



Collinsville Connect Telecentre

25 Year Historical Record: 2001–2026

Prepared for the 25th Anniversary Celebration, 20 October 2026

This record traces the story of Collinsville Connect from its earliest planning meetings through to its 25th year. It is built in five-year blocks, each with three parts: a chronological timeline, a list of milestones and firsts, and a collection of human stories that show what the Telecentre has meant to Collinsville and Scottville.

Theme key used throughout: **[M]** Milestones and firsts · **[G]** Growth in who the Telecentre serves · **[F]** Funding and partnerships · **[S]** Services added over time · **[H]** Human stories.

The Twenty-Five Years at a Glance

2001–2005 — Founding and Establishment

2006–2010 — Consolidation and Growth

2011–2015 — A Decade On

2016–2020 — New Leadership, New Challenges

2021–2026 — A Quarter Century

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Block One: 2001–2005 — Founding and Establishment

Collinsville was settled in the 1920s around mining, and by the late 1990s the town of around 1,500–2,000 people had been through the closure of two underground mines, with large numbers of miners retrenched in 1998–99. Aside from the mine, the town's other major employer was the local powerhouse. It was against this backdrop of unemployment and a real sense of isolation that Serina Duhring, the Collinsville Community Association's community development and welfare officer, identified funding available through Networking the Nation, a Federal Government programme. Having come to Collinsville from what locals called "the big smoke," Serina could see that a facility covering PC access, internet, computer training, videoconferencing, and computer repair, common in larger centres, was exactly what Collinsville lacked. The CCA brought together a group of local residents interested in technology, and this group became the founding Steering Committee, first meeting on 5 March 2001, chaired by Charlie Hobson, the local CFMEU President whose own background in IT support made him a natural choice to lead a technology project for the town. Bowen Shire Council sent its own representative, David Nebauer, to work alongside the committee from that very first meeting, and it was Nebauer who wrote the Telecentre's first Business Plan and Marketing Plan from scratch, refining it through several drafts over the following months. The submission to Networking the Nation set out the goal plainly: give Collinsville access to information technology and a trainer in its use, at as little cost to the user as possible, to remove the isolation of geography and open the door to further education, training and employment. The association's later constitution put it just as simply: to promote the uptake and use of information and communications technology for the benefit of the Collinsville community.

Timeline (2001–2005)

5 March 2001 — First Steering Committee meeting held at the Collinsville Workers Club. Charlie Hobson elected Chairperson and Sue Clark elected Secretary. The CCA confirms it has secured Networking the Nation funding for the Telecentre and formally forms the Steering Committee. **[M] [F]**

2 May 2001 — Second meeting. Marissa Kearney joins as the Collinsville District Development Bureau's representative, suggesting the CDDB and Telecentre work together as a joint venture, a partnership the committee agrees to formally pursue. A community Logo Competition is proposed to build local engagement, Bowen Shire Council confirms it will provide the venue (the former Council office) with rent and electricity free of charge, and David Nebauer, Council's representative on the project, tables the first draft of the Business Plan and Marketing Plan he has written for the Telecentre. **[M] [F] [G]**

16 May 2001 — Third meeting. Nebauer's second draft of the Business Plan is reviewed in detail; the population estimate is corrected to around 1,700 to keep planning realistic, and the Project Officer position description is discussed. **[G] [M]**

31 May 2001 — Fourth meeting. Bowen Shire Council approves a fully sponsored IT Trainee for twelve months, the Grant Deed is finalised, a partnership begins with Coral Butcher of the Barrier Reef Institute of TAFE, café-style internet pricing is set (\$4/hour, \$2/half hour), and a needs analysis is carried out with the high school, pensioner groups, the hospital, and the youth coalition. **[F] [S] [G]**

14 June 2001 — Fifth meeting. A community brochure and feedback questionnaire is prepared for mail-out to every household, and the Collinsville Connect bank account process gets underway with the Qld Country Credit Union. **[G] [F]**

12 July 2001 — Sixth meeting. Networking the Nation confirms the first funding payment of \$40,650 will be made upon signing of the Deed. **[F]**

4 August 2001 — Seventh meeting. Following interviews, Sue Clark is selected as the first Telecentre Co-ordinator, endorsed unanimously by the committee. **[M]**

14 August 2001 — Eighth meeting. Sue Clark's position formally commences 20 August 2001 and she resigns as Secretary. A policy requiring children to be supervised by an adult is adopted, and video conferencing options are investigated. [\[M\]](#) [\[H\]](#) [\[S\]](#)

29 August 2001 — Ninth meeting. The Deed of Agreement is signed off. The Collinsville District Development Bureau donates shared equipment including a fridge, kettle, photocopier, fax and printer, and plans firm up for an October opening. [\[M\]](#) [\[F\]](#) [\[G\]](#)

12 September 2001 — Tenth meeting. The Co-ordinator's employment contract is signed off, the CFMEU donates \$2,500, and annual membership is set at \$5 per person. [\[M\]](#) [\[F\]](#) [\[S\]](#)

1 October 2001 — Eleventh meeting. The first grant payment of \$44,715 is deposited, Logo Competition winners are chosen, and the Grand Opening is confirmed for Saturday 20 October 2001. [\[F\]](#) [\[M\]](#)

15 October 2001 — Twelfth meeting. Final preparations for opening: computers arrive, the centre is painted and carpeted, the Thiess donation is confirmed, and local artist Melissa Stone offers to hang her paintings in the centre. [\[M\]](#) [\[F\]](#) [\[H\]](#)

20 October 2001 — Collinsville Connect Telecentre officially opens to around 70 community members, with Mayor Michael Brunker and Federal MP Kirsten Livermore among the guests. Logo Competition winner Melissa Wallace unveils the Telecentre sign. [\[M\]](#) [\[H\]](#)

20 October – 14 November 2001 — In its first 18 days the Telecentre is used by 450 people and signs up 90 members. TAFE computer and internet courses are fully booked before Christmas, and the centre is already being used by CHR, a Cannonvale TAFE childcare coordinator, and a visiting Bowen youth group. [\[G\]](#) [\[S\]](#)

14 November 2001 — Thirteenth meeting. The internet connection goes live (12 November), a \$70,000 equipment insurance policy is taken out, and Networking the Nation's Stella Jones praises the progress made in such a short time. [\[M\]](#) [\[F\]](#) [\[H\]](#)

February 2002 — By its first Co-ordinator's summary report, the Telecentre has recorded 155 members and 1,440 sign-ins in under three months. Sue Clark and Karen Mutch attend the first Central Telecentre Conference in Rockhampton, where Collinsville Connect is invited to present a case study to the newly formed ITS Qld conference, and to host the fourth ITS Qld conference in Collinsville the following year. [\[G\]](#) [\[M\]](#)

27 May 2002 — Fourteenth meeting. The Collinsville Memoirs CD-ROM project begins with JCU student Jenny Rickets, Steering Committee meetings move to a quarterly schedule, and discussion begins on extending opening hours to meet growing demand. [\[S\]](#) [\[G\]](#) [\[M\]](#)

2 September 2002 — Fifteenth meeting. Planning is underway for the Telecentre's first birthday celebration, set for 19 October 2002. [\[M\]](#)

10–11 October 2002 — Collinsville Connect hosts the ITS Qld conference locally, sponsored by CHR, NEATO, Australia Post, the Collinsville Bakery, the Bowen Independent and Bowen Shire Council, with around 25 delegates from telecentres across the region. [\[M\]](#) [\[F\]](#)

5 December 2002 — Sixteenth meeting. Year-end figures show 7,292 total users and 2,477 Telecentre hours for 2002. The Collinsville Connect Telecentre Group becomes an Incorporated Association, formally separating its governance from the CCA. The Co-ordinator also reports that Collinsville Connect's case study was one of the most discussed papers at the International ITIRA conference in Rockhampton, and was referenced by a UK professor in the keynote address. [\[G\]](#) [\[M\]](#)

13 March 2003 — Seventeenth meeting. The centre nears its 10,000th customer, TAFE courses begin, a video conferencing test link-up succeeds with Bowen Neighbourhood Centre, the first Collinsville Connect website goes live, and the Memoirs CD sells over 200 copies. [\[G\]](#) [\[S\]](#) [\[M\]](#)

16 June 2003 — Eighteenth meeting. Kerri Wease becomes the Telecentre's 10,000th user, the TAFE contract is finalised, local business websites are completed, and early concerns are raised about funding as the Networking the Nation deed nears its end. [\[M\]](#) [\[S\]](#) [\[F\]](#)

18 September 2003 — Nineteenth meeting. 402 members and 12,978 users are recorded. The Networking the Nation deed of agreement is set to end in October 2003. Founding Chairperson Charlie Hobson announces his retirement from the role, and second birthday celebrations are planned for 25 October. [\[G\]](#) [\[M\]](#) [\[F\]](#) [\[H\]](#)

5 April 2004 — First meeting and first AGM of the newly incorporated Collinsville Connect Telecentre Group Incorporated (CCTGI). Having chaired the original Steering Committee since 2001 and stepped back from that role the previous September, Charlie Hobson is elected into the newly created office of President of the incorporated body, alongside Karen Mutch as Secretary and Denise Hall as Treasurer. The centre has 457 members and reaches its 16,000th user, Taylor Morgan. Video conferencing gets its first paying customer, Centrelink. [\[M\]](#) [\[G\]](#) [\[F\]](#)

3 August 2004 — Meeting formally adopts the full name Collinsville Connect Telecentre Group Incorporation. Average monthly users are now 516, PC repairs income has reached \$20,982 for the year to date, Transfield donates 15 monitors and 13 systems, and Tech Support Funding of \$6,600 comes through. The new community website (built by Jenn Crone) is nearly ready to launch, alongside a joint youth website with Bowen Shire Council. [\[M\]](#) [\[F\]](#) [\[S\]](#) [\[G\]](#)

25 November 2004 — The Telecentre celebrates its 3rd Birthday. 19,743 users have passed through since opening and membership stands at 506. Thiess agrees to a SOP Induction training contract, Microsoft donates \$15,000 in software, and the committee begins drafting a code of conduct after an incident with a member. [\[M\]](#) [\[G\]](#) [\[F\]](#) [\[H\]](#)

15 March 2005 — 42 months in, the centre is averaging 511 users a month, having delivered 68 training courses to 585 students for 8,774 training hours. The committee agrees to dedicate the next Collinsville Memoirs CD to volunteer Ken Robertson, who had recently passed away, in recognition of his role as the project's original photographer. [\[G\]](#) [\[S\]](#) [\[H\]](#)

5 July 2005 — AGM re-elects Charlie Hobson, Karen Mutch and Denise Hall as office bearers. The centre has 547 members and 23,399 users since opening. Membership fees rise to \$10 a year, and the Code of Conduct is formally written into the constitution. [\[M\]](#) [\[F\]](#) [\[G\]](#)

28 November 2005 — Users since opening reach 25,049, with 557 members recorded. A new Digital Image Archive project is funded through RADF, and the committee adopts a policy that school-age students may only use the Telecentre during school hours with written parental permission confirming their exemption from school. [\[G\]](#) [\[S\]](#) [\[M\]](#)

Milestones and Firsts — Block One

Block One (2001–2005)

- 5 March 2001 — First Steering Committee meeting held; Charlie Hobson (Chair) and Sue Clark (Secretary) elected
- 2 May 2001 — David Nebauer, Bowen Shire Council's representative, tables the first draft of the Telecentre's founding Business Plan
- 20 August 2001 — Sue Clark commences as the Telecentre's first Co-ordinator
- 20 October 2001 — Official opening of Collinsville Connect Telecentre, ribbon cut by Mayor Michael Brunker, attended by Federal MP Kirsten Livermore
- 12 November 2001 — First internet connection goes live at the centre
- February 2002 — Collinsville Connect invited to present its first case study at a regional telecentre conference in Rockhampton, and to host the 2003 ITS Qld conference
- 19 October 2002 — First Birthday celebration held, supported by the Lions Club
- 10–11 October 2002 — Collinsville Connect hosts the ITS Qld conference locally for the first time
- December 2002 — Collinsville Connect Telecentre Group becomes its own Incorporated Association; its case study is recognised internationally at the ITIRA conference
- January 2003 — First Collinsville Connect website goes live
- 16 June 2003 — Kerri Wease becomes the Telecentre's 10,000th user
- September 2003 — Founding Chairperson Charlie Hobson announces his retirement
- 25 October 2003 — Second Birthday celebration and launch of Collinsville Memoirs CD Volume 2 (planned)
- 5 April 2004 — Collinsville Connect Telecentre becomes the Collinsville Connect Telecentre Group Incorporated, holding its first AGM as its own incorporated body
- April 2004 — Taylor Morgan becomes the Telecentre's 16,000th user
- 25 November 2004 — Third Birthday celebrated; 19,743 users recorded since opening
- July 2005 — Membership fee raised to \$10 a year and a formal Code of Conduct written into the constitution
- By its 2-year mark, Collinsville Connect had recorded 420 members and 13,518 uses, and was described by Networking the Nation as the most-used Telecentre among all of its Queensland projects
- Audited figures: \$426,051 in income across 2002–2005, including \$251,448 in grants, donations and sponsorship, funding the Telecentre through its founding years

Human Stories — Block One

These are the moments that show what the Telecentre came to mean to Collinsville and Scottville, beyond the meeting-minute record of decisions and figures.

- From the very first meeting, the committee was deliberate about who should run the centre: they wanted someone with community networking skills, not a computer "nerd," an IT specialist, or a teacher. Connection to people mattered more than technical know-how.
- Denise Hall was one of the small group present at that very first Steering Committee meeting on 5 March 2001. When the Telecentre formally incorporated in April 2004, she was elected its founding Treasurer, nominated by Sue Clark, in absentia, she was one of the few apologies at that meeting, a sign of how much confidence the committee already had in her.
- Marissa Kearney joined just two months later, at the second meeting on 2 May 2001, as the Collinsville District Development Bureau's representative, and it was her suggestion that the CDDDB and the Telecentre work together as a joint venture that the committee agreed to that very night. She has remained on the committee ever since, later serving as the Lions Club's representative for many years.
- David Nebauer arrived at that first meeting as Bowen Shire Council's own representative, not yet a Collinsville local himself, and ended up writing the Telecentre's entire founding Business Plan from scratch, taking it through several drafts with the committee over its first months. It was also Nebauer who gave the advice that the Project Officer shouldn't be a "computer nerd," a piece of thinking that shaped who the committee went on to hire.
- Early on, the committee adopted a rule that children had to be supervised by an adult at the centre — a small decision that shows how seriously they took their responsibility to the town, wanting the Telecentre to be a genuine community resource rather than an informal babysitting service.
- In the lead-up to opening, the Collinsville District Development Bureau shared equipment, a fridge, kettle, photocopier, fax and printer, small acts of cooperation between local groups that helped get the centre off the ground.
- Local artist Melissa Stone offered to hang her paintings in the centre ahead of opening, with an offer to keep replacing them if any sold. From its first days, the centre was a space for local creativity, not just computers.
- At the November 2001 meeting, Networking the Nation's Stella Jones told the committee how much had been achieved in such a short time, with personal thanks to Charlie, Sue, and Dave — early validation for a project the community had built almost entirely themselves.
- In September 2003, founding Chairperson Charlie Hobson announced he would retire from the role. Dave Nebauer publicly praised everyone's efforts, and Sue thanked Charlie in return for "the endless time and effort he has given to the centre." A quiet but significant changing of the guard, two years after opening night.
- The Co-ordinator's day-to-day reports are full of small, individual moments that show what the centre meant to people one at a time: a rare LP record tracked down and bought for Mr Rick Hall, a rare book valued for Chris Ward, airfares to France researched for Mrs Lambert, and medication information found for a local resident. In one quiet, memorable case, the centre helped design and print a eulogy for a member of the community, Mrs Marlene Allan, who had passed away.
- The Collinsville Memoirs CD-ROM project brought together a genuinely intergenerational group of volunteers, from high school students to seniors, training together in photo editing, audio and video software over several months. Kevin Wallace and Ken Robertson began the scanning of old photos and news clippings in the centre's first weeks, and Norrien Hinds carried on the community scrapbook that Marg Morrissey had originally kept, so that the town's own memory-keeping continued rather than being lost.

- A May 2002 Co-ordinator's report closes with thanks to the volunteers by name: Karen Mutch for her office support, Ken Robertson for the CD-ROM project, Dave Robertson and Caleb Hinds, Norrien Hinds for the scrapbook, Leah Hawkins for the Community Calendar, Kevin Wallace for the photo archiving, and Charlie Hobson, described simply as "the backbone of the Telecentre."
- Work experience gave local students an early foothold at the centre. Brady Jones from Collinsville State High School began in 2002, and Trent Hathaway followed, each spending their placement learning alongside Sue and the volunteers rather than just observing.
- When Collinsville hosted the ITS Qld conference in October 2002, the hospitality was as memorable as the sessions: a mine tour courtesy of Thiess, a dinner sponsored by CHR with entertainment from Chooky and Joy, and a gaming session at the Telecentre that ran until midnight. Visiting delegates commented on the chance to network in a small community environment, and on just how strongly Collinsville had gotten behind its Telecentre.
- In March 2005, the committee learned that longtime volunteer Ken Robertson, who had photographed and gathered material for the very first Collinsville Memoirs CD, had passed away. Rather than let that contribution go unmarked, they agreed to dedicate the next Memoirs CD to him, a small, deliberate way of keeping his part in the centre's history visible.
- By the mid-2000s the Telecentre had become a genuine training ground for young people in the town: Jenn Crone grew from a multimedia student into the centre's web designer over several years, Trent Hathaway and Brady Jones worked through their traineeships and school-based placements, and new trainees like Katie Bulloch and Vanessa Aspinall came through as the earlier group moved on. It wasn't unusual for a young person's first job to be at the Telecentre.
- One of the centre's most delightful regulars was Mrs Tudehope, in her eighties, who rode her motorised bike in and asked if the Telecentre could show her how "these things" worked. She was soon at a spare PC playing with paint and word-processing programs, and before long was emailing her grandchildren in England and China, something that used to take weeks by post now took moments. A photo of her at the computer went into her very first email. She became a regular after that.
- The Telecentre's training didn't just build skills, it changed lives directly: Michelle Johnson went from TAFE courses at the centre into a job at Transfield, Karen Mutch moved on to a job at St John Bosco's, and Jenn Crone eventually started her own website design business after years designing sites and the Memoirs CDs at CCT. It was the founding goal, education and training leading to employment, playing out in real names.

Block Two: 2006–2010 — Consolidation and Growth

This block is built from the CCT's own anniversary summaries (5, 7 and 10 year reports), a 2009 address to the newly formed Whitsunday Regional Council, and the corresponding Coordinator's Reports and CCTGI minutes.

Timeline (2006–2010)

13 March 2006 — Trainee Carly Grittner is introduced to the committee. Safe Operating Procedure inductions have reached 212 since January 2005, worth \$23,320 in income, and membership stands at 572 with 26,945 uses recorded to date. [\[G\]](#) [\[F\]](#) [\[M\]](#)

22 May 2006 — Hillside Haven, a local aged-care facility, approaches the Telecentre about outsourcing its payroll and invoicing, a sign of how far CCT's reputation for reliable admin support had spread beyond its own walls. A formal Code of Conduct and updated membership forms are adopted. [\[G\]](#) [\[M\]](#)

6 September 2006 — Ahead of the 5th Birthday, the committee notes total funding received since 2001 has reached around \$360,000, with usage reaching 29,735 and averaging 520–530 a month. With Bowen Shire Council traineeships due to lapse, the committee successfully lobbies Council to keep funding trainee Carly Grittner's position, since Sue can no longer run the centre alone. Denise Hall moves a vote of thanks to Sue and Charlie for their dedication. [\[F\]](#) [\[G\]](#) [\[M\]](#) [\[H\]](#)

25 January 2007 — The raffle system donated by Transfield is won by Michelle Johnson, one of the Telecentre's own training success stories. The Telecentre reaches its 30,000th user, Samantha Scott. The committee trials evening opening hours for internet banking, carefully weighing safety, staffing a lone worker at night, before settling on a limited Monday, Wednesday and Thursday trial. Members also resolve to protect Sue from overwork, noting simply that there are "many more years to go." [\[M\]](#) [\[G\]](#) [\[H\]](#)

30 April 2007 — The committee formally thanks Karen Mutch for her years of effort at the Telecentre as she steps back from the committee. Deb Vincec, until then a Work for the Dole volunteer, takes on running the Telecentre's evening openings. [\[M\]](#) [\[H\]](#)

30 July 2007 — AGM re-elects Charlie Hobson, Kerri Wease and Denise Hall as office bearers. Safe Operating Procedure inductions have reached 579, worth \$63,690 in income. Brady Jones, a former work experience student, returns to the Telecentre as a regular volunteer. [\[M\]](#) [\[F\]](#) [\[H\]](#)

May 2008 — Blueprint for the Bush state funding of \$46,065 is confirmed, securing Deb Vincec's position for two years and enabling extended hours. By November 2008, total usage has passed 44,911, and the Telecentre marks its 7th Birthday in October. [\[M\]](#) [\[F\]](#) [\[G\]](#)

2008 — Under state-wide council reforms, Bowen Shire Council is amalgamated into the new Whitsunday Regional Council, becoming the Telecentre's local government partner going forward. [\[M\]](#)

2009 — With Deb Vincec's position now secure, opening hours extend to 8am–8pm, Monday to Saturday, the first time the Telecentre has run on a two-staff roster. [\[M\]](#) [\[S\]](#)

February 2009 — Federal MP Kirsten Livermore, who had attended the Telecentre's official opening back in 2001, returns to use the CCT office for local interviews. Total usage reaches 47,094. [\[M\]](#) [\[H\]](#)

26 May 2009 — Co-ordinator Sue Clark addresses the new Whitsunday Regional Council, confirming Collinsville Connect is now the only Telecentre from the original Networking the Nation group still in operation. Total usage since opening has passed 49,200, averaging 570 users a month. [\[M\]](#) [\[G\]](#)

August 2009 — The AGM reports total turnover since opening has passed \$1 million, \$1,094,872 in income since October 2001, with 253 members and 51,702 total uses recorded. The committee is

open about its ongoing sustainability concerns, funding cycle to funding cycle, particularly around staff wages once the Blueprint for the Bush funding runs out. [\[M\]](#) [\[G\]](#) [\[F\]](#)

Early 2010 — New extended hours, Monday to Friday 8am–8pm, are confirmed as a two-year trial, with free youth access limited to the after-school window of 3pm–6pm. Usage reaches 56,546. [\[M\]](#) [\[S\]](#)

May 2010 — Deb Vincec's funded position comes to an end and she returns to Brisbane; Katie Goodie moves into the vacant full-time role. The Collinsville-Memoirs Online digital archive website goes live and draws its first public comments and contributed images. [\[M\]](#) [\[S\]](#) [\[H\]](#)

August 2010 — AGM reports usage has passed 60,896. Sharon Dalton takes on the second full-time position, and relief employee Jenn Honnery has her daughter, Sophia. David Nebauer (Sonoma Mine Management) and Mike Brunker, the Whitsunday Regional Council representative who, as Mayor, had cut the ribbon at the Telecentre's opening in 2001, both join the CCT committee. [\[M\]](#) [\[G\]](#) [\[H\]](#)

Milestones and Firsts — Block Two

Block Two (2006–2010)

- 2006 — 5th Birthday celebrated; total funding since 2001 reaches around \$360,000
- 2006 — Thiess donates 12 Dell computer systems worth \$20,000
- 25 January 2007 — Samantha Scott becomes the Telecentre's 30,000th user
- 30 July 2007 — Kerri Wease, once the Telecentre's 10,000th user, is serving as committee Secretary; SOP inductions reach 579, worth \$63,690
- 2008 — Bowen Shire Council amalgamates into the Whitsunday Regional Council
- May 2008 — Blueprint for the Bush funding of \$46,065 secures a second permanent staff member for the first time
- 26 May 2009 — Confirmed as the only surviving Telecentre from the original Networking the Nation group
- August 2009 — Total turnover since opening passes \$1 million
- May 2010 — The Collinsville-Memoirs Online digital archive website goes live
- August 2010 — Usage since opening passes 60,896, with 278 members recorded
- Audited figures: SOP Induction income grows from a standing start in 2005 to \$177,888 across 2006–2010, becoming a cornerstone of the Telecentre's funding

Human Stories — Block Two

These are the moments from the anniversary summaries that show the Telecentre's people growing alongside it, some in ways that came full circle.

- Kerri Wease had been the Telecentre's 10,000th user back in June 2003, presented with a t-shirt for the occasion. By 2007–2008, she was sitting on the committee as Secretary, a nice reminder of how many of CCT's helpers started out as its users.
- Deb Vincec came to the Telecentre as a Work for the Dole volunteer. By 2009, her role had grown into a funded, permanent staff position under the Blueprint for the Bush programme, working alongside Sue as the centre's second staff member.
- Jenn Crone, the multimedia student who'd helped build the very first community website back in 2003, returned to the Telecentre years later as Jenn Honnery, now running her own web design business and working as relief staff and the centre's web designer.
- Mike Brunker, the Bowen Shire Mayor who cut the ribbon at the Telecentre's opening in October 2001, later joined the CCT committee himself as the Whitsunday Regional Council representative, after the two councils amalgamated in 2008.
- Kirsten Livermore, the Federal MP who'd been among the guests at the Telecentre's opening in October 2001, returned in February 2009 to use the CCT office for her own local interviews, a small but telling sign of how embedded the centre had become in the town's everyday life.
- Michelle Johnson, whose training records show had gone on from TAFE courses at the Telecentre into a job at Transfield, came full circle in January 2007 when she won the very raffle system Transfield had donated back to the centre.
- Brady Jones started out as a work experience student in 2004–05. By July 2007 he was back at the Telecentre as a regular volunteer, and by 2008 he was a paid Steps employee, coming in every Monday, a young person who simply never really left.
- When Karen Mutch stepped back from the committee in April 2007 after years as Secretary, the committee made a point of formally thanking her for her effort, a small gesture that says a lot about how the Telecentre treated the people who kept it running.
- In January 2007, weighing up whether to trial evening opening hours, the committee thought carefully about the safety of having just one staff member alone at night before going ahead. In the same meeting they also, half-jokingly, resolved not to let Sue "get too run down," since there were "many more years to go." Small moments, but they show a committee looking after its own people as carefully as it looked after its budget.
- The Telecentre restored donated computers and passed them on to older members of the community who couldn't otherwise afford one, a quiet, ongoing act of generosity that never made it into a funding report.
- When Deb Vincec's funded position came to an end in May 2010, the Coordinator's notes recorded her return to Brisbane in just a few words, that she was "very happy!!!" A small, warm send-off for someone who'd started at the Telecentre as a volunteer and left it as a valued staff member.
- Jenn Honnery, the former BSC trainee who kept returning to the Telecentre in different roles over the years, web designer, relief employee, had her daughter Sophia in 2010 while still on the books as relief staff, one more chapter in a long-running story of young people growing up alongside the centre.
- In its own words to the new Regional Council in 2009, the committee summed up nine years of work simply: what they did at the Telecentre couldn't be measured by the bank balance, only by the thanks and satisfaction it brought to the people who used it.

Block Three: 2011–2015 — A Decade On

This block is built from Coordinator's Reports and AGM documents covering 2011 through to mid-2015.

Timeline (2011–2015)

February 2011 — Total usage reaches 64,136. Federal MP Kirsten Livermore continues to use the CCT office years after attending the original 2001 opening. Planning begins for the 10th Birthday. [\[G\]](#) [\[H\]](#)

June 2011 — Total funding received over the Telecentre's first ten years passes \$500,000. [\[M\]](#) [\[F\]](#)

September 2011 — An executive committee meeting decides to create the Telecentre's first sustained second full-time position since 2010, offering trainee Brooke Honnery, a niece of web designer Jenn Honnery, a permanent 36-hour role rather than risk losing her. [\[M\]](#) [\[G\]](#)

20 October 2011 — The Telecentre holds its 10th Anniversary AGM on the very same date as its original 2001 opening. In his President's Report, Charlie Hobson calls Sue Clark "the back bone to CCT from the start," and specially thanks Denise Hall for a decade of continuous service since the founding Steering Committee. The same report describes Safe Operating Procedure inductions as the single most powerful prospect for the Telecentre's future, reflecting that without this income "we may well be talking about the Telecentre in the past tense," and notes that Memoirs-Online has passed 8,000 community-donated images and 2,000 comments. [\[M\]](#) [\[H\]](#) [\[F\]](#) [\[G\]](#)

September 2012 — Work experience student Jamaine Miller spends a week at the Telecentre, years before returning as a permanent staff member. [\[H\]](#)

Early 2014 — Total usage passes 80,000 since opening. [\[G\]](#)

5 February 2015 — The Pit Pony Experience project launches its crowdfunding campaign, marking 25 years since Australia's last working pit ponies retired from the Collinsville coal mine in 1989. The idea itself had been dreamed up over a cuppa one weekend by Sue Clark and Jenn Honnery, Sue's community networking instincts paired with Jenn's web design skills. The project aims to build a life-size bronze pit pony statue and give the town a tourism identity beyond mining. [\[M\]](#) [\[S\]](#) [\[H\]](#)

June 2015 — The Telecentre receives an Australia Day Senior Cultural Award. The Coordinator describes the Pit Pony Experience project as "a labour of love," noting the considerable time and resources it has consumed alongside its remarkable crowdfunding success. [\[M\]](#) [\[H\]](#)

13 July 2015 — The Pit Pony Experience project is formally spun off into its own incorporated entity, Pit Pony Experience Inc, with its crowdfunded account transferred out of the Telecentre's books, a community project the Telecentre incubated from scratch and then let grow on its own. [\[M\]](#) [\[S\]](#)

Milestones and Firsts — Block Three

Block Three (2011–2015)

- June 2011 — Funding received over the Telecentre's first ten years passes \$500,000
- 20 October 2011 — 10th Anniversary AGM held on the exact date of the original 2001 opening
- 20 October 2011 — Memoirs-Online passes 8,000 community-donated images and 2,000 comments
- Early 2014 — Total usage passes 80,000 since opening
- 5 February 2015 — Pit Pony Experience crowdfunding campaign launches
- 13 July 2015 — Pit Pony Experience Inc formally incorporated as its own community organisation
- Audited figures: \$681,327 in income across 2011–2015, with wages paid to staff reaching \$454,537 as the Telecentre's employed team grew

Human Stories — Block Three

These are the moments from 2011–2015 that show the Telecentre's decade-long relationships coming full circle, and one small project growing into something bigger than itself.

- At the 10th Anniversary AGM, Charlie Hobson's President's Report called Sue Clark "the back bone to CCT from the start." It was a striking echo of Sue's own words back in May 2002, when she'd described Charlie as "the backbone of the Telecentre," a decade-long exchange of gratitude between the two people who had been there from the very first meeting.
- Denise Hall, an active member of the original founding Steering Committee in 2001, was still on the committee ten years later. Charlie made a point of thanking her by name at the 10th AGM for a decade of continuous service.
- Jamaine Miller first set foot in the Telecentre as a week-long work experience student in September 2012, one name among many students who passed through, easy to overlook at the time. Years later, he would return as a permanent staff member, part of the Telecentre's long, quiet habit of bringing its own young people back.
- Around the same time, local resident Jeannie Poole began volunteering on the Memoirs-Online project, updating image information and moderating comments. It was the start of what would become a defining, decades-long contribution: a true Collinsville local putting her own knowledge of the town's history to work preserving it for everyone else.
- In 2013, Coen Hobson came through the Telecentre as a work experience student, the son of founding President Charlie Hobson, who had chaired that very first meeting back in 2001 and was still leading the committee at the time. A small, quiet moment, one generation of the Hobson family passing through the doors the other had helped build.
- The Honnery family's connection to the Telecentre runs deeper than any one person: Brooke Honnery, a niece of Jenn Honnery's, worked her way up to a permanent role from 2011, Courtney Honnery joined as casual staff from 2013, and Jenn's own quarter-century with the Telecentre is told elsewhere in this record. Three Honnerys, across more than a decade, all part of the same Telecentre story.
- The Pit Pony Experience began life over a cuppa one weekend, when Sue Clark and Jenn Honnery sat down together and sketched out the idea, Sue's feel for what the community needed paired with Jenn's web and design skills. It grew so large so quickly that it needed its own bank account, then its own incorporated status entirely. It's a rare thing for a small community organisation to successfully launch another one, but that's exactly what Sue and Jenn's kitchen-table idea became in 2015.

Block Four: 2016–2020 — New Leadership, New Challenges

This block is built from Coordinator's Reports covering 2016 through to the end of 2020.

Timeline (2016–2020)

Early–mid 2016 — Under the banner "15 Years of Service & Support," the Telecentre's role keeps broadening beyond its original IT remit: coordinating the Pit Pony Experience Project, secretarial services for Meals on Wheels, and the Collinsville Showgrounds Redevelopment Plan. Sonoma's SOP inductions convert over to Thiess inductions. [\[G\]](#) [\[S\]](#) [\[F\]](#)

26 September 2016 — The Telecentre celebrates its 15th Birthday. [\[M\]](#)

2017 — Glencore confirms \$50,000 in three-year funding support, a major new funding partner securing the Telecentre's near-term future, under the new banner "Technical Support & Training Solutions." [\[M\]](#) [\[F\]](#)

May 2017 — In the aftermath of Cyclone Debbie, the Telecentre helps more than 24 local clients with disaster recovery funding applications, alongside its usual training and repair work. [\[S\]](#) [\[H\]](#)

4 December 2017 — The committee records the passing of founding President Charlie Hobson, who had led the Telecentre from its very first meeting in March 2001 right up until his death, sixteen years of service to the very end. The same meeting farewells long-serving casual staff member Rhonda Davy, who had been with the Telecentre for 7 years. [\[M\]](#) [\[H\]](#)

12 September 2018 — At the AGM, David Nebauer, a member of the founding 2001 Steering Committee who had written the Telecentre's very first Business Plan as Bowen Shire Council's representative, is elected President, nominated by Denise Hall and seconded by Marissa Kearney. He continues in the role today. [\[M\]](#) [\[H\]](#)

March 2018 — The committee honours Charlie Hobson's memory with a pewter mug and a posthumous Australia Day award nomination in recognition of his 16 years of service, and sends flowers and thanks to Rhonda Davy. [\[M\]](#) [\[H\]](#)

June 2018 — Jamaine Miller joins as Co-ordinator Assistant, the Telecentre's first dedicated second staff role in some years, funded through wage subsidy programmes and soon taking over social media management. [\[M\]](#) [\[S\]](#)

September 2018 — 12 new computer systems are purchased using combined funding from the Whitsunday Regional Council, Thiess, Glencore and Adani, reflecting how diverse the Telecentre's funding base has become. QCN/RTCS end their long-running equipment storage arrangement after a decade. [\[F\]](#) [\[M\]](#)

December 2018 — Total users since opening reach 97,702. Committee member Kerri Wease, the Telecentre's own 10,000th user back in 2003, announces she is leaving Collinsville after 17 years of involvement. A Digital Image Archive Team is formed ahead of the town's "100 Years of Mining" celebrations in 2019. [\[M\]](#) [\[G\]](#) [\[H\]](#)

June 2019 — The "Our Stories Unearthed" coffee-table book, marking 100 years of mining in Collinsville, is completed and sent to the publisher, the centrepiece of a project the Digital Image Archive Team had been building since December 2018. [\[M\]](#) [\[S\]](#)

July 2019 — Total users since opening pass 100,000. [\[M\]](#) [\[G\]](#)

16 October 2019 — The Telecentre reaches its 18-year milestone. "Our Stories Unearthed" has been distributed to Glencore, the Historical Society, the RV Park and the Coalface Museum, returning roughly \$8,000 to fund future publications. [\[M\]](#) [\[G\]](#)

March 2020 — With Sue away for five to six weeks recovering from back surgery, Assistant Co-ordinator Jamaine Miller steps up into the Coordinator's role. Sue later writes a personal thank you for the "remarkable job" he did in her absence. [\[H\]](#) [\[M\]](#)

2020 — COVID-19 reaches Collinsville. The Telecentre keeps operating under a COVID Safe Plan, with Sue and Jamaine working week-on-week-off, JobKeeper payments keeping the centre afloat, and community projects like Our Stories Unearthed paused. Video conferencing equipment is installed, partly to help the community meet safely. [\[F\]](#) [\[S\]](#) [\[M\]](#)

October 2020 — The Telecentre marks the 5th anniversary of the Pit Pony statue's installation, with a commemorative book in production. A Digital Community Noticeboard, funded through the CCA, is installed and made operational. [\[M\]](#) [\[S\]](#)

Milestones and Firsts — Block Four (2016–2020)

Block Four (2016–2020)

- 26 September 2016 — 15th Birthday celebrated
- 2017 — Glencore confirms \$50,000 in three-year funding support
- May 2017 — Telecentre assists 24+ local clients with Cyclone Debbie disaster recovery applications
- 4 December 2017 — Founding President Charlie Hobson passes away after 16 years of leadership
- 12 September 2018 — David Nebauer elected President
- June 2018 — Jamaine Miller joins as Co-ordinator Assistant, the first dedicated second staff role in years
- December 2018 — Total users since opening reach 97,702
- June 2019 — "Our Stories Unearthed" book marks 100 years of mining in Collinsville
- July 2019 — Total users since opening pass 100,000
- 16 October 2019 — 18-year milestone reached
- 2020 — Telecentre keeps operating throughout COVID-19 under a dedicated safety plan
- October 2020 — 5th anniversary of the Pit Pony statue installation
- Audited figures: \$739,444 in income across 2016–2020 despite the pandemic disruption of 2020, when expenses outpaced income for the only time in the block

Human Stories — Block Four (2016–2020)

These are the moments from 2016–2020 that show the Telecentre, and the people around it, moving into a new chapter, and holding steady through a pandemic.

- Charlie Hobson chaired that very first Steering Committee meeting in March 2001 and brought years of his own technical experience and IT know-how to the project from the outset, expertise that shaped the Telecentre's decisions large and small for the rest of his life, right down to helping set up the kids' computer games in 2012. He led as President for the Telecentre's entire founding sixteen years, through incorporation, through its 10th anniversary, through the hiring of Sue Clark herself, until his death in December 2017. The committee's tribute was simple, a pewter mug and a posthumous Australia Day nomination, for a man Sue had once described, back in 2002, as "the backbone of the Telecentre."
- Rhonda Davy, a casual staff member since 2011, moved to Bowen and left the Telecentre in 2017 after 7 years of service. The committee sent flowers and their thanks, one more name added to a long list of people who quietly kept the centre running.
- Kerri Wease's story came full circle one more time in December 2018. She had been the Telecentre's 10,000th user back in 2003, joined the committee as Secretary by 2007, and after 17 years of involvement with Collinsville Connect, announced she was leaving town. The committee wanted to find a special way to thank her, recognising, in the Co-ordinator's own words, that she had been "an integral part of the CCT's success."
- When Cyclone Debbie hit in early 2017, the Telecentre's response wasn't glamorous, it was 24 local residents sitting down with staff to fill in disaster recovery funding applications, exactly the kind of quiet, practical support the centre had been built to provide since 2001.
- In March 2020, with Sue away for weeks recovering from back surgery, Jamaine Miller, the same young man who'd first walked in as a work experience student back in 2012, ran the Telecentre in her absence. Sue's own words afterward called it "a remarkable job," a small, telling sign of how far he'd come.
- Through 2020, as COVID-19 reached even a town as small as Collinsville, the Telecentre kept its doors open under a dedicated safety plan, with Sue and Jamaine working week-on-week-off to keep the centre running while keeping each other safe, a pandemic version of the same steady, practical service the centre had always offered.

Block Five: 2021–2026 — A Quarter Century

This final block is built from Coordinator's Reports covering October 2021 through to June 2026, the most recent report available as this record is being compiled, alongside the CCT's own 20-year anniversary article.

Timeline (2021–2026)

20 October 2021 — The Telecentre holds its 20th Anniversary AGM. Looking back, the Pit Pony Experience crowdfunding campaign is revealed to have raised \$190,000 in just 90 days, and Memoirs-Online has grown to more than 12,000 community-donated images. In her own words, Sue Clark reflects: "it's been an amazing 20 years and for me it's been an absolute privilege." [\[M\]](#) [\[G\]](#) [\[H\]](#)

2022 — The Collinsville Characters Book is published, joining Our Stories Unearthed and A Miners Best Friend as a set of three local history publications sold together at the Telecentre. [\[M\]](#) [\[S\]](#)

August 2023 — With Jamaine Miller away from Collinsville, his role scales back to casual hours "when he's in town," and Jenn Honnery takes on extra Friday duties including funding applications. [\[H\]](#)

May 2024 — Jamaine Miller returns and steps up into the full Co-ordinator role, job-sharing with Sue. Separately, discussions begin with the Whitsunday Regional Council about relocating the Telecentre into a new community precinct development. [\[M\]](#) [\[H\]](#) [\[F\]](#)

November 2024 — At a CCT executive meeting, the committee agrees it is important for the Telecentre to remain an independent not-for-profit with its own management committee, even as it works with Council on the new precinct. [\[M\]](#)

2025 — A new 3D Printing Project launches, funded through Glencore and Ark Energy grants. Local schools take up the free Tinkercad design service, and 3D-printed Pit Pony replicas go on sale for the statue's 10th anniversary, a new technology extending the same community story the original 2015 crowdfunding campaign told. [\[S\]](#) [\[M\]](#) [\[F\]](#)

2025–2026 — Community donor Grant Cox makes two remarkably generous gifts to the Telecentre: \$25,000 in 2025 and a further \$30,000 in 2026. [\[M\]](#) [\[F\]](#)

March–June 2026 — By June, Jamaine Miller is formally listed as Co-ordinator/Manager alongside Sue Clark, working four days a week, a full-circle journey from the work experience student who first walked in the door in September 2012. [\[M\]](#) [\[H\]](#)

September 2026 — The Telecentre's 25th Anniversary AGM is planned, the milestone this record was written for. [\[M\]](#)

Milestones and Firsts — Block Five

Block Five (2021–2026)

- 20 October 2021 — 20th Anniversary AGM; Pit Pony crowdfunding total revealed as \$190,000 raised in 90 days
- 2022 — Collinsville Characters Book completes a three-book local history set
- 2025 — 3D Printing Project launches as a new community service and income stream
- 2025–2026 — Community donor Grant Cox gives a combined \$55,000 to the Telecentre across two gifts
- 2026 — Jamaine Miller becomes Co-ordinator/Manager alongside Sue Clark
- September 2026 — 25th Anniversary AGM
- Audited figures: 2025 was the Telecentre's highest-earning year on record, \$248,172 in income, and closed with the highest bank balance in its history, \$181,910

Human Stories — Block Five

These are the moments from the final five years that bring the whole 25-year story full circle.

- At the 20th Anniversary AGM, Sue Clark's own words summed up two decades of work simply: "it's been an amazing 20 years and for me it's been an absolute privilege."
- Jamaine Miller's journey through this record is remarkable end to end: a work experience student for one week in September 2012, Co-ordinator Assistant from 2018, standing in for Sue during her back surgery in 2020, stepping back to casual hours while away from town in 2023, and returning in 2024 to eventually become Co-ordinator/Manager alongside Sue by 2026. Few people's growth is this well documented, almost entirely by accident, across fourteen years of the same organisation's own paperwork.
- Community donor Grant Cox gave the Telecentre two remarkably generous gifts, \$25,000 in 2025 and \$30,000 in 2026, a combined \$55,000 vote of confidence from a single member of the community in what the Telecentre does.
- David Nebauer's own journey through this record is quietly remarkable: he first appeared at the Telecentre's very first meeting in March 2001 as Bowen Shire Council's representative and wrote its founding Business Plan. Seventeen years later, on 12 September 2018, he was elected President, nominated by Denise Hall and seconded by Marissa Kearney, a role he continues to hold today, twenty-five years after that first meeting.
- Denise Hall's service runs just as deep. Also present at that very first meeting in March 2001, she became the Telecentre's founding Treasurer in April 2004 and has held the role, and a seat on the committee, ever since. In June 2026, twenty-five years on, she was still there taking the minutes, the same steady, practical presence she's been since day one.
- Marissa Kearney rounds out this remarkable trio. She joined the committee at its second meeting in May 2001 as the CDDB's representative, seconded David Nebauer's election as President in 2018, and was still attending committee meetings in March 2026, twenty-five years of near-continuous involvement in an organisation she helped shape from almost the very beginning.
- Jenn Honnery's own thread runs almost the entire length of this record. She started as one of the Telecentre's very first trainees back in 2003, helped build the original Collinsville Memoirs CDs, and grew into the centre's own web designer, starting her own business, Green Turtle Web Design, along the way. It was Jenn and Sue together, over a cuppa one weekend in 2015, who dreamed up the Pit Pony Experience that would go on to raise \$190,000. More than two decades on, Jenn still manages the Telecentre's websites and social media, and remains one of Sue's most trusted advisors whenever she's needed, steady, largely invisible work that sits behind almost everything the Telecentre has ever published.
- Jeannie Poole's contribution grew quietly but just as significantly. What began as volunteering on Memoirs-Online in 2012 became, by 2025, a funded archivist role in which she personally digitised more than 3,000 historical entries from Collinsville State School's records alone. A true local historian, her knowledge of the town shaped both the Memoirs-Online archive and the Telecentre's history books, working alongside Jenn Honnery on the "Our Stories" website in a partnership that quietly did more to preserve Collinsville's history than perhaps any other single effort in the Telecentre's 25 years.
- The Pit Pony Experience project, born as a 2015 crowdfunding campaign, found a new life a decade later: in 2025 the Telecentre began 3D-printing small Pit Pony replicas for sale, the same community story about isolation, identity and history, told through whatever technology the Telecentre had on hand at the time.
- In March 2026, the Coordinator's Report notes almost in passing that Sue would "work on a summary of the Telecentre's 25 years... a document?" It's the quiet origin of this very record.

This record now covers the full 25 years of Collinsville Connect Telecentre, from the founding Steering Committee's first meeting on 5 March 2001 through to the 25th Anniversary AGM planned for September 2026. It stands as both an archive and, hopefully, a source of pride for everyone who has walked through the Telecentre's doors, as a member, a volunteer, a trainee, or a coordinator, over the past quarter century.

Staff and Volunteer Honour Roll, 2001–2026

This roll records every staff member, trainee, volunteer and work experience student named in the Telecentre's own staffing records across its first 25 years. Many of the names below also appear with a fuller story earlier in this record; many more are recorded here for the first time, a reminder that the Telecentre's history was built by far more people than any single narrative can properly tell.

Organised by year, matching the five eras used throughout this record.

Block One years (2001–2005)

2002–03 — Sue Clark (Coordinator / Manager); Karen Mutch (CCT Volunteer); Michelle Johnson (CCT Volunteer); Mark Watson (BSC IT Trainee); Trent Hathaway (Work Experience Student); Troy Neilson ("Life Be In It" Volunteer); Marilyn Holz ("Life Be In It" Volunteer); Debbie Vincenc ("Life Be In It" Volunteer)

2004 — Sue Clark (Coordinator / Manager); Trent Hathaway (BSC IT Trainee); Jenn Crone (BSC IT Trainee); Brady Jones (School Based Trainee); Megan Purvis ("Life Be In It" Volunteer); Marilyn Holz ("Life Be In It" Volunteer)

2005 — Sue Clark (Coordinator / Manager); Katie Lancaster (BSC IT Trainee); Vanessa Aspinall (BSC Office Administration Trainee / Work Experience Student); Steven Hudd (Work Experience Student); William Delacorte (Work Experience Student); Krystal Smith (Work Experience Student); Scott Edwards ("Life Be In It" Volunteer); Josh Tucker ("Life Be In It" Volunteer); Debbie Vincenc ("Life Be In It" Volunteer)

Block Two years (2006–2010)

2006 — Sue Clark (Coordinator / Manager); Carly Grieger (BSC IT Trainee); Jason Betts ("Life Be In It" Volunteer); Barb Burns ("Life Be In It" Volunteer); Mark Sutton ("Life Be In It" Volunteer); Paul Downs ("Life Be In It" Volunteer); Jake Higley ("Life Be In It" Volunteer); Hayden Hall (Work Experience Student); Shelby Adams (Work Experience Student)

2007 — Sue Clark (Coordinator / Manager); Carly Grittner (Workers Club Sponsored Employee); Paul Downs ("Life Be In It" Volunteer); Jake Higley ("Life Be In It" Volunteer); Michael Richards ("Life Be In It" Volunteer); Debbie Vincenc ("Life Be In It" Volunteer / CCT Evenings Volunteer); Kaitlin Gulliver Cowan (School Based Trainee); Carl McIntyre (School Based Trainee); Brady Jones (STEPS Volunteer); Thane Richards ("Life Be In It" Volunteer); Chris Jones (Work Experience Student)

2008 — Sue Clark (Coordinator / Manager); Shaley Dawson (BSC IT Trainee); Brady Jones (STEPS Volunteer); Debbie Vincenc ("Life Be In It" Volunteer / Assistant Coordinator Position)

2009 — Sue Clark (Coordinator / Manager); Debbie Vincenc (Assistant Coordinator Position); Katie Goodie (WSC IT Trainee); Jenn Honnery (CCT Relief Position)

2010 — Sue Clark (Coordinator / Manager); Katie Goodie (Assistant Coordinator Position); Sarah James (WSC IT Trainee); Sharon Dalton (CCT Volunteer / CCT Relief Position / Assistant Coordinator Position)

Block Three years (2011–2015)

2011 — Sue Clark (Coordinator / Manager); Sharon Dalton (Casual Clerical Employee); Brooke Honnery (WSC IT Trainee); Zac Farraher (School Based Trainee); Rhonda Davy (Casual Clerical Employee)

2012 — Sue Clark (Coordinator / Manager); Brooke Honnery (Permanent Clerical Employee); Rhonda Davy (Casual Clerical Employee); Kadina-Lee Hawkins (Casual Clerical Employee); Lachlan Farraher (School Based Trainee); Stephen Thackham (School Based Trainee); Sam Lawn (Work Experience Student); Jamaine Miller (Work Experience Student); Brandon Thomas (Work Experience Student)

2013 — Sue Clark (Coordinator / Manager); Brooke Honnery (Permanent Clerical Employee); Rhonda Davy (Casual Clerical Employee); Courtney Honnery (Casual Clerical Employee); Kayla Dicker (Work Experience Student); Coen Hobson (Work Experience Student); Heshan (Work Experience Student)

2014 — Sue Clark (Coordinator / Manager); Courtney Honnery (Casual Clerical Employee); Rhonda Davy (Casual Clerical Employee); Bill Hinchcliff (Work Experience Student); Christine Crossland (Casual Clerical Employee); Shareece Reeves (Casual Clerical Employee)

2015 — Sue Clark (Coordinator / Manager); Shareece Reeves (Casual Clerical Employee); Rhonda Davy (Casual Clerical Employee)

Block Four years (2016–2020)

2016 — Sue Clark (Coordinator / Manager); Shareece Reeves (Casual Clerical Employee); Rhonda Davy (Casual Clerical Employee); Brian Earl (Work 4 Dole Participant); Lisa Scott (Work 4 Dole Participant); Luke Reeves (Work 4 Dole Participant)

2017 — Sue Clark (Coordinator / Manager); Shareece Reeves (Casual Clerical Employee); Rhonda Davy (Casual Clerical Employee); Shayden Hinchcliff (Casual Clerical Employee); Sharon Ansen (Casual Clerical Employee); Luke Reeves (Work 4 Dole Participant); Julie-ann Harvey (Work 4 Dole Participant); Brittany Van Wyk (Casual Clerical Employee)

2018 — Sue Clark (Coordinator / Manager); Jamaine Miller (Assistant Coordinator Position); Christine Crossland (Casual Clerical Employee); Julie-ann Harvey (Work 4 Dole Participant); Brittany Van Wyk (Casual Clerical Employee)

2019 — Sue Clark (Coordinator / Manager); Jamaine Miller (Assistant Coordinator Position)

2020 — Sue Clark (Coordinator / Manager); Jamaine Miller (Assistant Coordinator Position)

Block Five years (2021–2026)

2021 — Sue Clark (Coordinator / Manager); Jamaine Miller (Assistant Coordinator Position)

2022 — Sue Clark (Coordinator / Manager); Jamaine Miller (Assistant Coordinator Position)

2023 — Sue Clark (Coordinator / Manager); Jamaine Miller (Assistant Coordinator Position)

2024 — Sue Clark (Coordinator / Manager); Jamaine Miller (Coordinator / Manager); Logan Clements (Work Experience Student)

2025 — Sue Clark (Coordinator / Manager); Jamaine Miller (Coordinator / Manager); William Gainsford (Work Experience Student)

2026 — Sue Clark (Coordinator / Manager); Jamaine Miller (Coordinator / Manager); Koda Murphy (Work Experience Student)

Committee and Office Bearers, 2001–2026

This roll records the Telecentre's elected leadership at every Annual General Meeting from the founding Steering Committee through to the incorporated CCTGI's most recent AGM. 2001–2003 predates incorporation, so those years show the founding Chairperson and Secretary rather than formal AGM elections; the full story of that period is told earlier in this record.

Year	President / Chairperson	Secretary	Treasurer
2001–2003	Charlie Hobson (Chairperson)	Sue Clark, then Anne Barton, then Karen Mutch (Secretary)	N/A — pre-incorporation
2004	Charlie Hobson	Karen Mutch	Denise Hall
2005	Charlie Hobson	Karen Mutch	Denise Hall
2006	Charlie Hobson	Karen Mutch	Denise Hall
2007	Charlie Hobson	Kerri Wease	Denise Hall
2008	Charlie Hobson	Kerri Wease	Denise Hall
2009	Charlie Hobson	Kerri Wease	Denise Hall
2010	Charlie Hobson	Kerri Wease	Denise Hall
2011	Charlie Hobson	Kerri Wease	Denise Hall
2012	Charlie Hobson	Kerri Wease	Denise Hall
2013	Charlie Hobson	Kerri Wease	Denise Hall
2014	Charlie Hobson	Kerri Wease	Denise Hall
2015	Charlie Hobson	Kerri Wease	Denise Hall
2016	Charlie Hobson	Kerri Wease	Denise Hall
2017	Charlie Hobson	Kerri Wease	Denise Hall
2018	David Nebauer	Christine Crossland	Denise Hall
2019	David Nebauer	Christine Crossland	Denise Hall
2020	David Nebauer	Christine Crossland	Denise Hall
2021	David Nebauer	Christine Crossland	Denise Hall
2022	David Nebauer	Christine Crossland	Denise Hall
2023	David Nebauer	Christine Crossland	Denise Hall
2024	David Nebauer	Christine Crossland	Denise Hall
2025	David Nebauer	Christine Crossland	Denise Hall
2026	pending	pending	pending

Two threads of continuity stand out across this table: Denise Hall has served as Treasurer at every single AGM since the Telecentre's incorporation in 2004, twenty-two years without a gap. And David Nebauer, on the founding committee from the very first meeting in March 2001, has led as President since 2018, meaning a founding committee member has held the Telecentre's top office for the entire 25 years, first as Charlie Hobson, then as David Nebauer.

Financial Summary, 2002–2025

These figures come from the Telecentre's own audited financial records. 2026 figures are not yet finalised and will be added once available. Across these 24 years, Collinsville Connect has recorded total income of roughly \$3.29 million against total expenses of roughly \$2.54 million, a genuinely remarkable achievement for a small-town, volunteer-driven organisation.

Year	Income	Expenses	Profit	Bank Balance	Grants, Donations & Sponsorship	SOP Inductions	Wages
2002	\$99,508	\$39,104	\$60,404	\$16,826	\$86,977	—	\$27,473
2003	\$132,711	\$90,390	\$42,321	\$46,970	\$99,821	—	\$48,838
2004	\$111,950	\$94,547	\$17,403	\$76,886	\$62,900	—	\$47,240
2005	\$81,882	\$128,539	-\$46,657	\$46,650	\$1,750	\$2,700	\$58,360
2006	\$67,357	\$85,120	-\$17,763	\$32,182	\$10,000	\$24,010	\$48,179
2007	\$105,252	\$109,387	-\$4,135	\$36,908	\$30,421	\$25,299	\$51,702
2008	\$133,116	\$108,572	\$24,544	\$66,757	\$51,942	\$35,110	\$62,035
2009	\$108,930	\$134,040	-\$25,110	\$37,856	\$24,905	\$40,023	\$92,164
2010	\$178,591	\$141,595	\$36,996	\$82,431	\$81,527	\$53,447	\$95,433
2011	\$145,119	\$125,635	\$19,484	\$94,039	\$31,972	\$61,286	\$84,392
2012	\$174,005	\$155,837	\$18,168	\$109,967	\$28,496	\$85,892	\$93,005
2013	\$135,986	\$161,007	-\$25,021	\$85,630	\$26,133	\$39,566	\$104,464
2014	\$122,183	\$142,437	-\$20,255	\$70,677	\$23,591	\$23,500	\$96,107
2015	\$104,035	\$117,922	-\$13,886	\$58,567	\$29,943	\$20,250	\$76,570
2016	\$104,803	\$107,872	-\$3,068	\$61,508	\$34,645	\$26,520	\$68,880
2017	\$157,399	\$124,865	\$32,534	\$95,965	\$69,245	\$27,450	\$72,513
2018	\$129,990	\$136,186	-\$6,195	\$95,110	\$23,723	\$50,220	\$70,770
2019	\$212,571	\$156,393	\$56,178	\$135,284	\$82,745	\$69,917	\$80,728
2020	\$134,680	\$183,654	-\$48,974	\$115,287	\$30,011	\$54,309	\$96,428
2021	\$169,444	\$199,166	-\$29,722	\$137,765	\$58,577	\$38,900	\$106,828
2022	\$142,859	\$163,246	-\$20,387	\$121,934	\$48,642	\$34,000	\$105,046
2023	\$151,775	\$190,727	-\$38,953	\$94,411	\$45,399	\$38,550	\$106,758
2024	\$136,353	\$132,884	\$3,469	\$83,186	\$30,727	\$44,400	\$101,501
2025	\$248,172	\$161,871	\$86,301	\$181,910	\$143,409	\$44,900	\$107,222

Read together with the story told earlier in this record, a few things stand out: the lean early years of 2005–2007 as the first funding cycle wound down, the steady rise of Safe Operating Procedure induction income from a standing start in 2005 to a genuine cornerstone of the Telecentre's funding, and 2025 standing as the highest-earning year on record, with the highest bank balance the Telecentre has ever held.

Training and Learning, 2001–2026

This section draws on the Telecentre's own Training Log and Self-Paced Training Record, kept since the very first course in October 2001. Figures are historical: a blank cell in the original ledger meant the figure was never recorded at the time, not that it was zero.

Across 25 years, Collinsville Connect has delivered 250 classroom and self-paced training courses, reaching 2,415 students for a combined 145,412 student-hours of skills training, everything from the very first "Intro to PC's" classes run with TAFE in 2001, through to Excel, MYOB, QuickBooks and Access sessions delivered one-on-one over the years that followed. Separately, and on top of this, the Telecentre has also delivered 901 Safe Operating Procedure inductions for 10,501 mining industry inductees, the funding story behind that is told in the Financial Summary.

Category	Courses	Students	Student-Hours
CCT Course	90	1,466	133,952
TAFE	44	382	7,116
COIN	45	297	2,164
BHP Skills Net	10	100	250
Thiess – Vulcan Course	6	36	324
Adult Learners Week	3	34	85
SLQ Librarians Course	3	28	196
Rural Trainer – Home Hill	1	11	231
Cairns QuickBooks Trainer	1	8	60
Thiess OCE Training	2	8	64
Self-Paced (2002–2007)	45	45	970

Read against the story told earlier in this record, a few things stand out: CCT's own courses account for the great majority of training hours delivered, reflecting a quarter century of the Telecentre building its own programmes around the community's needs rather than simply hosting outside providers. TAFE and COIN partnerships, meanwhile, gave that local effort a formal, accredited pathway from the very beginning.