

“Quality Matters in Information for Young People”

Paris, 15-18 September 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA

<p align="center">DESCRIPTION OF QUALITY INITIATIVE OR PROJECT CONCERNING INFORMATION FOR YOUNG PEOPLE <i>included in Compendium of Quality Initiatives/Projects prepared for the European Seminar</i></p>

Organisation: **JUGENDINFO.CC**

EuropeanAffiliation: **ERYICA + Eurodesk**

1. **Name of Initiative** (project, activity, service or product):

AUSTRIA: National Quality Criteria in Youth Information

2. **Description of Initiative or Project**

In 2001/2002, all Youth Information Centres in Austria decided to design common Quality Criteria for their work. Over a period of a year in several workshops key issues for Quality of Youth Information have been discussed and criteria have been agreed on. The Quality Criteria paper has then been presented to representatives of the youth departments of all regions of Austria (responsible for Youth Information in their federal state) and of the Federal Ministry of Social Security, Generations and Consumer Affairs. The criteria have been acknowledged also by this group as an important step ahead in the field of quality youth information.

In 2005, some more detailed aspects of Youth Information Work (e.g. enquiry-answering, filing of information, ...) will be prepared by regional centres and then discussed and decided on national level.

3. **Aspect of Quality relating to Youth Information Addressed by This Initiative :**

This is an initiative that **identifies one or more quality factors as a basis for analysing / evaluating the quality / impact** of a youth information activity or service

4. **Name and Address of Organisation Responsible for This Initiative:**

Name: jugendinfo.cc

Address: 1020 Vienna, Lilienbrunnngasse 18/2/41

5. **Name and E-mail Address of Person to Contact** (for information about this initiative):

Name: Alexandra Cangelosi

E-mail Address: alexandra.cangelosi@jugendinfo.cc

6. **Who Participated in This Initiative ?**

All directors of regional Youth Information Centres in Austria

7. What Was the Scope of This Initiative?

(please click on / activate the box which corresponds to your answer)

Local

Regional

National

European

8. When Was This Initiative Undertaken *(please state the date when the activity was started, when it finished, or if it is still continuing):*

Process started in 2001, first phase ended in 2002 (presentation of Criteria) and will now continue in 2005 (see 2) above)

9. What Were the Results Obtained by This Initiative?

Common understanding of key areas and Criteria in the country, guidelines/aims for each region (if the criteria are not fulfilled yet), discussion on political level, possibility for further development on regional/local level

10. Report – Publication – Other Product *(if there is a report, publication or other “product” relating to this initiative, please state where it can be obtained or consulted, and in which language):*

The following material is available concerning this initiative:

(please click on / activate the box which corresponds to your answer)

Report

Publication

Other Product (specify) **Criteria**

Title: Qualitätsstandards Österreichischer Jugendinfos

Language(s): German

Can be obtained from (address of organisation): jugendinfo.cc.

11. Additional Information:

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This description form has been completed by:

Name of Person: Alexandra Cangelosi

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Name of Organisation: jugendinfo.cc