Waiting List Management

Sometimes there are more people wanting to use IOE program's than there are places for them. When this happens we use a waiting list system.

Intake waiting list

New people wanting to use IOE services are put on the intake waiting list. Their details are kept on a database which tells us their name, address, phone number, date of birth, family details and programs they are interested in.
When space becomes free people will be registered to use services.

Program waiting list

Sometimes you can be registered and still have to go on a program waiting list. This is because that program has a lot of people using it and there isn't any space.
If someone that is going on a program activity cancels, a person on the program waiting list may be asked to take their place.
Once people move out of a program or stop using the service, people on the waiting list will move off the waiting list and take their place.