

ALL YOU WANT TO KNOW ABOUT EURODESK

F.A.Q

1. WHAT IS EURODESK?

Eurodesk is a **youth information network** which provides information on European and international opportunities in terms of learning mobility and youth participation. It supports the implementation of the EU Youth Strategy and of the Erasmus+ programme as a support network under Key Action 3 “**Support for policy reform**”.

Eurodesk operates at European level with a network of **37 national coordinators** connected to over **1000 local information providers** in 35 European countries. Its core mission is to **raise awareness on learning mobility opportunities** and encourages young people to become **active citizens**.

Created in 1990, Eurodesk has become the main source of youth information on European policies, mobility opportunities and programmes. It **answers enquiries** and **provides information and mobility support and guidance** for young people and youth workers across Europe. It updates and manages content of the European Youth Portal, the eurodesk.eu, national websites and youth portals and its social media channels.

Eurodesk brings together over 1000 local youth information providers, so-called “multipliers”, who are regional or local organisations working with young people and delivering youth information (e.g. youth centres, youth information centres, municipalities, educational institutions) - see interactive [Map](#). The core mission of **Eurodesk multipliers** is to provide quality information to young people and those who work with them about European opportunities and more particularly on working, volunteer or learning abroad. We therefore call these youth information workers “mobility advisors” (see [competence framework](#)). Through its networking and information tools, Eurodesk offers them **quality training and support, and access to youth information services and tools such as the Eurodesk Programme Database** (see [Opportunity Finder](#)).

2. WHAT’S THE MISSION AND OBJECTIVES OF EURODESK?

Mission: Eurodesk aims to raise awareness among young people on mobility opportunities and to encourage them to become active citizens.

Objectives (article 3, statutes):

- facilitate access to European information with respect to the mobility of young people, more specifically in the following areas: education, professional training, culture and youth.
- supply and enhance European mobility information and counselling services for young people and those who work with them
- cooperate with European institutions, networks and associations in this area and other European and multinational bodies
- supplying information about the possibilities of European funding

The association undertakes to achieve these objectives by:

- contributing to making the European institutions and their working procedures more transparent

- promoting European awareness via information and counselling with the intention to prepare European citizenship
- helping young people and youth workers to utilise the available possibilities
- encouraging communication and cooperation among its members
- providing opportunities for transnational training courses
- maintaining and developing the quality level of common services
- contributing to and further developing the network and its services

10 key principles regarding Eurodesk services:

- works with qualified and trained staff
- is free of charge
- takes into account the individual's requirements
- provides information and guidance for all young people
- provides neutral information
- refers to other information services
- enables access to local and regional information all over Europe
- information is based on testimonials and true stories
- refers especially to financial support programmes
- works with verified and trusted sources

3. WHAT'S THE HISTORY OF EURODESK?

Eurodesk was created in 1990, shortly after the first student exchange programme "Erasmus" was established (1987). In the late 1980s, European information was very difficult to find in most EU Member States. Eurodesk began life as a small regional project in Scotland. The basic idea was simple: to gather in one place all the European information relevant to young people and youth workers, and present it in an easily understandable way. The aim was to ensure an equal access to mobility programmes but also to increase the youth field's awareness of European issues.

When the **Eurodesk service was launched in Edinburgh in March 1990**, the success was almost immediate with the number of users and the demand for services growing rapidly in a short space of time. One part of this success was due to the **client-orientated approach** to information adopted by Eurodesk.

The unprecedented demand for this newly created Eurodesk service, especially from outside Scotland, led to developing the services throughout the UK and rapidly in other countries through a pilot project funded by the EU in 1994.

By June **1995**, 7 national Eurodesk centres had been successfully established in **Denmark, France, Ireland, Luxembourg the Netherlands, Portugal, and Spain**. Eurodesk in Edinburgh was asked to coordinate the extension of this model to the rest of the EU Member States, and, eventually, to all the countries participating as full partners in the EU Youth Programme.

In **1996**, a full-time Secretariat - **Eurodesk Brussels Link** - was established in Brussels to support the Eurodesk national centres in providing their services to the public. Since the extension of the Eurodesk model in 1995, the European Commission has continuously supported Eurodesk through the EU Youth programmes, and today through Erasmus+.

In **2004**, Eurodesk worked with the European Commission on the launch of the **European Youth Portal**. The chronological stages of the expansion of the Eurodesk Network can be found on the [Eurodesk website](#).

4. WHY IS EURODESK STILL RELEVANT TODAY AND FOR 2021 ONWARDS?

EURODESK makes information on learning mobility comprehensive and accessible to young people and those who work with them. It has **28 years of expertise** in managing a specialised European youth information network, offering capacity building of youth workers, reaching out to young people and empowering civil society organisations behind European initiatives.

It has a unique know how in:

- **Working with/for young people** (informing, counselling and engaging them) and youth workers (capacity building, training, technical support, information tools and guidelines)
- **Combining face-to-face and online communication** (including support services)
- **Offering a comprehensive overview of European opportunities to provide tailored-made solutions to its users:** Erasmus+, EU Solidarity Corps and other international programmes that support young people in going abroad for learning, working or volunteering (non-commercial)

Why is so important?

- Youth information is one of the [#YouthGoals](#) of the Structured Dialogue and of the new [EU Youth Strategy](#) (2019-2027), especially under the "Connect" priority that aims at "*bringing young people together across the EU and beyond to foster voluntary engagement, learning mobility, solidarity and intercultural understanding*". Connecting with young people and informing them about European opportunities remains a challenge, today almost 40% of young people think that information on learning mobility is limited and non-existent in their country. Eurodesk can contribute to **bridge the gap** between the EU and its young citizens, notably thanks to its network of multipliers who are in daily contact with young people at the grassroots level.
- Research shows the positive impact of learning mobility, especially for NEETs, in terms of competence development and European awareness; but today access to mobility programmes is still unequal in Europe. The [Eurodesk Youth Information Survey](#) shows that lack of information about opportunities is one of the main reasons for the lack of participation of non-mobile youth (46%). There is a need to **reach out and engage** young people especially from disadvantaged background. Eurodesk can contribute to make EU programmes more inclusive by targeting specific target groups (e.g. the TTM campaign focuses on NEETs and youth from rural areas), which is set as a priority of the new [EU Youth Strategy](#) and of Erasmus+ ([Inclusion and Diversity Strategy](#)).
- A lot of information is available online, but it is more and more difficult for young people to evaluate its quality and relevance. Promoting **media and information literacy** to counter disinformation and help users navigate the digital media environment has been recognised as a mean to tackle disinformation and fake news¹. Eurodesk can offer a **quality label** to youth information providers (multipliers) and to young people as a gateway to receive personal guidance and support. Our role as youth information provider is to ensure that young people receive **tailored-made, impartial and quality information about European opportunities**.
- Youth mobility is a policy priority for the EU, with the launch of **new programmes** such as the [European Solidarity Corps](#) and the [DiscoverEU](#). Because these programmes have different rules and entry points, it is important to provide a **comprehensive overview** to young people. The

¹ Final [report](#) of the High Level Expert Group on Fake News and Online Disinformation, 2018

[European Youth Portal \(EYP\)](#), powered by Eurodesk and the European Commission, offers a one-stop-shop to those various opportunities. It is complemented by Eurodesk [Opportunity Finder](#) managed by the network. Eurodesk combines those online tools with helpdesk services ("Ask a question" function on the EYP) and face-to-face counselling. Eurodesk officers have indeed a broad understanding about national, European and international funds: they can provide **different options** and guide young people through the opportunity that best matches their needs and, if needed, redirect them to the right organisation for further steps (our motto is "whatever the question, start with us").

- Not all countries have youth information networks and specific youth (information) policies, Eurodesk can therefore **support national youth policies** by providing capacity building to host organisations and multipliers. It contributes to EU Youth Policies by stressing the fact that **access to quality and impartial youth information is a youth right**; and conducts surveys/research to provide evidence on the information needs and behaviours of young people.

The **relevance of having Eurodesk is therefore very high**. Eurodesk has proven its effectiveness in most countries; the network has *"performed substantially above target according to the Erasmus+ Evaluation Report"* ([Staff Working Document](#)). Today, the main obstacle to reach the unique potential of Eurodesk is the **lack of human resources** (the average annual budget for a Eurodesk Centre is 56K, with huge differences across countries ranging from 3K to 150K). The network is under-financed especially compared to the other information networks. In order to empower the network, it is important to increase the budget line dedicated to Eurodesk as well as the overall quality of the service to young people in the Erasmus+ successor programme.

5. HOW MANY YOUNG PEOPLE ARE REACHED THROUGH EURODESK SERVICES?

Eurodesk reaches young people via face-to-face and online activities. Here are some statistics collected from our Quality Catalogue 2017 and online analytics:

- eurodesk.eu website visits: < 2.000 daily unique users (800.000 p/a)
- 10 million website views of all national Eurodesk pages
- Over 1.000 Eurodesk multipliers throughout Europe
- 338.116 enquiries answered p/a in 34 countries (36 offices)
- Facebook page: 59.561 likes (May 2018)
- Instagram: 943 followers (May 2018)
- Twitter: 6.061 followers (May 2018)
- 140.000 mailing list subscribers (4.000 at EBL)
- 1.65 million audience reached at offline events in 6.859 events
- 822 events in 2017 for the Eurodesk Time to Move campaign

Links to main social media channels and websites:

- EU-level website: <https://eurodesk.eu/>
- Opportunity finder (website + embeddable): <https://eurodesk.eu/opportunities-hub/>
- Map of Eurodesk contact point (website + embeddable): <https://map.eurodesk.eu/>
- Facebook page: <https://www.facebook.com/Eurodesk/>
- Instagram: <https://www.instagram.com/eurodesk/>
- Twitter: <https://twitter.com/eurodesk>
- YouTube channel: <https://www.youtube.com/user/eurodeskeu>
- Flickr: <https://www.flickr.com/photos/eurodeskbrusselslink>

6. WHO DELIVERS EURODESK SERVICES?

Eurodesk is an international association under Belgium law (A.I.S.B.L.); it is coordinated by a Secretariat, Eurodesk Brussels Link, located in Brussels.

At national level, the Ministry in charge of youth policies decides which organisation hosts the Eurodesk national centre. Usually, when youth information public services exist at national level, the Ministry delegates the Eurodesk service to this network. In that way, Eurodesk is one of the information services offered to young people. This is the case for example in Malta, Austria, France, Germany, Luxembourg and Spain. In Cyprus and Lithuania, the Youth Council plays this role while in Italy it is run by an independent structure legally established as Eurodesk. In the remaining countries, the role is given to the National Agency. This flexibility allows to implement the Eurodesk service based on the existing structures and legal frameworks.

7. HOW IS EURODESK FUNDED?

Eurodesk is funded through the **Erasmus+ programme** under the Key Action 3 “**Support for policy reform**” as a support network to EU policies (which include e.g. the European Youth Forum, SALTO, EURYDICE, NARIC and ECVET²).

Eurodesk A.I.S.B.L., represented by **Eurodesk Brussels Link**, signs a contract agreement (“Terms of Reference”) with the Executive Agency that manages the Erasmus+ Programme, the EACEA. It has to deliver a number of services as set forth in its contract. Eurodesk Brussels Links receives 95% co-funding from the EU and the remaining 5% comes from national resources through membership contributions.

For more than 20 years, the budget of **National Eurodesk Centres** was managed directly at a national level. Since Erasmus+, following the decision of the EU to simplify the programme (2014-2020), the funding of Eurodesk National Centres goes through the budget of the National Agencies. The grant allocated to Eurodesk is calculated as a percentage of the total budget received by National Agencies. However, Eurodesk has its **own specific budget and work plan** and its scope of activities is not limited to Erasmus+ (see mission and objectives). Eurodesk national centres receive up to 60% of their budget from the EU and at least 40% from national resources.

8. WHAT IS EURODESK BRUSSELS LINK?

EBL is the European Secretariat and coordination body of the Eurodesk network. It ensures:

- **Free access to reliable international mobility information** for young people through digital tools and portals: Eurodesk Intranet, Programme Database and Opportunity Finder, Map of local information points, website Eurodesk.eu and European Youth Portal.
- **Regular meeting opportunities** (e.g. Network Meetings, working groups).
- **Training opportunities in an international environment and training material** (e.g. Qualifying Training Programme, Manuals, Communication guidelines, Advanced training on managing networks of multipliers, on communication, etc.).

² 2018 annual work programme for the implementation of “Erasmus+”: the Union Programme for Education, Training, Youth and Sport. https://ec.europa.eu/education/sites/education/files/c-2017-5652_en.pdf


Eurodesk Brussels Link is a catalyst for the network's ideas and is supporting projects where it can make the difference for the whole organisation.

EBL:

- ensures that the activities of the Eurodesk centres are aligned with the organisation's overall objectives, mission and brand.
- provides first-hand and high-quality European information on youth mobility as well as tools for training, information management, quality assessment and communication.
- gives technical support to Eurodesk centres.
- issues publications, manuals and communication materials where it is necessary to update the network on the ongoing processes.
- represents the Eurodesk network towards the European Commission and other European and international institutions and partners.
- supports the European Commission in developing and maintaining the European Youth Portal, regularly editing European content, assessing the quality and measuring the level of performance of Eurodesk centres.

EBL Secretariat is composed of a Director and the necessary staff members to implement the work plan and decisions of the Eurodesk Executive Committee and General Assembly.


Organigramme




Eurodesk Brussels Link (EBL) is the coordinating body of the Eurodesk network and also the managing body of the Eurodesk brand. Its role is to give support in carrying out the mission of Eurodesk in the different countries and facilitate communication about the ongoing projects both internally and to the public. EBL therefore regularly issues publications and initiates and coordinates European level campaigns and activities that are then carried out in the 35 Eurodesk countries.

EBL also provides first-hand European information on youth mobility as well as tools for training, information management, quality assessment and communication to the Eurodesk officers in the various countries.


EBL supports the European Commission in developing and maintaining the European Youth Portal, regularly editing European contents, assessing the quality of Eurodesk national centres and giving them technical support.




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9. WHO IS THE GOVERNING BOARD OF EURODESK?

The Association is led by **Eurodesk Executive Committee** (EEC) consisting of up to at least 5 and at most 7, Executive Committee members, of whom one is the President. Executive Committee members are physical persons elected by the General Assembly among its members. They are appointed for two years and meet at least four times a year.

The Executive Committee (EEC) is in charge of fulfilling Eurodesk's objectives, it is the political body of the association. It acts on behalf of the association. Its duties comprise, inasmuch as they are performed within the framework of the annual plan of action adopted by General Assembly:

- Ensuring the implementation of an annual work programme for the secretariat (EBL) as it has been adopted by the General Assembly;
- Supporting the advocacy work related to the interests of the Association;
- Reporting to the General Assembly.

Amongst the EEC members, one is elected as President. Reinhard Schwalbach (DE) has been the President of the Association since 2008.

10. WHAT IS THE ROLE OF THE DIRECTORS/HEADS OF ORGANISATIONS HOSTING EURODESK?

As explained in question 5, Eurodesk has its own work plan and budget that is received through the budget of the National Agencies in charge of Youth. Each Ministry decides to delegate Eurodesk to a Youth information network, the National Agency or another organisation that is fit to deliver the service.

The heads of the National Agencies, Youth information networks or Youth Councils hosting Eurodesk have to ensure the **continuity** and **quality** of the Eurodesk service, in particular making sure **adequate resources** are put in place to deliver the work plan in line with the contract signed with the European Commission.

11. WHAT'S THE ADDED VALUE OF EURODESK FOR A HOST STRUCTURE?

Added value for National Agencies

The good cooperation with the National Agency for Youth is a priority in Eurodesk Terms of Reference. For the National Agencies, having an active Eurodesk centre means:

- Relying on a network of multipliers to reach young people/youth workers (e.g. in rural areas) to improve the inclusivity and accessibility of EU programmes.
- Relying on a network of multipliers to participate in National Agency's activities such as the European Youth Week and having a wider outreach when promoting campaigns/events related to Erasmus+.
- Being able to focus on information regarding the programme towards organisations and potential beneficiaries (how to apply, how the grant works, etc.) while Eurodesk can provide youth-friendly and targeted information to young people and youth workers via online and face-to-face channels.

Added value for other types of organisations

For youth information networks or youth councils, having Eurodesk is adding a new service to what they already offer to young people. It means:

- Receiving specialised youth information on European opportunities targeted to their audience (e.g. monitoring of EU policies and programmes; resources and tools)
- Receiving support in setting up a network of multipliers to reach young people/youth workers (e.g. guidelines, training material, Intranet)
- Joining a European network that is dealing with youth information and learning mobility across 35 countries (e.g. to share practices, to join cooperation projects).

12. HOW IS EURODESK WORK PLAN DEFINED AND EVALUATED?

The work plan of Eurodesk is defined at the European level by the European Commission in cooperation with Eurodesk Brussels Link. It comprises activities related to the network (e.g. information tools, networks of multipliers, training activities and workshops) and to the management of the European Youth Portal. The work plan is part of the Terms of Reference (contract) signed between the National Agencies for Youth and the European Commission.

Eurodesk Brussels Link sends “**EBL Recommendations**” to national Eurodesk centres to inform them about the network activities that members are to take into account when preparing their own national work plans. These activities are directly linked to the Terms of Reference signed between Eurodesk AISBL and the European Commission. National coordinators can adapt the proposed activities to their national context. For example, the activities under the Time to Move campaign vary a lot, from workshops in schools, info stands, conferences, hiking tours and mobility blind dates. Each coordinator is invited to innovative, test, learn and share with the others what worked or not (e.g. best practice pitches are organised at each network meeting).

Each national coordinator has therefore to deliver a **work plan** that comprises **European activities** related to the life of the European network (e.g. taking part in network activities, in the quality catalogue, Intranet, answering enquiries, European Youth Portal, etc.) **and national activities** (e.g. organisation of training sessions for multipliers and young people, producing leaflets and promotional material, organising info-sessions, etc.). A certain number of activities and publications are required based on the level of the grant received by each national Eurodesk.

The implementation of the work plan is checked by EBL through the Quality Catalogue and by the European Commission through national reporting and regular checks.

13. WHAT ARE THE NETWORK ACTIVITIES OF A EURODESK NATIONAL CENTRE?

The identified overall requirements for Eurodesk centres in 2018 are (synthesis of Terms of Reference / contract between Eurodesk and the European Commission as part of the National Agencies Erasmus+ Contract):

- Provide young people and multipliers with comprehensive, coherent and coordinated information, advice and support concerning Erasmus+ and other European programmes as well as activities and opportunities that are relevant to them in particular the European Solidarity Corps where it is relevant to their country.

- Partnership with the relevant NA to provide information to young people (directly or indirectly) about the different parts of the Erasmus+ programme and the opportunities that arise from them.
- Coordinate efforts and provide information to Eurodesk Brussels Link (EBL) in terms of monitoring and reporting, as set out in the Quality Catalogue and other quality tools.

The Eurodesk centres are invited to take part in relevant **network activities** organised by EBL and other Eurodesk centres, with the aim of sharing experience and best practice, providing feedback on these activities, receive necessary training and contributing to common activities that benefit the whole Eurodesk network and other stakeholders.

These activities include (optional ones are in italic):

- Quality Assessment & Annual Overview
- *Promotion of Eurodesk Multipliers' Awards: Champions of European Youth Information*
- *Advanced training courses (twice per year)*
- Eurodesk Network Meetings (twice per year)
- High level events (e.g. European Youth Week and European Youth Event)
- *Eurodesk Multipliers' Seminar*
- TimeToMove flagship campaign
- Joining and promoting the Programme Database opportunities in Europe
- *Taking part in thematic working groups (quality group, Eurodesk 2021, training design team, Euroclasses)*

Eurodesk Brussels Link plays a coordinating and supporting role to make sure the Eurodesk network delivers these requirements. Of course, the level of participation in the various network activities depends on the capacity and human resources of each national Eurodesk Centre as well as on national needs and priorities.

14. WHAT IS THE QUALITY CATALOGUE OF EURODESK?

The overall coherence of the Eurodesk network is facilitated through the coordination by Eurodesk Brussels Link (EBL). Each Eurodesk centre is requested to provide EBL with the information it requires to fulfil its contractual obligations to the European Commission around monitoring and reporting of the activities of Eurodesk centres, as set out in the Quality Catalogue.

The Quality Catalogue aims to evaluate the implementation of the Eurodesk service at national level. The Quality Criteria listed in this Catalogue are grouped according to the **5 key areas** of Eurodesk services as established by the Eurodesk Quality Group: **Networking, Public Services, Organisational level, Information Management and Cooperation**. This Catalogue was developed by a group of National Coordinators (members of the Quality Group) upon the request of the European Commission. It is a mandatory part of Eurodesk Terms of Reference (contract with the EU).

The Quality Catalogue gives key data when it comes to **Eurodesk outreach** (number of training sessions, young people reached through events, online channels, etc.). Those statistics help Eurodesk Brussels Link **map training needs** and adapt its work plan accordingly (e.g. modernising some tools, delivering support services in weaker areas, offering support to those whose performance is lower than the average, etc.). Some data is also compiled and communicated to decision-makers to show our impact in line with the modernisation of public services.

Based on the results, each national coordinator receives an overview of its global performance and in the five key areas. Of course, the statistical analysis takes into account national specificities (size of the country, level of the grant, etc.). Individual interviews and training sessions are organised to support the countries that need it. Some data is communicated to the European Commission (e.g. number of enquiries).

15. DOES IT MEAN EURODESK CENTRES HAVE TO APPLY STANDARDISED ACTIVITIES?

One of the key aspects of the Eurodesk model is that it is sufficiently **flexible** to be adapted to a range of different national situations. This was an early requirement to allow the Eurodesk model to be replicated in different countries.

Indeed, each Eurodesk national Centre operates in a unique environment determined by a variety of factors: the host organisation, the supporting ministry, the public approach to information for young people, other existing national organisations, information relays, and so on.

There is no fixed template that can be followed to set up a Eurodesk national Centre in any country, however there are some **common features** which need to exist in each national Eurodesk. For instance, the Eurodesk Centre shall take into account the requirements of the Terms of Reference and shall ensure the continuity of the service (e.g. answering policy of Eurodesk).

As support organisation, Eurodesk Brussels Link organises **Newcomers Training** twice per year in Brussels for new national coordinators to explain the mission and political background of Eurodesk, the various tools and how to take part in Network Activities. Individual or group support is provided upon request through webinars or meetings.

Eurodesk Brussels Link **does not impose a model** on the national Eurodesk hosts. On the contrary, the aim is to empower the network by providing **guidelines and concrete examples**. For example, on setting up a network of multipliers, it provides tips on how to select Multipliers, to sign contracts, to motivate them, etc. (see Eurodesk Manual). Eurodesk also organises specific training activities (e.g. on social media outreach, writing with/for young people) and individualised support and encourages its members to do job shadowing with other national coordinators to learn from those who have experience in running Eurodesk.

16. WHAT IS FIRSTCLASS AND HOW DO EURODESK CENTRES COMMUNICATE?

National coordinators communicate with each other using various channels. Eurodesk Brussels Link and national coordinators exchange ideas and work together on the **bi-yearly Network Meetings**.

The main current communication tool used by the network daily is the **Eurodesk Intranet FirstClass**. Via FirstClass the national coordinators communicate and work together on joint projects such as the European Youth Portal, Time to Move or the Quality Catalogue. FirstClass offers a platform of professional communication between the Eurodesk network members in 35 countries.

This tool is more than just an email software. Only a few applications are personal, and all the other conferences (folders) are visible to European and/or national users. It is used to share experiences and news, and to give each other support in delivering Eurodesk services. There are **more than 1000 users** all over Europe using in the Eurodesk intranet. In order to make communication possible between all those users, different meeting places or 'conferences' have been set up where the users can communicate on different topics such as 'find a partner', 'mobility', 'EYP content sharing', etc. This is also where Eurodesk centres receive daily updates on youth opportunities.

17. WHAT'S THE DIFFERENCE BETWEEN EURODESK, ERYICA AND EYCA?

The three networks are partners, they are offering different services to young people:

- [EURODESK](#) – the European network providing information on European Opportunities for young people and those who work with them, also has the task to manage the content on the European Youth Portal on behalf of the European Commission. It represents 37 Eurodesk Centres in 35 countries with over 1000 multipliers.
- [ERYICA](#) – the European Youth Information and Counselling Agency is composed of national Youth Information Coordination Bodies and Networks. It represents generalist youth information services. It brings together 36 members in 27 countries across Europe.
- [EYCA](#) – the European Youth Card Association giving young people access to discounts and promoting mobility in Europe. EYCA represents 38 youth card organisations in 36 countries across Europe.

On 11 September 2016, the presidents of ERYICA, the European Youth Card Association (EYCA) and Eurodesk signed a Memorandum of Understanding to enhance their cooperation in the field of youth.

The purpose of the Memorandum of Understanding is to:

- Advocate for our common values, principles and goals vis-à-vis international institutions, partner organisations, member organisations and other stakeholders in the field of youth or other related sectors.
- Share and disseminate information about various initiatives and activities through communication channels and amongst membership.
- Join forces to support the development of quality services and opportunities for young people.
- Develop and implement joint initiatives.
- Provide a framework in which to jointly work on areas of common strategic interest.

In the context of the review of the European strategy for youth, the 3 networks have also adopted a joint position paper "[Engage. Inform. Empower.](#)" in October 2016.

18. WHAT'S THE DIFFERENCE BETWEEN EURODESK AND EUROPE DIRECT?

[Europe Direct](#) is a network of about 500 information centres in every EU country. The difference between the Eurodesk and Europe Direct is that Eurodesk is targeting young people and those working with young people while Europe Direct is a generalist information provider (present in 27 countries only). They answer questions regarding EU rights, funding, etc., redirecting individuals to the relevant services. They also provide access to official EU publications and documents (online and print) and organise conferences and events and channel citizens' feedback to the EU. In some countries, Europe Direct centres (EDICs) are also Eurodesk multipliers.

19. WHAT'S THE DIFFERENCE BETWEEN EURODESK AND SALTO INFORMATION & PARTICIPATION?

SALTO-YOUTH Participation & Information is a **Resource Centre** set up to support the work of National Agencies for Youth. The Estonian National Agency for Erasmus+ (Archimedes Foundation) is now hosting the SALTO resource centre on youth participation (SALTO PI).

SALTO PI supports the capacity building of young people, youth workers, National Agencies of the Erasmus+ (Youth), the European Commission and other stakeholders in **involving young people in decision-making processes**. For that it organises training programmes; collects information and provides analyses on youth participation; offering new and smart tools and solutions and relevant resources that support the participation and genuine involvement of young people. Young people, youth workers and other stakeholders can apply to take part in those activities e.g. through calls for participants.

Eurodesk is a youth information public service whose aim is to bring diverse European mobility and learning opportunities to all young people via online and offline channels. Eurodesk works as a European network with national centres and local relays. The coordinating body, Eurodesk Brussels Link, delivers membership services, youth information tools and support to Eurodesk centres in 35 countries. Eurodesk activities are targeted at all young people through face-to-face activities and online outreach, these are public and open to all.

As compared to SALTO, EURES, Europe Direct and other European networks, Eurodesk is the only one to combine a strong coordination body at European level, national Centres and local relays. Besides, Eurodesk multipliers are recruited from a wide range of professionals and bodies within and beyond the youth sector, e.g. Europe Direct Information Centres, municipalities, cultural centres, volunteering centres, schools, universities, etc. The added value is to reach young people where they are, through those who work with them on a daily basis.

More questions?

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