

**REPORT**

**WP3 CLUSTER GROUP ON YOUTH WORK ROLE AND COMPETENCES ON THE EMPOWERMENT AND WELL-BEING OF YOUNG MIGRANTS, REFUGEES AND ASYLUM SEEKERS**



**1. Leading Partner**

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**2. Staff involved into the activities**

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Silke Cuypers	Staff from associated partner Tumult vzw, that helped with organization of WP3
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<sup>1</sup> Please, attach scanned copy of the attendance list of the meetings

#### 4. Calendar of the activities

Dates	Activities <i>(please mention the activities and the used methodology)</i>	Outputs <sup>2</sup>
Monday 30/04/2018  11h00– 12h30	Online meeting: Introduction to project and thematic topic. Introduction of different participants and their experience and work. Concept note was sent to participant to prepare them.	<ul style="list-style-type: none"> <li>• See report on Meeting (annex)</li> <li>• Also concept note in annex with goals, concepts and important definitions</li> </ul>
Monday 07/05/2018  13h30 - 18h00	<ul style="list-style-type: none"> <li>• Welcome and introduction</li> <li>• Motivations &amp; expectations</li> <li>• added value and effect of youth work with YMRA</li> <li>• Appreciative enquiry: aimed at identifying success factors and key elements in youth work with YMRA</li> <li>• identification of youth workers' learning needs when working with YMRA on wellbeing and empowerment</li> </ul>	<ul style="list-style-type: none"> <li>• Program</li> <li>• Pictures taken</li> <li>• Movies used to show the added value of YW</li> <li>• PowerPoint used</li> <li>• Report</li> <li>• Results of graphic harvesting – graphic report</li> </ul> <p>available on: <a href="https://drive.google.com/open?id=19bvslxkxhdQzqRffz2hw9fwYZFcw_twc">https://drive.google.com/open?id=19bvslxkxhdQzqRffz2hw9fwYZFcw_twc</a></p>
Tuesday 08/05/2018  9h30 - 12h30	<ul style="list-style-type: none"> <li>• Challenges of youth work working with YMRA</li> <li>• Propose policy recommendations on 5 subtopics</li> <li>• closing: thanking, evaluation and next steps</li> </ul>	see 07/05

<sup>2</sup> Please, attach agendas and reports of the meetings, summary of the meetings evaluation, pictures and videos (if any).

## 5. Report on the analysis of Thematic practices related to the Cluster Group topic

*Elements that support the formulation of the following policy recommendations and youth workers' learning needs analysis*

During the preparation phase we analysed the identified practices under the **category 'Coaching / mentorship / mental and emotional support for young people'**. In these practices, mentoring and support was seen as key factors and essential elements. Some of those practices worked with individual counselling. This requires a lot of (time investment from) staff and is therefore costly. So it is difficult to find sufficient resources and funding. Another challenge is the fact that migration laws frequently change, which has a big impact on the activities of an organization. Also ensuring staff's mental wellbeing is seen as a challenge faced during project implementation.

Three of the reviewed practices were **introduced** by showing videos (mainly testimonies by young people involved in the project as participants) in plenary during the meeting of the thematic workgroup. There was time for **discussion** and asking of questions afterwards. The programme **Mind-Spring** was presented more in depth by participant Maryam who works for Mind-Spring Belgium/Flanders. This program started in the Netherlands and is now being done in Flanders, Denmark and Germany. Mind-Spring has programmes for different age groups: children, youngsters, young adults and adults. The aim of the programme is to create safe spaces for sharing, to assess therapy needs and to guide those who need it to mental health specialists.

In the cluster meeting, **qualities and strengths** of empowering youth work with YMRA were summed up. A lot depends on the attitude and the way of working of the youth workers, some necessary qualities are:

- be flexible
- have good listening skills
- be present
- show respect
- create a safe environment
- empathise

During the meeting, some **main structural challenges** faced while working with YMRA in wellbeing and empowerment were also identified:

- The difficulty in working on wellbeing during **waiting hood period**, due to uncertainty.
- The difficulty in **outreach** – and the need to use partners to do it. It is not easy for YMRA to go to a place and start joining a group (by themselves), there is usually someone making the link.
- The challenge in **engaging families** and make them aware of the added value of participation in youth work activities (for example, situations when cultural differences don't allow a young girl to go camping).

- **Showing the importance of this work** with YMRA. It is difficult to promote such awareness and there is a kind of competition between different target groups with fewer opportunities.
- The **existing narratives**, which miss the point of focusing on needs and rights of human beings.
- Finding a **balance between protecting and exposing YMRA** to surroundings and on youth worker's role in promoting autonomy or closely support/guide (for example, on access to housing).
- The **never-ending requests** and challenge to focus on one thing when youth workers are constantly requested to **deliver beyond their role** (for example, to support in finding a job).
- The need to **adapt the structure we give to volunteers** to work with YMRA – as working with this target group there is the need to approach leisure time/meeting people in a different and cultural-sensitive way.
- To work in a framework of a project that has **no long-term approach**. It limits work, planning and sustainability. Funding uncertainty is main reason behind this challenge.
- The way project **implementation is affected by context**. Funding framework, competition, agenda and competences of the organisations can have negative effect in quality youth work.
- The **collaboration between different stakeholders** and the lack of understanding between different levels of action. It is difficult to have a flexible approach at the field level, as it is usually defined **top-down**.
- **Bureaucracy** affects youth work delivery and the way youth workers can approach and work with YMRA.

These challenges were clustered into **five categories**:

1. Outreach & sustainable engagement
2. Youth worker well-being and self-development
3. YMRA narratives
4. intercultural exchange
5. Cooperation & resources

# CHALLENGES

Bring to  
Autonomy

HARD to  
work  
LONG-TERM  
1<sup>st</sup> step is  
HARD  
we need  
TIME

## 1 OUTREACH & SUSTAINABLE ENGAGEMENT

TIME & RESOURCES  
for COMMUNICATION

PLATFORMS  
for OLD  
PARTICIPANTS

PARTNERS  
LEARN about  
PROJECTS

too much  
OTHER stuff

deal with  
UNCERTAINTY

SUPPORT &  
TRAIN  
VOLUNTEERS

MISSING some  
TRAINING  
(e.g. bereavement)

## 2 YOUTHWORKER WELL-BEING & SELF-DEVELOPMENT

IMPORTANCE of  
COACHING  
INTERVISION  
TRAINING

ACCESSIBILITY & CONVALISATION  
of INFORMATION

TIME for  
PREPARATION  
EVALUATION  
REFLECTION

## 3 YMRA NARRATIVES

WHAT is a  
HUMAN BEING?  
NOT 1  
TARGET GROUP

SAFE  
ENVIRONMENT

POSITIVE  
NARRATIVE

COMMUNICATION  
NAI STRATEGY

MIXED  
ACTIVITIES

INVOLVE  
municipality  
local NGOs  
schools  
media

## 4 INTERCULTURAL EXCHANGE

How work  
with delicate  
Subjects

they don't know  
LEARNING NEEDS

CHANGE  
PERSPECTIVE  
(thinking)

Cultural  
DIFFERENCES

TRAININGS  
about INTERCULTURAL  
AWARENESS

TOOLS to  
use for young  
people from  
DIFFERENT CULTURES

## 5 COOPERATION & RESOURCES

POLITICAL  
Reality

ENVY that  
others get money

FINANCIAL  
SUSTAINABILITY

Depended on  
FUNDERS

BUREAUCRACY

RESEARCH  
&  
PRACTICE

CULTURAL  
COLLABORATE MEDIATION

COOPERATE

LESS  
ADMINISTRATION

LONG term  
CONTINUITY  
SUSTAINABLE

HONOR  
the FIELD  
WORKERS

Thank You!

## 6. Report on the existing National and European Policies related to the Cluster Group Topic

*Elements that should be considered, while formulating the final policy recommendations.*

There are six relevant European policies or strategies on the topic of well-being and empowerment of YMRA in youth work. Beside these recommendations and resolutions on European level, there are some relevant policies about youth work with YMRA at national level as well. For example in Flanders/Belgium, there is a recommendation from the Flemish Youth Council and the Masterplan Diversity. Underneath we briefly introduce the relevant policies.

- Council of Europe: upcoming Recommendation on supporting young refugees in transition to adulthood

This is a recommendation from the Council of Europe to member states that is being finalised this year. It focuses on young people after the age of 18, who have arrived in Europe as children, and obtained refugee status or subsidiary protection. This transition to adulthood is a challenging period, as on reaching the age of majority, young refugees no longer have access to rights and opportunities previously held as children. They are likely to face an abrupt change in the possibility of accessing services and support across many sectors including youth work. There will be some relevant points in it about empowerment and well-being in youth work with YMRA, specifically about mental wellbeing and training for youth workers about this.

- Expert group on youth work for young migrants and refugees

[https://ec.europa.eu/youth/sites/youth/files/mandate-expert-migrants\\_en.pdf](https://ec.europa.eu/youth/sites/youth/files/mandate-expert-migrants_en.pdf)

The expert group on youth work for young migrants and refugees was established under the EU Work Plan for Youth 2016-2018. The expert group is composed of delegates of Member States and external experts. The aim of the expert group is to develop:

- a practical toolbox for youth workers and youth organisations
- policy recommendations as input to a future EU Council conclusion, which will be agreed upon during the Austrian presidency.

Currently the Expert group is still working on these actions. Two persons involved in this thematic cluster group take part in this Expert Group, Silke Cuypers (as delegate for Belgium/Flanders) and Andreia Henriques (as delegate for SALTO Inclusion & Diversity). Becoming a part of Europe also gave a presentation to the Expert Group on the work that is done within the project.

- Structured Dialogue Youth Goals

<http://www.youthconf.at/youthgoals/>

The Youth Goals are the outcome of the Structured Dialogue with Youth process 2017-18. They represent views of young people from all over Europe. Two goals are very relevant. The first one is

*'Inclusive societies: Enable and ensure the inclusion of all young people in society'*. They link this goal with new migratory phenomena. The second relevant goal is *'Mental Health & Wellbeing: Achieve better mental wellbeing and end stigmatisation of mental health issues, thus promoting social inclusion of all young people.'* Two subgoals under mental health and wellbeing are:

1. *Provide all professionals working with young people as well as family and friends with quality mental health first aid training.*
  2. *Focus on prevention measures that ensure young people are equipped with the knowledge and the skills required for better mental wellbeing.*
- Council conclusions on the contribution of quality youth work to the development, well-being and social inclusion of young people (2013/C 168/03)

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A52013XG0614%2802%29>

These are recommendations towards the member states and the European Commission, in order to have qualitative youth work, which is beneficial for the development, well-being and social inclusion of young people. Well-being is mentioned in this Council conclusion as one of the core goals of youth work.

- EU Youth Strategy 2010 – 2018. Council Resolution on a renewed framework for European cooperation in the youth field (2010-2018)

<http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1390996863108&uri=CELEX:32009G1219%2801%29>

Well-being is one of the eight fields of action in the European cooperation in the youth field (European Youth Strategy 2010-2018). Health and well-being is one of the main fields of action in which initiatives should be taken. The aim is to support the health and well-being of young people, with a focus on the promotion of mental health among others.

- A renewed EU Youth Strategy proposed by the European Commission for 2019-2027

[https://ec.europa.eu/youth/news/eu-youth-strategy-adopted\\_en](https://ec.europa.eu/youth/news/eu-youth-strategy-adopted_en)

The current European Youth Strategy is ending this year. A proposal for the new strategy has been published in May 2018. It proposes to focus on the following areas of action:

- ENGAGE: Fostering young people's participation in civic and democratic life<sup>3</sup> speech bubbles on theme engage
- CONNECT: Connecting young people across the European Union and beyond to foster voluntary engagement, learning mobility, solidarity and intercultural understanding<sup>3</sup> speech bubbles on the theme connect
- EMPOWER: Supporting youth empowerment through quality, innovation and recognition of youth work

Empowerment of youth (and youth work) is one of the main goals of this Strategy.

- Resolution on the health and well-being of young people (2008/C 319/01)

[https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.C\\_.2008.319.01.0001.01.ENG&toc=OJ:C:2008:319:TOC](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.C_.2008.319.01.0001.01.ENG&toc=OJ:C:2008:319:TOC)

This is a resolution by the Council of the European Union and the Member States, published in 2008. This resolution states that special attention should be paid to young people's mental health, particularly promoting good mental health especially through youth work, and to the prevention of self-harm and suicide. They suggest member states to support the training of youth workers and NGOs in the area of prevention and health and well-being of young people, in basic counselling, early intervention, identification of difficulties of young people and signposting to other services.

- Working with young people: the value of youth work in the European Union

[http://ec.europa.eu/assets/eac/youth/library/study/youth-work-report\\_en.pdf](http://ec.europa.eu/assets/eac/youth/library/study/youth-work-report_en.pdf)

This study shows the contribution that youth work makes for young people in the EU. Also the effect on empowerment and well-being of youth is thoroughly discussed. These are important proofs for the value of youth work on these topics.

- Erasmus+ Inclusion and Diversity Strategy in the field of Youth

<https://www.salto-youth.net/rc/inclusion/inclusionstrategy/aboutid/>

This strategy ensures that Erasmus+ responds positively to Inclusion & Diversity in the youth field. It sets a framework for how to involve youngsters with fewer opportunities in Erasmus+ activities. It is not talking only about youth work with YMRA, but also with other target groups of vulnerable youth.

- Recht op vrije tijd voor nieuwkomers / Right to leisure time for newcomers

<https://vlaamsejeugdraad.be/advies/1801-advies-recht-op-vrije-tijd-voor-jonge-nieuwkomers>

The Flemish Youth Council wrote an advice in April 2018 on the 'Right to leisure time for young newcomers'. They give recommendations to different policy levels (reception initiatives, municipal level, welfare organisation, agency for integration, schools, Flemish and Federal government). In this advice, they state the importance of leisure time for socialisation and promotion of psychological well-being.

In May 2016, the Flemish Youth Council wrote an advice about young refugees called 'Jongeren op de vlucht / Youth on the run', which was more general and focussing on the urgent needs of YMRA at the stage of arrival. There also was a recommendation about psychological care in this initial recommendation, but not specific about psychological care within youth work.

*Ensure sufficient, affordable and culturally sensitive offer of specialized psychological support for the young people who need it, both in the reception and afterwards. Support them in the processing of their traumas and in dealing with all change and in their lives. Inform young people about the importance of this help.*

[https://vlaamsejeugdraad.be/sites/default/files/advies/1609\\_advies\\_jongeren\\_op\\_de\\_vlucht.pdf](https://vlaamsejeugdraad.be/sites/default/files/advies/1609_advies_jongeren_op_de_vlucht.pdf)

These policy recommendations were based on the outcomes and learning of the project Wereldspelers/ GloBall: an experiment by 30 youth work organisations for youth work with YMRA.

[https://demos.be/sites/default/files/document\\_beleidsaanbevelingen\\_wereldspelers.pdf](https://demos.be/sites/default/files/document_beleidsaanbevelingen_wereldspelers.pdf)

- Masterplan Diversiteit in/en het jeugdwerk / Masterplan Diversity in/and youth work

[http://www.sociaalcultureel.be/jeugd/jeugd\\_kinderrechtenbeleid\\_doc/diversiteit/180221-MP%20DIVERSITEIT-A4-spreads-DEF.pdf](http://www.sociaalcultureel.be/jeugd/jeugd_kinderrechtenbeleid_doc/diversiteit/180221-MP%20DIVERSITEIT-A4-spreads-DEF.pdf)

The Masterplan Diversity in/and youth work is a result of an intense trajectory in the youth work sector, together with the Flemish Ministry of youth. This Masterplan and the accompanying vision note can be compared to the Inclusion and Diversity strategy of Erasmus+: not only focussing on YMRA, but on all youngsters from vulnerable background. The aim of this plan is that youth work is a place where all children and youth from Flanders and Brussels can feel at home, regardless of origin, socio-economic situation, physical or psychological condition. The Masterplan is made up out of strategic goals and operational objectives and there is funding possibilities connected to it.

## 7. Report the main elements to be considered in the policy recommendations document, especially referring to the Cluster Group you have facilitated.

### 1. Outreach and sustainable engagement of YMRA

- Develop **information and communication strategy** addressed to YMRA. Make more resources available and dedicate more time (from youth work sector) to improve this. Develop new tools and assure translation of information on youth work activities in native languages.
- **Strengthen communication and information sharing** between partners working directly with YMRA. Organise regular round meetings, joint activities, open workshops (try-outs) or information sessions addressed to social workers and other professionals.
- **Create spaces (both online and offline) for former participants** to support in reaching out to YMRA. Engage them as **role models** that can reach out and involve YMRA and support youth work activities.

### 2. Wellbeing and self-development of youth workers

- **Make available support approaches and programmes** for youth workers working with YMRA. Make coaching and supervisor support a more regular practice in the youth work field. Provide appropriate training to implement such programmes and include modules on self-care.
- **Make available training opportunities** for youth workers in issues and skills needed to work with YMRA from local to international level (such as mental health, rights of refugees).
- Youth workers and youth work organisations: create the necessary spaces and develop the adequate **tools for preparation, debriefing and self-assessment**. There is the need to reflect on what is being done and how to improve it.

### 3. YMRA narratives (media, host community)

- Develop **communication strategies addressed to host community** together with relevant partners, to provide information and to engage local people in community activities. These communication strategies should include social media, and traditional media at local and national levels. These strategies should be linked to urban planning.
- Create and facilitate **spaces for host communities and YMRA** to allow getting to know each other. Use these spaces to provide information, create awareness, positive narratives and community bonding.

- Engage **relevant actors in bringing together YMRA and host community**. Involve schools, municipalities, youth, sports and cultural organisations, local associations of migrants & refugees in reaching out to local community and in the organisation of joint initiatives.
- **Create, disseminate and support campaigns against hate speech (both online and offline)**, such as the No Hate Speech campaign or the future European Campaign of Aware and Active project (KA3 Erasmus+ youth project). It is important to have a local dimension and educate to fight hate speech (for example, by providing knowledge of legal framework and what to do when facing hate speech).

#### 4. Intercultural exchange (language, culture)

- Provide training opportunities for youth workers and YMRA to further develop their **intercultural awareness and skills**.
- Disseminate existing **tools on working with young people from different cultural background**, so they are better used.
- Develop new approaches, skills and conditions to promote **activities for mixed groups**. Intercultural exchanges for the youngest ones is an example of such activities.
- Promote **exchange at international level between peers**, to learn from different practices used to approach similar challenges.

#### 5. Cooperation & resources

- Youth work could **cooperate closer to cultural mediation services**. The involvement of a cultural mediator with close background to the YMRA brings an added value to the youth work provided.
- Facilitate closer **collaboration with health services**, as all professionals are contributing to the same aim of supporting the wellbeing and empowerment of mentally healthy young people.
- Stimulate cooperation between different **civil society organisations and institutions**. The needs and aspirations of YMRA should be the basis to define joint initiatives, and share resources to develop better products and services.
- Provide **training opportunities** to youth workers and YMRA on project cycle management.
- **Include youth workers in the development of projects**, priorities and working approach of the initiatives. Youth workers know the needs and possibilities of intervention and should be engaged in the agenda and programme setting. It is also a way to recognise the existing expertise in the youth work field.
- **Involve YMRA in the development of projects** and activities and stimulate them to have an active role in the different phases (definition, implementation, evaluation and monitoring).



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- Create more **funding opportunities**, that allow long-term approach and sustainability in working with YMRA and of easy access to youth work providers.
- Promote stronger **links between research and practice**, including the engagement of YMRA in evaluation/monitoring studies and systematisation and practices sharing.
- Reduce administrative procedures

## 8. Report the Youth workers' learning needs in term of competences and tools<sup>3</sup>, to improve their impact while working with migrants, refugees and asylum seekers

### Learning needs related with self-care and youth worker development:

- Be aware of existing **deontological/ethical code and limits** when working with YMRA (e.g. privacy regulations)
- Able to **manage expectations and define limits** of intervention
- **Intercultural learning**, including improvement of language skills, non-verbal communication skills, and also knowledge of other cultures
- Knowledge on how to deal with **mental health issues** such as trauma, conflicts and aggression and attention deficit hyperactivity disorder (ADHD).
- Learn how to **communicate what youth work is** and added value in working with YMRA – to deal with negative reactions and the need to improve recognition/visibility
- New **skills for individual and group management** (such as how to balance young person/group dynamics, autonomy and guidance, to avoid segregation)
- Concrete technical skills to work related with youth work activities (such as the use **creative arts and role models as tools** for social inclusion, non-formal education)
- Skills and tips on how to improve **self-care** (to protect oneself, avoiding burnout, managing energy, defining limits based on capacity and resources available)
- Skills and practices of **self-assessment** (to assess achievements, quality, and to learn, adjust and improve).

### Learning needs related with organisational and project development:

- New approaches to **outreach and sustainable engagement** of YMRA in the projects
- **Volunteer and youth workers management** (especially on strategies to keep motivation and coordination approaches)
- Information about available **funding** and how to apply for it and eventually on creative methods to raise money
- **Awareness of the political framework** and possible political role of youth work(er) on inclusion of YMRA
- **Legal basic knowledge**, mainly on YMRA rights to be able to react when violated

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<sup>3</sup> Methods, methodologies, approaches

- **Knowledge on YMRA related services**, to know who is doing what with YMRA on wellbeing and empowerment, to avoid overlaps and lead young people to services that support specific needs.
- **Networking skills** to improve communication, cooperation and capacity to involve local authorities and other partners
- **Approaches to guarantee sustainability** of the work beyond project timeframe.

To facilitate learning achievements, the group clearly highlighted the importance of **peer learning and support** as a key element. Meeting with other youth workers at local, national and international level allows to learn from others working in the field that share the same challenges and also to gain energy and inspiration from peers and their practices.

