

“Participation of Young People in Youth Information Work”

Vienna, 20-23 April 2005

European Seminar, organised jointly by ERYICA, Eurodesk and EYCA,
in the framework of the Austrian Presidency of the European Union

<p>DESCRIPTION OF INITIATIVE OR PROJECT INVOLVING YOUNG PEOPLE DIRECTLY IN AN ASPECT OF YOUTH INFORMATION WORK included in Compendium of Projects prepared for the European Seminar</p>
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Ref: **06-41**

Organisation: **MISSS**

European Affiliation: **ERYICA**

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

41 - SLOVENIA: Y2Y Phone - Forum Advisors
(Y2Y = “youth-to-youth” telephone and e-forum service)

2. **Description of Initiative or Project** (*please give a short but complete description, including the aim of the initiative or project*):

Specially trained young people, aged 14 -18, are answering the telephone calls or forum posts, to give their own opinion, information or to help solving troubles, addressed to them by their peers. Young advisors, two by two, are waiting for phone calls every working day in the afternoon. Meanwhile they are moderating their on-line forum, collecting various information in order to help their peers, doing their school projects or just having a chat with other visitors to the youth information centre. The Y2Y phone-forum group is supported with a basic training course and weekly supervision sessions moderated by two mentors.

With the awareness of knowing that young people mostly trust, share and try to solve their problems with their friends, or at least with the people of the same age, our basic aim with this initiative was to give young people the opportunity to start with peer support and peer education. Our aim is to empower young people with skills so that they can help their peers and themselves at the same time, starting with the basic step of searching for quality information and advice.

3. **Form of Youth Participation in Youth Information Addressed by This Initiative :**
(*please click on / activate the box which corresponds to your answer*)

This is:

c) An initiative or project that **involves young people directly in informing or advising other young people**

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

Name: MISSS, Mladinsko informativno svetovalno središče Slovenije
Address: Kunaverjeva 2, SLO-1000 Ljubljana, Slovenia

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

Name:	Ljubo Raicevic & Alenka Žavbi
E-mail Address:	ljubo.raicevic@gov.si or alenkazavbi@gmail.com
6. Who Participated in This Initiative ?	
The participants in this project are young people – volunteers between the age of 14-18. The only criteria for young people who want to join the group is that they have to follow a basic training course. The team of the youth information centre (MISSS) and 2 mentors constitute a support group for the project.	
7. What Was the Scope of This Initiative? (please click on / activate the box which corresponds to your answer)	
Local <input checked="" type="checkbox"/>	Regional <input type="checkbox"/> National <input type="checkbox"/> European <input type="checkbox"/>
8. When Was This Initiative Undertaken (please state the date when the activity was started, when it finished, or if it is still continuing):	
The initiative started in 1993, and is still going on. The media used by the project have been updated to include an e-forum, but the telephone is also still used.	
9. What Were the Results Obtained by This Initiative?	
Our first aim was very simple and clear – it was to support an initiative of young people, which was successfully achieved. After developing a phone service (and later an e-forum), creating a specific office for young phone advisors and a basic training course, new results are now being achieved:	
<ul style="list-style-type: none"> - the youth information service is becoming closer to young people - youth information workers are more aware of the problems faced by young people - the motivation of young phone advisor to be part of the project has increased - young phone advisors get higher self-esteem and skills for solving their own problems - the sense for individual and social responsibility and tolerance are developed. 	
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 <input checked="" type="checkbox"/>	Publication <input type="checkbox"/>
Other Product (specify) : short Y2Y phone/forum video/audio clip on national TV and Radio	
Title:	
Language(s): Slovenian	
Can be consulted / downloaded at this web-site: www.misss.org/forum	
11. Additional Information:	
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This description form has been completed by:

Name of Person: Alenka Žavbi

E-mail Address: alenkazavbi@gmail.com

Name of Organisation: Zavod MISSS, Mladinsko informativno svetovalno središče Slovenije