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Report

## Best People Report 2022

DIXON  
APPOINTMENTS

The best people for the best people

2022 was another year of interruption, despite fervent hopes for a return to some type of consistency.

But challenges can bring out the best in people.

Here's what some of the best people – our clients, candidates, team and community – achieved during 2021/22.

**About this report**

The Best People report is designed to provide insight and transparency into how Dixon Appointments operates; our challenges, people, goals and achievements. 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 previous financial year. In previous years we reported from against a calendar year; we have updated previous years' figures in this report to be consistent with financial year reporting.

# Connection is Key

## Connecting people with opportunity is why we exist.

Like many other businesses and teams, the mechanics of how we went about our work changed a lot in recent years.

We started to see people trickle back to offices during 2021/22, and we rediscovered the joy in connecting face to face after so long.

Throughout it all we tried our hardest to make sure that we maintained connection with each other and our professional community in the following ways over the past year:

- Connected people with career opportunities and financial security by recruiting for **1,714 positions**
- Facilitated remote or hybrid work arrangements for **327** of these filled positions
- Connected with our employer community over **4,257 times**, providing advice and support to assist with business continuity
- Conducted **772 interviews** with people looking for new opportunities

In response to an incredibly tight employment market, Dixon implemented vacancy notifications for our candidate network.

During financial year 2021/22 we issued notifications of positions needing to be filled **14,272 times**, representing a year on year increase of over 250%.

### Stakeholder Feedback

- Achieved a Net Promoter Score of **66.1** down from 67.8 in 2020/21
- Achieved a Google rating of **4.85 out of 5**, with 109 new reviews throughout the year.

I HAVE WORKED ON MULTIPLE ASSIGNMENTS WITH DIXON, EACH OF WHICH HAS MATCHED MY NEEDS AS I REBUILT MY CAREER AFTER IMMIGRATING TO AUSTRALIA.

IN MY TIME WITH DIXON I BUILT A PROFESSIONAL NETWORK FROM A STANDING START WHICH HAS BEEN VERY IMPORTANT.

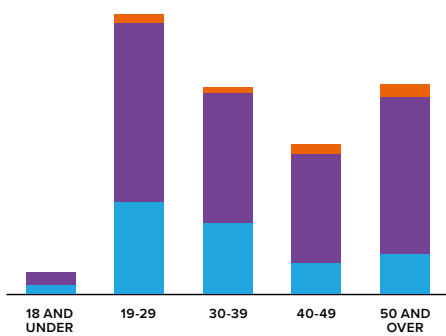
WORKING WITH DIXON ALSO OFFERED OPPORTUNITIES I COULDN'T SECURE ELSEWHERE. IT CAN BE DIFFICULT IN AUSTRALIA TO BE TAKEN SERIOUSLY AS A CANDIDATE IN SOME SECTORS IF YOU ARE NOT AUSTRALIAN. DIXON ALWAYS FOCUSED ON MY SKILLS, ALLOWING ME TO ACQUIRE STRONG REFERENCES WHICH RESULTED IN BETTER AND BETTER OPPORTUNITIES.

David, Dixon candidate

### Profile of Active Candidates\*

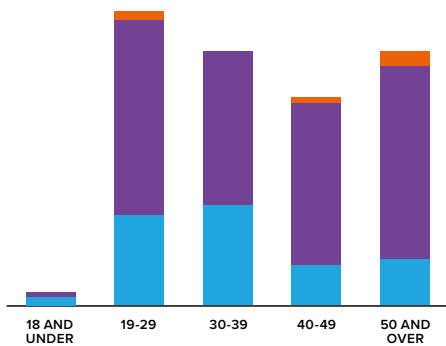
These figures represent the number of candidates in each category at 30 June of each year, followed by the percentage of the total candidate pool. These figures are rounded to whole numbers, which is why some do not tally to 100%.

#### FY2020



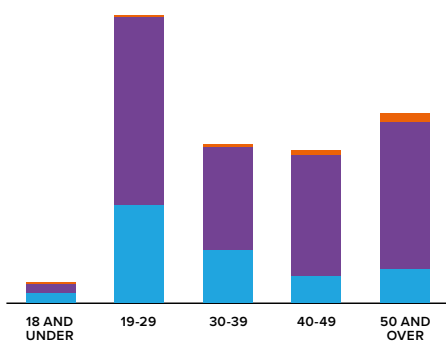
	Male	Female	Other	Total
18 and under	8 (1%)	13 (2%)	0 (0%)	21 (3%)
19-29	88 (11%)	172 (21%)	9 (1%)	269 (33%)
30-39	68 (8%)	125 (15%)	5 (1%)	198 (24%)
40-49	29 (3%)	105 (13%)	10 (1%)	144 (17%)
50 and over	38 (5%)	151 (18%)	12 (1%)	201 (24%)
<b>Total</b>	<b>231 (28%)</b>	<b>566 (69%)</b>	<b>36 (4%)</b>	<b>833 (101%)</b>

#### FY2021



	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>

#### FY2022



	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 (19%)
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 (98%)</b>

\*Active Candidates refers to candidates who are fully registered with Dixon and worked during 2021/22

# Business is Personal

**People rely on us to understand their needs and deliver on their objectives efficiently and effectively.** For a team driven by passionate people, business has always been personal. Taking the time and effort to match complementary needs and skills is how we stand out from the crowd.



Growth by client and candidate	FY 2020	FY 2021	FY 2022
No. of new candidates	840	614	720
No. of new employer clients	17	11	10
No. of new connections with hiring managers	1,515	1,167	1,089

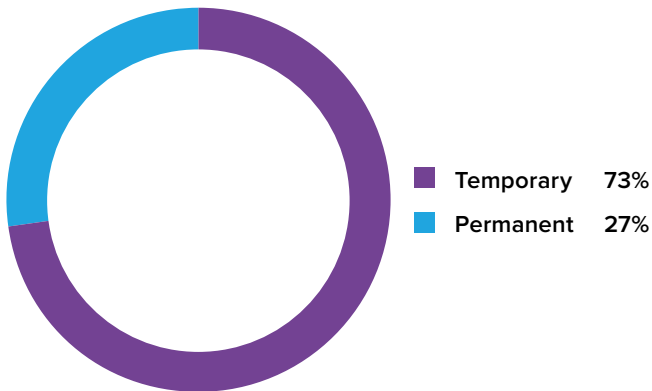
  

Quality of candidates	FY 2020	FY 2021	FY 2022
No. of candidates re-engaged by clients	370	266	277
No. of Letters of Excellence sent out	N/A	N/A	100

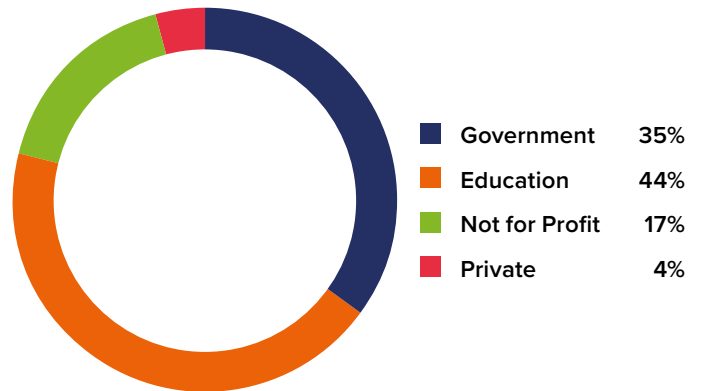
I WORKED WITH DIXON WHO HELPED ME SECURE PERMANENT EMPLOYMENT. THEY WERE VERY THOROUGH AND ALWAYS KEPT IN REGULAR CONTACT WITH ME EVEN POST PLACEMENT. I HIGHLY RECOMMEND DIXON APPOINTMENTS FOR ALL YOUR RECRUITMENT NEEDS.

Melissa, Dixon candidate

Revenue by service type



Revenue by sector



### Recognition costs nothing, but it's worth a lot

At the end of each contract Dixon sends a questionnaire to host employers asking for feedback to pass onto candidates.

Every time a candidate receives an excellent rating Dixon donates \$5 directly to STREAT – a social enterprise helping to end youth homelessness. Our candidates are sent a Letter of Excellence advising them of the feedback they received, and of our donation on their behalf.

Rosie is a Dixon candidate who recently received a Letter of Excellence:

*"My experience with Dixon has been so positive. They genuinely listened to what was important to me and offered an opportunity that aligned with my values."*

*I'm always conscious that I'm representing Dixon as well as myself, so it was lovely to receive confirmation of a job well done.*

*I don't necessarily need the recognition, but it's no less wonderful to receive it. The beautiful added element was the donation to STREAT because social responsibility is very important to me personally."*

During 2021/22 Dixon donated a total of \$500 to STREAT for this initiative, demonstrating the quality of work delivered during a still-challenging business environment.

DIXON APPOINTMENTS ARE FIRST CLASS IN THEIR RESPONSIVENESS AND PROFESSIONALISM.

I AM ALWAYS HAPPY TO WORK WITH DIXON FOR THE MANAGEMENT OF OUR CASUAL STAFF REQUIREMENTS.

Anthony, Dixon client, education sector

# 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, and we form lasting relationships built on mutual respect.

Dixon returned to our Head Office during 2022 with hybrid and flexible working arrangements in place. With a transition back to office life – including commuting and crowds - it was even more important to us to provide timely, personal and effective support to our team throughout the year.

Here are some of the initiatives we delivered:

- Formalised our approach to flexible and hybrid work arrangements in our **'Flexibility is not just for Yoga'** guidelines, recognising the shift in work patterns and expectations over the past three years. At the end of FY 2022 we had one team member working 100% remotely, and 74% team members with hybrid arrangements in place
- Developed a best practice **Parental Leave Policy** that includes the continuation of superannuation guarantee payments during parental leave and equal paid leave for either parent, among other benefits. With a predominantly female team, this is an important reflection of Dixon's commitment to supporting women in their careers
- Delivered **winter warmer care packs** to our team as they braved a seemingly never-ending Melbourne winter!
- Maintained our **Wellbeing and Health Program** offering subsidies and rebates for health activities and apps
- Covered the cost of **flu vaccinations** and provided paid time for Covid-19 vaccination boosters

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DIXON IS A VERY CONTEMPORARY AGENCY WITH AN OLD-FASHIONED FOCUS ON MATCHING YOU TO THE RIGHT CLIENT AND ROLE.

THEY GO THAT EXTRA STEP WHICH MEANS A LOT. AS A 15-YEAR VETERAN, I HIGHLY RECOMMEND THEM.

**Allison, Dixon candidate**

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## Dixon by the numbers

Figures reflect 30 June in each respective year

Dixon Appointments Pty Ltd	FY 2020	FY 2021	FY 2022
Total no. of team members*	17	14	19
Turnover of team members	43%	26%	24%
Average no. of sick days taken per person	2.9	1.9	2.0
Median tenure of team members	3.0	4.0	0.8
Team members eligible for loyalty leave**	11	11	7
No. of activity rebates issued	32%	36%	42%
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	6.5	6.6	6.5

\* 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 2020	FY 2021	FY 2022
<b>Gender</b>			
Total organisation*	16 female, 1 male, 0 other	14 female, 0 male, 0 other	17 female, 1 male, 1 other
Senior management**	100% female	100% female	100% female
<b>Work arrangements</b>			
Full time team members	13	9	12
Part time team members	4	5	7
<b>Age</b>			
18 and under	0	0	0
19-29	4	3	6
30-39	6	4	6
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. 'Other' represents team members who do not identify as male or female, or who did not provide this information.

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



## The Best New People: vocational internships

**As part of a long and trusted partnership with Deakin University, Dixon offers vocational internships to psychology students once or twice a year. The following was written by Dixon's most recent intern, Jessica.**

At the beginning of my Internship with Dixon, I had little to no experience in a corporate work environment. I was unsure if it would be relevant to my psychology degree and wondered what knowledge I could gain from this placement.

Despite this, I decided to approach the internship with an open mind and see what came of it. To my surprise, it didn't take long before I was assured I was in the right place.

The first thing I noticed about Dixon was its workplace culture and environment. From feeling very lost and not knowing anyone on my first day, within hours I was made to feel right at home. I remember leaving feeling like I had known the team for years, despite just having met them. They have a natural way of making people feel welcomed and included, something I greatly respect.

Although everything was very new to me, I was consistently guided and could ask for help whenever I needed. I was trained by various team members and leaders, where I learnt many different administration, customer service and data entry skills.

The collaboration and teamwork are two other admirable skills true of this company. Despite being challenged at times, the team checked in to see if I had any problems and were always willing to assist.

This support was apparent throughout the workplace; the team regularly bounced ideas off one another, working together to improve performance and productivity.

This was further reinforced in team meetings, where everyone is encouraged to acknowledge the work of others, share their thoughts and concerns and reflect on how we can improve going forward. It was clear attending these meetings that Dixon prioritises wellbeing, whilst also striving to promote growth within individuals and the company as a whole.

In such a short time, I learnt so many valuable skills that I could carry into the workplace and life. Dixon broadened my knowledge in new areas, particularly organisational psychology and HR where I have found a new passion and interest. It's allowed me to see other potential pathways that can come out of my degree and how I can transfer and apply my university skills and knowledge in a business setting.

After my internship finished, I was fortunate enough to be offered a position on the team at Dixon. I am beyond grateful for this experience, as I know each day I get an opportunity to learn something new. I feel honoured to be part of this team and get to share my experience first-hand with others who may be interested.

I cannot recommend Dixon enough. Every team member is driven with compassion and a genuine joy in helping candidates and clients to feel fulfilled and supported. The team are incredibly hard-working and personable, which is what makes Dixon so unique. They really do abide by their saying of "The Best People for the Best People".

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DIXON HAS A WAY OF MAKING EVERYONE FEEL LIKE FAMILY, WHETHER IT'S CLIENTS, CANDIDATES OR TEAM MEMBERS. THERE IS A SENSE OF WARMTH, FRIENDLINESS AND VIBRANCY THAT EVERY INDIVIDUAL IN THE OFFICE UPHOLDS AND STANDS BY.

**Jessica, new Dixon team member**

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# Community Matters

**We believe that success should never 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 and global communities we impact.**

This year, we supported our communities in the following ways:

- We celebrated **12 years certified as carbon neutral**, contributing zero net emissions in the delivery of our business services
- **Collated 39 bags** for the Asylum Seekers Resource Centre's Foodbank
- Donated to causes including Djirra, Pets of the Homeless, Berry Street, STREAT, Australia's Biggest Morning Tea, UNICEF and SisterWorks
- Achieved a NABERS rating of **6 stars** (5.5 stars without Green Energy)
- Our team used their paid volunteer leave to support their personal causes including the Melbourne Indigenous Transition School, ASRC Foodbank and the Salvation Army.



DIXON HAS PROVIDED ME WITH A NUMBER OF FANTASTIC STAFF OVER THE YEARS, ENABLING US TO DELIVER SOME AMAZING PROJECTS.

SPECIAL THANKS TO OUR RECRUITER WHOSE PROFESSIONALISM HAS ALWAYS MADE ON-BOARDING TEMPORARY STAFF AN EASY EXERCISE.

**Adrian, Dixon client, Government sector**

	2020	2021	2022
<b>Volunteer leave: % of leave taken</b>	10%	7.1%	15.1%

### Some of the very Best People: ASRC

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

Unfortunately there are vulnerable groups of people within our community without access to paid employment. One primary example is people seeking asylum in Australia, who often have no right to work in this country and no network for support.

The Asylum Seeker Resource Centre (ASRC) supports refugees and people seeking asylum to live safely, sustainably, independently, and equally. The ASRC Foodbank is one of their key initiatives and provides access to food and essential items to people via donations from the community.

Dixon ran a food drive earlier in the year to do our bit to help. Our goal was to fill 20 bags with ASRC’s most needed food and grocery items, with a filled bag costing approximately \$45. Happily our team rose to the challenge and we were able to donate 39 bags in total which we dropped to the ASRC centre in Footscray.

Donations to the ASRC Foodbank can make a difference in people’s lives by assisting them on the pathway to food security and independence. To find out more about ASRC, the work that it does, and how you can help, visit <https://asrc.org.au/>

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

Last year, given we were unable to visit our clients in person, we decided to re-direct our usual end of year thank you gifts to the Salvation Army Wishing Tree Appeal.

Based on the very enthusiastic response we received, we decided to do it again this year, and we also added the Asylum Seekers Resource Centre.

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

In total we donated over 160 gifts, including 78 bags to the ASRC Foodbank, meaning Dixon donated 117 bags in total across the year.

Gifts for the remaining recipients were sourced from local suppliers and delivered to the Salvation Army for distribution.

## Thank you

None of our achievements are possible without the support of the incredible people around us.

Thanks go first and foremost to our dedicated, passionate and talented team, and to the business community that has partnered with and supported a locally-owned recruitment business throughout an incredibly difficult few years.

We wish you, your families and colleagues a happy, healthy and safe festive season.

Here's to a successful and uninterrupted 2023.

The team at Dixon Appointments x