

# INFORMATION WORK AND YOUTH



VOLUME 2

# WORKING MANUAL FOR ONE STOP YOUTH INFORMATION AND RESOURCE CENTRES

GETTING STARTED GUIDELINES



Organised and written by Oslo Youth Council  
In close collaboration with Nairobi One Stop  
Youth Information Resource Centre  
Supported by UN-HABITAT

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In case of use of this document by projects developing their information services for young people; we would respectfully ask that Oslo Youth Council/BURO be acknowledged as the source of this information material in any work developed by projects using this publication. For support in the development of your information service for young people please contact:

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## FOREWORD



Over the past decade, agencies and governments across the world have begun to realize the value – and necessity – of engaging youth as partners and leaders in the development of cities and towns. As more and more of the issues of human development become urban issues, and ever-greater proportions of city populations are youth, the crucial intersection between empowering youth and actualizing our goals for sustainable urban development becomes clear. Just as in the 20th century, the vast majority of the worlds' nations recognized that the inclusion and full empowerment of women was key to success, in the 21st century we have begun to make similar strides towards the recognition of youth as full stakeholders in our shared future.

This series of training manuals was developed by UN-HABITAT in partnership with several international NGOs. The titles in this set of guidebooks are intended for use in Urban Youth Centres, offering resources for development partners and practitioners grappling with the issues of youth in urban spaces today. Each of the manuals builds on and interfaces with the other volumes in the series, and together the series offers a flexible and locally-adaptable roadmap to ensure that youth can be effectively engaged and empowered to make positive changes in their own lives and in their communities.

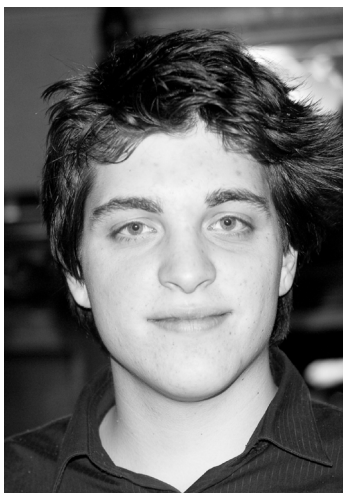
These manuals have been ground-tested with youth, partner organization representatives and municipal staff from One Stop Youth Resource Centres in Kenya, Tanzania, Uganda and Rwanda. To date, we have seen an overwhelming response and desire by municipalities in countries across Africa and beyond for access to these training resources, reflecting the great need for safe urban spaces in which youth and local authorities can cooperatively interact and address shared concerns. It is our hope that with this series' wide distribution to municipal partners, we will see the expansion and evolution of the One Stop and We Are the Future Urban Youth Centre models across the developing world. This series can also be adapted at the national level by Ministries concerned with Youth issues.

As with any publication designed for use in multiple locations in the field of youth-led development, this series is expected to expand and be revised and updated regularly. To those beneficiaries of this first edition, we invite your contributions to the ongoing learning and feedback process that is the hallmark of successful participatory development.

I would like to extend thanks on behalf of UN-HABITAT to our development partners who have made resources available. To our municipal and civil society partners, and especially to the youth of today's cities, we entreat you to implement the learning contained in this series, to work together to create new opportunities for youth as leaders of today, and to continue your shared efforts to bring about lasting and meaningful change in your communities.

A handwritten signature in black ink, appearing to read 'Joan Clos', with a long horizontal flourish extending to the right.

Dr. Joan Clos  
Executive Director, UN-HABITAT



UN-Habitat, Partner and youth section is pleased to publish this working manual for One Stop Youth Information Resource Centres. This manual is based on existing best practices, and is produced to enable existing and new upcoming Centres to provide quality service to young people. The information service, for which this working manual has been developed, is firmly embedded in the youth sector which, in turn, is part of the non-formal education process.

This manual is about the core principles and procedures for the starting up of, delivery of, and monitoring of One Stop Youth Information Resource Services. Using the guidelines within this manual will enable service users (and potential users) to be the central focus of service delivery. The purpose of the working manual, therefore, is to act as a point of reference for good practice, providing a framework for assessing the quality of services and the means of quality assurance for young people, information service managers and funding bodies.

This working manual, therefore, relates not only to assist access to information by young people but also to its relevance, the individual concerned and to the wider community. The youth information service is equally conscious of its role to alert young people of possibilities and choices available to them, so that they make informed decisions. One Stop Youth Information Resource Centres (OSYIRCs) are beacons in the range of information, choice and decision. The working manual promotes regular interaction with other sources of information, education and services to young people, thus adding value to the total education process.

Young people are growing up in a fast changing and complex world where they are confronted with many choices, conflicts, challenges and pressures. Often they have to make decisions, some of which will shape the rest of their lives. To do this effectively, they need reliable information on the options available.

OSYIRCs, aim to empower young people to make informed and responsible decisions about all aspects of their lives. They do this by providing fast and easy access to a wide range of information in an informal and supportive environment. OSYIRCs enable young people to have a wide range of opportunities, to develop their skills and abilities, and to actively participate in societal development at local, national and international level.

The right to information is a fundamental human right for all citizens and it is recognized in a number of international agreements and conventions such as the Universal Declaration of Human Rights and the Convention on the Rights of the Child. As access to information is a fundamental right which enables young people to make informed decisions about their lives, the OSYIRCs must be concerned with ensuring that information services are of a high quality and standards which will allow young people to be innovative, exercise and enjoy this right. Good luck!!

**Martin Eckhoff Andresen**

OSLO YOUTH COUNCIL

President of the board from March 2007 to June 2008

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## LIST OF ACRONYMS

So that you do not get confused at the start, here is a list of the acronyms that appear in the manual

OSYIRC	One Stop Youth Information Resource Centre
BURO	Barne- og Ungdomsrådet i Oslo/ Oslo Youth Council
CIDJ	Centre d'Information et de Documentation Jeunesse
CCN	City Council of Nairobi
OYIC	Oslo Youth Information Centre
YIC	Youth Information Centre
ERYICA	European Youth Information and Counselling Agency
GPI	Global Partnership Initiative
GC	Governing Council
STD	Sexually Transmitted Diseases
VCT	Voluntary Counselling and Testing
HIV	Human Immunodeficiency Virus
AIDS	Acquired Immune Deficiency Syndrome
CV	Curriculum Vitae
COWA	Companionship of Works Association
NGO	Non Governmental Organisations
FUBU	For Us By Us (For Youth By Youth)
MDG	Millenium Development Goals
CRRIJ	Centre Relais- Ressources Information Jeunesse
NC	Nouvelle Calédonie/New Caledonia
UNDP	United Nations Development Programme
UN-HABITAT	United Nations Human Settlements Programme

## **PART 1** – Principles and Values – Youth Information Work with Young People

预览已结束，完整报告链接和二维码

<https://www.yunbaogao.cn/report/index/report?reportId=1>