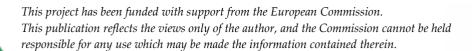**ECO-MEDIA**

PEDAGOGICAL FRAMEWORK FOR BEST-PRACTICES IN YOUTH WORK

In this chapter we will describe five best-practices – either an organisation or a specific initiative, project and activity - from our project partner Countries related to digital and community media youth work, e-volunteering and digital activism.

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AUSTRIA

BEST-PRACTICE 1: Jugendportal - The Youth Reporter Project (2016 - 2021)

NAME OF THE ORGANISATION: Federal Network Austrian Youth Information (BÖJI)

WEBISTE OF THE ORGANISATION: https://www.jugendinfo.at/

WEBSITE OF THE BEST PRACTICE: https://www.jugendportal.at/mitmachen/youth-reporter-blog

SHORT DESCRIPTION:

The main goal of the Youth Reporter Project is to empower young people to become journalists. The project ran from 2016 to 2021 and offered many young people the opportunity to take their first steps in journalism. With the help of the Youth Reporter Workshops, regular trainings and the experienced feedback of the youth portal team, some Youth Reporters were able to gain a foothold in the media world and now work in different editorial offices, play with new brands channels on social media and thus became media makers themselves!

Although the Youth Reporter project has come to an end in this form after five years, the achievements of our young journalists are of course still impressive today. Some of the articles are contemporary documents, but many are timeless.

They are opinions, positions, assistance, interviews, tips, photo galleries, reviews, reports and poems.

BEST-PRACTICE 2: Brochure service

NAME OF THE ORGANISATION: WienXtra

WEBISTE OF THE ORGANISATION: https://www.wienxtra.at/

WEBSITE OF THE BEST PRACTICE: https://www.wienxtra.at/jugendliche/broschueren/

SHORT DESCRIPTION:

WIENXTRA is an organization for all children and young people in Vienna which offers

different types of services. To adapt to the COVID-19 pandemic's measures, WIENXTRA moved some of their activities online. One of their services include brochures and

information on many different topics. Young people can use their free order service or simply download the information as a pdf file.

Some of the topics covered by the brochures are career and educational paths guides, teaching aids for schoolteachers and other youth workers, argumentation aid against climate change deniers, etc.

BEST-PRACTICE 3: Südwind

NAME OF THE ORGANISATION: Südwind

WEBISTE OF THE ORGANISATION: https://www.suedwind.at/

SHORT DESCRIPTION:

Südwind is a development organization with full-time employees and volunteer members. With offices in Vorarlberg, Tyrol, Salzburg, Upper Austria, Styria, Lower Austria and Vienna, Südwind is represented throughout Austria and has strong regional roots. Internationally, Südwind cooperates with numerous partner organisations.

It provides many online learning opportunities for youth and youth workers through their programme SÜDWIND IM VIRTUELLEN RAUM – Südwind in virtual space which offers Global Learning and Global Citizeship Education in virtual space:

- the Digital Library contains current educational materials for free download.
- The Südwind eCampus offers space for courses and content modules.
- The digital platform bildung2030.at bundles information on the SDGs.

BEST-PRACTICE 4: Heinrich-Böll-Stiftung

NAME OF THE ORGANISATION: Heinrich-Böll-Stiftung

WEBISTE OF THE ORGANISATION: https://www.boell.de/index.php/de

SHORT DESCRIPTION:

The Heinrich Böll Foundation is the green political foundation with projects and offices in 34 countries. They offer online teaching opportunities about climate-related topics,

including:

- Sim games, e.g., "Stop & Go?" simulates how interest groups and politicians negotiate the sustainable design of freight and delivery transport. The players take on the roles of association and ministry representatives. The simulation game of freight transport is democracy and environmental education in one. Downloadable PDF

- Mobility Atlas course book on the transport transition. It presents proposals and solutions for climate-friendly and resource-saving mobility.

- Podcasts based on concrete examples, the podcasts deal with the complex questions of sustainable mobility and have them answered by experts.

BEST-PRACTICE 5: Klimabündnis Österreich

NAME OF THE ORGANISATION: Klimabündnis Österreich

WEBISTE OF THE ORGANISATION: Klimabündnis Österreich (klimabuendnis.at)

SHORT DESCRIPTION:

The Climate Alliance in Austria was initiated by environmental and development organisations and is actively committed to climate protection, climate justice and a sustainable lifestyle.

They offer a series of services for different types of target groups, including online learning for young people and children about climate change and green activism.

On their website, it is possible to find an extensive database of accompanying teaching materials for all school levels.

CYPRUS

BEST-PRACTICE 1: E-participation/volunteering, "OPIN" Project

NAME OF THE ORGANISATION: Youth Board of Cyprus

WEBISTE OF THE ORGANISATION: https://onek.org.cy

WEBSITE OF THE BEST PRACTICE: https://opin.me/en/projects/ethelontismos

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SHORT DESCRIPTION:

Overarching initiative: E-participation. E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs). Growing evidence points to the rapid expansion of e-Participation as a tool for engagement and strengthened collaboration between governments and citizens. Its objective is to improve access to information and public services as well as to promote participation in policy-making, both for the empowerment of individual citizens and the benefit of society as a whole.

The Cyprus Youth Board chose to participate in a European-wide programme, the EUth. EUth is an innovative three-year research project funded by the European Commission. The aim of the project is to get more young people involved in political decision-making and increase youth trust in political institutions. How is that achieved? Eleven project partners from eight different countries have developed an open and easy-to-use online participation <u>platform</u> called OPIN along with different mobile tools and apps for smartphones and tablets. This way, young people can get involved whenever and wherever they wish with minimum effort.

OPIN - Platform for youth eParticipation in Europe. OPIN is an all-in-one digital and mobile participation toolbox for youth organizations or public administrations. OPIN provides participation projects with a digital home. All stages of the project are transparent and supported by OPIN's software:

- features for digital and mobile participation
- intelligent community management
- integration of offline events
- multimedia information about your project
- The toolbox is developed to support quality participation by design. Concentrated practical tips and a decision support tool help to plan and find the right tools for your purpose. Build a professional eParticipation process without being a pro.

As part of the project, youth submitted proposals based on various fields of action, one being volunteerism. Project is still in progress.

BEST-PRACTICE 2: "Digital Youth: Preparing Youth Workers for a Digital World" Project

NAME OF THE ORGANISATION: Cardet

WEBISTE OF THE ORGANISATION: https://www.cardet.org

WEBSITE OF THE BEST PRACTICE: https://digital-youth.eu

SHORT DESCRIPTION:

Digital Youth project aims to prepare youth workers to develop their skills and knowledge in order to be able to effectively engage in digital youth work.

Activities:

1. A Digital Youth Training Package:
   A practical Digital Youth Training Package will be developed to support and educate youth workers to advance their digital competences. The Digital Youth Training Package will be comprised of:
   - an interactive handbook for youth workers and
   - 3 online learning modules

0. An e-learning platform and digital learning resources**:** Develop a Web 2.0, mobile responsive e-learning platform. The platform will be a one-stop-shop providing instant access to the full suite of the Digital Youth learning resources. It will serve as the website of the project and will host and provide access to its results as well as make available 50 Open Educational Resources. The platform will feature gamified characteristics for trainers

0. Policy and Practice Recommendation, Case Studies and Good practices: A comprehensive report to document lessons learned as well as good examples and practices in the field, and policy and practice recommendations.

BEST-PRACTICE 3: "Go Digital" Project

NAME OF THE ORGANISATION: SEAL Cyprus

WEBISTE OF THE ORGANISATION: https://sealcyprus.org/

WEBISTE OF THE BEST PRACTICE: https://sealcyprus.org/our-projects/go-digital

SHORT DESCRIPTION:

Go Digital focuses on the Development of Digital Competences as a way to help the young people use digital technologies in a confident, critical, collaborative and creative way to achieve goals related to work and employability and moreover to learning, leisure, inclusion and participation in society. Youth organisations need to support their target groups, in particular, young people with fewer opportunities in becoming more empowered and aware of their employment possibilities through the development of their Digital Competences.

With the training course "Go Digital", SEAL CYPRUS will bring together youth workers and volunteers from European organisations with the main objective to:

1. To promote the Digital Competence and Media Literacy among the individual participants (youth workers/ volunteers) and the target groups of the organisations and

2. use Information Society Technology (IST) and Information Communication Technologies (ICT) in order raise the effectiveness of youth work

Activities:

1. Training: will be based on non-formal and informal education with a learner-centred approach. Activities include icebreakers and energisers, discussions in the plenary, question and answer sessions, team- building activities, debriefing after each exercise, case studies, work in small groups, brainstorming, presentations, info sessions for theoretical input, hands-on experiences, team games, tests, intercultural events (international night)

2. There will be a place for reflection on learning experiences and outcomes (with Reflection Groups and with the YOUTHPASS and the Digital Competence Assessment Tool processes) and different types of evaluation/ self- assessment.

BEST-PRACTICE 4: "Youth Work 2.0" Project

NAME OF THE ORGANISATION: YEU Cyprus (Youth for Exchange and Understanding Cyprus)

WEBISTE OF THE ORGANISATION: http://www.yeucyprus.org/

WEBISTE OF THE BEST PRACTICE: http://www.yeucyprus.org/youth-work-2-0-volunteering-opportunity-in-cyprus/

SHORT DESCRIPTION:

Youth work 2.0 aims to improve the process and competencies of youth workers for them to provide quality opportunities and effective support to young people. It aims to reach this ultimate goal via improving its online existence and expanding its service zone by doing the activities via the use of the internet. Creating and improving the online existence for the youth, youth workers, and other stakeholders in order to implement, share and raise awareness of the EU youth strategy (Engage, Connect and Empower) via online NFE methods.

Activities:

1. Create a Social Media Marketing Strategy that is a good fit for YEU Cyprus and its online existence mainly based on the European Youth Strategy of the EU Youth Policy and contents are oversimplified, catchy and informative

2. Create web-content on a weekly basis and a youth-friendly website

3. Create audiovisual material. A series of YouTube videos will be created through a call of volunteers

4. Create policies for the organization or other youth NGO's

5. Create manuals for a series of workshops

BEST-PRACTICE 5: "SuperYOUTH" Project

NAME OF THE ORGANISATION: Citizens in Power

WEBISTE OF THE ORGANISATION: https://www.citizensinpower.org/

WEBISTE OF THE BEST PRACTICE: https://superyouth.eu/

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SHORT DESCRIPTION:

The superYOUTH project focuses on tackling the information-driven malice orchestrated by campaigns resulting in Disinformation, Misinformation and Malinformation (DMM) in youth populations. The effect of DMM is exacerbated by the youth's increased exposure to digital media and the internet leading to poor responses and a rise in extremist views during societal crises such as political events, refugee crises, pandemics (COVID-19), the introduction of 5G technologies, global warming and more!

Existing attempts to mitigate this effect, such as UNESCO's fake news toolkit (UNESCO, 2020), bare an insufficient focus on youth. For this reason, the superYOUTH project will target youth more specifically by developing a transnational youth worker training programme on better training the youth to debunk DMM. The training programme will upskill youth workers to teach young people how to be proactive against DMM and provide them with techniques to fight their pre-existing biases. Moreover, youth workers will be more capable of handling groups at risk and guiding the youth to engage in active citizenship.

Activities:

1. Youth worker train the trainer toolkit on DMM DigComp competence units and DigComp certification Innovative teaching & learning mechanisms UNESCO's fake news training toolkit (which will be extended with a behavioural element to fight youth's pre-existing biases formed through DMM exposure Storytelling & web-radio techniques

2. Fighting disinformation, misinformation and malinformation (DMM) curriculum: 4 modular competence units that can be integrated in open MOOCs for non-formal education

3. Virtual fake news identification simulator (as assessment)

4. Innovative learning tools

5. YOUTHPASS certification

6. Virtual pilots

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7. An open access platform for young people where they can report fake news and ask for advice (moderated by experts) and where they can engage in stopping

manipulation and propaganda, contributing thus to social inclusion and civic engagement.

8. Upload data for facilitating youth's practice on fake news identification.

FINLAND

BEST-PRACTICE 1: Finnish Youth Centres experiential learning
NAME OF THE ORGANISATION: Finnish Youth Centers
WEBISTE OF THE ORGANISATION: https://www.snk.fi/en/
SHORT DESCRIPTION:

Youth Centres in Finland (Suomen nuorisokeskukset) are spaces designed specifically for youth work. They provide excellent opportunities for physical activity, adventure, crafts, and outdoor activities in natural settings. Youth Centres are usually located near nature and offer full board and lodging. Their activities vary from small functions to large events for hundreds of people. The activities are safe and goal-oriented, and they are carried out in a high-quality operating environment.

The centres' group process and youth work skills are also put to use in self-organized events. All Youth Centre programs adhere to the non-formal education method, which supports the Finnish curriculum and children's active learning through careful planning and execution of activities outside of the school environment.

Finnish Youth Centres empower youth mainly through experiential learning: the process of learning through reflection on doing. In practice, this is based mainly on concrete experience, reflective observation, abstract conceptualization, and active experimentation.

The centres collaborate with regional networks and also with national ones such as the Finnish Adventure Education Network which comprises professional educators, researchers, students and other actors who practice or promote adventure and outdoor

education and therapy.

The centres use digital media such as digital social networks to reach out to Finnish youth to invite them to visit the centres and to promote the centres' activities and events.

BEST-PRACTICE 2: Poppari Street work of City Youth Services

NAME OF THE ORGANISATION: City Youth Services

WEBISTE OF THE ORGANISATION: https://www.salto-youth.net/tools/otlas-partner-finding/organisation/helsinki-youth-services-torpparimaeki-youth-center.10173

SHORT DESCRIPTION:

Many municipalities in Finland have elaborate City Youth Services. City Youth Services typically aim at empowering young people in public participation and providing them with support and advice on issues related to young people's lives. Poppari, the information point of the City Youth Services, provides information sessions and events on current themes as to empower young people.

A good practice example of Poppari is their "Street work" activity. Poppari employees would typically go out in areas of the city which are popular with young people and in shopping centres and approach youth directly.

Social medias are useful means in the toolset of Poppari. They are mainly used as dissemination channels.

BEST-PRACTICE 3: Hyvärilä Youth and Holiday Centre

NAME OF THE ORGANISATION: Hyvärilä Youth and Holiday Centre

WEBISTE OF THE ORGANISATION: http://www.hyvarila.fi/en

SHORT DESCRIPTION:

Hyvärilä Youth and Holiday Centre aims at empowering young people in terms of social skills and healthy habits through a range of indoor and outdoor activities with a philosophy of sustainable development.

Although the organization acts locally, it is an active member of the European Network of

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Youth Centres contributing to its mission in promoting international youth travel. Through this collaboration, Hyvärilä Youth and Holiday Centre encourages the internationalization

of the Finnish youth and promotes multi-culturalism, cultural awareness and acceptance, and peaceful dialogue. Like other Finnish Youth Centres, Hyvärilä Youth and Holiday Centre uses digital media such as digital social networks to reach out to Finnish youth to invite them to visit the centres and to promote the centres' activities and events.

BEST-PRACTICE 4: Finnish Youth Association

NAME OF THE ORGANISATION: Finnish Youth Association (Suomen Nuorisoseurat)

WEBISTE OF THE ORGANISATION: https://nuorisoseurat.fi/

SHORT DESCRIPTION:

Finnish Youth Association is Finland's leading organisation for cultural children's and youth work. It aims at improving the overall personal growth and development as well as active and responsible citizenship of children, youth and adults. The best practice lesson that we could learn from the activity of this association is their use of educational and recreational activities in the area of culture as a main mean to achieve their objectives. Their cultural activities include cultural events, camps, training courses, some of which are facilitated online, and study visits, with a focus on the areas of dance, theatre, music and physical activity.

BEST-PRACTICE 5: ICYE Voluntary work placements

NAME OF THE ORGANISATION: International Cultural Youth Exchange Finland (ICYE Finland) - Maailmanvaihto

WEBISTE OF THE ORGANISATION: https://www.icye.org/icye-in-the-world/finland/

SHORT DESCRIPTION:

ICYE Finland is part of the international youth organisation ICYE which empowers young people through mobility and international voluntary service opportunities. ICYE aims at halting prejudices and develop intercultural understanding in young people and in the world. The best practice that we could learn from how ICYE Finland operates is that it

reaches its goal mainly through voluntary work placements. The idea is to improve youth social work and educational skills through volunteering work placements in schools,

kindergartens, nursing homes, residential centres for people with disabilities, and educational institutes including those meant for children with learning difficulties.

Digital media are mainly used to promote the activities of the organisation and to invite young Finns to volunteer with ICYE.

GREECE

BEST-PRACTICE 1: Elix International volunteer programs

NAME OF THE ORGANISATION: Elix

WEBSITE OF THE ORGANISATION: https://www.elix.org.gr/en/be-volunteer-en/workcamps-with-elix-en

SHORT DESCRIPTION:

International volunteer programs (short, medium, and long-term WorkCamps) are run by ELIX in Greece and abroad with the goals of preserving cultural heritage, protecting the environment, and fostering social harmony.

A volunteer work program provides a special chance to utilise your free time creatively, to interact with people from around the world, and to learn about and practice principles like cooperation, communication, cohabitation, and solidarity.

There are programs for voluntary work all year round, although they are most prevalent in the summer. Each program employs 15 to 20 international volunteers who provide their time for six hours a day, five days a week. For their coordination, two fully qualified team leaders are in charge. Unless another language is specified, one of the requirements is the capacity to communicate in English. All age groups are targeted by the programs.

Volunteers participate, with special guidance, in such activities as:

- environmental preservation, labour in wilderness regions, path marking and signalling, woodworking, tree planting, and vegetation cleansing
- Work in cultural centers, social work, creative child employment, work in schools

and playgrounds, support for people with disabilities, work in traditional buildings,

rehabilitation of masonry, stone pavers, and dry stone, custody and maintenance of archives and exhibits, work in traditional buildings, and assistance with the integration of migrants and refugees.

- promotion of culture, involvement in celebrations, regional celebrations, cultural activities, and study groups.

BEST-PRACTICE 2: Infinity Greece

NAME OF THE ORGANISATION: Infinity Greece

WEBSITE OF THE ORGANISATION: https://infinitygreece.com/en/

SHORT DESCRIPTION OF THE PRACTICE (INITIATIVE/PROJECT/ACTIVITY/ETC):

A creative youth organisation called "InfinityGreece" was founded in Thessaloniki in 2014 as a group of student volunteers. The idea behind the organisation is to give the city's kids a secure space for expression, where each young person will get creative media stimulation, grow as a person, widen his horizons, and learn via experiential learning, leaving his mark on the local community.

Since 2014, InfinityGreece has established meaningful partnerships with a variety of organisations, including the Municipality of Thessaloniki, United Societies of the Balkans, Kids in Action, and Youthnest, as well as businesses like o WE, Efood, Lancom, and Isomat and youth groups like TEDxUniversityofMacedonia and AIESEC. The strong relationships of friendship and respect that were forged with everyone engaged who witnessed the accomplishment of the shared objectives were a common element in all these collaborations!

BEST-PRACTICE 3: United Societies of Balkans

NAME OF THE ORGANISATION: United Societies of Balkans (U.S.B)

WEBSITE OF THE ORGANISATION: https://balkanheart.org/

SHORT DESCRIPTION:

U.S.B has been implementing initiatives, educational, social, and voluntary mobility, as well

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as youth empowerment programs, for more than ten years. We want to help people integrate into society, build a network of engaged citizens, and enhance their quality of life.

Balkan Heart is a public creative space in the heart of Thessaloniki that U.S.B. established for exhibitions, conferences, events, and educational programs. In 2018, after 10 years, we created a space for creativity and expression in the historic centre of Thessaloniki. Balkan Heart, a big Balkan heart, is waiting for you at its premises, Agia Sofias and Alexandrou Delmouzou 8, to welcome you to a seminar, a workshop or another action of cultural and social interest.

BEST-PRACTICE 4: Homo Digitalis

NAME OF THE ORGANISATION: Homo Digitalis

WEBSITE OF THE ORGANISATION: https://www.homodigitalis.gr/en

SHORT DESCRIPTION:

In the modern era, using the Internet is an integral aspect of daily life. The digital world now shapes our reality and our decisions, actions, and ways of thinking.

By establishing a new, digital image of ourselves—a digital identity, which is not always an exact replica of our real personality but enjoys the same freedoms and rights—it reforms not just our society as a whole but also human existence itself. The safety of Internet users in Greece is the main objective of Homo Digitalis. It exists to defend and uphold the fundamental freedoms and rights in the digital sphere when they are threatened or attacked by public entities, individuals, or private businesses.

The right to privacy, the security of personal data, freedom of expression and of the press, access to justice, freedom of information, property rights, and the elimination of discrimination are Homo Digitalis' top priorities for the upcoming years. We are a brand-new non-governmental organisation committed to achieving our goal. We began operations in 2018. All of our assets go directly toward our mission. Over 100 people are a part of Homo Digitalis (regular members and volunteer members).

BEST-PRACTICE 5: Sarantaporo Community Wireless Network

NAME OF THE ORGANISATION: Sarantaporo.gr Community Wireless Network

WEBSITE OF THE ORGANISATION: https://www.sarantaporo.gr/el/profil

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SHORT DESCRIPTION:

A community wireless network called Sarantaporo.gr exists in a distant and secluded part of the village of Sarantaporo in rural Greece. Since 2010, we have worked with the local community to construct the necessary telecommunications infrastructure, provide digital literacy training for residents, and foster and develop our community. We now provide open access internet connectivity to the communities in our region. Our intervention plugs gaps in a system where the market is uninterested, and the government is unable to provide connectivity for local residents.

The Sarantaporo.gr Community Wireless Network is a part of a global trend of community networks that are growing in both rural and urban regions and providing people who are still offline with cost-effective, high-quality connection. Even today, the other half of the world's population has no internet connection at all. For the other half, connectivity is described as "connection to the internet via any form of device at least once in the past three months" and is measured as such. On the worldwide front of meaningful connectivity and the right of access to the internet, things are not looking good, but they are improving!

ITALY

BEST-PRACTICE 1: Happy Angel

NAME OF THE ORGANISATION: Happy Angel

WEBISTE OF THE ORGANISATION: https://www.happyangel.it/

SHORT DESCRIPTION:

Happy Angel is the platform that connects non-profit associations with digital volunteers from all over Italy. From the programming of the site to the launch of the platform, Happy Angel is a project born thanks to a team of professionals, who put their heart on the keyboard. Happy Angel was created to break down the wall of distances and ensure that

the full potential of digital flows where it is most needed. Digital Volunteers are people who decide to marry a cause and contribute to the realization of a project, operating from home

(or from wherever they prefer), according to their availability. We are talking about recent graduates or professionals, who have skills in areas such as web design, social media management, translation, programming and much more. Activities, therefore, that can be carried out remotely!

BEST-PRACTICE 2: Alberi in periferia

NAME OF THE ORGANISATION: Alberi in periferia

WEBISTE OF THE ORGANISATION: https://alberiinperiferia.wordpress.com/

SHORT DESCRIPTION:

Alberi in Periferia' was born in October 2019 to respond to the need to translate into practical and concrete actions the awareness of environmental and social issues.

We are a volunteer organization that already has its goal in its name: to plant as many trees as possible in areas of the suburbs to be redeveloped and at the moment we have already reached about a thousand trees. We have carried out dozens of planting initiatives in different peripheral districts (Torbella Monaca, Centocelle, Romanina, Tor Vergata, Selva Candida, Casal Monastero...) involving minors at risk, associations, neighborhood committees, citizens and with the support of the administration, in full compliance with the law and without which it would not have been possible to achieve the result achieved.

We have also carried out planting initiatives within schools, involving pupils and their parents and teachers.

Specifically, we have so far realized:

• +30 planting initiatives in different districts of Rome

• 5 art and information initiatives for the environment

• +30 associations, neighborhood committees, schools... with whom we have collaborated

• About 1500 plants planted

• 1 forest nursery built.

By planting trees in peripheral urban contexts to be redeveloped, we plant participation,

sociality and a different narrative of the suburbs, which are not only degradation and

marginalization, but also commitment and good practices of defense of the common good, because as we always say "If they want the desert, we will plant participation"

The Association regularly hosted digital volunteers to implement its activities, from web designers to social media managers, graphics experts and social fundraising managers.

BEST-PRACTICE 3: Map for future

NAME OF THE ORGANISATION: Map for future

WEBISTE OF THE ORGANISATION: www.mapforfuture.world

SHORT DESCRIPTION:

Map For Future is a digital cartographic volunteering project to tell through maps, graphics and direct social groups protagonists of the territories and the stories of local actors, of those who take care of spaces and dedicate themselves to animate them.

We operate both in Italy and abroad with attention also to international cooperation projects to bring our contribution of promotion, growth and development through networking and training.

We organize Digital Mapping Volunteering activities. The aim of volunteering is to increase and improve digital map data especially in disadvantaged contexts of the world. The data is released in an open, "open-data" format. In this way, local administrations and international groups can access geographical data to better design urban and rural interventions.

BEST-PRACTICE 4: Paese dell'acqua

NAME OF THE ORGANISATION: Paese dell'acqua

WEBISTE OF THE ORGANISATION: https://www.paesedellacqua.it/pda-network/

SHORT DESCRIPTION:

The association was founded in December 2015 and was born on the experience developed in Sassinoro, a small town in the Province of Benevento, rich in springs and public fountains,

in which, since 2008, an event has been established and organized on behalf of the

Municipality, on the occasion of World Water Day, called "SASSINORO PAESE DELL'ACQUA" on the theme of water resources.

Subsequently, the need arises to establish an independent identity capable of speaking an innovative language starting from an extraordinary resource such as water, for the development of internal territories on which the same resource very often depends. Through conferences, workshops, laboratories, we have tried to increase the educational and cultural vocation of the participants with each new edition, placing this resource in the foreground, as a reason for support and development for future generations and for all those (public, private or individual citizens) who have among their objectives, the protection, promotion and safeguarding of the territory and the concept of common good. The national and international network of the "Countries of Water" proposed through a memorandum of understanding, makes the territories protagonists of the cultural and political debate. develops a "network" vision that aims to ensure the environmental sustainability of administrative interventions, increasing awareness and awareness of public opinion. It contributes, therefore, to think of the management of water resources, and more generally that of the protection of natural resources, as a non-sectoral but global problem to which to give concrete answers through the exchange of good practices and virtuous processes. Numerous adhesions have been received to date by public bodies and civil society organizations from the Campania Region, at national and international level.

The Association regularly hosted digital volunteers to implement its activities, from web designers to social media managers and graphics experts.

BEST-PRACTICE 5: Digital Civil Service

NAME OF THE ORGANISATION: Presidency of the Council of Ministries of Italy, Department for the Digital transformation

WEBISTE OF THE ORGANISATION:

WEBISTE OF THE BEST-PRACTICE: https://innovazione.gov.it/notizie/articoli/pnrr-parte-il-bando-per-i-volontari-del-servizio-civile-digitale/

SHORT DESCRIPTION:

How to create a digital identity, manage e-mail, book a medical examination or register for an online course: these will be some of the main tasks of the "digital facilitators", the volunteers of the Digital Civil Service who will support citizens in the use of new technologies. The young volunteers will also promote cultural events and initiatives in the area, aimed at presenting new digital tools useful to citizens, schools, and businesses, involving different organizations in the planning of activities and managing special communication and dissemination activities, online and offline.

The call that has been recently published that will allow 2,160 young people to join the initiative, open to young people between 18 and 28 years old, with the aim of increasing the digital skills of the less able, favoring the use of online public services. Participants will be entitled to a monthly allowance and for all there is a certification path of the skills acquired. For volunteers participating in the projects, in addition to the usual general training of the Universal Civil Service, there is a specific training course by the Department for Digital Transformation, assisted by the Department for Youth Policies and Universal Civil Service.

The training on digital issues and the digital facilitation service will allow volunteer operators to develop the professionalism of "digital facilitator" and develop specific skills that will also be the subject of a certification process. The training course will be based on the Digcomp 2.2 framework, i.e. the Framework for citizens' digital skills developed by the European Commission.

The project is one of the measures of the National Recovery and Resilience Plan (PNRR) dedicated to digital skills and is part of the Universal Civil Service, carried out in collaboration between the Department for Digital Transformation of the Presidency of the Council of Ministers and the Department for Youth Policies. The first projects will be activated starting from November 2022 and will have a duration of 12 months.

BEST-PRACTICE 1: La Palma Juventud

NAME OF THE ORGANISATION: La Palma Juventud

WEBISTE OF THE ORGANISATION: https://juventudlapalma.com/

SHORT DESCRIPTION:

La Palma Juventud is a free public youth information centre run by the Youth Department. It offers information, actions and opportunities that promote personal development and participation in the active life of young people in the town.

In addition, the demand for information is dealt with efficiently, objectively and free of charge. We work on equal terms for all young people in La Palma del Condado, entities, youth mediators and youth associations. The City Council, is the closest administration to the citizen, in this case to young people, and uses social networks as its main communication channel. Furthermore, posters and advertising on radio and television are used not only to inform young people of everything that is offered, but also to get them involve on a youth network. In additon, this entity has a close relationship with other youth entities and local associations. Tools used to recruit young people for the different activities:

- Customer service office
- Social media
- Videos
- Posters
- Dissemination in local media.

BEST-PRACTICE 2: Guadalinfo La Palma

NAME OF THE ORGANISATION: Guadalinfo La Palma

WEBISTE OF THE ORGANISATION: http://www.guadalinfo.es/web/centro-la-palma-del-condado

SHORT DESCRIPTION:

Guadalinfo is the Andalusian public network of more than 760 centres for digital skills, open innovation and Internet access, co-financed by the Junta de Andalucía and the eight Andalusian provincial councils, and managed by the Consortium Fernando de los Ríos.

The centres are located in rural municipalities (less than 20,000 inhabitants) and in certain neighbourhoods of larger cities where they work with groups at risk of social exclusion.

The focus of Guadalinfo is to empower people (using ICT) to be the driving force for the transformation of their communities: training adapted to different ages and profiles in digital skills, entrepreneurial skills, technological and professional skills, and community awareness and cohesion, with special attention to the prevention of digital, gender and social gaps.

Guadalinfo centres also advise users on their projects and promote collective initiatives for social dynamisation, community awareness and promotion of the environment. Their areas of action range from employability to digital literacy, promotion of innovative culture, citizen participation, improvement of quality of life, entrepreneurship, business digitalisation and electronic administration.

From the centre of La Palma del Condado we give support to young people with the help of grants, subsidies for youth organisations, cultural vouchers and courses. In additon, Guadalinfo disseminates events of youth, cultural and artistic interest.

- Customer service office
- Social media
- Videos
- Posters
- Dissemination in local media.

BEST-PRACTICE 3: JOPI

NAME OF THE ORGANISATION: JOPI

WEBISTE OF THE ORGANISATION:

https://www.facebook.com/hermandadsantacruzcallesevilla/

SHORT DESCRIPTION:

Religious Youth Association of young people with social and religious aims. These youth associations, which are traditional in Spain, aim to bring culture, heritage and traditions to all places. They also work for the entities to which they belong and with very interesting social purposes such as:

- Food collection for Caritas
- Collection of school materials
- Social actions of the Brotherhood, collection of cleaning materials for Ukraine

On the other hand, these associations promote faith, culture and values among the young people who belong to the religious brotherhoods under which they are gathered.

Social networks are very important for these associations, as they express what they need, promote values and help getting other young people and adults involve in the social purposes they work with.

- Social media
- Posters
- Local media as dissemination channels
- Videos.

BEST-PRACTICE 4: JOBA

NAME OF THE ORGANISATION: JOBA

WEBISTE OF THE ORGANISATION: www.callecabo.com

SHORT DESCRIPTION:

Religious Youth Association of young people with social and religious aims. These youth associations, traditional in Spain, aim to bring culture, heritage and traditions to all places. They also work for the entities to which they belong and with very interesting social purposes such as:

- Marea Verde: Solidarity race in which every year we choose an association, organisation or foundation to which the money raised from the race registration fees will be donated. In

2019 it went to the AFA Association, for families of people with Alzheimer's disease.

In 2020-2021, due to the covid restrictions, it could not be held in person, but we still organised it virtually and the proceeds were donated to the Aladina Foundation, for children suffering from cancer.

- At Christmas time they go to the homes of the most disadvantaged people in the village, the sick, the elderly, etc. and we bring them Christmas sweets, sing Christmas carols and spend some time with them.

- Joba joins in all the charity work carried out by the brotherhood, food campaigns, solidarity fundraising for social organisations, Caritas, etc.

- Donation of food offerings in April and September for the needy of our municipality, managed by the parish, Cáritas.

> On the other hand, these associations promote faith, culture and values among the young people who belong to the religious brotherhoods under which they are gathered.

Social networks are very important for these associations, as they express what they need, promote values and help getting other young people and adults involve in the social purposes they work with.

- Social media
- Posters
- Local media as dissemination channels
- Videos

BEST-PRACTICE 5: Grupo Joven Hermandad de la Virgen del Rocío

NAME OF THE ORGANISATION: Grupo Joven Hermandad de la Virgen del Rocío

WEBISTE OF THE ORGANISATION:

http://hermandadrociolapalma.blogspot.com/p/grupo-joven.html

SHORT DESCRIPTION:

Religious Youth Association of young people with social and religious aims. These youth

Co-funded by the
Erasmus+ Programme
of the European Union

associations, traditional in Spain, aim to bring culture, heritage and traditions to all places.

They also work for the entities to which they belong and with very interesting social purposes such as:

- Food collection for Caritas
- Summer camps for disadvantaged children in the municipality.

  On the other hand, these associations promote faith, culture and values among the young people who belong to the religious brotherhoods under which they are gathered.

Social networks are very important for these associations, as they express what they need, promote values and help getting other young people and adults involve in the social purposes they work with.

- Social media
- Posters
- Local media as dissemination channels.

PARTNERS