

Tasmanian Industry Participation Plan Executive Summary

Procurement details

Procurement Reference No.	DRS 2018
Procurement title	External Debt Recovery Services
Name of Responsible Agency/Entity	Department of Treasury and Finance/PPB

Supplier details

Name of supplier	Probe Group
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Executive summary

Probe Group (Probe) is Australia's largest national contingent mercantile agent and maintains deep domain expertise in the performance of debt management services. This experience can be seen across our client base, where we perform similar services across a range of different sectors including, Government (Federal, State and Local), telecommunications, utilities, banking and finance and retail.

Probe currently has approximately 3500 FTE operating in a variety of centres in Australia, New Zealand and Philippines.

Probe will directly engage with approximately 20 subcontractors based in Tasmania, who perform debt recovery services. Probe's debt collection services subcontractors are based in Hobart, with agents throughout Tasmania. Our legal services provider is also based in Hobart.