



## ESSENTIAL INFORMATION

### BAILLIE LODGES

Baillie Lodges is a collection of intimate luxury lodges offering unique Australian experiences. Spectacular locations combined with contemporary design, exceptional cuisine, first name service, all-inclusive tariffs and indulgent surrounds combine to deliver sophisticated and exclusive encounters with luxe appeal. Capella Lodge on Lord Howe Island launched the portfolio and continues to capture guests in its magic. Southern Ocean Lodge on Kangaroo Island is globally celebrated and acclaimed. Longitude 131° at Uluru-Kata Tjuta is the ultimate outback luxury experience. Silky Oaks Lodge offers the ultimate Daintree Rainforest retreat. Baillie Lodges is a founding member of Luxury Lodges of Australia.

### LOCATION

Silky Oaks Lodge is set on 32 hectares (80 acres) of pristine rainforest above the gently flowing Mossman River, approximately 60 minutes' drive from Cairns and 20 minutes from Port Douglas, the gateway to the Great Barrier Reef. Also within easy reach are Mossman Gorge and the magnificent wilderness of Cape Tribulation.

### CLIMATE

Part of the Wet Tropics of Queensland World Heritage Area, the climate is characterised by two distinct seasons: The Dry Season from May to October offers warm days and cool nights with low humidity ranging in temperature from 19-30°C; November to April is considered the Wet Season and the days and nights are hotter and humid with temperatures between 22-32°C and frequent restorative showers.

### SUSTAINABILITY

Baillie Lodges is committed to minimising our environmental footprint. Silky Oaks Lodge follow a documented Integrated Environmental Management System (IEMS) with the first principle of the system is that the long-term effect of the Lodge on the local environment must be zero. All water from the Lodge is drawn from the Mossman River and is treated on site with a sand filter and chlorination plant with the result being a pure minimally treated spring water of a high standard.

### WORKING AT SILKY OAKS LODGE

The team at Silky Oaks is relatively small, though quite diverse and unique. The most common roles include Chefs, Food and Beverage Attendants and Housekeepers. Smaller departments include Front Office, Maintenance and the Healing Waters Spa. Whilst position descriptions are provided to individuals, it is a team effort that makes the Lodge operate effectively – this spirit of cooperation also allows our team members the opportunity to develop new skills in areas they have not previously worked in.

### GUEST PROFILE

The lodge's target market is predominantly discerning guests seeking an exclusive Australian luxury experience. Approximately 70% of our guests are from overseas, with North America and Europe comprising the largest international markets. Guests stay on average 3 nights and the lodge welcomes children 10 years and over. There is a distinct peak season during the winter months of July to October. The festive period from mid-December to mid-January is particularly busy.

# SILKY OAKS LODGE

## LIVING & WORKING INFORMATION



### STAFF ACCOMMODATION

There is a range of accommodation available on-site at Silky Oaks Lodge, however there is limited capacity so many of our staff live in the beautiful surrounding region. Senior staff and department heads are given first preference for on-site accommodation, whilst a small number of rooms are also available for seasonal workers or new staff to live in short-term, whilst they are getting settled in the region.

If the option is available for you to live in accommodation provided by the lodge, the valuation of your weekly rental is subject to room availability, your position and is inclusive of general utilities (electricity, gas and water). This rental amount will be deducted from your pay. You are required to supply your own bed linen, towels and other personal effects.

There are three types of on-site staff accommodation available including; four self-contained apartments, eight studio style cabins and a 3-bedroom share house option which is located a short 10-minute walk from the property. Alternatively there are a large variety of rental accommodation options in Mossman and Cooya Beach (10 minutes drive) or Port Douglas (20 minutes drive) for those that want to live off-site. Once confirmed, your staff accommodation is available 24 hours prior to your commencement date. Once your employment ceases you must vacate the premises within 24 hours, where practicable, from the date your employment terminates.

A security deposit (Bond) of \$150 will be held by the Lodge in the event that the accommodation is not cleaned to the desired standard.

### COMMUNICATIONS

Mobile reception is available around the lodge – the Telstra network provides the strongest coverage.

### STAFF MEALS

One duty meal (lunch or dinner) is provided for each staff member per shift.

### UNIFORMS

Uniform Shirts are provided for most staff at Silky Oaks Lodge, a uniform bond is deducted from your first wage and refunded at the end of your employment, subject to the return of your uniform. Most staff are required to provide their own pants or shorts and you will be required to provide or purchase your own footwear, the type and style required varies by department.

## BAILLIE LODGES STAFF BENEFITS

### STAFF DISCOUNTS

Discounts available to staff at Silky Oaks Lodge include;

- 50% off dining (food & beverage) in the Treehouse Restaurant
- 50% off Healing Water Spa treatments
- 20% off Boutique purchases

Advance reservations for the Treehouse Restaurant and Healing Waters Spa are essential and must be approved by the Lodge Manager or Assistant Lodge Manager.

Access to complimentary or discounted local activities (provided by our preferred activity operator partners).

### ACCOMMODATION DISCOUNTS

After 6 months of service, your immediate family can visit Silky Oaks as a guest at the special family rate of 50% off retail rates. These rates are heavily discounted and therefore subject to availability, special conditions apply.

### GUEST GRATUITIES

Silky Oaks is fortunate to attract discerning guests who are often very appreciate of the high level of service provided by the team. All guest gratuities received are banked, then distributed evenly and fairly to staff members at the end of each quarter. Guest gratuities may also be used to purchase recreational equipment for all staff to use.

# SILKY OAKS LODGE

## LIVING & WORKING INFORMATION



## TRANSPORT

### AIR

Silky Oaks Lodge is an easy and scenic 60 minute drive from Cairns Airport. Qantas, Jetstar, Virgin Australia and Tiger Airways offer direct daily flights to and from main gateways including Sydney, Melbourne, Brisbane and Darwin.

### AIRPORT TRANSFERS

A shared shuttle service can be arranged from Cairns Airport to the Lodge. This will be charged at a staff discount rate to be confirmed by Lodge upon booking and will be deducted by the Lodge from your first pay. Please advise the team if this is required, bookings must be secured no later than 3 days prior to arrival. Once the team has made the booking, you will be advised as to what time the pick up will occur, this is dependant on others bookings. You may also book this shuttle service from the Lodge into Cairns CBD if requested and cost will be advised at the time of booking.

### DRIVING DIRECTIONS

From the airport take the airport access road to the Captain Cook Highway, then turn right (heading north). Remain on the highway, passing by the Port Douglas turn-off and going through the town of Mossman. Follow Captain Cook Highway across the Foxton Bridge and then take a left turn onto Syndicate Road. Take the next left into Finlayvale Road. Silky Oaks Lodge is located at the end of road.

### STAFF CAR PARKING

There is a designated uncovered car park on-site available for staff.

## THINGS TO DO

Silky Oaks Lodge is set in 80 acres of rainforest bordering the World Heritage Listed Daintree National Park and overlooking the beautiful Mossman River and is region's premier destination from which to explore Tropical North Queensland.

There are many day tours available including boat excursions to explore the Great Barrier Reef, 4WD excursions to further explore the Daintree and Cape Tribulation and several special interest tours including scenic Helicopter flights, Horse Riding, Quad Biking & Fishing Adventures. Most Tour operators include complimentary pick-up from the Lodge and Port Douglas.

Direct from the Lodge there are several walking trails, river swimming, mountain biking and canoeing.

## GETTING AROUND

Staff can utilise the lodge operated daily transfer to Port Douglas on a complimentary basis, subject to availability.

A staff car is available on a complimentary basis for use of staff who live on-site with the only condition of returning the vehicle with a full tank of fuel.

## LOCAL SHOPS & SERVICES

Mossman village is a short 10-minute drive from the Lodge where you will find many services including a Supermarket, Hospital, Medical Centre, Bank (NAB) as well as cafes and the local Hotel. Port Douglas is also only a short 20-minute drive and is a popular tourist destination with a variety of shops, restaurants and services.

# SILKY OAKS LODGE

## LIVING & WORKING INFORMATION



## MOVING TO ONSITE ACCOMMODATION AT SILKY OAKS

### POSTAL, FREIGHT & CONTACT INFORMATION

Your Name

Silky Oaks Lodge

Finlayvale Road, Mossman, QLD, 4873

T. +61 7 4098 1666

Email: [reservations@silkyoaks.com.au](mailto:reservations@silkyoaks.com.au)

Freight items are at your own expense.

## LIVING ON SITE

### WHAT TO BRING

- Bedding – pillows, covers & sheets\*
- Towels
- Toiletries
- TV

\*Confirm bed size with lodge prior to arrival, single or double may apply.

### NOT PERMITTED TO BRING

- Pets

### USEFUL LINKS

[www.silkyoakslodge.com.au](http://www.silkyoakslodge.com.au)

[www.baillielodges.com.au](http://www.baillielodges.com.au)

[www.luxurylodgesofaustralia.com.au](http://www.luxurylodgesofaustralia.com.au)

[www.visitportdouglasdaintree.com](http://www.visitportdouglasdaintree.com)

## HOW TO APPLY

Email us at [careers@baillielodges.com.au](mailto:careers@baillielodges.com.au) or call us on 02 9918 4355