

## Youth Information

Youth information empowers young people to actively participate in society, make their own decisions and therefore act autonomously by providing them with information being processed in a manner suitable for young people.

Young people are personally supported to develop an individual answer to their questions. Specialists are also included as necessary. This principle of the “one-stop shop” avoids stigma and increases the accessibility of the service. In an age of information overload and fake news, handling information is more important than ever. The critical and competent handling of information needs to be learned, however, and is a challenge, especially for young people who are confronted with many issues for the first time in their lives. The youth information centres therefore see it as one of their main tasks to help young people to develop the necessary skills and organise numerous activities to achieve this.

### **Youth information centres: a comprehensive service**

Austria has offered general youth information for more than 30 years. By setting up a youth information centre in each province and additional regional centres, this service is available to young people extensively across Austria. In total there are 26 youth information centres across Austria, with around 100 employees. They are mainly funded by the provinces (provincial youth departments) and are part of the provincial administration or organised in associations.

The youth information centres are mainly aimed at the target group of 12 to 26-year-olds. Information is also available for parents, teachers, youth workers and all of those interested in youth issues. In 2024, the youth information centres processed around 160,000 inquiries. The inquiries are primarily related to the fields of work/training and education (more than one third), health, international issues and media literacy. In addition, the online services of the Austrian youth information centres were used around 4.6 million times and around 230,000 publications were distributed to young people and multipliers.

The youth information centres are committed to the European Youth Information Charter and to national and international quality criteria and standards. The Charter and other documents define operational principles for general youth information to ensure the right of young people to information and develop minimum standards and quality assurance measures.

## **National Network of Youth Information Centres in Austria (BÖJI)**

The National Network of Youth Information Centres in Austria as an association of youth information centres at a national level functions as a national and international contact partner, coordinates projects across Austria, ensures national trainings and defines quality assurance measures. BÖJI has been a member of the European Youth Information and Counselling Agency (ERYICA) for many years. BÖJI has also developed into a structure for increased cooperation between German-speaking youth information centres in Europe. In recent years, for example, the youth information centres Liechtenstein, Ostbelgium and South Tyrol have become guest members of BÖJI. The work of the national network is predominantly funded by the Federal Chancellery. The National Network of Youth Information Centres in Austria also operates the Austrian Youth Portal and the website Youth Work in Austria on behalf of the Federal Chancellery.

## **Further information**

- [National Network of Youth Information Centres in Austria](http://www.jugendinfo.at/ueber-us/about-us/) www.jugendinfo.at/ueber-us/about-us/
- [Publication “Quality in youth information” \(in German only\)](http://www.jugendinfo.at/publikationen/qualitaet-in-der-jugendinformation/) www.jugendinfo.at/publikationen/qualitaet-in-der-jugendinformation/
- [European Youth Information Charter](http://www.eryica.org/european-youth-information-charter) www.eryica.org/european-youth-information-charter
- [Austrian Youth Portal](http://www.jugendportal.at/ueber-das-das-jugendportal-about-youth-portal) www.jugendportal.at/ueber-das-das-jugendportal-about-youth-portal
- [Youth Work in Austria \(in German only\)](http://jugendarbeitinoesterreich.at) jugendarbeitinoesterreich.at

### **Imprint**

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The task of the Youth Competence Centre is to implement and coordinate the Austrian Youth Strategy and provide data and facts on youth policy and youth work. If you have any suggestions, please contact [jugendstrategie@bka.gv.at](mailto:jugendstrategie@bka.gv.at)