodesk Brand Book about Eurodesk services targeting young people. Besides the new leaflet, the Hungarian network worked on improving visibility – new promotional materials, gadgets were produced and these tools made the overall appearance of Eurodesk more coherent, fresh and youth-friendly.

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 and distributing promotional materials together).



NATIONAL OFFICE: REYKJAVÍK
COUNTRY POPULATION: 332,529
YOUTH POPULATION (15-29): 21,5%
EMAIL: EURODESKIS@EURODESK.EU

Eurodesk attended a mobility fair linked to European Mobility days and International days in two of the universities of Iceland; in February and October. During these events young people and students met with representatives of the European programmes which Iceland participates in. Each event attracted around 450 participants that actively interacted with representatives of Eurodesk and the programme. There was also an international event hosted at the University of Iceland where representatives of Erasmus+ were presenting the programme and Eurodesk participated there to promote the Eurodesk Opportunity Finder.

IN 2018, THERE WAS A CONTINUED COOPERATION BETWEEN EURODESK, THE STUDY ABROAD CENTRE AND EUROPASS.

Presentations of international mobility opportunities were delivered to high school students all over the country. Around 10 high schools were visited and around 30 – 70 students in each school attended the presentations. The main topics discussed and presented in cooperation with the Study Abroad Centre and Europass were volunteering, studies abroad, youth exchanges, entrepreneurship, internship and creating a Europass CV. Eurodesk Iceland also visited high schools and a university in Akureyri, which is located in a rural part of Iceland.

In May Eurodesk participated in a mobility event with Hitt Húsið, the Reykjavík youth information centre, which has become a yearly collaboration event between Eurodesk, Hitt Húsið and other stakeholders. Around 100 participants attended this event.

Eurodesk Iceland brought three young persons to participate in the EYE 2018 in June in Strasbourg as a part of having their voices heard and discussed ideas for the future of Europe with decision makers.

In September Eurodesk Iceland took part in Samfés – Youth Work Iceland's workshop convention which is an event where youth workers from all the youth clubs and youth houses/centres from all over the country attend.



I R E



From left to right: Malgorzata Fiedot-Davies (Eurodesk Ireland), Eva Reina (ERYICA), Manel Sanchez (EYCA) and Audrey Frith (Eurodesk Brussels Link) at the Symposium on Youth Information in Europe.

2018 WAS A VERY BUSY AND SUCCESSFUL YEAR FOR EURODESK IRELAND.

Throughout the year Eurodesk continued to cooperate with its national network of 31 multipliers and cooperation partners: 23 youth information services operated by Youth Work Ireland, Crosscare and YMCA, five Europe Direct Information Centres (EDIC's) in Ballinasloe, Blanchardstown, Clones, Letterkenny and Sligo; Voluntary Service International, Spunout and the National Centre for Guidance in Education (NCGE).

In May, two young people, Tim Vos, nominated by Pauline Strappe, Youth Work Ireland Tipperary and Jake Kelly nominated by Des Bailey, Killarney Diocesan Youth Service represented Eurodesk Ireland at the European Youth Event in Strasbourg. Des accompanied the young people and facilitated a workshop during the event; Tim and Jake shared their international mobility experiences with young people from all over Europe.

In May, Eurodesk multiplier Youth Work Tipperary received an honourable mention in the Eurodesk Awards competition for their Time To Move 2017 regional event. To reward the organisation for this great achievement, Eurodesk Ireland and Léargas produced a promotional video with young volunteers hosted and sent abroad by Youth Work Tipperary (<https://www.youtube.com/watch?v=1QUSsuGp6l0>).

NATIONAL OFFICE: DUBLIN
COUNTRY POPULATION: 4,724,720
YOUTH POPULATION (15-29): 18,2%
EMAIL: EURODESKIE@EURODESK.EU

In October and November, in cooperation with the National Centre for Education (NCGE) Eurodesk Ireland organised five regional Time to Move information events in Dublin, Sligo, Limerick Junction, Killarney and Ballinasloe. The events were attended by 200 guidance counsellors, youth workers, teachers and students and strengthened partnerships between organisations at local level. The events provided comprehensive information about European programmes such as Erasmus+ and the European Solidarity Corps.

On 7 November Eurodesk Ireland and Youth Work Ireland (YWI), member of ERYICA and EYCA, ran an international Symposium in Dublin on Youth Information in Europe in the context of youth mobility, launched by David Stanton TD, Minister of State for Equality, Immigration and Integration. The event included presentations from Prof Maurice Devlin, NUI Maynooth, directors of Eurodesk, ERYICA and EYCA, Spunout and Youth Work Ireland and showed the value and the importance of youth information services for young people looking for information on opportunities abroad.

ITALY

THE ITALIAN EURODESK NATIONAL NETWORK WORKED WITH 94 REGISTERED MULTIPLIERS, COVERING ALMOST THE ENTIRE ITALIAN TERRITORY.

NATIONAL OFFICE: CAGLIARI
COUNTRY POPULATION: 60,665,551
YOUTH POPULATION (15-29): 15,3%
EMAIL: EURODESKIT@EURODESK.EU

There have been training or webinar opportunities offered to Italian multipliers by Eurodesk Italy almost every month during the year. The topics included qualification and recognition of youth work; communication to young people; strategic planning; project drafting for EU funds; Time to Move; and EU programmes such as the European Solidarity Corps and DiscoverEU.

During the year 320 events were organised by local multipliers on the topics youth participation and citizenship. The events involved around 35.000 youngsters and stakeholders.

Eurodesk Italy has actively participated in the Time to Move initiative. During the campaign, 105 events were organised at national level and around 13.000 young people joined those events.

60 young Italians, supported by Eurodesk multipliers, took part at the EYE2018 on 1-2 June 2018. It was a unique opportunity for young Europeans to make their voices heard. During the event, 9,000 participants came up and discussed ideas for the future of Europe with decision makers.

Eurodesk Italy launched the second edition of the Italian National Eurodesk Awards. Projects were awarded in October during the national network meeting. 14 projects were also submitted to the European Eurodesk Awards contest. Two Italian multipliers were awarded in the categories Active Citizenship, and the Solidarity Actions.

In 2018 Eurodesk Italy have 4 issues of the Dodo magazine. The publication focuses on youth policies and it aims at informing active stakeholders in the youth field in Italy. The number of subscribers rose to around 2000 during 2018.

Eurodesk Italy put a lot of effort on their online presence. Around 1.200 articles have been published on the websites eurodesk.it and portaledegiovani.it during 2018. The publication called 'Guide' filled with mobility programmes and opportunities for young people was downloaded 25.400 times. 44.115 subscribers received the monthly e-Newsletter.

Eurodesk Italy used Telegram to distribute mobility opportunities. The number of the Telegram group members reached 1000 in 2018, and it is still gradually increasing.

An online database tool was created by Eurodesk Italy, to collect data on the enquiries each multiplier is dealing with. Connected to this, Eurodesk Italy established a national quality system to better monitor the network's performance.



A

V

T

A

L

A

NATIONAL OFFICE: RIGA
COUNTRY POPULATION: 1,968,957
YOUTH POPULATION (15-29): 18,6%
EMAIL: EURODESKLV@EURODESK.EU



**THE MAIN GOAL OF THE EURODESK LATVIA
 IN 2018 WAS TO BECOME MORE VISIBLE
 ON SOCIAL MEDIA AND DIFFERENT YOUTH
 EVENTS ACROSS ALL LATVIA.**

In 2018 the Latvian network included 21 Eurodesk multipliers. To increase the quality of information provided by multipliers and to create new ideas for youth information events, two trainings and study visit to Eurodesk Lithuania was organised.

Throughout the year, Eurodesk Latvia together with multipliers organised and/or contributed to 163 trainings or events with 6045 participants.

Eurodesk Latvia took part in one of the biggest festivals for young people: "ZZ Festival", the youth festival in the Youth Capital of Latvia (Madona), the fair "School 2018", and the conversation festival "Lampa".

Eurodesk Latvia hosted Network meeting for Eurodesk national coordinators in Riga in September.

In close cooperation with multipliers and the European Commission Representation in Latvia and the European Movement in Latvia, Eurodesk Latvia organised 15 events for young people around Europe Day during May. The events included a youth opportunity day in Jurmala promoting the European Union, Erasmus +, Eurodesk and the European Youth Portal; and an event about volunteering abroad on a boat in the middle of Aluksne's lake. Erasmus+ volunteers from 5 different countries organised workshops according to their national traditions during Jekabpils city festival to promote Erasmus+ Youth exchanges.

During the Time to Move campaign, regional partners organised different types of activities. A mobile information trailer travelled around the Kekava municipality and informed young people about mobility opportunities in Erasmus+ and the European Solidarity corps next to schools, culture houses and gyms. There were three interactive hunting games across the city/town with different tasks about youth opportunities at local, national and international level, values of Europe, and personal competences and skills. A pyjama party helped to promote cultural differences in European countries and solidarity in Kuldiga. Eurodesk Latvia and multipliers carried out over 15 lectures in schools and storytelling events about volunteering abroad and more.

LIECHTENSTEIN

IN 2018 WE HAD THREE HIGHLIGHTED EVENTS CALLED "AB INS AUSLAND" ON 2 MARCH, SCHWIMMBADAKTION" ON 20 JULY AND "NEXT STEP" ON 21-22 SEPTEMBER.

Our first event "Ab ins Ausland" is a yearly event for young people in our youth information centre, aha – Tipps & Infos für junge Leute. Besides the offers of Eurodesk we invite different organisations from Liechtenstein that provide great opportunities. In 2018, we had an organisation that focused on young people in the middle of their apprenticeship or right after. Our guests received information about special programmes to boost their experience in the job market. Other organisations provided information about gap years, high schools years abroad, language stays in different countries in Europe and further. Another organisation introduced development services. The National Agency promoted volunteering programmes. The participation of volunteers who are doing a project in Liechtenstein helped to bring people closer to the opportunities. It was great to welcome around 30 young people, talk with them and help them with their own perspectives in life.

Our second event "Schwimmbadaktion" took place in the bath in Vaduz. It is a good opportunity to catch young people in their summer holidays to talk to them and give an idea about the possibilities outside of Liechtenstein.

The event "Next Step" has the format of a convention. Different providers give information to the public about schools, universities, gap years, apprenticeships and different professions. In cooperation with the national agency we represented the services of Eurodesk and volunteering opportunities. With "Next Step 2018" we reached about 200 young people and arranged a competition where young people had to answer questions about the youth information center and its offers.



NATIONAL OFFICE: SCHAAN
COUNTRY POPULATION: 37,622
YOUTH POPULATION (15-29): 18,1%
EMAIL: EURODESKLI@EURODESK.EU



EURODESK LITHUANIA CONTINUED TO POSITION AS A CREATIVE AND USER-FRIENDLY ACCESS-POINT, ENSURING THAT YOUNG PEOPLE AND MULTIPLIERS ARE SATISFACTORILY INFORMED ABOUT RELEVANT EUROPEAN PROGRAMMES AND OPPORTUNITIES.

**NATIONAL OFFICE: VILNIUS
COUNTRY POPULATION: 2,888,558
YOUTH POPULATION (15-29): 19,9%
EMAIL: EURODESKLT@EURODESK.EU**

Focus on multipliers

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 of Europe. At the end of 2018 Eurodesk Lithuania had 33 multipliers. Eurodesk implemented a training programme for new Eurodesk multipliers, 2 trainings for multipliers and volunteers network on topics covering participation of young people ("Erasmus+", including, in particular, European Solidarity Corps, DiscoverEU and other EU programmes). In addition, Eurodesk Lithuania encouraged and supported multipliers to organise activities related to the "Time to Move" campaign.

Strengthening Eurodesk multipliers network, Eurodesk Lithuania has 21 volunteers network based on the peer-to-peer method. Improving Eurodesk volunteers skills a new program was created based on the Eurodesk network competences framework to ensure continuous learning using the Open badges system. The main activities of volunteers were informational presentations-lessons on mobility opportunities at school and local events.

Different communication channels

One of the most stable and popular sources of information is Eurodesk Lithuania national portal which had 550 732 pageviews.

The content of the European Youth Portal (EYP) was created, obtained and maintained according to the requirements of the EYP Editorial Guidelines.

Eurodesk Lithuania created a new online programme for the young journalists: 9 topics and key competences of journalism were introduced during webinars and 1 training within 8 weeks. 12 young people were involved and trained as new content providers.

Cooperation with other networks

Eurodesk stayed in close partnership with the European Youth Card in Lithuania, Erasmus Student Network, ERYICA network, operating as a cooperation organisation of this network, and other European networks based in Lithuania.

LUX

EM

BO

URG

NATIONAL OFFICE: LUXEMBOURG
COUNTRY POPULATION: 576,249
YOUTH POPULATION (15-29): 19,1%
EMAIL: EURODESKLG@EURODESK.EU

IN LUXEMBOURG, THE COOPERATION WITH EUROPASS AND THE NATIONAL AGENCY OF ERASMUS+ IS STRONGER THAN EVER.

The Point Info Jeunes of the second biggest town in Luxembourg, Esch/Alzette, became our official multiplier. Several meetings and training were held in order to inform them about the EU mobility programmes and the competences of a mobility advisor.

Our host organisation changed a part of its mission and became the Youth Information National Agency, a coordinating body of all Youth Houses in Luxembourg. We followed our host organisation's information campaign in order to reach more Youth Houses and educators.

As always we participated in the same stand, the Erasmus+ stand at the National Student fair, the biggest annual event with 10000 participants we had 2 stands. One with the National Agency of E+ and one with our host organisation. Ex volunteers joined our team and via some educational games we reached a lot of young people.

Furthermore together with Europass, the National Agency of Erasmus+ and our multiplier we organised a mobility awareness workshop for young people based on the Eurodesk Euroclasses methodology.



M A

L T A

"THANKS TO EURODESK MALTA FOR PROVIDING THE VOLUNTEER TRAINING. I DISCOVERED WHAT I COULD EXPECT BEFORE ACTUALLY GOING TO A VOLUNTARY EXPERIENCE IN A FOREIGN COUNTRY. I'M GEARED UP TO BE PART OF THE EUROPEAN SOLIDARITY CORPS"

Francine
student from Malta

Having access to the right information at the right moment supports a more equal distribution of mobility opportunities. Specialised information services such as Eurodesk are particularly important as they offer young people accurate, reliable and youth-friendly information. Since 2017, Aġenzija Żgħażaġh has been operating Eurodesk services in Malta.

Festivals and other events

The Eurodesk Festival was an event that explored and celebrated the services, opportunities and the work done towards the young people in our community. It was an event which served as a platform for youth workers and professionals working in this field to discuss new skills and develop them over the coming years.

Hop On Hop Off

Hop on Hop Off brought together young people from Giovanni Curmi Higher Secondary School, MCAST Paola, Sir M.A Refalo Gozo and G.F. Abela Junior College.

Over 200 participants travelled to different locations by bus and were engaged in workshops that promoted volunteering abroad, studying abroad, travelling and internships/traineeships. By means of workshops delivered by EUPA, EU Careers-Malta and Aġenzija Żgħażaġh, young people became more familiar with Eurodesk services and were given the space to explore the benefits of learning mobility.

The Hop On Hop Off event showcased that learning mobility has positive effects on personal development, employability, building a sense of EU citizenship and on being tolerant to diversity. It highly contributed to broaden one's horizon, stimulated creativity and enabled the youth to develop the necessary competences to interact in a multicultural society. It proved the young people that quality mobility is good for individuals, societies and economies.

Time to Move

During Time to Move, Eurodesk Malta introduced young people attending the Fresher's Week at the University of Malta different opportunities through which they can go abroad and take part in an international project, explore Europe or gain the experience they need for their future.

NATIONAL OFFICE: SANTA VENERA
COUNTRY POPULATION: 434,403
YOUTH POPULATION (15-29): 20,2%
EMAIL: EURODESKMT@EURODESK.EU

N E T H E R

L A N

D S

NATIONAL OFFICE: UTRECHT
COUNTRY POPULATION: 16,979,120
YOUTH POPULATION (15-29): 18,4%
EMAIL: EURODESKNL@EURODESK.EU

New exhibition design

Another thing we did in 2018 is to try and make our exhibition stand look a bit more outstanding. With a lack of both money and staff it wasn't the easiest, especially with a low budget. We printed a couple of photos that we shared on our Instagram account during the year and had a little "exhibition corner", and organised a competition (guessing how many folded little paper planes were put in one vase). Together with the new, colourful postcards, the stand really popped up and visitors were very enthusiastic about it.

Presenting at schools and fairs

In 2018, we continued to attend several fairs and schools, where we often also had the possibility to give a presentation about Eurodesk and the possibilities for young people to go abroad. With the help of our EuroPeer network (a group of currently 25 enthusiastic young people, spread over the whole country), we managed to visit 7 schools and 6 fairs. Amongst them is a big national one, the two days Go Abroad Fair, which we attended both days. Next to the school fairs in different high schools, we joined a couple of Europe Direct-activities and co-organised an information afternoon session with the former Europe Direct Amsterdam, in the OBA (library) in Amsterdam.

Europeers

Next to the EuroPeers helping us at fairs and schools, they also organised a couple of own events: a picnic in a parc in Utrecht, with food from all over Europe and lots of information to be shared with people who wanted to know about their experiences. A street action activity with a big map of Europe to promote going abroad in Groningen and a flashmob in Amstelveen during the yearly National Meeting.

New materials

We developed a couple of new materials in 2018, mostly to be handed out at fairs and during school visits, to make more young people aware about Eurodesk Netherlands and spread both the name and what we're standing for. We decided to develop a new, very practical and useful gadget, that young people would really like to use: a marker, shaped in the form of a hand, with 5 different colours. Besides that, we wanted to update our postcards, that had to get a new look. The result is two colourful postcards.



Storytelling

Finally, we organised a training for EuroPeers, in cooperation with Eurodesk Flanders, focusing on Storytelling and Storyweaving. 10 Dutch young people and 10 Flemish young people joined and got trained in a technique to "weave" stories, learned how to gather other young people's stories about living abroad and how to put these stories into a proper form that can be shared, e.g. articles or videos. The training consisted of 2 national meetings: 1 before and 1 during the first and second training weekend, and 2 international training weekends: one in Antwerp, Belgium in April, and one in The Hague, the Netherlands in October. It was the same people joining the different trainings and afterwards, the Dutch participants helped us gathering and sharing stories for our national website (GO Europe) and the European Youth Portal, but they also have their own website (stornados.tumblr.com). They have also been giving presentations at schools and at our national kick-off event for the European Solidarity Corps.



NORTH MACEDONIA

NATIONAL OFFICE: SKOPJE
COUNTRY POPULATION: 2,071,278
YOUTH POPULATION (15-29): 21,5%
EMAIL: EURODESKMK@EURODESK.EU

The most important event that the Eurodesk national center has implemented was the youth marathon organised during October 2018. Over 200 people (mostly youngsters) representing schools and actors from the NGO sector participated as runners on 1km, 2km and 5 km race. During this event we provided t-shirts, water-bottles and gadgets (with the visual branding from Eurodesk) to all participants.

"I FEEL MY SELF REFRESHED AFTER EACH EURODESK NETWORK MEETING. IT KEEPS ME ALIVE, MOTIVATED AND A DEDICATED PERSON. THESE MEETINGS ARE THE HIGHLIGHT OF BEING A NATIONAL COORDINATOR."

Jovica Mitevski
Eurodesk North Macedonia National Coordinator

NORWAY

NATIONAL OFFICE: TONSBERG
COUNTRY POPULATION: 5,213,985
YOUTH POPULATION (15-29): 19,8%
EMAIL: EURODESKNO@EURODESK.EU

Two national meetings for Eurodesk Multipliers were carried out in 2018, both of them stretching over two days. The first one was held in Bergen, and the second in Oslo. In Bergen we visited the newly established youth information office, run by the umbrella youth organisation Ung Vest. On this meeting the multipliers also decided to work on a National Charter for the network, named Forum for Youth Information in Norway. On the second meeting, in Oslo, this charter was finalised and agreed upon. The Norwegian youth information portal Ung.no has also become a multiplier for Eurodesk, and we discussed new ways of cooperation on this meeting.

The Operation Day's work was carried out with 6 young people in 2 different organizations, the youth councils in Bærum and Buskerud. The young people received information about the Erasmus + program, and passed it on to young people through information stands, competitions, distributing flyers and more.

Together with the Norwegian Network for Mobility we organized a one day seminar on the 26th of September, The International Language Day. The theme was opportunities abroad for young people, and representatives from ANSA, EURES and Eurodesk/Erasmus + held presentations. Around 30 participants took part, being career advisors, EURES advisors, advisors in schools, and more.

Eurodesk has continued reaching out to national offices within EURES and the Norwegian Welfare Administration (Nav), encouraging and guiding them to send young people within their system on voluntary work abroad. This proved to be an effective way to reach many young people, especially NEETS and young people with fewer opportunities.

Eurodesk has established a cooperation with the LOS network in Norway, which is a service provided to young people and NEETS in challenging life situations. Eurodesk participated in a national gathering for advisors in the network.

The Norwegian EuroPeers has participated in 16 events, doing presentations or spreading information on stands.

Eurodesk journalists published 24 articles on the EYP. 5 of these were written by the journalist themselves, concerning telling about their own experiences participating in international projects. The Eurodesk officer answered 125 online inquiries through the EYP.

The Eurodesk officer participated in 18 information activities (presentations, information stands, events, seminars) throughout the year.

The webpage for teachers SubjectAid has sent out 1.903 brochures, flyers and posters about Eurodesk and possibilities for young people abroad to teachers and school advisors.

The Time to Move campaign was carried out in cooperation with 4 multipliers, who in total organised 24 events and reached around 360 people offline (and many more online).



P O L A N D

NATIONAL OFFICE: WARSAW

COUNTRY POPULATION: 37,967,209

YOUTH POPULATION (15-29): 20,2%

EMAIL: EURODESKPL@EURODESK.EU

**NEARLY 5000 ANSWERS TO ENQUIRIES,
CLOSE TO 350 000 WEBSITE VISITORS,
7000 NEWSLETTER SUBSCRIBERS, 350 000
FACEBOOK OUTREACH, 1000 WORKSHOPS,
2 PUBLICATIONS AND OVER 1000 EVENTS
ORGANISED ALL OVER THE COUNTRY.
IN 2018 EURODESK KEPT ITS POSITION
AS ONE OF THE MOST RECOGNISED
INFORMATION NETWORK IN POLAND.**

Network management

It was the real breakthrough in the Eurodesk Poland network support. For the first time in the 16 history of Eurodesk Poland the Polish multipliers could have applied for extra Eurodesk funding for exclusive Eurodesk information projects. And they did! 15 multipliers formed 5 partnerships submitting 5 projects. Two of them got funding - Eurodesk Garden and Eurocamps. Their results were truly outstanding... Besides, to help the multipliers to realise to provide high quality information on mobility and funding opportunities Eurodesk Poland National Office organised in 2018 two network events - the annual network meeting and a training session for newcomers to the network.

Enquiry answering

Last year Eurodesk Poland network answered over 3500 questions and provided 600 consultations – in person, by phone and online (including livechat). In additions the staff of Eurodesk Poland National Office answered some 500 questions related to Discover EU initiative.

Online activities

The Eurodesk Poland website remained the most popular website managed by the Foundation for the Development of the Education System which hosts such programmes as Erasmus+, the European Solidarity Corps and a number of minor mobility and education programmes. The Eurodesk website was visited by 339 844 users. The most popular part of the website was the grants data base, which consists of 502 records. The content published on the website was further disseminated via 31 issues of the two Eurodesk Poland electronic newsletters. In total, they contained over 700 news items. The number of newsletters' subscribers increased to 6944. The European Youth Portal was not forgotten. Eurodesk Poland National Office provided it with 308 contributions (123 articles, 125 news, 60 events). The number of the Eurodesk Poland fan-page increased to over 6400 fans. Altogether 158 posts were published in Eurodesk Poland Facebook 18, they reached 344 172 users.

Offline activities

In 2018 the Eurodesk Poland national office and its network of multipliers reached directly over 46 000 young people. Almost half of them (21 820 participants) took part in 988 exclusive Eurodesk Poland euroclasses (Eurowork - 137, Eurovolunteering - 263, Eurostudying - 64, Euroopportunities – 29 and Euroactivation – 101) and "Papers to Career" workshops (394) The rest were reached at seminars, trainings, fairs and outdoor events organised throughout the year. The peak of the Eurodesk Poland network activity was the "Time to Move" campaign in October, during which 120 events promoting mobility were organised, more than in any other country participating in the campaign.

Publications

Two publications for young people were released in 2018: a new edition of "Working in Europe" and issued for the first time: "International Youth Exchanges". Periodical publications – the quarterly magazine "Europe for the Active" and "Your Eurodesk" newsletter were continued. All publications were disseminated by Eurodesk Poland multipliers.





PORTUGAL

THE OVERALL NATIONAL ORGANISATION OF EURODESK PORTUGAL IS THE SAME OF PREVIOUS YEARS. IN 2018, EURODESK PORTUGAL UPGRADED THE NETWORK FROM 58 TO 70 MULTIPLIERS, COVERING THE WHOLE COUNTRY. CLOSE COOPERATION WITH THE EURES NETWORK, EUROPE DIRECT CENTRES AND THE YOUTH WIKI COORDINATOR HAS BEEN ALSO CLOSELY MAINTAINED.

**NATIONAL OFFICE: BRAGA
COUNTRY POPULATION: 10,341,330
YOUTH POPULATION (15-29): 16,3%
EMAIL: EURODESKPT@EURODESK.EU**

The 70 multipliers have had 2 network meetings and training, preparing and being involved in voluntary campaign, and the Time to Move campaign. An agreement contract was signed by Eurodesk Portugal and each of the multipliers in order to formalise the partnership and the expected results.

We delivered monthly newsletters to multipliers and for our database with relevant information and opportunities. Webinars on the European Solidarity Corps kept multipliers updated throughout the year. A Facebook and Instagram were also permanent tools of information and dissemination.

The DiscoverEU campaign was a great success in terms of promotion and results, with over 1000 questions answered during 2018 related to this topic. The NA invested in mass media communication. The results were impressive with 6000 applications (the 5th higher number among the countries) and 291 ticket winners.

The strategy in terms of Communication, information and dissemination for Eurodesk in Portugal was part of a coherent communication framework of the PT NA covering all the responsibilities on the multiple programmes and networks.

In terms of events, we highlight:

- Volunteering campaign - more than 200 events delivered in partnership with Eurodesk Portuguese Multipliers, all over the country, and with the participation of more than 30000 youngsters, youth workers and politicians.
- Time to move Campaign: More than 20 local/regional events and 1 national event for more than 500 participants;
- Participation in the "Volta ao Emprego" national route of events delivered by the Europe Direct Centers in Portugal

ROM

NATIONAL OFFICE: BUCHAREST
COUNTRY POPULATION: 19,760,314
YOUTH POPULATION (15-29): 18,4%
EMAIL: EURODESKRO@EURODESK.EU



ANIA

EURODESK ROMANIA CONTINUED TO WORK CLOSELY WITH THE ROMANIAN AGENCY FOR ERASMUS+ IN PROMOTING YOUTH MOBILITY AND BEYOND, STUDYING AND VOLUNTEERING WITH A FOCUS ON EUROPEAN SOLIDARITY CORPS.

Eurodesk Romania has been present in Romania for 20 years and continued to be one of the most recognised information network, the only that provides European information for young people and those who worked with them.

The Eurodesk Romania network consists of 19 multipliers acting at local level. Eurodesk Romania continued supporting, strengthening and motivating Eurodesk multipliers to provide information services on European programmes, policy and European funding and mobility opportunities. In order to build capacity, provide training and support, Eurodesk offered one national meeting and training and one training webinar. Eurodesk Romania provided the network of multipliers with printed and promotional materials. The multipliers continued to provide information to young people, mainly in schools and also in rural areas. Multipliers organised events to inform young people about different mobility opportunities and to encourage them to think about going abroad. The Erasmus+ Programme, European Solidarity Corps and DiscoverEU initiative were all highlighted in these sessions.

During the Youth Summit which took place in Baia Mare, the Romanian Youth Capital 2018, ANPCDEFP launched on 10th of November 2018 the European Solidarity Corps, a program which creates opportunities for young people for volunteering, traineeships and jobs and solidarity projects which help the local community young people live in. Eurodesk Romania participated in this national event organised by AN Romania and coordinated an Infodesk when young people received information, advice and guidance on the European Solidarity Corps, Erasmus+, Eurodesk and European mobility opportunities. For informing young people different tools were disseminated, ESC leaflets, postcards and stickers, Eurodesk postcards and bookmarks. The Infodesk had a real success and raise awareness on ESC and learning mobility opportunities for about 200 young people.

As in the last years Eurodesk Romania and its network of multipliers participated in Time to Move. Eurodesk Romania achieved good results concerning the number of all organised events with 94 events and around 6,900 participants. Promotional products were distributed amongst youngsters - postcards, bookmarks, backpacks, pens and stickers.

The number of enquiries raised and the 460 queries answered in 2018 by Eurodesk office were focused on Erasmus+, European Solidarity Corps, DiscoverEU, mobility opportunities - studying, training and working, internships.

SLOVAKIA

IN 2018, EURODESK SLOVAKIA SET UP COOPERATION WITH 21 MULTIPLIERS AND WITH THE HELP OF EURODESK BRUSSELS LINK IT STARTED A NEW WEBSITE.

The Eurodesk Coordinator together with information centre Europe Direct Žilina participated in an information seminar at the University of Žilina. The aim of the seminar was to promote opportunities offered by the Erasmus+ programme. Eurodesk in cooperation with the EVS Coordinator from the NA organised a workshop and discussion about examples of good practice for participants of the event.

In April, the Eurodesk Coordinator in cooperation with the NA organised information events called Erasmus+ Coffee. Events took place in three cities. During the events opportunities for youth and voluntary organizations, social institutions, community centers, sport clubs, youth parliament, non-formal groups of young people and for all young people under the age 30 were promoted. Another purpose of the event was to clarify how organisations can be registered and how can Eurodesk support them during the project process. Eurodesk Slovakia invited young people who have already attended youth mobility and representatives of organisations who are actively involved in the Erasmus+ programme.

The NA in cooperation with the Slovakian Eurodesk Coordinator took part in one of the largest Jobs Fair of Slovakia in Nitra. During two days young participants were informed about their possibilities offered by the Erasmus+ programme. Youth mobility opportunities and the European Solidarity Corps were presented as ways to increase the chances of employment in the job market.

NATIONAL OFFICE: BRATISLAVA
COUNTRY POPULATION: 5,426,252
YOUTH POPULATION (15-29): 20,4%
EMAIL: EURODESKSK@EURODESK.EU

Eurodesk, the NA and representatives of the Youth Support Unit in cooperation with representation of the European Commission and offices of the European Parliament were part of the event called Day of Europe, that was organised in May in three Slovak Cities – Košice, Prešov, Bratislava. Young people and youth organisations were informed about their possibilities offered by the Erasmus+ program.

In cooperation with the Representation of the European Commission (REC) of the Slovak Republic, members of the NA and the Eurodesk Coordinator participated in the largest music festival in Slovakia. Within 3 days, different kinds of activities were organised and information was disseminated on the Erasmus + programme and the European Solidarity Corps. During the festival, the team organised debates on the future of young people in Europe.

In the beginning of October, Eurodesk Czech Republic and Slovakia organised a joint Czechoslovak multipliers training. The aim was to provide space for networking, setting up cooperation possibilities, discussing opportunities for sharing knowledge between the two parties, and preparing together for the European Youth Week 2019. Training sessions helped to deepen the cooperation between the two countries.





IN JANUARY 2018 EURODESK SLOVENIA ORGANISED ITS ANNUAL INITIAL TRAINING FOR NEW MULTIPLIERS, AND NEW STAFF WORKING AT MULTIPLIERS OFFICES.

The year continued with developing and updating the workshop module on the topic of EU elections, which will take place in May 2019. We cooperated with trainers, dealing with the topic and invited representatives of the Information office of the European parliament in Slovenia to present the EP activities, aimed at increasing the number of young people elected to the EP. A further incentive was formed - young people, participating at the workshops, will be invited to participate in the This time I'm voting campaign, and the ones who will invite the most new people to join, will have the opportunity to visit Brussels and the European Parliament in April 2019, sponsored by the European Parliament. The material for workshops was renewed and updated.

Also in 2018, Eurodesk Slovenia kept focus on enhancing the quality of youth information. A new multiplier from Upper Carniola region attended the multipliers meeting in Brussels.

In cooperation with Eurodesk Finland we organised a job shadowing for three information workers from Slovenia (members of Eurodesk multipliers network) to organisations in Finland. They learnt about youth work in Finland, influenced by the distances in the country, which leads to a special attention to digital youth work and work with specific organisations, in contact with young people. The knowledge gained was shared with the whole national network.

NATIONAL OFFICE: LJUBLJANA
COUNTRY POPULATION: 2,064,188
YOUTH POPULATION (15-29): 16,8%
EMAIL: EURODESKSI@EURODESK.EU

Eurodesk Slovenia in cooperation with Europe Direct contact points and other EU information networks created an overview of all EU information material, relevant for young people, available in Slovenia.

In 2018 Eurodesk Slovenia, besides disseminating regular newsletter on international opportunities for young people and youth policy, issued three newsletters: on the topic of structured dialogue, digital/smart youth work and European programmes in 2019.

Regarding promotion, Eurodesk Slovenia designed water bottles (for stakeholders) and pens (to be widely disseminated among young people).

Towards the end of the year Eurodesk Slovenia held a presentation on opportunities about the European Solidarity Corps on the International Day of Volunteering at a Eurodesk Multiplier in Maribor.

SPAIN



In 2018, Eurodesk Spain worked on a stronger cooperation with SEPIE, EURES, other networks, local infopoints and governments.

During the Time to Move campaign 54 events were organised with around 3500 participants.

The monthly Eurodesk newsletter was published on the Injuve and Erasmus+ website and was sent on a monthly basis to the subscribers.

NATIONAL OFFICE: MADRID
COUNTRY POPULATION: 46,440,099
YOUTH POPULATION (15-29): 15,6%
EMAIL: EURODESKES@EURODESK.EU

SWEDEN

EURODESK



NATIONAL OFFICE: STOCKHOLM
COUNTRY POPULATION: 9,851,017
YOUTH POPULATION (15-29): 19,1%
EMAIL: EURODESKSE@EURODESK.EU

ONE OF THE HIGHLIGHTS IN 2018 FOR EURODESK SWEDEN WAS ORGANISING THE INTERNATIONAL EURODESK NETWORK MEETING IN GÖTEBORG.

Eurodesk Sweden organised the Europe Day with eight different activities around Sweden, together with multipliers and collaborative partners. We did workshops, seminars and competitions. At a fair we had a green screen where people could 'travel' anywhere in Europe by digitally changing the green background to a city they selected. While the picture was printed out for the participants we informed them about Erasmus+ and the European Solidarity Corps. We also had a Europe Quiz where each question provided information about Erasmus+ and ESC. The organisations involved in these activities were the Swedish Government, the European Commission in Sweden, and Eurodesk multipliers Europa Direkt Fyrbodalen, Sundsvall kommun, Borås Stad, KEKS, Solna Stad, Globala Kronoberg and Stockholms Kulturskola.

Eurodesk Sweden organised 29 different information events and workshops about Erasmus+ and the European Solidarity Corps. One workshop was for youth workers where we helped them with an Erasmus+ application or a ESC application. We have a ready concept that anyone in our staff can carry out. This is often the most efficient to understand the programme and send in qualitative applications.

Our organisation took part in two political weeks in Sweden, Järvaveckan and Almedalen with over 60 000 participants. Järvaveckan takes place in a socio-economically vulnerable area to reach people who tend not to participate in civic activities or are with fewer opportunities. By participating in this nine days activity we could reach a target group that otherwise is very hard to communicate to. Here we had a wall where anybody could come and write/paint something about what the EU meant to them or what opportunities they were missing in their life. After their contribution on the wall, we could inform them about the opportunities they have within the EU. Almedalen is where the political elite stays for nine days and is a good place to reach many organisations and can share good practices.



SWITZERLAND

2018 IS THE SECOND YEAR FOR INFOCLICK.CH TO IMPLEMENT EURODESK IN SWITZERLAND.

Eurodesk is now present in the 3 regions: French, German and Italian speaking and the communication is always done in 3 or 4 languages (English) on social media and communication tools.

Eurodesk took contact in 2018 with the youth delegates and the responsables of mobility in the different cantons of Switzerland to inform about Eurodesk's services and to see if collaborations are wished. A large increase of the number of requests has been noted after that networking job. Cooperations have also been established to inform about Eurodesk and mobility opportunities of our partners.

Eurodesk also participated in several activities of the Swiss National Agency Movetia. At the project lounge, Eurodesk could inform participants about opportunities not covered by the national agency (projects for people under 18, Au-pair, language courses, etc). Throughout the year, Eurodesk participated in the pool of experts on the national study about the basic analysis on exchange and mobility in non formal youth work in Switzerland ordered by Movetia. During the annual Youth in Action «Exchange on exchange» day, participants could go on a boat trip where Eurodesk acted as the «lighthouse» to give the participants the first information and direct them through their boat ride and the different mobility opportunities that were presented.

2018 was also the year for Eurodesk to set up its multiplier network back. 9 organisations joined the network. Those organisations are various: youth information centers, institutional organisations for youth and mobility, youth organisations active in mobility. This network now covers also the 3 regions (French, German and Italian speaking) and cooperations could be implemented with those partners.

NATIONAL OFFICE: LAUSANNE

COUNTRY POPULATION: 8,327,126

YOUTH POPULATION (15-29): 18,2%

EMAIL: EURODESKCH@EURODESK.EU

Eurodesk could for example participate at the summer party of the Subkult youth organisation and present its services or do a presentation in the Steiner school in St. Gallen together with Workcamp Switzerland.

This year was also the one to make the national website more attractive to younger people with more pictures, videos and also some new features on the website such as a Newsfeed and a «Hot» section and also a direct link to the facebook publications. A video has also been produced by a youth reporter organisation. It has been made in cooperation with «Naturkultur» an organisation active in youth exchanges and workcamps. The video is a testimonial of participants talking about what they did but also what are the benefits of such projects. Moreover, Eurodesk has a dedicated section in the infoclick.ch newsletter that reaches every month more than 4000 people. Communication material has also been produced and spread through schools and partners.

Time to Move was also a highlight of this year with Eurodesk. Two online chats have been organised where young people could talk directly to their peers and know more about the project done by the young person. Information session in schools have also been implemented such as the European design contest that has been promoted throughout our social media. On transnational level, Eurodesk Switzerland also participated to "Forum des voyageurs" in France where Eurodesk could inform young people willing to do a mobility project in Switzerland.

TURKEY

NATIONAL OFFICE: ANKARA
COUNTRY POPULATION: 78,741,053
YOUTH POPULATION (15-29): 24,5%
EMAIL: EURODESKTR@EURODESK.EU

HAVING THE ADVANTAGE OF RUNNING UNDER THE TURKISH NATIONAL AGENCY, EURODESK TURKEY HAS BEEN IN CLOSE COOPERATION WITH THE NA.

Eurodesk Turkey fulfilled its tasks by organising joint information activities with its multipliers. European Day, Erasmusdays and Time to Move activities were carried out in 2018 and many multipliers took part in these events. Our multipliers have been successful to reach out to as many young people as possible.

Furthermore, each year Eurodesk Turkey regularly introduces its multipliers best practices in the annual network meetings. This is a great arena to demonstrate the good practices that are realised by the multipliers. In May 2018, a Eurodesk Turkey's multiplier, Turkish Red Crescent Eskişehir Branch, received the Eurodesk Network Prize at the Eurodesk Awards with their project called "Saving Lives, Changing Lives".

In September 2018, a new call was announced in order to enlarge the network to the regions where there were no Eurodesk multipliers present.

Some of the main activities that we realised throughout 2018 were two thematic trainings on Sustainable Development Goals, a training on youth information and communication, a training on European Day youth information, and a national multiplier network meeting. Eurodesk Turkey also organised several webinars to be able to reach out to more beneficiaries of Erasmus+.

In October 2018, Eurodesk Turkey received a certificate for meeting 100% of the criteria in the Eurodesk Quality Catalogue Assessment 2017. This quality process is part of the Eurodesk tools aiming to assess the quality of service in the Eurodesk network. With this outstanding results, director of Eurodesk Brussels Link confirmed that Eurodesk Turkey is providing high-quality information services on learning mobility and participation in Europe to young people.

We have been cooperating with Europass Turkey since 2015. Our multipliers participated in many Europass information meetings in Turkey.

Promotional materials as well as social media campaigns on Twitter and Facebook aimed to increase the visibility of Eurodesk Turkey. In 2018, we reached 15.200 followers on Twitter and 46.809 followers on Facebook.



UKR

NATIONAL OFFICE: KIEV
COUNTRY POPULATION: 42,101,650
YOUTH POPULATION (15-29): 17%
EMAIL: EURODESKUA@EURODESK.EU

AI

NE



2018 WAS THE FIRST YEAR OF EURODESK IN UKRAINE! IN FEBRUARY 2018 THE NATIONAL YOUTH COUNCIL OF UKRAINE GOT THE SUPPORT FROM THE MINISTRY OF YOUTH AND SPORT TO DEVELOP A EURODESK CENTRE IN THE COUNTRY. WITHIN THE FRAMEWORK OF THE GENERAL ASSEMBLY OF THE NATIONAL YOUTH COUNCIL OF UKRAINE YAREMA OLEKSANDR, THE DEPUTY MINISTER OF YOUTH AND SPORTS OF UKRAINE AND REINHARD SCHWALBACH, PRESIDENT OF EURODESK DISCUSSED THE IMPLEMENTATION PLAN OF SETTING UP THE EURODESK NETWORK IN UKRAINE.

Andriy Kolobov, Head of the The National Youth Council of Ukraine joined the training for newcomers organised by Eurodesk Brussels Link and learnt how the Eurodesk network works and found out about best practice of development of the national network.

NYCUkraine started to look for funds to support Eurodesk and applied to UNICEF in Ukraine with the financial support of the European Union within the framework of the project "Development of Sustainable Models of Youth Participation" which is part of the programme "Strengthening of Capacity and Enhancing Social Activity of Adolescents and Youth in Eastern Ukraine".

Due to new resources we managed to recruit multipliers and develop our social media strategy. During first months we gained 1000 followers on Facebook and 100 followers on our new Telegram channel.

Throughout the year, we started to deliver Eurodesk information all over Ukraine:

- Presentation of Eurodesk Ukraine during Extraordinary General Assemble of NYC Ukraine (8th of September).
- The first Eurodesk event was held during Time to Move campaign in the Ukrainian Educational Forum "Successful 11-class" (13th of October).
- In the framework of the Kyiv "M18 Youth Forum" Eurodesk was presented during TimeToMove campaign (28th of October).
- Eurodesk opportunities were presented at the 29th National Council Meeting ELSA Ukraine in Kharkiv (4th of November)
- In the framework of the UNICEF project two information sessions were carried out in Luhansk (9th of November) and Donetsk region (19th of October).
- During partner event "Youth4Change Camp" in the Dnipro region, Eurodesk was presented to over 100 participants (6th of December).

UNITED KINGDOM

NATIONAL OFFICE: BIRMINGHAM
COUNTRY POPULATION: 65,382,556
YOUTH POPULATION (15-29): 19,5%
EMAIL: EURODESKUK@EURODESK.EU

THERE WERE KEY STAFF CHANGES WITH A NEW EURODESK OFFICER AND RECRUITMENT FOR THE NEW POST OF EURODESK ASSISTANT, REFLECTING THE DEVELOPMENT OF EURODESK UK, AND THE ASSOCIATED INCREASED WORKLOAD.

We are proud that the Eurodesk UK Officer was elected to the Eurodesk Executive Committee in September and is also on the Working Group for v3 of the European Youth Portal.

The multiplier network is well-established, and all 15 Partners continued to work with us. Some organisations who have worked with Eurodesk since we launched the UK multiplier network in mid-2016 can now invest more time in activity, which balances the reduction in time from Partners where there are new members of staff or organisational change. The number of Ambassadors is up to 20, 3 more than last year. Our network supported EBL activities, with an entry in the Eurodesk Awards (the first time for the UK), attending the Multiplier Seminar and the European Youth Event.

We participated in local, regional and national-level stakeholder events and meetings, including the twice-yearly Erasmus+ Youth Sector Consultative Group and EU Programmes Coordination Group which includes the Euroguidance and Europass agencies. We had a stand at the Erasmus+ Annual Conference attended by 200 delegates, at the launch of the European Solidarity Corps, and at start-up seminars for new projects. We proactively sought to make and develop new links, including "My life my say" who advocate for active citizenship. We attended a Youth Trends Summit in Birmingham, a great opportunity to hear from young people as was a Structured Dialogue TaskForce meeting with Members of the Youth Parliament, Commonwealth Youth Forum and UK Young Ambassadors.

There were 133 Eurodesk events across the country (51 during Time To Move), reaching almost 13,000 young people. Eurodesk had representation at high-profile Skills Shows in Cardiff, London and Edinburgh, and at Culture Night Belfast, and we supported innovative activities such as 'Do your thing' performances in the East Midlands, and information sessions using Virtual Reality headsets in Scotland and 360 degree video in south-east England.



We again collaborated with Euroguidance UK on Stand Out in a Global Market, leading on Birmingham (23 October) and supporting Leeds (14 November) targeting 16-18 year-olds from schools, colleges and training providers.

Our social media presence continues to grow. Facebook Likes number 1066 (from 703 at the start of the year) and our Twitter followers rose to 840 (from 540). Following an analysis of the social networks most relevant for young people, we launched an Instagram account in September.

We uploaded 133 pieces of content on the European Youth Portal, including contributions from our multiplier network. As a highlight, we updated all the content related to travelling and included some key topics for young people in order to help them plan and prepare themselves for the DiscoverEU travel pass. We answered 729 enquiries, up from 293 in 2017. This increase is primarily due to DiscoverEU.

We published four issues of the Eurodesk UK newsletter, one per season. We produced a promotional video for Time to Move, which we then used on paid social media. We also coordinated the production of eight videos and seven podcasts about youth stories during the Stand Out in a Global Market series of events, and supported one of our Partners, Momentum World, in the creation of a 360-degree video. The variety of formats enabled us to reach a new range of young people who uses alternative platforms.

Last but certainly not least, our promotional items included new ideas such as a frisbee, which proved especially popular at events attracting young people to our colourful stand.

**THE
END.**

DON'T

FORGET

TO FOLLOW

EURODESK.



EURODESK IN NUMBERS

12

36 352

participants on
Eurodesk trainings



35

number of countries
Eurodesk operates in

3 653

trainings held for youth
professionals



12.1m

Eurodesk websites
page visits

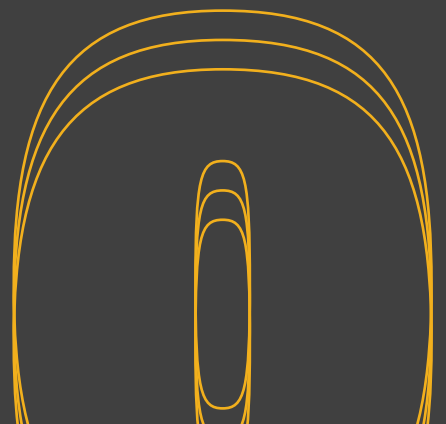


339 121

number of enquiries answered
coming from young people

21.9m

European Youth Portal
page visits





1.6m

people reached
by Eurodesk

76

Eurodesk network
meetings at European
and national level

1 154

number of multipliers
or ambassadors

100 319

subscribers on
Eurodesk mailing lists

432 376

social media followers,
subscribers and friends

42 361

all European Youth Portal
contributions by Eurodesk
at the end of 2018

"IF I KNEW WHEN I WAS YOUNGER AND WHEN MY KIDS WERE YOUNGER THAT SOMEONE COULD INFORM ME ABOUT ALL THESE MOBILITY PROGRAMMES WE WOULD HAVE MADE BETTER CHOICES IN OUR LIVES."

Marc
teacher in secondary education, Luxembourg

"EURODESK IS AN ORGANISATION WHERE EACH YOUNG PERSON CAN FIND MORE THAN SHE OR HE EXPECTS: TRAINING COURSES, EXCHANGES, WORK OPPORTUNITIES, VOLUNTEERING OFFERS AND MUCH MORE. PERSONALLY SPEAKING, I CAN'T EXPRESS IN ANY WORDS HOW HAPPY I AM BEING A PART OF EURODESK. IT FEELS LIKE HOME FULL OF INSPIRING FRIENDS, NEW EXPERIENCES, CHALLENGES AND ENDLESS DEVELOPMENT! "

Ieva Mockute
Eurodesk Lithuania volunteer