

Appendix A. Policy Cycle Engagement Model

Stage in policy-making cycle	Information	Consultation	Participation
Agenda-setting	<ul style="list-style-type: none"> • site-specific search engines • email alerts for new issues • translation support • style checkers to remove jargon 	<ul style="list-style-type: none"> • online surveys and polls • discussion forums • monitoring emails • bulletin boards • frequently asked questions 	<ul style="list-style-type: none"> • e-communities • e-petitions • e-referenda
Analysis	<ul style="list-style-type: none"> • translation support for ethnic languages • style checkers to remove jargon 	<ul style="list-style-type: none"> • evidence-managed facilities • expert profiling 	<ul style="list-style-type: none"> • electronic citizen juries • e-communities
Formulation	<ul style="list-style-type: none"> • advanced style checking to help interpret technical and legal terms 	<ul style="list-style-type: none"> • discussion forums • online citizen juries • e-community tools 	<ul style="list-style-type: none"> • e-petitions • e-referenda amending legislation
Implementation	<ul style="list-style-type: none"> • natural language style checkers • email newsletters 	<ul style="list-style-type: none"> • discussion forums • online citizen juries • e-community tools 	<ul style="list-style-type: none"> • email distribution lists for target groups
Monitoring	<ul style="list-style-type: none"> • online feedback • online publication of annual reports 	<ul style="list-style-type: none"> • online surveys and polls • discussion forums • monitoring emails • bulletin boards • frequently asked questions 	<ul style="list-style-type: none"> • e-petitions • e-referenda

Source: 'Box 2: Tools for online engagement at each stage of policy-making', *Policy Brief: Engaging Citizens Online for Better Policy-making*, OECD Observer March 2003, © OECD 2003.