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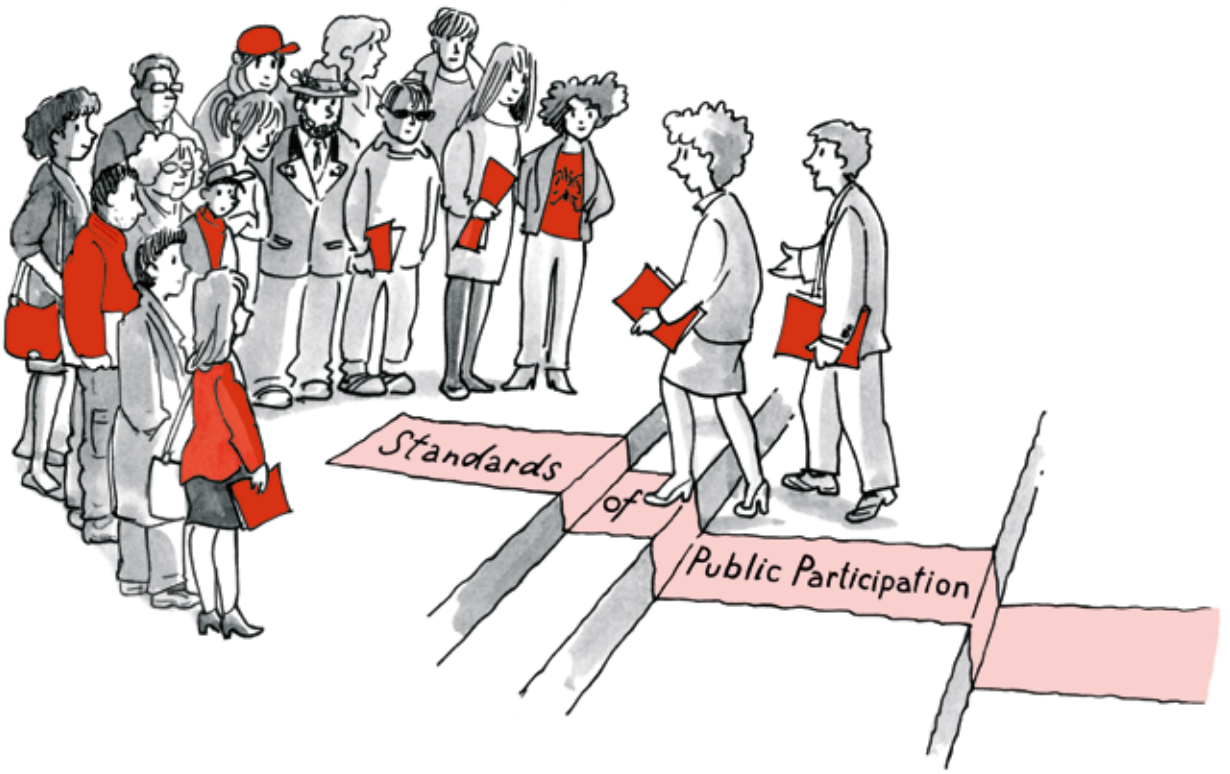
Standards of Public Participation

Recommendations for Good Practice



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Standards of Public Participation

Recommendations for Good Practice

The Standards of Public Participation were prepared by an inter-ministerial working group with the participation of legally established representations of interest, NGOs and external experts as part of a project commissioned by the Austrian Federal Chancellery and the Austrian Federal Ministry of Agriculture, Forestry, Environment and Water Management and were adopted by the Austrian Council of Ministers on 2 July 2008.

A practical guide on the Standards of Public Participation is available on www.partizipation.at/standards_oeb.html (in German).

We would like to thank all participants cordially for their contributions and for their committed work for good governance in Austria!

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1 Objectives

Where policies, plans, programmes, and legal instruments are prepared, the public is increasingly offered an opportunity to participate. Public, politics and administration can benefit optimally from such involvement where the participation of the public is exercised at a high quality. This can be ensured by the application of standards aimed at maximising the effectiveness and efficiency of public participation. The present Standards of Public Participation are to help administrative staff of the federal government in the concrete conduct of high-quality participation processes. They are a contribution to good governance in Austria.

Public Participation is to ...

... promote the exchange of information and experiences.

... foster the comprehension for differing other opinions and the coordination of interests.

... enhance the quality and transparency of decisions.

... enhance the acceptance and traceability of decisions, also of those whose social benefits will become evident only in the long run.

... strengthen the identification of citizens and interest groups with decisions, but also with the areas they live in.

... strengthen people's trust in politics and public administration and to provide broader bases of decision-making for political and administrative decision-makers.

... create a broad approach to opinion-forming.

... help avoid delays and extra costs in the implementation of the policies, plans, programmes, and legal instruments, thereby optimising the use of resources.

2 Principles

Working together for the future means that ...

... Politics, administration, citizens, and interest groups are willing to work committedly, as partners and with joint responsibility for the community.

... Politics, administration, citizens and interest groups use public participation as a means of communication.

... Public participation is part of the modern concept of politics and administration and thus is an integral part of administration.

... Public participation is a core element of the transparent and citizen-oriented administrative practice.

Principles of Public Participation

Involvement

Politics and administration integrate the public in the development of their policies, plans, programmes, or legal instruments. This may lead to jointly supported solutions which can be implemented more smoothly.

Transparency and Traceability

As the process of public participation is transparent, also its results are traceable. Transparency and traceability build confidence in politics and administration.

Joint Responsibility

Public participation means for all participants to accept responsibility for the jointly performed work and its outcome. In this way both the quality of the outcome and people's identification with it can be improved.

Room for Manoeuvre

Public participation requires room for manoeuvre. At the outset of the process all participants are exactly informed about this scope. Participants are thus in a position to judge their scope for influence realistically.

Balance and Equal Opportunities

Within the clearly defined room for manoeuvre public participation processes aim at offering their participating groups equal opportunities and equal scope for influence. All target groups are addressed in a balanced way. The participation process is organised barrier-free.

Mutual Respect

Public participation is a process of comprehensive involvement of the persons affected by or interested in decisions on policies, plans, programmes, and legal instruments. All participants are aware of their different roles in such a process. They deal with each other respectfully. This enhances the good cooperation of all participants.

Fairness

The concerns of participants are taken seriously. Participants meet each other in a climate of partnership. Argument and counter-argument are dealt with in fairness in public participation processes. A fair way of dealing with each other is the basis for fruitful cooperation.

Information

Taking into account the legal basis and possibilities the flow of information and the access to information is guaranteed for all those interested.

Clear Language

In the process of public participation information and framework conditions are communicated and provided clearly and understandably. This facilitates mutual understanding and avoids potential time lags, disappointment or other difficulties in cooperation.

Deadlines

Public participation takes place at an early time. Prior to the decision there is sufficient time for information, consultation or cooperation. As a consequence, participants are on the one hand offered effective scope for influence. On the other hand, time lags and additional costs which might arise from subsequent changes if participation takes place too late, can be avoided.

Organisation

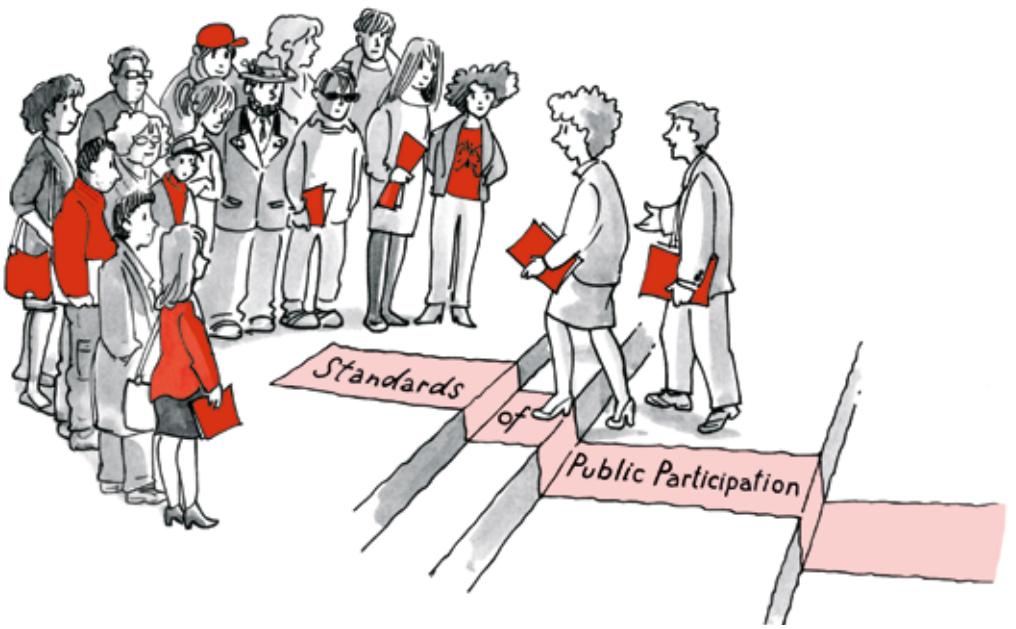
For processes of public participation at the beginning the way of organisation as well as the competences and contact persons within the administration are laid down in a binding form. This provides participants with the necessary clarity and promotes effective and efficient working.

Decision and Feedback

The decision-makers take account of the results of the public participation process in decision-making. 'Take account' means that they deal with the results respectfully and include them as far as possible in the decision. The decision should be communicated in a way taking reference to the subject-matters of the public participation process. In this way politics and administration can express their appreciation of the participants' contributions and build confidence.

Legal Scope

Public participation takes place within the framework of the Federal Constitution and any other existing legal requirements. Where there is room for manoeuvre concerning the design of public participation, the Standards of Public Participation are to be applied.



3 Standards of Public Participation

***Public participation** needs standards. These **standards of public participation** are:*

***Performance standards** for politics and administration to achieve optimal involvement of citizens and interest groups in the decision-making process and*
***Quality standards** for the participants as a measure which citizens and interest groups can use to assess the quality of the administrative behaviour with respect to public participation.*

The standards of public participation are recommendations for good practice and offer service and practical support in public participation processes. Whereas the legal provisions on public participation have to be applied in any case, these standards are to be applied in a supplementary way and, adjusted to the concrete topics, also in the public participation processes serving the development of policies, plans, programmes, or legal instruments.

Public participation is particularly recommendable where

- many people are affected by or interested in the topic,
- the topic might be controversial,
- the implementation of the policies, plans, programmes, and legal instruments requires the cooperation with those affected and interested or
- broader comprehension, acceptance, and a result of high quality are aimed at.

The Standards of Public Participation have been divided into three sections:

1. Standards for the **preparation** of the participation process
2. Standards for the **implementation** of the participation process
3. Standards for the **monitoring and evaluation** after the participation process

The Standards of Public Participation have been structured as lists of questions. The questions asked are to be answered for each participation process. If all questions can be answered and then can be affirmed, one can talk of high-quality public participation. In exceptional cases a few questions might not be of relevance. Any deviations from the Standards of Public Participation are to be explained in a comprehensible way.
To facilitate the application of the Standards of Public Participation a practical guide is available which also offers information on the use of e-participation to involve the public via electronic means of communication, e.g. via internet or mobile phone.
With growing experience and after the conduct of pilot processes, the Standards of Public Participation will, for the purposes of a learning administration[1], be further developed after about 1–2 years on the basis of an evaluation.

1 This means that, being a learning organisation, administration will again and again reflect on its developments and applications, exchange knowledge and experiences and, where necessary and useful, will readjust its procedures.

3.1 Standards for the Preparation of the Participation process

P *... for* ***p****reparatory phase*

P 1	Do you know exactly what you want to **achieve** by means of public participation (clear-cut **goals**)?
P 2	Are you aware of the **framework conditions** of the public participation process? Do you know which of the decisions already taken, which technical requirements or legal provisions have to be considered as **unchangeable facts** in the participation process and for which topics there is room for manoeuvre? Have the **questions and tasks** been defined clearly (what are the topics, which topics will not be addressed)?
P 3	Has been made clear which **scope for influence** you offer the public and to which extent the results of the participation process are binding? Did you describe the scope for influence realistically so as to avoid exaggerated expectations in the public? Did you point out clearly who would take the final decision on the topic and which part the result of the participation process would play in it?
P 4	Have the **target groups** of your participation process been clearly defined? Has the complete range of interests been integrated in a well-balanced way? Did you decide which public you would like to reach in your case and, based on this, whether you would involve the organised public, the broad public, or both (cf. point 4.2, p. 25 "Who is the public?")? Did you take into account mainstreaming aspects in your choice of participants (e.g. gender mainstreaming, mainstreaming of handicapped persons)?
P 5	Did you define how **intensively** you would involve the public (Level 1: Information, Level 2: Consultation, Level 3: Cooperation)?

P 6	Did you choose **methods** for your participation process which are appropriate for the objective and the public and which are comprehensible (e.g. internet interview, consultation process, Round Table, consensus conference[2], etc.)? Did you take care in your choice of methods to **reach as many as possible** of the persons concerned and interested, for example through an appropriate combination of methods?
P 7	Did you – especially in the case of cooperative public participation – use a professional **facilitator** who is responsible for the organisation and moderation of the participation process? Did you clarify the distribution of **tasks** and **functions**?
P 8	Has been defined **when** you would involve the public? You should involve the public **as early as possible**, when all options are open.
P 9	Did you prepare a **flow chart** and a **time schedule** for the public participation process? Did you consider the reflection on and the documentation of your experiences in this context (cf. 3.3, page 23)? Did you provide a buffer for unexpected affairs in your time schedule? Did you adapt the time schedule to any procedural deadlines and to the points in time when the decision is to be taken?
P 10	Did you provide well-balanced **information** on the subject of the procedure for participants? Did you present the information most important to participants in a short summary?
P 11	Did you prepare a **concept on the participation process** which contains information about the above-mentioned issues and which is attached to the invitation for public participation?
P 12	Did you **coordinate** the **concept regarding the participation process** with those with political responsibilities? Did you ensure their political commitment for your public participation process?
P 13	Did you find an agreement with the political decision-makers as regards the **taking into account** of the **results** of the participation process in the decision? Taking into account means that they will deal with the results respectfully and will include them in the decision as far as possible. Should this not be possible in each case, deviating decisions have to be explained clearly.

2 For more detailed information, see:
- Federal Ministry of Agriculture, Forestry, Environment and Water Management and Federal Chancellery (ed.), Arbter, Kerstin (2009): Praxisleitfaden zu den Standards der Öffentlichkeitsbeteiligung (Version March 2009, Vienna) (www.partizipation.at/standards_oeb.html)
- Arbter, K., Handler, M., Purker, E., Tappeiner, G., Trattnigg, R. (2007): The Public Participation Manual – Shaping the Future Together
- www.partizipation.at/methods.html; http://www.partizipation.at/casehistories.html

3.2 Standards for the Implementation of the Participation Process

In a process of public participation informative, consultative and cooperative public participation can be planned either individually or in combination with each other with the relevant standards to be applied in each of these cases.

*If, in your participation process, you **combine** information and consultation or information, consultation and cooperation – which often happens in practical life –, you should use the relevant corresponding standards (see also chapter 3.2. of the German-language practical guide on the Standards of Public Participation).*

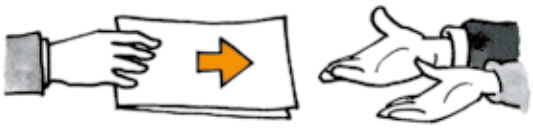
Preparation

Implementation

- Informative Public Participation (Information)
- Consultative Public Participation (Consultation)
- Cooperative Public Participation (Cooperation)

Monitoring and Evaluation

3.2.1 Standards for Informative Public Participation (Information)



I ... for informative public participation

I 1	Did you provide **balanced** information? Did you present the different aspects of the topic?
I 2	Did you **inform** the interested organised public **actively**, e.g. by email or by mail?
I 3	Did you tailor the information to the needs of the **specific target-groups**? Did you present complex facts and problems as clearly and understandably as possible (as simply as possible – as comprehensively as necessary)?
I 4	Did you adjust the **means of communication** to your target groups, also as regards language? Did you use at least two different media for contacts with the broad public, of which one is the internet?[3] Did you keep your distribution lists up-to-date?
I 5	Did you make sure that there is **barrier-free access** to the information?
I 6	Did you give additional **sources of information** on the topic, for example studies, internet links, media reports, events or experts on the topic? Do you cover the range of expert opinions as fully as possible in this way?
I 7	Did you offer comprehensible **reasons** for **decisions** taken?

3 A well-considered combination of media raises the probability that you will really reach all your target groups.

3.2.2 Standards for Consultative Public Participation (Consultation)

C *... for* ***c****onsultative public participation*

Announcement of the Consultation Process

C 1 Did you think of **announcing** the consultation process to your selected target groups in time to allow sufficient preparation?

C 2 Did you **contact** the interested organised public **actively** for that purpose, e.g. by email or by mail?

Compiling the Consultation Material for Participants

C 3 Did you put a **short**, **generally comprehensible summary** of the topic and the participation process in front of the consultation material which allows the public to decide whether they will participate or not?

C 4 Did you mention the **subject-matter** and the **objectives** of the consultation process?

C 5 Did you describe the decisions already taken (**unchangeable facts**) and the **topics** of the consultation in a comprehensible manner to clarify where there is room for manoeuvre?

C 6 Did you explain the **background** and the **cause** of the consultation? Did you explain why there is need for action concerning the development of the policies, plans, programmes, and legal instruments? Did you provide **background information** on your topic?

C 7 Did you explain which **impacts** the policies, plans, programmes, and legal instruments could have and what would happen if they were not prepared?

C 8 Did you **list** the persons, agencies and organisations consulted? Did you state the reasons of your choice? Did you ask for suggestions as to who else might be consulted on the topic?

C 9	Did you – if your topic is suited for doing so – ask participants **concrete questions** on your draft or topic which you would like to have answered in any case?
C 10	Did you define the **data** which those consulted are to provide in any case (e.g. name, organisation etc.)? Did you point out that clear reasons of the comments are to be given and, if possible, concrete alternatives are to be offered?
C 11	Did you define whether the comments can be delivered by **mail**, by **email**, via an **internet page**, by **fax**, by **phone**, or also **personally**?[4]
C 12	Did you give the name of at least one **contact** which is technically familiar with the draft or topic?
C 13	Did you mention the person or the agency where the **comments** have to be **delivered**?
C 14	Did you set clear **deadlines** appropriate for the topic for the delivery of comments? The period allowed for comments always has to be adjusted to the content and the type of public participation. In most cases 6 to 12 weeks are appropriate.[5] Did you extend the period for comments by two weeks in the event that it falls in one of the main vacation periods? If you have to shorten the period for comments, did you explain this in a comprehensible way?
C 15	Did you explain how the process would **continue** after the consultation round and **where** you would make the comments delivered and the report on the consultation process (cf. C 24, page 20) publicly **accessible**?

Invitation to Deliver Comments

C 16	Did you **invite** all target groups on an equal footing to deliver comments?
C 17	Did you **actively contact** the interested organised public in this context?

Assistance during the Consultation Round

C 18	Can the contact person mentioned be easily **reached** during the consultation period?
C 19	Has the respondent been sufficiently **informed** on the topic? Has he/she taken part in the participation process and does he/she have all relevant documents on the topic?

4 Preference is to be given to written comments, as opinions delivered personally or by phone cause greater administrative burden and have to be laid down exactly and unequivocally in writing.

5 For certain topics, 4 weeks may be appropriate.

Acknowledgement of Receipt for Each Comment

C 20 Did you acknowledge receipt of each comment **within one week**?[6]

Publication of the Comments Received

C 21 Did you **make** the comments you received publicly **accessible** right after the end of the consultation period, provided they are not to be treated confidentially?

Screening and Taking into Account of the Comments[7]

C 22 Did you **screen** all comments verifiably and completely?

C 23 Did you **take into account** the core statements of the comments? 'Take into account' means that you **review** the different arguments brought forward in the consultation from the technical point of view, if necessary **discuss** them with the participants, **evaluate** them in a traceable way, and then let them become part of the considerations on the drafting of your policy, your plan, your programme, or your legal instrument.

Information on the Decision

C 24 Did you prepare a **report** to document the consultation process? Did you summarise the comments received in this report and did you mention where they can be accessed? Did you describe at least briefly and explain clearly which arguments were accepted and which were not? Did you coordinate this report and the further procedure (e.g. publication) with the political decision-maker?

C 25 Did you **publish** the report on the consultation process as quickly as possible after the decision had been taken?

6 Whether this standard can be reached depends on the number of comments received and on whether they are delivered by email, internet page, mail, fax, phone, or personally.

7 The intensity for you to deal with the comments delivered will depend on the type of the participation process, the type and number of comments, and your resources.

3.2.3 Standards for Cooperative Public Participation (Cooperation)

Cooperative public participation processes may be designed in very different ways. Common methods are for example consensus conferences, Round Table meetings or planning cells (see also "The Public Participation Manual"[8], www.partizipation.at/methoden.html). Each of these methods provides for specific procedures and structures as regards participation. As a consequence, also the quality standards differ widely. There are some standards, however, which apply to all types of cooperative public participation.

***Co** ... for **co**operative public participation*

Co 1	Did you **tailor** the selected **method**, i.e. the procedure and the structure for public participation, to the needs of your specific tasks, to the target groups, the budget, and the time-frame?
Co 2	Did you assess **how much time** participation would require in the case of more intense participation processes? Did you inform participants about the expected time expenditure when inviting them to participate in the process?
Co 3	Did you plan and **ensure** the required internal **resources** (staff: time and qualification, material etc.)?
Co 4	Did you sufficiently **appreciate** voluntary work and the input of technical know-how from participants?
Co 5	Did you agree about the **mode** for **decision-making** in the working group (e.g. majority decisions, consensual decisions etc.)? Have provisions been made to document and state the reasons of deviating opinions in writing?

8 Arbter, K., Handler, M., Purker, E., Tappeiner, G., Trattnigg, R. (2005): The Public Participation Manual – Shaping the future together (www.partizipation.at)

Co 6	Did you ensure that the facilitator treats all parties **equally**?
Co 7	Did you make **process agreements** with the members of the working group, for example on respectful dealing with one another, on task-sharing, the confidentiality and the representation of the working group vis-à-vis third parties, the documentation of the results during the process, the final report and the communication of the result to the decision-makers?
Co 8	Did you determine in which way the broad public would be **informed** about the participation process, its outcome and the final decision?
Co 9	Did you document how the participation of the public **influenced** the **final decision** on the policy, the plan, the programme, or the legal instrument, and did you give a reason in the event that not all results of the participation process were taken into account?

3.3 Standards for the Monitoring and Evaluation of the Participation Process

***M** ... for **m**onitoring*

M 1	Did you document which measures of the policy, the plan, the programme, or the legal instrument were already implemented and which were still pending (**monitoring** concerning **the implementation**)?
M 2	Did you **document** the **experiences** you made with your public participation process so they can be considered or passed on in future procedures (in the case of large processes maybe also evaluation by an independent agency)? Did you think about to whom you might make your documentation available and who might benefit from it?
M 3	Did you check whether you **achieved** the **objectives** of the public participation process?
M 4	Did you **involve** the public in the monitoring and the evaluation, e.g. through participation in a monitoring group?

4 Definitions

4.1 What is Public Participation?

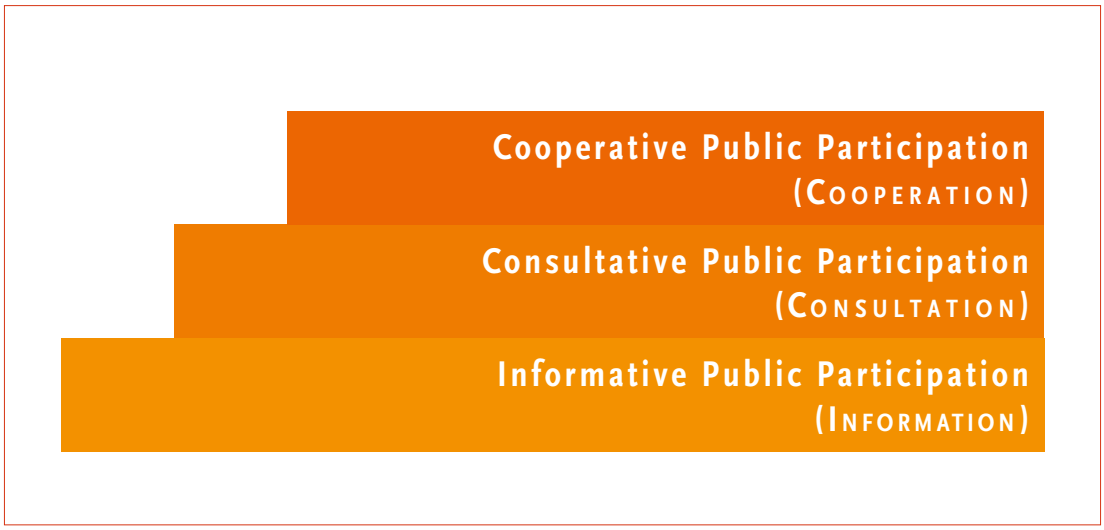
Public participation means the chance of all those concerned and/or interested to present and/or stand up for their interests or concerns in the development of plans, programmes, policies, or legal instruments.

4.2 Who Is the Public?

The **public** is an open and unlimited circle of persons comprising all members and organisational forms of a society.

The term **public** encompasses individuals just as much as groups of persons. Groups of persons may form on occasion (citizens' initiatives, for example, form in most cases in connection with a concrete project and have but a very loose internal organisational structure) or with a specific long-term objective and clear organisational structure (= **organised public**). Examples of the organised public are legally established representations of interest such as the Chambers, the Federal Youth Representatives or the Austrian Senior Citizens' Council, whose tasks are defined by law. Also organisations of civil society are part of the organised public, but they are established on a voluntary basis, for the long term, and independent of projects; examples are human rights and environmental organisations (NGOs) as well as initiatives, religious communities, The Federation of Austrian Industries, or the Austrian Federation of Trade Unions. As opposed to the organised public the term "**broad public**" relates to persons who are not united in more or less strongly organised groups, but rather advocate their individual interests.

4.3 Intensity Levels of Public Participation



Intensity Levels of Public Participation

4.3.1 Informative Public Participation (Information):

Participants receive information about the planning or the decision. They do not have any influence on it, however. Communication is only one-way, namely from the planning or decision-making bodies to the public.

4.3.2 Consultative Public Participation (Consultation):

Participants can give their comments on a question asked or a draft presented. They can thereby influence the decision, even though the extent of influence may differ considerably. Communication is in both directions, from the planning or decision-making body to the public and back, as well as, under certain circumstances, once again back to the public, for example if comments received are answered. Comments can be asked for also in an early phase of the participation process, for example via interviews. Also continuous, for example quarterly, dialogues with selected target groups for information exchange are considered consultative public participation.

4.3.3 Cooperative Public Participation (Cooperation):

Participants have a say in the decision, for example at Round Table meetings, in mediation procedures or in stakeholder processes. The degree of influence is high and may include common decision-making with the political decision-making bodies. Planning or decision-making bodies and the public communicate intensively with each other.

4.4 Where to Apply the Standards of Public Participation

The Standards of Public Participation are to be applied where policies, plans, programmes, and general legal instruments are developed.

4.4.1 The Level of Policies

The policies level is the most abstract level of the planning and decision-making hierarchy. The English term **"policies"**, as described in appropriate international documents, encompasses strategies, visions and strategic concepts such as the Austrian Climate Strategy, the national Action Plan for Employment, the Economic Guidelines for Austria or Austrian strategies to position the country on EU level or international level. Policies are partly developed as a consequence of recommendations on EU level to Member States to prepare national action plans on certain issues.

The process of developing policies is not subject to any formal requirements and thus differs widely. Policies can be approved by the competent Minister or by the Council of Ministers. Parliament is usually not involved. The differentiation between policies on the one hand and plans and programmes on the other hand is difficult, however, and not always unambiguous. As policies are mostly formulated in a more abstract style than plans or programmes are, usually the organised public participates.

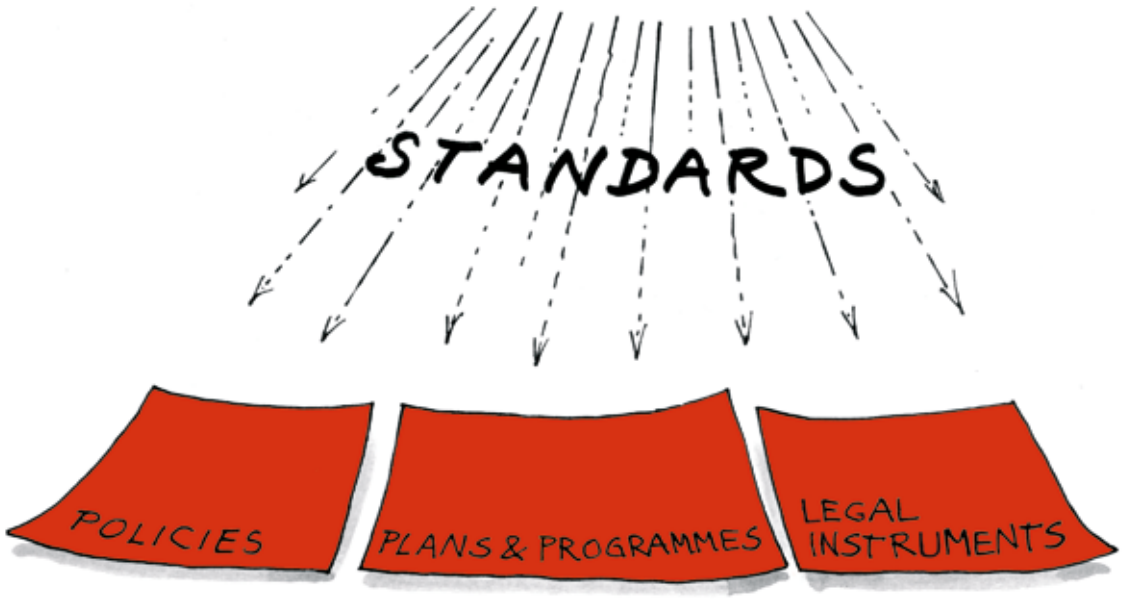
4.4.2 The Level of Plans and Programmes

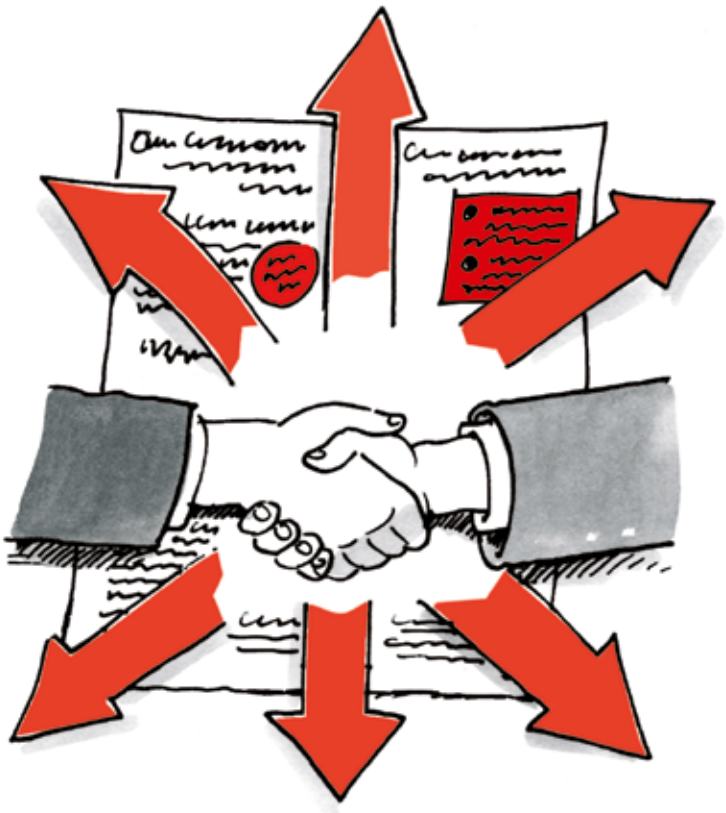
Plans and programmes have strategic character and usually comprise an entire package of measures. Plans and programmes may provide for construction measures just as much as for organisational measures. A transportation programme, for example, may encompass measures for extending the rail and road network as well as measures for traffic abatement or for the shifting to public means of transportation. Research promotion programmes for instance influence the scientific approach to specific topics and the development of science in general. Strategic plans are less concrete than construction projects are. It is not always possible to determine exactly who are those concerned. The more abstract the content of plans or programmes is, the more likely is it that forms of participation for the organised public – that is: the interest groups concerned – prove successful. There are strategic plans in which both the broad public and the organised public participate. The preparation of some plans and programmes

is obligatory, for example that of waste management plans or zoning plans. There are different legal requirements as regards public participation in plans and programmes. The process may end with an approval in the form of an ordinance.

4.4.3 The Level of General Legal Instruments

Laws and ordinances are generally applicable legal instruments. They are legally binding. Supplementary to the applicable reviewing rules of the Constitutional Service of the Federal Chancellery, the Standards of Public Participation are to be applied also when developing generally applicable legal instruments





5 Benefits

High-quality public participation *requires commitment, time, resources, and energy as inputs – but it also produces numerous benefits and in the output the investment may pay multiple dividends:*

- Public participation **involves** those affected in the search for results.
- Public participation helps strengthen the **climate of trust** between politics, administration as well as those concerned and participants.
- Public participation raises people's **interest in political participation** and fosters **lively democracy**.
- Public participation **activates**; it makes those concerned participants and **dynamises** development processes and participation projects.
- Public participation supports the community and **mutual respect** between politics, administration and participants as well as among the participants. **Services** rendered are to a greater extent mutually **recognised**.
- Participation processes are common **learning processes** and thus strengthen **awareness-raising**.
- Public participation makes the **values** and attitudes of participants as well as their **interests** and **needs** visible.
- Public participation fosters the **comprehension** for different standpoints and for the problem to be solved. The **flow of information** is **improved**. The work of the administration is **citizen-oriented**, **solution-oriented** and **need-based**.
- The cooperation between public administration and interest groups concerned **reduces the pressure due to expectations and lobbying** by individual interest groups.
- Public participation leads to **innovative solutions**, as all participants offer their knowledge, their practical experience and their creativity.
- Public participation facilitates the **development** of an accepted **strategy**. It fosters long-term solutions and therefore ensures planning security.
- Public participation **designs decision-making** processes in a way that they are **transparent and traceable**.
- In processes of public participation the **fields of competence** of the participating groups are clearly described and perceived.
- Public participation allows the involvement of the public in the process of **decision-making**. Results can thus be **accepted** and **backed** on a broader basis. Thanks to the intensive co-operation participants can **identify** themselves better with the result.
- The intensive exchange between all participants permits the integration of different points of view, which improves the backing of results. In this way public participation also contributes to **quality assurance** and easier implementation. This means that public participation can have time- and cost-saving effects.

The "Standards of Public Participation" were developed by an inter-ministerial working group with the participation of representations of interest, NGOs and external technical experts as part of a project commissioned by the Austrian Federal Chancellery and the Austrian Federal Ministry of Agriculture, Forestry, Environment and Water Management. On 2 July 2008 they were adopted by the Austrian Council of Ministers.

The following Austrian authorities and agencies participated in the working group:

- Federal Chancellery
- Federal Ministry of Agriculture, Forestry, Environment and Water Management
- Federal Ministry of Transport, Innovation and Technology
- Federal Ministry of Health, Family and Youth
- Federal Ministry of Science and Research
- Federal Ministry of Education, Arts and Culture
- Federal Ministry of Social Affairs and Consumer Protection
- Federal Ministry of Defence
- Federal Ministry for the Interior
- Federal Ministry for European and International Affairs
- Federal Ministry of Finance
- Federal Ministry for Economic and Labour Affairs
- Chamber of Labour
- Economic Chamber
- Ökobüro
- Caritas
- Austrian Senior Citizens' Council
- Parliamentary Administration – Division Information and Publication within the Parliamentary Scientific Service
- Vienna University of Economics and Business Administration, Institute for Austrian and European Public Law
- Büro Arbter

41 institutions commented on the draft Standards of Public Participation.
In addition to the above-mentioned institutions, these were:

- ADA – Austrian Development Agency
- AGEZ – Working group for development cooperation
- Office of the Provincial Government of Salzburg
- Office of the Provincial Government of Styria
- Office of the Provincial Government of the Tyrol
- Working group e-participation / e-democracy under the direction of the Federal Chancellery
- Federal Ministry for Legal Affairs
- The Federation of Austrian Industries
- Joanneum RESEARCH
- Rural Development Styria
- Directorate of the Vienna City Administration
- Members of the strategy group "Partizipation"
- Red Cross
- The World of NGOs
- Federal Environment Agency
- Verein Lokale Agenda 21 in Vienna

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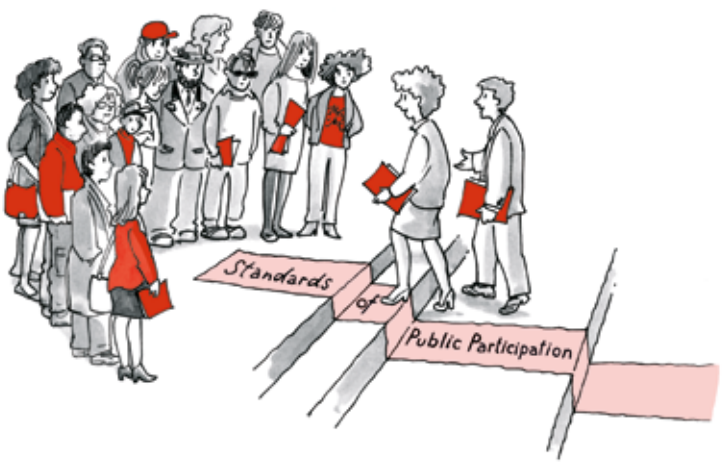
Standards
of
Public Participation