

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	Tasmanian Collection Service
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Executive summary

Tasmanian Collection Service (TCS) is 100% Tasmanian owned and operated with offices in Hobart, Launceston and Burnie. We have been operating in Tasmania for over 140 years. We are a locally based SME with 30 permanent employees who live and work in Tasmania. While an SME ourselves, we are the largest collection agency in Tasmania and a trusted local organisation with an excellent reputation. Our location means we have shopfronts and we encourage people to come and talk to us.

Our team averages a 14 - year tenure and has a retention rate (from the last three years) of 92%. Five of our senior staff members have been with us for over 30 years and two of these members have been with us for over 40 years. This means our staff have developed unprecedented knowledge of local debtors over decades. TCS currently acts for state and local government agencies and we have been providing support to the Crown for over 40 years. As a result, we already employ staff who understand the requirements of this contract and deliver services to most of the agencies outlined in this request document.

Currently 12 FTE's are employed by TCS for the provision of debt recovery services to the state government. We have the ability to deliver all core services through our local team, however we do engage the specialist skills of local agents to carry out our field work and process serving. We have long-term relationships with these providers and they currently support the services we deliver to the Crown.

In the event that we require additional suppliers or subcontractors in the future, TCS will source these from local SME's.

Again, as a local company that only employs local people and uses local subcontractors, we have no intention to engage any organisation outside of Tasmania. As a Tasmanian SME ourselves, we are dedicated to employing and engaging only local people and businesses for all the work we do. Our clients are Tasmanian and we support over 3,000 SMEs in local communities annually, with which we work through consulting services, credit reporting and publications to a range of local businesses and government agencies (both state and local).

We have unprecedented knowledge of the local economy and a database of historical information on local debtors collected over 50 years. This knowledge on our strong local relationships with our customers and the debtors in the communities in which our staff live and work means we can take a thorough, respectful but effective approach to recovering debts across multiple clients.

While we have rigorous systems, technology and processes in place, it is our relationships and local knowledge that really delivers both short and long-term results for our local clients, resolving outstanding debts and injecting funds back into the local economy.

Whilst our staff are locally based and highly qualified, they regularly develop their skills and industry knowledge. We keep abreast of local legislation, key government initiatives and the local economy and political landscape in which we work.