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Report

## Best People Report 2023



# DIXON

APPOINTMENTS

The best people for the best people

The financial year ended 30 June 2023 saw some stability returning to working arrangements but businesses were once again put to the test – this time by an incredibly tight labour market.

With Australia’s unemployment rate reaching lows not seen since the early 1970s, the task of finding and retaining the best talent occupied significant resources.

Here’s how some of the best people – our clients, candidates, team and community – rose to meet the challenges of the financial year ending 30 June 2023.

### About this report

The Best People report is designed to provide insight and transparency into how Dixon Appointments operates; our challenges, people, goals, achievements and community.

Information is reported under each of our four guiding principles; Connection is Key, Business is Personal, People Come First and Community Matters.

Data covers the financial year ended 30 June 2023.



# Connection is Key

**Connecting people with opportunity is why we exist.** After years of ‘pivoting’ to meet ever-changing work conditions during Covid, we started to see companies settling back into consistent working arrangements.

We rediscovered the happiness of face-to-face meetings, coffee catch-ups and networking events.

Throughout the year we made sure that we maintained connection with each other and our professional community in the following ways:

- Connected people with career opportunities and financial security by recruiting for **2,078 positions**
- Facilitated **remote or hybrid connection work arrangements for 723** of these filled positions
- Connected with our **employer community over 7,217 times**, providing advice and support to assist with business continuity
- Conducted **977 interviews** with people looking for the next step in their working life.

In response to the continuing tight employment market, Dixon continued the vacancy notifications that we previously introduced for our candidate network.

During financial year 2023, we issued notifications of positions needing to be filled 6,129 times.

## Stakeholder Feedback

- Achieved a **Net Promoter Score of 69.7**, up from 66.1 in FY 2022.
- Achieved a Google rating of **4.9** and **85** new reviews throughout the year.



EVERYBODY I HAVE MET SO FAR IS A CONSUMMATE PROFESSIONAL – WITH A HEART!

I STRUGGLE TO FIND ADEQUATE WORDS TO EXPRESS MY GRATITUDE TO THE TEAM FOR THEIR EFFORTS IN HELPING A RECENT IMMIGRANT.

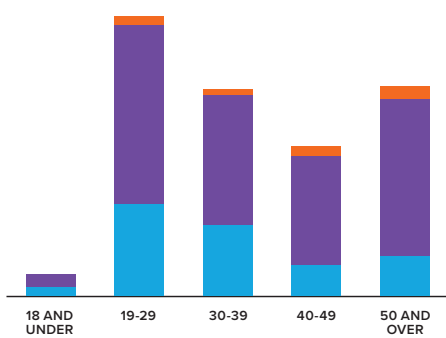
THANK YOU FOR YOUR PROFESSIONALISM, EFFICIENCY, KINDNESS, AND FRIENDSHIP – YOU ARE, QUITE SIMPLY, THE BEST. MANY THANKS ALL!

**Marsha, Dixon candidate**

## Profile of Active Candidates\*

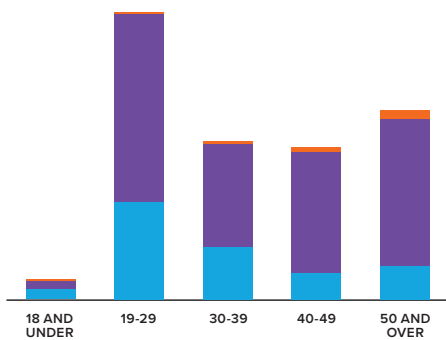
Figures represent number of candidates in each category, followed by % of total candidate pool (rounded to whole number).

### FY 2023



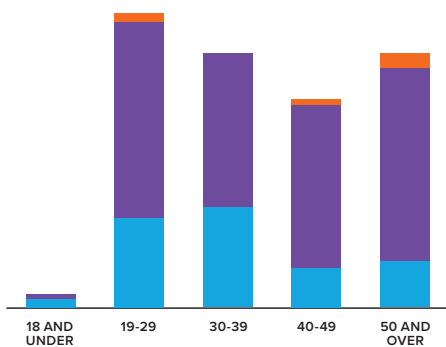
	Male	Female	Other	Total
18 and under	4 (1%)	12 (2%)	1 (0%)	17 (3%)
19-29	88 (17%)	160 (30%)	17 (3%)	265 (50%)
30-39	22 (4%)	44 (8%)	2 (0%)	68 (13%)
40-49	23 (4%)	48 (9%)	1 (0%)	72 (14%)
50 and over	20 (4%)	89 (17%)	1 (0%)	110 (21%)
<b>Total</b>	<b>157 (30%)</b>	<b>353 (66%)</b>	<b>22 (4%)</b>	<b>532 (100%)</b>

### FY 2022



	Male	Female	Other	Total
18 and under	8 (1%)	7 (1%)	1 (0%)	16 (2%)
19-29	78 (12%)	150 (23%)	2 (0%)	230 (35%)
30-39	42 (6%)	82 (13%)	3 (0%)	127 (20%)
40-49	21 (3%)	97 (15%)	4 (1%)	122 (19%)
50 and over	27 (4%)	117 (18%)	8 (1%)	152 (23%)
<b>Total</b>	<b>176 (26%)</b>	<b>453 (70%)</b>	<b>18 (2%)</b>	<b>647 (100%)</b>

### FY 2021



	Male	Female	Other	Total
18 and under	4 (1%)	2 (0%)	0 (0%)	6 (1%)
19-29	43 (9%)	94 (19%)	4 (1%)	141 (29%)
30-39	48 (10%)	74 (15%)	0 (0%)	122 (25%)
40-49	19 (4%)	78 (16%)	3 (1%)	100 (21%)
50 and over	22 (4%)	93 (19%)	7 (1%)	122 (24%)
<b>Total</b>	<b>136 (28%)</b>	<b>341 (69%)</b>	<b>14 (3%)</b>	<b>491 (100%)</b>

\*Active Candidates refers to candidates who are fully registered with Dixon and worked during FY 2023.

# Business is Personal

**People rely on us to understand their needs and deliver on their objectives efficiently and effectively.** Taking the time and effort to match complementary needs and skills is how we stand out from the crowd.



Growth by clients and candidates	FY 2023	FY 2022	FY 2021
No. of new candidates	977	720	614
No. of new employer clients	19	10	11
No. of new connections with hiring managers	1,283	1,089	1,167

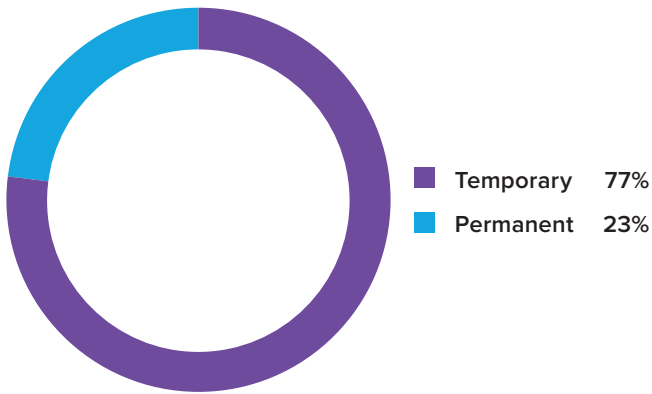
Quality of candidates	FY 2023	FY 2022	FY 2021
No. of candidates re-engaged by clients	250	277	266
No. of Letters of Excellence sent out	106	100	30

AN AMAZING RECRUITMENT COMPANY, SUPER HELPFUL AND ALWAYS AVAILABLE TO SPEAK TO.

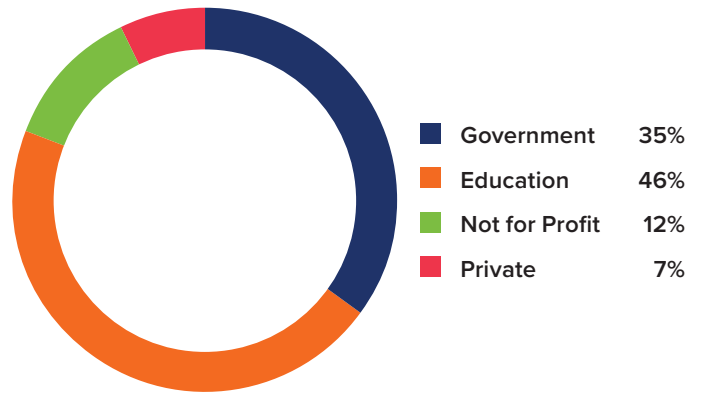
THEY ALWAYS UNDERSTAND WHAT I AM LOOKING FOR IN A CANDIDATE AND ENSURE THAT THOSE PRESENTED ARE BOTH HIGHLY SKILLED IN OUR SPECIALIST AREA, AS WELL AS BEING A GOOD CULTURAL FIT FOR THE COMPANY.

**Carolyn, Dixon client**

Revenue by service type FY 2023



Revenue by sector FY 2023



**Summer Lovin’, had us a blast**

**In late February 2023 we decided enough was enough and we missed catching up with people in person!**

After three long covid-affected years, we took advantage of Melbourne’s end of summer weather and held a networking event – titled ‘Summer Lovin’ (safe for work edition) – for a group of our clients and candidates.

Our friends at the Asylum Seeker Resource Centre Catering provided a delicious array of treats inspired by different parts of the world, and Treasury Gardens offered us the perfect outdoor setting.

Over 50 people spent a pleasant few hours after work making new connections and exchanging ideas, thoughts and experiences.

Thank you to all who attended and we look forward to the next time!

THANKS TO DIXON APPOINTMENTS FOR PUTTING ON THE EVENT.

IT WAS LOVELY TO SEE PEOPLE IN PERSON, AND ALSO FOR YOU TO SUPPORT ASRC IN PROVIDING CATERING. THANKS AGAIN.

**Jane, Dixon client**



# People Come First

**Dixon celebrates and supports the achievements of our clients, candidates and colleagues. We believe in treating all stakeholders with genuine care, thought and enthusiasm.**

Dixon embraced the 'new normal' of hybrid working arrangements during FY 2023.

With some scheduling and technology support, we proved we could combine greater flexibility for all team members without compromising company culture or the high levels of service our stakeholders expect.

Here are some of the steps we took during the year:

- Continued our approach to flexible and hybrid work arrangements. At the end of FY 2023 94% of team members had hybrid arrangements in place
- Moved key meetings and in-hours social gatherings to Mondays, when the majority of team members are in the office
- Delivered winter warmer care packs to our team as they braved the Melbourne winter
- Maintained our Wellbeing and Health Program offering subsidies and rebates for health activities and apps, with 100% of team members accessing the program throughout the year
- Introduced some additional opportunities for our team to connect socially including lunches and after hours activities
- Covered the cost of flu vaccines and provided paid time for Covid-19 vaccination boosters.

I LOVE WORKING WITH DIXON APPOINTMENTS. THEY'RE VERY PROFESSIONAL, KNOW THE LABOUR MARKET, AND VERY HELPFUL IN FINDING ME ROLES THAT SUIT MY SKILLS AND EXPERIENCE.

THEY ALSO KEEP IN CONTACT DURING THE ASSIGNMENT TO MAKE SURE ALL IS WELL. I HIGHLY RECOMMEND THEM.

**CB, Dixon candidate**

## Dixon by the numbers

Figures reflect 30 June in each respective year

Dixon Appointments Pty Ltd	FY 2023	FY 2022	FY 2021
Total no. of team members*	16	19	14
Turnover of team members	27%	24%	26%
Average no. of sick days taken per person	0.9	2.0	1.9
Median tenure of team members	1.5	0.8	4.0
Team members eligible for loyalty leave**	12	7	11
No. of activity rebates claimed	100%	42%	36%
No. of training hours per team member - with tenure less than one year	288	288	288
No. of training hours per team member - with tenure one year or greater	7.1	6.5	6.6

\* Total team member count includes all full-time and part-time people working directly for Dixon Appointments Pty Ltd. It does not include contract staff or candidates.

\*\*Dixon provides loyalty leave for team members with one additional day of annual leave issued on their first-year anniversary and a further day added for each year of tenure to a maximum of five days per year. Directors are not eligible for loyalty leave.

## Diversity in the workplace

Figures reflect 30 June in each respective year

Dixon Appointments Pty Ltd	FY 2023	FY 2022	FY 2021
<b>Gender</b>			
Total organisation*	15 female, 1 male, 0 other	18 female, 1 male, 0 other	14 female, 0 male, 0 other
Senior management**	100% female	100% female	100% female
<b>Work arrangements</b>			
Full time team members	12	12	9
Part time team members	4	7	5
<b>Age</b>			
18 and under	0	0	0
19-29	4	6	3
30-39	5	6	4
40-49	2	2	2
50 and over	5	5	5

\* Total organisation includes all full-time and part-time people working directly for Dixon Appointments Pty Ltd. It does not include casual or contract staff, interns or candidates.

\*\*Senior Management includes Directors, Heads of Divisions and Team Leaders.



## Levelling the field

**Despite the past few years producing one of the tightest job markets in our country's history, employment equality for people living with disability has remained unchanged for nearly three decades.**

It's a difficult statistic to absorb or understand given that 25% of people in Australia have disability.

In May 2023 Dixon Appointments was proud to be among the first organisations to partner with the Field, Australia's most disability-inclusive job platform.

The Field is co-founded by Dylan Alcott - wheelchair tennis Golden Grand Slam champion, Officer of the Order of Australia, former Australian of the Year and all-around legend. It aims to actively connect people with disability to opportunities from employers who recognise the value of inclusivity and diversity.

The site has been built with accessibility and inclusivity at its core, to create something for people with disability that is innovative, accessible and trustworthy.

For employers it provides the tools and assistance to remove barriers to inclusive hiring, as well as insightful and compelling information including:

- 90% of employees with disability record productivity rates equal or greater than other employees
- 86% have attendance records equal or superior to other employees
- inclusive workplaces are ten times more productive
- inclusive workplaces are nine times more likely to innovate.

For more information on how the Field can assist with increasing innovation, inclusivity and business results at your business, visit [thefield.jobs](https://thefield.jobs)

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IT'S A LOT EASIER THAN YOU THINK HIRING SOMEONE WITH DISABILITY, BUT PEOPLE DON'T WANT TO DIP THEIR TOE IN AND TRY BECAUSE THEY'RE SCARED TO ASK QUESTIONS, BECAUSE IF THEY ASK QUESTIONS THEY MIGHT OFFEND.

BE INQUISITIVE AND LIFT YOUR EXPECTATION OF WHAT YOU THINK YOUR CANDIDATES WITH DISABILITY CAN DO, BECAUSE I PROMISE YOU, IT'S ALWAYS MORE THAN YOU THINK.

**Dylan Alcott OAM, Co-founder of the Field**

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# Community Matters

**Success should not come at the expense of our community. We are here to improve on the status quo; within our own industry of recruitment and within the broader Victorian, national and global communities we impact.**

This year we supported our communities in the following ways:

- Celebrated 12 years certified as carbon neutral, contributing zero net emissions in the delivery of our business services
- Donated to causes including September, Fareshare, Djirra Aboriginal Women’s Charity, STREAT and Cancer Council Victoria (via Australia’s Biggest Morning Tea)
- Achieved a NABERS rating of 6 stars (5.5 stars without Green Energy)
- Ran our annual Foodbank Drive during June for the Asylum Seekers Resource Centre, with 123 bags donated from Dixon, our clients and candidates
- Saved over 40 lives through 13 donations of blood and plasma to Red Cross Lifeblood.

Our team also used their paid volunteer leave to support their personal causes including Melbourne Indigenous Transition School, ASRC Foodbank, Australian Red Cross Lifeblood, HomeGroup, Clean Up Australia and the Salvation Army Wishing Tree Appeal.



A BIG THANK YOU TO THE TEAM FOR THEIR GUIDANCE AND SUPPORT. THROUGH THEIR PROCESS AND DEDICATION. THEY FOUND ME THE BEST JOB SUITED TO MY SKILLS IN A SHORT TIME. WHAT A TEAM!

IF YOU ARE READING THIS REVIEW, I WAS ONE OF YOU. DON’T HESITATE, MAKE AN APPOINTMENT WITH DIXON. YOU WON’T REGRET IT.

**Jeanie, Dixon candidate**

	2023	2022	2021
Volunteer leave: % of leave taken	24.0%	15.1%	7.1%



## Dixon WINS CitySwitch Signatory of the Year!

Dixon Appointments is a business that believes in sustainability. We believe that for people and business to thrive within a strong economy with good employment, we also need a healthy society and environment.

In recognition of our commitment to environmental sustainability, we were delighted to be awarded the CitySwitch Signatory of the Year for 2022, announced in April 2023.

The Awards are judged by a panel of subject experts and industry leaders. Signatories are assessed on outcomes, innovation and program engagement.

Congratulations to all the award winners for 2022 and to all those who participate in the CitySwitch program.

The shared goal of net zero emissions is increasingly urgent. As the climate crisis continues impacts on communities and economies around the world.



## A community of the Best People - ASRC Foodbank Drive

Dixon Appointments connects people with work opportunities, which in turn provides them with financial security and the ability to support themselves.

We are committed to assisting vulnerable groups of people within the community, who do not have access to paid employment. One example is people seeking asylum in Australia, who often have no right to work in this country and no network for support.

Dixon ran our annual food drive in June to do our bit to help. This year we also reached out to our clients and candidates to spread the word further, and we committed to dollar match any contributions from our community.

Our goal was to fill 40 bags with ASRC's most needed food and grocery items, with a filled bag costing approximately \$50. With help from our Dixon community, we were able to donate 62 bags, which we then matched for a total of 123; a fantastic effort from everyone involved.

To find out more about ASRC, the work that it does and how you can help, visit [asrc.org.au](http://asrc.org.au)

## Some of the very Best People: Australian Red Cross Lifeblood



Three blood donations are needed every minute across Australia.

With red blood cells only lasting 42 days from donation and 1.7 million donations needed each year, donating blood is an incredibly important way to help others.

There are just over half a million donors in Australia and we're pleased to say many of our team are among them. We are lucky to have the Red Cross Lifeblood Melbourne Donor Centre just a few minutes away on Collins Street. Their amazing team of kind and patient medical professionals guide us through each and every donation.

Throughout the financial year to 30 June 2023, the Dixon team donated enough blood and plasma to save over 40 lives.

For information or to book a donation appointment visit [lifeblood.com.au](http://lifeblood.com.au)

## A different type of gift – our Paying It Forward initiative



It's now a Dixon tradition to re-direct end of year thank you gifts to selected charities.

We asked our clients to nominate a gift recipient group, and we then shopped accordingly to meet the needs of that group.

We donated gifts for youths and older women via the Salvation Army Wishing Tree Appeal, and bags for the Asylum Seekers Resource Centre Foodbank.

In total we donated 158 gifts in December 2022, including bags for ASRC Foodbank.



## Thank you

None of our achievements are possible without the support of our community.

To our dedicated, passionate and talented team – thanks and admiration. Continued gratitude goes to the business community who partners and supports a locally-owned recruitment business and who encourages and champions our initiatives to continually improve and progress our industry.

We wish you, your families and colleagues a happy, healthy and successful FY 2024.

The team at Dixon Appointments x